Canon

FAQ Guide

imageRUNNER ADVANCE 6575i/6565i/6555i

Please read "Important Safety Instructions" before operating this product. ⇒P.36

After you finish reading this guide, store it in a safe place for future reference.

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

You can access **canon.com/oip-manual** to read the User's Guide that describes all functions of this machine.

What is Your Question?

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What's Your Problem?

The Machine Does Not Operate

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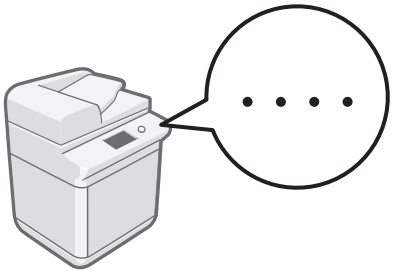

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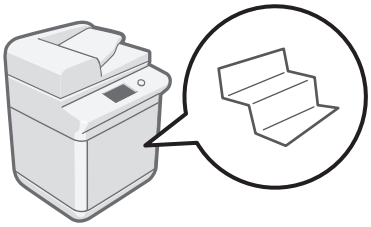

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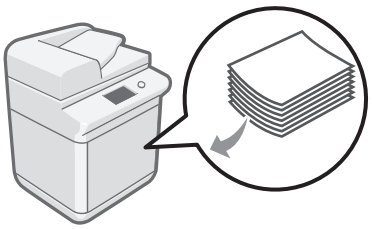

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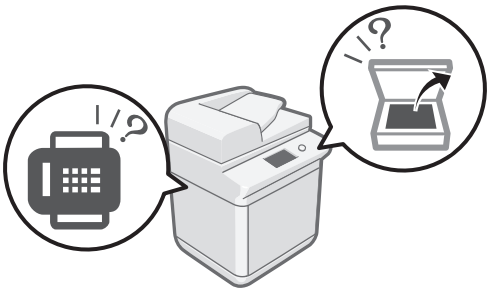

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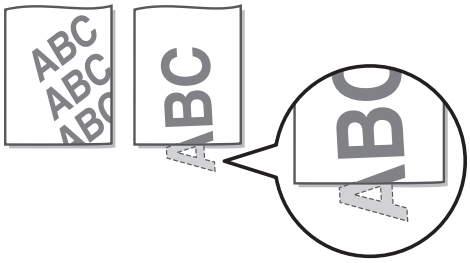

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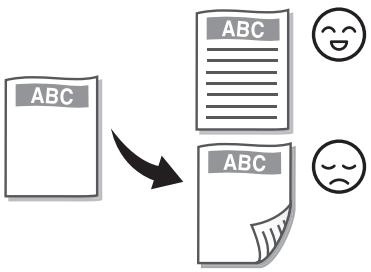

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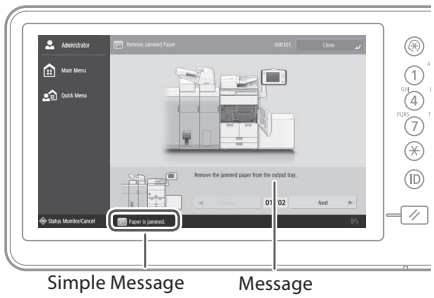
The Machine Does Not Operate

Check the following first

Check 1

Is a message displayed on the touch panel display?

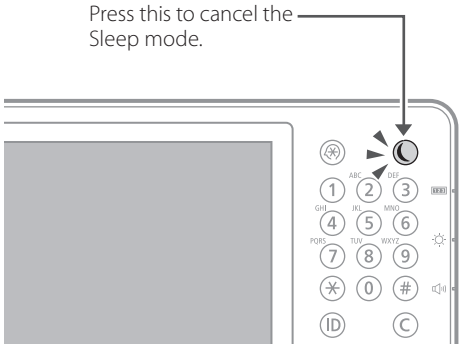


NOTE

If an error message is displayed P.28

Check 2

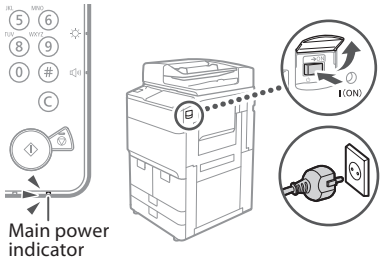
Is ☾ lit?



Check 3

Is the main power indicator Off?

If the main power indicator does not light when you turn the main power ON, check the power plug and the breaker.



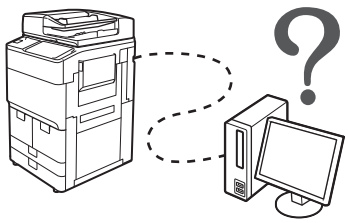
Location of the breaker

User's Guide
0WR8-01H Search
How to use the search number P.43

Check 4

Is the machine correctly connected to the computer?

Check the network connection.



Setting the network environment

User's Guide
0WR8-006 Search
How to use the search number P.43

The Machine Does Not Respond to the Computer

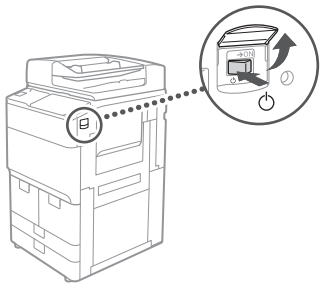
Solution 1

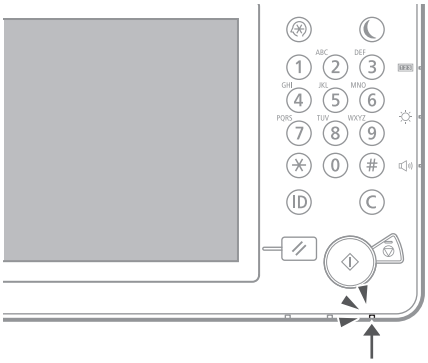
Restart the machine.

1. Press the main power switch to turn off the machine.

CAUTION!

Note that turning OFF the machine deletes the data that is waiting to be printed.

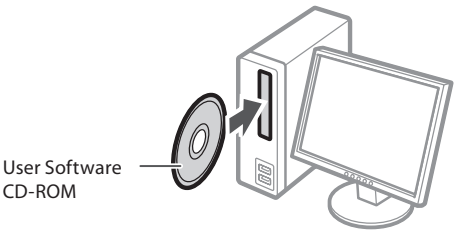




2. Check that the main power indicator has turned off.
3. Wait 10 seconds or more and press the power switch again.

Solution 2

Install the printer driver again.



NOTE

For more information P.25

Solution 3

Set the IP address again.

Setup Guide
User's Guide
0WR8-003 Search

How to use the search number P.43

How to Load Paper

Loading Paper in the Paper Deck

CAUTION!

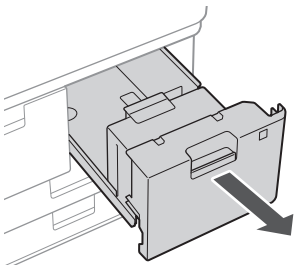
Of the A4 size, you can load the preset size of paper in the paper deck.

NOTE

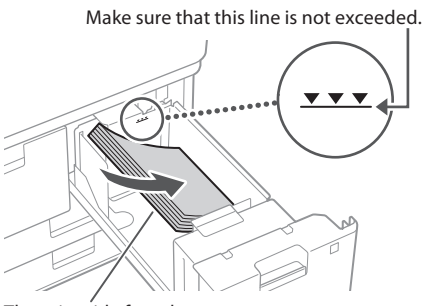
When loading paper in the optional paper deck.

User's Guide

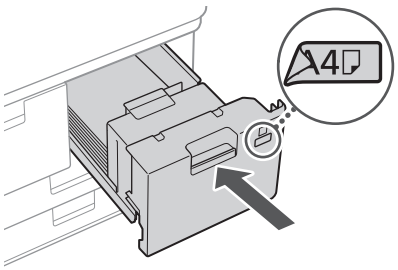
1



2 First fan the paper stack well and then load it.



3



If you have loaded paper in this paper deck for the first time, attach the appropriate paper size label to the paper deck.

CAUTION!

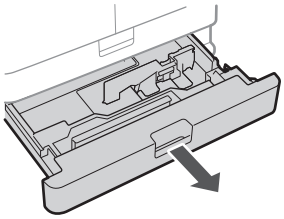
When you have loaded a different type of paper than the preset one, be sure to change the paper type setting.

For more information

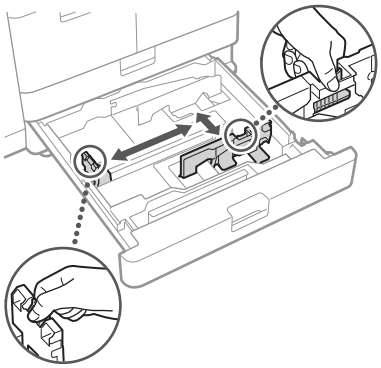
P.7, step 5 and following

Loading Paper in the Paper Drawer

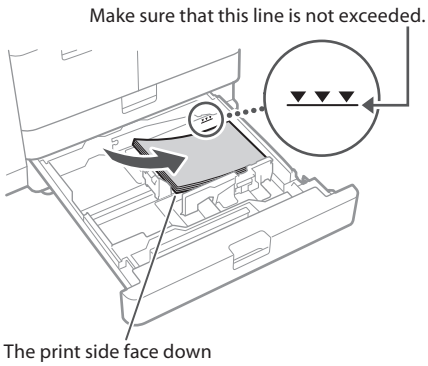
1



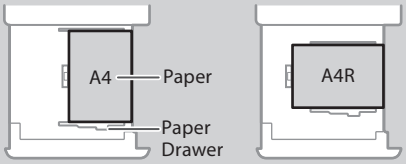
2 Adjust the position of the slide guides.



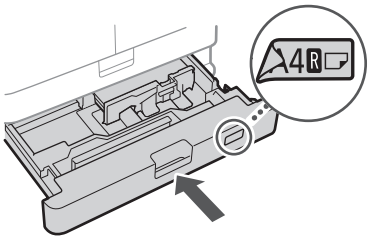
3 First fan the paper stack well and then load it.



Paper Orientation

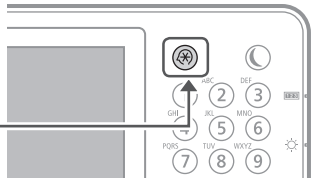


4



If you have loaded paper in this paper drawer for the first time, attach the appropriate paper size label to the paper drawer.

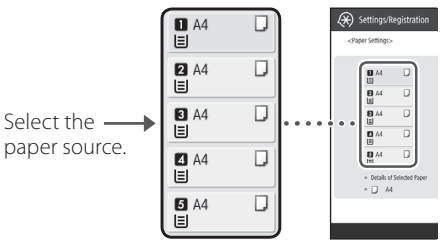
5

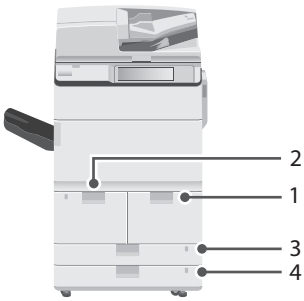


6

Press [Preferences] ▶ [Paper Settings] ▶ [Paper Settings] on the touch panel display.

