Canon

# MultiPASS C3000

## Electronic User's Manual

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Canon Computer Systems, Inc. has reviewed this manual thoroughly in order to make it an easy to use guide for your Canon MultiPASS C3000 system. All statements, technical information, and recommendations in this manual and in any guides or related documents are believed reliable, but the accuracy and completeness thereof are not guaranteed or warranted, and they are not intended to be, nor should they be understood to be, representations or warranties concerning the products described.

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As an Energy Star® Partner, Canon U.S.A., Inc. has determined that the MultiPASS C3000 meets the Energy Star guidelines for energy efficiency.

# USERS IN U.S.A.

## PRE-INSTALLATION REQUIREMENTS FOR CANON FACSIMILE EQUIPMENT

### A. Location

Supply a suitable table, cabinet, or desk. See Appendix A for the unit's dimensions and weight.

### B. Order Information

1. Only a single line, touch-tone or rotary telephone set is to be used.

2. Order an RJ11-C modular jack (USOC code), which should be installed by the phone company. If the RJ11-C jack is not present, installation cannot occur.

3. Order a normal business line from your telephone company's business representative. The line should be a regular voice grade line or equivalent. Use one line per unit.

   DDD (DIRECT DISTANCE DIAL) LINE
   or
   IDDD (INTERNATIONAL DIRECT DISTANCE DIAL) LINE IF YOU COMMUNICATE OVERSEAS

N

Canon recommends an individual line following industry standards [e.g., the 2500 (touch-tone) or 500 (rotary/pulse dial) telephones]. A dedicated extension off a PBX unit without "Call Waiting" can be used with your MultiPASS C3000. Key telephone systems are not recommended because they send non-standard signals to individual telephones for ringing and special codes, which may cause a fax error.

### C. Power Requirements

This equipment should be connected to a standard 120 volt AC, three-wire grounded outlet only. Do not connect this unit to an outlet or power line shared with other appliances that cause "electrical noise." Air conditioners, electric typewriters, copiers, and machines of this sort generate noise which often interferes with communications equipment and the sending and receiving of documents.

### CONNECTION OF THE EQUIPMENT

This equipment complies with Part 68 of the FCC rules. On the rear panel of this equipment is a label that contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. If requested, this information must be given to the telephone company. This equipment may not be used on coin service provided by the

telephone company. Connection to party lines is subject to state tariffs.

## IN CASE OF EQUIPMENT MALFUNCTION

Should any malfunction occur which cannot be corrected by the procedures described in this ***User's Manual***, disconnect the equipment from the telephone line or unplug the power cord. The telephone line should not be reconnected or the power cord plugged in until the problem is completely resolved. Users should contact Canon Authorized Service Facilities for servicing of equipment. Information regarding Authorized Service Facility locations can be obtained by calling the Canon Computer Systems Customer Care Center. (See page 1-2 for details.)

## RIGHTS OF THE TELEPHONE COMPANY

Should the equipment cause harm to the telephone network, the telephone company may temporarily disconnect service. The telephone company also retains the right to make changes in facilities and services which may affect the operation of this equipment. When such changes are necessary, the telephone company is required to give adequate prior notice to the user.

## WARNING

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

**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 of the following measures:

- Re-orient 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.

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via a telephone fax machine unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual.

To automatically enter this information into your MultiPASS C3000, follow the instructions in your ***Setup Guide.***

# USERS IN CANADA

## PRE-INSTALLATION REQUIREMENTS FOR CANON FACSIMILE EQUIPMENT

### A. Location

Supply a suitable table, cabinet, or desk. See Appendix A for the unit's dimensions and weight.

### B. Order Information

1. Provide only a single-line to touch-tone or rotary telephone set terminated with a standard 4-pin modular phone plug. (Touch-tone is recommended if available in your area.)

2. Order an RJ11-C modular jack (USOC code), which should be installed by the phone company. If the RJ11-C jack is not present, installation cannot occur.

3. Order a normal business line from your telephone company's business representative. The line should be a regular voice grade line or equivalent. Use one line per unit.

   DDD (DIRECT DISTANCE DIAL) LINE
   or
   IDDD (INTERNATIONAL DIRECT DISTANCE DIAL) LINE IF YOU COMMUNICATE OVERSEAS

N

Canon recommends an individual line following industry standards [e.g., the 2500 (touch-tone) or 500 (rotary/pulse dial) telephones]. A dedicated extension off a PBX unit without "Camp On" signals is also permissible with your MultiPASS C3000. Key telephone systems are not recommended because they send non-standard signals to individual telephones for ringing and special codes, which may cause a fax error.

### C. Power Requirements

The power outlet should be a three-prong grounded receptacle (Single or Duplex). It should be independent from copiers, heaters, air conditioners, or any electric equipment that is thermostatically controlled. The rated value is 120 volts and 15 amperes. The RJ11-C modular jack should be relatively close to the power outlet to facilitate installation.

### NOTICE

The Industry Canada label identifies certified equipment. This certification

means that the equipment meets telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

**CAUTION**

Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

**CANON CANADA INC.**
**1-800-263-1121**
**24 HOURS A DAY, SEVEN DAYS A WEEK**

# Using Your Documentation

The following documentation is supplied with the MultiPASS™ C3000 to help you use your new Canon multi-talented color printer.

### Setup Guide

This manual describes how you unpack, set up, and start using your MultiPASS C3000. It includes how to install the MultiPASS Desktop Manager for Windows which you must install to use the MultiPASS C3000 for printing, PC faxing, and scanning. It also includes Helpful Hints to get you started using your MultiPASS C3000.

### User's Manual

This manual offers detailed information on how to operate your MultiPASS C3000. It includes how to use the MultiPASS C3000 as a monochrome or color printer, stand-alone plain paper fax, PC fax, copier, and scanner. It includes maintenance, troubleshooting, and specifications.

## Conventions

This ***User's Manual*** uses the following conventions to alert you to information that will help you operate the MultiPASS C3000 correctly and safely:

N

Notes provide advice or suggestions regarding the use of the MultiPASS C3000.

C

Cautions alert you to operations that could cause damage to your hardware or software, or cause injury to yourself.

Distinctive typefaces identify the buttons you press, the lights on the operator panel, and any commands you enter at your computer.

- The buttons you press appear in this typeface: **START/COPY**.
- The names of lights you see appear in this typeface: IN USE.
- What you see in the LCD display appears in this typeface: **REGISTRATION**.
- When you type something on your computer, it appears in this typeface: `DIR/P`.

In general, the MultiPASS Desktop Manager screens and the MultiPASS Printer Driver screens you see in this manual are from Microsoft® Windows® 95.

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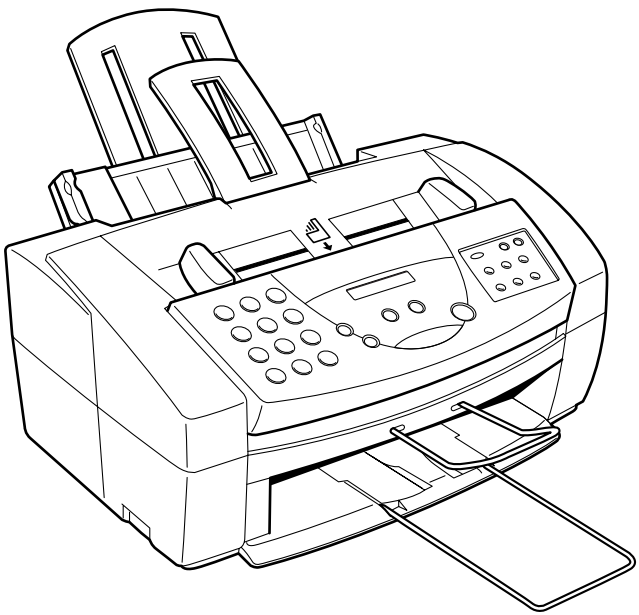
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# Introduction 1



Thank you for purchasing the Canon MultiPASS™ C3000—the multi-talented color printer for your home office and the whole family. We are sure that your MultiPASS C3000 will provide all you need in one machine: Color Bubble Jet™ printer, plain paper fax, PC fax, copier, and scanner.



This chapter introduces you to the MultiPASS C3000. It includes:

- Getting help from Canon
- Examining the main components of the unit
- Using the operator panel
- Loading paper in the sheet feeder
- Preparing documents for faxing, copying, or scanning

# Getting Help From Canon

Canon Computer Systems, Inc. offers a full range of customer technical support options including*:

- 24-hour, 7-day-a-week, toll-free automated support for troubleshooting issues on most current products (1-800-423-2366)
- Speak to a technician free of service charge (currently Monday through Friday, 8:00 a.m. to 10:00 p.m. EST and Saturday, 12:00 p.m. to 6:00 p.m. EST, excluding holidays) for products still under warranty** (1-757-413-2848)
- Speak to a technician (currently $24.99) during holidays and days/hours not listed above regarding urgent product questions or for products no longer under warranty (1-800-423-2366)
- E-mail support via the Canon Computer Systems, Inc. Web site (www.ccsi.canon.com)
- 24-hour, toll-free Fax Retrieval System (1-800-526-4345)
- 24-hour Bulletin Board Service (1-757-420-2000)

*Support program specifics subject to change without notice.
**Refer to individual product information for warranty details.



### Canon Canada

Customer support for Canadian residents is available 24 hours a day (seven days a week) at 1-800-263-1121.

In other countries, please contact your Canon dealer.

# Servicing the MultiPASS C3000

The Canon MultiPASS C3000 is designed with the latest technology to provide trouble-free operation. The warranty card that comes with your system describes Canon's limited warranty, which includes the InstantExchange warranty program. Be sure to read the warranty information to find out about the different service options available to you.

Save the warranty and keep your sales receipt for proof of purchase. In the event that your MultiPASS C3000 needs servicing, you will need your proof of purchase to obtain warranty service.

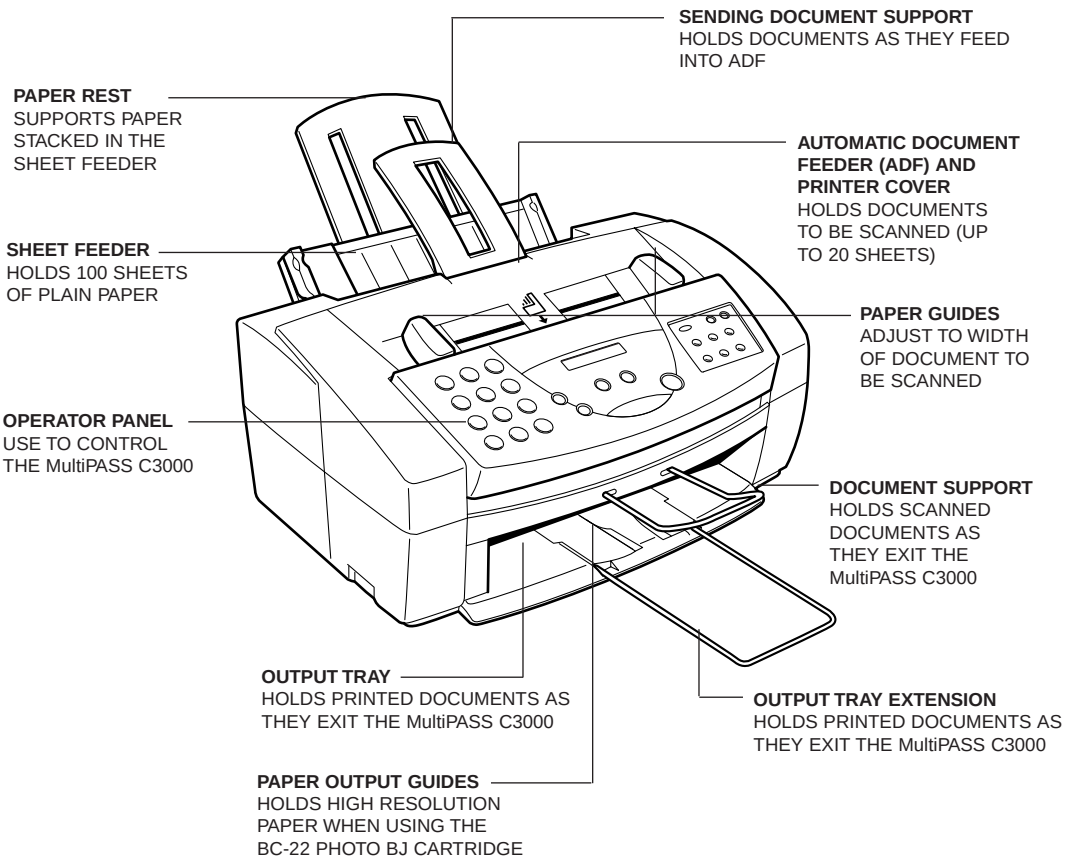
Be sure to fill out the Registration card and send it in. This will help Canon give you better support and warranty service.

If you seem to have a problem, try to solve it by referring to the troubleshooting information in Chapter 10. If you cannot solve the problem, contact the Canon Computer Systems Customer Care Center (see previous page for details).

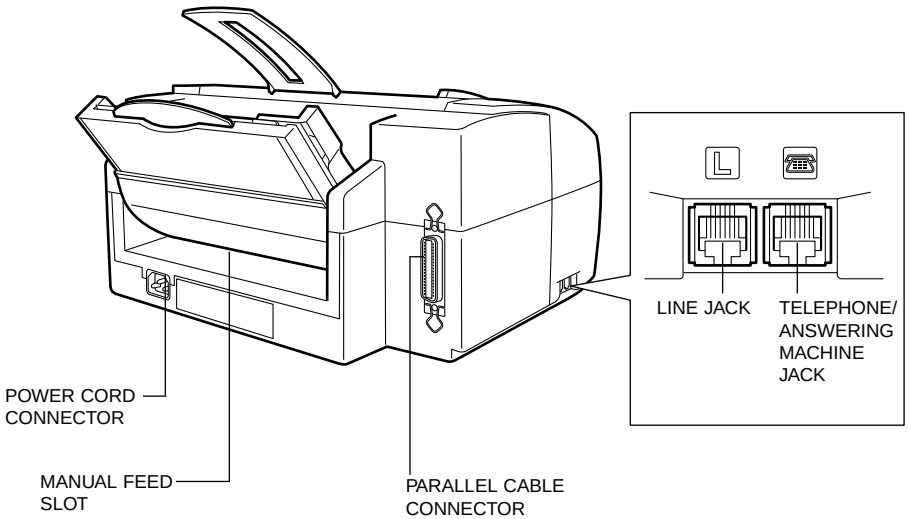
# Main Components of the MultiPASS C3000

Before using the MultiPASS C3000, it's a good idea to familiarize yourself with the components and understand their functions.

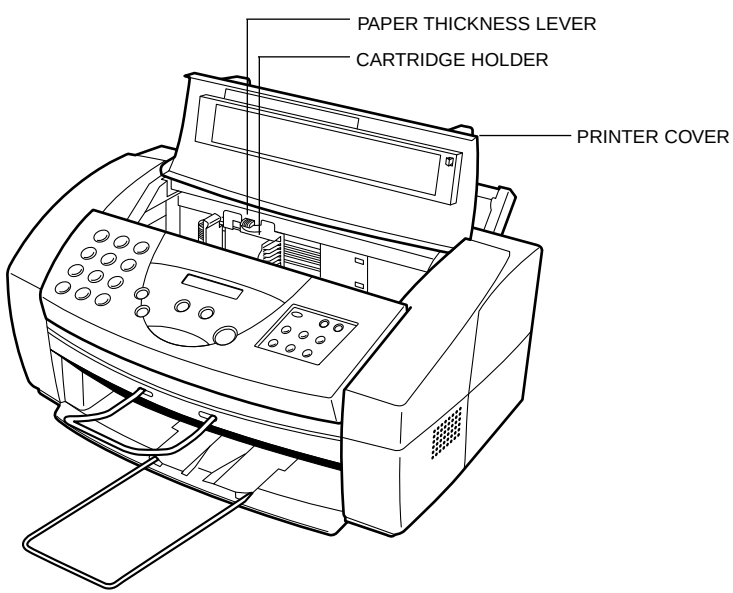
## Front View



## Back View

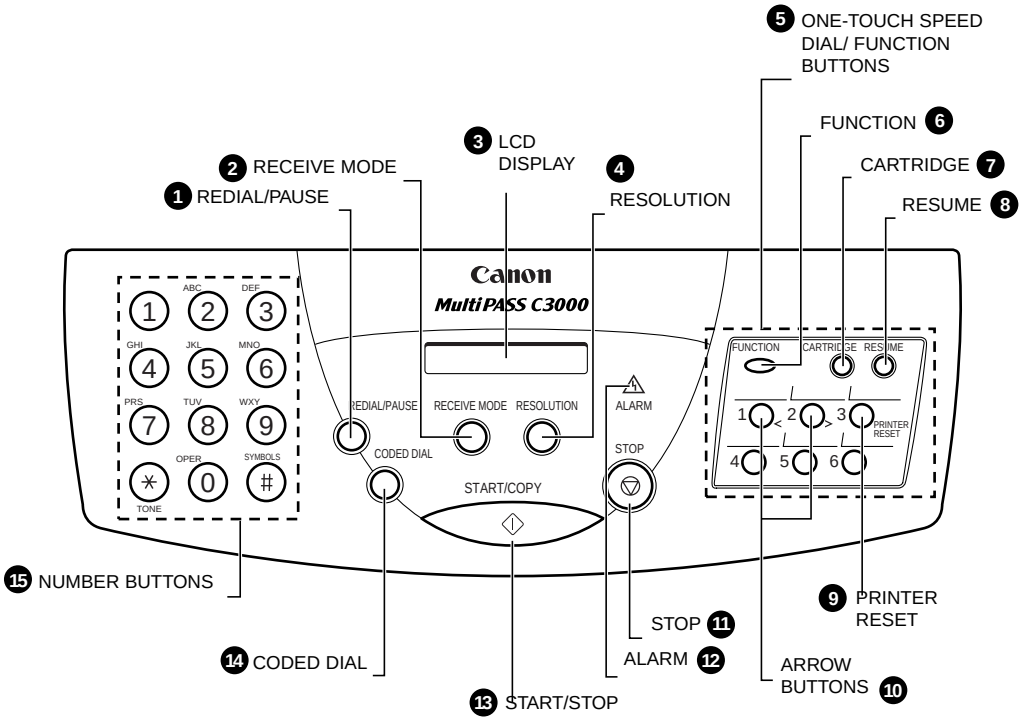



## Inside the Printer Area



# Using the Operator Panel

This section presents a brief description of the operator panel on the MultiPASS C3000.




**1** **REDIAL/PAUSE button**
Press to redial the last number that was dialed using the number buttons, or to enter pauses between digits when dialing fax numbers.

**2** **RECEIVE MODE button**
Press to change the Receive Mode: Manual mode, Fax Only mode, Answer Machine mode, or Fax/Tel mode. The Receive Mode set during installation overrides this setting.

**3** **LCD display**
Displays messages and prompts during operation. Displays selections, text, numbers, and names when registering information.

❹ **RESOLUTION button**
Press this to select the resolution the MultiPASS C3000 will use for the document you want to fax or copy.

❺ **One-Touch Speed Dial/Function buttons**
Use for one-touch speed dialing, entering user information, printing documents stored in memory, and cleaning the print head.

❻ **FUNCTION button**
Use to register user settings, to run the print head cleaning process, or to print faxes stored in the MultiPASS C3000's memory.

❼ **CARTRIDGE button**
Press to move the BJ cartridge holder to the center of the printer unit when installing or replacing the cartridge. (Press again after installing the cartridge to move the holder back to its home position.)

❽ **RESUME button**
Press when you want to resume printing.

❾ **PRINTER RESET button**
Press to reset the printer.

❿ **Arrow buttons**
Use to scroll through menu selections, or to move the cursor when registering data.

⓫ **STOP button**
Press to cancel sending, receiving, or any other operation.

⓬ **ALARM lamp**
Flashes when an error occurs, when the MultiPASS is out of paper or ink, or when received faxes are stored in memory.

⓭ **START/COPY button**
Press to begin sending, receiving, copying, or other operations, or to select functions when registering information.

⓮ **CODED DIAL button**
Press this button (followed by a two-digit code) to dial a number that you have registered for coded speed dialing.

⓯ **Number buttons**
Use these buttons to enter numbers and names when registering information, and to dial fax/telephone numbers that are not registered for automatic dialing.

# Loading Paper in the Sheet Feeder

The paper you load in the sheet feeder is used for printing documents or for incoming faxes. For printing documents, you can use any of the Canon specialty papers described in Chapter 2, Printing With the MultiPASS C3000. For receiving faxes, use plain paper (such as copier paper).

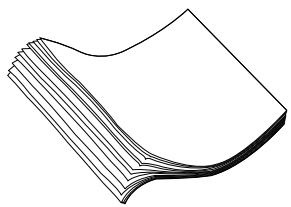
When the message **LOAD PAPER** appears in the LCD display, you need to add paper to the sheet feeder.

The sheet feeder holds approximately 100 sheets of plain paper.

## 1

Fan the paper.

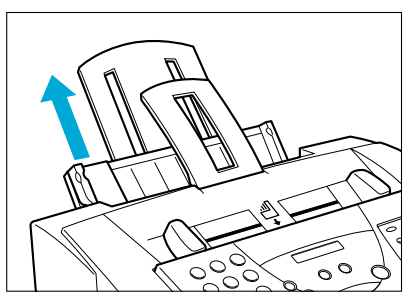
- For best results, fan the paper before loading it.
- Always fan a stack of paper along the edge that will feed into the MultiPASS first.



## 2

Make sure the paper rest is extended.

- Pull the paper rest up until it stops.

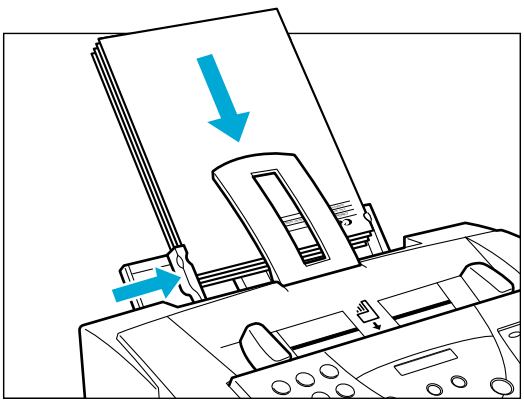


3

Slide the stack of paper into the sheet feeder until it stops.

❍ Align the edge of the paper with the right edge of the sheet feeder.

❍ Secure the stack with the paper guide.

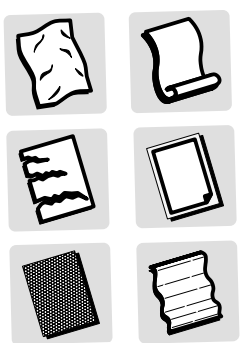


# Preparing Documents for Faxing, Copying, or Scanning

You can use the MultiPASS C3000 to fax, copy, or scan documents that are printed on standard letter, legal, or A4 size paper. Follow these guidelines to prepare your documents.

❍ Do not attempt to feed the following types of documents into the MultiPASS C3000:

- wrinkled or creased paper
- curled or rolled paper
- torn paper
- carbon-paper or carbon-backed paper
- coated paper
- onion skin or thin paper



- Remove all staples, paper clips, and the like before feeding the document.
- Make sure any glue, ink, or correction fluid on the paper is completely dry before feeding the document.
- Make a photocopy of any document that will not feed into the MultiPASS C3000. You can then feed the copy.
- Do not feed documents with pages that are different sizes or of different thicknesses.

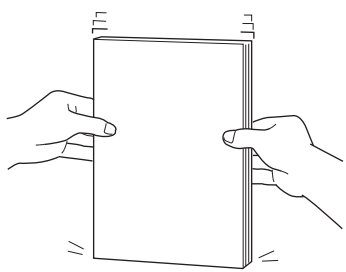
## Loading the Document

You can load up to 20 letter or A4 size sheets and up to 10 legal size sheets at a time into the Automatic Document Feeder (ADF).

1

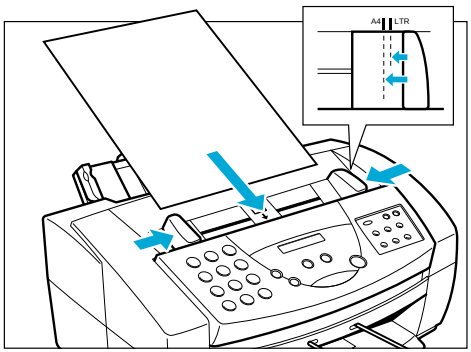
Stack your documents.

- For a multiple page document, fan the sheets and tap the document on a flat surface to even the stack.



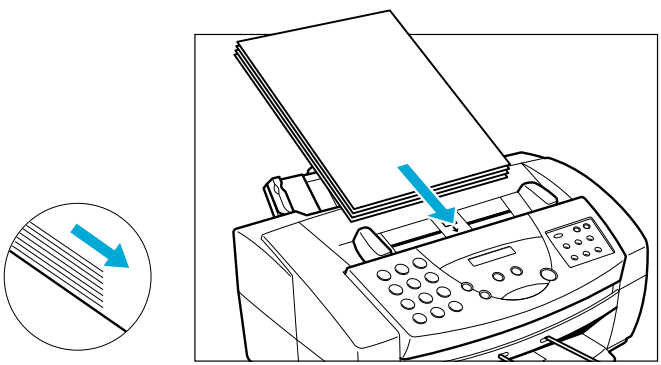
Feed the document.

- ❍ Insert the document face-down (letterhead first) into the ADF until you hear a beep.
- ❍ Adjust the document guides to the width of the document.




The MultiPASS C3000 automatically feeds the pages one by one from the bottom.

If you have problems feeding multiple page documents, insert the pages one at a time into the ADF. This stacks the pages on a slant so they feed correctly into the ADF. (Do not attempt to stack more than 20 sheets in the ADF.)



# Printing With the MultiPASS C3000

2

This chapter describes how to use the MultiPASS C3000 to print your documents. Once you have installed the MultiPASS Desktop Manager, you can use the MultiPASS C3000 for all your printing needs.

This chapter describes:

- Paper handling
- Installing a printer driver
- Printing a document
- Printer setup within Windows
- Printing speed versus color
- Setting the paper thickness lever
- Printer settings for various print media
- Loading paper
- Printing on envelopes
- Printing on Canon Specialty Papers

# Paper Handling

One of the most important things you can do to assure the best possible printing performance of your MultiPASS C3000 is to select the correct paper. Your MultiPASS C3000 produces letter quality print on most plain bond papers, including cotton bond and photocopying papers; it does not require special ink jet papers. However, the print quality varies with different paper types. Be sure to test a type of paper before you purchase a large quantity.

## Selecting Paper Types

### Plain Paper

The MultiPASS C3000 supports paper sizes of letter, legal, and A4 in portrait orientation. You can use regular copier paper, cotton bond papers, and typical letterhead. Always use paper without curls, folds, staples, or damaged edges.

### Glossy Photo Paper

Canon Glossy Photo Paper GP-201 is a high gloss, thicker paper that produces the look and feel of a photograph. Use this paper with the BC-22 Photo BJ Cartridge to produce photo-realistic prints from your printer. (Select Glossy Paper in the printer driver when you have this paper loaded.)

### High Resolution Paper

The Canon High Resolution Paper HR-101 is designed to produce photo-realistic quality output with sharp and vivid graphics. For best results, use the optional BC-22 Photo BJ Cartridge to produce images comparable to your favorite photographs.

### T-Shirt Transfers

Use Canon's popular T-Shirt Transfers TR-101 to create and personalize T-shirts, sweatshirts, aprons, tablecloths, napkins, tote bags, and anything else your imagination allows! Use on any cotton or cotton/poly blend fabric. Your image is printed in mirror image (when you use T-Shirt Transfer mode through the MultiPASS printer driver for Windows) so when you iron it onto the T-shirt, the image is viewed correctly.

### Greeting Cards

Get the most out of your Canon Creative or other card making software with Canon Greeting Cards GC-101. These cards give your unique, personalized cards the look and feel of professional cards. You can

create cards, invitations, announcements, and more.

### Bubble Jet Paper (water resistant)

The Canon Bubble Jet Paper LC-301 has been developed for high quality printing with minimal or no smearing or running when in contact with water or damp surfaces, making it a good choice for damp or rainy environments. The paper is specially coated and printable on both sides. (Select Plain Paper in the printer driver when you have this paper loaded.)

### Fabric Sheets

Use Fabric Sheet FS-101 for Canon Bubble Jet products to print banners, pillow covers, scarves, flags, and other textile items. Use these sheets for appliqués and other craft and sewing projects. Fabric sheets are 9.5 × 14 inches.

### Back Print Film

Canon Back Print Film BF-102 has been specially developed for Canon Color Bubble Jet printers and MultiPASS products. The film is designed to deliver brilliant, high-intensity color images suitable for business presentations, design work, or professional reports. Back print film is printed on the back (nonglossy) side of the film in mirror image and then viewed from the front or glossy side using a backlighting device. For more details, ask a Canon Authorized Dealer for information or refer to the manual supplied with the film.

### High Gloss Film

The Canon High Gloss Film HG-101 features a bright white finish that lends striking visual power to charts, graphs, and photographic images. Use this film to make your presentation materials and graphics look professional.

### Transparencies

CF-102 Transparencies from Canon are recommended. These transparencies produce excellent contrast, sharpness, and color.

### Assorted Paper Starter Kit

If you would like to try some of the papers described above, look for Canon's Starter Kit (SK-101). It contains an assortment of five paper types.

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If you are printing in an application outside Windows, your software application or printer driver must support mirror image printing in order to use Back Print Film or T-Shirt Transfers.

## Paper Guidelines

When selecting or loading paper, please remember the following:

- Attempting to print on damp, curled, wrinkled, or torn paper can cause paper jams and poor print quality.
- Use cut-sheet paper only. You cannot use multipart paper.
- When using graph paper, the lines may not match because the 1/6-inch line spacing of the printer is slightly less than that of graph paper.
- If the print density of your page is very high, light paper stock may curl slightly due to the large amount of ink. If you need to print dense graphics, try printing on heavier stock.
- Do not use thicker paper than meets the specifications for this printer. Printing with a paper that is thick enough to come in contact with the print head nozzles may damage the BJ cartridge.

# Installing a Printer Driver

Before you can use any type of printer with your computer, you must install a printer driver. The printer driver tells the computer what kind of a printer you are using. The printer driver also controls the various settings, such as print quality and paper type. You define these settings within the printer driver, and the printer driver then communicates the settings to both the computer and the printer.

You must install the MultiPASS Printer Driver for Windows and the MultiPASS Desktop Manager before you can use the MultiPASS C3000 as a printer for your computer. See your Setup Guide for details on how to install this software.

# Printing a Document

This procedure describes the general steps required for printing from various Windows applications. The exact steps for printing a document may vary depending on the application program you are using. Refer to your software application's documentation for the exact printing procedure.

## 1

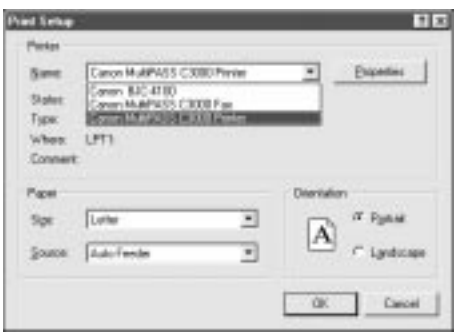
Start your

❍ Start the program you are using to create the document, and open the document you want to print.

## 2

Make sure the Canon MultiPASS C3000 Printer is selected as your default printer.

❍ Choose Print Setup from the File menu.




❍ Click on the Properties or Setup button if you want to make any adjustments as appropriate for printing your document. (See ***Printer Setup Within Windows*** for details.)

❍ Select OK to close the Print Setup dialog box.

## 3

Choose Print from the

❍ After making any necessary changes to the printing parameters, select OK to start the print job.

# Printer Setup Within Windows

You can use the MultiPASS C3000 with all your Windows 95 or Windows 3.1 applications. Be sure to set the MultiPASS C3000 as the default printer for all your Windows operations.

Most of your printing operations are controlled by your software application. The following sections describe how you set certain options directly from the printer driver; you only need this information if your application does not control printing.

## Opening the Printer Properties Dialog Box in Windows 95

You can open the Properties dialog box in one of the following ways:

- From within any Windows application, you can select the Print or Print Setup command.
- From the Printers folder, you can select the printer and then select the Properties command from the File menu.
- From the Printers folder, you can select the printer, click the right mouse button, and then select Properties from the drop down list.

## Using the Printer Driver in Windows 95

The printing options are displayed on these Windows 95 tabs: General, Details, Paper, Graphics, and Setting. See Using the Windows Tabs section (page 2-8) for details.

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For detailed information on any of the printing options, you can use the Windows 95 on-line Help in the following ways:

- Use the right mouse button to click an item on the screen; then click the What's This**?** command.
- Click ? and then click an item.
- Press **F1**.

## Accessing the Printing Options Within Windows 3.1

You can access the printing options from the Printers dialog box in the Control Panel, or you can select the Print Setup option available from the File menu of most applications that run in Windows.

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If the Print Setup option does not appear in the File menu for your application, refer to the user's manual supplied with the application. It should provide information about changing the printer setup parameters.

In Windows 3.1, the printing options are displayed on these tabs: Paper, Graphics, and Setting. See the next section, Using the Windows Tabs, for details.

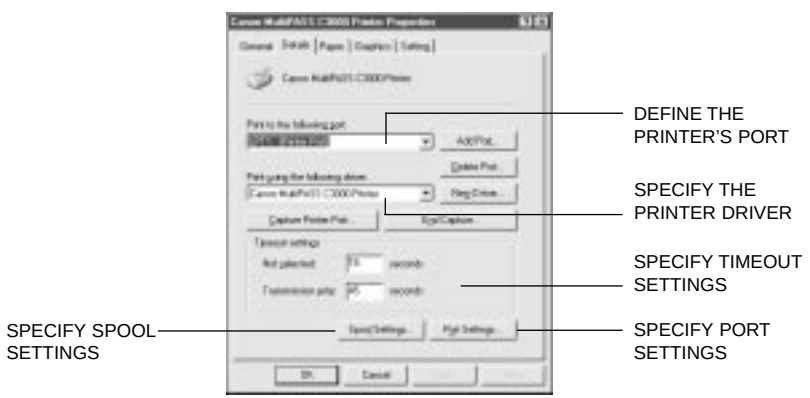
## Using the Windows Tabs

The MultiPASS printer driver for Windows has several tabs from which you can select your printing options and learn about your printer driver as well as your MultiPASS C3000.

- **General (Windows 95 only)**
  This tab allows you to add comments regarding the printer driver and print a test page or a separator page. (You see this tab when you open the Properties dialog box from the Printers folder, not from within a Windows application.)

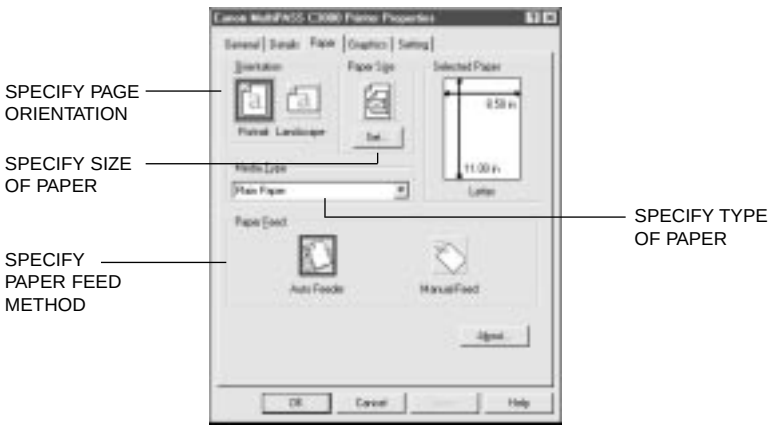



- **Details (Windows 95 only)**
  This tab allows you to specify printer port settings, spool settings, and time-out settings. (You see this tab when you open the Properties dialog box from the Printers folder, not from within a Windows application.)



