Canon

imageCLASS
MF5500
Series

Basic Guide

imageCLASS MF5500 Series Basic Guide

Manuals for the Machine

The manuals for this machine are divided as follows. Please refer to them for detailed information. Depending on the system configuration and product purchased, some manuals may not be needed.

The guides with this symbol are printed manuals.

The guide with this symbol is a PDF manual included on the accompanying CD-ROM.
To view the PDF manual format, Adobe Reader/Adobe Acrobat Reader are necessary. If Adobe Reader/Adobe Acrobat Reader are not installed on your system, please download them from the Adobe Systems home-page.

Setting Up the Machine
Software Installation

Set-Up Sheet

Copying, Printing Instructions
Troubleshooting

Basic Guide (This Manual)

Fax Instructions
Troubleshooting
Only for the MF5550 model.

Facsimile Guide

Software Installation and Instructions
Troubleshooting

Software Guide

Model Name
- H12294 (imageCLASS MF5530)
- H12295 (imageCLASS MF5550)

The machine illustration on the cover may differ slightly from your machine.

How This Manual Is Organized

Chapter 1 Introduction

Chapter 2 Paper Handling

Chapter 3 Document Handling

Chapter 4 Printing from Your Computer

Chapter 5 Copying

Chapter 6 Scanning

Chapter 7 System Monitor

Chapter 8 Maintenance

Chapter 9 Troubleshooting

Chapter 10 Machine Settings

Chapter 11 Appendix

Includes the specifications of this machine and the index.

Considerable effort has been made to ensure that this manual is free of inaccuracies and omissions. However, as we are constantly improving our products, if you need an exact specification, please contact Canon.

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Preface

Thank you for purchasing the Canon imageCLASS MF5500 Series. Please read this manual thoroughly before operating the machine in order to familiarize yourself with its capabilities, and to make the most of its many functions. After reading this manual, store it in a safe place for future reference.

How to Use This Manual

Symbols Used in This Manual

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

WARNING	Indicates a warning concerning operations that may lead to death or injury to persons if not performed correctly. In order to use the machine safely, always pay attention to these warnings.
CAUTION	Indicates a caution concerning operations that may lead to injury to persons, or damage to property if not performed correctly. In order to use the machine safely, always pay attention to these cautions.
IMPORTANT	Indicates operational requirements and restrictions. Be sure to read these items carefully in order to operate the machine correctly, and to avoid damage to the machine.
NOTE	Indicates a clarification of an operation, or contains additional explanations for a procedure. Reading these notes is highly recommended.

Keys Used in This Manual

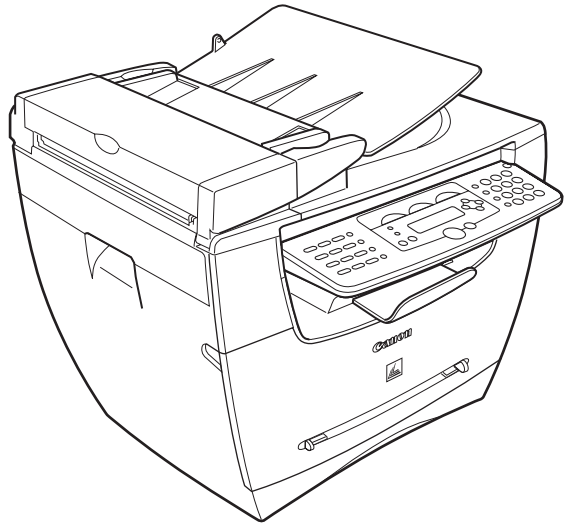
The following symbols and key names are a few examples of how keys to be pressed are expressed in this manual. The operation panel keys on the machine are indicated within brackets.

Start Press [Start].

Image Quality Press [Image Quality].

Illustrations Used in This Manual

Unless otherwise mentioned, illustrations used in this manual are those taken when no optional equipment is attached to the imageCLASS MF5550.



The model imageCLASS MF5550 is used for illustration purposes in this manual. When there is any difference between MF5530 and MF5550, it is clearly indicated in the text, e.g., "Only for the MF5550 model."

Legal Notices

FCC (Federal Communications Commission)

imageCLASS MF5530: Model H12294

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 an interference received, including interference that may cause undesired operation.

NOTE

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

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

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

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

Canon U.S.A. Inc.
One Canon Plaza, Lake Success, NY 11042, U.S.A.
TEL No. (516) 328-5600

Laser Safety

This product complies with 21 CFR Chapter 1 Subchapter J as a Class I laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968. Class I levels of laser radiation are not considered to be hazardous.

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. Do not remove protective housings or external covers, except as directed by this manual.

CDRH Regulations

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration implemented regulations for laser products on August 2, 1976. These regulations apply to laser products manufactured from August 1, 1976. Compliance is mandatory for products marketed in the United States.

CAUTION

Use of controls, adjustments or performance of procedures other than those specified in this manual may result in hazardous radiation exposure.

International Energy Star Program

EPA POLLUTION PREVENTER

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

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

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- Paper Money
- Money Orders
- Certificates of Deposit
- Postage Stamps (canceled or uncanceled)
- Identifying Badges or Insignias
- Selective Service or Draft Papers
- Checks or Drafts Issued by Governmental Agencies
- Motor Vehicle Licenses and Certificates of Title
- Travelers Checks
- Food Stamps
- Passports
- Immigration Papers
- Internal Revenue Stamps (canceled or uncanceled)
- Bonds or Other Certificates of Indebtedness
- Stock Certificates
- Copyrighted Works/Works of Art without Permission of Copyright Owner

Important Safety Instructions

Please read these "Important Safety Instructions" thoroughly before operating the machine. As these instructions are intended to prevent injury to the user or other persons or destruction of property, always pay attention to these instructions. Also, since it may result in unexpected accidents or injuries, do not perform any operation unless otherwise specified in the manual. 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.

Installation

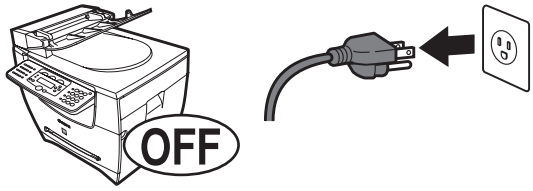
WARNING

Do not install the machine near alcohol, paint thinner, or other flammable substances. If flammable substances come into contact with electrical parts inside the machine, it may result in a fire or electrical shock.

Do not place the following items on the machine. If these items come into contact with a high-voltage area inside the machine, it may result in a fire or electrical shock. If these items are dropped or spilled inside the machine, immediately disconnect the power cord from the power outlet. Then, contact Canon Authorized Service Facilities or the Canon Customer Care Center.

- Necklaces and other metal objects

- Cups, vases, flowerpots, and other containers filled with water or liquids



CAUTION

Do not install the machine in unstable locations, such as unsteady platforms or inclined floors, or in locations subject to excessive vibrations, as this may cause the machine to fall or tip over, resulting in personal injury.

Never block the ventilation slots and louvers on the machine. These openings are provided for proper ventilation of working parts inside the machine. Blocking these openings can cause the machine to overheat. Never place the machine on a soft surface, such as a sofa or rug.

Do not install the machine in the following locations:

- **A damp or dusty location**
- **A location near water faucets or water**
- **A location exposed to direct sunlight**
- **A location subject to high temperatures**
- **A location near open flames**
- **A location near devices that contain magnets or generate magnetic fields, such as speakers**

Avoid poorly ventilated locations.
During use, the machine generates ozone. However, the amount of ozone generated is not enough to affect the human body. Nevertheless, if the machine is used for a prolonged period of time in a poorly ventilated room, or when making a large quantity of prints, be sure to ventilate the room to make the working environment as comfortable as possible.

Make sure the machine is approximately 4" (10 cm) away from walls and other equipment for proper ventilation.

Make sure the location is not affected by extreme temperature changes, and always stays between 59°F and 81°F (15°C and 27°C).

Make sure the relative humidity of the area is between 20% and 80%.

Do not use or store the machine outdoors.

Power Supply

WARNING

Do not damage or modify the power cord. Also, do not place heavy objects on the power cord, or pull on or excessively bend it, as this could cause electrical damage and result in a fire or electrical shock.

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.

Do not connect or disconnect the power cord with wet hands, as this may result in electrical shock.

Do not connect the power cord to a multiplug power strip, as this may cause a fire or electrical shock.

Do not bundle up or tie the power cord in a knot, as this may result in a fire or electrical shock.

Insert the power plug completely into the power outlet, as failure to do so may result in a fire or electrical shock.

Do not use power cords other than the power cord provided, as this may result in a fire or electrical shock.

As a general rule, do not use extension cords. Using an extension cord may result in a fire or electrical shock. If an extension cord must be used, however, use one rated for voltages of 120 V AC and over, untie the cord binding, and insert the power plug completely into the extension cord outlet to ensure a firm connection between the power cord and the extension cord.

CAUTION

Do not use power supplies with voltages other than those specified herein, as this may result in a fire or electrical shock.

Always grasp the power plug when disconnecting the power cord. Pulling on the power cord may expose or snap the core wire, or otherwise damage the power cord. If the power cord is damaged, this could cause current to leak, resulting in a fire or electrical shock.

Leave sufficient space around the power plug so that it can be unplugged easily. If objects are placed around the power plug, you will be unable to unplug it in an emergency.

During electrical storms, disconnect the telephone line and unplug the power cord from the power outlet. Electrical storms may cause damage to the machine and result in a fire or electrical shock.

IMPORTANT

If dust accumulates around the plug of the power cord when it is connected to a power outlet, unplug the machine and wipe the plug with a clean, dry cloth.

Do not plug the machine into the same circuit with appliances such as an air conditioner, television or copier. These devices generate an electrical noise, and may interfere with your machine's operation.

Unplug the machine in the following conditions:

- When the power cord or plug is damaged or frayed.
- If liquid has spilled into the machine.
- If the machine has been exposed to rain or water.
- If the machine does not operate normally when you have followed the instructions in the guides included with your machine. Adjust only those controls that are covered by the instructions in the guides since improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
- If the machine has been dropped or damaged.
- If the machine exhibits a distinct change in performance, indicating a need for servicing.

Handling

WARNING

Do not attempt to disassemble or modify the machine. There are high-temperature and high-voltage components inside the machine which may result in a fire or electrical shock.

If the machine makes strange noises, or gives off smoke, heat, or strange smells, immediately disconnect the power cord from the power outlet. Then, contact Canon Authorized Service Facilities or the Canon Customer Care Center. Continued use of the machine in this condition may result in a fire or electrical shock.

Do not use highly flammable sprays near the machine. If gas from these sprays comes into contact with the electrical components inside the machine, it may result in a fire or electrical shock.

To avoid damage to the power cord and creating a fire hazard, always disconnect the power cord and the interface cable when moving the machine. Otherwise, the power cord or interface cable may be damaged, resulting in a fire or electrical shock.

Do not drop paper clips, staples, or other metal objects inside the machine. Also, do not spill water, liquids, or flammable substances (alcohol, benzene, paint thinner, etc.) inside the machine. If these items come into contact with a high-voltage area inside the machine, it may result in a fire or electrical shock. If these items are dropped or spilled inside the machine, immediately disconnect the power cord from the power outlet. Then, contact Canon Authorized Service Facilities or the Canon Customer Care Center.

CAUTION

Do not place heavy objects on the machine, as they may tip over or fall resulting in personal injury.

Disconnect the power cord for safety when the machine will not be used for an extended period of time, such as during consecutive holidays.

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.

Close the ADF or the platen glass cover gently to avoid catching your hand. Failing to do so may result in personal injury.

Do not press down hard on the platen glass cover when using the platen glass to scan a thick book. This may damage the platen glass and/or result in personal injury.

Do not subject the machine to strong physical shock or vibration.

Unplug the machine before moving it.

Do not lift the machine by any of its attachments.

If the machine exhibits a distinct change in performance, this indicates a need for servicing.

Maintenance and Inspections

WARNING

When cleaning the machine, disconnect the power cord. Failure to observe these steps may result in a fire or electrical shock.

Disconnect the power cord from the power outlet regularly, and clean the area around the base of the power plug's metal pins and the power outlet with a dry cloth to ensure that all dust and grime is removed. If the power cord is connected for a long period of time in a damp, dusty, or smoky location, dust can build up around the power plug and become damp. This may cause a short circuit and result in a fire.

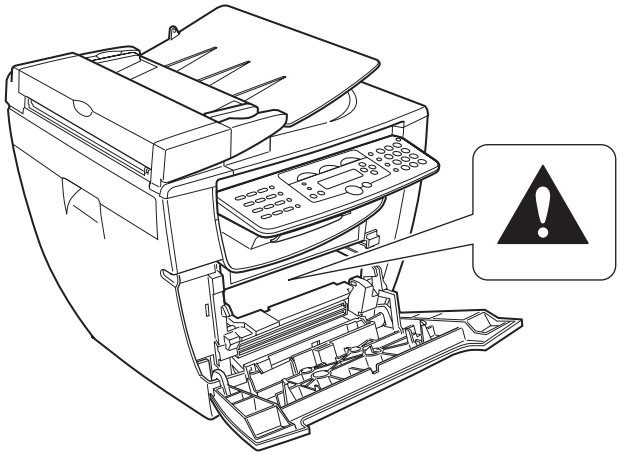
Clean the machine using a slightly dampened cloth with a mild detergent mixed with water. Do not use alcohol, benzene, paint thinner, or other flammable substances. Check detergent for flammability prior to use. If flammable substances come into contact with a high-voltage area inside the machine, it may result in a fire or electrical shock.

There are some areas inside the machine which are subject to high-voltages. When removing jammed paper or when inspecting the inside of the machine, do not allow necklaces, bracelets, or other metal objects to touch the inside of the machine, as this may result in burns or electrical shock.

Do not burn or throw used toner cartridges into open flames, as this may cause the toner remaining inside the cartridge to ignite, resulting in burns or a fire.

CAUTION

The toner fixing unit and its surroundings inside the machine may become hot during use. When removing jammed paper or when inspecting the inside of the machine, do not touch the toner fixing unit and its surroundings, as doing so may result in burns or electrical shock.



When removing jammed paper or replacing the toner cartridge, take care not to allow the toner to come into contact with your hands or clothing, as this will dirty your hands or clothing. If they become dirty, wash them immediately with cold water. Washing them with warm water will set the toner, and make it impossible to remove the toner stains.

When removing paper which has become jammed inside the machine, remove the jammed paper gently to prevent the toner on the paper from scattering and getting into your eyes or mouth. If the toner gets into your eyes or mouth, wash them immediately with cold water and immediately consult a physician.

When loading paper or removing jammed documents or paper, take care not to cut your hands on the edges of the documents or paper.

When removing a used toner cartridge from the machine, remove the cartridge carefully to prevent the toner from scattering and getting into your eyes or mouth. If the toner gets into your eyes or mouth, wash them immediately with cold water and immediately consult a physician.

Consumables

WARNING

Do not burn or throw used toner cartridges into open flames, as this may cause the toner remaining inside the cartridges to ignite, resulting in burns or a fire.

Do not store toner cartridges or copy paper in places exposed to open flames, as this may cause the toner or paper to ignite, resulting in burns or a fire.

When discarding used toner cartridges, put the cartridges in a bag to prevent the toner remaining inside the cartridges from scattering, and dispose of them in a location away from open flames.

CAUTION

Keep toner and other consumables out of the reach of small children. If these items are ingested, consult a physician immediately.

Other Warnings

WARNING

For cardiac pacemaker users:
This product generates a low level magnetic field. If you use a cardiac pacemaker and feel abnormalities, please move away from the product and consult a physician.

CAUTION

Follow all warnings and instructions marked on the machine.

Introduction

1

CHAPTER

This chapter describes the main components, the operation panel and the standby display of the machine. It also explains how to set the energy saver function.

Customer Support

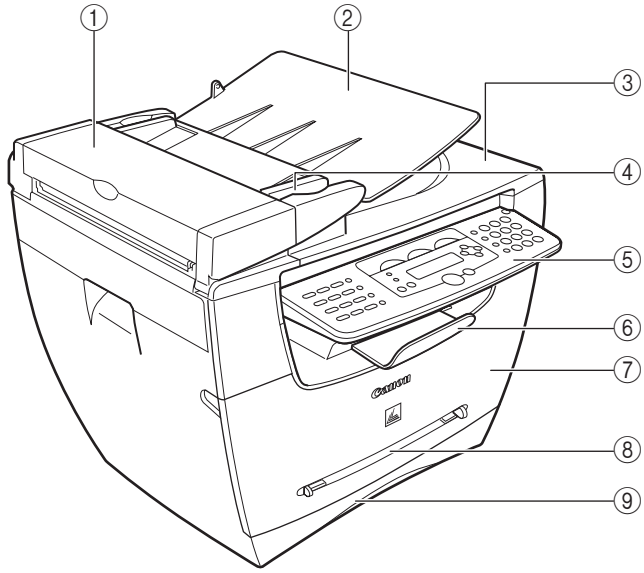
Your machine is designed with the latest technology to provide trouble-free operation. If you encounter a problem with the machine's operation, try to solve it by using the information in Chapter 9, "Troubleshooting." If you cannot solve the problem or if you think your machine needs servicing, contact Canon Authorized Service Facilities or the Canon Customer Care Center.

Main Components of the Machine

This section describes the main components of the machine.

■ MF5550

Front View



① ADF (Automatic Document Feeder)
Holds documents and feeds them automatically into the scanning unit.

② Document feeder tray
Place documents.

③ Document output tray
Documents come out here.

④ Slide guide
Adjust to the width of documents.

