Canon

imageRUNNER
ADVANCE
4251/4245/4235/4225

Basic Operation Guide

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

How to Use This Manual

This manual describes the following functions, operations, and maintenance procedures.
- Functions that can be operated from the touch panel display of the machine
- Remote UI functions that can operate the machine from a computer
- Printing from a computer
- Routine Maintenance Procedures
- Clearing paper jams/staple jams

Store this manual next to the machine so it can be used when the user encounters trouble operating the machine.
* Some functions explained in this manual may require optional equipment.
* Screen shots used in this manual may differ from the ones you actually see.

Contents

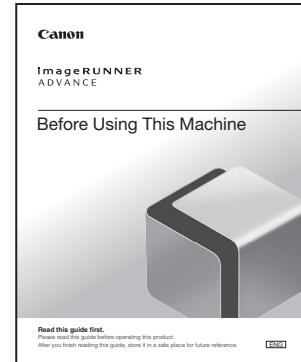■ **Troubleshooting**

How to Use This Manual

Refer to the following manuals included with your machine according to your needs.

● Before Using This Machine

■ Describes precautions for using the machine.

■ Includes the specifications of the machine.

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Before Using This Machine

Read this guide first.
Please read this guide before operating this product.
After you finish reading this guide, store it in a safe place for future reference.

● Setup Guide

■ Describes the settings required before using functions, such as the network settings for sending e-mail.

■ Describes how to add applications and update the firmware.

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Setup Guide

After you finish reading this guide, store it in a safe place for future reference.
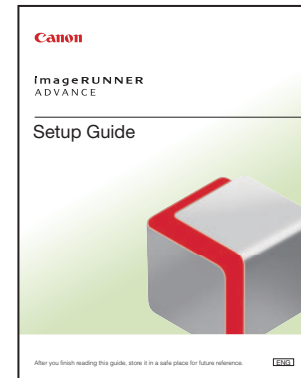
● Basic Operation Guide (This Manual)

■ Provides an overview of the functions and describes the basic operations.

■ Describes the maintenance and troubleshooting procedures for the machine.

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Basic Operation Guide

After you finish reading this guide, store it in a safe place for future reference.
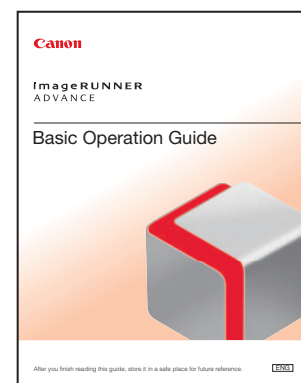
● **e-Manual**

■ Describes all the functions of the machine. Also provided with a search function that is useful for finding and checking information.

■ Includes "Practical Workflows," which introduces flows of practical operations using functions of the machine.

e-Manual

● **Driver Installation Guide**

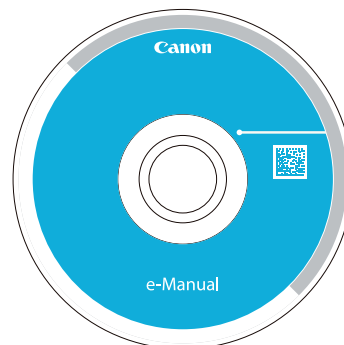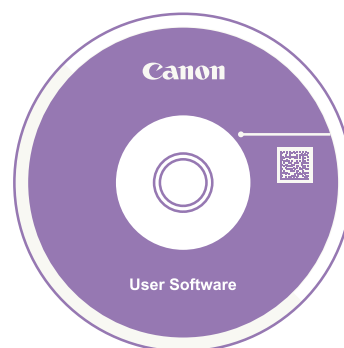■ Provides instructions on installing the printer, fax, and other drivers.
   • Printer Driver Installation Guide
   • Mac Printer Driver Installation Guide
   • Fax Driver Installation Guide
   • Network ScanGear Installation Guide

■ Included on the same CD-ROM as each driver.

User Software

Symbols Used in This Manual

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

⚠ **WARNING**	Indicates a warning concerning operations that may lead to death or injury to persons if not performed correctly. 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.

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

🚫	Indicates an operation that must not be performed. Read these items carefully, and make sure not to perform the described operations.

How to Use This Manual (e-Manual)

● **Follow the procedure below to install the e-Manual.**

● Windows
1. Insert the e-Manual CD-ROM into your computer.
2. Select the language for the e-Manual.
3. Select [Install].
    If you select [Display Manuals], the e-Manual is displayed without installation.
4. Read the License Agreement, and then click [Yes].
5. Click [Next].
    The e-Manual is saved in the [Documents]* folder on your computer. If the shortcut icon is created on the Desktop or if the [index. html] file is double-clicked, the e-Manual is displayed.

   * The folder name differs, depending on your operating system. The folder name is [Documents] if you are using Windows Vista/7/8 and [My Documents] if you are using Windows 2000/XP.

● Macintosh
1. Insert the e-Manual CD-ROM into your computer.
2. Drag-and-drop the [iRADV_4251 Manual_enu] folder to the location you want to save it.
3. Double-click the index.html file inside the [iRADV_4251 Manual_enu] folder to display the e-Manual.

・ Depending on the operating system you are using, a security protection message may appear. In this case, allow the content to be displayed.
・ When you start the e-Manual, the following page (the top page) appears.

■ If the e-Manual (CD-ROM) Does Not Start

The CD-ROM auto run function may be disabled. In this case, perform the following procedure.

・ Windows 8/Server 2012
1. Display the desktop → click the explorer icon on the taskbar.
2. Click [Computer].
3. Double-click the e-Manual icon.
4. Double-click [Maninst.exe].
・ Windows Vista/7/Server 2008
1. Click [Start] on the Windows taskbar → click [Computer].
2. Double-click the e-Manual icon.
3. Double-click [Maninst.exe].
・ Windows XP/Server 2003
1. Click [Start] on Windows taskbar → click [My Computer].
2. Double-click the e-Manual icon.
3. Double-click [Maninst.exe].
・ Windows 2000
1. Double-click [My Computer] on the desktop.
2. Double-click the e-Manual icon.
3. Double-click [Maninst.exe].
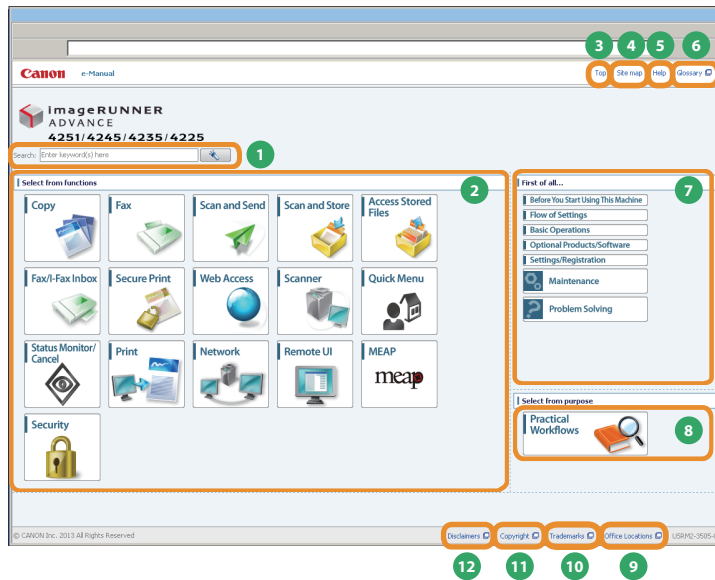
1 Enter keyword(s) here

Enter a keyword in the search dialog box, and press [icon]. The search results page is displayed.

2 Select from functions

The instructions of each function and operation method are described.

3 [Top]

The top page of the e-Manual is displayed.

4 [Site map]

The site map of the e-Manual is displayed.

5 [Help]

The usage of the e-Manual is displayed.

6 [Glossary]

The glossary is displayed.

7 First of all…

This section describes the required information to use the machine, and the information of optional product and software.

8 Select from purpose

This section includes the introduction of functions of the machine for each purpose.

9 [Office Locations]

Inquiries for the machine are displayed.

10 [Trademarks]

The trademarks are displayed.

11 [Copyright]

The information of copyrights is displayed.

12 [Disclaimers]

The disclaimers are displayed.

■ Performing a Search

Enter a keyword in the entry field which is located at the top of the "Top page" or on the search area in the "Topic page," and then click [icon] to display the search results.

■ Printing a Topic Page

- On a topic page, you can print by category or by topic.
- Depending on the settings of the Web browser, the background color and images of the topic page may not be printed.

MEMO

1

Before You Start Using This Machine

Revolutionary Documentation Work with an Evolving Multitasking Machine
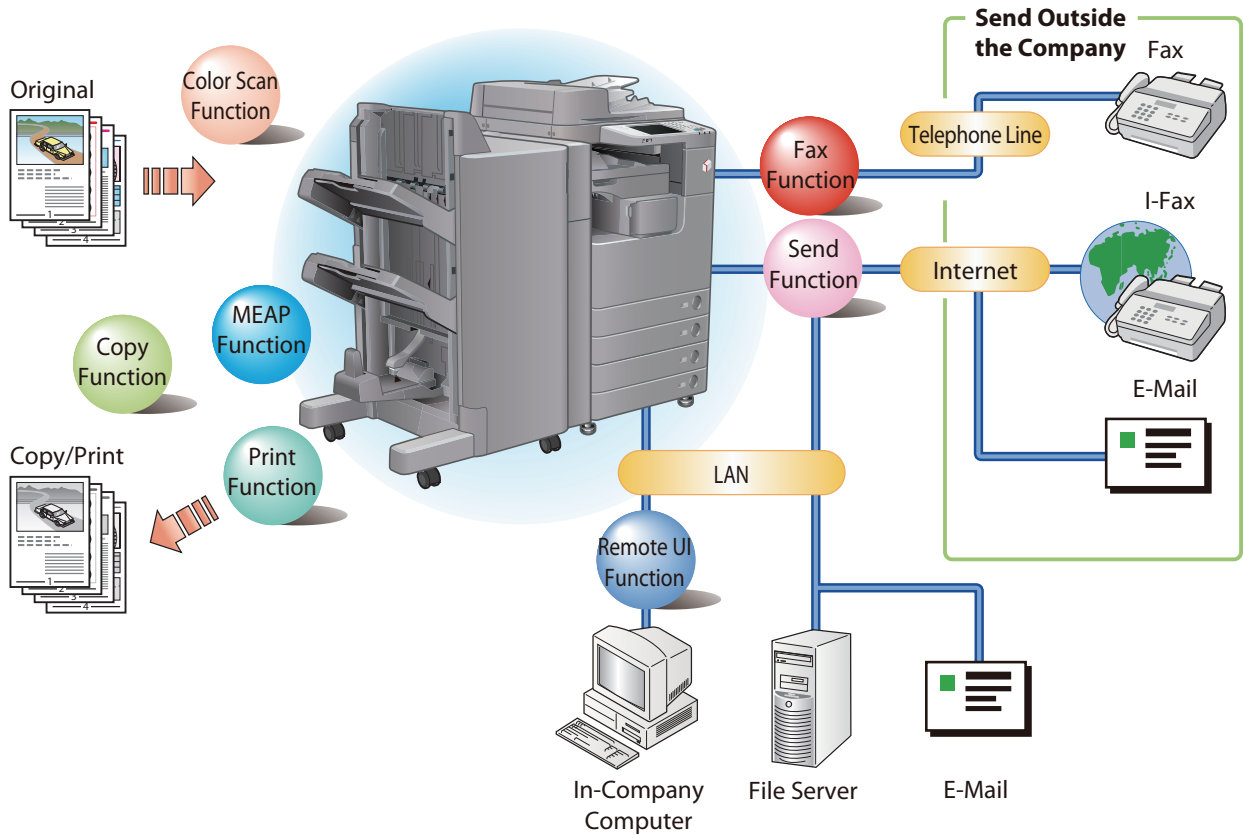
The imageRUNNER ADVANCE 4251/4245/4235/4225 incorporates a rich array of input and output features that can greatly enhance your efficiency. Equipped with features that meet the needs of document work in a digitized office, the imageRUNNER ADVANCE 4251/4245/4235/4225 represents the ultimate in a digital multitasking machines.

● Copy

You can make two-sided copies from one-sided originals or copy two pages onto one side of the paper to reduce printing cost. There are other modes, such as the Collate modes. (p. 24)

● Fax

Scanned documents as well as stored files and computer data can be sent by facsimile. You can also send documents to multiple addresses and forward received facsimile to another destination. Also, by using Remote Fax sending function, you can share the Fax function on the same network. (p. 30)

● Send Documents (E-Mail/Fax/I-Fax/File Server/Store in Mail Box)

You can send scanned documents by e-mail/fax/i-fax, as well as store them on a network file server. You can also store sent documents in the Mail Box. (p. 36)

● Use Memory Media

You can scan and store documents in the memory media connected to the USB port. You can also print stored files directly from the memory media. (p. 42, p. 46)

● Use Mail Box (Store/Print/Send)

You can store scanned documents or data from a computer in a mail box. You can print documents stored in a mail box, and sent them to other destinations. (p. 42, p. 46)

● Use Advanced Box

You can set a file format to the scanned document so that it can be accessed from your computer. You can also store files in the Advanced Box with a file format that can be used on your computer.
The stored data can be shared by accessing it from a computer.
The Advanced Box can also be accessed from other imageRUNNER ADVANCE machines for operations, such as printing stored data. (p. 42, p. 46)

● Use Remote Scanner

You can use this machine as a remote scanner by TWAIN compatible computer software. You can scan up to 11″ x 17″ in size at a resolution of 600 x 600 dpi. (See e-Manual > Scanner.)

● Print Secured File

You can send print data protected with a PIN/password from a computer to the machine. This data can be printed only by entering the correct PIN/password on the machine. This enables you to print without unauthorized people viewing your data. (See e-Manual > Secure Print.)

● Printing a Fax/I-Fax File in the Memory RX inbox

If Memory RX is set, files received by Fax/I-Fax function are not printed, but stored in the Memory RX Inbox. You can print the stored files whenever necessary. This can help prevent outputs being forgotten at the machine. (See e-Manual > Fax/I-Fax Inbox.)

● View Web Page

You can use this machine to browse Web pages from the touch panel display of the machine or print PDF files on the Web pages. (See e-Manual > Web Access.)

* Some functions explained in this manual may require optional equipment.

Before You Start Using This Machine

Main Power and Energy Saver Key

This section describes how to use the main power switch and the Energy Saver key.

⚠️ **WARNING**

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

● How to Turn ON the Main Power

Make sure that the power plug is firmly inserted into the power outlet, and then turn ON the main power of the machine following the procedure below.

1. Open the main power switch cover.
2. Press the main power switch to the "I" side.
3. Close the main power switch cover.

- If you are using a login service, log in using the procedure for the login service you are using.
- If you want to turn OFF the main power and then back ON again, wait for at least 10 seconds after the main power indicator is turned OFF before turning ON the main power. However, when [Quick Startup Settings for Main Power] is enabled, if you don't wait more than 20 seconds after the Main Power indicator is turned OFF, quick startup is not performed.
- If you set [Quick Startup Settings for Main Power] to 'On' in [Preferences] (Settings/Registration), the tone sounds when turning ON the main power of the machine. (Depending on the situations, the machine does not startup quickly and the tone does not sound.)
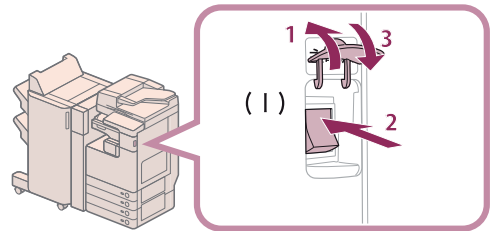
● Shutting Down the Machine

This machine performs a procedure to protect hard disk when the machine is shut down. This enables the machine to be shut down safely, even if there are any jobs being processed, or a MEAP application is running while the machine is shutting down.

1. Open the main power switch cover.
2. Press the main power switch to the "⏻" side.
3. Close the main power switch cover.
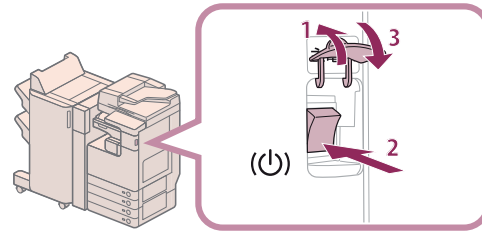
- Do not turn the main power OFF while using the Fax/I-Fax function. Sending or receiving I-fax or fax documents cannot be done when the main power is turned OFF.
- If the message <Backing up stored data from the Remote UI...> is displayed on the touch panel display, do not turn the main power OFF. This may cause the machine to fail to back up the stored data.
- Data stored in the machine may be damaged if the Advanced Box is accessed by another imageRUNNER ADVANCE machine or a computer immediately before the machine shuts down.
- The machine may take some time to completely shutdown. Do not unplug the power cord until the main power indicator of the machine is OFF.
- If the main power is turned OFF during scanning or printing, a paper jam may occur.
- If you set [Quick Startup Settings for Main Power] to 'On' in [Preferences] (Settings/Registration), the tone sounds when turning OFF the main power of the machine. (Depending on the situations, the machine does not startup quickly and the tone does not sound.)

● Energy Saver Key

If the machine is idle for a certain period of time, the machine will enter the Auto Sleep mode to minimize energy consumption. Press ◖ (Energy Saver) to cancel the Sleep mode and resume normal machine operations.
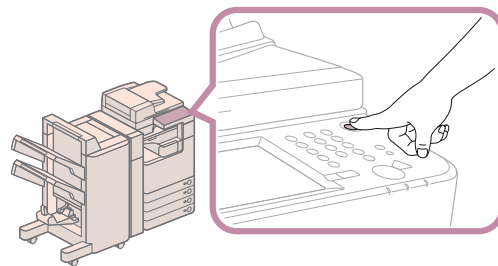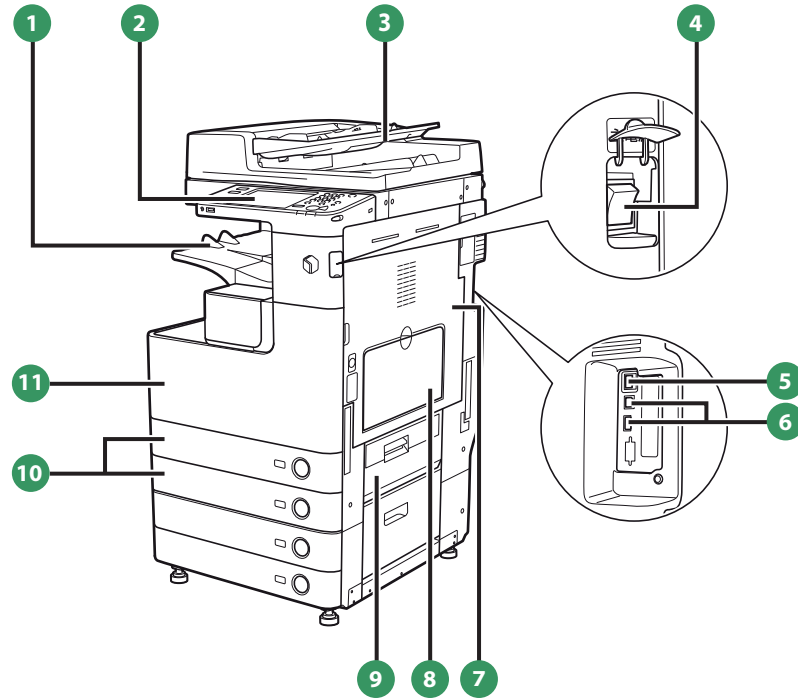
Parts and Their Functions

This section provides you with the names and functions of all the parts on the outside and inside of the main unit, and the feeder.

External View
When the Cassette Feeding Unit-AF1 is attached:

1 Output Tray
Prints and copies are output to this tray.

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

3 Feeder*
Originals placed in the feeder are fed one sheet at a time to the platen glass for scanning.

4 Main Power Switch
Press to the "I" side to turn the power ON.

5 LAN Port (Ethernet Port)
Use an Ethernet cable to connect the machine to a network.

6 USB Port
Use the USB port to connect external hard disks and other devices to the machine. You can also connect the machine to a network using a USB cable.

7 Right Cover of the Main Unit
Open this cover when clearing a paper jam inside the main unit.

8 Multi-Purpose Tray
Use the multi-purpose tray to feed paper manually, and for loading nonstandard paper stock, such as envelopes.

9 Paper Drawer's Upper Right Cover
Open this cover when clearing a paper jam in Paper Drawers 1 and 2.

10 Paper Drawer 1/Paper Drawer 2
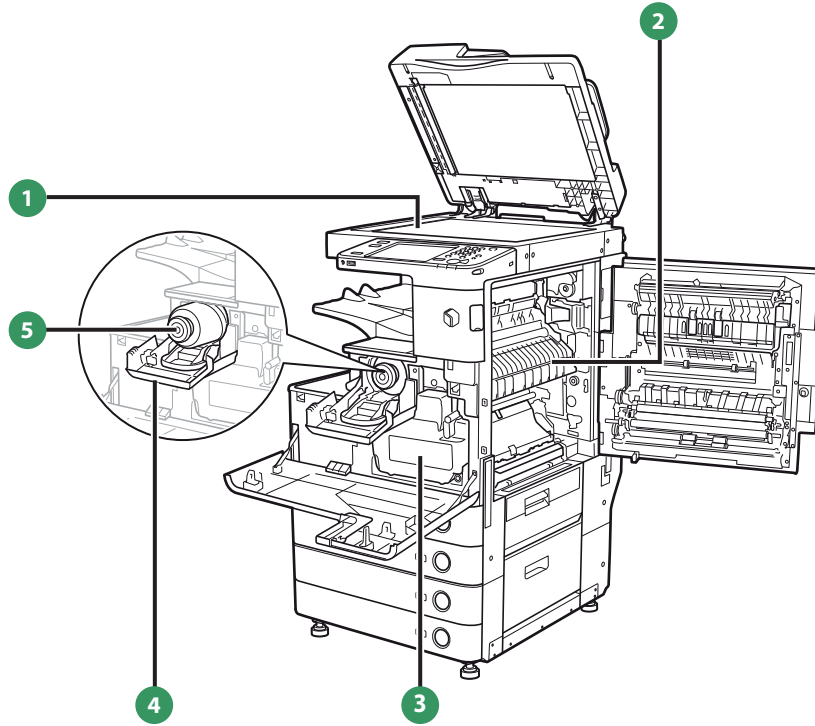Holds up to 550 sheets or paper (21 lb bond (80 g/m^2)).

11 Front Cover of the Main Unit
Open this cover when replacing the waste toner container.

* If you are using the imageRUNNER ADVANCE 4235/4225, the feeder is an optional product.

Internal View
When the Cassette Feeding Unit-AF1 is attached:

1 **Platen Glass**
Use the platen glass when scanning books, thick originals, thin originals, transparencies, etc.

2 **Upper Cover of the Fixing Unit**
Open this cover to clear a paper jam in the fixing unit.

3 **Waste Toner Container**
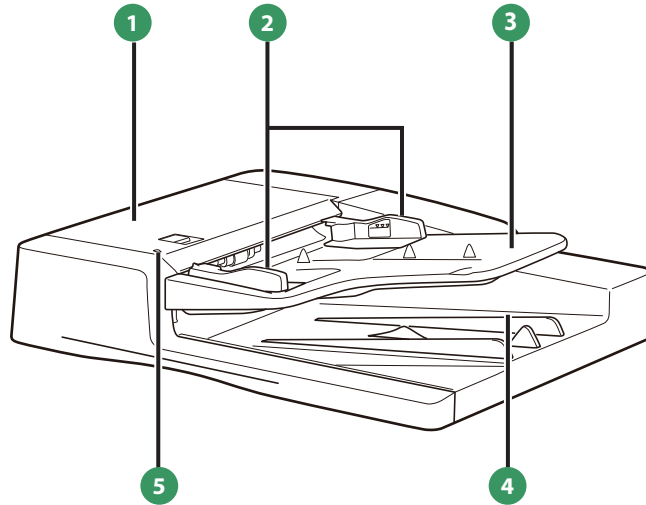Waste toner accumulates here.

4 **Toner Replacement Cover**
Open this cover to replace the toner cartridge.

5 **Toner Cartridge**
When toner runs out, pull out the toner cartridge, and replace it with a new one.

Feeder

* If you are using the imageRUNNER ADVANCE 4235/4225, the feeder is an optional product.

1 Feeder Cover
Open this cover to remove jammed paper.

2 Slide Guides
Adjust these guides to match the width of the original.

3 Original Supply Tray
Originals placed here are automatically fed sheet by sheet to the platen glass. Place originals into this tray with the surface that you want to scan face up.

4 Original Output Area
Originals that have been scanned from the original supply tray are output into the original output area in the order that they are fed into the feeder.

5 Original Set Indicator
Lights when originals are placed in the original supply tray.

Control Panel and Touch Panel Display

This section provides you with the names and functions of all the parts of the control panel and touch panel display.
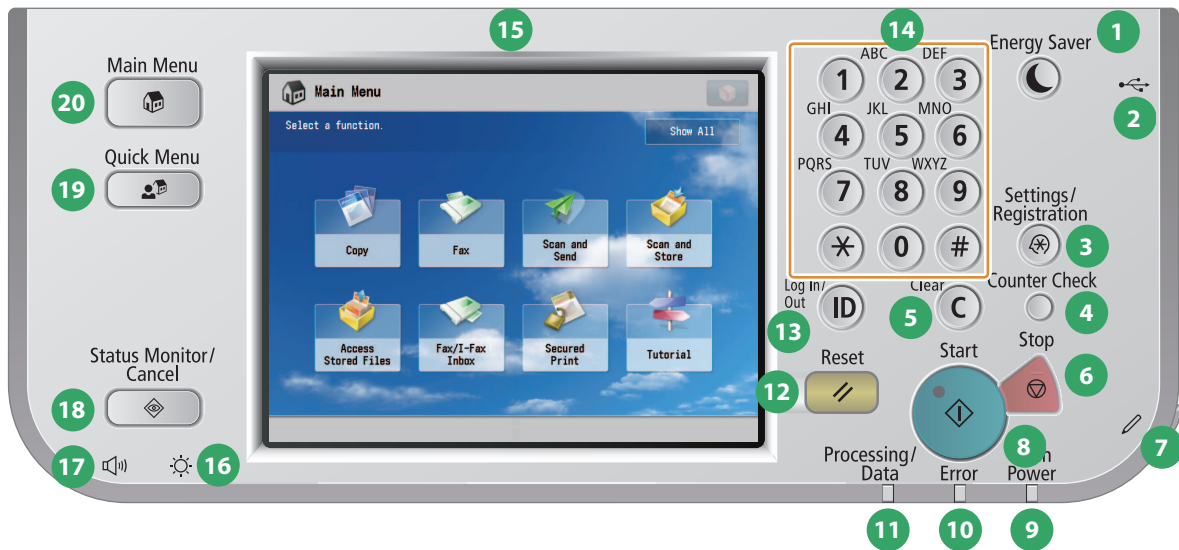
1   **Energy Saver key**
Press to set or cancel the Sleep mode. Lights when the machine enters the Sleep mode.

2   **USB Port**
Use the USB port to connect a USB device.

3   **Settings/Registration key**
Press to specify settings/registration. (p. 22)

4   **Counter Check key**
Press to display the copy and print count totals on the touch panel display.

5   **Clear key**
Press to clear entered values or characters.

6   **Stop key**
Press to stop a job in progress, such as a scan, copy, or fax (scanning only) job.

7   **Edit Pen**
Use when operating the touch panel display, such as to enter characters.

8   **Start key**
Press to start an operation.

9   **Main Power Indicator**
Lights when the main power is turned ON.

10   **Error Indicator**
Flashes or lights if there is an error in the machine.

11   **Processing/Data Indicator**
Flashes or blinks green when the machine is performing operations, and maintains a steady green light when fax data is stored in memory.

12   **Reset key**
Press to restore the standard settings of the machine.

13   **ID (Log In/Out) key**
Press to log in/out when a login service such as Department ID Management or SSO-H has been set.

14   **Numeric keys**
Press to enter numerical values.

15   **Touch Panel Display**
The settings screen for each function is shown on this display. Eight function keys are displayed by default.

16   **Brightness Adjustment Dial**
Use to adjust the brightness of the touch panel display.

17   **Volume Settings key**
Press to display the screen for adjusting settings, such as the transmission volume and fax sending/receiving alarm volume.

18   **Status Monitor/Cancel key**
Press to check the status of jobs or to cancel print jobs. Also, press to check status of the machine, such as checking the amount of paper remaining.

19   **Quick Menu key**
Press to retrieve favorite functions stored in Quick Menu.

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

18

● Use Quick Menu

If functions that are frequently used are set in the Quick Menu beforehand, you can recall the function by pressing ▣(Quick Menu). If you are using a login service, Quick Menu screen set for each user appears. To register a function in the Quick Menu, set the function and press [Register to Quick Menu] from ▣ .

Quick Menu

● Logging In/Out

If you are managing the machine with a login service, such as Department ID Management or SSO-H (Single Sign-On H), a log in screen appears. If the log in screen appears, enter the Department ID and PIN or the user name and password → press ▣(Log In/Out) or [Log In] on the screen. Press ▣(Log In/Out) or [Log Out] after you finish using the machine to log out.

● Use Help

If ? (Help) is displayed on the top right of the function setting screen, press ? (Help) to check the explanation of the function or how to specify settings. Press to check the explanation of the function or how to specify settings.
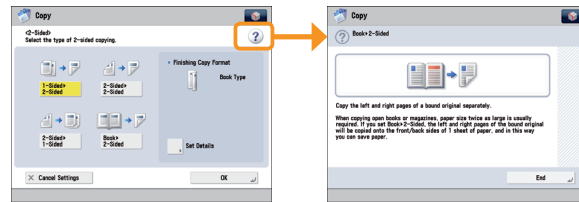
Main Menu Screen Settings

You can specify settings for the displayed screen by pressing ⬛ on the top right of the screen. To perform this procedure, log in to the machine as an administrator.

- The items displayed when ⬛ is pressed may differ, depending on the function.
- If authentication function is used, items displayed may differ or ⬛ may not be available, depending on the login user's privileges.
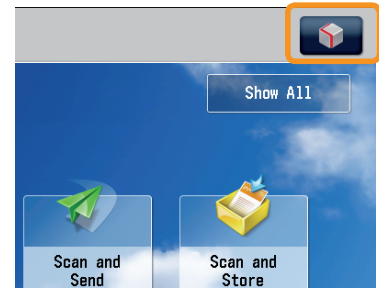

● Specifying the Main Menu Settings

You can set the number of buttons and the layout displayed on the Main Menu screen.
1. Press ⬛ → [Main Menu Button Display Settings].
2. Press ◀ or ▶ to select the number of buttons and the layout to be displayed.
3. Select the function that appears on the list → change the order in which it is displayed.
4. Press [OK].

- Select the function that appears on the list and press [Up] or [Down] to change the order in which it is displayed.
- You can place or delete one blank button space by pressing [Add Blank] or [Delete Blank], respectively.
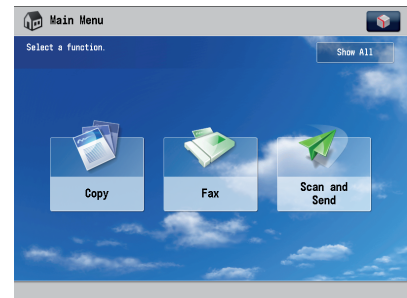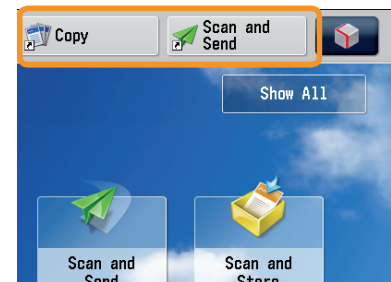
Example of Customized Screen

● Top Buttons Settings

You can display up to two function shortcut buttons on the top of the screen.
1. Press ⬛ → [Top Buttons Settings].
2. Select the shortcut button and the function to assign to it.
3. Press [OK].

If you do not want to select a function, press [Unassigned].

Example of Registration

● Setting the Main Menu Wallpaper

You can select the wallpaper for the Main Menu screen.
1. Press [ ] → [Main Menu Wallpaper Settings].
2. Select the wallpaper.
3. Press [OK].

Example of Customized Screen

● Other Main Menu Settings

You can set whether the shortcut buttons for modes, such as changing the displayed language or changing the paper settings for copying/printing are displayed on the Main Menu screen.
1. Press [ ] → [Other Main Menu Settings].
2. Specify the other settings.
3. Press [OK].

If <Display [Language/Keyboard Switch]> is set to 'On', [ ] appears on the Main Menu screen.

If <Display [Settings/Reg.Shortcut]> is set to 'On', [Settings/Reg.Shortcut] appears on the Main Menu screen.
From [Settings/Reg.Shortcut], you can select shortcut buttons to the setting screens for [Auto Adjust Gradation], [Paper Settings], and [Paper Type Management Settings].
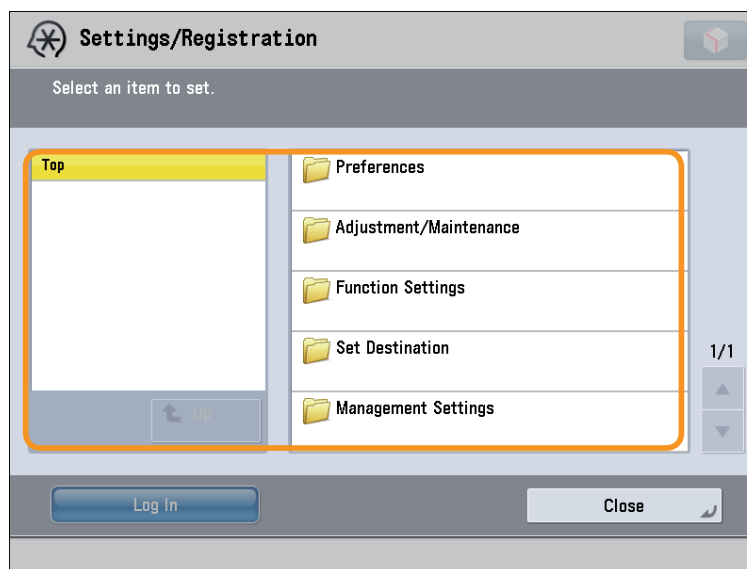
If <Display [Show All]> is set to 'On', [Show All] appears on the Main Menu screen.

Example of Customized Screen

For more information on [Language/Keyboard Switch], [Auto Adjust Gradation], [Paper Settings], and [Paper Type Management Settings], see e-Manual > Settings/Registration.

Changing Settings According to Your Needs

```
Settings/Registration
  Select an item to set.

  Top                    📁 Preferences
                         📁 Adjustment/Maintenance
                         📁 Function Settings
                         📁 Set Destination          1/1
                         📁 Management Settings
     ↰ Up

        Log In                              Close
```

The Settings/Registration screen appears when you press (Settings/Registration) on the control panel.

The machine provides various settings that enable you to use it more conveniently and easily. You can register or change the settings according to your needs. For more information, see e-Manual > Settings/Registration.

● Preferences

You can specify basic settings for using the machine, such as changing the paper size to load, changing the default screen to display, setting the date and time, setting the time it takes to enter the low power mode, and specifying the settings for connecting to a network.

● Adjustment/Maintenance

You can specify settings for using the machine more comfortably, such as adjusting the density, adjusting the gradation, and cleaning the feeder.

● Function Settings

You can specify and register settings for using each function more conveniently, such as registering shortcut buttons for the Copy function, setting automatic redialing for the Fax function, and setting the maximum data size to send via e-mail.

● Set Destination

You can register fax and e-mail destinations in the address book. In addition to registering frequently used destinations, you can also register multiple destinations as a group, enabling you to send to those destinations at the same time. You can also register different types of destinations (e-mail and file server) as a group.

● Management Settings

You can set the administrator settings for managing the machine. This enables you to set an ID and password for each department, manage confidential information, and count the number of pages printed for each ID. You can also register licenses and certificates.

Flow of Basic Operations

2

How to Make a Copy

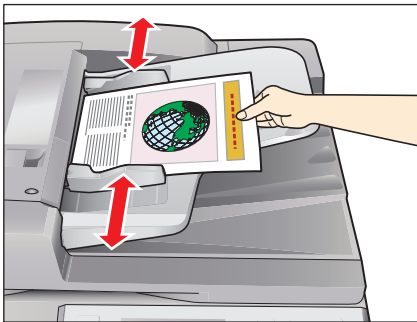This section describes the flow of basic copy operations.

1 Placing Originals

Place the original on the feeder or the platen glass.

Placing originals in the feeder

Adjust the slide guides to fit the size of your originals. Neatly place your originals with the side to be copied face up.
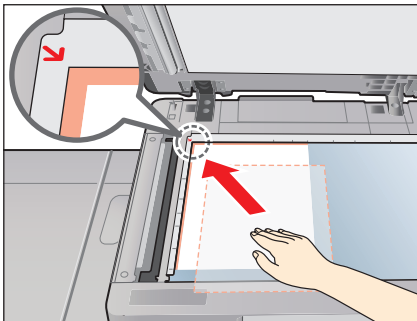
Placing originals on the platen glass

Open the feeder/platen cover.

Place your originals face down.

Gently close the feeder/platen cover.
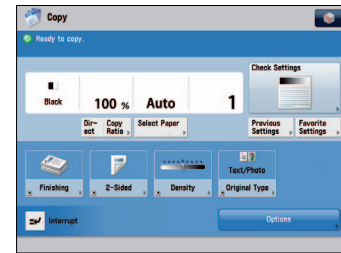
2 Selecting Function

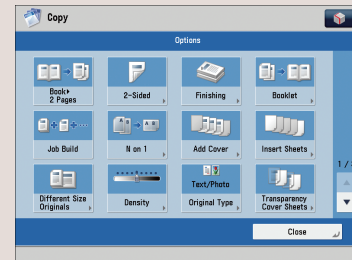**Select [Copy] from the Main Menu screen.**

Press [Copy].

Copy Basic Features Screen is displayed.

You can set various copying functions. For more information, see from p. 26 to p. 29 in this manual.

- If a log in screen for Department ID Management or SSO-H appears, you must enter the applicable authentication information (ID, password/PIN). If the Copy Card Reader-F1 is attached, first insert a control card.
- If a login service, such as Department ID Management or SSO-H has been set, press (ID) (Log In/Out) to log out.
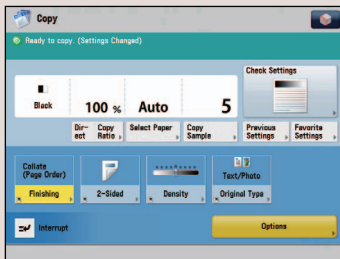
3

Setting the Number of Copies

Enter the number of copies.

Press the numeric keys to enter the desired copy quantity (1 to 999).

If you make a mistake when entering values, press © (Clear) → enter the correct value.

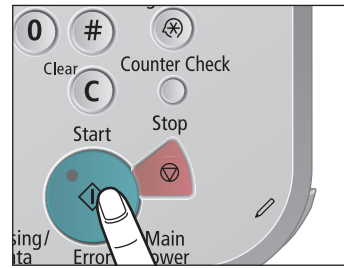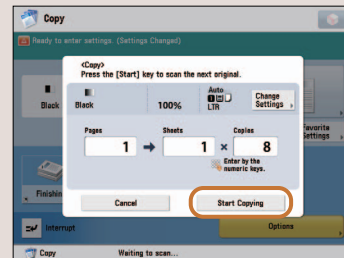The specified copy quantity appears on the screen, as shown below.

4

Start Copying
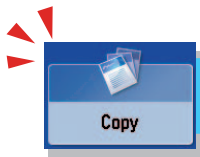
After specifying the settings, press ⊙ (Start).

Press ⊙ (Start).

If the following screen appears, press ⊙ (Start) to scan the next original. After all of the originals are scanned, press [Start Copying].

When copying is complete, remove your originals.

Things You Can Do with the Copy Functions

To use Copy functions, press [Copy] on the Main Menu screen. This section describes the functions you can use on the Copy Basic Features screen and the [Options] (1/4) screen. The [Options] screen is divided into four screens. Pressing ▲ or ▼ on the bottom right of the screen displays the next or previous screen.
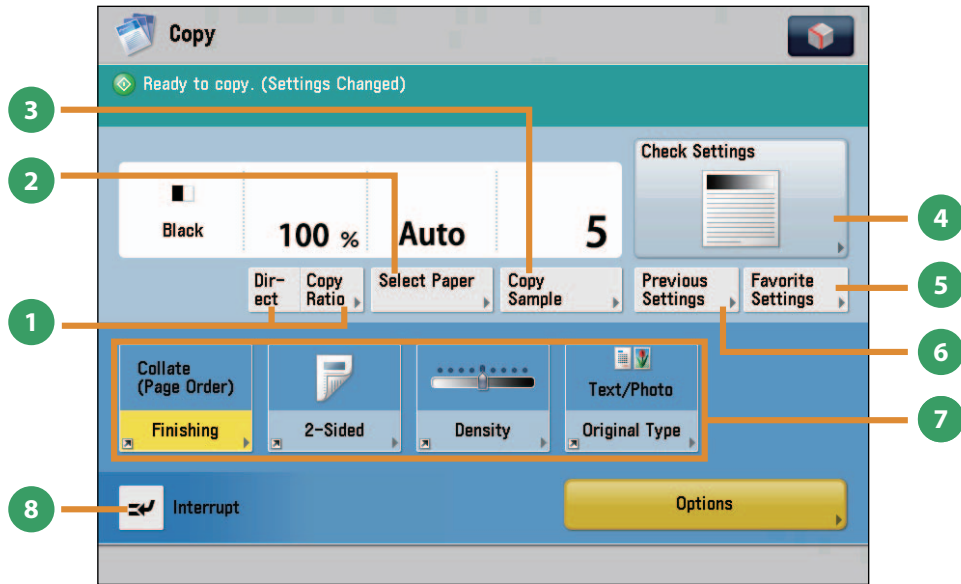

Regular Copy Basic Features Screen

1 [Direct]/[Copy Ratio]
You can specify the copy ratio for a copy job. You can change the zoom ratio by reducing/enlarging a scanned document to a preset paper size, or by entering a value to specify a desired scan ratio.

2 [Select Paper]
You can select the paper size/type and the paper source. You can also set the machine to automatically recognize the original size and the copy ratio, and then copy.

3 [Copy Sample]
You can check the copy result of one set before making multiple sets of copies. You can also copy a specified page.

4 [Check Settings]
You can check, edit, or clear the current copy settings.

5 [Favorite Settings]
You can register frequently used copy settings. You can recall the registered frequently used settings for future use.

6 [Previous Settings]
You can recall the three most recent copy jobs, and make copies using the recalled copy settings.

7 Shortcuts to [Options]
Press to select a [Options] mode. [Finishing], [2-Sided], [Density], and [Original Type] are set as default.

8 [Interrupt]
You can temporarily stop the current copy job and give priority to a rush copy.

Quickly Make Settings and Copy
You can set the settings on the Regular Copy Basic Features screen quickly by using the Express Copy Basic Features screen. For instructions on displaying the Express Copy Basic Features Screen, see e-Manual > Settings/Registration.


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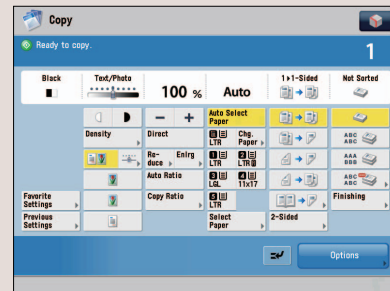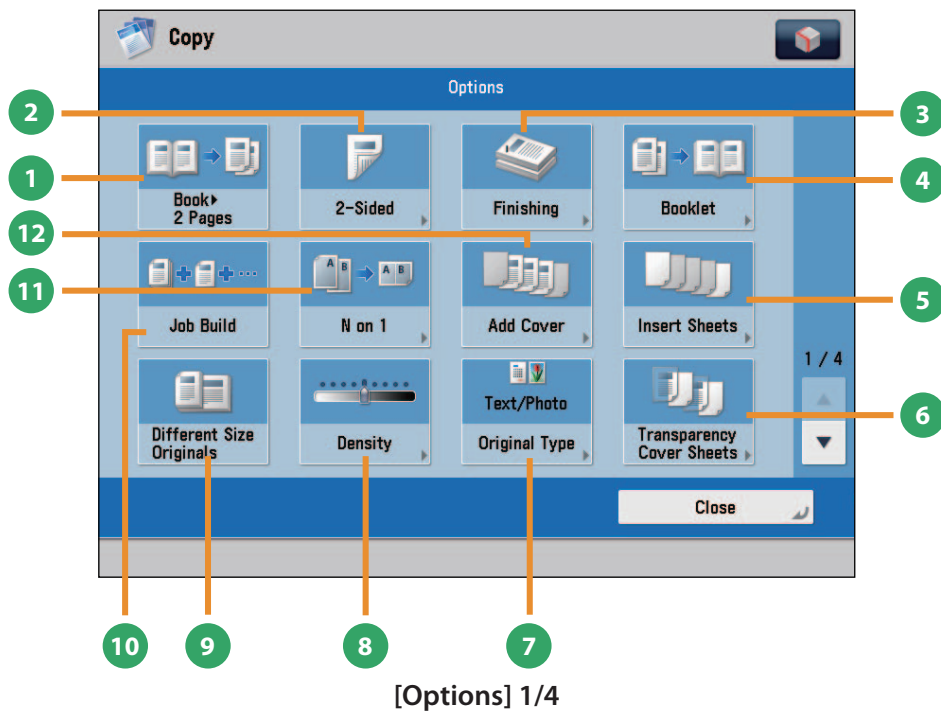
[Options] 1/4

① **[Book ▶ 2 Pages]**
You can copy facing pages in a book onto separate sheets of paper.

② **[2-Sided]**
You can make one-sided copies from two-sided originals, or make two-sided copies of your originals.

③ **[Finishing]**
You can collate copies in page order or into groups of the same page.
You can staple the printed sheets.
* To staple printed sheets, optional products are required.

④ **[Booklet]**
You can layout the scanned documents to make a booklet. You can also print a cover sheet or make a saddle stitch booklet.
* To make a saddle stitch booklet, optional products are required.

⑤ **[Insert Sheets]**
Press to insert blank sheets or chapter pages between specified pages.

⑥ **[Transparency Cover Sheets]**
The machine automatically interleaves a sheet of paper between each transparency when copying onto transparencies.

⑦ **[Original Type]**
Image quality for scanning is adjusted according to the type of original, such as [Text/Photo], [Printed Image], [Photo Printout], or [Text].

⑧ **[Density]**
Change the exposure. You can press ▶ to make the exposure darker or ◀ to make the exposure lighter. You can set the machine to automatically adjust the exposure.

⑨ **[Different Size Originals]**
You can make copies of different size originals at the same time without separating the documents. If the paper setting is set to Auto, the machine automatically selects the appropriate paper size.

⑩ **[Job Build]**
You can scan originals that are too many to be placed at once, by dividing them into multiple batches. After all originals are scanned, copying is started.