7





POINT

Any paper source other than **1** to **4** is optional.
For more information ➔ User's Guide

8

1. Check the paper size.

POINT

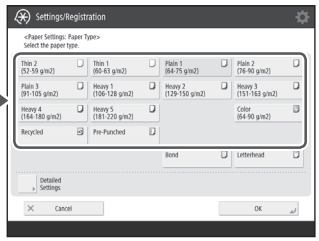
If the displayed paper size is different from the loaded paper size, adjust the slide guides.

2. Press [OK].

When you have loaded a different type of paper than the preset one

In the screen for this step 8, change the paper type setting.

1. Press [Set].



2. Select the paper type.

CAUTION!

Make sure to press [Detailed Settings] to check the basis weight of the paper.

3. Press [OK].

When you have loaded custom size paper

Set the paper size manually.

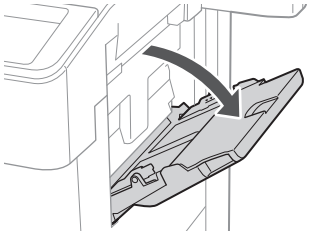
When loading free size paper (custom size paper) ➔ User's Guide
0WR8-02A Search

How to use the search number P.43

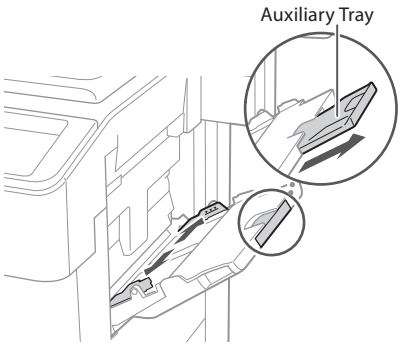
How to Load Paper

Loading Paper in the Multi-Purpose Tray

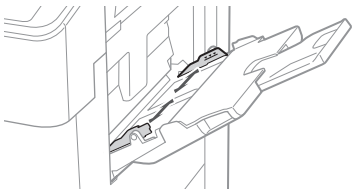
1



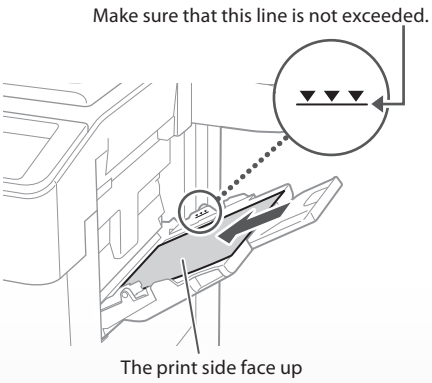
2 Extend the slide guides.



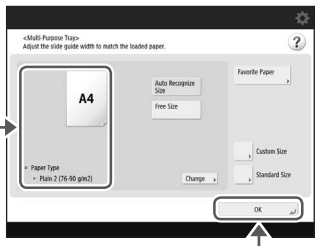
3 Adjust the slide guides to match the size of the paper.



4 First fan the paper stack well and then load it.



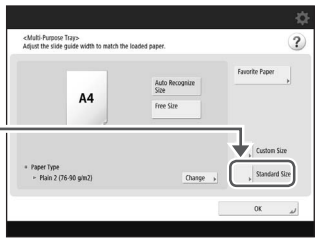
5



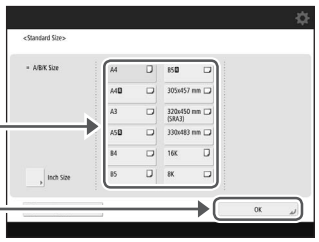
If the paper size/type setting does not match the paper you have loaded

In the screen for this step 5, change the setting manually.

1

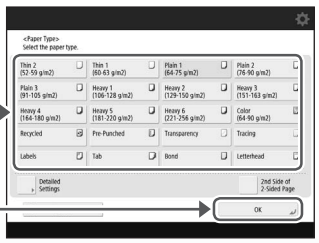


2



3 Press [Change] in [Paper Type].

4



Available paper types 0WR8-0RR Search

How to use the search number P.43

When loading paper in the optional Document insertion

When you have loaded custom size paper

Set the paper size manually.

When loading free size paper (custom size paper) User's Guide

0WR8-02C Search

How to use the search number P.43

Printing on the back side of printed paper

1. Load paper in the multi-purpose tray the print side face up.
2. In the [Paper Type] selection screen, press [2nd Side of 2-Sided Page].

CAUTION!

For this operation, paper can only be loaded in the multi-purpose tray.

POINT

You can use only paper printed with this machine.

For the loading procedures, see the User's Guide.

Document Insertion/Folding Unit-J1
User's Guide
0WR8-0SK Search

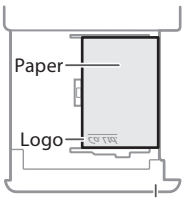
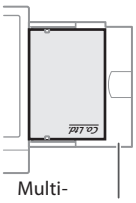
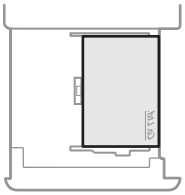
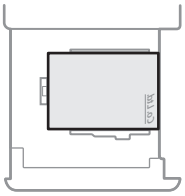
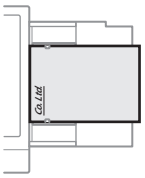
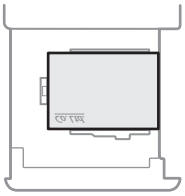
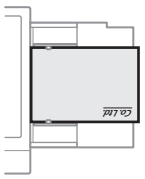
How to use the search number P.43

How to Load Paper

Loading Paper with Printed Logos

Refer to the table below to load paper with printed logos.

Example: Paper size: A4

Orientation		Printing result
Paper Deck*/Paper Drawer	Multi-Purpose Tray	
 Paper Drawer		
		
 *Cannot be loaded in the Paper Deck.		
 *Cannot be loaded in the Paper Deck.		

NOTE

Basic Paper Loading Operations

- For paper deck/paper drawer P.6
- For multi-purpose tray P.8
- For optional paper sources User's Guide

Loading Tab Paper

CAUTION!

You can load index paper in a paper drawer, the optional POD Deck Lite, or the optional Document Insertion.

NOTE

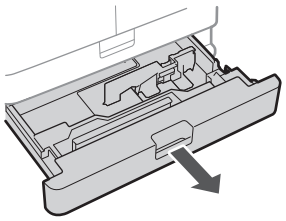
When loading paper in the POD Deck Lite.

User's Guide

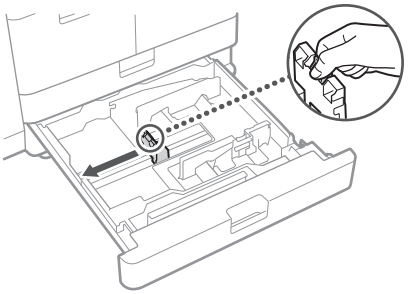
When loading paper in the Document Insertion.

User's Guide

1

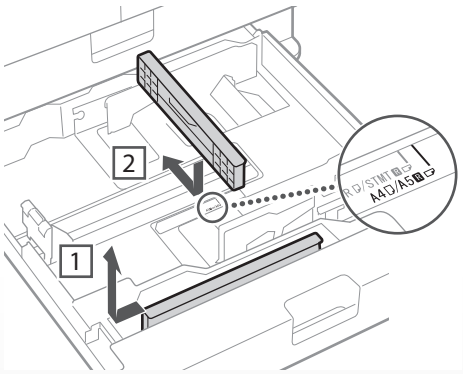


2 Move the slide guide to the leftmost position.

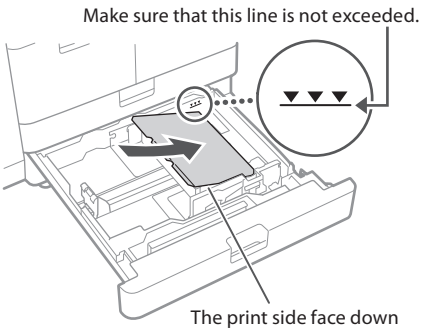


3 Set the Tab Feeding Attachment Kit in position.

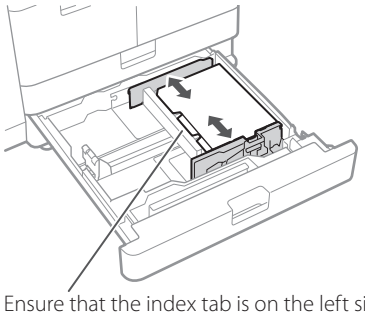
1. Remove the Tab Feeding Attachment Kit.
2. Place the removed kit in position for A4 paper size.



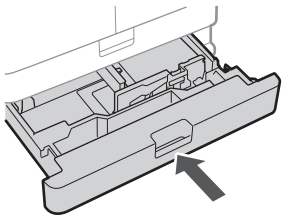
4 Load the tab paper.



5 Adjust the slide guide to the tab paper.



6



7 Set the paper size and type as necessary.

Changing Paper Settings

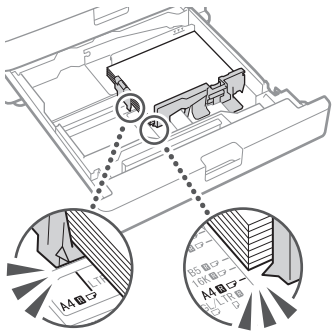
P.7, step 5 and following

Printing Results Are Not Satisfactory

Images Are Shifted/Slanted/ Skewed

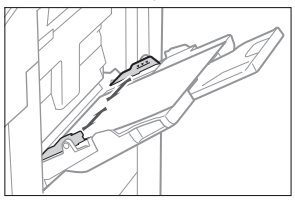
Solution

Adjust the slide guides.



Adjust the guide exactly.

Multi-purpose tray



Irregularities Appear in Images/Images Are Faint

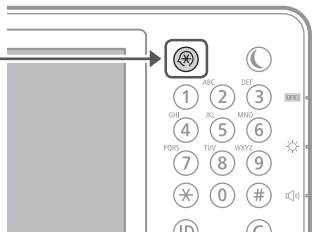
Solution 1

The paper may have absorbed moisture. Replace it with paper that has not absorbed moisture.

Solution 2

Perform gradation adjustment.

1. Press



2. Press [Adjustment/Maintenance] ▶ [Adjust Image Quality] ▶ [Auto Adjust Gradation] on the touch panel display.

Follow the instructions in the screen to perform gradation adjustment.

For more information, see the User's Guide.

Adjusting gradation
User's Guide
0WR8-0KY Search

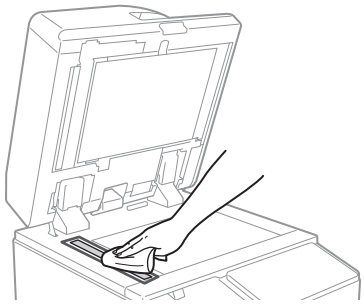
How to use the search number P.43

Black Streaks Appear in Images

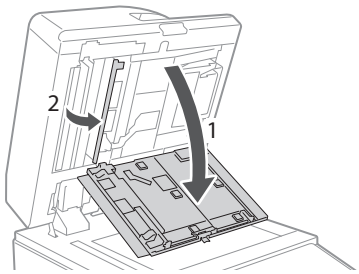
Solution

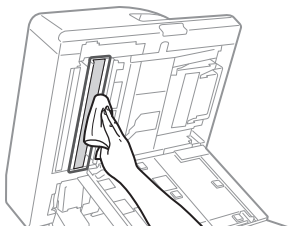
Clean the document feed scanning areas.