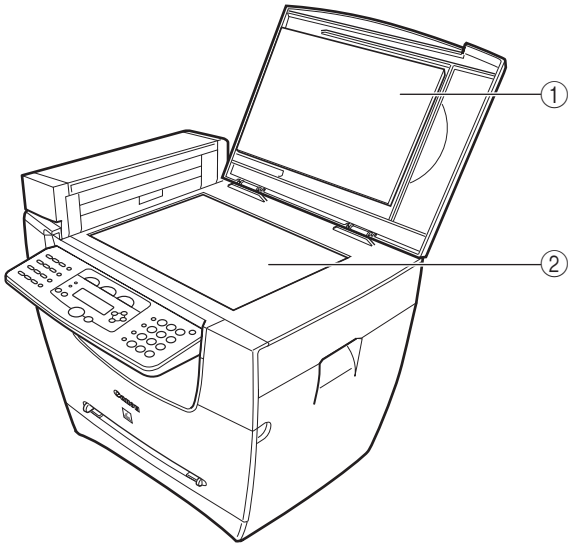
⑤ Operation panel
Controls the machine.

⑥ Output tray
Outputs printouts.

⑦ Front cover
Open it when you install the cartridge, or remove jammed paper.

⑧ Multi-purpose feeder
Used when printing paper one by one manually.

⑨ Cassette
Holds the paper supply.



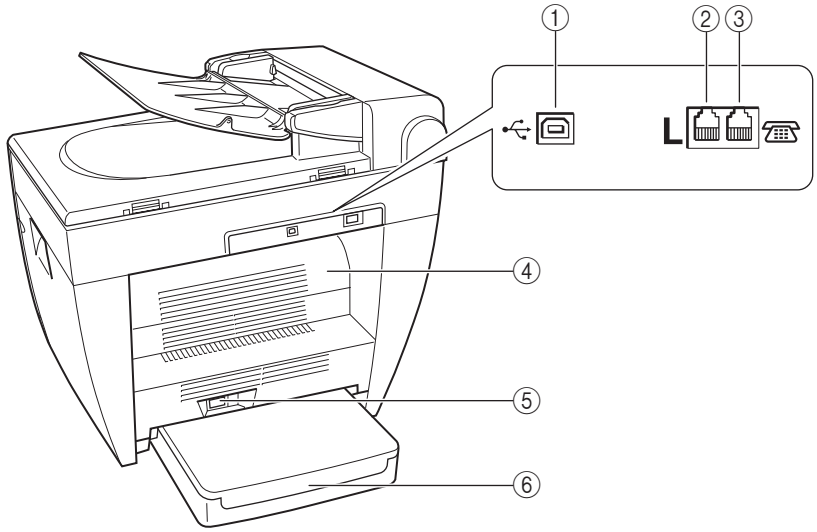
① Platen glass cover

Open it when you place documents on the platen glass for copying or scanning.

② Platen glass

Place documents.

Rear View



① USB port

Connect the USB (Universal Serial Bus) cable.

② Telephone line jack

Connect the telephone cable.
(Only for the MF5550 model.)

③ External device jack

Connect an external device.
(Only for the MF5550 model.)

④ Face up cover

Open it when you output paper face up, or remove jammed paper.

⑤ Power socket

Connect the power cord.

⑥ Extension cover

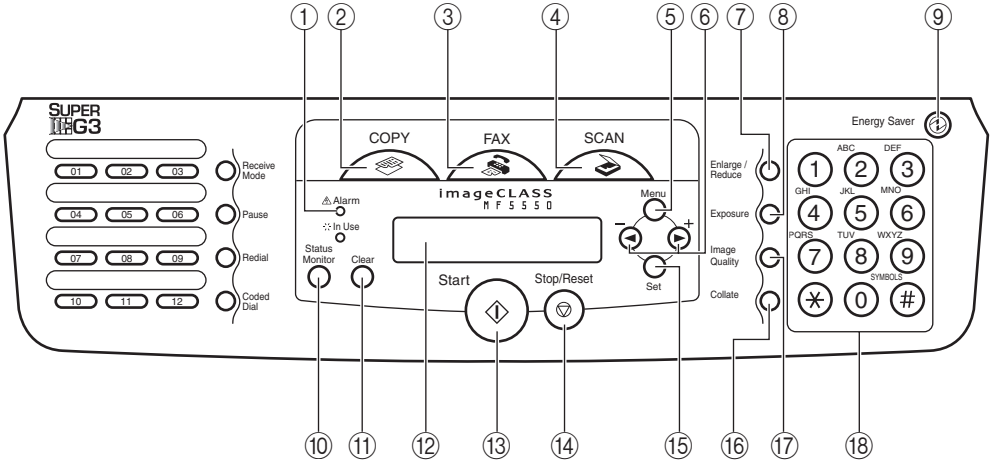
Protects paper supply in the cassette from dirt and dust.

Operation Panel

This section describes keys used when making copies, scanning and setting the Menu.

For keys not described here, see Chapter 1, "Introduction," in the *Facsimile Guide*.

■ MF5550



① Alarm indicator

Flashes red when the machine has a problem such as a paper jam. (The error message is displayed in the LCD.)

② COPY key

Switches the standby display to the Copy mode.

③ FAX key

Switches the standby display to the Fax mode.

④ SCAN key

Switches the standby display to the Scan mode, and starts scanning.

⑤ Menu key

Customizes the way your machine operates.

⑥ ◀ (–), ▶ (+) keys

Scroll through the selections so you can see other settings.

⑦ Enlarge/Reduce key

Sets an enlargement or reduction ratio of the copy.

⑧ Exposure key

Adjusts the copy exposure.

⑨ Energy Saver key

Sets or cancels the energy saver mode manually. The key lights green when the energy saver mode is set, and goes off when the mode is canceled.

⑩ Status Monitor key

Checks the status of print and fax jobs.

⑪ Clear key

Clears an entry in the LCD.

⑫ LCD

Displays messages and prompts during operation. Also displays selections, text, and numbers when specifying settings.

⑬ Start key

Starts copying.

⑭ Stop/Reset key

Cancels copying and other operations, and returns to the standby display.

⑮ Set key

Determines the contents you set or register.

⑯ Collate

Sorts copies in order of pages.

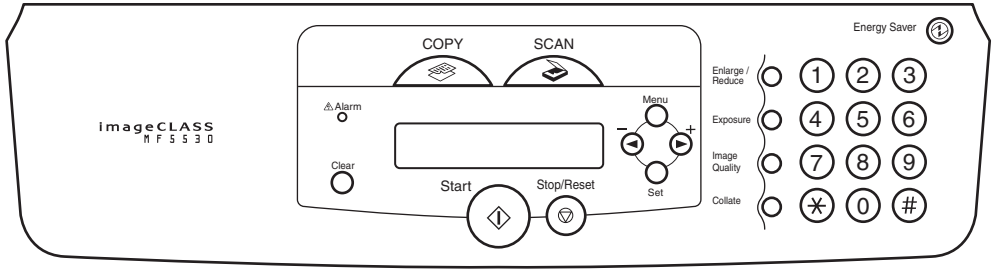
⑰ Image Quality key

Adjusts the quality of printout.

⑱ Numeric keys

Enter copy quantity and other numerical values.

■ MF5530

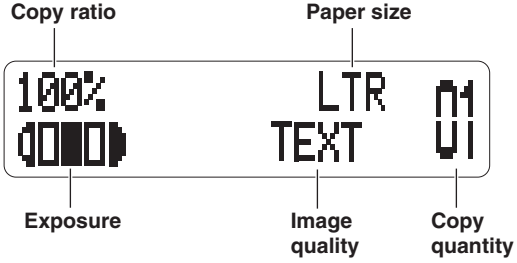


Standby Display

The standby display differs depending on which mode is selected.

The standby display in the Copy or Scan mode is as follows:

■ Copy Mode



■ Scan Mode

NOTE

When the machine is plugged in, the LCD displays <PLEASE WAIT> for a while, then the standby display appears.

The standby display in the Fax mode appears only with the MF5550 model. (See Chapter 1, "Introduction," in the *Facsimile Guide*.)

Energy Saver Mode

This machine provides an energy saver function. When no operations are performed for about 5 minutes, the machine automatically enters the energy saver mode.

NOTE

The time until the machine enters the energy saver mode can be specified in a range of 3 minutes to 30 minutes. You can also turn off the energy saver function. For details on the energy saver mode settings, see <4. ENERGY SVR TIME> of "Menu Descriptions," on p. 10-4.

The energy saver function does not activate when the machine is in the following conditions:

- When printing out copies, faxes* or other pages
- When sending or receiving faxes*
- When scanning
- While a copy job is saved in the memory or when the collate copy or other functions are operating
- When paper jams occur
- When an error code appears and the Alarm indicator flashes
- When no paper is loaded in the cassette or multi-purpose feeder
- When <PRESS SET KEY> is displayed
  *Only for the MF5550 model.

The machine will be restored from the energy saver mode in the following conditions:

- When receiving print jobs from your computer
- When receiving faxes*
- When you load documents in the ADF
- When you pick up the handset of the telephone connected to the machine*
- When receiving a call*
  *Only for the MF5550 model.

Setting the Energy Saver Mode Manually

1 Press [Energy Saver].

The LCD is turned off and the Energy Saver key lights up.

NOTE

Right after the machine is restored from the energy saver mode, or right after copying finishes, wait about 2 seconds before pressing [Energy Saver].

Restoring from the Energy Saver Mode Manually

1 Press [Energy Saver].

The Energy Saver key goes off and the machine enters the standby mode.

NOTE

The machine can be restored from the energy saver mode immediately. However, it may vary according to room temperature and circumstances.

Paper Handling

2
CHAPTER

This chapter describes the print media you can use with this machine, how to load them, and where to print out the documents.

Print Media Requirements

For high-quality copies, we recommend using paper and transparencies recommended by Canon. Some types of paper available at office supply stores may not be suitable for this machine. If you have any questions about paper and transparencies, contact Canon Authorized Service Facilities or the Canon Customer Care Center.

■ Paper Storage

In order to prevent paper jams, follow this procedure below:

To prevent moisture buildup, store remaining paper wrapped tightly in its original package. Store paper in a dry location, out of direct sunlight.

To prevent curling, store paper flat, not upright.

If the paper is curled, uncurl it before loading it in the cassette or multi-purpose feeder. Failure to do so will cause paper creases and a paper jam.

■ Unacceptable Paper

Do not copy on the following types of copy stock. Doing so may result in paper jams.

Severely curled or wrinkled paper

Transparencies designed for full-color copiers or printers

Paper which has already been copied using a digital full-color copier (Do not copy on the reverse side.)

Paper which has been printed on using a thermal transfer printer (Do not copy on the reverse side.)

IMPORTANT

Never attempt to make copies on full-color transparencies. Doing so may result in product malfunction.

■ Acceptable Paper

	Cassette/Multi-Purpose Feeder
Paper Size	LTR, LGL, EXECUTIVE, A4, B5 Envelope: COM10, MONARCH, DL, ISO-C5 Free Size (Multi-purpose feeder): 8 1/2" 14" (216 mm 356 mm) [max.]/3" 5" (76 mm 127 mm) [min.]
Paper Weight	17 lb to 34 lb (64 g/m ^{2} to 128 g/m^2)
Paper Type	Plain paper, Heavy paper, Transparency, Label*, Envelope

* A label that can be loaded in the cassette is a standard type (label standard card) only.

NOTE

The printing speed may become slower than usual depending on the paper size, the paper type, and the number of sheets you specify.
This is because the machine's safety function works to prevent the failure due to heat.

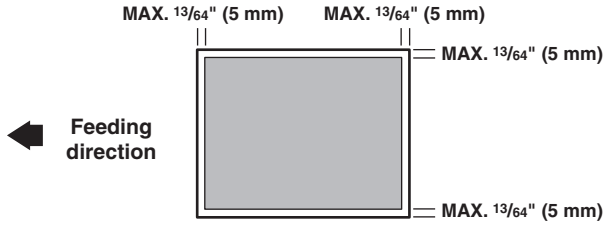
Some types of paper may not feed properly into the cassette or the multi-purpose feeder.

Printing Areas

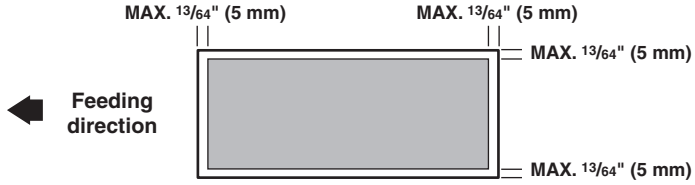
Please note that the term "printing area" represents both the recommended area for optimum print quality and the entire area where the machine can technically print from your computer.

Printing area (light shade): Canon recommends that you print within this area.

■ Paper



■ Envelope



NOTE

Copying areas are a little larger than printing areas.

Loading Paper

This section describes how to load paper in the cassette and the multi-purpose feeder.

CAUTION

When loading paper, take care not to cut your hands on the edges of the paper.

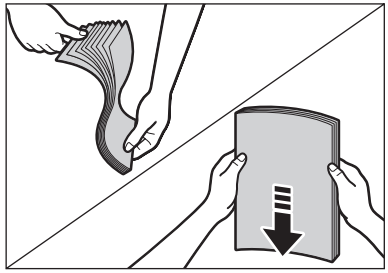
NOTE

The paper in the multi-purpose feeder is fed prior to the paper in the cassette.

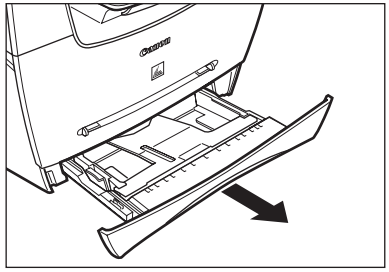
The cassette holds up to approximately 250 sheets of 17 lb (64 g/m^2) paper or approximately 20 envelopes.

Loading Paper in the Cassette

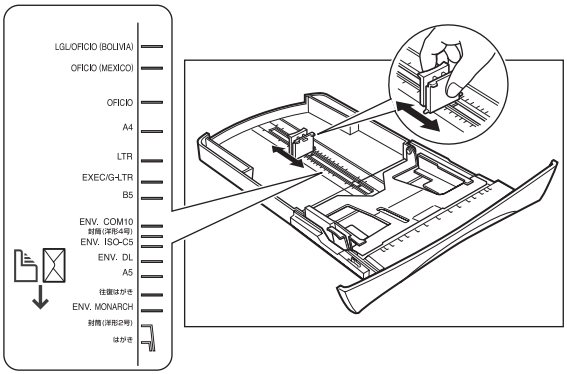
1 **Fan the paper stack first, then tap the edges on a flat surface to even the stack.**



2 **Pull out the cassette completely.**



3 Pinch and slide the length slide guide to fit the size of the paper stack you want to load.

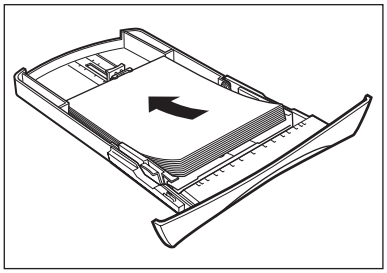


IMPORTANT

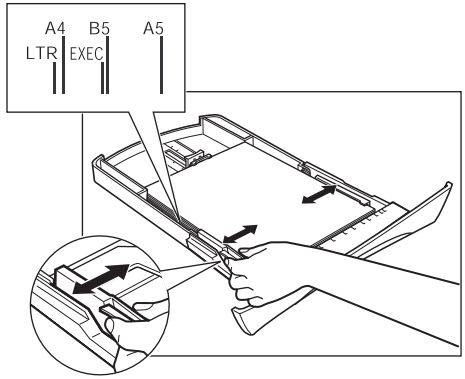
If the slide guides are not adjusted correctly for the size of the paper, the quality of your printouts may be adversely affected.

4 Load the paper stack in the cassette with the print side down.

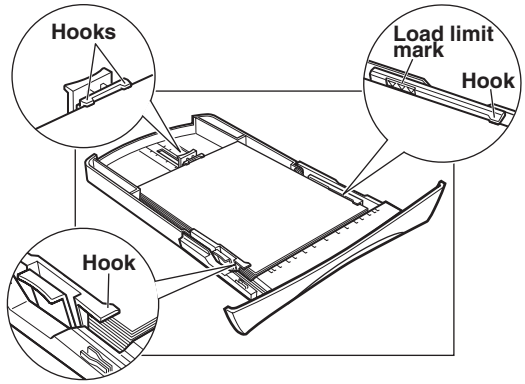
When you load paper with a logo on, position the paper with the print side down (logo side) and load it so that the top of the paper feeds first in the cassette.



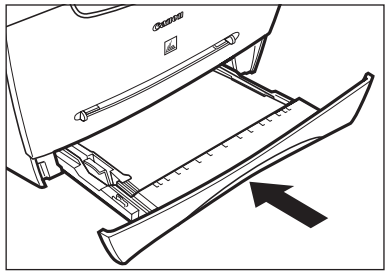
5 Pinch and slide the width slide guides to fit the paper stack.



Make sure the paper stack does not exceed the load limit mark.



6 Insert the cassette into the machine.



NOTE

If you do not completely insert the cassette into the machine, paper jams may occur.

7 Specify the paper size.

- ❑ Press [Menu] → [◀] or [▶] to select <COMMON SETTINGS> → press [Set].
- ❑ Press [◀] or [▶] to select <PAPER SETTINGS> → press [Set] → [◀] or [▶] to select <PAPER SIZE> → press [Set].
- ❑ Press [◀] or [▶] to select the appropriate paper size (LTR, LGL, EXECUTIV, A4, B5, ENVELOPE, or FREE SIZE) → press [Set].

IMPORTANT

Do not load different size and type of paper at the same time.

Do not load extra paper when there is still paper left in the cassette.
If you load extra paper while making copies, remove the loaded paper first.
Then put it together with the extra paper and tap the edges. After that, reload it in the cassette.

NOTE

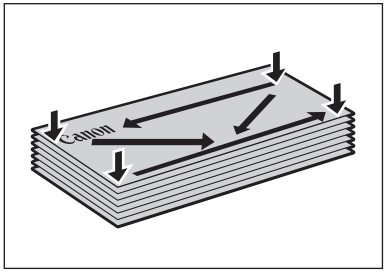
Select [ENVELOPE] for envelopes. For details on loading envelopes in the cassette, see "Loading Envelopes in the Cassette," on p. 2-7.

