

**Canon**

# Quick Guide

**imagePRESS  
C910/C810/C710/C710CA**



## Read this guide first.

Please read "Important Safety Instructions" before operating this product. After you finish reading this guide, store it in a safe place for future reference.

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



<https://oip.manual.canon/>

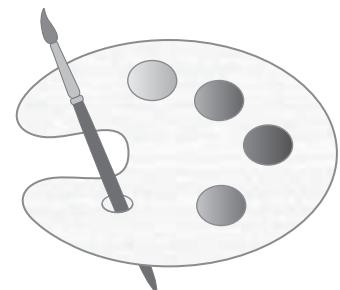
# Practical Features

## Auto Gradation Adjustment for Various Paper Types

The Auto Adjust Gradation function adjusts the gradation, density, and color tone of images, and only requires you to scan the test page. This function can be used for various weights of paper so that a high quality print result can be obtained in different paper types.



"Adjustment for Image Quality and Finishing (Calibration)" in the User's Guide

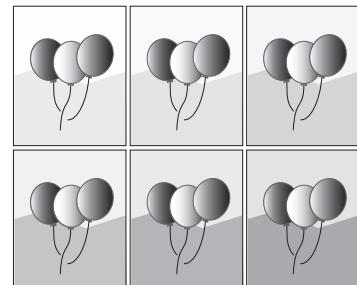


## Achieve High Quality Color Reproduction with Auto Color Tone Correction

Compared to the Auto Adjust Gradation function, which adjusts CMYK, the Auto Correct Color Tone function adjusts mixed colors that are expressed with multiple toner. By using these functions together, you can perform the precise color adjustment.



"Adjustment for Image Quality and Finishing (Calibration)" in the User's Guide

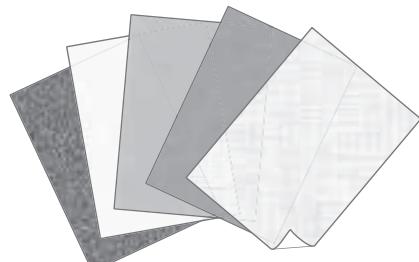


## Optimum Print Result for Each Paper Type

Paper information, which includes the basis weight, finish, fixing, and curl correction level, can be registered as the paper characteristics. As the detailed information can be specified for each different paper type, you can obtain the fine print result with considering the paper characteristics. This function is also effective for improving paper conveyance and print quality.



"Paper Type Management" in the User's Guide

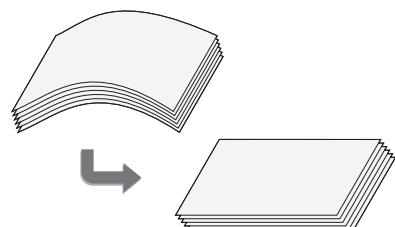


## Curl Correction for Stable Paper Conveyance

The machine constantly corrects the paper curl which occurs due to the pressure applied when toner is fixed. Moreover, by correcting the paper curl during outputting, the machine reduces the risk of a paper jam, and achieves the stable paper conveyance. The curl correction can be specified for each paper type you want to use.



- "Adjustment for Image Quality and Finishing (Calibration)" in the User's Guide
- "Paper Type Management" in the User's Guide

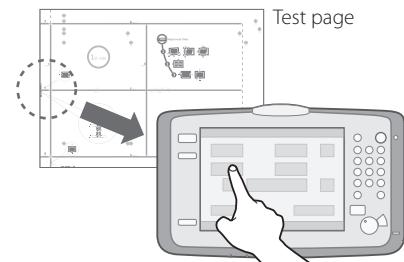


## Easy Operation for Adjusting Image Position

You can adjust the image positions easily with this machine. All you need is measuring marks on the test page and then entering the measured values on the touch panel display. After that, the machine will automatically adjust the image positions. You can make the complicated adjustment easily by entering values for each edge of front and back sides on a single screen.



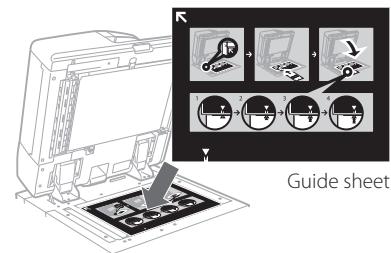
"Paper Type Management" > "Adjusting the Image Position" >  
"Adjusting Individual Image Position Setting by Using the Test Page"  
in the User's Guide



You can adjust the image position quickly by using the guide sheet. (This adjustment can be performed when the Duplex Color Image Reader Unit-M is attached.)



"Paper Type Management" > "Adjusting the Image Position" >  
"Adjusting Image Position by Using the Guide Sheet" in the User's  
Guide

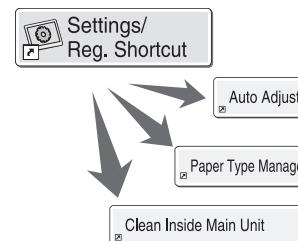


## Quick Access to Frequently Used Settings

Different settings are required, depending on the printing purpose or paper types, but accessing setting items located in various menus every time is a quite complicated operation. In this case, register frequently used settings in "Settings/Registration Shortcut" button. You can directly access to the setting screen with this button and save the effort to search necessary setting items.



"Settings/Registration" in the User's Guide

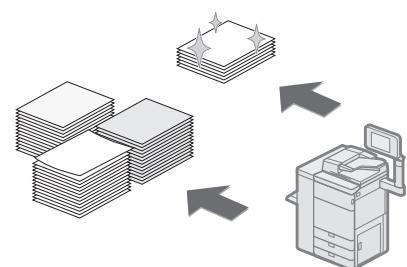


## Alternative Settings for Your Needs, "Productivity" or "Quality"

You can set a priority to either print productivity or image quality. For instance, select "Productivity Priority" when printing a large number of documents to achieve speedy printing. On the other hands, select "Quality Priority" when printing documents which contain many pictures to obtain precisely printed images. This function can be set for each paper type to suit your various needs for printing.



"Settings/Registration" in the User's Guide



# Contents

Thank you for purchasing this Canon product. Please read this manual thoroughly before operating the machine to familiarize yourself with its capabilities, and to make the most of its many functions. For more information on the detailed settings for the functions, see the User's Guide. After reading this manual, store it in a safe place for future reference.

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## Symbols Used in This Manual

### IMPORTANT

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

### NOTE

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



Indicates useful functions or tips for using the machine.



You can find further information from the online manual site (<https://oip.manual.canon/>).



A detailed explanation is described on the specified page of this manual.

### OPTION

Indicates an optional product which can be used with this machine.

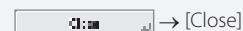
## Keys and Buttons Used in This Manual

The followings are examples of how keys and buttons are expressed in this manual.

- Touch Panel Display Keys: [Key Name]



→ [Copy]



→ [Close]

- Control Panel Keys: Key Icon



- Buttons on Computer Operation Screens: [Button Name]  
[OK], [Add], [Cancel]

