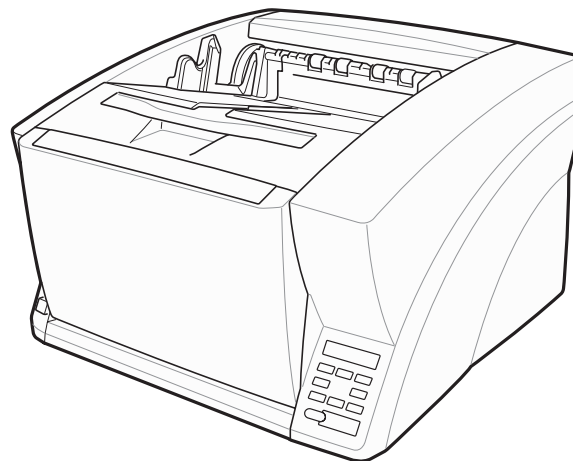


Canon

imageFORMULA

DR-X10C

Reference Guide



Please read this manual before using the scanner.
After you finish reading this manual, keep it in a safe place
for future reference.

ENGLISH

READ CAREFULLY BEFORE OPENING THE SEALED DISK PACKAGE

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FCC REGULATIONS (For 120 V model)

Document Scanner, Model M11063

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Use of shielded cable is required to comply with class B limits in Subpart B of Part 15 of FCC Rules.

Do not make any changes or modifications to the equipment unless otherwise specified in the manual. If such changes or modifications should be made, you could be required to stop operation of the equipment.

Canon U.S.A. Inc.

One Canon Plaza, Lake Success NY 11042, U.S.A.

Tel. No. (516)328-5000

RADIO INTERFERENCE REGULATIONS (For 120 V models)

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the Interference-causing equipment standard entitled “Digital Apparatus”, ICES-003 of the Industry Canada.

RÈGLEMENT SUR LE BROUILLAGE RADIOÉLECTRIQUE (For 120 V models)

Cet appareil numérique respecte les limites de bruits radioélectriques applicables aux appareils numériques de Classe B prescrites dans la norme sur le matériel brouilleur: “Appareils Numériques”, NMB-003 édictée par l’Industrie Canada.

International ENERGY STAR® Office Equipment Program



As an ENERGY STAR® Partner, Canon Electronics Inc. has determined that this machine meets the ENERGY STAR® Program guidelines for energy efficiency.

The International ENERGY STAR® Office Equipment Program is an international program that promotes energy saving through the use of computers and other office equipment. The program backs the development and dissemination of products with functions that effectively reduce energy consumption. It is an open system in which business proprietors can participate voluntarily. The targeted products are office equipment, such as computers, monitors, printers, fax, machine, copiers, and scanners. The standards and logos are uniform among participating nations.

European Union (and EEA) only.



This symbol indicates that this product is not to be disposed of with your household waste, according to the WEEE Directive (2002/96/EC) and your national law. This product should be handed over to a designated collection point, e.g., on an authorized one-for-one basis when you buy a new similar product or to an authorized collection site for recycling waste electrical and electronic equipment (EEE). Improper handling of this type of waste could have a possible negative impact on the environment and human health due to potentially hazardous substances that are generally associated with EEE. At the same time, your cooperation in the correct disposal of this product will contribute to the effective usage of natural resources. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, waste authority, approved WEEE scheme or your household waste disposal service. For more information regarding return and recycling of WEEE products, please visit www.canon-europe.com/environment. (EEA: Norway, Iceland and Liechtenstein)

Für EMVG

Dieses Produkt ist zum Gebrauch im Wohnbereich, Geschäfts-und Gewerbebereich sowie in Kleinbetrieben vorgesehen.

Für 3. GPSGV

“Maschinenlärminformations-Verordnung 3. GPSGV: Der höchste Schalldruckpegel beträgt 70 dB(A) oder weniger gemäß EN ISO 7779”

Model Names

The following names may be provided for the safety regulations in each sales region of the Document Scanner.
DR-X10C: Model M11063

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Introduction

Thank you for purchasing the Canon imageFORMULA DR-X10C Document Scanner. Please read this and the following manuals thoroughly before using the scanner to become acquainted with its capabilities and make the most of its many functions. After reading the manuals, store them in a safe place for future reference.

Manuals for the Scanner

The documentation for the scanner consists of the *Easy Start Guide* and the *Reference Guide* (this manual) (supplied with the scanner), the *User Manual*, and the *CapturePerfect 3.0 Operation Guide*, which are provided in electronic form and registered in the menu during software installation.

Easy Start Guide

This manual describes the procedures for setting up the scanner for use. Please follow the procedures in the *Easy Start Guide* to set up the scanner.

Reference Guide (This Manual)

This manual consists of the basic scanner operating instructions extracted from the *User Manual*.

User Manual (Electronic Manual)

This manual consists of two sections: Hardware and Software.

The Hardware section provides general information about the scanner operational settings, maintenance, and troubleshooting.

The Software section describes how to use the ISIS/TWAIN driver with the scanner, and how to set up job registration tools.

CapturePerfect 3.0 Operation Guide (Electronic Manual)

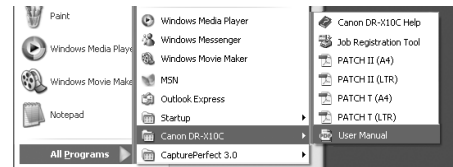
This is the operation guide for CapturePerfect 3.0, the Canon document scanner application program.



Hint

- The User Manual and the CapturePerfect 3.0 document files are installed in the following locations during software installation.

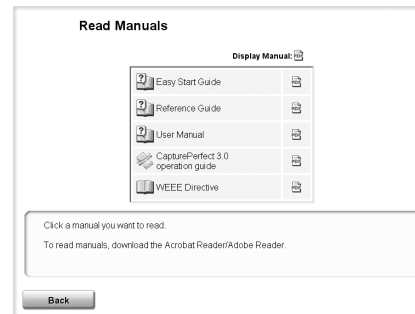
User Manual



CapturePerfect 3.0 Operation Guide



- Electronic versions of all manuals are available for viewing from the Setup CD.



Symbols Used in This Manual

The following symbols are used in this manual to explain procedures, restrictions, handling precautions, and instructions that should be observed for safety.

WARNING

Indicates a warning concerning operations that may lead to death or injury to persons if not performed correctly. To use the scanner safely, always pay attention to these warnings.

CAUTION

Indicates a caution concerning operations that may lead to injury to persons, or damage to property if not performed correctly. To use the scanner safely, always pay attention to these cautions.

IMPORTANT

Indicates operational requirements and restrictions. Be sure to read these items carefully to operate the scanner correctly, and avoid damage to the scanner.

Hint

Indicates a clarification of an operation, or contains additional explanations for a procedure. Reading these notes is highly recommended.

How This Manual is Organized

This manual consists of the following chapters.

Chapter 1 Before You Start Using the Scanner

Provides an overview of the DR-X10C

Chapter 2 Basic Operation

Describes the basic uses of the DR-X10C

Chapter 3 Maintenance

Describes routine cleaning and roller replacement

Chapter 4 Practical Examples

Describes displayed messages and troubleshooting solutions

Chapter 5 Appendix

Provides a list of specifications and support information

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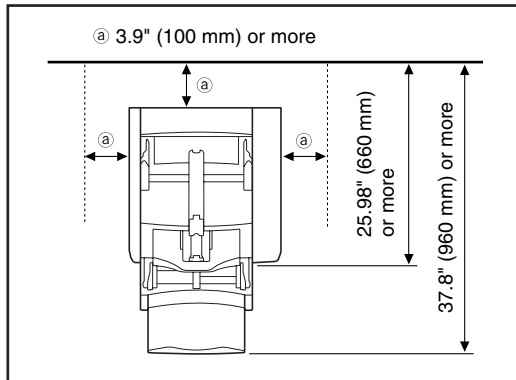
1. Important Safety Instructions

To ensure the safe operation of this scanner, be sure to read the safety warnings and precautions described below.

Installation Location

The performance of this scanner is affected by the environment in which it is installed. Make sure that the location where the scanner is installed meets the following environmental requirements.

- Provide adequate space around the scanner for operation, maintenance, and ventilation.



- Avoid installing the machine in direct sunlight. If this is unavoidable, use curtains to shade the scanner.
- Avoid locations where a considerable amount of dust accumulates.
- Avoid warm or humid locations, such as in the vicinity of a water faucet, water heater, or humidifier, and avoid locations where the fumes from ammonia, paint thinner, or other volatile chemicals may be present.
- Avoid locations that are subject to vibration.

- Avoid exposing the scanner to rapid changes in temperature. If the room in which the scanner is installed is cold but rapidly heated, water droplets (condensation) may form inside the scanner. This may result in a noticeable degradation in scanning quality.

The following conditions are recommended for optimal scanning quality:

Room temperature: 10 °C to 32.5 °C (50 °F to 90.5 °F)

Humidity: 20% to 80% RH

- Avoid installing the scanner near equipment that generates a magnetic field (e.g. speakers, televisions, or radios).

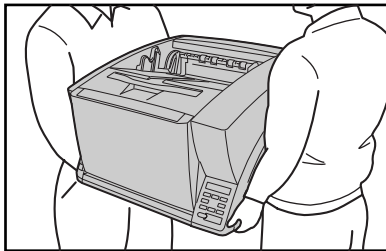
Power

- Connect only to a power outlet of the rated voltage and power supply frequency (either 120 V, 60 Hz or 220-240 V, 50/60 Hz, depending on your region).
- Do not use the scanner with a power supply that is not rated for the specified voltage. Doing so might cause fire or electric shock.
- Do not connect other electrical equipment to the same power outlet to which the scanner is connected. Also, when using an extension cord, make sure that the extension cord is rated for the current requirements of the scanner.
- The power cord may become damaged if it is often stepped on or if heavy objects are placed on it. Continued use of a damaged power cord can lead to an accident, such as a fire or electrical shock.
- Do not use the power cord while it is coiled.

- Do not pull directly on the power cord. When disconnecting the power cord, grasp the plug and remove it from the outlet.
- Keep the area around the power plug clear of objects so that the power cord can be disconnected easily in an emergency.
- If you have any questions regarding the power supply, contact your local authorized Canon dealer or service representative for further information.

Moving the Scanner

- The scanner weights about 86 lbs (39 kg). To lift or move the scanner, always use two people, one on each side. Never attempt to lift the scanner by yourself. You could drop the scanner or pinch your fingers, resulting in personal injury or damage to the scanner. Remember to be extra careful when moving it.



- Make sure to disconnect the interface cable and power cord when moving the scanner. If the scanner is carried with these items connected, the plugs and connectors may be damaged or cause the scanner to fall and result in personal injury or damage to the scanner.

Handling

⚠ WARNING

- Note the following precautions whenever using the scanner. Failure to do so may result in a fire or electric shock.
- Never use alcohol, benzene, paint thinner, aerosol sprays, or any other highly flammable substance near the scanner.
 - Do not cut, damage, or modify the power cord. Do not place heavy objects on the power cord, and do not pull or excessively bend the power cord.
 - Never connect the power cord when your hands are wet.
 - Do not connect the scanner to a multiplug power strip.
 - Do not knot or coil the power cord, as this may result in a fire or electric shock. When connecting the power cord, make sure that the power plug is securely and completely inserted into the power outlet.
 - To use a reel-type extension cord, unwind all of the cord from the reel. Long-term operation with the cord wound on the reel may cause the cord to overheat and could cause a fire.
 - Do not use power cords other than the power cord provided with this scanner.
 - Never try to take the scanner apart or modify it in any way, as this is dangerous and may lead to a fire or electric shock.
 - Do not use flammable aerosol sprays products near the scanner.
 - When cleaning the scanner, turn the power switch OFF and disconnect the power cord from the power supply.

- Some parts can only be cleaned when the power is turned ON. In these cases, be careful to avoid electric shock.
- Clean the scanner using a slightly dampened cloth which has been well wrung out. Never use alcohol, benzene, paint thinner, or any other flammable substances.
- If the scanner makes strange noises, or gives off smoke, heat, or strange odors, or the scanner does not function or other abnormalities occur when you use the scanner, immediately turn the power switch OFF, and disconnect the power plug from the power outlet. Then, contact your local authorized Canon dealer or service representative for further information.
- Do not drop the scanner, or subject it to impact or strong shock. Should the scanner ever become damaged, immediately turn the power switch OFF, and disconnect the power plug from the power outlet. Then, contact your local authorized Canon dealer or service representative to have the unit serviced.
- Before moving the scanner, make sure to turn the power switch OFF, and disconnect the power plug from the power outlet.

CAUTION

- Do not install the scanner on a surface that is unstable or tilted, or in an area subject to excessive vibrations, as this may cause the scanner to fall, resulting in personal injury or damage to the scanner.
- Do not block the ventilation openings. Doing so could cause the scanner to overheat, creating a risk of fire.
- Never place small metal objects such as staples, paper clips, or jewelry on the scanner. These items may fall into the scanner, and cause a fire or electric shock. Should such objects ever fall inside the scanner, immediately turn the power switch OFF, and disconnect the power plug from the power outlet. Then, contact your local authorized Canon dealer or service representative to have the unit serviced.
- Do not locate the scanner in a humid or dusty location. Doing so may cause a fire or electric shock.
- Do not place objects on top of the scanner. Such objects may tip or fall over, resulting in personal injury.
- When unplugging the power cord, grasp it firmly by its plug. Do not pull directly on the power cord, as this may damage or expose the cord's internal wiring, resulting in a fire or electric shock.
- Leave sufficient space around the power plug so that it can be unplugged easily. If objects are placed around the power plug, you will be unable to unplug it in an emergency.
- Do not allow water or flammable substances (alcohol, paint thinner, benzene, etc.) to spill into the scanner, as this may result in a fire or electric shock.
- Turn OFF the power switch for safety when not using the scanner for a long period of time, such as overnight. Also, turn OFF the power switch, and disconnect the power cord from the power outlet for safety when the machine will not be used for an extended period of time, such as during consecutive holidays.

