Canon

imageRUNNER
ADVANCE
C5051/C5045/C5035/C5030

Frequently Asked Questions

Store this guide next to the machine for future reference.

ENG

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* Screen shots used in this manual may differ from the ones you actually see.

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Q1

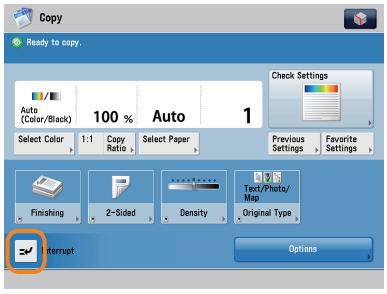
I want to make a rush copy, but I cannot because of the long copy job.

A

You can temporarily stop the current copy job and give priority to a rush copy by using the Interrupt mode. You can also give priority to a rush copy/print from the Status Monitor/Cancel screen.

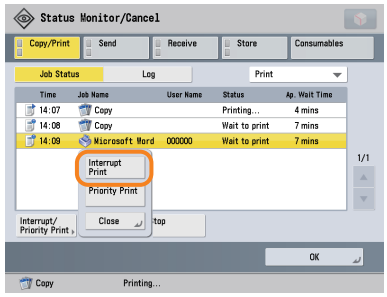
- Interrupt Function

  Press [Copy] → [Interrupt] → set the desired copy mode.



- Interrupt/Priority Print Function

  Press (Status Monitor/Cancel) → [Copy/Print] → [Job Status] → select the job → press [Interrupt/Priority Priority] → [Interrupt Print].



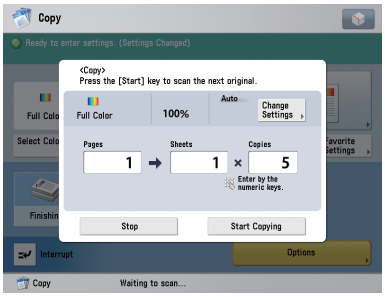
- You can scan the original even if the machine is waiting or printing (Reserved Copying). For more information, see e-Manual > Copy.

Q2

When copying, the Scan screen for the next document is displayed. Is there a way to not display this screen?

A

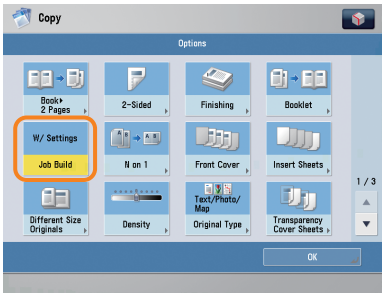
If [Job Build] is set, the Scan screen for the next document is displayed. By canceling the Job Build setting, the screen is not displayed.



Scan Screen for Next Document

- To set:

  Press [Copy] → [Options] → [Job Build] → cancel the settings.



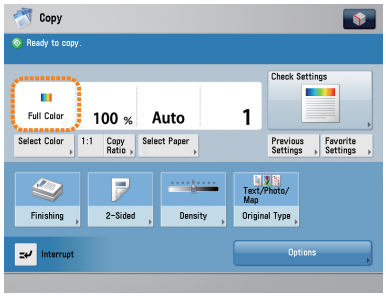
- The Job Build mode is useful if you cannot load the originals all at once. This mode enables you to divide the originals into several parts, scan them, and then print them all together.

Q3

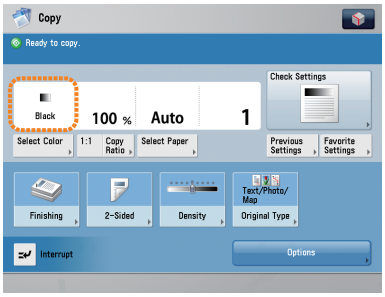
How do I change the default settings for the Copy from the Color mode to the Black mode?

A

You can store the current settings as the default settings from [Change Default Settings] in on the Copy Basic Features screen. If the Black mode is set as the default settings, you can reduce the printing cost.



Color Selection: Full Color



Color Selection: Black

● To set:

- Changing the Color Mode to the Black Mode:
  Press [Copy] → [Select Color] → [Black].
- Setting the Color Mode as the Default:
  Press → [Change Default Settings] → [Register] → [Yes].

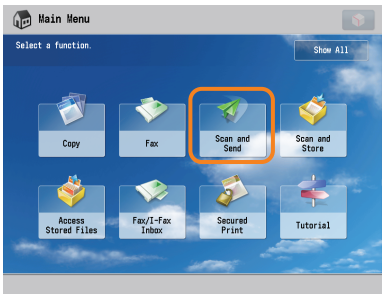
• You can also save paper by using the Image Combination mode or Two-sided Copy mode. For more information, see e-Manual > Copy.

Q4

I want to send the scanned originals via an e-mail. Which screen do I operate from?

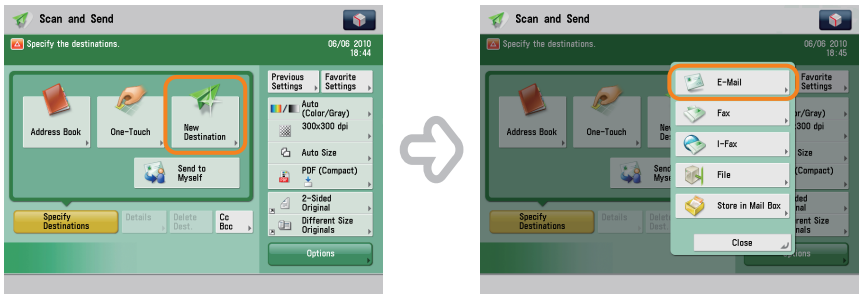
A

You can send an e-mail from [Scan and Send] on the Main Menu screen.



● To set:

Press [Scan and Send] → [New Destination] → [E-Mail] → enter the e-mail address → press [OK].



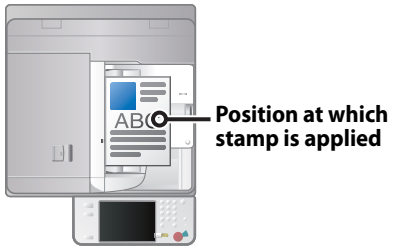
- If frequently used e-mail addresses are stored in the Address Book, you can specify the address quickly. For more information, see p. 8 in this manual.

Q5

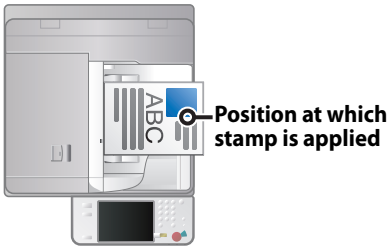
Can a mark be applied to the document that has been scanned?

A

The machine can print a stamp on the scanned document by using the Stamp mode.



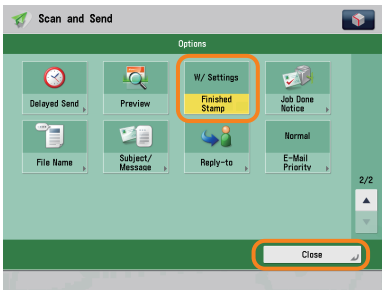
Vertical Placement



Horizontal Placement

● To set:

Press [Scan and Send] or [Fax] → [Options] → [Finished Stamp] → [Close].



- After the original is sent, you can also send a job done notice to the specified e-mail address (Job Done Notice). For more information, see p. 50 in this manual.

Q6

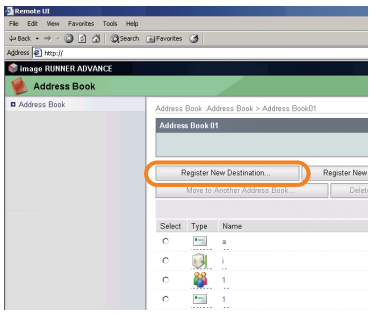
Do I need to enter the address of the recipient every time?

A

You can store frequently used destination in the Address Book. If the destination is stored beforehand, you do not need to enter the destination every time.

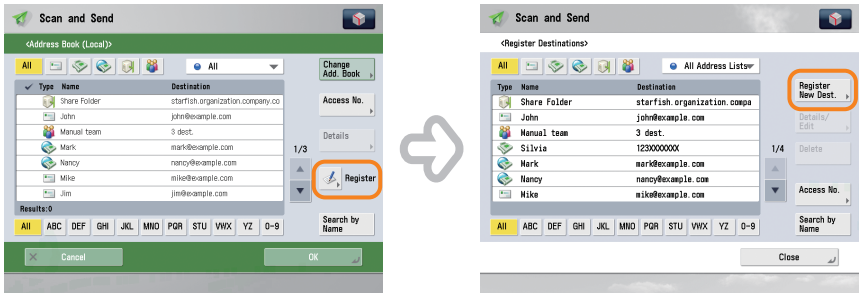
- Storing from the Remote UI:

  Press [Address] → [Address Book] → [Register New Destination] → select type of destination → enter necessary items → press [OK].