Do not select [FREE SIZE] for the paper loaded in the cassette. For information on how to use non-standard size paper, see "Loading Paper in the Multi-Purpose Feeder," on p. 2-11, or "Loading an Envelope in the Multi-Purpose Feeder," on p. 2-13.

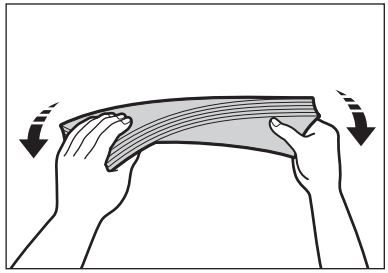
Loading Envelopes in the Cassette

1 Arrange the stack of envelopes on a firm, clean surface, and press down firmly on the edges to make the folds crisp.

Press all the way around the envelopes to remove any curls and expel air from inside the envelopes. Also, press firmly on the area that corresponds to the edges of the back flap.

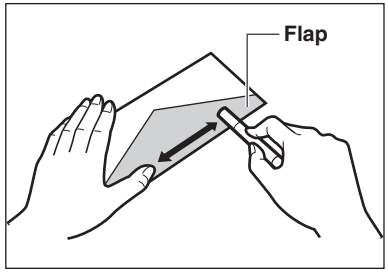


2 **Remove any curling from the envelopes by holding the edges diagonally and bending them gently.**



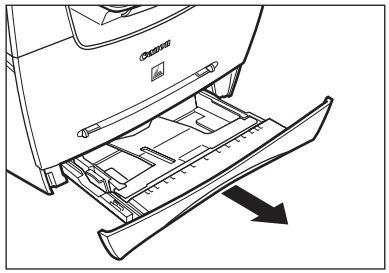
3 **Run a pen or other rounded object along the back flaps to flatten them.**

The flaps should not bulge more than 13/64" (5 mm).

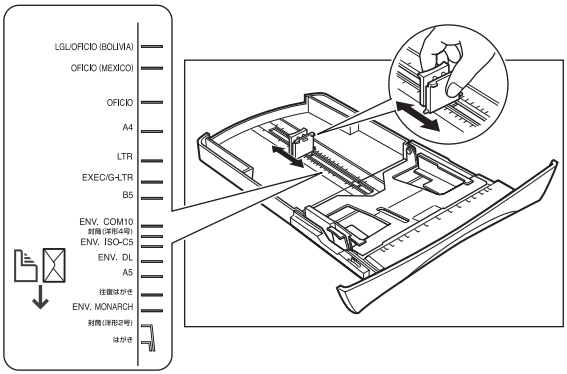


4 **Tap the edges on a flat surface to even the envelopes.**

5 **Pull out the cassette completely.**



6 Pinch and slide the length slide guide to fit the size of the envelopes you want to load.

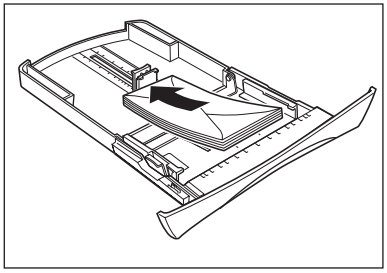


IMPORTANT

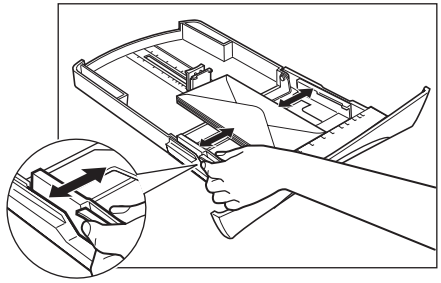
If the slide guides are not adjusted correctly for the size of the envelopes, the quality of your printouts may be adversely affected.

7 Load the envelopes in the cassette with the print side down and the right edge (i.e., closer to the stamp) first.

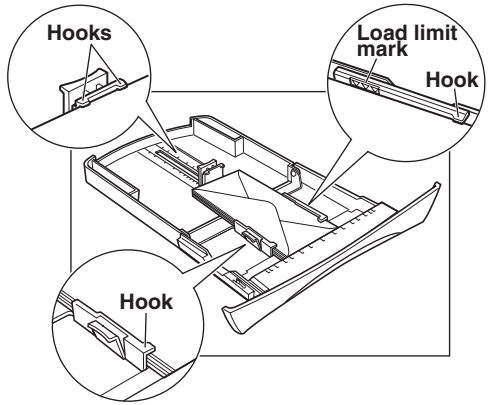
If the envelope to be loaded has a flap on the short edge, this edge must enter the machine first. Not loading it this way will result in a paper jam.



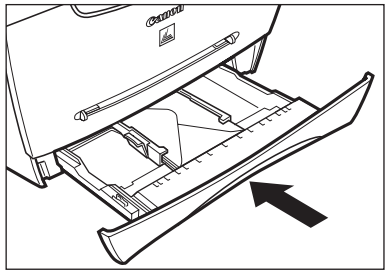
8 Pinch and slide the width slide guides to fit the envelopes.



Make sure the envelopes do not exceed the load limit mark.



9 Insert the cassette into the machine.



NOTE

If you do not completely insert the cassette into the machine, paper jams may occur.

10 Specify the paper size.

- ❑ Press [Menu] → [◀] or [▶] to select <COMMON SETTINGS> → press [Set].
- ❑ Press [◀] or [▶] to select <PAPER SETTINGS> → press [Set] → [◀] or [▶] to select <PAPER SIZE> → press [Set].
- ❑ Press [◀] or [▶] to select <ENVELOPE> → press [Set] → [◀] or [▶] to select the envelope type (COM10, MONARCH, DL, or ISO-C5) → press [Set].

11 Specify the paper type.

- ❑ Press [Menu] → [◀] or [▶] to select <COMMON SETTINGS> → press [Set].
- ❑ Press [◀] or [▶] to select <PAPER SETTINGS> → press [Set] → [◀] or [▶] to select <PAPER TYPE> → press [Set].
- ❑ Press [◀] or [▶] to select <HEAVY PAPER> or <HEAVY PAPER H>* → press [Set].

* If print fixing is not sufficient when printed with <HEAVY PAPER> selected, select <HEAVY PAPER H>.

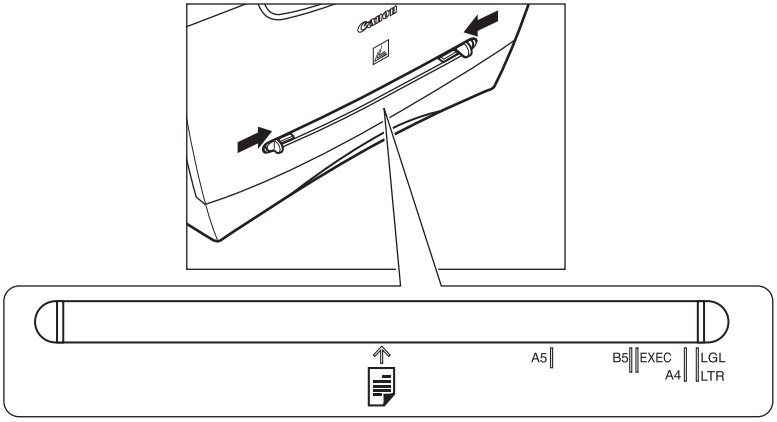
Loading Paper in the Multi-Purpose Feeder

Use the multi-purpose feeder when you want to copy or print on the different paper which is in the cassette. Load paper one by one in the multi-purpose feeder.

NOTE

The paper in the multi-purpose feeder is fed prior to the paper in the cassette.

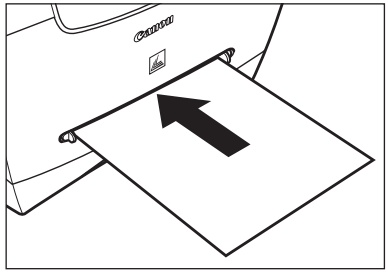
1 Slide the slide guides to fit the size of the paper you want to load.



IMPORTANT

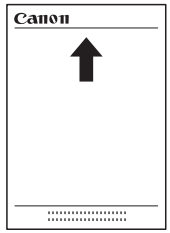
If the slide guides are not adjusted correctly for the size of the paper, the quality of your printouts may be adversely affected.

2 Insert the paper straightly in the multi-purpose feeder with the print side up.



NOTE

When you load paper with a logo on, position the paper with the print side up (logo side) and insert it so that the top of the paper feeds first in the multi-purpose feeder.



3 Specify the paper size.

- ❑ Press [Menu] → [◀] or [▶] to select <COMMON SETTINGS> → press [Set].
- ❑ Press [◀] or [▶] to select <PAPER SETTINGS> → press [Set] → [◀] or [▶] to select <PAPER SIZE> → press [Set].
- ❑ Press [◀] or [▶] to select the appropriate paper size (LTR, LGL, EXECUTIV, A4, B5, ENVELOPE, or FREE SIZE) → press [Set].

NOTE

Select [ENVELOPE] for envelopes. For details on loading an envelope in the multi-purpose feeder, see "Loading an Envelope in the Multi-Purpose Feeder," on p. 2-13.

When <FREE SIZE> is selected, you can specify vertical and horizontal sizes of the paper in the following ranges:

- <VERTICAL SIZE>: 127 mm to 356 mm (5" to 14")
- <HORIZONTAL SIZE>: 76 mm to 216 mm (3" to 8 1/2")

Loading an Envelope in the Multi-Purpose Feeder

Use the multi-purpose feeder when you want to copy or print an envelope one by one.

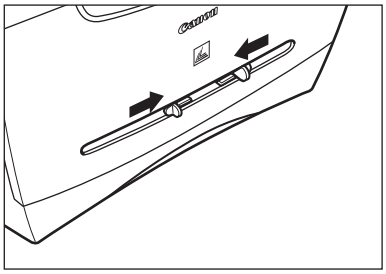
IMPORTANT

The recommended envelopes are COM10, MONARCH, DL, and ISO-C5. Using other envelopes may affect the quality of the printout.

NOTE

The envelope in the multi-purpose feeder is fed prior to the paper in the cassette.

1 Slide the slide guides to fit the size of the envelope you want to load.

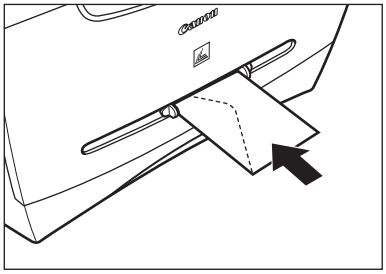


IMPORTANT

If the slide guides are not adjusted correctly for the size of the envelope, the quality of your printouts may be adversely affected.

2 Insert the envelope straightly in the multi-purpose feeder with the print side up and the right edge (i.e., closer to the stamp) first.

If the envelope to be loaded has a flap on the short edge, this edge must enter the machine first. Not loading it this way will result in a paper jam.



3 Specify the paper size.

- ❑ Press [Menu] → [◀] or [▶] to select <COMMON SETTINGS> → press [Set].
- ❑ Press [◀] or [▶] to select <PAPER SETTINGS> → press [Set] → [◀] or [▶] to select <PAPER SIZE> → press [Set].
- ❑ Press [◀] or [▶] to select <ENVELOPE> → press [Set] → press [◀] or [▶] to select the envelope type (COM10, MONARCH, DL, or ISO-C5) → press [Set].

NOTE

You can select <FREE SIZE> instead of <ENVELOPE> as the paper size. When <FREE SIZE> is selected, you can specify vertical and horizontal sizes of the envelope in the following ranges:

- <VERTICAL SIZE>: 127 mm to 356 mm (5" to 14")
- <HORIZONTAL SIZE>: 76 mm to 216 mm (3" to 8 1/2")

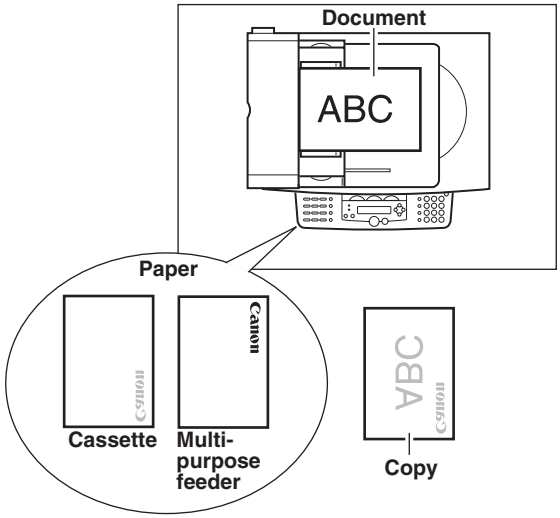
4 Specify the paper type.

- ❑ Press [Menu] → [◀] or [▶] to select <COMMON SETTINGS> → press [Set].
- ❑ Press [◀] or [▶] to select <PAPER SETTINGS> → press [Set] → [◀] or [▶] to select <PAPER TYPE> → press [Set].
- ❑ Press [◀] or [▶] to select <HEAVY PAPER> or <HEAVY PAPER H>* → press [Set].

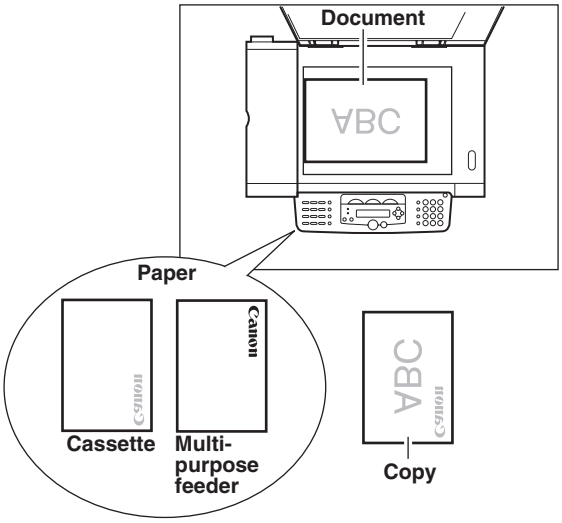
* If print fixing is not sufficient when printed with <HEAVY PAPER> selected, select <HEAVY PAPER H>.

Orientation of the Document and the Paper Loading

When you load a document in the ADF, the orientation of the document and the orientation of the paper in the cassette or in the multi-purpose feeder are as shown below.



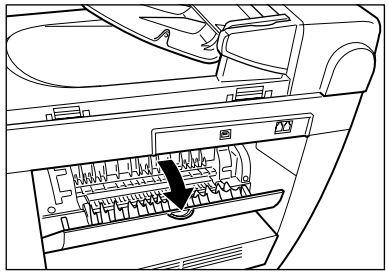
When you place a document on the platen glass, the orientation of the document and the orientation of the paper in the cassette or in the multi-purpose feeder are as shown below.



Selecting the Paper Output Area

Face down paper output delivers paper with the printed side down on the output tray. Face up paper output delivers paper with the printed side up out of the face up paper output. Select the area depending on your purpose by opening or closing the face up cover.

Open the face up cover for face up paper output, or close the face up cover and pull out the output tray for face down paper output.



IMPORTANT

Do not open or close the face up cover while copying and printing.

Paper Type and Paper Output Area

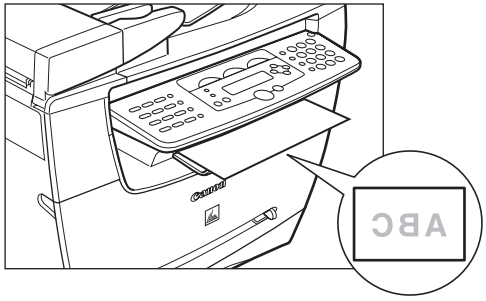
Select the suitable paper output area depending on the paper type and your purpose.

Paper Type	Paper Output Area	The Number of Output Sheets
Plain Paper	face up	1 sheet
	face down	approx. 60 sheets (17 lb to 20 lb (64 g/m^2 to 75 g/m^2))
Heavy Paper	face up	1 sheet
	face down	approx. 30 sheets (25 lb to 34 lb (91 g/m^2 to 128 g/m^2))
Transparencies	face up	1 sheet
	face down	10 sheets
Labels	face up	1 sheet
Envelopes	face up	1 sheet
	face down	10 sheets

Face Down Paper Output Area

The paper is delivered with the printed side down on the output tray.
Paper is stacked in printed order.

Close the face up cover, and pull out the output tray.



IMPORTANT

Do not place the delivered paper back on the output tray. Doing so may result in paper jams.

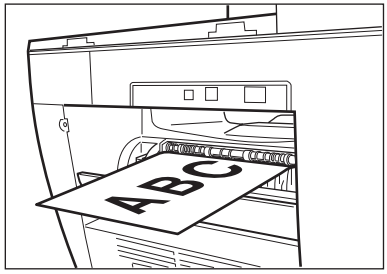
Do not place objects other than paper on the output tray. Doing so may result in paper jams.

Face Up Paper Output Area

The paper is delivered with the printed side up out of the face up paper output on the back side of the machine.
This way is convenient for printing on transparencies, envelopes, or labels which tend to curl, because the paper is delivered straight through out of the machine.

Open the face up cover.

Remove the delivered paper one by one.



IMPORTANT

Do not pull the paper forcibly.

This machine has no face up output tray. Remove the delivered paper with your hand.

Do not place an object in front of the face up paper output to prevent a paper jam.

Document Handling

3
CHAPTER

This chapter describes the types of documents you can scan, copy or send with this machine and how to set them on the platen glass or in the ADF.