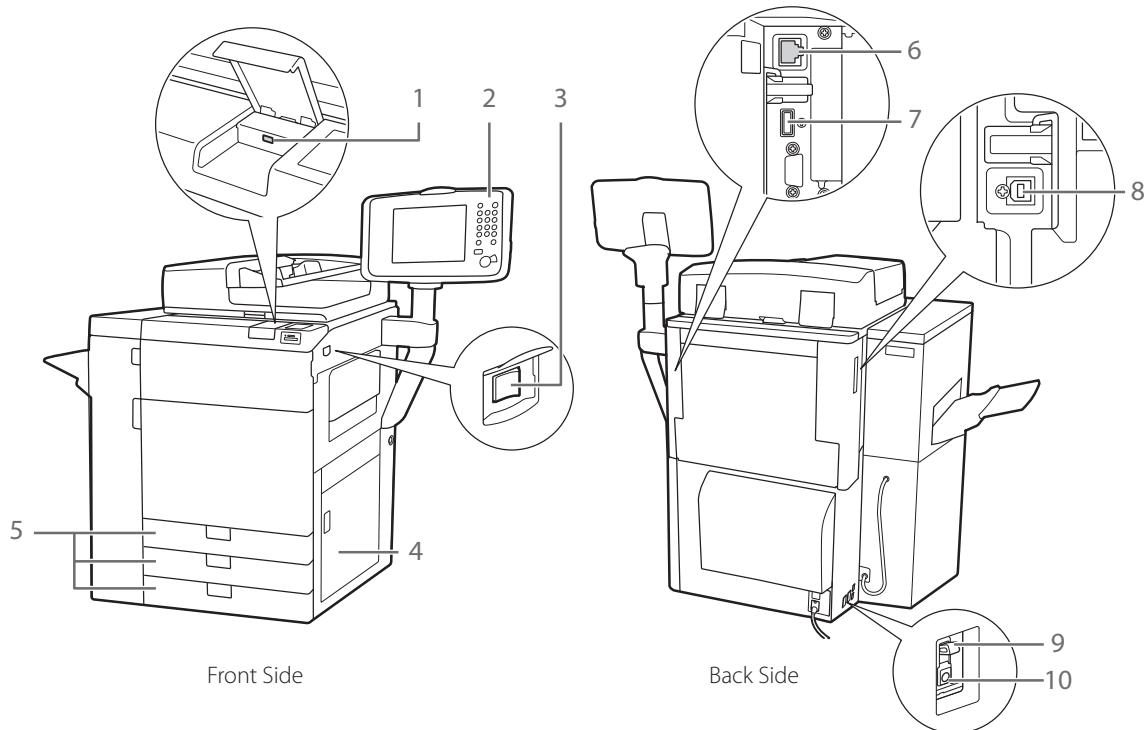
# Parts and Their Functions

This section provides you with the names and functions of all the parts of the machine. The keys and display on the control panel are also described. Read this section to use the machine's various functions smoothly.



"Optional Products" in the User's Guide

## ■ External View



### 1 USB Port (Front side of the machine)

Use to connect memory media to the machine via USB.

### 2 Upright Control Panel-G

Includes the keys, touch panel display, and indicators required for operating the machine.

### 3 Main Power Switch

Press to the "||" side to turn ON the power.

### 4 Main Unit's Right Cover

Open this cover when clearing a paper jam inside the main unit.

### 5 Paper Drawer

Holds up to 550 sheets of paper (80 g/m<sup>2</sup>).

### 6 LAN Port

Use a LAN cable to connect the machine to a network.

### 7 USB Port (Back side of the machine)

Use the USB port to connect external hard disks and other devices to the machine.

### 8 USB Port (For connection to a computer)

Use a USB cable to connect the machine to a computer.

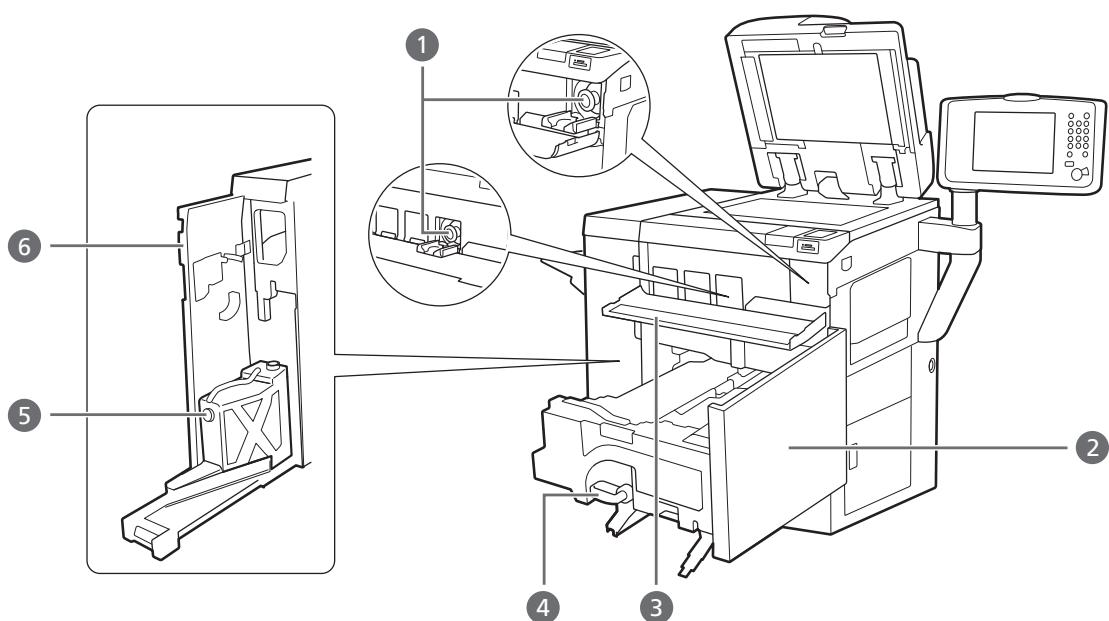
### 9 Breaker

Detects excess current or leakage current.

### 10 Test Button

Press this button to test the circuit breaker.

## ■ Internal View



### 1 Toner Cartridge

This cartridge contains toner. Pull out this cartridge when replacing it with a new one.

### 2 Front Cover

Open this cover to clear a paper jam in the fixing transport unit.

### 3 Toner Replacement Cover

Open this cover to replace the toner cartridge.

### 4 Fixing Transport Unit

Pull the fixing transport unit out to clear a paper jam.

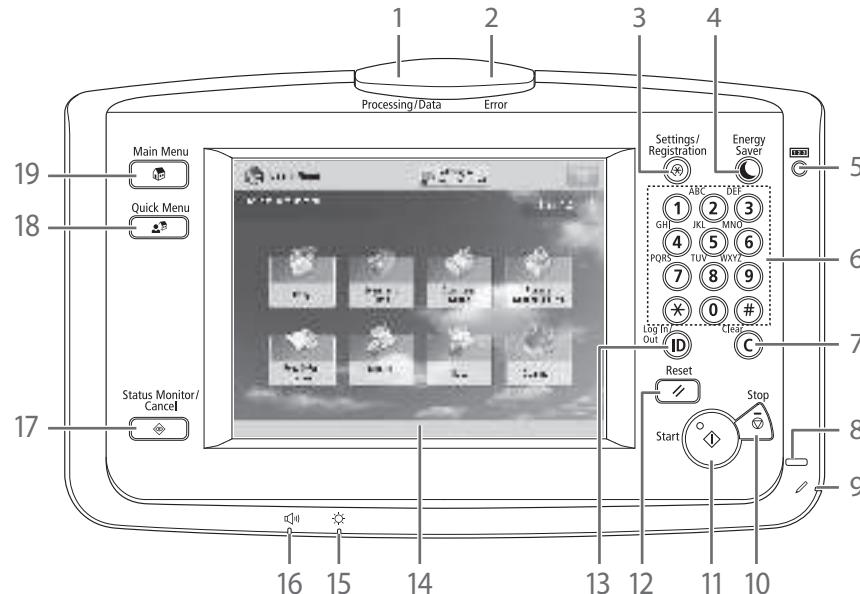
### 5 Waste Toner Container

Waste toner accumulates in this container. Pull out this container when replacing it with a new one.

### 6 Left Cover on the Front Side

Open this cover to clear a paper jam or to replace the waste toner container.

## ■ Control Panel (Upright Control Panel-G)



### 1 Processing/Data Indicator

Blinks green when the machine is performing operations, and maintains a steady green light when received data is stored in memory.

### 2 Error Indicator

Blinks or lights if there is an error in the machine. When the Error indicator blinks, follow the instructions that appear on the touch panel display. When the Error indicator maintains a steady red light, contact your local authorized Canon dealer.

### 3 Settings/Registration key

Press to register and specify settings.

### 4 Energy Saver key

Press to set the Energy Saver mode or Sleep mode. The mode activated after pressing the Energy Saver key can be selected beforehand. This key lights when the machine enters either mode. To reactivate the machine, press this key again.

### 5 Counter Check key

Press to display the copy and print count totals.

### 6 Numeric keys

Press to enter numerical values.

### 7 Clear key

Press to clear entered values or characters.

### 8 Main Power Indicator

Lights when the main power is turned ON.

### 9 Edit Pen

Use when operating the touch panel display, such as to enter characters.

### 10 Stop key

Press to stop a job in progress.