- Do not wear loose clothing or jewelry that may get caught in the scanner while you are using it. This may result in personal injury. Be extra careful of neckties and long hair. If anything becomes caught in the scanner, immediately disconnect the power cord to stop the scanner.
- Be careful when placing paper in the scanner and when removing jammed paper. It is possible to cut your hand on the edge of a sheet of paper.

Disposal

- When disposing of this scanner, make sure to follow all local ordinances and laws or consult with the retailer who sold you the scanner.

2. Features

The main features of the DR-X10C are described below. Refer to the *User Manual* for detailed information.

Scanner Features

- **Fast Document Feeding**

The scanner can scan up to 100 document sheets per minute of LTR/A4-size paper in black and white, grayscale, and color scanning modes.

* Scanning conditions: LTR/A4 portrait, duplex, 200 dpi

- **Variety of Scanning Modes**

The scanner is equipped with six scanning modes: Black and White, Error Diffusion, Advanced Text Enhancement, Advanced Text Enhancement II, 256-Color Grayscale, and 24-Bit Color.

* Advanced Text Enhancement can clarify scanned text by processing background or foreground colors.

- **500-Sheet Feeder**

Up to 500 plain paper document sheets can be loaded in the document feed tray.

- **USB-Linked Power Switch**

This User Mode setting enables the scanner's power to be automatically switched ON and OFF according to the connected computer's power state. (See "About the Power Switch" on p. 14.)

- **Count-Only Mode**

When operating the scanner as a stand-alone device, this mode counts the number of loaded document sheets.

- **Adjustable Document Feed Tray**

The home position height of the document feed tray can be adjusted up or down according to the number of document sheets to be loaded. (See "Preparing the Document Feed Tray" on p. 16.)

- **Long Document Mode**

Document sheets up to one meter (39.4 inches) long can be scanned with Paper Size Detection.

- **Job Function**

Scanning conditions and the saving destination for image files are registered with the job, so you can scan using only control panel key operations. (See "About the Job Function" on p. 23.)

- **Selectable Background**

Black or white background can be selected for document scanning.

- **Freely Adjustable Document Guides**

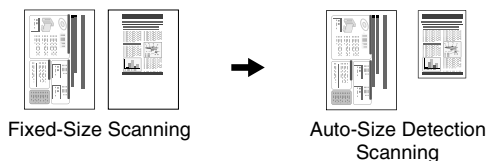
The left and right document guides can be adjusted so that documents can be positioned to scan either the left or right side. (See "Adjusting the Document Guides" on p. 17.)

- **User Mode**

The User Mode functions can be employed to set the scanner for practically any condition. For details on the User Mode settings, refer to the *User Manual*.

Detection Functions

- **Auto Image Type Detection**
The scanner automatically detects whether documents are in black and white or color.
- **Auto Paper Size Detection**
The document page size is detected before scanning.

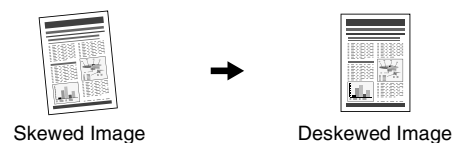


- **Skew Detection Function**
The scanner stops feeding when a skewed document is detected as it touches the edge of the feeder inlet.
- **Staple Detection**
The scanner stops feeding when it detects the presence of stapled documents.
- **Ultrasonic Double-Feed Detection Function**
The scanner stops feeding when the ultrasonic sensor detects that two or more document pages are feeding at the same time.
 - * A non-detection zone can be specified to avoid double-feed detection in areas such as those containing adhesive labels.
- **Double-Feed Detection by Document Length**
The scanner stops feeding when a double feed is detected by comparing document lengths.
 - * Using the length of the first document page as a reference, the scanner detects a double feed when a page of a different length is fed.

- **Prescan**
At the start of scanning, this function prescans the first page of a document and pauses so that you can use the first image to adjust the brightness and contrast before resuming scanning.
- **Verify Scan**
While scanning, the count of document pages scanned is verified against a pre-specified count or the count obtained from Count-Only Mode.
- **Text Orientation Detection**
The text orientation on each page is detected, and the scanned image is rotated in 90-degree increments as necessary for normalization.

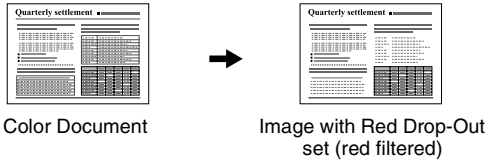
Image Processing

- **Prevent Bleed Through/Remove Background**
Prevents the background or original image on the reverse side of thin originals from appearing in scanned images.
- **Image Rotation**
The scanner can rotate scanned images in 90° increments, or detect the text orientation and rotate the image in 90° increments to correct its orientation.
- **Deskew**
The scanner straightens an image when it recognizes from the image that the document page was fed askew.



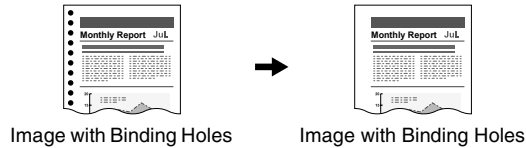
- **Dropout and Color Enhancement Functions**

The scanner is equipped with drop-out and enhancement functions that enable you to specify one color (red, blue, or green) to be omitted (dropped out) or enhanced when scanning, respectively.



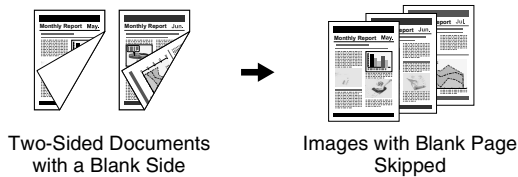
- **Remove Binder Holes**

Erases the shadows that appear on scanned images from binding holes on the original document.



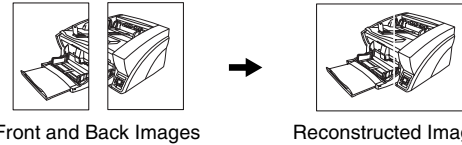
- **Skip Blank Page**

The scanner scans both sides of a document and skips saving the image of any side it determines to be a blank page.



- **Folio Scan**

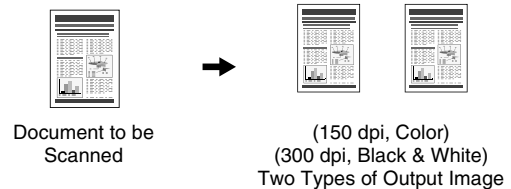
Documents that are too large to fit in the feeder inlet can be folded and scanned on both sides, and the images combined into a single image.



* Folio Scan supports up to A1-size (23.4" × 33.1" (594 × 841 mm)) documents when used together with the Long Document Mode.

- **MultiStream Function**

The scanner supports MultiStream, which, depending on the software application, can create two images with different scanning conditions from a single scan pass. However, this function is only available when using CapturePerfect 3.0 (supplied with the scanner) or another application program that supports the Multi-Stream function.



Other Functions

● Rapid Recovery System

When this function is activated and a sensor detects a misfeed due to a paper jam or double feed, which causes feeding to stop, scanning pauses to allow you to correct the cause of the misfeed, after which scanning continues from the document page on which the abnormality was detected. (See “Clearing a Paper Jam or Double Feed Error” on p. 28.)

* The Rapid Recovery System is effective when feeding stops as a result of detection of a Paper Jam, Double Feed, Skew, or Staple.

● Dust Countermeasures

The following functions are provided to prevent dust or paper particles from adhering to the scanning glass and affecting images.

Blower: Airflow from a fan inside the scanner blows paper particles from the scanning glass.

Dust Wiper: Before scanning, a brush mounted on a roller on the opposite side of the scanning glass rotates to remove paper particles from the glass.

Dust Evasion Mechanism: When a sensor detects dust on the scanning glass, the sensor is repositioned to avoid appearing in scanned images.

Options

● Imprinter (Option)

The optional imprinter includes a Pre-Imprinter to print on documents before scanning, and a Post-Imprinter to print on documents after scanning.

* The Pre-Imprinter and Post-Imprinter can be used together.

● Barcode Detection (Option)

Barcodes on documents can be detected by installing the optional barcode module.

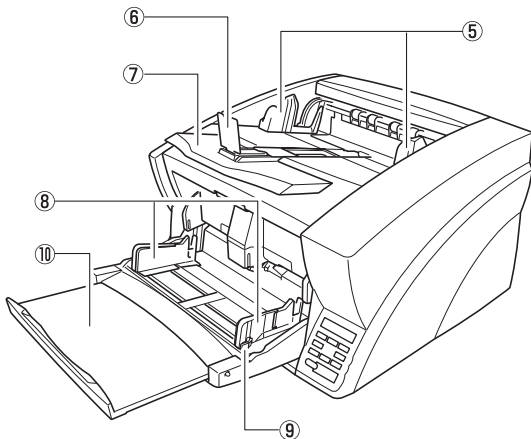
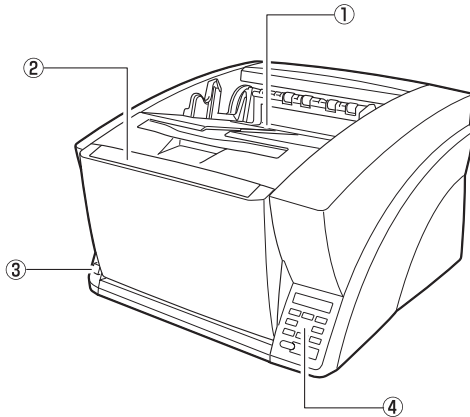
● Patchcode Support (Option)

By installing the optional patchcode decoder, patch code sheets inserted between document pages can be detected for batch separation.

3. Names and Functions of Parts

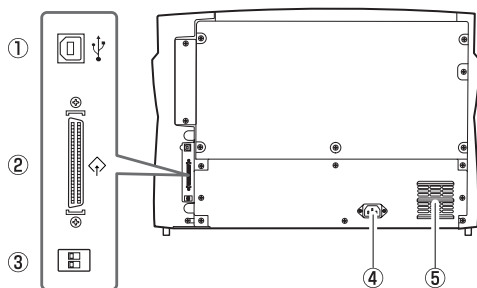
The names and functions of the DR-X10C parts are shown below.

Front View, Feeder Inlet, and Eject Outlet



- ① Document Eject Tray
Scanned documents are output here.
- ② Document Feed Tray
Load documents to be scanned.
- ③ Power Switch
Turns the scanner ON and OFF.
- ④ Control Panel (See p. 11.)
- ⑤ Document Guides
Adjust to match the width of documents, so that ejected documents stack neatly.
- ⑥ Eject Paper Stoppers
Adjust to match the length of documents, to avoid document spillage.
- ⑦ Document Eject Tray Extension
Extend as needed to match the length of the documents.
- ⑧ Document Guides
Adjust to match the width of documents.
- ⑨ Document Guide Lock Lever
Locks the Document Guides.
- ⑩ Document Feeder Tray Extension
Extend as needed to match the length of the documents.

Rear View

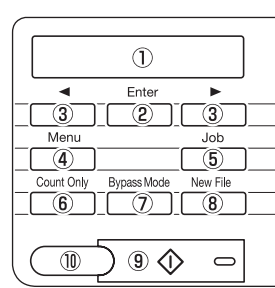


- ① **USB Connector (Type B)**
Connect the supplied USB cable here.
- ② **SCSI Connector (50-pin half-pitch D-sub receptacle)**
Connect the SCSI cable here.
- ③ **DIP Switch (SCSI ID)**
Selects the scanner's SCSI ID.
- ④ **Power Connector**
Connect the supplied power cord here.
- ⑤ **Ventilation Holes (Exhaust Fan)**
Exhausts heat from inside the scanner.

CAUTION

Do not block the ventilation holes. Doing so could cause the scanner to overheat, creating a fire hazard.

Control Panel



- ① **Display Panel**
Displays the user mode, job info, and messages.
- ② **Enter Key**
Selects the user mode, and accepts settings.
- ③ **◀ ▶ Keys**
Selects the user mode and job.
- ④ **Menu Key**
Displays the user mode.
- ⑤ **Job Key**
Displays jobs.
- ⑥ **Count Only Key**
Feeds and counts the number of document pages.
- ⑦ **Bypass Mode Key**
Raises the document holder for the non-separating (manual) mode.
- ⑧ **New File Key**
When Batch Separation by Key is enabled, separates batches.
- ⑨ **Start Key**
Starts scanning.
- ⑩ **Stop Key**
Stops the scanning process.

Chapter 2 Basic Operation

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1. Turning the Power ON and OFF

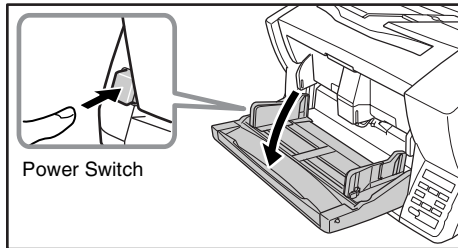
Use the power switch to turn the DR-X10C scanner ON and OFF, or if you are using a USB connection, you can set the USB-linked power switch.

⚠ CAUTION

- After turning the scanner OFF, wait at least ten seconds before turning it back ON.
- If the scanner is connected via SCSI cable, always turn the scanner ON before turning the computer ON. If you turn the computer ON before the scanner, it may not recognize the scanner properly.