1. Turn OFF the machine, and unplug the power plug from the AC power outlet.
2. Open the feeder, and clean the lower side document feed scanning area using the supplied glass-cleaning sheet.



3. Open the cover, and clean the upper side document feed scanning area.





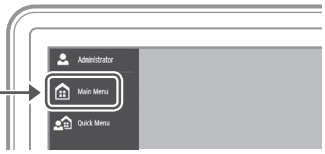
4. Close the cover back, plug the power plug into the AC power outlet, and turn ON the machine.

Bleed-through Occurs

Solution

Set a lower background density.

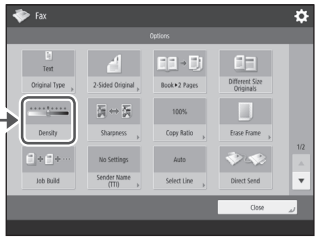
1. Press

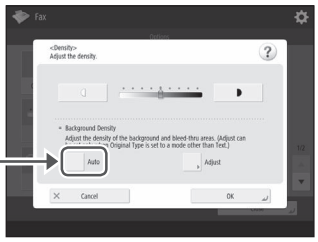


2. On the touch panel display, select the function for which you want to set a lower background density.
3. Press [Options].

Example: Fax

4. Press





5. Press

POINT

To make a manual adjustment, press [Adjust] and adjust the background density with [–] and [+] ▶ press [OK].

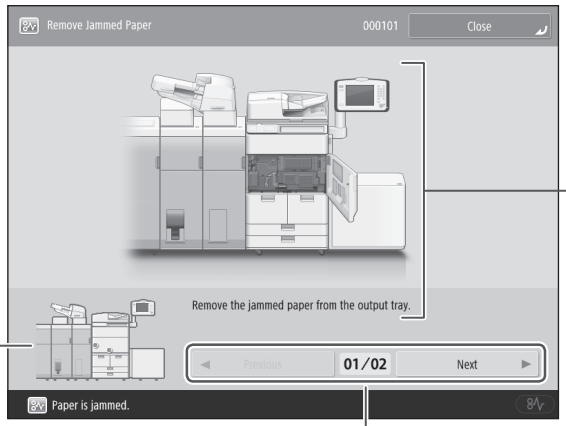
6. Press [OK].

If Paper Jams Occur

Paper Jams Occur

If paper jams occur, a screen like the following appears on the touch panel display.

Follow the instructions in the screen to remove the jammed paper.



POINT

The screen disappears once all the jammed paper is removed and all the machine's covers and drawers are closed correctly.

If you do not understand the remedy by referring to the screen

See the User's Guide to make sure of the remedy.

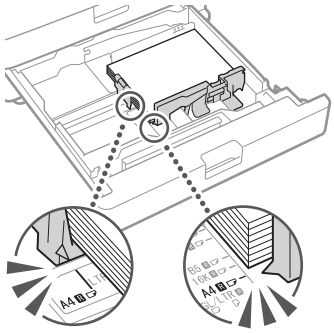
Paper jams
User's Guide
0WR8-0L8 Search

How to use the search number P.43

Paper Jams Occur Frequently

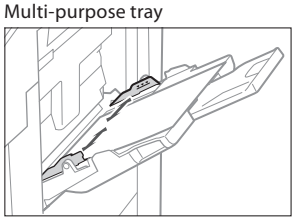
Solution 1

Adjust the slide guides.



Adjust the guide exactly.

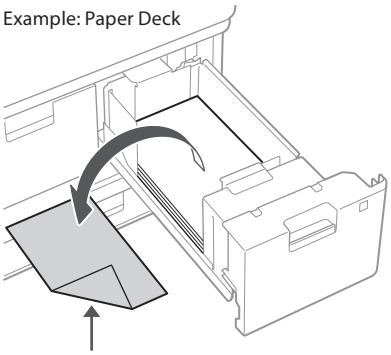
Multi-purpose tray



Solution 2

Check if the paper is bent.

Example: Paper Deck

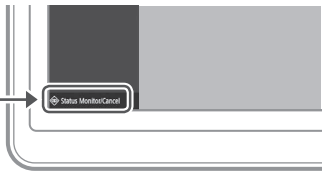


Unbend or remove the bent paper.

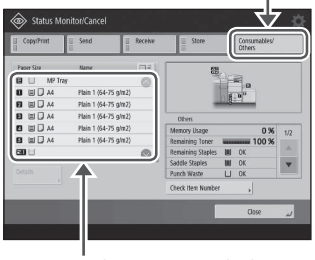
Solution 3

Check the paper type setting.

1. Press



2. Press



3. If the paper type setting does not match the loaded paper, change the setting.
   - For paper deck/paper drawer P.6
   - For multi-purpose tray P.8
   - For optional paper sources User's Guide

Solution 4

Remove paper fractures.

If you forcibly remove the jammed paper, torn scraps of paper may remain in the main unit or optional devices. If paper tears, check that there are no scraps of paper inside and try to remove all of the scraps (Do not try to pull out the jammed paper forcibly).

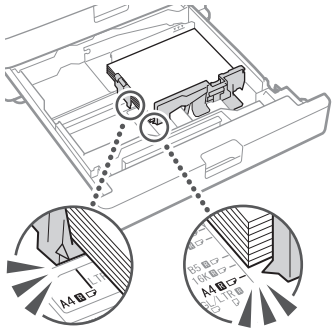
Loading Paper or Paper Settings Cannot Be Done Successfully

Paper Is Not Fed

Solution 1

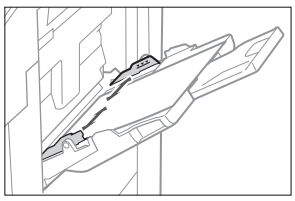
Open the paper source to check whether paper has been loaded properly.

- **Adjust the slide guides**



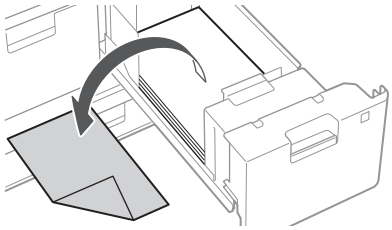
Adjust the guide exactly.

Multi-purpose tray



- **Check if the paper is bent.**

  Unbend or remove the bent paper.



- **Check if the paper is sticking together.**

  First fan the paper stack well and then load it.

- **Check whether the appropriate paper has been loaded in the paper source.**

Available paper types → User's Guide

0WR8-0RR Search

How to use the search number → P.43

- **Remove the excess amount of paper.**

Capacity of Paper Sources

→ User's Guide

0WR8-0RR Search

How to use the search number → P.43

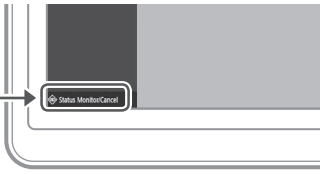
- **Load paper of the same size and same type in the same paper source.**

  You cannot load paper of different sizes or different types in one paper source.

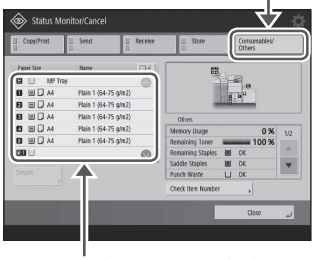
Solution 2

Check the paper type setting.

1. Press



2. Press

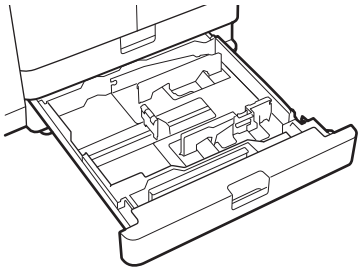


3. If the paper type setting does not match the loaded paper, change the setting.
   - For paper deck/paper drawer → P.6
   - For multi-purpose tray → P.8
   - For optional paper sources → User's Guide

If the "Load paper." Message Is Displayed

Solution 1

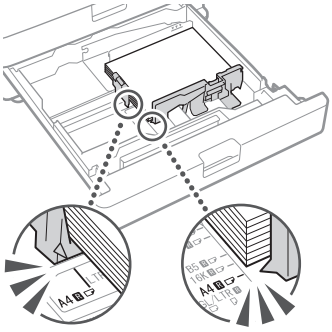
Replenish paper.



If the paper source is vacant, replenish paper.

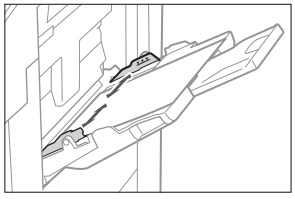
Solution 2

Adjust the slide guides.



Adjust the guide exactly.

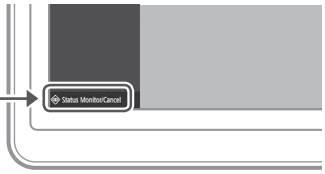
Multi-purpose tray



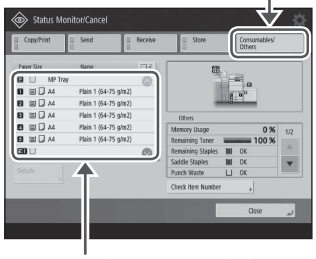
Solution 3

Check the paper type setting.

1. Press



2. Press

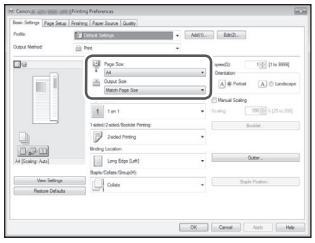


3. If the paper type setting does not match the loaded paper, change the setting.
   - For paper deck/paper drawer P.6
   - For multi-purpose tray P.8
   - For optional paper sources User's Guide

Solution 4

Make sure that the paper size setting matches the size of the loaded paper.

1. Check the paper Size in the [Printing Preferences] screen of the printer driver.



2. Load paper of the size matching the paper size setting.

POINT

To print on paper of a size not matching the paper size setting, set [Output Size] for the size of that paper.

Loading Paper or Paper Settings Cannot Be Done Successfully

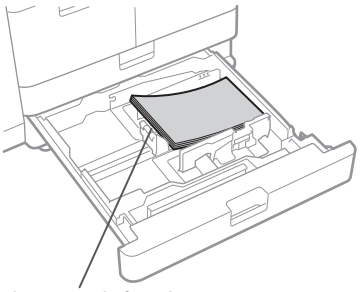
Printing Cannot Be Performed on the Expected Side of Paper

Solution

Load paper in the correct orientation and with the correct side face up/ down.

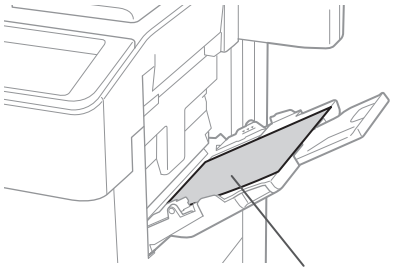
1. Check the loaded paper for correct orientation and correct printing side.