⑪ **[N on 1]**
You can reduce multiple pages of the original to copy onto a single page. You can also change the order of the page layout.

⑫ **[Add Cover]**
You can add covers.

Things You Can Do with the Copy Functions

This section describes the functions you can use on the [Options] (2/4 to 4/4) screen of the Copy function. The [Options] screen is divided into three screens. Pressing ▲ or ▼ on the bottom right of the screen displays the next or previous screen.

[Options] 2/4

---
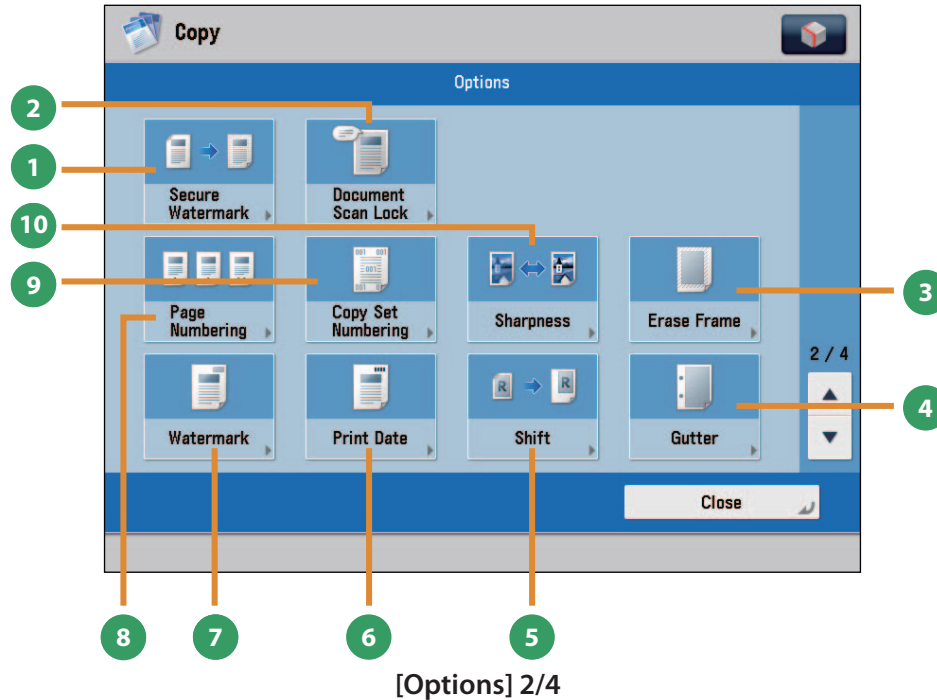
① **[Secure Watermark]**
You can embed hidden text, such as "CONFIDENTIAL" in the background of copies. The embedded text appears when the copies are printed, helping prevent unauthorized copying and information leakage.

② **[Document Scan Lock]**
You can embed tracking information in copies. This increases security by preventing unauthorized copies.

③ **[Erase Frame]**
This mode enables you to erase shadows that appear when scanning various types of originals. You can also erase shadows of the punch holes.

④ **[Gutter]**
This mode enables you to make copies with the entire original image shifted by a designated width to create a margin on the copies. You can set different width values for the each side of the paper.

⑤ **[Shift]**
This mode enables you to make copies with the entire image shifted to the center or a corner. You can use the numeric keys to specify the location.

⑥ **[Print Date]**
You can copy the date (day, month, and year) onto the output. You can specify the size, position, or direction of the date.

⑦ **[Watermark]**
This mode enables you to copy a watermark and user-defined text onto the output. You can specify the size, position, or direction of the watermark.

⑧ **[Page Numbering]**
You can copy with page numbers. You can also specify the size, position, or direction of the page number.
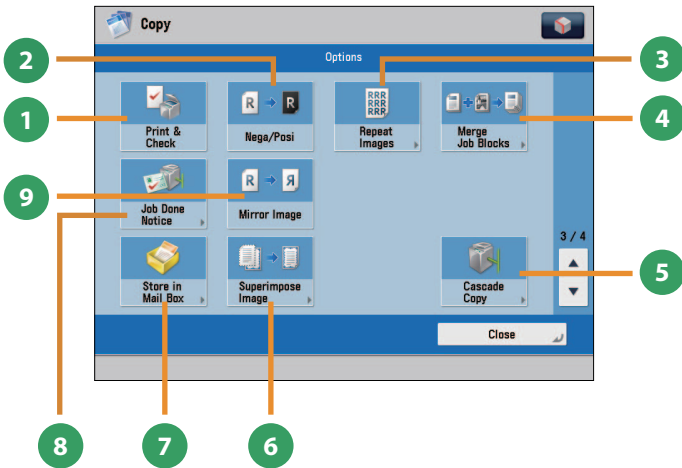
⑨ **[Copy Set Numbering]**
This mode enables you to print copy set numbers. You can specify the size, position, or direction of the copy set number.
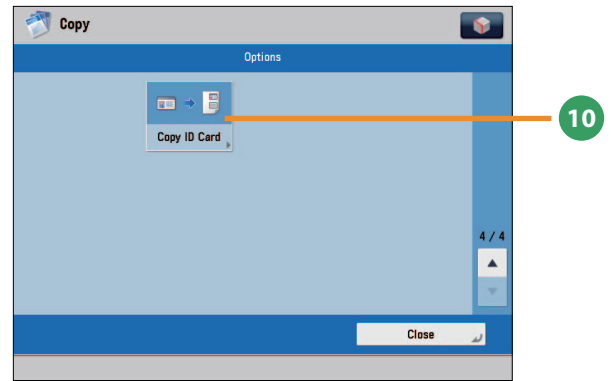
⑩ **[Sharpness]**
This mode enables you to adjust image quality for copying. You can use this mode when you want to soften and sharpen text, lines, or the outline of the image.

Functions with this mark require an optional product(s).

[Options] 3/4

[Options] 4/4

1 **[Print & Check]**
This mode enables you to confirm scanned images page by page before copying when you scan originals on the platen glass.

2 **[Nega/Posi]**
This mode enables you to copy the original image with the hues and gradations inverted.

3 **[Repeat Images]**
This mode enables you to repeatedly copy the entire original image in either the vertical or horizontal direction.

4 **[Merge Job Blocks]**
This mode enables you to scan multiple batches of originals with different copy settings and copy them as one document.

5 **[Cascade Copy]**
This mode enables you to print copies from the machine and a cascade copy printer.

6 **[Superimpose Image]**
This mode superimposes an image (image form) previously scanned, registers it in the memory of the machine, and then places it on the image of the original.

7 **[Store in Mail Box]**
You can store the scanned originals in the User Inbox. The specified copy mode is also stored.

8 **[Job Done Notice]**
Press to have the machine notify the user through e-mail when the copy job is done.

9 **[Mirror Image]**
This mode enables you to copy the original image reversed, as if it were a reflection in a mirror.

10 **[Copy ID Card]**
Press to line up and copy both the front and back of a ID card, such as a driver's license onto a single sheet of paper.

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Fax
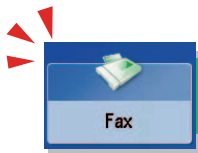
Sending a Fax

This section describes the flow of basic fax operations.
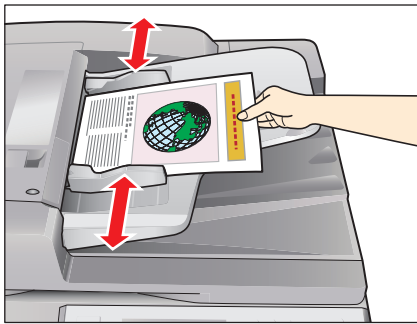An optional product is required to use the Fax function.

1

Placing Originals

Place the original on the feeder or the platen glass.

2

Selecting Function

Select [Fax] from the Main Menu screen.

Placing originals in the feeder

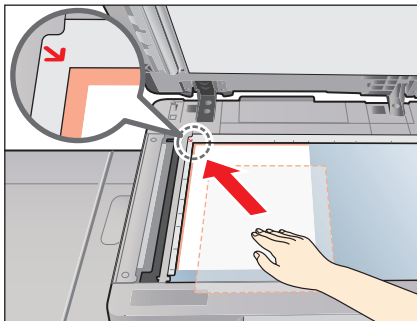Adjust the slide guides to fit the size of your originals. Neatly place your originals with the side to be copied face up.

Placing originals on the platen glass

Open the feeder/platen cover.

Place your originals face down.
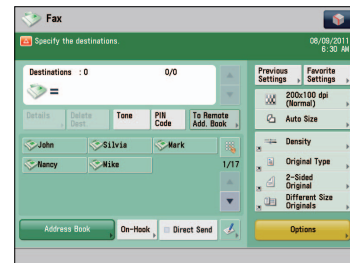

Gently close the feeder/platen cover.

Press [Fax].

Fax Basic Features screen is displayed.

- When you select [Fax] from the Main Menu screen, you can display the screen for selecting a line. For more information, see e-Manual > Settings/Registration.
- You can set various facsimile functions. For more information, see from p. 32 to p. 35 in this manual.


- If a log in screen for Department ID Management or SSO-H appears, you must enter the applicable authentication information (ID, password/PIN). If the Copy Card Reader-F1 is attached, first insert a control card.
- If a login service, such as Department ID Management or SSO-H has been set, press ⓘ (Log In/Out) to log out.
- The send settings for the last send job may be retained.
  - To cancel the settings, press ✐ (Reset).
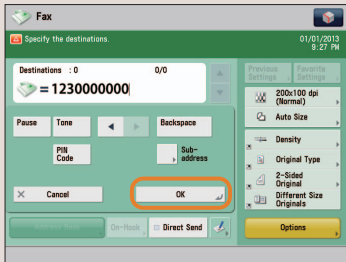 - The specified destinations are not retained.

3 Specify the destination.

Enter the fax number.

Enter the fax number using the numeric keys.
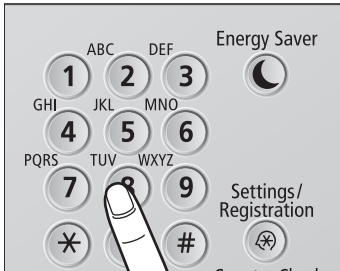
If you want to enter two or more fax numbers, press [OK] → enter the next destination.
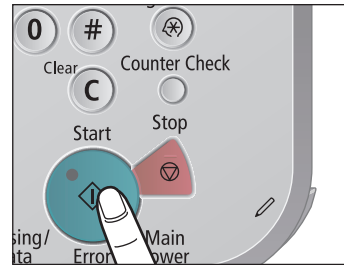

You can specify the destination using the one-touch buttons or [Address Book]. For more information on storing the destination, see e-Manual > Fax.
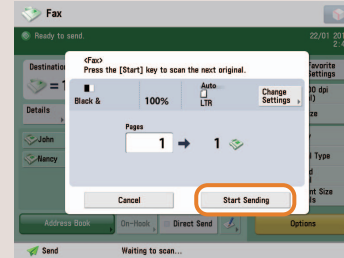
4 Start Sending the Fax

After specifying the settings, press ⊚ (Start).

Press ⊚ (Start).

If the following screen appears, press ⊚ (Start) to scan the next original. After all of the originals are scanned, press [Start Sending].


When sending is complete, remove your originals.

After a job is sent, the send settings may be retained except the specified destinations.
To cancel the settings, press ⟋⟍(Reset).
To send other jobs with the same settings, specify destinations for the jobs as the destination specified for the previous job is not retained.

Flow of Basic Operations

Things You Can Do with the Fax Functions

To use the Fax functions, press [Fax] on the Main Menu screen. This section describes the main functions on the Fax Basic Features screen. An optional product is required to use the Fax function.
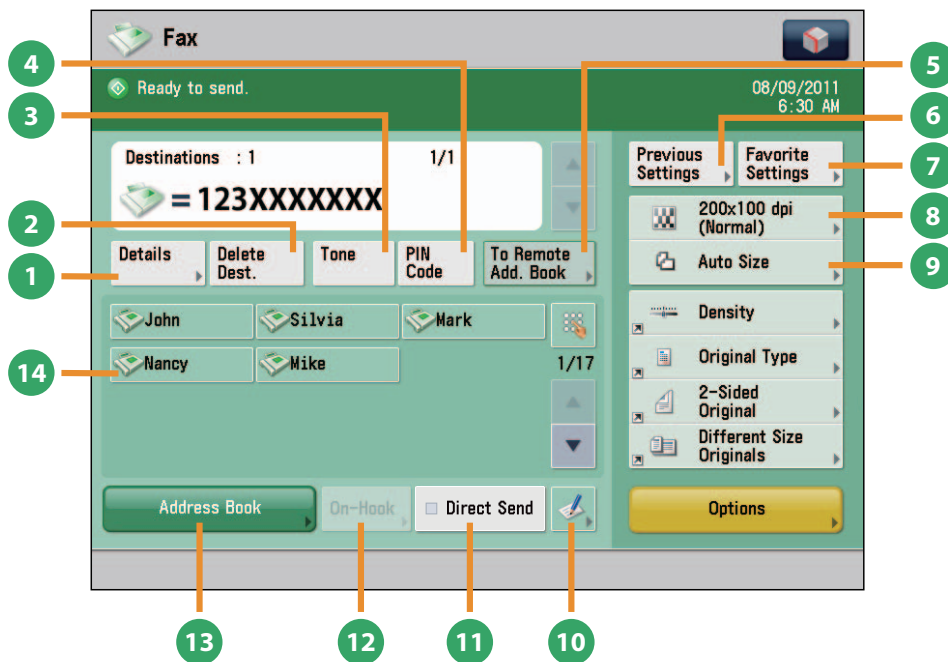
Fax Basic Features Screen

1 **[Details]**
You can check the detailed information for the destination selected from the Address Book. You can also change the new destination.

2 **[Delete Dest.]**
You can delete the displayed destination.

3 **[Tone]**
Press when you want to directly call an extension line that is connected to a PBX (Private Branch eXchange) which accepts only tone signals. If you press [Tone], the letter <T> appears.

4 **[PIN Code]**
Press to enter the PIN (Personal Identification Number) code. You can press this key only if [Option] is selected for PIN code position. If [Prefix], [Suffix], or [Off] is selected for PIN code position, this key is grayed out.

5 **[To Remote Add. Book]**
You can specify destinations registered in the one-touch buttons of a server machine by accessing from a client machine on the networ k.

6 **[Previous Settings]**
You can recall the three most recent destinations or fax settings. You can send a fax using the recalled destination or settings.

7 **[Favorite Settings]**
Press to register the favorite settings. You can also recall the registered settings.

8 **Resolution**
If the resolution is high, you can send fine text and images clearly. If the resolution is low, the data size becomes smaller and you can reduce the time it takes to send.

9 **Scan Size**
You can select the original scanning size. If you press [Auto], the machine automatically recognizes the size of the original when scanning.

10 **Register One-Touch Button**
Press to register destinations in one-touch buttons.

11 **[Direct Send]**
Check that the recipient can receive the facsimile, and then start scanning the originals. You can directly send without storing the original in the memory.

12 **[On-Hook]**
When using the fax information service, you can perform operation, such as entering number while listening to the automated audio response from the speaker of the machine.

13 **[Address Book]**
Press to select a destination from the Address Book. You can also register frequently used destinations in the Address Book.

14 **One-Touch Buttons**
Press to recall the destinations stored in a one-touch button.
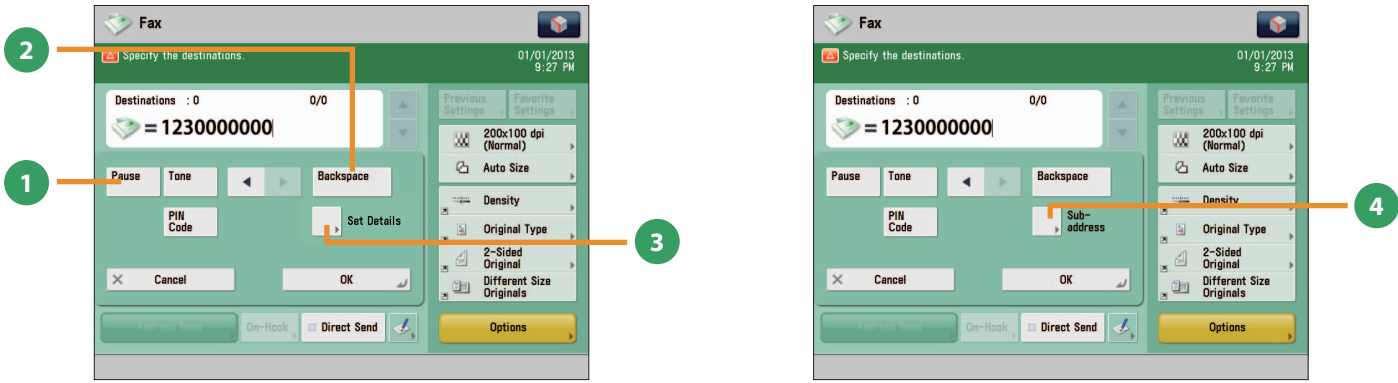
Screen for Specifying the Fax Destination

1 **[Pause]**
Press to insert a pause of several seconds in the fax number that you are dialing. If you insert a pause, the letter <p> appears between the numbers, and the letter <P> appears at the end of the number. When dialing an overseas number, insert a pause after the country code, and at the end of the telephone number.

2 **[Backspace]**
Press when you enter an incorrect number to delete the number before the cursor.

 Functions with this mark require an optional product(s).

3 **[Set Details]**
Displayed when multiple lines are set to be used. Press to set the subaddress and password, or to select the telephone line to use for transmission.

4 **[Subaddress]**
You can send or receive fax documents with increased security by attaching a subaddress and a password to your fax transactions.

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Things You Can Do with the Fax Functions

This section describes the functions you can use on the [Options] (1/2 and 2/2) screen of the Fax function. The [Options] screen is divided into two screens. Pressing ▲ or ▼ on the bottom right of the screen displays the next or previous screen. An optional product is required to use the Fax function.
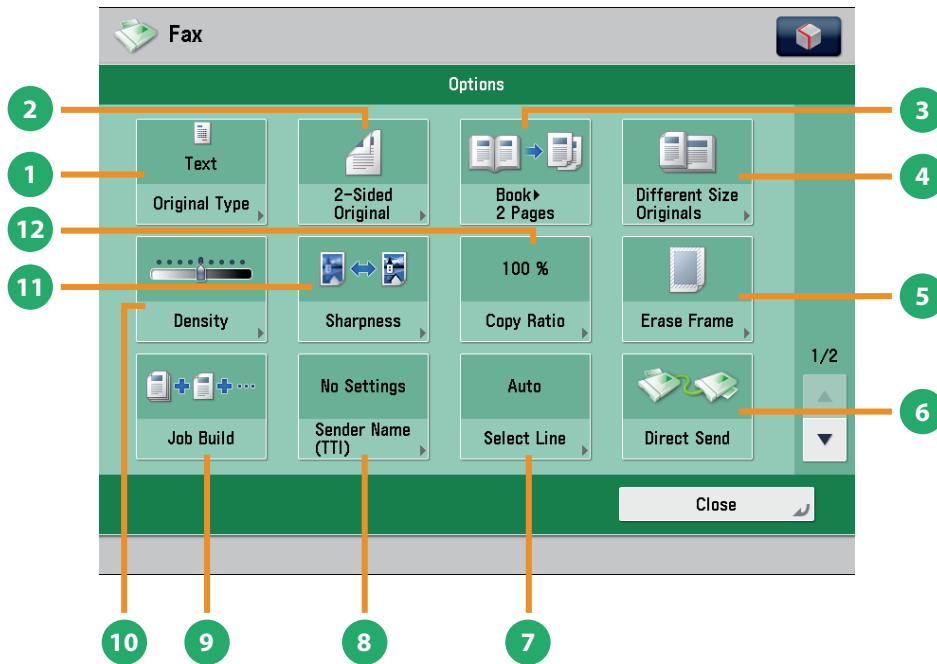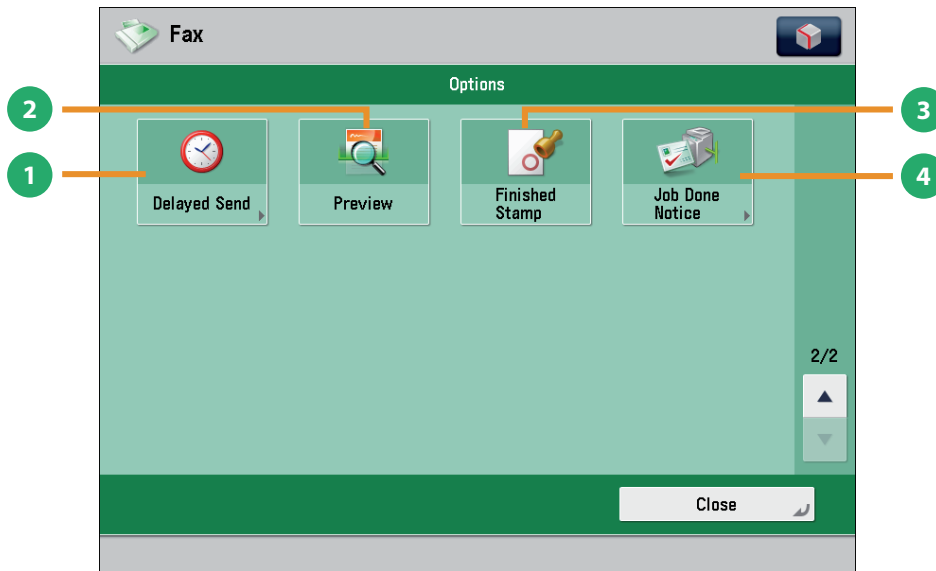
[Options] 1/2

1 [Original Type]
Image quality for scanning is adjusted according to the type of original, such as [Text], [Map], or [Photo].

2 [2-Sided Original]
Set to send two-sided originals. You can select [Book Type] or [Calendar Type].

3 [Book▶2 Pages]
You can scan facing pages, such as in a book one sheet at a time.

4 [Different Size Originals]
You can scan originals of different size fed together in one group.

5 [Erase Frame]
This mode enables you to erase shadows that appear when scanning various types of originals. You can also erase shadows of the punch holes.

6 [Direct Send]
Check that the recipient can receive the facsimile, and then start scanning the originals. You can directly send without storing the original in the memory.

7 [Select Line]
You can select the telephone line to use for sending a facsimile.

8 [Sender Name (TTI)]
You can register a department name or personal name in advance, and show this on the destination fax machine.
* Set the Sender Name after specifying the destination.

9 [Job Build]
You can scan originals that are too many to be placed at once, by dividing them into multiple batches. After all originals are scanned, sending is started.

10 [Density]
Change the exposure. You can press ▶ to make the exposure darker or ◀ to make the exposure lighter. You can set the machine to automatically adjust the exposure.

11 [Sharpness]
This mode enables you to scan the originals with a sharper or softer contrast. You can use this mode when you want to soften and sharpen text, lines, or the outline of the image.

12 [Copy Ratio]
Specify the desired zoom ratios. You can change the zoom ratio by reducing/enlarging a scanned document to a preset paper size, or by entering a value to specify a desired scan ratio.

Functions with this mark require an optional product(s).

[Options] 2/2

1 **[Delayed Send]**
This mode enables you to store a send job in memory, and have it sent at a later time.

2 **[Preview]**
This mode enables you to preview the scanned data of your originals and to check the page count before sending a fax. You can also delete a specified page.

3 **[Finished Stamp]**
You can print a stamp (approximately 1/8″ (3 mm) in diameter) on the front side of scanned and sent originals.

4 **[Job Done Notice]**
Press to have the machine notify the user through e-mail when the fax job is done.

Sending Scanned Data (E-Mail/Fax/I-Fax/File Servers)

This section describes the flow of basic scan and send operations.
Depending on the file format, optional products are required to use the Scan function.

1 Placing Originals

Place the original on the feeder or the platen glass.

Placing originals in the feeder

Adjust the slide guides to fit the size of your originals. Neatly place your originals with the side to be copied face up.

Placing originals on the platen glass

Open the feeder/platen cover.

Place your originals face down.

Gently close the feeder/platen cover.

2 Selecting Function

Select [Scan and Send] from the Main Menu screen.
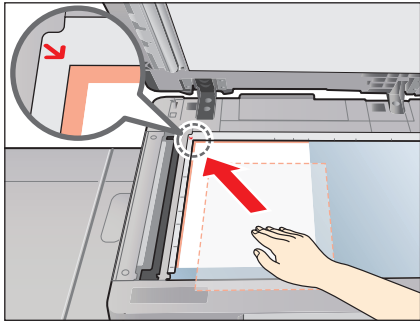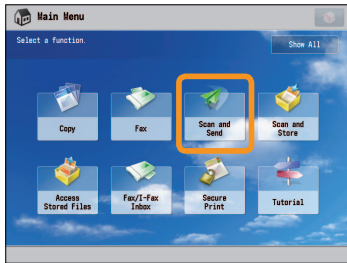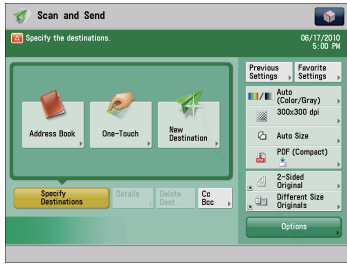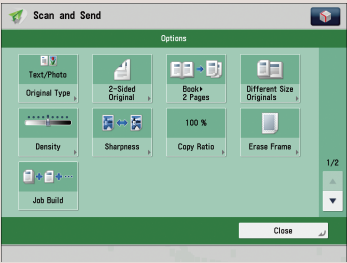
Press [Scan and Send].

Scan and Send Basic Features screen is displayed.

You can set various send functions. For more information, see from p. 38 to p. 41 in this manual.

- If a log in screen for Department ID Management or SSO-H appears, you must enter the applicable authentication information (ID, password/PIN). If the Copy Card Reader-F1 is attached, first insert a control card.
- If a login service, such as Department ID Management or SSO-H has been set, press ⓘⒹ (Log In/Out) to log out.
- The send settings for the last send job may be retained.
  - To cancel the settings, press ⟋ (Reset).
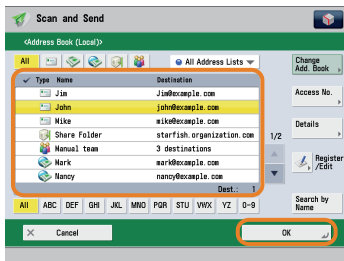 - The specified destinations are not retained.

3

Specify the Destination

Press [Address Book] → select destination → press [OK].

Press [Address Book].
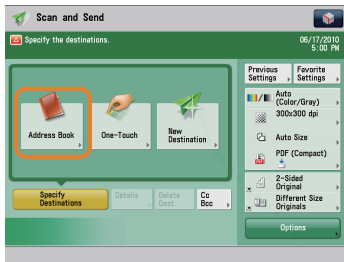
If you are sending to only one destination, select a destination. If you are sending to multiple destinations, select the destinations → press [OK].

For more information on storing the destination in the address book, see e-Manual > Scan and Send.
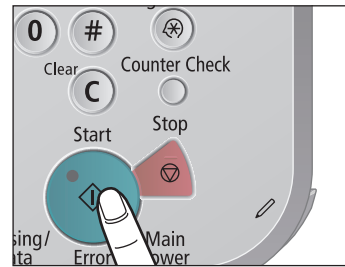
You can specify the destination using the one-touch buttons or frequently used settings. Also, if you want to send to a new destination not yet stored, press [New Destination] → enter the destination.

4

Start Sending

After specifying the settings, press ⊙ (Start).

Press ⊙ (Start).

If the following screen appears, press ⊙ (Start) to scan the next original. After all of the originals are scanned, press [Start Sending].
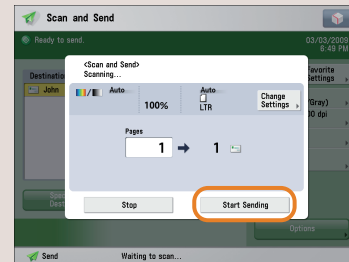
When sending is complete, remove your originals.

After a job is sent, the send settings may be retained except the specified destinations. To cancel the settings, press ✐ (Reset). To send other jobs with the same settings, specify destinations for the jobs as the destination specified for the previous job is not retained.

Things You Can Do with the Scan and Send Functions

To use the Send functions, press [Scan and Send] on the Main Menu screen. This section describes the main functions on the Scan and Send Basic Features screen. Depending on the file format, optional products are required to use the Scan function.
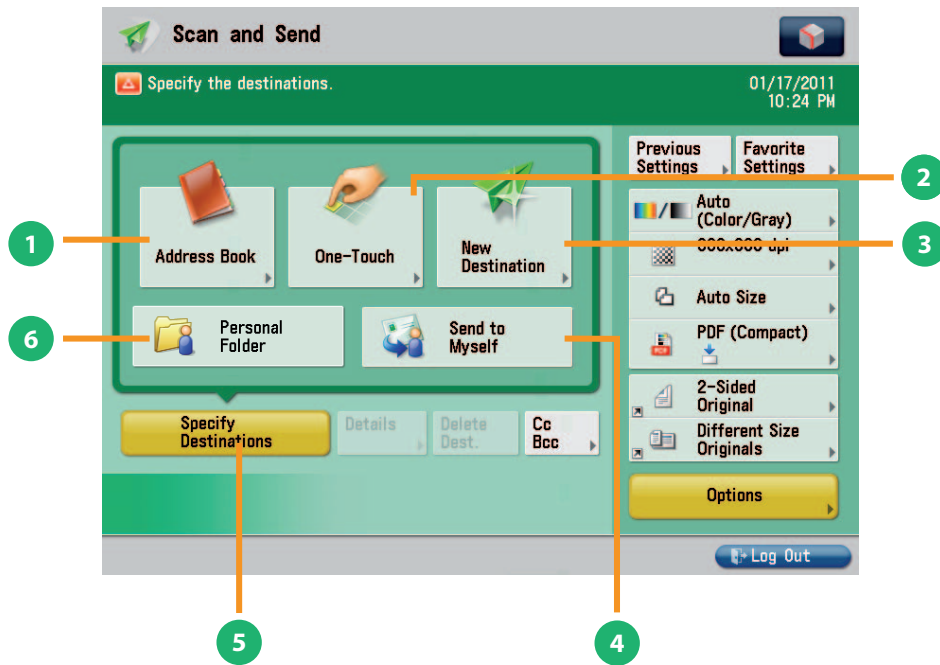
Scan and Send Basic Features Screen

1 **[Address Book]**
Press to select a destination from the Address Book. You can also register frequently used e-mail, I-fax, or file server destinations in the Local Address Book.

2 **[One-Touch]**
If a frequently used destination is stored in a one-touch button, you can specify the destination quickly. Press [To Remote Add. Book] to specify destinations registered in the one-touch buttons of a server machine by accessing from a client machine on the network.

3 **[New Destination]**
Press to specify a new destination not stored in the Address Book or one-touch buttons.

4 **[Send to Myself]**
You can specify your own e-mail address as the destination. The administrator can restrict general users to send e-mail only to their addresses.

5 **[Specify Destinations]**
Press to display the methods for specifying destinations or the destination list.

6 **[Personal Folder]**
You can specify your personal folder as the destination. The administrator can restrict destination for file transmission to the operator's personal folder.
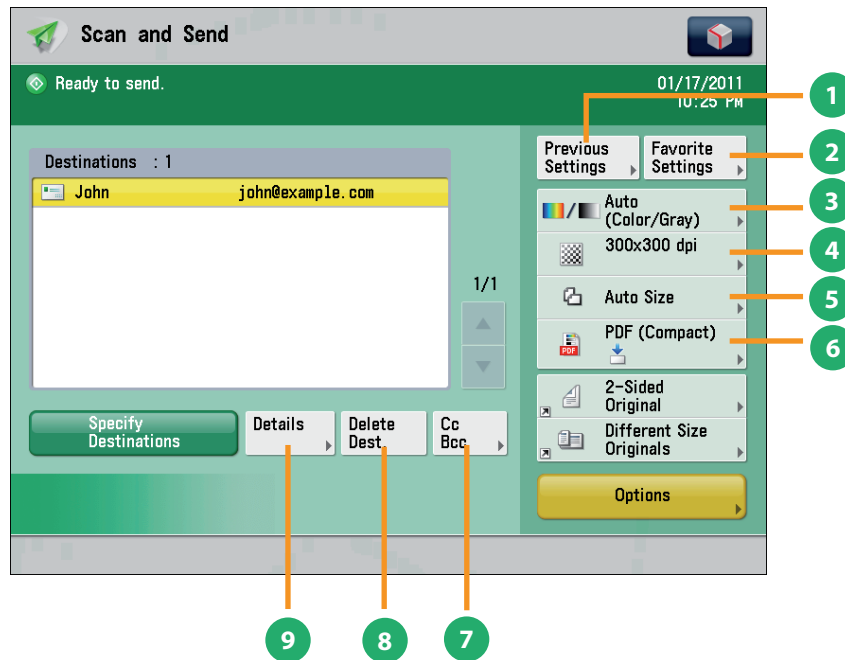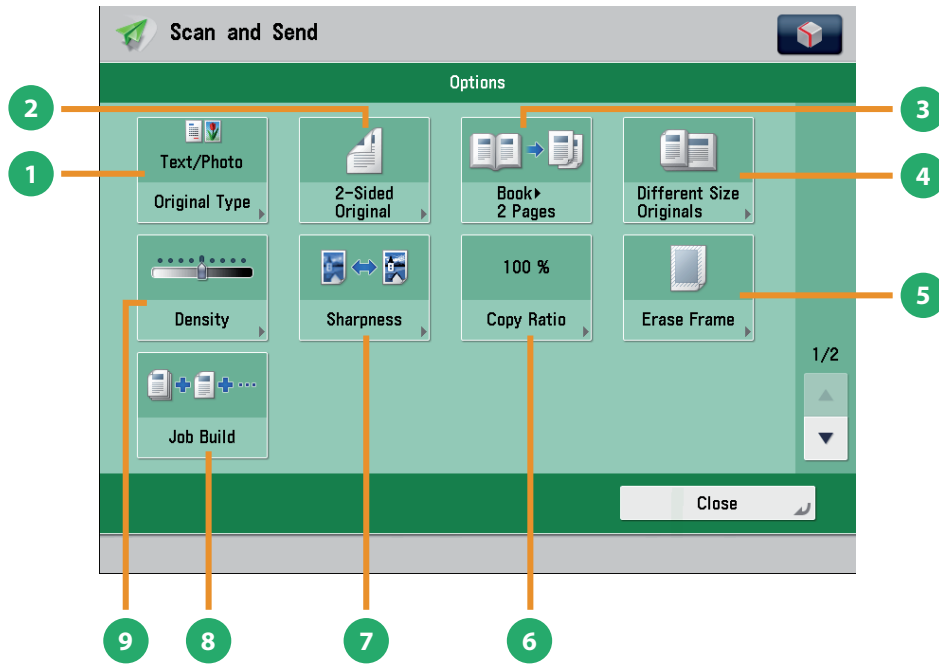
**Scan and Send Basic Features Screen (Destination Set)**

1 [Previous Settings]
You can recall the three most recent destinations or send settings. You can send using the recalled destination or settings.

2 [Favorite Settings]
You can register frequently used destination and settings. You can recall the registered frequently used settings for future use.

3 [Select Color]
You can select the Full Color, Grayscale, or Black-and-White mode. You can also set the machine to automatically select a color mode according to the original.

4 [Resolution]
If the resolution is high, you can send fine text and images clearly. If the resolution is low, the data size becomes smaller and you can reduce the time it takes to send.

5 [Scan Size]
You can select the original scanning size. If you press [Auto Size], the machine automatically recognizes the size of the original when scanning.

6 [File Format]
If you are sending to an e-mail address or file server, you can specify the file format. You can select from PDF, XPS, OOXML (pptx), JPEG, or TIFF.

7 [Cc Bcc]
In addition to the destination for the documents, you can specify e-mail address destinations for the Cc and Bcc addresses.

8 [Delete Dest.]
You can delete the selected destination from the destination list.

9 [Details]
You can check the detailed information for the destination selected from the destination list. You can also change the new destination.

39

Things You Can Do with the Scan and Send Functions

This section describes the functions you can use on the [Options] (1/2 and 2/2) screen of the Scan and Send function. The [Options] screen is divided into two screens. Pressing ▲ or ▼ on the bottom right of the screen displays the next or previous screen. Depending on the file format, optional products are required to use the Scan function.

[Options] 1/2

1 **[Original Type]**
Image quality for scanning is adjusted according to the type of original, such as [Text], [Map], or [Photo].

2 **[2-Sided Original]**
Set to send two-sided originals. You can select [Book Type] or [Calendar Type].

3 **[Book ▶ 2 Pages]**
You can scan facing pages, such as in a book one sheet at a time.

4 **[Different Size Originals]**
You can scan originals of different size fed together in one group.

5 **[Erase Frame]**
This mode enables you to erase shadows that appear when scanning various types of originals. You can also erase shadows of the punch holes.

6 **[Copy Ratio]**
Specify the desired zoom ratios. You can change the zoom ratio by reducing/enlarging a scanned document to a preset paper size, or by entering a value to specify a desired scan ratio.

7 **[Sharpness]**
This mode enables you to scan the originals with a sharper or softer contrast. You can use this mode when you want to soften and sharpen text, lines, or the outline of the image.

8 **[Job Build]**
You can scan originals that are too many to be placed at once, by dividing them into multiple batches. After all originals are scanned, sending is started.

9 **[Density]**
Change the exposure. You can press ▶ to make the exposure darker or ◀ to make the exposure lighter. You can set the machine to automatically adjust the exposure.
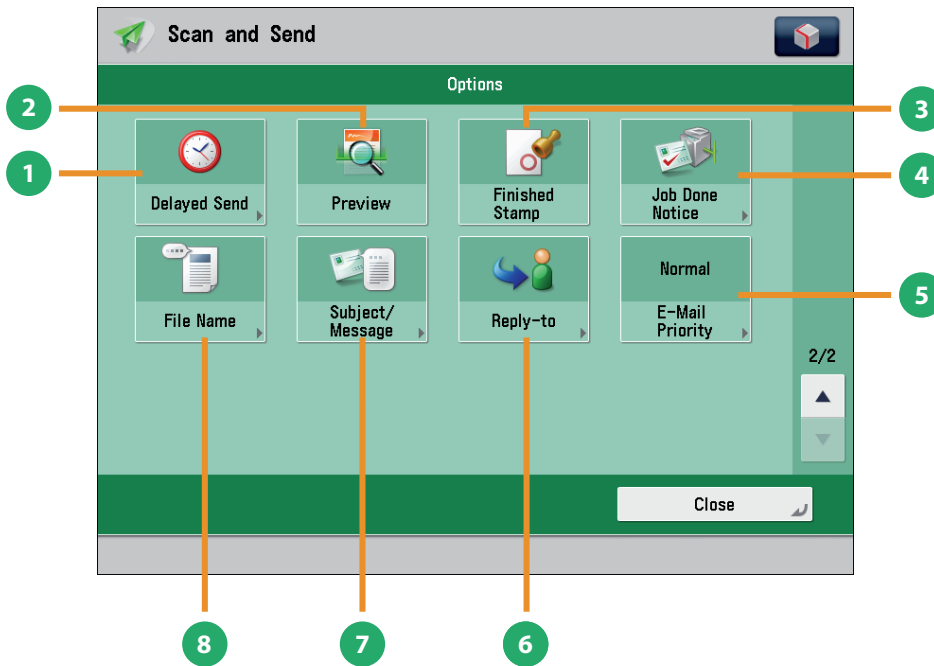
[Options] 2/2

1 **[Delayed Send]**
This mode enables you to store a send job in memory, and have it sent at a later time.

2 **[Preview]**
This mode enables you to preview the scanned data of your originals and to check the page count before sending your document. You can also delete a specified page.

3 **[Finished Stamp]**
You can print a stamp (approximately 1/8″ (3 mm) in diameter) on the front side of scanned and sent originals.

4 **[Job Done Notice]**
Press to have the machine notify the user through e-mail when the send job is done.

5 **[E-Mail Priority]**
You can set a priority level when sending e-mail.

6 **[Reply-to]**
You can specify a reply-to address when sending an e-mail or I-fax.

7 **[Subject/Message]**
You can specify a subject and enter a message when sending an e-mail or I-fax. If you do not specify a subject, it will be specified automatically.

8 **[File Name]**
If you set PDF(OCR), XPS(OCR), or OOXML(OCR) as the file format, you can set [Auto (OCR)] to 'On' to automatically extract the first text block in the document for use as its filename.

Storing Scanned Data

This section describes the flow of basic Scan and Store operations. It also describes an example of how to store scanned data in a mail box. Depending on the file format, optional products are required to use the Scan function.

1 Placing Originals

Place the original on the feeder or the platen glass.

Placing originals in the feeder

Adjust the slide guides to fit the size of your originals. Neatly place your originals with the side to be copied face up.

Placing originals on the platen glass

Open the feeder/platen cover.

Place your originals face down.

Gently close the feeder/platen cover.
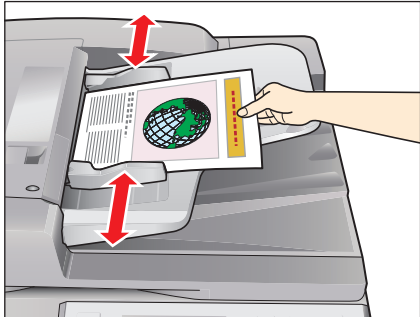
2 Selecting Function

Select [Scan and Store] from the Main Menu screen.
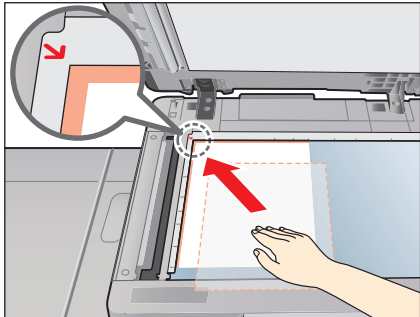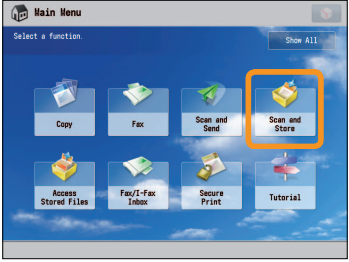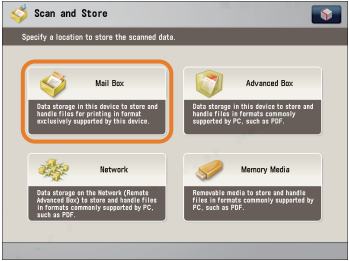
Press [Scan and Store].

Select [Mail Box] from the screen where you can select the type of storage location.

- If a log in screen for Department ID Management or SSO-H appears, you must enter the applicable authentication information (ID, password/PIN). If the Copy Card Reader-F1 is attached, first insert a control card.
- If a login service, such as Department ID Management or SSO-H has been set, press ⓘⒹ (Log In/Out) to log out.

3

Select Storage

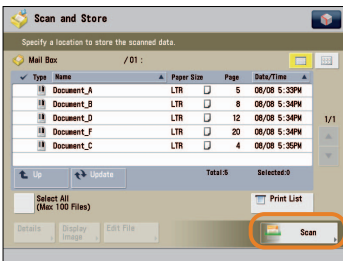**Specify the mail box that you want to store the file in.**

Select the desired mail box.
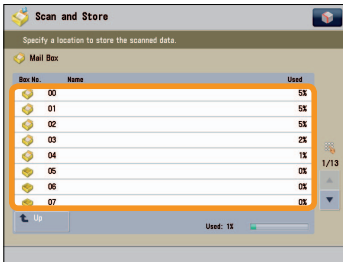
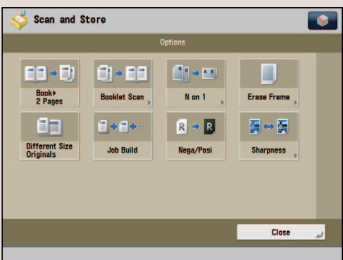You may need to enter a PIN when specifying the mail box.

Press [Scan].

The Scan screen is displayed.

> You can set various scan functions. For more information, see from p. 44 to p. 45 in this manual.
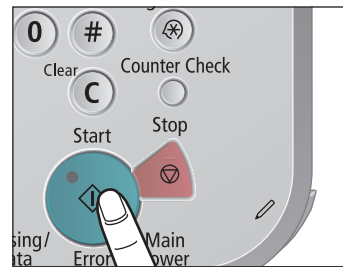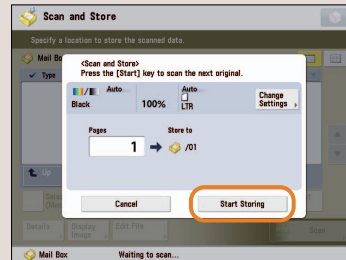>
>

4

Start Scanning

**After specifying the settings, press ⊙ (Start).**

Press ⊙ (Start).

> If the following screen appears, press ⊙ (Start) to scan the next original. After all of the originals are scanned, press [Start Storing].
>
>

When scanning is complete, remove your originals.

Things You Can Do with the Scan and Store Functions

To scan the original and store it, press [Scan and Store] on the Main Menu screen. This section describes the functions you can use on the Scan and Store Basic Features screen and the [Options] screen. If you press [Scan] after selecting the storage location, the screen below appears. Depending on the file format, optional products are required to use the Scan function.
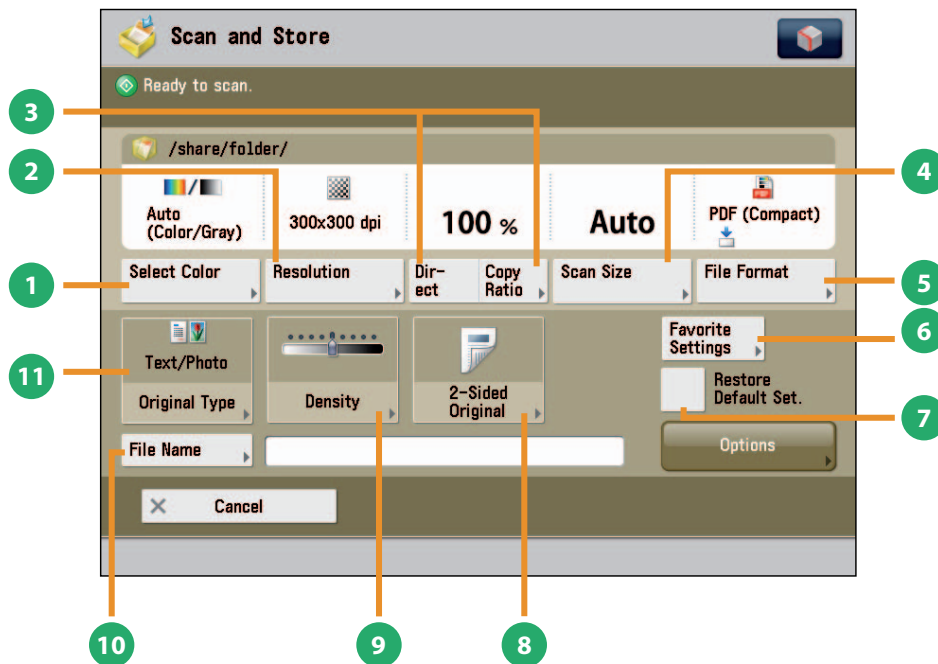
Scan Screen

① **[Select Color]**
You can select the Full Color or Black mode. You can also set the machine to automatically select a color mode according to the original.

