

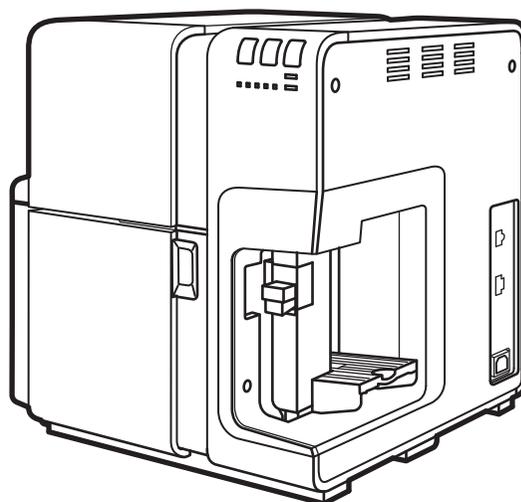
**Canon**

# **CX-G6400**

COLOR CARD PRINTER

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## **Getting Started Guide**



### **Read this guide first.**

Please read this guide before operating this product.

When finished reading, store it in a safe place for future reference.

# About Instruction Manuals

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Thank you for purchasing the Canon CX-G6400 Color Card Printer.  
The following manuals come with this product.

## ● Getting Started Guide (This Manual)

- Be sure to read this manual before using this product.
- This manual contains important safety information, installation instructions and basic product information.
- Keep this manual for future reference.

## ● User's Guide

- This manual is available in PDF format and provides a detailed description of how to operate this product. \*
- This manual contains specific instructions on operation, daily maintenance, and troubleshooting.

\* The User's Guide is stored on the supplied "Printer Software CD-ROM." Adobe Reader or Acrobat Reader is required to read the User's Guide.  
If Adobe Reader or Acrobat Reader is not installed in your computer, download it from the website of Adobe Systems Inc. and install it in your computer.

# About the Printer Software CD-ROM

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The CD-ROM supplied with the printer contains the User's Guide and the printer driver. Please read this manual for instructions to install the printer driver.

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# Before You Begin

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## Conventions

The following marks are used in this manual.



Instructions that, if ignored, could result in death or serious personal injury caused by incorrect operation of the equipment. These must be observed for safe operation.



Instructions that, if ignored, could result in personal injury or material damage caused by incorrect operation of the equipment. These must be observed for safe operation.

**Important**

Instructions including important information. To avoid damage and injury or improper use of the product, be sure to read these indications.

**Note**

Instructions including notes for operation and additional explanations.



Indicates an operation that must not be performed. Read these items carefully, and make sure not to perform the described operations.

## Sample Screens

The sample CX-G6400 printer driver screens displayed in this manual were created with Windows 10.

## Trademarks

- Canon and the Canon logo are trademarks of Canon Inc.
- Microsoft and Windows are trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries.
- Adobe and Acrobat are trademarks of Adobe Systems Incorporated.
- Other brand and product names may be trademarks or registered trademarks of their respective companies.

## Abbreviations

Throughout this manual the following abbreviations are used in text.

- Microsoft Windows 10 is abbreviated as "Windows 10"
- Microsoft Windows 8.1 is abbreviated as "Windows 8.1"
- Microsoft Windows 7 SP1 is abbreviated as "Windows 7"
- Microsoft Windows is abbreviated as "Windows"

## Important Notices

- Copying this manual or any part of this manual without permission is strictly forbidden.
- The specifications for this printer and software provided with the printer are subject to change without prior notice.
- We have done our best to make this manual as complete and accurate as possible, and we ask you to contact your place of purchase. If you find any omissions or mistakes in this manual.
- We can accept no responsibility for loss or damages resulting from the use of this printer or its software; please accept this before you use the printer.

## Legal Notice

### ■ Legal Limitations on the Usage of Your Product and the Use of Images

- It is illegal to reproduce currency, bills, negotiable securities and other documents prohibited by law. Reproduction of such items may be subject to criminal prosecution.
- It is illegal to reproduce legal certificates, licenses, and certain public and private documents prohibited from reproduction by law. Reproduction of such items may be subject to criminal prosecution.
- Please note that intellectual property protected by copyright may not be reproduced without the express permission of the copyright holder except for personal or household use under limited circumstances.

### ■ Product Name

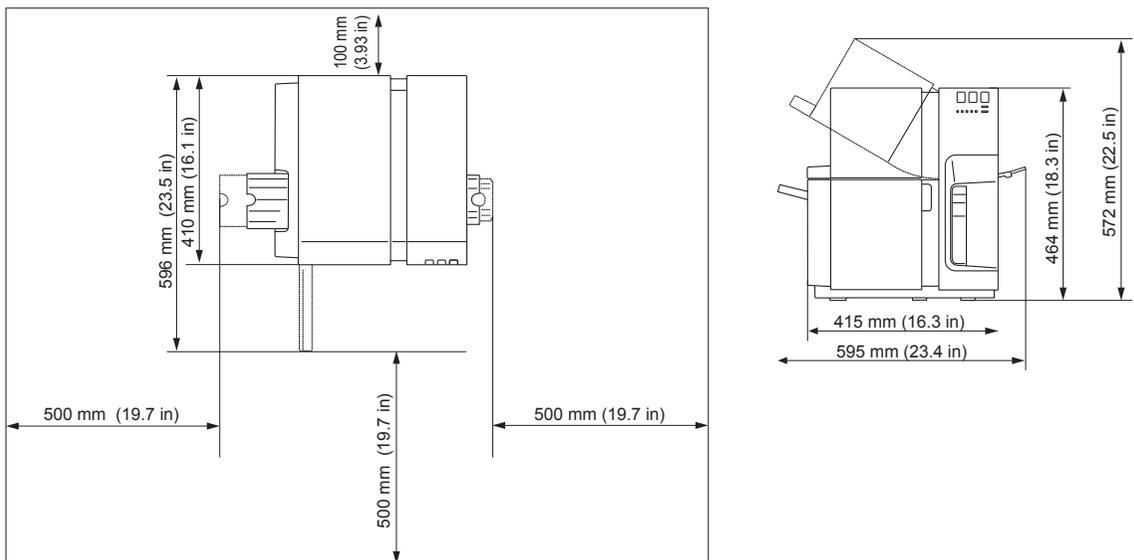
CX-G6400

# Important Safety Instructions

Prior to using this printer, please read this section ("Important Safety Instructions") thoroughly. Warnings and important matters are described here to ensure safe use of the product. Do not attempt to operate this printer in any way other than those mentioned in the manual.

## ■ Installation

- Make sure that there is sufficient space around the printer.



## Warning

- Do not place the following objects on the printer:
  - Necklaces and other metal objects
  - Cups, vases, flowerpots, and other containers filled with water or liquids

If such an object is brought into contact with the electrical parts inside the printer, this could cause a fire or electric shock. If an object enters the inside of the printer, turn the printer off immediately, disconnect the power plug from the power outlet and contact your place of purchase.

- The electrical contacts inside the printer become extremely hot during normal operation. To avoid causing a fire, do not store flammable substances like alcohol, thinner, etc. near the printer.

### **Caution**

- Do not install the printer in the following locations. If the printer is not installed in the proper location, a fire or electric shock could occur.
  - A damp or dusty location.
  - A location exposed to oily smoke or steam; e.g., near a countertop or humidifier.
  - A location exposed to rain or snow.
  - A location exposed to salty wind.
  - A location subject to high temperatures.
  - A location near open flames.
- Do not place the printer in an unstable location; e.g., on a wobbling or inclined table, or a location subject to frequent vibrations. The printer could fall down or fall over, resulting in personal injury.
- Never place the printer where it will be exposed to rapid changes in temperature, such as indirect sunlight, near an air conditioner, or in a car on a hot day. This could cause a fire or damage to the printer.

### **Important**

- Use the printer in the following operating environment:
  - Operating environment: 15 to 30 degrees Celsius (59 to 86 degrees Fahrenheit)
  - RH 10% to 80% (with no condensation)
- If the printer is carried into a warm room on a cold day, this could cause condensation inside the printer. If this happens, allow the printer to sit for at least 1 hour at room temperature to adapt to the ambient temperature and humidity.
- Do not install under strong light. This could cause a malfunction.
- To ensure normal operation of the printer and avoid possible damage, do not install the printer near large office equipment or any other type of electrical device that emits a strong magnetic field.
- Never block the ventilation ports on the printer. A blocked ventilation port could cause heat to build up inside the printer and cause a fire.

## ■ Power Supply

### **Warning**

- Do not use any power cord other than those supplied with the printer. This could cause a fire or electric shock.

## Important Safety Instructions

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- Do not bring the power cord near a heating appliance. This could melt the cable sheath and cause a fire or electric shock.
- Do not use an extension cord. This could cause a fire or electric shock.
- To avoid causing a fire or serious electric shock, connect the printer power cord to an independent power outlet that is not shared by other equipment or appliances.
- To avoid causing a fire or serious electric shock, make sure that the power plug is securely and completely inserted into the power outlet.
- Do not damage, break, or modify the power cord. Do not place a heavy object on, heat, or pull the AC cord. This could cause power leakage from the damaged portion, resulting in a fire or electric shock.
- To avoid personal injury from an electric shock, do not handle the power cord or plug when your hands are wet.
- To avoid a fire or serious electric shock, never knot the power cord or wrap it around itself.
- Disconnect the printer power cord during severe electrical storms. Lightning could cause a fire or severe electric shock or damage to the printer.