### 11 Start key

Press to start an operation, such as scanning or copying.

**12 Reset key**

Press to restore the standard settings of the machine.

**13 ID (Log In/Out) key**

Press to log in/out when a login service such as Department ID Management or SSO-H has been set.

**14 Touch Panel Display**

The settings screen for each function is shown on this display.

**15 Brightness Adjustment Dial**

Use to adjust the brightness of the touch panel display.

**16 Volume Settings key**

Press to display the screen to specify the audible tones for the fax function.

**17 Status Monitor/Cancel key**

Press to check the status of jobs or to cancel print jobs. Also, press to check status of the machine, such as checking the amount of paper remaining.

**18 Quick Menu key**

Press to retrieve favorite functions stored in Quick Menu. Also, if you are using authentication, Quick Menu set for each individual user can be displayed.

**19 Main Menu key**

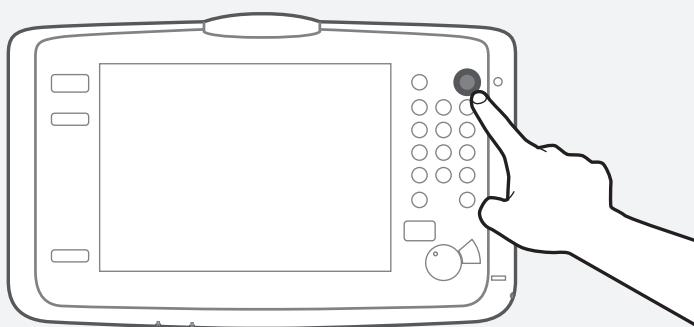
Press to return to the Main Menu screen, such as when you want to switch functions.

**Setting the Energy Saver mode/Sleep mode to minimize energy consumption**

You can save energy consumption by using the Energy Saver mode/Sleep mode when the machine is not being used for a prolonged period of time, such as a lunch time. To use these modes, simply press  on the control panel. If the machine is idle for a certain period of time, the machine will enter the Sleep mode (Auto Sleep mode). For more information on the mode which activates after  is pressed, and detailed information on the Auto Sleep mode, see the User's Guide.



"Basic Operations" > "Energy Saving Features" in the User's Guide



# Status Monitor/Cancel Screen

If you press , the Status Monitor/Cancel screen appears, and you can confirm the status of jobs and consumables on this screen. By obtaining information, such as the completion time of the current job or the amount of paper remaining, you can perform smooth printing operation without interruption.



## Useful situations

- When you want to know the completion time of jobs
- When you want to check the amount of paper remaining for efficient paper loading
- When you want to cancel a job which is registered by mistake

### [Job] screen

The [Job] screen enables you to check the status of jobs in the job list. On this screen, you can cancel a job in progress and change the order of waiting jobs to print your job prior to others.



### [Paper] screen

You can check the paper information and the remaining amount of paper in all paper sources. You can also specify the paper type for each paper source in [Paper Settings].



### [Toner/Other] screen

The remaining amount of toner is displayed in illustrations. You can also check the remaining amount of staples, the amount of punch waste, and the percentage of memory usage.

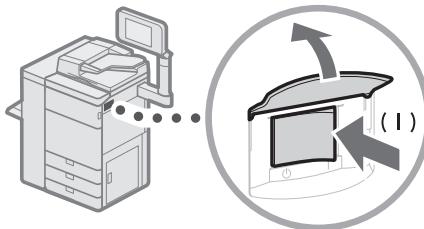


# How to Turn ON the Main Power

This section explains how to turn ON the main power.

## ■ Turning ON the Main Power

Make sure that the power plug is firmly inserted into the power outlet, and the breaker is turned ON.



- 1 Open the main power switch cover.
- 2 Press the main power switch to the "||" side.
  - The main power indicator on the control panel lights.

### IMPORTANT

If you want to turn ON the main power again, wait for at least 10 seconds after the main power and the main power indicator are turned OFF. However, when [Quick Startup Settings for Main Power] is enabled, if you don't wait more than 20 seconds after the Main Power indicator is turned OFF, quick startup is not performed.

### NOTE

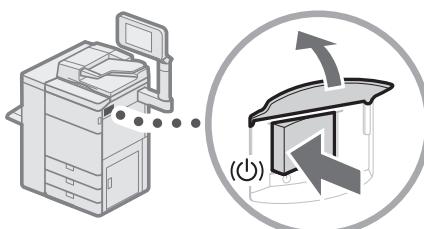
The response of the keys and buttons may not be optimal immediately after turning ON the main power of the machine.

## ■ Shutting Down the Machine



### Do not turn OFF the main power in the following situations

- When using the I-Fax function
- When the message <Backing up stored data from the Remote UI...> is displayed
- When operating scan or print function



- 1 Open the main power switch cover.
- 2 Press the main power switch to the "○" side.
  - The main power indicator on the control panel turns OFF.

# Loading Paper

Load paper by following the procedure below. In this section, LTR custom size paper is used as an example.

## Confirmation

Confirm the paper types that can be loaded.



"Basic Operations" > "Available Paper Stock" in the User's Guide

## Preparation

Pre-register the paper types you are going to use.

▶ "Registering Paper Types in the Paper Database," on p. 14

## Operation

Load paper in the paper drawer.

▶ "Loading Paper into the Paper Drawer," on p. 15

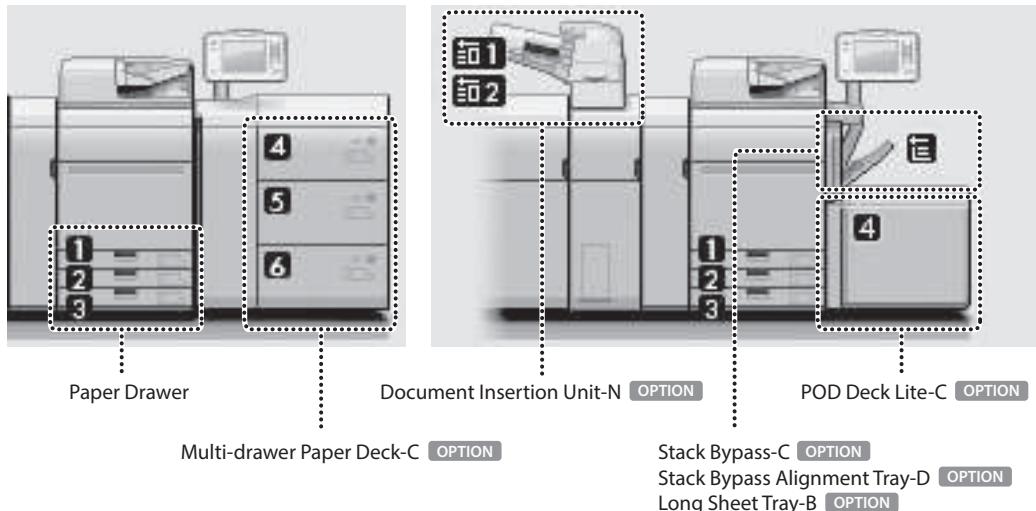
## Registration

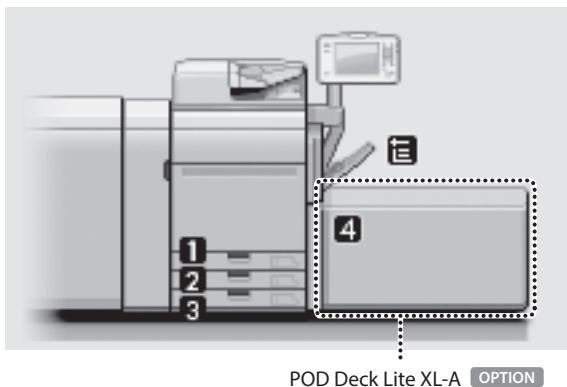
Specify the loaded paper size and type for the paper drawer.

▶ "Registering Custom Paper Types," on p. 16

## ■ Paper Source

This section describes available paper sources. Paper that can be loaded differs, depending on the paper sources. The following description includes the optional products as well as the standard paper drawers. The optional products are indicated with **OPTION**.





**NOTE**

For details on paper that can be loaded, see the User's Guide.