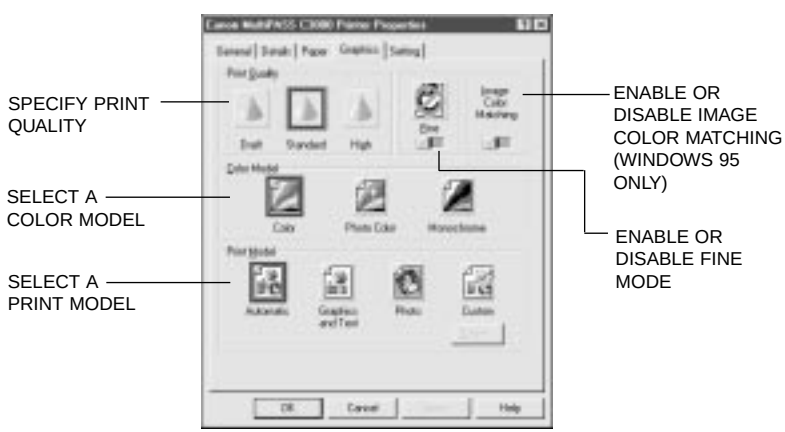
❍ **Paper**

This tab allows you to specify page orientation, paper size, and type of print media. (The printing options on this tab are the same for both Windows 95 and Windows 3.1.)




❍ **Graphics**

This tab allows you to specify print quality, color model, and print model. (The printing options on this tab are the same for both Windows 95 and Windows 3.1. However, the Image Color Matching feature is available in Windows 95 only.)



- **Setting**
  This tab allows you to turn on or off the Setup Analyzer. It also allows you to save up to four custom print settings. (The printing options on this tab are the same for both Windows 95 and Windows 3.1.)




## Specifying Your Printing Options

Be sure to use your on-line help to find out about the settings available for each printing option.

- To move between the Windows tabs, click on any of the tabs.
- To select the settings and exit, click the OK button.
- To cancel your setting selections on a tab, click the Cancel button.
- To save your settings without exiting, click the Apply button.
- To access the Help file, click on the Help button.
- When you move the mouse cursor over one of the printing options, a help message appears at the bottom of the tab.

# Recommended Graphics Settings

You can select the following printing options from the Graphics tab to achieve the specified results.





| | Driver settings | | |
|---|---|---|---|
| **To achieve** | **Print Quality** | **Color Model** | **Results** |
| Fastest B&W output possible | Draft 180 × 180 dpi | Monochrome | Uses less ink. Output quality is draft. |
| Fast letter quality output | Standard 360 × 360 dpi | Monochrome | Slightly slower than draft. Quality is standard. |
| Fast B&W photograph and graphic output | Standard and Fine 360 × 360 dpi | Monochrome | Slower than B&W but better grayscale quality. |
| High quality photograph and graphic output | High and Fine 720 × 360 dpi | Monochrome | Slower than Standard but optimizes B&W grayscale quality. |
| Fast color output | Draft 180 × 180 dpi | Color | Uses less ink. Output quality is draft. |
| Color output | Standard 360 × 360 dpi | Color | Fast color printing but quality is not optimized. |
| High quality color output | High and Fine 720 × 360 dpi | Color | Optimizes color print quality but the print speed is slower. |
| Photo-realistic color printing | — | Photo Color | Produces unsurpassed photo-realistic color printing. (Requires the optional BC-22 Photo BJ Cartridge and High Resolution Paper HR-101 or Glossy Photo Paper GP-201.) |

## Using the Setup Analyzer

The Setup Analyzer allows the printer driver to evaluate your choice of printing settings. On the Setting tab, you click on the green ✔ to enable the Setup Analyzer. Click on the red ⊘ symbol to disable it.




When you exit the printer driver and accept your printing settings by clicking the OK button, the Setup Analyzer (if enabled) checks to see if any of your settings are contrary to the recommended settings. If there are inconsistencies, a dialog box similar to this appears:



The inconsistencies appear with check boxes. You can use the dialog box buttons to select or deselect the inconsistencies and to fix or ignore the inconsistencies.

# Printing Speed Versus Color

The MultiPASS Printer Driver for Windows can interpret and translate the full spectrum of colors, up to 16.7 million colors. When printing in color, there is a significant increase in the amount of information that the driver has to interpret and translate. When printing black ink only, the driver has only one color to interpret.

By decreasing the amount of colors that the printer driver has to interpret, you can significantly decrease the time needed to translate the information. This will speed up the overall printing process.

## For Quick Color Printing

In the MultiPASS Printer Driver for Windows, choose the following printing operations. These selections allow the printer driver to interpret and translate 256 colors, which will increase your printing speed. However, your print quality will not be optimized.

- Media Type—Plain Paper
- Print Quality—Standard; Fine is off
- Color Model—Color
- Print Model—Custom
- Color Selection—Fast Color

## For High Quality Color Printing

For the MultiPASS C3000, select the printing options shown below to allow the printer driver to interpret and translate up to 16.7 million colors. Keep in mind that your print speed will be slower than with other setting combinations.

- Print Quality—High; Fine mode is on
- Color Model—Color
- Print Model—Automatic

## For Monochrome Printing

Use the optional BC-20 Black BJ Cartridge to optimize the printer's performance when you are printing black text and graphics only.

In the printer driver, choose the following printing options to tell your MultiPASS C3000 to print using black ink only.

- Media Type—Plain Paper
- Print Quality—Standard
- Color Model—Monochrome
- Print Model—Automatic

## Other Ways to Improve Print Speed in Windows

To improve printing speed, you can try the following:

- **Turn off the Print Manager in the Windows Control Panel (Windows 3.1 only).**
  This avoids the extra step of sending the print file to the Print Manager and may increase your printing speed by as much as 25%, depending on the computer you are using.

- **Add a permanent swap file in Windows 3.1.**
  Under the 386 Enhanced icon in the Windows Control Panel, add or create a permanent swap file that is from 4 MB to 9 MB. The computer will be able to prepare the print file faster. See your Windows documentation for instructions.

- **Avoid diffusion halftones.**
  In the Custom Settings dialog box, choose Diffusion for halftoning only when printing final output or photographic images. Choosing Fine allows documents to print as much as 20% faster because the computer does not need to compute to "best possible position" for each dot.

- **Avoid screen matched color.**
  In the Custom Settings dialog box, avoid Match as the Color Adjustment setting. The screen matching feature takes longer to process in the computer because it requires special information.

- **Avoid automatic settings.**
  Although the automatic settings are easy to use, the computer must interpret the printed page. This takes more time than if you select each setting.

- **Free up your memory.**
  Use only one software program at a time and unload any screen saving utilities or programs stored in Windows background; this frees up more memory for Windows processing.

- **Use Monochrome when possible.**
  If you will be printing text in black ink only, choose a Color Selection of Black and White rather than Grayscale. Print draft documents in Monochrome rather than Color, or use Draft print quality when printing color.

- **Limit the number of colors on each page.**
  The computer will need to calculate and transmit fewer dots. Too many colors can make the image confusing and less effective as well as cause the print speed to slow down.

- **Use primary colors when printing presentation graphics.**
  Use black, cyan, yellow, magenta, blue, green, and red when possible. The computer will need to calculate and transfer less dot information.

- **Use the Draft print quality.**
  The printer will need to image fewer dots.

- **Use Plain Paper as the Media Type.**
  The print head will make only one pass for each printed line.

- **Use smaller graphics and more white space in your documents.** The computer will be able to prepare the print file faster.

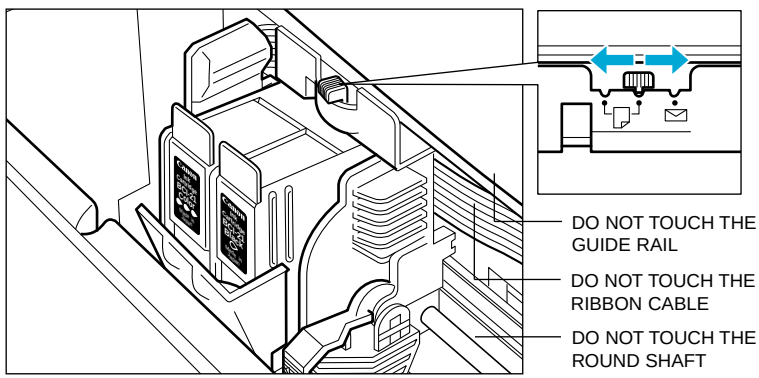
- **Add RAM to your computer.**
  The computer will be able to prepare the print file faster.

- **Use a computer with a faster processor.**
  The computer will be able to prepare the print file faster.

# Setting the Paper Thickness Lever

To ensure trouble-free paper handling, you'll want to set the paper thickness lever before loading paper.

- ❍ Center for the BC-21 Color BJ Cartridge
- ❍ Left for the optional BC-20 Black BJ Cartridge
- ❍ Right for heavier-weight print media or envelopes



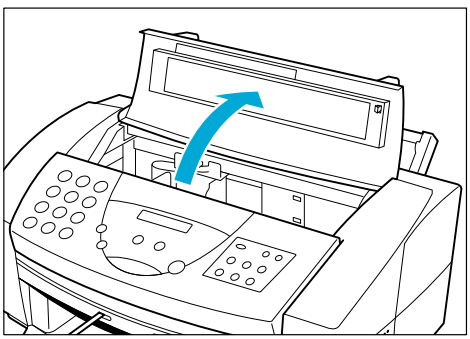

N

Be sure to check this lever when you change BJ cartridges, and before and after printing on heavier-weight print media or envelopes.

Follow these steps to set the paper thickness lever:

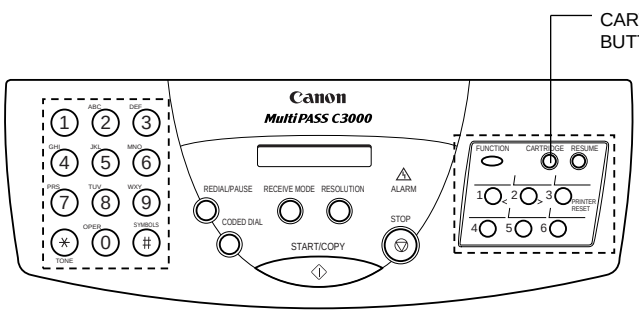
**1**

Open the printer cover by grasping the paper guides and lifting up.



**2**

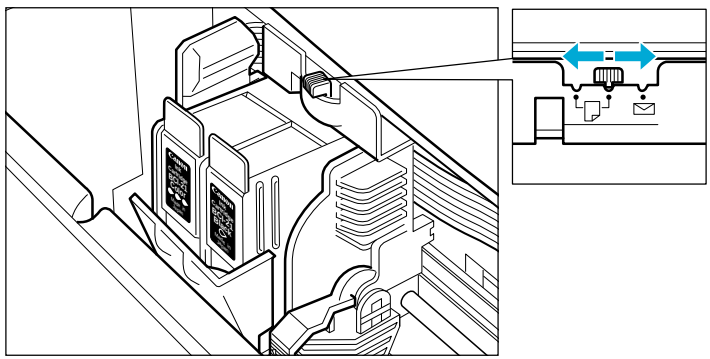
Press the **CARTRIDGE** button to move the cartridge holder to the center of the unit.



## 3

Set the paper thickness lever.

❍ Set the paper thickness lever to left, center, or right according to the BJ cartridge and paper type. See page 2-19.



## 4

Complete the operation.

❍ Press **CARTRIDGE** again to move the cartridge holder back to its home position.

❍ Close the printer cover.

# Printer Settings for Various Print Media

| Media | Paper thickness lever | | Paper feed | |
|---|---|---|---|---|
| | BC-21 | BC-20 | Method | Limit (Sheets) |
| Plain Paper | Center | Left | Auto | Approx. 100 |
| Glossy Photo Paper GP-201 | Center | | Auto | 1 |
| High Resolution Paper HR-101 | Center | | Auto | Approx. 10 |
| T-Shirt Transfers TR-101 | Right | | Auto or Manual | 1 |
| Greeting Cards GC-101 | Right | | Manual | 1 |
| Bubble Jet Paper LC-301 | Center | Left | Auto | Approx. 100 |
| Fabric sheet FS-101 | Center | | Auto or Manual | 1 |
| Back Print Film BF-102 | Center | | Auto | 10 |
| High Gloss Film HG-101 | Right | | Manual | 1 |
| CF-102 Transparencies | Center | | Auto | 50 |
| Other heavier-weight print media | Right | | Manual | 1 |
| Envelopes | | | | |
| Single | Right | | Manual | 1 |
| Stack | Right | | Auto | 10 |

# Loading Paper

You can stack paper in the sheet feeder to load it automatically, or you can manually feed one sheet at a time through the manual feed slot.

You can place approximately 100 sheets of plain paper (20 lb or 75 g/m$^2$) in the sheet feeder at a time.

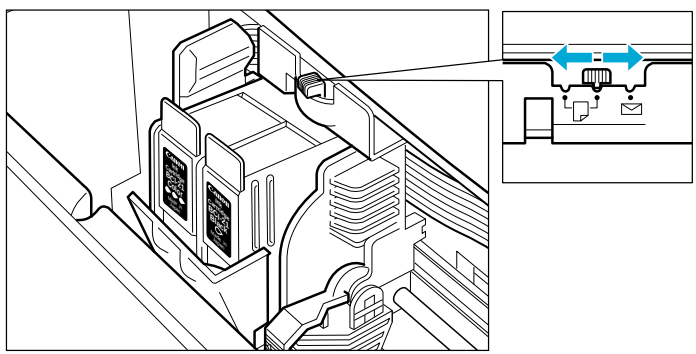
You can stack approximately 50 sheets of transparency film or 10 sheets of back print film in the sheet feeder. However, these special media may not advance correctly under unusual environmental conditions (such as extreme temperatures or humidity). If you have trouble with special papers becoming skewed or feeding multiple sheets, do not stack them in the sheet feeder. Load them one sheet at a time.

## Automatically Feeding Paper

1

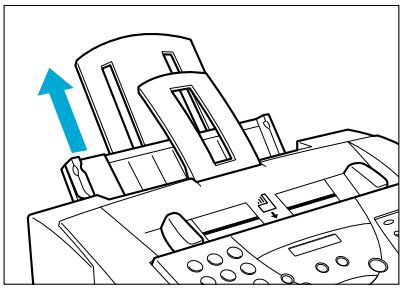
Set the paper thickness lever.

- ❍ Center for the BC-21 Color BJ Cartridge.
- ❍ Left for the optional BC-20 Black BJ Cartridge.



## 2

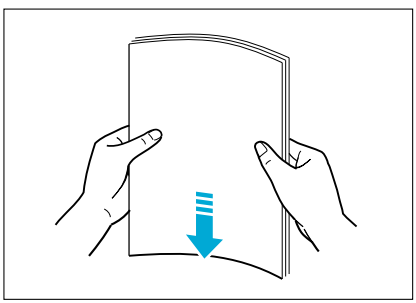
Pull the paper support up until it stops.



## 3

Fan the paper.

- For best results, fan the paper before loading it.
- Always fan a stack of paper along the edge that will feed into the printer first.

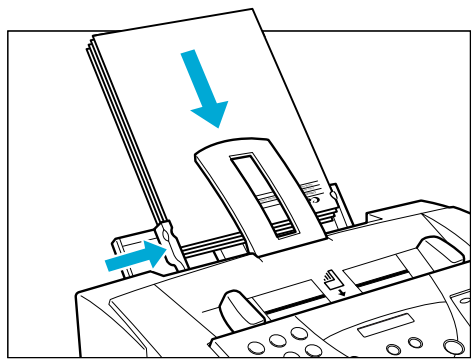


4

Slide the stack of paper into the sheet feeder until it stops.

❍ Align the edge of the paper with the right edge of the sheet feeder.

❍ Secure the stack with the paper guide.



❍ Start your print operation.

## Auto Feed Guidelines

When automatically feeding stacks of paper, follow these guidelines:

❍ Do not leave paper stacked in the printer for long periods of time; longer sheets of paper may become bent or curled over time. This may cause the paper to misfeed or jam.

❍ If your printed page contains lots of graphics, the ink on the page may be damp due to the print density. Remove the page right away and allow the ink to dry.

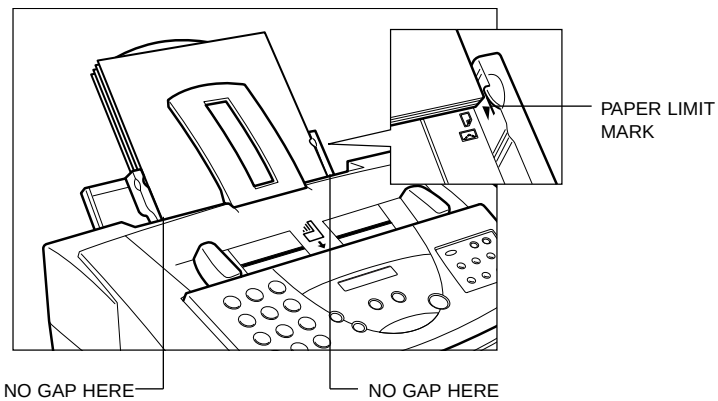
❍ The capacity of the paper output tray is 20 sheets of paper. To reduce paper jams, remove paper from the output tray before the count reaches 20.

❍ If paper curls after printing, remove it immediately; otherwise, paper jams may occur.

- The platen (a roller on the inside of the printer) may become inked if you print data beyond the width of the page. If this happens, clean the platen with a soft cloth. (For details on cleaning the platen, see page 9-4.)

- Depending on the density of your printed pages, the ink may need time to dry. Within two to three seconds, the ink becomes smudge resistant. After drying for several minutes, the ink becomes water resistant.

- Do not try to load paper into the sheet feeder beyond the paper limit mark ( ⊐ ) or the tab on the right side of the sheet feeder; stacking too much paper may cause paper feeding or printing problems.




- Make sure there are no gaps between the stack of paper and the paper guide or the right edge of the sheet feeder.

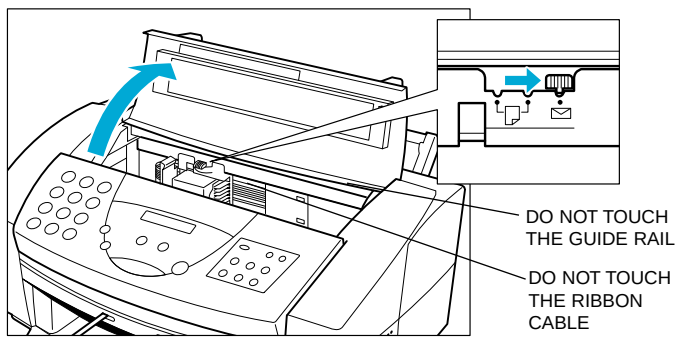
# Manually Feeding Paper

You use the manual feed function when printing on heavier-weight print media (24 lb to 28 lb or 90 g/m$^2$ to 105 g/m$^2$).

## 1

Check the paper thickness lever.

❍ If you are manually feeding heavier-weight print media, set the paper thickness lever to the right.




## 2

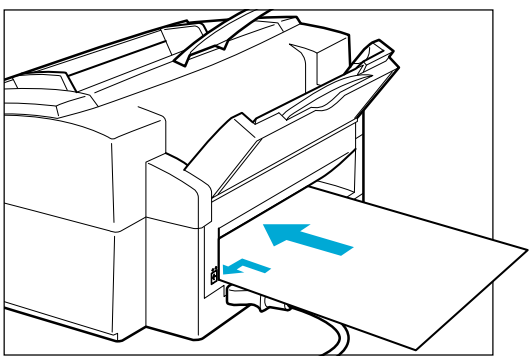
Start your print operation.

❍ If you are using Windows, you must select Manual Feed in the MultiPASS Printer Driver for the printer to accept manually fed paper.

3

When you are prompted, insert the single sheet.

- Slide the paper into the manual feed slot in the back of the printer.
- Make sure the print side is facing up.
- Align the sheet with the left edge of the manual feed slot.
- Hold the sheet for about two seconds until it feeds automatically.
- The printer will automatically load the paper into position.



After printing on thick paper or envelopes, set the paper thickness lever (inside the printer) back to the left or center position before printing on other paper types.

# Printing On Envelopes

You can stack up to 10 envelopes in the sheet feeder or you can manually feed envelopes one at a time.

U.S. Commercial number 10 (COM10) envelopes and European DL envelopes are recommended. You may be able to stack envelopes of other sizes in the sheet feeder; however, Canon cannot guarantee consistent performance on envelope sizes other than COM10 and DL.

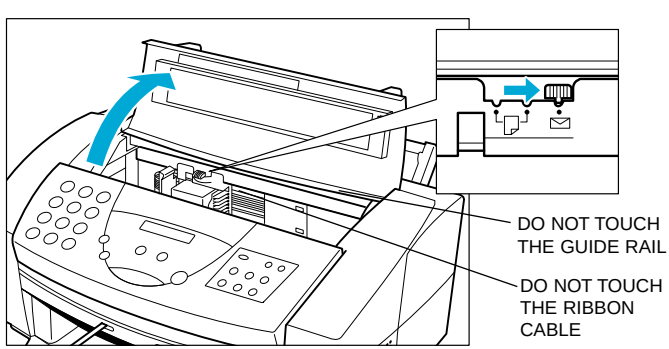
The following envelopes are not recommended because they may cause jams or smears, or may damage your printer.

- Envelopes with windows, holes, perforations, cutouts, and double flaps.
- Envelopes made with special coated paper or deeply embossed paper.
- Envelopes using peel-off sealing strips.
- Envelopes in which letters have been enclosed.

When you are ready to print on envelopes, follow these steps to stack envelopes in the sheet feeder. (You can also manually feed envelopes one at a time.)

1

Make sure that the paper thickness lever is set to the right

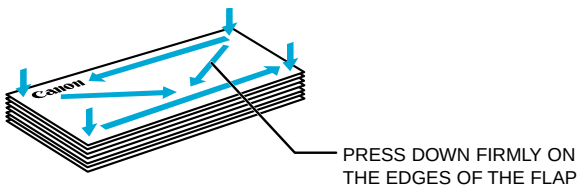


2

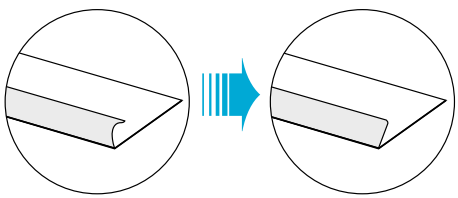
Prepare the envelopes.

❍ Arrange the stack of envelopes on a firm 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.



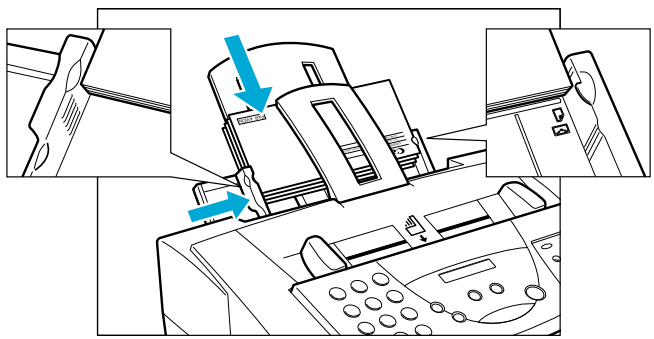

❍ Make sure the flaps of the envelopes are flat and not curled.



3

Insert the

- ❍ Slide a stack of envelopes into the sheet feeder until it stops.
- ❍ Align the edge of the paper guide with the left edge of the stack of envelopes.
- ❍ Insert the envelopes with the print side up.
- ❍ Feed the top of the envelope (return address portion) into the sheet feeder first.
- ❍ Make sure the back flap is toward the sheet feeder.



Now you can start your print operation.

# Using Canon's Specialty Papers

This section provides guidelines for printing on Canon's Specialty Papers and describes special procedures required for High Resolution Paper and Fabric Sheets.

## Specialty Paper Guidelines

N

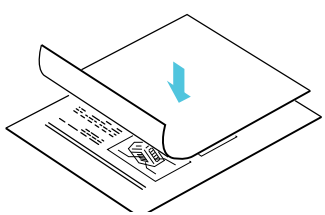
Be sure to read any instructions that come with your Canon Specialty Paper. These instructions provide important information regarding how to achieve the highest print quality with these papers.

For transparency film, back print film, high gloss film, and glossy photo paper, follow these guidelines:

- When automatically feeding transparencies or back print film, remove each sheet after it is delivered. Do not allow film sheets to stack up.
- Let the printed sheets of film or paper dry completely before storing them.

| Paper type | Drying time |
|---|---|
| Canon Glossy Photo Paper GP-210 | 10 minutes |
| Canon Fabric Sheet FS-101 | 1 hour |
| Canon CF-102 Transparencies | 15 minutes |
| Canon Back Print Film BF-102 | 15 minutes |

- When a sheet of film has dried completely, cover its printed side with a sheet of plain (not coated) paper before storing it; this is recommended even if you place the sheets of film in a clear file or plastic holder.



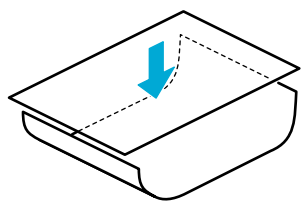
- Do not leave the film in the sheet feeder for long periods of time. Dust and dirt may accumulate on the film resulting in spotty printing.
- To avoid smudging caused by fingerprints, use a pair of thin cloth gloves while loading and handling the film.
- To avoid fading, do not expose the printed film to prolonged sunlight.
- Store unused papers and films flat. Do not remove papers from their protective packaging until you are ready to use them.
- Store unused film at temperatures between 59°F to 86°F (15°C to 30°C). The relative humidity should be between 10% and 70%.

## Uncurling Back Print Film

If Back Print Film becomes curled, follow these steps to uncurl it:

1

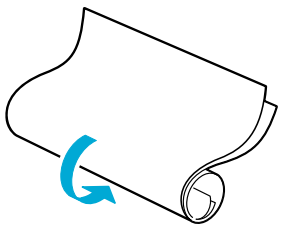
Cover the non-glossy side of the film with a sheet of plain paper.



## 2

Roll the film and paper up in the direction opposite the curl.

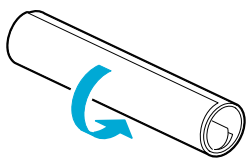
- Do not roll the film too tight.
- The film and paper rolled together should be about one inch (2.5 cm) in diameter.



## 3

Keep the film rolled up for about five minutes.

- You may want to fasten the roll with a small piece of tape.



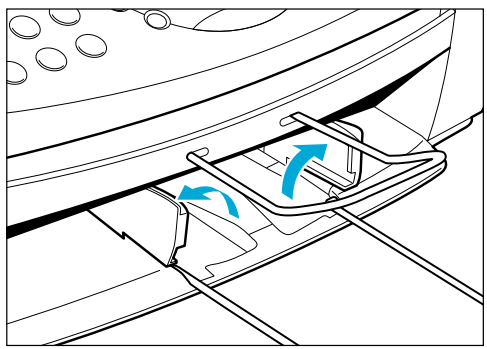
# High Resolution Paper HR-101

## Using the Paper Output Guides

The output tray on your MultiPASS C3000 is equipped with paper output guides. When using the optional BC-22 Photo BJ Cartridge to print on Canon's High Resolution Paper HR-101, lift the paper output guides on both sides of the output tray.

These guides help support the document as it exits the MultiPASS C3000. The guides keep the sheet from sagging as it exits and pulling through the unit, which can lead to poor print quality.

- Lift both paper output guides until they are vertical. Always lift both output guides.



- When the output guides are raised, the output tray can hold a maximum of 20 sheets.
- When you finish using the BC-22 Photo BJ Cartridge with High Resolution Paper, lower the output guides to their original position.
- Always lower the paper guides when using the MultiPASS C3000 as a fax machine. The guides may cause paper to pile up and jam.

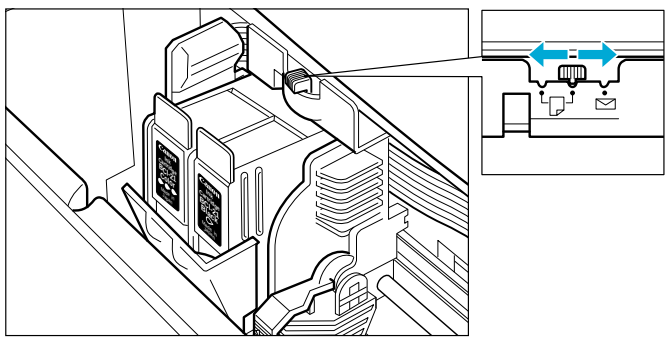
## Using the Cleaning Sheet

Canon's High Resolution Paper HR-101 is designed for high quality printing. This paper is specially coated to produce delicate color output. After using a package of High Resolution Paper (200 sheets), you need to use the cleaning sheet enclosed with the paper to remove paper dust from the printer's rollers; this will help prevent paper feed problems.

**1**

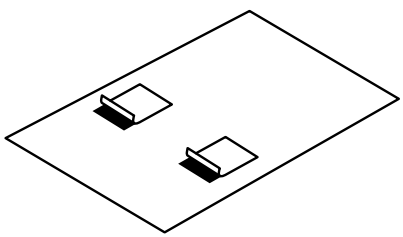
Set up the printer.

❍ Make sure the paper thickness lever is to the center.



**2**

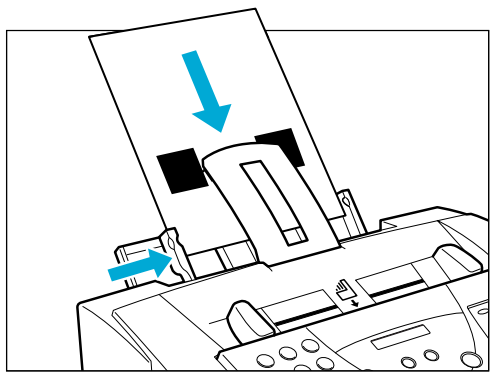
Remove the two pieces of tape from the sheet.



## 3

Insert the cleaning sheet.

- ❍ Insert the sheet with the sticky side out (toward you) and down (going into the sheet feeder).
- ❍ Adjust the paper guide to the edge of the cleaning sheet.



## 4

Use WordPad to

- ❍ Make sure the Canon MultiPASS C3000 Printer is set as the default.
- ❍ Start WordPad from the Accessories program group.
- ❍ Click the Print button on the toolbar.
- ❍ The printer feeds the sheet and then ejects it.
- ❍ Use a cleaning sheet once only.

N

To feed the cleaning sheet, you can use any word processing program to print a blank page.

# Fabric Sheet FS-101

Fabric Sheet FS-101 for Canon printers comes with a booklet that describes special handling procedures. Be sure to look through this booklet for special information regarding the Fabric Sheet. This section describes specific steps for using Fabric Sheets with the Canon Bubble Jet products.

OPEN END AT THE TOP

Be sure to follow these guidelines.

- To avoid paper jams, smearing, and other problems, do not open the printer's cover during printing.
- Do not touch newly printed fabric sheets until the ink is completely dry. This takes about one hour.

N

- Do not use the fixing agent that comes with the Fabric Sheet FS-101. This agent is NOT needed when printing with the MultiPASS C3000.

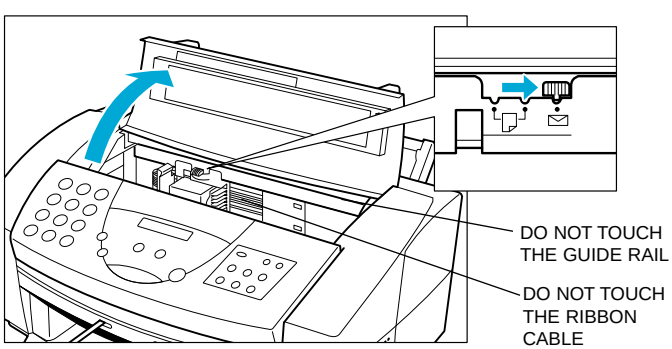


## Printing On a Fabric Sheet

1

Set up the printer.

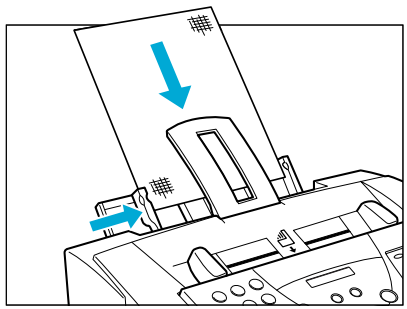
- Make sure the paper thickness lever is to the right position.
- Make sure the paper support and paper output tray are extended.

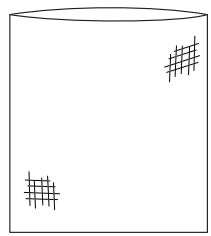


## 2

Insert the fabric sheet.

- ❍ Insert the sheet with the cloth side out (toward you) and the open end up (away from the sheet feeder).
- ❍ Adjust the paper guide to the edge of the fabric sheet.





## 3

Set up the MultiPASS Printer Driver for Windows.

- ❍ In the Paper tab, select A4 for the Paper Size and select Fabric Sheet for the Print Media.
- ❍ In the Graphics tab, select High for the Print Quality. You may also want to select Fine mode.
- ❍ Start the print operation from your Windows application.

## 4

Dry and then wash the fabric sheet.

- ❍ Let the printed fabric sheet set for about one hour to allow the ink to completely dry.
- ❍ When dry, peel the film backing from the printed fabric sheet.
- ❍ Wash the printed fabric sheet for about three minutes under lukewarm running water to remove extra ink.
- ❍ Hang the fabric sheet up to dry it again.
- ❍ Iron the dried fabric sheet with a clothes iron.

# Using the MultiPASS Desktop Manager

3

The MultiPASS Desktop Manager is a full-featured Windows application that enables you to use your MultiPASS C3000 from your computer. The MultiPASS Desktop Manager coordinates the printing, PC faxing, and scanning functions of the MultiPASS C3000. Its features include:

- Printing, PC faxing, and scanning control functions
- Manipulating and editing the faxed or scanned documents
- An Address Book where you store the names and fax numbers for individuals and groups to whom you repeatedly send faxes
- Folders that hold your faxes and scanned documents

This chapter describes:

- Starting the MultiPASS Desktop Manager
- Exploring the MultiPASS Desktop Manager window
- Using the Desktop Manager folders
- Viewing documents in the Desktop Manager
- Setting up the Address Book
- Setting up speed dialing
- Using the Fax Log

N

Your MultiPASS C3000 is designed to be used with the MultiPASS Desktop Manager. To use all the outstanding features of the MultiPASS C3000 requires use of the Desktop Manager. To use the unit as a stand-alone fax machine, see Appendix B.

# Starting the MultiPASS Desktop Manager

When you start Windows or open the Desktop Manager, the MultiPASS Background is automatically started as well. The MultiPASS Background enables and monitors the communication between the Desktop Manager and the MultiPASS C3000.

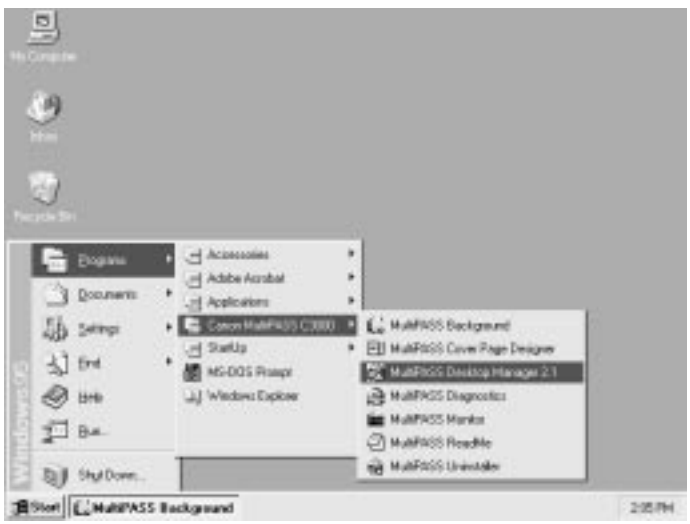
When you exit the Desktop Manager, you close only the Desktop Manager window. Any documents you have set up to PC fax or print remain active. The Status Monitor, which tracks the progress of your active jobs, also remains open and active.

## Windows 95 Users

After it is installed, the MultiPASS Desktop Manager is an option on the Canon MultiPASS C3000 menu.

