Canon

imagePROGRAF TZ Series Large-Format Printers

Frequently Asked Questions

TZ-30000 MFP Z36 model shown

What is the print speed?

The imagePROGRAF TZ printers can print up to 4 D-sized prints per minute (up to 14 seconds/D print) on plain paper in Fast Q5 mode and up to 244 D-sized prints per hour utilizing Canon's dual processor.*

What is the first print output time?**

- When printer is in Print-Ready mode: as fast as 19 sec./D
- When printer is in Sleep mode: as fast as 46 sec./D

How many rolls/drawers can the printer support?

Two (2). The printers ship standard with two (2) media drawers. Different media types and sizes can be loaded in each drawer with the ability to auto-switch between each roll, depending on the media type and size of the job sent.

What is the longest roll size the imagePROGRAF TZ printers can support?

These printers can support rolls with a maximum outer diameter of 6.9" and up to 36" in width.

Do the imagePROGRAF TZ printers have auto media detection?

Yes. The printers' sensors detect the media length, width, *and media type* automatically.

Is auto media switching available?

Yes. The printers can automatically switch from one roll to the other, depending on which type and size of media you select in the printer driver.

Can the imagePROGRAF TZ models print full bleed/ borderless?

Yes, on virtually any media size and type. Please refer to **usa.canon.com/largeformatmedia** for more information.

What media types are supported?

Please refer to the Large-Format Media Guide at **usa.canon.com/largeformatmedia**.

Can the printers handle both 2" and 3" cores?

Yes. The printers ship with a 2" roll holder and 3" core adapters.

Can you load a second roll of paper while the imagePROGRAF TZ model is printing?

Yes. The Smart Roll Set feature lets you load a new roll of media while the device is printing for virtually no downtime. **This is an industry-first in this printer category!**

How do you know when a roll needs replacing?

The Roll Paper Indicator lets you know how much paper is left in the printer. Each media drawer has separate LED lights that display four (4) different media levels, letting you know when the paper is running low. **This is another industry-first in this printer category!**

What is the footprint and weight of the printer?

- Printer only (H x W x D): 47" x 61" x 38"; 456 lb. (approx.)
- TZ MFP Z36 (H x W x D): 51" x 63" x 38"; 478 lb. (approx.)

Can these models fit through a standard doorway?

Without the stacker extensions installed, the printers can fit through a standard 30" doorway.

What are the power requirements?

A standard AC 100 - 240 V (50 - 60 Hz) power outlet is needed to power the printer, and only one power outlet is needed for both the printer and MFP.

How many prints can be stacked in the stacker? Which way do they face?

Up to 100 sheets of 20 lb. Bond paper (Arch E-sized) can be stacked, and they're held neatly in place utilizing Canon's air flow system. Prints are delivered face-down for added security.

Can the stacker handle mixed-size sets?

Yes.

Can prints be removed from the stacker while the printer is printing?

Yes. When the stacker is open, sheets can be removed. However, this will pause printing after the current page is completed; it will resume printing once the stacker is closed.

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When is the basket used versus the stacker?

The stacker is used for Bond paper only; all other media types output to the front basket.

How do you set up the basket?

The basket is located in a drawer at the bottom of the printer. (Refer to the User Installation Guide in the box.)

What ink do the printers use?

The imagePROGRAF TZ printers use the LUCIA TD pigment ink set. This is the same ink used in the imagePROGRAF TX/TM/TA printers; however, the TZ tanks are not compatible with the other printer models.

Can I mix different-size ink cartridges?

Yes. You can mix 330 ml and 700 ml ink cartridges, depending on your printing needs.

How much ink ships with the printers?

The printers ship with 970 ml of ink (330 ml of Matte Black ink and 160 ml each of CMYK). Additionally, 330 ml and 700 ml ink tanks are available for purchase.

What if I run out of ink while the printer is printing?

The imagePROGRAF TZ printers have the capability to Hot-Swap ink tanks for uninterrupted printing.

Which print head is used with this machine? Is it the same as the imagePROGRAF TX printer print head?

The print head used is the PF-06, the same one used in the imagePROGRAF TX/TM/TA printers.

Do the printers have a USB port for use with a thumb drive?

Yes. You have the ability to print and save PDF and JPEG files using a thumb drive.

What software is available for these printers?

TZ Printer Driver; Direct Print Plus; Canon Production Printing Driver Select and Publisher Select; AutoCAD Optimized Printer Driver; Printer Driver Extra Kit; Free Layout Plus; PosterArtist;*** PosterArtist Lite; iR ADVANCE Direct Enlargement Copy; Media Configuration Tool, Accounting Manager; Quick Utility Toolbox; Device Management Console

What scanner ships with the MFP model?

The imagePROGRAF TZ MFP ships with the new 36" Z36 scanner, developed by Global Scanning for Canon, as well as an updated system controller with a new intuitive interface. The Z36 is supported by Canon U.S.A.

Can I scan while printing?

Yes. You can print and scan simultaneously.

What are the scan speeds?

- 24-bit Color @ up to 200 dpi: 3"/sec.
- 24-bit Color @ up to 200 dpi scan to copy speed: 6"/sec.
- 8-bit Grayscale and Monochrome @ up to 200 dpi: 13"/sec.

How many ports do you need to set up the MFP?

Two network ports will be needed—one for the printer and one for the controller.

Do scans discharge to the back, the front, or both?

Scans discharge to the front of the scanner for easy document retrieval using the included Document Return Guides. With these removed, scans will discharge to the rear.

Will the new SmartWorks software launching with the imagePROGRAF TZ be available for the imagePROGRAF TX/TM printers?

Yes. The new SmartWorks MFP v6 software is going to be backwards compatible with the imagePROGRAF TX/TM MFP models.

Is the imagePROGRAF TZ Series user-installable?

No. The unit must be installed by a Service Authorized technician.

What is the warranty?

The printer comes with a limited 90-day warranty, and the print head has a one-year or usage limited warranty. See warranty statement in the box for details.

* All speeds measured using plain paper, Fast Q5 mode. The 14 seconds for an ANSI D print is measured after first printout. The 244 ANSI D print/hour is measured when the first print begins printing.
** Plain Paper, Fast Q5 mode.
*** Available as an optional purchase for PC only.

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