"Basic Operations" > "Available Paper Stock" in the User's Guide

## ■ Registering Paper Types in the Paper Database

Register all paper types you are going to use with this machine. You can register paper types by selecting paper types from the Paper Database.

## NOTE

- If you load paper which is already registered in the machine, such as plain or recycled paper, this step is not necessary. Proceed to the next step "Loading Paper into the Paper Drawer".
- You cannot change the settings of the default paper types registered in the machine. If you edit the settings, make sure to duplicate and register them as a new one beforehand.

1 Press .

2 Press [Preferences] → [Paper Settings] → [Paper Type Management Settings].

### 3 Press [Paper Database].

4 Select the paper type from the list → press [OK].

5 Confirm that the selected paper type is displayed in the <Paper Type Management Settings> screen → press [OK].

- If the desired paper type is not listed in the Paper Database, select and duplicate a paper type that closely matches the characteristics of the desired paper type, and then change the necessary settings.



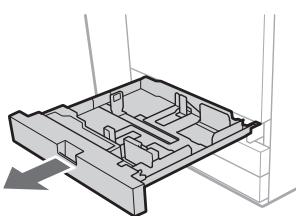
## "Paper Type Management" in the User's Guide



## ■ Loading Paper into the Paper Drawer

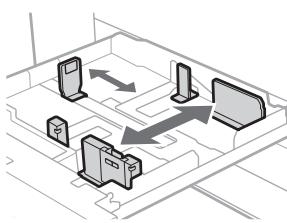
### 1 Open the paper drawer.

- Gently pull out the paper drawer until it stops.



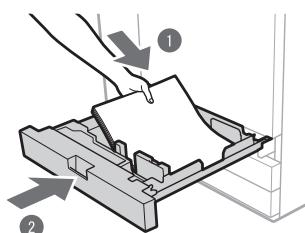
### 2 Adjust the position of the paper drawer guides.

- Slide each guide while squeezing it on the top to align for the desired paper size.



### 3 Load the paper stack into the paper drawer.

- ① Load the paper stack against the right wall of the paper drawer.
- ② Gently push the paper drawer back into the machine until it clicks into place in the closed position.



#### NOTE

- Make sure to fan the paper stack, and align the edges before loading paper.
- Curled paper must be straightened out prior to use.
- Make sure that the height of the paper stack does not exceed the loading limit mark (▲▲▲).
- When loading pre-punched paper, transparencies/clear film, tab paper, and envelopes, make sure to load paper in an appropriate orientation as the paper orientation differs, depending on the paper source.



"Maintenance" > "Loading Paper" in the User's Guide

## ■ Registering Custom Paper Types

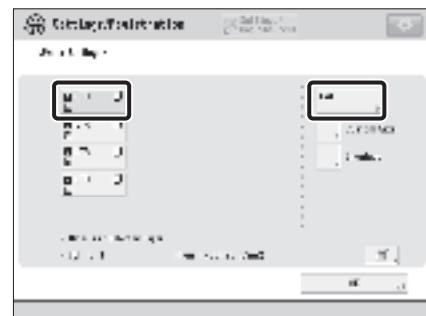
You can register the paper size and type for each paper source.

1 Press .

2 Press [Preferences] → [Paper Settings] → [Paper Settings].

3 Select the paper source in which you loaded paper → press [Set].

- If you load paper other than standard paper, select [Custom Size] or [Envelope].



4 Select the loaded paper type from the list → press [OK].

- You can select the paper type from the simple or detailed setting screen. For paper types that are not displayed on the simple setting screen, press [Detailed Settings] → select the paper type from the detailed setting screen.



Simple Settings Screen



Detailed Settings Screen

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5 Confirm that the selected paper type is displayed in <Details of Selected Paper> → press [OK].



# Cleaning and Maintenance

For optimum operation of the machine, we recommend to clean and check the machine regularly.

## NOTE

The following cleaning should be performed only when the Duplex Color Image Reader Unit-M is attached.

- Cleaning the Platen Glass
- Cleaning the Original Scanning Area
- Cleaning the Feeder
- Automatic Feeder Cleaning

## ■ Cleaning the Platen Glass

If originals cannot be scanned properly, follow the cleaning procedure below. Clean with a cloth which is wrung after being dampened in water, and then clean with a soft and dry cloth. Use the provided glass cleaning cloth for simple cleaning.

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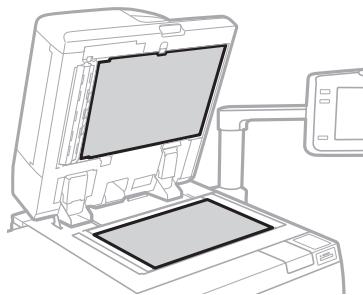
### 1 Shutting down the machine.

⇒ "Shutting Down the Machine," on p. 11

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### 2 Clean the Platen Glass.

- Clean the platen glass and the underside of the feeder.



### 3 Turning on the main power.

⇒ "Turning ON the Main Power," on p. 11

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## ■ Cleaning the Original Scanning Area

If originals which are fed from the feeder cannot be scanned properly, follow the procedure below.

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### 1 Press .

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### 2 Press [Adjustment/Maintenance] → [Maintenance] → [Original Scanning Area Cleaning Method].

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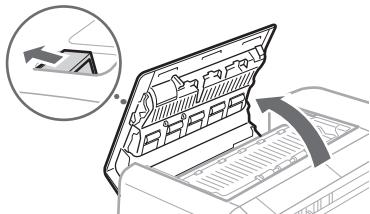
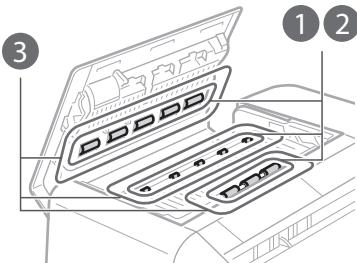
**3** Follow the cleaning instructions on the touch panel display.**■ Cleaning the Feeder**

If originals which are fed from the feeder become dirty, follow the cleaning procedure below. Clean with a cloth which is wrung after being dampened in water, and then clean with a soft and dry cloth. Use the provided glass cleaning cloth for simple cleaning.

**1 Shutting down the machine.**

► "Shutting Down the Machine," on p. 11

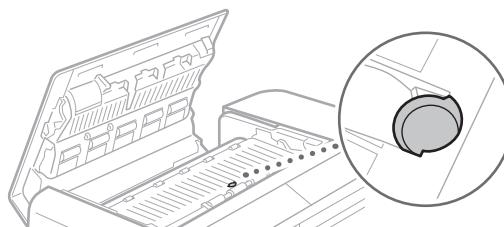
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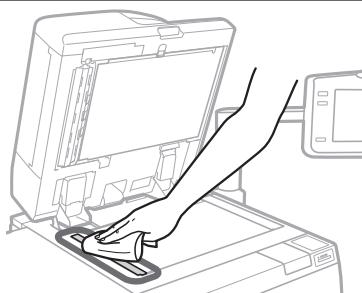
**2 Pull the lever, and open the feeder cover.****3 Clean the rollers and surrounding areas of them inside the feeder cover.**

- ① Wet a soft cloth with water and wring it out well, then wipe the rollers with it.
- ② Wipe the rollers with a soft and dry cloth.
- ③ If the surrounding areas of the rollers are very dirty, clean them out as well.

**IMPORTANT**

Make sure that no trash such as pieces of paper gets into the groove of the multiple sheet feed detection sensor. If trash does get in, remove it using a soft cloth.

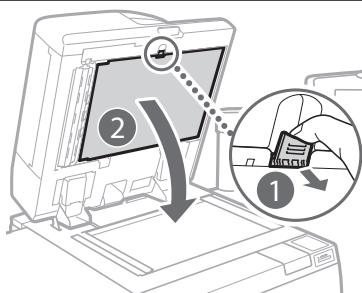
**4 Gently close the feeder cover.**



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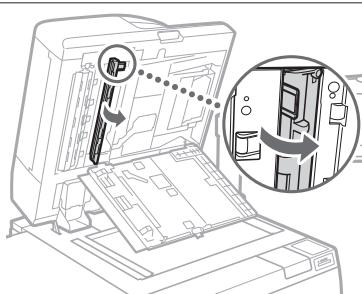
**5** Clean the original scanning area.