About the Power Switch

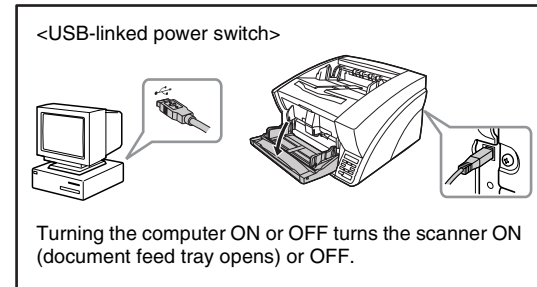
When the power switch (located at the lower left side of the front of the scanner) is turned ON, the Document Feed Tray opens automatically.



■ USB-Linked Switch Setting (with USB connection only)

To set to have the computer's power switch turn the scanner ON and OFF as well, you can enable the Auto USB Power Off function.

You can change the "Auto USB Power Off" setting using the User Mode. For details, refer to the *User Manual*.



2. Documents

The DR-X10C scanner can scan documents ranging in size from business cards and checks to 11" × 17"/A3 size. The size and type of paper that can be fed depends on the feeding method.

Acceptable Documents

The scanner can feed the following document sizes.

Size

Width: 2" to 12.01" (50.8 mm to 305 mm)

Length: 2.76" to 17.01" (70.0 mm to 432 mm)

2.76" to 39.37" (70.0 mm to 1 m) (using the Long Document Mode)



Hint

When the Long Document Mode is selected, Paper Size Detection can be used for scanning documents up to 39.37" (1 m) long. For details, refer to the *User Manual*.

Paper Thickness

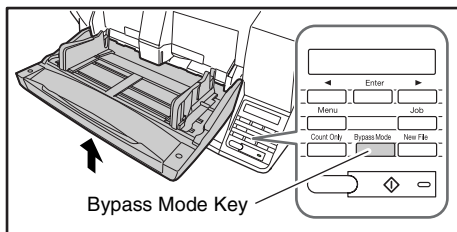
Page Separation Feeding: 14 to 32 lb bond (52 g/m² to 128 g/m²) (0.06 mm to 0.15 mm)

Bypass Feeding: 11 lb to 64 lb bond (42 g/m² to 255 g/m²) (0.05 mm to 0.30 mm)



Hint

- Continuous feeding feeds document pages one after another by the feed and retard rollers after placing a batch of documents in the Document Feed Tray.
- Manual feeding requires feeding one document at a time while the [Bypass Mode] key on the control panel is lit and the Document Feed Tray is raised.



! IMPORTANT

A document must meet the following criteria to be scannable:

- When scanning a multipage document, pages must be grouped together so that they have the same size, thickness, and weight. Scanning different types of paper at one time can cause the scanner to jam.
- Always make sure that the ink on a document is dry before scanning it. Scanning documents with the ink still wet may soil the rollers or scanning glass, cause lines or smudges to appear on images, or dirty other documents.
- Always clean the rollers or scanning glass after scanning a document written in pencil. Scanning documents with pencil written on them may soil the rollers or scanning glass, cause stripes to appear in images, or dirty other documents.
- When scanning a two-sided document that is printed on thin paper, the image on the opposite side of each page may show through. Adjust the background color and scanning brightness from the application program before scanning.
- Note that scanning the following types of documents can cause a paper jam or malfunction. To scan such a document, make a photocopy of the document and then scan the photocopy.



Wrinkled or creased documents



Carbon paper



Curled documents



Coated paper



Torn documents



Extremely thin, translucent paper



Documents with paper clips or staples

- To scan bound multi-page documents such as invoice booklets, place the bound edge against the feeder inlet and scan by manual feeding.
- To use the Long Document Mode, feed document pages manually, one after another.

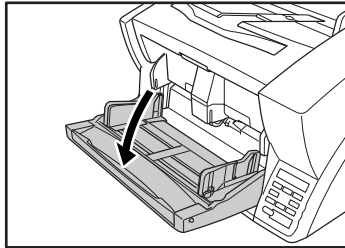
3. Document Feed and Eject Trays

Before scanning, prepare the Document Feed and Eject Trays for the desired paper size.

Preparing the Document Feed Tray

■ Opening the Document Feed Tray

When the scanner is turned ON, the Document Feed Tray opens automatically and moves to the specified home position height.



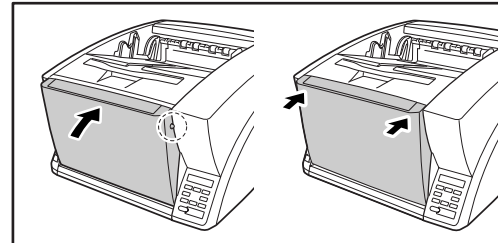
The height of the home position can be adjusted in three steps according to the number of document pages to be loaded at once (up to 500, 300, or 100 sheets). The default setting is the lowest position, which accepts up to 500 sheets. For details, refer to the *User Manual*.

Hint

When opening the Document Feed Tray by hand, place your fingers in the indents at both sides of the tray, and open it gently.

■ Closing the Document Feed Tray

To close the Document Feed Tray, lift it gently so that the sides of the tray hook into the scanner body, then press it in at both sides.

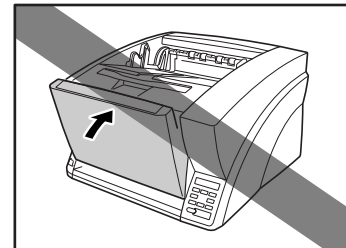


Hint

When power is switched OFF while the home position setting of the Document Feed Tray is high, the tray moves to the lowest position before the scanner turns OFF.

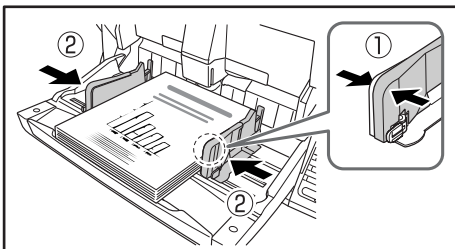
CAUTION

When the home position is set to high, make sure to turn the power OFF before closing the tray. Closing the Document Feed Tray while the scanner is ON may damage the scanner.



Document Guides

Unlock the document guides by gently pressing both sides of either guide (①), and sliding the document guides to match the width of your document (②).

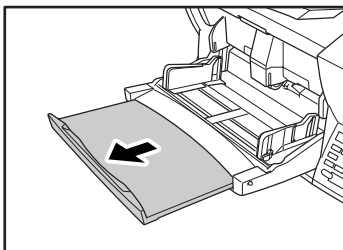


Hint

The positions of the left and right document guides can also be locked independently for off-center loading. For details, see “Adjusting the Document Guides” (p. 17).

Document Feed Tray Extension

Pull out the tray extension as needed for the length of your document.

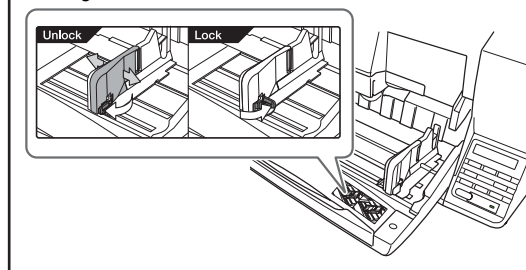


Adjusting the Document Guides

The document guides normally extend at equal distances from the left and right of the center of feeding so that your documents are centered in the feed inlet.

However, each document guide has its own lock lever, so you can load documents to the left or right of center by locking the document guides at the appropriate positions.

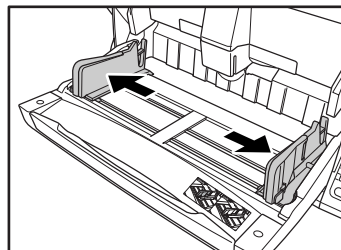
Locking the Document Guides



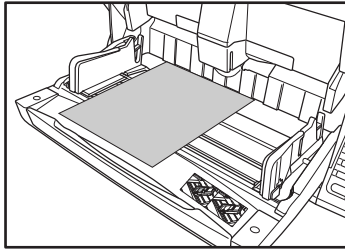
Loading Documents at the Left Side

This example shows the procedure for loading documents at the left side of the feeder.

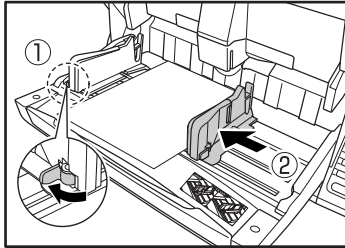
1. Spread the document guides all the way to the left and right.



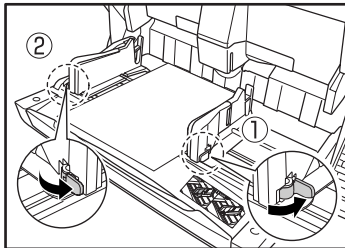
2. Load your documents against the left feed guide.



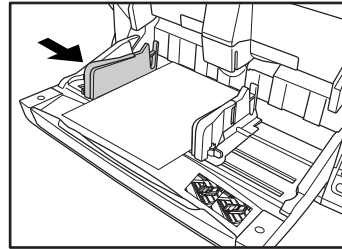
3. Lock the left document guide (①) by pulling out the lock lever, then slide the right document guide to the right edge of your documents (②).



4. Lock the right document guide (①), and unlock the left document guide (②).



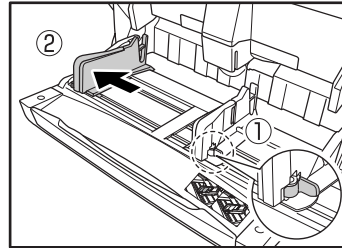
5. Slide the left document guide to the left edge of your documents.



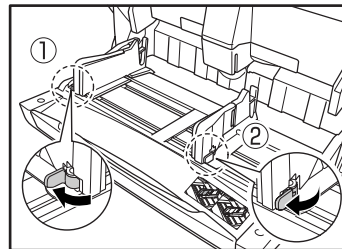
■ Resetting the Document Guides

To reset the guides so that they are equidistant from the center, perform the following procedure to spread the guides to the left and right as far as they will go.

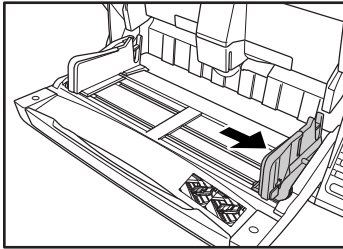
1. Confirm that the right document guide is locked (①), and slide the left guide all the way to the left (②).



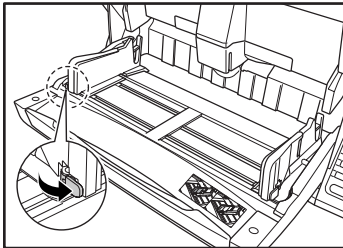
2. Lock the left document guide (①), and unlock the right document guide (②).



3. Slide the right document guide all the way to the right.



4. Unlock the left document guide.

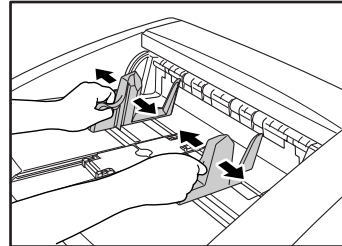


Preparing the Document Eject Tray

The Eject Tray includes two Document Eject Guides, the Eject Tray Extension and Eject Paper Stopper, to be adjusted to match the length of your documents.

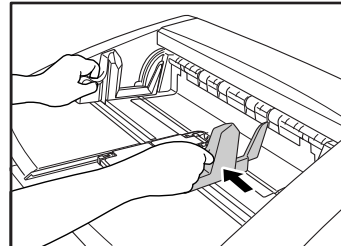
Document Guides

Slide the document eject guides to match the width of your documents.



Hint

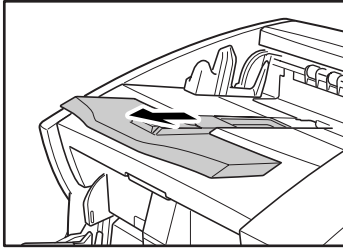
- The position of the document eject guides can be shifted to the left or right by holding one guide in place while moving the other.



- To reset the guides so that they are equidistant from the center, spread the guides all the way to the left and right.

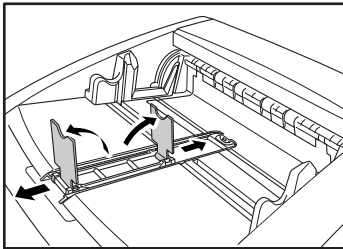
■ Document Eject Tray Extension

Pull out the tray extension to match the length of your document.



■ Eject Paper Stoppers

Raise the appropriate Eject Paper Stopper to stop ejected documents from spilling out of the eject tray.



Hint

The eject paper stoppers are attached to the document tray extension, so you can adjust their positions by moving the tray extension to suit your document length.

4. Document Feeding Methods

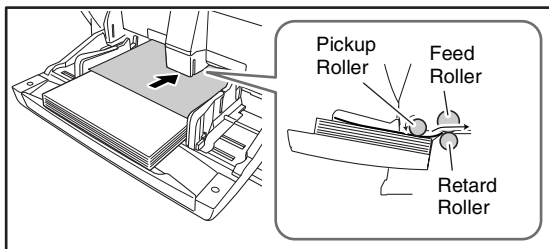
Two document feeding methods are available: Continuous Feeding, which feeds documents automatically from the document tray by the pickup roller; and Manual Feeding, which requires one document at a time to be positioned manually for transport by the feed roller, while the pickup roller is disabled.

Selecting the Document Feeding Method

Continuous Feeding is the default feeding method, but Manual Feeding can be enabled by selecting Manual Feeding as the Feeding Option for the ISIS/TWAIN driver, or by pressing the Bypass Mode key on the control panel. A Continuous Manual Feeding Mode is also provided as a way to scan a batch of document pages that cannot be automatically transported.