Document Requirements

The documents you place on the platen glass or loaded in the ADF for copying, scanning, or sending must meet these requirements:

	Platen Glass	ADF
Type of Document	Plain paper Thick documents Photographs Small documents (e.g., index cards) Special types of paper (e.g., tracing paper*1, transparencies*1, etc.) Book	Plain paper (multiple page documents of the same size, thickness, and weight or one page documents)
Size (W L)	Max. 8 1/2" 11 3/4" (216 mm 297 mm)	Max. 8 1/2" 14" (216 mm 356 mm) (LGL) Min. 5 13/16" 4 1/8" (148 mm 105 mm) (A6)
Quantity	1 sheet	Max. 30 sheets or paper stack within 5/16" (8 mm) thickness including curled sheets (guaranteed) Max. 50 sheets*2 or paper stack within 5/16" (8 mm) thickness including curled sheets (temperature: 59°F to 81°F (15°C to 27°C), humidity: 20% to 80%) (reference)

	Platen Glass	ADF
Weight	Max. 4.4 lb (2 kg)	17 lb to 28 lb (64 g/m^2 to 105 g/m^2)/document

*1 When scanning, copying, and sending a transparent document such as tracing paper or transparencies, place a piece of plain white paper behind the document.

*2 21 lb (80 g/m^2) paper

NOTE

When making copies of a small size document, the copy speed may be slightly slower than usual.

Problem Documents

Make sure any glue, ink, or correction fluid on the document is completely dry before placing it on the platen glass or loading it in the ADF.

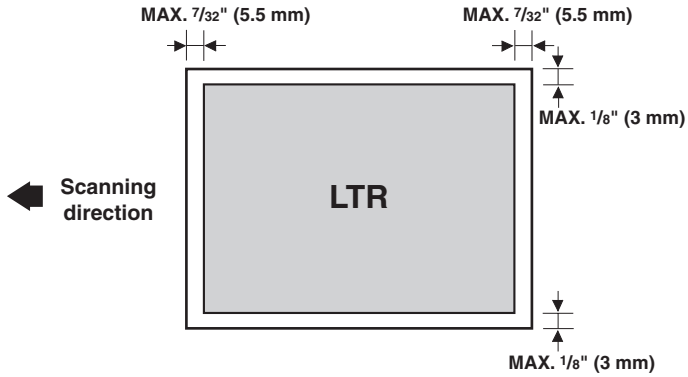
Remove all fasteners (staples, paper clips, etc.) before loading the document in the ADF.

To prevent document jams in the ADF, do not use any of the following:

- Wrinkled or creased paper
- Curled or rolled paper
- Torn paper
- Hole-punched paper
- Carbon paper or carbon-backed paper
- Coated paper
- Onion skin or thin paper

Scanned Area of a Document

The shaded area in the illustration below shows the scanned area of a document. Make sure your document's text and graphics are within this area.



Setting Up Documents

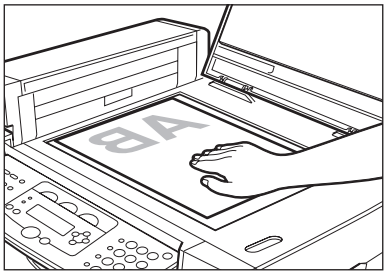
For scanning, place your documents on the platen glass or load them in the ADF. Where you set up your documents depends on the size and type of documents you want to scan. (See "Document Requirements," on p. 3-1.)

Placing a Document on the Platen Glass

1 **Open the platen glass cover.**

2 **Place your document face down on the platen glass.**

Align the document with the appropriate paper size marks. (See "Positioning Documents," on p. 3-3.)



3 **Gently lower the platen glass cover.**

The document is now ready for scanning.

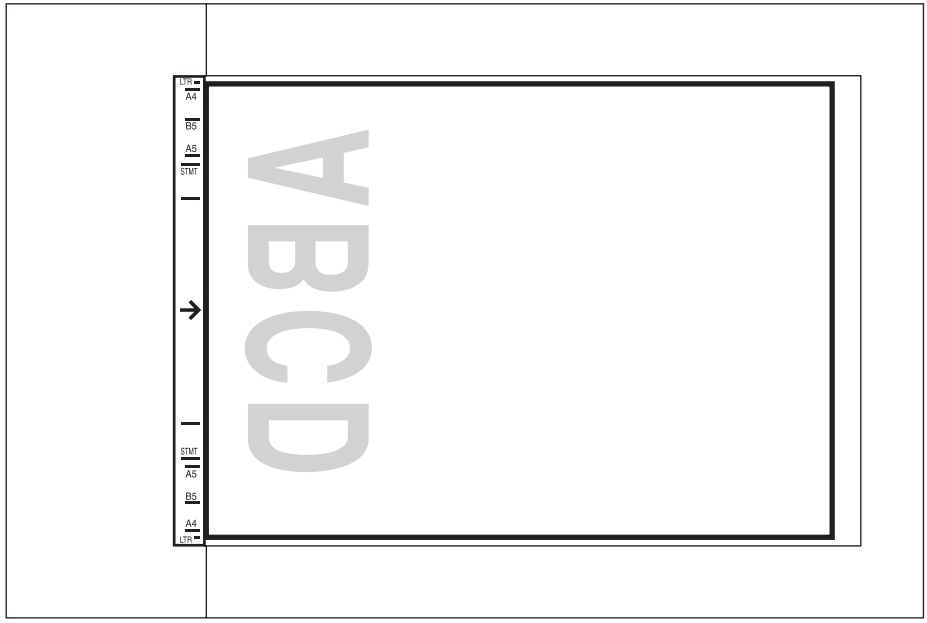
Positioning Documents

Use the paper size marks on the left side of the platen glass to position a document.

If your document conforms to a standard paper size (e.g., LTR or A4), align the document between the appropriate paper size marks.

If you do not know the size of your document, or if your document does not match any of the paper size marks, align the center of your document with the ➞ mark.

The illustration below shows how to place an LTR-size document on the platen glass.

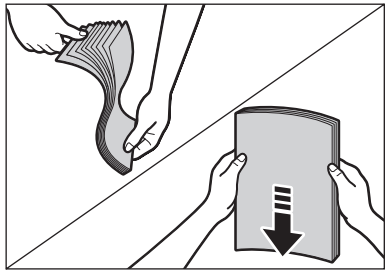


Loading Documents in the ADF

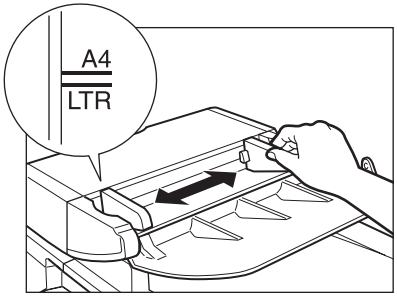
NOTE

Make sure there is no document on the platen glass.

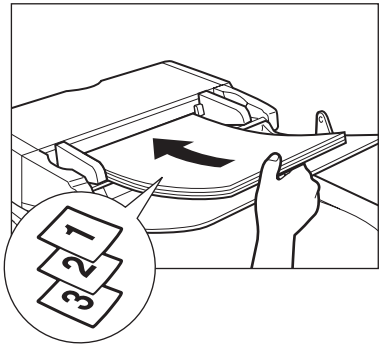
1 Fan the edges that will feed into the machine first, then tap the edges of multiple page documents on a flat surface to even the stack.



2 Slide the slide guides to the width of the document.



3 Load the documents face up in the ADF.



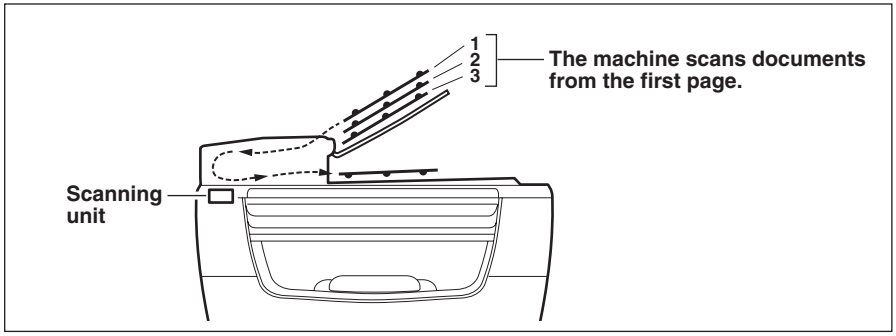
NOTE

For multiple page documents, the pages are fed one by one from the top of the stack (from the first page).

Wait until all pages of your document have been scanned before starting a new job.

30 sheets or paper stack within 5/16" (8 mm) thickness including curled sheets (guaranteed), or 50 sheets (21 lb (80 g/m^2)) or paper stack within 5/16" (8 mm) thickness including curled sheets (temperature: 59°F to 81°F (15°C to 27°C), humidity: 20% to 80%) (reference) documents can be loaded in the ADF. If the documents exceed the capacity of the ADF, paper jams may occur.

The Paper Path of the ADF



NOTE

When documents are loaded in the ADF, the scanning unit moves to the position shown above and stays there.

When documents are not loaded in the ADF, the scanning unit moves to scan it.

Printing from Your Computer

4

CHAPTER

This chapter explains how to print the documents from your computer using the printer driver included in the CD-ROM.

Before Printing

Before printing, software must be installed in your computer.

If not, please see "Install the software and connect the machine to your computer," in the *Set-Up Sheet* or Chapter 1, "Installation," in the *Software Guide*.

Check if the machine is selected as the default printer.

You can check if your machine is set as the default printer when you open the [Print] dialog box in an application and your machine is selected in the printer box. (See the next page for details.)

Follow this procedure if it is not selected:

1 Open the [Printers and Faxes] (Windows 98/Me/2000: [Printers]) folder.

- **On Windows XP:**

  ❑ Click [Start] on the Windows task bar, select [Control Panel] → [Printers and Other Hardware] → [Printers and Faxes].

- **On Windows 98/Me/2000:**

  ❑ Click [Start] on the Windows task bar, select [Settings] → [Printers].

2 Click the corresponding printer driver icon.

3 From the [File] menu, click [Set as Default Printer] (Windows 98/Me: [Set as Default]).

Printing Documents

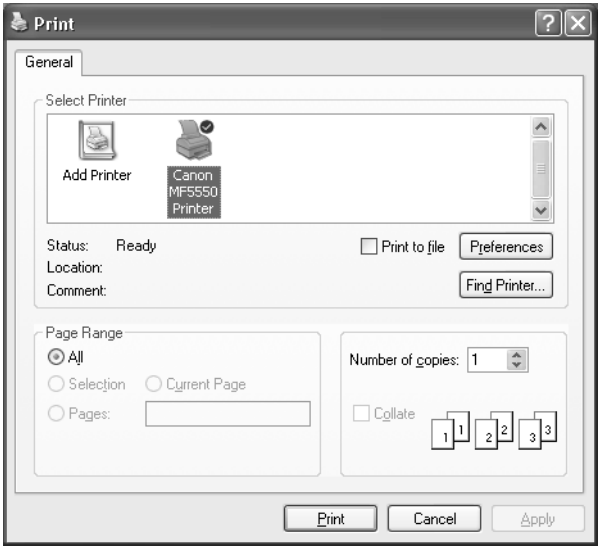
The general steps for printing a document are explained below.
The screen shot shown is from Windows XP.

1 Open the application from which you will print the document.

2 Select the command to print.

In most cases, click [Print] in the [File] menu.

The [Print] dialog box appears.



3 From the [Select Printer] list box or the [Name] pull-down list in the [Print] dialog box, select the printer to be used.

4 Click [Preference] or [Properties].

NOTE

Depending on the application you are using, select the printer to be used in the [General] tab sheet in the [Print] dialog box, then specify the print settings in the corresponding tab sheet. (Only for Windows 2000.)

5 Specify the required settings → click [OK].

6 Click [Print] or [OK].

Printing starts.

NOTE

To cancel printing, click [Cancel].

Canceling Printing

1 Open the [Printers and Faxes] (Windows 98/Me/2000: [Printers]) folder.

- **On Windows XP:**
  - ❑ Click [Start] on the Windows task bar, select [Control Panel] → [Printers and Other Hardware] → [Printers and Faxes].
- **On Windows 98/Me/2000:**
  - ❑ Click [Start] on the Windows task bar, select [Settings] → [Printers].

2 Double-click the corresponding printer driver icon.

3 Right click the print job → click [Cancel Printing].

More Information

For detailed information on all printing features, see Chapter 2, "Printing," in the *Software Guide*.

Copying

5

CHAPTER

This chapter explains how to make copies, adjust scan settings to improve the image quality, and enlarge or reduce the copy sizes. It also describes the special copy features.

Documents You Can Copy

For information on the types of documents you can copy, their requirements, and details on setting up documents, see Chapter 3, "Document Handling."

Making Copies

Follow this procedure to make copies:

1 Place the document on the platen glass or load it in the ADF.

For details on how to place or load documents, see "Setting Up Documents," on p. 3-3.

2 Press [COPY].

3 Use the numeric keys to enter the number of copies.

You can set up to 99 copies.

4 Adjust any necessary settings for your document.

Press [Image Quality] to select the scanning resolution. (See "Adjusting the Image Quality (Resolution)," on p. 5-8.)

Press [Exposure] to select the scanning exposure. (See "Adjusting the Exposure (Density)," on p. 5-9.)

Press [Enlarge/Reduce] to select the copy ratio. (See "Setting Enlarging/Reducing," on p. 5-6.)

5 Press [Start].

NOTE

To cancel copying, press [Stop/Reset].

Specifying the Paper Size and Type (Common for Cassette and Multi-Purpose Feeder)

NOTE

When making copies on LTR-size paper after having continuously copied on paper smaller than LTR-size paper, the copies may be dirty. To prevent copies from being dirty, wait about 1 minute before making copies.

The paper in the multi-purpose feeder is fed prior to the paper in the cassette.

The settings changed in the Menu do not return automatically to the settings you set previously. Change to the previous settings again if necessary.

When making copies of a small size or heavy paper*, etc., the copy speed may be slightly slower than usual.
* The paper type should be selected in the Menu.

If you intend to make a copy and print with a thermal transfer printer using the same sheet of paper, make the copy first. Failure to do so may make copies dirty or cause a paper jam.

When copying onto transparencies, remove each transparency from the output tray as it is output.

Specifying the Paper Size

At the factory, the paper size has already been set to <LTR>. Normally, you can make copies in this setting. When making copies on other sizes of paper, you need to specify the paper size according to the following.

1 **Press [Menu].**

2 **Press [◀] or [▶] to select <COMMON SETTINGS> → press [Set].**

3 **Press [◀] or [▶] to select <PAPER SETTINGS> → press [Set].**

4 **Press [◀] or [▶] to select <PAPER SIZE> → press [Set].**

5 Press [◀] or [▶] to select the appropriate paper size (LTR, LGL, EXECUTIV, A4, B5, ENVELOPE, or FREE SIZE) → press [Set].

Ex:
```
PAPER SETTINGS
 1.PAPER SIZE
```

- **When <ENVELOPE> is selected:**
  - ❑ Press [◀] or [▶] to select the type of envelopes (COM10, MONARCH, DL, or ISO-C5) → press [Set].
- **When <FREE SIZE> is selected:**
  - ❑ Press [◀] or [▶] to select <VERTICAL SIZE> or <HORIZONTAL SIZE> → press [Set].
  - ❑ Use the numeric keys, or press [◀| or [|▶ to specify vertical and horizontal sizes of the paper in millimeters (mm).

    Available setting range in <VERTICAL SIZE>: 127 mm to 356 mm (5" to 14")

    Available setting range in <HORIZONTAL SIZE>: 76 mm to 216 mm (3" to 8 1/2")
  - ❑ Press [Set].

    Repeat the steps above to specify both vertical and horizontal sizes of the paper.

6 Press [Stop/Reset] to return to the standby display.

Specifying the Paper Type

<PLAIN PAPER> is selected as the default paper type. When making copies on paper other than plain paper, you can specify the paper type according to the following. Specifying the paper type can prevent poor copy quality, or the printout not being printed correctly.

1 Press [Menu].

2 Press [◀] or [▶] to select <COMMON SETTINGS> → press [Set].

3 Press [◀] or [▶] to select <PAPER SETTINGS> → press [Set].

4 Press [◀] or [▶] to select <PAPER TYPE> → press [Set].

5 Press [◀] or [▶] to select the appropriate paper type → press [Set].

Ex:

```
PAPER SETTINGS
 2.PAPER TYPE
```

You can select from the following paper types:

- Plain paper (17 lb to 24 lb (64 g/m^2 to 90 g/m^2)): <PLAIN PAPER>
- Heavy paper (25 lb to 34 lb (91 g/m^2 to 128 g/m^2)): <HEAVY PAPER>, <HEAVY PAPER H>*1
- Transparency: <TRANSPARENCY>
- Label*2: <HEAVY PAPER>, <HEAVY PAPER H>*1
- Envelope: <HEAVY PAPER>, <HEAVY PAPER H>*1

*1 If print fixing is not sufficient when printed with <HEAVY PAPER> selected, select <HEAVY PAPER H>.

*2 A label that can be loaded in the cassette is a standard type (label standard card) only.

6 Press [Stop/Reset] to return to the standby display.

Setting Enlarging/Reducing

When placing a document on the platen glass, you can enlarge or reduce the copy size using preset copy ratios or using custom copy ratios.

Enlarging/Reducing Using Preset Copy Ratios

NOTE

You cannot enlarge or reduce the copy size when using the ADF. Place a document on the platen glass.

1 **Press [Enlarge/Reduce].**

2 **Press [◀] or [▶] to select <PRESET> → press [Set].**

3 **Press [◀] or [▶] to select the copy ratio.**

You can select from the following:

- <200% MAX.>
- <129% STMT LTR>
- <100%>
- <78% LGL LTR>
- <64%>
- <50% MIN.>

4 **Press [Set].**

Ex:

```
 78%            LTR
◐□■□◑         TEXT    01
```

NOTE

If the <PAPER SIZE GROUP> of <COPY SETTINGS> in the Menu is set to <A> or <AB>, the preset copy ratios will be as follows:

- A: 50%, 70%, 100%, 141%, 200%
- AB: 50%, 70%, 81%, 86%, 100%, 115%, 122%, 141%, 200%

For details, see <PAPER SIZE GROUP> of "Menu Descriptions," on p. 10-4.

To reset the copy ratio, press [Enlarge/Reduce] → [◀] or [▶] to select <100%> → press [Set].