② **[Resolution]**
If the resolution is high, you can store fine text and images clearly. If the resolution is low, the data size becomes smaller.

③ **[Direct]/[Copy Ratio]**
This mode enables you to change the copy ratio by enlarging/reducing a copy to a preset paper size, or by entering a value to specify a desired copy ratio.

④ **[Scan Size]**
You can select the original scanning size. If you press [Auto], the machine automatically recognizes the size of the original when scanning.

⑤ **[File Format]**
You can set a file format, such as a PDF format to the scanned document so that it can be accessed from your computer.

⑥ **[Favorite Settings]**
You can register frequently used scan settings. You can recall the registered frequently used settings for future use.

⑦ **[Restore Default Set.]**
This mode is useful if you want to clear all settings and reset the settings. All settings are cleared.

⑧ **[2-Sided Original]**
Set to scan two-sided originals. You can select [Book Type] or [Calendar Type].

⑨ **[Density]**
Change the exposure. You can press ▶ to make the exposure darker or ◀ to make the exposure lighter. You can set the machine to automatically adjust the exposure.

⑩ **[File Name]**
You can specify a file name for the data to be scanned.

⑪ **[Original Type]**
Image quality for scanning is adjusted according to the type of original, such as [Text/Photo], [Printed Image], [Photo Printout], or [Text].

The available functions may differ, depending on the storage location.
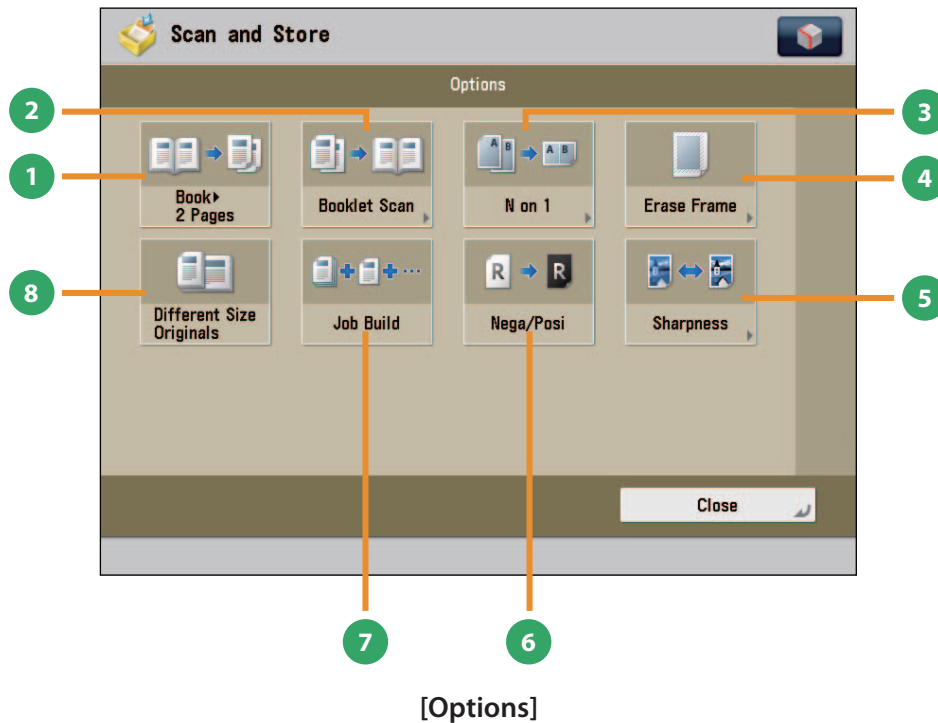
[Options]

1 **[Book ▶ 2 Pages]**
You can scan facing pages, such as in a book one sheet at a time.

2 **[Booklet Scan]**
You can scan with booklet settings.

3 **[N on 1]**
You can scan multiple pages of the original and reduce the size of the images to fit onto a single page. You can also change the order of the layout.

4 **[Erase Frame]**
This mode enables you to erase shadows that appear when scanning various types of originals. You can also erase shadows of the punch holes.

5 **[Sharpness]**
This mode enables you to adjust image quality for copying. You can use this mode when you want to soften and sharpen text, lines, or the outline of the image.

6 **[Nega/Posi]**
This mode enables you to scan and record the original image by inverting the hues and gradations.

7 **[Job Build]**
You can scan originals that are too many to be placed at once, by dividing them into multiple batches. After all originals are scanned, storing is started.

8 **[Different Size Originals]**
You can scan originals of different size fed together in one group.

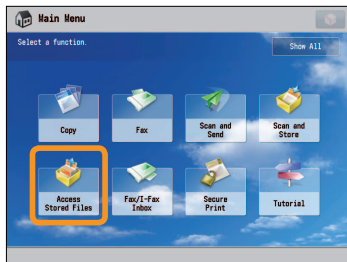The available functions may differ, depending on the storage location.

Printing Stored Data

This section describes the flow of basic Access Stored Files operations. The procedure for printing files stored in a mail box is used here as an example.

1 Selecting Function

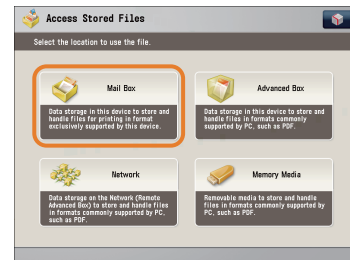**Select [Access Stored Files] from the Main Menu screen.**
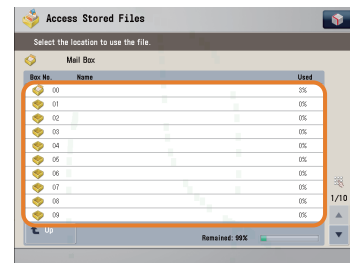
Press [Access Stored Files].

2 Select Storage

Specify the storage location for the file.

Select [Mail Box] from the Storage Selection screen.

Select the desired mail box.

You may need to enter a PIN when specifying the mail box.

- If a log in screen for Department ID Management or SSO-H appears, you must enter the applicable authentication information (ID, password/ PIN). If the Copy Card Reader-F1 is attached, first insert a control card.
- If a login service, such as Department ID Management or SSO-H has been set, press (Log In/Out)to log out.
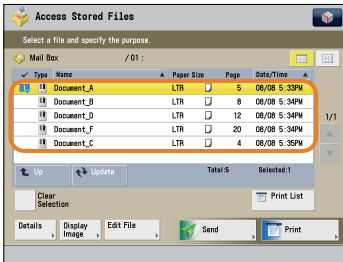
3

Select File
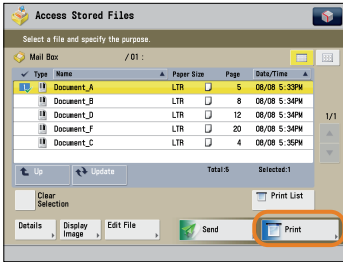
Select the file that you want to print → press [Print].

Select the file to print.

Press [Print].

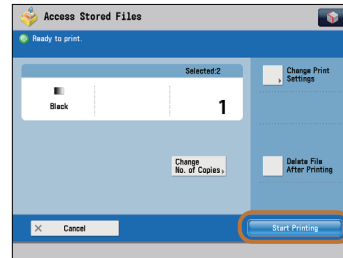The Print screen is displayed.

4

Start Printing

After specifying the settings, press [Start Printing].
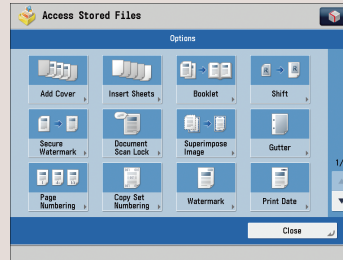
Press [Start Printing].

You can set various print settings on the screen displayed when [Change Print Settings] is pressed. For more information, see from p. 51 to p. 53 in this manual.

When printing is complete, the display returns to the Mail Box Selection screen.
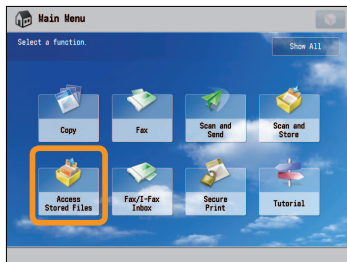
Sending Stored Data

This section describes the flow of basic Access Stored Files operations. The procedure for sending a file stored in a mail box is used here as an example.

1

Selecting Function

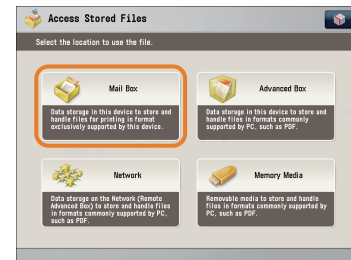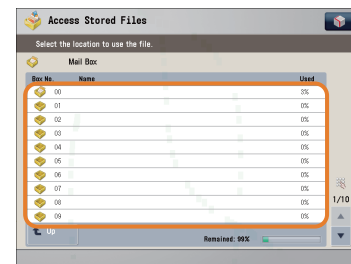Select **[Access Stored Files]** from the Main Menu screen.

2

Select Storage

Select **[Mail Box]**.

Press [Access Stored Files].

Select [Mail Box] from the Storage Selection screen.

Select the desired mail box.

You may need to enter a PIN when specifying the mail box.

- If a log in screen for Department ID Management or SSO-H appears, you must enter the applicable authentication information (ID, password/PIN). If the Copy Card Reader-F1 is attached, first insert a control card.
- If a login service, such as Department ID Management or SSO-H has been set, press ⓘⒹ (Log In/Out) to log out.
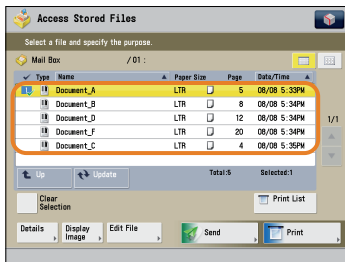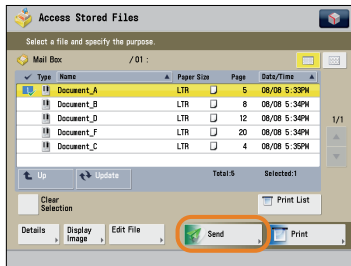
3

Select File

Select the file that you want to send → press [Send].
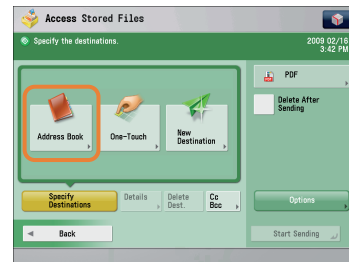
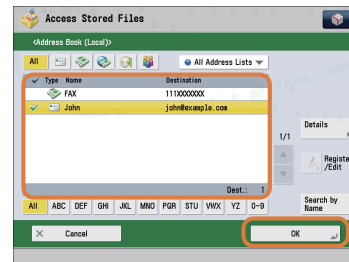Select the file to send.

Press [Send].

4

Start Sending

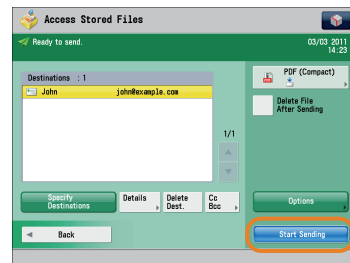Specify the destination → press [Start Sending].
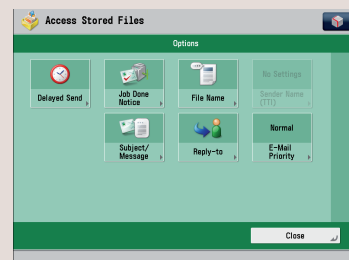
Press [Address Book].

Select the destinations → press [OK].


Press [Start Sending].

You can set various send functions. For more information, see p. 54 to p. 55 in this manual.

Things You Can Do with the Access Stored Files Functions (File Operation)

To perform various operations on stored files, press [Access Stored Files] on the Main Menu screen. This section describes the functions you can use to edit files stored in a mail box. Select the file that you want to edit from the list of stored files, press [Edit File], and the following screen is displayed.
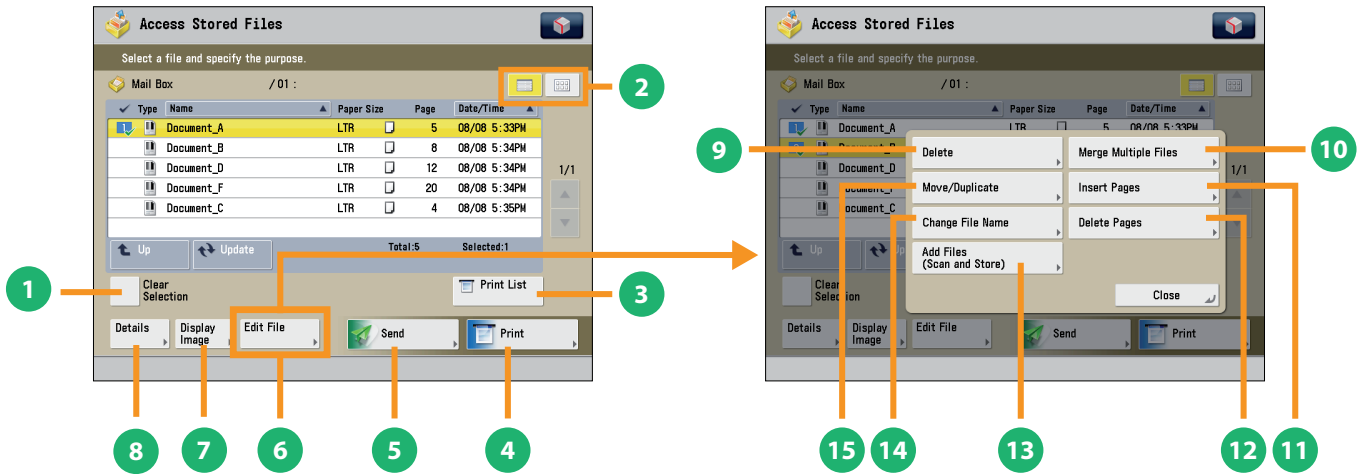
File Selection Screen

Edit File Screen

① [Clear Selection]
Press to cancel the selection of a file. For a mail box, if you cancel a selection, this switches to [Select All (Max 100 Files)].

② List/Thumbnail
Press to select view settings of the files stored in a mail box.

③ [Print List]
You can print a list of files stored in a mail box.

④ [Print]
Press to display the Print Settings screen.

⑤ [Send]
Press to send a file stored in the mail box.

⑥ [Edit File]
Press to display the menu for adding or deleting a file, or displaying the detailed information of a file.

⑦ [Display Image]
This mode enables you to preview the stored file and check the page count.

⑧ [Details]
You can check the detailed information of the stored file.

⑨ [Delete]
You can delete stored files. You can erase unnecessary files and arrange the storage location.

⑩ [Merge Multiple Files]
You can combine multiple files in the mail box into one file. Then you can print the combined files as one file.

⑪ [Insert Pages]
You can insert a specified file from the mail box in front of the specified page of another file from the same mail box.

⑫ [Delete Pages]
This mode enables you to erase specified page from a file that is stored in a mail box.

⑬ [Add Files (Scan and Store)]
You can scan the original and store the new file in the selected storage location.

⑭ [Change File Name]
You can change a file name.

⑮ [Move/Duplicate]
You can move or duplicate files stored in the mail box.

The available functions may differ, depending on the storage location.

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Things You Can Do with the Access Stored Files Functions (Print)

This section describes the functions on the Print Settings screen that you can use when printing stored files. If you select the file that you want to print from the list of stored files and press [Print], the following screen is displayed. Optional products are required to print PDF/XPS files.
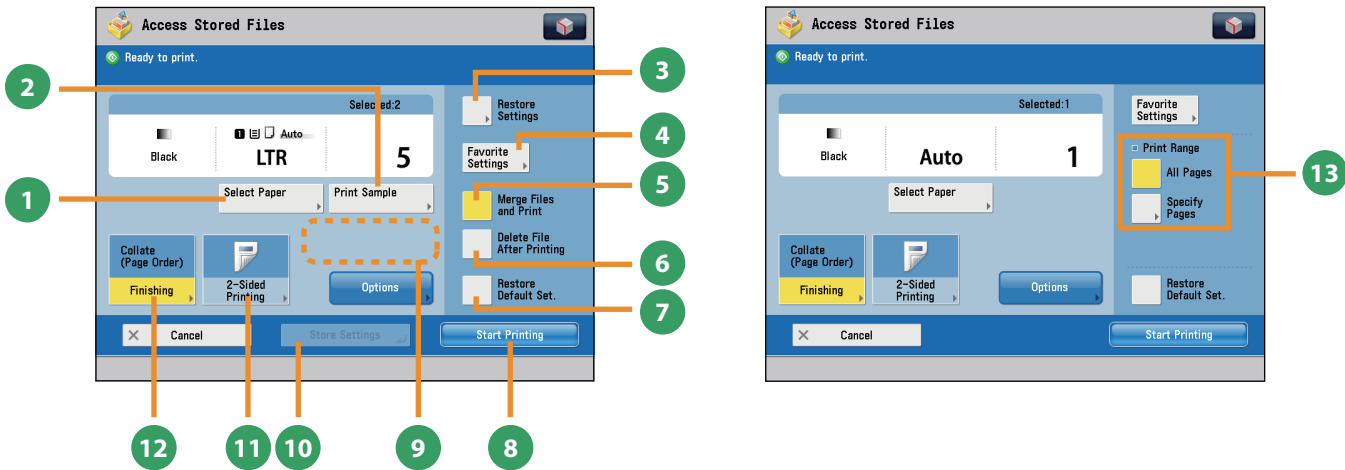

Print Screen

1 **[Select Paper]**
You can select the paper size/type and the paper source. You can also set the machine to automatically select the paper size to match the size of the stored original.

2 **[Print Sample]**
You can check the print result of one set before making multiple sets of prints. You can also print a specified page.

3 **[Restore Settings]/[Change Print Settings]**
You can change or restore the print settings.

4 **[Favorite Settings]**
This mode enables you to register frequently used print settings. You can recall the registered frequently used settings for future use.

5 **[Merge Files and Print]**
Press to merge multiple files and print as one file. This key is displayed only when multiple files are selected.

6 **[Delete File After Printing]**
Press to have a file automatically deleted after it is printed.

7 **[Restore Default Set.]**
Press to cancel all settings.

8 **[Start Printing]**
Press to start printing.

9 **[Change No. of Copies]**
Press to set the number of prints when multiple files are selected.
* Displayed only when print settings have not been changed.

10 **[Store Settings]**
Press to store the print settings.
* Displayed only when using the Mail Box. Cannot be used when multiple files are selected.

11 **[2-Sided Printing]**
This mode enables you to print successive pages of a stored file on both sides of a sheet of paper.

12 **[Finishing]**
You can collate prints in page order or into groups of the same page. You can staple the printed sheets.
* To staple printed sheets, optional products are required.

13 **Print Range**
You can set the print range using [All Pages] or [Specify Pages].

The available functions may differ, depending on the storage location.

Flow of Basic Operations

Things You Can Do with the Access Stored Files Functions (Print)

This section describes the functions you can use on the [Options] (1/2 and 2/2) screen of the Access Stored Files function. The [Options] screen is divided into two screens. Pressing ▲ or ▼ on the bottom right of the screen displays the next or previous screen.
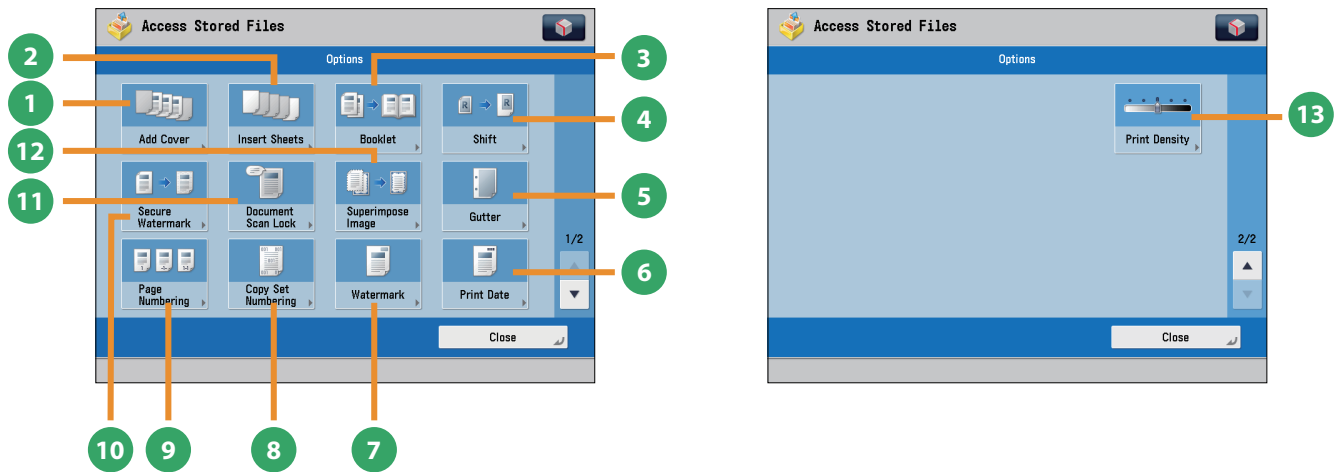

[Options] (Mail Box)

1 [Add Cover]
You can add covers.

2 [Insert Sheets]/[Job Separator]
Press to insert blank sheets or chapter pages between specified pages. When multiple files are selected, job separator sheets are inserted.

3 [Booklet]
You can layout the files to print a booklet. You can also print a cover sheet or make a saddle stitch booklet.
  * To make a saddle stitch booklet, optional products are required.

4 [Shift]
You can shift the position of the image to print to the desired position.

5 [Gutter]
This mode enables you to print with the entire original image shifted by a designated width to create a margin on the prints. You can set different width values for the each side of the paper.

6 [Print Date]
This mode enables you to print the date onto the output. You can specify the size, position, or direction of the date.

7 [Watermark]
This mode enables you to print a watermark and user-defined text onto the output. You can specify the size, position, or direction.

8 [Copy Set Numbering]
This mode enables you to print copy set numbers. You can specify the size, position, or direction of the copy set number.

9 [Page Numbering]
You can print with page numbers. You can also specify the size, position, or direction of the page number.

10 [Secure Watermark]
You can embed hidden text, such as "CONFIDENTIAL" in the background of prints. The embedded text appears when the copies are printed, helping prevent unauthorized copying and information leakage.

11 [Document Scan Lock]
You can embed tracking information in prints. This increases security by preventing unauthorized copies.

12 [Superimpose Image]
This mode superimposes an image (image form) previously scanned, registers it in the memory of the machine, and then combines it with the file to print.

13 [Print Density]
This mode enables you to adjust the print density.

Functions with this mark require an optional product(s).
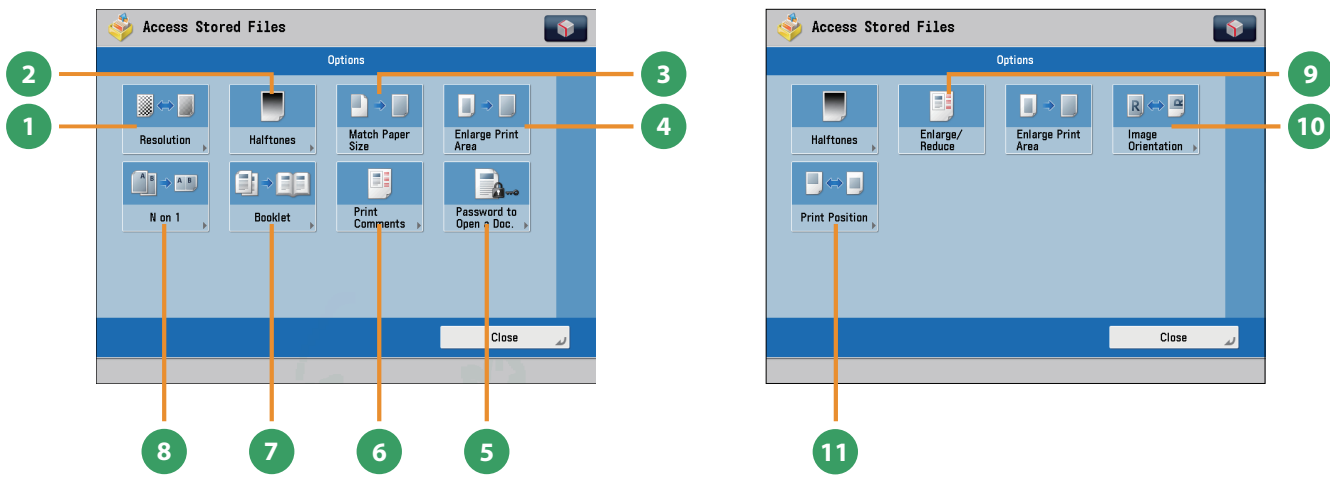
[Options]
(Advanced Box, the Advanced Box of Another Machine on the Same Network, Memory Media)

1 [Resolution]
If the resolution is high, you can print fine text and images clearly.

2 [Halftones]
You can select the adjustment methods to use when printing with halftones.

3 [Match Paper Size]
You can enlarge/reduce a file image to match the paper size.

4 [Enlarge Print Area]
You can set the blank borders at each side of the page to 0" (0 mm), and print all the way to the edges of the page.

5 [Password to Open a Doc.]
You can print password protected PDF files by entering the password required to open them.

6 [Print Comments]
You can print the PDF file and all the comments.

7 [Booklet]
This mode enables you to print documents in such a way that the prints are made into a booklet.
* To make a saddle stitch booklet, optional products are required.

8 [N on 1]
You can scan a file with multiple pages and reduce the size of the pages to print onto a single page. You can also specify the order in which to print.

9 [Enlarge/Reduce]
You can set the machine to enlarge or reduce data from JPEG or TIFF image files to fit the desired paper size.

10 [Image Orientation]
You can set the machine to compare the size of JPEG and TIFF image data and automatically change the orientation of the image to fit the desired paper size, or you can specify the orientation of the image manually for printing.

11 [Print Position]
You can select whether to print JPEG and TIFF image data centrally or in the top left, or specify to set the print position automatically.

The available functions may differ, depending on the file format.

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Things You Can Do with the Access Stored Files Functions (Send)

This section describes things you can do when sending a file stored in a mail box, and the modes available on the [Options] screen. Select the file that you want to send from the list of stored files, press [Send], and the following screen is displayed. An optional product is required to use the Fax function.
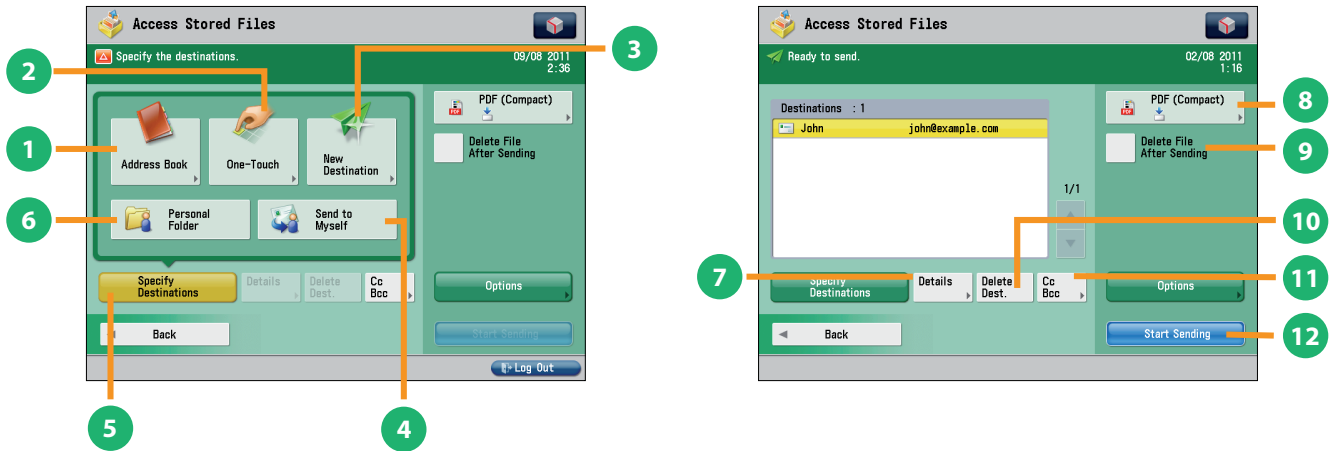

Send Basic Features Screen (Access Stored Files)

1 **[Address Book]**
Press to select a destination from the Address Book. You can also register frequently used e-mail, I-fax, file server, or fax destinations in the Local Address Book.

2 **[One-Touch]**
If a frequently used destination is stored in a one-touch button, you can specify the destination quickly. Press [To Remote Add. Book] to specify destinations registered in the one-touch buttons of a server machine by accessing from a client machine on the network.

3 **[New Destination]**
This mode enables you to specify a new destination not stored in the Address Book or one-touch buttons.

4 **[Send to Myself]**
You can specify your own e-mail address as the destination. The administrator can restrict general users to send e-mail only to their addresses.

5 **[Specify Destinations]**
Press to display the methods for specifying destinations or the destination list.

6 **[Personal Folder]**
You can specify your personal folder as the destination. The administrator can restrict destination for file transmission to the operator's personal folder.

Screen for Specifying the Destination (Access Stored Files)

7 **[Details]**
You can check the detailed information for the destination selected from the address list. You can also change a new destination.

8 **File Format**
If you are sending to an e-mail address or file server, you can specify the file format. You can select from PDF, XPS, OOXML(pptx), JPEG, or TIFF.

9 **[Delete File After Sending]**
Press to delete certain pages from a file.

10 **[Delete Dest.]**
Press to delete a destination displayed in the destination list.

11 **[Cc Bcc]**
Press to specify e-mail address destinations for the Cc and Bcc addresses.

**12** **[Start Sending]**
Press to start sending.
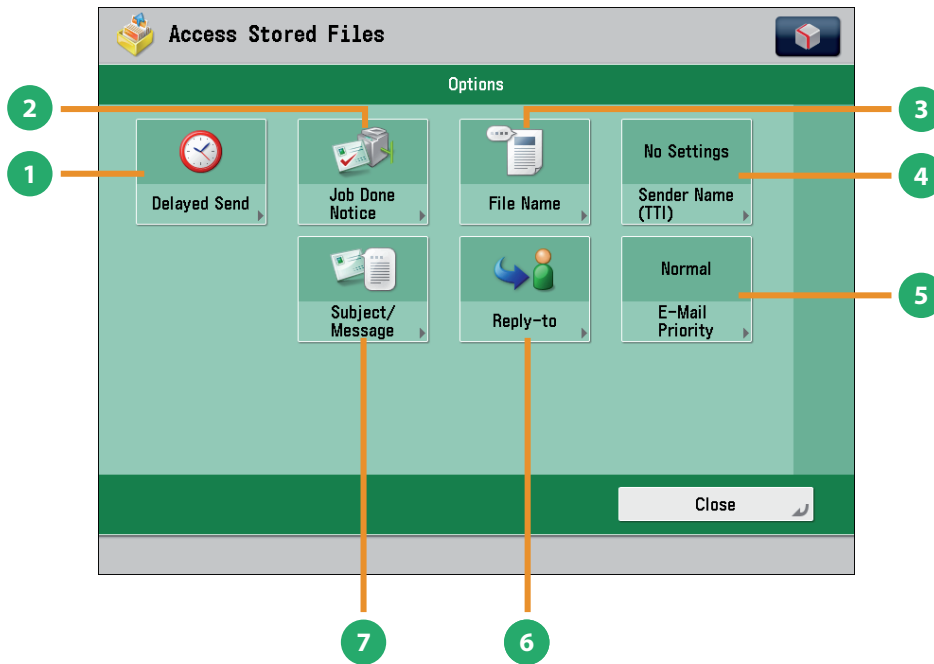
[Options]

1 **[Delayed Send]**
This mode enables you to store a send job in memory, and have it sent at a later time.

2 **[Job Done Notice]**
Press to have the machine notify the user through e-mail when the send job is done.

3 **[File Name]**
If you set PDF(OCR), XPS(OCR), or OOXML(OCR) as the file format, you can set [Auto (OCR)] to 'On' to automatically extract the first text block in the document for use as its file name.

4 **[Sender Name (TTI)]**
You can register a department name or personal name in advance, and show this on the destination fax machine.
* Set the Sender Name after specifying the destination.

5 **[E-Mail Priority]**
You can set a priority level when sending e-mail.

6 **[Reply-to]**
You can specify a reply-to address when sending an e-mail or I-fax.

7 **[Subject/Message]**
You can specify a subject and enter a message when sending an e-mail or I-fax. If you do not specify a subject, it will be specified automatically.

Operating the Machine from a Computer (Remote UI)

The Remote UI (User Interface) is preinstalled software in the machine that enables you to access the machine's functions by using your computer's Web browser. For example, the Remote UI enables you to access the machine to check job status, execute jobs, and specify various settings.
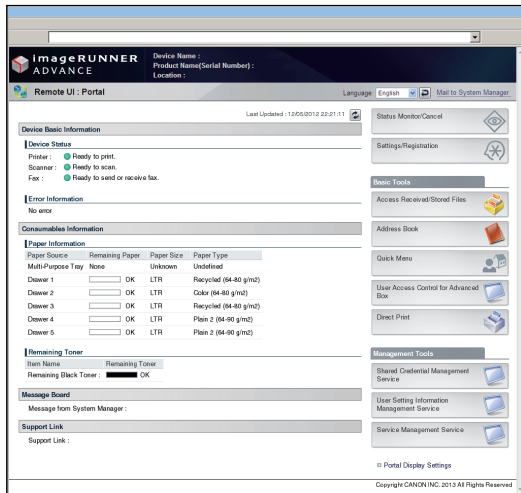
To be able to use the Remote UI, all you need is a Web browser and a network connection between your computer and the machine.

The Remote UI Is Useful in the Following Situations:

⬤ **If you want to check the job status**

⬤ **If you want to edit Address Book from your computer**

⬤ **If you want to check the remaining amount of paper or toner from your seat**
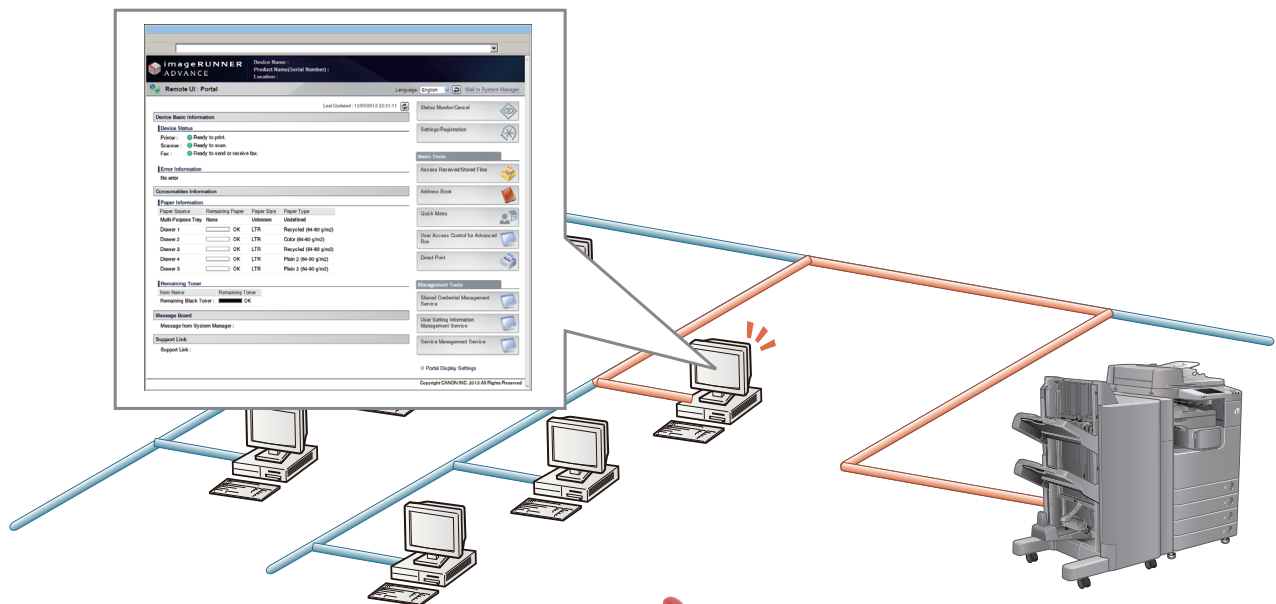
■ To enable the Remote UI:

- Log in as the administrator → specify the following settings.
   1. Press ⊛ (Settings/Registration).
   2. Press [Management Settings] → [License/Other] → [Remote UI].
   3. Press [On] → [OK].
   4. Turn OFF the main power of the machine, and then turn ON the main power again.
- The [Remote UI] setting is made effective only after turning the machine's main power OFF, and then ON. For instructions on turning ON/OFF the machine, see p.12, 13 in this manual.

1
Accessing the Remote UI from a Web Browser.

Access the Remote UI from a Web browser.

Enter the IP address of the machine in the address bar of the Web browser.

http://xxxxxxxxxxx/

imageRUNNER ADVANCE

Remote UI : Portal
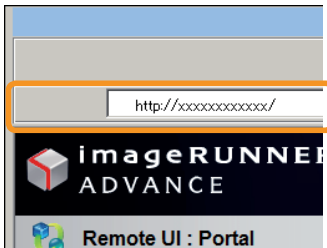
Press [ENTER] on the keyboard.

To login as the administrator, enter the System Manager ID and System PIN → click [Administrator Login].

To login as a general user, click [General User Login].

Canon   Log In

System Manager ID:

System PIN:

A general user can log in without entering the System Manager ID and System PIN.

Administrator Login   General User Login

Copyright CANON INC. 2011 All Rights Reserved
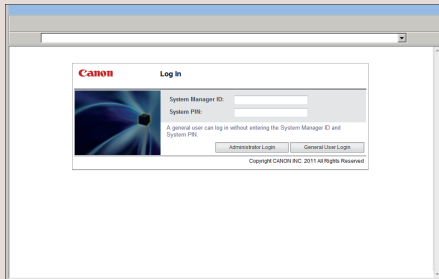
If the Log In screen is displayed, enter the user name and password → click [Log In].

If a login service, such as Department ID Management or SSO-H has been set, enter the appropriate login information.

2
Checking the Job Status and Specifying the Settings

Check the job status and specify the settings.

To check the job status:

Click [Status Monitor/Cancel].
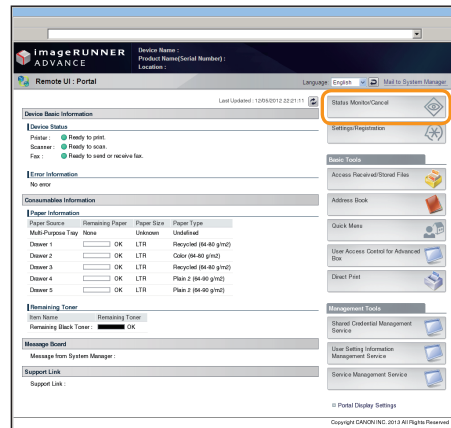
To specify the settings:

Click [Settings/Registration].

57
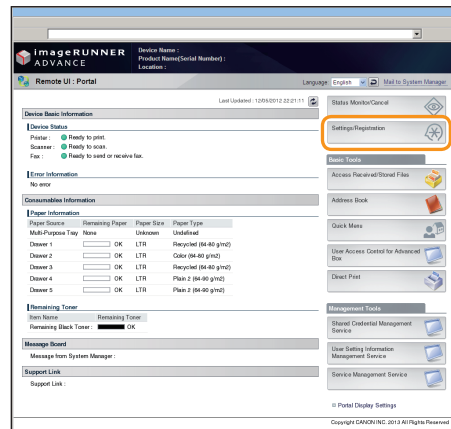
Printing from a Computer

If you install a printer driver in your computer, you can use the machine to print data created using application software. This section describes the flow of basic operations to print data from your computer.

1 Display Print Settings Screen

Select [Print] from the [File] menu.

From the [File] menu in the application software, click [Print].

The print dialog box is displayed.
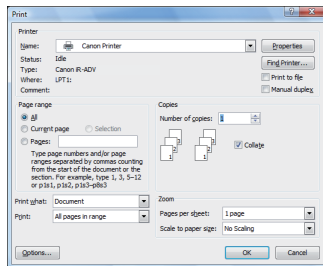
2 Display Properties Screen of Printer Driver

Select the printer to use.

Select the printer to use in [Printer] → click [Properties].
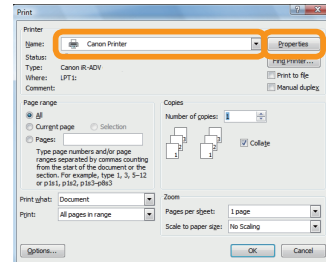
The properties screen of the printer driver appears.
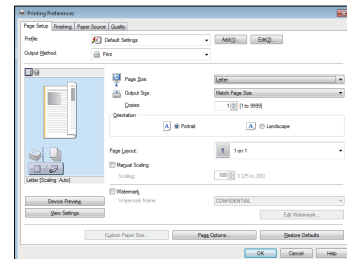
The default setting for [Print Style] is [2-sided printing]. However, for some driver versions, [1-sided printing] is the default setting.

- Printing methods may differ, depending on the applications you are using. For details, see the instruction manuals provided with the application software.
- The screens may differ, depending on the operating system, and the type and version of the printer driver you are using.

3

Specify Print Settings

Specify the print settings.

4

Start Printing

After specifying the settings, click [OK].

Specify the desired settings → click [OK].
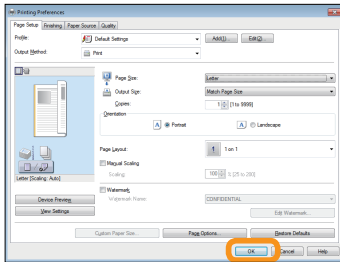
To display detailed descriptions for each print setting, click [Help] on the bottom right of the Properties screen.
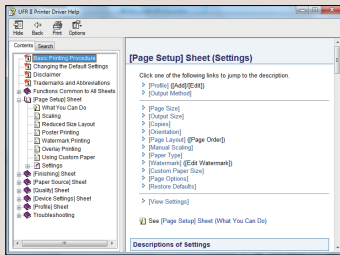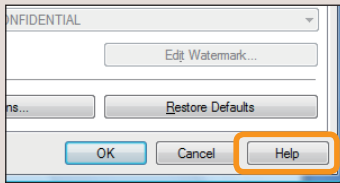
Click [OK].
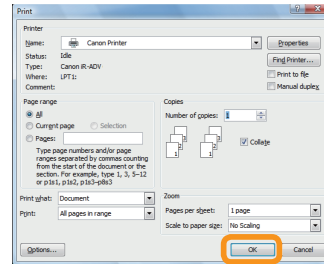
When printing is complete, collect the output.

The print job status can be checked from the Remote UI. For more information, see

Flow of Basic Operations

MEMO

Routine Maintenance

3

Loading Paper

This section describes how to load paper.

Loading Paper into a Paper Drawer

If the selected paper runs out, or the selected paper drawer runs out of paper during printing, a screen prompting you to load paper appears on the touch panel display.
Follow the procedure below to load paper into the paper drawers.

> ⚠️ **CAUTION**
>
> **When handling paper, take care not to cut your hands on the edges of the paper.**

🖐 IMPORTANT

- A screen prompting you to load paper also appears if the selected paper drawer is not fully inserted into the machine. Make sure that the paper drawer is properly in place.
- Do not load the following types of paper into the paper drawers. Doing so may cause a paper jam.
  - Severely curled or wrinkled paper
  - Thin straw paper
  - Transparencies
  - Paper which has been printed on using a thermal transfer printer
  - The reverse side of paper which has been printed on using a thermal transfer printer
- Make sure that you fan the sheets of paper well before placing them. Recycled paper, pre-punched paper, and heavy paper should be fanned particularly well before loading it.
- Never place paper or any other items in the empty part of the drawer next to the paper stack. Doing so may cause paper jams.
- When you are printing in the Staple mode, do not remove the output sheets that are waiting to be stapled. (Printing and stapling resume after you clear the paper jam.)
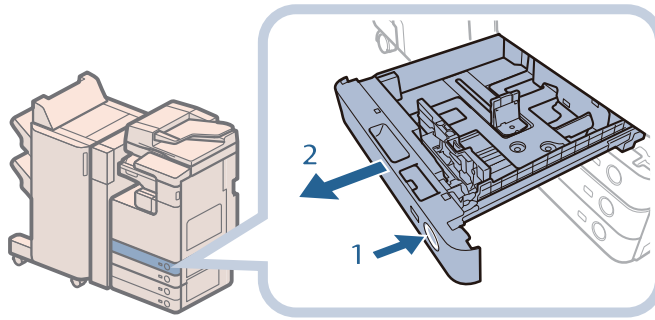
✐ NOTE

- Register the size and type of the loaded paper in [Paper Settings] in [Preferences] (Settings/Registration).
- You can use custom paper sizes. For more information, see e-Manual > Settings/Registration > Registering/Editing/Deleting Custom Paper Sizes.
- You can name, register, and edit custom paper types. For more information, see e-Manual > Settings/Registration > Registering/Editing Custom Paper Types.
- The following paper sizes can be loaded into Paper Drawers 1, 2, 3, and 4:
  - Paper Drawer 1: LGL, LTR, LTRR, STMTR, EXEC, Custom (5 1/2" x 7 1/8" to 11 3/4" to 15 3/8" (139.7 mm x 182.0 mm to 297.0 mm x 390.0 mm))
  - Paper Drawers 2, 3, and 4: 11" x 17", LGL, LTR, LTRR, STMTR, EXEC, Custom (5 1/2" x 7 1/8" to 11 3/4" x 17" (139.7 mm x 182.0 mm to 297.0 mm x 431.8 mm))
  - Envelopes can be loaded into Paper Drawer 2 only if the Envelope Feeder Attachment-D1 is attached.
  - Paper Drawers 3 and 4 are available for use only if the Cassette Feeding Unit-AF1 is attached.
- For more information on the paper types that can be loaded in Paper Drawers 1, 2, 3, and 4, see e-Manual > Basic Operations.
- If a message prompting you to load paper appears during printing, the remaining prints are automatically made after you load the correct paper. If you select a different paper drawer, the remaining prints are made after you press [OK].
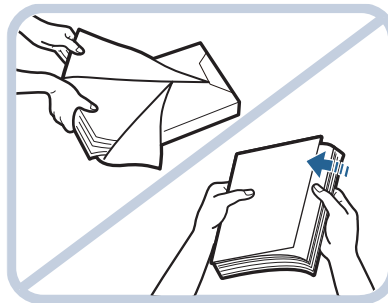- Press [Cancel] to cancel printing.

1

Open the paper drawer.