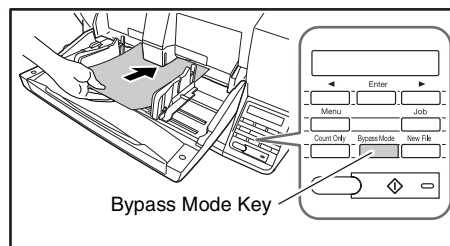
Continuous Feeding

With Continuous Feeding, documents loaded in the Document Feed Tray are picked up automatically by the pickup roller and transported by the feed roller, while the retard roller separates each page to avoid double feeding.



Manual Feeding

The Bypass Mode key lights and the Document Feed Tray rises so that documents can be fed manually one at a time. When manual feeding, you must insert each document page far enough to be pulled in by the feed roller (because the pickup roller is disabled).



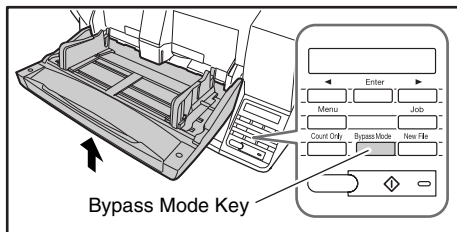
! IMPORTANT

- Because pages are not separated by the retard roller during manual feeding, a paper jam will occur if multiple pages are loaded together.
- To scan bound multi-page documents such as invoice booklets, place the bound edge against the feed inlet and scan using manual feeding.



Hint

- The [Bypass Mode] key is linked to the [Manual Feeding] Feed Option setting of the ISIS/TWAIN driver.
- When the [Bypass Mode] key on the control panel is pressed or the [Manual Feeding] Feed Option is selected, the [Bypass Mode] key lights and the Document Feed Tray rises.



5. Scanning

Scanning operations can be controlled by a scanning application program such as the CapturePerfect 3.0 software included with the scanner, or directly from the control panel of the DR-X10C, using the Job Function. This section describes the Job Function and provides an overview of CapturePerfect 3.0.

About the Job Function

The Job Function enables you to use the Job Registration Tool to register different jobs which can then be selected for scanning by pressing the [Job] key on the control panel. Job registration stores scanning condition settings, image file format selection, save destination, and image data processing settings for each job to be used with the Job Function.



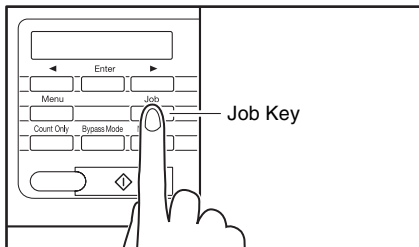
Hint

The Job Registration Tool is a TWAIN-compliant application that is installed along with the ISIS/TWAIN driver. For details, refer to Chapter 9 "Job Registration Tool Settings" in the *User Manual*.

■ Executing Jobs

Use the following procedure to execute jobs that have been registered by the Job Registration Tool.

1. Press the Job key on the control panel.



Registered jobs are displayed.

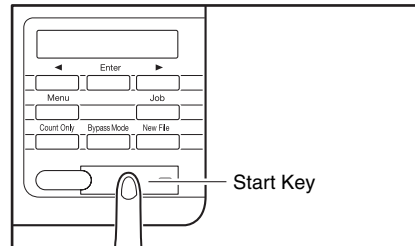
```
0 1 : A 4   B / W   2 0 0  
M y   D o c u m e n t s
```



Hint

If no job is displayed, you must register a job using the Job Registration Tool.

2. Press [◀] or [▶] to select a job.
3. Execute the displayed job by pressing the Start key.



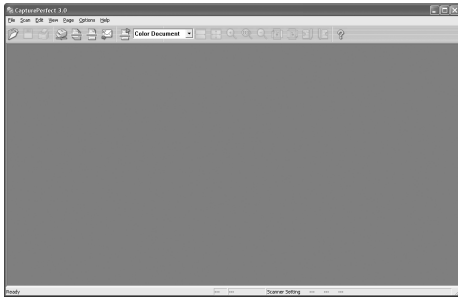
4. Open the folder specified during job registration to confirm that the image files have been created.

CapturePerfect 3.0

CapturePerfect 3.0 is an ISIS-compatible application developed for Canon document scanners.

CapturePerfect 3.0 includes the following modes. Select the desired scan mode from the Scan menu to perform scanning.

For more information on CapturePerfect 3.0, refer to the *CapturePerfect 3.0 Operation Guide*.



■ Scanning with CapturePerfect

The following three scanning methods are available from the CapturePerfect Scan menu.

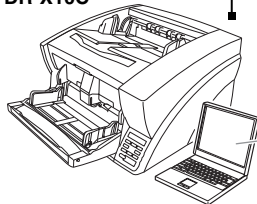
Scan Batch to Printer
Prints scanned images on a specified printer

Scan Batch to File
Saves scanned images as files in a specified folder

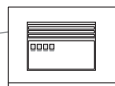


(Network)

DR-X10C



Scan Batch to Mail
Starts your e-mail program and attaches the scanned image to a new e-mail message



Scan Batch to File

Documents are scanned with the preset scanning conditions, and the scanned image data is saved to a specified folder.

Scan Batch to Printer

Documents are scanned with the preset scanning conditions, and the scanned image data is printed on a specified printer.

Scan Batch to Mail

Scanning is performed with the specified scanning conditions, and a MAPI-compliant e-mail client is started to generate a new e-mail message with the scanned images as attachments.

Scan Page

Only one page of the document is scanned.

Scan Job

The scanning conditions and scan mode (Scan Batch to File, Scan Batch to Printer, or Scan Batch to Mail) are registered in advance as a job. The scan job can then be performed by selecting the registered job from the drop-down list (①) or by clicking (Scan Job) on the toolbar (②).



Hint

The following two scan jobs are already registered and up to 99 additional jobs can be registered.

- **Color Document**
Scan the document using 24-bit color, simplex, at 300 dpi resolution, and save the file in the folder [My Pictures] under the folder [My Documents].
- **Binary Document**
Scan the document in black-and-white, simplex, at 200 dpi resolution, and save the file in the folder [My Pictures] under the folder [My Documents].

Scan To Presentation

This mode is convenient when a compact scanner is used in an environment such as a conference hall, where it is connected to a large display or projector. By setting CapturePerfect for full-screen display before scanning, scanned images are displayed at full size on the screen.

Hint

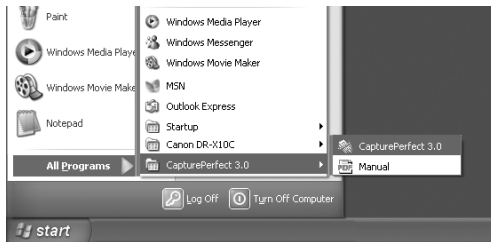
This is not usually practical for large scanners such as the DR-X10C.

■ Using CapturePerfect 3.0

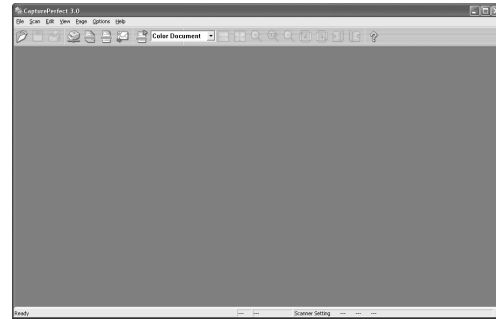
This section describes how to start CapturePerfect 3.0 and scan documents. The procedure for using the Scan Batch to File function is described here as an example.

For details, refer to the *CapturePerfect 3.0 Operation Guide*.

1. From the Windows task bar, click [Start] → click [All Programs] → [CapturePerfect 3.0] → [CapturePerfect 3.0].



CapturePerfect 3.0 starts.

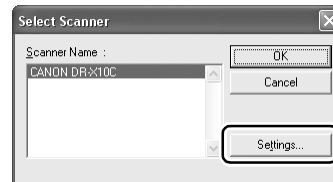


2. From the [Scan] menu, select [Select Scanner].



The [Select Scanner] dialog box opens.

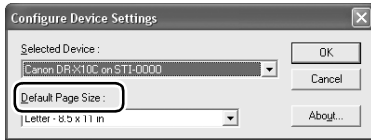
3. Select [Canon DR-X10C] and click [Settings].



IMPORTANT

If [Canon DR-X10C] is not displayed in the list of scanners, you must re-install the ISIS/TWAIN driver.

4. Set the [Default Page Size].

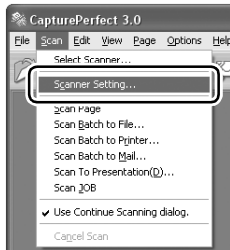


! IMPORTANT

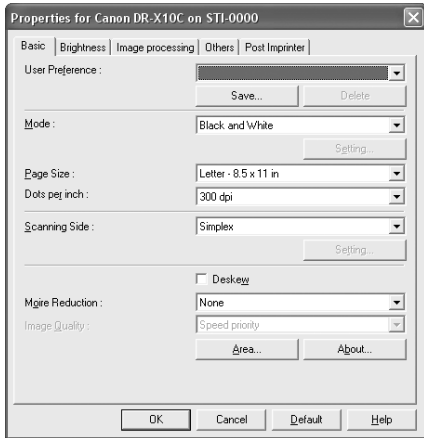
If you select [Default] in the ISIS driver properties dialog box, that setting is applied here.

5. Click [OK] to finish scanner selection.

6. From the [Scan] menu, select [Scanner Setting].



The Properties dialog box for the ISIS driver opens.

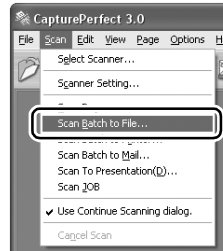


7. Set the scan settings.

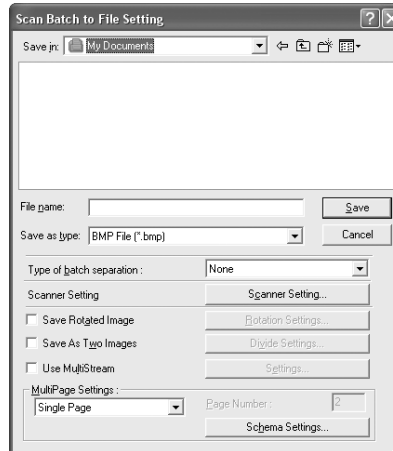
💡 Hint

For details on the Properties dialog box, refer to the *User Manual*.

8. From the [Scan] menu, select [Scan Batch to File].



The [Scan Batch to File Setting] dialog box opens.



9. Specify the file name and the file type for saving the image data.

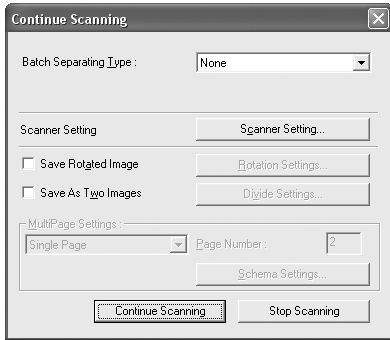
For details on the available settings in the [Scan Batch to File Setting] dialog box, refer to the *CapturePerfect 3.0 Operation Guide*.

10. Place your document and click [Save] to start scanning.

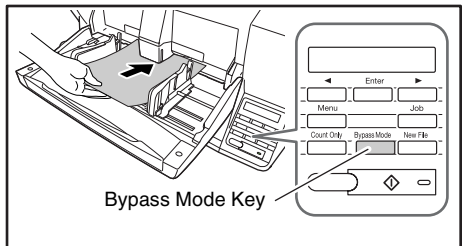
! IMPORTANT

You must load your documents as described below, depending on the specified Feed Option setting.

- If the [Standard Feeding] Feed Option is enabled, load your documents before scanning. When all of the documents have been scanned, the Continue Scanning dialog box appears.

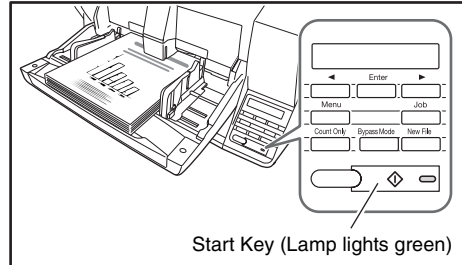


- If the [Manual Feeding] Feed Option is enabled, the Bypass Mode key is lit and the Document Feed Tray is raised. You must insert one page at a time to be scanned, and press the Stop button to display the Continue Scanning dialog box.



- If a Feed Option other than [Standard Feeding] or [Manual Feeding] is selected, once you have started scanning, each document placed in the Document Feed Tray is scanned, and when no document is loaded, the scanner enters the standby state.

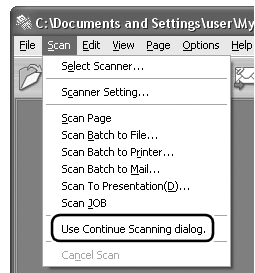
- If the [Automatic Feeding] Feed Option is enabled, scanning is performed automatically whenever a sensor in the Document Feed Tray detects a loaded document, and pressing the Stop key causes the Continue Scanning dialog box to appear.
- If the [Panel-Feeding] Feed Option is enabled, the Start key lamp is lit. You must load a document and press the Start key to scan. Pressing the Stop button causes the Continue Scanning dialog box to appear.



11. When the [Continue Scanning] dialog box appears, verify that a document is loaded, and click either [Continue Scanning] or [Stop Scanning].

! IMPORTANT

If Use Continue Scanning dialog in the [Scan] menu is not checked, scanning finishes without displaying the Continue Scanning dialog box.