- Open the feeder and clean the original scanning area (thin glass strip).

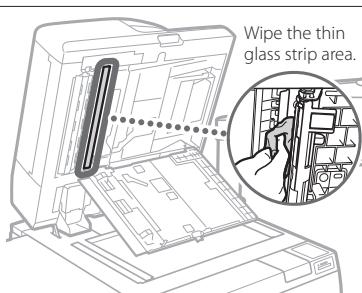


**6** Open the document scan cover.

- ① Pull the lever above the feeder.
- ② Open the document scan cover.



**7** Open the inside cover.



**8** Clean the original scanning area of the feeder.

Wipe the thin glass strip area.

**9** Close the inside cover and document scan cover in order, and then close the feeder.

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**10** Turning on the main power.

► "Turning ON the Main Power," on p. 11



## ■ Automatic Feeder Cleaning

If originals which are fed from the feeder become dirty, follow the procedure below.

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**1** Place 10 sheets of blank paper into the feeder.

- Use LTR plain paper.

---

**2** Press .

---

**3** Press [Adjustment/Maintenance] → [Maintenance] → [Clean Feeder].

---

**4** Press [Start].

## ■ Cleaning the Inside of the Main Unit

If output paper becomes dirty, follow the procedure below.

---

**1** Press .

---

**2** Press [Adjustment/Maintenance] → [Maintenance] → [Clean Inside Main Unit].

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**3** Press [Start].

### NOTE

- Similarly perform [Adjustment/Maintenance] → [Maintenance] → [Clean Wire] and [Adjustment/Maintenance] → [Maintenance] → [Clean Roller].
- Paper may be cleaned by performing [Adjustment/Maintenance] → [Maintenance] → [Clean Belt]. After loading three or more sheets of plain paper into the upper paper drawer of the main unit, perform the above procedure.

## ■ Refreshing the Fixing Belt

If streaks appear on the output paper, or gloss unevenness occurs in the high density area of the printed heavy paper, follow the procedure below.

**1** Press .

**2** Press [Adjustment/Maintenance] → [Maintenance] → [Refresh Fixing Belt].

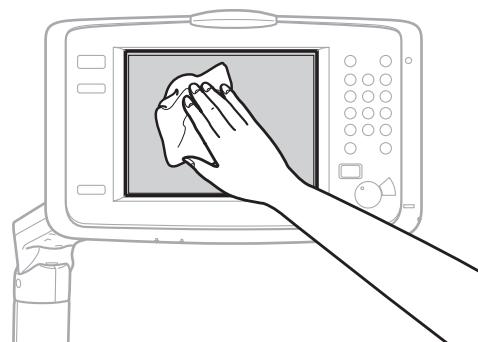
**3** Press [Start].

### NOTE

The fixing belt is refreshed automatically every several sheets of paper is printed. You can adjust the refresh frequency and time in [Fixing Roller Auto Refresh Level].

## ■ Cleaning the Touch Panel Display

Wipe the touch panel display with a cloth dampened in water or a mild cleaning agent, and then wipe with a soft, dry cloth.



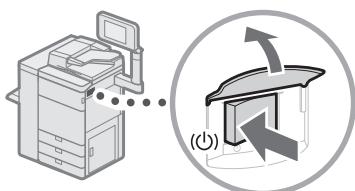
## ■ Inspection of the Breaker

This machine has a breaker that detects excess current or leakage current. Before testing the breaker, turn off the main power switch on this machine and check that the subsequent shutdown process is completed. Be sure to test the breaker about once a month.

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### 1 Turn OFF the main power.

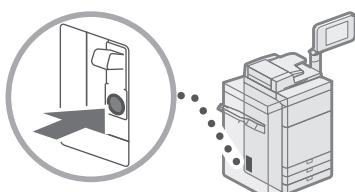
- Make sure that the main power is turned OFF, before inspecting the breaker.



---

### 2 Push the test button located on the rear of the machine.

- Push the test button with the tip of a ball-point pen or a similar object. Briefly push the test button.



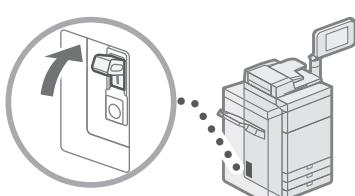
---

### 3 Confirm that the breaker lever is switched to the OFF position.

- If the breaker lever is not switched to the OFF position, repeat step 2. If the breaker lever is not switched to the OFF position, despite carrying out the above procedure two or three times, contact your local authorized Canon dealer.

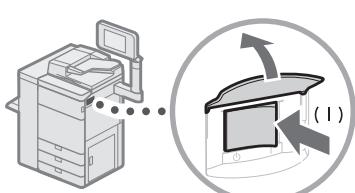
---

### 4 Switch the breaker lever to ON.



---

### 5 Turn ON the main power.



# Consumables

The following consumables are available for this machine. For more information, contact your local authorized Canon dealer. For information on using and storing consumables, see "Consumables," on p. 32.

## Paper

In addition to plain paper, other types of paper stock are available, such as recycled paper, color paper, transparencies/clear film (recommended for this machine), vellums, and labels. For high-quality printouts, use paper recommended by Canon.

## Toner

If a message prompting you to replace the toner cartridge appears on the touch panel display, replace the used toner cartridge with a new one. For information on how to replace the toner cartridge, see the User's Guide. For optimum print quality, using Canon genuine toner is recommended.



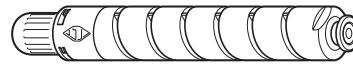
"Maintenance" > "Replacing the Toner Cartridge" in the User's Guide

### Supported Canon Genuine Toner

Canon imagePRESS Toner T01 Black  
Canon imagePRESS Toner T01 Cyan  
Canon imagePRESS Toner T01 Magenta  
Canon imagePRESS Toner T01 Yellow



Black Toner Cartridge



Cyan, Magenta, or Yellow Toner Cartridge



### Be careful of counterfeit toners

Please be aware that there are counterfeit Canon toners in the marketplace. Use of counterfeit toner may result in poor print quality or machine performance. Canon is not responsible for any malfunction, accident or damage caused by the use of counterfeit toner. For more information, see [global.canon/ctc](http://global.canon/ctc).

## Waste Toner Container

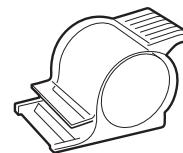
The waste toner is accumulated in the waste toner container, and when the container is nearly full, a message prompting you to replace the container appears on the touch panel display. For information on how to replace the waste toner container, see the User's Guide. Your local authorized Canon dealer will dispose of the used waste toner container.



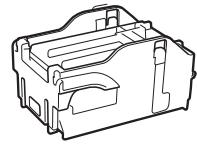
"Maintenance" > "Replacing the Waste Toner Container" in the User's Guide

## Staple Cartridge for the Stapler Unit

The Staple-N1/Staple Cartridge-X1 can be attached to the Staple Finisher-W PRO/Booklet Finisher-W PRO/Staple Finisher-AC\*/Booklet Finisher-AC\* for stapling. For information on how to replace the staple cartridge, see the User's Guide.



Staple-N1



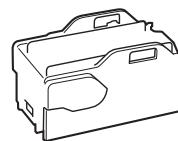
Staple Cartridge-X1

 "Maintenance" > "Replacing the Staple Cartridge (For Optional Products)" > "Replacing the Staple Cartridge in the Stapler Unit (Staple Finisher-W PRO/Booklet Finisher-W PRO)", "Replacing the Staple Cartridge in the Stapler Unit (Staple Finisher-AC/Booklet Finisher-AC)" in the User's Guide.

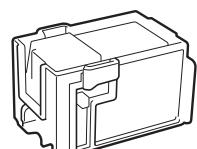
\* If you are using the imagePRESS C910, you cannot use the Staple Finisher-AC/Booklet Finisher-AC.

## Staple Cartridge for the Saddle Stitcher Unit

The Staple-P1/Staple Cartridge-Y1 can be attached to the Booklet Finisher-W PRO/Booklet Finisher-AC\* for saddle stitching. For information on how to replace the staple cartridge, see the User's Guide.