❍ Click the Start button and point to Programs.

❍ Point to Canon MultiPASS C3000 and then click MultiPASS Desktop Manager.



## Windows 3.1 Users

After it is installed, the MultiPASS Desktop Manager is an icon in the Canon MultiPASS C3000 program group. This program group was automatically created during installation.

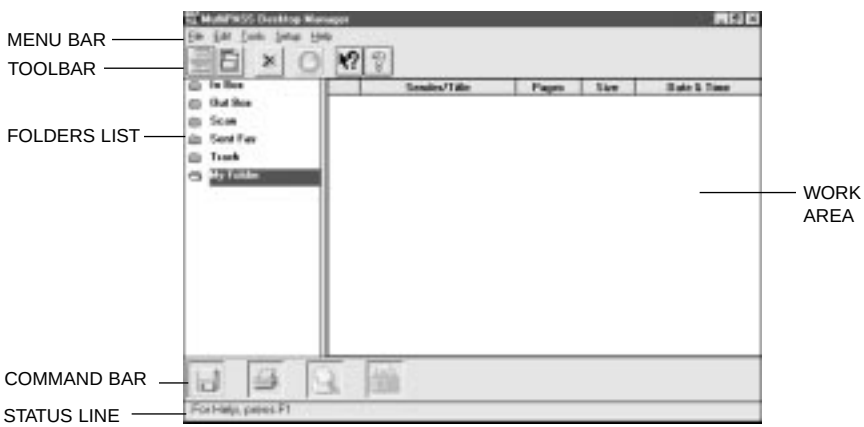
❍ From the Program Manager, double-click the Canon MultiPASS C3000 icon. You see this program group:




❍ In the Canon MultiPASS C3000 program group, double-click the MultiPASS Desktop Manager icon.

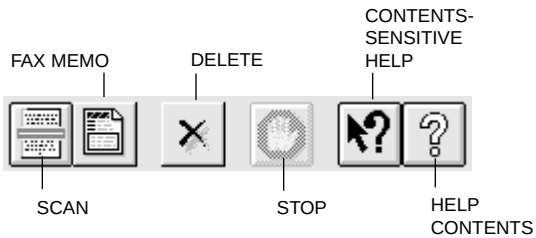
# Exploring the MultiPASS Desktop Manager Window

When you start the MultiPASS Desktop Manager, you see a screen similar to this:



### Menu Bar
The menu bar contains commands that enable you to perform the various Desktop Manager tasks. Some of the commands can also be accessed by their corresponding icons on the toolbar or command bar.

### Toolbar
The toolbar provides quick access to certain Desktop Manager tasks. When a task is unavailable, the toolbar button appears dimmed.




Pause the mouse over a button to see a description of the button. These are called ToolTips.

### Folders List
The folders list contains folders that store your fax and scan documents. The list contains both system-defined folders, provided automatically when you install the software, and user-defined folders.

System-defined folders include In Box, Out Box, Scans, Sent Fax, and Trash. User-defined folders are folders you can create yourself.

### Work Area
The work area appears to the right of the folders list and displays one of the following:

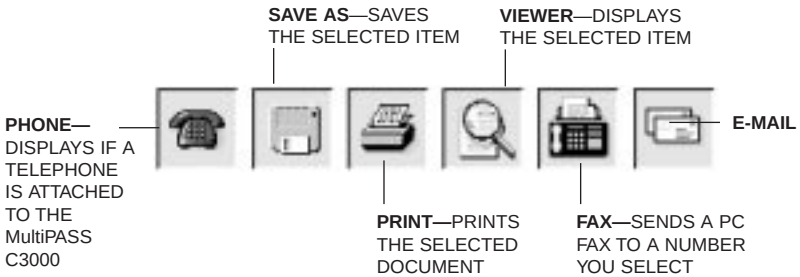
- **Documents within the open folder**
  Displays a list of the documents.

- **Address Book**
  Displays the names, fax numbers, and phone numbers for your business and personal contacts.

You can adjust the width of the work area using the mouse pointer to move the border between the work area and folders list.

### Command Bar

The command bar contains command icons, which enable you to perform a variety of tasks.




You can use the command icons as follows:

- **Drag a document to the command icon**
  For example, you can drag a document to the Print command icon to start printing the document. The command icon signals its acceptance of the item by lighting up.

  If a document is dragged to a command icon that cannot perform the task, the mouse pointer displays as a no-entry icon (a red circle with a diagonal bar drawn through it).

- **Click a document and then click the command icon**
  This method activates the command for the selected document, as though the item had been dragged to the command icon.

### Status Line

The status line displays information about the selected folder or document, such as the name of the folder or document and its creation date. You cannot edit this information.

If the Address Book is open, the status line displays information about the selected Address Book entry.

## Closing the Desktop Manager

When you exit the Desktop Manager, you close only the Desktop Manager window. Any documents you have set up to PC fax or print remain active. The Status Monitor, which tracks the progress of your active jobs, also remains open and active.

To close the Desktop Manager, click Exit from the File menu.

# Using the Desktop Manager Folders

The Desktop Manager stores and organizes your fax and scan documents in folders. Only one folder can be open at a time. When you open another folder, the current folder automatically closes.

## System-defined Folders

When you install the Desktop Manager, these system-defined folders are automatically available: In Box, Out Box, Scan, Sent Fax, and Trash.

- With the exception of the Trash folder, only the Desktop Manager can place documents in the system-defined folders, based on faxes sent or received, or images scanned. You can only rename, copy, move, or remove documents from the folders.

- Including the Trash folder, the system-defined folders cannot be deleted or renamed.

A document remains in a system-defined folder until you move it to a user-defined folder, or delete it.

### In Box

The In Box folder stores all incoming faxes received by the Desktop Manager. Each received fax displays with a system-assigned name—***fax nnnn***, where ***nnnn*** is a number of up to four digits which is unique within the Desktop Manager. You can later change the name to something more descriptive.

### Out Box

The Out Box folder is a chronological list of jobs you want to process. The jobs consist of faxes to be sent, or fax or scan documents to be printed from the Desktop Manager. A job in the Out Box folder is a copy of the original document, not the original document itself.

The list of jobs in the Out Box folder is sorted by order of action, with the next document to be printed or faxed at the head of the list. The job currently being processed—the active job—displays in a separate row at the top of the list, above the column titles.

You can select a job in the list to review information about that job in the Status Bar, including the original document from which the job came and a reason if the job failed.

Each job in the Out Box folder displays with a system-assigned name: fax nnnn for a fax job, and print nnnn for a print job, where nnnn is a number of up to four digits which is unique within the Desktop Manager. You cannot rename a job in the Out Box folder.

### Scan

The Scan folder stores all images you scan with the MultiPASS C3000 from the Desktop Manager. Each document displays with a system-assigned name: scan nnnn, where nnnn is a number of up to four digits long which is unique within the Manager. You can later change the name to something more descriptive.

### Sent Fax

The Sent Fax folder contains all documents that have been successfully sent as faxes. If the fax had not been marked for deletion after sending, the sent fax is automatically moved from the Out Box folder (where the fax job is processed) to the Sent Faxes folder. By having sent faxes moved to their own folder, you can better track your completed fax communications and reserve the Out Box folder for jobs to be processed.

### Trash

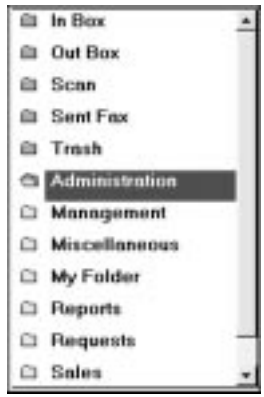
The Trash folder holds any documents that you want to delete. Once you drag a document from another folder to the Trash folder, you can hold the document until you are ready to delete it.

## User-defined Folders

You can create an unlimited number of folders for your own use. These folders are listed immediately following the system-defined folders.

When you install the Desktop Manager software, you are automatically provided an initial user-defined folder named ***My Folder***. You can use this folder immediately for storing documents moved from the system-defined folders.

If you create additional folders that cause the folder list to grow beyond the visible list area, a vertical scroll bar displays. The scroll bar scrolls the entire list of system- and user-defined folders as a single entity.

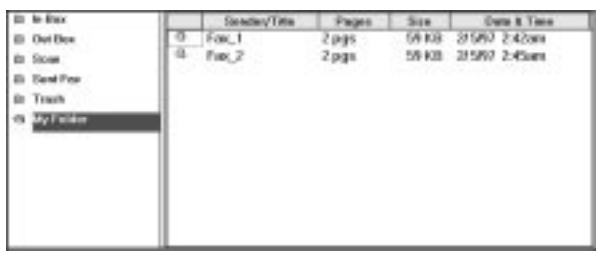



# Viewing Documents in the Desktop Manager

When you open a folder, you can view the documents contained within the folder. To open a folder, simply click the desired folder in the folders list.

If the number of documents within a folder exceed the available work area, horizontal and/or vertical scroll bars appear. You can then scroll the work area to view your documents.

The documents are presented within the open folder as a list. Each document on the list displays an icon representing the document type, along with other pertinent information about the document (such as the name, page count, disk storage size, and date and time it was created).



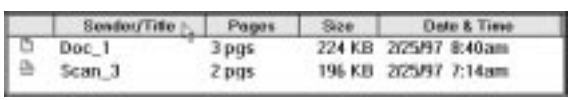
The icon designates the document type as fax, scan, or modified. A modified document is a document where the fax cover page has been removed from a fax, or a multi-page document that has been split into multiple documents.

## Sorting the Documents in the List

Documents in the Out Box folder are listed by a combination of the date and time they were submitted for processing, any future scheduling time, and processing status. Documents in the other system-defined folders are listed in order of date and time. You cannot change the displayed order of the list in a system-defined folder.

However, you can change the order of the listed documents in the user-defined folders. Typically, documents in user-defined folders are sorted alphabetically by name. You can sort the documents based on criteria corresponding to the column labels displayed at the top of the list (such as type, name, number of pages, size, and date). Sorting by page, size, or date and time displays the documents with the largest document or most current document last. The list continues to display in the order you chose each time you open the folder.

To change the order of the list, click the title of the appropriate column at the top of the list.






# Setting Up the Address Book

You set up the Address Book to create an easily accessible list of names and fax and/or phone numbers for your business and personal contacts. You use the entries in the Address Book to:

- Send a PC fax
- Assign one-touch speed dialing
- Assign coded speed dialing
- Assign group dialing

To display the Address Book, select Tools from the Desktop Manager menu bar.




Now click Address Book. The MultiPASS Desktop Manager displays the Address Book window:




- **Address Book Entries**
  Address Book entries are listed by row. The columns indicate the Address Book entry type (individual or group), name and address information, and phone and fax numbers. Address Book entries can be sorted based on a chosen column of information.

- **Status Line**
  The status line displays additional information about the selected Address Book entry, based on whether the selected entry is an individual entry or group entry.

- **Command Buttons**
  You use the command buttons to perform various tasks in working with your Address Book.

# Working With Address Book Entries

When open, the Address Book displays a list of the address entries you currently have set up, along with the corresponding information for each entry. The Address Book contains two types of entries:

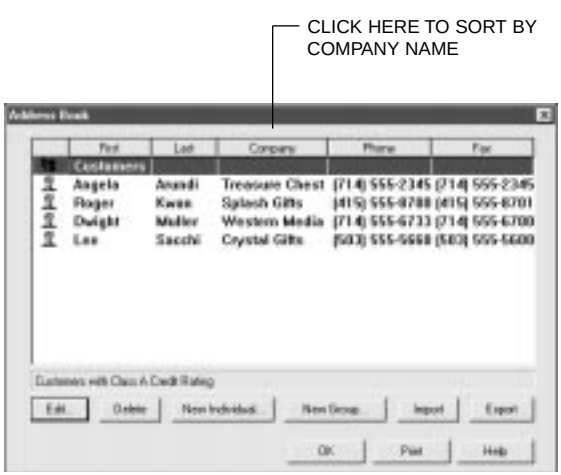
- **Individual**
  An individual entry enables you to identify each individual to whom you repeatedly send faxes. When you send a fax, you can then specify the recipient for your fax from the entries listed in the Address Book.

- **Group**
  A group entry identifies the two or more individual Address Book entries to whom you repeatedly send the same fax. For example, you can set up a group to include those individuals involved in a particular business project. When you specify the group entry as the fax recipient on your fax, the fax is sent to each individual in the group.

## Sorting the Address Book

The Address Book is sorted alphabetically by last name. You can change the order of the list based on the column titles for the list. For example, you can sort the list based on the fax number.

To change the order of the Address Book entries, click the appropriate column title.



## Adding and Editing an Individual Entry

When setting up an individual Address Book entry, you must specify the contact's first and last names, and fax number. Optionally, if you want the information available for a fax cover page, you can provide the contact's phone number, title, company, address, and any comments.

To add an individual entry, click the New Individual button on the toolbar:




To edit an individual, select the Address Book entry and click the Edit button:



Enter the appropriate information.

- You must type at least a First Name or Last Name and a Phone or Fax number before you can click Add.
- You can enter 20 characters in the First and Last Name text boxes, 40 characters in the Company Name text boxes, and 32 characters in the Phone and Fax Number text boxes.
- You can use the following:

| Characters | Activity |
|---|---|
| 0 to 9 * # + | Dialing digits |
| , p | Pause (2 seconds) |
| P | Last pause (10 seconds, at end of number only) |
| - ( ) Space | Display-only characters; space cannot be used at the beginning of a number |

- Be sure to include all numbers that need to be dialed, for example, 1-714-555-2222.
- If you entered an Outside Line Prefix number (such as 9) in the Phone/Fax Setup dialog box, do not enter it here.

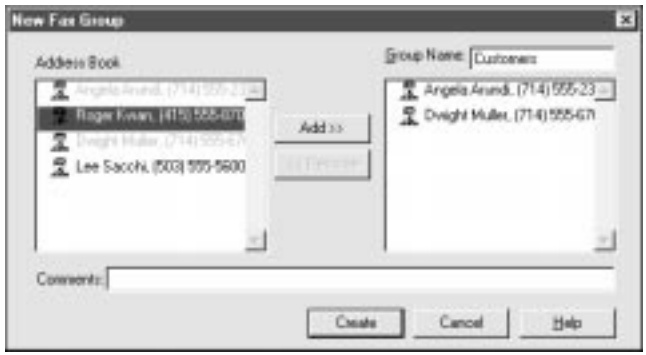
If adding a new entry, click Add. If editing an entry, click Replace.

## Adding and Editing a Group Address

A group address contains addresses previously set up in the Address Book, either individual addresses or other group addresses.

The New Fax Group dialog box displays two lists—a list of all Address Book entries previously set up, and the list of addresses included in the group. You select addresses from the Address Book to include in the group.

To add a group entry, click the New Group button on the toolbar. To edit a group, select the entry in the Address Book and click the Edit button.




- Enter or edit the name you want assigned to this group.
- In the Address Book list box, click the individual entry you want to add to the group and click Add.
- To remove an entry from the group, click the entry in the group list box and click Remove.
- In the Comments box, you can enter a note for this group entry.
- If adding a new group, click Create.
- If editing a group, click Replace.

## Using a Group Address

When you specify a group address when sending a fax, the individual addresses for the contained group are listed. If you specify more than one group address for a fax, and each group contains the same individual address, the duplicate address is removed. Separate fax jobs are created for each recipient in the group.

# Importing an Address Book

You may have an address book in another program that you want to use in the MultiPASS Desktop Manager. You can import your address book and use it in the Desktop Manager.

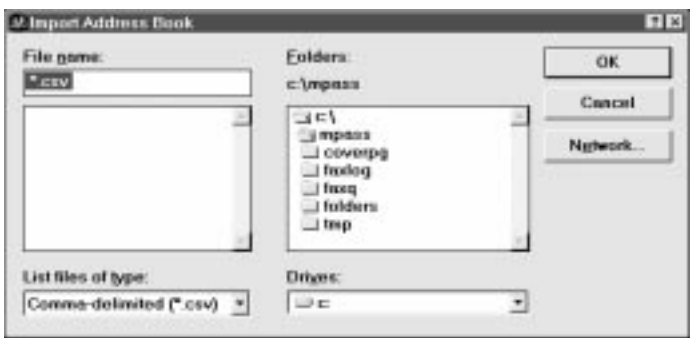
You can import addresses from any ASCII text file containing information that is separated by a comma or tab. If the fields in the text file are separated by commas, the text file extension must be .CSV. If the fields in the text file are separated by tabs, the text file extension must be .TXT. You must save your text file as a comma- or tab-separated text file before you import it into the MultiPASS Desktop Manager. For more information about saving your text file, see your application's documentation. If you attempt to import information from an improperly formatted text file, the system alerts you to a problem with importing.

When you import the text file, you assign the appropriate field names to each column of information. For example, the column containing the contact's name must be titled as the name.

1

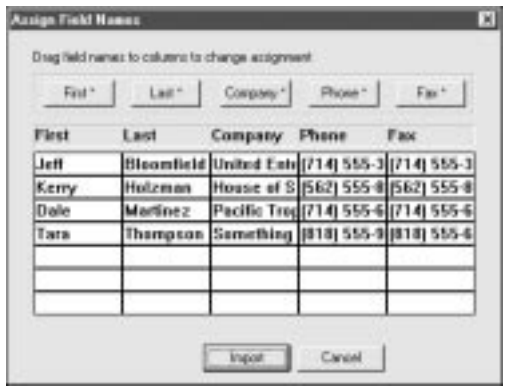
To import addresses from a text file, click on the Import button.

❍ You see this screen:



2

In the Import Address Book dialog box, specify the location and filename to import. Then




- In the Assign Field Names dialog box, the address information is listed in columns, with a column title that identifies the type of information within the column. The button above the column titles enables you to reassign the column titles where necessary.

3

Assign the appropriate name to each column as the title.

- To remove a field name from the column heading, drag the column heading text off the dialog box.
- To assign the correct name, drag the titled button to the column title.

4

Click Import.

- When the appropriate names appear at the top of each column, click Import.

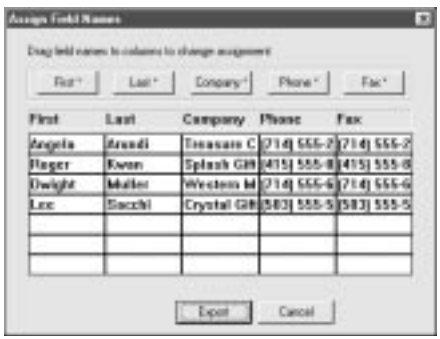
# Exporting the Address Book

You can export the Address Book from the MultiPASS Desktop Manager to an ASCII text file. The address information can be separated by either commas or tabs. If you choose to have the address information separated by commas, the text file extension is .CSV. If you choose to have the address information in the text file separated by tabs, the text file extension is .TXT.

**1**

To export the Address Book, click on the Export button.

❍ You see this screen:




❍ In the Assign Field Names dialog box, the address information is listed in columns, with a column title that identifies the type of information within the column. You can reassign the column titles where necessary.

**2**

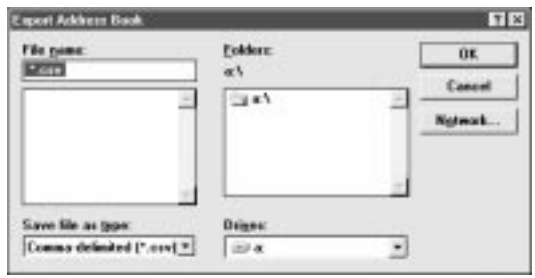
Assign the appropriate name to each column as the title.

❍ To remove a field name from the column heading, drag the column heading text off the dialog box.

❍ To assign the correct name, drag the titled button to the column title.

Click Export.

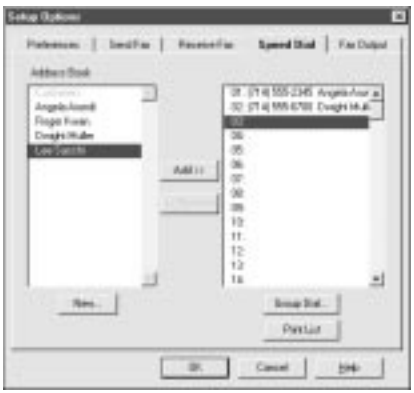
- When the appropriate names appear at the top of each column, click Export.
- In the Export Address Book dialog box, select the file type (.CSV or .TXT), location, and filename for saving the file. Then click OK.




# Setting Up Your Speed Dial Assignments

To set up speed dialing, you use the fax recipients set up in your Address Book, and assign the desired individual recipients to speed dial codes. If you have not set up the recipient in the Address Book, you can add the recipient while creating speed dial assignments. You can also set up a group speed dial, by assigning two or more individual speed dial assignments to a single speed dial assignment.

To set up your speed dialing assignments, select Setup from the Desktop Manager menu bar, and then click on the Speed Dial tab.



## Assigning an Individual Recipient to a Speed Dial Code

To assign a fax recipient to a speed dial code:

- ❍ In the Address Book list box, select the recipient that you want to assign to a speed dial code.
- ❍ Select the speed dial code to which you want to assign the Address Book, and click Add:

To remove a recipient from a speed dial code:

- ❍ In the speed dial list box, select dial assignment, and then click Remove.

To print the speed dial assignment list:

- ❍ Click the Print List button:

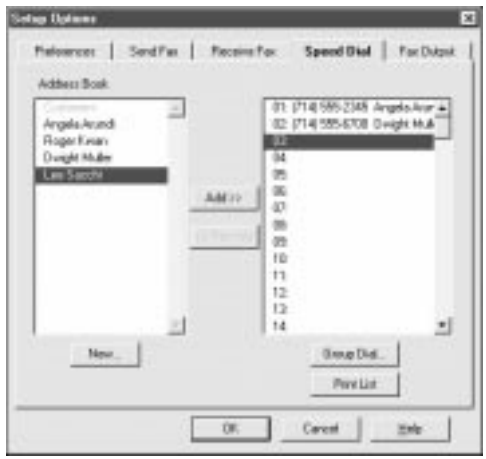
To add a recipient to the Address Book:

- ❍ Click New.
- ❍ In the New Individual Entry dialog box, complete the appropriate information for the recipient and then click Add.

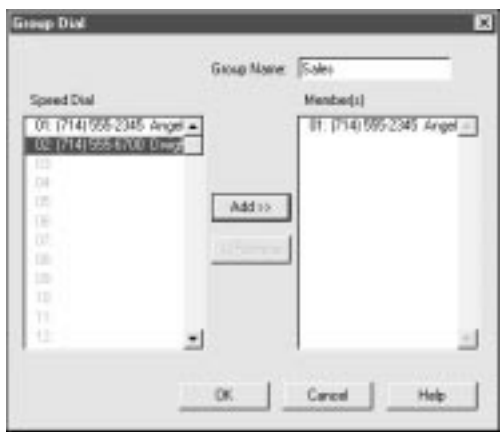
## Defining a Group Speed Dial Code

To assign two or more recipients to a speed dial code:

- On the Speed Dial tab, make sure the desired recipients for your group are set up as individual speed dial assignments.
- Select the speed dial code to which you want to assign the group of recipients, and click Group Dial.




- In the Group Dial dialog box, enter a name for the group assignment in the Group Name box.



- In the Speed Dial list box, select the first recipient and click Add. Repeat this procedure until the desired recipients are included in the Member(s) list box.
- To remove a member from the group, select the member in the Member(s) list box and click Remove.
- When all the desired members are listed in the Member(s) list box, click OK to save your group.
- To close the dialog box without saving your group, click Cancel.

# Using the Fax Log

The Fax Log contains a list of the fax activity (faxes sent and received) for the last two months. Each fax is listed with historical information, such as transmission status, date and time the fax was sent or received, the recipient of the fax, and the number of pages. You can use the Fax Log for a variety of reasons, such as reviewing the error status of a PC fax that failed.

While reviewing the Fax Log, you can view a specific fax document or print the log.

## Displaying the Fax Log

In the Desktop Manager, click Fax Log on the Tools menu.




- In the Fax Log dialog box, click a specific fax document to review additional information in the status bar.

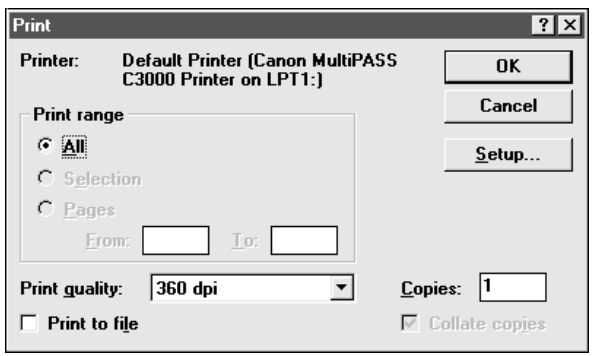
## Viewing a Fax Listed in the Fax Log

In the Fax Log dialog box, double-click the fax document listed.

The document displays in the Desktop Manager Document Viewer. For information on using the Document Viewer, refer to Chapter 7, Working With Documents in the Desktop Manager.

## Printing the Fax Log

In the Fax Log dialog box, click Print.




In the Print dialog box, specify the desired print options and click OK.

The report provides a hard copy of the Fax Log information displayed in the Fax Log dialog box.

# Sending Faxes With the MultiPASS C3000

4

You can use the MultiPASS C3000 to send paper faxes or PC faxes. PC faxing is the ability to send a fax from an application without first printing the document. Using the MultiPASS C3000 and the MultiPASS Desktop Manager, you can PC fax documents from any Windows application that supports printing.

Before sending faxes, you may want to set up the numbers you plan to use for automatic dialing methods such as one-touch speed dialing. To do this, you first set up your Address Book; then you assign speed-dialing numbers. See Setting Up the Address Book on page 3-9.

This chapter describes:

- Sending a document
- Sending a document to more than one location
- Adjusting the quality of your faxes
- Sending PC faxes
- Creating a fax memo in the MultiPASS Desktop Manager
- Designing a fax cover page

# Sending a Document

The MultiPASS C3000 starts sending a document while it is being scanned into memory. When scanning a multi-page document, the unit calls the other party after the first page is scanned. Once connection is made, the MultiPASS C3000 begins to transmit the information while the remaining pages are being scanned. This is called Memory Sending.

## Regular Dialing

### 1

Feed the document.

- Place the document face-down in the Automatic Document Feeder (ADF). See page 1-9.
- The LCD display shows how much of the unit's memory is in use, then displays the current resolution, and then the message **DOCUMENT READY**.

| MEMORY USED 0% |
|---|

| STANDARD |
|---|

| DOCUMENT READY |
|---|

- Change the resolution if necessary. See page 4-12.

### 2

Dial the other party's fax number.

- Use the numeric buttons to dial the number.



3

Press START/COPY.




The MultiPASS C3000 begins scanning the document, and dials the number.

| SCANNING |
|---|

❍ After a moment, the display shows the transaction number for the fax. This is a unique number the MultiPASS C3000 assigns to the document and uses to identify the document in transaction reports:

| SCANNING |
|---|

| TRANSMIT |
|---|

| TX/RX NO. XXXX |
|---|

The display continues to show these three displays in order while the fax is being sent.

❍ The MultiPASS C3000 beeps once to indicate that the document has been sent successfully.

| TRANSMITTING OK |
|---|

The MultiPASS C3000 automatically redials if the receiving fax does not answer, if the line is busy, or if a transmission error occurs. You can specify the number of times it redials using the Automatic Retries option in the Send Fax dialog box of the MultiPASS Desktop Manager (see page 8-4). If all redial attempts fail, the MultiPASS C3000 beeps intermittently for a few seconds. If this happens, check the fax number and try sending the fax again.

If the ALARM light is flashing, correct the error described in the LCD display, and then press **STOP**. You may need to open the operator panel to remove the document from the ADF (see page 10-3).

# Automatic Dialing

You can send a document using one-touch speed dialing, coded speed dialing, or group dialing. You must register the one-touch speed dialing numbers, the coded speed-dialing numbers, and the group dialing numbers using the MultiPASS Desktop Manager before you can send documents using these automatic dialing methods. See Setting Up Your Speed Dial Assignments on page 3-18.

## 1

Load the document.

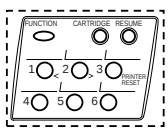
❍ Place the document face-down in the ADF.

| DOCUMENT READY |
|---|

## 2

Use automatic

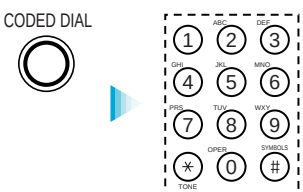
❍ Press the one-touch speed dialing button assigned to the number you wish to fax to.




| TEL= 11234567899 |
|---|

OR

❍ Press **CODED DIAL** and enter the appropriate two-digit coded speed dialing code.




| TEL= 11234445555 |
|---|

❍ If a number is not registered for the button or codes, the LCD displays **NO TEL #** message. Make sure you pressed the correct button or entered the correct code and that the number you want to dial is entered correctly.

- If you make a mistake, press **STOP**. Then press the correct one-touch speed dialing button or press **CODED DIAL** and re-enter the code.
- Five seconds after you press the speed dialing button (or enter the code), the MultiPASS C3000 starts scanning your document.
- If the ALARM light is flashing for any reason, correct the error and press **STOP**. You may need to open the operator panel to remove the document from the ADF (see page 10-3).

## Sending a Document Using Group Dialing

### 1

Feed the document.

- Place the document face-down in the ADF.

DOCUMENT READY

### 2

Choose the group you wish to send to.

- Press the one-touch speed dialing button or press **CODED DIAL** and the code under which you registered the group.

02 CANON GROUP

### 3

Press START/COPY.




SCANNING P.001

- The MultiPASS C3000 starts scanning your document into memory five seconds after you select the group to which you will send the fax, even if you do not press **START/COPY** (ten seconds if you are sending to more than one group).

- After scanning the document into memory, the MultiPASS C3000 automatically dials each number in the group.
- If there is no group registered under the one-touch speed dialing button or the two-digit code, the LCD displays the **NO TEL #** message. Make sure you entered the correct number and that the group has been registered correctly for group dialing.
- If you make a mistake when dialing, press **STOP**. You can then try again.

# Redialing

## Manual

To start dialing again, just press **REDIAL**. The MultiPASS C3000 redials the previous number you dialed with the numeric buttons. Make sure the document is in the ADF.

## Automatic

The MultiPASS C3000 automatically redials if the first attempt at sending fails (for example, if the line is busy). The unit redials twice, and the time between redials is two minutes. (These are the default settings.) The LCD displays **AUTO REDIAL** and the transaction number while the MultiPASS C3000 is redialing.

| AUTO REDIAL |
|---|

| TX/RX NO. XXXX |
|---|

If the MultiPASS C3000 fails to make a connection after the last redial, it beeps. The LCD displays **BUSY/NO SIGNAL**; try sending again later.

| BUSY/NO SIGNAL |
|---|

You can change the number of redials and the time between redials. The redialing options are set in the Send Fax dialog box of the MultiPASS Desktop Manager; see page 8-4.

### To Cancel Automatic Redialing




To cancel automatic redialing, press the **STOP** button. However, you cannot cancel redialing while the LCD displays **AUTO REDIAL** (the unit is waiting to redial). In this case, wait until dialing begins and then press **STOP** to cancel redialing. The MultiPASS C3000 asks you to confirm:

```
CANCEL? *YES #NO
```

To cancel the redialing, press *. The MultiPASS C3000 beeps and the LCD displays:

```
TX/RX  CANCELLED
```

```
TX/RX NO.    XXXX
```

The unit then prints an error report:

```
PRINTING REPORT
```

## Resending a Fax After an Error

If you get an error while sending a fax from memory, the MultiPASS C3000 can resend it to the same destination without having to rescan it. To do this, the On Error Resend option must be set in the Advanced: Send Fax dialog box of the MultiPASS Desktop Manager. See page 8-5 for details.

You can also set how much of the fax is sent again:

- ❍ The pages following the page on which the error occurred (ERROR PAGES)
- ❍ The first page of the document and the pages following that on which the error occurred (ERROR & FIRST PAGES)
- ❍ The entire document (ALL PAGES)

N

The fax is erased from memory after it is successfully sent or after the resending fails.

# Manual Sending

If you would like to speak with the other party before sending a fax to them, you may do so; this is called manual sending. To use manual sending, you must have a telephone connected to the MultiPASS C3000.

## 1

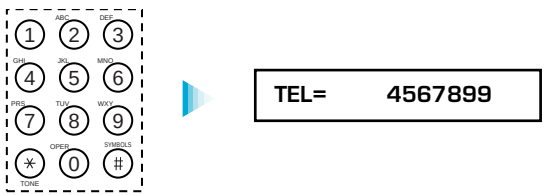
Feed the document.

❍ Place the document face-down in the ADF.




## 2

Pick up the telephone and dial the other party's fax number.




❍ You can use regular dialing or any of the automatic dialing methods.

## 3

Converse with the other party.

❍ If a person answers, you can converse normally. When you are ready to send the fax, ask them to press the start button on their fax. Then press **START/COPY** on your unit and hang up the telephone.




Faxing starts.

❍ Be sure to press **START/COPY** before you hang up, or you will disconnect the call.

## Messages Displayed During Sending

When sending a document, the MultiPASS C3000 displays the following messages as the call progresses.

| TRANSMIT |
|---|

| TX/RX NO. XXXX |
|---|

When it is finished sending the document, the MultiPASS C3000 beeps once; the LCD displays:

| TRANSMITTING OK |
|---|

## Cancel Sending

To stop sending before a fax is complete, follow these steps:

**1**

Press STOP.

- If you are sending manually, the transmisison is cancelled immediately.
- If you are sending from memory, the LCD displays:




| CANCEL *YES #NO |
|---|

**2**

Press *

- Press * to cancel or press # to continue the transmission.



| TX/RX CANCELLED |
|---|



Transmission continues.

If you press **STOP** while the document is being scanned, you may need

to open the operator panel to remove the document (see page 10-3).

# Sending a Document to More Than One Location (Sequential Broadcasting)

Sequential broadcasting sends one document to more than one location. You can send to a total of 57 destinations as follows:

| | | |
|---|---|---|
| One-touch speed dialing | = | up to 6 destinations |
| Coded speed dialing | = | up to 50 destinations |
| Regular dialing (numeric buttons dialing) | = | 1 destination only |

You can enter the one-touch and coded speed dialing numbers in any order. You simply press the one-touch speed dialing button, or press **CODED DIAL** followed by the two-digit code.

You can also include one destination using regular dialing. This must be the last number you enter because you must press **START/COPY** after entering the number.

N

If you often send to the same group of destinations, use group dialing (see page 4-5).

## Transmitting the Document

1

Feed the document.

❍ Place the document face-down in the ADF.

**DOCUMENT READY**

## 2

Dial the other party's number.





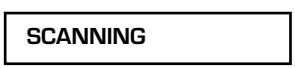


- Simply enter the numbers one after the other: press the desired one-touch speed dialing button or press **CODED DIAL** followed by the two-digit code.
- If you are sending to group dialing destinations, use the one-touch speed dialing buttons and the **CODED DIAL** button (along with the two-digit codes) to enter the groups.
- You must press the second speed dialing number within five seconds of pressing the first one. Each subsequent speed dialing number must be entered within ten seconds of the preceding one.
- You can enter only one number directly from the numeric keypad using regular dialing. This must be the last number you enter.

## 3

Press START/COPY.




- The MultiPASS C3000 scans the entire document into memory and begins sending.

- The MultiPASS C3000 begins the operation approximately ten seconds after you press the last button (five seconds if you press only one button) even if you do not press **START/COPY**.
- The MultiPASS C3000 dials the destinations in numerical order starting with the coded dial numbers, then the one-touch numbers, and finally the regular-dial number (regardless of the order in which you entered the numbers).
- To cancel a transmission, press **STOP** during the dialing or transmission. All subsequent transmissions in the sequence are cancelled. (You may need to open the operator panel to remove the document; see page 10-3.)

N

If the memory becomes full while scanning your document, the LCD displays **MEMORY FULL**. (You may need to open the operator panel to remove the document; see page 10-3.) You can split the document into two or three different jobs, or you can try sending the document to one location at a time.

