





Next

TOP

ENG

Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

Canon

Advanced Guide

imageCLASS M F 3 2 0 0 Series



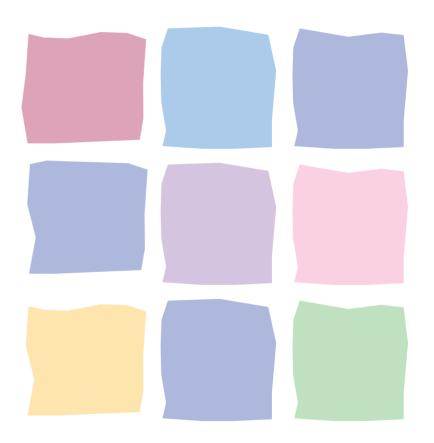


Table of Contents

Index

Please read this guide before operating this equipment. After you finish reading this guide, store it in a safe place for future reference.

How to Use This Guide







Advanced Fax Features

Advanced Copy Features

System Monitor

Reports and Lists

Troubleshooting

Appendix

6

Manuals for the Machine

- Machine Set-Up
- Software Installation

Starter Guide

Basic Features

- Maintenance
- Machine Settings
- Specifications

Basic Guide

- Advanced Features
- System Monitor
- Reports and Lists

Advanced Guide (This Document)



- Printing Features
- Scanning Features
- PC Faxing Features

Software Guide





Indicates the manual is supplied in PDF format in the accompanying CD-ROM.

- To view the manuals in PDF format, Adobe Reader/Acrobat Reader/Acrobat is required. If Adobe Reader/Acrobat Reader/Acrobat is not installed on your system, please download it from the Adobe Systems Incorporated website (http://www.adobe.com).
- Considerable effort has been made to make sure that the manuals for the machine are free of inaccuracies and omissions. However, as we are constantly improving our products if you need an exact specification, please contact Canon.
- The machine illustration on the cover may differ slightly from your machine.

Table of Contents







ТОР

Advanced Fax Features

Advanced Copy Features

System Monitor

Reports and Lists

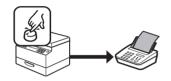
Troubleshooting

Appendix

6

Things You Can Do

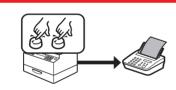
Specify a recipient with a single key



One-Touch Speed Dialing

→ Basic Guide

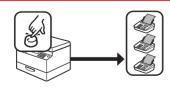
Specify a recipient with a two-digit code



Coded Dialing

→ Basic Guide

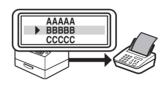
Specify multiple recipients with a single key



Group Dialing

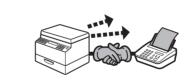
→ Basic Guide

Look up a particular recipient



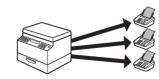
Address Book Dialing
→ p. 1-2

Redial when the line is busy



Redialing \rightarrow p. 1-3

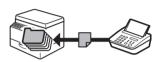
Send a fax to multiple recipients



Broadcasting

→ p. 1-11

Receive faxes in memory without printing out



Memory Reception → p. 1-8

Reject faxes without their numbers



Reception Restriction
→ p. 1-9

Select a scan mode depending on the type of image

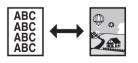


Image Quality

→ Basic Guide

Table of Contents







Advanced Fax Features

Advanced Copy Features

System Monitor

3

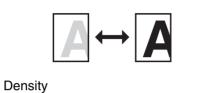
Reports and Lists

Troubleshooting

Appendix

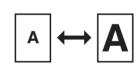
6

Adjust the density level of scanned images



Enlarge or reduce copied images

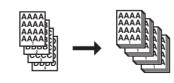
→ Basic Guide



Zoom Ratio

→ Basic Guide

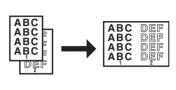
Sort copies by page order



Collate Copy

→ p. 2-2

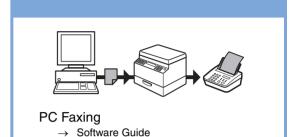
Copy two documents on one sheet



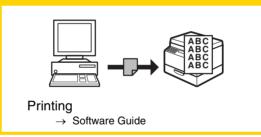
2 on 1 Combination

→ p. 2-2

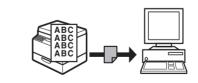
Send a fax from a PC



Print a document from a PC



Specify detailed scanning options to suit various images



Scanning

→ Software Guide

Table of Contents







ТОР

Advanced Fax Features

Advanced Copy Features

System Monitor

Reports and Lists

Troubleshooting

Appendix

6

Table of Contents

Manuals for	the Machine	
Things You	Can Do	i
How to Use	This Guide	vii
Legal Notice	es	x
Advanced Fax Features.		1-1
Dialing Feat	ures	1-2
	Using Address Book	1-2
	Redialing	1-3
	Switching Temporarily to Tone Dialing	1-4
	Checking Dialing Line	1-5
	Dialing an Overseas Number (With Pauses)	1-5
Receiving Fo	eatures	1-6
	Setting Receive Mode	1-6
	Memory Reception	1-8
	Reception Restriction	1-9
	Remote Reception	1-9
	Printing Received Documents	1-10

Table of Contents







Advance	ed Fax
Features	S

Advanced Copy Features

System Monitor

Reports and Lists

Troubleshooting

Appendix

2	
3	
; 1	
5	
5	

Additional Fax Modes	S	1-11
	Broadcasting	1-11
	Canceling Reservation	1-11
Canceling Fax Jobs.		1-12
2 Advanced Copy Features		2-1
Advanced Copy Feat	ures	2-2
	Collate Copy	2-2
	2 on 1 Combination	2-2
	Canceling Copy Jobs	2-3
3 System Monitor		3-1
Checking Job and Ma	achine Status	3-2
	Checking Print Status	3-2
	Checking Print and Scan Counts	3-2
	Checking and Deleting Documents Stored in Memory	3-2
	Checking and Printing Transmission/Reception Results	3-3
	Checking Remaining Memory	3-3
4 Reports and Lists		4-1
Summary of Reports	and Lists	4-2

Table of Contents









Advanced Fax Features

Advanced Copy Features

System Monitor

Reports and Lists

Troubleshooting

Appendix

6

Printing Reports Aut	tomatically	4-3
r mang reporte / tal	TX RESULT REPORT	
	RX RESULT REPORT	
	ACTIVITY REPORT	
Printing Reports and	d Lists Manually	4-6
5 Troubleshooting		5-1
General Problems		5-2
Paper Feeding Prob	olems	5-3
Faxing Problems		5-4
	Sending Problems	5-4
	Receiving Problems	5-8
Copying Problems		5-13
Printing Problems		5-14
Telephone Problem	s	5-16
Customer Support		5-17
	Customer Support (U.S.A)	5-17
	Customer Support (Canada)	5-17

Table of Contents









Advanced Fax Features

Advanced Copy Features

System Monitor

Reports and Lists

Troubleshooting

Appendix

6

6 Appendix	6-1
Glossary	⁷ 6-2

Index.....

Table of Contents







Next

Advanced Fax Features

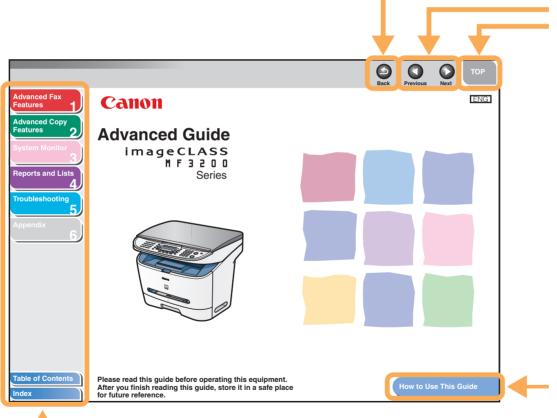
Advanced Copy Features

Reports and Lists

Troubleshooting

How to Use This Guide

Using the Top Page



Returns to the last page opened. Displays the previous or next page. Returns to the top page.

Displays the "How to Use This Guide" page.

Quick links to the list of things you can do, topics for each chapter, table of contents, and the index.