12. When scanning is complete, select [Exit] from the [File] menu to quit CapturePerfect 3.0.

6. Clearing a Paper Jam or Double Feed Error

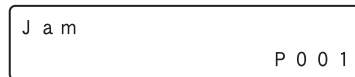
If a paper jam or double feed occurs during scanning, a paper jam message appears on the PC and on the scanner's display panel. Use the following procedure to clear the paper jam.

⚠ CAUTION

- When removing jammed paper, take care not to cut your hands on the edges of the paper
- Make sure to remove all of the jammed paper. Torn paper remaining in the scanner may cause future jams or damage to the scanner.
- When opening and closing the upper unit, be careful not to get your fingers caught, as this may result in personal injury.

Paper Jam Handling

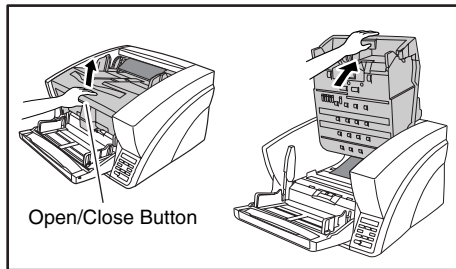
When a paper jam occurs during scanning, the following message appears on the display panel, and transport stops.



💡 Hint

The displayed error code indicates the location of the paper jam.

1. Remove any documents that remain in the eject tray.
2. Press the Open/Close button and gently raise the upper unit.



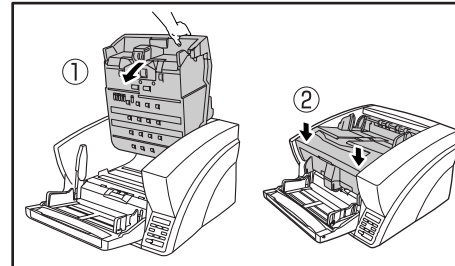
3. Remove the jammed paper.

❗ IMPORTANT

- If paper has stopped in the midst of ejecting to the eject tray, raise the upper unit slightly to remove it.

- To remove paper that has stopped inside the scanner, open the upper unit as far as it will go.

4. Close the upper unit slowly (①). Make sure that the upper unit is completely closed by pushing on both edges with both hands until you hear a click (②).



5. Check to verify the last saved image, and resume scanning.

■ When “Press Start Key” Appears

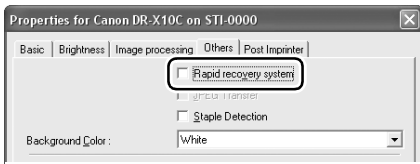
When the Rapid Recovery System is enabled in the ISIS/TWAIN driver settings, the following message appears on the display panel after you remove the jammed paper.



P r e s s S t a r t K e y

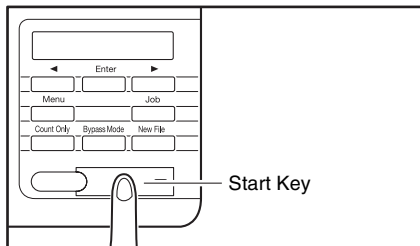
! IMPORTANT

The Rapid Recovery System setting in the ISIS/TWAIN driver causes the following process to occur after a paper jam.



- When the Rapid Recovery System is disabled, images scanned before the paper jam occurs are saved as files, scanning finishes, finished and an error message is displayed. In this case, restart scanning from the document page where the paper jam occurred, or from the beginning.
- When the Rapid Recovery System is enabled, scanning pauses when a paper jam is detected, and an error message is displayed.

Return the jammed document page to the top of the document stack yet to be scanned, and press the Start key to resume scanning.

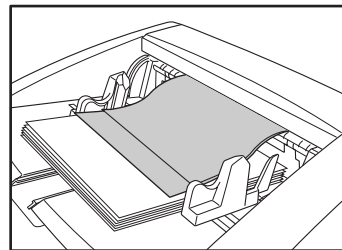


! IMPORTANT

- When you press the Start key, the image of the document page that caused the paper jam is deleted before scanning resumes.
- If you press the Stop key, all scanned images are deleted and scanning finishes. In this case, scan the document again from the beginning.

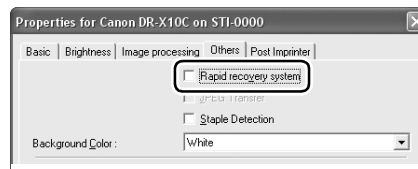
Handling a Double Feed

When a double feed is detected while scanning, the document pages for which double feeding was detected are ejected at the eject outlet, an error message appears on the PC and on the display panel, and transport stops.



! IMPORTANT

When a double feed is detected, the following process occurs, and messages appear according to the Rapid Recovery System setting in the ISIS/TWAIN driver.



- When the Rapid Recovery System is disabled, images scanned before the double feed are saved as files, scanning finishes, and the following error message is displayed.

When detecting double feeds by document length



When detecting double feeds ultrasonically



- When the Rapid Recovery System is enabled, scanning pauses when a double feed is detected, and the following error message is displayed.

```

D o u b l e   F e e d
I G N O R E   [ R E T R Y ]

```

■ When the Rapid Recovery System is Disabled

Return the document pages ejected as a result of double-feed detection to the top of the document stack yet to be scanned, and resume scanning.

■ When the Rapid Recovery System is Enabled

1. Check the rejected document page(s).



Hint

- If attached paper, such as a label on the document page, appears to be the cause of the double-feed detection, ignore the detection.
- If two document pages were fed together, rescan the double-fed pages.

2. Press [◀] or [▶] to select [IGNORE] or [RETRY] and press the [Enter] key.

```

D o u b l e   F e e d
I G N O R E   [ R E T R Y ]

```

[IGNORE]:

Saves the image of the page that was detected as a double feed, and resumes scanning.

[RETRY]:

The display panel appears as below. Return the double-fed document pages to the tray and press the Start key.

```

P r e s s   S t a r t   K e y

```

! IMPORTANT

- Press the Start key to erase the image that was being scanned when double feeding was detected, and resume scanning.
- Press the Stop key to delete all scanned images, finish scanning, and display an error message.

When detecting double feeds by document length

```

D o u b l e   F e e d
D 0 0 2

```

When detecting double feeds ultrasonically

```

D o u b l e   F e e d
D 0 0 4

```

Chapter 3 Maintenance

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1. Regular Maintenance

To maintain scanning quality, routinely clean the scanner as described below.

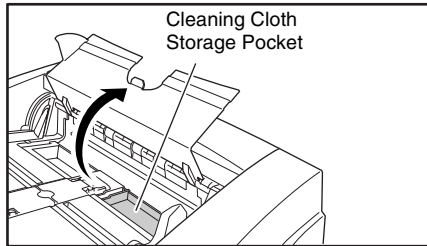
⚠ CAUTION

- Do not use spray cleaners to clean the scanner. Precision mechanisms may get wet and malfunction.
- Never use paint thinner, alcohol, or other organic solvents to clean the scanner. Such solvents may deform or discolor the exterior of the scanner, and cause other damage.
- When opening and closing the upper unit, be careful not to get your fingers caught, as this may result in personal injury.

Cleaning the Scanner

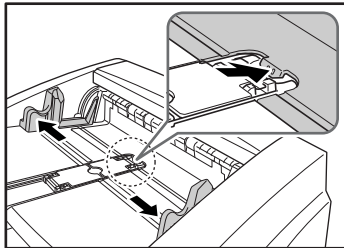
■ About the Cleaning Cloth

Use the cleaning cloth supplied with the scanner to clean its interior. When not using the cleaning cloth, store it in the pocket inside the imprinter's cover.



⚠ IMPORTANT

- To open the imprinter cover, adjust the Document Feed Guides outward and press the tab (indicated by the arrow in the illustration) to unlock the cover. When closing the cover, press the same tab with your finger to lock it.

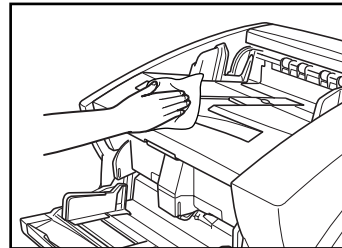


- When closing the imprinter cover, make sure that it is locked so that it will not open unexpectedly. An error message appears on the display panel if the imprinter cover is open.



■ Cleaning the Scanner Exterior

To clean the outside of the scanner, use a cloth dampened with water or mild detergent solution. Wring out the cloth thoroughly, and use a clean dry cloth to wipe the scanner dry.



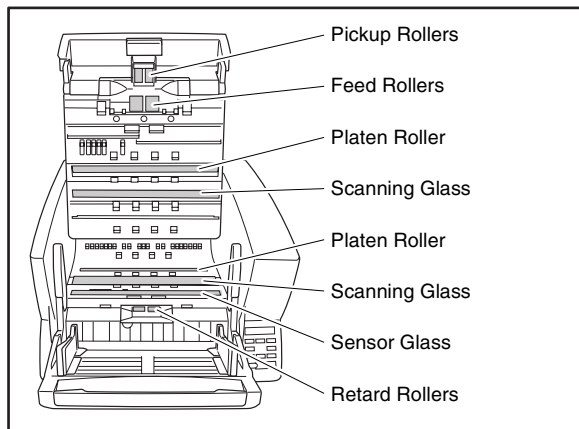
■ Cleaning the Document Feed Inlet and Transport Path

Dust or paper particles in the document feed inlet or inside the scanner can cause spots to appear in scanned images. Use compressed air to periodically clean dust and paper particles from the inlet and the inside of the scanner. After completing large scanning jobs, turn OFF the scanner and clean out any paper particles.

Cleaning the Glass and Rollers

If scanned images contain spots or documents become dirty after scanning, the scanning glass or transport rollers inside the scanner may be dirty.

The locations of the main glass and rollers are as follows.



For instructions on cleaning the glass and rollers, refer to the following pages.

- **Scanning Glass and Sensor Glass** (See “Cleaning the Glass” on p. 35)
- **Platen Rollers** (See “Cleaning the Platen Rollers” on p. 36)
- **Pickup and Feed Rollers** (See “Cleaning the Pickup and Feed Rollers” on p. 37)
- **Retard Roller** (See “Cleaning the Retard Roller” on p. 39)

Rollers other than those described above are cleaned by using the Cleaning Mode of the User Mode, using a cleaning sheet. (See “Cleaning Rollers with a Cleaning Sheet” on p. 34.)

Opening and Closing the Upper Unit

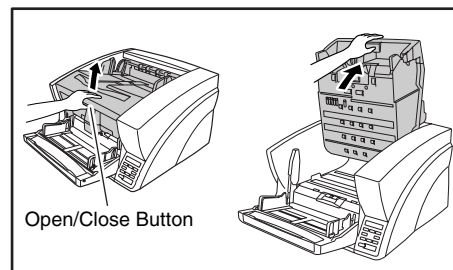
To clean the inside of the scanner, carefully follow this procedure to open and close the upper unit.

⚠ CAUTION

When opening and closing the upper unit, be careful not to get your fingers caught, as this may result in personal injury.

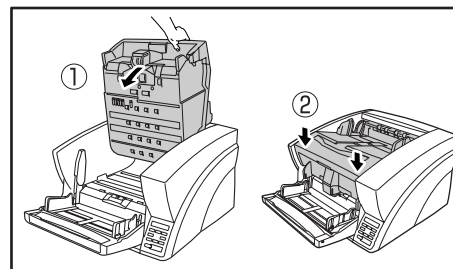
■ Opening the Upper Unit

Press the Open/Close button and carefully raise the upper unit until it stops.



■ Closing the Upper Unit

Carefully lower the upper unit (①). Press down on both sides of the upper unit to ensure that it is closed securely. (②)





Hint

An error message appears on the display panel if the upper unit is open (raised).



Cleaning Rollers with a Cleaning Sheet

Rollers in the transport path are cleaned using the Cleaning Mode of the User Mode, using a cleaning sheet.



Hint

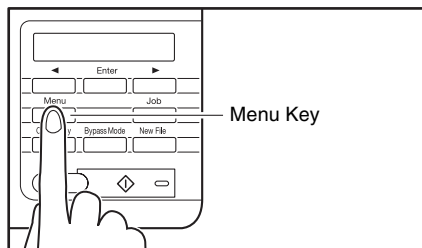
- Each cleaning sheet is used several times to clean one side of the rollers.
- Cleaning sheets can be purchased as consumables. For details, contact your local authorized Canon dealer or service representative.

Product Name: Cleaning Sheets (package of 30)
Product Code: 2418B002

■ Performing the Cleaning Mode

Use the following procedure to perform roller cleaning using the Cleaning Mode.

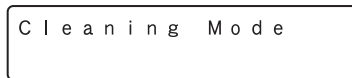
1. Press the Menu key on the control panel.



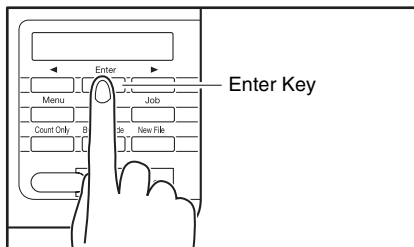
The User Mode is activated.



2. Press the [◀] key once to display "Cleaning Mode".



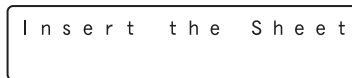
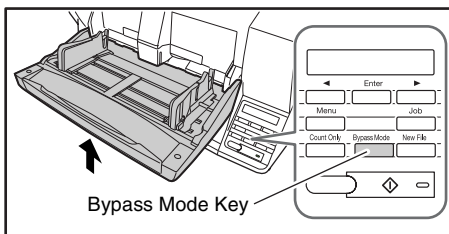
3. Press [Enter].



The Cleaning Mode is enabled.