# Adjusting the Quality of Your Faxes

Canon's Ultra High Quality (UHQ™) imaging technology enables you to send faxes that have a print quality very close to that of the original document. The MultiPASS C3000 also allows you to adjust the resolution and contrast it uses in sending faxes to best suit your particular document.

## Setting the Resolution

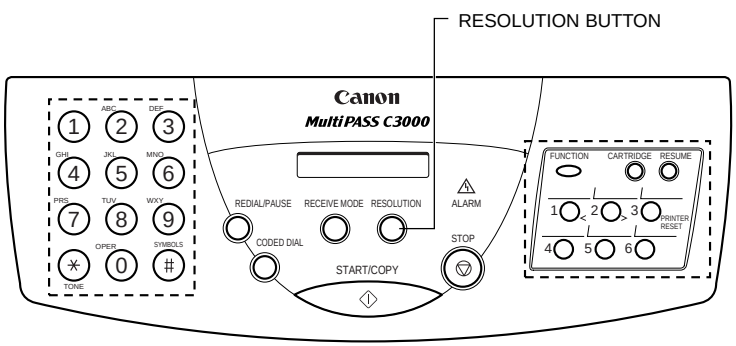
Resolution is a measure of the fineness or clarity of a printout and is usually expressed in horizontal and vertical dots per inch (dpi). Low resolutions may cause text and graphics to have a jagged appearance, while higher resolutions provide smoother curves and lines, crisp text and graphics, and a better match to traditional typeface designs.

The MultiPASS C3000 has three resolution settings:

- **STANDARD**
  Standard resolution (203 × 98 dpi) is adequate for most text documents.

- **FINE**
  Fine resolution (203 × 196 dpi) is suited for documents with fine print (smaller than the print in this sentence).

- **PHOTO**
  Photo resolution (203 × 196 dpi, with halftones) is for documents that contain photographs. With this setting, areas of the document that contain photos are automatically scanned with 64 levels of gray, rather than just two (black and white) as it uses otherwise. This gives a much better reproduction of the photos, though transmission time is longer.




Follow these steps to set the resolution:

1

Press the RESOLUTION

- The LCD display shows the current resolution.



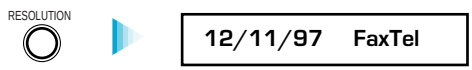
2

Press the RESOLUTION button again.

❍ Press RESOLUTION once or twice more to display the resolution you want (STANDARD, FINE, or PHOTO).




❍ After about five seconds, the LCD returns to Standby mode.




## Setting the Contrast

Contrast is the difference in brightness between the lightest and darkest parts of a printed document. You can adjust the contrast the MultiPASS C3000 uses for sending faxes (Darker, Standard, or Lighter) through the Advanced: Send Fax dialog box in the MultiPASS Desktop Manager. (See page 8-5 for details.) Standard is the default, and is adequate for most documents. To darken a light original, choose Darker; to lighten a dark original, use Lighter.

# Sending PC Faxes

You can create and send a PC fax from any Windows application that supports printing or you can create a fax in the MultiPASS Desktop Manager. You can PC fax the document immediately, send it at a specific time, or hold it in the Out Box to be sent at a future time.

## Sending a PC Fax From a Windows Application

### 1

Create a PC fax document.

- ❍ Open the Windows application.
- ❍ Create and save the document.

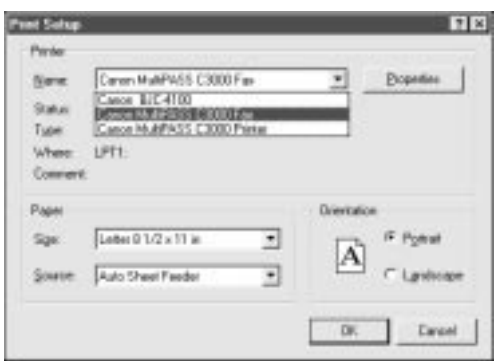
### 2

Open the Print window in the application.

- ❍ It varies between Windows applications but is generally found in one of two ways:
  - From the File menu, choose Print Setup.

    OR

  - From the File Menu, choose Print. In the Print Dialog box, click Print Setup.
- ❍ Select and set up the Canon MultiPASS C3000 Fax as the current printer.



## 3

Print your document using the Canon MultiPASS Fax printer driver.

❍ The Send Fax dialog box appears:




## 4

Complete the information in the

❍ Choose individuals or fax groups from the Address Book list on the left by clicking a name and clicking the Add button.

- To remove a name from the Recipients list, click the name and click the Remove button.
- To add a new entry to the Address Book, click New.

❍ For a single, one-time recipient, enter the appropriate information in the Last Name, First Name, Company, Prefix, and Fax Number boxes.

❍ To attach a coversheet, enter the name of the coversheet from the drop-down list or click None.

❍ To revise the name and phone number indicating from whom the fax is being sent, enter the changes in the From and Phone boxes.

❍ To add comments or notes for the fax on the cover page, enter the text in the Memo box.

❍ To have the fax deleted after you send it, click Delete after Sending.

- To send the fax with any annotations that were added to the document using the MultiPASS Desktop Manager Document Viewer, click Include Annotation.
- To add a reference comment for the fax log, enter the text in the Log Note box.

5

To send the PC fax, click Send Now, Send Later, or Hold.

- **Send Now**
  Sends the document right now.
- **Send Later**
  Saves the document in the Out Box.
- **Hold**
  Places the document in the Out Box until you select it and specify a time for it to be sent. The MultiPASS Background must be open for the PC fax to be sent at the specified time.
- **Cancel**
  Closes the dialog box without sending the fax and cancels the specified options.

## Defining Send Fax Options

### Attaching a Cover Page

You can attach a cover page to your fax. The MultiPASS Desktop Manager contains a library of predefined fax cover pages, designed with different styles and suggested uses. In addition, you can design your own cover page, thereby adding it to the library. The available cover pages are listed alphabetically by name in the Coversheet drop-down list box.

### Previewing the Cover Page

To check the appearance of the cover page you have chosen, click Preview. The cover page displays, including the recipients and other fax information you have specified; you cannot edit the cover page during Preview.

### Identifying the Fax Sender

You can enter your name and phone number in the From and Phone boxes. After sending the first PC fax, this information is automatically displayed the next time you send a PC fax. You can change the fax sender information as needed.

### Entering a Memo

You enter a memo to be included on the fax cover page. The memo appears on the cover page if the cover page is designed to include it. The font, style, and size of the memo text is determined by the particular design of the cover page you select.

### Deleting the Fax After Sending

If you select the Delete After Sending option, the fax is automatically deleted from the Out Box folder after it is successfully transmitted. This option enables you to more easily clear your system of unneeded documents, thereby freeing disk space.

If the option is not selected, the sent fax is moved from the Out Box folder to the Sent Fax folder after successful transmission.

### Including Annotations

Using the editing capabilities within the MultiPASS Desktop Manager (described in Chapter 7, Working With Documents in the Desktop Manager), you may have modified your document—for example, by adding text annotations, stamps, or highlighting. In this case, you can choose to include the modifications by clicking the Include Annotation option.

If the option is not selected, the original version of the document is faxed, without any annotations.

### Entering a Fax Log Comment

The Fax Log maintains a history of each fax sent. By providing a log note, you can include descriptive text on the fax log that has particular meaning to you. The log note may be an account number for billing purposes, or a personal note about the particular document, recipient, or fax transmission.

# Creating a Fax Memo in the MultiPASS Desktop Manager

You can create and send a Fax Memo that consists of a coversheet with a message you type. This allows you to quickly send a memo without using another Windows application.

Simply choose Fax Memo from the File menu. The Send Fax dialog box appears:



Specify this information exactly like you do for a regular PC fax.
See page 4-16.

# Designing a Fax Cover Page

In addition to the set of pre-defined fax cover pages that are installed with your system, you can design your own fax cover page. You can edit any existing cover page—one installed with your system or created by you.

When you create a new cover page, you use a previously designed background as your base page, and then place the fax information fields on the page. The fax information fields, or variable fields, provide areas where you place recipient and sender information for a specific fax. You can specify the size, font, and style of the text displayed in each field.

## Preparing the Cover Page Background

The cover page background provides the permanent information and any graphics you want included on your cover page. You then position the variable fields in the appropriate locations on the background. For example, for your background, you may want to include heading text that provides your company name and address information, labels for the variables fields (such as To: and From:), and one or more graphics that may represent your company logo or your signature. The background you plan to use with the Cover Page Designer must be black and white, and must be saved in a TIFF file format.

The following instructions provide the recommended procedure for preparing a cover page background. Using the recommended procedures, you process a document (created by a word processing application) as a held fax. Once the document is in the Desktop Manager, you export the document to save it in a TIFF file format. The TIFF file can then be used as the background for a new cover page.

**1**

Create and print your background.

- ❍ In a word processing application (such as Word for Windows), create a full page, black-and-white document that includes the desired features of your background: heading text, field labels, and any graphics or pictures.
- ❍ When you have completed the document, print the document using the Canon MultiPASS C3000 Fax driver.

  To do so, click the Print command. In the Print dialog box, select Canon MultiPASS C3000 Fax as the printer, and click the command to print (usually OK or Print).

**2**

Specify and hold the fax.

- ❍ In the Send Fax dialog box, enter any name and fax number as the fax recipient. Select None as the cover page to attach. Then click Hold.
- ❍ Once the fax document is placed on hold, open the Out Box Folder in the Desktop Manager.

3

Open and save the document.

❍ Locate the held fax document and open it in the Document Viewer:

- Double-click the document, select the document and click Open Document on the File menu, or drag the document to the Open Document button on the toolbar.

❍ With the document open in the Document Viewer, export the document in a TIFF file format.

- On the File menu, click Export. In the Export dialog box, specify the driver, directory, filename, and file type for saving the document. Click OK.

Once you have exported the document in a TIFF file format, you can use the TIFF file as the background of your new cover page.

Another way to prepare the cover page background is to use a graphics application (such as Paint or Photoshop) to prepare the cover page background. The background graphic you prepare must be a black-and-white image, 1728 pixels wide, saved in a TIFF file format.

## Opening the Cover Page Designer

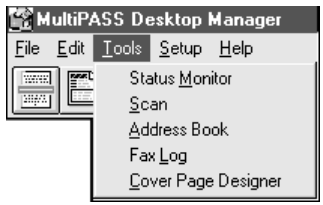
You open the Cover Page Designer from either the Windows desktop or the MultiPASS Desktop Manager.

❍ From the Windows desktop:

- In Windows 95, click Start, then click Programs. On the Programs menu, click Canon MultiPASS C3000, then click Cover Page Designer.
- In Windows 3.1, click the Cover Page Designer icon.

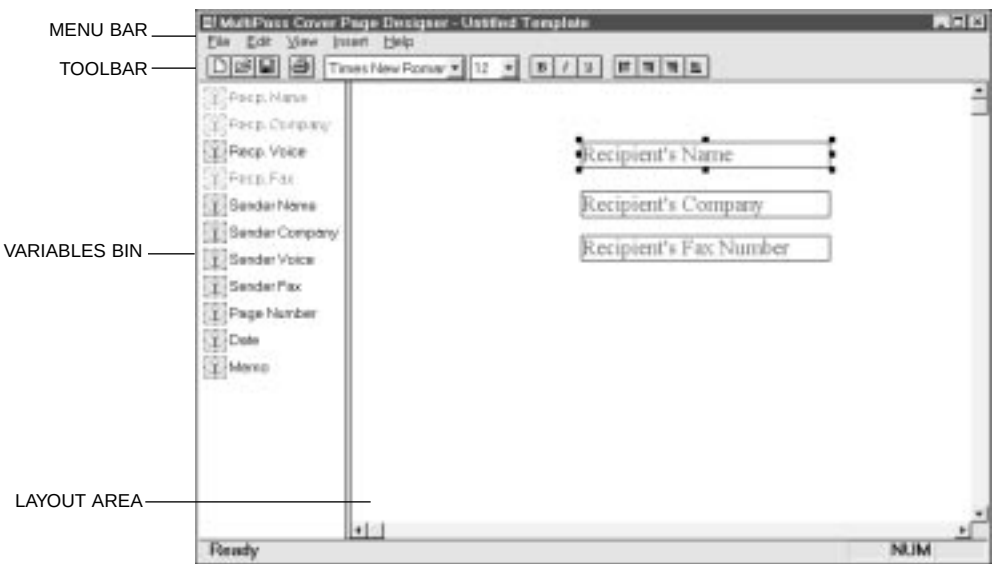
❍ From the MultiPASS Desktop Manager:

On the Tools menu, click Cover Page Designer.




## Using the Cover Page Designer

The Cover Page Designer window consists of the following components.

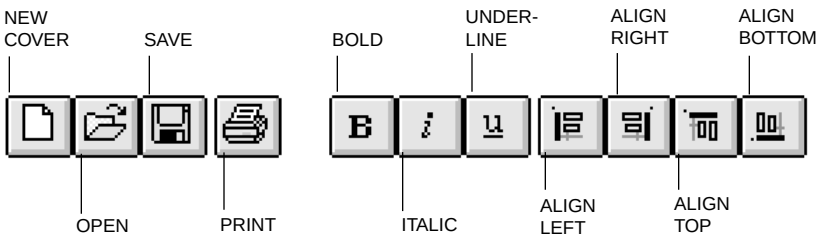



### Menu Bar

The menu bar contains commands that enable you to create, edit, and print your fax cover page. Some commands can also be accessed by their corresponding buttons on the toolbar.

### Toolbar

The toolbar provides you quick access to commands needed to create, edit, and print a fax cover page.




In addition to the buttons, the toolbar also provides you with drop-down list boxes that enable you to select a font and font size for the text of a variable field.

### Variables Bin

The variables bin contains the fields of information you want to include on the cover page for your fax. When you use the cover page for sending a fax with the Desktop Manager, these fields are automatically filled in with the appropriate information for that specific fax transmission.

### Layout Area

The layout area allows you to visually create and edit the features of your cover page. The size of the layout area corresponds to the size of a standard fax page. You use the horizontal and vertical scroll bars to view different portions of the cover page.

## Creating a New Cover Page

1

Have your background template ready.

- ❍ Prepare or have available a black-and-white background, in TIFF file format, to use as the template of your new cover page. (See page 4-20 for details.)
- ❍ With the Cover Page Designer open, click New Cover on the File menu or toolbar.
- ❍ In the displayed dialog box, specify the drive, directory, and name of the TIFF file for your cover page background.

2

Add variable fields.

- In the layout area, where the black-and-white background is now displayed, insert the variable fields you want to include with the fax. (See below for details.)
- Position the fields in the desired locations on your background.
- Optionally, adjust the appearance of each field as necessary. (See page 4-25 for details.)

3

Save your cover page.

- When you have completed the cover page design, click Save on the File menu or toolbar.
- In the Save Cover Page Template dialog box, enter the name of your cover page and click OK.

## Inserting Variable Fields

You insert variable fields that are filled in with actual data when you attach the cover page to a particular fax you are sending. You can choose any or all of the available fields, and place each at the desired location in the layout area. A field is placed on top of any cover page background. Each field displays sample text to illustrate the current font, font size, and text attributes used.

Only the variable fields that display in the variables bin or on the Insert menu are available for you to use on your cover page. You cannot add or delete a field to or from the existing set. You cannot use a single field more than once on a cover page.

To insert a field:

❍ Drag a field from the variables bin to the desired location in the layout area.

❍ On the Insert menu, click the field you want to insert. Then position the cursor at the desired location in the layout area and click to place the field.

## Adjusting the Appearance of the Fields

Once you have placed the desired variable fields into the layout area, you can adjust the appearance of any field. You can resize, move, or delete a field. When you delete a field, the field is removed from the layout area and returned to the variables bin.

Additionally, you can set the text attributes for a field and align two or more fields on the right, left, top, or bottom. Text attribute changes are reflected in the sample text shown in the field.

❍ To select a field in the layout area:

- To select a single field, click the field.
- To select more than one field, hold down the **Ctrl** key and click the desired fields.
- To select all fields, on the Edit menu, click Select All.

❍ To move a field, drag the selected field to a new location.

❍ To delete a field, select the field and click Delete on the Edit menu or press the **Delete** key.

### Resizing a Field

With the exception of the Memo field, most of the variable fields consist of a single line of text. If the variable information to be placed in the field is longer than the field size, the text does not automatically wrap onto a next line. The text is truncated to fit the length of the field. For this reason, you may want to resize a field to ensure the full line of text is visible on the cover page for the fax.

Because the Memo field typically contains multiple lines of information, this variable field does provide automatic text wrapping. However, make sure the size of the Memo field is large enough to accommodate the length of memo text that you may enter in the Send Fax dialog box. If the Memo field is not large enough, not all the lines of a memo text may be visible when the fax cover page is sent.

To resize the field, click the field and drag any sizing handle.

### Changing the text attributes

Once you have placed fields in the layout area, you can change the font and font size for the text to be displayed in the field. You can also choose a text style (bold, italic, underline). If you have multiple fields to which you want to assign the same attributes, you can select the fields together and make the change to all the selected fields. You can change the text attributes assigned to predefined cover pages installed with the Desktop Manager.

You choose the desired font and font size from drop-down list boxes on the toolbar. The sample text in the variable field reflects the font and font size you choose.

To change the text attributes, select the field you want to change in the layout area. Now choose the appropriate text attributes:

- Select the font and font size from the drop-down list boxes on the toolbar.
- Click Bold, Italic, and/or Underline on the toolbar.

### Aligning fields

When placing the variable fields in the layout area, you can align two or more selected fields, based on the position of the first field you select. The first field selected in the set of fields to be aligned is the anchor for the alignment.

For fields that are placed in a column, you can align them on the right or left border of the first field you select. For fields that are placed in a row (one next to the other), you can align them on the top or bottom border of the first field you select.

For example, if you want to align a column of fields on the right, the right border of the first field selected is used as the anchor. The other selected fields are lined up with the right border of the first field selected.

To align fields:

- ❍ Select the two or more fields you want to align on the right or left, or on the top or bottom.
- ❍ Click Align Left, Align Right, Align Top, or Align Bottom on the toolbar.

## Editing an Existing Cover Page

You can edit any existing cover page to change the variable fields placed on it. You can add, move, or remove fields, or adjust the existing fields.

To edit an existing cover page:

- ❍ With the Cover Page Designer open, click Open on the File menu or toolbar.
- ❍ In the Open Cover Page Template dialog box, specify the name of the cover page you want to edit, and click OK.
- ❍ In the layout area, make the appropriate changes.
- ❍ Save your changes.

To save the changes under the same name:

❍ Click Save on the File menu or toolbar.

To save the changes under a different name:

❍ On the File menu, click Save As. In the Save Cover Page Template dialog box, specify the name of the cover page, and click OK. (This retains the opened cover page under its original name.)

To rename the originally opened cover page:

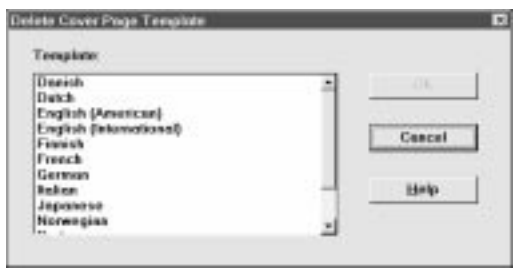
❍ On the File menu, click Rename. In the Rename dialog box, specify the new name and click OK.

## Deleting a Cover Page

You can delete a cover page that you no longer need. You do not need to open the cover page to delete it.

❍ With the Cover Page Designer open, on the File menu, click Delete.

❍ In the Delete Cover Page Template dialog box, click the name of the cover page you want to delete. Then click OK.



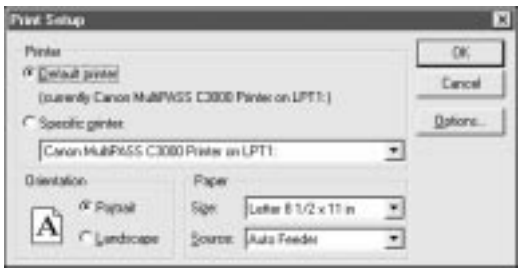

## Printing a Fax Cover Page

You can print a cover page to produce a hard copy for review or to use when sending a fax directly from the MultiPASS C3000. The hard copy includes the name of the cover page and the date last modified, printed at the uppermost edge of the page.

## 1

With the Cover Page Designer open, on the File menu, click Print Setup.

❍ In the Print Setup dialog box, specify your print options and click OK.




## 2

Preview before printing.

❍ With the cover page open, on the File menu, click Print Preview.

❍ To print the cover page, click Print.

❍ To enlarge or reduce the view size, click Zoom In or Zoom Out.

❍ To close the preview window, click Close.



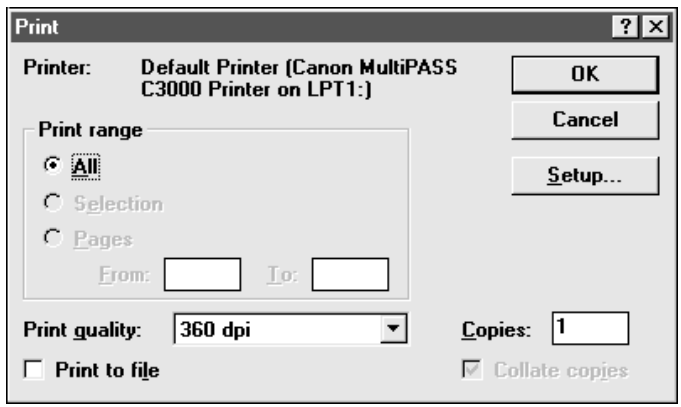

❍ Because a cover page is not typically more than one page, you will not use the remaining commands.

3

Print the cover page.

❍ With the cover page open, click Print on the File menu or toolbar.

❍ Complete the Print dialog box, and click OK.



# Receiving Faxes 5

The MultiPASS C3000 has four Receive Modes:

- Fax Only Mode
- Fax/Tel Mode
- Manual Mode
- Answer Machine Mode

You set the Receive Mode during the Automatic Installation procedure. (See your Setup Guide for details.)

You can change the Receive Mode and the Receive Fax options through the MultiPASS Desktop Manager. See page 8-7 for details.

## Receiving Documents

During reception of a fax:

- If the unit runs out of paper or if the BJ cartridge runs out of ink, the MultiPASS C3000 receives the remainder of the document in memory.
- To stop receiving before the document is complete, press **STOP**.
- If the ALARM light is flashing for any reason, correct the error and then press **STOP**. If necessary, see Chapter 10, Troubleshooting.
- If an error occurs, the MultiPASS C3000 beeps intermittently for a few seconds. If this happens, contact the other party and have them resend the document.

## Receiving Documents Automatically—Fax Only Mode

When you set up the MultiPASS C3000 for a dedicated fax line, the unit automatically receives the document whenever a call comes over the fax line. It disconnects any calls that are not from a fax machine.

## Receiving Both Documents and Telephone Calls Automatically—Fax/Tel Mode

In Fax/Tel Mode, the MultiPASS C3000 monitors all incoming calls over the telephone line. When the MultiPASS C3000 receives an incoming call, it checks to see if the call is from another fax machine trying to send a document or from someone wanting to talk to you. You must have a telephone connected to the MultiPASS C3000 to use this mode.

### How Fax/Tel Mode Works

In Fax/Tel Mode, the MultiPASS C3000 does not ring when it receives a call from another fax machine that is trying to send a document. This is so that you are not disturbed when your MultiPASS C3000 is communicating with another fax machine. The unit automatically receives the document.

If the call is from a person, the MultiPASS C3000 rings to alert you to pick up the phone. You must pick up the telephone connected to the MultiPASS C3000.

If you do not pick up the telephone connected to the MultiPASS C3000 within 15 seconds (set by the Ring Time option), the unit stops ringing. It checks again to make sure the call is not from a fax machine and then hangs up.

N

The MultiPASS C3000 does not recognize an extension telephone connected to another phone jack (that is, not connected to the MultiPASS C3000).

If a call comes in and you pick up an extension phone, the MultiPASS C3000 will continue to ring for 15 seconds, check for a fax, and then hang up.

# Receiving Documents Manually—Manual Mode

You will want to set your MultiPASS C3000 to receive documents manually when you want to personally check each incoming call to see if it is from a fax or from a person. You must have a telephone attached to the MultiPASS C3000.

When the MultiPASS C3000 rings, pick up the telephone.

- If you hear a person's voice, start your conversation. If the caller wants to send a document after talking to you, wait on the line until you hear a slow beep or silence (depending on the sending fax unit), then press **START/COPY** to receive the document.
- If you hear a slow beep or silence, another fax is trying to send you a document. Press **START/COPY**.




Your MultiPASS C3000 begins receiving the document.

- Hang up the telephone after the MultiPASS C3000 displays **RECEIVE**. If you don't hang up, the MultiPASS C3000 beeps intermittently for a few seconds after you receive the document. To disable the beeping, turn off the Off Hook Alarm option in the Advanced: Send Fax dialog box. (See page 8-5 for details.)

## Using the Telephone to Receive a Fax

If you have a telephone connected to the MultiPASS C3000, you can start receiving a document manually by entering a two-digit ID code from the phone. This is particularly convenient if you are using a cordless phone and you answer the phone away from the MultiPASS C3000.

To use this feature, the telephone must be plugged into the telephone jack of the MultiPASS C3000 (see your Setup Guide for details). The Remote Receive option must be enabled in the Advanced: Receive Fax dialog box. (The default is enabled.) For details, see page 8-8.

Use the telephone to receive manual calls as follows:

1. When you answer a call and hear a long beep or silence, a fax is being sent.

2. Enter the two-digit ID code on your telephone. Wait for five seconds, then hang up. The MultiPASS C3000 then begins receiving the document.

## Using an Answering Machine—Ans. Machine Mode

Connecting an answering machine to the MultiPASS C3000 allows you to receive faxes and phone messages while you are out of the office.

In Answer Machine Mode, the MultiPASS C3000 allows the answering machine to answer incoming calls, then listens for a fax tone or for four seconds of silence (also an indication that a fax is coming in), and automatically receives the fax if it detects the tone or a four-second silence. (Four seconds is the default; you can change this value.)

N

Canon does not recommend using an "answering service" (like those offered by local telephone companies that provide voice mail) on the telephone line you are connecting to the MultiPASS C3000. If you do subscribe to an answering service, you may want to dedicate a separate line for fax communication only and connect that line to the MultiPASS C3000. Or, you can see if your telephone company offers a Distinctive Ring Pattern (DRP) service (see page 5-8 for details).

### Using the MultiPASS C3000 With an Answering Machine

Follow these guidelines when using the MultiPASS C3000 with an answering machine:

- Set the answering machine to answer on the first or second ring.

- If the MultiPASS C3000 runs out of paper or ink in Answer Machine Mode, it receives all faxes into its memory. The faxes then print automatically when you add paper or replace the BJ cartridge.

❍ When recording the outgoing message on the answering machine:

- The entire message must be no more than 15 seconds long.
- In the message, tell your callers how to send a fax. For example:

  "Hello. I can't answer the phone right now, but please leave a message after the beep. I'll return your call as soon as possible. If you would like to send a fax, press the start button on your fax machine after you leave your message. Thank you."

N

It's a good idea to turn on the answering machine only when you are unavailable. When you want to answer voice calls, turn off the answering machine.

## Printing Documents Received in Memory

If one of the following errors occurs while the MultiPASS C3000 is receiving a document, the unit stores the document in memory:

❍ BJ cartridge runs out of ink

❍ BJ cartridge is not installed

❍ Paper cassette runs out of paper

❍ Paper jam occurs

The MultiPASS C3000 can store up to 42 letter-size pages (based on the CCITT No. 1 chart) or 20 separate documents.

The LCD display shows **REC'D IN MEMORY** alternating with the error message when the memory contains documents. The MultiPASS C3000 will automatically print the contents of memory when you correct the problem.

After printing the document(s) stored in memory, the MultiPASS C3000 erases the document(s) from memory.

N

If you are using the MultiPASS Desktop Manager and it is set to ***Save in memory,*** the MultiPASS C3000 stores incoming faxes in its memory when the computer is off. In this case, you will see the **REC'D IN FILE** message. See page 5-6 for details on receiving faxes with the MultiPASS Desktop Manager.

# Receiving While Registering, Copying, or Printing

Because the MultiPASS C3000 supports multitasking, you can receive a document or a phone call while you are:

- Making a copy
- Printing a document
- Entering information

If you are making copies or printing a document and the MultiPASS C3000 receives a fax, it stores the document in its memory. It then prints the document as soon as you finish making copies or printing. If you are entering information into the LCD menu system and the MultiPASS C3000 receives a fax, it prints the document immediately (it does not store the document in memory).

# Receiving Faxes to the MultiPASS Desktop Manager

When your computer is on, you can automatically receive incoming faxes to the MultiPASS Desktop Manager.

When your computer is off, the MultiPASS C3000 stores received faxes in its memory until you either print them or you turn on the computer. When you turn on the computer, you can send the faxes to the MultiPASS Desktop Manager.

The MultiPASS C3000 can also print incoming faxes directly. If your computer is going to be off for a while and you are expecting incoming faxes, it's a good idea to set the MultiPASS C3000 to automatically print incoming faxes.

## Receiving a Fax into the In Box

To receive a fax into the In Box of the MultiPASS Desktop Manager, your computer must be on and MultiPASS Background must be running. You must also have selected Upload Fax in the Receive Options of the Desktop Manager. (See page 8-7 for details.)

The Receive Options determine how your faxes are received by the MultiPASS C3000.

❍ When the Computer is Off

- Set this to Print Fax to always print an incoming fax.
- Set this to Save in memory to save an incoming fax in the MultiPASS C3000's memory. You can then print the fax, or upload it to the MultiPASS Desktop Manager after you turn on the computer.

❍ When the Computer is On

- Set this to Upload Fax to receive all your faxes to the MultiPASS Desktop Manager.
- Set this to Print Fax to always print an incoming fax.

## Printing a Received Fax When Your Computer Is Off

When a document is in its memory, the MultiPASS C3000 displays the message **REC'D IN FILE** and alternately flashes the date.

To upload the fax to the MultiPASS Desktop Manager, simply turn on the computer.

If you want to print a fax that is stored in memory in the MultiPASS C3000, without turning on the computer follow these steps:

1

On the MultiPASS C3000, press the FUNCTION key.



2

Press < or > on the one-touch speed dialing keypad.

- When you see **FILE PRINT** displayed in the LCD, press **START/COPY**.
- The MultiPASS C3000 begins printing the document.

N

Once the MultiPASS C3000 prints a fax, it erases the fax from its memory.

# Using the Distinctive Ring Pattern Detection (DRPD) Feature

Some phone companies offer a distinctive ring pattern (DRP) service whereby they assign two or more telephone numbers with distinctive ring patterns to a single telephone line. If your phone company offers such a service, you can have both a fax number(s) and a telephone number(s) for your MultiPASS C3000 using only one telephone line.

Your MultiPASS C3000 will automatically detect incoming calls. Based on the distinctive ring pattern, the MultiPASS C3000 knows if the call is from a fax machine trying to send a document or from a telephone trying to make a voice call.

Use the information in this section to set up the MultiPASS C3000 for use with a DRP service.

For more details on the DRP service, contact your local telephone company. (Your telephone company may have a different name for this service. Also, this service may not be offered in all areas.)

## Types of Ring Patterns

Your telephone company will assign a distinctive ring pattern to each number when you order the DRP service. The setting you make with the following procedure must match the setting assigned by the telephone company.

You can set the MultiPASS C3000 for the following ring patterns:

- Normal ring—Ring type of normal telephone line (Recommended for voice calls.)
- Double ring—Two short rings at regular intervals (Recommended for fax calls)
- Triple ring—Short-short-long at regular intervals
- Triple ring—Short-long-short at regular intervals
- Other ring type—Patterns other than those described above

You set the DRPD Switch Options in the Advanced: Receive Fax dialog box (see page 8-10 for details).

You must set all DRPD ring numbers in the MultiPASS C3000. You select the ring pattern and then specify whether the pattern is for telephone calls, faxes, or both (fax/tel switching). See the next section for details.

## How DRPD Responds to Calls

When there is an incoming call, the MultiPASS C3000 checks the incoming ring pattern and determines the type of pattern being received. The MultiPASS C3000 may require up to 10 seconds to determine the pattern type. During this time, any telephone device connected to the MultiPASS C3000 will not ring if Silent Receive is enabled. After the pattern is detected, the MultiPASS C3000 reacts according to how you registered the setting.

| Your Setting | Incoming Call From Fax | Incoming Call From Telephone |
|---|---|---|
| Fax | Receives the fax document without ringing. | Answers as a fax machine. |
| Tel | Rings to alert you to pick up the telephone. Press **START/COPY** to receive the fax (Manual Mode). | Rings to alert you to pick up the telephone and take the call. |
| Fax/Tel | Switches to receive mode for fax transmission signals and does not ring. | Rings to alert you to pick up the telephone and take the call. |

## Communicating Using the Distinctive Ring Pattern Detection (DRPD) Feature

Using the MultiPASS C3000 with a DRP service ***is almost*** the same as using it with a normal telephone line.

When you turn on DRPD, the Receive Mode defaults to Fax/Tel Mode. (You cannot change this Receive Mode.)

When someone calls using the number assigned for telephone communication, the MultiPASS C3000 rings in the pattern you registered for telephone calls. When you hear this pattern, simply pick up the telephone connected to the MultiPASS C3000 and talk. If you do not pick up the telephone, the MultiPASS C3000 continues to ring until the other party hangs up.

When someone sends a fax using the number assigned for fax communication, the MultiPASS C3000 does not ring. It receives the document automatically.

# Copying and Scanning With the MultiPASS C3000



You can use the MultiPASS C3000 as a copier and a scanner. This chapter describes:

- Copying documents
- Using the MultiPASS Desktop Manager to scan documents
- Scanning from a Windows application

## Copying Documents

One of the convenient features of the MultiPASS C3000 is its ability to make high quality copies. You can make up to 99 copies of one document at a time.

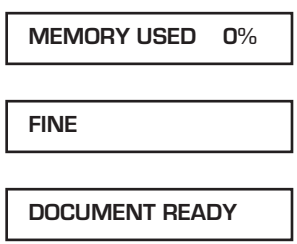
N

- It's a good idea to use the optional BC-20 Black BJ Cartridge when you make copies.
- Make sure the optional BC-22 Photo Color BJ Cartridge is not installed in the C3000 when you are making copies.

### 1

Feed the document.

- Place the document face-down in the ADF.



## 2

Press START/COPY.




❍ The display shows the size of the copy (the default is 100%) and the number of copies (the default is 1).

## 3

Change the resolution if necessary.

❍ If you want to change the copying resolution, press the **RESOLUTION** button.




❍ You can make copies in **FINE** or **PHOTO** resolution. (**STANDARD** does not appear as one of the available resolutions.)

❍ **FINE** resolution works well for copying most text documents.

❍ Use **PHOTO** resolution when copying documents that contain photographs. This scans areas of the document that contain photos with 64 levels of gray. This results in a much better reproduction of the photograph.

## 4

Select Reduction mode if necessary.

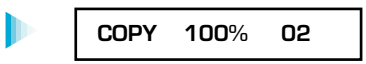
❍ To reduce the size of the copies, use the < and > buttons to select the reduction percentage you want (70%, 80%, 90%, or 100%):



## 5

Enter the number of copies.



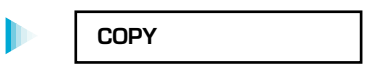



❍ To make multiple copies, use the number buttons to enter the number of copies (up to 99).

## 6

Press START/COPY.




❍ To stop copying at any time, press **STOP**. You may need to lift the operator panel to remove the document (see page 10-3 for details).

❍ If an error occurs and the LCD displays **START AGAIN**, reload the document and start copying again.

N

If the LCD displays **MEMORY FULL** while making multiple copies of a document, do not use the multiple copy feature for copying the document. Make single copies of the document instead (as many times as required).

You may be able to make multiple copies if you first print out any faxes that are stored in memory (see page 5-5).

# Using the MultiPASS Desktop Manager to Scan Documents

You can use the MultiPASS C3000 to scan documents directly into the MultiPASS Desktop Manager.

The MultiPASS Desktop Manager scans each document page, gives it a system-assigned name, and places it in the Scan folder as a TIFF document. You can review, annotate, print, or send as a fax each scan document. For more information on these tasks, refer to Chapter 7, Working With Documents in the Desktop Manager.