Enlarging/Reducing Using Custom Copy Ratios

NOTE

You cannot enlarge or reduce the copy size when using the ADF. Place a document on the platen glass.

1 Press [Enlarge/Reduce].

2 Press [◀] or [▶] to select <ZOOM RATIO> → press [Set].

3 Use the numeric keys to enter the copy ratio.

You can enter the copy ratio from 50% to 200%, selectable in 1% increments.

Even after entering the copy ratio, you can press [◀] or [▶] to adjust the copy ratio. To increase the copy ratio, press [▶]. To decrease the copy ratio, press [◀].

4 Press [Set].

Ex:

```
80%          LTR
◐□■□◑      TEXT    01
```

NOTE

To reset the copy ratio, press [Enlarge/Reduce] → [◀] or [▶] to select <100%> → press [Set].

Improving Copied Image

Adjusting the Image Quality (Resolution)

You can adjust image quality to the appropriate level best suited for a document with text or photos. Three modes are available for adjusting the image quality.

1 Press [Image Quality].

2 Press [◀] or [▶] to select the image quality.

You can select from the following:

- <TEXT> for text-only documents
- <PHOTO> for photographs
- <TEXT/PHOTO> for documents with text and photographs

3 Press [Set].

Ex:

```
100%          LTR
◐□■□◑      PHOTO   01
```

Adjusting the Exposure (Density)

You can adjust the copy exposure automatically or manually according to how light or dark your document is.

1 Press [Exposure].

2 Press [◀] or [▶] to select the exposure mode.

● **Adjusting manually:**

❑ Select <MANUAL> → press [Set].

❑ Press [◀] or [▶] to adjust the exposure → press [Set].

Ex:

```
100%          LTR
◐□□■◗       TEXT    01
```

For a lighter exposure, press [◀]. For a darker exposure, press [▶].
You can select the exposure level from 7 steps.

● **Adjusting automatically:**

❑ Select <AUTO> → press [Set].

Ex:

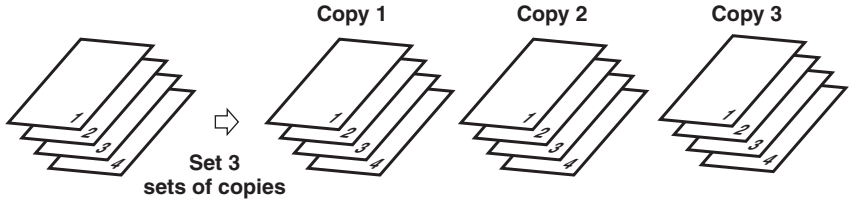
```
100%          LTR
◐ A ◗       TEXT    01
```

Special Features

The machine has the following SPECIAL COPY feature: Collate Copy. This feature allows you to sort copies in page order.

Collate Copy

The collate copy allows you to sort copies in page order. It is convenient when you make multiple copies of multiple page documents.



When Loading Documents in the ADF

1 **Load documents face up in the ADF.**

For details on how to load documents in the ADF, see "Loading Documents in the ADF," on p. 3-4.

2 **Press [Collate] twice.**

<COL.> appears in the LCD.

3 **Use the numeric keys to enter the number of copies you want.**

Ex:

```
100% COL.      LTR
                TEXT   03
```

You can set up to 99 copies.

4 Press [Start].

The machine begins scanning from the first page of the document. After scanning, the scanned documents will come out in order.

NOTE

When scanning multiple page documents, <MEMORY FULL> and <PRESS SET KEY> may appear in the LCD, and the document being scanned stops in the ADF. Press [Set] to make the document come out automatically. In this case, reduce the documents to be scanned. Or, change the image quality mode to <TEXT>.

When Placing a Document on the Platen Glass

1 Place the first page of a document on the platen glass.

For details on how to place documents on the platen glass, see "Placing a Document on the Platen Glass," on p. 3-3.

2 Press [Collate] twice.

<COL.> appears in the LCD.

3 Use the numeric keys to enter the number of copies you want.

You can set up to 99 copies.

4 Press [Start].

The machine begins scanning.

5 Place the next page of the document on the platen glass.

```
NEXT PAGE    |START
END SCANNING|SET
```

6 Press [Start].

Repeat step 5 and 6 to scan all documents.

7 Press [Set].

The machine begins printing out.

NOTE

When scanning multiple page documents, <MEMORY FULL> and <PRESS SET KEY> may appear in the LCD and scanning is canceled. In this case, reduce the documents to be scanned. Or, change the image quality mode to <TEXT>.

Scanning

6
CHAPTER

This chapter briefly explains how to scan documents into your computer using the scanner driver included in the CD-ROM.

Before Scanning

Before scanning, software must be installed in your computer.

If not, please see "Install the software and connect the machine to your computer," in the *Set-Up Sheet* or Chapter 1, "Installation," in the *Software Guide*.

Check if the scanner driver is installed in your computer by following this procedure.

1 Open the [Scanners and Cameras] folder (Windows 98/Me/2000: the [Scanners and Cameras Properties] dialog box).

- **On Windows XP:**
  - ❑ Click [Start] on the Windows task bar, select [Control Panel] → [Printers and Other Hardware] → [Scanners and Cameras].
- **On Windows 98/Me/2000:**
  - ❑ Click [Start] on the Windows task bar, select [Settings] → [Control Panel] → double click [Scanners and Cameras].

2 Make sure there is the corresponding scanner driver name or icon.

Scanning Methods

There are two methods of scanning documents to your computer:

Using a TWAIN- or WIA- (Windows XP) compliant Windows application

Using [SCAN] on the operation panel of the machine

IMPORTANT

When using [SCAN], the ADF is not available for scanning.

When using the WIA driver, the ADF is not available for scanning.

For better scanning quality, we recommend that you place documents on the platen glass. If you use the ADF, the scanned image might not be clear.

This section explains how to scan using [SCAN] on the operation panel of the machine.

Using [SCAN] on the Operation Panel

By pressing [SCAN] on the operation panel of the machine, you can scan documents to your computer.

1 Place the document face down on the platen glass.

For details on how to place documents, see "Setting Up Documents," on p. 3-3.

NOTE

You cannot use the ADF for scanning when using [SCAN].

2 Press [SCAN].

3 Follow the instructions on the screen of your computer to complete the scanning.

More Information

For detailed information on all scanning features, see Chapter 3, "Scanning," in the *Software Guide*.

System Monitor

7
CHAPTER

This chapter explains how to check the status of the jobs stored in the machine, and to confirm or delete them as needed.

Checking the Status of Print and Fax Jobs

Use [Status Monitor] to confirm or delete a job.
You can select a job from the following:

- <PRINT>
- <FAX TX>
- <FAX RX>

Confirming and Deleting a Print Job

You can confirm and delete the current print job only.

1 **Press [Status Monitor].**

2 **Press [◀] or [▶] to select <PRINT> → press [Set].**

NOTE
If there is no job, <NO PRINT JOB EXIST> is displayed.

3 If you decide to delete the current print job, press [◀] for <YES>.

```
CANCEL PRINTING?
YES=(-)   NO=(+)
```

NOTE

To cancel deleting the job, press [▶] for <NO>.

Once the job is deleted, the job cannot be restored.

Confirming and Deleting a Fax TX Job

1 Press [Status Monitor].

2 Press [◀] or [▶] to select <FAX TX> → press [Set].

NOTE

If there is no job, <NO FAX TX JOBS EXIST> is displayed.

If there is only one fax job, go to step 4.

3 Press [◀] or [▶] to confirm the fax/telephone number.

NOTE

For the fax job with multiple destinations (sequential broadcasting), only the fax/telephone number you entered first is displayed.

4 If you want to delete the fax job, press [Set].

NOTE

If you delete the fax job with multiple destinations, the machine does not send the fax to any of the destinations registered for the job.

5 If you decide to delete the fax job, press [▶] for <YES>.

```
CANCEL?
YES=(+) NO=(-)
```

NOTE

To cancel deleting the job, press [◀] for <NO>.

Once the job is deleted, the job cannot be restored.

Confirming and Deleting a Fax RX Job

1 **Press [Status Monitor].**

2 **Press [◀] or [▶] to select <FAX RX> → press [Set].**

NOTE

If there is no job, <NO FAX JOBS EXIST> is displayed.

If there is only one fax job, go to step 4.

3 **Press [◀] or [▶] to confirm the fax/telephone number.**

4 **If you want to delete the fax job, press [Set].**

5 **If you decide to delete the fax job, press [▶] for <YES>.**

```
CANCEL PRINTING?
YES=(+) NO=(-)
```

NOTE

To cancel deleting the job, press [◀] for <NO>.

Once the job is deleted, the job cannot be restored.

Maintenance

8
CHAPTER

This chapter explains how to clean the machine, replace the toner cartridge, and repack and transport the machine.

Periodic Cleaning

Your machine requires little periodic maintenance. This section describes the necessary cleaning procedures for your machine.

CAUTION

When cleaning the machine's exterior or the platen glass, be sure to disconnect the power cord before cleaning the machine.

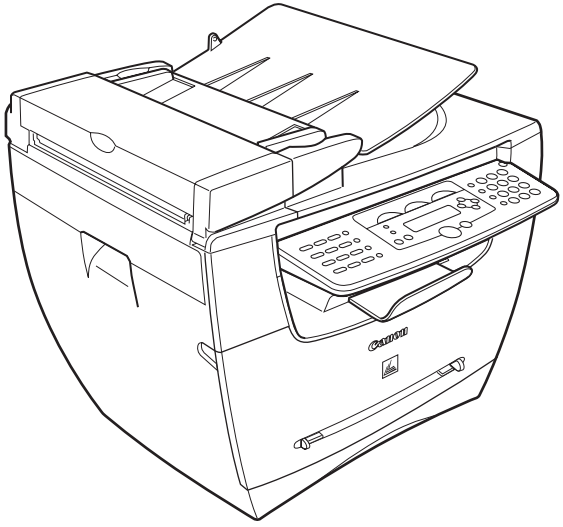
For the MF5550 model, print any received faxes stored in the memory before disconnecting the power cord, since the documents in the memory are lost when the power cord is disconnected.

Do not use tissue paper, paper towels, or similar materials for cleaning; they can stick to the components or generate static charges.
Use a soft cloth to avoid scratching the components.

Never use volatile liquids such as thinner, benzene, acetone, or any other chemical cleaner to clean the interior of the machine; these can damage the machine's components.

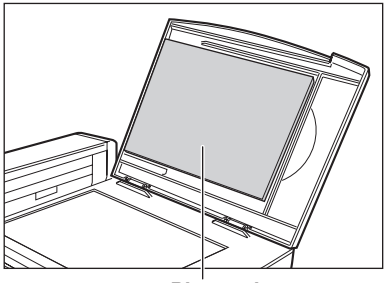
Cleaning the Exterior

Wipe the machine's exterior with a clean, soft, lint-free cloth moistened with water or diluted dishwashing detergent solution.

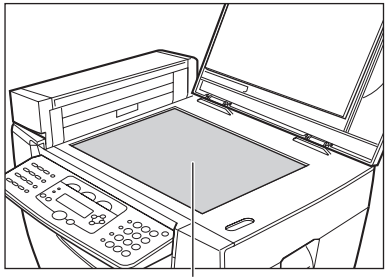


Cleaning the Scanning Area

Wipe the scanning area (shaded area) with a clean, soft, lint-free cloth moistened with water, then wipe with a clean, soft, dry, lint-free cloth.



Platen glass cover

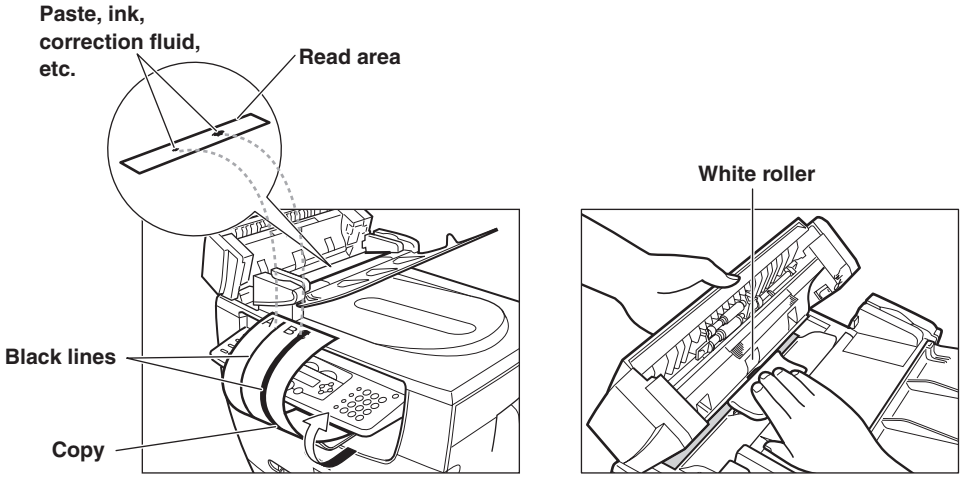


Platen glass

Cleaning the ADF Area

Black lines may appear in copies when the ADF is used to feed documents. This is caused by paste, ink, correction fluid, or other foreign matters in the read area of the platen glass (shaded area). Use a clean soft cloth to wipe the read area clean. Take particular care to clean at the locations where the black lines are appearing on copies.

If you have trouble getting the glass clean, wipe with a cloth moistened with water or a mild neutral detergent, and then wipe the glass dry with another cloth.



IMPORTANT

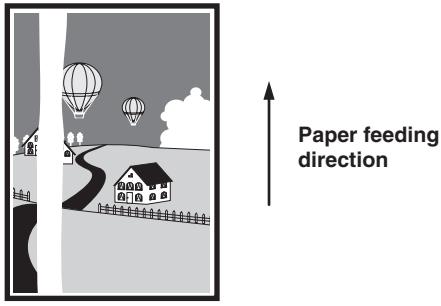
Paste, ink, correction fluid, and other foreign matter can soil the platen glass when you send a document through the ADF while the paste, ink, or correction fluid on the document is still wet. This is what causes black lines on copies. Whenever you load a document in the ADF, always check to make sure that any paste, ink, or correction fluid that is on the document is completely dry.

When cleaning the read area of the platen glass, take care not to damage the white roller located on the center of the ADF.

When to Replace the Cartridge

The cartridge is a consumable item and should be replaced when the toner runs out.

If white streaks or light bands appear on the printouts, the toner is running low.



NOTE

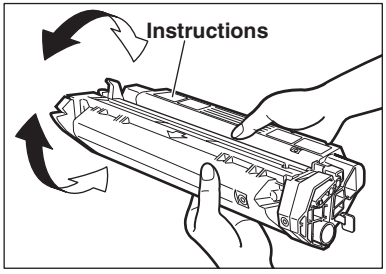
When handling the cartridge, take care not to allow the toner on the jammed paper to come into contact with your hands or clothing. If they become dirty, wash them immediately with cold water. Washing with warm water will set the toner, and make it impossible to remove the toner stains.

1 Remove the cartridge from the machine.

Always hold the cartridge so that the side with the written instructions faces up.

Do not forcefully move or push the drum protective shutter in any way.

2 Rock the cartridge five or six times to distribute the toner evenly.



3 Reinstall the cartridge in the machine.

4 Make a few test copies.

- **If the copies appear normal:**

  You can keep using the cartridge. However, a new one will be needed soon.

- **If white streaks or light bands are still present:**

  ❑ Replace the cartridge with a new one.

  For details on how to replace the cartridge, see "Replacing the Cartridge," on p. 8-14.

Print Yield

This section describes the approximate number of printouts that can be made per cartridge.

Approximate Print Yield

Canon Cartridge X25: Approx. 2,500 printouts (A4 at 4% dot coverage*).

* The term "A4 at 4% dot coverage" denotes a document on which the area covered with toner is 4% of the total area of an A4-size sheet.

The actual number of printouts that can be made per cartridge depends in part on the exposure setting, room temperature, and humidity.

If you print a large number of documents which contain heavy print or many photographs, toner consumption will increase, and white streaks will appear on printouts sooner than indicated above. Toner consumption will also increase if you print with the ADF left open.

If you print small size documents or documents with less dot coverage, you may be able to print more sheets of paper than indicated above. However, dark bands might appear on printouts if you keep using the same cartridge for an extended period of time.

Handling and Storing the Cartridge

This section describes the precautions to ensure optimum copy quality.

Handling Precautions

WARNING

Do not throw the cartridge into open flames, as this may cause the toner to ignite and result in burns or a fire.

The cartridge emits low level magnetic flux. If you use a cardiac pacemaker and feel abnormalities, please move away from the cartridge, and consult a physician.

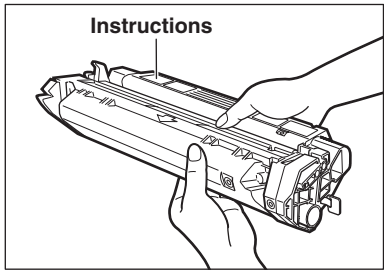
IMPORTANT

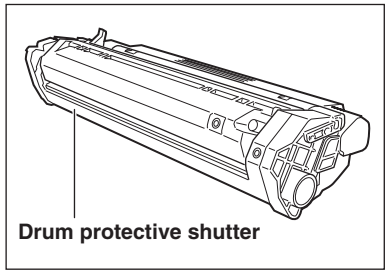
Never attempt to disassemble the cartridge or open the drum protective shutter.

NOTE

If the machine is brought from the cold outdoors into a warm room, or if the room is rapidly heated, condensation may form inside the machine.
This can adversely effect the quality of your printouts (e.g., copies are completely black). When the machine is exposed to such conditions, allow at least 2 hours for the machine to adjust to room temperature before attempting to use it.

Always hold the cartridge as shown so that the side with the instructions faces up. Do not forcefully move or push the drum protective shutter in any way.





Storage Precautions

WARNING

Do not store cartridges or copy paper in places exposed to open flames, as this may cause the toner or copy paper to ignite, resulting in burns or a fire.