Paper Deck/Paper Drawer



The print side face down

Multi-Purpose Tray



The print side face up

NOTE

For optional paper sources User's Guide

2. If the check result indicates that the paper is not loaded correctly, reload the paper correctly.

Printing Cannot Be Performed with the Expected Size

Solution

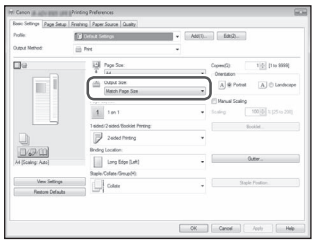
Make sure that the paper size setting matches the size of the loaded paper.

1. Replace the loaded paper with paper of the size you want to print.

POINT

If you want to print on the loaded paper, skip this step 1.

2. Change the printer driver's setting of [Output Size] so as to match with the paper to be printed on.



In Two-Sided Printing, the Print Direction Differs between the Front and Back Sides of the Paper

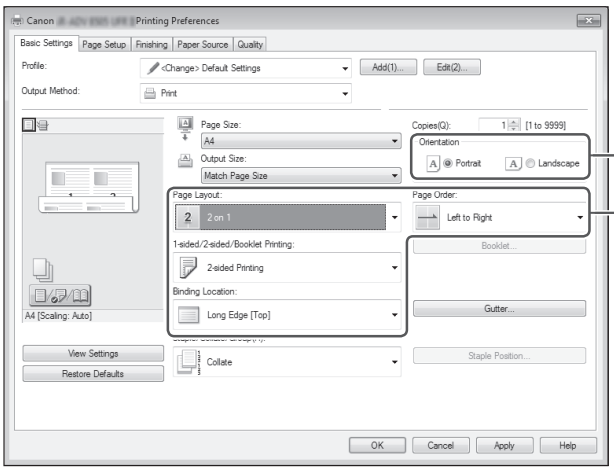
Solution

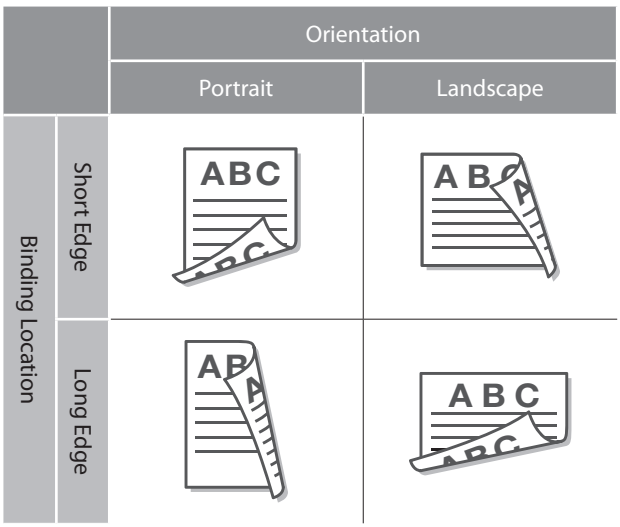
Make settings for two-sided printing.

1. In the application's print setting screen, select the print direction.
2. In the [Printing Preferences] screen of the driver, set [Orientation] for the direction selected in step 1.
3. While viewing the preview image, make settings in the order of: [Page Layout] ▶ *[Page Order] ▶ [1-sided/2-sided/Booklet Printing] ▶ [Binding Location].

POINT

* [Page Order] is only displayed when you set [Page Layout] to [2 on 1] or other option for printing multiple pages on one physical.



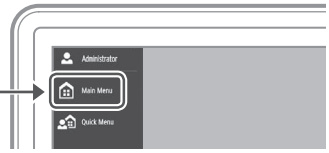


Scan/Fax Cannot Be Performed Successfully

If You Cannot Send Documents to a Server Using [Scan and Send]

Check the server information.

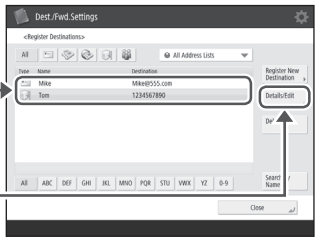
If you have updated something including the login password for the server (computer), change the information registered to the address book/one-touch buttons.



1. Press

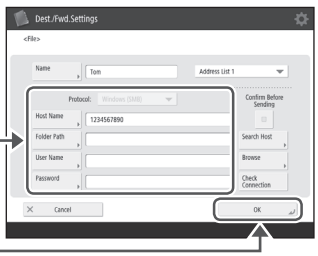
2. Press [Dest./Fwd. Settings] ▶ [Register Destinations] on the touch panel display.

Example: Address book



3. Select the destination.

4. Press



5. Change the registered information.

6. Press

POINT

To check the connection after changing the registered information, press [Check Connection].

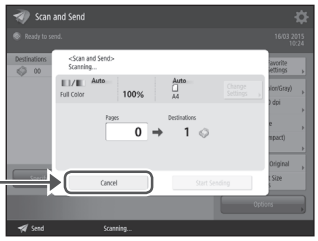
NOTE

For more information P.21 "To change registered information"

Stopping Scanning/Faxing

To stop the paper feed

Press

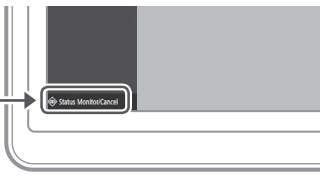


POINT

You can also stop the paper feed by pressing ◇ on the control panel.

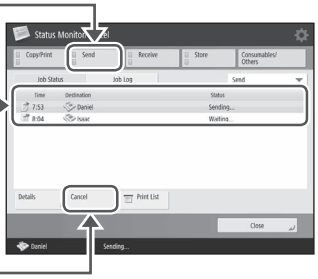
To cancel the sending of scanned data

1. Press



2. Press

3. Select the document you want to cancel.



4. Press

5. Press [Yes].

Scanned Documents Cannot Be E-Mailed

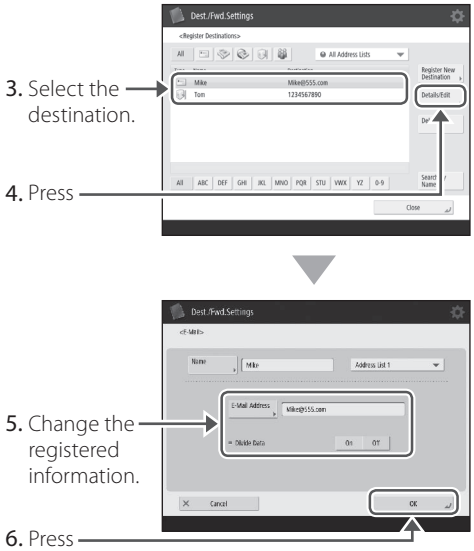
Solution 1

Check the information of the destination.

If any update has been done, change the information registered to the address book/one-touch buttons.

1. Press on the touch panel display
2. Press [Dest./Fwd. Settings] ▶ [Register Destinations].

Example: Address book



NOTE

For more information "To change registered information" on the right

Solution 2

If e-mailing of documents is not possible at all, make correct communication settings for the SMTP/DNS server. For the setting procedures, see the User's Guide.

E-mail/I-fax communication settings

0WR8-017 Search

How to use the search number P.43

To change registered information

When the information registered to the address book/one-touch buttons, edit and re-register it.

Editing the address book

User's Guide

0WR8-035 Search

Editing the one-touch buttons

User's Guide

0WR8-037 Search

How to use the search number P.43

Scan/Fax Cannot Be Performed Successfully

If You Cannot Send/Forward Faxes

Solution

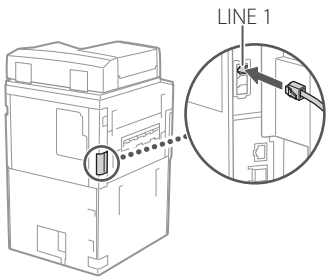
Check the information of the destination.

Check if the telephone line is not connected to a wrong location.

1. Call the destination fax number from this machine.

If no beep (dial tone) is heard

The modular cable (the telephone line for faxing) is not connected or is plugged into a wrong connector. Check the modular cable, and plug it into the appropriate connector.

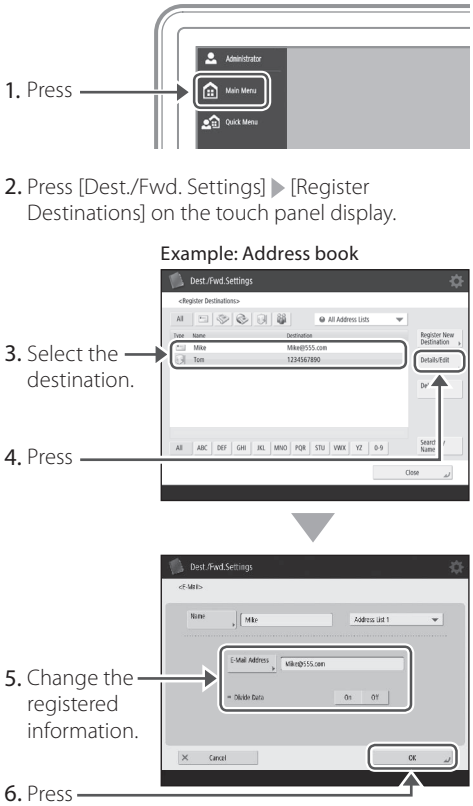


If audio guidance is heard or if the machine cannot be connected to the destination fax number (no fax dial tone is heard)

There may be a problem with the destination or your telephone carrier. Contact the destination.

If you cannot forward faxes

Check the information of the forwarding destination registered to the address book/one-touch buttons. If anything is wrong with the information, correct it.



NOTE

For more information P.23 "To change registered information"

If You Cannot Receive Faxes

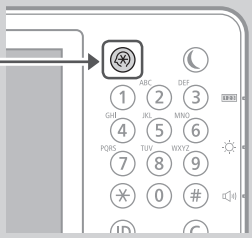
If you are using an optical line or IP telephone line

Communication errors may occur depending on the line quality.
For more information, contact your telephone carrier.

Reduce the fax transmission speed.

Reducing the fax transmission speed may result in a communication error reduction.

1. Press



2. Press [Function Settings] ▶ [Send] ▶ [Fax Settings] on the touch panel display.
3. Press [TX Start Speed].
4. Select a slower speed than the current one.

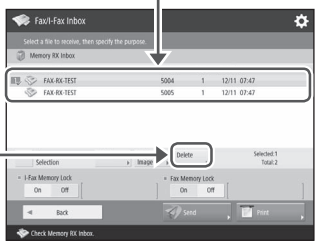
5. Press

Solution

Delete unnecessary documents in the memory to increase the free space.

1. Press

2. Press [Fax/I-Fax Inbox] ▶ [Memory RX Inbox] ▶ [Memory RX Inbox] on the touch panel display.
3. Select unnecessary documents.
4. Press



5. Press [Yes].

To change registered information

When the information registered to the address book/one-touch buttons, edit and re-register it.

Editing the address book
User's Guide
0WR8-035 Search

Editing the one-touch buttons
User's Guide
0WR8-037 Search

How to use the search number P.43

Canceling Copy/Print Jobs

Canceling a Copy Job

To stop the paper feed

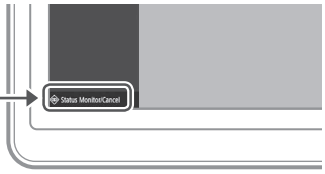
Press

POINT

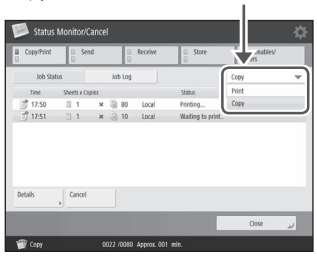
You can also stop the paper feed by pressing on the control panel.