Staple-P1



Staple Cartridge-Y1

 "Maintenance" > "Replacing the Staple Cartridge (For Optional Products)" > "Replacing the Staple Cartridge in the Saddle Stitcher Unit (Booklet Finisher-W PRO)", "Replacing the Staple Case in the Saddle Stitcher Unit (Booklet Finisher-AC)" in the User's Guide.

\* If you are using the imagePRESS C910, you cannot use the Booklet Finisher-AC.

## Genuine Supplies

Canon has developed and manufactured Toner, Cartridge, and Parts specifically for use in this machine. For optimal print quality and for optimal machine performance and productivity, we recommend that you use Genuine Canon Toner, Cartridge, and Parts. Contact your Canon Authorized Dealer or Service Provider for Genuine Canon Supplies.



# Troubleshooting

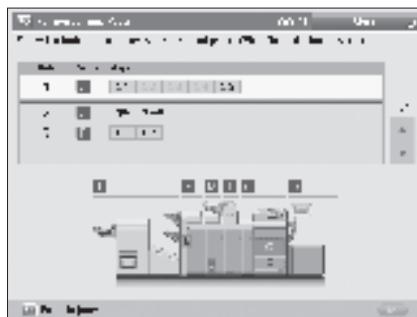
This section explains how to solve problems when paper jam occurs frequently or error messages are displayed. For information on the detailed procedures and precautions, see the User's Guide.



"Problem Solving" in the User's Guide

## ■ Clearing Paper Jams and Staple Jams

If a paper jam or staple jam occurs, follow the instructions displayed on the touch panel display to clear the jam. If you press [Close], you can continue operations, such as scanning originals, even if the jammed paper is not removed.



**Paper Jam screen**

The location of a paper jam is displayed with animations.



**Staple Jam screen**

The location of a staple jam and procedures for clearing the jam are displayed.

## ■ Reducing the Frequency of Paper Jams

If paper jams occur frequently, the following reasons may be the cause.

### There are torn pieces of paper left inside the machine.

As a result of pulling jammed paper out by force, torn pieces of paper may be left inside the machine.

- Remove all of the torn pieces.

### Paper which does not match with the setting is loaded.

- Make sure that the paper loaded in the paper drawer matches the paper size and type registered in [Paper Settings] in [Preferences].

⇒ "Registering Custom Paper Types," on p. 16

### Paper jams occur frequently only when using the specific custom paper.

The paper information may be registered incorrectly.

- Confirm the paper information settings for the paper you are using.



"Paper Type Management" in the User's Guide

## When an Error Message Is Displayed

If a malfunction occurs and the machine cannot operate normally, a screen shown on the right appears. If the machine cannot operate normally after turning the main power OFF and then ON, contact your local authorized Canon dealer.

► "Contacting Your Local Authorized Canon Dealer," on p. 28



### If a key for the Limited Functions mode is displayed:

If [Limited Functions Mode] is displayed, you can temporarily set the Limited Functions mode to continue to use some functions.



"Problem Solving" > "Service Call Message" in the User's Guide



### If a message is displayed on the bottom of the screen:

If an error message appears on the bottom of the screen, printing and scanning functions are restricted, but some functions may still be available.



"Problem Solving" > "Service Call Message" in the User's Guide



## ■ Contacting Your Local Authorized Canon Dealer

If you cannot operate the machine normally after turning the main power OFF and then ON, contact your local authorized Canon dealer by following the procedure below.

---

### 1 Note the error code.

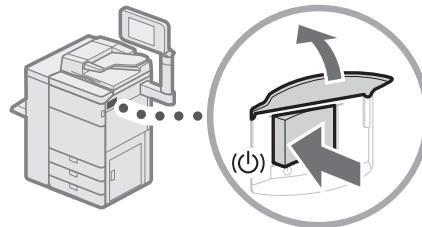
- Write down the error code "EXXXXX-XXXX".



---

### 2 Turn OFF the main power.

- Press the main power switch to the "○" side.



---

### 3 Remove the power plug from the power outlet.

---

### 4 Confirm the product name, and contact your local authorized Canon dealer.

## ■ If Memory Becomes Full

If memory becomes full during scanning, the following messages appear on the touch panel display. Follow the procedures on the screen, and then delete unnecessary files stored in the Mail Box and Fax/I-Fax Inbox to make more memory available.

**Scanning will be canceled because the memory is full. Do you want to print (send, store)\* the scanned pages?**

\* A part of the message differs, depending on the function used.

[Yes]: A job for the pages scanned into memory is processed. After processing the job, scan the remaining pages.

[No]: A job for the pages scanned into memory is canceled. Scan the whole pages again.

**Scanning will be canceled because the memory is full. Wait a moment, then try again.**

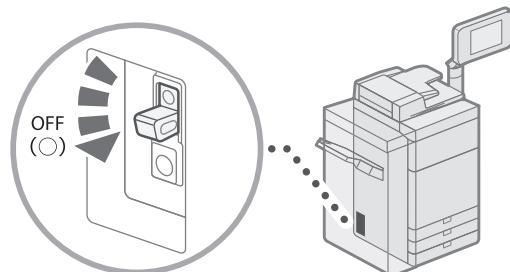
[OK]: Scan the whole pages again after the current operation is complete.

**Could not perform the operation because the memory is full.**

[OK]: Delete unnecessary data from memory, and then scan the whole pages again.

## ■ If the Main Power Does Not Turn ON

If the machine cannot operate when the main power is turned ON, check the breaker. If the breaker is switched to the OFF position, do not attempt to turn ON the breaker yourself, and be sure to contact your local authorized Canon dealer.



# Appendix

## Important Safety Instructions

This chapter describes important safety instructions for the prevention of injury to users of this machine and others, and damage to property. Read this chapter before using the machine, and follow the instructions to use the machine properly. Do not perform any operations not described in this manual. Canon will not be responsible for any damages resulting from operations not described in this manual, improper use, or repair or changes not performed by Canon or a third party authorized by Canon. Improper operation or use of this machine could result in personal injury and/or damage requiring extensive repair that may not be covered under your Limited Warranty.

### ⚠ WARNING

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

### ⚠ CAUTION

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

### ● IMPORTANT

Indicates operational requirements and restrictions. Be sure to read these items carefully to operate the machine correctly and avoid damage to the machine or property.

### Installation

To use this machine safely and comfortably, carefully read the following precautions and install the machine in an appropriate location.

### ⚠ WARNING

**Do not install in a location that may result in a fire or electrical shock**

- A location where the ventilation slots are blocked (too close to walls, beds, sofas, rugs, or similar objects)
- A damp or dusty location
- A location exposed to direct sunlight or outdoors
- A location subject to high temperatures
- A location exposed to open flames
- Near alcohol, paint thinners or other flammable substances

### Other warnings

- Do not connect unapproved cables to this machine. Doing so may result in a fire or electrical shock.
- Do not place necklaces and other metal objects or containers filled with liquid on the machine. If foreign substances come in contact with electrical parts inside the machine, it may result in a fire or electrical shock.
- If any foreign substance falls into this machine, unplug the power plug from the AC power outlet and contact your local authorized Canon dealer.

### ⚠ CAUTION

**Do not install in the following locations**

The machine may drop or fall, resulting in injury.

- An unstable location
- A location exposed to vibrations

### Other cautions

- Do not connect any unauthorized optional products to the outlet for connecting optional products, as this could result in a fire or smoke.
- When disconnecting the power cord, wait at least 5 seconds before connecting the power cord again.
- Excessive voltage drop may cause a malfunction or loss of data in the machine and computers.

### Leveling feet (only for products with leveling feet)

Do not remove the machine's leveling feet after the machine has been installed, as this may cause the machine to fall or tip over, resulting in personal injury.

### ● IMPORTANT

**Do not install in the following locations**

**Doing so may result in damage to the machine.**

- A location subject to temperature and humidity extremes, whether low or high
- A location subject to dramatic changes in temperature or humidity
- A location near equipment that generates magnetic or electromagnetic waves
- A laboratory or location where chemical reactions occur
- A location exposed to corrosive or toxic gases
- A location that may warp from the weight of the machine or where the machine is liable to sink (a carpet, etc.)