- Storing from the Touch Panel Display:

  Press [Scan and Send] or [Fax] → [Address Book] → [Register] → [Register New Dest.] → enter information following the instructions on the touch panel display → press [OK].



- You can also store frequently used destination as a one-touch button on the Scan and Send Basic Features screen or the Fax Basic Features screen. For more information, see e-Manual > Scan and Send, or Fax.

Q7

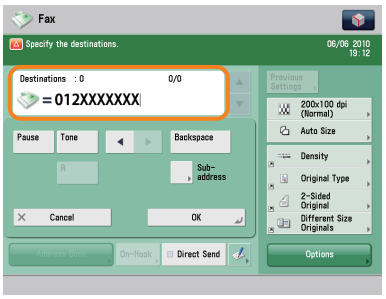
Can I send a fax to multiple destinations?

A

You can send a fax to multiple destinations at the same time using the following methods.

- From the Fax screen

  Enter a fax number using (0) - (9) (numeric keys), (*), or (#) → press [OK] → continue entering the other fax numbers → press [OK].



- Specifying Multiple Destinations from the Address Book

  Press [Fax] → [Address Book] → select multiple destinations → press [OK].

- Registering Multiple Destinations from the Address Book as a Group Destination and Selectinga Group Destination

  - Registering a group destination in the Address Book

    Press [Address Book] → [Register] → [Register New Dest.] → [Group] → enter the name and register the group in the Address Book → press [Add from Address Book] → select the addresses to register → press [OK] → [OK].

  - Selecting the group destination as a destination

    Press [Address Book] → select the registered group destination → press [OK].

- You cannot specify destinations registered in the address book and destinations registered in a one-touch button at the same time.
- You can also register a group destination in a one-touch button to send to multiple destinations at the same time. For information on registering one-touch buttons, see p. 18.

Q8

Can I move the Address Book registered on another Canon machine onto this machine?

A

You can use the import and export mode of the Remote UI to move the Address Book.

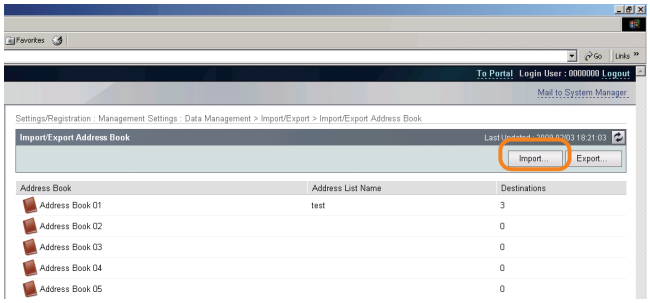
- Exporting the Address Book from Another Canon Machine:

  Click [Settings/Registration] → [Import/Export] → [Address Book] → [Export] → select the Address Book → [Start Export] → specify the location to store the file.

  * The key names may differ, depending on the type of the model you are using.

- Importing the Address Book:

  Click [Settings/Registration] → [Management Settings] → [Data Management] → [Import/Export] → [Address Book] → [Import] → select the file you want to import → [Start Importing].



- To perform this procedure, you must have administrator privileges. For more information, see e-Manual > Security.
- You can also export and import forwarding settings. For more information, see e-Manual > Remote UI.

Q9

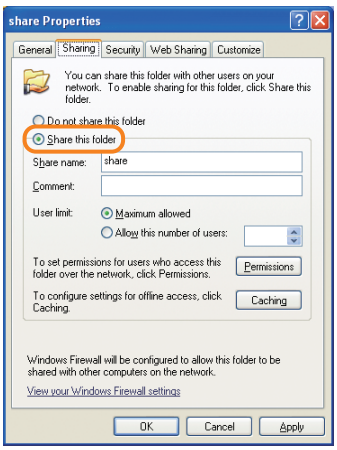
Can you give me information on how to send to the SMB server and specify its settings?

A

You can specify the settings using the following method.

- Setting the Shared Folder on the Computer-Side:

For Windows XP, right-click the new folder → press [Sharing and Security] → [Share this folder] → [Permissions] → select Everyone → select [Allow] for [Change] and [Read] → click [OK] → [OK].



For Windows 2000, right-click the new folder → press [Sharing] → [Share this folder] → [Permissions] → select Everyone → select [Allow] for [Change] and [Read] → click [OK] → [OK].

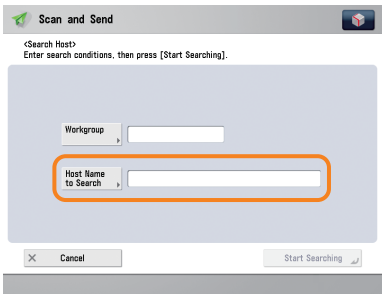
For Windows Vista/7, right-click the new folder → press [Sharing] → [Advanced Sharing] → [Share this folder] → [Permissions] → select Everyone → select [Allow] for [Change] and [Read] → click [OK] → [OK].

* The item names may differ, depending on the type of operating system you are using. For more information, check the manual for the computer you are using.

Specifying the File Server on the Touch Panel Display:

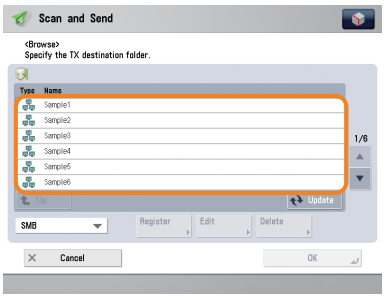
- Specifying the File Server by Host Search:

  Press [Scan and Send] → [New Destination] → [File] → from the protocol drop-down list, press [Windows (SMB)] → press [Search Host] → on the search criteria screen, enter the IP address for the computer you are using → press [Start Searching] → specify the file server → confirm the settings → press [OK].



- Specifying the File Server by Browsing:

  Press [Scan and Send] → [New Destination] → [File] → from the protocol drop-down list, press [Windows (SMB)] → press [Browse] → select the work group name and file server → specify each settings → [OK].



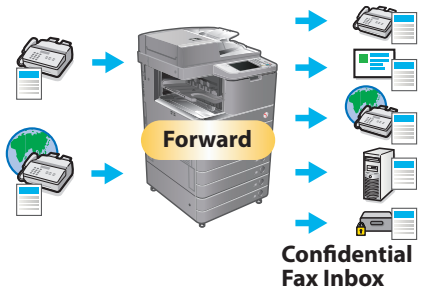
- If you want to confirm the IP address for the computer you are using, on the [Start] menu → click [Run] → enter 'cmd' → click [OK] → enter 'ipconfig' → press [Enter] on the keyboard. (The procedures may differ, depending on the type of operating system you are using.)

Q10

Can I forward the data received via fax/I-fax?

A

If you specify the forwarding settings, you can forward received documents that matches the previously set conditions to the Confidential Fax Inbox of this machine, other machines, or the file server.



● To set:

Press (Settings/Registration) → [Function Settings] → [Receive/Forward] → [Common Settings] → [Forwarding Settings] → [Register] → specify the forwarding conditions → press [OK].

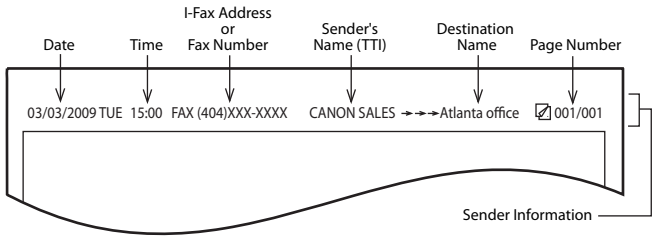
- To perform this procedure, you must have administrator privileges. For more information, see e-Manual > Security.
- If frequently used e-mail addresses are stored in the Address Book, you can specify the address quickly. For more information, see p. 8 in this manual.

Q11

When sending a fax, can the machine be set so that the sender's fax number and name be displayed?

A

After registering the sender's name, you can specify to print the TX Terminal ID when sending a fax.

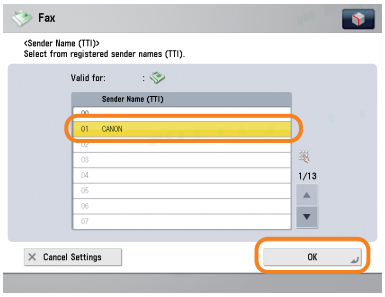


- Registering the Sender's Name:

  Press (Settings/Registration) → [Function Settings] → [Send] → [Fax Settings] → [Register Sender Name (TTI)] → enter the sender's name → press [OK].

- Displaying/Printing the TX Terminal ID:

  Press [Fax] → [Options] → [Sender Name (TTI)] → select the sender's name → press [OK].