To cancel a copy job waiting to be output

1. Press

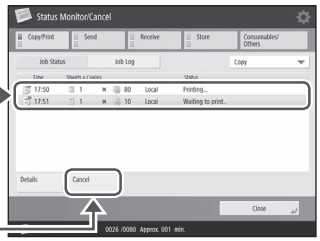


2. Click ▶ Select [Copy] from the menu screen.



3. Select the copy job you want to cancel.

4. Press



5. Press [Yes].

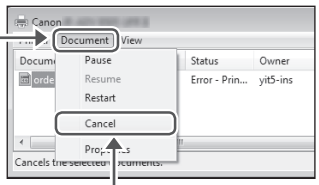
Canceling a Print Job

For Windows OS

1. In the computer screen, double-click the printer icon.

2. Select the file you want to cancel.

3. Click



4. Select [Cancel].

5. Click [Yes].

For Mac OS

1. In the computer screen, click the printer icon on the Dock.

2. Select the file you want to cancel.

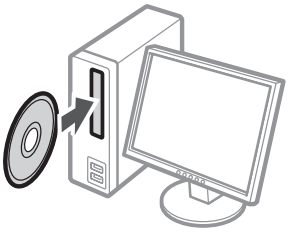
3. Click [Delete].

Installing the Printer Driver

Installing the Printer Driver

Using the User Software CD-ROM

By using the User Software CD-ROM supplied with the machine, you can install the printer driver on your computer with ease.

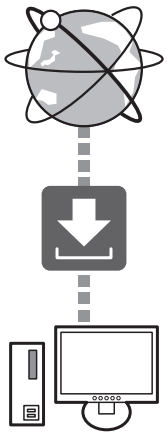


POINT

For details of printer driver installation, see the Driver Installation Guide included on the User Software CD-ROM.

Downloading from the Canon website

You can download the latest printer driver from the Canon website (http://www.canon.com/).



POINT

For details of printer driver installation, see the Driver Installation Guide. The Guide can be downloaded from, or viewed on, the same page of the Canon website as for the printer driver.

Latest OS support information

See the Canon website (http://www.canon.com/).

If a printer driver for this machine is already installed on your computer

Depending on your system environment, it is necessary to uninstall the old driver and install the new one. For the uninstallation procedure, see the Driver Installation Guide.

Replacement Parts

Replacing Consumables by Referring to a Motion Video

When a consumable used in the machine is nearing the time for replacement, a screen prompting you to replace it appears on the touch panel display. Replace the consumable in question by referring to the screen.

1

Example: Toner cartridge

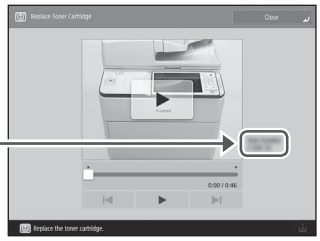
Press

POINT

Depending on the condition of the consumable, a screen like the one shown under step 2 may appear first.

2

Prepare the consumable.



Check the item number.*

* This is an item number identifying a Canon genuine consumables. For high quality printouts, we recommend that you use Canon genuine consumables.

NOTE

List of Consumables P.27

To check the item number of a consumable in the normal operation screen

1. Press ◈ on the touch panel display.
2. Press [Consumables/ Others] ▶ [Check Item Name] ▶ [OK] on the touch panel display.

3

Replace the consumable by referring to the motion video.

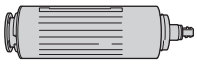
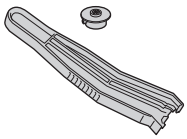
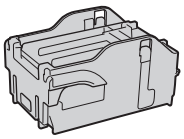
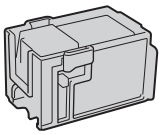
Motion video (showing the replacement procedure)

Use these buttons and bar to operate the video.

POINT

The screen and messages may vary depending on the consumable.

List of Consumables

Type	Item number	Options	Replacement procedure If video guidance does not help you understand the replacement procedure, see the User's Guide
Toner Cartridge 	Contact your local authorized Canon dealer to obtain new Canon genuine toner.	-	Replacing the Toner Cartridge User's Guide 0WR8-0KH Search How to use the search number P.43
Stamp Cartridge 	Stamp Ink Cartridge-C1 This can be used with the following options. • Stamp Unit-B1*	-	Replacing the Stamp Cartridge User's Guide 0WR8-0KJ Search How to use the search number P.43
Staple 	Staple Cartridge-X1 (for the stapler unit)	Staple Finisher-V2 Booklet Finisher-V2	Replacing the Staples User's Guide 0WR8-0KK Search How to use the search number P.43
	Staple Cartridge-Y1 (for the saddle stitcher unit)	Booklet Finisher-V2	

* Depending on the machine you are using, the Stamp Unit-B1 is standard-equipped.

CAUTION!

- Avoid storing toner cartridges vertically.
- Store toner cartridges in a cool place, not exposed to direct sunlight. A preferable environment is one where temperature is not higher than 30°C and humidity is not higher than 80%.

For optimum print quality, using Canon genuine Toner, Cartridge and Parts is recommended.

CANON GENUINE TONER, CARTRIDGE & PARTS

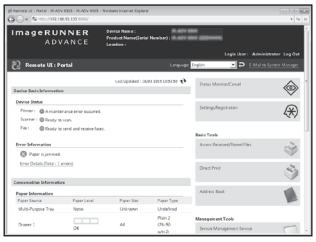
An Error Screen is Displayed

An Error Message is Displayed

If an error occurs during scanning or printing or if a problem occurs with network connection or setting, a message is displayed on the touch panel display or the Remote UI.

Touch Panel Display

Remote UI



For the meaning of each message and a remedy to take, see the User's Guide.

When an error message is displayed

User's Guide

0WR8-0LY Search

How to use the search number P.43

If the "Contact your service representative" Message Is Displayed

When the machine ceases to operate normally due to a trouble, a follow screen appears on the touch panel display. Perform the following procedure.

1 Restart the machine.

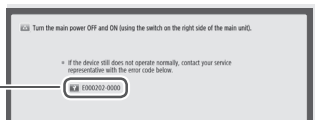
Press the power switch to turn OFF the machine. When 10 or more seconds have elapsed after the main power indicator turned off, turn ON the machine again.

CAUTION!

Note that turning OFF the machine deletes the data that is waiting to be printed.

2 If the message does not disappear, follow the procedure below to contact the service representative.

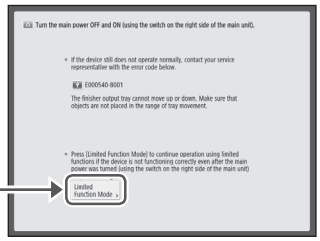
1. Make a note of the code number displayed on the screen.



2. Turn the machine OFF, and disconnect the power plug from the power outlet.
3. Contact your local authorized Canon dealer.

When the [Limited Functions Mode] button is displayed

You can use the machine with part of functions restricted even before the problem is resolved.



1. Press [Limited Function Mode].

2. Press [Yes] to restart the machine.

   The machine enters the limited functions mode. When the problem is resolved, the [Call service representative.] message disappears in the screen at the bottom left.

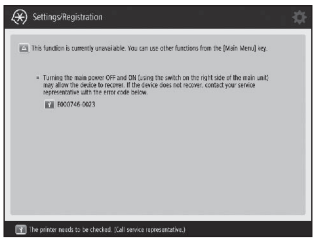
Functions available in the limited functions mode

User's Guide
0WR5-0JU Search

How to use the search number P.43

POINT

When you select a restricted function in the limited functions mode, the following screen appears.

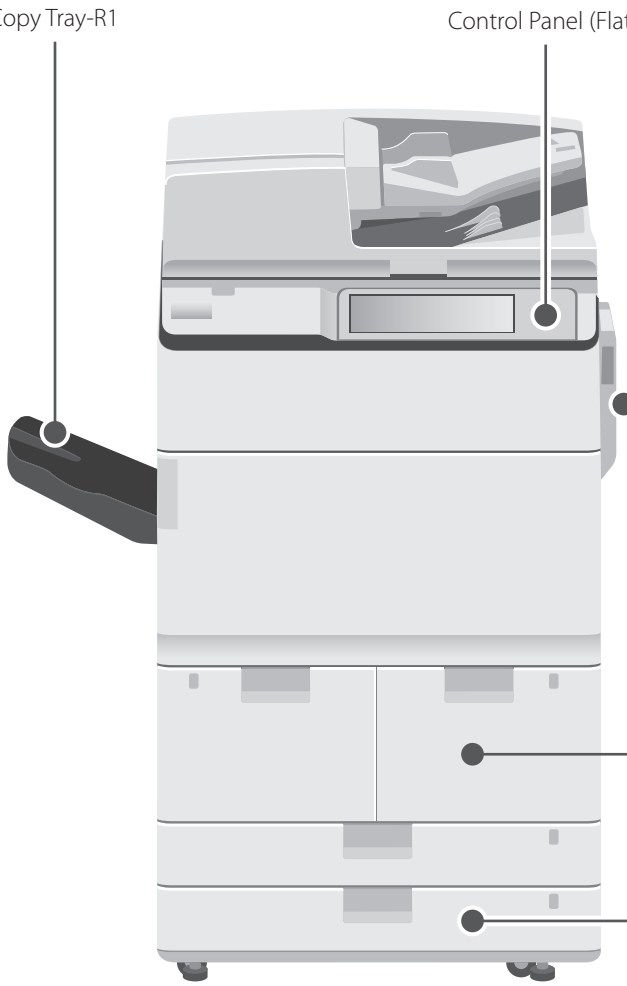


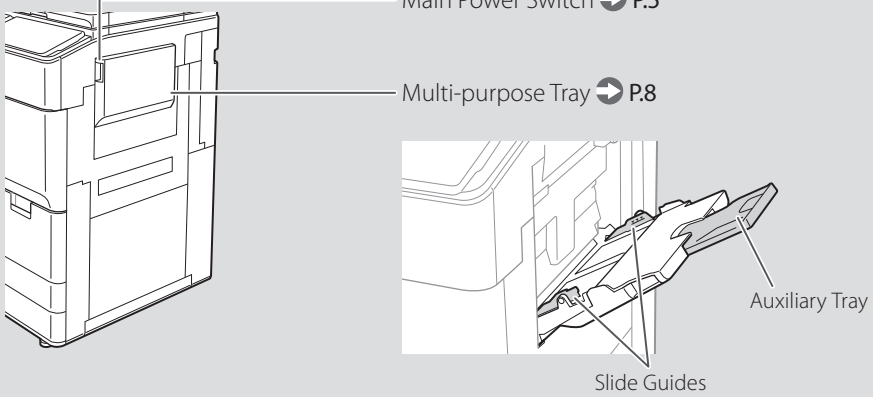
Press on the touch panel display to return to the Main Menu, and then select a different function.