Table of Contents







Advanced Fax Features

Advanced Copy Features

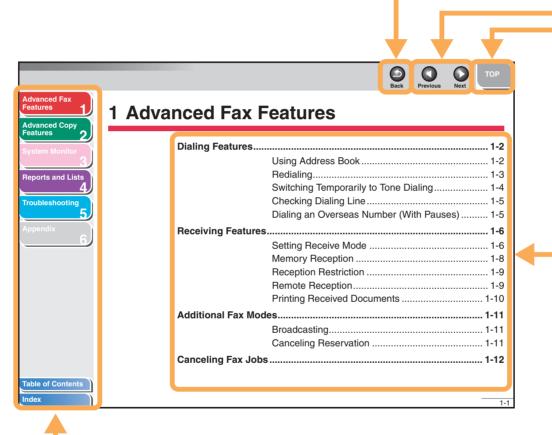
System Monitor

Reports and Lists

Troubleshooting

Appendix

Using the Chapter Topic List



Returns to the last page opened.

Displays the previous or next page.

Returns to the top page.

Table of contents for the chapter.

 Quick links to the list of things you can do, topics for each chapter, table of contents, and the index.

Table of Contents







Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

The following symbols are used throughout the manuals for the machine and indicate the warnings, cautions and notes you should keep in mind when using the machine.



WARNING

Indicates a warning that may lead to death or serious injury if not observed.



A CAUTION

Explains how to avoid actions that could injure you or damage your machine.



Explains operating restrictions and how to avoid minor difficulties.

In addition, this guide uses distinctive notations to identify keys and information in the LCD:

- The keys you press appear in square brackets: [Stop/Reset].
- Information in the LCD appears in angle brackets: <LOAD PAPER>.

Table of Contents







Next

TOP

Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

Legal Notices

Trademarks

Canon, the Conon logo, and imageCLASS are trademarks of Canon Inc.

All other product and brand names are registered trademarks, trademarks or service marks of their respective owners.

Copyright

Copyright © 2006 by Canon Inc. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language or computer language in any form or by any means, electronic, mechanical, magnetic, optical, chemical, manual, or otherwise, without the prior written permission of Canon Inc.

Disclaimer

The information in this document is subject to change without notice.

CANON INC. MAKES NO WARRANTY OF ANY KIND WITH REGARD TO THIS MATERIAL, EITHER EXPRESS OR IMPLIED, EXCEPT AS PROVIDED HEREIN, INCLUDING WITHOUT LIMITATION, THEREOF, WARRANTIES AS TO MARKETABILITY, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OF USE OR AGAINST INFRINGEMENT OF ANY PATENT. CANON INC. SHALL NOT BE LIABLE FOR ANY DIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY NATURE, OR LOSSES OR EXPENSES RESULTING FROM THE USE OF THIS MATERIAL.

Table of Contents









Advanced Fax Features

Advanced Copy Features

System Monitor

Reports and Lists

Troubleshooting

Appendix

6

1 Advanced Fax Features

Dialing Features		1-2
	Using Address Book	1-2
	Redialing	
	Switching Temporarily to Tone Dialing	1-4
	Checking Dialing Line	1-5
	Dialing an Overseas Number (With Pauses)	1-5
Receiving Features		1-6
	Setting Receive Mode	1-6
	Memory Reception	1-8
	Reception Restriction	1-9
	Remote Reception	
	Printing Received Documents	1-10
Additional Fax Mod	es	1-11
	Broadcasting	1-11
	Canceling Reservation	1-11
Canceling Fax Jobs		1-12

Table of Contents



Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

Dialing Features

The machine provides the following dialing features: address book dialing, redialing, temporary tone dialing, checking dialing line, and dialing an overseas number.

Using Address Book

Address book dialing enables you to search for a particular recipient registered in the machine. This is useful when you forget which one-touch speed dialing key or coded dialing code the recipient you want is registered under.

You can either go through all the recipients registered in the machine (LIST), or look up a particular one by their name (SEARCH).

Listing All Recipients

- 1. Press [FAX].
- Press [Address Book].

If no recipient is registered for speed dialing, <NOT REGISTERED> is displayed.

press [OK].

4. Use [◄–] or [+▶] to find the required recipient.

- The recipients are listed in the order of one-touch speed dialing keys (01 to 08), and coded dialing codes (00 to 99).
- For a one-touch speed dialing key or coded dialing code with no recipient name registered, their fax number is displayed.
- 5. Press [Start] to start scanning a document.
- 6. Press [OK] to start dialing the displayed recipient.

To cancel sending the fax, press [Stop/Reset], then [◄—].

Looking Up a Recipient

- 1. Press [FAX].
- 2. Press [Address Book].

If no recipient is registered for speed dialing, <NOT REGISTERED> is displayed.

3. Use $[\blacktriangleleft -]$ or $[+ \blacktriangleright]$ to select $\langle SEARCH \rangle$, then press [OK].

Table of Contents



Back





TOP

Advanced Fax Features

Advanced Copy Features

System Monito

3

Reports and Lists

4

Troubleshooting

Appendix

6

4. Use the numeric keys to enter up to 10 first characters of the recipient's name, then press [OK].



- When the search is completed, the number of recipients that match the characters you entered is displayed in parentheses.
- Press [Clear] to run a new search.
- Use [◄–] or [+►] to find the required recipient.
- 6. Press [Start] to start scanning a document.
- 7. Press [OK] to start dialing the displayed recipient.

To cancel sending the fax, press [Stop/Reset], then [◄—].

Redialing

Redialing can be done manually or automatically. For automatic redialing, you can set how many times the machine redials and the time between redials.

Redialing Manually

- 1. Press [Redial/Pause].
- 2. Press [Start] to start scanning a document.
- 3. Press [OK] to dial the last number you dialed.

To cancel manual redialing, press [Stop/Reset], then [◄—].

Redialing Automatically

- 1. Press [Additional Functions].
- 2. Use [◄-] or [+▶] to select <FAX SETTINGS>, then press [OK].
- 3. Use [◄-] or [+►] to select <TX SETTINGS>, then press [OK].
- 4. Use [◄-] or [+►] to select <AUTO REDIAL>, then press [OK].
- Use [◄-] or [+►] to select <ON>, then press [OK].











Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

6. Use [-] or [+ -] to select the number of redials the machine will make, then press [OK].

REDIAL TIMES 2 T I M E S

You can also enter values with the numeric keys.

M NOTE

Reagrdless of the number you entered, the machine makes only one redialing attempt if it does not detect a busy signal.

7. Use $[\leftarrow -]$ or $[+ \rightarrow]$ to select the time (in minutes) between redials, then press [OK].

REDIAL INTERVAL 2 M I N .

You can also enter values with the numeric keys.

- 8. Press [Stop/Reset] to return to standby mode.
- Switching Temporarily to Tone Dialing

If your machine is set for pulse dialing, use the procedure below to switch to tone dialing to use information services (e.g., banks, airline reservations, and hotel reservations).

M NOTE

To talk to the other party, you will need to connect a telephone to the machine.

- 1. Press [FAX].
- 2. Press [Hook].

M NOTE

Make sure to confirm the dial tone before entering a fax number. If you enter the number before the dial tone can be heard, the call may not be connected, or the wrong number may be dialed.

- 3. Use the numeric keys to dial the required information service.
- 4. When the recorded message of the information service answers, press [Tone] to switch to tone dialing.
- 5. Use the numeric keys to enter the numbers requested by the information service.
- 6. If you want to receive faxes, press [Start].
- 7. When finished, press [Hook] to disconnect the call.

Tone dialing is canceled when you disconnect the call.

Table of Contents









Advanced Fax Features

Advanced Copy Features

System Monito

Reports and Lists

Troubleshooting

Appendix

6

Checking Dialing Line

Checking dialing line function enables you to configure the setting on whether to check for a dial tone.

- 1. Press [Additional Functions].
- 2. Use [◄-] or [+►] to select <FAX SETTINGS>, then press [OK].
- 3. Use [◄-] or [+►] to select <TX SETTINGS>, then press [OK].
- 4. Use [◄-] or [+►] to select <DIALING LINE CHCK>, then press [OK].
- Use [◄-] or [+►] to select <ON>, then press [OK].
- 6. Press [Stop/Reset] to return to standby mode.
- Dialing an Overseas Number (With Pauses)

When you dial or register an overseas number, you may need to insert a pause within the number.