### **Caution**

- To avoid damaging the power plug, which could cause a short circuit and cause a fire or electric shock, do not pull on the power cord to unplug the cord from the power supply. Always grip the plug to remove it from the power supply.
- Always keep the area around the power plug free of obstacles so you can unplug it easily. This allows you to unplug the power cord quickly in an emergency.
- Do not use any power outlet other than the one rated for the printer. This printer is designed to be used in the region where you purchased it. Also, make sure that the power outlet can supply sufficient power for the printer. This could cause a fire or serious electric shock, or damage the printer.

### **Handling**

#### **Warning**

- If you find a large ink leak, turn the printer off immediately, disconnect the power plug from the power source, and call your place of purchase. If you continue to use the printer, this could cause a fire or serious electric shock.
- There are high voltage points inside the printer. To avoid a fire or electric shock, do not attempt to disassemble or repair the printer.

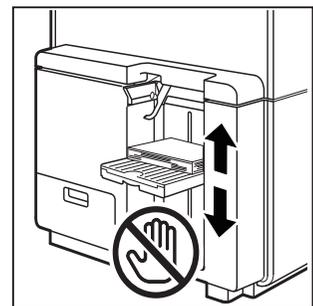
## Important Safety Instructions

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- Do not insert any metal objects into the printer. Also, do not let a metallic piece (clip, staple, etc.), or water and a flammable solvent (alcohol, benzene, thinner, etc.) into the printer. If it is brought into contact with the electric parts inside the printer, a fire or electric shock could result. If an object enters inside of the printer, turn the printer off immediately, disconnect the power plug from the power outlet and contact your place of purchase.
- When abnormal sound, smoke, excessive heat or strange odor is detected, turn the printer off immediately, disconnect the power plug from the power outlet and contact your place of purchase. Using the printer continuously could cause a fire or electric shock. Do not attempt to repair the printer by yourself. This could cause a fire or serious electric shock.
- Do not use a flammable spray near the printer. If the sprayed gas is brought into contact with the electric parts inside the printer, a fire or electric shock could result.
- If the printer is dropped and damaged, turn the printer off immediately, disconnect the power plug from the power outlet, and contact your place of purchase. If you continue to use the printer, this could cause a fire or serious electric shock.
- Keep the power cord, cables, gears, belts, rollers, and electric parts inside the printer out of the reach of children. Otherwise, a personal injury or printer failure could result.

### **Caution**

- If the printer will not be used for a long period of time, for your safety disconnect the power cord from the power outlet.
- Do not place a heavy object on the printer. It could fall down or fall over, resulting in personal injury.
- It is dangerous to put your fingers deep inside the ink tank boxes. There are pin-sharp parts which may hurt you or alternatively you may cause damage that will lead to breakdown.
- Do not touch the feeder lift tray while it is in operation. In addition, do not insert your finger or any object under the tray. An injury or failure can result.
- Do not touch the auto stacker while it is in operation. In addition, do not insert your finger or any object under the stacker. An injury or failure can result.



## Important Safety Instructions

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### Important

- To prevent machine failures, do not open the ink tank door or maintenance cartridge door, do not turn the printer off, and do not remove the power plug from the outlet while the printer is printing. If you do so, the print head protection function is not performed properly, resulting in a machine failure or ink leakage which can stain your clothes and the surrounding area.
- Do not apply excessive force to the upper unit. Doing so can result in a machine failure or impair print quality. Be sure to open/ close the upper unit slowly.
- Do not place the printer close to TV, radio receiver or loudspeakers, etc. The magnetic field produced may cause the printer to malfunction, or the printer may interfere with TV/radio reception.

## ■ Safety-Related Symbols

-  Power switch: "ON" position
-  Power switch: "OFF" position
-  Power switch: "STANDBY" position
-  Push-push switch  "ON"  "OFF"
-  Protective earthing terminal
-  Dangerous voltage inside. Do not open covers other than instructed.
-  CAUTION: Hot surface. Do not touch.
-  Class II equipment
-  Moving parts: Keep body parts away from moving parts

NOTE:

Some of symbols shown above may not be affixed depending on the product.

## ■ Moving

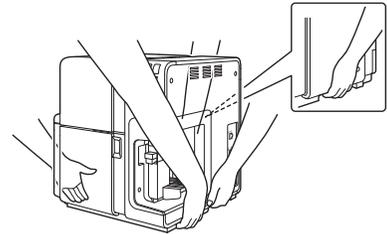
### **Caution**

- Before you move the printer to another location within the same building, disconnect the power

## Important Safety Instructions

cord and make sure that all other cables are disconnected. Moving the printer without doing so could damage the power cord or the cables and cause a fire or electric shock.

- Two persons standing at the front and back of the printer must lift the printer while holding the left and right handles provided at the bottom of the printer. If you lift the printer in an unnatural posture, you may drop it, resulting in an injury. In addition, if you hold the feeder lift tray or auto stacker, you may damage it or drop the printer, resulting in an injury.



- Always hold the printer level and carry it slowly. If ink is spilled inside the printer while moving it, this could cause a fire or serious electric shock or damage the printer.
- Before moving or shipping the printer, be sure to execute [Preparation for Moving the Printer] or [Preparation for Transporting the Printer] from the printer driver. Also when shipping the printer, set the protectors.  
Moving or shipping the printer without taking necessary measures could cause ink leak inside the printer, resulting in a fire, electric shock, or printer failure.

### Important

- To prevent machine failures, do not relocate or transport this printer with the upper unit open.

## ■ Maintenance and Inspections

### ! Warning

- To avoid a fire hazard, occasionally disconnect the power cord from the printer and the power supply and use a soft dry cloth to clean the cord connectors and the connection points. Leaving the cord plugged in and not cleaned for a long period, especially in an area subject to dust, oil, and high humidity, could cause the insulation material to deteriorate.
- When cleaning the printer, do not use a flammable solvent (alcohol, thinner, etc.). If a flammable solvent is brought into contact with the parts inside the printer, a fire or electric shock could result.
- Check the power cord and power plug regularly. If the following conditions occur, contact your place of purchase, as the condition may cause a fire:
  - There are burn marks on the power plug.
  - The blade on the power plug is deformed or broken.
  - The power goes OFF and ON when the power cord is bent.
  - There are cuts, cracks, or indentations on the power cord.

## Important Safety Instructions

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- The power cord becomes hot.
- Check the power cord and power plug regularly to make sure that they are not handled in the following manner, as this may result in a fire or electric shock:
  - The connection part of the power plug is loose.
  - The power cord is under a heavy object.
  - The power cord is subjected to stress, for example, it is pulled excessively or secured with staples.
  - The power plug is loose.
  - The power cord is tied in a bundle.
  - The power cord protrudes into a walkway.
  - The power cord is placed in front of heating appliance.

### **Caution**

- Before cleaning the printer, be sure to turn it off and remove the power plug from the power outlet. Otherwise, a fire or electric shock could result.

## ■ Ink Tank and the Maintenance Cartridge

### **Caution**

- Always store these items out of the reach of small children. This prevents accidents. If a child accidentally swallows ink, seek medical attention immediately.
- If ink gets into your eyes, wash it out with flowing water immediately. If irritation persists, consult a physician.
- If ink comes into contact with your skin, rinse it off with flowing water immediately. If irritation persists, consult a physician.
- Do not attempt to disassemble or modify the ink tanks.

### **Important**

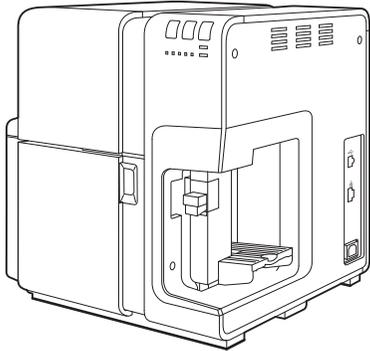
- Never drop or apply excessive force to an ink tank or the maintenance cartridge. Ink can stain clothing and the work area.
- Do not install or remove the ink tank or maintenance cartridge unless it needs to be replaced. Doing so can accelerate wear of the printer components.

# Box Contents

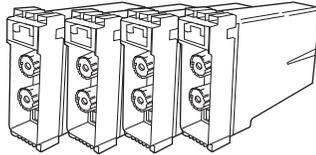
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Check that the following items are included.