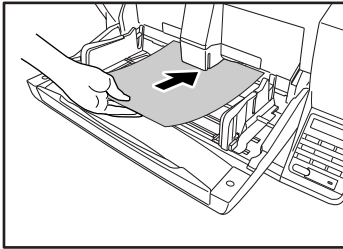


4. Press the [◀] key to select [OK], and press [Enter]. The [Bypass Mode] key lights and the Document Feed Tray rises as the scanner enters the waiting state.



5. Peel the liner from a cleaning sheet.

6. Insert the cleaning sheet adhesive-side up into the feed inlet.



The cleaning sheet feeds through the scanner, and the Cleaning Mode exits.

C l e a n i n g M o d e

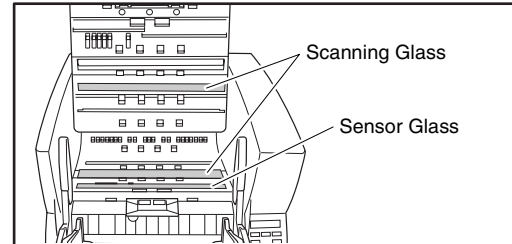
7. Inspect the cleaning sheet for dust.
8. Repeat steps 3 to 6 several times using the same cleaning sheet to clean the same side of the rollers.
9. Prepare a new cleaning sheet, and clean the other side in the same way.

! IMPORTANT

- When placing the adhesive side down, make sure to support the cleaning sheet while inserting it into the feed inlet so that it does not touch the Document Feed Tray.
- Dust that is not removed by the cleaning sheet should be wiped off with a moistened and thoroughly wrung-out cloth.

Cleaning the Glass

The scanner has two types of glass: the sensor glass for document detection, and the scanning glass for actual scanning.



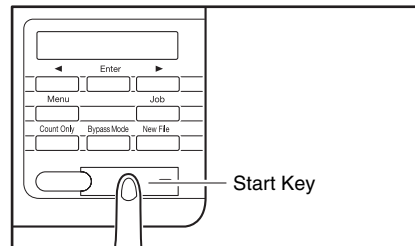
💡 Hint

- The appearance of extraneous spots or streaks in scanned images may indicate a dirty scanning glass.
- To clean the scanning glass, turn ON the lamp beneath the glass so that any dust can be easily seen and wiped away.

! IMPORTANT

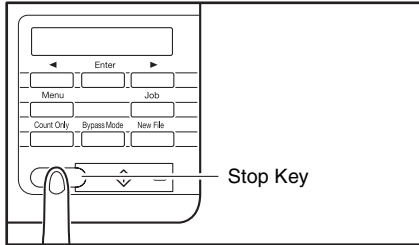
Scratches on the scanning glass may cause spots or streaks on scanned images, as well as feeding errors. If you find a scratch on the scanning glass, contact your local authorized Canon dealer or service representative to have the glass replaced.

1. Carefully raise the upper unit until it stops.
2. Press and hold the Start key on the control panel for approximately two seconds.

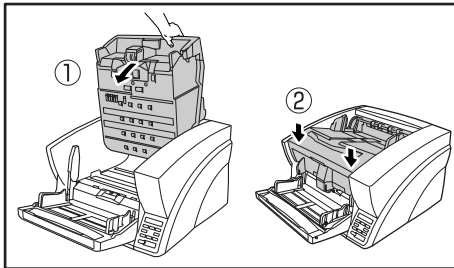


The lamp beneath the scanning glass lights.

3. Wipe any dust off the scanning glass with a clean, dry cloth.
4. Press the Stop key to turn off the lamp.



5. Carefully lower the upper unit (①). Press down on both sides of the upper unit to ensure that it is securely closed. (②)



Cleaning the Platen Rollers

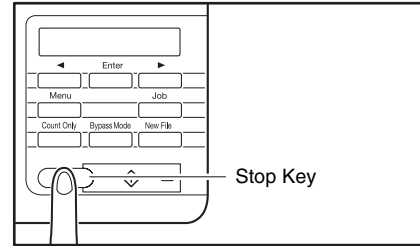
The platen rollers are located near the upper and lower sides of the scanning glass to brush away dust as the rollers turn before scanning, and to provide the selected background (white or black) for document images. Clean the platen rollers periodically using the following procedure.



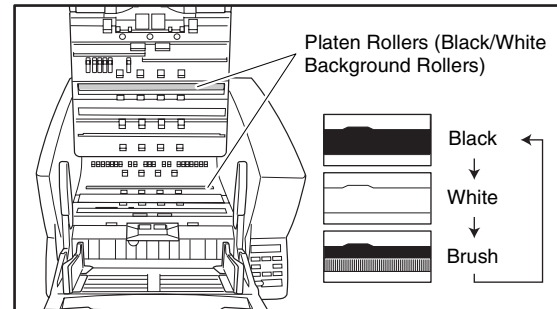
Hint

The platen rollers are cleaned by wiping while rotating the rollers in three stages.

1. Carefully raise the upper unit until it stops.
2. Press and hold the Stop key on the control panel for approximately seconds.



Each time you press the Stop key, the upper and lower platen rollers rotate in the following order: black → white → brush.



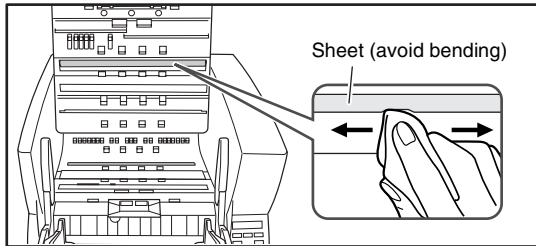
! IMPORTANT

- Be careful not to touch the platen roller while it is turning.
- Always use the Stop key to turn the platen roller. Attempting to turn the roller by hand may cause damage.

3. Clean the black and white surfaces of the rollers by wiping horizontally with a moistened, wrung-out cloth.

! IMPORTANT

When cleaning, be careful not to bend the sheet over the roller. The location of the sheet for the lower platen roller is in front of the roller.

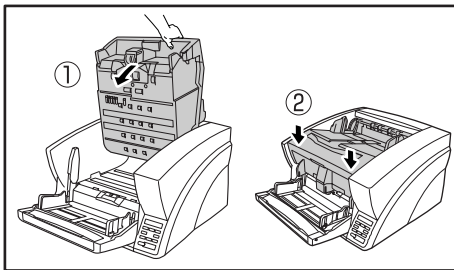


4. Use a soft object such as a cotton swab to remove any dust adhering to the brushes, and any dust that may have fallen from them.

! IMPORTANT

Be careful not to bend the brush bristles when cleaning. If the bristles are bent, their cleaning ability is degraded.

5. Carefully lower the upper unit (①). Press down on both sides of the upper unit to ensure that it is securely closed. (②)



Cleaning the Pickup and Feed Rollers

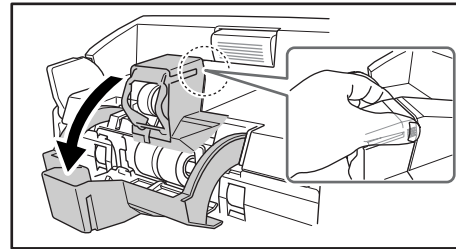
Use the following procedure to remove and reinstall the pickup and feed rollers during cleaning or replacement.

! CAUTION

Do not use excessive force when removing or reinstalling the rollers. Doing so may damage the rollers, resulting in feed errors.

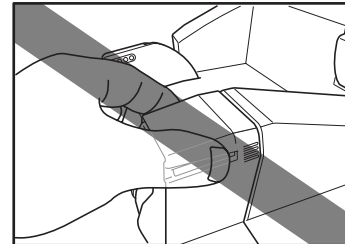
■ Removing and Cleaning the Pickup and Feed Rollers

1. Carefully raise the upper unit until it stops.
2. Lift the roller cover and pull out and downwards.

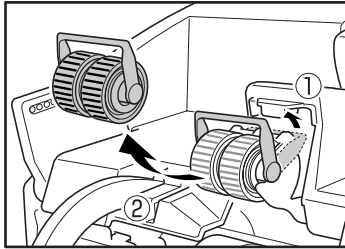


! IMPORTANT

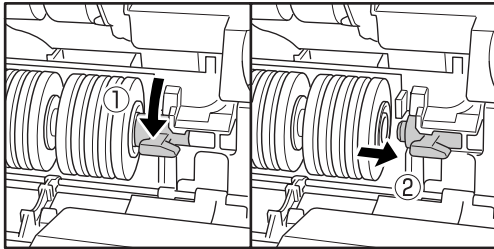
When opening and closing the roller cover, be careful not to touch the glass (staple detection window). If the glass gets dirty, staple detection accuracy is degraded.



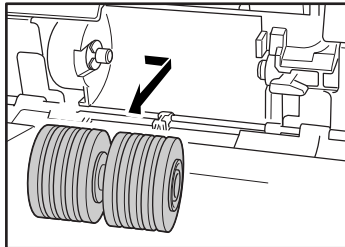
3. Lift the pickup roller mounting lever, and remove the roller.



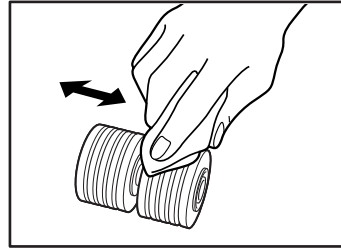
4. Pull the feed roller lock lever down (1) and move it to the right (2) to unlock the feed roller.



5. Remove the feed roller.

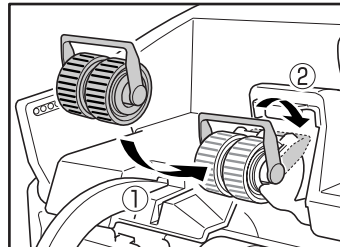


6. Use a moistened, well wrung-out cloth to wipe off any dust from the rollers.

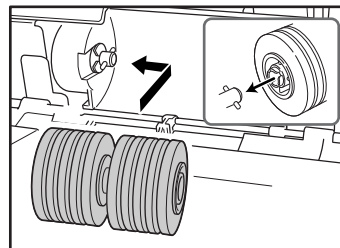


■ Reinstalling Pickup and Feed Rollers

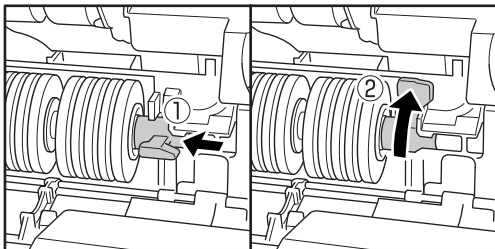
1. Set the pickup roller (1) in place and push the mounting lever (2) back to secure it.



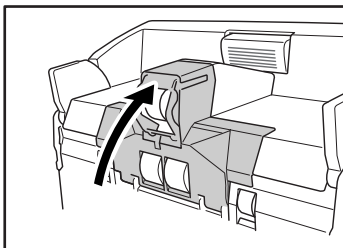
2. Align the notches in the shaft of the feed roller with the pins on the shaft in the scanner, and place the feed roller into position.



3. Push the feed roller lock lever up (①) and move it to the left (②) to lock the feed roller in place.

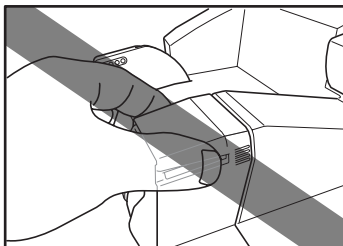


4. Push the roller cover up until it clicks into place.

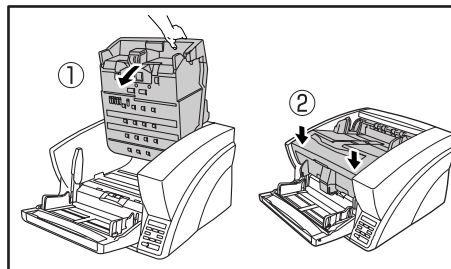


! IMPORTANT

When opening and closing the roller cover, be careful not to touch the glass (staple detection window). If the glass gets dirty, staple detection accuracy is degraded.



5. Carefully lower the upper unit (①). Press down on both sides of the upper unit to ensure that it is securely closed.(②)



Cleaning the Retard Roller

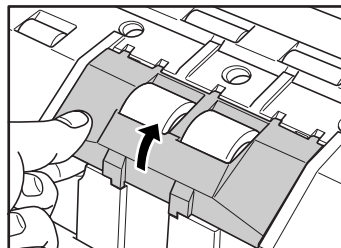
Use the following procedure to remove and reinstall the retard roller during cleaning or replacement.

! CAUTION

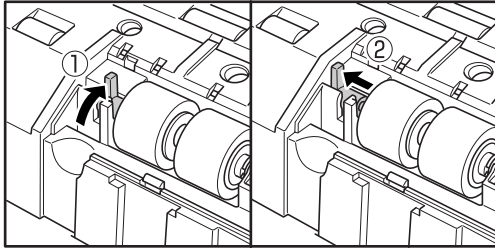
Do not use excessive force when removing or reinstalling the retard roller. Doing so could damage the roller, resulting in feed errors.

■ Removing and Cleaning the Retard Roller

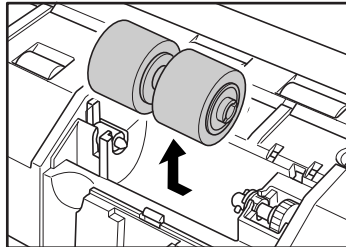
1. Carefully raise the upper unit until it stops.
2. Grasp the roller cover with your fingers, and pull it up to remove it.



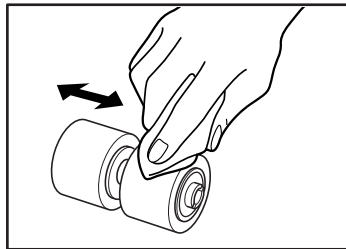
3. Push the roller lock lever up (①) and move it to the left (②) to unlock the roller.