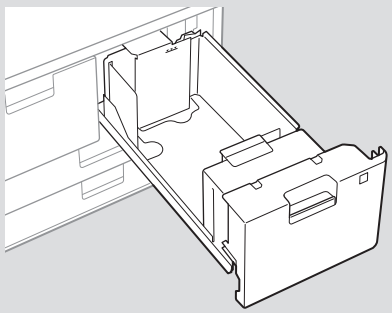
Illustrated Index

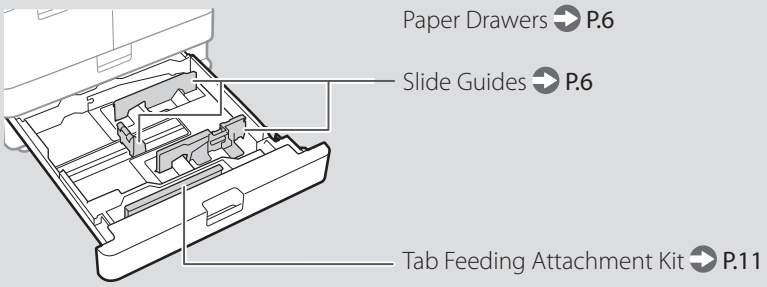
You can easily identify the name of a part and find the page where that part is described.
* The illustrations assume that the machine is equipped with a Copy Tray-R1

Main Unit



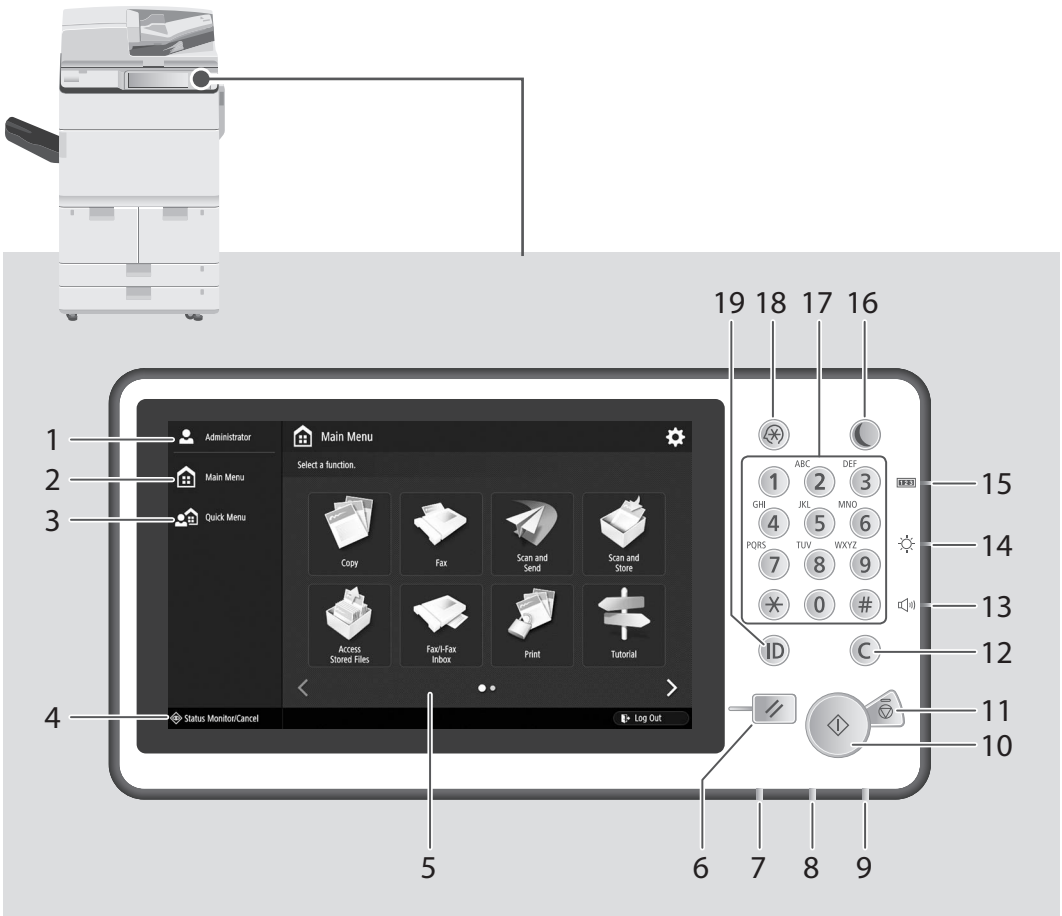

Main Power Switch P.5
Multi-purpose Tray P.8
Auxiliary Tray
Slide Guides


Paper Decks P.6


Paper Drawers P.6
Slide Guides P.6
Tab Feeding Attachment Kit P.11

Illustrated Index

Control Panel



1 Login User Name

The user name that is currently logged in is displayed.

2 Main Menu key P.13

Press to display the Main Menu screen.

3 Quick Menu key

Press to display the registered functions in the form of Quick Menu.

4 Status Monitor/Cancel key P.15

Press to check the status of a job or cancel a job.

5 Touch Panel Display P.4

Displays the settings screen and messages. Touch the panel to perform setting and other operations.

6 Reset key

Press to reset the machine to the standard mode.

7 Processing/Data indicator

- Flashes when the machine is operating.
- Lights when the machine is waiting for a command.

8 Error indicator

Flashes or lights if there is an error in the machine.

※ When the Error indicator maintains a steady red light, contact your local authorized Canon dealer.

9 Main Power indicator P.4

Lights when the power is turned ON.

10 Start key

Press this to start an operation (or data reading).

11 Stop key P.20

Press to stop the current operation.

12 Clear key

Press to clear the entered values or characters.

13 Volume Settings key

Press to adjust the sound volume.

14 Brightness Adjustment key

Adjusts the brightness of the screen.

15 Counter/Device Information key

Press to display the copy and print count totals on the touch panel display.

16 Energy Saver key P.4

Press to set or cancel the Sleep mode.

- Lights when the machine enters Sleep mode.
- Turns off when the machine exits Sleep mode.

17 Numeric keys

Press to enter numerical values.

18 Settings/Registration key P.7

Press to specify settings or make a registration.

19 ID (Log In/Out) key

Press this to log in/out (when a login service has been set).

If your machine is equipped with the Upright Control Panel, use the Upright Control Panel of the machine.

Upright Control Panel
User's Guide
0WR8-01S Search

How to use the search number P.43

Appendix

Installation Location and Handling

This section describes precautions for installation location and handling. We recommend that you read this section prior to using this machine.

Installation Precautions

● Avoid Installing the Machine in the Following Locations

Avoid locations subject to temperature and humidity extremes, whether low or high. For example, avoid installing the machine near water faucets, hot water heaters, humidifiers, air conditioners, heaters, or stoves.

Avoid installing the machine in direct sunlight. If this is unavoidable, use curtains to shade the machine. Be sure that the curtains do not block the machine's ventilation slots or louvers, or interfere with the electrical cord or power supply.

Avoid locations where a considerable amount of dust accumulates./Avoid locations where ammonia gas is emitted./Avoid locations near volatile or flammable materials, such as alcohol or paint thinner.

Avoid installing the machine near televisions, radios, or similar electronic equipment. The machine might interfere with sound and picture signal reception. Insert the power plug into a dedicated power outlet, and maintain as much space as possible between the machine and other electronic equipment.

Avoid poorly ventilated locations. This machine generates a slight amount of ozone etc. during normal use. Although sensitivity to ozone etc. may vary, this amount is not harmful. Ozone etc. may be more noticeable during extended use or long production runs, especially in poorly ventilated rooms. It is recommended that the room be appropriately ventilated, sufficient to maintain a comfortable working environment, in areas of machine operation. In addition, do not install this machine where it exhausts directly onto a person.

Avoid locations that are subject to vibration./ Avoid exposing the machine to rapid changes in temperature. If the room in which the machine is installed is cold but rapidly heated, water droplets (condensation) may form inside the machine. This may result in a noticeable degradation in the quality of the copied image, the inability to properly scan an original, or the copies having no printed image at all.

Avoid installing the machine near computers or other precision electronic equipment. Electrical interference and vibrations generated by the machine while printing can adversely affect the operation of such equipment.

Connecting the Telephone Line
This machine conforms to a analog telephone line standard. The machine can be connected to the public switched telephone network (PSTN) only. If you connect the machine to a digital telephone line or a dedicated telephone line, it might impede proper operation of the machine and could be the cause of damage. Make sure to confirm a type of telephone line before connecting the machine. Contact your optical fiber line or IP telephone line service providers if you want to connect the machine to those telephone lines.

Contact an authorized Canon dealer if communication is unavailable.
Depending on your locale or your telephone connection, you may be unable to perform data communication. In this case, contact your local authorized Canon dealer.

● When using wireless LAN

- Install the machine at a distance of 50 m or less from the wireless LAN router.
- As far as possible, install in a location where communication is not blocked by intervening objects. The signal may be degraded when passing through walls or floors.
- Keep the machine as far as possible from digital cordless phones, microwave ovens, or other equipment that emits radio waves.

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

● Select a Safe Power Supply

- Plug the machine into a 220 - 240 V AC outlet.
- Make sure that the power supply for the machine is safe, and has a steady voltage.
- Do not connect other electrical equipment to the same power outlet to which the machine is connected.
- Do not connect the power cord to a multiplug power strip, as this may cause a fire or electrical shock.
- The power cord may become damaged if it is stepped on, affixed with staples, or if heavy objects are placed on it. Continued use of a damaged power cord can lead to an accident, such as a fire or electrical shock.
- The power cord should not be taut, as this may lead to a loose connection and cause overheating, which could result in a fire.
- If excessive stress is applied to the connection part of the power cord, it may damage the power cord or the wires inside the machine may disconnect. This could result in a fire. Avoid the following situations:
  - Connecting and disconnecting the power cord frequently.
  - Tripping over the power cord.
  - The power cord is bent near the connection part, and continuous stress is being applied to the power outlet or the connection part.
  - Applying excessive force on the power plug.

● Moving the Machine

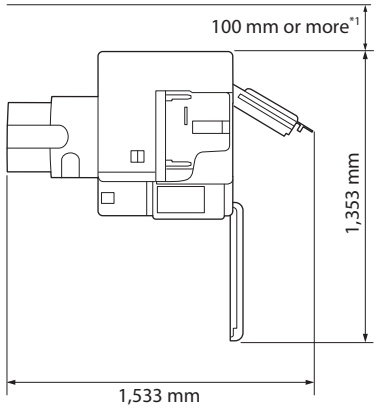
If you intend to move the machine, even to a location on the same floor of your building, contact your local authorized Canon dealer beforehand. Do not attempt to move the machine yourself.

● Provide Adequate Installation Space

- Provide enough space on each side of the machine for unrestricted operation.
- For the installation space requirements, see page 35.

Installation Space Requirements

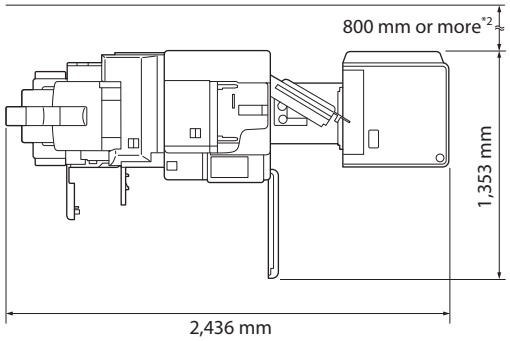
When the Copy Tray-R1 is attached.