- Printer

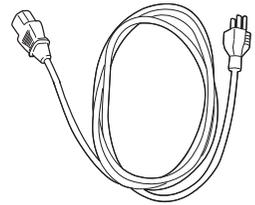


- Starter Ink Tanks



(Black,Cyan, Magenta, Yellow)

- Power Cord



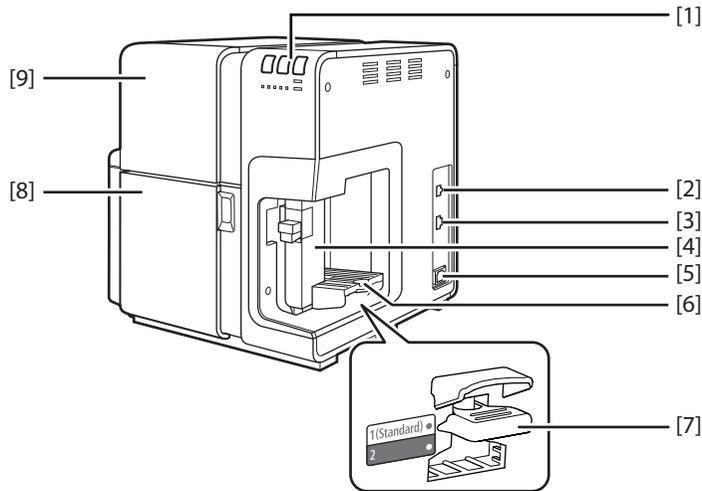
- Getting Started Guide (this manual)
- Printer Software CD-ROM (containing the printer driver and User's Guide)
- Warranty
- Moving or Transporting the Printer (booklet)

## Note

- USB cable and LAN cable are not included.

# Printer Part Names and Functions

## Front/Right Side View



**[1] Operation panel (→ P.14)**

Keys necessary for operation and lamps to indicate the state of printer are provided on this panel.

**[2] USB port**

Connect a USB cable here to connect to the computer.

**[3] LAN port**

Connect a LAN cable here to connect to the computer.

**[4] Side guide (→ P.32)**

Adjust the position of this guide according to the paper width.

**[5] Power socket**

Connect the power cord here.

**[6] Feeder lift tray (→ P.32)**

Load the paper.

**[7] Tray switch lever**

Use in the "1 (Standard)" position. Normally, this does not need to be changed. If paper cannot be fed properly, switch the lever position.

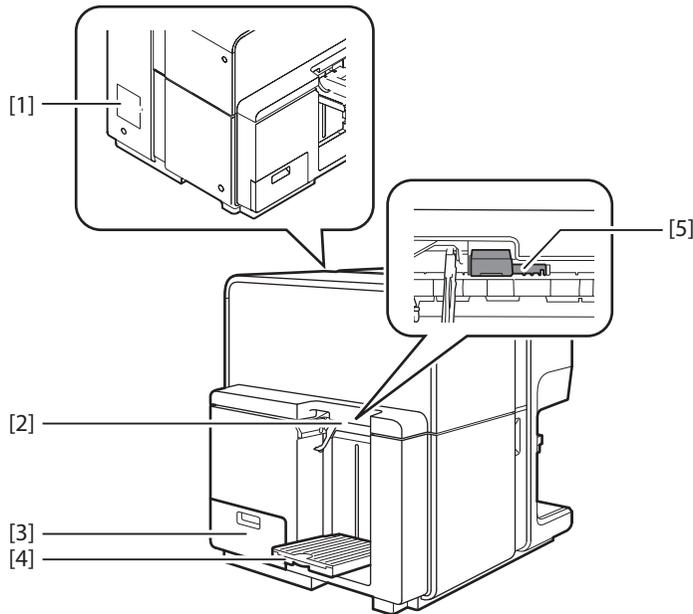
**[8] Ink tank door**

Open this door when replacing ink tanks or opening the upper unit.

**[9] Upper unit**

Open this unit when loading paper, removing paper jammed in the paper feed path, or cleaning inside of the machine. The upper unit holds the printhead.

## Left Side View



**[1] Rating plate**

A serial number for identifying the printer is shown on this plate.  
(The serial number is required when you contact customer support or require any sort of printer repairs.)

**[2] Paper delivery slot**

Printed paper is delivered through this slot.

**[3] Maintenance cartridge door**

Open this door when replacing the maintenance cartridge.

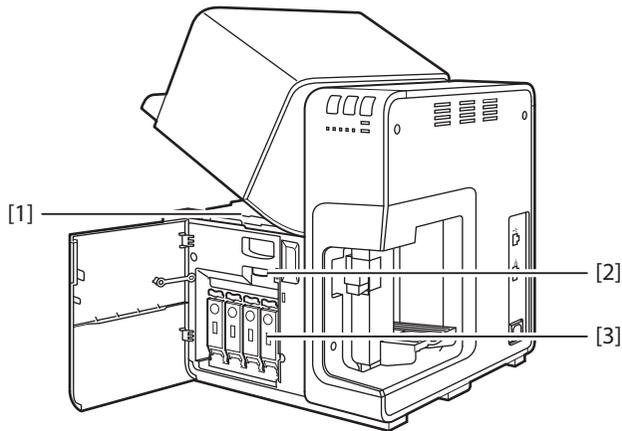
**[4] Auto stacker (→ P.36)**

Receives printed paper output from the printer.

**[5] Thick paper transport lever (→ P.36)**

Pull out this lever to use the special heavy paper and CR80 thick plastic card.

# Inside the Printer



**[1] Transport area**

Transports paper. Clean paper dust and ink stains here.

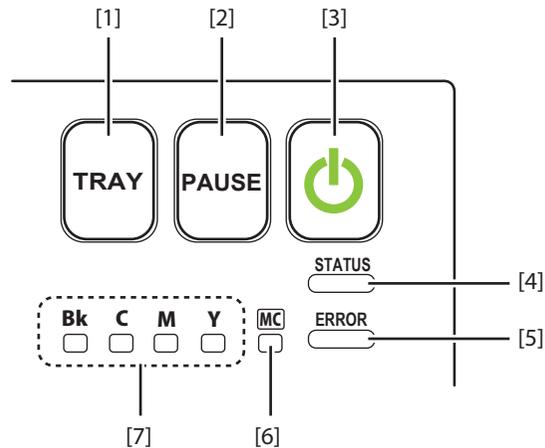
**[2] Upper unit open lever**

Opens the upper unit.

**[3] Ink tank cover**

Open this cover when replacing the ink tank.

## Operation Panel



### [1] Tray key

Use this key to move the feeder lift tray upward/downward.

### [2] Pause key

Pressing this key suspends printing.  
Pressing this key restarts printing.

### [3] Power key/lamp

Press this key to turn on/off the printer.  
This lamp lights up or blinks depending on the power supply status.

On: The printer is powered.

Blink: The printer is in sleep mode (power-saving mode).

Off: The printer is not powered.

### [4] Status lamp

This lamp lights up or blinks.

On: Printing from the computer is possible. (Online mode)

Blink: The printer is processing or operating (printing, cleaning, etc.)

Off: Instructions and print data cannot be received from the computer (offline mode) or Sleep mode.

## Printer Part Names and Functions

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### [5] Error lamp

Lights when an error occurs.

Lit: An operator call error has occurred.

Blink: A service call error has occurred.

### [7] Ink warning lamp (Bk/C/M/Y)

These lamps indicate the remaining amounts of Black (Bk), Cyan (C), Magenta (M) and Yellow (Y) inks.

Lit: There is no ink available for printing or the ink tank is faulty.

Blink: The ink tank is low.

Off: The ink tank is full.

### [6] Maintenance cartridge warning lamp

This lamp lights up or blinks when there remains a small or no maintenance cartridge space to collect ink.

Lit: The maintenance cartridge is full or faulty.

Blink: The maintenance cartridge has limited space.

Off: The maintenance cartridge has free space.

#### **Important**

- Opening the ink tank door or maintenance cartridge door during printing will cause an error and suspend printing. Do not open the ink tank door or maintenance cartridge door except when replacing an ink tank or maintenance cartridge or opening/closing the upper unit.
- Never attempt to open the upper unit by force or hit the upper unit. This could damage the printer or result in poor print quality. Always open and close the upper unit slowly.

# Installing Software

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After installing this printer at the installation site, install the printer driver in the computer. The accessory Printer Software CD-ROM contains the printer driver and User's Guide. Follow the instructions below to install the printer driver, install the User's Guide as needed.

## System Requirements

The printer driver and User's Guide require a personal computer with the following system requirements:

### ■ Operating system (OS)

Windows 10 (32bit/64bit)

Windows 8.1 (32bit/64bit)

Windows 7 (32bit/64bit)

### ■ Hard disk space

Printer driver: 50 MB or more

User's Guide: 10 MB or more

# Installing the Printer Driver

The printer can be connected to a computer with a USB connection or an Ethernet local area network (LAN) connection.

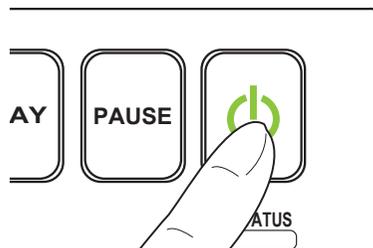
- To connect the printer with a USB cable, please read: [「Using the Printer via a USB Cable\(P.17\)」](#)
- To connect the printer to an Ethernet local area network, please read: [「Using the Printer via a LAN Cable\(P.22\)」](#)

## ■ Using the Printer via a USB Cable

### Important

- This printer is USB 2.0 (High Speed) compatible.
- A USB cable does not come with this printer. Use a commercially available USB cable that is compatible with your computer.
- Do not connect the USB cable before installing the printer driver. After starting installation of the printer driver, connect the USB cable when instructed by a message shown computer screen during the printer driver installation.