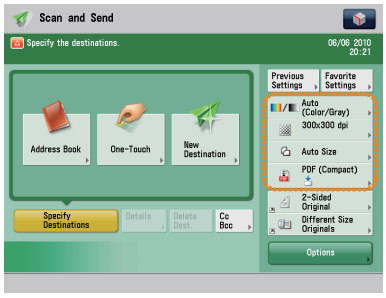
• For more information, see e-Manual > Settings/Registration.

Q12

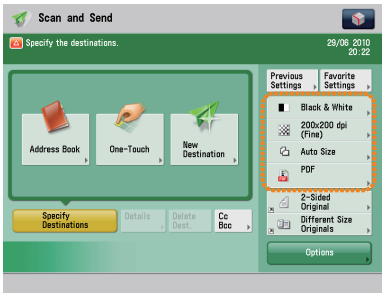
How do I change the default settings (scan settings and file format) of the Scan and Send Basic Features screen?

A

You can store the current settings as the default settings from on the Scan and Send Basic Features screen.



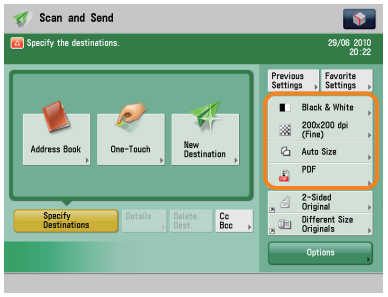
Before Change

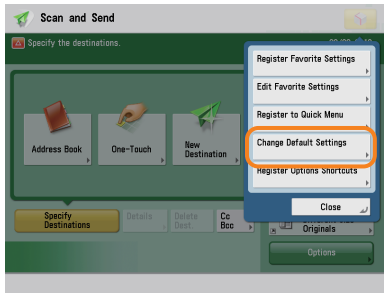


After Change

- To set:

  Specify the scan settings and the file format → press → [Change Default Settings] → [Yes].





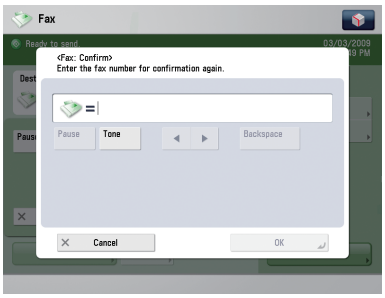
- For more information on each file format, see e-Manual > Scan and Send.

Q13

Is there a way to prevent a transmission error when sending a facsimile to a new destination?

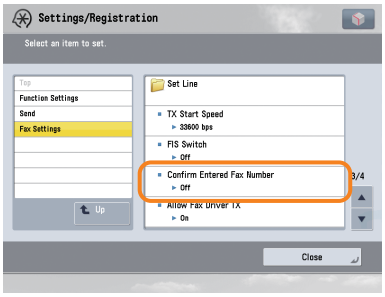
A

If [Confirm Entered Fax Number] in (Settings/Registration) is set, a screen to enter the number for confirmation is displayed. By entering the number again, you can reduce the risk of transmission error.



● To set:

Press (Settings/Registration) → [Function Settings] → [Send] → [Fax Settings] → [Confirm Entered Fax Number] → [On] → [OK].



- To perform this procedure, you must have administrator privileges. For more information, see e-Manual > Security.
- You can also restrict sending to a destination that is not stored in the Address Book. For more information, see e-Manual > Security.

Q14

The quality of the image sent by fax is not good.

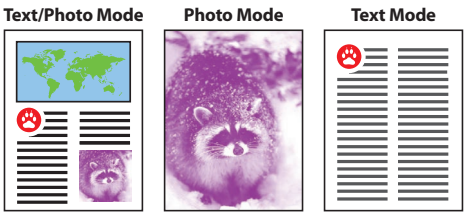
A

Change the scan type or settings according to the type of original.

Press [Preview] to check the document before sending.

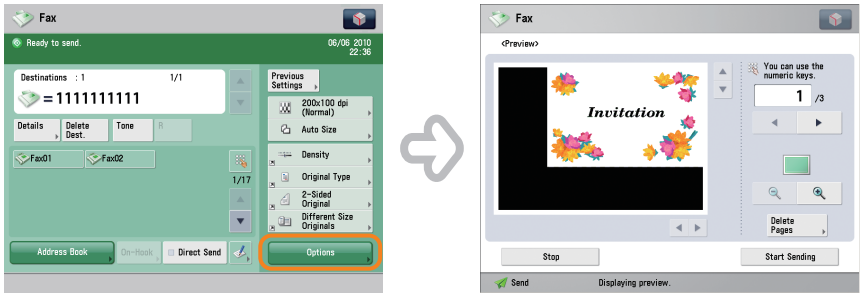
- To set the Type of Originals and Exposure Settings:

  Press [Fax] → [Options] → specify the settings for [Original Type] or [Density].



- To view the Preview Settings:

  Press [Fax] → [Options] → [Preview].



Preview Screen

- If [Register Options Shortcuts] from is selected, you can register the [Options] shortcut button on the Fax Basic Features screen.

Q15

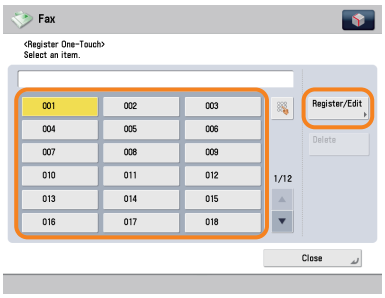
How do I register/edit destinations in a one-touch button?

A

Press [ ] (Register One-Touch Button) on the Fax screen or [One-Touch] on the Scan and Send screen.

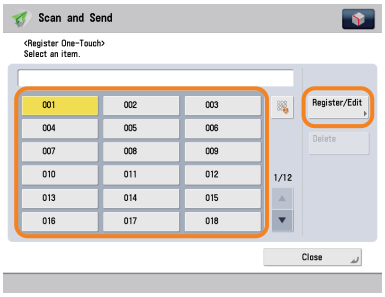
- Registering/Editing from the Fax Screen

  Press [ ] (Register One-Touch Button) → select the button to register/edit → press [Register /Edit] → register/edit the address → press [Close].



- Registering/Editing from the Scan and Send Screen

  Press [One-Touch] → [Register] → select the button to register/edit → press [Register/Edit] → register/edit the address → press [Close].



- For information on how to register/edit a destination in a one-touch button, see e-Manual > Scan and Send or Using the Machine to Send/Receive a Fax.
- When registering from the Fax screen, you can only register fax destinations or groups that include fax destinations.

Q16

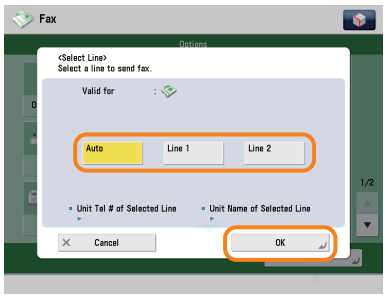
How can I make use of multiple telephone lines?

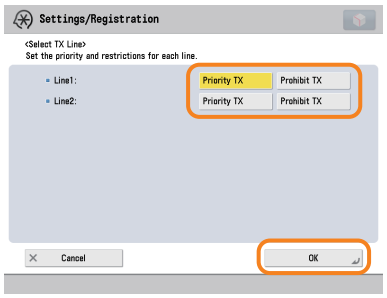
A

You can make use of multiple telephone lines as indicated below.

- Selecting a telephone line when sending

  Press [Fax] → [Options] → [Set Line] → select the telephoneline you want to use → press [Close].





- Specifying the lines to use for sending/receiving from [Select TX Line]

  Press (Settings/Registration) → [Function Settings] → [Send] → [Fax Settings] → [Set Line] → [Select TX Line] → set the line to use for sending in [Priority TX] and the line to use for receiving in [Prohibit TX].

- Differentiating forwarding conditions depending on the telephone line of the received document

  Press (Settings/Registration) → [Function Settings] → [Receive/Forward] → [Common Settings] → [Forwarding Settings] → select a receiving telephone line from the Receive Method drop-down list → press [Register] → specify the forwarding conditions.

• For more information on the forwarding conditions, see e-Manual > Settings/Registration.

Q17

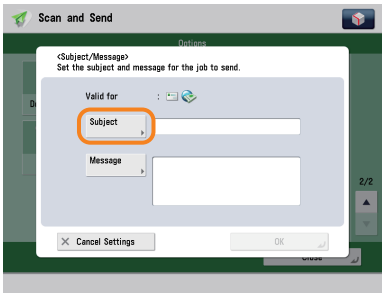
Can I add an arbitrary subject when sending e-mail?

A

You can enter an e-mail subject in [Subject/Message] in [Options].

- To set:

  Press [Scan and Send] → specify the destination → press [Options] → [Subject/Message] → enter the subject → press [OK] → [Close].