- 1. Set a document.
- 2. Press [FAX].
- 3. Adjust any necessary settings (fax resolution, etc.) for your documents.
- 4. Use the numeric keys to dial the international access code.

For details on international access codes, contact your local telephone company.

5. If necessary, press [Redial/Pause] to enter a 2.5-second pause.

- <P> in the fax/telephone number represents 2.5-second pause.
- For a longer pause, press [Redial/Pause] again.
- 6. Use the numeric keys to dial the country code, the area code, and the fax/telephone number of the recipient.
- 7. Press [Start] to start scanning a document.
- 8. Press [OK] to start dialing.



Previous

Next

Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

Receiving Features

You can set receive mode that suits your needs. The machine also provides the following receiving features: memory reception, reception restriction, and remote reception.

Setting Receive Mode

To determine the right mode for you, see "Set the Machine for Receiving Faxes," in the Starter Guide.

- 1. Press [Additional Functions].
- 2. Use [◄–] or [+▶] to select <FAX SETTINGS>, then press [OK].
- 3. Use [◄–] or [+▶] to select <RX SETTINGS>, then press [OK].
- 4. Use [◄–] or [+▶] to select <RX MODE>. then press [OK].

5. Use [◄–] or [+▶] to select the desired receive mode, then press [OK].

<FaxOnly>: Answers all calls as faxes and disconnects voice

<AnsMode>: Receives faxes automatically and records voice messages.

<DRPD> (Distinctive Ring Pattern Detection): Distinguishes between fax and voice calls using distinctive ring patterns. Select the ring pattern assigned by your telephone company. For optional settings, see "DRPD: Optional Settings," on p. 1-8. <FAX/TEL>: Switches between fax and voice calls automatically. For optional settings, see "FAX/TEL: Optional Settings," on p. 1-7. <MANUAL>: Does not answer any calls. You have to manually receive faxes.

M NOTE

- For <DRPD>, <FAX/TEL>, or <MANUAL> make sure an external telephone is connected to the machine.
- For <AnsMode>, make sure an answering machine is connected to the machine.
- For <DRPD>, subscription to a DRPD service is required. Contact your telephone company for availability.
- 6. Press [Stop/Reset] to return to standby mode.

Table of Contents









Advanced Fax Features

Advanced Copy Features

System Monitor

Reports and Lists

Troubleshooting

Appendix

6

Manual Reception

When you select <MANUAL> in <RX MODE>, follow the procedure below to receive a fax.

- 1. When the telephone rings, pick up the handset of the external telephone.
- 2. Confirm that the modem's connecting sound is heard, then press [Start].
- 3. Hang up the external telephone.

FAX/TEL: Optional Settings

If required, change the optional settings as follows:

- 1. Press [Additional Functions].
- 2. Use [◄-] or [+►] to select <FAX SETTINGS>, then press [OK].
- 3. Use [◄-] or [+▶] to select <RX SETTINGS>, then press [OK].
- 4. Use [◄-] or [+►] to select <RX MODE>, then press [OK].

- Use [◄-] or [+►] to select <FAX/TEL>, then press [OK].
- 6. Use numeric keys to select the duration (0 to 30 seconds) for the phone to ring, then press [OK].
- 7. Use numeric keys to select the duration (10 to 45 seconds) of ringing, then press [OK].
- 8. Use [◄-] or [+►] to select the action the machine will take after the ringing ends, then press [OK].

<RECEIVE>: Switches to receive mode.
<DISCONNECT>: Disconnects the call.

9. Press [Stop/Reset] to return to standby mode.







Next

TOP

Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

DRPD: Optional Settings

If required, change the optional settings as follows:

- 1. Press [Additional Functions].
- 2. Use [◄–] or [+▶] to select <FAX SETTINGS>, then press [OK].
- 3. Use $[\blacktriangleleft -]$ or $[+ \blacktriangleright]$ to select <RX SETTINGS>, then press [OK].
- 4. Use $[\blacktriangleleft -]$ or $[+ \blacktriangleright]$ to select <RX MODE>, then press [OK].
- 5. Use $[\blacktriangleleft -]$ or $[+ \blacktriangleright]$ to select <DRPD>, then press [OK].
- **6.** Use $[\blacktriangleleft]$ or $[+ \blacktriangleright]$ to select a ring pattern, then press [OK].
 - <NORMAL RING>
 - <DOUBLE RING>
 - <SHORT-SHORT-LONG>
 - <SHORT-LONG-SHORT>
 - <OTHER RING TYPE>
- 7. Press [Stop/Reset] to return to standby mode.

Memory Reception

The machine automatically receives faxes in memory when printing is disabled under certain conditions (e.g., toner or paper has run out).

When the problem is cleared, the machine automatically prints the fax which was stored in the memory.

M NOTE

- The machine memory can store up to 256 fax jobs or approximately 256 pages.*
- *Based on the condition that the other party sends the fax by the imageCLASS MF3200 Series with ITU-T Standard Chart No. 1, standard mode. The maximum number of pages that the machine's memory can store differs depending on the other party's machine.
- Once the pages are printed, they are deleted from the memory.
- If the memory becomes full, you will not be able to receive the remaining pages. Contact the other party and ask them to resend the remaining pages of the fax.



Previous



Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

Reception Restriction

You can reject incoming faxes without sending their numbers in the machine.

- 1. Press [Additional Functions].
- 2. Use $[\leftarrow]$ or $[+ \leftarrow]$ to select <FAX SETTINGS>, then press [OK].
- 3. Use $[\blacktriangleleft -]$ or $[+ \blacktriangleright]$ to select <RX SETTINGS>, then press [OK].
- 4. Use [**◄**-] or [**+▶**] to select <RX RESTRICTION>, then press [OK].
- 5. Use $[\blacktriangleleft -]$ or $[+ \blacktriangleright]$ to select < ON >, then press [OK].

Remote Reception

Remote reception enables you to use an external telephone connected to the machine to receive faxes manually. This can be useful when the machine is not nearby or is being used by someone else.

Registering Remote Reception ID

Follow this procedure if you want to change the default remote reception ID of 25.

- 1. Press [Additional Functions].
- 2. Use [◄–] or [+▶] to select <FAX SETTINGS>, then press [OK].
- 3. Use [◄–] or [+▶] to select <RX SETTINGS>, then press [OK].
- 4. Use [◄–] or [+▶] to select <REMOTE RX>, then press [OK].
- 5. Use $[\blacktriangleleft]$ or $[+ \blacktriangleright]$ to select < ON >, then press [OK].
- 6. Use the numeric keys to enter the remote reception ID (00 to 99), then press [OK].
- 7. Press [Stop/Reset] to return to standby mode.

Table of Contents



Previous

Next

TOP

Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

Receiving a Fax Remotely

- 1. When you receive a call, pick up the handset of the external telephone.
- 2. Use the numeric keys to enter the two-digit remote reception ID to start reception.
- 3. When the reception is complete, hang up the telephone.

Printing Received Documents

When a received document is divided and printed over multiple pages of paper, the data contained in the bottom 8 mm of a page are duplicated at the top of the following page, making the duplicated section easier to read.

You can also print received documents in a reduced size or cut off the end of a document that does not fit on one page.

- 1. Press [Additional Functions].
- 2. Use [◄-] or [+▶] to select <FAX **SETTINGS>**, then press [OK].
- 3. Use [◄–] or [+▶] to select <RX SETTINGS>, then press [OK].
- 4. Use [**◄**-] or [**+▶**] to select <RX REDUCTION>, then press [OK].

method, then press [OK].

<ON>: Reduces the documents automatically depending on the length of the documents.

<OFF>: Prints documents on a paper without reducing the size. <CUT>: Cuts off the end of a document that does not fit on one page up to 24 mm. When the height of the area to be cut off is more than 24 mm, the document will be printed on the following page without being cut off.

6. Press [Stop/Reset] to return to standby mode.

Table of Contents

Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

Additional Fax Modes

The machine provides the following additional fax modes: broadcasting and canceling reservation.