CAUTION

Keep cartridges and other consumables out of the reach of children. If the contents of these items are ingested, consult a physician immediately.

IMPORTANT

Place the cartridge in its protective bag so that the side with the written instructions faces up. Then, place the bagged cartridge into its shipping box. Store the unused cartridge out of direct sunlight.

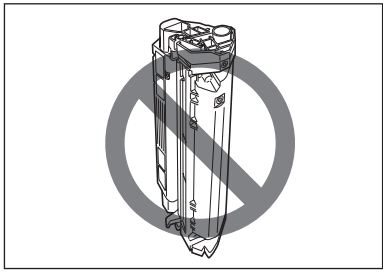
For partially used/opened cartridges, place the cartridge in its protective bag so that the side with the written instructions faces up. Then place the bagged cartridge into its shipping box and store it away from direct sunlight.

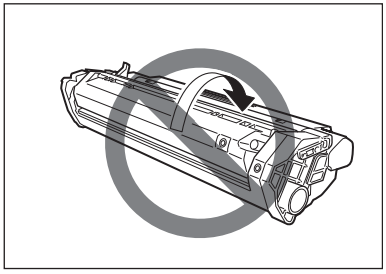
Avoid storing the cartridge in front of heaters and humidifiers, etc. Store it in a location where the temperature does not exceed 104°F (40°C).

The recommended storage conditions are as follows:

- Temperature: 59°F to 81°F (15°C to 27°C)
- Relative Humidity: 20% to 80%

Do not stand the cartridge on end or turn it upside down.





Storing Partially Used Cartridges

If you remove a cartridge from the machine, store the cartridge as described below. Place the cartridge in its protective bag so that the side with the written instructions faces up. Then, place the cartridge into its shipping box. Be sure to securely close the lid of the shipping box.

If you do not have the protective bag or shipping box for the cartridge, store the cartridge in a dark location.

Recycling Used Cartridges

Canon has instituted a worldwide recycling program for cartridges called "The Clean Earth Campaign." This program preserves precious natural resources by utilizing a variety of materials found in the used cartridges that are of no further use, to remanufacture new cartridges which, at the same time, keeps the environment cleaner by reducing landfill waste. Complete details concerning this program are enclosed in each PC Cartridge box.

THE CANON CARTRIDGE RECYCLING PROGRAM

The Canon Cartridge Recycling Program fulfills the first initiative of Canon's Clean Earth Campaign, which supports four critical environmental areas:

- Recycling in the Workplace
- Conserving Environmental Resources
- Scientific Research and Education
- Encouraging Outdoors Appreciation

The remaining "Clean Earth" initiatives are supported in the U.S. through sponsorships of the National Park Foundation, the National Wildlife Federation, and The Nature Conservancy and in Canada through donations to the World Wildlife Fund Canada and The Nature Conservancy of Canada.

Since its inception, The Canon Cartridge Recycling Program has collected millions of cartridges that otherwise would have been discarded into landfills or similar facilities. Instead, this rapidly growing program returns used cartridges to the manufacturing process, thus conserving an array of resources.

Becoming a part of this worthwhile program is easy. When your cartridge is of no further use, simply follow the instructions detailed for U.S. or Canadian residents. We appreciate your support of The Canon Cartridge Recycling Program. Working together we can make a significant contribution to a cleaner planet.

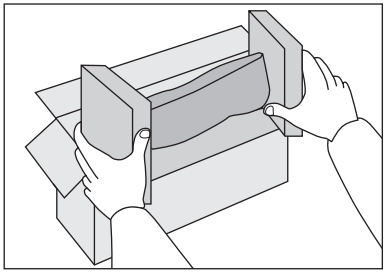
- Cartridges collected through this program are not refilled.
- You are not entitled to a tax deduction or rebate for the return of empty cartridges.
- This program may be modified or discontinued without notice.

Packaging

■ Option A-1: Single Box Return

Repackage the empty cartridge utilizing the wrapper and pulp mould end-blocks from the new cartridge's box.

Place the empty cartridge in the box of your new cartridge. Seal the box.



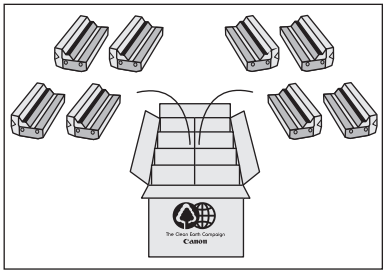
■ Option B: Volume Box Return

We encourage you to use this option as a more efficient way to ship cartridges.

Place as many cartridges as possible into one box.
Carefully seal the box with tape;

or

Call **1-800-OK-CANON** to receive your free eight cartridge collection box.

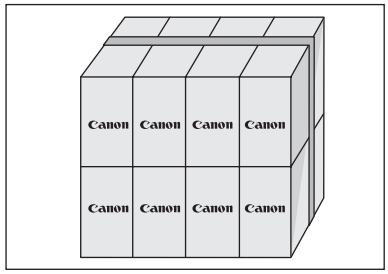


■ *Option A-2: Multiple Box Return*

We encourage you to use this option as a more efficient way to ship cartridges.

Complete Option A-1.

Bundle multiple cartridge boxes together securely with tape.



Please be sure that the shipment does not exceed UPS specifications.
Maximum weight = 70 lb (31.8 kg)
Maximum length = 108" (2,743 mm)
Maximum girth (length + 2 width + 2 height) = 130" (3,302 mm)
If your shipment exceeds the above limits, please call **1-800-OK-CANON** for special shipping information.

Please Note:
Do not send defective cartridges for replacement.
Defective cartridges under warranty should be exchanged by an authorized dealer or service facility as provided in the warranty.

Shipping

Apply the UPS authorized returning label provided in this guide.

Residents of Alaska and Hawaii: Do not use the UPS authorized returning label. For Alaska and Hawaii Canon set up alternative mail service with the U.S. Postal Service.
Please call **1-800-OK-CANON** to receive U.S. Postal Service merchandise returning label.

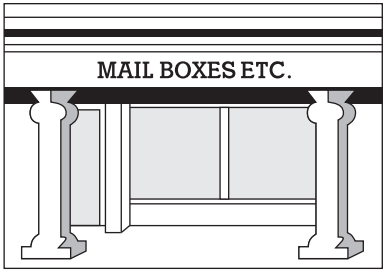
■ *Option A: UPS Pick-up*

Give the shipment to your UPS driver when you receive your next regular delivery;
or
Take the shipment to your local UPS receiving point.

■ *Option B: MBE Drop off*

Take the shipment to a participating MBE (Mail Boxes, Etc.) Center.

For location, please call **1-800-949-6660**.



By using either of the above methods of shipment, your used cartridge(s) will be forwarded to the Canon Cartridge Collection Center at no charge to you.

For further information about the Clean Earth Campaign in the United States, please call: **1-800-OK-CANON**

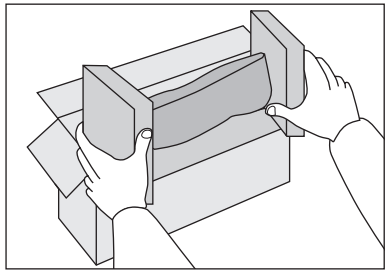
■ *Option A: Single Box Return*

Repackage the empty cartridge utilizing the wrapper and pulp mould end-blocks from the new cartridge's box.

Place the empty cartridge in the box of your new cartridge. Seal the box.

Apply the Canon Canada Inc./Canada Post label provided in this brochure. Canon's labels are specially marked so that Canon pays the postage.

Deposit your empty cartridge in any full size street mailbox or take it to your local Canada Post outlet or franchise.



■ *Option B: Volume Box Return (eight or more cartridges)*

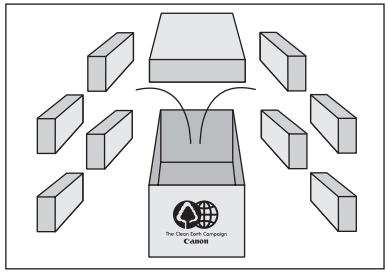
We encourage you to use this option as a more efficient way to ship cartridges.

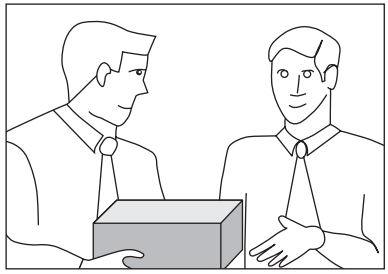
Call **1-800-667-2666** to receive your free Canon collection box kit.
The collection box can accommodate eight individual cartridge boxes.

Place your eight individually packaged boxes of empty cartridges into the Canon collection box. Seal the box.

Apply the Canon Canada Inc./Canada Post label provided in this brochure. Canon's labels are specially marked so that Canon pays the postage.

Deliver to any local Canada Post outlet or franchise. Customers who hold a Commercial pick-up agreement with Canada Post may have their collection box picked up.





Working to preserve endangered species is a long-standing Canon interest. To this end, for every cartridge collected, Canon Canada donates $1, shared equally between World Wildlife Fund Canada and the Nature Conservancy of Canada. This donation is utilized in Canada.

For further information about The Clean Earth Campaign in Canada, please call or write to Canon.
1-800-667-2666
Canon Canada Inc.
Corporate Customer Relations
6390 Dixie Road
Mississauga, ON L5T 1P7

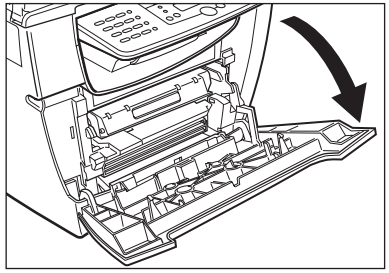
Replacing the Cartridge

This section describes how to remove the used cartridge and replace it with a new one. Before replacing the cartridge, be sure to read the section "When to Replace the Cartridge," on p. 8-4.

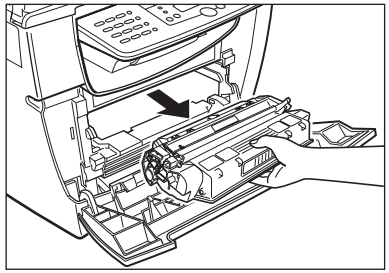
NOTE

When handling the cartridge, take care not to allow the toner on the jammed paper to come into contact with your hands or clothing. If they become dirty, wash them immediately with cold water. Washing with warm water will set the toner, and make it impossible to remove the toner stains.

1 Open the front cover.



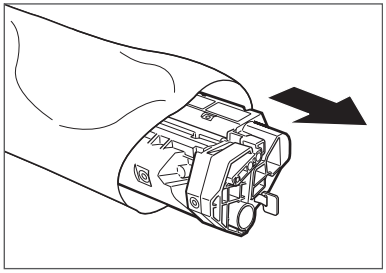
2 Remove the cartridge from the machine.



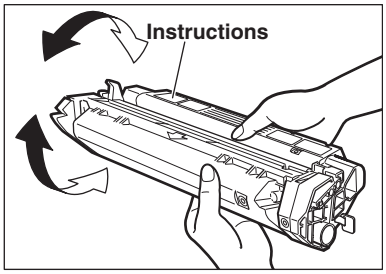
3 Remove the new cartridge from its protective bag.

NOTE

Save the protective bag. You may need it later when you remove the cartridge from the machine.

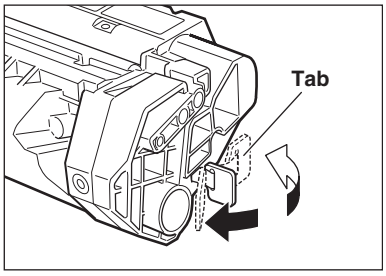


4 Rock the cartridge five or six times to distribute the toner evenly.

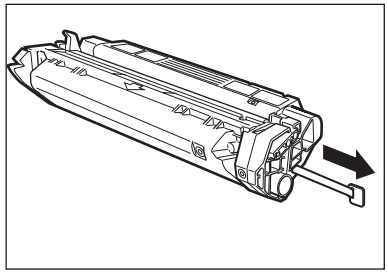


5 Place the cartridge on a flat and stable surface. Grip the sealing tape tab and snap it in the direction as shown below.

Make sure that the tab itself is detached from the cartridge.



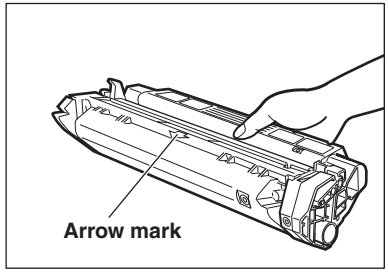
6 **While grasping the cartridge with one hand, firmly and slowly pull the sealing tape tab with the other hand to remove the sealing tape completely. Throw the tape away.**



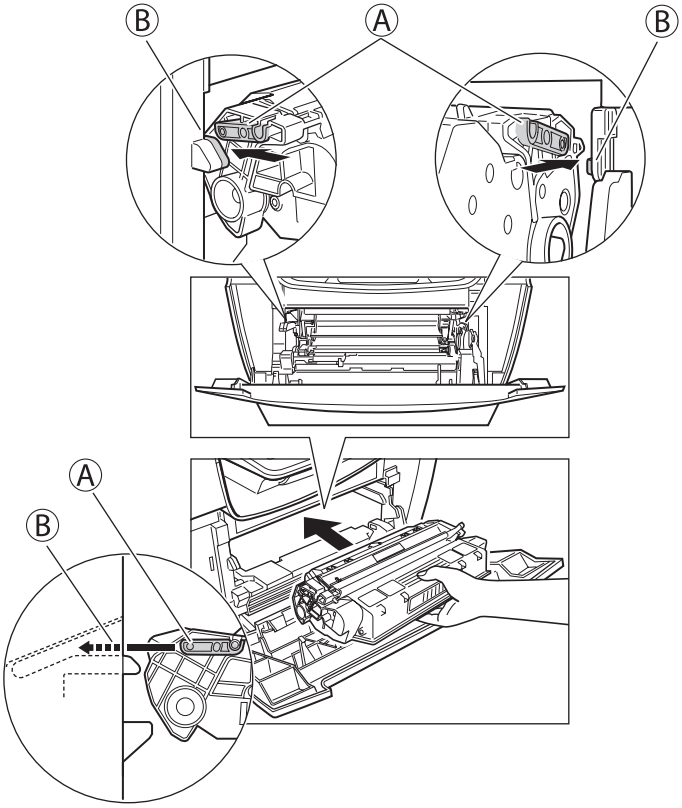
IMPORTANT

To avoid breaking the tape, do not pull out the tape at an upward or downward angle.

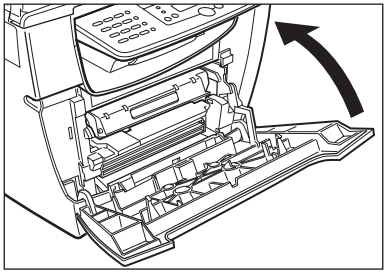
7 **Hold the cartridge and position the arrow mark on the cartridge towards the inside of the machine as shown below.**



8 **Align the projections Ⓐ on both sides of the cartridge to the guides Ⓑ in the machine and gently slide the cartridge into the machine as far as it will go.**



9 **Close the front cover.**



NOTE

If the LCD displays <INSTALL CARTRIDGE> and <TONER SUPPLY LOW> alternately, reset the machine by opening the front cover and then closing it.

Repacking and Transporting Your Machine

Be sure to unplug the power cord before transporting the machine. If the machine is likely to be subjected to vibration (e.g., when transporting over long distances), the following precautions should be taken. If you do not follow these precautions, the machine may be damaged or the quality of your printouts may be adversely affected.

1 **Unplug the power cord.**

2 **If the machine is connected to a telephone or your computer, remove the telephone line or printer cable.**

3 **Open the front cover.**

4 **Grip the end of the cartridge, and remove it from the machine. In order to avoid direct sunlight, place the cartridge in the protective bag that the cartridge came in when you purchased it.**

5 **Close the front cover.**

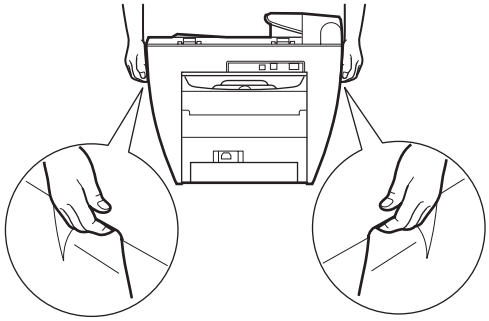
6 **Pull out the cassette completely, and remove the extension cover from the machine.**

7 **Detach the cassette extension from the cassette.**

8 **Insert the cassette in the machine.**

9 **Push in the output tray, and close the document feeder tray.**

Carrying the Machine by the Sides

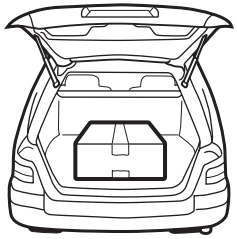


Pull out the cassette completely, and remove the extension cover.
Push in the output tray, and close the document feeder tray.
Grip the handles on both sides of the machine and lift it carefully, as shown in the illustration above.

CAUTION

When carrying the machine, be sure to hold it in the designated places as shown in the illustration. Dropping the machine can cause personal injury.

Transporting the Machine by Car



Pack the machine, using the original packing material and box.
Place the machine on a level, stable surface.

IMPORTANT

Do not leave the machine inside a car for a long period of time; the temperature can become very high or low.

Avoid rough roads; excessive vibration may damage the machine or adversely affect the quality of your printouts.

Place a cover over the machine. Do not leave the machine in direct sunlight.

When moving the machine, use the original shipping box that it was packed in when you purchased it.

When using the original shipping box, do not place the power cord or other objects on the ADF; this may damage the ADF.

Troubleshooting

9
CHAPTER

This chapter describes the problems you might encounter when using the machine and their remedies. It also explains what to do if you cannot solve the problem by yourself.

Clearing Jams

This section describes how to remove jammed paper.