- You can also enter the message for the e-mail in [Message].
- If you do not specify the subject, the string registered in [Default Subject] in (Settings/Registration) is inserted as the subject. The default setting is 'Attached Image.'

Q18

How do I change the storage period for the scanned file stored in the Mail Box?

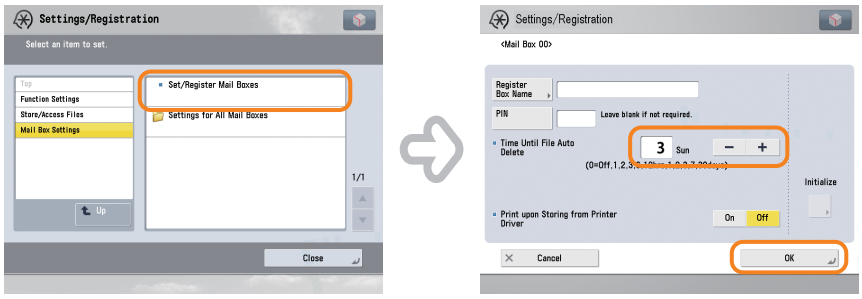
A

You can change the time until files are automatically erased from [Set/Register Mail Boxes] in (Settings/Registration). Change the settings, if necessary.

* You can set the time until the files are automatically erased to 0 (none), 1, 2, 3, 6, 12 hours, 1, 2, 3, 7, 30 days. The default setting is '3' days.

- To set:

  Press (Settings/Registration) → [Function Settings] → [Store/Access Files] → [Mail Box Settings] → [Set/Register Mail Boxes] → select the inbox number → enter the time until the files are automatically erased → press [OK].



- In the Mail Box settings, you can also register a name for the Mail Box and change the password. For more information, see e-Manual > Settings/Registration.

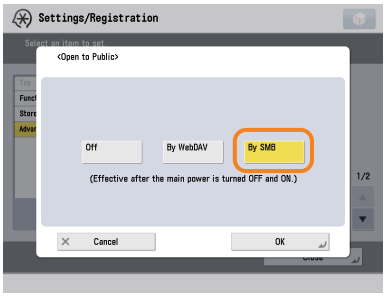
Q19

How do I access the Advanced Box from a computer?

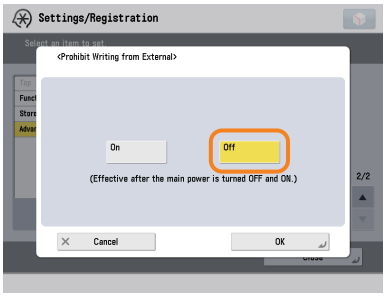
A

A If the Advanced Box is opened with SMB, check the following.

Press (Settings/Registration) → [Function Settings] → [Store/Access Files] → [Advanced Box Settings] → [Open to Public] → check whether [By SMB] is selected.



Press (Settings/Registration) → [Function Settings] → [Store/Access Files] → [Advanced Box Settings] → check whether [Prohibit Writing from External] is set to 'Off'.



- For more information, see e-Manual > Security.

Q20

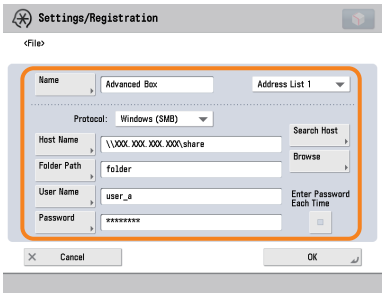
How do I forward received data to the Advanced Box?

A

Specify an Advanced Box destination registered in the Address Book as the forwarding destination.

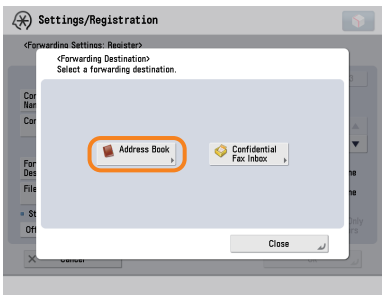
- Registering an Advanced Box Destination in the Address Book

Press (Settings/Registration) → [Set Destination] → [Register Destinations] → [Register New Dest.] → [File] → register the Advanced Box destination.



- Registering an Advanced Box Destination as a Forwarding Destination

Press (Settings/Registration) → [Function Settings] → [Receive/Forward] → [Common Settings] → [Forwarding Settings] → [Register] → specify the forwarding conditions → press [Forwarding Destination] → [Address Book] → specify the Advanced Box destination.



- For information on registering an Advanced Box destination in the Address Book, see e-Manual > Scan and Send.
- For more information on forwarding settings, see e-Manual > Settings/Registration.

Q21

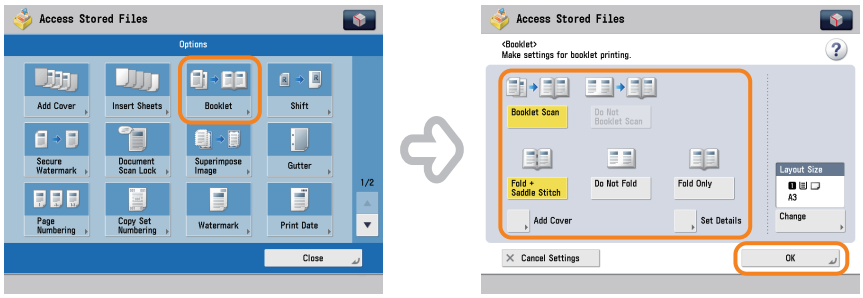
How do I set to create a booklet with a file in a mail box?

A

A You can create a booklet using the Booklet mode. Specify the following settings.

- To set:

  Press [Access Stored Files] → [Mail Box] → select a stored document → press [Print] → [Change Print Settings] → [Options] → [Booklet] → [Booklet Scan] → [Fold + Saddle Stitch] → specify the cover settings, orientation, and detailed settings → press [OK].



- For details on the Booklet mode settings, see e-Manual > Access Stored Files.
- Use a document that was stored with the [Booklet Scan] mode set.
- For details on the Booklet Scan mode settings, see e-Manual > Scan and Store.

Q22

I cannot print PDF files. Are optional products required?

A

The following optional products are required to print PDF files:

- PS Printer Kit
- Direct Print Kit (for PDF/XPS)
- Direct Print Kit (for PDF)
- Additional Memory Type B (512MB)

• If you are using the PS Printer Kit, the Direct Print Kit (for PDF/XPS) or Direct Print Kit (for PDF) is unnecessary.

Q23

When printing from the computer, booklet was not made even though saddle stitch booklet mode was set.

A

The Saddle Stitch mode cannot be used if you exceed the maximum number of sheets that can be saddle stitched. In that case, you can use the Divided Booklet mode.

- The maximum number of sheets, including cover sheets, that can be saddle stitched is:

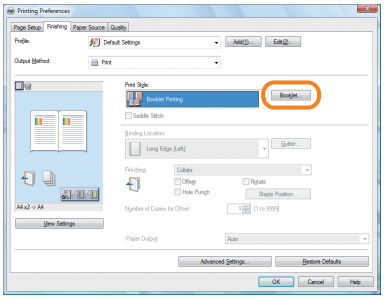
  16 sheets (52 to 81 g/m^2)

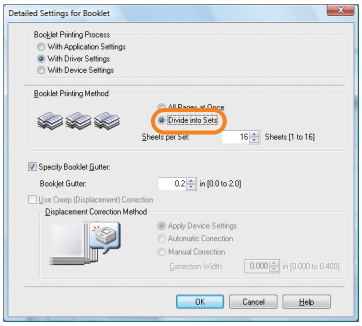
  10 sheets (82 to 105 g/m^2)

  If the number of sheets is more than the number stated above, the output is printed without being saddle stitched.

- Setting a Divided Booklet (Windows):

  Press [Booklet] → [Divide into Sets].





• You cannot set the divided booklet mode from the Macintosh printer driver.

Q24

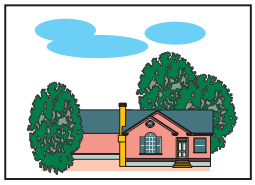
The content of the reverse side appears on the copies.

A

You can erase the background color of the original and prevent the original image on the reverse side of thin originals from appearing on the copies by using [Background Density].

Original

Copy

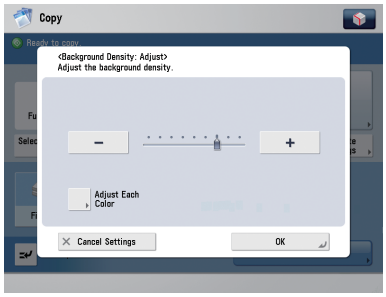


- To set:

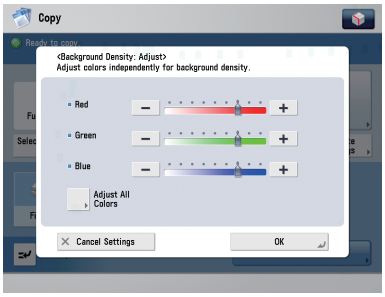
  Press [Copy] → [Options] → [Density] → [Background Density] → [Auto] or [Adjust].