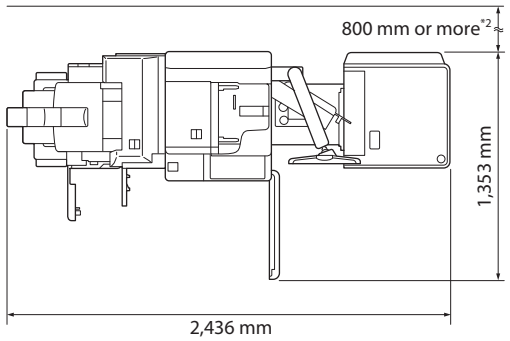
*1 Make sure to provide at least 800 mm of space if you install the Document Insertion/Folding Unit-J1.

*2 Make sure to provide at least 100 mm of space if none of the Document Insertion/Folding Unit-J1is installed.

When the Booklet Finisher-V2, Document Insertion/ Folding Unit-J1, POD Deck Lite-C1 are attached:



When the Booklet Finisher-V2, Document Insertion/ Folding Unit-J1, POD Deck Lite-C1, Upright Control Panel-E1 are attached:



Appendix

Handling Precautions

- Do not attempt to disassemble or modify the machine.
- Some parts inside the machine are subject to high-voltages and temperatures. Take adequate precautions when inspecting the inside of the machine. Do not carry out any inspections that are not described in the manuals for this machine.
- Be careful not to spill liquid or drop any foreign objects, such as paper clips or staples inside the machine. If a foreign object comes into contact with electrical parts inside the machine, it might cause a short circuit and result in a fire or electrical shock.
- If there is smoke, or unusual noise, immediately turn the main power switch OFF, disconnect the power cord from the power outlet, and then call your local authorized Canon dealer. Using the machine in this state may cause a fire or electrical shock. Also, avoid placing objects around the power plug so that the machine can be disconnected whenever necessary.
- Do not turn the main power switch OFF or open the covers while the machine is in operation. This may result in paper jams.
- Do not use flammable sprays, such as spray glue, near the machine. There is a danger of ignition.
- For safety reasons, press (Energy Saver) when it will not be used for a long period of time, such as overnight. As an added safety measure, turn OFF the main power switch, and disconnect the power cord when the machine will not be used for an extended period of time, such as during consecutive holidays.
- Use a modular cable that is shorter than 3 metres.
- Use a USB cable that is shorter than 3 metres.

If the operating noise concerns you

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

Important Safety Instructions

Please read these "Important Safety Instructions" thoroughly before operating the machine. As these instructions are intended to prevent injury to the user or other persons or destruction of property, always pay attention to these instructions. Also, since it may result in unexpected accidents or injuries, do not perform any operation unless otherwise specified in the manual. Improper operation or use of this machine could result in personal injury and/or damage requiring extensive repair that may not be covered under your Limited Warranty.

WARNING

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

CAUTION

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

IMPORTANT

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

Installation

WARNING

- Never block the ventilation slots and louvers on the machine. These openings are provided for proper ventilation of working parts inside the machine. Blocking these openings can cause the machine to overheat. Never place the machine on a soft surface, such as a sofa or rug.
- Do not install the machine in the following locations:
  - A damp or dusty location
  - A location near water faucets or water
  - A location exposed to direct sunlight
  - A location subject to high temperatures
  - A location near open flames
- Do not install the machine near alcohol, paint thinner, or other flammable substances. If flammable substances come into contact with electrical parts inside the machine, it may result in a fire or electrical shock.
- Do not place the following items on the machine. If these items come into contact with a high-voltage area inside the machine, it may result in a fire or electrical shock.
  If these items are dropped or spilled inside the machine, immediately turn OFF the main power switch, and disconnect the power cord from the power outlet. Then, contact your local authorized Canon dealer.
  - Necklaces and other metal objects
  - Cups, vases, flowerpots, and other containers filled with water or liquids

CAUTION

- Do not install the machine in unstable locations, such as unsteady platforms or inclined floors, or in locations subject to excessive vibrations, as this may cause the machine to fall or tip over, resulting in personal injury.
- Do not remove the machine's leveling feet after the machine has been installed, as this may cause the machine to fall or tip over, resulting in personal injury.

IMPORTANT

- The motion sensor's operation may become unstable, depending on the usage environment such as keeping objects near the motion sensor or placing the machine in a busy location.
- If you feel that something is wrong with the motion sensor, change the sensitivity setting with [Sensor Sensitivity] under [Use Motion Sensor] in [Settings/Registration].

Power Supply

WARNING

- Do not damage or modify the power cord. Also, do not place heavy objects on the power cord, or pull on or excessively bend it, as this could cause electrical damage and result in a fire or electrical shock.
- Keep the power cord away from a heat source; failure to do this may cause the power cord coating to melt, resulting in a fire or electrical shock.
- Do not connect or disconnect the power cord with wet hands, as this may result in electrical shock.
- Do not connect the power cord to a multiplug power strip, as this may cause a fire or electrical shock.
- Do not bundle up or tie the power cord in a knot, as this may result in a fire or electrical shock.
- Insert the power plug completely into the power outlet, as failure to do so may result in a fire or electrical shock.
- Do not use power cords other than the power cord provided, as this may result in a fire or electrical shock.
- The provided power cord is intended for use with this machine. Do not connect the power cord to other devices.
- As a general rule, do not use extension cords. Using an extension cord may result in a fire or electrical shock.
- Do not use power supplies with voltages other than those specified herein, as this may result in a fire or electrical shock.
- Always grasp the power plug when disconnecting the power cord. Pulling on the power cord may expose or snap the core wire, or otherwise damage the power cord. If the power cord is damaged, this could cause current to leak, resulting in a fire or electrical shock.

IMPORTANT

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

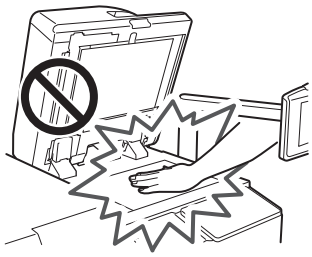
Handling

⚠WARNING

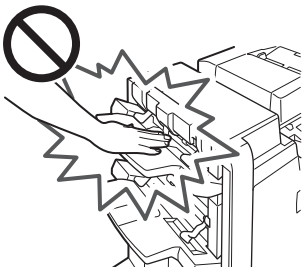
- Do not attempt to disassemble or modify the machine. There are high-temperature and highvoltage components inside the machine which may result in a fire or electrical shock.
- If the machine makes strange noises, or gives off smoke, heat, or strange smells, immediately turn OFF the main power switch, and disconnect the power cord from the power outlet. Then, contact your local authorized Canon dealer. Continued use of the machine in this condition may result in a fire or electrical shock.
- Do not use highly flammable sprays near the machine. If gas from these sprays comes into contact with the electrical components inside the machine, it may result in a fire or electrical shock.
- To avoid damage to the power cord and creating a fire hazard, always turn OFF the main power switch, and unplug the interface cable when moving the machine. Otherwise, the power cord or interface cable may be damaged, resulting in a fire or electrical shock.
- Make sure that the power plug is firmly inserted into the power outlet if the machine was moved. Do not use the machine while the connection is loose, as doing so may cause a fire.
- Do not drop paper clips, staples, or other metal objects inside the machine. Also, do not spill water, liquids, or flammable substances (alcohol, benzene, paint thinner, etc.) inside the machine. If these items come into contact with a high-voltage area inside the machine, it may result in a fire or electrical shock. If these items are dropped or spilled inside the machine, immediately turn OFF the main power switch, and disconnect the power cord from the power outlet. Then, contact your local authorized Canon dealer.

⚠CAUTION

- Do not place heavy objects on the machine, as they may tip over or fall resulting in personal injury.
- Close the feeder gently to avoid catching your hands, as this may result in personal injury.



- Close the feeder gently to avoid catching your hands in the back of the feeder, as this may result in personal injury.
- Do not press down hard on the feeder when using the platen glass to make copies of thick books. Doing so may damage the platen glass and result in personal injury.
- Do not touch the finisher while the machine is printing, as this may result in personal injury.
- Paper that has just been output from the machine may be hot. Be careful when removing or aligning paper from the output tray. Touching paper right after it is output may result in low-temperature burns.
- Do not place your hands, hair, clothing, etc., near the exit and feed rollers. Even if the machine is not in operation, your hands, hair, or clothing may get caught in the rollers, which may result in personal injury or damage if the machine suddenly starts printing.
- Do not place your hands in the part of the tray where stapling is performed (near the rollers) when a finisher is attached, as this may result in personal injury.



- Do not insert your hand into the machine while the paper drawer is removed, as this may result in personal injury.
- The laser beam can be harmful to human bodies. Since radiation emitted inside the product is completely confined within protective housings and external covers, the laser beam cannot escape from the machine during any phase of user operation. Read the following remarks and instructions for safety.
  - Never open covers other than those instructed in the manuals for this machine.
  - If the laser beam escapes from the machine, exposure may cause serious damage to your eyes.
  - Controlling, adjusting, or operating the machine in ways not mentioned in the manuals for this machine may cause dangerous radiation to escape from the machine.

IMPORTANT

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

Maintenance and Inspections

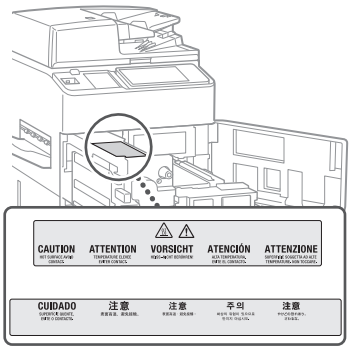
⚠WARNING

- When cleaning the machine, first turn OFF the main power switch, then disconnect the power cord. Failure to observe these steps may result in a fire or electrical shock.
- Unplug the power plug periodically and clean with a dry cloth to remove dust and grime. Accumulated dust may absorb humidity in the air and may result in a fire if it comes into contact with electricity.
- Clean the machine using a slightly dampened cloth with a mild detergent mixed with water. Do not use alcohol, benzene, paint thinner, or other flammable substances. Check detergent for flammability prior to use. If flammable substances come into contact with a high-voltage area inside the machine, it may result in a fire or electrical shock.
- There are some areas inside the machine which are subject to high-voltages. When removing jammed paper or when inspecting the inside of the machine, do not allow necklaces, bracelets, or other metal objects to touch the inside of the machine, as this may result in burns or electrical shock.
- Do not burn or throw used toner cartridges into open flames, as this may cause the toner remaining inside the cartridges to ignite, resulting in burns or a fire.
- Make sure that the power plug is firmly inserted into the power outlet after cleaning the machine. Do not use the machine while the connection is loose, as doing so may cause a fire.
- Check the power cord and power plug regularly. If the following conditions occur, contact your local authorized Canon dealer, as the condition may cause a fire:
  - There are burn marks on the power plug.
  - The blade on the power plug is deformed or broken.
  - The power goes OFF and ON when the power cord is bent.
  - There are cuts, cracks, or indentations on the power cord.
  - A part of the power cord becomes hot.
- Check the power cord and power plug regularly to make sure that they are not handled in the following manner, as this may result in a fire or electrical shock:
  - The connection part of the power plug is loose.
  - Stress is being applied to the power cord by a heavy object or by affixing it with staples.
  - The power plug is loose.
  - The power cord is tied in a bundle.
  - The power cord protrudes into a walkway.
  - The power cord is in front of a heater.