A document remains in the Scan folder until you move or delete it.

## Scanning a Document into the MultiPASS Desktop Manager

**1**

Feed the

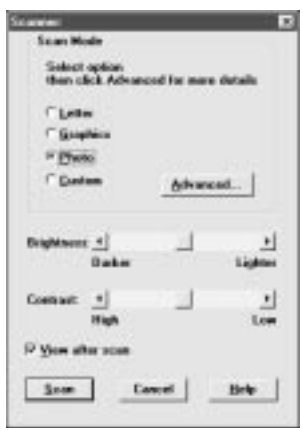
❍ Place the document face-down in the ADF.

**2**

Click the

❍ You can also click Scan from the Tools menu.





## 3

In the Scanner dialog box, specify the scan options for your document.

- Scan Mode
  Selects the type of image you are scanning (letter, graphics, or photo). The type you select determines a black and white or grayscale scanned image and the resolution for the image.

  To define custom settings, select Custom. See Advanced Scanning Options on page 6-7 for details.

- Brightness
  Use this scroll bar to darken or lighten the brightness of your scanned image.

- Contrast
  Use this scroll bar to set the level of contrast for your scanned image.

- View after scan
  Enable this option if you want the scanned image to display automatically in the MultiPASS Desktop Manager when the scan is complete.

## 4

To start the scan, click the Scan button.

- When the scan is complete, the image appears in the MultiPASS Viewer window (if View after scan is enabled).

- The scanned image also appears in the Scan folder with an assigned number such as SCAN_19. From the Scan folder, you can save (Export), rename, print, or delete the scanned image—just like any other file.

- You can PC fax a scanned document. For information on PC faxing, see Chapter 4, Sending Faxes With the MultiPASS C3000.

N

If you are scanning a business card or post card that is thicker than 0.005 in. (0.13 mm), it may not scan correctly. If you wish to scan a document that is thicker than 0.005 in. (0.13 mm), scan only one sheet at a time and push the document slightly to feed it through the sheet feeder.

# Scanning From a Windows Application

You can use the MultiPASS C3000 to scan documents directly into a Windows application that supports a TWAIN interface (such as Adobe® PageMaker®). Some applications allow multiple page scans, while others do not. If you are unsure whether your Windows application supports this feature, refer to your user documentation for the application.

The following instructions summarize the procedures for scanning an image. For specific information about scanning with your Windows application, refer to the user documentation for the application.

**1**

Feed the document.

- ❍ Place the document face down in the ADF.

**2**

In your Windows application, specify the MultiPASS as the scan device.

- ❍ Normally, you select Acquire and then Select Source from the File menu. Now you select the MultiPASS.
- ❍ Then you select Acquire and then Image.

**3**

In the MultiPASS Scanner dialog box, specify the scan options, and then click Scan.



- ❍ For information on the scan options, see page 6-5.

The scanned image appears in your application.

# Advanced Scanning Options

The Scanner Advanced Settings dialog box allows you to select various combinations of image modes and resolutions:




- Image Mode
  This option enables you to select whether you want a black and white or grayscale image.

  If you are scanning the image directly into the MultiPASS Desktop Manager, you may prefer to produce an enhanced image. If you are scanning the image into a Windows graphics application, you may prefer to produce a standard raw image, subsequently enhancing the image in your graphics application.

- Resolution
  This option enables you to specify the resolution in dots per inch (dpi). You choose the option that provides the appropriate level of clarity for your image. Generally, a higher resolution provides better image quality.

# Working With Documents in the Desktop Manager





This chapter contains information and instructions for managing, manipulating, and modifying your documents in the MultiPASS Desktop Manager. It includes:

- Managing your documents in the Desktop Manager
- Annotating a document

The MultiPASS Desktop Manager screen looks similar to this:

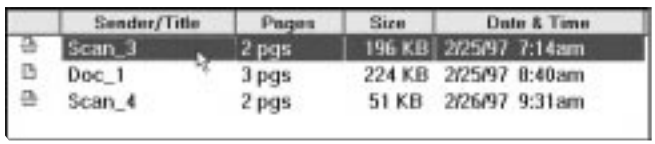


# Managing Your Documents in the Desktop Manager

Once you send a PC fax, receive a fax, or scan an image, the resulting document is available in the Desktop Manager. You can perform a variety of tasks with and on your documents, as described in this chapter.

## Selecting Documents in the Desktop Manager

To work with a document, you select it in the open folder. Simply click the document name in the list.




## Printing a Document in the Desktop Manager

You can print a document from any folder in the Desktop Manager.

1

Select the document.

- Click the document you want to print. Then on the File menu, click Print.

  OR

- Drag the document to the Print button on the command bar.

2

In the Print dialog box, specify the number of copies and click OK.




❍ A copy of the document to be printed is sent to the Out Box folder. The job is assigned a unique name. When printing is complete, the copy is automatically deleted from the Out Box folder.

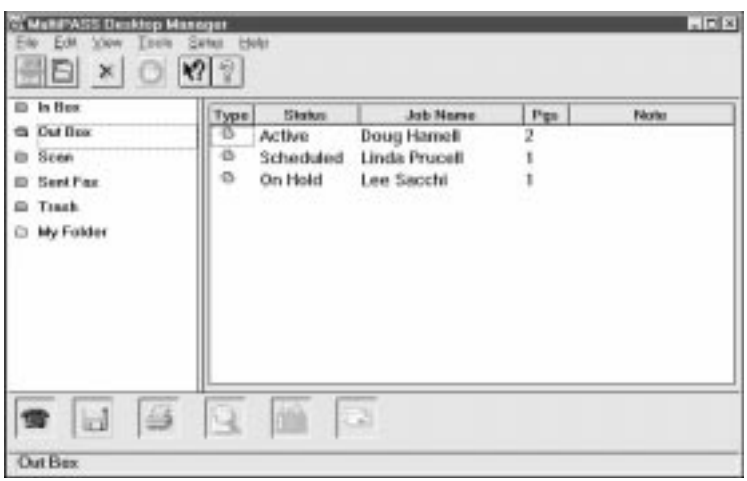
N

Annotations will not be printed. To print a document with annotations, you must print from the Viewer. See page 7-11 for details on Annotating a Document.



## Working With Jobs in the Out Box Folder

For each PC fax you send, fax you receive, or document you print in the Desktop Manager, a job is created in the Out Box folder. The job currently being processed—the active job—displays at the top of the list.



Each job in the Out Box folder displays with a system-assigned name. A job remains in the Out Box folder until it is successfully processed or deleted. You cannot rename a job in the Out Box folder, or move the job to another folder.

You can select a job in the list to review information about that job in the status bar. This information includes the name of the original document from which the job came, as well as the reason the job failed (if it did).

The Out Box folder displays the current status of each job. While in the Out Box, you can work with your jobs in the following ways:

- Stop an active job from PC faxing or printing
- Send a PC fax that has been scheduled for sending later, held, or has failed
- Print a job
- Delete a job that is not active

## Job Status

Each job in the Out Box folder is assigned a status:

- **Active**
  The active job is the job currently being PC faxed or printed using the Desktop Manager. When an active fax job completes successfully, it is automatically moved to the Sent Faxes folder or deleted (based on whether you specified to delete after sending in the Send Fax dialog box). When an active print job completes successfully, it is automatically deleted.
- **Queued**
  A queued job is a job waiting to be PC faxed or printed. Queued jobs are processed in chronological order.
- **Scheduled**
  A scheduled job is a PC fax you chose to send at a later time. You can select a scheduled fax job at the appropriate time to have it sent.

❍ **Retry**
A PC fax job receives the Retry status if:

- The MultiPASS C3000 is busy with another task, and thus unable to transmit the PC fax, or
- The receiving fax line is busy.

The Desktop Manager continues to try sending the fax until the transmission is successful or the Desktop Manager exceeds the defined number of retries. If a job cannot complete successfully within the specified number of retries, the job is marked with a Failed status. The job remains in the Out Box folder until you reprocess or delete it.

❍ **On Hold**
A held job is a PC fax you chose to place on hold, rather than send immediately. The held fax job remains in the Out Box folder until you choose to send or delete it. You can print a job that is on hold.

❍ **Failed**
A job receives a Failed status because a PC fax could not be sent successfully. This occurs because the Desktop Manager exceeded the defined number of retries. For example, a PC fax may have failed because of a continuously busy fax line or an incorrect fax number. The failed job remains in the Out Box folder until you attempt to reprocess or delete it.

❍ **Stopped**
A stopped job is an active job that you stopped from processing before it was completed. The stopped job remains in the Out Box folder until you attempt to reprocess or delete it.

❍ **Error**
An error results for a job if there is a problem with the MultiPASS C3000, such as a loss of communication with the Desktop Manager or memory is full. You can display the nature of the error in the status line by selecting the job or reviewing the Fax Log.

## Stopping an Active Job

If necessary, you can stop the active job from processing. When you do so, the Desktop Manager retains the job in the Out Box folder as a stopped job. You can later reprocess or delete the job.

To stop an active job, open the Out Box folder and click Stop on the Edit menu or toolbar.

## Sending a Scheduled, Held, Failed, or Stopped PC Fax

A PC fax job continues to reside in the Out Box folder if it is scheduled for sending later, if it is on hold, if it failed to transmit in the specified number of retries, or it was stopped. You can reprocess the PC fax job for sending now or, you can reschedule it for a different time.

When you send a PC fax from the Out Box folder, the Send Fax dialog box displays the information initially entered for the PC fax. You can change the information as needed. For example, for a PC fax that failed because of a wrong fax number, you can correct the fax number. For a scheduled PC fax, you can specify a different time for transmission.

If a cover page is attached, the Desktop Manager displays the style and any memo text and you can edit it.

**1**

Send the fax.

- In the Out Box folder, drag the document to the Send Fax button on the command bar.

  OR

- Select the document and click Send Fax on the File menu.

**2**

Process the fax.

- In the Send Fax dialog box, change any fax options as needed.
- To process the fax for immediate sending, click Send Now.
- To schedule the fax for a later time that you specify, click Send Later.

## Creating a Folder

To better organize your documents in the MultiPASS Desktop Manager, you can create additional folders. When you create a new folder, you assign a unique name.

1

From the File menu, click New Folder.




2

Name the folder.

❍ In the Create Folder dialog box, enter the desired name of your new folder and click OK.

## Moving a Document

You can move a document from:

❍ System-defined folder (except the Out Box folder) to a user-defined folder

❍ System-defined folder (except the Out Box folder) or user-defined folder to the Trash folder

❍ One user-defined folder to another user-defined folder.

You cannot move a document into a system-defined folder other than the Trash folder.

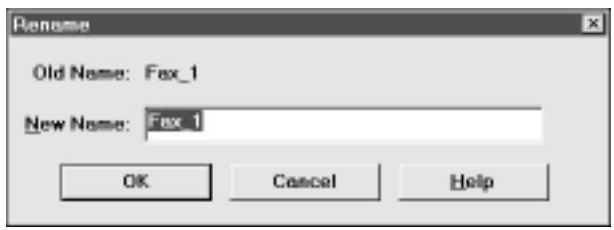
Simply open the folder containing the document you want to move. Then drag the document to the desired folder. The document is placed in the appropriate sort order.

## Renaming a Document or Folder

You can rename a user-defined folder or a document at any time. Folder names must be unique within the Desktop Manager. Document names must be unique within a folder.

Whenever you attempt to rename a folder or document, the system verifies whether the new name is unique. In the event of a conflict, the system alerts you of the conflict. A folder or document name can contain blank spaces.

❍ To rename a document, click the document. Then, on the File menu, click Rename. In the Rename dialog box, enter the new name and click OK.




❍ To rename a folder, simply click the folder name and enter the new name in the highlighted rectangle.

## Deleting a Document or Folder

You can delete a document or user-defined folder when it is no longer needed.

When deleting a document, you can delete the document permanently, which removes the document from the Desktop Manager immediately. You can also move it to the Trash folder where it is stored until you later decide you want to delete it permanently, or empty the Trash folder.

When deleting a folder, you must first delete all documents from the folder. You can delete only user-defined folders.

❍ To delete a document permanently, open the folder with the document you want to delete and click the document. Then, on the Edit menu, click Delete.

❍ To delete a folder, delete all documents from the folder you want to delete. Then click the folder. On the Edit menu, click Delete.

## Emptying the Trash Folder

If you moved documents to the Trash folder, the documents remain in the folder until you move them again to a user-defined folder, delete them individually, or empty the Trash folder.

As you move more documents to the Trash folder, more space is used on your hard disk for storing the documents. To prevent out-of-date documents from unnecessarily using space on your disk, you should periodically review your Trash folder and remove the documents no longer needed.

To empty the Trash folder, click Empty Trash on the File menu. If prompted, confirm that you want to empty the Trash folder.

## Importing a Document

If you have a document residing on your hard disk or a diskette, you can import the document into a user-defined folder in the Desktop Manager. To be imported and usable in the Desktop Manager, the document must be in monochrome TIFF file format.

To import a document:

1. Open the user-defined folder into which you want to import a document.
2. On the File menu, click Import Tiff.
3. In the Import Tiff File dialog box, specify the drive, directory, and name of the file you want to import, and click OK.



## Exporting a Document

You can export a document in the Desktop Manager, saving it to a drive and directory you specify. When you export a document, you save a copy of the original document. You can save the document in monochrome TIFF file format.

To export a document:

1. Open the folder with the document you want to export.
2. Drag the document to the Export Tiff File button on the command bar.

   OR

   Click the document you want to export and, on the File menu, click Export Tiff.
3. In the Export Tiff File dialog box, specify the drive and directory where you want to place the exported file, and click OK.



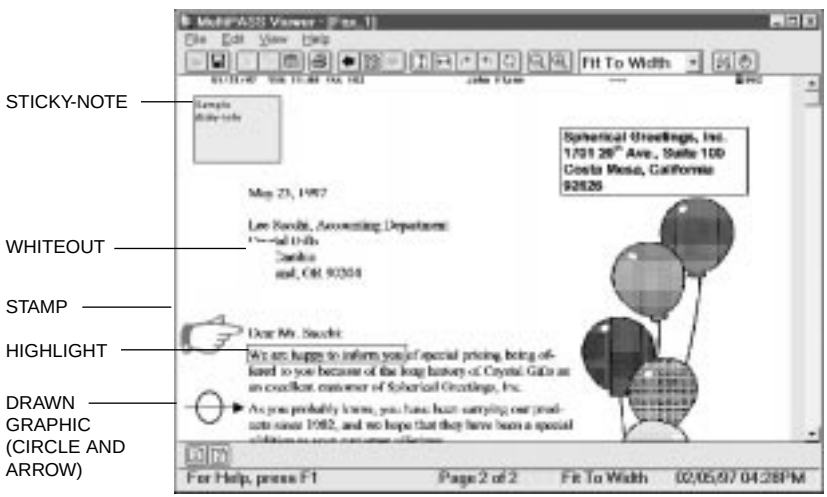

## Attaching a Document to Electronic Mail (E-mail)

If you have an e-mail application installed on your system, you can attach a document in the Desktop Manager to an e-mail message. When you select a document and use the E-mail command, the Desktop Manager opens your e-mail application, attaching the selected document to a blank e-mail message.

To attach a document to an e-mail message, select the document you want to attach and drag the document to the E-mail button on the command bar. Or, on the File menu, click E-mail.

# Annotating a Document

You can open a document to view its contents, and annotate it with notes, highlighting, stamps, or graphics (line/arrow, rectangle, circle). Although you can save the document with your annotations, any annotations you make are only added markings placed on the original document. The original contents of the document remains intact. If you choose to fax or print the modified document, you have the option not to include the annotations with the document. Following are some sample annotations you can add to your document.




For example, if you insert a whiteout on your document (such as over a paragraph of text), the area is no longer visible. However, the paragraph is still part of your document. You can fax or print the document with or without the whiteout annotation. You can later remove the whiteout annotation from the document, restoring the hidden area.

When you open a document for annotations, the document displays in the MultiPASS Document Viewer. You can open one document at a time.

1

Open the document in the Document Viewer.

- Double-click the document.
- Select the document you want to open. On the File menu, click Open Document.
- Drag the document to the Open Document button on the toolbar.

2

Annotate the document.

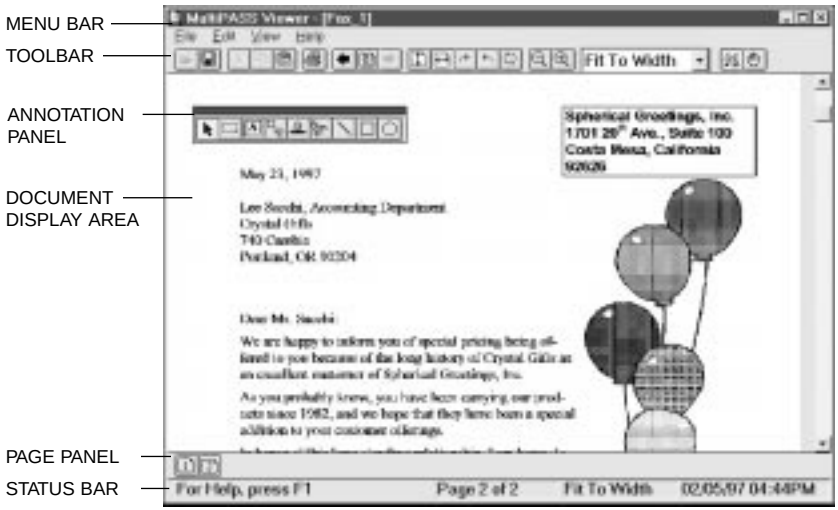
- With the document open in the Document Viewer, adjust the size of your view of the document as needed.
- Create the desired annotations on your document.
- On the File menu, click Save to save the annotations with your document in the Desktop Manager.

3

Close the Document Viewer.

- On the File menu, click Exit.
- If you have not saved your annotations, you are prompted to do so.

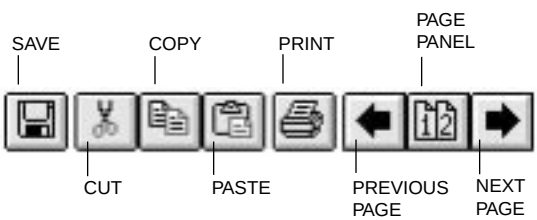
# Features of the Document Viewer Window



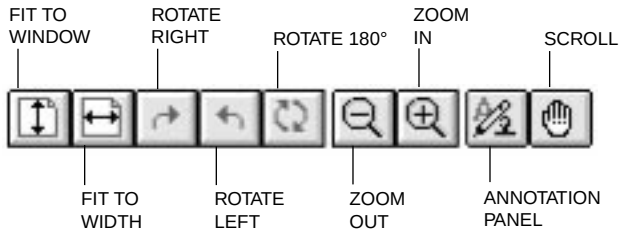



❍ **Menu Bar**

The menu bar contains commands that enable you to perform various tasks with your document. Some of the commands can also be accessed by their corresponding buttons on the toolbar.



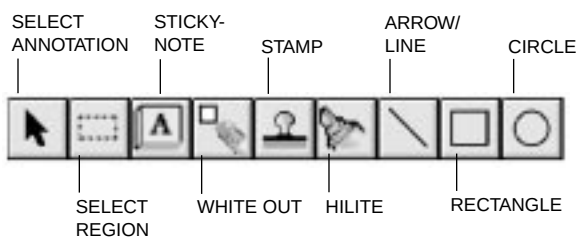
❍ **Toolbar**
The toolbar provides you quick access to performing certain Document Viewer tasks. In circumstances where a task is not possible, the toolbar button is unavailable, appearing dimmed.




In addition to the buttons, the toolbar also provides you with a drop-down list box that enables you to select a display size for your document.

❍ **Document Display Area**
The document itself is displayed and modified in the Document Display Area. You can page or scroll through the document, enlarge or reduce the view of the document, or change the orientation. The display area contains the results of any annotations you may make.

❍ **Annotation Panel**
The annotation panel is a set of tools for annotating your open document. When you select a tool on the panel, an additional panel may open enabling you to specify specific features for the tool. You can move the panel around the window to position it for working on your document. You can also hide the display of the panel.



- **Page Panel**
  The page panel contains a number of buttons, one for each page in the document you are currently viewing. The page panel provides a quick visual indication of the number of pages in the document and a method for moving to another page. The page panel normally displays along the bottom edge of the Document Viewer window, above the status bar.

- **Status Bar**
  The status bar appears at the bottom of the window, and contains useful information about the document that you are currently viewing.



## Adjusting Your View of the Document

You can adjust your view of the open document in a number of ways, to provide a more workable display area for making annotations. For example, you can hide or show the different components of the Document Viewer.

To show/hide the components of the window:

- On the View menu, click Toolbar, Status Bar, Annotation Panel, and/or Page Panel. Clicking the same command turns the display of the item on and off.

- For the annotation panel, you can also click the Annotation Panel button on the toolbar.

### Changing the Document Orientation

You may need to rotate a document for easier reading. For example, the document may represent a fax you received that was originally sent in landscape mode or was fed into a fax machine in an inverted position. The change in orientation applies to the entire document, not just a currently displayed page.

To change the document orientation:

- On the View menu, click Rotate. On the Rotate menu, click Right, Left, or 180 to rotate the document right by 90°, left by 90°, or 180° (flipping the document upside down).

- On the toolbar, click Rotate Right, Rotate Left, or Rotate 180.

## Adjusting the Display Size

The Document Viewer offers different levels of magnification to enable you to work at the most comfortable size for your document. You can zoom in and out at predefined increments, or specify a particular size or scale.

You can use the Fit to Width option which fills the width of the window with your page display, or Fit to Window which adjusts the document image size so that the entire document is visible within the window.

To enlarge or reduce the size:

- To enlarge the document by increments, click Zoom In on the View menu or the toolbar.
- To reduce the size of the document by increments, click Zoom Out on the View menu or the toolbar.
- To select a specific size or scale for enlarging or reducing the document, click Zoom on the View menu. On the Zoom menu, click the desired size. Or, click the size or scale from the drop-down list box on the toolbar.

## Adjusting the Image Display

For ease of viewing and better visibility, you can adjust or invert the light and dark levels of your displayed document. When you invert the display colors, you change the black areas to white and vice versa. Any colors you use for annotations are not changed, although highlight annotations may be difficult to see against a black background.

You may find that the Gray Scale setting is more pleasing to the eye; however, it is slower to generate an image. For speed and reasonable image display, consider the Darkest setting.

To lighten or darken the image:

- On the View menu, click Image Enhancement. On the Image Enhancement menu, click the desired setting.

To reverse the colors of the image:

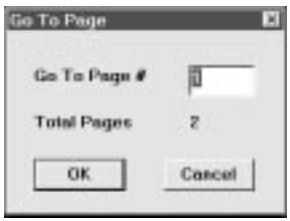
- On the View menu, click Invert.

## Paging Through Your Document

For multi-page documents, you can move to the next or previous page, or a particular page you specify.

To page through your document:

- ❍ Click Next Page or Previous Page on the View menu or toolbar.
- ❍ On the View menu, click Go to Page. On the Go To Page dialog box, enter the page number you want to display and click OK.




- ❍ Click the page on the Page Panel.

## Reviewing Information About the Document Image

As a reference, you can display information about the document currently displayed in the Document Viewer. This information includes the name and size of the file, when the file was created, the number of pages, the width and height, the resolution (pixels per inch), the number of bits used to represent each pixel (thus, the number of colors that can be displayed), and the scaling.

To review information about the image; click Image Info on the View menu.

# Adding Annotations to Your Document

The following sections describe the various ways you can annotate your document.

## Adding a Sticky-Note

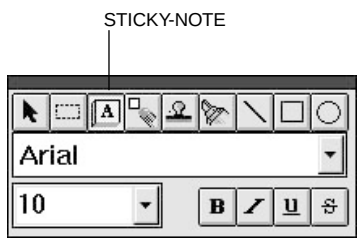
You can add a text note on any portion of your document. When you do so, you can choose the text attributes: font, font size, and special effects (boldface, italic, underline, strikeout). Sticky-notes always appear as black text on a yellow background.

You can type any text that you want for the note, editing the note later if necessary. If you select a font, font size, or special effect, it affects the entire note. If you change any of the attributes while editing a note, or while the note is selected, it changes all the text in the note.

If you switch away from the note to do something else (such as change the text size or switch to a different tool) before entering your text, the sticky-note is removed. This is to prevent you from creating unwanted blank sticky-notes.

To add a sticky-note:

1. Click the Sticky-Note tool on the annotation panel.




2. Select the font, font size, and any special effects.

3. At the desired location on the displayed page, drag the cursor to draw the size of the sticky-note. A dotted line displays to show you where the sticky-note will be placed. When you release the mouse button, the sticky-note is created.

4. Type the text of your note.

To edit the text in a sticky-note:

1. Make sure the Sticky-Note tool is selected on the annotation panel.
2. Move your mouse pointer over the sticky-note. The cursor changes to an insertion point.
3. Click at the location where you want to make your changes.
4. Edit the text as needed.

## Concealing a Region

You can conceal a region of your document to hide certain areas. For example, you can hide a paragraph before you fax the document to a business contact. You can conceal the paragraph with either an opaque whiteout or blackout annotation, which is always a rectangle. Once applied, the whiteout or blackout annotation can be moved, resized, or deleted.

To conceal a region:

❍ On the annotation panel, click the White Out tool.

At the desired location on the displayed page, drag the cursor to draw the whiteout annotation. A dotted line displays to show you where the whiteout annotation will be placed. When you release the mouse button, the annotation is drawn.

❍ On the annotation panel, click the Select Region tool.

At the desired location on the displayed page, drag the cursor to draw the outline of the region. A dotted line displays the region. On the Edit menu, click White Out or Black Out.

## Inserting a Stamp

You insert a stamp to place a bitmap image on the displayed page of your document. The Desktop Manager contains a library of available stamp images, stored as .BMP files that were installed with the Desktop Manager. You can use only those stamps installed with the Desktop Manager.

To insert a Stamp:

1. On the annotation panel, click the stamp tool. You see this dialog box:




2. In the Choose Stamp dialog box, select the desired stamp from the list box and click Accept.

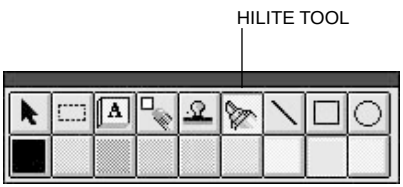
3. Click the cursor in the desired location for placing the stamp. The stamp is placed at that location.

## Highlighting Your Document

You can add a color highlight to the text or other images in your document. You select a color and draw a rectangular highlight over the desired area. All highlight colors are transparent and display as the color you selected. When you print the document, the highlighted region prints as gray shadings.

To highlight your document:

1. On the annotation panel, click the Hilite tool.




2. Select the color of the highlighting.

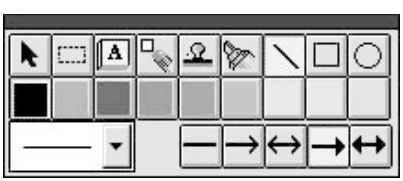
3. At the desired location on the displayed page, drag the cursor to draw the highlight region. A dotted line displays to show you where the highlight region will be placed. When you release the mouse button, the highlight is created.

## Creating a Drawing Graphic

You can annotate your document with one or more drawing objects that include a straight line, single- and double-headed arrow, hollow rectangle, and a hollow circle or ellipse. When you draw the object, you can select the color and width of the line for the object.

To create a drawing object:

1. On the annotation panel, click the drawing object tool: Arrow/Line, Rectangle, or Circle.



ANNOTATION PANEL FOR AN ARROW OR LINE



ANNOTATION PANEL FOR A RECTANGLE OR CIRCLE

2. Select the color and width of the line for the object you are drawing. For an arrow or line, also select the particular style you want to use.

3. At the desired location on the displayed page, drag the cursor to draw the object. A dotted line displays to show you where the drawn object will be placed. When you release the mouse button, the object is created.

### Showing and Hiding Your Annotations

As you add annotations to your document, you can turn the display of the annotations on and off for viewing.

To show or hide your annotations, click Annotations on the View menu. On the Annotations menu, click the command to hide or show your annotations. For color annotations, click B&W Preview to display the annotations in black and white.

## Revising Your Annotations

Once you have created annotations in your document, you can revise the annotations as needed. For example, you may want to resize, move, delete or cut, or copy and paste an annotation.

### Selecting One or More Annotations

To revise an annotation, you must first select it. In most situations, you can select one or more annotations at a time.

- To select a single annotation, click the Annotation Select button on the annotation panel. Then click the annotation.

- To select all annotations, click Select All on the Edit menu. This method selects all the annotations in the open document on all pages. You cannot resize an annotation using this method.

- To select annotations within a specified region, click the Region Select tool on the annotation panel. At the desired location on the displayed page, drag the cursor to draw a rectangle enclosing the annotations you want included within the region. A dotted line displays to indicate the region. On the Edit menu, click Select in Region. Graphic handles display for the annotations that are selected.

- To select the base page of your document, click Select Base Image on the Edit menu.

## Moving an Annotation

You can move an annotation currently displayed from its present position in your document to another. You can also change the layering order of annotations that occupy the same position. Normally, an annotation you add to the document in the same position as a previously added annotation is layered on top. As needed, however, you can move the background annotation to the front, or the foreground annotation to the back.

❍ To move an annotation, select the annotation and drag it to the desired location.

❍ To change the layered position of an annotation, select the annotation and do one of the following:

- To bring the annotation to the foreground, click Bring to Front on the Edit menu.
- To place the annotation on the background, click Send to Back on the Edit menu.

## Resizing the Annotation

When you create an annotation, you draw it to the desired size. If the original size proves unsuitable, you can resize the annotation either smaller or larger.

❍ To adjust the size, click the border of the annotation and drag any sizing handle.

## Copying and Pasting an Annotation

If you want an annotation to appear more than once within your document, you can create the first annotation, and then copy and paste it any number of times. When you copy an annotation, it is placed on the Document Viewer clipboard. From the clipboard, it can be pasted to any location on any page of your document.

To copy and paste an annotation:

1. Select the annotation to be copied and click Copy on the Edit menu or toolbar.

2. With the annotation copied, click Paste on the Edit menu or toolbar.

3. Move the pasted annotation to the desired location in your document.

## Saving All or Part of a Base Page of Your Document

You can select the original base page, or a region of the page, and save the selection to a bitmap (.BMP) file. Once it is saved as a bitmap file, you can import the file into another Windows application as needed.

1. Select either the base page or a region of the page in your document.




2. Click Copy on the Edit menu or toolbar.

3. Once copied, on the Edit menu, click Paste to File.

4. When prompted, specify the drive, directory, and name of the file for saving.

## Removing an Annotation

If you decide you no longer want an annotation to appear in your document, you can remove the annotation, either permanently or by moving it to the clipboard.

To remove an annotation, select the annotation and do one of the following:

- To delete the annotation permanently, press the **Delete** key.
- To remove the annotation to the clipboard, click Cut on Edit menu or toolbar.

## Exporting the Document

You can save a copy of the document currently open in the Document Viewer to a file on a specified driver and directory. The document is saved as a graphic file, and can include or not include any annotations you may have created. Typically, you would save the document to use in a graphics application of your choice. To determine the appropriate file type for saving the document, refer to the user documentation for the graphics application to which you want to import the file.

1. On the File menu, click Export.



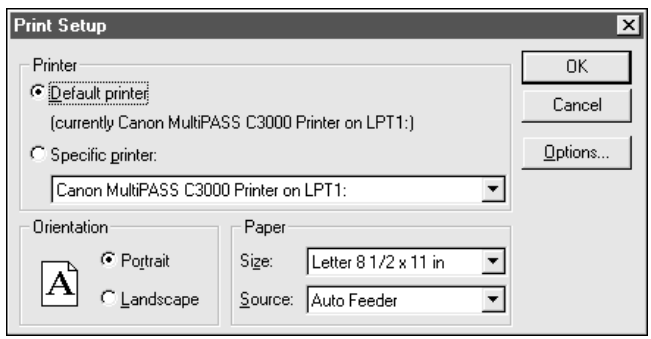

2. In the Export dialog box, specify the drive, directory, filename, and file type for the file you want to save. Specify also whether you want to save any annotations with the document. Then click OK.

## Printing the Document

You can print a copy of the document currently open in the Document Viewer, with or without any annotations you may have created. Prior to printing, you can specify certain print setup options.

To define the print setup:

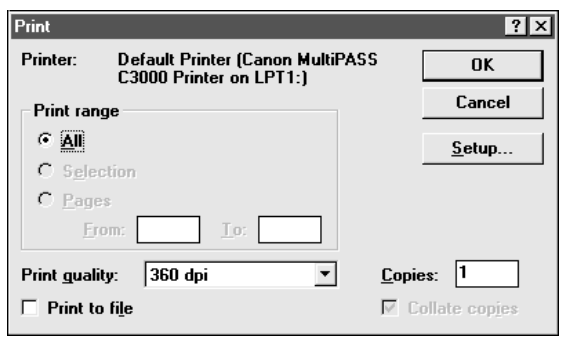
1. On the File menu, click Print Setup.




2. In the Print Setup dialog, specify your print options and click OK.

To print the document:

1. Click Print on File menu or the toolbar.




2. In the Print dialog box, specify the desired print options and click OK.

## Adjusting the Document Viewer Default Options

As you work in the Document Viewer, you can change the options that affect your view of the open document, such as the size and lightness or darkness of the image. However, if you have view settings that you generally prefer to use in most situations, you can define default settings. These settings are activated when you first open the Document Viewer.

To adjust the initial Document Viewer options:

1. On the File menu, click Initial Options.

2. On the Initial Options menu, click the appropriate command to set default options:

   - **Scale Factor**
     To select the appropriate view size

   - **Image Enhancement**
     To select the level of lightness or darkness

To return the options to their original settings when you installed the Desktop Manager, click Reset All to Default.

# Setup and Other Utilities in the Desktop Manager



This chapter contains information and instructions on changing your MultiPASS C3000 setup options in the Desktop Manager, and using other Desktop Manager utilities. It includes:

- Setting up the MultiPASS C3000 Setup options in the Desktop Manager
- Making a phone call from the Desktop Manager
- Using the Status Monitor
- Closing the MultiPASS Background
- Disconnecting the MultiPASS C3000
- Using MultiPASS Diagnostics
- Uninstalling the Desktop Manager

# Setting Up MultiPASS C3000 Options in the Desktop Manager

The Desktop Manager contains Setup options that define the operation of your MultiPASS C3000.

When you first install the Desktop Manager, the Setup options are set to default settings that enable you to begin using your MultiPASS C3000 with the Desktop Manager immediately. However, you can change the option settings as needed.

To change Setup options in the Desktop Manager:

1. From the Setup menu, click the group of setup options you want to change.
2. In the Setup Options dialog box, click the appropriate tab for the options you want to display.
3. On the appropriate setup tab, specify your changes.
4. To save any changes and close the dialog box, click OK.

   To exit the dialog box without saving your changes, click Cancel.

# Setting Up Preferences




- **Date Format and Display Language**
  Select the format in which you want to enter the date and the language you want to see in the Desktop Manager screens.

- **Document Deletion**
  Select this option if you want to be prompted each time you delete a document from the Desktop Manager.

- **Printing**
  Select the printing spooler you want to use. (The Windows Spooler is the default.) If another Windows application is trying to communicate with the parallel port, you may have problems printing to the MultiPASS C3000. If you experience any conflicts with the Windows 95 Print Spooler or Windows 3.1x Print Manager, select the Desktop Manager spooler option. The Windows 95 Print Spooler or the Windows 3.1x Print Manager is then bypassed.

- **Telephone**
  Select this option if you have attached a telephone to your MultiPASS C3000. With this option selected, you can use the Desktop Manager to dial a phone number. After selecting this option, you must close and reopen the Desktop Manager to enable the Phone command.

- **Volume**
  You can set the volume level of the various sound components of your MultiPASS C3000, to suit your office environment. The settings are Minimum, Medium, or Maximum.

## Setting Up Send Fax Options




- **Fax Information**
  You specify the information that displays as the header for a PC fax: your name, company name, and your fax number. Initially, this information was set up when you installed the Desktop Manager.