  If [Auto] is pressed, the exposure of the original image on the reverse side is automatically adjusted.

  If [Adjust] is pressed, the exposure of the original image on the reverse side can be manually adjusted.



Adjust Overall



Adjust by Color

- For more information, see e-Manual > Copy.

Q25

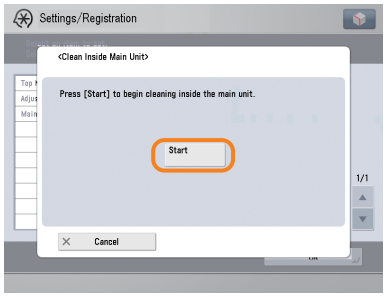
The printed paper appears dirty. Also, the color appears to be different from the original.

A

If streaks are printed on the paper or the image is not printed evenly, the inside of the machine may be dirty. Clean the inside of the machine. You can also automatically correct the gradation and color of the image from [Auto Adjust Gradation].

- Cleaning the Inside of the Machine:

  Press (Settings/Registration) → [Adjustment/Maintenance] → [Maintenance] → [Clean Inside Main Unit] → [Start].



- Automatic Gradation Adjustment:

  Press (Settings/Registration) → [Adjustment/Maintenance] → [Adjust Image Quality] → [Auto Adjust Gradation] → [Quick Adjust] → [Start].

- For Automatic Gradation Adjustment, you can also select full adjustment to adjust more precisely than the quick adjustment described above. For more information, see e-Manual > Settings/Registration.

Q26

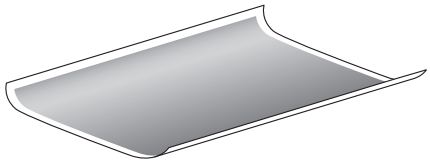
The printed paper is warped.

A

If you print an original with many images or an original with a high image density, the paper may become warped. To reduce the warping, try the following.

- Use heavy paper:

  If you are using thin paper, try changing to with a weight of approximately 80 g/m^2.



- Use paper with a low moisture content:

  When you remove paper from its packaging, load it into the paper source immediately. When there is paper remaining in the packaging after you have loaded the paper, store it with the packaging closed properly to prevent the paper from absorbing moisture.

• For information on loading paper, see e-Manual > Maintenance.

Q27

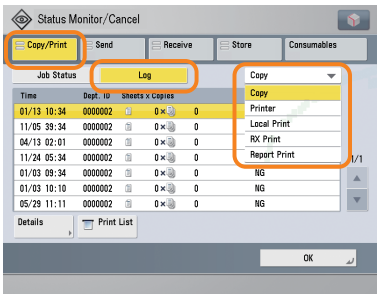
I had printed from the computer, but I did not find the output. I am afraid that someone may have taken it by mistake.

A

You can check the Print Logs from the touch panel display of this machine. If the job is listed as 'OK' on the Log and you did not find the output, the print job may have intermixed with another user's output.

- To check:

  Press (Status Monitor/Cancel) → [Copy/Print] → [Log] → select the job type to display and check the log.



- When printing from the computer, you can set a password for printing (Secured Printing). You can prevent from another user taking the output by mistake or prevent left behind outputs because the print job cannot be started until the password is entered on the touch panel display of the machine. For more information, see e-Manual > Practical Workflows.

Q28

The edges are cut off when I perform copying with enlargement/reduction.

A

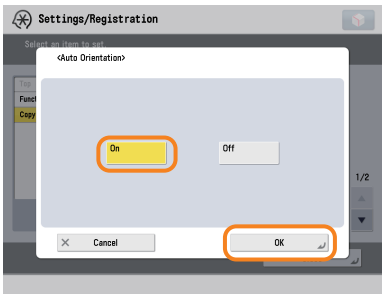
Check the orientation of the paper or set to automatically rotate the paper to ensure it is copied correctly. Specify the following settings.

- Checking the Orientation of the Original

  Check whether the orientation of the original in the feeder or on the platen glass matches the orientation of the paper loaded in the paper drawer.

- Setting Automatic Rotation

  Press (Settings/Registration) → [Function Settings] → [Copy] → [Auto Orientation] → [On] → [OK].



- For more information, see e-Manual > Settings/Registration.

Q29

Can I specify the scan settings from the computer and then store for the original loaded in the machine?

A

It is possible if you are using Windows. Install the Network ScanGear Driver in your computer, and then switch the network scan function to online.

- To Install the Driver:

  Install using the UFR II User Software CD-ROM that comes with the machine.

- To Switch the Network Scan Function to Online:

  Press [Scanner] → [Online].

- For instructions on installing the Network ScanGear Driver, see the Network ScanGear User's Guide on the UFR II User Software CD-ROM.

Q30

Can I make copies or send a facsimile of different size originals at the same time?

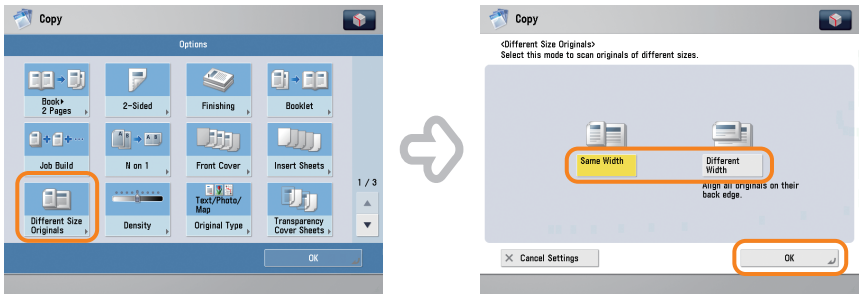
A

You can make copies or send a facsimile of different size originals at the same time by using the Different Size Originals mode.

* The Different Size Originals mode enables you to copy or scan different size originals with the same widths (A3 and A4, or B4 and B5, etc.) or different widths (A3 and B4, or A4 and B5, etc.), together as one group by setting them in the feeder.

● To set:

Press [Copy] or [Fax] → [Options] → [Different Size Originals] → select the type of different size originals → press [OK].



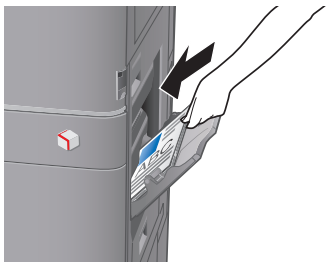
• For more information, see e-Manual > Copy, or Fax.

Q31

Can I print on the reverse side of the preprinted paper?

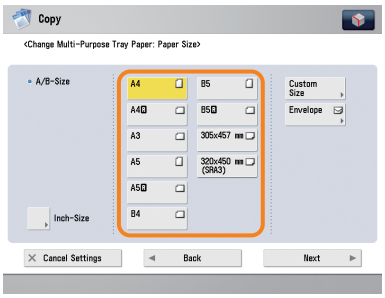
A

Load the paper into the Multi-Purpose Tray to print on the reverse side of the preprinted paper.



- To set:

  Load the side to print on facing down into the Multi-Purpose Tray, select the paper size → press [Next] → select the paper type → press [2nd Side of 2-Sided Page] → [OK] → (Start).



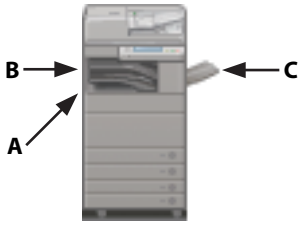
- A paper jam is more likely to occur with paper already printed on compared to new paper even if it is loaded into the Multi-Purpose Tray.

Q32

Can I output paper to a different tray according to the function?

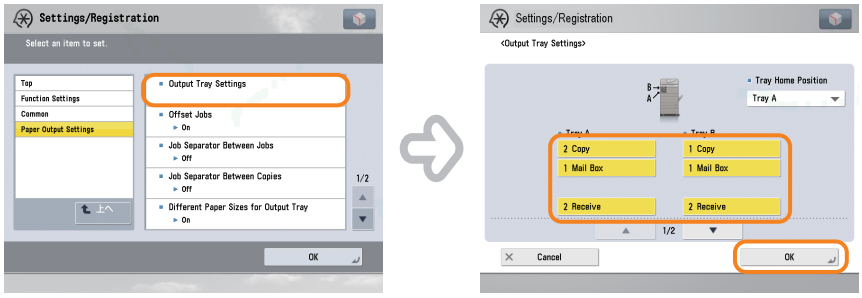
A

You can specify the output tray from [Output Tray Settings] in (Settings/Registration).



