

Main Printer

Canon imageFORCE C5140

— Setup & Installation Guide

How to install printer and scanner drivers for the Canon imageFORCE C5140 on Windows and macOS computers

Vendor information

Vendor / Company	Canon U.S.A., Inc.
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Account Number	4GQ05788 (serial number)

If there are ever issues with the printer, scan the QR code on top of the unit — this opens a support ticket directly with Canon and is the fastest way to get a technician or replacement part. Use the vendor contact above for account or billing questions instead.

Step-by-step instructions

Step 1: Download drivers and software

Go to Canon's official support page for the imageFORCE C5140 (or your local Canon support site).

- Select your operating system (Windows or macOS) from the dropdown.

- Download the scanner driver / scan software (e.g., ScanGear or CaptureOnTouch, if available).
- Download the printer driver, even if you only need scanning.
- Download any scanning utilities or user software offered.
- Save the downloaded files somewhere easy to find, such as Desktop or Downloads.

Step 2: Install on Windows (10 / 11 / Server)

- Double-click the downloaded Windows driver installer (usually an .exe file).
- If prompted by Windows User Account Control, click Yes to allow changes.
- Accept the license agreement.
- Choose the connection type: USB (connect the scanner before or when asked) or Network (enter the IP address if network-connected).
- When installation finishes, restart the computer if prompted.
- Open the Canon Scan Utility to confirm scanning works.

Step 3: Install on macOS (MacBook / iMac)

- Confirm the printer is powered on and connected to the network, and that you have administrator access on the Mac.
- Double-click the downloaded .dmg file to open it.
- Double-click the .pkg file inside the mounted disk image to start the installer.
- Agree to the license terms, then enter the administrator password when prompted.
- Install the Canon driver before adding the printer in macOS.

Step 4: Add the printer in macOS

- Open System Settings, then go to Printers & Scanners.
- Click Add Printer, Scanner, or Fax (+).
- Select Canon imageFORCE C5140 from the list.

Critical check: when adding the printer, confirm the Use: field shows Canon imageFORCE C5140. Do not select AirPrint or Generic PostScript Printer — selecting AirPrint allows basic printing but limits advanced features.

Step 5: Test printing

- Open a document and print a test page.
- Verify the correct paper trays appear.
- Verify duplex (two-sided) printing is available.

- Verify color and finishing options display as expected.

Step 6: Scanning

On Windows, open the Canon Scan Utility to scan. On macOS, scan using Image Capture, Preview, or the Canon scan utility if supported by your macOS version — select imageFORCE C5140 as the source.

Some newer macOS versions limit full Canon scan software features; basic scanning through Image Capture or AirPrint is normal in that case.

Troubleshooting

Scanner doesn't show up in Windows apps	Make sure the correct driver is installed, and check that Windows recognizes the device under Devices and Printers.
Printer or scanner doesn't appear on macOS	Confirm the Canon driver supports your macOS version, make sure the printer and Mac are on the same network, re-add the printer using the Canon driver (not AirPrint), and restart the Mac if needed.
Print quality or features (duplex, finishing) are limited	The printer was likely added using AirPrint or a Generic PostScript driver. Remove it and re-add it in Printers & Scanners, making sure Canon imageFORCE C5140 is selected in the Use: field.
macOS scan software isn't showing all features	Some Canon scan utilities aren't yet updated for the newest macOS versions. Use Image Capture or AirPrint scanning as a basic alternative.
Any other hardware issue with the printer	Scan the QR code on top of the printer to open a support ticket directly with Canon.

FAQs

Q: What should I do if the printer has a hardware problem or needs service?

Scan the QR code located on top of the printer. This opens a support ticket directly with Canon, which is the fastest way to get help or a technician dispatched.

Q: Should I select AirPrint when adding the printer on a Mac?

No. Select Canon imageFORCE C5140 in the Use: field. AirPrint allows basic printing only and limits advanced features like duplex and finishing options.

Q: Do I need the printer driver if I only plan to scan?

Yes — download the printer driver even if scanning is your only need, in addition to the scanner driver or scan software.

Q: Who do I contact for account or billing questions with Canon?

Contact Ryan Juett at rjuett@cusa.canon.com or 970-634-9221 (see Vendor information above).

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