Broadcasting

Broadcasting enables you to send the same document to multiple recipients.

- Set a document.
- **Press [Additional Functions].**
- 3. Use [**◄**-] or [**+►**] to select <BROADCAST>, then press [OK].
- 4. Use the numeric keys, one-touch speed dialing key, coded dialing code, or address book dialing to enter a recipient.

Be sure to press [OK] after entering the recipient's number if you use the numeric keys to enter the number. You can enter up to 16 different fax numbers using the numeric keys.

- 5. Repeat step 4 to enter all required recipients (up to 124), then press [Start].
- 6. Press [OK] to start dialing.

Canceling Reservation

You can cancel sending jobs reserved in memory.

- 1. Press [SYSTEM MONITOR].
- 2. Use $[\blacktriangleleft -]$ or $[+ \blacktriangleright]$ to select <TX STATUS>, then press [OK].
- 3. Use [-] or [+ -] to select the job you want to cancel, then press [OK].

<MEMORY>: Documents in memory <BROADCAST>: Broadcasting

M NOTE

For <BROADCAST>, all recipients entered for a broadcasting job will be canceled.

- 4. Press [◄–] to select <YES>.
- 5. Press [Stop/Reset] to return to standby mode.

Table of Contents







Next

TOP

Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

Canceling Fax Jobs

Cancel an ongoing job (sending or receiving) as follows. To cancel sending jobs reserved in memory, see "Canceling Reservation," on p. 1-11.

- 1. Press [Stop/Reset].
- 2. For sending or receiving jobs, press [◄-] to select <YES>.

Press [+▶] to select <NO> if you do not want to cancel the job.



- If you are in copy standby mode and want to cancel a fax job, press [FAX] to return to fax mode first.
- You cannot use the machine to cancel printing jobs sent from a computer. For how to cancel printing jobs sent from a computer, see "Printing," in the Software Guide.

Table of Contents









Advanced Fax Features

Advanced Copy Features

System Monitor

Reports and Lists

Troubleshooting

Appendix

2 Advanced Copy Features

Advanced Copy Feature	es	2-2
Со	llate Copy	2-2
2 0	n 1 Combination	2-2
Ca	nceling Copy Jobs	2-3

Table of Contents

Advanced Fax Features

Advanced Copy Features

System Monitor

iete

Reports and Lists

Troubleshooting

Appendix

6

Advanced Copy Features

Collate Copy

You can copy documents collated into sets arranged in page order. This feature can be used with "2 on 1 Combination" (see p. 2-2) at the same time.

- 1. Set a document.
- 2. Press [Collate/2 on 1].

<COL.> appears in the LCD.



If <AUTO COLLATE> is set to <ON> in the <COPY SETTING> of the Additional Functions menu, skip step 2.

- 3. Use the numeric keys to enter the desired copy quantity (1 to 99).
- 4. Press [Start].
- 5. Place the next page of the document on the platen glass, then press [Start].

Repeat this step to scan all pages. The machine prints only one copy of each page.

6. Press [OK].

The machine prints the rest of sets of copies.



When scanning multiple page documents, <MEMORY FULL> may appear in the LCD and scanning may be canceled. In this case, the machine returns to standby mode automatically.

2 on 1 Combination

2 on 1 combination automatically reduces two documents to fit on the selected paper size. This feature can be used with "Collate Copy" (see p. 2-2) at the same time by pressing [Collate/2 on 1] three times.

- 1. Set a document.
- 2. Press [Collate/2 on 1] twice.

<20N1> appears in the LCD.

- 3. Use the numeric keys to enter the desired copy quantity (1 to 99).
- 4. Press [Start].

Table of Contents









Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

Place the next page of the document on the platen glass, then press [Start].

Two scanned documents will be printed on one paper.



- If you press [OK] without scanning the second document, only the first document will be printed on the left side of the paper.
- A maximum of 1/8" (4 mm) margin will be produced between the two reduced documents in 2 on 1 combination copying.
- Canceling Copy Jobs

Canceling a job while scanning

1. Press [Stop/Reset].

Canceling a job while printing

Press [Stop/Reset].



Press [◄-] to select <YES>.

Table of Contents

2-3







Advanced Fax Features

Advanced Copy Features

System Monitor

Reports and Lists

Troubleshooting

Appendix

3 System Monitor

Checking Job and Machine Status 3-		
Checking Print Status	3-2	
Checking Print and Scan Counts	3-2	
Checking and Deleting Documents Stored in Memory	3-2	
Checking and Printing Transmission/Reception Results	. 3-3	
Checking Remaining Memory	3-3	

Table of Contents





Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

Checking Job and Machine Status

System monitor enables you to view and print the transmission/reception results, check remaining memory, monitor the status of fax, and check print and scan counts.

Checking Print Status

You can check and delete the print jobs sent from a computer.

- Press [System Monitor].
- 2. Use [-] or [+ -] to select < PRINT STATUS>, then press [OK].
- 4. If you want to delete the print job, press [OK], then press [◄-] to select <YES>.
- 5. Press [Stop/Reset] to return to standby mode.
- **Checking Print and Scan Counts**
- 1. Press [System Monitor].

- 2. Use [◄–] or [+▶] to select <COUNTER>. then press [OK].
- counts (up to 65534 pages).
- 4. Press [Stop/Reset] to return to standby mode.
- **Checking and Deleting Documents Stored in Memory**
- 1. Press [System Monitor].
- 2. Use [◄–] or [+▶] to select <TX STATUS>, then press [OK].
- 3. Use $[\blacktriangleleft -]$ or $[+ \blacktriangleright]$ to check the desired document.
- 4. If you want to delete the document, press [OK], then press [◄-] to select <YES>.
- 5. Press [Stop/Reset] to return to standby mode.











Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

- **Checking and Printing Transmission/ Reception Results**
- 1. Press [System Monitor].
- 2. Use $[\blacktriangleleft -]$ or $[+ \blacktriangleright]$ to select $\langle TX/RX LOG \rangle$, then press [OK].
- 3. Use $[\leftarrow]$ or $[+ \rightarrow]$ to view the required transmission/reception result.

The following items are displayed:

- Transaction number (60 down to 01, from the newest to the oldest)
- Date and time
- Type of transaction (TX or RX)
- Recipient's name or fax number
- Result of transaction (OK or NG)
- 4. If you want to print the transmission/ reception result, press [Start].
- **Checking Remaining Memory**

You can check the remaining memory according to the status of the machine.

1. Press [System Monitor].

2. Use [◄–] or [+▶] to select <MEMORY INDICATOR>, then press [OK] to confirm the remaining memory.

AVATLABLE MEMORY 7 5 %

3. Press [Stop/Reset] to return to standby mode.







Advanced Fax Features

Advanced Copy Features

System Monitor

Reports and Lists

Troubleshooting

Appendix

6

4 Reports and Lists

Summary of Reports and Lists		4-2
Printing Repo	orts Automatically	4-3
	TX RESULT REPORT	4-3
	RX RESULT REPORT	4-4
	ACTIVITY REPORT	4-5
Printing Repo	orts and Lists Manually	4-6

Table of Contents







Next

TOP

Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

Summary of Reports and Lists

The machine can generate the following reports and lists. For how to print reports, see "Printing Reports Automatically," on p. 4-3, and "Printing Reports and Lists Manually," on p. 4-6.

Report/List	Description
TX RESULT REPORT	Shows the transmission result. Can be set to print automatically.
RX RESULT REPORT	Shows the reception result. Can be set to print automatically.
ACTIVITY REPORT	Shows last 60 transmissions and receptions. Can be set to print automatically.
MEMORY DATA LIST	Lists reserved jobs stored in memory.
MEMORY IMAGE PRNT	Shows information and the first page of a reserved job.
1-TOUCH LIST	Lists the names and fax numbers of recipients registered under one-touch speed dialing keys.
CODED DIAL LIST	Lists the names and fax numbers of recipients registered in coded dialing codes.
GROUP DIAL LIST	Lists the names and fax numbers of recipients registered in each group dialing group.
USER'S DATA LIST	Lists all the current settings and registered sender information.
LOST REPORT	Lists documents that were lost from memory due to power cut. Cannot be manually printed out.

