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# Canon PIXMA: how to scan to your computer or phone

**Please note:** independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Many Canon PIXMA all-in-one printers can scan to a computer or phone. Software and steps vary by model, so treat this as a general guide.

## What you need

- A PIXMA with a scanner glass (not a print-only model).
- The printer connected to your Wi-Fi network, or by USB cable.
- Canon's scanning software on your computer, or the Canon PRINT app on your phone.

## Scan using your computer

1. Lift the lid and place the page face down on the glass, lined up with the corner marker.
2. Close the lid gently.
3. On your computer, open Canon's scan software. On many models this is called **IJ Scan Utility**. On Windows, search for it from the Start menu. On a Mac, check Applications.
4. Choose the type of item, such as **Document** or **Photo**.
5. Select **Scan** and wait for the result.
6. Check the scanned file saved where you expected. The software usually shows the location.

If you cannot find the software, download it from Canon's UK support website by searching your exact model name.

## Scan using your phone

Open the **Canon PRINT** app, select your printer and choose the scan option. Not all models support this. Your model may differ; check the display or the maker's manual.

## If scanning does not work

- Check the printer and computer are on the same Wi-Fi network.
- Restart the printer and computer.
- Check the scan software has chosen the correct printer.
- Check your firewall or security software is not blocking it. If unsure, ask for help.
- If it worked before, reinstalling the software can help.

## Tips for better scans

- Wipe the glass gently with a soft, dry cloth if you see marks.
- Choose a higher resolution for photos.
- Save important scans as PDF.

## When to get more help

Get help if the scanner makes odd noises, shows an error code, or the computer cannot find the printer. Do not open the printer casing.

**Still stuck?** Email [admin@visiontech336.com](mailto:admin@visiontech336.com) and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.