Removing Jammed Paper from Inside the Machine

When print media jams inside the machine, the LCD displays <REC. PAPER JAM> and <OPEN THE FRONT COVER>.

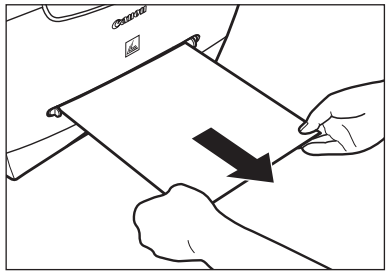
CAUTION

There are some areas inside the machine and cartridge which are subject to high voltages and high temperatures. Take adequate precaution when performing internal inspections to avoid burns or electrical shock.

NOTE

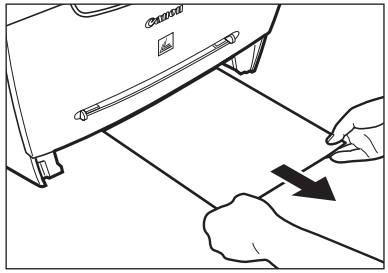
When removing jammed paper from inside the machine, take care not to allow the toner on the jammed paper to come into contact with your hands or clothing. If they become dirty, wash them immediately with cold water. Washing with warm water will set the toner, and make it impossible to remove the toner stains.

1 **Hold both sides of the jammed paper and pull it out from the multi-purpose feeder.**



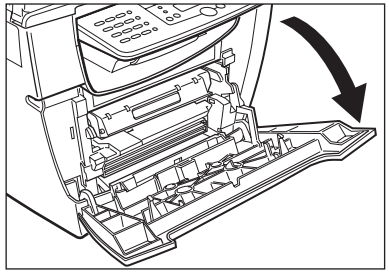
2 **Pull out the cassette completely.**

3 **Hold both sides of the jammed paper and pull it out from the machine.**

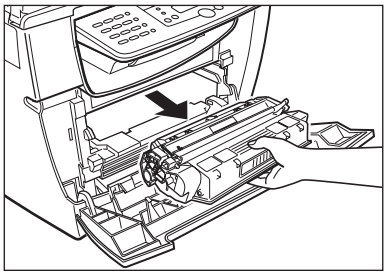


4 **Insert the cassette to the machine.**

5 **Open the front cover. If there is the paper stack left in the cassette or on the output tray, remove it first.**



6 Remove the cartridge.

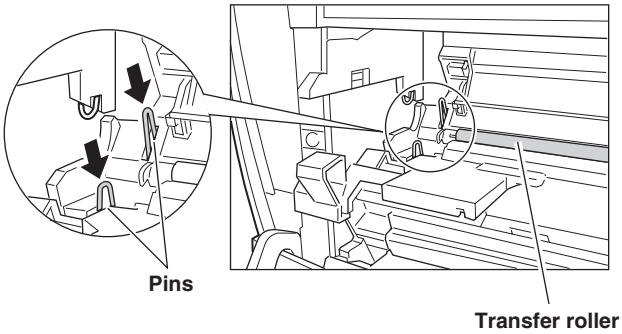


IMPORTANT

Remove watches and any bracelets or rings when touching the inside of the machine. These items might be damaged if they come into contact with the parts inside the machine.

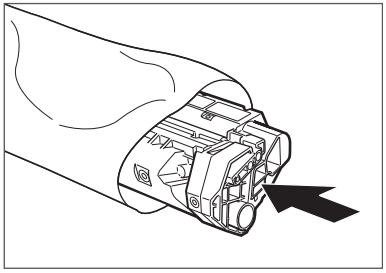
When removing the jammed paper, do not touch the transfer roller (shaded part) as its surface is very delicate and susceptible to finger oil and scratches, which may lead to print deterioration.

To avoid possible damage to the printer, do not touch the pins near the left end of the transfer roller.

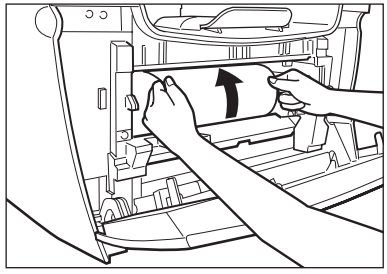


NOTE

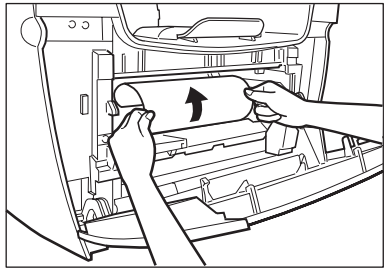
Do not expose the cartridge to light for more than 5 minutes. If necessary, put the cartridge in its original protective bag or wrap it with a thick cloth to prevent exposure to light.



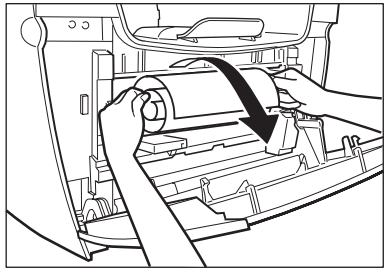
7 **Hold both sides of the jammed paper and carefully move it inward, then gently pull it out.**



8 **Roll the leading end of the paper outwards so that the printed surface is on the inside of the roll, then gently pull the rolled up paper out of the machine.**

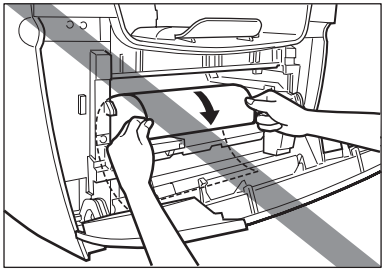


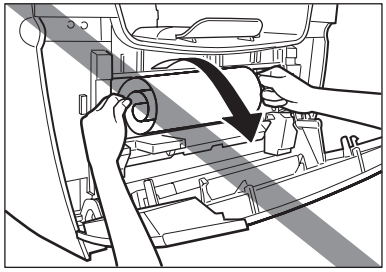
9 **If the leading edge of the paper is visible but has not entered the imaging area, pull the paper forwards and roll it inwards.**



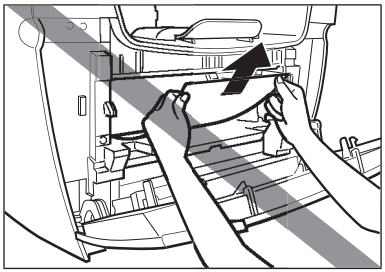
IMPORTANT

Do not pull the jammed paper forward from the cassette. It may cause a machine malfunction.



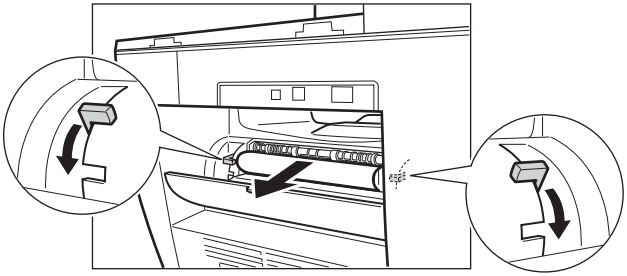


Do not pull the jammed paper upward; the toner on the paper will stain the printer and cause a permanent reduction in print quality.

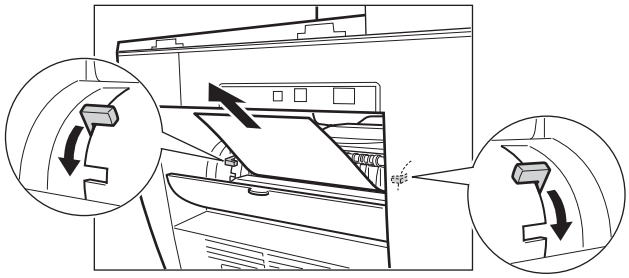


10 Open the face up cover and push down the green paper release levers on both sides of the face up paper output.

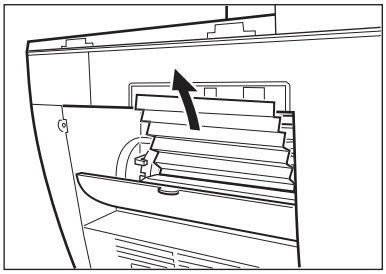
11 Gently pull the jammed paper between the output rollers until the leading edge emerges from the machine.



12 Carefully pull the jammed paper straight out through the rollers.



If the jammed paper is badly folded, similar to the folds of an accordion, ease the jammed paper loose and then pull it out of the machine.



13 Push the paper release levers back to their original position and close the face up cover.

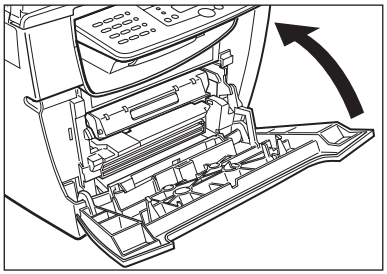
IMPORTANT

Be sure to push the paper release levers back to their original position. If the levers are left pushed down, the paper jam error will not be resolved.

Never push down the paper release levers while printing. This could result in damage to the fixing assembly.

14 Insert the cartridge back into the machine, then close the front cover.

For details, see "Replacing the Cartridge," on p. 8-14.



IMPORTANT

After you replace the cartridge and close the front cover, the machine should be ready for operating. If the machine returns to the ready state for operating, troubleshooting has been successful. If the machine does not return to the ready state for operating, confirm that the paper release levers are pushed back to their original position, and check to see that jammed paper is not left in the machine.

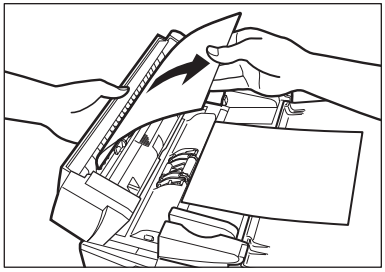
Removing Jammed Paper from the ADF

When the document jams in the ADF, the LCD displays <CLEAR ADF>, or <CLEAR ADF> and <DOCUMENT TOO LONG> alternately.

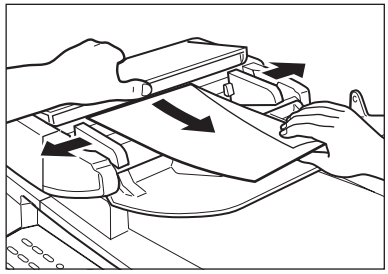
NOTE

Do not open the platen glass cover until the jammed paper is removed. Doing so will result in damaging the document and the paper.

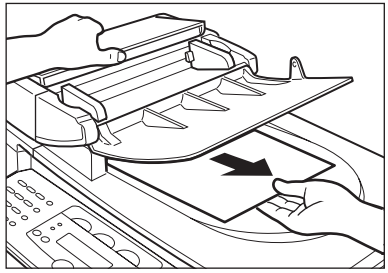
1 Open the ADF and gently remove the jammed paper from the ADF.



2 **Widen the slide guides until they stop, and remove the paper so as not to be caught by the slide guides. Open the ADF and gently remove the jammed paper from the ADF.**



3 **Open the ADF and gently remove the jammed paper from the document output tray.**



NOTE

After removing jammed paper, even edges of the document before loading it in the ADF again.

LCD Messages

The following messages are displayed in the LCD when the machine performs a function or if it encounters an error.

This section describes the general messages and those related to copy and print functions. For the messages related to fax functions, see Chapter 7, "Troubleshooting," in the *Facsimile Guide*.

CHECK PRINTER

Cause A problem has occurred in the printer.

Remedy Reset the machine by opening the front cover and then closing it. If the message persists, unplug the machine from the power supply and contact Canon Authorized Service Facilities or the Canon Customer Care Center.

CLEAR ADF

Cause 1 There is a paper jam in the ADF.

Remedy Remove the document you are trying to copy in the ADF. (See "Removing Jammed Paper from the ADF," on p. 9-7.)
Make sure that the document is not too long or too short. (See "Document Requirements," on p. 3-1.)
Then reset the machine by opening the front cover and then closing it.

Cause 2 The ADF roller rotates without feeding documents.

Remedy Fan the edge that will feed into the machine first, then tap the edge of multiple page documents on a flat surface to even the stack.

CLEAR ADF ↔ DOCUMENT TOO LONG

Cause The document is longer than 14" (356 mm), or is not feeding correctly.

Remedy Reduce the length of the document to within 14" (356 mm), and then copy it.

INCORRECT PAPER SIZE ↔ CASS PAPER MISMATCH

Cause The size of the paper in the cassette or multi-purpose feeder is different from that of the paper specified in <PAPER SIZE> in <COMMON SETTINGS> of the Menu.

Remedy Load the correct paper size or change <PAPER SIZE> in <COMMON SETTINGS> of the Menu. (See "Loading Paper," on p. 2-4, or "Specifying the Paper Size," on p. 5-3.)
Then reset the machine by opening the front cover and then closing it.

INSTALL CARTRIDGE ↔ TONER SUPPLY LOW

Cause The cartridge is not installed or not installed correctly.

Remedy Install the cartridge correctly. (See "Replacing the Cartridge," on p. 8-14.)

LOAD LTR SIZE PAPER

Cause No LTR-size paper is loaded in the cassette or multi-purpose feeder.

Remedy Load LTR-size paper in the cassette or multi-purpose feeder. (See "Loading Paper," on p. 2-4.)

MEMORY FULL
PRESS SET KEY

Cause The machine's memory is full because the collate copy function was set when a large document is loaded.

Remedy Divide the document and copy each part separately.
If <MEMORY FULL> and <PRESS SET KEY> appear while scanning documents using the ADF, the document being scanned stops in the ADF. In this case, press [Set] to make the document come out automatically.

PRINTER DATA ERROR

Cause A problem has occurred in the data transmission between the machine and your computer.

Remedy Use System Monitor to delete the current print job.

REC. PAPER JAM
OPEN THE FRONT COVER

Cause	There is a paper jam.
Remedy	Clear the paper jam (see "Clearing Jams," on p. 9-1) and reload paper in the cassette or multi-purpose feeder. Then reset the machine by opening the front cover and then closing it.

SUPPLY REC. PAPER
TRAY:

Cause	No paper is loaded in the cassette.
Remedy	Load paper in the cassette. (See "Loading Paper," on p. 2-4.) Make sure the paper stack in the cassette does not exceed the capacity of the cassette. If you load paper while making copies, do not load a different paper size.

SYSTEM ERROR
Exxx*

Cause	An error of some kind has occurred in the machine.
Remedy	Unplug the machine from the power supply and wait approximately 3 minutes to 5 minutes, then plug it in again. If this does not solve the problem, unplug the machine and contact Canon Authorized Service Facilities or the Canon Customer Care Center.

TONER SUPPLY LOW**

Cause	The toner is running low.
Remedy	Remove and rock the cartridge several times to distribute toner evenly. Then reinstall the cartridge. (See "When to Replace the Cartridge," on p. 8-4.)

*xxx stands for a number.

**Only for the MF5550 model.

Paper Feeding Problems

Paper does not feed correctly.

Q	Does the cassette or multi-purpose feeder contain an appropriate quantity of sheets?
A	Make sure the paper stack in the cassette or the paper in the multi-purpose feeder does not exceed the capacity of the cassette or multi-purpose feeder. (See "Loading Paper," on p. 2-4.)
Q	Is paper loaded correctly?
A	Make sure the paper stack in the cassette or the paper in the multi-purpose feeder is loaded properly, and that the slide guides are adjusted correctly. (See "Loading Paper," on p. 2-4.)
Q	Is the cassette inserted into the machine correctly?
A	Push the cassette into the machine as far as it will go, and make sure the cassette is not tilted or inserted at an angle.

Paper feeds skewed. (Printing is skewed.)

Q	Is paper loaded correctly?
A	Make sure the paper stack in the cassette or the paper in the multi-purpose feeder is loaded properly, and that the slide guides are adjusted correctly. (See "Loading Paper," on p. 2-4.)
A	Make sure the paper exit path is clear.

Multiple sheets feed into the machine at the same time.

Q	Is paper loaded correctly?
A	Make sure the paper stack in the cassette or the paper in the multi-purpose feeder is loaded properly, and that the slide guides are adjusted correctly. (See "Loading Paper," on p. 2-4.)
Q	Have you fanned the paper stack before loading it in the cassette?
A	Be sure to fan the paper stack before loading it in the cassette. This keeps the sheets of paper from sticking together.

Q	Does the cassette or multi-purpose feeder contain an appropriate quantity of sheets?
A	Make sure the paper stack in the cassette or the paper in the multi-purpose feeder does not exceed the capacity of the cassette or multi-purpose feeder. (See "Loading Paper," on p. 2-4.)
A	Do not force the paper stack into the cassette or the paper into the multi-purpose feeder.
A	Load paper one by one in the multi-purpose feeder.
Q	Is only one type of paper loaded in the cassette or multi-purpose feeder?
A	Load only one type of paper.
A	Make sure you load paper that meets the paper requirements for the machine. (See Chapter 2, "Paper Handling.")

Transparencies do not feed correctly.

Q	Are the transparencies loaded correctly?
A	Make sure the transparencies in the cassette or the transparency in the multi-purpose feeder is loaded properly, and that the slide guides are adjusted correctly. (See "Loading Paper," on p. 2-4.)
Q	Is the proper transparency loaded in the multi-purpose feeder?
A	Do not use any transparencies designed for color copiers. They will cause a paper jam. Please use transparencies recommended by Canon.

Paper feeds curled.

Q	Is the proper paper loaded?
A	Load proper paper in the cassette or multi-purpose feeder. (See Chapter 2, "Paper Handling.")
A	Select <TRANSPARENCY> in <PAPER TYPE> in <COMMON SETTINGS> of the Menu. (See "Specifying the Paper Type," on p. 5-4.)

Paper stacked roughly.

Q Is the proper paper loaded?

A Load proper paper in the cassette or multi-purpose feeder. (See Chapter 2, "Paper Handling.")

A Select <TRANSPARENCY> in <PAPER TYPE> in <COMMON SETTINGS> of the Menu. (See "Specifying the Paper Type," on p. 5-4.)

Repeated paper jams occur.