Table of Contents









Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

Printing Reports Automatically

TX RESULT REPORT, RX RESULT REPORT, and ACTIVITY REPORT can be set to print automatically.

TX RESULT REPORT

- Press [Additional Functions].
- 2. Use [◄–] or [+▶] to select <REPORT SETTINGS>, then press [OK].
- 3. Use [◄–] or [+▶] to select <SETTINGS>, then press [OK].
- 4. Use [◄–] or [+▶] to select <TX RESULT REPORT>, then press [OK].
- want, or <OFF>, then press [OK].

<PRINT ERROR ONLY>: Prints a report only when a transmission error occurs.

<OUTPUT NO>: Does not print a report.

<OUTPUT YES>: Prints a report every time you send a document.

6. Press [Stop/Reset] to return to standby mode.

Report Items

The following items are displayed in the Transmission Result Report:

- JOB NO.: Job number
- TYPE: Type of transmission
- TX: Memory transmission
- BROADCAST: Broadcasting
- NO.: Sequence number
- DESTINATION TEL/ID: Name and number of recipient
- DATE: Date of transaction
- TIME: Time of transaction
- PAGE: Number of pages sent
- DURATION: Amount of time taken for a transaction
- MODE: Mode of transaction (G3 or ECM)





ъ.





Next

Advanced Fax Features

Advanced Copy Features

System Monito

Reports and Lists

Troubleshooting

Appendix

6

- RESULT: Result of transaction
- OK: Transmission successful
- NG: Transmission failed
- STOP: Transmission manually canceled before completion
- MEM.FULL: Memory became full during transmission
- NO ANSWER: Call not answered
- Error code: For descriptions of error codes, see Chapter 11, "Troubleshooting," in the Basic Guide.

RX RESULT REPORT

- 1. Press [Additional Functions].
- 2. Use [◄-] or [+▶] to select <REPORT SETTINGS>, then press [OK].
- 3. Use [◄-] or [+►] to select <SETTINGS>, then press [OK].
- 4. Use [◄-] or [+►] to select <RX RESULT REPORT>, then press [OK].

5. Use [◄–] or [+►] to select the setting you want, then press [OK].

<OUTPUT NO>: Does not print a report.

<OUTPUT YES>: Prints a report every time you receive a document.

<PRINT ERROR ONLY>: Prints a report only when a reception error occurs

6. Press [Stop/Reset] to return to standby mode.

Report Items

The following items are displayed in the Reception Result Report:

● JOB NO.: Job number

● TYPE: Type of reception

- RX: Memory or print reception

● NO.: Sequence number

 DESTINATION TEL/ID: Name and number of the sending machine (displayed only if registered in their machine)

DATE: Date of transaction

● TIME: Time of transaction

● PAGE: Number of pages received

● DURATION: Amount of time taken for a transaction

MODE: Mode of transaction (G3 or ECM)

Table of Contents



Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

■ RESULT: Result of transaction

- OK: Reception successful
- NG: Reception failed
- STOP: Reception manually canceled before completion
- MEM.FULL: Memory became full during reception
- Error code: For descriptions of error codes, see Chapter 11, "Troubleshooting," in the Basic Guide.

ACTIVITY REPORT

- **Press [Additional Functions].**
- 2. Use $[\blacktriangleleft -]$ or $[+ \blacktriangleright]$ to select <REPORT **SETTINGS>**, then press [OK].
- 3. Use $[\blacktriangleleft -]$ or $[+ \blacktriangleright]$ to select <SETTINGS>, then press [OK].
- 4. Use [◄–] or [+▶] to select <ACTIVITY REPORT>, then press [OK].
- 5. Use [-] or [+ -] to select the setting you want, then press [OK].

<OUTPUT YES>: Prints a report after every 60 transactions. <OUTPUT NO>: Does not print a report.

6. Press [Stop/Reset] to return to standby mode.

Report Items

The following items are displayed in the Activity Report:

- NO.: Transaction number (01 to 60)
- JOB NO.: Job number
- DATE: Date of transaction
- TIME: Time of transaction
- TX/RX: Type of transaction (transmission or reception)
- DESTINATION TEL/ID: Name and number of recipient
- PAGE: Number of pages sent or received
- DURATION: Amount of time taken for a transaction
- MODE: Mode of transaction (G3 or ECM)
- RESULT: Result of transaction (OK or NG) and error code if applicable
- TOTAL TX PAGE, DURATION: Total number of pages sent and total time to send them
- TOTAL RX PAGE, DURATION: Total number of pages received and total time to receive them









Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

Printing Reports and Lists Manually

For information on each report or list, see "Summary of Reports and Lists," on p. 4-2.

- 1. Press [Additional Functions].
- 2. Use $[\blacktriangleleft -]$ or $[+ \blacktriangleright]$ to select <REPORT **SETTINGS>**, then press [OK].
- 3. Use [-] or [+] to select <LIST PRINT>, then press [OK].
- 4. Use [◄–] or [+▶] to select the required report or list, then press [OK].

<TX RESULT REPORT>: Transmission Result Report

<RX RESULT REPORT>: Reception Result Report

<ACTIVITY REPORT>: Activity Report

<MEMORY DATA LIST>: Memory Data List

<MEMORY IMAGE PRNT>: Memory Image Print

<1-TOUCH LIST>: One-Touch Speed Dialing List

<CODED DIAL LIST>: Coded Dialing List

<GROUP DIAL LIST>: Group Dialing List

<USER'S DATA LIST>: Machine Status List

If no relevant data is stored in memory, <NONE> is displayed.

Table of Contents









Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

5 Troubleshooting

General Proble	ems	5-2
Paper Feeding Problems		5-3
Faxing Problems		5-4
	Sending Problems	5-4
	Receiving Problems	
Copying Proble	ems	5-13
Printing Proble	ems	5-14
Telephone Problems		5-16
Customer Support		5-17
	Customer Support (U.S.A)	5-17
	Customer Support (Canada)	5-17

Table of Contents





TOP

Advanced Fax Features

Advanced Copy Features

System Monitor

Reports and Lists

Troubleshooting

Appendix

6

General Problems

The machine has no power.

Α

Q Is the power cord plugged in securely?

Check that the power cord is securely plugged into the machine and into the wall outlet. If the machine is plugged into a power strip, make sure the power strip is plugged in and turned on.

Q Is the power cord supplying power?

Use a different power cord, or test the cord for continuity using a voltmeter.

Nothing appears in the LCD.

Q Is the power cord plugged in securely?

A Unplug the machine and wait for 5 seconds, then plug it back in. If the LCD still remains blank, contact Canon Customer Care Center.

Q Is the machine in sleep mode?

Press [Energy Saver] on the operation panel to cancel sleep mode.

Table of Contents





) (us l TOP

Advanced Fax Features

Advanced Copy Features

System Monitor

Reports and Lists

Troubleshooting

Appendix

6

Paper Feeding Problems

Paper does not feed properly.

Α

Α

Α

Q Is the paper loaded correctly?

Make sure the paper is correctly loaded. (See "Set Up the Paper Cassette and Load Paper," in the Starter Guide.)

Q Does the machine contain too many sheets?

Make sure you load the correct quantity. (See Chapter 3, "Print Media," in the Basic Guide.)

Multiple sheets feed together into the machine.

Q Is the paper loaded correctly?

Make sure the paper is correctly loaded. (See "Set Up the Paper Cassette and Load Paper," in the Starter Guide.)

Q Does the machine contain too many sheets?

Make sure you load the correct quantity. (See Chapter 3, "Print Media," in the Basic Guide.)

Are different types of paper loaded in the machine?

A Load only one type of paper.

A Make sure you load paper that meets the requirements for use. (See Chapter 3, "Print Media," in the Basic Guide.)

A Let the paper run out before refilling the machine.

Avoid mixing new stock with paper already loaded.

Repeated paper jams occur.

Is the correct type of paper loaded in the machine?

Make sure you load paper that meets the requirements for use. (See Chapter 3, "Print Media," in the Basic Guide.)