1. Press the open button on the paper drawer in which you want to load paper.
2. Grip the handle, and pull out the paper drawer until it stops.
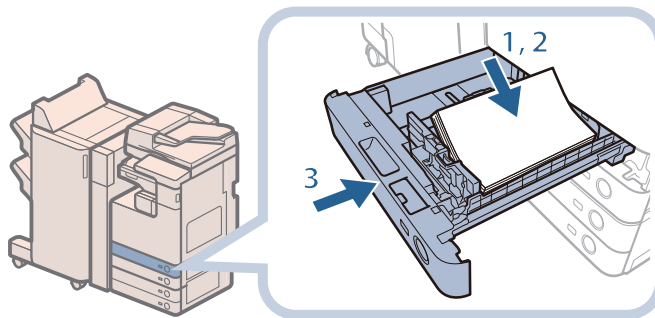
2

Prepare the paper to load.

Open the packaging for the paper, and remove the paper stack.

✎ NOTE
- For high-quality printouts, use paper recommended by Canon.
- Before loading paper, always fan the sheets several times, and align the edges to facilitate feeding.

3

Load the paper stack into the paper drawer.

1. Make sure that the paper size setting of the paper drawer matches the size of the paper to load in the paper drawer.
2. Load the paper stack against the right wall of the paper drawer.
3. Gently push the paper drawer back into the machine until it clicks into place in the closed position.

⚠ **CAUTION**

When returning the paper drawer to its original position, be careful not to get your fingers caught, as this may result in personal injury.

IMPORTANT

- Paper which is curled must be straightened out before loading it into the paper deck unit.
- You will not be able to make copies or print if you load paper that exceeds the loading limit mark ( ), or if the paper drawer is not completely pushed into the machine.
- Make sure that the height of the paper stack does not exceed the loading limit mark ( ).
- Always check that the paper drawers are in place.

NOTE

- When loading paper into the paper drawer for the first time, set the paper size dial to match the paper size being loaded. (See "Adjusting a Paper Drawer to Hold a Different Paper Size," on p. 65.)
- The number of sheets that can be loaded in the paper drawers is 550 sheets (21 lb bond (80 g/m^2)).
- If there are instructions on the paper package about which side of the paper to load, follow those instructions.
- When the paper is loaded into the paper drawer, the side facing up is the one printed on.
- If problems, such as poor print quality or paper jams occur, try turning the paper stack over and reloading it.
- For more information on the print direction of preprinted paper (paper which has logos or patterns already printed on it), see e-Manual > Copy.
- Rewrap any remaining paper in its original package, and store it in a dry place, away from direct sunlight.
- If paper runs out and printing is stopped, load a new paper stack. Printing restarts after the new paper stack is loaded.
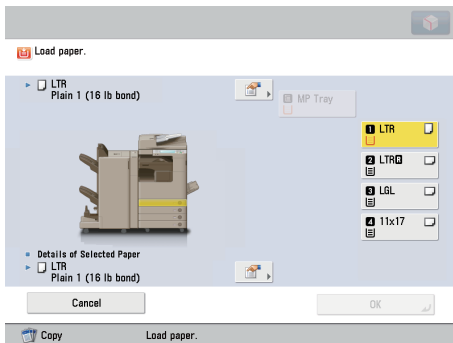
- If you print on the paper which has absorbed moisture, steam may come out from the output area of the machine. This is because the moist on the paper evaporates when the high temperature is applied when a toner is fixed to the paper. It is not a malfunction. (This especially happens in low room temperature.)

Adjusting a Paper Drawer to Hold a Different Paper Size

If you want to load a different size paper into a paper drawer, follow the procedure described below to adjust the paper drawer guides.

> ⚠ **CAUTION**
>
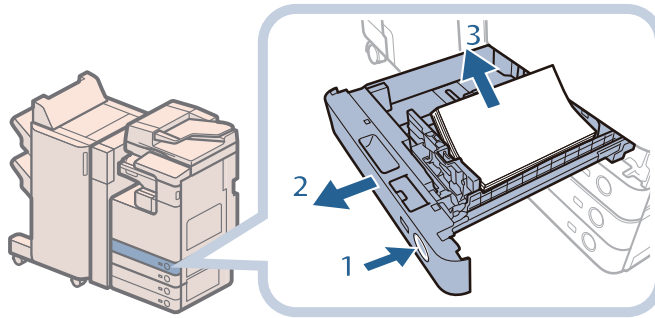> **When handling paper, take care not to cut your hands on the edges of the paper.**

✎ NOTE
Only the paper drawers can be adjusted to hold different paper sizes.
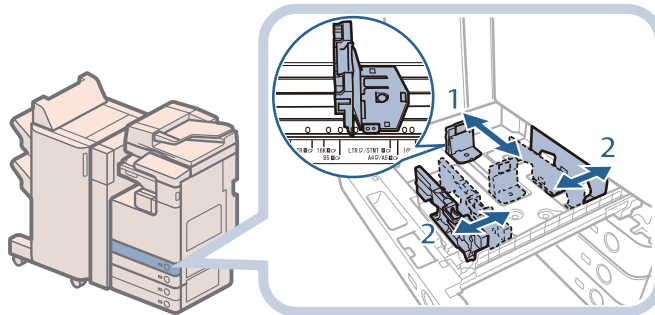
Adjusting a Paper Drawer

1 **Remove the paper loaded in the paper drawer.**

1. Press the open button on the paper drawer for which you want to adjust the paper size.
2. Grip the handle, and pull out the paper drawer until it stops.
3. Remove all of the remaining paper.

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

1. Slide the left guide while squeezing it on the top to align it with the mark for the desired paper size.
2. Slide the front guide while squeezing it on the top to align it with the mark for the desired paper size.

✋ IMPORTANT
Slide the guides until they click into place. If the left guide and front guide are not aligned correctly, the paper size will not correctly appear on the touch panel display. It is also necessary to adjust the guides correctly to avoid causing a paper jam, dirty prints, or making the inside of the machine dirty.
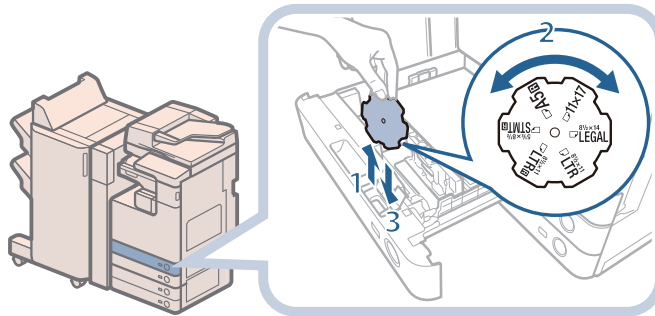
3 Load the appropriate size paper into the paper drawer.
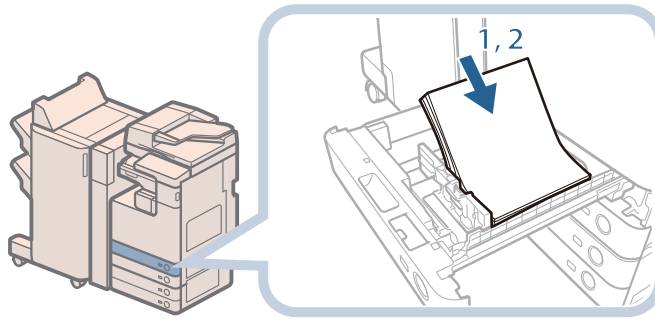
1. Make sure that the paper size setting of the paper drawer matches the size of the paper to load in the paper drawer.
2. Load the paper stack against the right wall of the paper drawer.

4 Change the paper drawer's paper size plate to match the new paper size.

1. Open the inside cover of the paper drawer, and lift up the plate.
2. Rotate the plate so that the new paper size is on the right side of the plate.
3. Insert the plate straight down, and close the inside cover.

✎ NOTE
The paper size that cannot be used depending on the model and settings is also listed on the paper size plate.

5 Gently push the paper drawer back into the machine until it clicks into place in the closed position.

⚠ **CAUTION**

When returning the paper drawer to its original position, be careful not to get your fingers caught, as this may result in personal injury.

Loading Envelopes into the Multi-Purpose Tray

Feeding direction into the multi-purpose tray differs, depending on the type of the envelopes. Preparation is required beforehand to prevent wrinkling or paper jam. (See e-Manual > Basic Operations.)

Loading Transparencies

You can load transparencies only in the multi-purpose tray.
Transparencies have a front and back side. Load transparencies correctly to achieve sharp printing results.
The side facing down is the one printed on.

✋ IMPORTANT

- You can load only LTR size transparencies.
- When loading transparencies, make sure to hold only the edges of the sheets and avoid touching the print surface.
- Do not load transparencies while the machine is printing. Doing so may cause a paper jam.
- Use only transparencies intended for use with this machine. If you use other transparencies, you may cause damage to the machine.
- It is recommended that output transparencies are immediately removed from the output tray to avoid folding of the transparencies and paper jams.
- Return the remaining transparencies to their original package for storage, avoiding locations subject to high temperatures and humidity. Leaving transparencies loaded for an extended period of time may cause the sheets to stick together and result in a paper jam.
- Leaving transparencies loaded for an extended period of time may cause the sheets to stick together and result in difficulties feeding the transparencies. In this case, fan the loaded transparency sheets, or if you have loaded 50 or more sheets, reduce the number of sheets to less than 50 or use new transparencies.
- When printing on transparencies, depending on the type of image, the image may become dense. When this happens, adjust the density for the output image.

✎ NOTE

If a paper jam occurs, fan the loaded transparency sheets well.

Loading Paper into the Paper Deck Unit-B2 (Optional)

If there is no paper in the Paper Deck Unit-B2 when you select it, or the Paper Deck Unit-B2 runs out of paper during printing, a screen prompting you to load paper appears on the touch panel display.
Follow the procedure below to load paper into the Paper Deck Unit-B2.

> ⚠ **CAUTION**
>
> **When handling paper, take care not to cut your hands on the edges of the paper.**

✋ IMPORTANT

The Paper Deck Unit-B2 can only accommodate paper from 16 to 34 lb bond (60 g/m^2 to 128 g/m^2) in weight. Use the multi-purpose tray to load paper that is heavier.
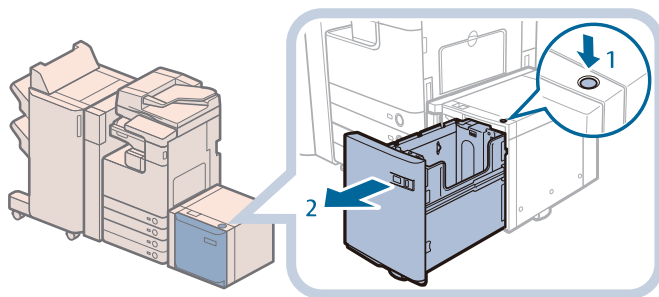
✎ NOTE

- Paper Deck Unit-B2 is an optional product.
- Only load LTR paper into the Paper Deck Unit-B2.
- If a message prompting you to load paper appears during printing, the remaining prints are automatically made after you load the correct paper. If you select a different paper source, the remaining prints are made after you press [OK].

1

Open the paper deck unit.

1. Press the open button.
2. Open the paper deck unit.

The inside lifter automatically descends to the paper loading position.

✋ **IMPORTANT**

If the machine is in the Sleep mode (the touch panel is not displayed, and only ◑(Energy Saver) is lit), you may be unable to open the paper deck unit. In this case, press ◑(Energy Saver) to reactivate the machine, and then press the open button on the paper deck unit.

2

Prepare the paper to load.
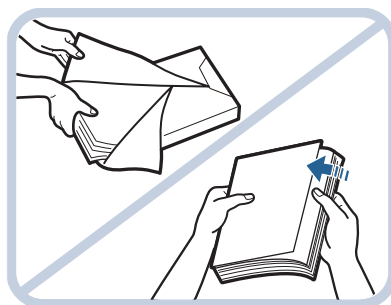
Open the packaging for the paper, and remove the paper stack.

✎ **NOTE**

- For high-quality printouts, use paper recommended by Canon.
- Before loading paper, always fan the sheets several times, and align the edges to facilitate feeding.

3

Load the paper stack into the paper deck unit.

1. Load the paper stack against the back left guide of the paper deck unit.
2. Close the paper deck unit.

When the paper deck unit is closed, the inside lifter automatically ascends, and the machine becomes ready for printing.

⚠ **CAUTION**

When closing the paper deck unit, be careful not to get your fingers caught, as this may result in personal injury.

✋ IMPORTANT

- Paper which is curled must be straightened out before loading it into the paper deck unit.
- You will not be able to make copies or print if you load paper that exceeds the loading limit mark (▼▼▼), or if the paper drawer is not completely pushed into the paper deck unit.
- Make sure that the height of the paper stack does not exceed the loading limit mark (▼▼▼).
- Always check that the paper deck unit is closed.

✎ NOTE

- The paper deck unit holds up to 2,700 sheets of paper (21 lb bond (80 g/m²)).
- Load the paper stack in stages, adding approximately 500 sheets of paper at a time. If the paper deck unit can accommodate more paper, the lifter will descend.
- Only load LTR paper into the paper deck unit. Paper cannot be loaded horizontally.
- If there are instructions on the paper package about which side of the paper to load, follow those instructions.
- When the paper is loaded into the paper deck unit, the side facing down is the one printed on.
- If problems, such as poor print quality or paper jams occur, try turning the paper stack over and reloading it.
- For more information on the print direction of preprinted paper (paper which has logos or patterns already printed on it), see e-Manual > Copy.
- Rewrap any remaining paper in its original package, and store it in a dry place, away from direct sunlight.
- If paper runs out and printing is stopped, load a new paper stack. Printing restarts after the new paper stack is loaded.
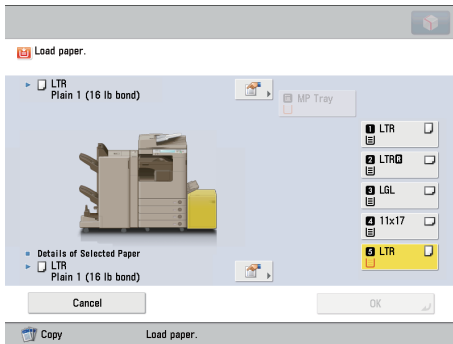
Loading Envelopes Using the Envelope Feeder Attachment-D1 (Optional)

This section explains how to use the Envelope Feeder Attachment-D1.

✋ IMPORTANT
The Envelope Feeder Attachment-D1 can only be attached to Paper Drawer 2.

How to Use the Envelope Feeder Attachment-D1

The following types of envelopes can be loaded into the envelope feeder attachment: No. 10(COM10), Monarch, DL, and ISO-C5.
The setting of the machine and guide size is set to No. 10(COM10) as the default setting.

✋ IMPORTANT
- When you attach the Envelope Feeder Attachment-D1 to the paper drawer, do not forcefully move the front guide of the paper drawer in the wrong direction. Doing so may detach the Envelope Feeder Attachment-D1 from the paper drawer.
- Do not print on both sides of an envelope. Doing so may cause paper jams, dirty prints, or make the inside of the machine dirty.
- Do not load the following types of envelopes inside the envelope cassette. Doing so may cause paper jams, dirty prints, or make the inside of the machine dirty.
  - Curled, creased, or folded envelopes
  - Very thick or thin envelopes
  - Damp or wet envelopes
  - Torn envelopes
  - Irregularly shaped envelopes
  - Envelopes with clasps or windows
  - Envelopes that have already been sealed
  - Envelopes with holes or perforations
  - Envelopes with specially coated surfaces
  - Envelopes made of surface treated coloured paper
  - Envelopes that are self-sticking, which use ink, glue, or other substances that can melt, burn, vaporize, or emit smells under the heat of a fixing unit (approximately 418°F). Depending on the materials used for the seal, the glue may melt under the fixing unit's heat, sealing the envelopes.
- When the envelope cassette is attached and envelope is selected for the paper type, the envelope is ejected to the tray under the scanner unit.
- If you are printing on envelopes, empty the output tray when up to 10 printed envelopes accumulate in the tray.
- Envelopes should be stored in a place away from high-temperatures and humidity.
- If there is a temperature difference between the location where the envelopes are stored and the location where the envelopes are being printed, leave the envelopes in the printing location at room temperature before you use them.
- Correctly match the paper size dial, size switch, and [Register Envelope Drawer] in [Preferences] (Settings/Registration) with the size of the envelopes being loaded. Failure to do so may cause paper jams, dirty prints, or make the inside of the machine dirty.
- If you want to adjust the width guides to load ISO-C5 envelopes, contact your local authorized Canon dealer.

📝 NOTE
- For more information on envelope types that can be loaded in the Envelope Feeder Attachment-D1, see e-Manual > Basic Operations.
- Sizes of the envelopes are as follows:
  - No. 10(COM10): 4 1/8" × 9 1/2" (104.7 mm × 241.3 mm)
  - Monarch: 3 7/8" × 7 1/2" (98.4 mm × 190.5 mm)
  - DL: 4 3/8" × 8 5/8" (110 mm × 220 mm)
 - ISO-C5: 6 3/8" × 9" (162 mm × 229 mm)

Preparing the Envelopes

This section explains how to prepare the envelopes before loading them into the paper drawer.
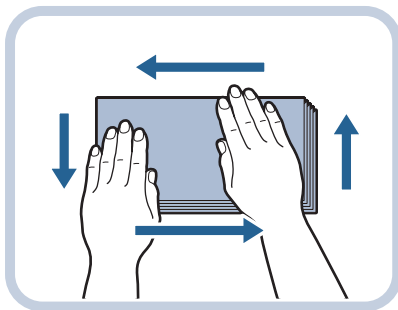
👋 IMPORTANT

If envelopes are not neatly aligned before being loaded, a problem with the paper supply or a paper jam may occur. Fix any curls or bends before loading the envelopes.

1

**Take five envelopes, loosen them as shown, and then stack them together.**
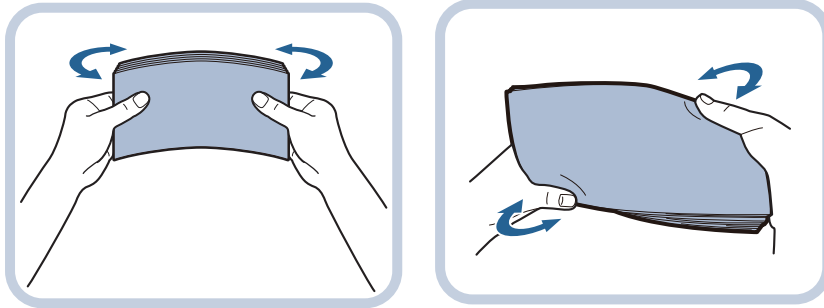
Repeat this step five times for each set of five envelopes.

2

Place the envelopes on a clean, level surface, and press all the way around the envelopes by hand, in the direction of the arrows, to remove any curls.

Repeat this step five times for each set of five envelopes.

3

Hold down the four corners of the envelopes firmly, so that they and the sealed or glued portion stay flat.
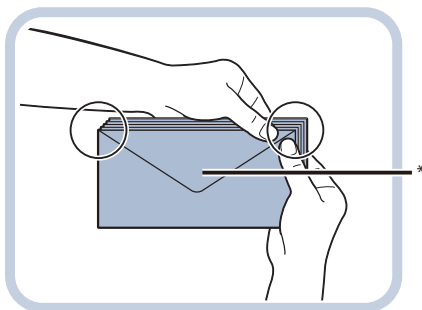
* Flap

4 **Press the envelope in the direction of the arrows.**
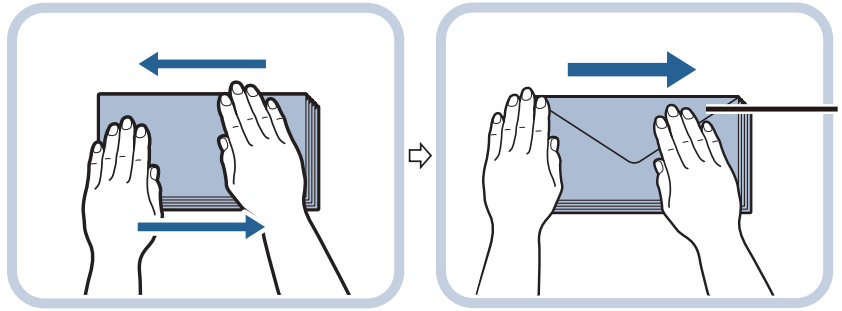
* Flap

IMPORTANT

- If you use envelopes that have glue attached to their flaps, the glue may melt due to the heat and pressure of the fixing unit.
- Take particular care to spread the envelopes out in the direction that they will be fed.
- Do not print on the back side of the envelopes (the side with the flap).
- If the envelopes become filled with air, flatten them by hand before loading them into the Envelope Feeder Attachment-D1.

Loading Envelopes

This section explains how to load envelopes into Paper Drawer 2.

1 Open the drawer.
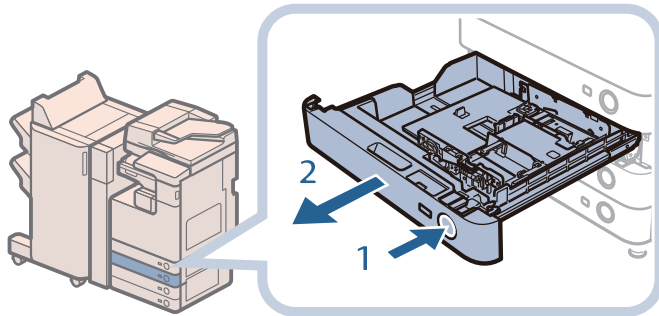
1. Press and release the button on Paper Drawer 2.
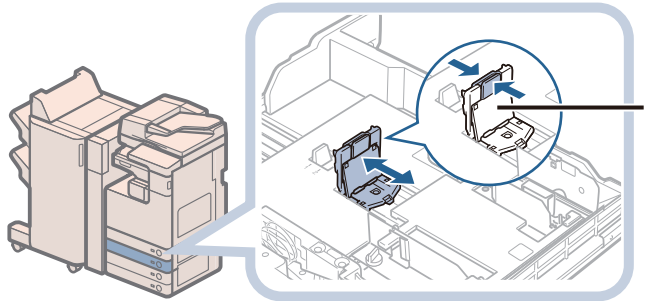2. Grip the handle, and pull out the paper drawer until it stops.

2 Load the envelopes into the drawer.
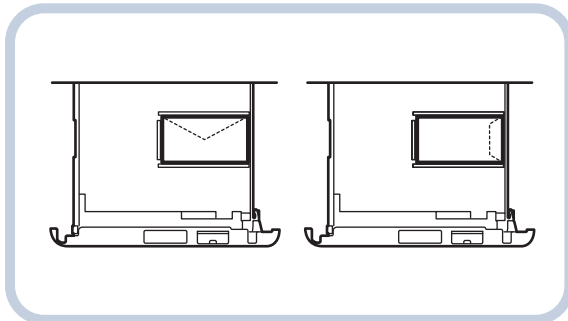

1. Load 10 envelopes at a time with the side you want to print on facing up. While loading the envelopes, press down on the left side of the receptacle to lock them into place.
2. Align the leading edges of the envelopes, and make sure that they are held in place under the claws.

Load the envelopes as shown below.

✋ IMPORTANT
- Envelopes which have been rolled or curled must be straightened out prior to use.
- Make sure that the height of the envelope stack does not exceed the height limit mark (▲ ▲ ▲).
- The maximum height (quantity) of envelopes that can be loaded into the cassette is approximately 1 1/4" (30 mm).
- The maximum height (quantity) of envelopes varies, depending on the envelope type and user operating conditions, but as a reference, 1 1/4" (30 mm) is approximately 50 envelopes.

3

Gently push the paper drawer back into the machine until it clicks into place in the closed position.

> ⚠ **CAUTION**
>
> **When returning the paper drawer to its original position, be careful not to get your fingers caught, as this may result in personal injury.**

✋ IMPORTANT

Never place paper or any other items in the empty part of the paper drawer next to the envelopes. Doing so may cause paper jams.

✎ NOTE

If output has been stopped due to an insufficient number of envelopes, load more envelopes, and follow the instructions on the touch panel display. Printing resumes.

Loading the Envelope after Specifying the Size

This section explains how to load the envelopes that are specified in Settings/Registration into the envelope cassette.

✋ IMPORTANT

Make sure that you change the envelope settings from the Settings/Registration screen before carrying out the following procedure. (See e-Manual > Settings/Registration.) Otherwise, the machine may not recognize the changes you have made.
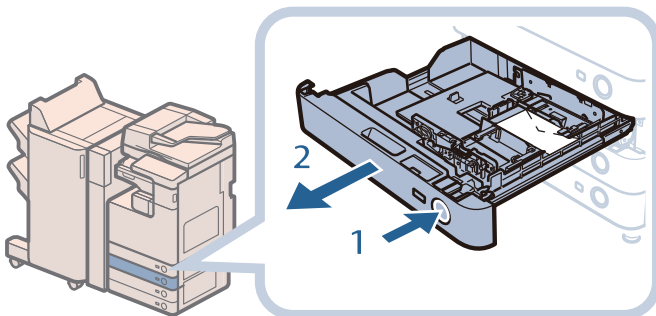
1

Open the drawer.

1. **Press and release the button on Paper Drawer 2.**
2. **Grip the handle, and pull out the paper drawer until it stops.**

2 Remove the drawer and envelopes.
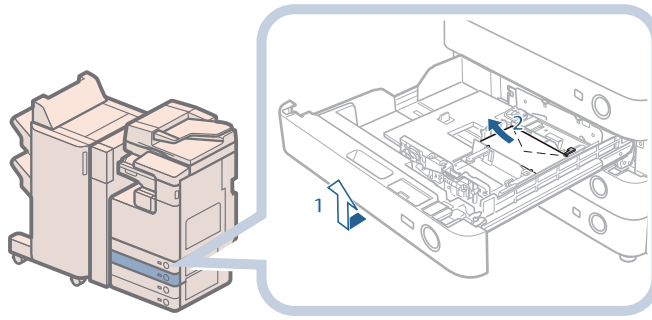
1. Pull and lift the paper drawer out of the machine by holding its left and right sides with both hands.
2. Remove the envelopes that are loaded in the paper drawer (several envelopes at a time).

3 Slide the left guide to align it with the mark for the desired envelope size.

* Left Guide

4 Adjust the front guide.
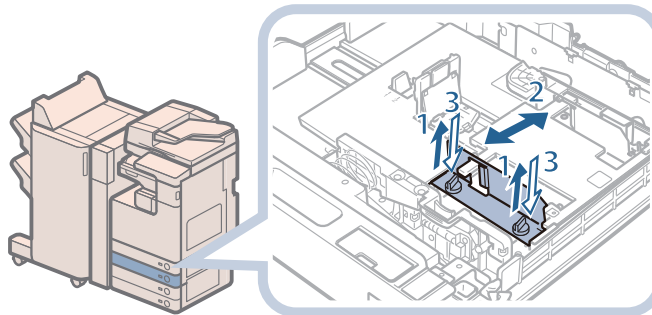
1. Loosen the two screws fixing the front width guide of the envelope feeder attachment.
2. Press down on the envelope receptacle, and move the front width guide to align it with the mark for the desired envelope size.
3. Fix the front width guide in place with the screws.

5

Adjust the rear width guide in the same way as in step 4.
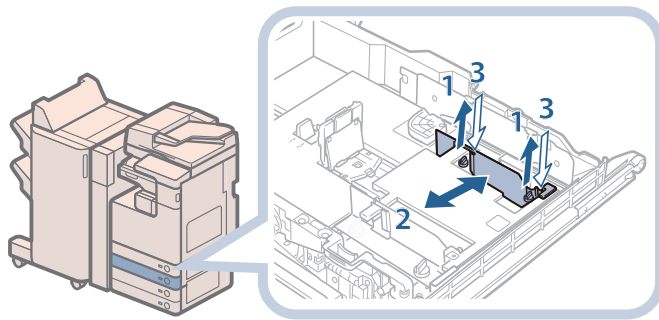
6

Load the envelopes.

1. **Load 10 envelopes at a time with the side you want to print on facing up. While loading the envelopes, press down on the left side of the receptacle to lock them into place.**
2. **Align the leading edges of the envelopes, and make sure that they are held in place under the claws.**

Load the envelopes as shown below.

✋ IMPORTANT

- Envelopes which have been rolled or curled must be straightened out prior to use.
- Make sure that the height of the envelope stack does not exceed the height limit mark (▲ ▲ ▲).
- The maximum height (quantity) of envelopes that can be loaded into the cassette is approximately 1 1/4″ (30 mm).
- The maximum height (quantity) of envelopes varies, depending on the envelope type and user operating conditions, but as a reference, 1 1/4″ (30 mm) is approximately 50 envelopes.

✎ NOTE

For details on how to change the registered envelope information for the drawer, see e-Manual > Settings/Registration.

7 Insert the drawer.

1. **Gently push the paper drawer back into the machine until it clicks into place in the closed position.**
2. **Check the paper size dial, and then register the envelope size in Settings/Registration.**
   For details on how to register envelope sizes, see e-Manual > Settings/Registration.

> ⚠️ **CAUTION**
>
> **When returning the paper drawer to its original position, be careful not to get your fingers caught, as this may result in personal injury.**

✋ **IMPORTANT**
  Never place paper or any other items in the empty part of the paper drawer next to the envelopes. Doing so may cause paper jams.

✐ **NOTE**
  If output has been stopped due to an insufficient number of envelopes, load more envelopes, and follow the instructions on the touch panel display. Printing resumes.

Routine Maintenance

Replacing the Stamp Cartridge (Feeder)

Originals sent via the feeder can be stamped to indicate that they have been sent. Replace the stamp cartridge when the stamp mark is faint or no longer visible.

✋ IMPORTANT

When replacing the stamp cartridge, take care not to allow ink to come into contact with your hands or clothing. If ink gets onto your hands or clothing, wash it off immediately with cold water.

🖉 NOTE

The feeder is standard-equipped for the imageRUNNER ADVANCE 4251/4245.

1 Open the covers.
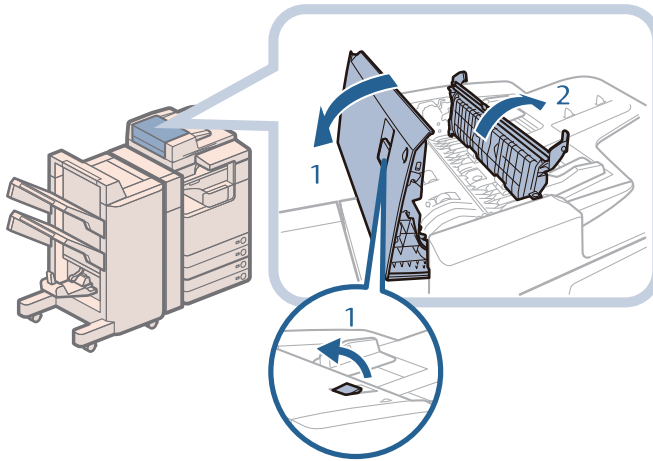
1. Pull the lever → open the feeder cover.
2. Open the inner cover, holding it by its tab.

2 Load the stamp cartridge.
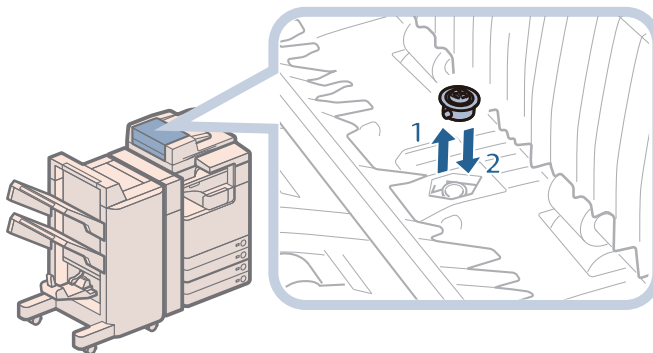
1. Remove the old stamp cartridge, using tweezers.
2. Push in the new stamp cartridge until it clicks, using tweezers.

✋ IMPORTANT

- Make sure that the stamp cartridge is not protruding from the surface.
- Insert the stamp cartridge properly, or paper jams may occur.

3 Close the covers.
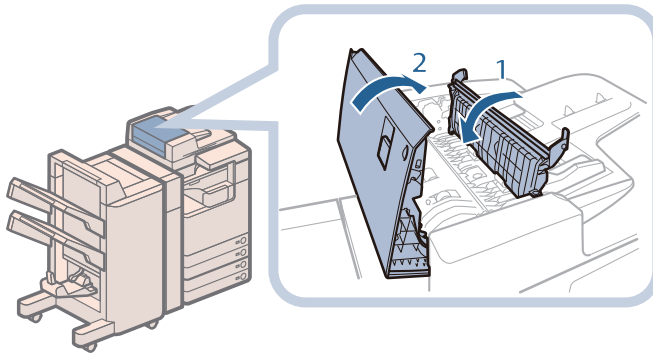
1. Close the inner cover.
2. Close the feeder cover.

⚠ **CAUTION**

When closing the covers, be careful not to get your fingers caught, as this may result in personal injury.

Replacing the Staple Cartridge (For Optional Products)

When the finisher is almost out of staples and the cartridge in the stapler unit must be replaced, a screen prompting you to replace the staple cartridge appears on the touch panel display. Follow the procedure described below to replace the staple cartridge.

✎ NOTE
- The Staple Finisher-G1, Booklet Finisher-G1, and Inner Finisher-D1 are optional products.
- We recommend that you order staple cartridges from your local authorized Canon dealer before your stock runs out.

Replacing the Staple Cartridge in the Stapler Unit (Staple Finisher-G1/Booklet Finisher-G1)

✋ IMPORTANT
Remove the orange seal that holds the staples together after you place the staple cartridge into the staple case.

✎ NOTE
Use only staple cartridges intended for use with this machine.
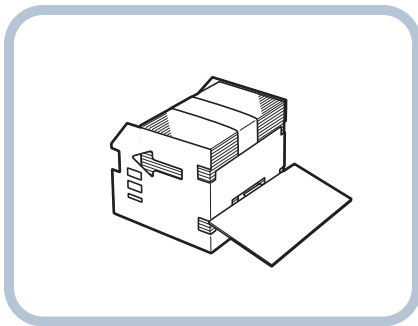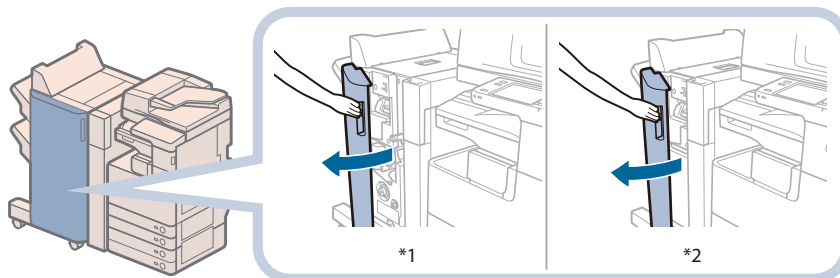
1 Open the front cover of the finisher.

*1
*2

*1 Booklet Finisher-G1
*2 Staple Finisher-G1

2

Pull out the staple case, holding it by the green tab.
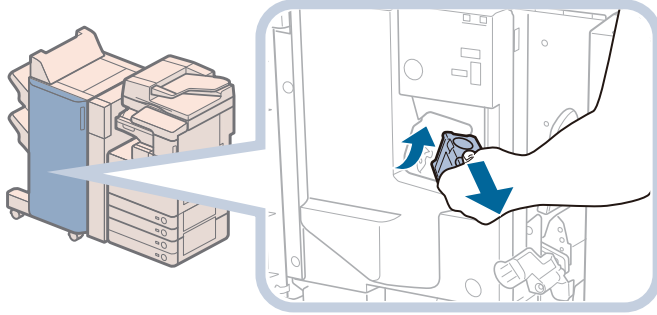
3

Pull out the empty staple cartridge from the staple case.
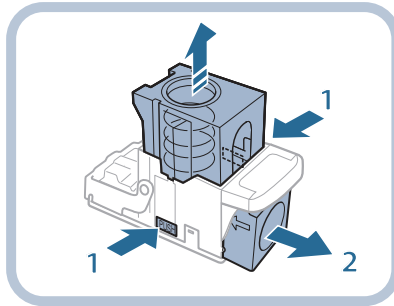
1. Press the areas indicated by PUSH on both sides of the staple case.
2. Once you have released the spring-loaded case, pull out the staple cartridge.

4

Insert a new staple cartridge into the staple case.
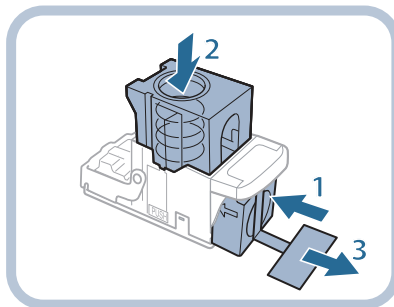
1. Insert a new staple cartridge.
2. Press the spring-loaded case down until it clicks into place.
3. Remove the seal holding the staples together, by pulling it straight out.

IMPORTANT

- Do not remove the seal that holds the staples together before you place the staple cartridge into the staple case.
- Only one staple cartridge can be inserted at a time.
- Make sure that you pull the seal straight out. If you pull it out at an angle, it may tear.

5

▼

Gently push the staple case back into the finisher and push down firmly until it is securely in place.

6
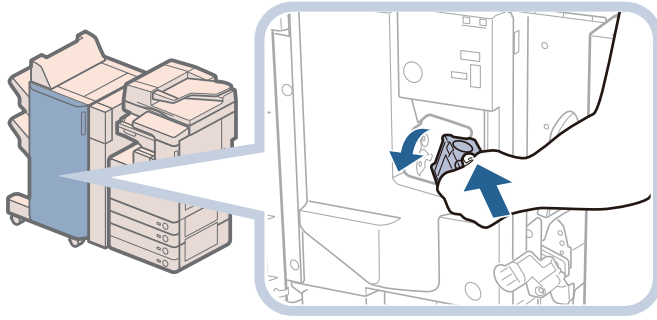
Close the front cover of the finisher.

⚠ **CAUTION**

When closing the front cover of the finisher, be careful not to get your fingers caught, as this may result in personal injury.

✐ NOTE

After the cover is closed, the stapler unit may automatically perform a "dry" stapling operation to reposition the staples.

Replacing the Staple Case in the Saddle Stitcher Unit (Booklet Finisher-G1)

✋ IMPORTANT

If necessary, remove all output paper in the booklet tray before replacing the staple cartridge of the saddle stitcher unit.

📝 NOTE

- This procedure is necessary only if the Booklet Finisher-G1 is attached (the Booklet Finisher-G1 is an optional product).
- Use only staple cases intended for use with this machine.
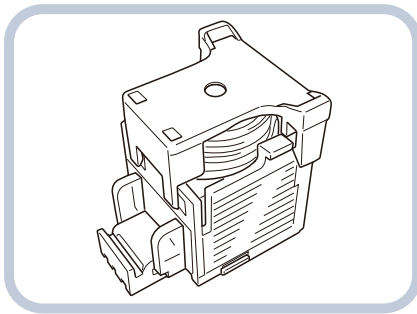
- Remove the black part on the end before inserting the staple case.
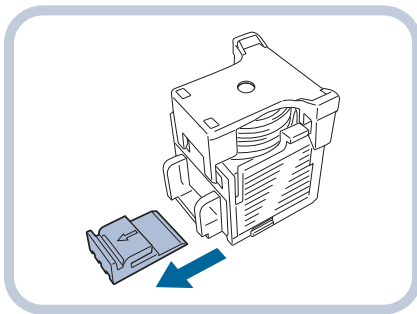
1 Open the front cover of the finisher.
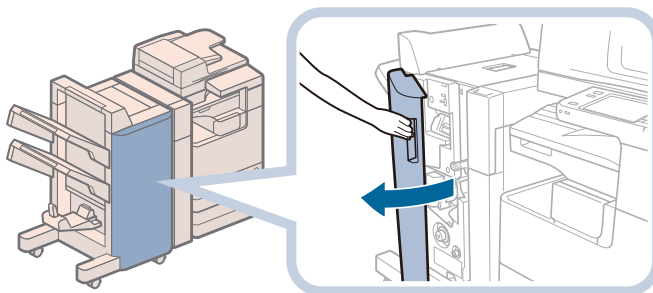
2 Pull out the saddle stitcher unit, and then push the stapler unit up.
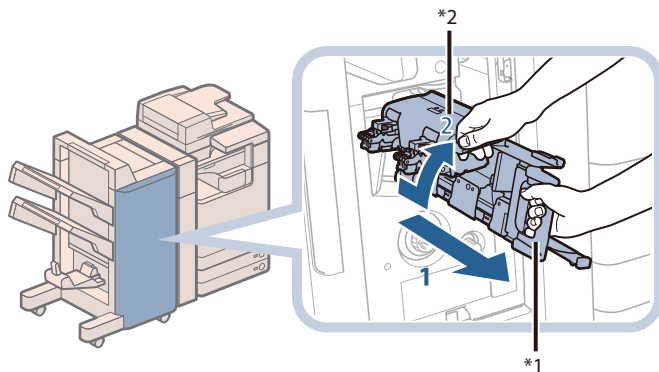
*1 Stapler Unit
*2 Saddle Stitcher Unit

1. **Grip the handle of the saddle stitcher unit, and pull out until it stops.**
2. **Pull the stapler unit of the saddle stitcher unit towards you, and then push it up.**

3 Insert the new staple case.

1. **Pull out the empty staple case, holding it by its left and right sides.**
2. **Push the new staple case in until it clicks into place.**
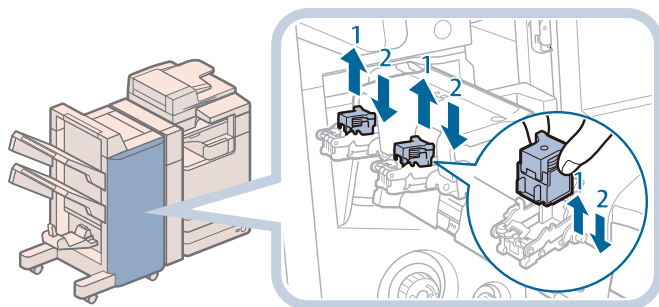
✐ NOTE
- Only one staple case can be inserted at a time.
- When replacing the staple cases, replace both the front and back staple cases.

4 Push the saddle stitcher unit back into its original position.
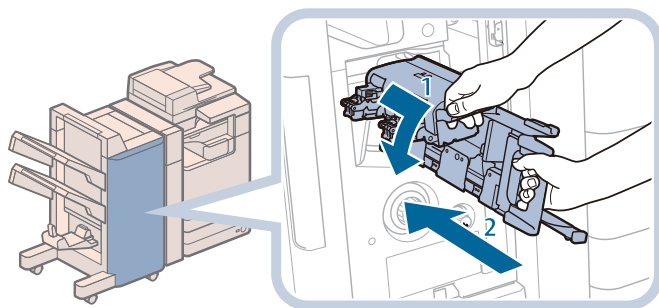
1. **Pull the stapler unit of the saddle stitcher unit towards you, and then push it down into its original position.**
2. **Grip the handle of the saddle stitcher unit, and return it to its original position.**

⚠ **CAUTION**

When pushing the saddle stitcher unit back into its original position, be careful not to get your fingers caught, as this may result in personal injury.

5

Close the front cover of the finisher.

> ⚠ **CAUTION**
>
> **When closing the front cover of the finisher, be careful not to get your fingers caught, as this may result in personal injury.**

🖐 IMPORTANT

When you have replaced the staple case, be sure to manually reposition the staples in the saddle stitcher unit. (See e-Manual > Settings/Registration.)

Replacing the Staple Cartridge (Inner Finisher-D1)

📝 NOTE

Use only staple cases intended for use with this machine.
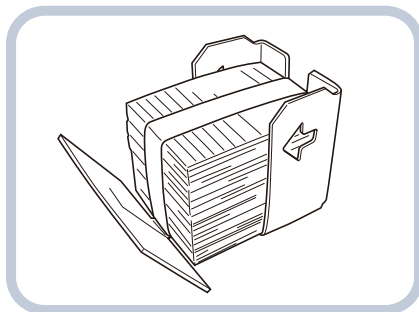
1 Pull out the staple case from the finisher.
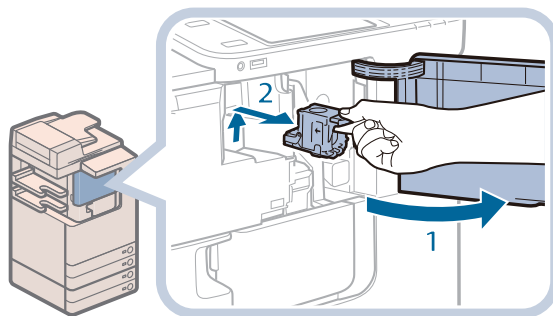
1. Open the front cover of the finisher.
2. Lift and pull out the staple case from the stapler unit, holding it by the green tab.

2 Pull out the empty staple cartridge from the staple case.
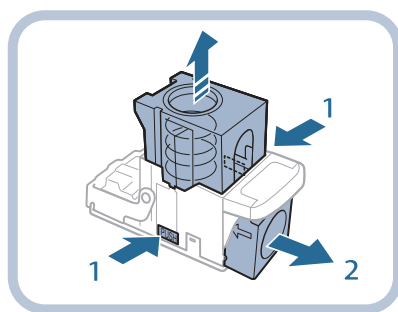
1. Press the areas indicated by PUSH on both sides of the staple case.
2. Once you have released the spring-loaded case, pull out the staple cartridge.

3 Insert a new staple cartridge into the staple case.
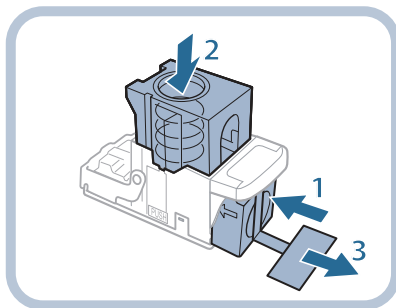
1. Insert a new staple cartridge.
2. Press the spring-loaded case down until it clicks into place.
3. Remove the seal holding the staples together, by pulling it straight out.

👋 **IMPORTANT**
- Do not remove the seal that holds the staples together before you place the staple cartridge into the staple case.
- Only one staple cartridge can be inserted at a time.
- Make sure that you pull the seal straight out. If you pull it out at an angle, it may tear.

4 Attach the staple case.
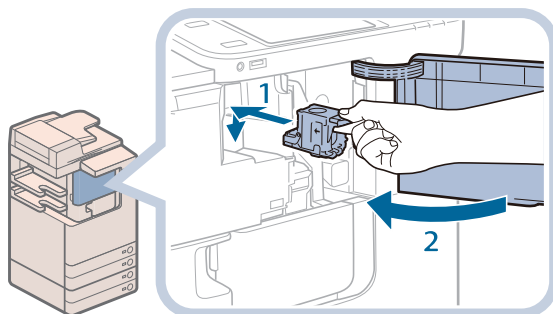
1. Gently push the staple case back into the finisher and push down firmly until it is securely in place.
2. Close the front cover of the finisher.

⚠️ **CAUTION**

When closing the front cover of the finisher, be careful not to get your fingers caught, as this may result in personal injury.