### Avoid poorly ventilated locations

This machine generates a slight amount of ozone and other emissions during normal use. These emissions are not harmful to health. However, they may be noticeable during extended use or long production runs in poorly ventilated rooms. To maintain a comfortable working environment, it is recommended that the room where the machine operates be appropriately ventilated. Also avoid locations where people would be exposed to emissions from the machine.

### Do not install in a location where condensation occurs

Water droplets (condensation) may form inside the machine when the room where the machine is installed is heated rapidly, and when the machine is moved from a cool or dry location to a hot or humid location. Using the machine under these conditions may result in paper jams, poor print quality, or damage to the machine. Let the machine adjust to the ambient temperature and humidity for at least 2 hours before use.

### Avoid installing the machine near computers or other precision electronic equipment.

Electrical interference and vibrations generated by the machine while printing can adversely affect the operation of such equipment.

**Avoid installing the machine near televisions, radios, or similar electronic equipment.**

The machine might interfere with sound and picture signal reception.

Insert the power plug into a dedicated power outlet, and maintain as much space as possible between the machine and other electronic equipment.

**In altitudes of above sea level 3,000 m or higher**

Machines with a hard disk may not operate properly when used at high altitudes of about 3,000 meters above sea level, or higher.

### If the operating noise concerns you

Depending on the use environment and operating mode, if the operating noise is of concern, it is recommended that the machine be installed in a place other than the office.

### Moving the Machine

If you intend to move the machine, even to a location on the same floor of your building, contact your local authorized Canon dealer beforehand. Do not attempt to move the machine yourself.

### Power Supply

### ⚠ WARNING

- Use only a power supply that meets the specified voltage requirements. Failure to do so may result in a fire or electrical shock.
- The machine must be connected to a socket-outlet with grounding connection by the provided power cord.
- Do not use power cords other than the one provided, as this may result in a fire or electrical shock.
- The provided power cord is intended for use with this machine. Do not connect the power cord to other devices.
- Do not modify, pull, forcibly bend, or perform any other act that may damage the power cord. Do not place heavy objects on the power cord. Damaging the power cord may result in a fire or electrical shock.
- Do not plug in or unplug the power plug with wet hands, as this may result in an electrical shock.
- Do not use extension cords or multi-plug power strips with the machine. Doing so may result in a fire or electrical shock.
- Do not wrap the power cord or tie it in a knot, as this may result in a fire or electrical shock.
- Insert the power plug completely into the AC power outlet. Failure to do so may result in a fire or electrical shock.
- Remove the power plug completely from the AC power outlet during a thunder storm. Failure to do so may result in a fire, electrical shock, or damage to the machine.
- Make sure that the power supply for the machine is safe, and has a steady voltage.
- Keep the power cord away from a heat source; failure to do this may cause the power cord coating to melt, resulting in a fire or electrical shock.

### Avoid the following situations:

If excessive stress is applied to the connection part of the power cord, it may damage the power cord or the wires inside the machine may disconnect. This could result in a fire.

- Connecting and disconnecting the power cord frequently.

- Tripping over the power cord.
- The power cord is bent near the connection part, and continuous stress is being applied to the power outlet or the connection part.
- Applying excessive force on the power plug.

### ⚠ CAUTION

Install this machine near the power outlet and leave sufficient space around the power plug so that it can be unplugged easily in an emergency.

### ● IMPORTANT

#### When connecting power

- Do not connect the power cord to an uninterruptible power source. Doing so may result in malfunction of or damage to the machine at power failure.
- If you plug this machine into an AC power outlet with multiple sockets, do not use the remaining sockets to connect other devices.
- Do not connect the power cord to the auxiliary AC power outlet on a computer.

#### Other precautions

Electrical noise may cause this machine to malfunction or lose data.

#### Handling

### ⚠ WARNING

- Immediately unplug the power plug from the AC power outlet and contact an authorized Canon dealer if the machine makes an unusual noise, emits an unusual smell, or emits smoke or excessive heat. Continued use may result in a fire or electrical shock.
- Do not disassemble or modify this machine. There are high-voltage and high-temperature components inside the machine. Disassembly or modification may result in a fire or electrical shock.
- Place the machine where children will not come in contact with the power cord and other cables or gears and electrical parts inside the machine. Failure to do so may result in unexpected accidents.
- Do not use flammable sprays near this machine. If flammable substances come into contact with electrical parts inside this machine, it may result in a fire or electrical shock.
- When moving this machine, be sure to turn OFF the power of this machine, and then unplug the power plug and interface cables. Failure to do so may damage the power cord or interface cables, resulting in a fire or electrical shock.
- When plugging or unplugging a USB cable when the power plug is plugged into an AC power outlet, do not touch the metal part of the connector, as this may result in an electrical shock.

#### If you are using a cardiac pacemaker

This machine generates a low level magnetic flux and ultrasonic waves. If you use a cardiac pacemaker and feel abnormalities, please move away from this machine and consult your physician immediately.

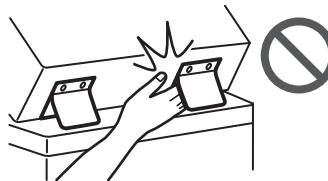
### ⚠ CAUTION

- Do not place heavy objects on this machine as they may fall, resulting in injury.
- For safety, unplug the power plug if the machine will not be used for a long period of time.

- Use caution when opening and closing covers to avoid injury to your hands.
- Keep hands and clothing away from the rollers in the output area. If the rollers catch your hands or clothing, this may result in personal injury.
- The inside of the machine and the output slot are very hot during and immediately after use. Avoid contact with these areas to prevent burns. Also, printed paper may be hot immediately after being output, so use caution when handling it. Failure to do so may result in burns.

#### Feeder

- Do not press down hard on the feeder when using the platen glass to make copies of thick books. Doing so may damage the platen glass and result in personal injury.
- Close the feeder gently to avoid catching your hands, as this may result in personal injury.
- Be careful not to put your hands or fingers into the feeder. Otherwise, you may be injured.



#### Finisher

- Do not place your hands in the part of the tray where stapling is performed (near the rollers), especially pay careful attention to the sharp staples, as this may result in personal injury.

#### Paper drawer

- Do not insert your hand into the machine while the paper drawer is removed, as this may result in personal injury.

#### Energy Saver key

- Press (Energy Saver) for safety when the machine will not be used for a long period of time, such as overnight. Also, turn OFF the main power switch, and disconnect the power cord for safety when the machine will not be used for an extended period of time, such as during consecutive holidays.

#### Laser Safety

This product is confirmed as a Class 1 laser product in IEC60825-1:2014 and EN60825-1:2014.

#### CLASS 1 LASER PRODUCT

#### LASER KLASSE 1

#### APPAREIL À LASER DE CLASSE 1

#### APPARECCHIO LASER DI CLASSE 1

#### PRODUCTO LÁSER DE CLASE 1

#### APARELHO A LASER DE CLASSE 1

#### LUOKAN 1 LASER-TUOTE

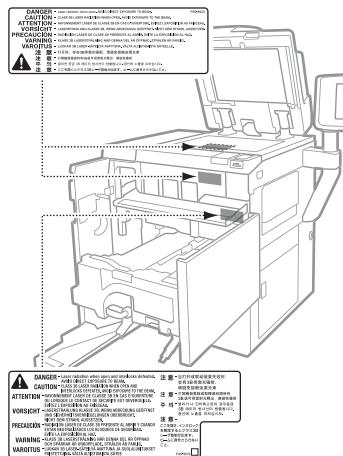
#### LASERPRODUKT KLASSE 1

The laser beam can be harmful to human bodies. Since radiation emitted inside the product is completely confined within protective housings and external covers, the laser beam cannot escape from the machine during any phase of user operation. Read the following remarks and instructions for safety.

- Never open covers other than those instructed in the manuals for this machine.

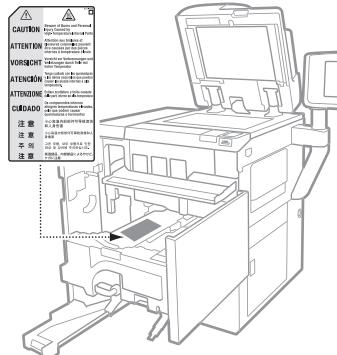
- If the laser beam should escape and enter your eyes, exposure may cause damage to your eyes.
- Use of controls, adjustments, or performance of procedures other than those specified in this manual may result in hazardous radiation exposure.