- 1** Turn off the printer.  
Press and hold the power key for at least 1 second.



- 2** If the printer is connected to the computer via USB cable, disconnect the USB cable.

**3** Turn the computer on and log in to the computer as the user with Administrator authority.

**Important**

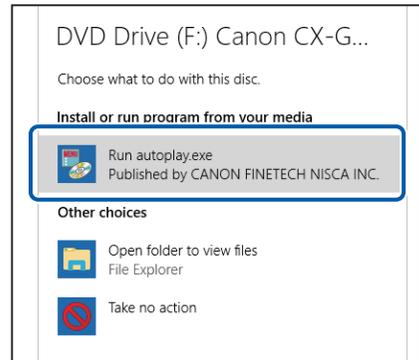
- System administration authority is required for printer driver installation.
- Have Anti-virus programs and other resident programs closed prior to starting the printer driver installation.

**4** Insert the "Printer Software CD-ROM" into the computer.

**Important**

- If the computer does not have a CD-ROM drive, the printer driver can be downloaded from the support area of the Canon USA web site ([www.usa.canon.com](http://www.usa.canon.com)) and then installed.

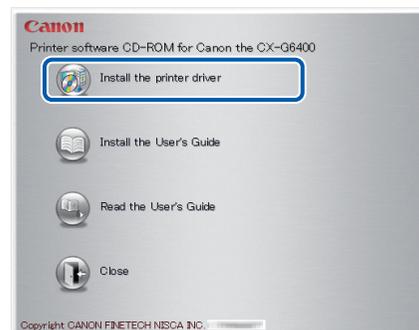
**5** Click [Run autoplay.exe].



**Note**

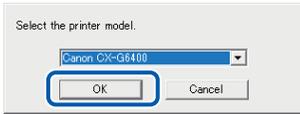
- A user account control dialog box may appear. In this case, click [Yes].
- The installation start window may not appear depending on the CD-ROM drive auto run setting. In this case, go through the following.
  1. Double-click the CD-ROM icon in [This PC] (or [Computer]).
  2. Double-click [autoplay.exe].

**6** Click [Install the printer driver].

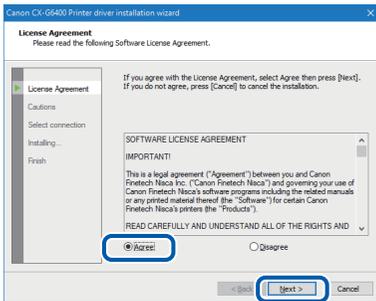


# Installing Software

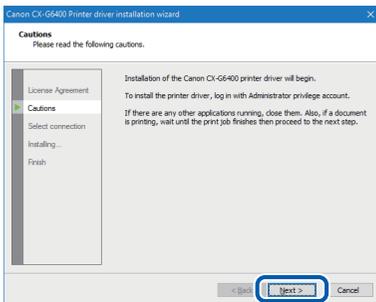
- 7 Confirm this printer is selected and click [OK].



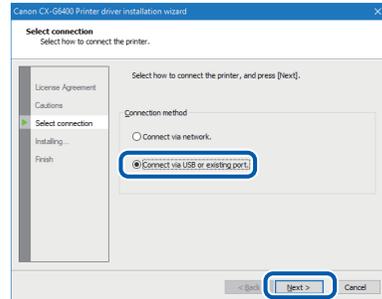
- 8 Read the software license agreement, select [Agree], and then click [Next].



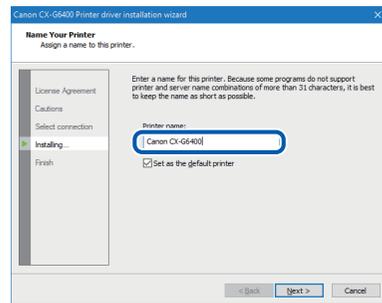
- 9 Read the Cautions and then click [Next].



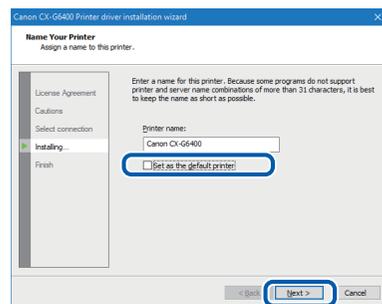
- 10 Select [Connect via USB or existing port] and then click [Next].



- 11 To change the printer name, enter a new printer name in "Printer name."



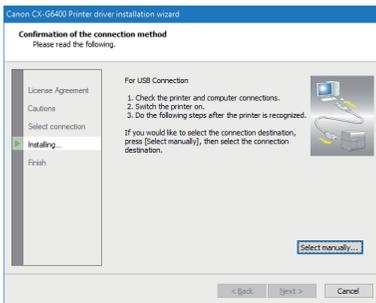
- 12 When this printer is not the default printer, uncheck the checkbox then click [Next].



- 13 Check [Always trust software from "CANON FINETECH NISCA INC."] checkbox and then click [Install].



- 14 When the next window is displayed, turn the printer on and connect computer and printer with USB cable.



When the printer is recognized, installation will begin.

### Note

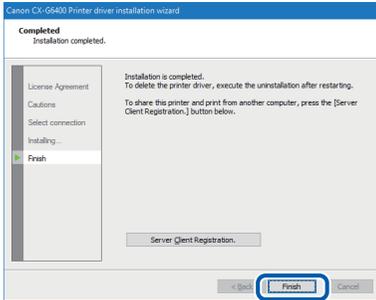
- If the computer, connected to the printer by USB cable, is linked to a network, it may take some time to recognize the printer.
- If you would like to select the connection destination by yourself, click [Select manually...] and select the connection port.

### Important

- The USB cable is hot-swappable. However, it should be noted that the USB cable should not be connected or disconnected in the following cases:
  - When the computer is being booted (before the desktop appears)
  - When the printer is printing
  - When the printer driver is being installed
- When disconnecting the USB cable with the computer or printer powered, be sure to remove the USB plug on the computer side (USB hub side) in advance. When reconnecting the USB cable, wait for at least 5 seconds after disconnecting it. If you connect the USB cable too early, the printer may malfunction.

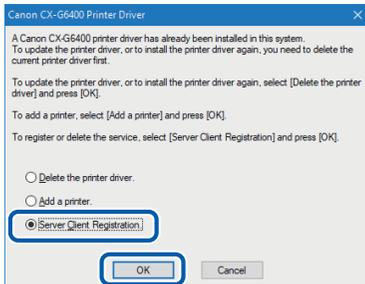
# Installing Software

## 15 Click [Finish].



### Note

- If the printer driver was installed in a computer to be used as a print server, click [Server Client Registration].
- The server client can be registered after completion of installation of the printer driver.
  1. Start CD-ROM.
  2. Click [Install the printer driver].
  3. Select [Server Client Registration].
  4. Click [OK].



- To delete the server client registration, perform steps 1-4 of the server client registration procedure. A confirmation message of the service deletion appears.

## 16 Remove "Printer Software CD-ROM", and then click [Yes].



Rebooting of the computer starts automatically.

### Note

- When [No] is selected, be sure to restart Windows prior to using the printer.

Installation of the printer driver via a USB cable is completed.

## ■ Using the Printer via a LAN Cable

### Important

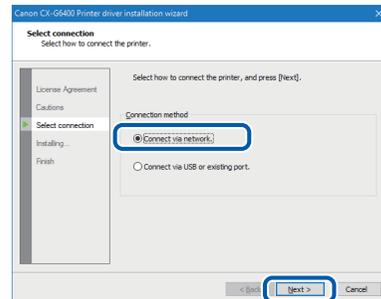
- A Ethernet cable does not come with this printer. Use a commercially available Ethernet cable that is compatible with your computer.
- Use a Category 5e or better twisted pair Ethernet cable.
- Connection to a corporate LAN must be made by a network administrator.
- If several printers will be connected to the same network, configure the printers one at a time. If several printers are turned on and configured at once, the default IP address assigned to each printer will overlap and will prevent the use of the network.

### 1 Check that the printer is powered on.

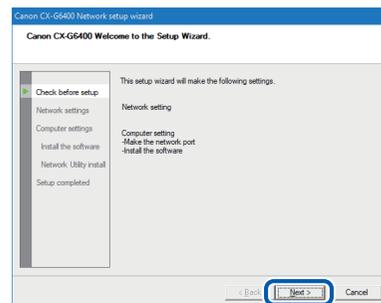
If the printer is turned off, press the power key to turn the printer on.