- **Phone Line**
  You specify the dialing method the MultiPASS C3000 will use: touch- tone or rotary pulse. You also specify any prefix used to access an outside phone line. Initially, this information was set up when you installed the Desktop Manager.

- **Automatic Retries**
  You specify the number of retries (1-10) the system should attempt when sending a fax transmission, and the length of time between each retry (2-99 minutes).

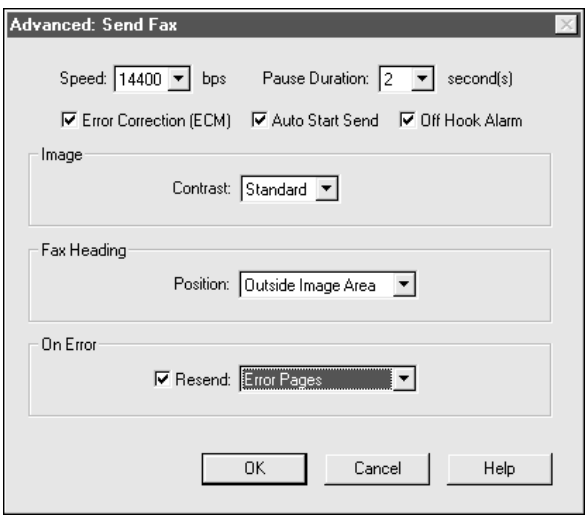
- **Automatic Report**
  You specify whether or not you want a report to print with each fax transmission, or only when there is an error with the transmission. You can also specify if you want an image of the first page of the fax included in the report.

## Restoring the Default Settings

If, after making changes, you decide to restore the default settings for the options, click the Use Defaults button.

## Setting Up Advanced Send Fax Options

When you click on the Advanced button on the Send Fax tab, you see this dialog box:




- **Speed**
  You set the transmission speed used to send faxes. The higher the setting, the faster the transmission. If you experience problems when sending faxes, try a lower speed setting.

- **Pause Duration**
  You set the length of the pause that will be inserted when you enter a pause in a phone number (1-15 seconds).

- **Error Correction (ECM)**
  You select this option to reduce system and line errors when sending a fax. With this option selected, the system checks each outgoing fax for lost data. If data has been lost from a portion of a page, the system transmits that portion again after confirming that all data within that portion can be transmitted successfully.

- **Auto Start Send**
  When you select this option, the MultiPASS C3000 starts scanning automatically five or ten seconds after you enter a phone number. When you don't select this option, you must press **START/COPY** to scan the document, or the unit returns to standby mode after 60 seconds.

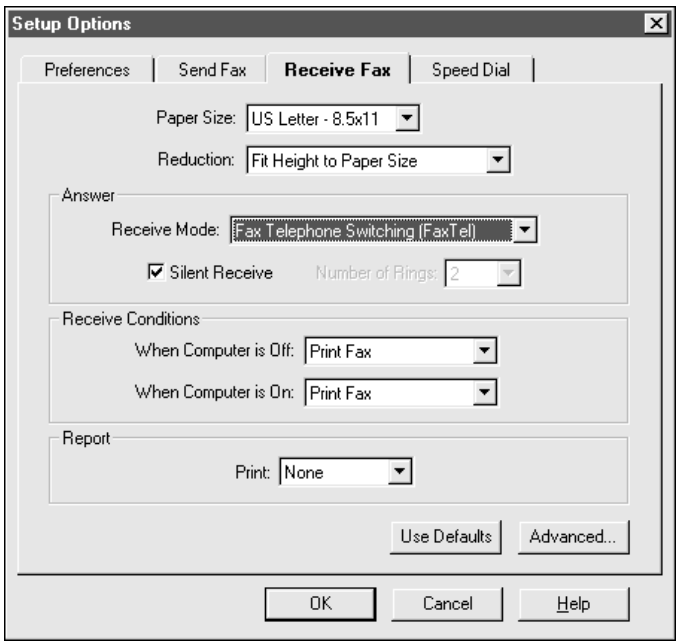
- **Off Hook Alarm**
  You select this option to turn on the alarm if the telephone's handset is off hook.

- **Image**
  You select a contrast setting that determines the level of contrast in the faxes you send. The Standard setting is usually appropriate for most documents. However, based on the lightness or darkness of your original fax document, you may prefer to lighten or darken the contrast for the fax transmission.

- **Fax Heading**
  You select the position where you want the sent fax heading information (your fax number, your name, and date and time) to print on the faxes you send. This information is known as the Transmit Terminal Identification (TTI). It can be printed either inside or outside the image area of your fax page.

- **On Error**
  You select Resend option if you want the MultiPASS C3000 to automatically redial when an error occurs while sending a fax. You also select which pages are to be resent: only the page on which the error occurred, the page on which the error occurred and the first page of the fax, or all pages.

# Setting Up Receive Fax Options




- **Paper Size and Reduction**
  You specify the size of paper in the sheet feeder and whether you want an incoming fax reduced (approximately 98%) to ensure the contents fit on the paper on which it is printed.

- **Answer**
  You specify the Receive Mode. Initially, you set the Receive Mode when you installed the Desktop Manager.

  You use the Silent Receive option to specify whether the optional telephone should ring when you receive a call. The type of call for which the device will ring is determined by the Receive Mode. The ringing will occur for a fax call only (Fax Only mode), or fax and telephone calls (Fax/Tel mode).

  You can set the number of rings (1-99) before the MultiPASS C3000 will respond to any call. If the Receive Mode is Fax Only, this is the number of rings before the MultiPASS C3000 answers the call. In FaxTel mode, this is the number of rings before the MultiPASS C3000 answers to determine if the call is from a fax or a telephone.

❍ **Receive Conditions**
You specify how the system should handle an incoming fax under the following conditions:

- If your computer is turned off:
  You set the MultiPASS C3000 to print the fax or save the fax in its memory.

- If your computer is turned on:
  You set the MultiPASS C3000 to move the fax to the Desktop Manager on your computer, or to print the fax.

❍ **Report**
You specify whether or not you want a report to print with each fax reception, or only when there is an error with the fax reception.

## Restoring the Default Settings

If, after making changes, you decide to restore the default settings for the options, click the Use Defaults button.

## Setting Up Advanced Receive Fax Options

When you click on the Advanced button on the Receive Fax tab, you see this dialog box:



- **Speed**
  You set the transmission speed used to receive faxes. The higher the setting, the faster the fax is received. If you experience problems when receiving faxes, try a lower speed setting.

- **Error Correction (ECM)**
  You select this option to reduce system and line errors when receiving a fax. With this option selected, the system checks each incoming fax for lost data. If data has been lost from a portion of a page, the system receives that portion again after confirming that all data within that portion can be received successfully.

- **Ink Saver Mode**
  You select this option to print documents in the Desktop Manager using a reduced amount of ink. When using Ink Saver Mode, the print document may appear less bright or contrasted.

- **Fax/Telephone Switching Options**
  You specify these options when your Receive Mode is Fax/Telephone Switching.

  - **Listen Time before Ringing**
    When a call is received, the MultiPASS C3000 checks to see if the call is from a fax machine or a telephone. You use this option to set the appropriate amount of time (0-30 seconds) to allow the MultiPASS C3000 to check for the type of call. If your MultiPASS C3000 does not have enough time to detect the fax tone, it assumes the call is from a telephone.

  - **Ring Time**
    When your MultiPASS C3000 is set to receive both fax and telephone calls (FaxTel mode), it rings to inform you of an incoming telephone call. You use this option to set the appropriate amount of time (10-45 seconds) the MultiPASS C3000 will ring. If you do not pick up the telephone within a certain amount of time, the MultiPASS C3000 stops ringing.

  - **Ring Tone**
    You set the tone of the ring.

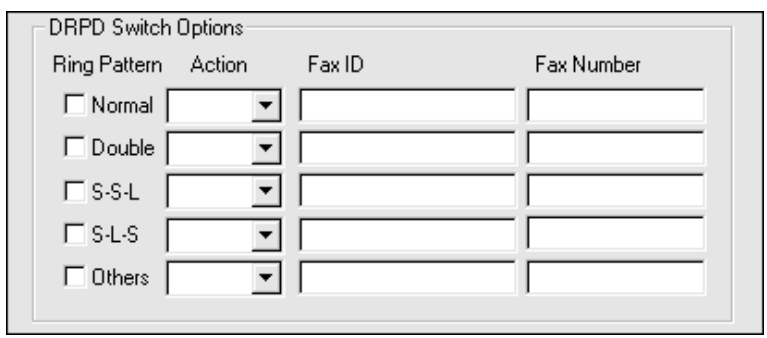
- **Default Action if No Answer to Telephone**
  You set this option to Receive if you want the MultiPASS C3000 to handle an incoming call, detected as a telephone call that is not answered, as an incoming fax. If no fax is received, the line is then disconnected. If you set this option to Disconnect, the MultiPASS C3000 automatically disconnects the unanswered call, without switching to try and receive a fax.

❍ **Answering Machine Mode Options**
You select this option to set the MultiPASS C3000 to automatically switch to fax receive mode if your telephone caller does not speak within the specified amount of time.

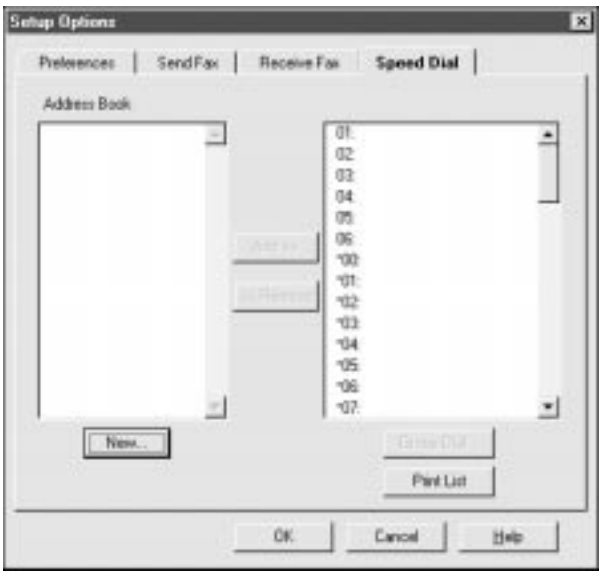
You can set the number of seconds (1-99) the MultiPASS C3000 will wait before switching to fax receiving mode if the telephone caller does not speak.

❍ **Remote**
You select the Receive option so that you can receive a fax by pressing an ID code on the telephone attached to the MultiPASS C3000. You assign a remote Identification Number (00-99) that signals the MultiPASS C3000 to receive the fax. The default number is 25.

❍ **DRPD Switch Options**
If you select DRPD for the Receive Mode, you need to set up the Ring Pattern, Action, Fax ID, and Fax Number. See the DPRD description starting on page 5-8 for complete details on how these settings work with your MultiPASS C3000.



# Setting Up Speed Dial Assignments




DTM_11.TIF

On the Speed Dial tab, you can set up fax numbers for speed dialing with the MultiPASS C3000. You use the fax recipients set up in your Address Book, and assign the desired individual recipients to speed dial codes. If the recipient has not yet been set up in the Address Book, you can add the recipient while creating speed dial assignments. You can also set up a group speed dial, by assigning two or more individual speed dial assignments to a single speed dial assignment.

For reference, you can print the list of speed dial assignments.

See page 3-18 for details on setting up your speed dial assignments.

# Making a Phone Call From the Desktop Manager

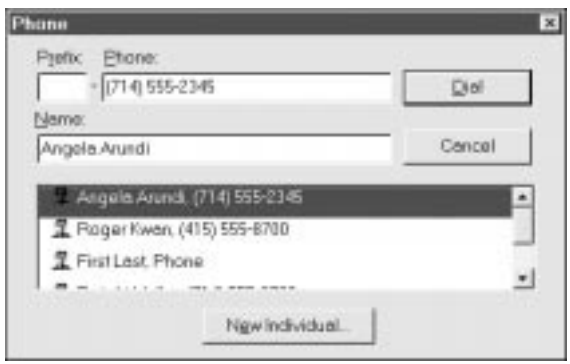
You can use the MultiPASS C3000 and Desktop Manager to dial telephone calls if:

- You have a telephone attached to the MultiPASS C3000.
- You enabled the Telephone Attached to Unit option on the Preferences tab in the Setup Options dialog box in the Desktop Manager. (See page 8-3.)

You can place a call to any individual you want, whether or not the individual has been set up in the Address Book. At the time you are attempting to make your call, you can set up an individual entry in the Address Book.

1

In the Desktop Manager, click Phone on the File menu or command bar.



2

In the Phone dialog box, enter the phone number you

- You can enter the phone number in the Prefix and Phone boxes, or select an Address Book entry.
- When you enter the phone number, you use the applicable numeric characters and any valid characters that separate the different segments of the phone number. For example, you can use 0 through 9, dash (-), or parentheses (). Other characters are also available for entering a phone number.
- To add an individual to the Address Book, click New Individual and complete the New Individual Entry dialog box. For details on completing the New Individual Entry dialog box, refer to Chapter 3, ***Using the MultiPASS Desktop Manager***.

3

When the phone number is entered or selected, click Dial.




- When the Dialing Phone dialog box displays, you are prompted to pick up the telephone.
- If you want to stop the number from being dialed, click Stop.
- When you have completed your call, click Exit.

# Using the Status Monitor

The Status Monitor is a utility that enables you to track the current status of the MultiPASS C3000, incoming and outgoing faxes, print and scan jobs, and any error conditions needing your attention. You can open the Status Monitor either from the Windows desktop or the MultiPASS Desktop Manager.

The Status Monitor displays as a button (Windows 95) or icon (Windows 3.1x), and can also display as a window. Whether displayed as an icon, button, or window, the Status Monitor alternates the status message shown for more than one activity occurring at the same time. For example, if the sending of a fax and an out-of-paper error condition occur at the same time, the Status Monitor alternates the display of the corresponding messages.

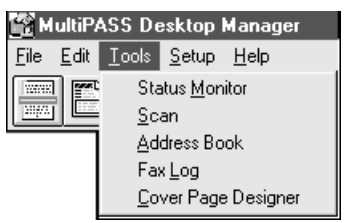
## Opening the Status Monitor

❍ On the Windows desktop:

For Windows 95—Click Start, and then point to Programs. On the Programs menu, point to Canon MultiPASS C3000. Then click MultiPASS Monitor.

For Windows 3.1x—In the Canon MultiPASS C3000 group, double-click the MultiPASS Monitor icon.

❍ In the Desktop Manager, click Status Monitor on the Tools menu.



## Using the Minimized Status Monitor

With Windows 95, the minimized Status Monitor appears as a button on the Windows desktop in the taskbar. With Windows 3.1x, the minimized Status Monitor displays as an icon on the Windows desktop.

- On the Windows 95 taskbar:




- In Windows 3.1x:



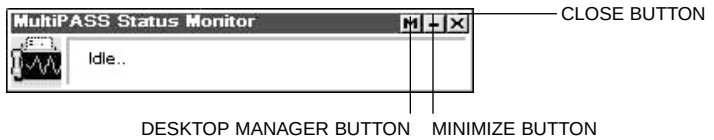

The graphical appearance of the icon or button depicts the type of activity it is reporting. For example, the scan graphic is used to depict the status of scan activity.

A menu contains commands that enable you to open the Status Monitor window, open the Desktop Manager, and close the Status Monitor.

- To open the menu on the minimized Status Monitor, click the right mouse button on the Status Monitor icon or button.
- To open the Status Monitor window from the icon or button, click Restore on the Status Monitor menu.
- To open the Desktop Manager from the Status Monitor icon or button, click Go to Manager on the Status Monitor menu.
- To close the Status Monitor, click Close on the Status Monitor menu.

## Using the Status Monitor Window

The Status Monitor window displays the status of MultiPASS C3000 activity ***only***. You cannot use the Status Monitor to interrupt an activity.




The Status Monitor window contains commands that enable you to: specify the Status Monitor as the top window at all times, close the window and return to the minimized Status Monitor, open the Desktop Manager, and close the Status Monitor.

- To open the menu on the Status Monitor window, click the right mouse button in the Status Monitor window.
- To specify the Status Monitor as the top window, click Always On Top on the displayed menu.
- To return to the Status Monitor icon or button, click the Minimize button in the window title bar. Or, click Minimize on the Status Monitor menu.
- To open the Desktop Manager, click the Desktop Manager button in the window title bar. Or, click Go To Manager on the menu.
- To close the Status Monitor, click the Close button in the window title bar.

## Status Messages

The Status Monitor reports the following statuses for the MultiPASS C3000.

- **Idle**
  This status indicates the MultiPASS C3000 is currently inactive.
- **Scanning**
  This status indicates the MultiPASS C3000 is scanning an image. The Status Monitor window displays the number of the page currently being scanned.

- **Printing**
  This status indicates the MultiPASS C3000 is printing a document. The Status Monitor window displays the number of the page currently being printed.

- **Sending Fax**
  This status indicates the MultiPASS C3000 is sending a fax document. The Status Monitor window displays the number of the page currently being faxed.

- **Receiving Fax**
  This status indicates the MultiPASS C3000 is receiving a fax document. The Status Monitor window displays the fax number or name of the sender (if available), and the number of the page currently being received.

- **Attention Needed**
  This status indicates the MultiPASS C3000 needs your attention for situations such as the MultiPASS C3000 being out of paper. The Status Monitor window describes the nature of the attention required.

  When you have corrected the situation, the status message automatically clears.

- **Error Warning**
  This status indicates the MultiPASS C3000 has a problem that needs your more immediate attention, such as when the Status Monitor can no longer detect the MultiPASS C3000. The Status Monitor window displays the nature of the problem, with a comment indicating a corrective action.

  When you have corrected the situation, the status message automatically clears.

# Closing the MultiPASS Background

The MultiPASS Background is a utility that monitors and controls activity between your computer and your MultiPASS C3000, including:

- Input and output (such as sent and received faxes) to and from the Desktop Manager

- Output (print and PC fax activity) from Windows applications.

When you installed the Desktop Manager, the MultiPASS Background was placed in the Windows StartUp group and is automatically opened when you open Windows.

If you decide you need to disconnect the MultiPASS C3000 from the designated port and/or attach another device to the port, you should close the MultiPASS Background first. If you close the MultiPASS Background first, you avoid receiving error messages when the MultiPASS Background detects it can no longer communicate with the MultiPASS C3000.

When you start the Desktop Manager again at a later time, the MultiPASS Background is automatically reopened if your MultiPASS C3000 has been reconnected to the port. You can also open the MultiPASS Background without opening the Desktop Manager.

N

If you are closing the MultiPASS Background, you may want to set the MultiPASS C3000 to print any received faxes. With the MultiPASS Background closed, received faxes cannot be moved to the Desktop Manager. Received faxes can also be stored in the MultiPASS C3000 memory. However, if the memory becomes full, the MultiPASS C3000 is unable to receive more faxes until you print the faxes stored in memory.

To close the MultiPASS Background in Windows 95:

1. Close the MultiPASS Desktop Manager.

2. On the Windows taskbar, click the right mouse button on the MultiPASS Background button. In the displayed menu, click Close.

To close the MultiPASS Background in Windows 3.1x:

1. Close the MultiPASS Desktop Manager.

2. On the Windows desktop, click the left mouse button on the minimized MultiPASS Background icon. In the displayed menu, click Close.

Do not delete the MultiPASS Background icon from the Canon MultiPASS C3000 group.

## Removing MultiPASS Background From StartUp

Closing the MultiPASS Background does not remove it from the Windows StartUp group. If you have disconnected your MultiPASS C3000, the next time you start Windows, the MultiPASS Background will try to open. At that time, the MultiPASS Background will be unable to detect the device, displaying an error message.




Click OK to close the message dialog box. The MultiPASS Background closes automatically, since it cannot detect the MultiPASS C3000 device. Your port remains available for you to use with other devices.

However, if you would like to prevent the message from displaying each time you start Windows, you can remove the MultiPASS Background from the StartUp group.

The following instructions summarize the procedures for removing a program from Windows StartUp. For more details, refer to your Windows user documentation.

To remove the MultiPASS Background from StartUp in Windows 95:

1. On the Windows desktop, click the right mouse button on Start.
2. On the displayed menu, click Open.
3. In the Start Menu window, double-click the Programs icon.
4. In the Programs window, double-click the StartUp icon.
5. In the StartUp window, click the MultiPASS Background icon and press the **Delete** key.

To remove the MultiPASS Background from StartUp in Windows 3.1x:

- In Program Manager, click the MultiPASS Background icon in the StartUp group and press the **Delete** key.
- Do not delete the MultiPASS Background icon from the Canon MultiPASS C3000 group.

## Restarting the MultiPASS Background

If you reconnect the MultiPASS C3000 to the port and want to begin using the Desktop Manager again, the MultiPASS Background is restarted automatically when you open the Desktop Manager. You can also open the MultiPASS Background without opening the Desktop Manager.

To restart the MultiPASS Background in Windows 95:

1. On the Windows desktop, click Start and then point to Programs.
2. On the Programs menu, point to Canon MultiPASS C3000. Then click MultiPASS Background.

   The MultiPASS Background starts automatically.

To restart the MultiPASS Background in Windows 3.1x:

- On the Windows desktop, in the Canon MultiPASS C3000 group, double-click MultiPASS Background.
- The MultiPASS Background starts automatically.

# Adding MultiPASS Background to StartUp

When you reconnect your MultiPASS C3000 device, you will probably want to add the MultiPASS Background to the StartUp group again (if you removed it as described earlier). With the MultiPASS Background in StartUp, the MultiPASS Background automatically opens when Windows is started.

To add MultiPASS Background to StartUp in Windows 95:

1. Open the Windows Explorer.
2. Display the contents of the \MPASS directory and click the right mouse button on MPSERVER.EXE.
3. In the displayed menu, click Create Shortcut. (A shortcut item appears.)
4. Click the plus (+) signs next to the Windows folder, the Start Menu folder, and then the Programs folder.
5. Drag the shortcut item (created in Step 3) to the StartUp folder.

The MultiPASS Background will be automatically started when you start Windows.

To add MultiPASS Background to StartUp in Windows 3.1x:

1. On the Program Manager, display the Canon MultiPASS C3000 and StartUp groups.
2. While holding down the **Ctrl** key, drag the MultiPASS Background icon from the Canon MultiPASS C3000 group to the StartUp group.

A copy of the MultiPASS Background icon is placed in the StartUp group.

# Disconnecting the MultiPASS C3000

You can disconnect the MultiPASS C3000 if you want to use the parallel port for another purpose. Before disconnecting your unit, be sure to close the MultiPASS Background.

1. Turn off your computer.
2. Unplug your computer from all electrical sources.
3. Unplug the MultiPASS C3000 from all electrical sources.
4. On the back of your computer, remove the cable connector from the parallel printer port.
5. On the MultiPASS C3000, release the wire clips and remove the cable connector from the port.
6. Plug your computer back in to the electrical source.

# Using MultiPASS Diagnostics

If you have difficulties with your MultiPASS software or hardware, you can use the MultiPASS Diagnostics. You use the MultiPASS Diagnostics to verify your MultiPASS software and hardware installation, and identify hardware problems.

The MultiPASS Diagnostics produces a report with information you can use to resolve your problem. You can save the report to an ASCII text file on your hard drive.

1. Open the MultiPASS Diagnostics.

   - **For Windows 95:**
     On the Windows desktop, click Start, and then point to Programs. On the Programs menu, click Canon MultiPASS C3000. Then click MultiPASS Diagnostics.
   - **For Windows 3.1:**
     On the Windows desktop, double-click the MultiPASS Diagnostics icon.

   The MultiPASS Diagnostics displays a message indicating if all tests were performed successfully. Messages appear suggesting solutions for any problems detected.

2. When prompted in a dialog box, click Yes to view the log file.

3. In the MultiPASS Diagnostics window, to save the log file, choose Save As on the File menu.

4. In the Save As dialog box, specify the drive, directory, and filename for saving the file. Then click OK.

5. To exit the MultiPASS Diagnostics window, on the File menu, click Exit.

# Uninstalling the Desktop Manager

If you are planning on reinstalling the MultiPASS Desktop Manager, you must first uninstall the current installation of the software. When you uninstall the software, you remove the MultiPASS Desktop Manager and related printer driver. The following items are not removed, so that you can reinstall the MultiPASS Desktop Manager at a later time and continue to use your data files:

- MPASS directory
- Data folders and files (such as Fax Log and Address Book)
- System files shared with other applications

## Uninstalling the Desktop Manager in Windows 95

You uninstall the Desktop Manager software, and then remove the MultiPASS C3000 printer and fax drivers.

To uninstall the Desktop Manager:

1. Close the MultiPASS Desktop Manager and all MultiPASS-related utilities (such as the Cover Page Designer).

2. Close the MultiPASS Background (see page 8-17).

3. On the Windows desktop, click Start, and then point to Programs.

4. From the Programs menu, point to Canon MultiPASS C3000, and then click MultiPASS Uninstaller.

5. Follow the on-screen instructions.

N

For Windows 95 users, be sure to restart your computer ***after uninstalling*** the Desktop Manager and ***before reinstalling***.

❍ To remove the printer driver:

1. On the Windows desktop, click Start, and then point to Settings.
2. On the Settings menu, click Printers.
3. In the Printers dialog box, click the Canon MultiPASS C3000 Printer icon and press the **Delete** key.

   Repeat this step for the Canon MultiPASS C3000 Fax icon.

## Uninstalling the Desktop Manager in Windows 3.1x

You uninstall the Desktop Manager software, and then remove the MultiPASS C3000 printer and fax drivers.

To uninstall the Desktop Manager:

1. Close the MultiPASS Desktop Manager and all MultiPASS-related utilities (such as the Cover Page Designer).
2. Close the MultiPASS Background.
3. In the Canon MultiPASS C3000 group, double-click the MultiPASS Uninstaller icon.
4. Follow the on-screen instructions.

To remove the printer driver:

1. On the Windows desktop, double-click Control Panel.
2. In the Control Panel window, double-click Printers.
3. In the Printers dialog box, under Installed Printers, click Canon MultiPASS C3000 Printer. Then click Remove.

   Repeat this step for Canon MultiPASS C3000 Fax.

# Maintaining the MultiPASS C3000

9

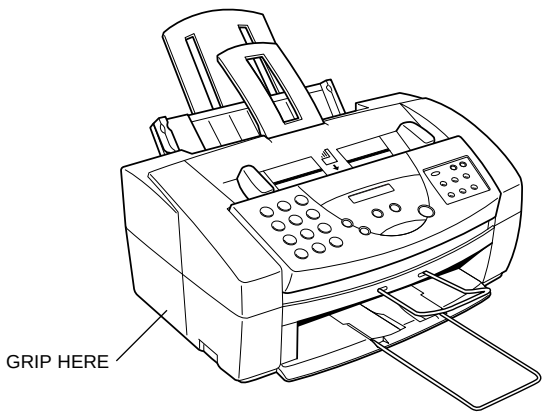
This chapter describes the routine maintenance required for your MultiPASS C3000. It includes:

- MultiPASS C3000 guidelines
- Routine maintenance
- Cleaning inside the MultiPASS C3000
- Printing the nozzle check
- Cleaning the BJ cartridge print head
- BJ cartridge guidelines
- Replacing the BJ cartridge
- Replacing a BJ tank in the BC-21 Color BJ Cartridge
- Storing a BJ cartridge
- Transporting the MultiPASS C3000

# MultiPASS C3000 Guidelines

Follow these guidelines to avoid damage to your MultiPASS C3000 and harm to you or others:

- Place the MultiPASS C3000 on a stable surface. Do not use an angled stand. Avoid setting the unit in direct sunlight.
- Do not install the MultiPASS C3000 near devices that contain magnets or generate magnetic fields, such as speakers.
- Do not subject the MultiPASS C3000 to strong physical shock or vibration.
- Make sure the area where you use the unit is free from dust.
- Keep the MultiPASS C3000 clean. Dust accumulation can prevent the unit from operating properly.
- To assure proper electrical contact, make sure the unit is firmly plugged in.
- Never pull on the cord to unplug the MultiPASS C3000. Pull on the plug itself.
- Do not overload the electrical outlet where the MultiPASS C3000 is plugged in.
- For your safety, unplug the MultiPASS C3000 during electrical storms.
- Lift the MultiPASS C3000 from the bottom only. Do not lift the unit by the operator panel or any of its trays.



# Routine Maintenance

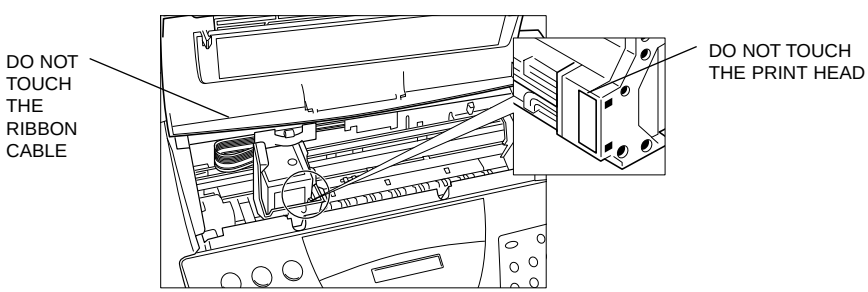
Your MultiPASS C3000 requires little routine maintenance. Follow these guidelines to keep your MultiPASS C3000 in good operating condition.

- Before you clean the MultiPASS C3000, be sure to print any faxes stored in memory.
- Do not use tissue paper, paper towels, or similar materials for cleaning; they can stick to the components or generate static charges.
- Be sure to disconnect the power cord before cleaning the unit.
- Lightly wipe the unit's exterior with a clean, soft, lint-free cloth moistened with water or diluted dishwashing detergent solution.
- Never use thinner, benzene, alcohol or any other organic solvent, as it may damage the surface of the MultiPASS C3000.

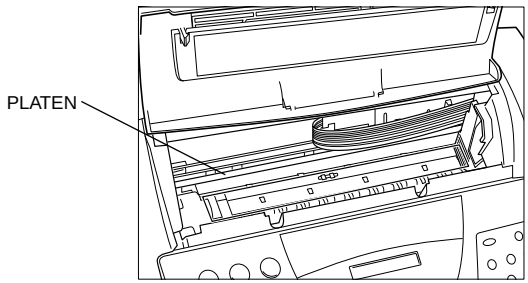
# Cleaning Inside the MultiPASS C3000

To prevent ink spots and paper dust from accumulating inside the MultiPASS C3000 and affecting print quality, clean the unit's print area periodically. Follow these guidelines:

- Never use volatile liquids such as thinners, benzene, acetone, or any other chemical cleaner to clean the interior of the MultiPASS C3000, or you can damage its components.
- Avoid touching the print head or ribbon cable inside the MultiPASS C3000.



- Disconnect the power cord from the MultiPASS C3000 before cleaning.
- Open the printer cover by grasping the paper guides and lifting.
- Use a clean, soft, dry, lint-free cloth to remove any ink or paper debris from the printer's interior, especially around the platen. Make sure not to touch the cartridge.




- Check the small black rollers. If they are dirty, clean them with a soft, dry cloth.
- When finished, close the printer cover, and plug the MultiPASS C3000 back in.

# Printing the Nozzle Check

Use this test print to check that each print head nozzle is operating properly.

Make sure the MultiPASS C3000 is plugged in.

**1**

Press FUNCTION.

FUNCTION → USER SETTINGS

**2**

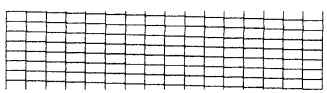
Press either of the < > buttons until NOZZLE CHECK appears in the LCD.

1 < 2 > → NOZZLE CHECK

When the BC-21 Color BJ Cartridge is installed, the pattern includes all four colors: yellow, magenta, cyan, and black. In the color pattern, you'll notice that lines are missing between the colors. This is normal.




The following sample shows the Nozzle Check when the optional BC-20 Black BJ Cartridge is installed.



# Cleaning the BJ Cartridge Print Head

To maintain the best possible print quality, you need to clean the BJ cartridge print head from time to time. Your MultiPASS C3000 is equipped with a print head cleaning function. If you notice some degradation in the print quality, try cleaning the print head.

C

Cleaning the print head consumes a small amount of ink. Cleaning too often reduces the amount of ink in the BJ cartridge.

## 1

Press FUNCTION.

❍ Make sure the MultiPASS C3000 is plugged in.




## 2

Press the < or > button until CLEANING appears in the LCD display.




## 3

Press START/COPY.




❍ When cleaning ends, the MultiPASS C3000 beeps once to let you know it is done, and returns to Standby mode.

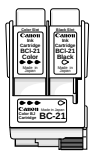
❍ Do this five consecutive times if necessary.

❍ If the problem persists, install a new BJ cartridge.

# BJ Cartridge Guidelines

You can use these cartridges with the MultiPASS C3000:

- **BC-21 Color BJ Cartridge**
  Contains the print head unit and two replaceable BJ tanks, one color (cyan, magenta, yellow) and one black. You can replace the BJ tanks without replacing the print head unit when you run out of ink.




- **BC-20 Black BJ Cartridge**
  Contains the print head unit and black ink only. Use this optional cartridge when you will be printing with black ink only and for fast, five page per minute printing. When you run out of ink, you replace the complete cartridge.




- **BC-22 Photo BJ Cartridge**
  Contains the print head unit and color and black inks. Use this optional cartridge when you want to produce photo-realistic color printing. When used with Canon's High Resolution Paper (HR-101), this ink produces images comparable to your favorite photographs. When you run out of ink, you replace the complete cartridge.

- **BC-29F Neon BJ Cartridge**
  Contains the print head unit and neon color and black inks. Use this optional cartridge when you want to add hot new colors to everything from your business graphs to stickers for your kids. These amazing, bright fluorescent colors make your pictures, graphs, and fun images really stand out. When you run out of ink, you replace the complete cartridge.

## BJ Cartridge and BJ Tank Maintenance

The most important thing you can do to extend the life of your MultiPASS C3000 and to ensure optimum print quality is take care of the BJ cartridges.

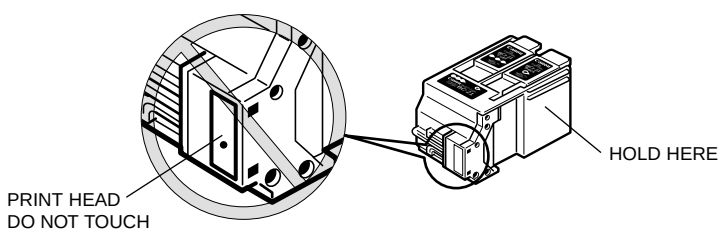
C

Spilled ink can stain any surface. Open BJ cartridges and BJ tanks carefully, and follow the guidelines presented here to protect against spilled ink.

- If you are using both the BC-21 Color BJ Cartridge and any of the optional BJ cartridges, make sure you store the cartridge not being used in the Ink Cartridge Storage Box.
- Keep BJ cartridges and BJ tanks in their sealed containers until you are ready to use them.
- Do not remove the BJ tanks from the BC-21 Color BJ Cartridge unnecessarily. This may cause the ink to clog.
- Make sure both BJ tanks are installed in the BC-21 Color BJ Cartridge. Attempting to use the BC-21 Color BJ Cartridge with one BJ tank only may cause ink clogging.
- If spilled, the ink is difficult to remove. Therefore, it's a good idea to keep the BJ cartridges and BJ tanks out of the reach of children.
- Do not touch the print head area on the BJ cartridge. Ink may leak out and cause stains.

C

Hold the BJ cartridge on the sides only. Do not touch the silver plate on the bottom of the BJ cartridge or the silver metal or circuit area on the side. The metal area may become hot during printing.



## Using Ink

Canon has more engineers dedicated to creating quality ink for providing the best results for output on Bubble Jet printers than any other organization. Canon does not prohibit the use of third-party inks and the use of third-party inks does not invalidate the product's limited warranty. However, Canon cannot guarantee the quality or performance of your printer when you are using inks from other suppliers.

Canon's limited warranty does not cover damage caused to Canon's Bubble Jet products that is attributable to the use of third party parts or supplies, including inks. The limited warranty remains in effect for its life once that particular damage has been properly repaired.