✏️ **NOTE**
After the cover is closed, the stapler unit may automatically perform a "dry" stapling operation to reposition the staples.

Removing Punch Waste (For Optional Products)

This section describes how to remove punch waste from the puncher.
When the punch waste tray of the Puncher becomes full, a screen prompting you to remove the punch waste appears on the touch panel display. Follow the procedure described below to remove the punch waste.

NOTE
The External 2/3 Hole Puncher-B2 and Inner 2/3 Hole Puncher-A1 are optional products.

External 2/3 Hole Puncher-B2

NOTE
The External 2/3 Hole Puncher-B2 is available only when the Staple Finisher-G1 or Booklet Finisher-G1 is attached.

1

Pull out the punch waste tray.
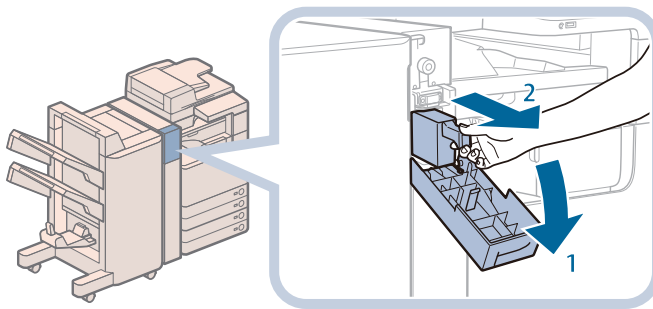
1. **Open the front cover of the puncher.**
2. **Pull out the punch waste tray.**
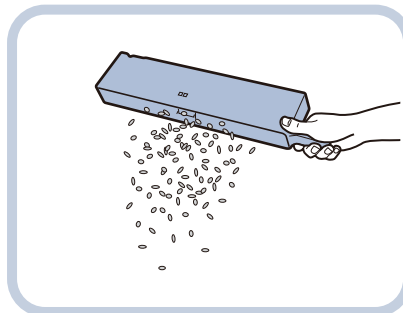
2

Discard the punch waste.
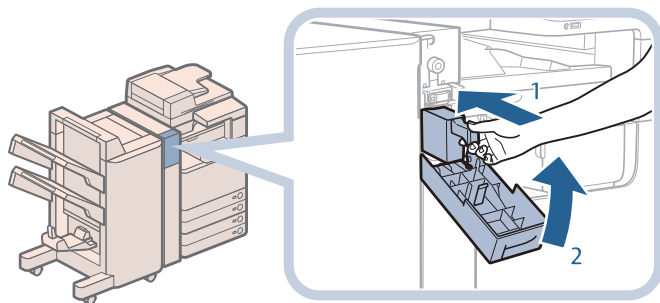
NOTE
Make sure that the punch waste tray is completely emptied.

3 Return the punch waste tray to its original position.

1. Push the punch waste tray back into its original position.
2. Close the front cover of the puncher.

✐ NOTE
If the punch waste tray is not securely in place, you cannot make copies or prints in the Hole Punch mode.

Inner 2/3 Hole Puncher-A1

✐ NOTE
The Inner 2/3 Hole Puncher-A1 is available only if the Inner Finisher-D1 is attached.

1 Pull out the punch waste tray.
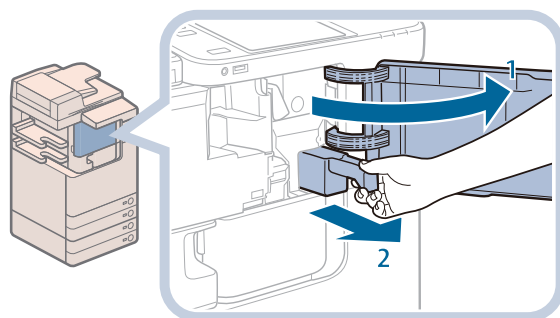
1. Open the front cover of the inner finisher.
2. Pull out the punch waste tray.
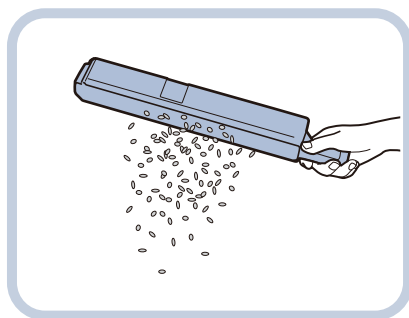
2 Discard the punch waste.

✐ **NOTE**

Make sure that the punch waste tray is completely emptied.

3 Return the punch waste tray to its original position.
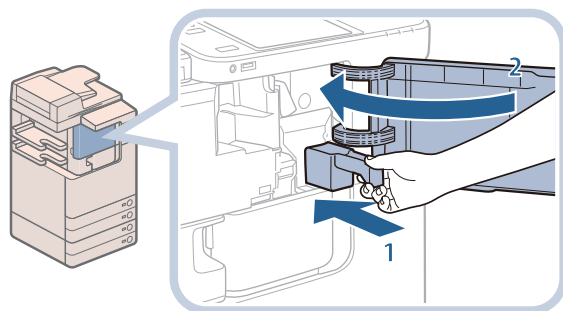
1. Push the punch waste tray back into its original position.
2. Close the front cover of the inner finisher.

⚠ **CAUTION**

When closing the cover, be careful not to get your fingers caught, as this may result in personal injury.

✐ **NOTE**

If the punch waste tray is not securely in place, you cannot make prints in the Hole Punch mode.

⇄ Replacing the Toner Cartridge

When there is only a small amount of toner remaining inside the machine, the message <Replace toner cartridge.> appears on the touch panel display. You can continue printing, but at this time you should purchase a new toner cartridge to have it available when needed.
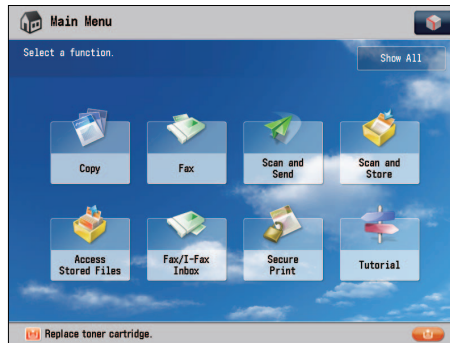
When the toner completely runs out and prints can no longer be made, a screen with instructions on how to replace the toner cartridge appears on the touch panel display. Follow the procedure described below to replace the toner cartridge.
If you press [Close], you can continue operations, such as setting modes and scanning originals, even if you do not replace the toner cartridge immediately.


⚠️ **WARNING**

- Do not burn or throw used toner cartridges into open flames, as this may cause the toner 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.

⚠️ **CAUTION**

- Keep toner out of the reach of small children.
- If toner is ingested, consult a physician immediately.
- If toner gets onto your hands or clothing, wash it off immediately with cold water. Washing it off with warm water will set the toner, and make it impossible to remove the toner stains.

![IMPORTANT icon] **IMPORTANT**
- Use only toner cartridges intended for use with this machine.
- For information on the supported Canon genuine toner, see "Consumables," on p. 103.
- Do not replace toner cartridges until the message prompting you to do so appears.
- Do not attempt to replace the toner cartridge while the machine is printing.

![NOTE icon] **NOTE**
- When the message <Replace toner cartridge.> appears, approximately 2,000 pages can be printed.
- Complete instructions on how to replace the toner cartridge can be accessed by pressing [Previous] or [Next] on the touch panel display.
- If toner runs out during a print job, the remaining prints are made after you replace the toner cartridge.
- After replacing toner cartridges, if printed gradation and density are different from the gradation and density printed before you replaced the toner cartridges, perform an [Auto Adjust Gradation] in [Adjustment/Maintenance] (Settings/Registration). (See e-Manual > Settings/Registration.)

1

Remove the toner cartridge.
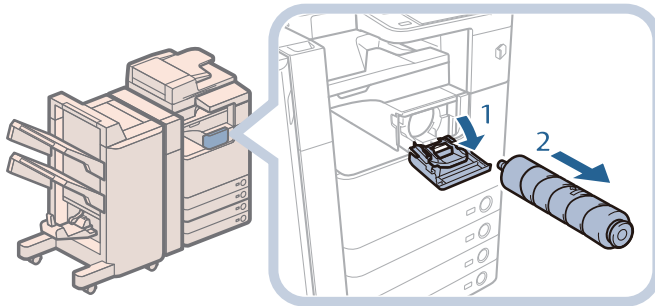
1. **Open the toner replacement cover.**
2. **Pull out the toner cartridge.**

Pull the toner cartridge out halfway, and then remove it completely while supporting it and keeping it straight with your other hand from underneath.

![WARNING icon] **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.

![IMPORTANT icon] **IMPORTANT**
Never touch the tip of the toner cartridge or subject it to shock by hitting it. Doing so may cause the toner cartridge to leak.
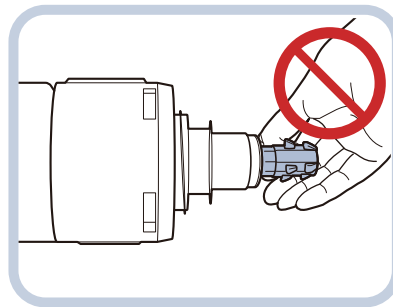
2 Prepare the new toner cartridge.

▼
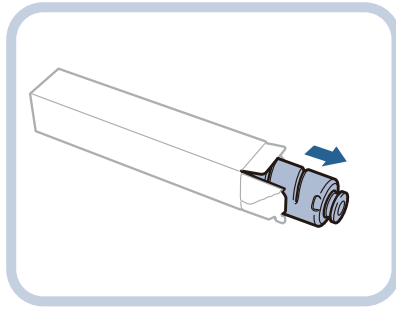
1. **Open the package of the toner cartridge, and remove the toner cartridge.**
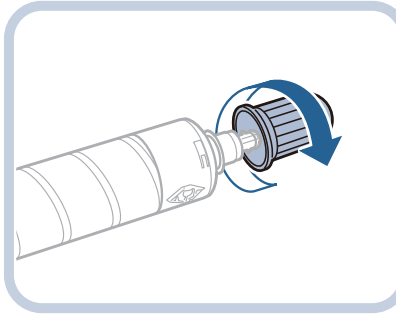
2. **Remove the protective cap of the new toner cartridge.**

Twist the protective cap of the new toner cartridge in the direction of the arrow (counterclockwise) to remove it.

3 Insert the new toner cartridge.

▼
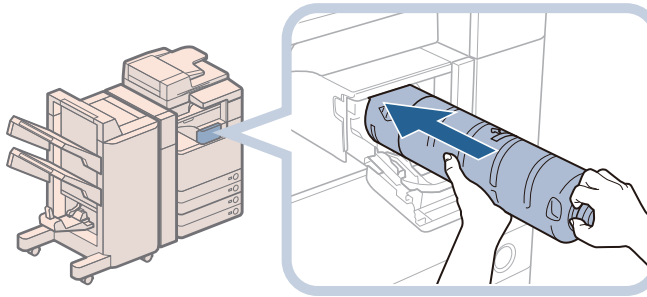
1. **Push the new toner cartridge in the direction indicated by the arrow on the cartridge.**
2. **Push the new toner cartridge in until it stops.**

🖐 IMPORTANT

Support the new toner cartridge with your hand from underneath while pushing it into the machine with your other hand.

✏️ NOTE

Firmly push the toner cartridge in until it stops. Otherwise, the toner cartridge will be pushed back out, and the toner replacement cover will not close.

4 Close the toner replacement cover.
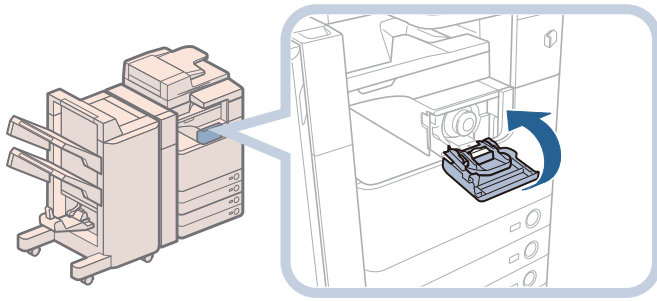
> ⚠️ **WARNING**
>
> When closing the toner replacement cover, be careful not to get your fingers caught, as this may result in personal injury.

⇄ Replacing the Waste Toner Container

When the waste toner container nears capacity, a message appears on the touch panel display. In this case, you should prepare a new waste toner container.
When the waste toner container is full, a screen with instructions on how to replace the waste toner container appears on the touch panel display. Follow the procedure described below to replace the waste toner container.
Even if you do not replace the waste toner container immediately, you can perform printing for a while. The number of prints you can make depends on the content you print.
However, if you continue printing, an error will occur and you will become unable to print.

> ⚠ **WARNING**
> - Do not burn or throw used waste toner containers into open flames. Also, do not store waste toner containers in places exposed to open flames, as this may cause the toner 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..
>
> ⚠ **CAUTION**
> - Keep toner out of the reach of small children.
> - If toner is ingested, consult a physician immediately.
> - If toner gets onto your hands or clothing, wash it off immediately with cold water. Washing it off with warm water will set the toner, and make it impossible to remove the toner stains.

🖐 IMPORTANT
- Your local authorized Canon dealer will dispose of used waste toner containers. Use the provided cover to cover up the opening of the used waste toner container.
- Used toner cannot be reused. Do not mix new and used toner together.
- Use only waste toner containers intended for use with this machine.
- Do not replace the waste toner container before the message prompting you to replace it appears on the touch panel display.

✎ NOTE
Complete instructions on how to replace the waste toner container can be accessed by pressing [Previous] or [Next] on the touch panel display.

1 Open the front cover of the machine.
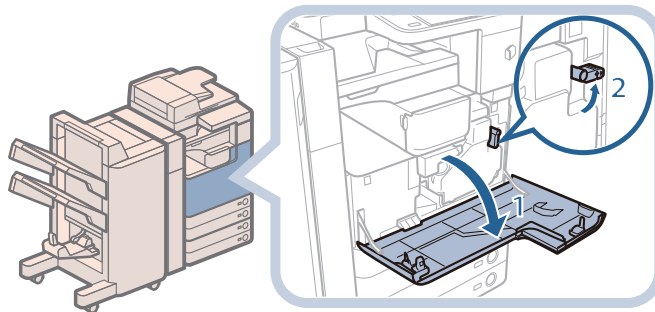
1. Open the front cover of the machine.
2. Turn the lever to the right.

2

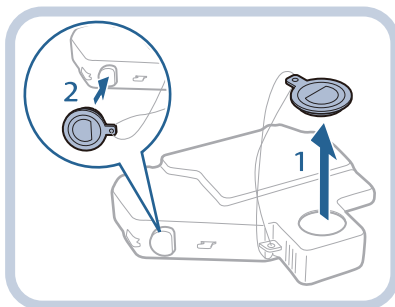**Remove the waste toner container.**
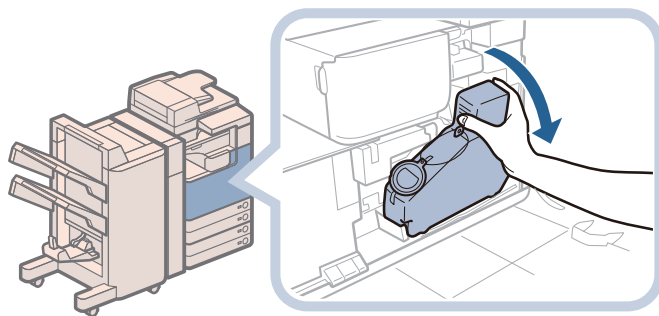
3

Cover up the opening of the used waste toner container.
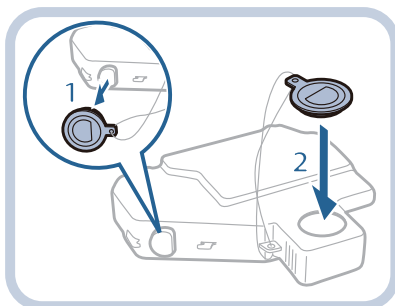
1. Remove the cover from the used waste toner container.
2. Use the provided cover to cover up the opening of the used waste toner container.

4

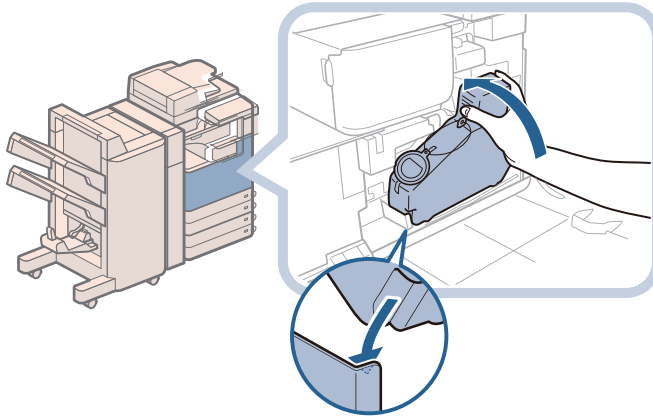**Remove the protective cap of the new waste toner container.**

1. Remove the cover from the opening of the used waste toner container.
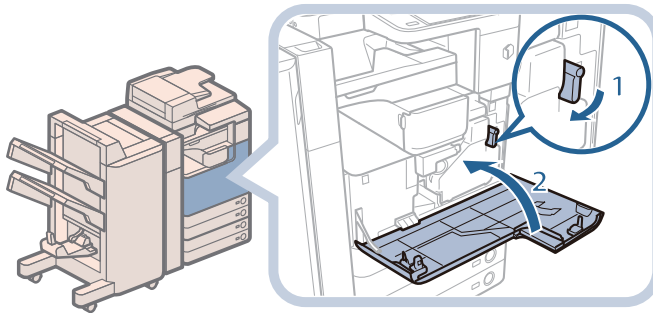2. Attach the cover to the waste toner container.

5

Insert the new waste toner container in the bottom left area.

6

Close the front cover of the machine.

1. Turn the lever to the left.
2. Close the front cover of the machine.

⚠ **CAUTION**

When closing the front cover of the machine, be careful not to get your fingers caught, as this may result in personal injury.

✎ Routine Cleaning

If the original is not copied clearly, clean the following parts of the machine. For high-quality printouts, we recommend cleaning these parts once or twice a month.

- **Platen glass**
- **Underside of the Feeder/Platen Cover**
- **Feeder's rollers**

⚠ WARNING

- **When cleaning the machine, first turn OFF the main power switch, and disconnect the power cord. Failure to observe these steps may result in a fire or electrical shock.**
- **Disconnect the power cord from the power outlet regularly, and clean the area around the base of the power plug's metal pins and the power outlet with a dry cloth to ensure that all dust and grime is removed. If the power cord is connected for a long period of time in a damp, dusty, or smoky location, dust can build up around the power plug and become damp. This may cause a short circuit and result in a fire.**

✋ IMPORTANT

- When cleaning with a cloth, do not dampen it too much, as this may damage the original or break the machine.
- Do not use alcohol, benzene, paint thinner, or other solvents for cleaning. Doing so may result in damage to the plastic parts.

✎ NOTE

The feeder is standard-equipped for the imageRUNNER ADVANCE 4251/4245.

Platen Glass and Underside of the Feeder/Platen Cover

If the platen glass or the underside of the feeder/platen cover is dirty, the original may not be scanned clearly, or the size of the original may be detected incorrectly. Clean the platen glass and the underside of the feeder/platen cover by following the procedure below.

1

Clean the platen glass and the underside of the feeder/platen cover with a cloth which is wrung after being dampened in water, and then wipe them clean with a soft, dry cloth.
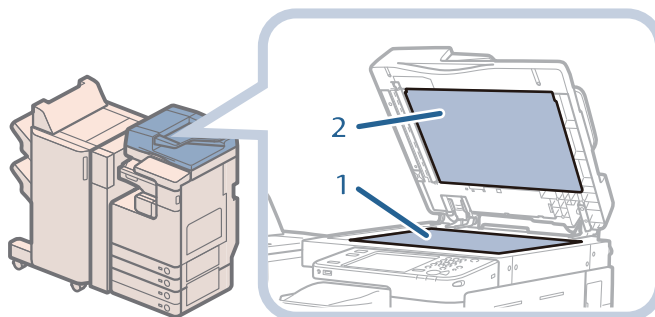
1. Clean the platen glass.
2. Clean the underside of the feeder/platen cover.

✎ NOTE

If stains won't come out, clean the platen glass and the underside of the feeder/platen cover with a cloth which is wrung after being dampened in detergent, and then wipe them clean with a soft, dry cloth.

Manual Feeder Cleaning

If originals that have been fed through the feeder have streaks or appear dirty, clean the feeder's scanning area and rollers. Clean the rollers of the feeder with a cloth dampened with water, and wipe them with a soft, dry cloth.

IMPORTANT
- Spin the rollers while cleaning them.
- If the document feed scanning area is dirty, documents may not be scanned clearly, and the size of the document may not be detected correctly.
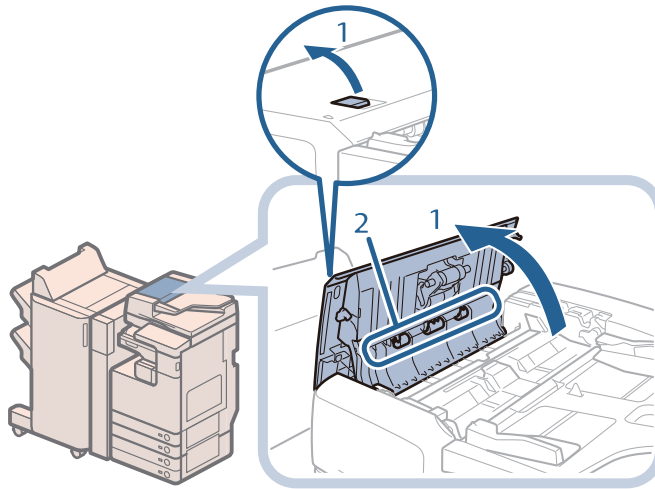
1 Clean the rollers of the feeder.

1. **Pull the lever, and open the feeder cover.**
2. **Clean the rollers (a total of three places) inside the feeder cover.**

2 Clean the rollers inside the inner cover.
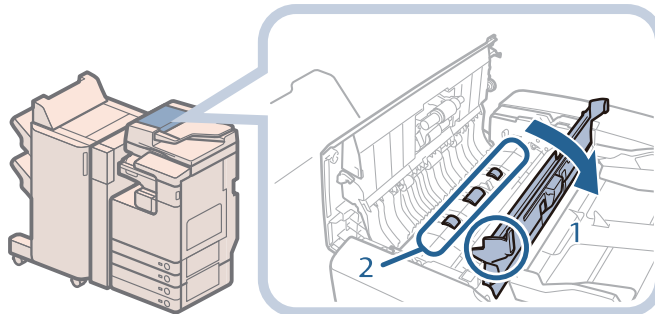
1. **Open the inner cover, holding it by its tab.**
2. **Clean the rollers (a total of three places) inside the inner cover.**

3 Clean the transparent plastic area on top of the inner cover.
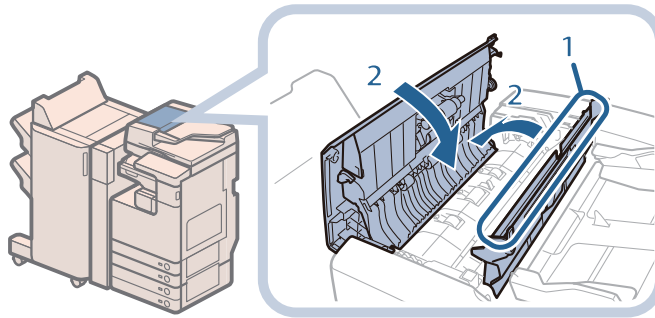
1. Clean the plastic area.
2. Close the inner cover, and then close the feeder cover.

> ⚠️ **CAUTION**
>
> When closing the covers, be careful not to get your fingers caught, as this may result in personal injury.

4 Clean the feeder scanning area (thin glass strip).
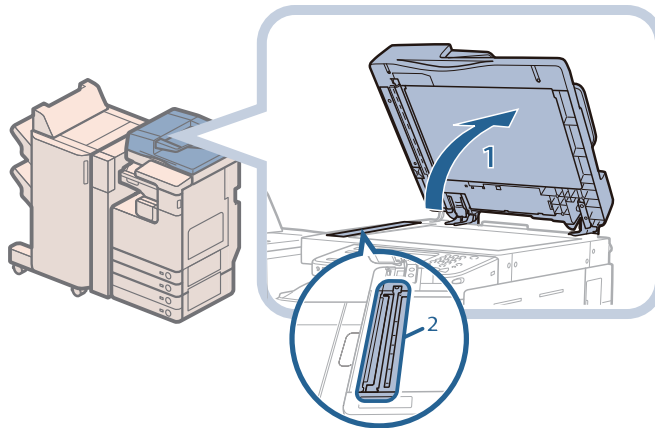
1. Open the feeder.
2. Clean the feeder scanning area.

5 Clean the resin roller and the surrounding area.
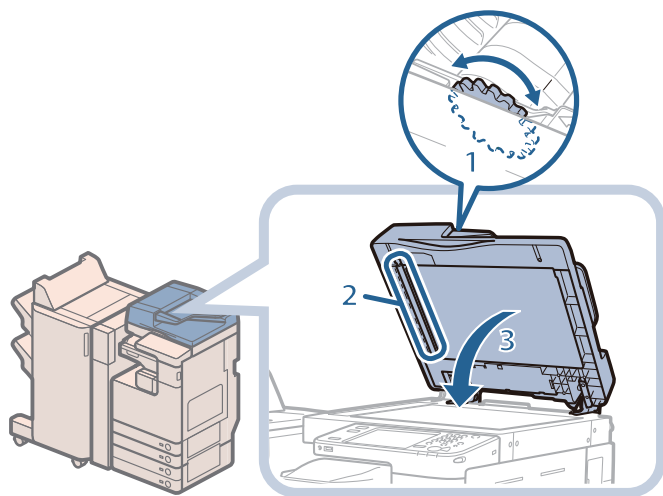
1. Turn the resin roller while turning the feed dial.
2. Clean the area while turning the resin roller.
3. Close the feeder.

⚠ **CAUTION**

When closing the feeder, be careful not to get your fingers caught, as this may result in personal injury.

Automatic Feeder Cleaning

If your originals have black streaks or appear dirty after scanning them through the feeder, perform an automatic feeder cleaning for the rollers of the feeder.

1

Press ⊛ (Settings/Registration).

2

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

3

Place 10 sheets of blank paper into the feeder → press [Start].

It takes approximately 15 seconds to clean the feeder.

Use normal LTR size paper.

When cleaning is complete, try scanning again.

> ✐ NOTE
> Feeder Cleaning cannot be performed during printing.
> To cancel feeder cleaning while it is in progress, press [Cancel].

⬛ Consumables

The following consumables are available from Canon. For more information, contact your local authorized Canon dealer. We recommend that you order paper stock and toner from your local authorized Canon dealer before your stock runs out.

● Recommended Paper

In addition to plain paper (11" x 17", LGL, and LTR size), recycled paper, color paper, transparencies (recommended for this machine), tracing paper, labels, and other types of paper stock are available. For more information, contact your local authorized Canon dealer.

> ### ⚠ CAUTION
>
> **Do not store paper in places exposed to open flames, as this may cause the paper to ignite, resulting in burns or a fire.**

✋ IMPORTANT
- Some commercially available paper types are not suited for this machine. Contact your local authorized Canon dealer when you need to purchase paper.
- To prevent moisture build-up, tightly wrap any remaining paper in its original package for storage.

📝 NOTE
For high-quality printouts, use paper recommended by Canon.

● Toner

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

Product Name	Supported Canon Genuine Toner
imageRUNNER ADVANCE 4251/4245	Canon GPR-43 Black Toner
imageRUNNER ADVANCE 4235/4225	Canon GPR-42 Black Toner
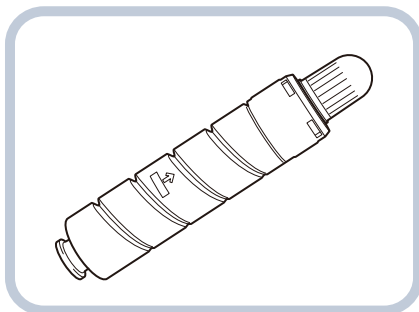
> ⚠️ **WARNING**
>
> - **Do not burn or throw used toner cartridges into open flames, as this may cause the toner remaining inside the cartridges to ignite, resulting in burns or a fire.**
> - **Do not store toner cartridges in places exposed to open flames, as this may cause the toner to ignite, resulting 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.**
>
> ⚠️ **CAUTION**
>
> **Keep toner out of the reach of small children. If toner is ingested, consult a physician immediately.**

✋ IMPORTANT
- Store toner cartridges in a cool location, away from direct sunlight. The recommended storage conditions are temperatures below 86°F, and humidity below 80%.
- [Be careful of counterfeit toners]
  Please be aware that there are counterfeit Canon toners in the marketplace. Use of counterfeit toner may result in poor print quality or machine performance. Canon is not responsible for any malfunction, accident or damage caused by the use of counterfeit toner.
  For more information, see http://www.canon.com/counterfeit.
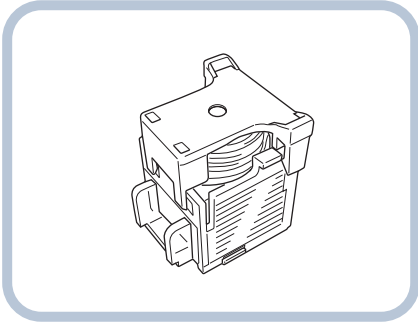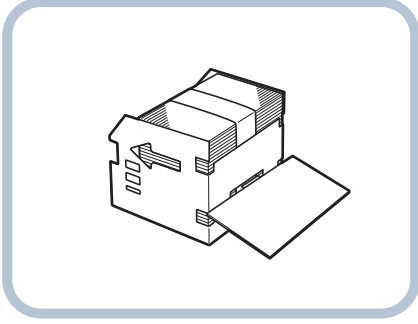
● **Stamp Cartridge**
The stamp cartridge is used to stamp originals. Use the tweezers provided to remove and replace the stamp cartridge.
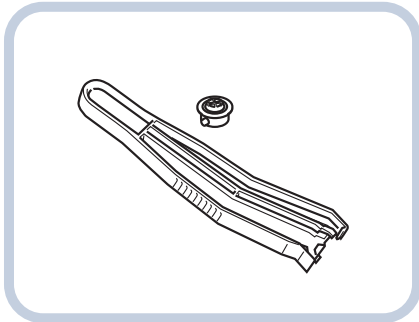
Stamp Ink Cartridge-C1

● Staple Cartridge

Finisher	Staple CartridgeShape	
	Name	Shape
Booklet Finisher-G1	Staple Cartridge-D2	
Staple Finisher-G1 Booklet Finisher-G1 Inner Finisher-D1	Staple-J1	

● Genuine Supplies

Canon has developed and manufactured Toner, Parts, and Supplies specifi cally for use in this machine. For optimal print quality and for optimal machine performance and productivity, we recommend that you use Genuine Canon Toner, Parts, and Supplies.

Contact your Canon Authorized Dealer or Service Provider for Genuine Canon Supplies.

MEMO

Troubleshooting

4

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Clearing Paper Jams

If a paper jam occurs, a screen indicating the location of the paper jam and how to clear the jam appears on the touch panel display. Follow the instructions on the screen to clear the paper jam. The screen is displayed repeatedly until the paper jam is cleared. If you press [Close], you can continue operations, such as setting modes or scanning originals, even if the jammed paper is not removed immediately.
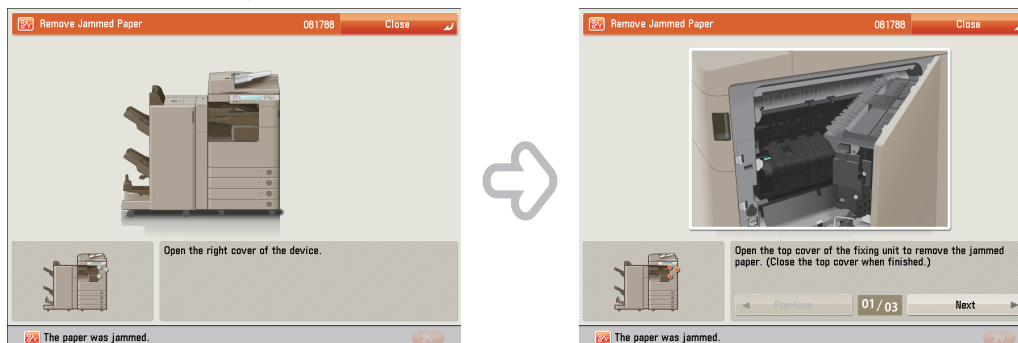
⚠ **WARNING**

Some areas inside the machine 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.

⚠ **CAUTION**

- When removing jammed originals or paper, take care not to cut your hands on the edges of the originals or paper. If you cannot remove the paper, contact your local authorized Canon dealer.
- When removing paper which has become jammed inside the machine, take care not to allow the toner on the jammed paper to come into contact with your hands or clothing, as this will dirty your hands or clothing. If they become dirty, wash them immediately with cold water. Washing them with warm water will set the toner, and make it impossible to remove the toner stains.
- When removing paper which has become jammed inside the machine, remove the jammed paper gently to prevent the toner on the paper from scattering and getting into your eyes or mouth. If the toner gets into your eyes or mouth, wash them immediately with cold water and immediately consult a physician.
- 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.
- After clearing all paper jams, remove your hands from the machine immediately. Even if the machine is not in operation, your hands, hair, or clothing may get caught in the feed rollers, which could result in personal injury or damage if the machine suddenly starts printing.

🖐 **IMPORTANT**

- If a paper jam occurs in the feeder, you cannot continue operating the machine. Follow the directions on the touch panel display to clear the paper jam. (See "Feeder," on p. 122.)
- Some areas that are shown to have paper jams may not actually have paper jams. However, always check all locations indicated on the touch panel display in the order that is given.
- If a paper jam occurs and printing is stopped when you are printing in the Staple mode, do not remove the paper from the areas except those which are shown to have paper jams on the touch panel display. For example, if paper is jammed in the main unit, do not remove the output sheets on the finisher which does not have paper jams. (Printing and stapling resume after you clear the paper jam in the main unit.)

✏ **NOTE**

If paper is jammed in several locations, remove the jammed paper in the order indicated on the touch panel display.

Locations of Paper Jams

Paper jams may occur in the following parts of the machine. See the applicable section to clear the paper jam.

Paper Drawer (p. 116)
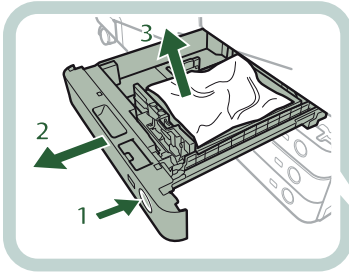
Main Unit (p. 111)
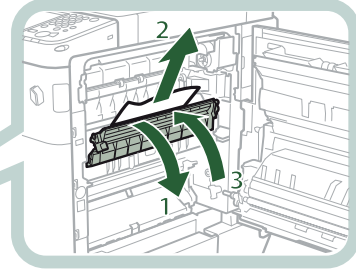
Cassette Feeding Unit-AF1
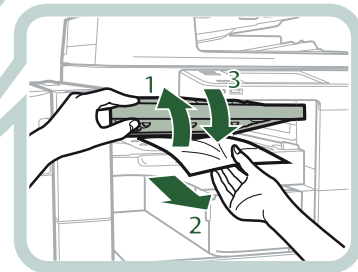(Optional) (p. 117)
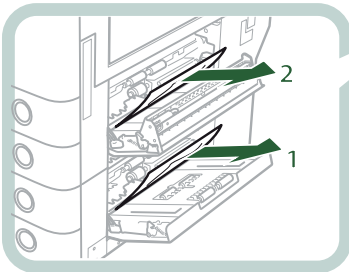
Paper Deck Unit-B2
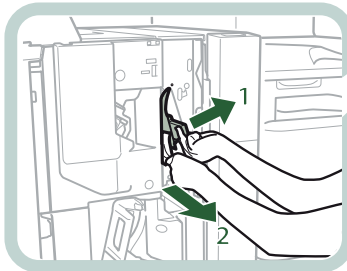(Optional) (p. 119)
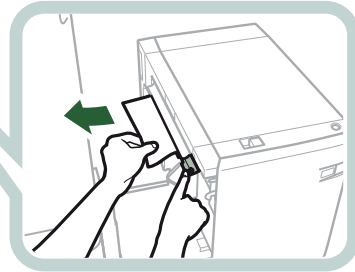
External 2/3 Hole Puncher-B2
(p. 126)
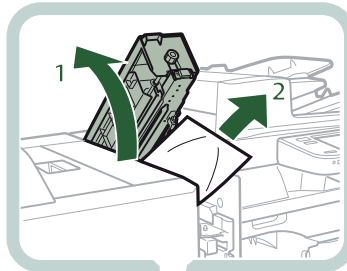
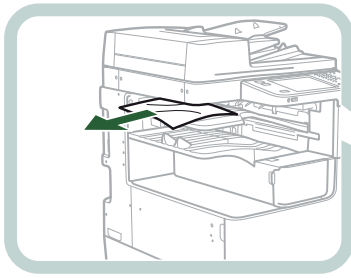Inside the Top Cover (p. 124)
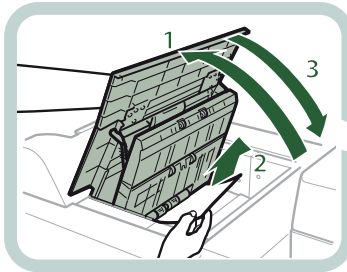
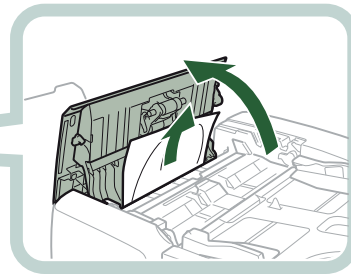Buffer Pass Unit-H1 (p. 125)

Inside the Front Cover (p. 129)

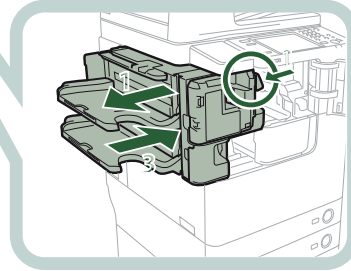Saddle Stitcher Unit (p. 131)

Inner 2Way Tray-H1 (Optional) (p. 137)

Feeder (p. 122)

When the Inner 2/3 Hole Puncher-A1
Is Not Attached (p. 133)

When the Inner 2/3 Hole Puncher-A1
Is Attached (p. 134)

Main Unit

Check the location of the paper jam, and follow the procedure described below, while referring to the directions that appear on the touch panel display, to remove the jammed paper.

✎ NOTE
- If the Paper Deck Unit-B2 is attached, move the paper deck unit away from the main unit before proceeding with this procedure.
- If paper is loaded in the multi-purpose tray, remove the loaded paper.
- This section uses illustrations of the machine with the Inner Finisher-D1 attached.

1 Open the right cover of the machine.
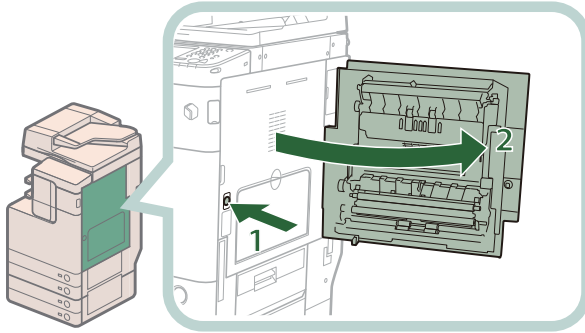
1. Press the open button of the right cover of the machine.
2. Open the right cover of the machine.

2 Remove any jammed paper protruding from the first output tray.
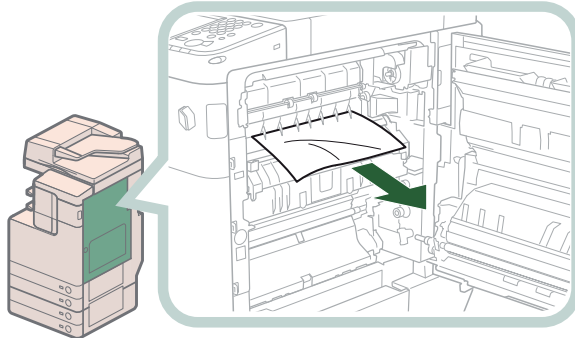
If you cannot remove the jammed paper, remove it from below.

3 Remove any jammed paper protruding from the second output tray or reversing unit.
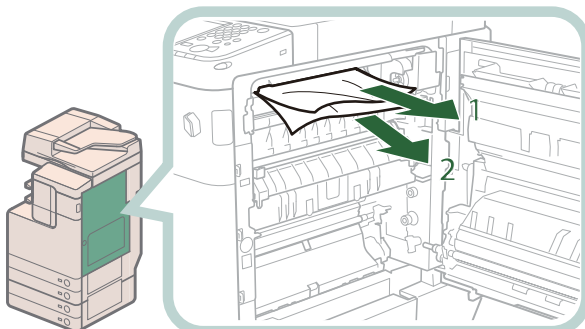
1. Remove any jammed paper from the second output tray.
2. Remove any jammed paper from the reversing unit.

4

Remove any jammed paper from the output unit.
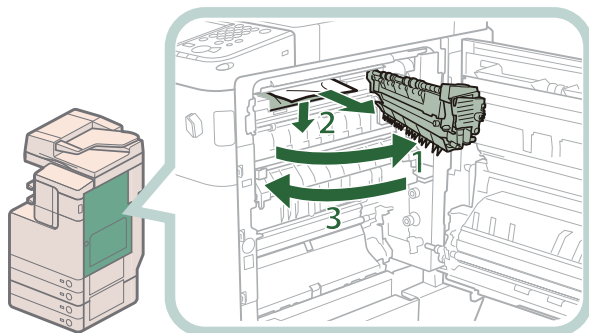
1. Pull out the output unit.
2. Press down and hold the inner guide, and remove any jammed paper.
3. Close the output unit.

✎ **NOTE**
- If you cannot remove any jammed paper from the output unit when the Inner Finisher-D1 is attached and the Inner 2/3 Hole Puncher-A1 is not attached, remove any jammed paper following the procedure below.
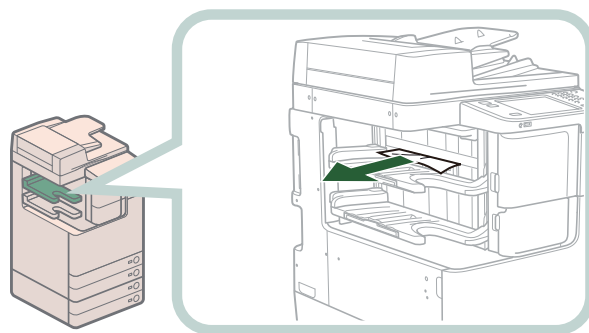
1. Remove any jammed paper from the area near the output area.

- If the Inner Finisher-D1 and Inner 2/3 Hole Puncher-A1, or Staple Finisher-G1/Booklet Finisher-G1 and Buffer Pass Unit-H1 are attached, remove any jammed paper following the procedure below.
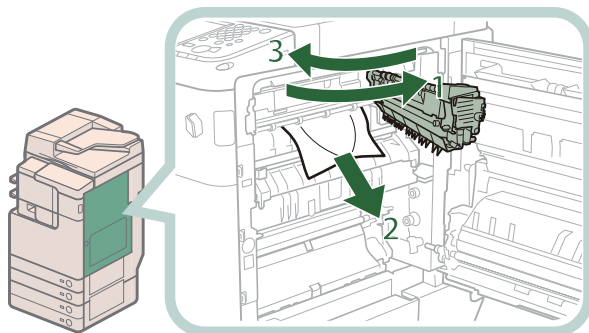
1. Pull out the output unit.
2. Remove any jammed paper.
3. Close the output unit.

- If a paper jam occurs when you are printing in the Staple mode, do not remove the output sheets that are waiting to be stapled. (Printing and stapling resume after you clear the paper jam.)

5

Remove any jammed paper from the upper part of the fixing unit.
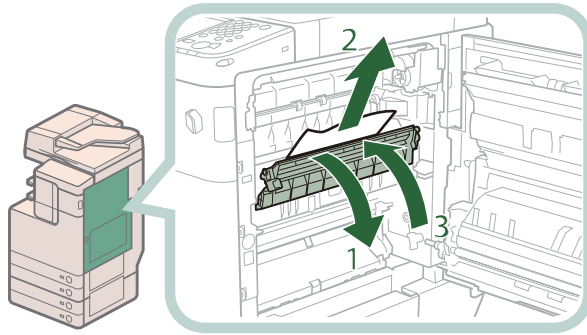
1. Open the upper cover of the fixing unit.
2. Remove any jammed paper.
3. Close the upper cover of the fixing unit.

⚠ **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.

6

Remove any jammed paper from the lower part of the fixing unit and the area near the registroller.
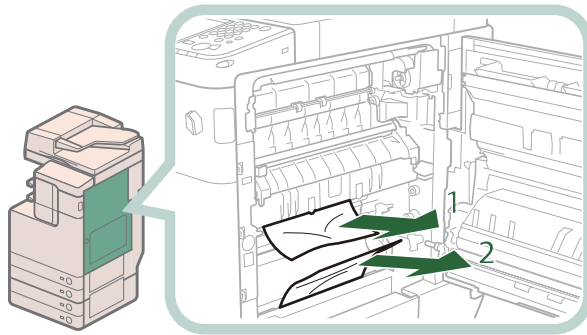
1. Remove any jammed paper from the lower part of the fixing unit.
2. Remove any jammed paper from the area near the registroller.

⚠ **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.

7

Remove any jammed paper from the lower part of the right cover of the machine.
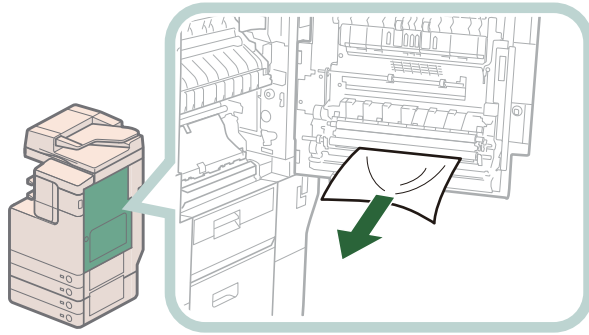
8

Remove any jammed paper from behind the right cover of the machine.
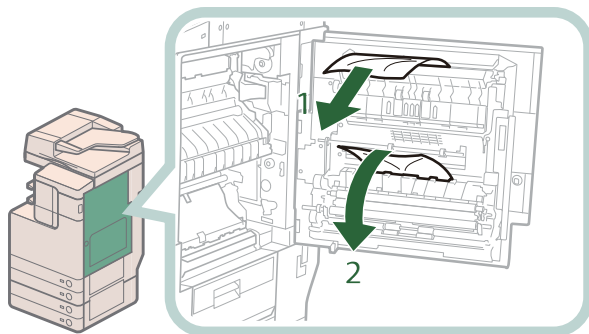
1. Remove any jammed paper from the upper part behind the right cover of the machine.
2. Remove any jammed paper from the central part behind the right cover of the machine.