### 2 Go through steps 3 to 9 of the procedure for using the printer via a USB cable. (→ P.18)

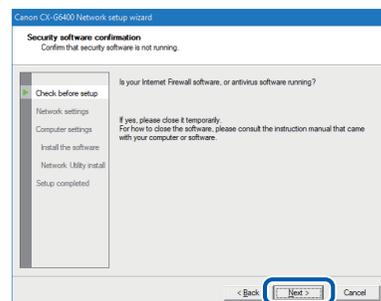
### 3 Select [Connect via network] and then click [Next].



### 4 Click [Next].



### 5 Confirm the instruction regarding the security software which is shown on the screen, and then click [Next].

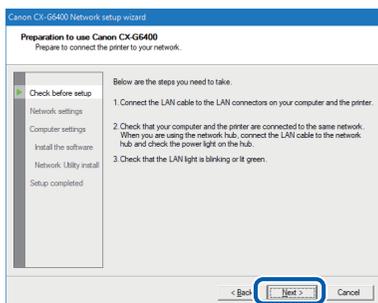


### Note

- If [Windows Firewall settings] dialog box appears, click [Yes].

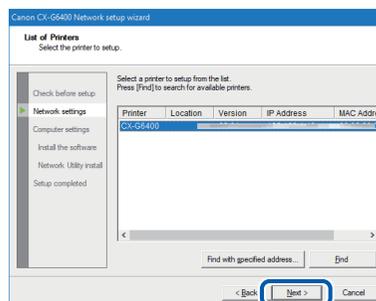
## Installing Software

- 6 When the below window is displayed, connect the printer to the computer with LAN cable and then click [Next].



It starts to search for this printer.

- 7 When the below window is displayed, select this printer and click [Next].



### Important

- If no printer name is displayed after printer search:

If no printer name is displayed after printer search, click [Find].

If no printer name is displayed again, there may be a problem in the network environment. Contact the network administrator. Possible causes are as follows:

- This printer and the computer are installed on different networks, and therefore the computer cannot find this printer.
- If the IP address necessary for network operation is not set, connection to the network could fail.

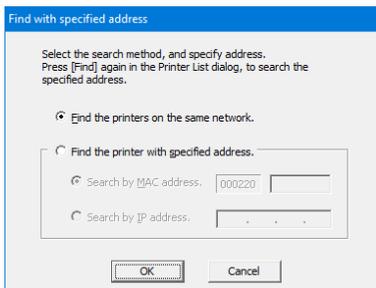
If no printer name is displayed due to the above reasons, connect this printer and the computer on the same network, and set the IP address. After setting the IP address, click [Find] again.

## Important

- To search for the printer with IP address specified:

Click [Find with specified address...] button on the screen in step 7.

Select [Find the printer with specified address.] radio button on the screen that appears, and then enter MAC address or IP address. The MAC address and IP address\* can be confirmed with the output setting value. For more details, refer to "Checking Setting Values" in User's Guide.



\* If the IP address is automatically assigned by a DHCP server, the IP address that is printed when the printer settings are printed and the actual IP address will be different.

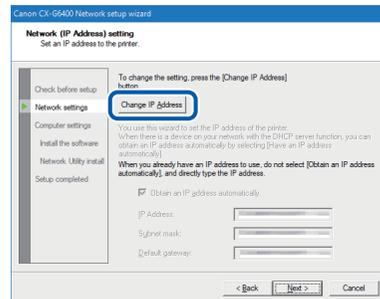
## 8 Set IP address of the printer.

### Important

- When changing IP address, contact the network administrator.

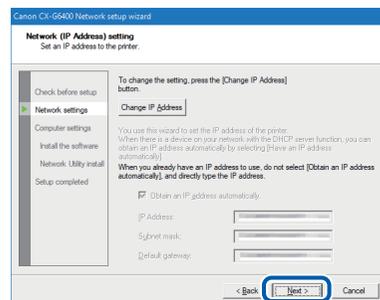
- To change IP address:

Click [Change IP Address] to proceed to step 9.

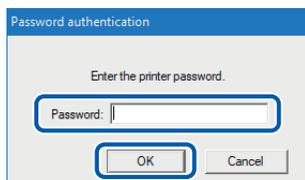


- Not to change IP address:

Click [Next] to proceed to step 11.



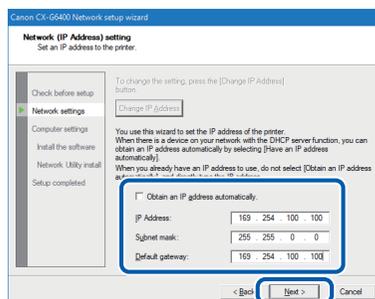
## 9 Enter the password and then click [OK].



### Important

- When changing the IP address, it is necessary to enter a password for the network setup. Contact the network administrator.
- The password can be changed with the network utility after completing of installation. (Default password: admin). For more details, refer to "About the Network Utility" in User's Guide.

## 10 Change IP address and then click [Next].



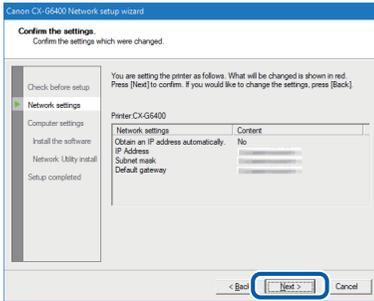
### Note

- IP address shown now is the default IP address.
- **When there is a device having DHCP server function on the network:**  
Checking "Obtain an IP address automatically" checkbox gets IP address automatically.

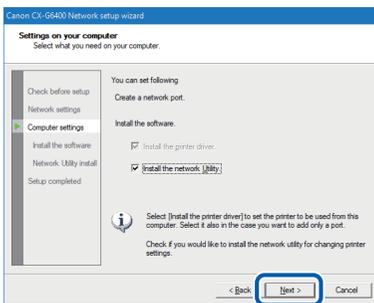
### Important

- When there is no device having DHCP server function on the network, note the following:  
If there are two or more identical printers (this printer) on the same network, IP address may be duplicated.
  - Do not check "Obtain an IP address automatically" checkbox.
  - Change the default IP address to an address of your choice.

- 11 Confirm the network settings which are shown on the screen, and then click [Next].



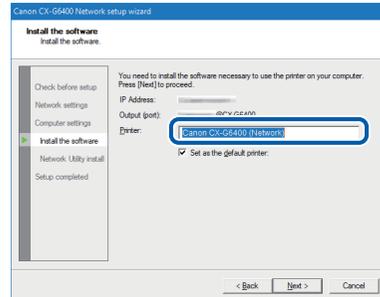
- 12 Click [Next].



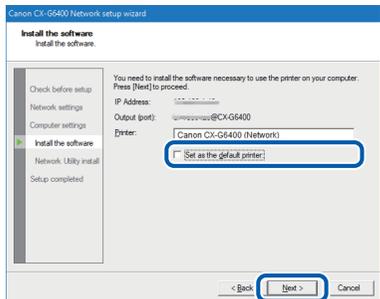
## Important

- The network utility is a tool for configuring network settings for the printer. The network utility is required when changing IP address. Be sure to install it (do not uncheck "Install the network Utility" checkbox).
- For how to use the network utility, refer to "About the Network Utility" in User's Guide.

- 13 To change the printer name, enter a new printer name in "Printer."



- 14 When not set as the default printer, uncheck the checkbox then click [Next].

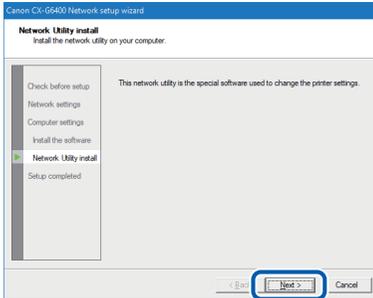


- 15 Check [Always trust software from "CANON FINETECH NISCA INC."] checkbox then click [Install].



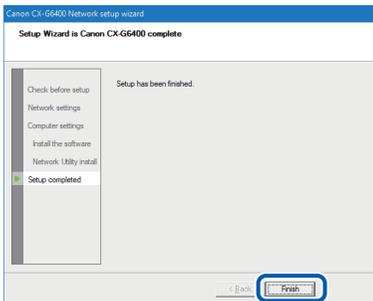
# Installing Software

## 16 Click [Next].



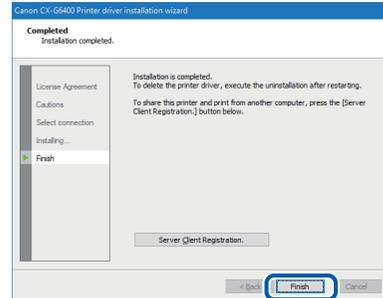
The network utility will be installed.

## 17 Click [Finish].



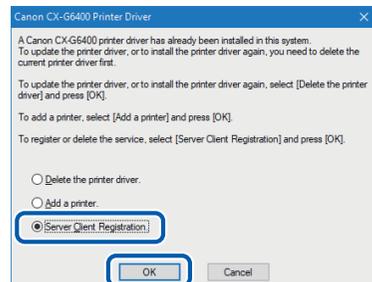
The installation of the printer driver will begin.