- To set:

  Press (Settings/Registration) → [Function Settings] → [Common] → [Paper Output Settings] → [Output Tray Setting] → specify the priority order of the output trays for each function → press [OK].



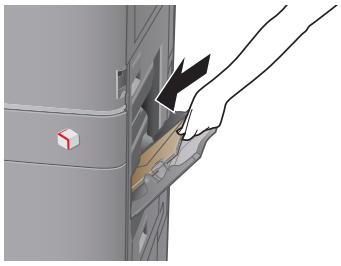
• For more information, see e-Manual > Settings/Registration.

Q33

Can I print on envelopes?

A

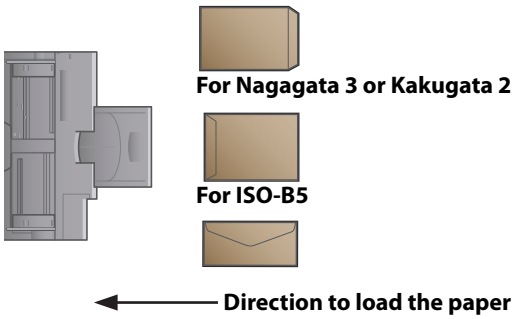
Load the envelopes to print on the Multi-Purpose Tray.



- To set:

  Take about five envelopes, fan them, and then stack them together. Place the envelopes on a level surface, and press all the way around the envelopes by hand to remove any air inside. Open the Multi-Purpose Tray, adjust the slide guides, and then load the envelopes, as shown below.

  Load the envelopes → press [Envelopes] → select the desired envelope type → press [OK] → [OK] → ◎ (Start).



• For more information, see e-Manual > Basic Operations.

Q34

What are the types of paper that I can use?

A

You can load and print on the following paper.

- **Paper Drawer**

  Paper Weight

  52 to 209 g/m^2

  Types of Paper

  Thin, Plain, Recycled, Color, Heavy, Pre-Punched, Transparency, Bond, Tab*, Envelope*

  * Tab paper is available only when the Tab Feeding Attachment Kit is attached to the Paper Drawer 2. Envelope is available only when the Envelope Feeder Attachment is attached to the Paper Drawer 2.

- **Multi-Purpose Tray**

  Paper Weight

  52 to 256 g/m^2

  Types of Paper

  Thin, Plain, Recycled, Color, Heavy, Tracing, Coated, Labels, Pre-Punched, Transparency, Tab, Bond, Envelope, Washi

• For more information on the types of paper you can use, see e-Manual > Basic Operations.

Q35

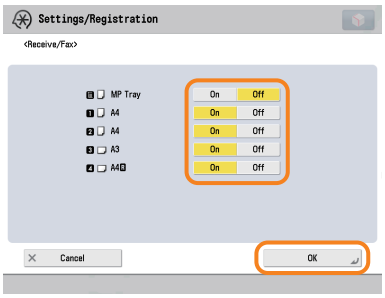
How do I print data received via Fax/I-Fax on paper specified in advance?

A

You can change the paper source from [Paper Drawer Auto Selection On/Off] in (Settings/Registration).

- To set:

  Press (Settings/Registration) → [Function Settings] → [Common] → [Paper Feed Settings] → [Paper Drawer Auto Selection On/Off] → [Receive/Fax] → set the paper source to print the received data to 'On' and the paper source not to use for printing to 'Off' → press [OK] → [OK].



• For more information, see e-Manual > Settings/Registration.

Q36

How can I manage documents that failed to be forwarded?

A

You can specify how to manage jobs that failed to be forwarded in [Handle Files with Forwarding Errors] in (Settings/Registration).

- To set:

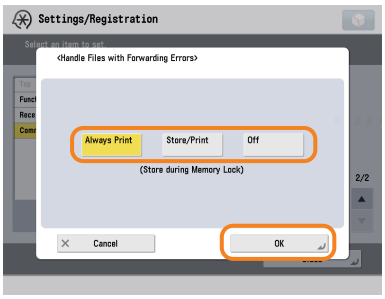
  Press (Settings/Registration) → [Function Settings] → [Receive/Forward] → [Common Settings] → [Handle Files with Forwarding Errors] → select how to manage the forwarding errors → press [OK].

  If you select [Always Print], jobs with forwarding errors are always printed.

  If you select [Store/Print], jobs with forwarding errors are stored in Memory RX Inbox.

  If Fax Memory Lock or I-Fax Memory Lock is set to 'Off,' jobs with forwarding errors are printed.

  If you select [Off], no jobs with forwarding errors are printed.



- For more information, see e-Manual > Settings/Registration.

Q37

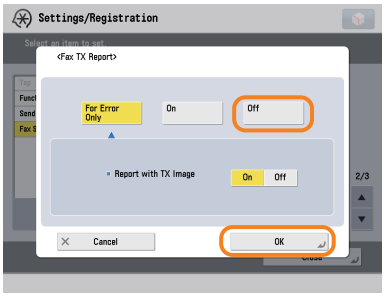
When a fax fails to be sent, both the TX Report and the Fax TX Report are output. Is there a way to not output the Fax TX Report?

A

Disable the Fax TX Report. Specify the following settings.

- Disabling the Fax TX Report

  Press (Settings/Registration) → [Function Settings] → [Send] → [Fax Settings] → [Fax TX Report] → [Off] → [OK].



• For more information, see e-Manual > Settings/Registration.

Q38

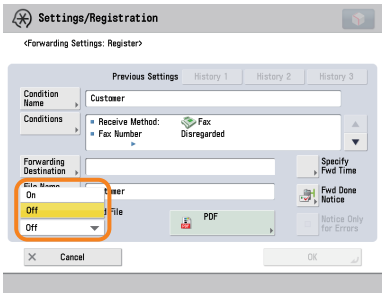
How do I print the data received from specific destinations only?

A

You can set the Store/Print Received File mode in Forwarding Settings to print the data received from specific destinations only.

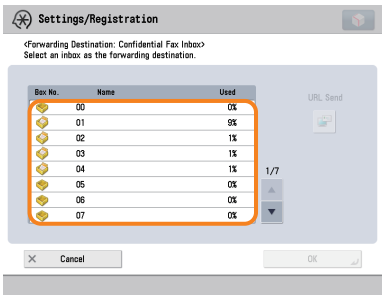
- Printing for Specific Destinations Only

Press (Settings/Registration) → [Function Settings] → [Receive/Forward] → [Common Settings] → [Forwarding Settings] → [Register] → specify the destinations in [Conditions] → set <Store/Print Received File> to 'On' → press [OK] → [Close].



- Forwarding to the Confidential Fax Inbox for Other Destinations

Press (Settings/Registration) → [Function Settings] → [Receive/Forward] → [Common Settings]→ [Forwarding Settings] → [Forward w/o Conditions] → specify the Confidential Fax Inbox as the forwarding destination → press [OK] → [Close].



- If the Fax Memory Lock is being used, received data is stored in the Memory RX Inbox without being printed.
- For more information, see e-Manual > Settings/Registration.

Q39

What is the model number of the staple cartridge for the finisher or the stamp cartridge for the feeder?

A

The consumables for the feeder and finisher are as follows:

Product Name: Stamp Ink Cartridge-C1

Notes: for the feeder

Product Name: Staple Cartridge-D2/D3

Notes: for the Booklet Finisher-C1

Product Name: Staple-J1

Notes: for the Inner Finisher-A1, the Staple Finisher-C1, and the Booklet Finisher-C1

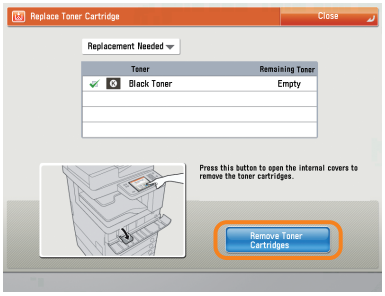
- For instructions on replacing the staple unit or stamp cartridge, see the Maintenance Guide or e-Manual > Maintenance.

Q40

I cannot remove the toner cartridge after the toner replacement cover is opened.

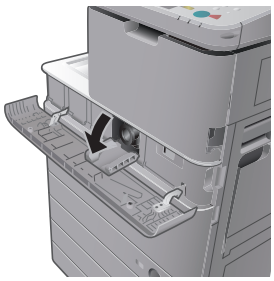
A

Check the touch panel display. The following screen is displayed.



- To remove the toner cartridge:

  Press [Remove Toner Cartridges] → the inner cover for the toner to replace opens → follow the instructions on the touch panel display to remove the toner cartridge.



Black Toner Cartridge

- For more information on replacing the toner cartridge, see the Maintenance Guide or e-Manual > Maintenance.