Appendix

⚠CAUTION

- The fixing unit and its surroundings inside the machine may become hot during use. When removing jammed paper or when inspecting the inside of the machine, do not touch the fixing unit and its surroundings, as doing so may result in burns or electrical shock.
- When removing jammed paper or when inspecting the inside of the machine, do not expose yourself to the heat emitted from the fixing unit and its surroundings for a prolonged period of time. Doing so may result in low temperature burns, even though you did not touch the fixing unit and its surroundings directly.
- There are high-temperature and high-voltage components inside the machine. Touching them may result in personal injury or burns. Do not touch the internal parts of the machine which are not instructed to in the manuals for the machine.



Consumables

⚠WARNING

- Do not burn or throw used toner cartridges into open flames, as this may cause the toner remaining inside the cartridges to ignite, resulting in burns or a fire.
- Do not store toner cartridges or copy paper in places exposed to open flames, as this may cause the toner or paper to ignite, resulting in burns or a fire.
- If you accidentally spill or scatter toner, carefully wipe up the loose toner with a damp, soft cloth and avoid inhaling any toner dust. Do not use a vacuum cleaner that is not equipped with safety measures to prevent dust explosions to clean up loose toner. Doing so may cause damage to the vacuum cleaner or result in a dust explosion due to static discharge.
- For cardiac pacemaker users:
  This drum unit emits low level magnetic flux. If you use a cardiac pacemaker and feel abnormalities, please move away from the drum unit, and consult a physician.

⚠CAUTION

- Keep toner and other consumables out of the reach of small children. If these items are ingested, consult a physician immediately.
- Do not dismantle the toner cartridge, as doing so may cause toner to fly out and enter your eyes or mouth.
  If toner gets into your eyes or mouth, wash them immediately with cold water and immediately consult a physician.
- If toner escapes from the toner cartridge, make sure not to ingest the toner or allow it to directly touch your skin. If toner touches your skin, wash it away with soap and water. If your skin still feels irritated after washing it, or you ingest toner, consult a doctor immediately.

Other Warnings

⚠WARNING

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

Legal Notices

● Product Name

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

- imageRUNNER ADVANCE 6575i/6565i/6555i (F155300)

● EMC requirements of EC Directive

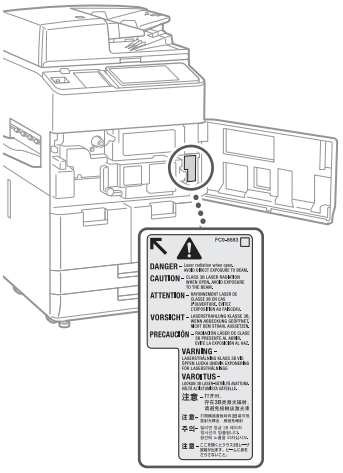
This equipment conforms with the essential EMC requirements of EC Directive. We declare that this product conforms with the EMC requirements of EC Directive at nominal mains input 230 V, 50 Hz although the rated input of the product is 220 to 240 V, 50/60 Hz. Use of shielded cable is necessary to comply with the technical EMC requirements of EC Directive.

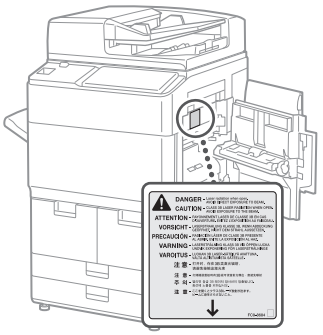
● Laser Safety

This Product is certified as a Class 1 laser product under IEC60825-1:2014 and EN60825-1:2014. This means that the product does not produce hazardous laser radiation.
Since radiation emitted inside the product is completely confined within protective housings and external covers, the laser beam cannot escape from the machine during any phase of user operation.
Do not remove protective housings or external covers, except as directed by the equipment's manual.

● Additional Information

When servicing or adjusting the optical system of the product, be careful not to place screwdrivers or other shiny objects in the path of the laser beam. Also, accessories such as watches and rings should be removed before working on the product.
The reflected beam, even though visible or invisible, can permanently damage your eyes.
The label shown below is attached to the inside of the covers.





This Product has been classified under IEC60825-1:2014 and EN60825-1:2014, which conform to the following classes;
CLASS 1 LASER PRODUCT
LASER KLASSE 1
APPAREIL Á LASER DE CLASSE 1
APPARECCHIO LASER DI CLASSE 1
PRODUCTO LÁSER DE CLASE 1
APARELHO A LASER DE CLASSE 1
LUOKAN 1 LASER-TUOTE
LASERPRODUKT KLASS 1

⚠CAUTION

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

● **IPv6 Ready Logo**

The protocol stack included in this machine has obtained the IPv6 Ready Logo Phase-2 established by the IPv6 Forum.

● **Wireless LAN Regulatory Information**

6575i/6565i/6555i includes approved Wireless LAN Module (Model name: FM1M944).

Regulatory information for users in Argentina

Incluye módulo Wireless LAN Module Marca Canon Inc., Modelo FM1M944, CNC C-14229

Regulatory information for users in Singapore

Complies with IMDA Standards DB00671

Regulatory information for users in Thailand

This telecommunication equipment conforms to NTC technical requirement.

Regulatory information for users in Uruguay

6575i/6565i/6555i contains URSEC approved Wireless LAN Module (Model name: FM1M944).

Regulatory information for users in Vietnam

● **India E-Waste Rule**

You can see the information about proper handling equipment after use in the latest User's Guide (HTML manual) from the Canon website (canon.com/oip-manual).

● **Information Security Standard (IEEE 2600)**

This machine is compliant with IEEE Std 2600™ - 2008 (hereinafter referred to as IEEE 2600), a global information security standard for multifunction peripherals and printers, and is able to achieve the security requirements defined in IEEE 2600.*

For information on how this machine meets the security requirements defined in IEEE 2600, see User's Guide > Managing the Machine > IEEE 2600

* IEEE 2600.2 CC Authentication has not been obtained for this machine by itself.

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- Travelers Checks
- Money Orders
- Food Stamps
- Certificates of Deposit
- Passports
- Postage Stamps (cancelled or uncancelled)
- Immigration Papers
- Identifying Badges or Insignias
- Internal Revenue Stamps (cancelled or uncancelled)
- Selective Service or Draft Papers
- Bonds or Other Certificates of Indebtedness
- Checks or Drafts Issued by Governmental Agencies
- Stock Certificates
- Motor Vehicle Licenses and Certificates of Title
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● **Super G3**

Super G3 is a phrase used to describe the new generation of fax machines that use ITU-T V.34 standard 33.6 Kbps* modems. Super G3 High Speed Fax machines allow transmission times of approximately 3 seconds* per page which results in reduced telephone line charges.

* Approximately 3 seconds per page fax transmission time based on CCITT/ITU-T No.1 Chart, (JBIG, Standard Mode) at 33.6 Kbps modem speed. The Public Switched Telephone Network (PSTN) currently supports 28.8 Kbps modem speeds or slower, depending on telephone line conditions.

NOTE

The fax function is available only if the FAX Board is installed.

About This Manual

● **Screens**

Screens of the touch panel display used in this manual are those taken when the imageRUNNER ADVANCE 6575i has the following optional equipment attached to it:

- Booklet Finisher-V2
- 2/4 Hole Puncher Unit-A1
- Document Insertion/Folding Unit-J1
- POD Deck Lite-C1
- Super G3 FAX Board

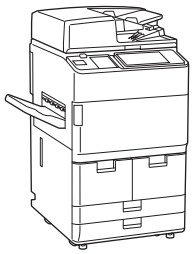
Note that functions that cannot be used depending on the model or options do not appear on the touch panel display.

Appendix

● **Illustrations**

Illustrations used in this manual are those displayed when the imageRUNNER ADVANCE 6575i has the following optional equipment attached to it:

• Copy Tray-R1



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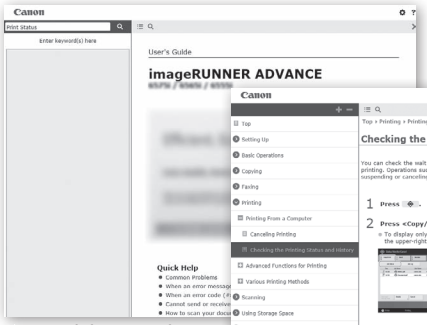
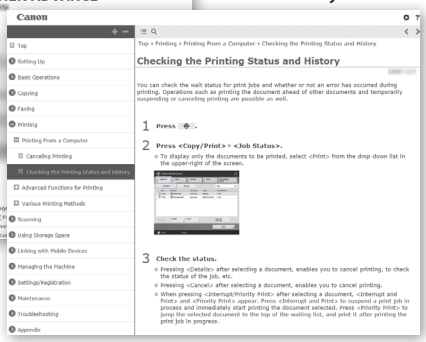
Do You Want to Know More?

You Can Consult the User's Guide!

The User's Guide describes all functions of the machine.



▲ Search by "Search"

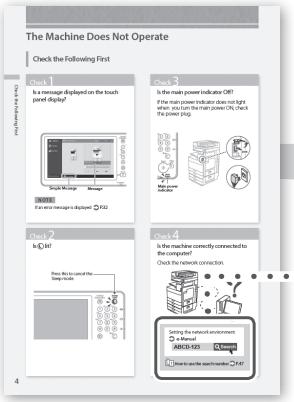


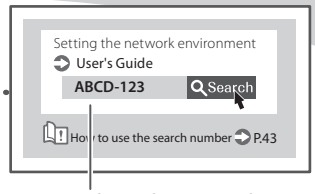
▼ Search by "Contents"

Opening the User's Guide

1. Display the online manual website
   canon.com/oip-manual
2. Select the appropriate user's guide
   [imageRUNNER ADVANCE] ▶ [Black & White] ▶ Select this machine

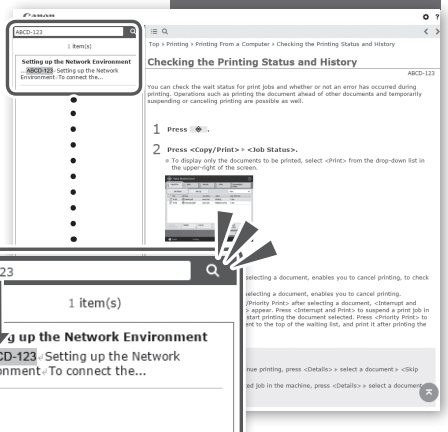
If you notice a search number in a topic in this guide you are reading...

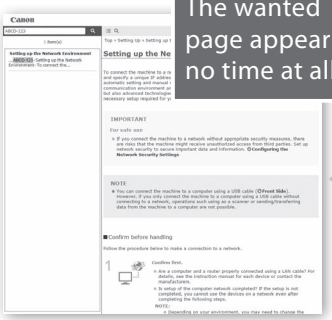




Search number (Example)

You can search through the User's Guide by the search number!





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