## 18 Click [Finish].



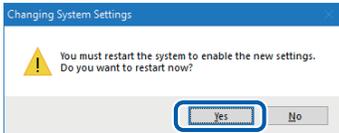
### Note

- If the printer driver was installed in a computer to be used as a print server, click [Server Client Registration].
- The server client can be registered after completion of installation of the printer driver.
  1. Start CD-ROM.
  2. Click [Install the printer driver].
  3. Select [Server Client Registration].
  4. Click [OK].



- To delete the server client registration, perform steps 1-4 of the server client registration procedure. A confirmation message of the service deletion appears.

- 19 Remove "Printer Software CD-ROM", and then click [Yes].



Rebooting of the computer starts automatically.

**Note**

- When [No] is selected, be sure to restart Windows prior to using the printer.

Installation of the printer driver via a LAN cable is completed.

# Installing the User's Guide

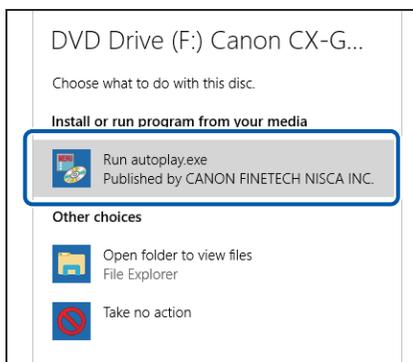
The User's Guide can be read by setting the CD ROM in the CD ROM drive. It is useful to install the User's Guide to your computer to reference it in the future.

### Important

- System administration authority is required for printer driver installation.
- Have Anti-virus programs and other resident programs closed before starting printer driver installation.

1 Set the "Printer Software CD-ROM" in the computer.

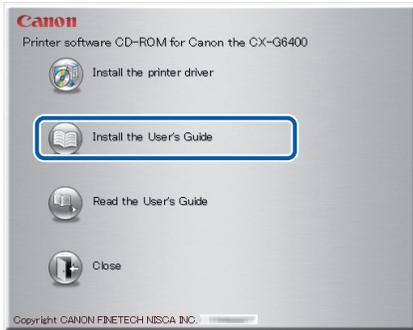
2 Click [Run autoplay.exe].



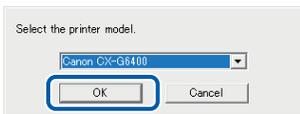
### Note

- A user account control dialog box may appear. In this case, click [Yes].
- The installation start window may not appear depending on the CD-ROM drive auto run setting. In this case, go through the following.
  1. Double-click the CD-ROM icon in [This PC] (or [Computer]).
  2. Double-click [autoplay.exe].

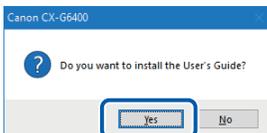
3 Click [Install the User's Guide].



4 Confirm this printer is selected and click [OK].

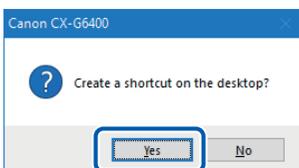


5 Click [Yes].



Installation of the user's guide starts.

6 To create a shortcut that opens the user's guide on the desktop, click [Yes].



7 Click [OK].



This completes the User's Guide installation.

### Note

- To read the installed User's Guide, double-click the shortcut icon created on the desktop.
- If shortcut is not created, follow the procedure below.

#### Windows 10:

From Start menu, select All apps -> Canon CX-G6400 -> Read the User's Guide.

#### Windows 8.1:

1. Move the mouse pointer to the lower right corner (or upper right corner) of the window to show the Charms bar, and click [Start].
2. On the Start screen, move the mouse pointer, and click the down arrow that appears at the bottom left of the screen.
3. From All apps, Canon CX-G6400 -> Read the User's Guide.

#### Windows 7:

From Start menu, select All Programs -> Canon CX-G6400 -> Read the User's Guide.

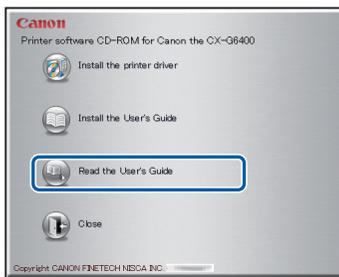
## Installing Software

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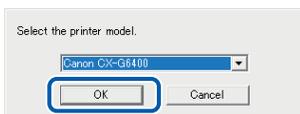
### Note

- When reading User's Guide stored on CD-ROM, follow the procedure below.

1. Start CD-ROM.
2. Click [Read the User's Guide].



3. Confirm this printer selected and click [OK].



The folder containing the User's Guide appears.

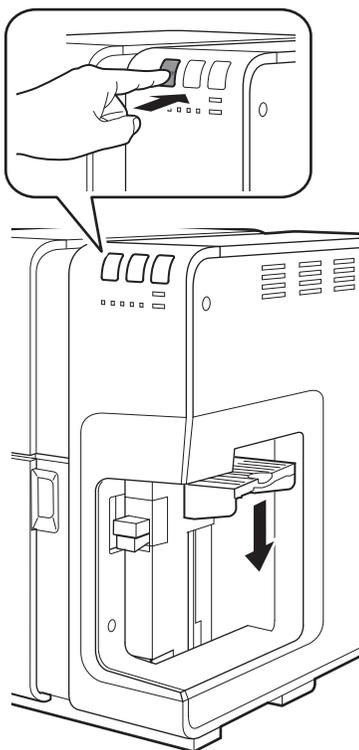
# Loading Paper

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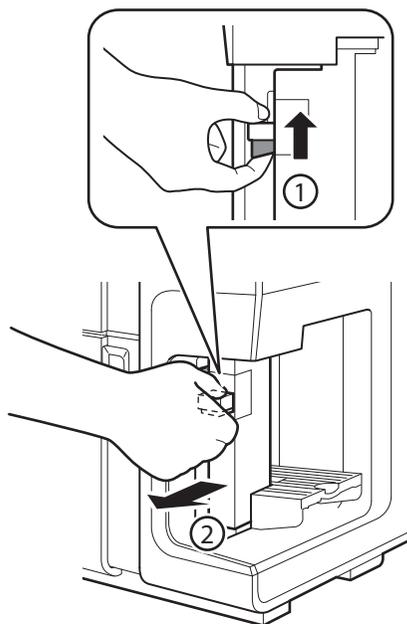
- 1** Make sure the Power lamp is on.  
If the power lamp does not stay lit or it is not blinking, press the power key.

- 2** Press the tray key to move the feeder lift tray downward.

Wait until it stops.



- 3** While raising the side guide lever, move the side guide all the way towards the front of the printer.



## Loading Paper

### 4 Flip through the paper.

#### Important

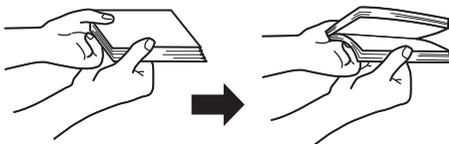
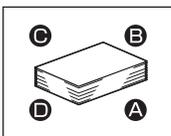
- Reduce the number of sheets when it is difficult to flip through the paper stack.
- Flip through the sides of the paper thoroughly to remove paper dust.
- Loading the paper after flipping through it might prevent the sheets from multiple feeding.
- When flipping through the media, do not touch the printing surface with your fingers.

#### ● For 4 x 6 inch card/envelopes

1. When loading envelopes, press down on all four corners and edges of the envelopes to flatten them.



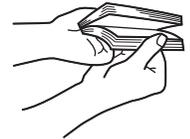
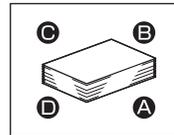
2. Stagger the paper stack as shown and flip through all 4 edge faces (A B C D) of the paper to separate the sheets.



#### ● For card CR80 paper/business card

Flip through the 4 edge faces

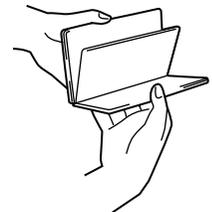
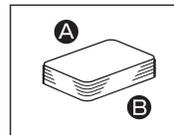
(A B C D) of the paper to separate the sheets.



#### ● For thick plastic card

Pick up 10 ± of the plastic card and separate them one by one as shown.

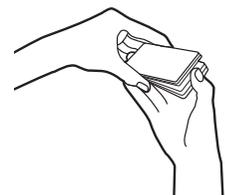
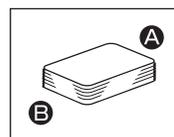
Do the above at both edge faces (A B).



#### ● For thin plastic card

Flip through the 2 edge faces

(A B) of the card to separate the cards.



## 5 Check for curl.

If the paper is curled, bend in the direction opposite the curl to flatten it.

### Important

- Paper that is curled upward can cause paper jams or print surface rubbing.

- For card CR80 paper/business card/ 4 x 6 inch card/envelopes

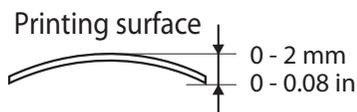
As shown in the figure, if the paper is placed with the printing surface facing up and the paper is curled upward (Fig.1), decurl it so that the paper is flat.

(Fig.1)



If the paper is curled downward (Fig.2), flatten the paper so that the curl does not exceed 2 mm (0.08 in).