#### Laser Safety Caution



#### Fixing Unit

When removing jammed paper or when inspecting the inside of the machine, do not expose yourself to the heat emitted from the fixing unit and its surroundings for a prolonged period of time. Doing so may result in low temperature burns, even though you did not touch the fixing unit and its surroundings directly.



#### ● IMPORTANT

- Follow the caution instructions on labels and the like found on this machine.
- Do not subject the machine to strong shocks or vibration.
- Do not forcibly open and close doors, covers, and other parts. Doing so may result in damage to the machine.
- Do not turn the main power switch OFF or open the covers while the machine is in operation. This may result in paper jams.
- Use a modular cable that is shorter than 3 meters.
- Use a USB cable that is shorter than 3 meters.

## Safety-Related Symbols

- Power switch: "ON" position
- Power switch: "OFF" position
- Power switch: "STAND-BY" position
- ① Push-push switch ■ "ON" ■ "OFF"
- ⊕ Protective earthing terminal
- △ Dangerous voltage inside. Do not open covers other than instructed.
- △ CAUTION: Hot surface. Do not touch.
- Class II equipment
- △ Moving parts: Keep body parts away from moving parts
- △ CAUTION: An electrical shock may occur. Remove all the power plugs from the power outlet.
- △ There are sharp edges. Keep body parts away from sharp edges.

### [NOTE]

Some of symbols shown above may not be affixed depending on the product.

## Maintenance and Inspections

Clean this machine periodically. If dust accumulates, the machine may not operate properly. When cleaning, be sure to observe the following. If a problem occurs during operation, see "Problem Solving" in the User's Guide.

### ⚠ WARNING

- Before cleaning, turn OFF the power and unplug the power plug from the AC power outlet. Failure to do so may result in a fire or electrical shock.
- Unplug the power plug periodically and clean with a dry cloth to remove dust and grime. Accumulated dust may absorb humidity in the air and may result in a fire if it comes into contact with electricity.
- Use a damp, well wrung-out cloth to clean the machine. Dampen cleaning cloths with water only. Do not use alcohol, benzine, paint thinner, or other flammable substances. Do not use tissue paper or paper towels. If these substances come into contact with electrical parts inside the machine, they may generate static electricity or result in a fire or electrical shock.
- Check the power cord and plug periodically for damage. Check the machine for rust, dents, scratches, cracks, or excessive heat generation. Use of poorly-maintained equipment may result in a fire or electrical shock.

### ⚠ CAUTION

- The inside of the machine has high-temperature and high-voltage components. Touching these components may result in burns. Do not touch any part of the machine that is not indicated in the manual.
- When loading paper or removing jammed paper, be careful not to cut your hands with the edges of the paper.

## Consumables

### ⚠ WARNING

- Do not throw toner cartridges or waste toner containers into open flame, or do not store them or printing/copy paper in a place exposed to open flame. This may cause them to ignite, resulting in burns or fire.
- If you accidentally spill or scatter toner, carefully gather the toner particles together or wipe them up with a soft, damp cloth in a way that prevents inhalation. Never use a vacuum cleaner that does not have safeguards against dust explosions to clean up spilled toner. Doing so may cause a malfunction in the vacuum cleaner, or result in a dust explosion due to static discharge.

### ⚠ CAUTION

- Keep toner and other consumables out of the reach of small children. If these items are ingested, consult a physician immediately.
- If toner touches your clothes or skin, wash it away with water immediately. Do not use warm water, as this may cause toner to fix, resulting in a permanent stain.
- Do not dismantle the toner cartridge, as doing so may cause toner to fly out and enter your eyes or mouth. If toner gets into your eyes or mouth, wash them immediately with cold water and immediately consult a physician.
- If toner escapes from the toner cartridge, make sure not to ingest the toner or allow it to directly touch your skin. If toner touches your skin, wash it away with soap and water. If your skin still feels irritated after washing it or you ingest toner, consult a physician immediately.
- When pulling out the waste toner container, be careful not to let it fall. This may result in injury.

### ⚠ IMPORTANT

- Store toner cartridges in a cool location, away from direct sunlight.
- Do not store toner cartridges in an upright position.

## Notice

### Product Name

Safety regulations require the product's name to be registered. In some regions where this product is sold, the following name(s) in parentheses () may be registered instead.

imagePRESS C910/C810/C710/C710CA (F163000)

### FCC (Federal Communications Commission)

#### Users in the U.S.A.

Multi Function Printer, Model F163000

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 A digital device, pursuant to Part 15 of the FCC Rules, and

the limits for an ISM equipment, pursuant to Part 18 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment.

This equipment generates, uses, and can radiate, radio frequency energy and, if not installed and used in accordance with the Operator's Manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

If this equipment does cause harmful interference to other equipment, 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:

- Increase the separation between the equipment and other equipment.
- Connect the equipment into an outlet on a circuit different from that to which the other equipment is connected.
- Consult the dealer for help.

Use of shielded cables are required to comply with Class A limits in Subpart B of Part 15 of the FCC Rules.

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

If your equipment malfunctions, please contact your local authorized Canon dealer from whom you purchased the equipment (if under warranty), or with whom you have a servicing contract. If you are not sure who to contact, and have both purchased and are using the equipment in the U.S.A., please refer to the "SUPPORT" page on Canon U.S.A.'s Web site (<http://www.usa.canon.com>).

CANON U.S.A., INC  
One Canon Park, Melville, NY 11747, U.S.A.  
TEL No. 1-800-OK-CANON

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- Money Orders
- Food Stamps
- Certificates of Deposit
- Passports
- Postage Stamps (canceled or uncanceled)
- Immigration Papers
- Identifying Badges or Insignias

- Internal Revenue Stamps (canceled or uncanceled)
- Selective Service or Draft Papers
- Bonds or Other Certificates of Indebtedness
- Checks or Drafts Issued by Governmental Agencies
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The battery included with your product contains Perchlorate Material and may require special handling. See <http://www.dtsc.ca.gov/hazardouswaste/perchlorate/> for details.

## About This Manual

### Screens

Screens of the touch panel display used in this manual are those taken when the imagePRESS C910 has the following optional equipment attached to it:

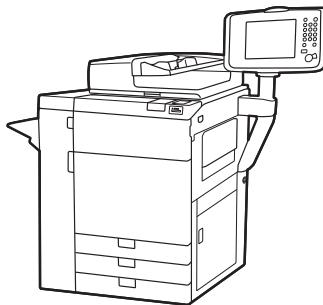
- Duplex Color Image Reader Unit-M
- Upright Control Panel-G
- Booklet Trimmer-F
- Booklet Finisher-W PRO
- Puncher Unit-BT
- Paper Folding Unit-J
- Document Insertion Unit-N
- POD Deck Lite-C

Note that functions that cannot be used depending on the model or options do not appear on the touch panel display.

### Illustrations

Illustrations used in this manual are those displayed when the imagePRESS C910 has the following optional equipment attached to it:

- Duplex Color Image Reader Unit-M
- Upright Control Panel-G
- Copy Tray-R



#### If your machine is of the model dedicated to printing only

The machine dedicated to printing only cannot be used for any other functions than printing. Although this Guide contains the descriptions of the functions and operations for copying, faxing, and scanning as well as printing, please read only the necessary descriptions to use your machine.

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available on a generally continuous basis; (ii) authorization by you to establish, and perform during the period of iWR activation, HTTPS communications using your network bandwidth for transmissions over the internet of use and service data accumulated by the Product, and (iii) authorization by you to store, analyze and use this data for purposes related to servicing the Product and for Product and iWR improvement.

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(ii) a representation that you have an internet connection and internal network bandwidth available for the Canon Server to download files to each of the Products receiving the CDS Service. Downloaded files may vary in size; some will be on the order of several hundred MB. The CDS Service Technology White Paper contains further details.

(iii) authorization by you for the Canon Seller to establish, and perform during the period of provision of Service, HTTPS/HTTP

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