4. Remove the retard roller.

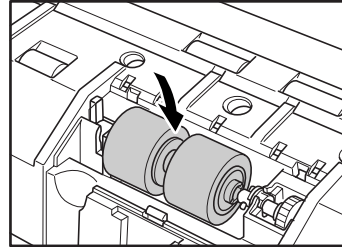


5. Use a moistened, well wrung-out cloth to wipe off any dirt from the roller.

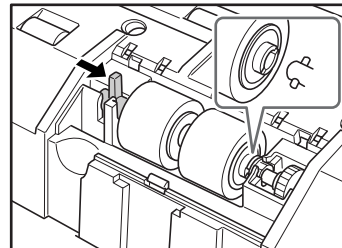


■ Reinstalling the Retard Roller

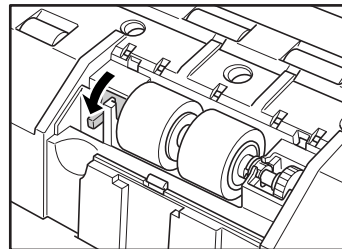
1. Set the retard roller into place in the scanner.



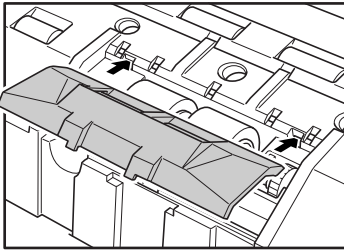
2. Align the notches in the roller with the shaft pins in the scanner, then slide the roller lock lever in the direction indicated by the arrow.



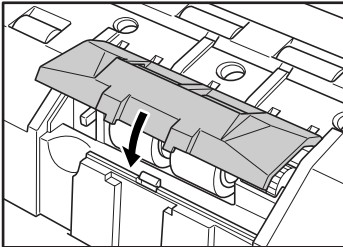
3. Pull the roller lock lever down to lock the retard roller in place.



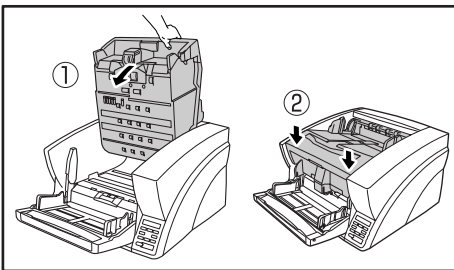
4. Replace the roller cover.



5. Push the front of the roller cover in until it clicks into place.



6. Carefully lower the upper unit (①). Press down on both sides of the upper unit to ensure that it is securely closed.(②)



2. Replacing the Transport Rollers

As the rollers start to wear out, feeding quality declines, and document feed errors, such as paper jams, become more likely. If document feed errors continue to occur after cleaning the rollers, purchase the Roller Replacement Kit and replace the transport rollers (pickup, feed, and retard rollers).

Roller Replacement Cycle

The feeding rollers are consumables that must be replaced after feeding about every 500,000 pages.

When the rollers have fed more than 500,000 pages, a roller replacement message appears on the display panel whenever the scanner is turned ON. When the scanner is configured to reboot with the computer, a roller replacement message also appears on the computer screen.

R e p l a c e R o l l e r

! IMPORTANT

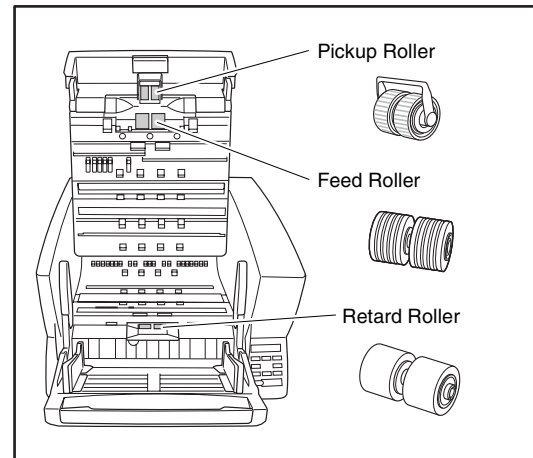
- When the roller replacement message appears, purchase the Roller Replacement Kit and replace the rollers by following the relevant steps in the cleaning procedures.
 - (See “Cleaning the Pickup and Feed Rollers” on p. 37.)
 - (See “Cleaning the Retard Roller” on p. 39.)
- When the rollers start to wear out, problems such as paper jams and document misfeeds may occur more frequently. If this happens, replace the rollers, regardless of the page count of the roller usage counter.
- Messages on the display panel can be cleared by pressing the Stop key. However, the messages will continue to be displayed each time the scanner is turned ON until the roller counter is reset.
- Make sure to reset the roller counter when replacing the rollers. For details on resetting the counter, refer to “Checking and Resetting the Page Counter” of the *User Manual*.

■ Roller Replacement Kit

The Roller Replacement Kit consists of replacement pickup, feed, and retard rollers. For details, contact your local authorized Canon dealer or service representative.

Product Name: Roller Replacement Kit

Product Code: 2418B001



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1. Messages

There are two types of display panel messages: “status indicator messages” and “error messages” that appear when the scanner encounters a problem.

Status Display

The following messages appear on the display panel to indicate the scanner’s operating state:

■ Counting...

C o u n t i n g . . .
X X X X X

Status: Operating in Count-Only mode.

■ Insert the Sheet

I n s e r t t h e S h e e t

Status: In the Cleaning Mode, waiting for the cleaning sheet to be inserted.

■ Press Start Key

P r e s s S t a r t K e y

Status: Waiting. Load a document and press the Start key.

■ Ready

R e a d y
0 0 0 0 0

Status: The scanner is ready to use.

■ Scanning...

S c a n n i n g . . .
X X X X X

Status: Scanning is in progress.

■ Sleeping...

S l e e p i n g . . .

Status: The scanner is entering the Sleep mode. Press any key to recover.

■ Wait...

W a i t . . .

Status: The scanner is busy processing. Wait until the display changes.

■ Verifying...

V e r i f y i n g . . .
X X X X X

Status: The scanner is verifying a scan.

■ Replace Roller

R e p l a c e R o l l e r

Status: It is time to replace the rollers (the number of fed pages has exceeded 500,000). (See “Roller Replacement Cycle” on p. 42.)

Error Messages

When one of the following messages appears on the display panel, an error has occurred in the scanner. Follow the indicated procedure to resolve the error.

■ Check Imprinter

```
C h e c k   I m p r i n t e r
                               H 0 0 1
```

Error Code: H001

Problem: No ink cartridge is installed in the post-imprinter.

Solution: Install an ink cartridge.

Error Code: H008

Problem: No ink cartridge is installed in the pre-imprinter. Or the pre-imprinter ink cartridge is not secured.

Solution: Install the ink cartridge and turn the lock lever upwards to secure the ink cartridge.

■ Cover Open

```
C o v e r   O p e n
                               C 0 0 1
```

Error Code: C001

Problem: The scanner's upper unit is open.

Solution: Close (lower) the upper unit. (See p. 33.)

Error Code: C009

Problem: The imprinter cover is open.

Solution: Close the imprinter cover. (See p. 32.)

■ Jam

```
J a m
                               P 0 0 1
```

Error Code: Pxxx

Problem: Paper has jammed.

Solution: Open the upper unit and remove the jammed paper. (See p. 28.)

■ Dust Detected

```
D u s t   D e t e c t e d
                               J 0 5 0
```

Error Code: J050

Problem: Dust detected on the scanning glass could not be avoided.

Solution: Clean the scanning glass. (See p. 35.)

■ Dust Detected (appears alternately with normal display)

```
D u s t   D e t e c t e d
                               X X X X X
```

Problem: Dust was detected and scanning proceeds.

Solution: When scanning finishes, clean the scanning glass.

■ Call for Service

```
C a l l   f o r   S e r v i c e
                               E 0 0 0
```

Error Code: Exxx (excluding E021)

Problem: Internal scanner error.

Solution: Turn the power OFF, and restart the scanner. If this does not solve the problem, make a note of the error code, and contact your Canon service representative.

■ Skew Detected

S k e w D e t e c t e d
J 0 1 8

Error Code: J018

Problem: A skewed document page contacted the wall of the transport path.

Solution: Remove and reposition the document page.

■ Double Feed

D o u b l e F e e d
D 0 0 4

Error Code: D002

Problem: A double feed was detected by the document length.

Solution: Remove the double fed document page(s) from the eject outlet, return them to the Document Feed Tray, and scan again. (See p. 29.)

Error Code: D004

Problem: A double feed was detected ultrasonically.

Solution: Remove the double fed document page(s) from the eject outlet, return them to the Document Feed Tray, and scan again. (See p. 29.)

■ Double Feed (Rapid Recovery System)

D o u b l e F e e d
I G N O R E [R E T R Y]

Problem: Double feeding of document pages has been detected while scanning with the Rapid Recovery System enabled.

Solution: Remove the double fed document page(s) from the eject outlet, return them to the Document Feed Tray, and scan again. (See p. 29.)

■ Staple Detected

S t a p l e D e t e c t e d
J 0 0 1

Error Code: J001

Problem: A stapled document has been detected.

Solution: Remove the staple(s), and rescan the document.

■ Tray Error

T r a y E r r o r
E 0 2 1

Error Code: E021

Problem: An error has occurred with the Document Feed Tray.

Solution: Turn the power OFF, and restart the scanner.

■ Count Mismatch

C o u n t M i s m a t c h
U 0 0 1

Error Code: U001

Problem: The specified count has not yet been reached.

Solution: Check the document count, and scan again.

Error Code: U002

Problem: Scanning finished without reaching the specified count.

Solution: Check the document count, and scan again.

2. Troubleshooting

This section describes the problems that may occur during use of the scanner and how to solve them.

Trouble Categories

The following trouble categories are addressed:

- The Scanner Does Not Turn ON (See p. 47)
- The Scanner Is Not Recognized (Connecting via USB) (See p. 47)
- The Scanner Is Not Recognized (Connecting via SCSI) (See p. 48)
- Scanning Is Not Performed (See p. 48)
- Slow Scanning Speed (See p. 48)
- Documents Do Not Feed Properly (See p. 49)
- Saved Image Files Do Not Open (See p. 49)
- Scanning Results Are Not as Expected (See p. 49)

If you cannot resolve a problem, contact your local authorized Canon dealer or your service representative.

Problem and Solution

■ The Scanner Does Not Turn ON

If the scanner does not turn ON, first confirm the following:

- ✓ Is the power cord connected correctly?
- ✓ Is the power cord inserted into the power outlet?

If this does not solve the problem, consider the following possible problems and causes:

Problem	With Auto USB Power switching is enabled, but the scanner does not turn ON when the computer is turned ON.
Cause	The SCSI connection is also being used.
Solution	The SCSI connection does not support Auto USB Power switching. Use only the USB connection if you want to use Auto USB Power switching.

Cause	Auto USB Power has been disabled ([OFF] is selected in the User Mode).
Solution	Enable Auto USB Power (select [ON] in the User Mode).

■ The Scanner Is Not Recognized (Connecting via USB)

If the scanner's USB connection is not recognized, first confirm the following:

- ✓ Are the scanner and PC connected correctly using the proper cable?
- ✓ Is the scanner's power switch turned ON?

If this does not solve the problem, consider the following possible causes:

Cause	The scanner does not support your USB interface.
Solution	This product is not guaranteed to operate with all types of USB interfaces. Contact your local authorized Canon dealer or service representative for more information.
Cause	The scanner does not support the USB cable.
Solution	Use the USB cable provided with the scanner.
Cause	The USB hub is not compatible with the scanner.
Solution	Remove the USB hub.

■ The Scanner Is Not Recognized (Connecting via SCSI)

If the scanner's SCSI connection is not recognized, first confirm the following:

- ✓ Are the scanner and PC connected correctly using the proper cable?
- ✓ Is the scanner's power switch turned ON?
- ✓ Is the SCSI card in the PC operating properly?
- ✓ Was the PC turned ON before the scanner?

! IMPORTANT

When using the SCSI connection, if the scanner is turned ON after the PC, it may not be properly recognized by the PC.

If this does not solve the problem, consider the following possible causes:

Cause	The SCSI card is not compatible with the scanner.
Solution	Use a recommended SCSI card.

Cause	The scanner's SCSI ID is identical to the SCSI ID of another device.
Solution	Check the SCSI IDs of all SCSI devices connected to the system and set a unique SCSI ID for the scanner.

Cause	The terminator is not set correctly.
Solution	When another SCSI device is connected between the scanner and the PC, that device's terminator must be disabled (set to OFF).

Cause	There is a problem with another SCSI device that is connected in the daisy chain.
Solution	Do not use the daisy chain connection configuration.

■ Scanning Is Not Performed

If scanning does not start when it should, first confirm the following:

- ✓ Are the scanner and PC correctly connected with the proper cable?
- ✓ Is the scanner's power switch turned ON?

If this does not solve the problem, consider the following possible causes:

Cause	The ISIS/TWAIN driver and Job Registration Tool are not installed correctly
Solution	Uninstall and then reinstall the ISIS/TWAIN driver and Job Registration Tool.

! IMPORTANT

If the scanner does not operate because of a system error, turn the scanner OFF and wait at least 10 seconds before turning it back ON. If errors continue to occur, reboot the scanner and computer.

■ Slow Scanning Speed

If the scanning speed is slow, first confirm the following: Scanning may be slow if the USB interface does not support Hi-Speed USB 2.0.