(Fig.2)



- For plastic card

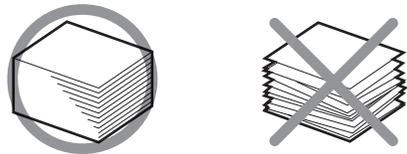
If the card is curled, decurl it so that the card is flat.

## 6 Load the paper in the feeder lift tray according to the paper type.

For details, see "[Capacity of Feeder Lift Tray](#)" (P. 39).

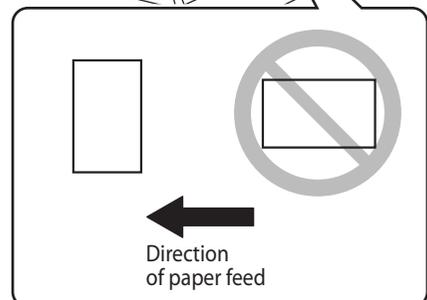
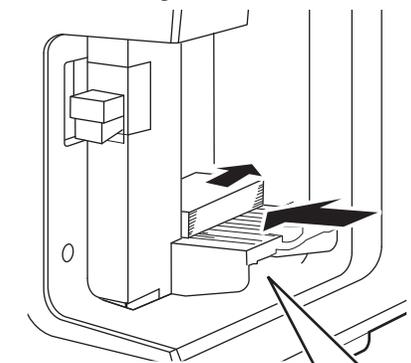
### Important

- Align the edges before loading. Otherwise, printing may be slanted, or a paper jam may occur.



- When using business card/CR80 (paper/plastic card)

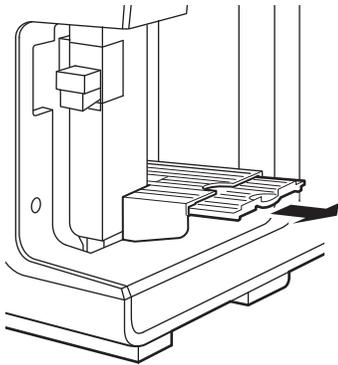
Load the paper in the feeder lift tray as shown in the figure.



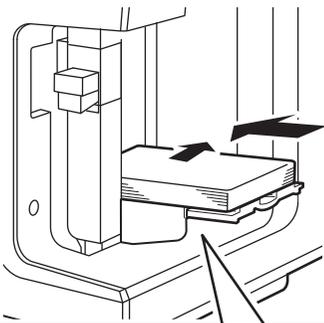
## Loading Paper

- When using plastic card credential/  
4 x 6 inch card/envelopes

1. Pull out the auxiliary tray of the feeder lift tray.

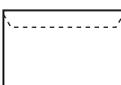


2. Load the paper in the feeder lift tray as shown in the figure.



 Plastic card credential  
4 x 6 inch card

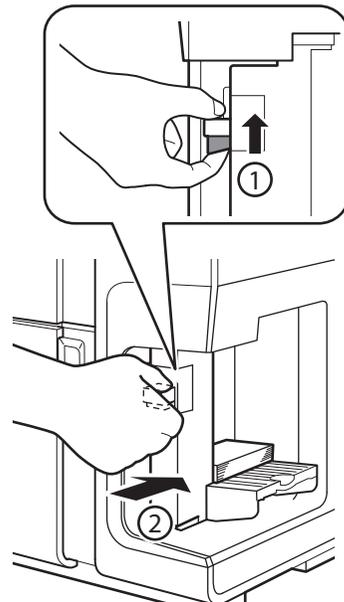
 Plastic card credential  
(with hole)

 Envelopes C6



Direction of card feed

- 7 While raising the side guide lever, slowly move the side guide against the paper until it stops.



### Important

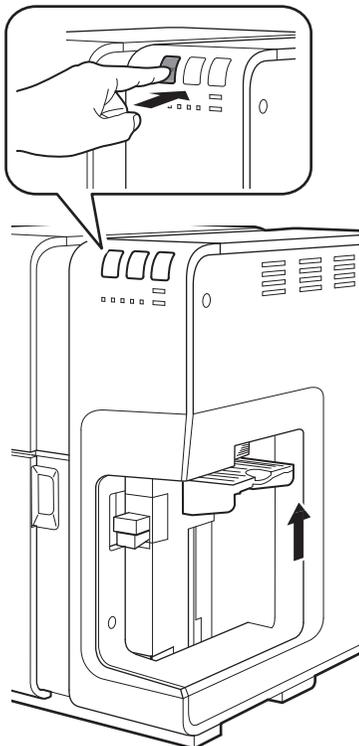
- Do not press the side guide against the paper stack too strongly. A paper jam can result.

### 8 Press the Tray key.

The feeder lift tray will automatically rise.  
Wait until it stops.

#### **! Caution**

- Do not touch the feeder lift tray while it is in operation. In addition, do not insert your finger or any object under the tray. An injury or failure can result.



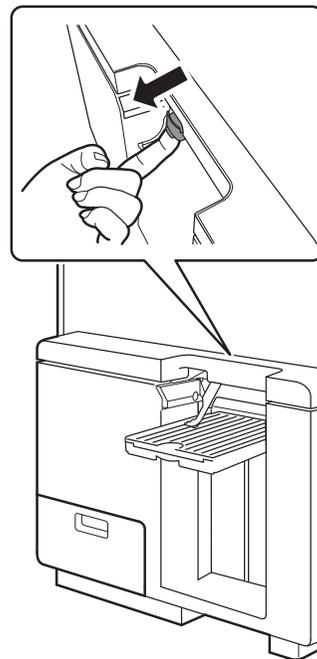
#### **Important**

- Do not press the side guide too much against the paper stack or the paper may misfeed.

### 9 Prepare the delivery area according to the paper type.

- When using special heavy paper/  
CR80 thick plastic card

Pull out the thick paper transport lever in the paper delivery slot.

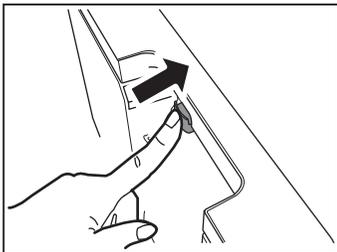


## Loading Paper

### Important

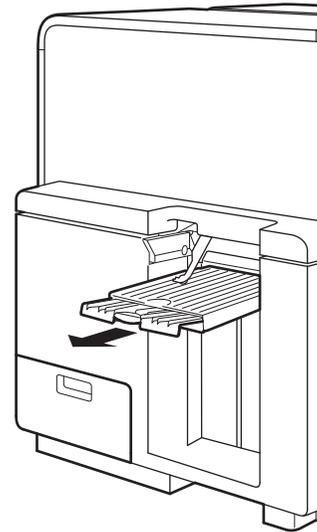
- When printing on paper type other than special heavy paper or thick plastic card (57 mm in length or more):

If the thick paper transport lever is pulled out, push it in.



- When the thick paper transport lever is not in the correct position, an error will appear on the status monitor. Set the lever to the correct position when the error appears.

- When using plastic card credential  
Pull out the auxiliary tray from the auto stacker.



### Important

- If you change to a different paper type or size, change the printer driver setting.
- When a print contains a lot of pictures and characters, paper may not neatly stack onto the auto stacker. To prevent paper jams, remove printed paper frequently from the auto stacker.
- It is normal for some noise to occur during paper feeding when printing on plastic cards.
- When using long paper, pull out the auxiliary tray of the auto stacker.

## ■ Information about Paper

### Paper types

The following types of paper can be used with this printer:

- Matte Coated Paper
- Glossy paper
- Plastic card
- Envelope

Please contact your place of purchase for paper specifications and availability.

#### **Important**

- Do not use incompatible paper in order to avoid paper jams and printer malfunctions.
- Use plastic cards for inkjet printers. Printing is not possible to other types of plastic cards.
- Do not stack a plastic card on the other card, on which the printed image has not yet been dried and fixed. If printed cards are smudged at the auto stacker because the images on the cards have not yet dried up, please refer to "Troubleshooting" in the user's guide.
- If the printer will not be used for a long period of time, remove paper from the printer to prevent it from discoloring and curling. Place the removed paper in the supplied plastic bag or box, and store it in a place which is not exposed to high temperature, high humidity, or direct sunlight.
- It is recommended that unpacked paper be used up first.
- Do not print outside the printable area of the dedicated paper.
- Do not print on the back of the envelope. A printing failure or other problems may result.
- To print on both sides of paper, use paper suited for duplex printing. Moreover, print the side with less pictures and characters (e.g., front side) first.
- If print side of media is moistened, please wipe it off soon. It is recommended that the printed medias are stored in card case to isolate from water.