⚠ **CAUTION**

The lower part behind the right cover of the machine may become hot during use. When removing jammed paper or when inspecting the inside of the machine, do not touch this area of the machine, as doing so may result in burns.

9

Remove any jammed paper from the feeding unit of the multi-purpose tray.
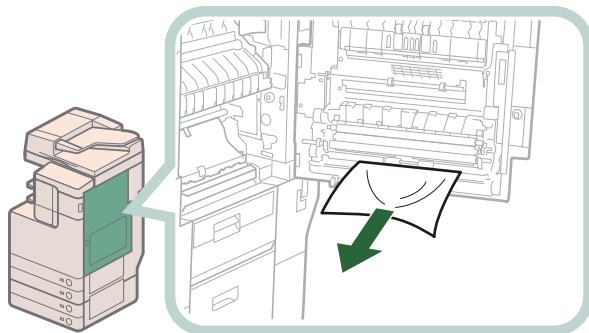
✎ NOTE

If you cannot remove the jammed paper from the bottom side feeding unit of the multi-purpose tray, remove it from the multi-purpose tray side.

10 Open the paper drawer's upper right cover and lower right cover, and check whether there is any jammed paper inside.
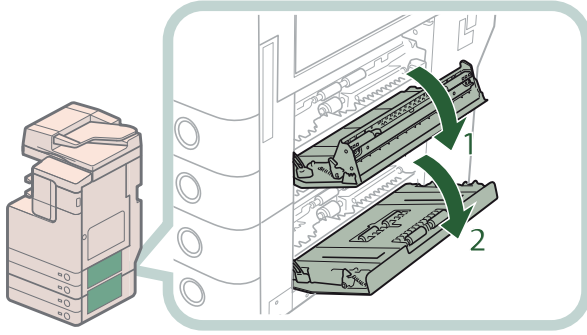
1. **Open the paper drawer's upper right cover.**
2. **Open the paper drawer's lower right cover.**

Remove any paper jammed, and close the covers.

> ⚠ **CAUTION**
>
> **When closing the covers, be careful not to get your fingers caught, as this may result in personal injury.**

✎ NOTE
Gently close the covers until they click into place in the closed position.

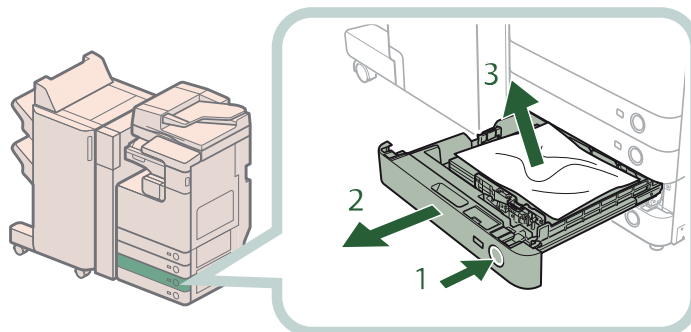## 11 Close the right cover of the machine.

> ⚠ **CAUTION**
>
> **When closing the cover, be careful not to get your fingers caught, as this may result in personal injury.**

✎ NOTE
- Gently close the cover until it clicks into place in the closed position.
- If the Paper Deck Unit-B2 was moved away from the main unit, reconnect it to the main unit.

12 Follow the instructions on the screen.

✎ NOTE
The screen indicating the directions on how to clear the paper jam is displayed repeatedly until the paper jam is cleared.

Paper Sources

Check the location of the paper jam, and follow the procedure described below, while referring to the directions that appear on the touch panel display, to remove the jammed paper.

✐ NOTE
- The Cassette Feeding Unit-AF1 and Paper Deck Unit-B2 are optional products.
- If paper is loaded in the multi-purpose tray, remove the loaded paper.

Paper Drawer

✐ NOTE
If the Paper Deck Unit-B2 is attached, move the paper deck unit away from the main unit before proceeding with this procedure.

1 Remove any paper jammed in the paper drawer's upper right cover.
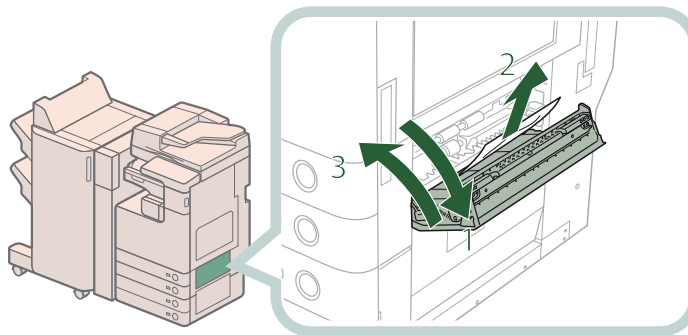
1. Open the paper drawer's upper right cover, holding it by its handle.
2. Remove any jammed paper.
3. Close the paper drawer's upper right cover.

⚠ **CAUTION**

When closing the cover, be careful not to get your fingers caught, as this may result in personal injury.

✐ NOTE
Gently close the cover until it clicks into place in the closed position.

2 Remove any paper jammed in the paper drawer.
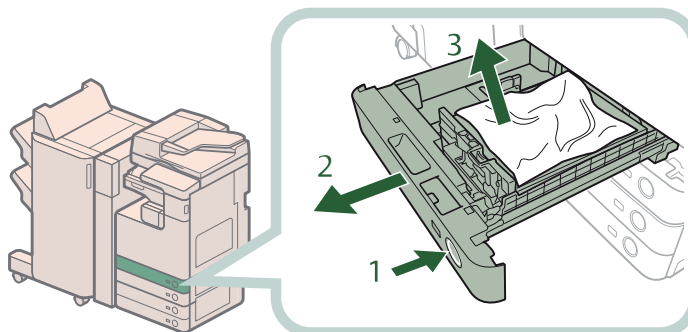
1. Press the open button of the paper drawer.
2. Grip the handle, and pull out the paper drawer until it stops.
3. Remove any jammed paper.

3 Gently push the paper drawer back into the machine until it clicks into place in the closed position.

> ⚠ **CAUTION**
>
> **When returning the paper drawer to its original position, be careful not to get your fingers caught, as this may result in personal injury.**

✏ NOTE
If the Paper Deck Unit-B2 was moved away from the main unit, reconnect it to the main unit.

4 Follow the instructions on the screen.

✏ NOTE
The screen indicating the directions on how to clear the paper jam is displayed repeatedly until the paper jam is cleared.

Cassette Feeding Unit-AF1 (Optional)

✏ NOTE
If the Paper Deck Unit-B2 is attached, move the paper deck unit away from the main unit before proceeding with this procedure.

1 Open the paper drawer's upper right cover and lower right cover.
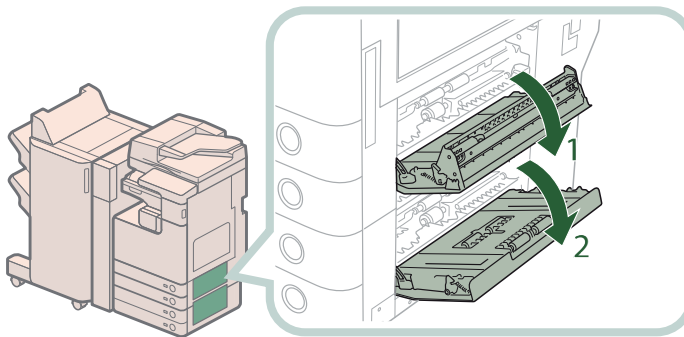
1. Open the paper drawer's upper right cover.
2. Open the paper drawer's lower right cover.

2

Remove any paper jammed in the paper drawer's upper right cover and lower right cover.

▼
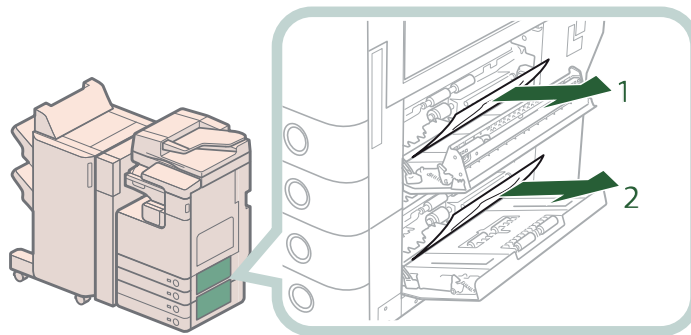
1. Remove any paper jammed in the paper drawer's upper right cover.
2. Remove any paper jammed in the paper drawer's lower right cover.

3

Close the covers.

▼
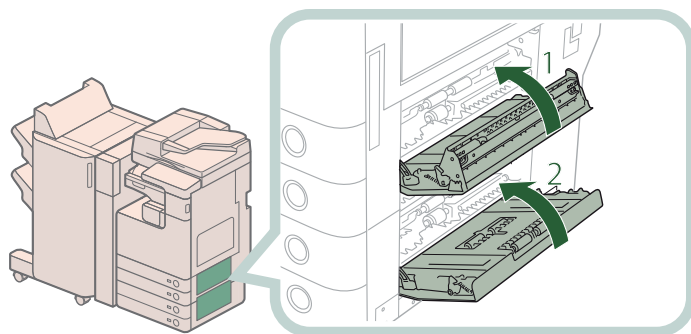
1. Close the paper drawer's upper right cover.
2. Close the paper drawer's lower right cover.

⚠ **CAUTION**

When closing the covers, be careful not to get your fingers caught, as this may result in personal injury.

✎ NOTE
Gently close the covers until they click into place in the closed position.

4

Remove any paper jammed in the cassette feeding unit.

▼

1. Press the open button of the paper drawer that is feeding the paper.
2. Grip the handle, and pull out the paper drawer until it stops.
3. Remove any jammed paper.

5

Gently push the paper drawer back into the machine until it clicks into place in the closed position.

⚠️ **CAUTION**

When returning the paper drawer to its original position, be careful not to get your fingers caught, as this may result in personal injury.

✎ NOTE

If the Paper Deck Unit-B2 was moved away from the main unit, reconnect it to the main unit.

6

Follow the instructions on the screen.

✎ NOTE

The screen indicating the directions on how to clear the paper jam is displayed repeatedly until the paper jam is cleared.

Paper Deck Unit-B2 (Optional)

1

Move the paper deck unit away from the main unit.
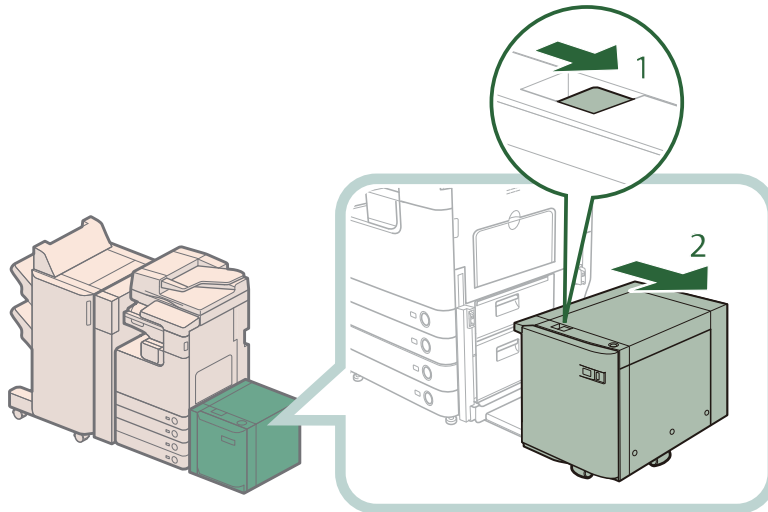
1. Press the release button.
2. Move the paper deck unit away from the main unit.

2

Remove any paper jammed in the side of the paper deck unit.
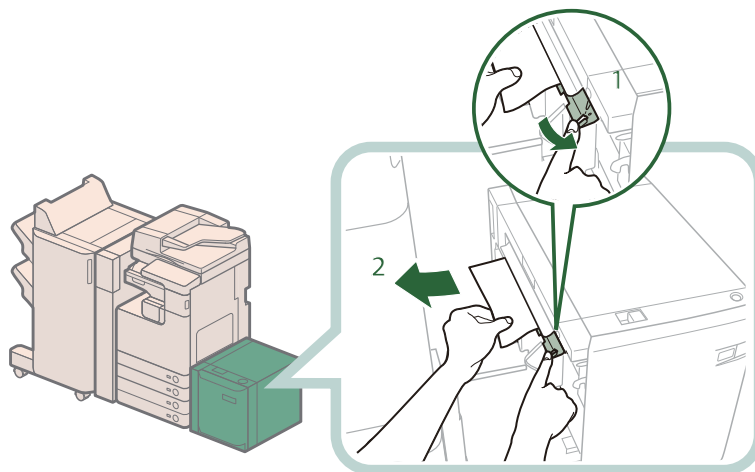
1. Hold down the green lever on the side of the paper deck unit.
2. Remove any jammed paper, while holding down the green lever.
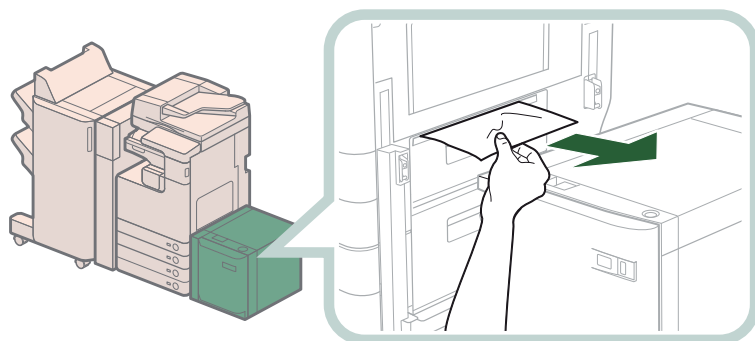
Paper can also be jammed in the feeding slot on the side of the main unit. Remove any jammed paper from the feeding slot.

3

Reconnect the paper deck unit to the main unit.

If the paper jam message is no longer displayed when you reconnect the paper deck unit, proceed to step 7.

⚠ **CAUTION**

When connecting the paper deck unit to main unit, be careful not to get your fingers caught, as this may result in personal injury.

4 Open the paper deck unit.
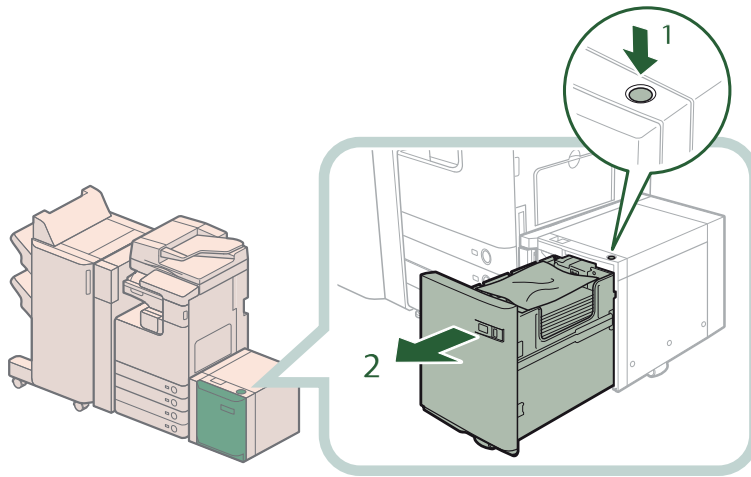
1. Press the open button.
2. Open the paper deck unit.

The inside lifter automatically descends to the paper loading position.

✋ **IMPORTANT**

If the machine is in the Sleep mode (the touch panel is not displayed, and only ◖(Energy Saver) is lit), you may be unable to open the paper deck unit. In this case, press ◖(Energy Saver) to reactivate the machine, and then press the open button on the paper deck unit.

5 Remove any jammed paper.
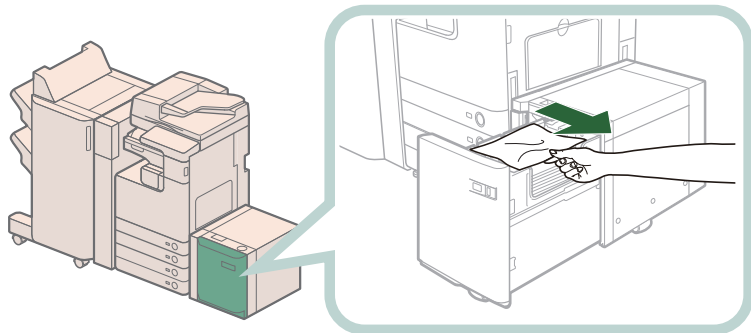
Look carefully, as jammed paper may be difficult to see.

6 Close the paper deck unit.

⚠ **CAUTION**

When closing the paper deck unit, be careful not to get your fingers caught, as this may result in personal injury.

7 Follow the instructions on the screen.

✎ **NOTE**

The screen indicating the directions on how to clear the paper jam is displayed repeatedly until the paper jam is cleared.

Feeder

Check the location of the paper jam, and follow the procedure described below, while referring to the directions that appear on the touch panel display, to remove the jammed paper.
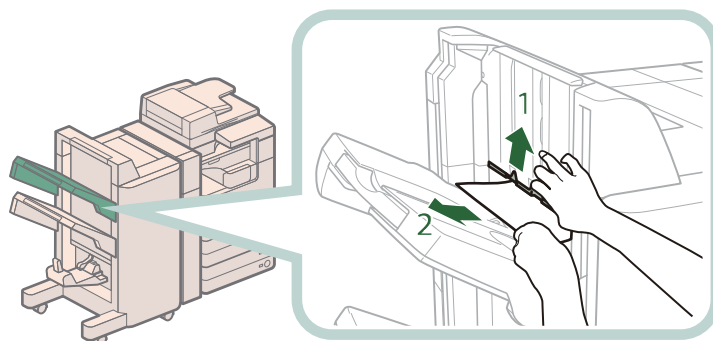
✏ NOTE
The feeder is standard-equipped for the imageRUNNER ADVANCE 4251/4245.

1 Remove any paper jammed in the feeder cover.
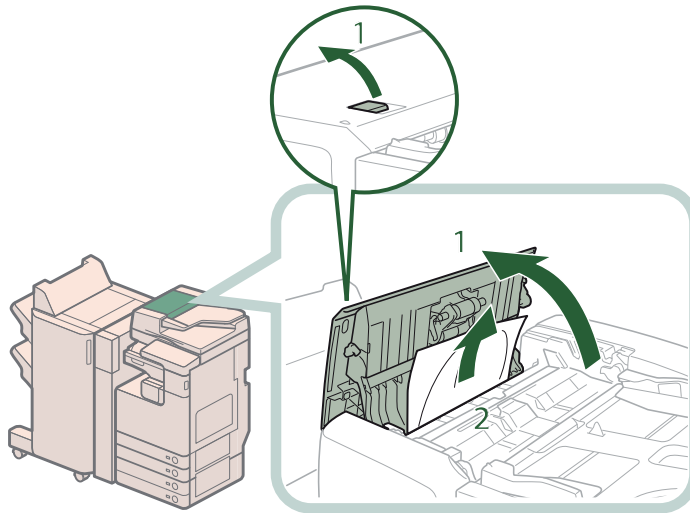
1. **Pull the lever, and open the feeder cover.**
2. **Remove any jammed paper.**

2 Open the inner cover, and remove any paper jammed.
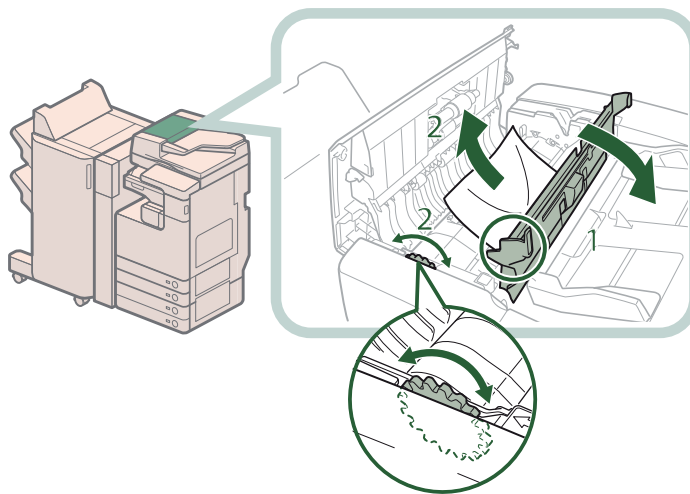
1. **Open the inner cover, holding it by its tab.**
2. **Turn the feed dial on the inner side of the feeder cover, and remove the jammed paper.**

3 Close the feeder cover.
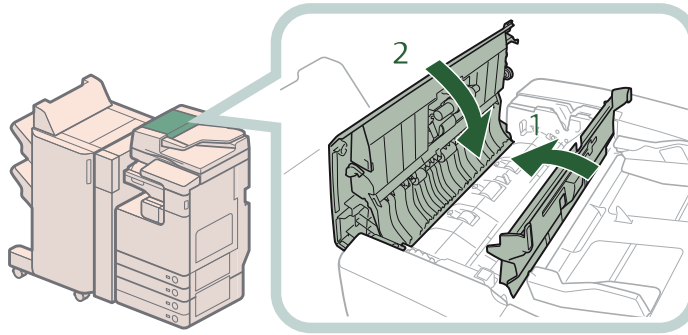
1. Close the inner cover.
2. Close the feeder cover.

⚠ **CAUTION**

When closing the covers, be careful not to get your fingers caught, as this may result in personal injury.

4 Remove any paper jammed in the feeder.
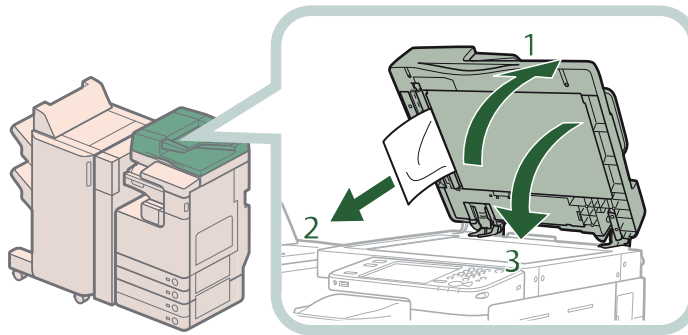
1. Open the feeder.
2. Remove any jammed paper.
3. Close the feeder.

⚠ **CAUTION**

When closing the feeder, be careful not to get your fingers caught, as this may result in personal injury.

5 Follow the instructions on the screen.

✏ NOTE
The screen indicating the directions on how to clear the paper jam is displayed repeatedly until the paper jam is cleared.

Staple Finisher-G1/Booklet Finisher-G1 (Optional)

Check the location of the paper jam, and follow the procedure described below, while referring to the directions that appear on the touch panel display, to remove the jammed paper.

✎ NOTE

The Staple Finisher-G1, Booklet Finisher-G1, and Buffer Pass Unit-H1 are optional products.

Inside the Top Cover

1 Remove any jammed paper protruding from the output part.

1. Lift the area indicated by the label on the output slot.
2. Remove any jammed paper that is visible.

If you cannot see any paper, check whether there is any jammed paper in the output area.

✎ NOTE

If a paper jam occurs when you are printing in the Staple mode, do not remove the output sheets that are waiting to be stapled. (Printing and stapling resume after you clear the paper jam.)

2 Open the top cover of the finisher, and remove any jammed paper.
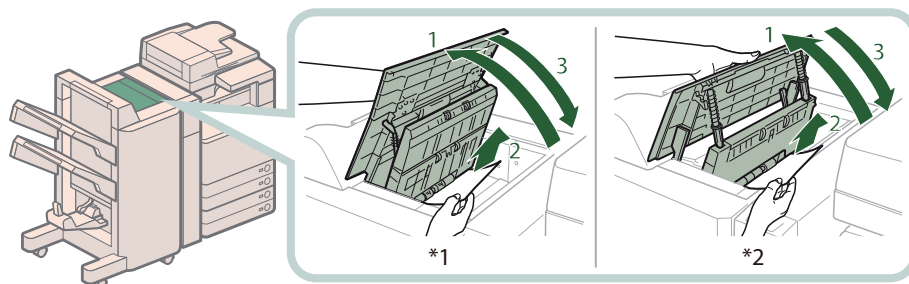
*1 Booklet Finisher-G1
*2 Staple Finisher-G1

1. Open the top cover of the finisher.
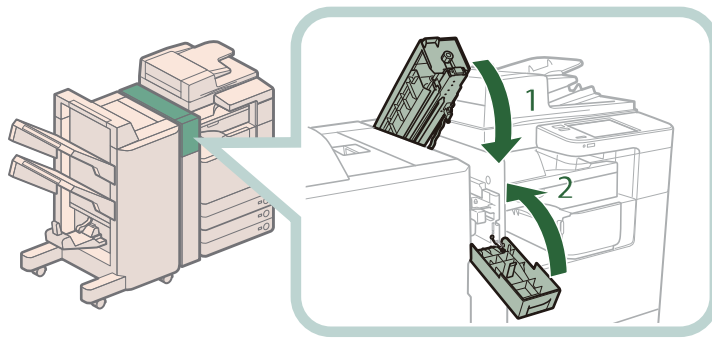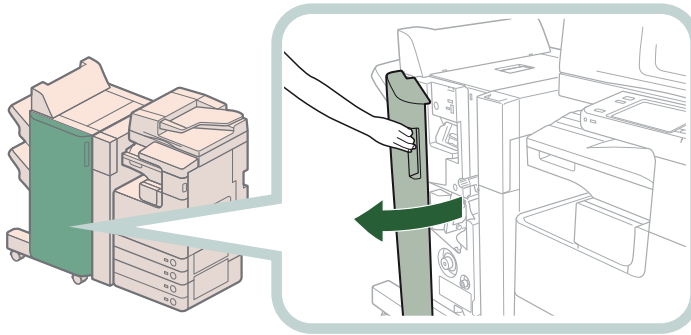2. Remove any jammed paper.
3. Close the top cover of the finisher.

⚠ **CAUTION**

When closing the cover, be careful not to get your fingers caught, as this may result in personal injury.

3 **Follow the instructions on the screen.**

✎ NOTE
The screen indicating the directions on how to clear the paper jam is displayed repeatedly until the paper jam is cleared.

Buffer Pass Unit-H1

1 **Remove any jammed paper from the buffer pass unit.**
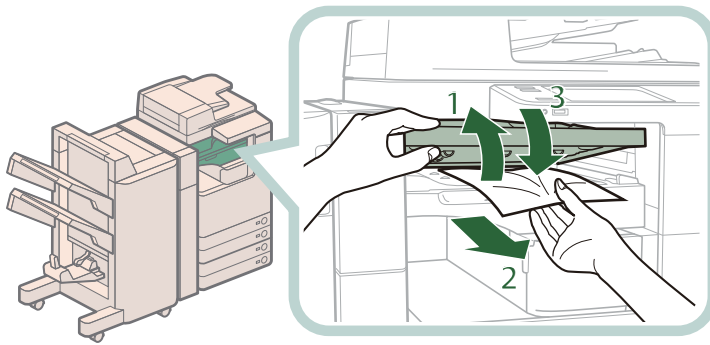
1. Open the buffer pass unit.
2. Remove any jammed paper.
3. Close the buffer pass unit.

⚠ **CAUTION**

When closing the buffer pass unit, be careful not to get your fingers caught, as this may result in personal injury.

2 **Follow the instructions on the screen.**

✎ NOTE
The screen indicating the directions on how to clear the paper jam is displayed repeatedly until the paper jam is cleared.

1 ▼

Open the front cover of the puncher waste tray.
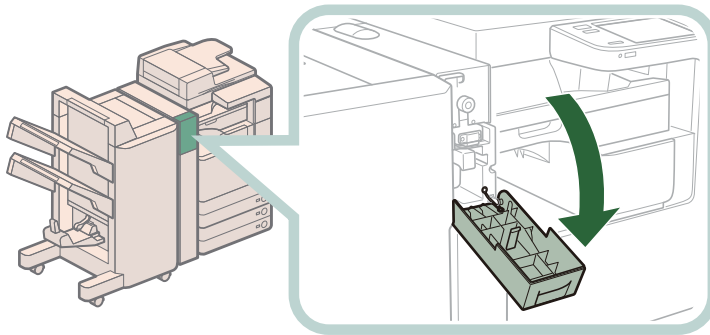
2 ▼

Align the pointed notch on the knob within the shaded region (▲).
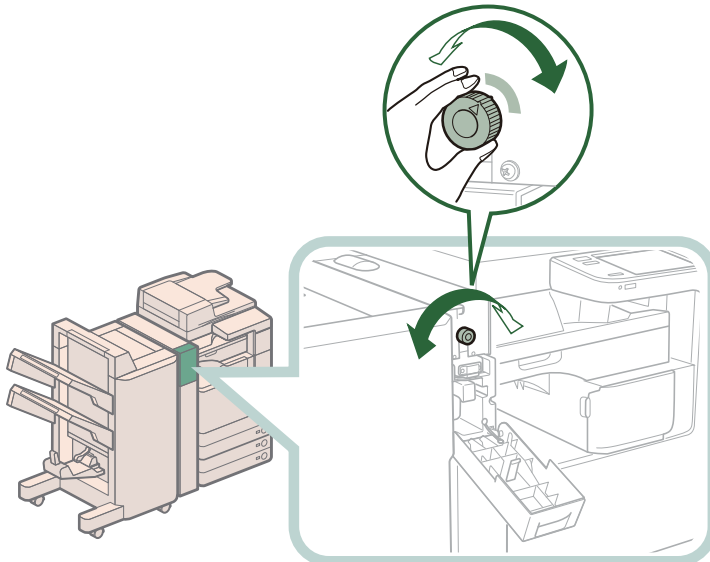
3 Remove any jammed paper from the top cover of the puncher.
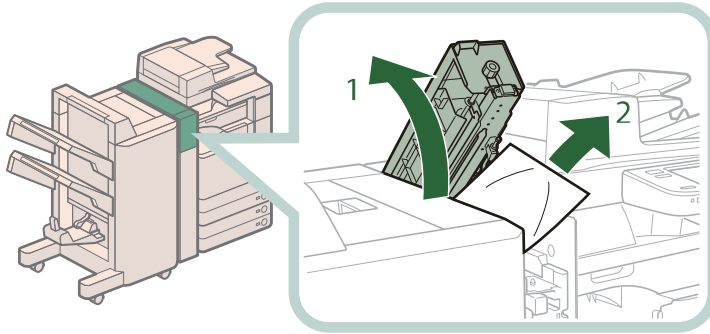
1. Open the top cover of the puncher.
2. Remove any jammed paper.

If you cannot remove the jammed paper, remove it from below.

4 Open the top cover of the finisher, and remove any jammed paper.
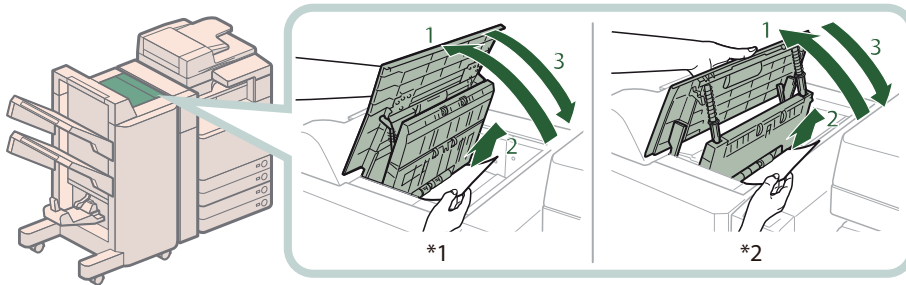
*1 Booklet Finisher-G1
*2 Staple Finisher-G1

1. Open the top cover of the finisher.
2. Remove any jammed paper.
3. Close the top cover of the finisher.

⚠ **CAUTION**

When closing the cover, be careful not to get your fingers caught, as this may result in personal injury.

5 Close the top cover of the puncher and the front cover of the puncher waste tray.

1. Close the top cover.
2. Close the front cover.

> ⚠ **CAUTION**
>
> **When closing the covers, be careful not to get your fingers caught, as this may result in personal injury.**

6 Follow the instructions on the screen.

✎ NOTE
The screen indicating the directions on how to clear the paper jam is displayed repeatedly until the paper jam is cleared.

Booklet Finisher-G1 (Optional)

Check the location of the paper jam, and follow the procedure described below, while referring to the directions that appear on the touch panel display, to remove the jammed paper.

✎ NOTE

The Booklet Finisher-G1 is an optional product.

Inside the Front Cover

1

Open the front cover of the finisher.

2

Remove any jammed paper from the upper delivery guide.
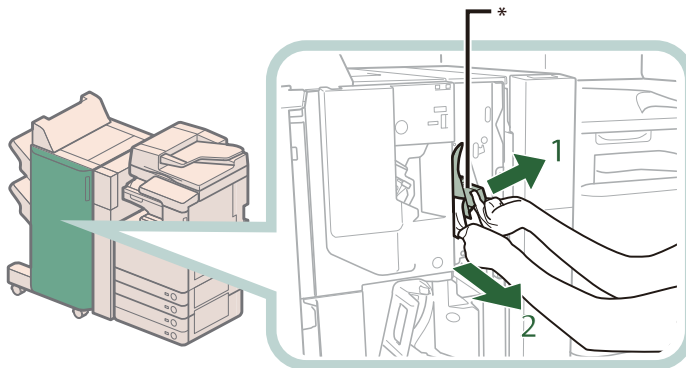
1. **Open the upper delivery guide.**
2. **Remove any jammed paper.**

* Upper Delivery Guide

✎ NOTE

The upper delivery guide is spring-loaded. When you release the upper delivery guide, it returns to its original position.

3

Remove any jammed paper from the lower delivery guide.
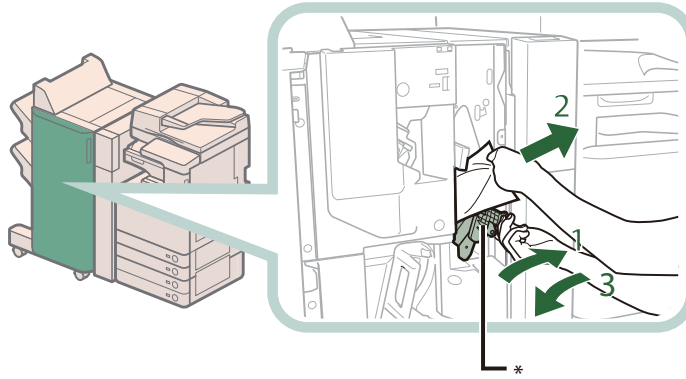
1. Tilt the delivery guide to the right.
2. Remove any jammed paper.
3. Return the delivery guide to its original position.

* Lower Delivery Guide

⚠ CAUTION

When returning the delivery guide to its original position, be careful not to get your fingers caught, as this may result in personal injury.

4

Close the front cover of the finisher.

⚠ CAUTION

When closing the cover, be careful not to get your fingers caught, as this may result in personal injury.

5

Follow the instructions on the screen.

✎ NOTE

The screen indicating the directions on how to clear the paper jam is displayed repeatedly until the paper jam is cleared.

1 ▼ **Open the front cover of the finisher.**
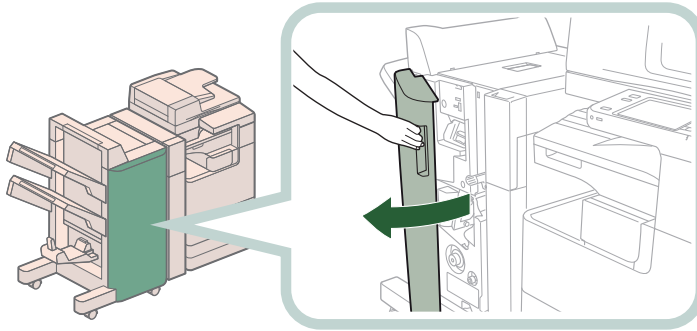
2 ▼ **Turn the knob on the right in the direction of the arrow (counterclockwise) until it stops.**
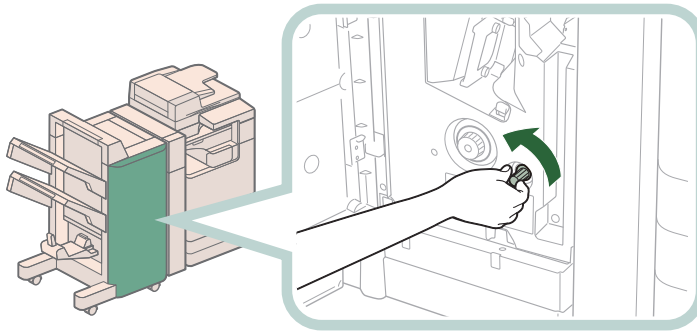
3 ▼ **While pushing in the knob on the left, turn it in the direction of the arrow (clockwise).**

4
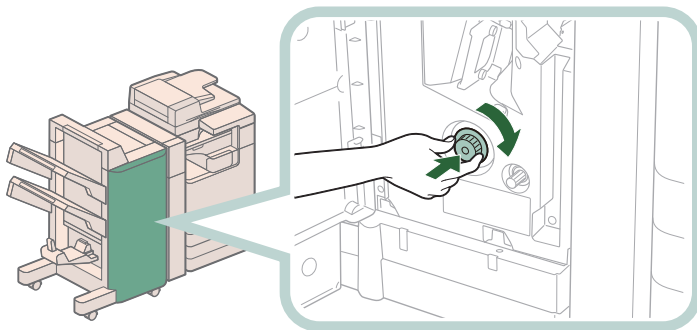
Remove any jammed paper protruding from the output part.
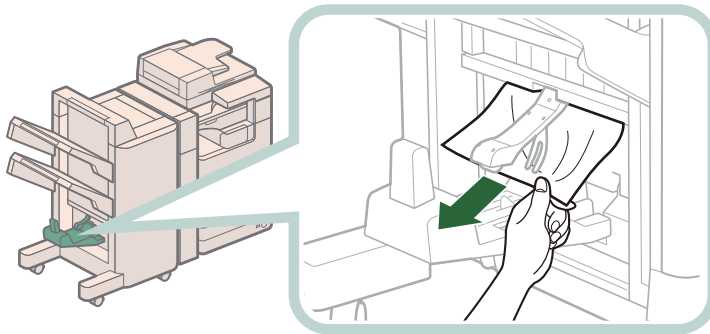
5

Remove any jammed paper from the lower delivery guide.
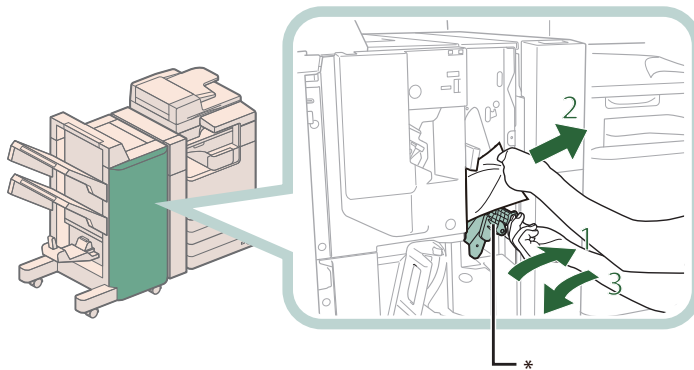
1. Tilt the delivery guide to the right.
2. Remove any jammed paper.
3. Return the delivery guide to its original position.

* Lower Delivery Guide

> ⚠ **CAUTION**
>
> **When returning the delivery guide to its original position, be careful not to get your fingers caught, as this may result in personal injury.**

6

Close the front cover of the finisher.

> ⚠ **CAUTION**
>
> **When closing the cover, be careful not to get your fingers caught, as this may result in personal injury.**

7 **Follow the instructions on the screen.**

✏ NOTE

The screen indicating the directions on how to clear the paper jam is displayed repeatedly until the paper jam is cleared.

Inner Finisher-D1 (Optional)

Check the location of the paper jam, and follow the procedure described below, while referring to the directions that appear on the touch panel display, to remove the jammed paper.
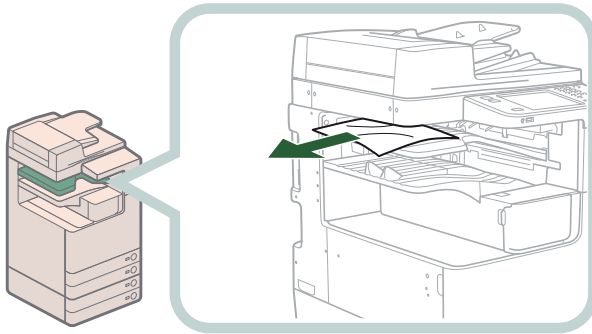
✏ NOTE

- The Inner Finisher-D1 and Inner 2/3 Hole Puncher-A1 are optional products.
- If there is paper in the output tray, remove the output paper before proceeding with this procedure.

When the Inner 2/3 Hole Puncher-A1 Is Not Attached

1 **Follow the instructions in "Main Unit" to remove any jammed paper. (→p. 111)**

▼

2 **Remove any jammed paper protruding from the output tray.**
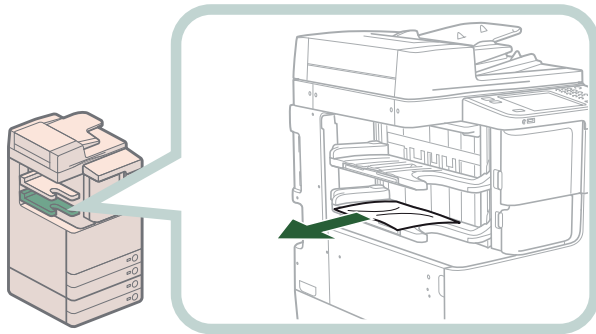
3 Open and close the front cover of the finisher.
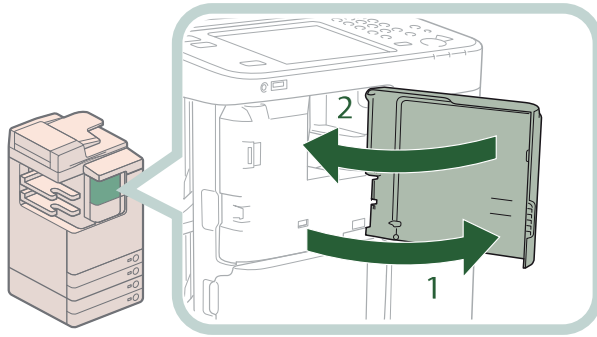
1. Open the front cover.
2. Close the front cover.

> ⚠ **CAUTION**
>
> **When closing the front cover, be careful not to get your fingers caught, as this may result in personal injury.**

4 Follow the instructions on the screen.

✏ NOTE
The screen indicating the directions on how to clear the paper jam is displayed repeatedly until the paper jam is cleared.

When the Inner 2/3 Hole Puncher-A1 Is Attached

1 Follow the instructions in "Main Unit" to remove any jammed paper. (→p. 111)

2 Open the front cover of the finisher.
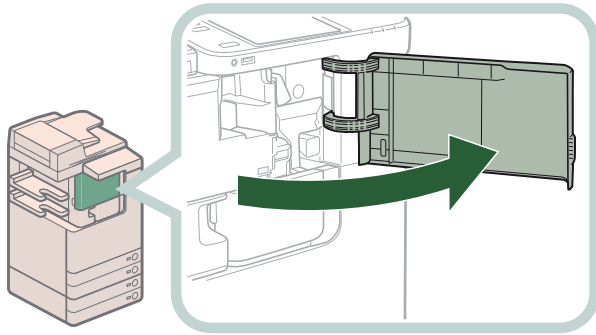
3 Remove any jammed paper protruding from the output tray.
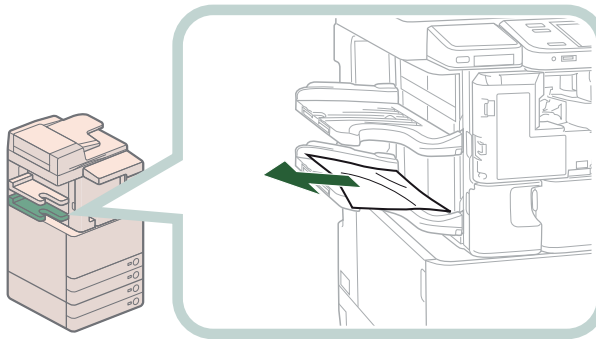
4 Remove any paper jammed inside the inner finisher.
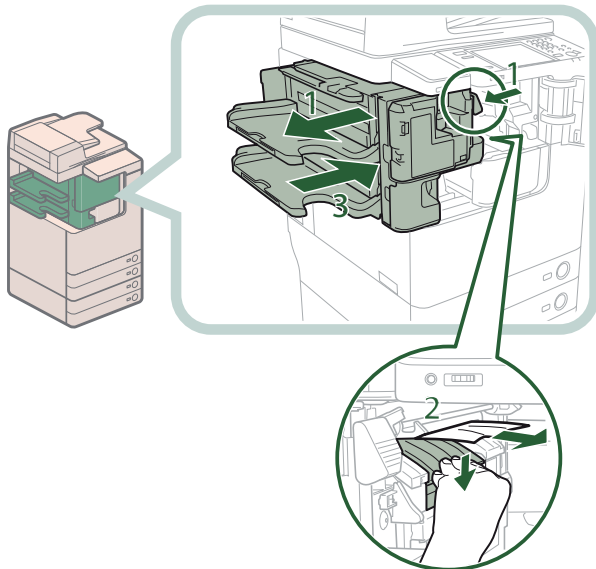
1. Grip the lever, and pull the finisher away from the main unit.
2. Press down and hold the inner guide, and remove any jammed paper.
3. Return the finisher to its original position.

⚠ **CAUTION**

When returning the finisher to its original position, be careful not to get your fingers caught, as this may result in personal injury.

5 Close the front cover of the finisher.

⚠ **CAUTION**

When closing the front cover, be careful not to get your fingers caught, as this may result in personal injury.

6 Follow the instructions on the screen.

✎ NOTE

The screen indicating the directions on how to clear the paper jam is displayed repeatedly until the paper jam is cleared.

Inner 2Way Tray-H1 (Optional)

Check the location of the paper jam, and follow the procedure described below, while referring to the directions that appear on the touch panel display, to remove the jammed paper.

✍ NOTE

The Inner 2Way Tray-H1 is an optional product.

1

Follow the instructions in "Main Unit" to remove any jammed paper. (→p. 111)

2

Remove any jammed paper from the Inner 2Way Tray.

3

Follow the instructions on the screen.

✍ NOTE

The screen indicating the directions on how to clear the paper jam is displayed repeatedly until the paper jam is cleared.

Reducing the Frequency of Paper Jams

If paper jams occur frequently, even though there is no apparent problem with the machine, either one of the following two reasons may be the cause. Follow the instructions described below to reduce the frequency of paper jams.

● **There are torn pieces of paper left inside the machine.**
Pulling jammed paper out of the machine by force may leave parts of the paper torn inside, leading to frequent paper jams. If paper tears while you are trying to remove jammed paper from the machine, make sure that you remove all of the torn pieces.

● **The paper loaded in the paper drawer differs from the setting.**
Make sure that the paper loaded in the paper drawer matches the paper size/type registered in [Paper Settings] in [Preferences] (Settings/Registration).