- ✓ Does the PC's USB interface support only Full-Speed USB 1.1?
- ✓ Is the USB cable you are using the one that was supplied with the scanner (Hi-Speed USB 2.0 compliant)?
- ✓ Is a USB 1.1-compliant device connected to the USB hub at the same time?

If this does not solve the problem, consider the following possible causes:

Cause	Other applications are running in the background on your PC.
Solution	Quit all other applications that are running.

Cause	Resident applications, such as anti-virus software, are draining memory resources.
Solution	Quit all resident applications.

Cause	Temporary files cannot be created in the TEMP folder, as there is not enough free space on the hard disk.
Solution	Delete unnecessary files on the hard disk to increase free space.

■ Documents Do Not Feed Properly

If a document does not feed properly, first confirm the following:

- ✓ Are pages sticking together because of static electricity or another cause?
- ✓ Are you attempting to scan a document with size, paper thickness or quality that is not supported by the scanner? (See “Documents” on p. 15.)
- ✓ Are the feed rollers dirty?
- ✓ Are the feed rollers worn out?

! IMPORTANT

- Double feeding occurs when document pages stick together, and incompatible paper thickness or quality can cause paper jams. Check your documents carefully before loading.
- Replacement rollers can be purchased as consumables. If performance is not improved after cleaning the rollers, contact your local Canon dealer or service representative to purchase a Roller Replacement Kit, and replace the rollers (pickup, feed and retard rollers). (See “Replacing the Transport Rollers” on p. 42.)

■ Saved Image Files Do Not Open

If image files saved by CapturePerfect 3.0 cannot be opened by another application, first confirm the following:

- ✓ Does the application you are using support CapturePerfect 3.0 image file types (*.bmp, *.tif, *.jpg and *.pdf)?

If this does not solve the problem, consider the following possible causes:

Cause	The application does not support multi-page TIFF files.
Solution	Open the files using an application that supports multi-page TIFF files, or save the images as single-page TIFF files using CapturePerfect 3.0.

Cause	The compression format used by CapturePerfect 3.0 is not supported.
Solution	Open the image file with CapturePerfect 3.0, set the compression format to [None], and save it again.

■ Scanning Results Are Not as Expected

If the scanned images do not appear as expected, one or more ISIS/TWAIN driver settings may be incorrect, or your application may not support certain scanner functions.

Problem	The scanned image is too dark (or faint).
Cause	The [Brightness] setting is not set to an appropriate value.
Solution	If the image is too dark, set a higher brightness setting, or if the image is too faint, set a lower brightness setting.

Problem	Text or images from the back side of your document appear in the scanned image.
Cause	Brightness may be set too low.
Solution	Increase the Brightness setting. Or, enable the [Prevent Bleed Through/Remove Background] setting.
Cause	The paper is too thin.
Solution	Photocopy the document, and scan the copy.

Problem	Double-sided scanning is not possible.
Cause	Scanning Side is set to [Simplex].
Solution	Set Scanning Side to [Duplex]. If the Scanning Side is set to [Skip Blank Page], images of blank pages are not saved.

Problem	A black margin appears around the scanned document.
Cause	A document smaller than the preset paper size has been scanned. Or, the loaded document has shifted out of position.
Solution	Choose one of the following: (1) Set [Page size] to [Auto-detection]. (2) Select the [White] background. (3) Enable Border Removal if you want to use the [Black] background setting.

Problem	The scanned image is skewed.
Cause	The document has been fed at an angle. (skew)
Solution	Slide the document guides to match the width of your document.

Problem	Lines, smudges, or dirt appear on the scanned image.
Cause	The scanning glass or rollers inside the scanner are dirty.
Solution	Clean the scanning glass and rollers. (See “Regular Maintenance” on p. 32.) If lines still appear on the image even after you clean the scanning glass and rollers, the scanning glass inside the scanner may be scratched. Contact your local authorized Canon dealer or service representative.

Problem	The scanned image is abnormal for certain documents.
Cause	A detection function such as border removal is enabled when scanning a document that includes text or photos extending to the edge of the page (the scanner cannot accurately process the edges of documents).
Solution	When a page has text or photos extending to its edges, turn the detection functions off or scan that page individually.

Problem	The scanned image is abnormal in some applications.
Cause	A function not supported by the application was used.
Solution	Some applications do not support functions such as auto-detection of page size, so scanning with such applications will produce abnormal scanned images. If abnormal image appearance seems to be application-dependent, try scanning with auto-detection disabled.

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1. Specifications

Unit Specifications

Type

Desktop sheet-fed scanner

Scannable Document Requirements

Width: 2" to 12.01" (50.8 mm to 305 mm)

Length: 2.76" to 17.01" (70 to mm 432 mm)

Weight: Page Separation Feeding: 14 lb to 32 lb bond
(52 g/m² to 128 g/m²) (0.06 mm to 0.15 mm)
Bypass Feeding: 11 lb to 64 lb bond (42 g/m²
to 255 g/m²) (0.05 mm to 0.30 mm)

Document Feeding Methods

Continuous, Manual, and Continuous Manual

Document Page Count

Up to 500 pages of good quality paper

Scanning Sensor

Contact image sensor

Light Source

LED

Scanning Sides

Simplex/Duplex

Scanning Modes

Black and White, Error Diffusion, Advanced Text
Enhancement, Advanced Text Enhancement II, 256-
Level Grayscale, and 24-Bit Color

Scanning Resolution

100, 150, 200, 240, 300, 400 and 600 dpi

Scanning Speed (LTR/A4 portrait)

Black and White

200 dpi	Simplex	100 pages/min.
	Duplex	200 images/min.
300 dpi	Simplex	100 pages/min.
	Duplex	200 images/min.
400 dpi	Simplex	82 pages/min.
	Duplex	82 images/min.

600 dpi (speed priority)

Simplex	82 pages/min.
Duplex	82 images/min.

600 dpi (image quality priority)

Simplex	25 pages/min.
Duplex	50 images/min.

Grayscale

200 dpi	Simplex	100 pages/min.
	Duplex	200 images/min.
300 dpi	Simplex	100 pages/min.
	Duplex	200 images/min.
400 dpi	Simplex	86 pages/min.
	Duplex	86 images/min.

600 dpi (speed priority)

Simplex	84 pages/min.
Duplex	84 images/min.

600 dpi (image quality priority)

Simplex	25 pages/min.
Duplex	25 images/min.

Color

200 dpi	Simplex	100 pages/min.
	Duplex	200 images/min.
300 dpi	Simplex	100 pages/min.
	Duplex	170 images/min.
400 dpi	Simplex	76 pages/min.
	Duplex	76 images/min.
600 dpi (speed priority)	Simplex	46 pages/min.
	Duplex	46 images/min.
600 dpi (image quality priority)	Simplex	25 pages/min.
	Duplex	18 images/min.

Scanning Speed (LTR/A4 landscape)

Black and White

200 dpi	Simplex	128 pages/min.
	Duplex	256 images/min.
300 dpi	Simplex	128 pages/min.
	Duplex	256 images/min.
400 dpi	Simplex	82 pages/min.
	Duplex	82 images/min.
600 dpi (speed priority)	Simplex	80 pages/min.
	Duplex	80 images/min.
600 dpi (image quality priority)	Simplex	32 pages/min.
	Duplex	64 images/min.

Grayscale

200 dpi	Simplex	128 pages/min.
	Duplex	256 images/min.
300 dpi	Simplex	128 pages/min.
	Duplex	256 images/min.
400 dpi	Simplex	84 pages/min.
	Duplex	84 images/min.
600 dpi (speed priority)	Simplex	82 pages/min.
	Duplex	82 images/min.
600 dpi (image quality priority)	Simplex	32 pages/min.
	Duplex	64 images/min.

Color

200 dpi	Simplex	128 pages/min.
	Duplex	256 images/min.
300 dpi	Simplex	128 pages/min.
	Duplex	170 images/min.
400 dpi	Simplex	76 pages/min.
	Duplex	76 images/min.
600 dpi (speed priority)	Simplex	46 pages/min.
	Duplex	46 images/min.

600 dpi (image quality priority)

Simplex	32 pages/min.
Duplex	18 images/min.

Other

Double-Feed Detection function, Deskew, Selectable Background, Dust Countermeasures, Auto USB Power Switching, User Mode, Long Document Mode, and Folio Scan

External Dimensions

20.79" (W) × 22.17" (D) × 14.77" (H)
528 mm (W) × 563 mm (D) × 375 mm (H)

Maximum External Dimensions (with Document Feed Tray and Eject Tray Open)

20.79" (W) × 33.90" (D) × 17.01" (H)
528 mm (W) × 861 mm (D) × 432 mm (H)

Weight

Approx. 86 lbs (39 kg)

Power Supply

120 V model
AC 120 V (60 Hz), 1.4 A
220-240 V model
AC 220-240 V (50/60 Hz), 0.8 A

Power Consumption

120 V model
Scanning: 125 W
Stand-by Mode (Sleep Mode): 4.2 W
220-240 V model
Scanning: 125 W
Stand-by Mode (Sleep Mode): 4.5 W

Noise

Not more than 72 dB

Operating Environment

Temperature: 10 to 32.5°C (50 to 90.5°F)
Humidity: 20 to 80% RH

* The operating environment requirements when using an imprinter are those of the ink cartridge.

* Specifications are subject to change without notice.

Consumables

Roller Replacement Kit (Product Code: 2418B001)

Replacement kit for transport rollers (pick-up roller, feed rollers, and retard roller). (See “Replacing the Transport Rollers” on p. 42.)

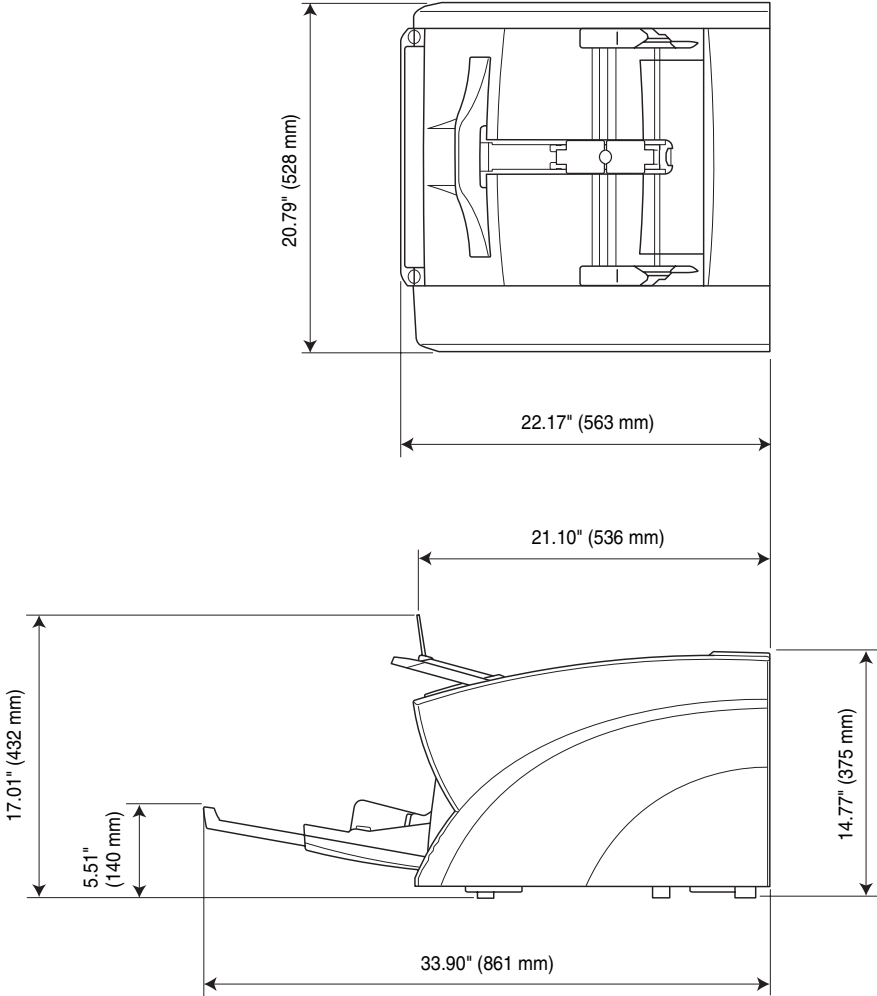
IMPORTANT

- Rollers are consumable parts. When the rollers start to wear out, problems, such as paper jams and misfeeds, are more likely to occur. If this happens, replace the rollers, regardless of the page count.
- For information about the roller replacement kit, contact your local authorized Canon dealer or service representative.

Cleaning Sheets (Product Code: 2418B002)

This is a package of cleaning sheets for cleaning the transport rollers. (See “Cleaning Rollers with a Cleaning Sheet” on p. 34.)

External Dimensions



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CANON ELECTRONICS INC.

1248, SHIMOKAGEMORI, CHICHIBU-SHI, SAITAMA 369-1892, JAPAN

CANON U.S.A. INC.

ONE CANON PLAZA, LAKE SUCCESS, N.Y. 11042, U.S.A.

CANON CANADA INC.

6390 DIXIE ROAD, MISSISSAUGA, ONTARIO L5T 1P7, CANADA

CANON EUROPA N.V.

BOVENKERKERWEG 59-61, P.O.BOX 2262, 1180 EG AMSTELVEEN, THE NETHERLANDS

CANON LATIN AMERICA, INC.

703 WATERFORD WAY, SUITE 400 MIAMI, FLORIDA 33126, U.S.A.

CANON AUSTRALIA PTY. LTD.

1 THOMAS HOLT DRIVE, NORTH RYDE, SYDNEY. N.S.W, 2113. AUSTRALIA

CANON SINGAPORE PTE. LTD.

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CANON HONGKONG COMPANY LTD.

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