Table of Contents







ТОР

Advanced Fax Features

Advanced Copy Features

System Monito

3

Reports and Lists

Troubleshooting

Appendix

6

Faxing Problems

Sending Problems

Cannot send a fax.

Α

Α

Q Is the machine overheated?

Unplug the machine and let it cool for about 5 minutes. Then plug in the machine and try sending again.

Q Did you just connect the power cord to the machine?

A Wait for a while. After connecting the power cord, the machine cannot scan documents immediately.

Is the machine set for the correct telephone line type?

Make sure the machine is set for the correct telephone line type. (See "Set the Telephone Line Type," in the Starter Guide.)

Q Is your machine in fax mode?

A Press [FAX] to show fax standby display.

Q Is the document loaded correctly?

Make sure the document is correctly loaded. (See Chapter 2, "Document Handling," in the Basic Guide.)

A Make sure the front cover is fully closed.

Α

Q Is the one-touch speed dialing key or coded dialing code you entered registered correctly?

Check that the speed dialing settings are registered correctly. (See Chapter 4, "Sending Faxes," in the Basic Guide.)

Table of Contents







TOP

Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

Did you dial the correct number?

Check that you have the correct number.

Is the machine in Sleep mode? Q

Α

Q

Α

Α

Α

The machine does not scan documents, if it is in Sleep mode. To take the machine out of Sleep mode, press [Energy Saver].

Is the recipient's machine out of paper?

Ask the recipient to make sure the paper is loaded in the machine.

Are there other documents being sent from Q memory?

Allow time for the documents to finish sending.

Has an error occurred during transmission? Q

Α Check the LCD for an error message. (See Chapter 11, "Troubleshooting," in the Basic Guide.)

Print an Activity Report and check for an error. (See "ACTIVITY REPORT," on p. 4-5.)

Is the telephone line working properly?

Make sure there is a dial tone when you press [Hook] or when you lift the handset of any external telephone connected to the machine. If there is no dial tone, contact your local telephone company.

Q Is the recipient's machine a G3 fax machine?

Α

Make sure the recipient's machine is compatible with your machine.

Table of Contents







Advanced Fax Features

Advanced Copy Features

Α

Α

Reports and Lists

Troubleshooting

Did the recipient's machine answer within 35 seconds (after all automatic redialing attempts)?

> Ask the recipient to check the machine. For an overseas call, add pauses to the registered number. (See "Dialing an Overseas Number (With Pauses)," on p. 1-5.)

Is the Processing/Data indicator lit? Q

The external phone is busy. Please wait until the external phone becomes free.

Memory fills up immediately when you try to send.

Q Are you sending with the resolution set to <SUPER FINE>?

If your document does not contain fine text or photographs, set the resolution to <STANDARD>.

If your document contains fine text or photographs, send it directly rather than using a memory transmission.

Is a document stored in memory, leaving little or no memory available?

Print, send, or delete any documents stored in memory.

Faxes sent from the machine are spotted or dirty.

Is the recipient's machine working properly?

Check the machine by making a copy. If the copy is clear, the problem may be in the recipient's machine. If the copy is spotted or dirty, clean the scanner components. (See Chapter 10, "Maintenance," in the Basic Guide.)

Is the document loaded correctly?

Α

Make sure the document is correctly loaded. (See Chapter 2, "Document Handling," in the Basic Guide.)

Table of Contents







TOP

Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

Documents are printed out in a reduced size on the recipient's machine.

Q

Α

Is the recipient's paper smaller than the size of the documents you sent?

If the recipient is using small-size paper, your machine automatically reduces the size of the document in accordance with the recipient's paper.

The documents you sent are too light.

Q Is the density setting changed to be lighter?

Adjust the density for light documents to be darker. (See Chapter 4, "Sending Faxes," in the Basic Guide.)

Q Are the scanning components of the machine clean?

Make sure the scanning components are clean.

Sending of documents is too slow.

Q Is the resolution set to <FINE> or <SUPER FINE>?

Setting the resolution to <STANDARD> reduces the sending time.

Table of Contents

Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

Errors occur frequently while sending.

Are the telephone lines in poor condition, or do you have a bad connection?

> Check if there is a device nearby that interferes with signal transmission (e.g., microwave oven).

Receiving Problems

Α

Part of the documents you receive are cut off.

Q Are the slide guides in your multi-purpose feeder set to the size of the paper?

Adjust the guides of the multi-purpose feeder to the size of the paper.

Have you specified the correct paper size for Q the multi-purpose feeder?

Specify the correct paper size for the multi-purpose feeder.

Is the printing method for received documents set to <CUT>?

> If you want to print a received document without cutting off the end, set the printing method to <ON> or <OFF>. (See "Printing Received Documents," on p. 1-10.)

Cannot receive a fax automatically.

Α

Is the machine set to receive automatically?

For the machine to receive faxes automatically. receive mode must be set to <FaxOnly>, <AnsMode>, or <FAX/TEL>. If you have set <AnsMode>, confirm that an answering machine is connected to the machine and that it is turned on with an outgoing message properly recorded. (See "Setting Receive Mode," on p. 1-6.)

Is a document stored in memory, leaving little or no memory available?

Print, send, or delete any documents stored in memory.

Has an error occurred during reception?

Check the LCD for an error message. (See Chapter 11, "Troubleshooting," in the Basic Guide.)

> Print an Activity Report and check for an error. (See "ACTIVITY REPORT," on p. 4-5.)

Table of Contents









Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

Α

Is paper loaded in the machine?

Make sure paper is loaded in the machine. (See "Set Up the Paper Cassette and Load Paper," in the Starter Guide.)

Is the telephone cable connected properly?

Make sure the cable is connected properly. (See "Connect Telephone Cables," in the Starter Guide.)

No automatic switching between telephone and fax calls.

Is the machine set to switch automatically between telephone and fax calls?

> For the machine to switch between fax and telephone calls automatically, receive mode must be set to <AnsMode>, <DRPD> or <FAX/TEL>. If you have set <AnsMode>, confirm that an answering machine is connected to the machine and that it is turned on with an outgoing message properly recorded. (See "Setting Receive Mode," on p. 1-6.)

Is a document stored in memory, leaving little or no memory available?

Print, send, or delete any documents stored in memory.

Has an error occurred during reception?

Check the LCD for an error message. (See Chapter 11, "Troubleshooting," in the Basic Guide.)

Print an Activity Report and check for an error. (See "ACTIVITY REPORT," on p. 4-5.)

Is paper loaded in the machine?

Α

Make sure paper is loaded in the machine. (See "Set Up the Paper Cassette and Load Paper," in the Starter Guide.)

Table of Contents





Previous



Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

Can the sender's machine send the CNG signal, which tells your machine that the incoming call is a fax call?

Some machines cannot send this signal. In such Α cases, receive the fax manually.

Cannot receive a document manually.

Q Is the machine set to receive manually?

For the machine to receive faxes manually, receive Α mode must be set to <MANUAL>. (See "Setting Receive Mode," on p. 1-6.)

Have you disconnected the call by pressing Q [Start] or dialing the remote reception ID after hanging up?

> Always press [Start] or dial the remote reception ID before hanging up. Otherwise you will disconnect the call.

Print quality is poor.

Α

Is the toner low or unevenly distributed?

Redistribute the toner inside the toner cartridge. If Α the problem persists, replace the toner cartridge. (See Chapter 10, "Maintenance," in the Basic Guide.)

Is the correct type of paper loaded in the Q machine?

Α Make sure you load paper that meets the requirements for use. (See Chapter 3, "Print Media," in the Basic Guide.)

Q Is the sender's machine functioning properly?

Ask the sender to check that the scanning Α components of the machine are clean.

Q Is the machine in the toner saver mode?

> Set <TONER SAVER MODE> to <OFF> in <COMMON SETTINGS>. (See Chapter 12, "Machine Settings," in the Basic Guide.)

Table of Contents







Advanced Fax Features

Advanced Copy Features

System Monito

Reports and Lists

Troubleshooting

Appendix

Faxes do not print.

Α

Α

Q Have you removed the sealing tape from the toner cartridge?

Make sure you remove the sealing tape from the cartridge. (See "Install Toner Cartridge," in the Starter Guide.)