N

- For optimum printing results, Canon recommends that you use only the Canon BC-21 Color BJ Cartridge or the optional Canon BC-20 Black, BC-22 Photo, and BC-29F Neon BJ Cartridges with your MultiPASS C3000.
- When replacing BJ tanks in the BC-21 Color BJ Cartridge, Canon recommends that you use only Canon BCI-21 Color and BCI-21 Black BJ Tanks.

# Replacing the BJ Cartridge

The actual amount of ink that you use will vary depending on the print density of a page. If the majority of your output is graphics, you may need to change cartridges or tanks more often than when you are printing text only. See Appendix A, Specifications, for details on the life expectancy of the BJ cartridges.

You may need to replace the BJ cartridge or a BJ tank when any of the following conditions exist:

- You have been using the cartridge for over one year.
- Your printed output is not crisp and clear, and there are gaps in the characters (missing dots) even after you have cleaned the print head at least five times.

If you are using the BC-21 Color BJ Cartridge and your output is blank, one of the BJ tanks is probably out of ink. See the instructions starting on page 9-14 for replacing a BJ tank.

The following procedure describes how to replace the BC-21 Color BJ Cartridge with the optional BC-20 Black BJ Cartridge. Follow the instructions in this section to replace an old BJ cartridge or to change BJ cartridges when you are switching between the BC-21 and any of the optional BJ cartridges.

You only need to replace the BC-21 Color BJ Cartridge when the print head is damaged (or after printing approximately 2000 pages). If one of the BJ tanks (either color or black) in your BC-21 Color BJ Cartridge is out of ink, see the next section (page 9-14) for instructions on how to replace a BJ tank.

To replace the BJ cartridge, follow these steps:

**1**

Press the CARTRIDGE button.

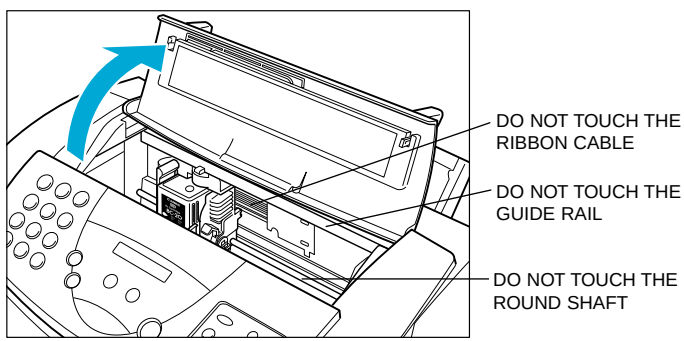



The cartridge holder moves to the center of the unit.

**2**

Open the printer cover.

❍ Grasp both sides and lift it up.



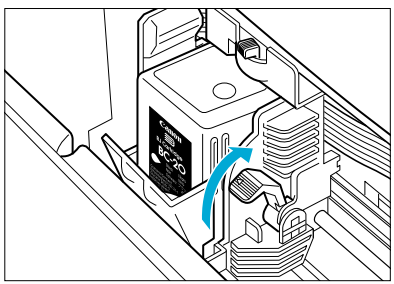
C

- Do not try to move the cartridge holder manually; this may damage the unit. If the cartridge holder does not move and the unit beeps several times, unplug the MultiPASS C3000 and let it cool for several minutes. (The device has an automatic protection mode that prevents it from overheating.) After allowing it to cool, plug the unit in again and press the **CARTRIDGE** button to move the cartridge holder to the center of the unit.
- Hold the BJ cartridge on the sides only. Do not touch the silver plate on the bottom of the BJ cartridge or the silver metal or circuit area on the side. The metal area may become hot during printing.

## 3

Lift the green lock lever on the cartridge holder.

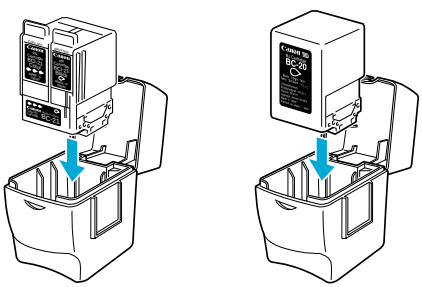
- Gently pull up on it.



## 4

Dispose of or store the BJ cartridge.

- Dispose of the old BJ cartridge, or store it in the Ink Cartridge Storage Box.



## 5

Open the BJ cartridge package.

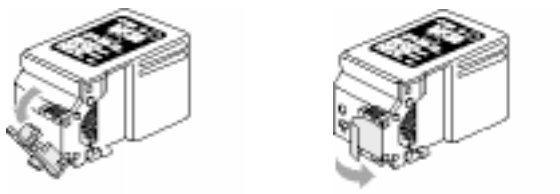
❍ Peel the protective foil off the new BJ cartridge's packaging, and remove the cartridge.



## 6

Remove the protective material from the BJ cartridge.

❍ Lift off the orange cap from the cartridge's print head; then remove the orange tape.

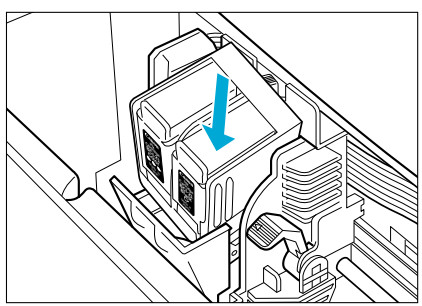


## 7

Slide the BJ cartridge straight into the cartridge holder.

❍ Make sure the cartridge label faces you.

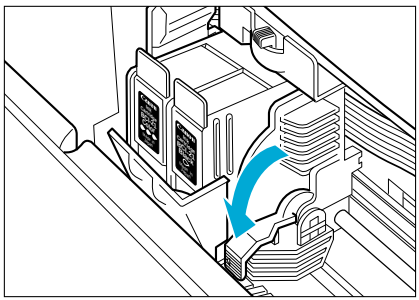
❍ Be careful not to touch the silver plate on the bottom of the BJ cartridge or the silver metal or circuit area on the side.



## 8

Make sure the cartridge is aligned against the back of the holder, then lower the green lock lever.

- ❍ The BJ cartridge locks into position.
- ❍ Do not apply excessive force.



## 9

Close the printer cover, and press the CARTRIDGE button.




The MultiPASS C3000 cleans the print head and moves the cartridge holder to the home position on the right side of the unit.

# Replacing a BJ Tank in the BC-21 Color BJ Cartridge

If you perform a print operation correctly but the output is blank, portions are missing, or colors are very wrong, a BJ tank may be out of ink. If the output is still blank after cleaning the print head at least five consecutive times, replace the empty BJ tank in the BC-21 Color BJ cartridge.

You leave the BJ cartridge in the MultiPASS C3000 when replacing a BJ tank.

**1**

Press the CARTRIDGE button.

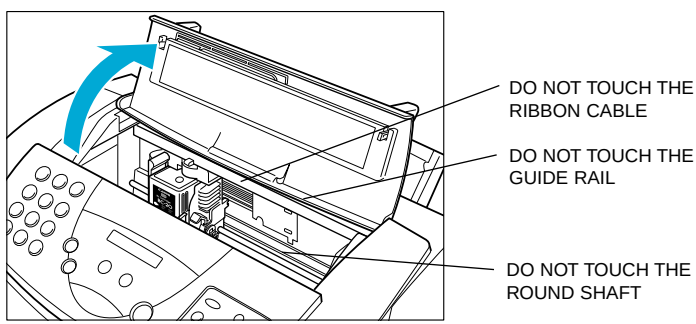



The cartridge holder then moves to the center of the unit.

**2**

Open the printer cover.

❍ Grasp both sides and lift it up.




C

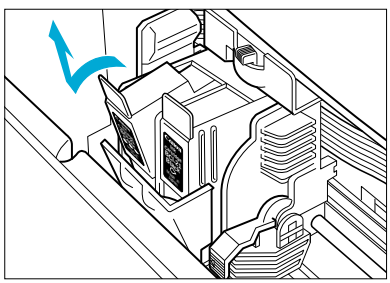
Do not try to move the cartridge holder manually, or you may damage the unit. If the cartridge holder does not move and the unit beeps several times, unplug the MultiPASS C3000 and let it cool for several minutes. (The device has an automatic protection mode that prevents it from overheating.) After allowing it to cool, plug the unit in again and press the **CARTRIDGE** button to move the cartridge holder to the center

of the unit.

## 3

Remove the empty BJ tank.

- The color BJ tank is on the left; the black BJ tank is on the right.
- Grasp the tab on the top of the tank and pull forward to release the BJ tank.
- Then lift the BJ tank up and out of the BJ cartridge unit.

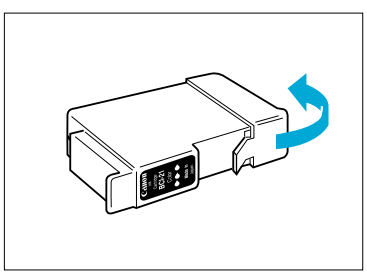


- Dispose of the BJ tank properly. You may want to place it in a plastic bag to keep from spilling any residual ink.

## 4

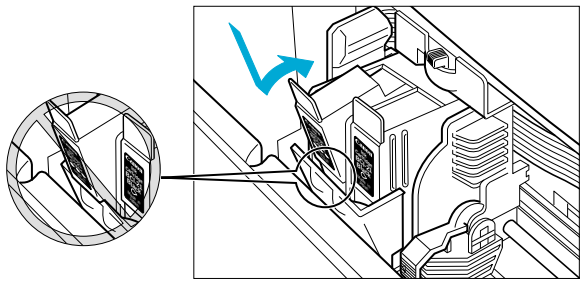
Take the new BJ tank out of its packaging.

- Remove the orange protective cap.
- Do not touch the bottom of the BJ tank; you may get ink on your hands.



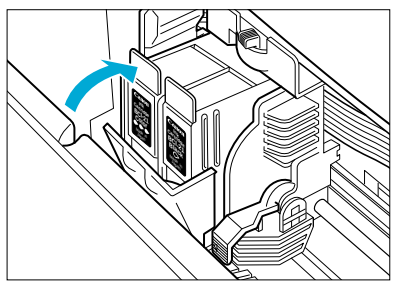
## 5

Slide the new BJ tank into the empty slot.



## 6

Press firmly on the tab on top of the new BJ tank until it snaps into place.



- If you are replacing both tanks, repeat steps 3 through 6 for the other BJ tank.
- Make sure each tank is properly seated in its slot.

## 7

Close the printer cover, and press the CARTRIDGE 


The cartridge holder then moves to the home position on the right side of the unit.

N

Before you unplug the MultiPASS C3000, make sure the BJ cartridge is in the home position on the right side. If you unplug the unit while it is printing, or move the BJ cartridge from the home position, the cartridge will not be capped and may dry out.

# Storing a BJ Cartridge

Whenever you unwrap a BJ cartridge, you must either install it in the MultiPASS C3000 or store it in the Ink Cartridge Storage Box to prevent the print head from drying and clogging.

**1**

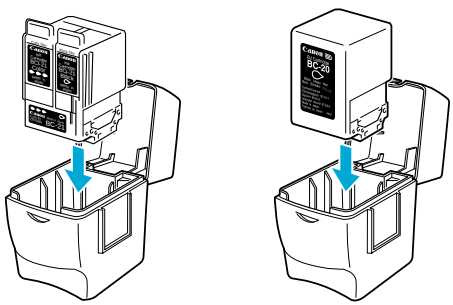
Open the Ink Cartridge Storage Box.

- When opening the Ink Cartridge Storage Box, press in on the release tab that locks the cover in place.

**2**

Carefully set the cartridge in the storage box.

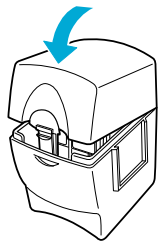
- You must insert the cartridge correctly or the storage box will not close.
- The protective cap must be removed from the cartridge before you set it in the storage box.



3

Close the storage box.

❍ Be sure the lid snaps closed.



N

Whenever you remove a BJ cartridge from the MultiPASS C3000, store the cartridge in the storage box (unless you are disposing it).

If you have more than one Ink Cartridge Storage Box, you can hook them together. Simply connect them by the slides and grooves on the sides of the containers.

# Transporting the MultiPASS C3000

If you need to transport the MultiPASS C3000, be very careful. **DO NOT** remove the BJ cartridge.

**1**

Make sure the BJ cartridge is in the home position.

- With the cartridge holder on the right side of the unit, tape the BJ cartridge and cartridge holder to the side of the unit.

**2**

Disconnect all cables.

- Unplug the power cord.
- Disconnect the telephone lines and parallel cable.

**3**

Lower the paper rest and remove all trays.

- Remove the sending document support.
- Remove the document support and output tray extension.

**4**

Pack the unit.

- Carefully pack the unit in its original packing materials.
- Do not remove the BJ cartridge from the MultiPASS C3000 or ship a BJ cartridge or a BJ tank from which you have removed the protective cap. An opened BJ cartridge or BJ tank that is not installed in the MultiPASS C3000 or the Ink Cartridge Storage Box may leak, and the print head may dry out. Also, if you do not tape the BJ cartridge to the side of the unit, ink may spill into the MultiPASS C3000.

N

If you no longer have the shipping carton your MultiPASS C3000 came in, pack the unit in a suitably sized, sturdy cardboard box, using bubble wrap, foam peanuts, or other suitable packing materials.

# Troubleshooting 10

This chapter contains information to help you solve problems you may have when using the MultiPASS C3000. It includes:

- Paper jams
- LCD messages
- Printing problems
- Faxing problems
- Telephone problems
- Copying problems
- Technical notes
- Memory Clear Report

If you have a problem with your MultiPASS C3000 and you cannot resolve it by referring to the information in this chapter, contact the Canon Computer Systems Customer Care Center. See page 1-2 for details.

Canon's support personnel are trained in the technical support of Canon's products and should be able to help you with your problem. If your printer requires service, they can provide you with the telephone number of your local Canon Authorized Service Facility (ASF).

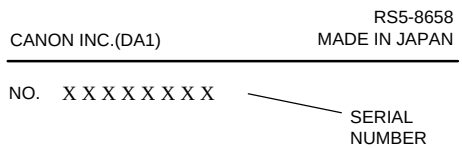
N

Attempting to repair the MultiPASS C3000 yourself may void the limited warranty as to that repair. See the limited warranty card for details.

If you need to contact Canon directly, make sure you have the following information:

- Product name—MultiPASS C3000
- Serial number
- MultiPASS Desktop Manager version number
- Place of purchase
- Nature of problem
- Steps you have taken to solve the problem and the results

The serial number is located on the label on the back of the unit:




The version number of MultiPASS Desktop Manager is included in the About information. In the Desktop Manager, click Help and then click About.

# Paper Jams

On occasion, the document feeding into the MultiPASS or the paper in its sheet feeder may misfeed or jam. You can usually clear the problem easily.

N You need not unplug the MultiPASS C3000 to clear paper jams.

## Jams in the Automatic Document Feeder (ADF)

CHECK DOCUMENT

**1**

Press STOP.

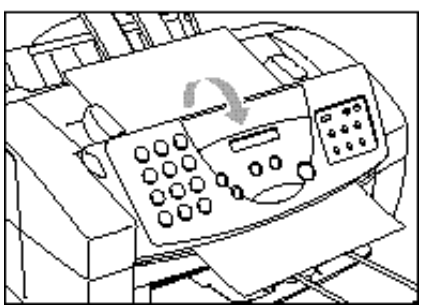



Stops the operation.

**2**

Open the

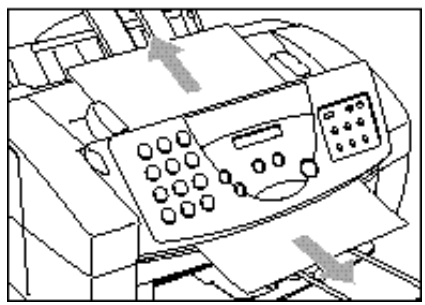
- Gently pull the operator panel toward you.
- It opens only slightly.



3

Remove the document.

- ❍ While holding the operator panel open, remove the document.
- ❍ Pull it in either direction, but DO NOT force it.



- ❍ If a multi-page document is loaded, remove the entire document from the ADF.

4

Close the operator panel.

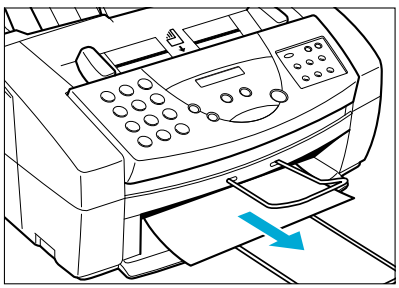
- ❍ Gently press the operator panel until it clicks closed.
- ❍ Fan and stack the sheets, and replace the stack in the ADF.
- ❍ Start your operation again.

# Jams in the Sheet Feeder

**CLEAR PAPER JAM**

## 1

Gently pull any jammed paper out of the unit.



## 2

Remove the stack of paper from the sheet feeder.

- ❍ Fan the paper, and tap it on a flat surface to even out the stack.
- ❍ Reinsert the paper into the sheet feeder. Make sure you adjust the paper guide to the stack, and that the stack does not exceed the limit mark.

## 3

Press STOP




This clears the error message.

- ❍ If the ALARM light is on, press **RESUME** to eject the page and clear the error message.
- ❍ If you are printing from a Windows application, follow any instructions displayed on your computer.

If the paper jam occurred while a fax was being received, the MultiPASS C3000 will store the fax in memory and print it when the jam is cleared.

# LCD Messages

The following messages are displayed in the LCD when the MultiPASS C3000 is performing a function or encounters an error. The Error Code appears on the Activity Report.

## Information Messages

| Message | Error Code | Cause | Action |
|---|---|---|---|
| **AUTO REDIAL** | — | The MultiPASS is waiting to redial the other party's number because the line was busy or the other party did not answer when you tried to send the document. | Wait for the MultiPASS to try redialing. If that doesn't work, wait until the MultiPASS starts to dial the number, then press **STOP** to cancel redialing. Try to send the document again at a later time. |
| **COMMUNICATING PLEASE WAIT** | — | You tried to send a fax using Manual mode when the MultiPASS was already sending a fax from memory. | Wait until the fax is sent, or use memory sending. |
| **DIALING** | — | The MultiPASS is dialing the receiving fax machine. | Press **STOP** if you want to cancel the transmission. |
| **DOCUMENT READY** | — | The document in the Automatic Document Feeder is ready for faxing, copying, or scanning. | Send the fax, make a copy, or scan the document. |
| **ECM RX** | — | The MultiPASS is receiving a fax using ECM. | ECM transmissions may take longer than normal transmissions. Turn off ECM if you need to receive quickly, or if you know your local lines are in good condition. |
| **ECM TX** | — | The MultiPASS is sending a fax using ECM. | ECM transmissions may take longer than normal transmissions. Turn off ECM if you need to transmit quickly, or if you know your local lines are in good condition. |
| **HANG UP PHONE** | — | The telephone is off hook. | Place the telephone properly into its cradle. |

| Message | Error Code | Cause | Action |
|---|---|---|---|
| **MEMORY FULL PLEASE WAIT** | — | The MultiPASS is sending or receiving a fax and its memory is full. | If sending a fax, the MultiPASS continues to send the fax as memory becomes available. If receiving a fax, the MultiPASS continues to print after the error is cleared (BJ cartridge is replaced or paper is added). |
| **MEMORY USED** nn% | — | Shows the percentage of memory currently in use. | If you need more space, print or send any documents in memory. |
| **NO ANSWER** | #005 | The receiving fax machine does not answer. | Make sure you dialed the correct number. Try again later. |
| **PLEASE WAIT** | — | The MultiPASS is warming up. | Wait until the date and time appear in the LCD display, then begin. |
| **RECEIVED IN FILE** | — | The computer was off and a document was received in the memory of the MultiPASS. | Turn the computer on to upload the file to the Desktop Manager or press **FUNCTION** then select **FILE PRINT** from the menu to print the document. |
| **REC'D IN MEMORY** | — | The paper or ink ran out, or a paper jam occurred, so the MultiPASS received the document in memory. | Add paper to the sheet feeder, change the BJ cartridge, or clear the paper jam. Press **STOP** to clear the error message. The MultiPASS automatically prints the document stored in memory. |
| **STOP KEY PRESSED** | — | You pressed the **STOP** button to cancel the current operation. | Resume operation. |
| **TALK** | — | The MultiPASS is set for Fax/Tel mode and you are receiving a telephone call. | Answer the call. |
| **TX/RX CANCELLED** | — | You pressed **STOP** to cancel the transmission. | Try sending again. |
| **TX/RX NO.** nnnn | — | When the MultiPASS sends or receives a fax, it assigns it a unique identification number. | Write the number down if you'll need it later. |

# Error Messages

| Message | Error Code | Cause | Action |
|---|---|---|---|
| **BUSY/NO SIGNAL** | #005/018 | The telephone number you dialed is busy. | Try sending the document at a later time. |
| | | The fax number dialed was incorrect. | Check the fax number and dial again. |
| | | The other party's fax is not working. | Contact the other party and have them check their fax. |
| | | The other party is not using a G3 machine. | Contact the other party and have them send or receive the document using a G3 machine. |
| | | The touch tone/rotary pulse setting on your MultiPASS is incorrect. | Set your MultiPASS to the setting that matches your telephone line (see page 8-4). |
| | | The receiving fax did not answer within 35 seconds. | Contact the other party and have them check their fax. You can try to send the document manually. For an overseas call, add pauses to the registered number. |
| **CARTRIDGE JAMMED** | | Cartridge holder cannot move. This is normally due to a paper jam. | Press **STOP** and clear the paper jam or whatever is obstructing the cartridge holder. Do not attempt to move the cartridge holder manually. |
| **CHECK DOCUMENT** | #001 | The document is jammed in the Automatic Document Feeder. | Remove the document you are trying to send or copy and start again. |
| **CHECK PAPER** | | The size of the paper in the sheet feeder and that specified in the fax setup are different. | Set the correct paper size in the Receive Fax dialog box of the Setup Options in the MultiPASS Desktop Manager (see page 8-7). |
| | | The sheet feeder is empty or paper is jammed. | Add paper to the sheet feeder or check for a jam. Then try to print again. |

| Message | Error Code | Cause | Action |
|---|---|---|---|
| **CHECK PRINTER** | — | There is an obstruction that is not allowing the cartridge mechanism to move right or left. | Check for a paper clip, paper jam, or the plastic orange cap off the BJ cartridge. Press **STOP**, and try your operation again. If the display does not change, try unplugging the unit. Wait several minutes, then plug it back in. |
| **CLEAR PAPER JAM** | — | There is a paper jam or the sheet feeder is empty. | Remove any paper from the sheet feeder. Clear the paper jam (see page 10-5). Then reload paper in the sheet feeder. Press **RESUME** or **STOP**. |
| **DOC TOO LONG** | #003 | It took more than 32 minutes to send or copy a page. | Divide the page and send or copy each part separately. |
| | | It took more than 32 minutes to receive a page. | Contact the other party. Have them divide the page and send each part separately. |
| | | The document is longer than 39.4 inches (1 m). | Use a copy machine to make a reduced copy of the document and send the copy. |
| **LOAD PAPER** | — | The MultiPASS is out of paper (the sheet feeder is empty). | Load paper in the sheet feeder. Make sure the stack does not exceed the limit mark. Press **RESUME** or **STOP**. |
| **MEMORY FULL** | #037 | The memory of the MultiPASS is full because it has received too many documents, or a very long or detailed document. | Print out any documents that are stored in memory. Then start the operation again. |
| | | Memory is full because you tried to send too many pages at once, or a very long or detailed document. | Divide the document into two or three jobs and send again; or send to one destination at a time. |
| **NO RX PAPER** | #012 | The other party's fax is out of paper. | Contact the other party and have them install paper in their fax. |
| **NO TEL #** | #022 | The one-touch or coded speed dialing number | Register the number (see page 3-18). |

has not been registered.

| Message | Error Code | Cause | Action |
|---|---|---|---|
| **NOT AVAILABLE NOW** | #025 | In Manual sending, you entered a speed dialing number that is assigned to a group. | Use regular dialing. |
| **PUT IN CARTRIDGE** | — | The BJ cartridge is not properly installed. | Make sure the BJ cartridge is installed correctly and the green lock lever is down. |
| **START AGAIN** | — | An error has occurred in the phone line or in the system. | Start the procedure again from the beginning. |

# Printing Problems

If you are having problems printing, check the problems and solutions listed in the following table.

| Problem | Cause | Solution |
|---|---|---|
| Data from computer is not printed | The power cord may not be plugged in securely. | Check that the power cord is plugged securely into the unit and into the wall outlet. If the MultiPASS is plugged into a power strip, make sure the power strip is plugged in and turned on. |
| | The interface cable may not be securely connected to the MultiPASS and the computer. | Check the interface cable connection. |
| | The interface cable may not be the correct type. | Make sure the cable is a bi-directional parallel interface cable less than 6.6 feet in length. |
| | The MultiPASS or computer may have been turned on when you connected the interface cable. | Unplug the MultiPASS and turn off the computer. Plug the unit back in and turn the computer back on again. |
| | The application may not be set up properly. | Check the computer and the application to make sure they are configured correctly. |
| | | Make sure your application has the MultiPASS C3000 selected as the printer. |

| Problem | Cause | Solution |
|---|---|---|
| BJ cartridge moves, ink does not appear | The BJ cartridge or a BJ tank may not be installed properly. | Make sure the BJ cartridge and its BJ tank(s) are properly installed. Make sure the orange tape is removed from the print head area (see page 9-12). |
| | The nozzles on the BJ cartridge may be clogged. | Perform the print head cleaning procedure (see page 9-6) and print the nozzle check (see page 9-5). |
| | A BJ tank may be empty (BC-21 Color BJ cartridge). | Check the BJ tanks and replace them if necessary. |
| The printed output is not what you expected | There may be a communication problem between the MultiPASS and your computer. | Make sure the computer and and the application are configured correctly for communicating with the MultiPASS. |
| | The interface cable may not be securely connected to the MutliPASS and the computer. | Check the interface cable's connections. |
| | The interface cable may not be the correct type. | Make sure you are using a bi-directional parallel interface cable that is less than 6 feet (2 m) long. |
| | You may not be using the correct printer driver. | Make sure you have selected the MultiPASS printer in your application. |
| Printout does not match paper size | Paper may not be loaded and aligned correctly in the sheet feeder. | Make sure the paper is loaded and aligned correctly. See page 2-20. |
| | The application's page size and margin settings may be incorrect. | Make sure the paper size and margin set in your application are correct for the paper in the sheet feeder. |
| | The selected printer driver may be incorrect. | Make sure you select the MultiPASS printer in your application. |

| Problem | Cause | Solution |
|---|---|---|
| The MultiPASS suspends print after every line is printed | The print head may have become too hot. If this happens, the MultiPASS may be slowing its print speed at the end of each line to line to protect the print head. | Stop your print operation and wait several minutes to allow the unit to cool Then start your operation again. |
| Print jobs vanish or you are printing garbage | Another Windows application on your computer may be trying to communicate with the printer port the MultiPASS background is using. This conflict can result in strange printing behavior. | In the Preferences dialog box of the Setup Options of the MultiPASS Desktop Manager, enable the Spooler: Desktop Manager option. This avoids using the Windows 95 Print Spooler or the Windows 3.1 Print Manager and sends the print job directly to the MultiPASS. |
| | Make sure the MultiPASS Background is loaded. | If the server icon does not appear on the bottom of your screen, turn on the MultiPASS Background. |
| Paper does not load | The sheet feeder may contain too many sheets. | Make sure the stack of paper in the sheet feeder does not exceed the limit mark. |
| | Paper may not be inserted correctly. | Make sure the stack of paper is inserted into the sheet feeder, and the paper guide is adjusted correctly. |
| Paper is loaded skewed (printing is skewed) | Paper may not be stacked correctly in the sheet feeder. | Make sure the stack of paper is straight in the sheet feeder.<br>Make sure the right side of the stack of paper is aligned against the right side of the sheet feeder and the paper guide is aligned against the left side.<br>Make sure the paper exit path is clear. |

| Problem | Cause | Solution |
|---|---|---|
| Multiple sheets load into unit at the same time | Paper may not be stacked correctly. | Make sure paper is installed correctly in the sheet feeder. |
| | Sheets of paper may be sticking together. | Be sure to fan the stack of paper before placing it in the sheet feeder. |
| | Too much paper may be stacked in the sheet feeder. | Make sure the paper rest is extended and the paper is correctly in the sheet feeder. |
| | | Make sure the stack of paper does not exceed the limit mark. If necessary, remove a few sheets from the sheet feeder. |
| | | Do not stack more than approximately 100 sheets of plain paper in the sheet feeder. |
| | | Do not force the stack into the sheet feeder. |
| | Different types of paper may be stacked in the sheet feeder. | Load just one type of paper. |
| | | Make sure you are loading paper that matches the specifications of this unit. See Appendix A, ***Specifications***, for details. |
| Transparencies or back print film do not feed correctly | The film may not be loaded correctly. | Make sure you load no more than 50 sheets of transparencies transparencies or 10 sheets of back print film in the sheet feeder. |
| Repeated paper jams occur | The paper you are using may be causing the jams. | Fan the paper before stacking it in the sheet feeder. This keeps the sheets of paper from sticking together. |
| | | Check that the paper you are using and your printing environment are within the specifications of the unit. See Appendix A, ***Specifications***, for details. |

| Problem | Cause | Solution |
|---|---|---|
| Envelopes do not load | Envelopes may not be loaded correctly. | Make sure the envelopes are loaded properly. (See page 2-26.) |
| | | Make sure there are no more than 10 envelopes in the sheet feeder. |
| | You may need to choose the envelope setting in your printer driver. | Make sure you select the correct envelope size in the Paper Setting dialog box in your printer driver. |
| | Envelopes may not match specifications for this unit. | Envelopes must be U.S. Commercial number 10 (9.5 × 4.1 inches) or European DL envelopes (220 × 110 mm). |
| Print quality is not what you expect; print is not clear, splashed or missing dots, white streaks | The paper you are using may not be supported by the unit. | Make sure you are using the recommended paper (see page A-2). |
| | You may be printing on the wrong side of the paper. | Some paper has a right side for printing. If the print quality is not as clear as you would like it to be, try turning the paper over and printing on the other side. |
| | The print head nozzles may be clogged. | Clean the print head (see page 9-6); repeat cleaning if necessary. If print quality is not recovered after executing the cleaning five times, replace the BJ cartridge. |
| | BJ cartridge may be installed incorrectly. | Make sure the BJ cartridge and/or BJ tanks are installed correctly. |
| | The print head may be worn out. | The BJ cartridge may need to be replaced. Replace it with a new one (see page 9-9). |
| Output appears jagged | The resolution selected via printer driver may be Draft (180 dpi). | Check your printer driver to see what printing quality you have selected. Printing in Draft mode will give the output a jagged look. Changing the Print Quality to Standard should correct this problem. |

| Problem | Cause | Solution |
|---|---|---|
| Fonts do not print as smoothly rounded characters | Bitmapped fonts designed for dot matrix printers do not print smoothly rounded characters when used with high resolution printers like the MultiPASS C3000. | Make sure you installed an outline font manager, such as Adobe® Type Manager or Bitstream® Facelift, or that you are choosing a TrueType® font. |
| | Certain MS fonts, such as MS Serif, will print jagged. | Choose another font. |
| Output is faint | You may be using Draft print quality or Fine mode. | Try using Standard print quality. |
| Printing takes too much time | You may be using Fine mode. | Turn off Fine mode. |
| Blurred or smudged ink | The print medium you are using may not be supported by the MultiPASS | Try a different paper type; however, use only print media specified in Appendix A, ***Specifications***. |
| | You may be printing on the wrong side of the sheet. | Paper has a right side for printing. If the print quality is not as clear as you would like, try turning the paper over and printing on the other side. |
| Printer prints only in black (you are printing from an application that supports color printing but your output is black ink only) | The printer driver may not be selecting color. | Check that you selected Color in the Color Model dialog box of the Graphics tab of the printer driver. |
| | The Color BJ cartridge may not be installed or may not be working properly. | Print the Nozzle Check Pattern to make sure the BC-21 Color BJ Cartridge is installed and firing correctly. |
| | | If a BJ tank is empty, replace it. |
| | The print head unit may need cleaning. | Clean the print head (see page 9-6). |
| Colors are broken or uneven | The print mode may be wrong. | If you are printing high density graphics on plain paper, set the Media Type to Coated Paper on the Paper tab of the printer driver. |

| Problem | Cause | Solution |
|---|---|---|
| Colors print incorrectly | The MultiPASS printer driver may not be selected. | Make sure the MultiPASS is the default printer in your application. |
| | The driver may not be selecting color. | Check that you selected Color in the Color Model dialog box in the Graphics tab of the printer driver. |
| Colors are missing | The print head may need to be cleaned. | Clean the print head (see page 9-6). |
| Colors in a line are uneven or different from previous lines | The print settings may not be the best for the images you are printing. | If you are printing high density color graphics on plain paper, change the Media Type setting from Plain Paper to Coated Paper.<br>Be sure to experiment with different settings and different types of paper. |
| Blue looks like purple | Blue prints out as purple because of the difference in color technology used by the screen and printer; the screen uses RGB (Red, Green, Blue) color and the MultiPASS uses CMYK (Cyan, Magenta, Yellow, Black) color. Due to the technology differences, when cyan and magenta are mixed together, blue prints dark blue or purple compared to the screen. | Within the MultiPASS printer driver, selecting Match (screen match) in the Color Adjustment dialog box of the Custom Setting window will result in a lighter blue. If you are not using screen matching, decreasing the amount of magenta by 30% produces a royal blue.<br>If you are just looking for a nice blue color, try cyan. It prints beautifully and fast and is available in almost all applications that support color. |
| Color images are missing some detail | Check to see if your MultiPASS printer driver is set to Plain Paper, Color Mode, and Halftoning=Pattern. | If so, change the Media Type setting from Plain Paper to Coated Paper. |
| The printout curls | Your pages may include a large amount of ink. | Remove each sheet as it is printed. Allow it to dry, then roll it in the opposite direction of the curl. |

# Faxing Problems

| Problem | Cause | Solution |
|---|---|---|
| Cannot send a document | The MultiPASS may have overheated. | Unplug the unit and let it cool for several minutes. Try sending again. |
| | The MultiPASS may not be set for the type of telephone line in use (pulse/tone). | If you have a pulse line, be sure the MultiPASS is set for pulse dialing. |
| | The telephone may not be working. | Make sure there is a dial tone when you lift the telephone. |
| | The document may not have been fed correctly into the MultiPASS. | Remove the document, stack it, and feed it into the unit correctly (see page 1-10). |
| | | Make sure the operator panel is closed. |
| | The one-touch or coded speed dialing number you used may not be registered for the feature you want to use. | Check the one-touch or coded speed dialing button and be sure it is registered correctly. |
| | There may be other documents being sent from memory. | Allow time for the current document to finish sending. |
| | The receiving fax machine may not be a G3 fax machine. | Make sure the receiving fax machine is compatible with the MultiPASS (which is a G3 fax machine). |
| | The other party's fax maybe out of paper. | Call the other party and ask them to make sure paper is installed. |
| Cannot send or receive using Error Correction Mode (ECM) | The other party's fax may not support ECM. | Some fax units do not support ECM transmission. If the other party's fax does not support ECM transmission, then the document is sent in the normal mode without error checking. |
| Errors occur frequently while sending or receiving | The phone line may be in poor condition, or you may have a poor connection. | Lower the transmission speed. See the Advanced: Send Fax dialog box (page 8-5) and the Advanced: Receive Fax dialog box (page 8-8). |

| Problem | Cause | Solution |
|---|---|---|
| Cannot receive a fax automatically | The MultiPASS may not be set to receive automatically. | To receive faxes automatically, the Receive mode must be FAX Only, Fax/Tel, or Ans. Machine mode. |
| | The MultiPASS may have a document stored in memory. | Print out any document stored in memory. (See page 5-5.) |
| | The MultiPass Desktop Manager may have received the fax. | Check the In Box in the Desktop Manager. |
| | The sheet feeder may be empty. | Make sure paper is loaded in the sheet feeder. |
| | The telephone line may not be connected properly | Make sure all phone line connections are secure. |
| | The MultiPASS is printing a document. | The incoming fax is stored in memory and will print when the print job is complete. |
| The MultiPASS does not switch automatically between telephone and fax transmissions | The MultiPASS may not be in Fax/Tel mode. | For the MultiPASS C3000 to switch automatically between telephone and fax reception, the Receive mode must be set to Fax/Tel mode. |
| | There may be a document in memory. | Make sure you have printed out any documents in memory. |
| | The sheet feeder may be empty. | Make sure paper is loaded in the sheet feeder. |
| | The sending fax may not send the CNG signal that tells the MultiPASS that the incoming signal is a fax. | Some fax units cannot send the CNG signal that tells your MultiPASS the incoming signal is from a fax. In such cases, you will have to receive the document manually. |
| Cannot receive a document manually | You may have pressed **START/COPY** after hanging up the telephone. | Always press **START/COPY** before hanging up the telephone. Do not press **START/COPY** after you hang up the telephone; this will disconnect the call. |

| Problem | Cause | Solution |
|---|---|---|
| Print quality is poor | You may not be using the correct type of paper. | Be sure you are using paper that meets the paper requirements for the MultiPASS (see page A-1). |
| | The print head may need to be cleaned. | Clean the print head (see page 9-6). |
| | The sending party may be having a problem. | Make a copy on your MultiPASS. If the image is OK, then your MultiPASS is operating properly. Contact the other party and have them check their machine. |
| | Error correction (ECM) may be disabled. | Make sure Error correction (ECM) is set to on in the Advanced: Receive fax dialog box of the Desktop Manager. |
| Faxes do not print | The BJ cartridge may not be installed correctly. | Be sure to remove the orange tape from the BJ cartridge before you install it in the MultiPASS (see page 9-12). |
| | | Make sure the BJ cartridge is installed correctly (see page 9-9). |
| | | Clean the print head several times (see page 9-6). |
| | | Try another BJ cartridge. |
| Fax images print blotched or uneven | The telephone lines may be in poor condition, or you may have a bad connection. | ECM sending/receiving should eliminate such problems. However, if the telephone lines are in poor condition, you may have to try again. |
| | The other party's fax may have a problem. | Remember, the sending fax usually determines document quality. Be sure the other party's top cover and scanning glass are clean. |

# Telephone Problems

| Problem | Cause | Solution |
|---|---|---|
| You cannot dial | The telephone line may not be connected properly. | Be sure the telephone line is correctly connected to the MultiPASS (see your ***Setup Guide***). |
| | The unit may not be getting power. | Make sure the power cord is connected to the MultiPASS and to an AC outlet; make sure the AC outlet has power. |
| | The MultiPASS may not be set for the type of telephone line in use (pulse/tone). | If you have a pulse line, be sure the MultiPASS is set for pulse dialing (see page 8-4). |
| The phone disconnects while you are talking on the line | The MultiPASS may not be plugged in properly. | Make sure the MultiPASS is plugged in correctly. |
| | If the MultiPASS is in Answer Machine Mode and Silent Receive is enabled, the unit will switch to fax receive mode when it detects a period of silence. | Disable the Silent Receive option on the Receive Fax tab of the Desktop Manager. |

# Copying Problems

| Problem | Cause | Solution |
|---|---|---|
| Cannot make a copy | The telephone may be off hook. | Make sure the telephone is in its cradle. |
| | The document may not be loaded correctly. | Make sure a document is set in the ADF and the LCD displays **DOCUMENT READY**. |
| | | Make sure the operator panel is closed. |
| | The BJ cartridge is not installed. | Make sure the BJ cartridge is installed correctly. |
| **MEMORY FULL** appears in the LCD when you are making multiple copies | The MultiPASS's memory is full. | Print one copy at a time. |

# Technical Notes

## Windows Printing System Users

If you have a printer installed on your computer that uses the Windows Printing System, you may experience the following problems:

The first half of page one is printed and then ejected. More pages are printed with one to five lines of garbage characters and then ejected.