Q Is the proper paper loaded?

A Check that the size, thickness and type of the paper you are using. (See "Print Media Requirements," on p. 2-1.)

Q Is the proper paper loaded correctly?

A Be sure to fan the paper stack before loading it in the cassette. This keeps the sheets of paper from sticking together.

Q Is the output tray free of obstructions?

A Do not place the delivered paper back on the output tray. (See "Face Down Paper Output Area," on p. 2-17.)

A Do not place objects other than paper on the output tray. (See "Face Down Paper Output Area," on p. 2-17.)

Q Is the machine installed in a proper location?

A Check that the machine is installed in the proper location. (For information about specifications of the machine, see "Specifications," on p. 11-1. For safety warnings and cautions, see "Installation," on p. xiv.)

Envelopes do not feed correctly.

Q Are the envelopes loaded correctly?

A Make sure the envelopes are loaded correctly. (See "Loading Envelopes in the Cassette," on p. 2-7, or "Loading an Envelope in the Multi-Purpose Feeder," on p. 2-13.) Do not load more than 20 envelopes in the cassette. Load an envelope one by one in the multi-purpose feeder.

Q Is the proper envelope loaded?

A Load the recommended envelopes (COM10, MONARCH, DL, or ISO-C5) in the cassette or multi-purpose feeder. (See "Loading Envelopes in the Cassette," on p. 2-7, or "Loading an Envelope in the Multi-Purpose Feeder," on p. 2-13.)

Copying Problems

The machine will not make a copy.

Q	Is the cartridge installed correctly?
A	Make sure the cartridge is installed correctly. (See "Install the cartridge," in the *Set-Up Sheet*.)
Q	Is the sealing tape removed from the cartridge?
A	Remove the sealing tape from the cartridge. (See "Install the cartridge," in the *Set-Up Sheet*.)
Q	Is the cassette inserted completely into the machine?
A	Insert the cassette as far as it will go. (See "Load paper," in the *Set-Up Sheet*.)
Q	Did you connect the power cord to the machine just now?
A	Wait for a while. After connecting the power cord, the machine cannot scan documents immediately.
Q	Is the document loaded correctly?
A	Remove the document, stack it if necessary, and load it in the ADF correctly. (See "Loading Documents in the ADF," on p. 3-4.)
A	Make sure the ADF is closed.

If the documents have black streaks or appear dirty after you feed them in the ADF.

Q	Is the read area of the platen glass clean?
A	Clean the read area of the platen glass. (See "Cleaning the ADF Area," on p. 8-3.)

NOTE

For additional troubleshooting, see "Print Quality Problems," on p. 9-16.

Print Quality Problems

The print quality is not what you expect; print is not clear, has missing dots or white streaks.

Q	Are the size, thickness and type of the paper you are using within the specifications of the machine?
A	Check that the paper you are using is supported by the specifications of the machine. (See "Print Media Requirements," on p. 2-1.)
Q	Is the cartridge installed correctly?
A	Make sure the cartridge is installed correctly. (See "Install the cartridge," in the *Set-Up Sheet*.)
Q	Is any toner left in the cartridge?
A	See "When to Replace the Cartridge," on p. 8-4, and replace the cartridge if necessary. (See "Replacing the Cartridge," on p. 8-14.)
Q	Is the exposure adjusted correctly?
A	Adjust the exposure correctly using [Exposure]. (See "Adjusting the Exposure (Density)," on p. 5-9.)

Copies are dirty.

Q	Is the platen glass or the platen glass cover clean?
A	Clean the platen glass or the platen glass cover. (See "Cleaning the Scanning Area," on p. 8-2.)
Q	Is the cartridge free of damage?
A	If there is a scratch on the cartridge, replace with a new one. (See "Replacing the Cartridge," on p. 8-14.)
Q	Is the machine adjusted to room temperature? If not, condensation might build up inside the machine.
A	Allow at least 2 hours for the machine to adjust to room temperature before attempting to use it.

Q	Is the machine installed in a stable location?
A	Install the machine in a proper location. (See "Installation," on p. xiv.)

Copies are too dark or too light.

Q	Is the exposure adjusted correctly?
A	Adjust the exposure correctly using [Exposure]. (See "Adjusting the Exposure (Density)," on p. 5-9.)
Q	Is the machine in the toner saver mode?
A	Set <TONER SAVER MODE> to <OFF> in <COMMON SETTINGS> of the Menu. (See "COMMON SETTINGS," on p. 10-3.)

The printouts are partly missing or shaded when you make copies on heavy paper.

Q	Is the paper type set correctly?
A	Select <HEAVY PAPER> or <HEAVY PAPER H> in <PAPER TYPE> in <COMMON SETTINGS> of the Menu. (See "Specifying the Paper Type," on p. 5-4.)

The printouts are missing when you make copies on rough paper.

Q	Is the paper type set correctly?
A	Select <TRANSPARENCY> in <PAPER TYPE> in <COMMON SETTINGS> of the Menu. (See "Specifying the Paper Type," on p. 5-4.)

The edges of copies are dirty when you make copies.

Q	Is the paper size set correctly?
A	Specify the appropriate paper size in <PAPER SIZE> in <COMMON SETTINGS> of the Menu. (See "Specifying the Paper Type," on p. 5-4.)

Printing Problems

The Alarm indicator comes on.

Q Does the machine feed paper correctly, or is there paper in the cassette or multi-purpose feeder?

A Clear the paper jam, or load paper in the cassette or multi-purpose feeder. (For instructions on clearing paper jam, see "Clearing Jams," on p. 9-1. For instructions on loading paper, see "Loading Paper," on p. 2-4.)

A If the machine has no paper jam, or paper is loaded in the cassette or multi-purpose feeder, unplug the machine and wait approximately 3 minutes to 5 minutes, then plug it in again. If the problem is fixed, the Alarm indicator will turn off, and the LCD will return to the standby mode. If the Alarm indicator remains flash, unplug the machine, and contact Canon Authorized Service Facilities or the Canon Customer Care Center.

Printout does not match paper size.

Q Is the paper stack loaded and aligned correctly in the cassette, or is paper loaded in the multi-purpose feeder correctly?

A Make sure the paper is loaded and aligned correctly in the cassette or the paper is loaded correctly in the multi-purpose feeder. (See "Loading Paper," on p. 2-4.)

Scanning Problems

The machine will not scan a document.

Q	Did you connect the power cord to the machine just now?
A	Wait for a while. After connecting the power cord, the machine cannot scan documents immediately.
Q	Is the document loaded correctly?
A	Remove the document, stack it if necessary, and load it in the ADF correctly. (See "Loading Documents in the ADF," on p. 3-4.)
A	Make sure the ADF is closed.
Q	Is the USB cable connected securely?
A	Check that the USB cable is connected securely to the machine and your computer. Disconnect the USB cable, and reconnect it correctly after a while.
Q	Is the energy saver mode off?
A	The machine does not scan documents, if it is in the energy saver mode. To restore the machine from the energy saver mode, press [Energy Saver].

Scanned images are dirty.

Q	Is the platen glass or the platen glass cover clean?
A	Clean the platen glass or the platen glass cover. (See "Cleaning the Scanning Area," on p. 8-2.)

White streaks appear on the left side of the image.

Q	Is the document placed on the platen glass correctly?
A	Place the document approximately 1/8" (3 mm) from the edge of the platen glass.

General Problems

The machine has no power.

Q Is the power cord plugged in securely?

A Check that the power cord is plugged securely into the machine and into the wall outlet. Insert the power cord straight into the power socket on the back of the machine. Do not insert it at an angle. Otherwise, the machine may not be properly connected to the power source and may not turn on. If this happens, disconnect the power cord, and reconnect it correctly after a minute or more. (See "Connect the power cord," in the *Set-Up Sheet*.)

Nothing appears in the LCD.

Q Is the power cord plugged in securely?

A Check that the power cord is plugged securely into the machine and into the wall outlet. Insert the power cord straight into the power socket on the back of the machine. Do not insert it at an angle. Otherwise, the machine may not be properly connected to the power source and may not turn on. If this happens, disconnect the power cord, and reconnect it correctly after a minute or more. (See "Connect the power cord," in the *Set-Up Sheet*.) If the LCD remains blank, unplug the machine and wait approximately 3 minutes to 5 minutes until the temperature inside the machine lowers, then plug it in again. If the LCD remains blank, unplug the machine, and contact Canon Authorized Service Facilities or the Canon Customer Care Center.

Q Does the Energy Saver key go off?

A When the Energy Saver key lights up, the energy saver mode activates. To restore the machine from the energy saver mode, press [Energy Saver].

The letter "E" and numbers appear in the LCD.

Q Is the machine working properly?

A Unplug the machine and wait approximately 3 minutes to 5 minutes, then plug it in again. If the message is still displayed, unplug the machine and contact Canon Authorized Service Facilities or the Canon Customer Care Center.

If You Cannot Solve the Problem

If you have a problem with your machine and you cannot solve it by referring to the information in this chapter, contact Canon Authorized Service Facilities or the Canon Customer Care Center.

CAUTION

If the machine makes strange noises, emits smoke or strange smells, unplug the power cord immediately, and then contact Canon Authorized Service Facilities or the Canon Customer Care Center. Do not attempt to disassemble or repair the machine yourself.

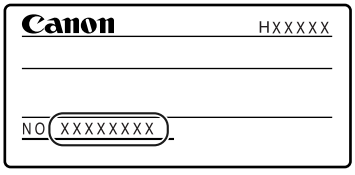
IMPORTANT

Attempting to repair the machine yourself may void the limited warranty.

If you need to contact Canon Authorized Service Facilities or the Canon Customer Care Center, make sure you have the following information:

Product name
MF5530/5550

Serial number
The serial number is on the label located at the back of the machine.



Software version number (See Chapter 6, "Appendix," in the *Software Guide*.)

Place of purchase

Nature of problem

Steps you have taken to solve the problem and the results

Machine Settings

10
CHAPTER

This chapter explains how to adjust machine settings. The list of all the settings is also provided for your reference.

NOTE

To specify or register the settings of the fax function, see Chapter 8, "Machine Settings," in the *Facsimile Guide*. (Only for the MF5550 model.)

Accessing the Machine Settings

Follow this procedure to change a setting:

1 **Press [Menu].**

2 **Press [◀] or [▶] to select the menu you want to change → press [Set].**

You have now accessed the settings in the list.

3 **Press [◀] or [▶] to select the submenu you want to change.**

4 **Press [Set].**

Ex:

```
SCAN DENSITY
                MANUAL
```

NOTE

For details on submenus, see "Menu Descriptions," on p. 10-3.

After selecting the item or value with [◀] or [▶], press [Set] to enter the setting.

If you press [Stop/Reset] before [Set] is pressed, the item you have selected will not be registered.

Press [Stop/Reset] to exit from the Menu.

If you press [Menu], the display returns to the previous screen.

Menu Descriptions

COMMON SETTINGS

Name	Descriptions
PAPER SETTINGS	Sets the paper size and paper type.
1. PAPER SIZE	Selects the paper size. **LTR**, LGL, EXECUTIV, A4, B5, ENVELOPE (COM10, MONARCH, DL, ISO-C5), FREE SIZE (HORIZONTAL (height: 76 mm to 216 mm (3" to 8 1/2")) and VERTICAL (width: 127 mm to 356 mm (5" to 14")) sizes can be specified in millimeters.)
2. PAPER TYPE	Selects the paper type. **PLAIN PAPER**, TRANSPARENCY, HEAVY PAPER, HEAVY PAPER H
TONER SAVER MODE	Sets the toner saver mode.
ON	The toner saver mode is turned on.
OFF	The toner saver mode is turned off.
SYSTEM SETTINGS	Sets the system settings, e.g., date/time, default, and auto clear.
1. DATE/TIME SETTING*	Sets the date and time settings.
1. DATE/TIME SETTING	Sets the current date and time. month, day, year, hour, minute
2. DATE SETUP	Selects the format of the date displayed in the LCD. **MM/DD/YYYY**, DD/MM YYYY, YYYY MM/DD
2. DEFAULT SETTINGS	Selects the Copy, Scan, or Fax* mode for the machine's default mode. When the power cord is plugged in, or after the auto clear function activates, the standby display of the selected mode appears.
COPY	The Copy mode is selected as default.
SCAN	The Scan mode is selected as default.
FAX*	The Fax mode is selected as default.

Name	Descriptions
3. AUTO CLEAR	Sets the auto clear function. If the machine remains idle for a set amount of time, the display returns to the standby mode.
ON	Sets the time until the machine returns to the standby mode. 1MIN. to 9MIN. (**2MIN.**)
OFF	The auto clear function is turned off.
4. ENERGY SVR TIME	Sets the energy saver mode.
ON	Sets the time until the machine enters the energy saver mode. 3MIN. to 30MIN. (**5MIN.**)
OFF	The auto energy saver function is turned off.

(The factory default setting is in **bold** face.)

* Only for the MF5550 model.

COPY SETTINGS

Name	Descriptions
SHARPNESS	The sharpness setting of an image can be adjusted. When you want to make characters and lines clear, select a larger value. When you make copies of photographs, select a smaller value. 1 to 7 (**2**)
PAPER SIZE GROUP	The paper size group can be selected. If the paper size group is changed, the preset copy ratios will also change.
INCH	Preset copy ratios: 50%, 64%, 78%, 100%, 129%, 200%
A	Preset copy ratios: 50%, 70%, 100%, 141%, 200%
AB	Preset copy ratios: 50%, 70%, 81%, 86%, 100%, 115%, 122%, 141%, 200%
STANDARD COPY QTY	Selects the copy quantity. 1 to 99 (**1**)

Name	Descriptions
COPY DEFAULT	Sets the default settings for copying.
1. IMAGE QUALITY	Selects the document type. **TEXT**: Character mode PHOTO: Photo mode TEXT/PHOTO: Text/photo mode
2. SCAN DENSITY	Sets how the exposure is adjusted.
MANUAL	Adjusts the exposure manually. The exposure can be adjusted in 7 increments. (**center**)
AUTO	The exposure is adjusted automatically.
3. COPY RATIO	Selects the copy ratio.
PRESET	Selects the preset copy ratio. The preset copy ratios will change when the paper size group is changed.
ZOOM RATIO	Selects the copy ratio. 050% to 200% (**100%**)
4. AUTO SORT	Sets the auto sort function.
ON	The auto sort function is turned on.
OFF	The auto sort function is turned off.

(The factory default setting is in **bold** face.)

NOTE

For details on <FAX SETTINGS>, see Chapter 8, "Machine Settings," in the *Facsimile Guide.* (Only for the MF5550 model.)

Appendix

11

CHAPTER

This chapter lists the specifications of the machine and the index.

Specifications

Type	Personal Desktop
Platen	Stationary Automatic Document Feeder: 30 sheets or paper stack within 5/16" (8 mm) thickness including curled sheets (guaranteed) 50 sheets (21 lb (80 g/m^2)) or paper stack within 5/16" (8 mm) thickness including curled sheets (temperature: 59°F to 81°F (15°C to 27°C), humidity: 20% to 80%) (reference)
Photoconductive Material	Organic Photosensitive Conductor
Copying System	Indirect Electrostatic Transfer System
Developing System	Toner Projection System
Fixing System	Canon's RAPID Fusing System™
Resolution	Approx. 600 dpi 600 dpi
Number of Tones	256
Acceptable Documents	Up to LGL size Sheets, books, and three-dimensional objects (up to 4.4 lb (2 kg))
Acceptable Copy Stock	Cassette Feeding: 17 lb to 34 lb (64 g/m^2 to 128 g/m^2) Multi-Purpose Feeder: 17 lb to 34 lb (64 g/m^2 to 128 g/m^2) Plain paper, colored paper, recycled paper, transparencies, envelopes, labels, and heavy paper (up to 34 lb (128 g/m^2))

Copy Sizes	LTR (8 1/2" 11" (216 mm 279 mm)) Automatic Document Feeder: LGL (8 1/2" 14" (216 mm 356 mm)) to 5 13/16" 4 1/8" (148 mm 105 mm)
Non-image Area	Paper: Max. 13/64" (5 mm) at each edge Envelope: Max. 13/64" (5 mm) at each edge
Warm-up Time	Approx. 19 sec. * (at room temperature of 77°F (25°C); from when the machine is plugged in until the standby display appears) * Warm-up time may differ depending on the condition and environment of the machine.
First Copy Time	Platen glass: Approx. 20 sec. ADF: Approx. 20 sec. LTR-size, direct, Manual Exposure Control, Cassette Feeding (except just after being restored from energy saver mode)
Copy Speed	Direct: LTR 19 cpm
Magnification	1:1±1.0%, 1:2.000, 1:1.294, 1:0.786, 1:0.647, 1:0.500 Zoom: 0.500 - 2.000 in 1% increments
Paper Feeding System	Cassette Feeding: 250 sheets of 17 lb (64 g/m 2) Multi-Purpose Feeder: 1 sheet
Multiple Copies	1-99
Power Requirements	120 V, 60 Hz [Power requirements differ depending on the country in which you purchased the product.]
Power Consumption	MF5530: Approx. 0.65 kw (max.) MF5550: Approx. 0.65 kw (max.)
Dimensions (W D H)	19 1/8" 16 3/8" 17 13/32" (486 mm 416.3 mm 442.4 mm) (When the document feeder tray is closed) 19 1/8" 16 3/8" 20 1/32" (486 mm 416.3 mm 508.8 mm) (When the document feeder tray is opened)
Installation Space (W D)	19 1/8" 21 1/8" (486 mm 536.7 mm) [with the cassette attached]
Weight	MF5530: Approx. 32.6 lb (14.8 kg) (including cartridge) MF5550: Approx. 32.4 lb (14.7 kg) (including cartridge)

Features are subject to change without notice due to product improvements.
For high-quality copies, we recommended using paper and transparencies recommended by Canon. Some types of paper available at office supply stores may not be suitable for this machine. If you have any questions about paper and transparencies, consult Canon Authorized Service Facilities or the Canon Customer Care Center.

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