Q Is the toner cartridge installed properly?

A Make sure the toner cartridge is installed properly. (See "Install Toner Cartridge," in the Starter Guide.)

Q Is the cartridge out of toner?

Replace the toner cartridge. (See Chapter 10, "Maintenance," in the Basic Guide.)

Q Is the correct type of paper loaded in the machine?

Make sure you load paper that meets the requirements for use. (See Chapter 3, "Print Media," in the Basic Guide.)

Received faxes print blotched or unevenly.

Α

Are the telephone lines in poor condition, or do you have a bad connection?

A Error Correction Mode (ECM) should eliminate such problems. However, if the telephone lines are in poor condition, you may have to try again.

Q Is the sender's machine functioning properly?

Ask the sender to check that the scanning components of the machine are clean.

Table of Contents







Advanced Fax Features

Advanced Copy Features

System Monitor

Reports and Lists

Troubleshooting

Appendix

Q

Is the toner low or unevenly distributed?

Α

Redistribute the toner inside the toner cartridge. If the problem persists, replace the toner cartridge. (See Chapter 10, "Maintenance," in the Basic Guide.)

Receiving of documents is too slow.

Q

Is the resolution set to <FINE> or <SUPER FINE>?

Α

Setting the resolution to <STANDARD> reduces the receiving time. However, any fine text in the document will also be harder to read.

You cannot get documents from information services.

Q

Is your machine set to the tone dialing type of the telephone line?

Α

Press [Tone] to set the tone dialing.

Q

Were there any instructions from the sender, such as to set to receive?

Α

Just before receiving, press [Start].

Errors occur frequently while receiving.

Q

Are the telephone lines in poor condition, or do you have a bad connection?

A

Check if there is a device nearby that interferes with signal reception (e.g., microwave oven).

Q

Is the sender's machine functioning properly?

Α

Ask the sender to check that the machine is functioning properly.

Table of Contents







TOP

Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

Copying Problems

Cannot make copies.

Α

Q Have you removed the sealing tape from the toner cartridge?

Make sure you remove the sealing tape from the cartridge. (See "Install Toner Cartridge," in the Starter Guide.)

Is the toner cartridge installed properly? Q

Make sure the toner cartridge is installed properly. (See "Install Toner Cartridge," in the Starter Guide.)

Make sure the front cover is fully closed. Α

Q Is the document loaded correctly?

Make sure the document is correctly loaded. (See Chapter 2, "Document Handling," in the Basic Guide.)

Does the document meet the requirements for the Q machine?

> Make sure you load documents that meet the requirements for use. (See Chapter 2, "Document Handling," in the Basic Guide.)

The alarm sounds or <MEMORY FULL> appears in the LCD when making copies.

Q Has an error occurred during transmission or reception?

Change to fax mode and check the LCD for an Α error message. (See Chapter 11, "Troubleshooting," in the Basic Guide.)

Is the machine's memory full?

Change to fax mode and check if the memory is not full.

Table of Contents









Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

Printing Problems

Nothing prints.

Q

Is the power cord plugged in securely?

Α

Check that the power cord is securely plugged into the machine and into the wall outlet. If the machine is plugged into a power strip, make sure the power strip is plugged in and turned on.

Q

Have you removed the sealing tape from the toner cartridge?

Make sure you remove the sealing tape from the cartridge. (See "Install Toner Cartridge," in the Starter Guide.)

Q

Is the cartridge out of toner?

Replace the toner cartridge. (See Chapter 10, "Maintenance," in the Basic Guide.)

Printout does not match paper size.

Q

Does the size of paper loaded in the machine match the paper size setting?

Α

Change the paper size setting or load the correctsize paper. (See Chapter 3, "Print Media," in the Basic Guide.)

Printout is skewed.

Q

Is the paper loaded correctly?

Make sure the paper is correctly loaded in the machine. (See "Set Up the Paper Cassette and Load Paper," in the Starter Guide.)

Α

Make sure the paper delivery slot is free of obstructions.

Table of Contents









Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

Paper jams occur.

Is the correct type of paper loaded in the Q machine?

> Make sure you load paper that meets the requirements for use. (See Chapter 3, "Print Media," in the Basic Guide.)

Printout is not clear.

Q

Is the correct type of paper loaded in the machine?

Make sure you load paper that meets the requirements for use. (See Chapter 3, "Print Media," in the Basic Guide.)

Are you printing on the wrong side of the Q paper?

> Some papers have a "right" side for printing. If the print quality is not as clear as you think it should be, try printing on the other side of the paper.

Printout has vertical white streaks.

Α

Is toner low or unevenly distributed?

Redistribute the toner inside the cartridge. If the problem persists, replace the cartridge. (See Chapter 10, "Maintenance," in the Basic Guide.)

Table of Contents







Advanced Fax Features

Advanced Copy Features

System Monito

Reports and Lists

Troubleshooting

Appendix

6

Telephone Problems

Cannot dial.

Q

Is the telephone cable connected properly?

Α

Make sure the cable is connected properly. (See "Connect Telephone Cables," in the Starter Guide.)

Q

Is the power cord plugged in securely?

Α

Check that the power cord is securely plugged into the machine and into the wall outlet. If the machine is plugged into a power strip, make sure the power strip is plugged in and turned on.

Q

Is the machine set for the correct telephone line type?

Α

Make sure the machine is set for the correct telephone line type. (See "Set the Telephone Line Type," in the Starter Guide.)

Telephone disconnects while you are talking.

Q

Is the telephone cable connected properly?

Α

Make sure the cable is connected properly. (See "Connect Telephone Cables," in the Starter Guide.)

Q

Is the power cord plugged in securely?

Check that the power cord is securely plugged into the machine and into the wall outlet. If the machine is plugged into a power strip, make sure the power strip is plugged in and turned on.

Q

Is the telephone cable defective?

Α

Use another cable.

Calls do not connect, or the wrong number is dialed.

Q

Did you confirm the dial tone before entering the fax number?

Make sure to confirm the dial tone before entering a fax number. If you enter the number before the dial tone can be heard, the call may not be connected, or the wrong number may be dialed.

Table of Contents







TOP

Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

Customer Support

Customer Support (U.S.A)

Your machine is designed with the latest technology to provide trouble-free operation. If you encounter a problem with the machine's operation, try to solve it by using the information in this Chapter. If you cannot solve the problem or if you think your machine needs servicing, contact Canon Customer Care Center at 1-800-828-4040 between the hours of 8:00 A.M. to 8:00 P.M. EST Monday through Friday and 10:00 A.M. to 8:00 P.M. on Saturday. On-line support for 24 hours is also available at the website.

http://www.canontechsupport.com/

Customer Support (Canada)

Canon Canada Inc., offers a full range of customer technical support options*:

- For step-by-step troubleshooting, e-mail technical support, the latest driver or document downloads, and answers to frequently asked questions, visit http://www.canon.ca/
- Automated step-by-step telephone support on most current products 24 hours, 7 days a week 1-800-652-2666
- Free live technical support 9 A.M. to 8 P.M. EST Monday through Friday (excluding holidays) for products still under warranty 1-800-652-2666

- For the location of the authorized service facility nearest you. visit http://www.canon.ca/ or 1-800-652-2666
- If the problem cannot be corrected by using one of the above technical support options, repair options are available at the time of your call to the live technical support number above or via the website at http://www.canon.ca/
- * Support program specifics are subject to change without notice.

Table of Contents









Advanced Fax Features

Advanced Copy Features

System Monitor

Reports and Lists

Troubleshooting

Appendix

6 Appendix

Glossary	. 6-2
ndex	. 6-8

Table of Contents

Index

6-1









Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

Glossary

Α

Activity Report

A journal of the machine's fax transactions, both sent and received.

Automatic redialing

When the receiving fax machine is busy or does not answer, or when an error occurs while sending, the machine waits a specified time and then automatically redials the number. If the receiving fax is still busy or does not answer, the machine waits the specified time and dials again.

В

Broadcasting

Transmitting documents to more than one location (through the machine's memory).

C

CNG

Calling Tone. This is a signal sent by fax machines to identify the call as an incoming document. When the receiving fax detects this signal, it automatically starts to receive the fax transmission. The majority of fax machines in use today can send and detect CNG signals.