⌒ Clearing Staple Jams (For Optional Products)

If a staple jam occurs, a screen indicating the location of the staple jam and how to clear the jam appears on the touch panel display. Follow the instructions on the screen to clear the staple jam. The screen is displayed repeatedly until the staple jam is cleared. If you press [Close], you can continue operations, such as setting modes or scanning originals, even if the jammed staple is not removed immediately.
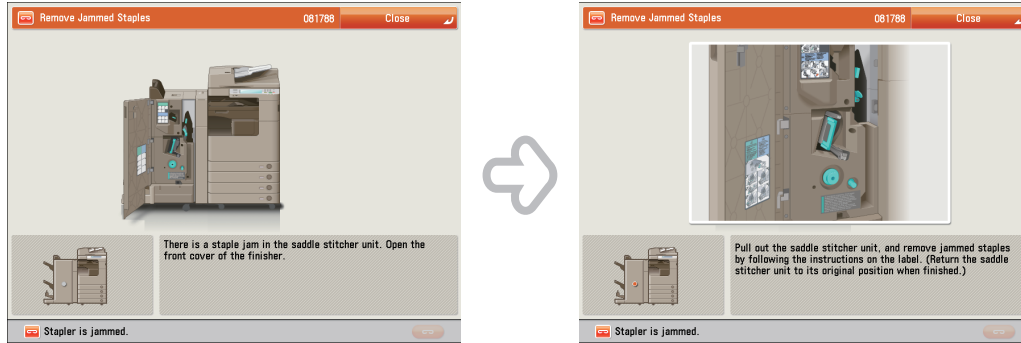
Locations of Staple Jams

For information on the parts of the machine in which staple jams occur and instructions on clearing staple jams, see the following.

Staple Finisher-G1/Booklet Finisher-G1 (p. 140)
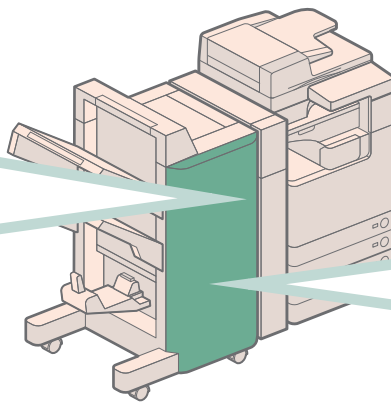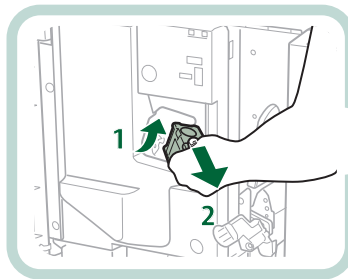
Saddle Stitcher Unit of the Booklet Finisher-G1 (p. 142)
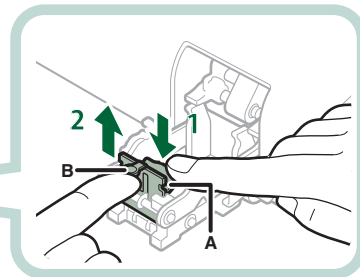
Inner Finisher-D1 (p. 145)
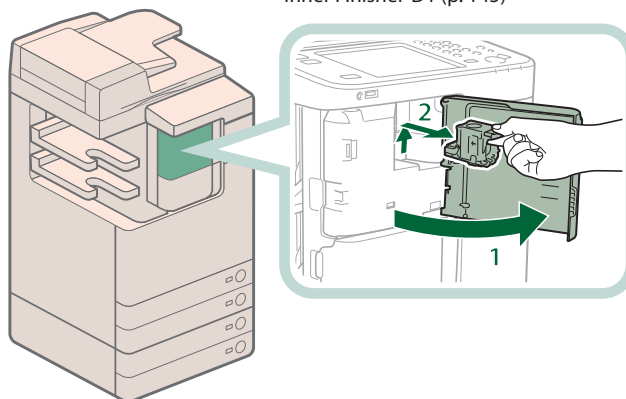
139

Staple Finisher-G1/Booklet Finisher-G1

Check the location of the staple jam, and follow the procedure described below, while referring to the directions that appear on the touch panel display, to remove the jammed staple.
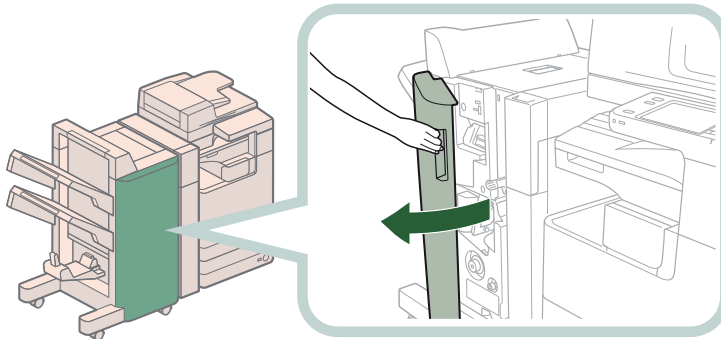
IMPORTANT

Make sure to close all covers and paper drawers of the machine before clearing any staple jams.

NOTE

The Staple Finisher-G1 and Booklet Finisher-G1 are optional products.
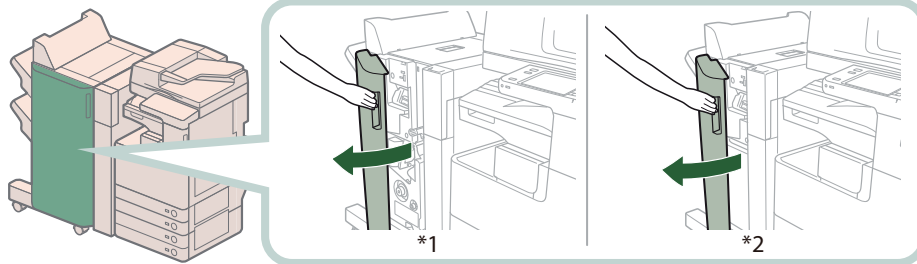
1

Open the front cover of the finisher.

*1 Booklet Finisher-G1
*2 Staple Finisher-G1

2

Pull out the staple case, holding it by the green tab.

3 ▼
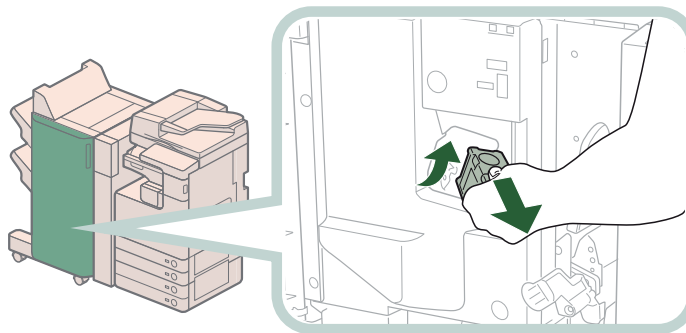
Remove any staples jammed in the staple case.
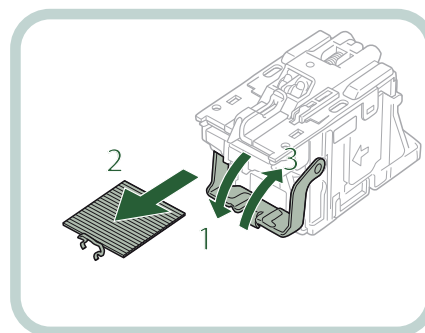
1. Push down the tab on the staple case.
2. Remove all of the staples that slide from the staple cartridge.
3. Return the tab on the staple case to its original position.

4 ▼

Gently push the staple case back into the finisher and push down firmly until it is securely in place.

5
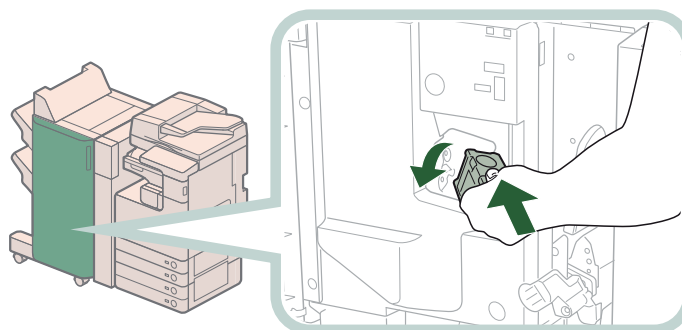
Close the front cover of the finisher.

⚠ **CAUTION**

When closing the cover, be careful not to get your fingers caught, as this may result in personal injury.

✎ NOTE

After the cover is closed, the stapler unit may automatically perform a "dry" stapling operation to reposition the staples.

Saddle Stitcher Unit of the Booklet Finisher-G1

Check the location of the staple jam, and follow the procedure described below, while referring to the directions that appear on the touch panel display, to remove the jammed staple.

✋ IMPORTANT
- Make sure to close all covers and paper drawers of the machine before clearing any staple jams.
- Before clearing a staple jam in the saddle stitcher unit, remove all paper that has been output to the booklet tray.

📝 NOTE
The Booklet Finisher-G1 is an optional product.

1 Open the front cover of the finisher.

2 Pull out the saddle stitcher unit.

1. **Grip the handle of the saddle stitcher unit, and pull out until it stops.**
2. **Pull the stapler unit of the saddle stitcher unit towards you, and then push it up.**
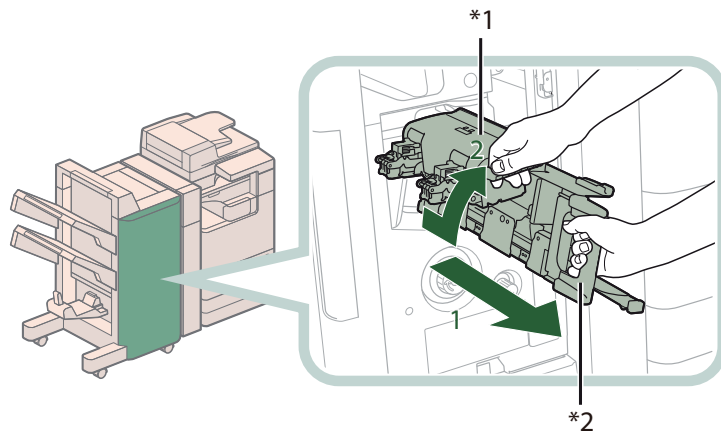
*1 Stapler Unit of the Saddle Stitcher Unit
*2 Saddle Stitcher Unit

3

Pull out the staple case containing the jammed staples, holding it by its left and right sides.
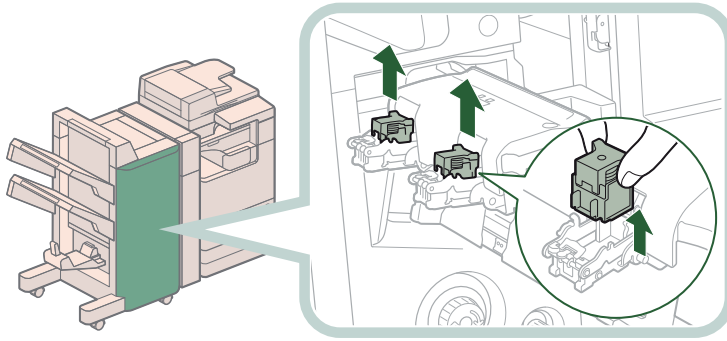
4

Push down the tab on the staple case.
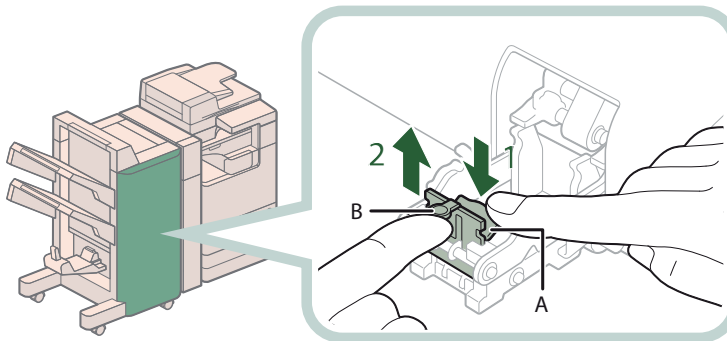
1. Push down Part A to unlock.
2. Push up Part B.

5

Remove any jammed staples.
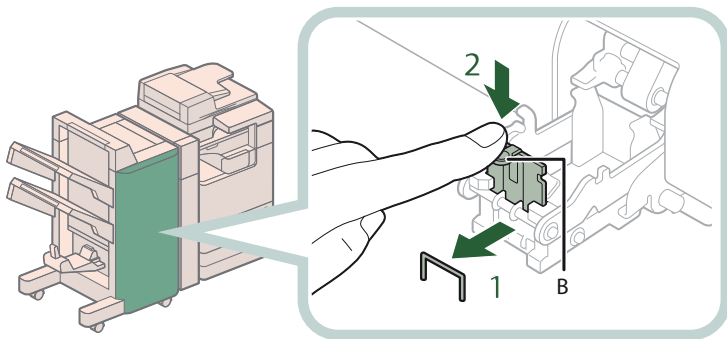
1. Remove any jammed staples.
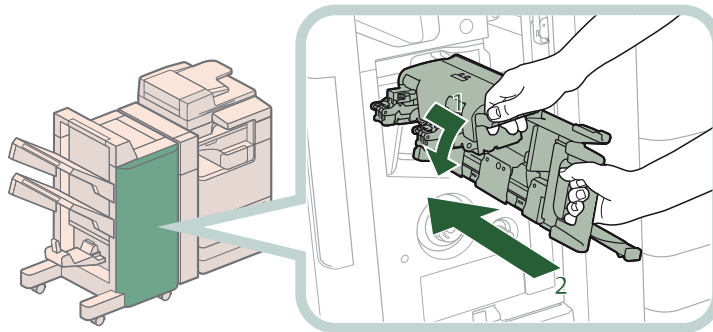2. Return Part B to its original position.

143

6

Return the staple case to its original position.
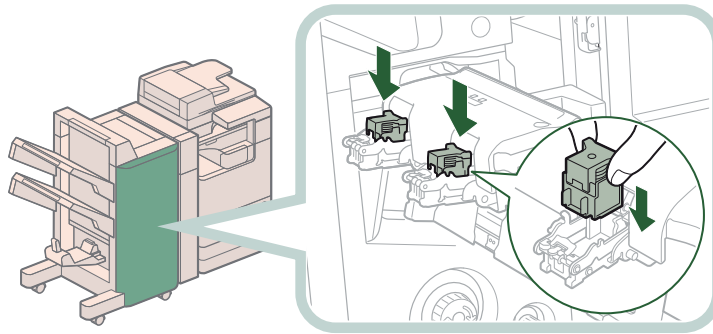
Push the staple case in until it clicks into place.

7

Gently push the saddle stitcher unit back into its original position.

1. **Pull the stapler unit towards you, and then push it down into its original position.**
2. **Grip the handle of the saddle stitcher unit, and return it to its original position.**

⚠ **CAUTION**

When returning the saddle stitcher unit to its original position, be careful not to get your fingers caught, as this may result in personal injury.

8

Close the front cover of the finisher.

⚠ **CAUTION**

When closing the cover, be careful not to get your fingers caught, as this may result in personal injury.

✎ NOTE

When you have cleared the staple jam, be sure to manually reposition the staples in the saddle stitcher unit. (See e-Manual > Settings/Registration.)

Inner Finisher-D1

Check the location of the staple jam, and follow the procedure described below, while referring to the directions that appear on the touch panel display, to remove the jammed staples.

🤚 IMPORTANT

Make sure to close all covers and paper drawers of the machine before clearing any staple jams.

✏️ NOTE

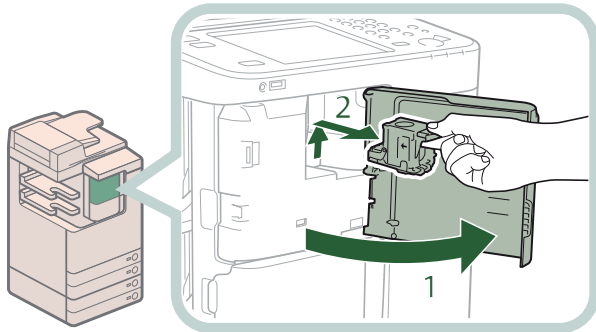The Inner Finisher-D1 is an optional product.

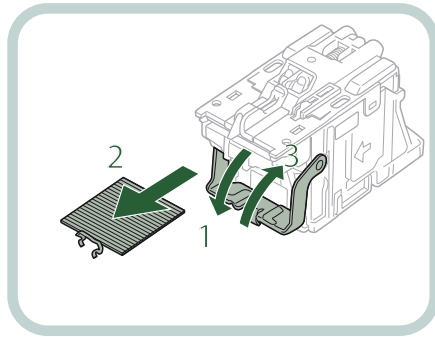## 1 Remove any jammed paper protruding from the output tray.
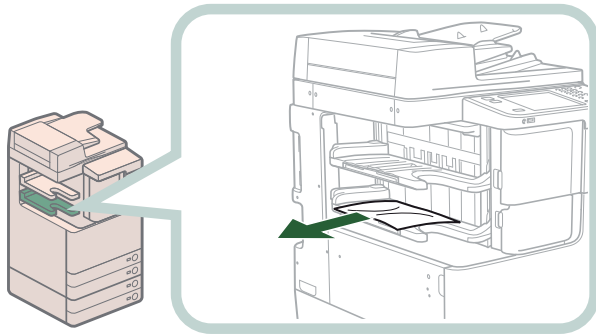
2 Pull out the staple case.

1. **Open the front cover of the finisher.**
2. **Pull out the staple case, holding it by the green tab.**

3

Remove any staples jammed in the staple case.

1. Push down the tab on the staple case.
2. Remove all of the staples that slide from the staple cartridge.
3. Return the tab on the staple case to its original position.

4

Attach the staple case.
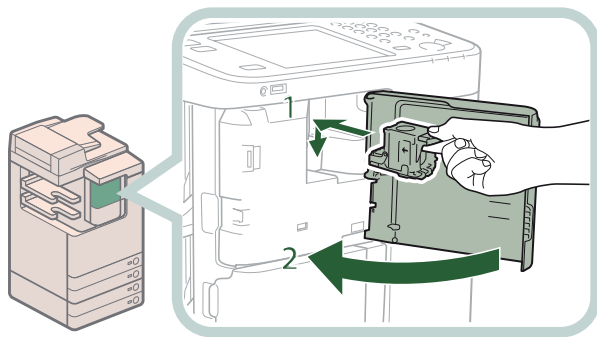
1. Gently push the staple case back into the finisher and push down firmly until it is securely in place.
2. Close the front cover of the finisher.

⚠ **CAUTION**

When closing the cover, be careful not to get your fingers caught, as this may result in personal injury.

✎ NOTE

After the cover is closed, the stapler unit may automatically perform a "dry" stapling operation to reposition the staples.

If Memory Becomes Full During Scanning

The machine's memory can store up to approximately 20,200 pages of scanned images. Approximately 20,000 pages of that total is shared by the various functions, including the Copy; Fax; Scan and Send; Scan and Store (Store in Mail Box); Fax/I-Fax Inbox; and, printing from computer functions. In addition, each function is guaranteed to be able to store the following number of pages:

Copy: 100 pages
Print From Computer: 100 pages (excluding Secure Print jobs)

For example, the Copy function can store up to approximately 20,100 pages of scanned images.
20,000 + 100 = 20,100 pages (approximate figures)
However, the number of pages that the machine's memory can store may differ, depending on the amount of memory required for files stored in the Mail Box and Fax/I-Fax Inbox, and jobs that are in the print queue.
If memory becomes full during the scanning of originals, a message will appear on the touch panel display.

NOTE
- When using Fax/Scan and Send, you can send up to 999 pages at one time.
- Delete any unnecessary files in the Mail Box and Fax/I-Fax Inbox to free up memory.

For the Copy Function

Follow the directions below based on the message that appears on the touch panel display.

● **If the message <Scanning will be canceled because the memory is full. Do you want to print the scanned pages?> appears:**

Select [Yes] or [No].

[Yes]:   The pages scanned into memory are printed. When printing is complete, scan the remaining originals.
[No]:   The pages scanned into memory are not printed.

● **If the message <Scanning will be canceled because the memory is full. Wait a moment, then try again.> appears:**

Select [OK].

[OK]:   Returns to the Basic Features screen of the function you are using. Scan the job again when the current job is complete.

For the Fax/Scan and Send Function

Follow the directions below based on the message that appears on the touch panel display.

● **If the message <Scanning will be canceled because the memory is full. Do you want to send the scanned pages?> appears:**

Select [Yes] or [No].

[Yes]:   The pages scanned into memory are sent. When storing is complete, scan the remaining originals.
[No]:   The pages scanned into memory are not sent.

For the Scan and Store Function

Follow the directions below based on the message that appears on the touch panel display.

● **If the message <Scanning will be canceled because the memory is full. Do you want to store the scanned pages?> appears:**

Select [Yes] or [No].

[Yes]:   The pages scanned into memory are stored. When storing is complete, scan the remaining originals.
[No]:   The pages scanned into memory are not stored.

● **If the message <Scanning will be canceled because the memory is full. Wait a moment, then try again.> appears:**

Select [OK].

[OK]:   Returns to the Basic Features screen of the function you are using.

⬆ When an Error Message Is Displayed

Error messages may appear on the touch panel display of the machine or the Web browser.
Self-diagnostic error messages appear in the following cases:

- ● **When scanning or printing cannot be performed because of an operational error**
- ● **When you need to make a decision or take some action during scanning or printing**
- ● **When you need to make a decision or take some action while browsing the network**
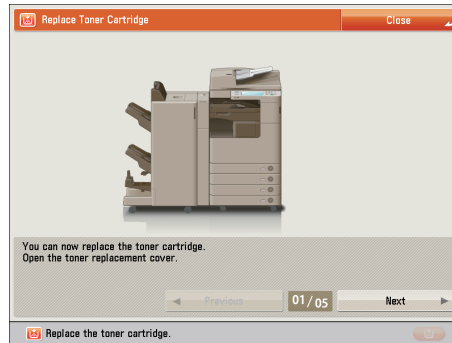
Example of an Error Message on the Touch Panel Display
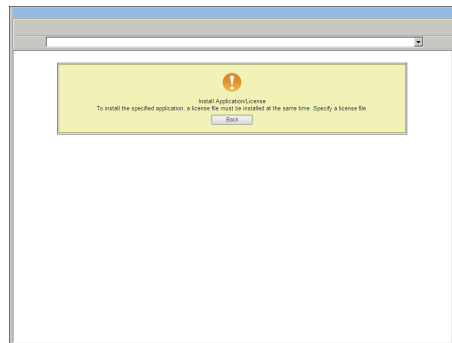
Example of an Error Message on the Web Browser

For information on error messages and instructions on resolving errors, see e-Manual > Problem Solving.

When an Error Code Is Displayed

If a job or operation does not complete successfully, the error code is displayed on the Details screen for Log on the Status Monitor/Cancel screen.
You can check the error code in the following locations:

● **Details screen for Log on the Status Monitor/Cancel screen:**

When a job or operation is not completed normally:
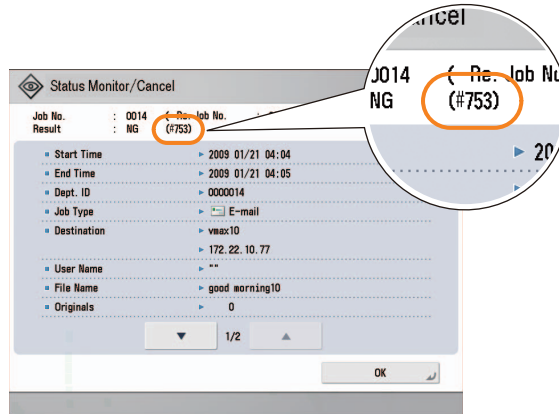
● **Results row of the Communication Management Report:**

If an error occurs during a send, receive, or fax job, the error code is printed.

04/15/2013			iRADVXXXX		001	
*** *** DEVICE INFORMATION COMMUNICATION LOG REPORT*** ***						
START TIME	END TIME	TYPE	TO/FROM	DATA DETAILS	RESULT	
04/06 16:06	04/06 16:07	DELIVER	111.111.111.1	DEPT.ID	NG	#754
				ADDRESS BOOK	NG	#754
04/06 16:10	04/06 16:10	DELIVER	111.111.111.1	DEPT.ID	NG	#754
				ADDRESS BOOK	NG	#754
04/06 16:10	04/06 16:10	DELIVER	222.222.222.222	DEPT.ID	NG	#754
				ADDRESS BOOK	NG	#754
04/06 16:10	04/06 16:10	DELIVER	333.333.333.333	DEPT.ID	NG	#754
				ADDRESS BOOK	NG	#754

For information on error codes and instructions on resolving errors, see e-Manual > Problem Solving.

Printer/Fax Driver Troubleshooting

See "Troubleshooting" in the driver help to resolve problems when using the printer driver or fax driver for Windows.
The following screens indicate the directions on how to display "Troubleshooting" from the screen for the printer driver.

NOTE
The screens may differ, depending on the operating system, and the type and version of the printer driver you are using.
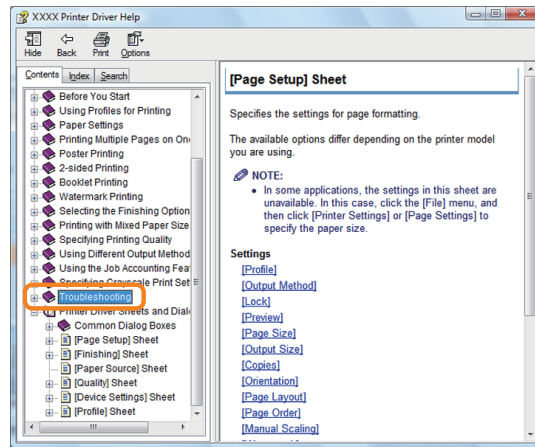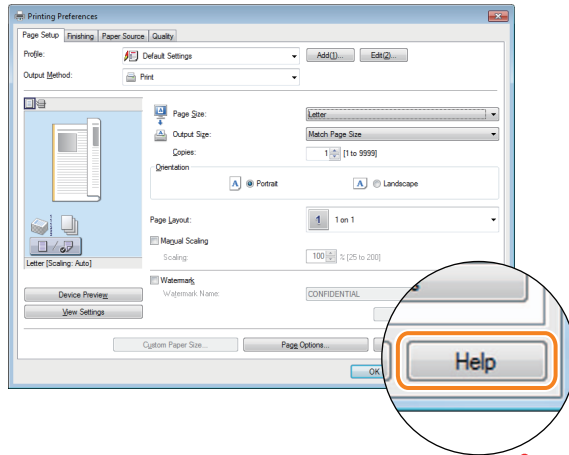
⬚ Service Call Message

If a malfunction occurs and the machine cannot operate normally, a screen prompting you to contact your local authorized Canon dealer is displayed.
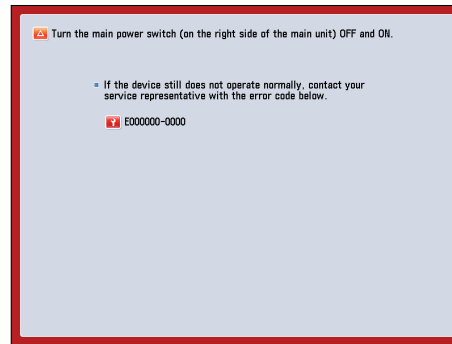
If a screen such as the one above is displayed, contact your local authorized Canon dealer. (See "Contacting Your Local Authorized Canon Dealer," on p. 153.)

If a screen such as the one below is displayed and the print or scan function does not operate normally, some functions may still be available.

● **When [Limited Functions Mode] Is Displayed:**
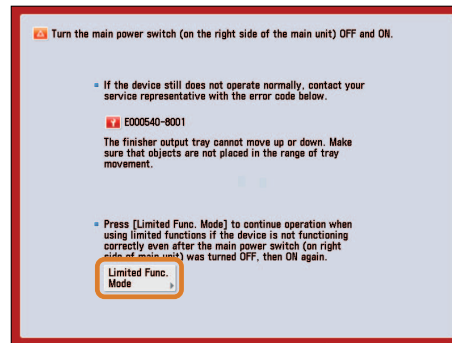
If [Limited Functions Mode] is displayed, you can temporally set the Limited Functions Mode to continue to use the machine until the cause of the malfunction is cleared. For more information, see "Setting the Limited Functions Mode from the Service Call Message Screen," on p. 155.

If a screen such as the one below is displayed and the print or scan function does not operate normally, some functions may still be available.

● **When the print or scan function does not operate normally:**

The selected function cannot be used. Press [⬚] (Main Menu) to return to the Main Menu.
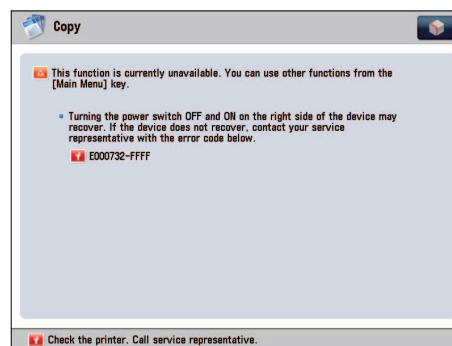
● **When a Service Call Message Is Displayed on the Bottom of the Screen:**

Even if a message prompting you to call your service representative appears on the bottom of the screen, some functions may still be available.
For more information, see "Functions Available When the Printer/Scanner Cannot Be Used Due to an Error," on p. 156.

Contacting Your Local Authorized Canon Dealer

If a screen prompting you to contact your local authorized Canon dealer is displayed, follow the procedure described below.

1 Turn OFF the main power of the main unit.
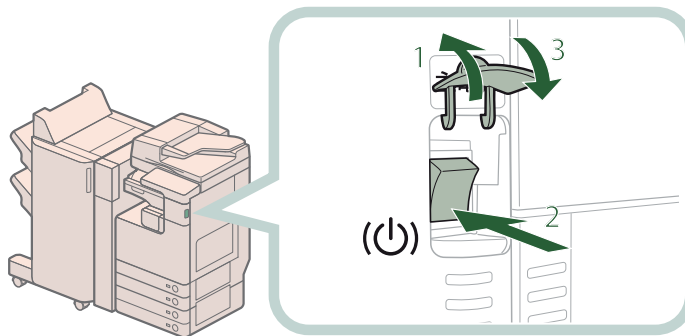
1. Open the main power switch cover.
2. Press the main power switch to the "⏻" side.
3. Close the main power switch cover.

✋ IMPORTANT

If you turn OFF the main power switch when there is a job waiting to print, that job is erased.

2 Wait at least 10 seconds after the Main Power Indicator is turned off, and then turn the main power switch back to ON.
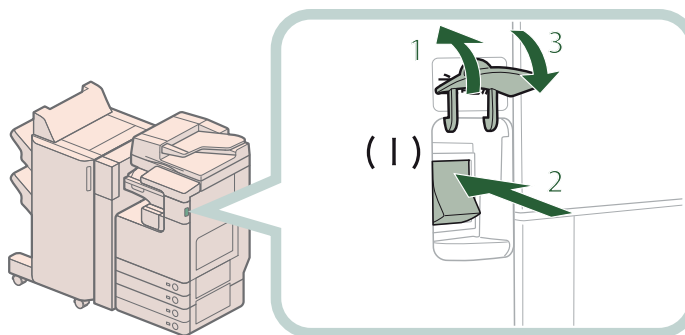
1. Open the main power switch cover.
2. Press the main power switch to the "I" side.
3. Close the main power switch cover.

3

If the machine still does not operate normally, follow the procedure below, and then contact your local authorized Canon dealer.

1. Turn the main power switch OFF.
2. Remove the power plug from the power outlet.

⚠ **WARNING**

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

⚠ **CAUTION**

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.

✎ NOTE
When you contact your local authorized Canon dealer, have the following information available:
- Product name
- Details of the malfunction
- The error code displayed on the touch panel display

Setting the Limited Functions Mode from the Service Call Message Screen

When [Limited Functions Mode] is displayed, follow the procedures below.

✋ **IMPORTANT**

If you turn OFF the main power switch when there is a job waiting to print, that job is erased.

✐ **NOTE**

If you set Limited Functions Mode to 'On' from the Service Call Message screen, [Limited Functions Mode] in [Management Settings] (Settings/Registration) is also set to 'On'. (See e-Manual > Security.)

1

Press [Limited Functions Mode] → [Yes].

A message prompting you to restart the machine (turning the main power switch OFF, and then ON) appears.

2

Turn OFF the main power of the main unit.
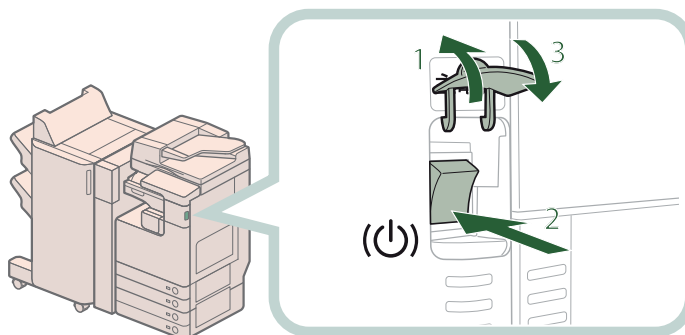
1. **Open the main power switch cover.**
2. **Press the main power switch to the "⏻" side.**
3. **Close the main power switch cover.**

3

Wait at least 10 seconds after the Main Power Indicator is turned off, and then turn the main power switch back to ON.
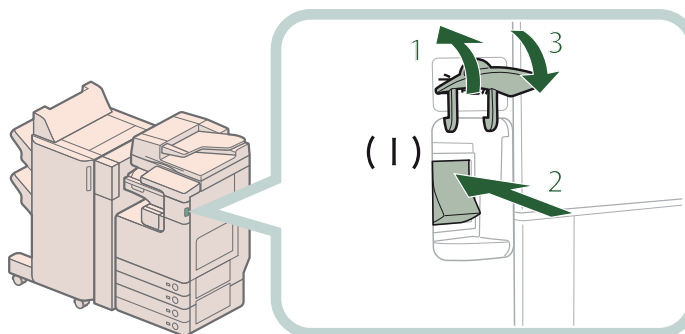
1. **Open the main power switch cover.**
2. **Press the main power switch to the "I" side.**
3. **Close the main power switch cover.**

The machine starts up in the Limited Functions mode.

Functions Available When the Printer/Scanner Cannot Be Used Due to an Error

You can use the following functions even when the Print and Scan functions are restricted:

● Main Menu Screen

✓: Available   -: Unavailable

Available Functions	When the Print function is restricted	When the Scan function is restricted
Copy	-	-
Fax	✓[*1]	-
Scan and Send	✓	-
Scan and Store	✓[*2]	-
Access Stored Files	-	✓[*3]
Fax/I-Fax Inbox	-	✓
Secure Print	-	✓
Remote Scan	✓	-
Web Access	✓	✓
Shortcut to Settings/Registration	-	-
Tutorial	✓	✓
Workflow Composer	-	-
Document Scan Code Analyzer for MEAP[*4]	✓	-
Other MEAP Applications[*5]	✓	✓

● Control Panel

✓: Available   -: Unavailable

Available Functions	When the Print function is restricted	When the Scan function is restricted
Quick Menu[*6]	✓	✓
The Status Monitor/Cancel Screen	✓[*7]	✓
Settings/Registration	-	-

● Operation From a Computer

✓: Available   -: Unavailable

Available Functions	When the Print function is restricted	When the Scan function is restricted
Remote UI	✓	✓
MEAP Application*5	✓	✓

*1   Sending a fax from a computer is not available.

*2   [Print List] on the Mail Box Selection screen is not available.

*3   [Add Files (Scan and Store)] on the Edit File screen is not available.

*4   Document Scan Code Analyzer is included in the Document Scan Lock Kit. For more information, see e-Manual > Optional Products.

*5   Available by installing each MEAP application. May not be available, depending on the restricted functions.

*6   The registered button may not be available, depending on the restricted functions.

*7   [Print List] on the Job Log screen and [Register] on the Consumable screen are not available.

✋ IMPORTANT

• A print job is automatically canceled when the Print function is restricted. A scan job is automatically canceled when the Scan function is restricted.
• The machine may not enter the Sleep mode completely when a function is restricted due to an error.

✏️ NOTE

If the target function is restricted due to an error, the function is not available when you use the shortcut key on the top of the Main Menu screen or when you use the Quick Menu.

Frequently Asked Questions

This section includes frequently asked questions and answers regarding the machine. Use this section if you have trouble using the machine.

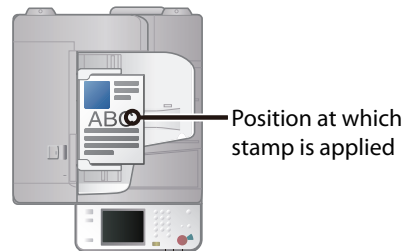|	Question	Applicable Page
Q1	I want to make a rush copy, but I cannot because of the long copy job.	p. 160
Q2	When copying, the Scan screen for the next document is displayed. Is there a way to not display this screen?	p. 160
Q3	Can a mark be applied to the document that has been scanned?	p. 161
Q4	Do I need to enter the address of the recipient every time?	p. 161
Q5	Can I send a fax to multiple destinations?	p. 162
Q6	Can you give me information on how to send to the SMB server and specify its settings?	p. 163
Q7	Can I move the Address Book registered on another Canon machine onto this machine?	p. 164
Q8	Can I forward the data received via fax/I-fax?	p. 165
Q9	When sending a fax, can the machine be set so that the sender's fax number and name be displayed?	p. 165
Q10	How do I change the default settings (scan settings and file format) of the Scan and Send Basic Features screen?	p. 166
Q11	Is there a way to prevent a transmission error when sending a facsimile to a new destination?	p. 167
Q12	The quality of the image sent by fax is not good.	p. 167
Q13	How can I make use of multiple telephone lines?	p. 168
Q14	How do I register/edit destinations in a one-touch button?	p. 168
Q15	Can I add an arbitrary subject when sending e-mail?	p. 169
Q16	How do I change the storage period for the scanned file stored in the Mail Box?	p. 169
Q17	How do I access the Advanced Box from a computer?	p. 170
Q18	How do I forward received data to the Advanced Box?	p. 170
Q19	How do I set to create a booklet with a file in a mail box?	p. 171
Q20	I cannot print PDF files stored in the Advanced Box. Are optional products required?	p. 171
Q21	When printing from the computer, booklet was not made even though saddle stitch booklet mode was set.	p. 172
Q22	The content of the reverse side appears on the copies.	p. 173
Q23	The printed paper appears dirty. Also, the color appears to be different from the original.	p. 173
Q24	The printed paper is warped.	p. 174
Q25	I had printed from the computer, but I did not find the output. I am afraid that someone may have taken it by mistake.	p. 174
Q26	Can I specify the scan settings from the computer and then store for the original loaded in the machine?	p. 175
Q27	Can I make copies or send a facsimile of different size originals at the same time?	p. 175
Q28	Can I print on the reverse side of the preprinted paper?	p. 176

	Question	Applicable Page
Q29	Can I output paper to a different tray according to the function?	p. 176
Q30	Can I print on envelopes?	p. 177
Q31	What are the types of paper that I can use?	p. 177
Q32	How do I print data received via fax/I-fax on paper specified in advance?	p. 178
Q33	How can I manage documents that failed to be forwarded?	p. 178
Q34	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?	p. 179
Q35	How do I print the data received from specific destinations only?	p. 179
Q36	What is the model number of the staple cartridge for the finisher or the stamp cartridge for the feeder?	p. 180
Q37	A paper jam has occurred. How do I solve this problem?	p. 180
Q38	Numbers, such as #751 and #801 are displayed on the touch panel display. What do they mean?	p. 181
Q39	I cannot print from the computer. Did the machine malfunction?	p. 181
Q40	It seems as though turning OFF the machine is different from the previous imageRUNNER. I am afraid that this may be a wrong operation.	p. 182
Q41	The touch panel display is completely black.	p. 182
Q42	I have just sent an important document via facsimile. Can I check to make sure that it was sent correctly?	p. 183
Q43	Can I restrict the number of copies/prints?	p. 183
Q44	Can I change the language displayed on the touch panel display?	p. 184
Q45	Can I change the screen or the order that the functions are displayed on the touch panel display when the power is turned ON?	p. 184
Q46	I want to check the IP address for this machine to run the Remote UI, but I do not know how to check it.	p. 185
Q47	Can I change the default settings of the printer driver?	p. 186
Q48	Is there a way to adjust the sound heard when fax sending/receiving is complete?	p. 188
Q49	What is MEAP?	p. 188

Q 1

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:**

1. Press [Copy] → [Interrupt].
2. Set the desired copy mode.
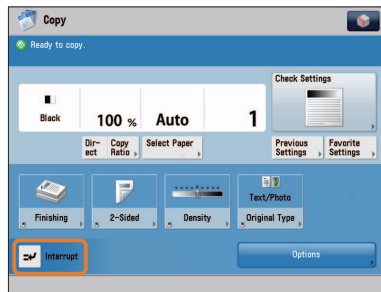
■ **Interrupt/Priority Print Function:**

1. Press ◈ (Status Monitor/Cancel).
2. Press [Copy/Print] → [Job Status] from the [Print] drop-down list.
3. Select the job → press [Interrupt/Priority Print].
4. Press [Interrupt and Print].
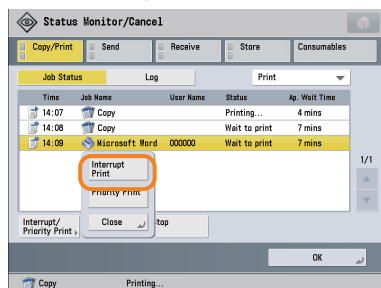
Additional Information

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

Q 2

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

A

When [Job Build] is set, the Scan screen for the next document is displayed. By canceling the [Job Build] setting, the screen is not displayed.
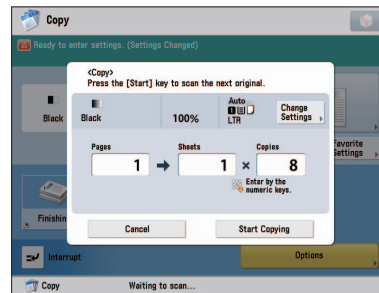
■ **Canceling the Job Build mode:**

1. Press [Copy] → [Options] → [Job Build].
2. Press [Close].
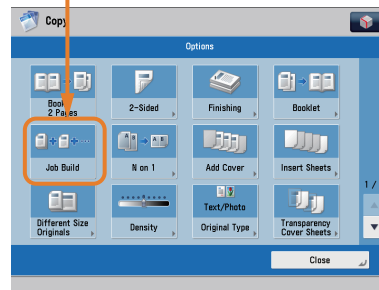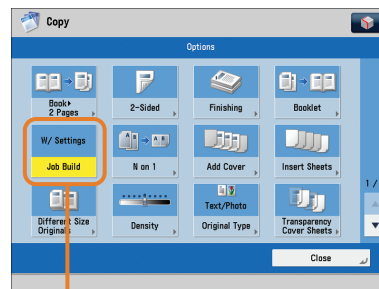
Additional Information

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.

Additional Information

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 e-Manual > Scan and Send, or Fax.

Q 3

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

Q 4

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

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

Position at which stamp is applied

Vertical Placement

Position at which stamp is applied

Horizontal Placement

■ **Setting procedure:**
1. Press [Scan and Send] or [Fax] → [Options].
2. Press [Finished Stamp] → [Close].

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.
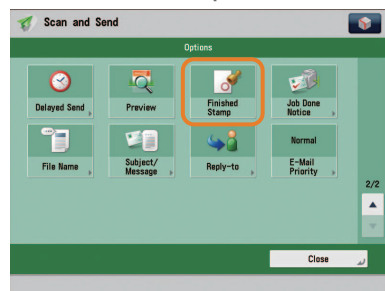
■ **Storing from the Remote UI:**
1. Click [Address Book] → select the destination to register.
2. Click [Register New Destination] → select the type of destination → enter necessary items.
3. Click [OK].
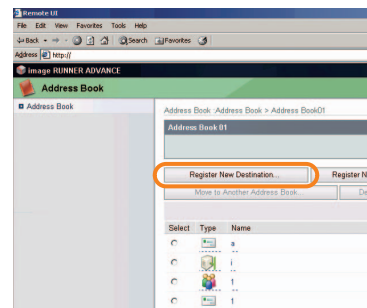
■ Storing from the Touch Panel Display:

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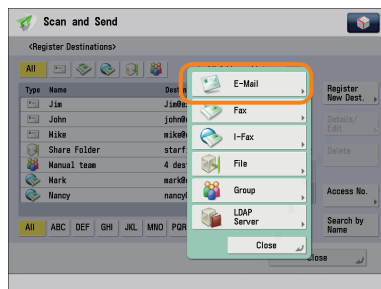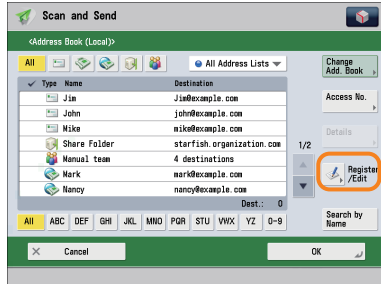
Additional Information

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.

Q 5

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.

■ Specifying Multiple Destinations from the Fax Screen:

1. Enter a fax number using ⓪ - ⑨ (numeric keys), ＊, or ＃ → press [OK].
2. Continue entering the other fax numbers → press [OK].
3. Press (Start).
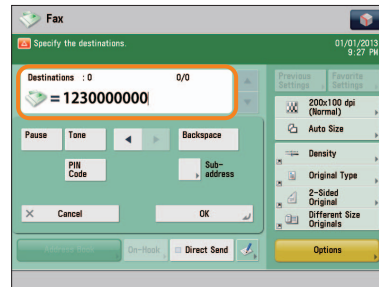
■ Specifying Multiple Destinations from the Address Book:

1. Press [Fax] → [Address Book] → select multiple destinations → press [OK].
2. Press (Start).

■ Registering Multiple Destinations from the Address Book as a Group Destination and Selecting a Group Destination:

Registering a group destination in the Address Book
1. Press [Address Book] → [Register/Edit] → [Register New Dest.].
2. Press [Group] → enter the name and register the group in the Address Book.
3. Press [Add from Address Book] → select the addresses to register.
4. Press [OK] → [OK].