Scanning fails.

To stop the continuous print, press **FUNCTION** and then **PRINTER RESET** on the operator panel of the MultiPASS C3000.

To eliminate the problem, you must uninstall the Windows Printing System program and remove the Windows Printing System printer driver.

If you still want to use the Windows Printing System printer, Canon recommends that you install a second parallel port.

## MultiPASS Hardware Cannot Initialize

1. Remove any switch boxes, zip drives, tape backups, docking stations, scanners, and any software associated with these products. Make sure that the MultiPASS C3000 is connected directly to the PC with a bi-directional (IEEE 1284-compliant) interface cable that is 6 feet or shorter.

2. Shut down the PC and unplug the MultiPASS C3000. Disconnect and reconnect the interface cable. Plug in the MultiPASS C3000 and wait until the LCD displays the date and time. Once the unit is in Standby mode (the LCD displays the date and Receive Mode), turn on the PC.

3. Check that the parallel port is set for ECP or bi-directional mode in the computer's BIOS. If you do not know how to enter the BIOS or make the changes, contact the computer manufacturer.

4. The Desktop Manager software uploads files to your computer's System.ini file. Check that the following line and section are both in the System.ini. The line should be in the [386Enh] section and should read:

   device=C(hard drive):\Windows\System\cis1284.386

   And if the MultiPASS is installed on LPT1, the section should look like this:

   [Cis1284.386]
   Lpt1=1
   Lpt2=0
   Lpt3=0

5. Remove any programs or applications in the Startup Group.

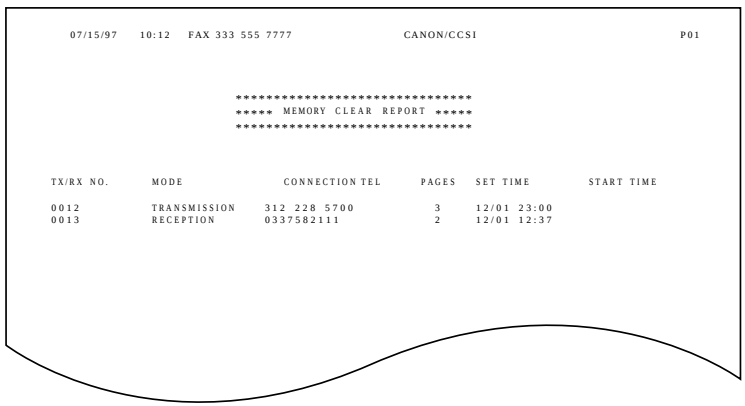
6. To keep other programs from starting up at the same time as the MultiPASS Background, remark out the LOAD= and the RUN= lines of the Win.ini file by placing a semicolon (;) in front of "Load" and "Run."

7. If all of the above procedures do not resolve the problem, please call the Canon Computer System Customer Care Center. See page 1-2 for details.

# Memory Clear Report

The Memory Clear Report summarizes the documents that were cleared from memory when a power failure of more than one hour occurred. This report is generated automatically.

- If you experience a power failure, any documents stored in memory will be lost.
- When you turn on the MultiPASS C3000 after power is restored, the MultiPASS C3000 automatically prints out a list of documents that were stored in the memory at the time of the power failure.



# Color Bubble Jet Printer

### Printing Method
Bubble jet ink on-demand

### Printing Resolution

| | |
|---|---|
| Color | 720 × 360 dpi |
| Black | 720 × 360 dpi with smoothing |

### Paper Handling
Automatic feed
Manual feed

### Sheet Feeder Capacity—auto feed only

| | |
|---|---|
| Plain paper (20 lb or 75 g/m$^2$) | Approx. 100 sheets |
| Glossy photo paper | 1 sheet |
| High resolution paper | Approx. 10 sheets |
| T-shirt transfers | 1 sheet |
| Bubble Jet paper | Approx. 100 sheets |
| Fabric sheets | 1 sheet |
| Transparencies | 50 sheets |
| Back print film | 10 sheets |
| Envelopes | 10 envelopes (U.S. Commercial number 10 or European DL) |

### Paper Size

| | |
|---|---|
| Letter | 8.5 in × 11 in |
| Legal | 8.5 in × 14 in |
| A4 | 210 mm × 297 mm |
| U.S. Commercial number 10 envelope | 9.5 in × 4.1 in |
| European DL envelope | 220 mm × 110 mm |

| Paper Type | Recommended |
|---|---|
| Glossy photo paper | Canon Glossy Photo Paper GP-201 |
| High resolution paper | Canon High Resolution Paper HR-101 |
| T-shirt transfers | Canon T-Shirt Transfers TR-101 |
| Greeting cards | Canon Greeting Cards GC-101 |
| Bubble Jet paper | Canon Bubble Jet Paper (water-resistant) LC-301 |
| Fabric sheets | Fabric Sheet FS-101 for Canon Bubble Jet printers |
| Back print film | Canon Back Print Film BF-102 |
| High gloss film | Canon High Gloss Film HG-101 |
| Transparencies | Canon CF-102 Transparencies |
| Envelopes | Commercial number 10 or European DL |

### Paper Weight

| | |
|---|---|
| Automatic feed | 17 to 24 lb (64 to 90 g/$m^2$) |
| Manual feed | 17 to 30 lb (64 to 105 g/$m^2$) |

### Print Speed

| | |
|---|---|
| BC-21 Color BJ Cartridge; black ink | Up to 2 ppm (1500 characters per page) |
| BC-21 Color BJ Cartridge; color ink | Up to 0.3 to 0.8 ppm at full coverage of printable area (print speed depends on content of print data) |
| Optional BC-20 Black BJ Cartridge; black ink only | Up to 5 ppm (1500 characters per page) |

### Line Feed Speed

Approximately 60 ms/line at 1/6-inch line

### Printing Width

| | |
|---|---|
| Maximum | 8.2 inches (203 mm) |

## Printable Area—Papers

The shaded portion in the following figure shows the printing area for papers.

| Letter size | | Legal size | |
|---|---|---|---|
| a | 8.5 in | a | 8.5 in |
| b | 0.13 in | b | 0.13 in |
| c | 11.0 in | c | 14.0 in |
| d | 0.12 in | d | 0.12 in |

| A4 size | |
|---|---|
| a | 210 mm |
| b | 3.4 mm |
| c | 297 mm |
| d | 3.0 mm |

## Printable Area—Envelopes

The shaded portion in the following figure shows the printing area for an envelope.

| | U.S. Commercial number 10 | | European DL |
|---|---|---|---|
| a | 9.5 in | a | 220 mm |
| b | 0.25 in | b | 6.4 mm |
| c | 1.2 in | c | 10.4 mm |
| d | 4.1 in | d | 110 mm |
| e | 0.12 in | e | 3.0 mm |
| f | 0.27 in | f | 7.0 mm |

## Interface

IEEE 1284-compatible, bi-directional parallel interface

# BJ Cartridges

### BC-21 Color BJ Cartridge

| | |
|---|---|
| Print head | 64 nozzles for black<br>24 nozzles for each color (cyan, magenta, yellow) |
| Print head life | Approximately 2,000 color pages at 30% coverage |
| BJ tanks | BCI-21 Color (cyan, yellow, magenta)<br>BCI-21 Black |
| Ink color | Black, cyan, yellow, magenta |
| BJ tank yield | |
| BCI-21 Color | Standard mode—100 pages<br>(at 7.5% coverage for each color) |
| BCI-21 Black | Standard mode—150 pages<br>(at 7.5% coverage) |
| Contents | |
| Color | Glycerine 56-81-5 |
| Black | Isopropyl alcohol 67-63-0, glycerine 56-81-5, ethylene glycol 107-21-1 |

### BC-20 Black BJ Cartridge (optional)

| | |
|---|---|
| Print head | 128 nozzles |
| Ink color | Black |
| Cartridge life/<br>BJ tank yield | 900 text pages at 5% coverage |
| Contents | |
| Color | Glycerine 56-81-5 |
| Black | Isopropyl alcohol 67-63-0, glycerine 56-81-5, ethylene glycol 107-21-1 |

### BC-22 Photo BJ Cartridge (optional)

| | |
|---|---|
| Print head | 64 nozzles for black<br>24 nozzles each for cyan, magenta, yellow |
| Ink colors | Black, cyan, magenta, yellow |
| BJ tank yield | Approx. 50 pages/cartridge at 7.5% coverage for each color |

# Facsimile



### Applicable line
Public switched telephone network

### Compatibility
G3

### Data compression system
MH, MR, MMR (ECM-MMR)

### Modem type
Fax modem

### Modem speed
14400/9600/7200/4800/2400 bps
Automatic fallback

### Transmission speed
Approx. 6 seconds/page* at 14.4 Kbps, ECM-MMR
transmitting from memory

### Transmission/reception memory
Up to 42 pages* (768 KB)
Up to 20 documents*

### Liquid crystal display (LCD)
16 × 1

### Automatic Document Feeder (ADF)
20 pages, letter size (based on 20 lb paper)
10 pages, legal size

### Fax resolution
Standard mode 203 × 98
Fine mode 203 × 196
Photo mode 203 × 196

*Based on the CCITT #1 Chart, Standard mode

# Copier

### Copy resolution
360 × 360 dpi with smoothing

### Reduction sizes
70%, 80%, 90%

### Copy speed
Initial copy—45 seconds
Subsequent copies—20 seconds

### Multiple copies
Up to 99 copies of a document
Up to 3 ppm (with optional BC-20 Black BJ Cartridge)

# Monochrome Scanner

### Scanning method
Solid state electronic scanning by contact image sensor

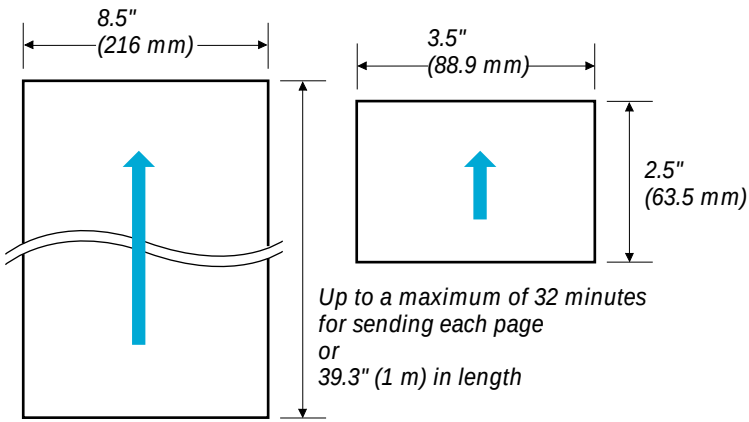
### Scanning image processing
UHQ™ 6 (Ultra High Quality image enhancement)
1-bit halftone—64 levels of gray
8-bit grayscale—256 levels of gray

### Automatic document feeder
Paper size—Up to 20 letter-size or A4-size sheets
10 legal size sheets
(Based on 20 lb paper)

### Resolution
Up to 400 dpi (200 dpi optical)

## Document sizes

Maximum 8.5" W × 39.3" L (216 mm W × 1000 mm L)
Minimum 3.5" W × 2.5" L (88.9 mm W × 63.5 mm L)




## Effective scanning width

8.42" (214 mm)

## Compatibility

TWAIN

## Scanning speed

A4 Standard resolution (5 ms/line)

| | |
|---|---|
| B&W text mode: | 23 sec/page |
| grayscale mode: | 46 sec/page (Standard mode) |
| | 92 sec/page (Fine mdoe) |

### Scanned image

The actual scanned image size for the MultiPASS C3000 is shown below. This information applies to documents that will be scanned for faxing or copying.

There is a 0.12" (3.0 mm) margin on either side of the sheet and a 0.16" (4.0 mm) margin on the top and bottom that are not picked up by the scanner.

## MultiPASS Desktop Manager for Windows

### System Requirements

IBM® PC or compatible, 486 or higher processor at a minimum of 33 MHz (486DX or higher recommeded)
8 MB of memory (16 MB recommended)
25 MB of free hard disk space
Windows 95 or Windows 3.1, 3.11
Bi-directional Centronics-compatible parallel cable (IEEE 1284-compliant)
CD ROM drive

### PC Fax

Canon proprietary
Fax/Telephone address book
Fax Viewer
Fax Log
Fax distribution lists
Real-time C3000 hardware status available through PC

# General Specifications



### Power Source
120V/60Hz

### Power Consumption
Approx. 47.2W (Maximum)
Approx. 7.8W (Standby)

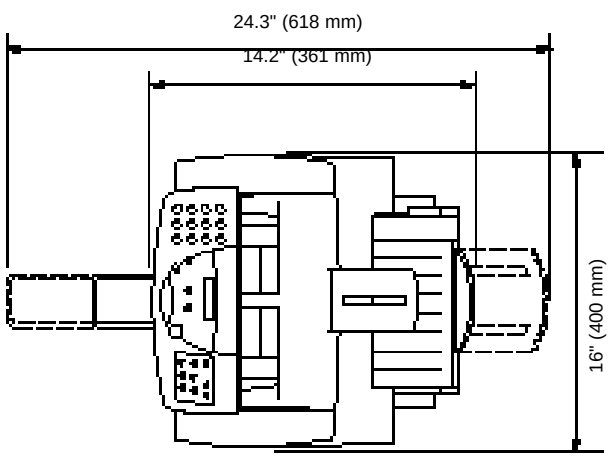
### Dimension (W x D x H)
15.75" × 14.2" × 7.75"
(400 mm × 361 mm × 197 mm)

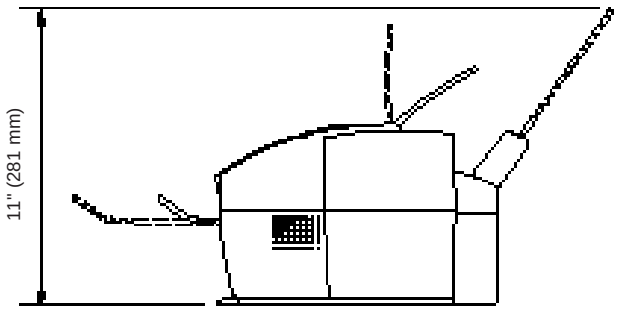
### Weight
11.1 lb (5.0 kg)

### Environmental Conditions
Temperature: 41°F - 90.5°F (5°C - 32.5°C)
Humidity: 10% to 90% RH

### Interface
IEEE 1284-compatible, bi-directional parallel interface

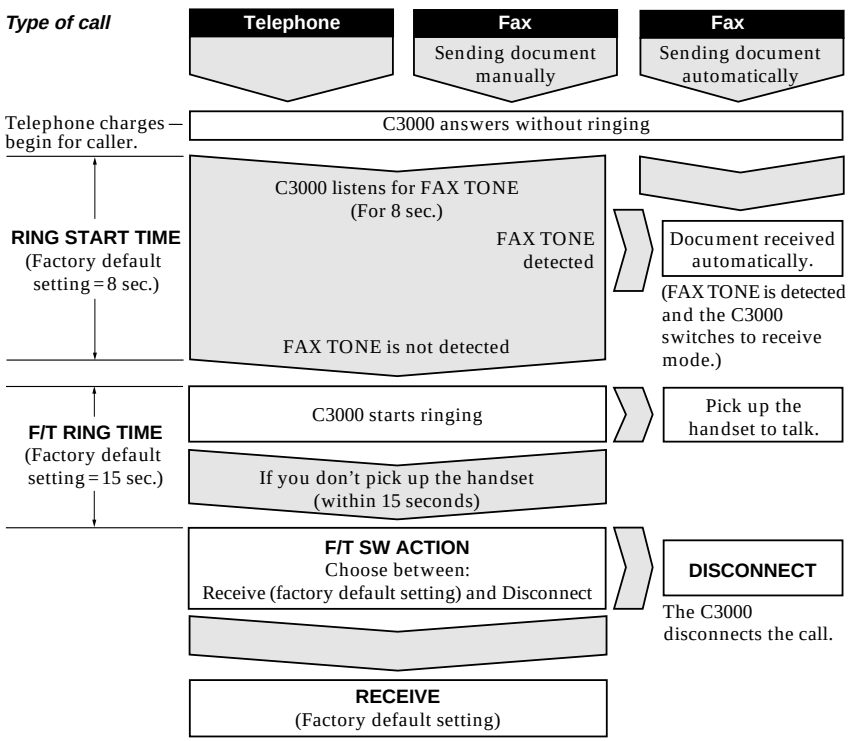
### Space Requirements






# Receiving Faxes and Phone Calls Automatically: Fax/Tel Mode

In Fax/Tel mode, the MultiPASS C3000 monitors all incoming calls to see whether the call is from another fax machine or from a telephone:



# Using the MultiPASS C3000 as a Stand-alone Fax



If you plan to use the MultiPASS C3000 as a stand-alone fax, and you do not install the MultiPASS Desktop Manager, you must enter your name and fax number from the operator panel. If you choose to use the MultiPASS C3000 this way, you will not be able to use its many features, such as speed dialing, PC faxing, or scanning. Canon recommends that you install the MultiPASS Desktop Manager as described in the ***Setup Guide***. See Chapter 3 for details on using the MultiPASS Desktop Manager.

## LCD Menu System

Default settings are shown in **bold.**

| Option | Description/Settings |
|---|---|
| **DATE & TIME** | Set the date and time (24-hour clock) using the numeric buttons. |
| **UNIT TELEPHONE #** | Enter your fax number using the numeric buttons (up to 20 characters). |
| **UNIT NAME** | Enter the name you want to appear at the top of each fax page you send (up to 24 characters). |
| **TEL LINE TYPE** | Sets the dialing method the MultiPASS C3000 uses to match the type of phone line you have. **TOUCH TONE** or ROTARY/PULSE |
| **FILE PRINT** | Prints documents stored in the MultiPASS memory (when the MultiPASS Desktop Manager is installed). |
| **CLEANING** | Cleans the BJ cartridge print head. |
| **NOZZLE CHECK** | Prints a test pattern to check whether the BJ cartridge is functioning normally. |

# Entering Information in the MultiPASS C3000

When using the MultiPASS C3000 as a stand-alone fax machine, you must enter your user information into the unit through the operator panel.

When entering information through the operator panel of the MultiPASS C3000, follow these guidelines.

- If you pause and do not make an entry for more than 60 seconds, the MultiPASS C3000 returns to Standby mode. You must start the procedure over from the beginning.
- If you make a mistake while entering registration information, you can correct it in one of two ways:
  - Press < or > to move the cursor under the wrong character, and then enter the correct character.
  - Press **STOP** and reenter the information.

## Entering Your User Information

Follow the steps below to set the date and time for your MultiPASS C3000 and to enter your fax number and your name. The date and time appear in the LCD display as well as on the documents you send. Your fax number and name appear on each document you send.

## 1

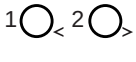
Press FUNCTION on the one-touch speed dialing keypad.







Then press the > button.







## 2

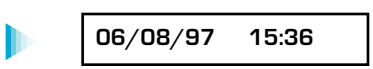
Press START/COPY









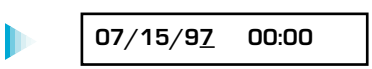




## 3

Enter today's date and the time using the numeric buttons.

- Use the month-day-year format (mm/dd/yy).
- Precede single digits with a zero.





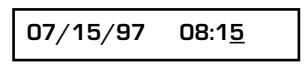
❍ Set the time using the 24-hour clock system.

❍ Example:

07:30 = 7:30 a.m.
17:05 = 5:05 p.m.








## 4

Press START/COPY twice when the date and time are entered.



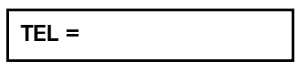










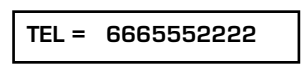




## 5

Enter your fax number (up to 20 digits) using the numeric buttons.








❍ You can enter a space with the > button to make your number easier to read.

## 6

Press START/COPY when the fax




DATA ENTRY OK

❍ After a few seconds, the LCD display changes to:

UNIT NAME

Then press START/COPY




## 7

Enter your name (up to 24 characters) using the numeric buttons.

❍ Press the button with the letter you want to enter; for example, press 2 three times to enter a capital C.

CANON FAX BACK

| Button | Characters |
|---|---|
| 1 | 1 |
| 2 | ABCabc2 |
| 3 | DEFdef3 |
| 4 | GHIghi4 |
| 5 | JKLjk15 |
| 6 | MNOmno6 |
| 7 | PQRSpqrs7 |
| 8 | TUVtuv8 |
| 9 | WXYZwxyz9 |
| 0 | 0 |
| # | -.*#!”,;:^’_=/|’?$@%&+()[]{}<> |

❍ Correct errors by moving the cursor to the error using < or > (on the one-touch speed dialing keypad) and entering the correct character.

8

Press START/COPY when you finish entering your name.




DATA ENTRY OK

9

Press STOP to complete the registration.




The MultiPASS C3000 returns to standby mode.

# Glossary G

**Activity report**
Journal of fax transactions, both sent and received.

**Address Book**
The electronic Address Book provided by the MultiPASS Desktop Manager that allows you to create a list of people with their phone and fax numbers.

**Automatic dialing**
Dialing fax or telephone numbers by using a short cut of pressing one to three buttons. To use automatic dialing, you must register the numbers in the MultiPASS Desktop Manager. ***See also*** one-touch speed dialing keypad, coded speed dialing, and group dialing.

**Automatic document feeder (ADF)**
Refers to the document tray in which you stack the document you want to fax, copy, or scan.

**Automatic redialing**
When the receiving fax machine is busy or does not answer, or when an error occurs while sending, the MultiPASS waits a specified amount of time and then automatically redials the number. You define the number of times the unit redials and the length of time between redialing.

**Bi-directional parallel interface port**
An interface connection that is capable of both sending or receiving. For example, when you print and when you send a fax from your computer, data goes from your computer to the MultiPASS; when you scan and when you receive a fax into your computer, data goes from the MultiPASS to your computer.

**BJ cartridge**
The printing mechanism that contains the print head unit and BJ tanks.

**BJ tank**
The special type of ink container housed by the BJ cartridge. The BC-21 Color BJ Cartridge contains two BJ tanks: one color—BCI-21 Color (which includes cyan, yellow, magenta) and one black—BCI-21 Black.

**bps**
Bits per second. Refers to the speed with which a fax machine sends and receives data.

**Broadcasting**
Transmitting documents to more than one location.

**Bubble Jet printing**
An ink-jet type printer that heats the ink to a boiling point in a nozzle to form a bubble. When the bubble expands, there is no room left in the nozzle for the ink and the ink is projected onto paper.

**CCITT #1 Chart**
A test chart, defined by CCITT/ITU-TS, used to measure the transmission speed as well as the transmitting and receiving memory capacity of a fax machine.

**CCITT/ITU-TS**
Formerly known as CCITT, Consultative Committee for International Telegraph and Telephone. CCITT has been replaced by the International Telecommunications Union-Telecommunications Sector (ITU-TS), a committee created to set international standards for telecommunications.

**Centronics**
The popular name for the parallel printer port used by most printers and personal computers.

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

**Coded speed dialing**
An automatic dialing method that allows you to dial a fax or telephone number by pressing the **CODED DIAL** button and a two-digit code using the numeric buttons.

**cps**
Characters per second. A unit of measurement that indicates the printer's speed.

**dB(A)**
Stands for decibel level (a decibel being a unit of measurement for the intensity of the sound coming from the unit), adjusted for background noise.

**Dialing methods**
Ways of pressing one or more buttons to access a number to connect to an outside party or fax machine. Dialing methods include one-touch speed dialing, coded speed dialing, group dialing, and manual (regular) dialing.

**Dithering**
A method by which color dots are combined on a page to produce a wide spectrum of colors.

**Document**
The sheet of paper containing the data that you send to or receive from a fax.

**dpi**
Dots per inch. A unit of measurement for indicating a printer's resolution.

**DRPD**
Distinctive Ring Pattern Detection. Allows you to assign up to five different ring patterns to distinguish voice and fax calls using your telephone company's special services.

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

**FAX/TEL switching**
The ability of the MultiPASS to automatically detect whether a call is from a fax or telephone. With this feature, one telephone line can be shared by both the telephone and the fax.

**FINE**
The fax setting for documents with very small characters and lines.

### Fine mode
One of the printer's print modes. Use this mode when printing on transparencies or printing a halftone image that produces grayscale or intermediate colors.

### Font
A complete set of characters of the same size and style; a particular implementation of a typeface. For example, 12-point, Courier bold.

### G3, Group 3 fax machine
Defined by CCITT. Uses encoding schemes to transmit image data while reducing the amount of data that needs to be transmitted, thus reducing transmission time. Encoding schemes for G3 fax machines are Modified Huffman (MH), Modified Read (MR), and Modified Modified Read (MMR).

### Grayscale
Representing color in black and white as a result of different intensities of color. Different colors and intensities of colors appear as different shades of gray.

### Group dialing
A dialing method that enables you to dial up to 55 registered one-touch speed dialing or coded speed dialing numbers together as a group. This means that you can press just one to three buttons to enter numbers when sending the same document to many destinations.

### Halftone
Using this method, the MultiPASS (in printer mode) produces shades of gray or of colors by mapping dots to be printed. For color printing, different colored dots of ink are placed closely together to create illusions of other colors.

### IEEE 1284
IEEE 1284 is the new specification standard for computer-to-peripheral bidirectional parallel interface communications. The new standard was adopted by IEEE, Institute of Electrical and Electronic Engineers, Inc., in 1993. Some of the benefits it provides are: bidirectional communication between computers and peripheral devices, a higher speed data transfer rate, and protection against data loss due to noise interference.

### Ink Saver
You can enable or disable economy printing (ink saving feature) when receiving faxes. By enabling the Ink Saver Mode, ink consumption can be decreased by as much as fifty percent, resulting in a longer effective cartridge life. You set Ink Saver Mode in the Advanced: Receive Fax dialog box.

### Intensity
The amount of color. More intense or more saturated colors are more pure. Less intense or less saturated colors are less vivid.

### Interface port
The MultiPASS comes with one IEEE 1284, bidirectional parallel interface port, located on the back of the unit. You attach the cable that connects your computer and MultiPASS to this port.

### Jack
The telephone receptacles (RJ11 type) on your wall or in your MultiPASS used to connect the MultiPASS to the telephone line, telephone, answering machine, or data modem.

### Landscape orientation
Refers to printing across the length of the page (as opposed to portrait orientation printing across the width of the page).

### Manual feed
A method of feeding paper into the printer one sheet at a time.

### Manual receiving
A method of receiving faxes in which you answer all incoming calls using a telephone.

### Manual redialing
When you use regular dialing, you can redial a number "manually" simply by pressing **REDIAL** on the operator panel. The last number called is the number redialed.

### Memory broadcast
Allows you to send a scanned fax to as many as 57 locations at once, using a combination of one-touch speed dialing, coded speed dialing, and regular dialing.

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

### MultiPASS Desktop Manager for Windows
Canon's exclusive software package that allows you to use the MultiPASS C3000 with your Windows software applications. You must install the Desktop Manager to use your MultiPASS C3000 as a printer, scanner, or PC fax.

### Noise
A term applied to a variety of problems that impair the operation of telephone lines used for faxing.

### Noise level
***See*** dB(A).

### Nonbleed
A special mode in color print quality selection whereby the printer changes from true black to composite black when directly adjacent to an area of color.

### Numeric buttons
The round numbered buttons on the operation panel marked the same as a standard telephone keypad. Press them to perform manual dialing, to enter numbers and letters when you register numbers and names, and to enter coded speed dialing codes with two or more digits.

### One-touch speed dialing keypad
The round buttons numbered 1 to 6 on the operator panel, each of which may be registered as a fax or telephone number. Once a number is registered, you press one button to dial the entire number.

### Page orientation
Refers to the direction of print on the page. Printing across the width of a page is called portrait orientation. Printing across the length of a page is called landscape orientation.

### Pause
A timing entry required for registering certain long distance numbers and for dialing out through some telephone systems or switchboards. Pressing the **REDIAL/PAUSE** button enters a pause between digits of a telephone number.

### PC fax
An electronic way to send and receive faxes. A PC fax is sent from or received directly into a computer. Using the MultiPASS Desktop Manager you can send and receive PC faxes, and save, sort, and/or print the PC faxes.

**Portrait orientation**
Refers to printing across the width of the page (letter style). This is the opposite of landscape orientation, which is printing across the length of the page.

**Print head**
The printing mechanism that contains print nozzles and ejects the ink for printing.

**Print head capping**
An automatic protection function that prevents the print head unit and BJ cartridges from drying out or becoming clogged with dust.

**Printable area**
The area of a sheet of paper or envelope on which a printer can reproduce text or graphics (the printable area is smaller than the paper).

**Printer driver**
Software that sends printing instructions to a printer (in this case, the MultiPASS C3000). The printer driver keeps track of the attributes of a printer and the codes the program must send to access those attributes.

**Pulse**
***See*** Rotary pulse.

**RAM**
Random Access Memory. Memory that is used for temporary storage of information such as documents you want to print, scanned and received documents, and downloaded fonts.

**Receiving**
Receiving faxes is also defined as RX or reception. This refers to how the MultiPASS C3000 receives fax documents.

**Redialing, automatic**
***See*** Automatic redialing.

**Redialing, manual**
***See*** Manual redialing.

**Reduction mode**
The MultiPASS C3000's automatic feature that reduces the received image to ensure it fits on the page. You can turn this feature on/off with the Reduce to Fit Paper option in the Receive Fax dialog box of the MultiPASS Desktop Manager.

### Registering
A process by which you place fax or telephone numbers and names in the MultiPASS's memory for automatic dialing so that you can save time dialing frequently called destinations. You register numbers using the Address Book in the MultiPASS Desktop Manager.

### Regular dialing
Pressing the individual numeric buttons to dial a fax or telephone number.

### Remote receiving ID
A two-digit code that enables you to manually activate a fax using a telephone that is connected to the MultiPASS. (The default code is 25.)

### Remote reception
Activating a fax by answering a telephone that is connected to the MultiPASS, but that is not located near the unit (such as a cordless phone). You need to dial a remote receiving ID number to start remote reception.

### Resolution
The measurement of a printer's quality expressed in dots per inch (dpi). Low resolution causes font characters and graphics to have a jagged appearance. Higher resolution means smoother curves and angles as well as a better match to traditional typeface designs. Resolution values are represented by horizontal data and vertical data, for example, 720 × 360 dpi.

### Rotary pulse
A telephone dialing system where a dial is rotated to send pulses to the telephone switching system. When you pulse dial, you hear clicks. When you touch-tone dial, the most common dialing system, you hear tones.

### RX
***See*** Receiving.

### Sender ID
Information printed at the top of a fax (also called TTI or Transmit Terminal ID). This data appears only if the sending fax has been programmed with the information.

### Sending
Sending transmission is also defined as TX or transmit. A fax document that has been scanned by a fax machine and sent over telephone lines, in the form of electrical pulses, to another fax machine is a sending transmission. The MultiPASS C3000 also allows you to send a document directly from your computer (PC faxing).

**Sending speed**
The rate at which faxes are transmitted through the phone line. ***See*** also bps (bits per seconds).

**STANDARD**
A document setting for sending normal typewritten or printed documents containing only text and no drawings, photographs, or illustrations.

**Standby**
The mode in which the MultiPASS is on and ready to use. All operations start from Standby mode when the LCD displays the date and time.

**Tone/pulse setting**
The ability to set the MultiPASS to match the telephone dialing system your telephone line uses: touch-tone or rotary pulse.

**Transaction number**
A unique number assigned to each fax document sent (TX NO.) or received (RX NO.) by the MultiPASS and used to identify that particular fax document.

**Transmit**
***See*** Sending.

**TrueType font**
The scalable font technology built into Microsoft Windows. It offers you the same font images both on computer displays and printer outputs.

**TTI**
Transmit Terminal ID. ***See*** Sender ID.

**TWAIN**
An industry standard that allows you to input image data directly from a scanner or other input device. Because your MultiPASS supports TWAIN, you can use the scanning features of the MultiPASS with any Windows application that also supports TWAIN.

**TX**
***See*** Sending.

**Typeface**
The printed design of characters. For instance, Courier, Script, and Roman typefaces all print characters of different designs.

**Typestyle**
Refers to how the typeface appears: slanted (italic) or upright.

**UHQ (Ultra High Quality)**
An exclusive Canon digital image processing system that incorporates 64 shades of gray along with a special edge enhancement feature which ensures that text and photos are transmitted with ultimate clarity.

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