Coded Dialing

An automatic dialing method that allows you to dial a fax or telephone number by pressing [Coded Dial] and a two-digit code using the numeric keys.

Table of Contents









Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

D

Document

The sheet of paper containing the data that you send to, or receive from a machine.

DRPD

This receive mode allows the machine to distinguish fax and voice calls depending on the distinctive ring patterns assigned to different numbers. Subscription to a DRPD service offered by some telephone companies is required.

Ε

ECM

Error Correction Mode. The ability of your machine to reduce system and line errors when sending to or receiving from another fax with ECM capability. ECM is most effective in areas where the telephone lines are in poor condition or there is frequent interference on the line.

F

FAX/TEL switching

This option allows you to set the machine to automatically detect whether a call is from a fax or telephone. If the call is from another fax, the transmission is automatically received. If the call is from a telephone, the machine rings to let you know, so you can pick up the handset. With this feature, one telephone line can be shared by both the telephone and the fax.

FINE

The resolution setting for documents with very small characters and lines.

Table of Contents







TOP

Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

G

G3, Group 3 fax machine

Defined by CCITT/ITU-T. Uses encoding schemes to transmit image data while reducing the amount of data that needs to be transmitted, thus reducing transmission time. G3 fax machines can transmit one page in less than one minute. Encoding schemes for G3 fax machines are Modified Huffman (MH). Modified READ (MR), Modified Modified READ (MMR), and Joint Bi-level Image expert Group (JBIG).

Group Dialing

A dialing method that enables you to dial multiple one-touch speed dialing or coded dialing numbers together as a group. This means that you can press just one key to enter numbers when sending the same document to many destinations.

ITU-T

A committee created to set international standards for telecommunications.

M

Manual redialing

When you use regular dialing, you can redial a number manually simply by pressing [Redial/Pause] on the operation panel. The last number called is the number redialed.

Modem

A device that converts (MOdulates) digital data for transmission over telephone lines. At the receiving end, this device converts the modulated data (DEModulates) to digital format that the computer understands.

Ν

Numeric Keys

The round, numbered keys on the operation panel marked the same as a standard telephone keypad.

Press them to perform regular dialing. You also use the numeric keys to enter numbers and letters when you register telephone or fax numbers and names, and to enter coded dialing codes.

Table of Contents









Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

0

One-Touch Speed Dialing

An automatic dialing method that allows you to dial a fax or telephone number by pressing a single one-touch speed dial key.

One-Touch Speed Dial keys

The numbered keys on the operation panel that may be registered as single or a group of fax numbers. Once a number or group is registered, you press one key to dial the entire number or

Ρ

Paper feed

Refers to guiding a sheet of paper into the machine's paper path.

Paper feeder

The device in the machine that feeds recording media into the machine for printing copied or faxed documents.

Pause

A timing entry required for registering certain long distance numbers and for dialing out through some telephone systems or switchboards. Pressing [Redial/Pause] enters a pause between digits of a telephone number.

Pulse

See Rotary pulse.

R

Receiving

Receiving transmission is also defined as RX or Reception. The machine can be customized to receive fax documents in several ways.

Reception

See Receiving.

Registering

A process by which you place fax or telephone numbers and names in the machine's memory for speed dialing so that you can save time dialing destinations you call frequently.

Remote reception ID

The two-digit code that enables you to manually activate fax reception using an external telephone.

Table of Contents







TOP

Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

Remote reception

Activating fax reception by answering an external telephone that is not located near the machine. You need to dial a remote receiving ID number to start remote reception.

Report

A document printed by the machine and containing information about the faxes it has sent or received.

Resolution

The density of dots for any given output device. Expressed in terms of dots per inch (dpi). Low resolution causes font characters and graphics to have a jagged appearance. Higher resolution means smoother curves and angles as well as a better match to traditional typeface designs. Resolution values are represented by horizontal data and vertical data, for example, 600 \times 600 dpi.

Rotary pulse

A telephone dialing system where a dial is rotated to send pulses to the telephone switching system. In pulse dialing, you hear clicks. In touch-tone dialing, the most common dialing system, you hear tones. Rotary pulse dialing requires certain setting adjustments.

RX

See Receiving.

S

Sending

A fax document that has been scanned by a fax machine is sent over telephone lines, in the form of electrical pulses, to another fax machine. Also called TX or Transmit.

Speed dialing

Dialing fax or telephone numbers by pressing a few keys. To use automatic dialing, you must register the numbers in the machine's memory. See also One-Touch Speed Dialing, Coded Dialing, and Group Dialing.

Standby

The mode in which the machine is on and ready to use.

Table of Contents







TOP

Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

Т

Tone

A key that allows you to temporarily switch to touch-tone from pulse dialing. In some countries, on-line data services may require that you use tone dialing.

Toner

A black, resin coated powder contained in the toner cartridge. The machine applies the toner to the surface of the photosensitive drum inside the machine via an electrophotographic mechanism.

Toner saver

The feature that extends cartridge life by reducing toner consumption rate at a slight decrease in print quality.

TX

See Sending.

Table of Contents











1

Advanced Fax Features

Advanced Copy Features

System Monitor

Reports and Lists

Troubleshooting

Appendix

6

Index

Symbols & Numerics

1-TOUCH LIST 4-2

Α

ACTIVITY REPORT 4-2
Printing automatically 4-5
Additional fax modes 1-11
Address Book 1-2
AnsMode 1-6

В

Broadcasting 1-11

C

Canceling
Current job 1-12
CODED DIAL LIST 4-2
coded dialing 1-2

D

DRPD 1-8

F

FAX/TEL 1-6 Optional settings 1-7 FaxOnly 1-6

G

GROUP DIAL LIST 4-2

L

LIST 1-2 LOST REPORT 4-2

M

MANUAL 1-6 MEMORY DATA LIST 4-2 MEMORY IMAGE PRNT 4-2 Memory reception 1-8

0

one-touch speed dialing 1-2

Ρ

pulse dialing 1-4

R

Redialing 1-3
Automatically 1-3
Manually 1-3
Remote reception 1-9
Remote reception ID 1-9
Reports and lists 4-1
Printing automatically 4-3
RX RESULT REPORT 4-2

Printing automatically 4-4

S

SEARCH 1-2

Т

Tone dialing 1-4
[Tone] key 1-4
Troubleshooting 5-1
Copying 5-13
Faxing 5-4
General 5-2
Paper feeding 5-3
Printing 5-14
Telephone 5-16
TX RESULT REPORT 4-2

U

USER'S DATA LIST 4-2

Table of Contents







TOP

Advanced Fax Features

Advanced Copy Features

Reports and Lists

Troubleshooting

Canon

CANON INC.

30-2, Shimomaruko 3-chome, Ohta-ku, Tokyo 146-8501, Japan

CANON U.S.A., INC.

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

CANON CANADA INC.

6390 Dixie Road Mississauga, Ontario L5T 1P7, Canada

CANON EUROPA N.V.

Bovenkerkerweg 59-61 1185 XB Amstelveen, The Netherlands

CANON FRANCE S.A.S.

17, quai du Président Paul Doumer 92414 Courbevoie Cedex, France

CANON COMMUNICATION & IMAGE FRANCE S.A.S.

12, rue de l'Industrie 92414 Courbevoie Cedex, France

CANON (U.K.) LTD.

Woodhatch, Reigate, Surrey, RH2 8BF, United Kingdom

CANON DEUTSCHLAND GmbH

Europark Fichtenhain A10, 47807 Krefeld, Germany

CANON ITALIA S.p.A.

Via Milano, 8 20097 San Donato Milanese (MI) Italy

CANON ESPAÑA, S.A.

c/ Joaquín Costa 41, 28002 Madrid, Spain

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 CHINA CO.,LTD

FA7-8900 (010)

15F, North Tower, Beijing Kerry Centre, 1 Guang Hua Road, Chao Yang District, 100020, Beijing, China

© CANON INC. 2006

CANON SINGAPORE PTE. LTD.

1 HarbourFront Avenue #04-01 Keppel Bay Tower, Singapore 098632

Table of Contents

Index

120V