Q41

A paper jam has occurred. How do I solve this problem?

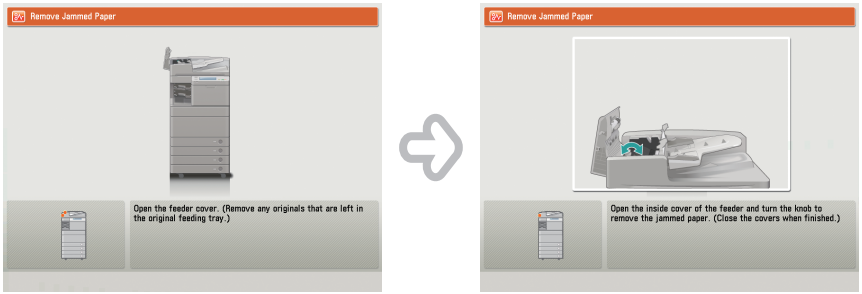
A

How to clear the paper jam appears on the touch panel display:

Follow the instructions to clear the paper jam.

- Fixing Unit (Inside the Main Unit)

- Feeder



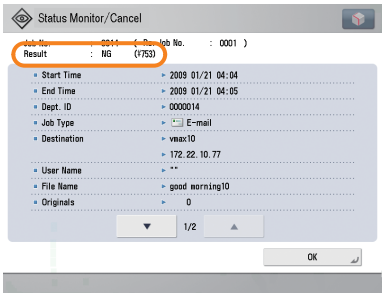
• If the problem is not solved, see the Maintenance Guide or e-Manual > Maintenance.

Q42

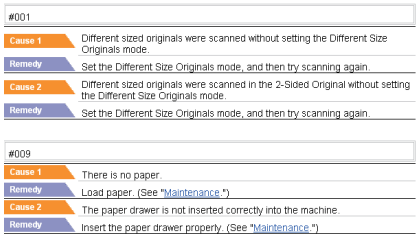
Numbers such as #751 and #801 are displayed on the touch panel display. What does this mean?

A

These are error codes indicating that a job or operation did not complete successfully. This is displayed on the Details screen from [Log] on the Status Monitor/Cancel screen.



Perform the necessary procedures by referring to the cause and remedy for the error codes listed on the e-Manual > Problem Solving, Scan and Send, or Fax.



• For instructions on using (Status Monitor/Cancel), see e-Manual > Status Monitor/Cancel.

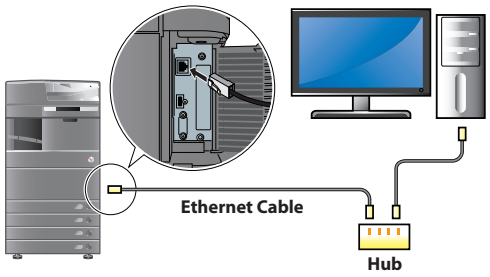
Q43

I cannot print from the computer. Did the machine malfunction?

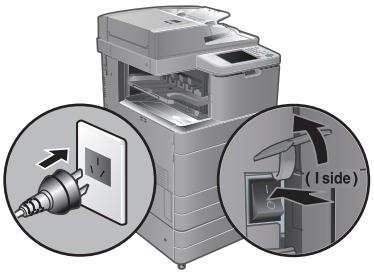
A

Check the following possible causes:

- **Is the network cable disconnected?**
- **Is it possible that there is a network problem?**



- **Is the machine turned ON?**
- **Is there a paper jam or a toner shortage?**



- **Did you exceed the maximum number of prints set by the Department ID Management?**

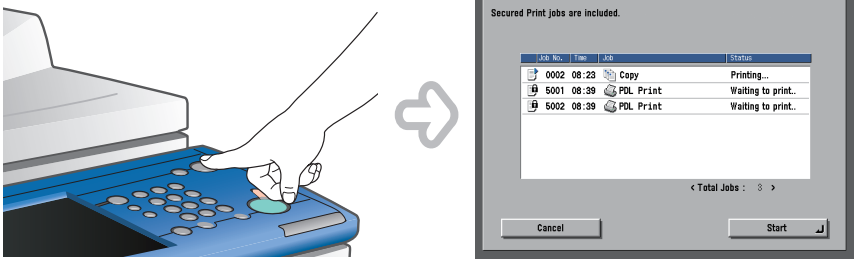
• For network trouble or Department ID Management settings, contact your System Manager.

Q44

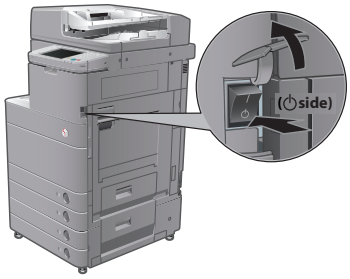
It seems as though turning OFF the machine is different from the previous imageRUNNER. I am afraid that this may be a wrong operation.

A

For the previous imageRUNNER, you needed to press and hold the control panel power switch for more than three seconds before the machine goes to the Shutdown mode.



However, for the imageRUNNER ADVANCE, you just need to push the main power switch, located on the right side of the machine, toward the "⏻" side.



• For instructions on turning OFF the main power, see e-Manual > Before You Start Using This Machine.

Q45

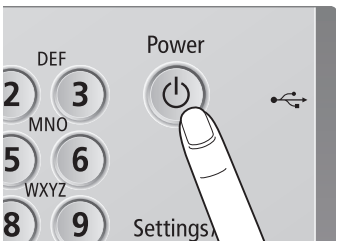
The touch panel display becomes completely black automatically.

A

This is because the Auto Sleep mode is set.

- If the touch panel display is turned OFF:

  Press the control panel power switch.



- To change the Auto Sleep Time:

  Press (Settings/Registration) → [Preferences] → [Timer/Energy Settings] → [Auto Sleep Time] → specify the time → press [OK].

- For more information on the Sleep mode, see e-Manual > Basic Operations.

Q46

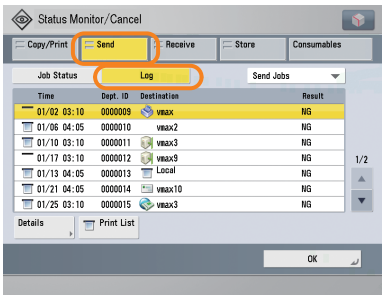
I have just sent an important document via facsimile.
Can I check to make sure that it was sent correctly?

A

You can check the send job status from the Status Monitor/Cancel screen or check that the sent transmission was completed using the Job Done Notice mode.

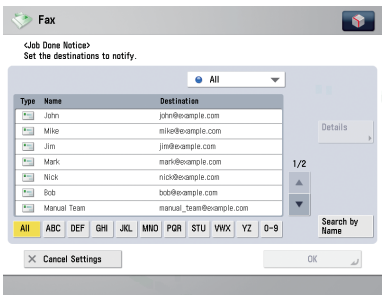
- To check from the Status Monitor/Cancel screen:

  Press (Status Monitor/Cancel) → [Send] → [Log] → check that the sent job is listed.



- To receive send result via e-mail:

  Press [Fax] → [Options] → [Job Done Notice] → specify the e-mail address where you want to receive the result.



- If the Fax TX Report is set, you can output and check the Fax TX Report every time. Also, if the Fax Activity Report is set, you can output and check Fax Report from the past. For more information, see e-Manual > Settings/Registration.

Q47

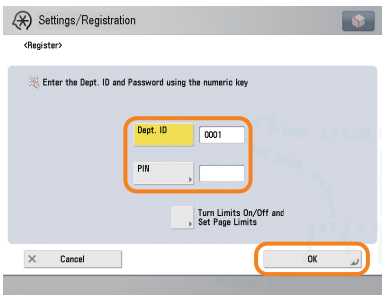
Can I restrict the number of color copies/prints?

A

If Department ID Management is used, you can restrict the color output within groups.

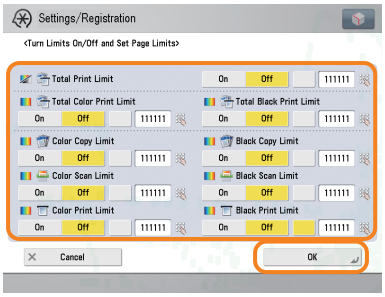
- Setting the Department ID Management and Registering the PIN:

  Press (Settings/Registration) → [Management Settings] → [User Management] → [Department ID Management] → [On] → [Register PIN] → [Register] → enter the Department ID and PIN → press [OK].



- Setting the Page Limits:

  Press (Settings/Registration) → [Management Settings] → [User Management] → [Department ID Management] → [On] → [Register PIN] → [Register] → [Turn Limits On/Off and Set Page Limits] → specify the page limit settings → press [OK].