### Capacity of Feeder Lift Tray

The capacity of the feeder lift tray is as follows:

Paper Size Name	Paper Form	Tray Capacity (sheet)	Remarks
Card CR80 Paper	Thick Paper	300	• Clean the feeder area every 400 sheets. <sup>*4</sup>
Plastic Card CR80 <sup>*1*2*3</sup>	Plastic card (thick)	100	• Clean the feeder area every 200 sheets. <sup>*4</sup> • Clean the transport area every 1000 sheets. <sup>*5</sup>
Plastic Card CR80 <sup>*1*2*3</sup>	Plastic card (thin)	100	• Clean the feeder area and transport area every 1000 sheets. <sup>*4*5</sup>
Plastic Card Credential <sup>*1*2*3</sup>	Plastic card (thick) Plastic card (with hole)	100	• Clean the feeder area and transport area every 1000 sheets. <sup>*4*5</sup>
Card 4 x 6 inch	Thick Paper	200	• Clean the feeder area every 400 sheets. <sup>*4</sup>
Business Card US	Thick Paper	300	• Clean the feeder area every 400 sheets. <sup>*4</sup>
Business Card	Paper	500	-
Envelope C6	Envelope	100	• Clean the feeder area every 1000 sheets. <sup>*4</sup>

<sup>\*1</sup> Print card may not be fed normally in high-humid environment. When card is not fed normally, set a single sheet on the tray to print.

<sup>\*2</sup> When making double-sided print, please make sure that the printed image on the 1st side has dried up, then print on the 2nd side. The card may not be fed normally otherwise.

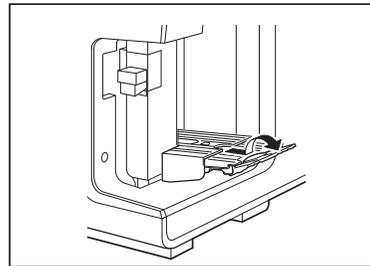
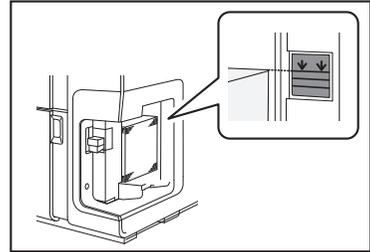
<sup>\*3</sup> When using plastic cards after paper cards or envelopes, please perform "Cleaning the Pick-up Roller" and "Transporting the Cleaning Sheet" prior to printing. Please refer to the user's guide for the procedure of "Cleaning the Pick-up Roller" and "Transporting the Cleaning Sheet".

<sup>\*4</sup> Please perform "Cleaning the Pick-up Roller" and "Transporting the Cleaning Sheet" every designated number of sheet.

<sup>\*5</sup> Please perform "Cleaning the Transport Area" every designated number of sheet.

### Note

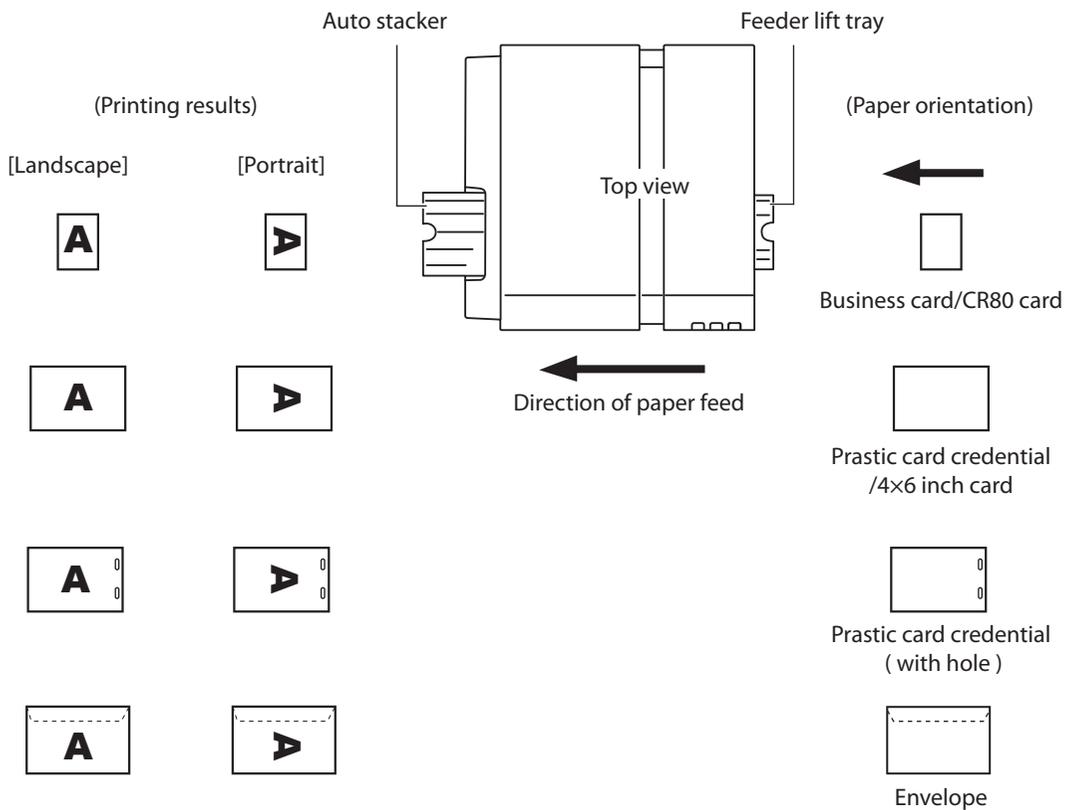
- When using business card and card CR80 paper, check that the height of the paper stack does not exceed the load limit mark. If a paper feed error occurs, reduce the number of sheets loaded in the tray.
- When using long paper, open the folded tray of feeder lift tray.



## Loading Paper

### Paper Feed Direction and Image Orientation

On this printer, paper is fed from the feeder lift tray located to the right and ejected to the auto stacker located to the left. Note that the paper loading direction and image orientation differ depending on the type of paper. Image orientation can be set on [Page Setup] tab in [Printing Preferences] dialog box of the printer driver.



#### Note

- The set print orientation is shown in the preview window on [Page Setup] tab.
- Some types of application software determines the print orientation on its own accord. Be sure to carry out test printing to confirm the print orientation. For more details, refer to the documentation supplied with your application software.

# Specifications

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## ■ Printer

Product name	CX-G6400
Printing method	Inkjet
Print colors	Full color
Output resolution	1200 dpi x 1200 dpi
Printing speed	Business card: 100 sheets/minute CR80 card: 95 sheets /minute Plastic card (CR80): 90 sheets/minute Plastic card (Large): 44 sheets/minute Envelope: 45 sheets/minute
Printable area (W x L)	107.8 mm x 297.0 mm (4.2 inch x 11.7 inch)
Minimum margin	Top/Bottom: 1.5 mm (0.06 inch)* Left/Right: 2.0 mm (0.08 inch) * When using plastic card (with hole): Top 11.0 mm (0.43 inch)/Bottom: 1.5 mm (0.06 inch)
Number of nozzles	5,097 nozzles (effective nozzles)
Ink used	Aqueous dye-based ink Yellow (Y), Magenta (M), Cyan (C), and Black (Bk)
Interface	USB 2.0 (High Speed), 1000BASE-T/100BASE-TX/10BASE-T Ethernet
Operating noise	About 58dB (A) or less
Installation environment	Temperature: 15 to 30 degrees Celsius (59 to 86 degrees Fahrenheit) Humidity: 10% to 80% (with no condensation)
Power supply	AC100-240V 50/60Hz
Power consumption	Maximum power consumption: 229 W Sleep mode: 8.5 W
Dimensions (W x D x H)	595 mm x 410 mm x 464 mm (23.4 inch x 16.1 inch x 18.3 inch)
Weight	About 25 kg (About 55 lbs) (without ink tanks and printhead)

- This printer employs a dye ink system. The colors in printouts may deteriorate due to chemical reactions caused by exposure to normal infrared light, nitrous or sulfuric fumes and other oxidizing chemicals in the air.
- To conserve the consumption of printing paper, the printer can print on the reverse side. To print on both sides of paper, use paper suited for duplex printing.

## Specifications

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### ■ Media

Media types	Dedicated paper (matte coated paper, glossy paper, envelope) Dedicated plastic card (for Inkjet)
Media size	85 mm - 120 mm (3.35 inch - 4.72 inch) (W) 49 mm - 300 mm (1.93 inch - 11.81 inch) (L)* * When using plastic card: 49 mm - 150 mm (1.93 inch - 5.91 inch) (L) When using plastic card (with hole): 127 mm - 150 mm (5 inch - 5.91 inch) (L) When using envelope: 73 mm - 270mm (2.87 inch - 10.6 inch) (L)
Media thickness	Cut paper: 0.21 mm - 0.76 mm (8.27 mil - 30 mil) Thick plastic card: 0.76 mm (30 mil) Thin plastic card: 0.4 mm (15.7 mil) Envelope: 0.24 mm (9.45 mil) (Maximum thickness 0.48 mm (18.9 mil))

- Please contact your place of purchase for media specifications and availability.

# Canon

## **CANON U.S.A., INC.**

One Canon Park, Melville, NY 11747, U.S.A.  
[www.usa.canon.com](http://www.usa.canon.com)

## **CANON SINGAPORE PTE.LTD.**

1 Fusionopolis Place, #14-10 Galaxis, Singapore 138522  
[asia.canon](http://asia.canon)