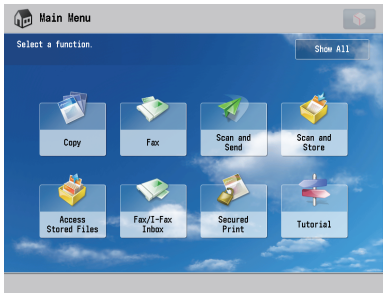
- To perform this procedure, you must have administrator privileges. For more information, see e-Manual > Security.
- You can also change the default settings for the Copy screen from the Color mode to the Black mode. For more information, see p. 5 in this manual.

Q48

Can I change the language displayed on the touch panel display?

A

You can change the language displayed from [Language/Keyboard Switch] in (Settings/Registration).

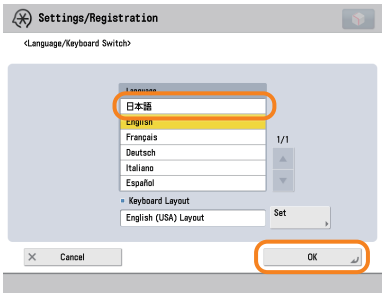


Displayed Language: English

Displayed Language: Other

● To set:

Press (Settings/Registration) → [Preferences] → [Display Settings] → [Language/Keyboard Switch On/Off] → [On] → [OK] → [Language/Keyboard Switch] → select the language to display → press [OK].



- If you press on the Main Menu screen → [Other Main Menu Settings] → enable the [Display Language/Keyboard Switch] setting, the shortcut button for changing the displayed language is displayed on the Main Menu screen. For more information, see e-Manual > Basic Operations.

Q49

Can I change the screen or the order that the functions are displayed on the touch panel display when the power is turned ON?

A

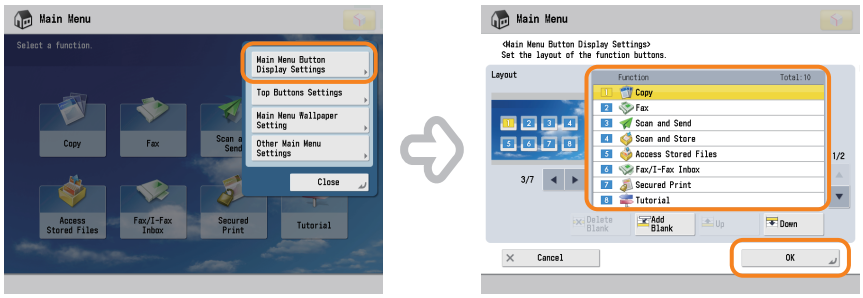
You can change the default display that appears after the machine is turned ON from [Default Screen at Startup] in (Settings/Registration). You can also change the order that the functions are displayed or the layout from [Main Menu Button Display Settings] in .

- Setting the Default Display That Appears after the Machine Is Turned ON:

  Press (Settings/Registration) → [Preferences] → [Display Settings] → [Default Screen at Startup] → select the settings → press [OK].

- Changing the Displayed Function:

  Press → [Main Menu Button Display Settings] → select the layout or the order to display the function key → press [OK].



- To perform this procedure, you must have administrator privileges. For more information, see e-Manual > Security.
- You can also recall the settings that are previously stored as settings for frequently used functions from (Quick Menu). For more information, see e-Manual > Quick Menu.

Q50

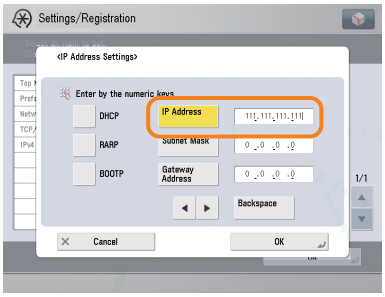
I want to check the IP address for this machine to run the Remote UI, but I do not know how to check it.

A

You can check the IP address from the touch panel display of this machine.

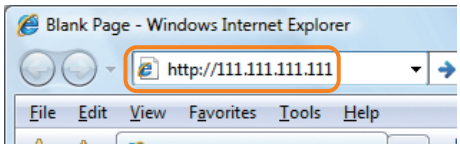
- Checking the IP Address of This Machine:

  Press (Settings/Registration) → [Preferences] → [Network] → [TCP/IP Settings] → select [IPv4 Settings] or [IPv6 Settings] → [Use IPv4] or [Use IPv6] → [On] → press [IP Address Settings] (IPv4) or [Manual Address Settings] (IPv6).



- Starting the Remote UI:

  Run the Web browser for the computer → enter 'http://<IP address of the machine>' into [Address].



- If the Remote UI does not run, check the settings for this machine. If [Remote UI] is set to 'Off' in License/Other in Management Settings (Settings/Registration), the Remote UI does not run.

Q51

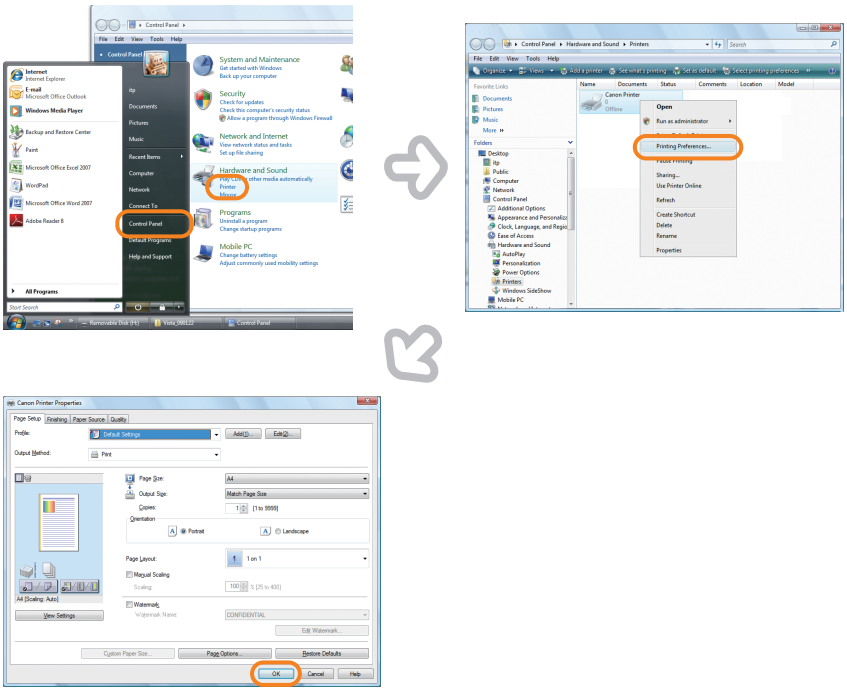
Can I change the default settings of the printer driver?

A

You can change the default settings of the printer driver from the computer you are using. This section describes the default settings of the Windows Printer Driver.

- To set:

  On the [Start] menu, click [Control Panel] → [Printer] → right-click the printer icon → click [Printing Preferences] → specify the printer settings → click [OK].



- For information on changing the default settings of the printer driver for Macintosh, see e-Manual > Printing from a Computer (Mac).

Q52

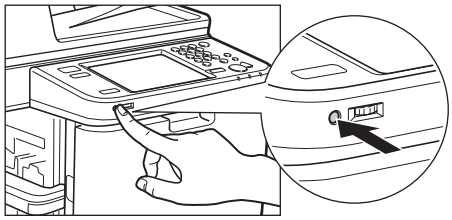
Is there a way to adjust the sound heard when fax sending/receiving is complete?

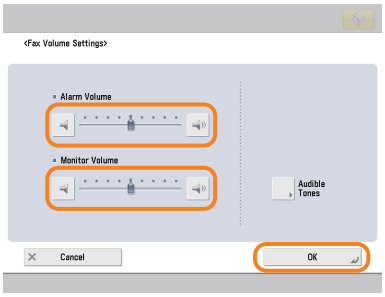
A

You can use (Volume Settings) on the control panel to adjust the volume.

- To set:

  Press (Volume Settings) → press [ ] or [ ] to adjust the Alarm Volume and Monitor Volume → press [OK].



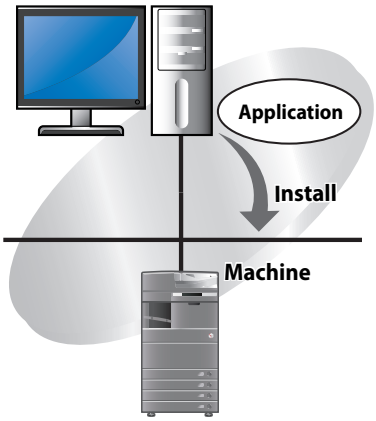


Q53

What is MEAP?

A

MEAP stands for Multifunctional Embedded Application Platform and is a software platform for the Canon multitasking machines. You can expand the functions or customize them by installing the MEAP application from the computer to the multitasking machine.



• For more information, see e-Manual > MEAP.

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