Selecting the group destination as a destination
1. **Press [Address Book] → select the registered group destination → press [OK].**
2. **Press ⊙ (Start).**

Additional Information

• **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 e-Manual > Scan and Send, or Fax.**

Q **6**

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:**

Using Windows 7
1. **Right-click the new folder → click [Property] → [Sharing].**
2. **Click [Sharing] → select the users you want to authorize access.**
3. **Click [Add] → select [Read/Write] for <Permission Level> for the added users.**
4. **Click [Sharing] → [End].**
5. **Click [Advanced Sharing] → select [Share this folder] → click [Permission].**
6. **Select the users you want to authorize access → select [Allow] for [Full Control].**
7. **Click [OK] → [OK] → [Close].**

Using Windows Vista
1. **Right-click the new folder → click [Property] → [Sharing].**
2. **Click [Share] → select the users you want to authorize access → click [Add].**
3. **Select [Co-owner] for <Permission Level> for the added users → click [Share] → [End].**
4. **Click [Advanced Sharing] → select [Share this folder] → click [Permission].**
5. **Add the users you want to authorize access → select [Allow] for [Full Control].**
6. **Click [OK] → [OK] → [Close].**

Using Windows XP
1. **Right-click the new folder → click [Sharing and Security] → select [Share this folder].**
2. **Click [Permissions] → select Everyone → click [Delete].**
3. **Click [Add] → add the users you want to authorize access → select [Allow] for [Full Control].**
4. **Click [OK] → [OK] → [Close].**

Using Windows 2000
1. **Right-click the new folder → click [Sharing] → select [Share this folder].**
2. **Click [Permissions] → select Everyone → click [Delete].**
3. **Click [Add] → add the users you want to authorize access → select [Allow] for [Full Control].**
4. **Click [OK] → [OK].**

The item names may differ, depending on the type of operating system you are using. For more information, check the manual documentation for the personal computer operating system you are using.
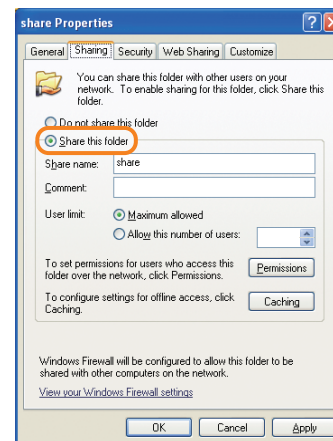
■ Specifying the File Server on the Touch Panel Display:

Specifying the File Server by Host Search:

1. Press [Scan and Send] → [New Destination] → [File].
2. From the protocol drop-down list, press [Windows (SMB)] → press [Search Host].
3. On the search criteria screen, enter the IP address for the computer you are using → press [Start Searching].
4. Specify the file server → confirm the settings → press [OK].
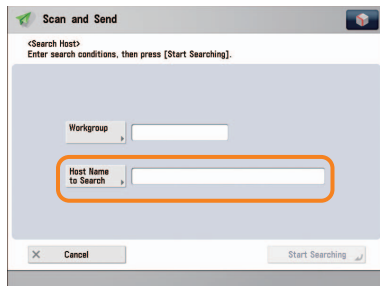
■ Specifying the File Server by Browsing:

1. Press [Scan and Send] → [New Destination] → [File].
2. From the protocol drop-down list, press [Windows (SMB)] → [Browse].
3. Select the work group name and file server → specify each settings → press [OK].
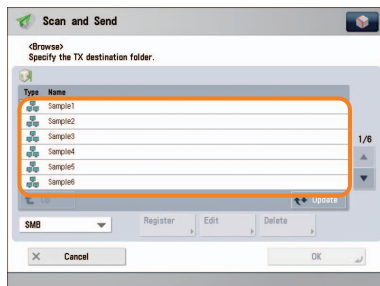
Additional Information

You can use the following procedure to check the IP address of your computer.

* The procedures may differ, depending on the type of operating system you are using.
1. On the [Start] menu, click [Run] → enter <cmd>.
2. Click [OK] → enter <ipconfig> → press [ENTER] on the keyboard.

Q 7

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:

1. Click [Settings/Registration] → select [Data Management] for <Management Settings>.
2. Click [Address Lists] for <Import/Export Individually> → [Export...].
3. Select the Address List and the format of the file → click [Start Exporting].
4. Specify the location to store the file → [Store].

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

■ Importing the Address Book to the Machine:

1. Click [Settings/Registration] → select [Data Management] for <Management Settings>.
2. Click [Address Lists] for <Import/Export Individually> → [Import...].
3. Select the file you want to import and specify the desired settings → click [Start Importing].
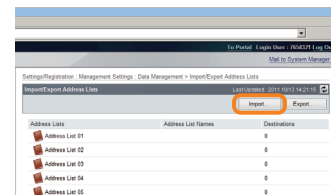
Additional Information

• 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.

Q 8

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.

Forward

Confidential Fax Inbox
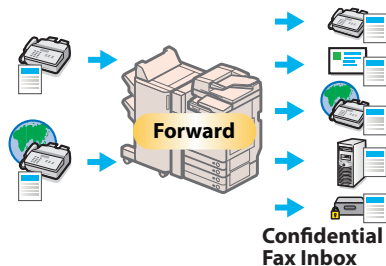
■ **Setting procedure:**

1. Press ⊛ (Settings/Registration)→ [Function Settings] → [Receive/Forward] → [Common Settings].
2. Press [Forwarding Settings] → [Register] → specify the forwarding conditions.
3. Press [Close].
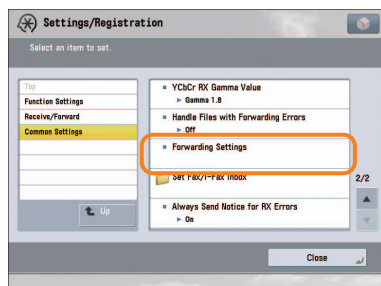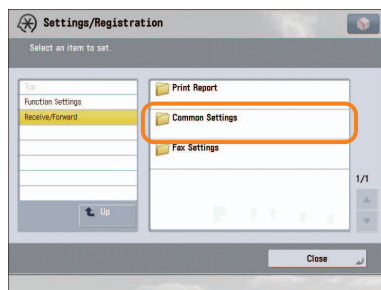
Additional Information

• 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 e-Manual> Settings/ Registration.

Q 9

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.
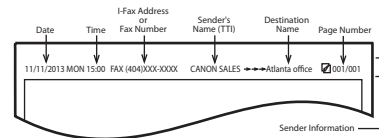
■ **Registering the sender's name:**

1. Press ⊛ (Settings/Registration).
2. Press [Function Settings] → [Send] → [Fax Settings].
3. Press [Register Sender Name (TTI)] → [Register/Edit] → enter the sender's name.
4. Press [OK].

■ **Displaying/Printing the TX Terminal ID:**

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

Troubleshooting
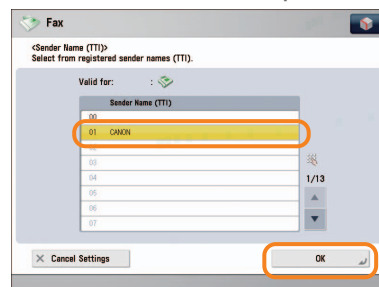
Additional Information

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

Q 10

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 [icon] on the Scan and Send Basic Features screen.
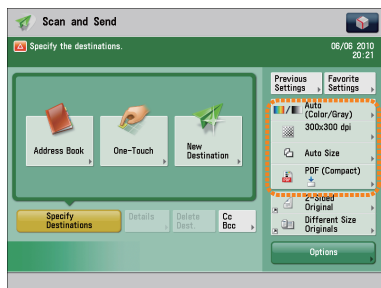
Before Change
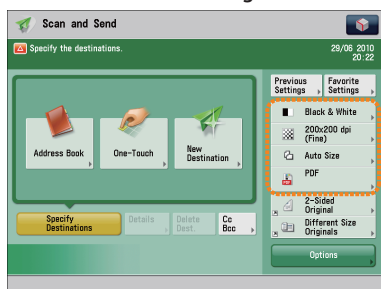
After Change

■ To register the settings as the default settings:

1. Press [Scan and Send] → specify the scan settings and the file format.
2. Press [icon] → [Change Default Settings] → [Yes].
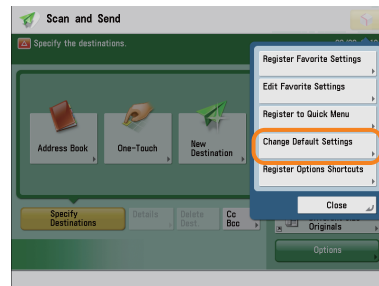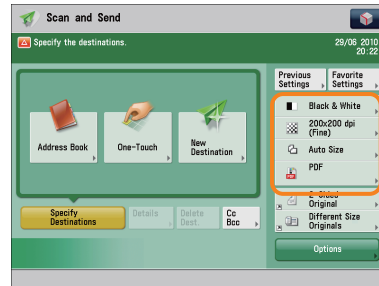
Additional Information

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

Q 11

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.
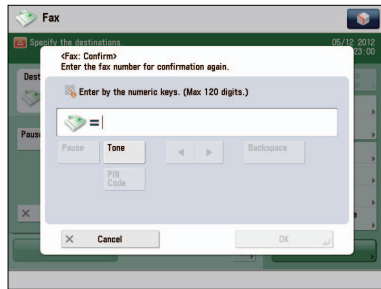
■ **Setting procedure:**

1. Press ⊛ (Settings/Registration).
2. Press [Function Settings] → [Send] → [Fax Settings].
3. Press [Confirm Entered Fax Number] → [On] → [OK].
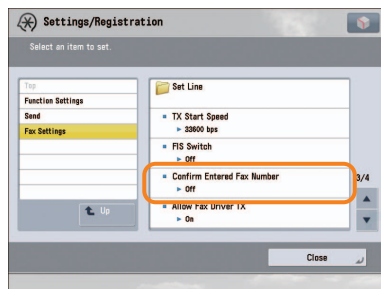
Additional Information

• 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.

Q 12

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.

■ **Setting the Original Type and Density settings:**

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

Text/Photo Mode   Photo Mode   Text Mode
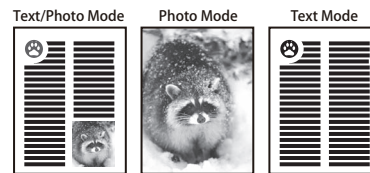
■ **Viewing the preview:**

1. Press [Fax] → specify the destination.
2. Press [Options] → [Preview] → [Close].
3. Press ◇ (Start).
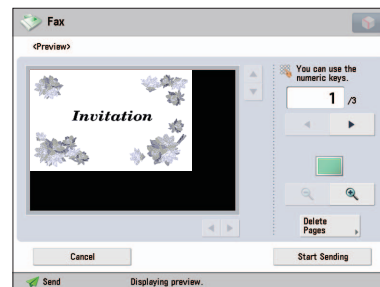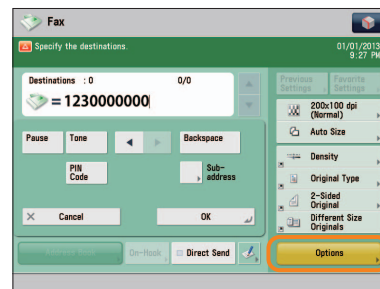
Preview Screen

Additional Information

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

Q | **13**

How can I make use of multiple telephone lines?

A You can specify the settings using the following method.

■ Selecting a telephone line when sending:

1. Press [Fax] → [Options] → [Select Line].
2. Select the telephone line → press [OK] → [Close].
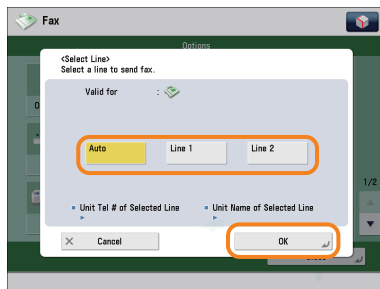
■ Setting the sending and receiving lines from [Select TX Line]:

1. Press ⊛ (Settings/Registration).
2. Press [Function Settings] → [Send] → [Fax Settings].
3. Press [Set Line] → [Select TX Line] → set the line to use for sending in [Priority TX] → set the line to use for receiving in [Prohibit TX].
4. Press [OK].
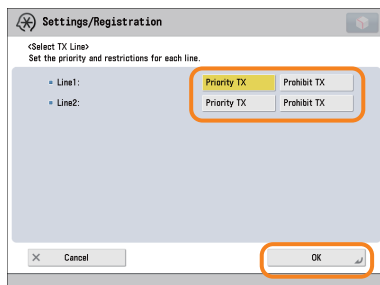
■ Setting forwarding conditions for the receiving line:

1. Press ⊛ (Settings/Registration).
2. Press [Function Settings] → [Receive/Forward] → [Common Settings].
3. Press [Forwarding Settings] → select the line from the <Receive> drop-down list → select [Register] → set the forwarding conditions.
4. Press [Close].

Additional Information

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

Q | **14**

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

A Press on the Fax screen or [One-Touch] on the Scan and Send screen.

■ Registering/Editing from the Fax Screen:

1. Press → select the button to register/edit → press [Register/Edit].
2. Register/edit the address → press [Close].
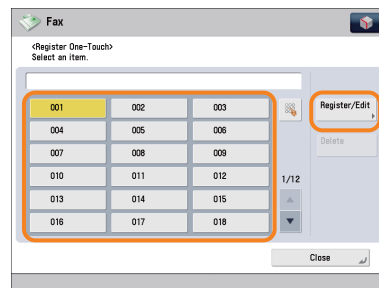
■ Registering/Editing from the Scan and Send Screen:

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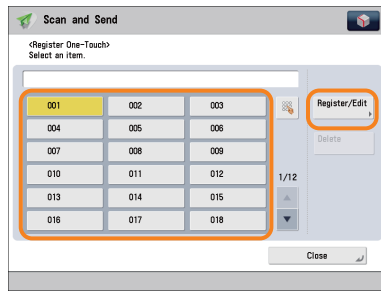
Additional Information

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

Q 15

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

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

■ **Setting procedure:**

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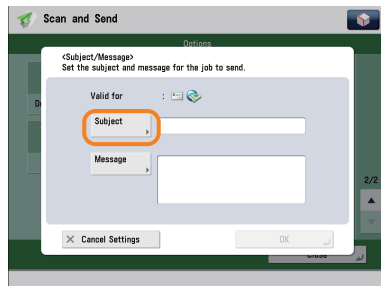
Additional Information

• 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.'

Q 16

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 setting, as 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.

■ **Setting procedure:**

1. Press ⚙ (Settings/Registration).
2. Press [Function Settings] → [Store/Access Files] → [Mail Box Settings].
3. Press [Set/Register Mail Boxes] → select the inbox number → set the time until files are automatically erased → press [OK].
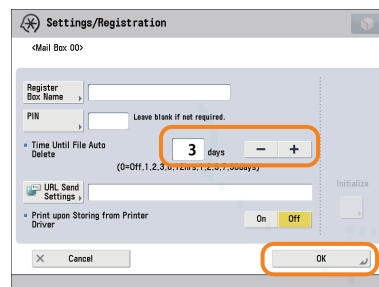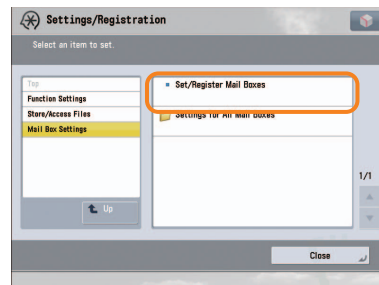
Additional Information

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.

Q 17

How do I access the Advanced Box from a computer?

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

■ **Checking the settings for [Open to Public]:**

1. Press ⓐ (Settings/Registration).
2. Press [Function Settings] → [Store/Access Files] → [Advanced Box Settings].
3. Press [Open to Public] → check whether [By SMB] is selected.
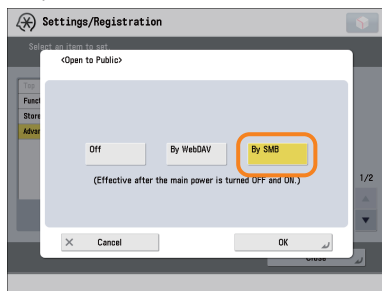
■ **Checking the settings for [Prohibit Writing from External]:**

1. Press ⓐ (Settings/Registration).
2. Press [Function Settings] → [Store/Access Files] → [Advanced Box Settings].
3. Check whether [Prohibit Writing from External] is set to 'Off'.
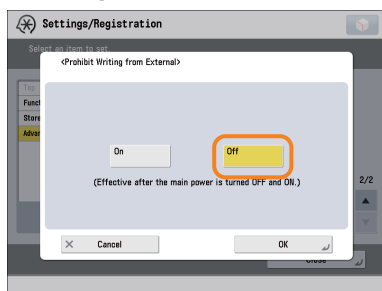
Additional Information

For more information, see e-Manual > Security.

Q 18

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 Advanced Box:**

1. Press ⓐ (Settings/Registration).
2. Press [Set Destination] → [Register Destinations] → [Register New Dest.].
3. Press [File] → register the Advanced Box destination.
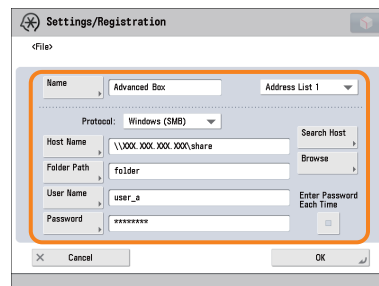
■ **Registering an Advanced Box Destination as a Forwarding Destination:**

1. Press ⓐ (Settings/Registration).
2. Press [Function Settings] → [Receive/Forward] → [Common Settings].
3. Press [Forwarding Settings] → [Register] → specify the forwarding conditions.
4. Press [Forwarding Destination] → [Address Book] → specify the Advanced Box destination.
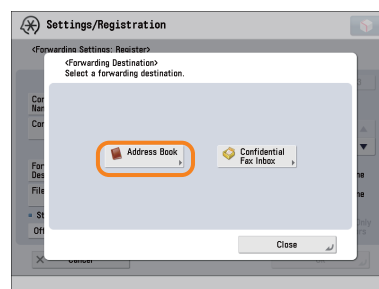
Additional Information

• 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.

Q 19

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

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

■ Setting procedure:

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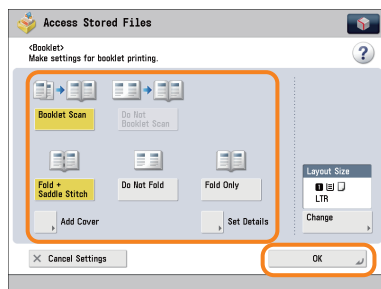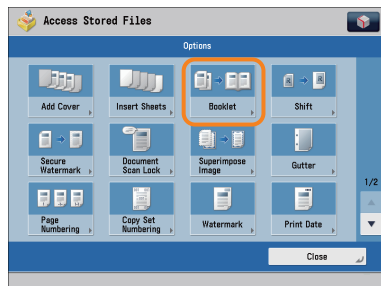
Additional Information

• 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.

Q 20

I cannot print PDF files stored in
the Advanced Box. Are optional
products required?

A The following optional products
are required to print PDF files:

PS Printer Kit
Direct Print Kit (for PDF/XPS)

Additional Information

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

Q **21**

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 that can be saddle stitched is:**

16 sheets (14 lb to 22 lb bond (52 g/m² to 81 g/m²))
10 sheets (22 lb to 28 lb bond (82 g/m² to 105 g/m²))
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):**

Click [Booklet] → [Divide into Sets].
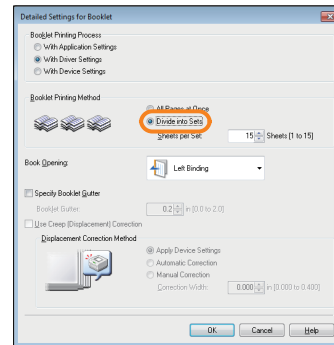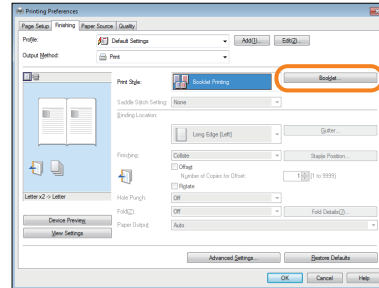
Additional Information

• You cannot set the Divided Booklet mode from the Macintosh printer driver.
• For information on the number of sheets that can be saddle stitched at one time, see e-Manual > Optional Products/ Software.

Q 22

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].
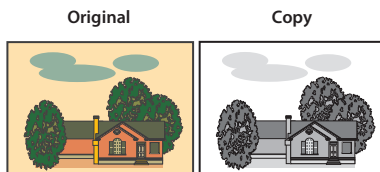
Original   Copy

■ **Setting procedure:**

1. Press [Copy] → [Options] → [Density].
2. Press [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.
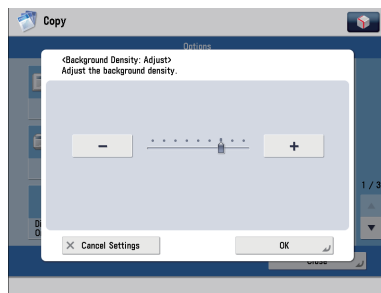
Additional Information

For more information, see e-Manual > Copy.

Q 23

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 feeder may be dirty. Follow the procedure below to clean the feeder. You can also automatically correct the gradation of the image from [Auto Adjust Gradation].

■ **Cleaning the feeder:**

1. Press ⊛ (Settings/Registration).
2. Press [Adjustment/Maintenance] → [Maintenance] → [Clean Feeder].
3. Load 10 sheets of blank paper in the feeder → press [Start].
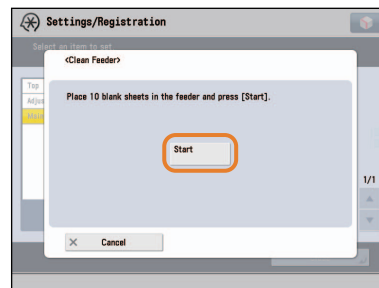
■ **Automatic gradation adjustment:**

1. Press ⊛ (Settings/Registration).
2. Press [Adjustment/Maintenance] → [Adjust Image Quality] → [Auto Adjust Gradation].
3. [OK] → [Start Printing].
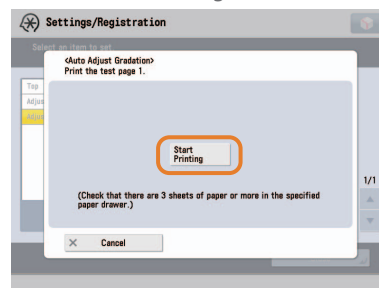
Additional Information

For more information on Automatic Gradation Adjustment, see e-Manual > Settings/Registration.

Q 24

The printed paper is warped.

A If you print an original filled with an image or an original with a high image density, the paper may become warped. To reduce the warping, try the following.
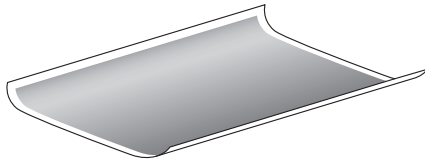
■ **Use heavy paper:**

If you are using thin paper, replace it with heavy paper with a weight of approximately 21 lb bond (80 g/m²).

■ **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.

Additional Information

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

Q 25

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:**

1. Press [⬦](Status Monitor/Cancel).
2. Press [Copy/Print] → [Log] → press the drop-down list.
3. Select the job type to display and check the log.
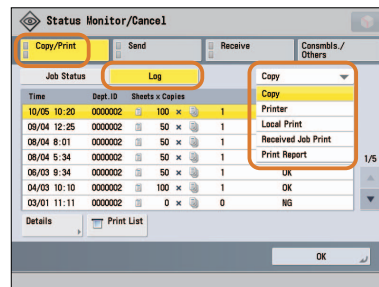
Additional Information

When printing from the computer, you can set a password for printing (Secured Printing). You can prevent another user from taking the output by mistake or prevent outputs from being left behind 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.

Q 26

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.

Canon

UFR II User Software
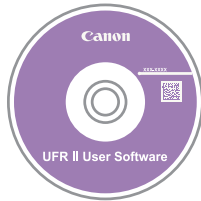
■ **To Switch the Network Scan Function to Online:**
Press [Scanner] → [Online].
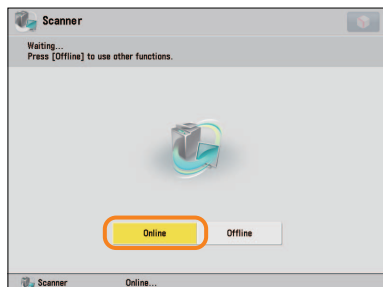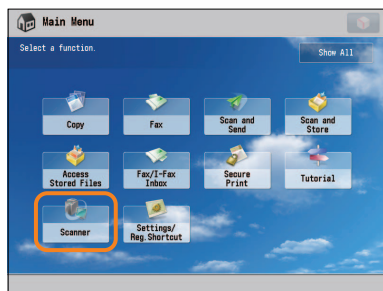
Additional Information
For instructions on installing the Network ScanGear Driver, see the Network ScanGear User's Guide on the UFR II User Software CD-ROM.

Q 27

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/scan different size originals with the same widths (11" x 17" and LTR, or LTRR and STMT, etc.) or different widths (11" x 17" and LGL, or LTR and STMT, etc.) together.

■ **Setting procedure:**
1. Press [Copy] or [Fax] → [Options] → [Different Size Originals].
2. Select the type of different size originals → press [OK].

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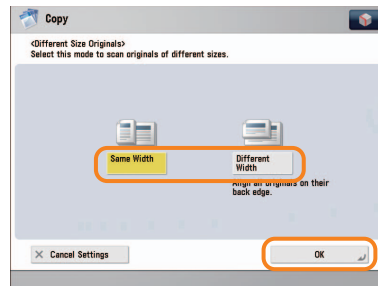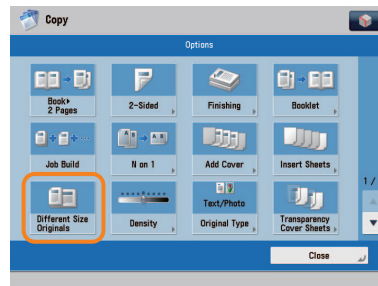
Additional Information

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

Q 28

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

A You can use [2nd Side of 2-Sided Page] for the multi-purpose tray to print on paper already printed on.
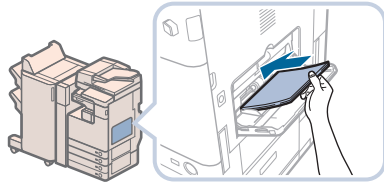
■ **Setting procedure:**

1. Load the paper in the multi-purpose tray with the side to print on face down.
2. Select the paper size → press [Next].
3. Select the paper type → press [2nd Side of 2-Sided Page] → [OK].
4. Press [OK].
5. Press ⊙ (Start).
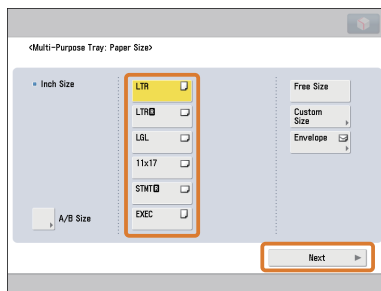
Additional Information

A paper jam is more likely to occur with paper already printed on compared to new paper.

Q 29

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

A You can set the output tray for each function and set priorities for outputting paper.

* The output trays indicated by Tray A, B, and C differ according to the optional product attached to the machine.

■ **Setting procedure:**

1. Press ⊛ (Settings/Registration).
2. Press [Function Settings] → [Common] → [Paper Output Settings].
3. Press [Output Tray Settings].
4. Set the function and tray priority for Tray A, B, and C → press [OK].
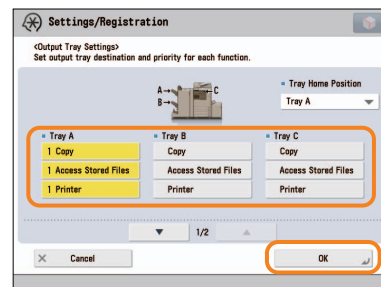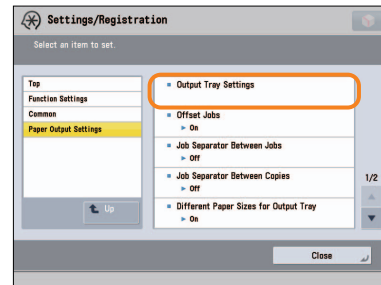
Additional Information

For more information on setting the output tray for each function, see e-Manual > Settings/Registration.

Q 30

Can I print on envelopes?

A Load the envelopes to print on in the multi-purpose tray.
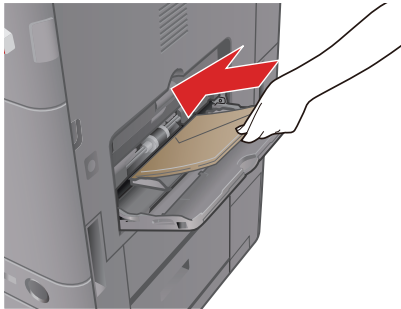
■ **Setting procedure:**

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 multipurpose tray, adjust the slide guides, and then load the envelopes, as shown below.

1. Load the envelopes.
2. Press [Envelope] → select the desired envelope type → press[OK].
3. Press [Next] → [OK] → [OK].
4. Press ⊙ (Start).

Nagagata 3
Kakugata 2

ISO-C5
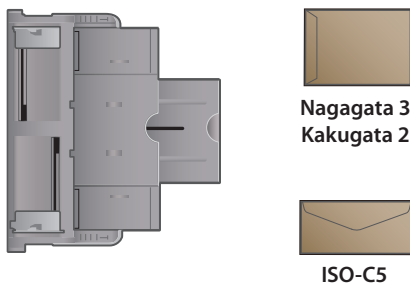
← **Feeding Direction**

Additional Information

For more information, see e-Manual > Basic Operations.
If the optional Envelope Feeder Attachment-D1 is attached to the machine, you can load envelopes in the paper drawer with the Envelope Feeder Attachment-D1 attached.

Q 31

What are the types of paper that I can use?

A You can load and print on the following paper:

Paper Drawer 1

Weight:	16 lb bond to 34 lb bond (60 to 128 g/m^2)
Size:	LGL, LTR, LTRR, STMTR, EXEC, and Custom Size (5 1/2" x 7 1/8" to 11 3/4" x 15 3/8" (139.7 mm x 182 mm to 297 mm x 390 mm))
Type:	Plain 1, Plain 2, Recycled, Color, Heavy 1, Heavy 2, Pre-Punched

Paper Drawer 2, 3, and 4

Weight:	16 lb bond to 34 lb cover (60 to 128 g/m^2)
Size:	11" x 17", LGL, LTR, LTRR, STMTR, EXEC, Envelope (No. 10 (COM10), Monarch, DL, ISO-C5)*, and Custom Size (5 1/2 " x 7 1/8" to 11 3/4" x 17" (139.7 mm x 182 mm to 297 mm x 431.8 mm))
Type:	Plain 1, Plain 2, Recycled, Color, Heavy 1, Heavy 2, Pre-Punched, Envelope*

* Envelope is available only when the Envelope Feeder Attachment-D1 is attached to the Paper Drawer 2.

Multi-Purpose Tray

Weight:	14 lb bond to 80 lb cover (52 to 220 g/m^2)
Size:	11" x 17", LGL, LTR, LTRR, STMTR, EXEC, Envelope (Yougatanaga 3, Nagagata 3, Kakugata 2, No. 10 (COM10), Monarch, DL, ISO-C5), Custom Size (3 7/8" x 5 7/8" to 11 3/4" x 17" (99 mm x 148 mm to 297 mm x 431.8 mm)), and Free Size (3 7/8" x 5 7/8" to 11 3/4" x 17" (99 mm x 148 mm to 297 mm x 431.8 mm))
Type:	Thin, Plain 1, Plain 2, Recycled, Color, Heavy 1, Heavy 2, Heavy 3, Heavy 4, Bond, Tracing[*1], Transparency[*2], Pre-Punched, Labels, Envelope

*1 Some types of tracing paper cannot be used.
*2 Use only LTR transparencies made especially for this machine.

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Additional Information

For more information on the available paper types, see e-Manual > Basic Operations.

Q 32

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).

■ **Setting procedure:**

1. Press ⊛ (Settings/Registration).
2. Press [Function Settings] → [Common] → [Paper Feed Settings].
3. Press [Paper Drawer Auto Selection On/Off] → [Receive/Fax] → set the paper source you want to use for printing received data to 'On' → set the paper sources you do not want to use to 'Off'.
4. Press [OK] → [OK].
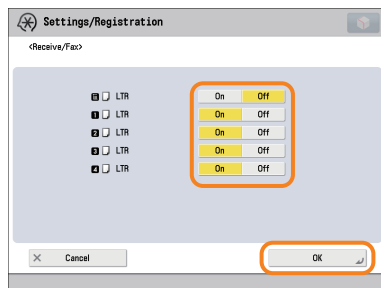
Additional Information

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

Q 33

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).

■ **Setting procedure:**

1. Press ⊛ (Settings/Registration).
2. Press [Function Settings] → [Receive/Forward] → [Common Settings].
3. Press [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.
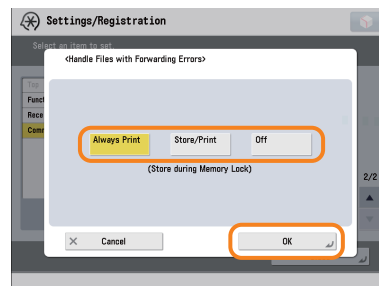
Additional Information

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

Q 34

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 output function for the Fax TX Report. Specify the following settings.

■ **Disabling output of the Fax TX Report:**

1. Press ⊛ (Settings/Registration).
2. Press [Function Settings] → [Send] → [Fax Settings].
3. Press [Fax TX Report] → [Off] → [OK].
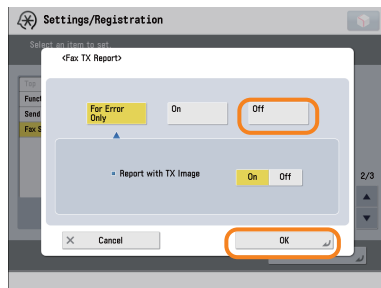
Additional Information

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

Q 35

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**

1. Press ⊛ (Settings/Registration).
2. Press [Function Settings] → [Receive/Forward] → [Common Settings].
3. Press [Forwarding Settings] → [Register] → specify the destinations in [Conditions].
4. Set <Store/Print Received File> to 'On' → press [OK] → [Close].
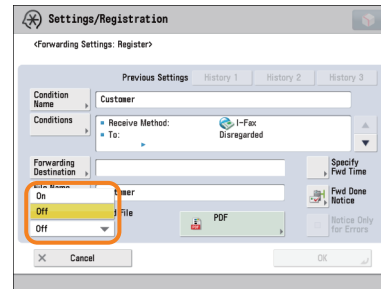
■ **Forwarding to the Confidential Fax Inbox for Other Destinations**

1. Press ⊛ (Settings/Registration).
2. Press [Function Settings] → [Receive/Forward] → [Common Settings].
3. Press [Forwarding Settings] → [Forward w/o Conditions] → specify the Confidential Fax Inbox as the forwarding destination.
4. Press [OK] → [Close].
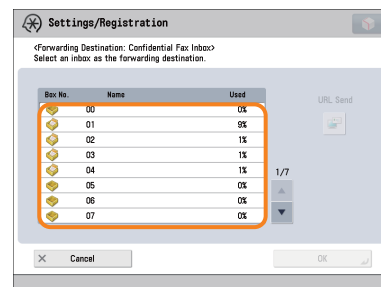
Additional Information

• 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.

Q 36

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

A The model numbers of the consumables for the feeder and finisher are as follows:

■ **Stamp Ink Cartridge-C1**
For the feeder

■ **Staple-J1**
For the Staple Finisher-G1, Booklet Finisher-G1, and Inner Finisher-D1

■ **Staple Cartridge-D2**
For the Booklet Finisher-G1

Additional Information

For information on replacing the staple cartridges and stamp cartridges, see Chapter 3, "Routine Maintenance."

Q 37

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

A The procedure for clearing a paper jam is displayed on the touch panel display.
Follow the instructions to clear the paper jam.

■ **Main Unit**

■ **Feeder**

Additional Information

If the problem is still not resolved, see Chapter 4, "Troubleshooting."

Q | **38**

Numbers, such as #751 and #801 are displayed on the touch panel display. What do they mean?

A These are error codes indicating that a job or operation did not complete successfully. They are displayed on the Details screen from [Log] on the Status Monitor/ Cancel screen.
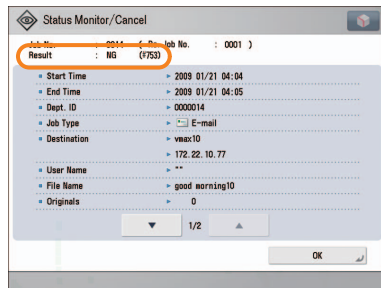
Perform the necessary procedures after referring to the causes and remedies for the error codes described in e-Manual > Problem Solving.

Additional Information

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

Q | **39**

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

A Check the following possible causes:

■ **Is the network cable disconnected?**

Ethernet cable
hub
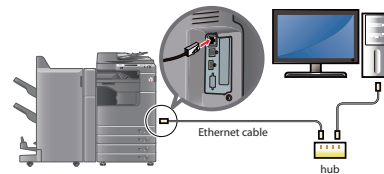
■ **Is it possible that there is a network problem?**

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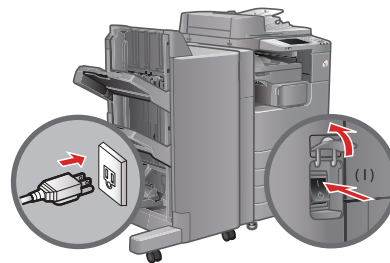
■ **Is there a paper jam or a toner shortage?**

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

Additional Information
When network trouble occurs or for information on Department ID Management settings, contact your System Manager.

Q 40

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 entered the Shutdown mode.
However, for the imageRUNNER ADVANCE, you just need to open the main power switch cover located on the right side of the machine, and push the main power switch toward the "⏻" side.
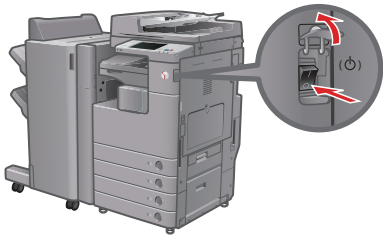
Additional Information

For more information, see Before Using This Machine.

Q 41

The touch panel display is completely black.

A The main power has not been turned ON, or the machine may have entered the Auto Sleep mode to save energy. Follow the procedure below.

■ **Turning the main power ON:**
1. Check whether the power plug is firmly inserted into the outlet.
2. Open the main power switch cover located on the right side of the machine and switch the main power switch to the "I" side to turn the power ON.
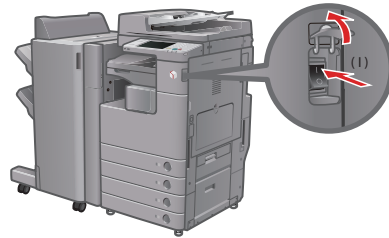
■ **Recovering from the Auto Sleep mode:**

Press ☾(Energy Saver).

Additional Information

• For more information on the Auto Sleep mode and Energy Saver mode, see e-Manual > Basic Operations.
• Follow the procedure below to change the Auto Sleep Time.

1. Press ⊛ (Settings/Registration).
2. Press [Preferences] → [Timer/Energy Settings] → [Auto Sleep Time].
3. Specify the time → press [OK].

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Q 42

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 receive notification of the sending result via e-mail.

■ **To check from the Status Monitor/Cancel screen:**

1. Press ◈ (Status Monitor/Cancel).
2. Press [Send] → [Log].
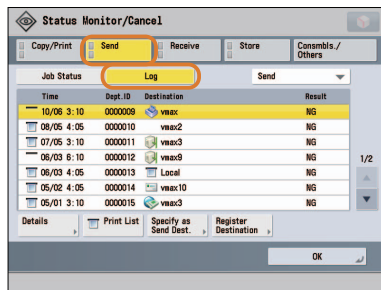
■ **To receive send result via e-mail:**

1. Press [Fax] → [Options] → [Job Done Notice].
2. Specify the e-mail address where you want to receive the result notification.
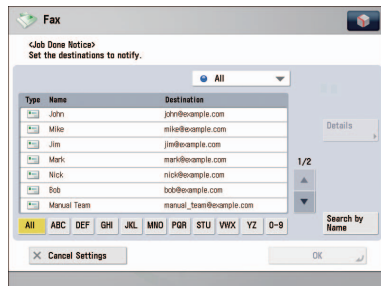
Additional Information

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 > Basic Operations.

Q 43

Can I restrict the number of copies/prints?

A If Department ID Management is used, you can restrict the copy or print output within groups.

■ **Setting the Department ID Management and Registering the Password:**

1. Press ⊛ (Settings/Registration).
2. Press [Management Settings] → [User Management] → [Department ID Management].
3. Press [On] → [Register PIN] → [Register].
4. Enter the Department ID and PIN → press [OK].
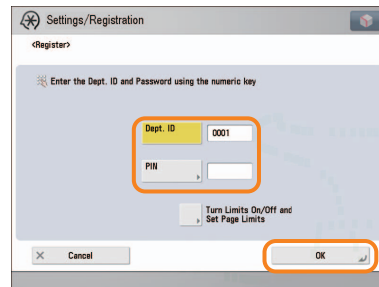
■ **Setting the Page Limits:**

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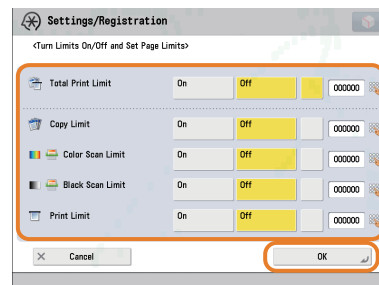
Additional Information

To perform this procedure, you must have administrator privileges. For more information, see e-Manual > Security.

Q 44

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).
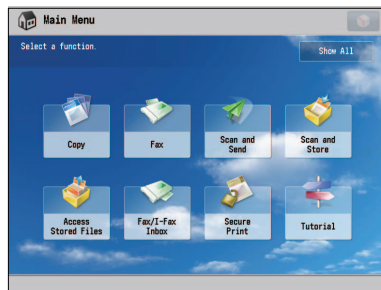
Displayed Language: English
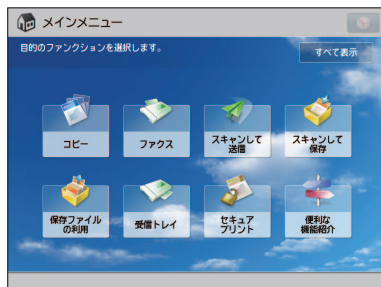
Displayed Language: Other

■ **Setting procedure:**

1. Press ⊛ (Settings/Registration).
2. Press [Preferences]→ [Display Settings] → [Language/Keyboard Switch On/Off].
3. Press [On] → [OK] → [Language/ Keyboard Switch].
4. Select the language to display → press [OK].
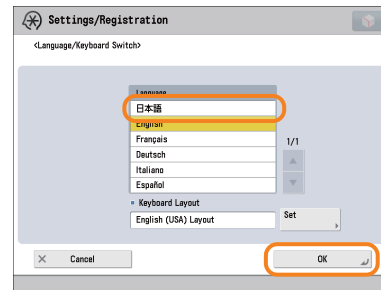
Additional Information

• You can follow the procedure below to display a shortcut to the language switch on the Main Menu screen.
  1. Press → [Other Main Menu Settings] → 'On' for <Display [Language/Keyboard Switch]>.
  2. Press [OK].
• For more information, see e-Manual > Basic Operations.

Q 45

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 after Startup/Restoration] 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:**

1. Press ⊚ (Settings/Registration).
2. Press [Preferences] → [Display Settings] → [Default Screen after Startup/Restoration].
3. Select the settings → press [OK].

■ **Changing the Displayed Function:**

1. Press ▦.
2. Press [Main Menu Button Display Settings].
3. Select the layout or the order to display the function key → press [OK].
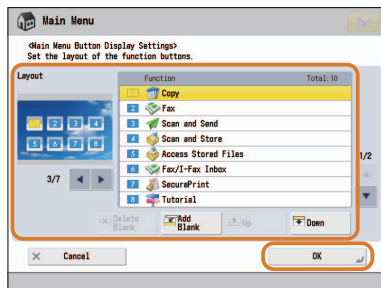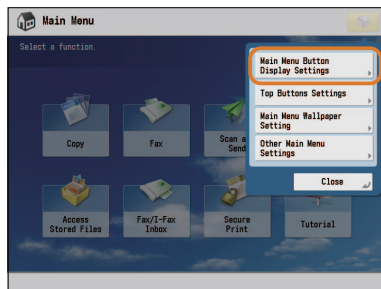
Additional Information

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 ⟨Main Menu⟩. For more information, see e-Manual > Quick Menu.

Q 46

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:**

IPv4 Address

1. Press ⊚ (Settings/Registration).
2. Press [Preferences] → [Network] → [TCP/IP Settings].
3. Select [IPv4 Settings] → [Use IPv4] → [On].
4. Press [IP Address Settings].

IPv6 Address

1. Press ⊚ (Settings/Registration).
2. Press [Preferences] → [Network] → [TCP/IP Settings].
3. Select [IPv6 Settings] → [Use IPv6] → [On].
4. Press [Manual Address Settings].
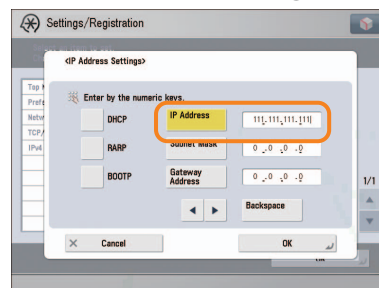
■ **Starting the Remote UI:**

Run the Web browser for the computer → enter 'http://<IP address of the machine>' in the address bar.
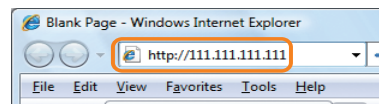
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Additional Information

• **To perform this procedure, you must have administrator privileges. For more information, see e-Manual > Security.**
• **If you cannot start the Remote UI, specify the following settings.**

1. Press ⊛ (Settings/Registration).
2. Press [Management Settings] →
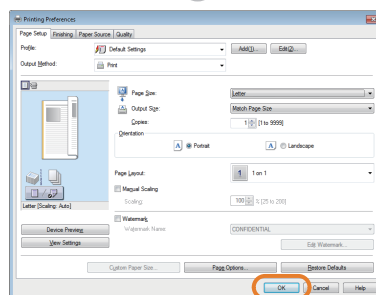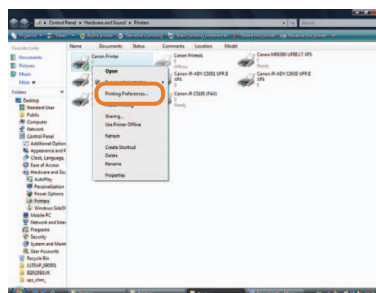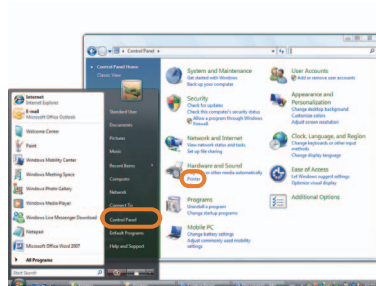   [License/Other] → [Remote UI].
3. Press [On] → [OK].

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Can I change the default settings of the printer driver?

A You can change the print settings of the printer driver from the computer you are using.

■ **Using Windows:**

1. On the [Start] menu, click [Control Panel] → [Printer].
2. Right-click the printer icon → click [Printing Preferences] → specify the printer settings.
3. Click [OK].

■ Using a Macintosh:

Page Settings:
1. Click [Page Setup] from the [File] menu in the application software.
2. Select each item as indicated below.
   Setting: [Page Attributes]
   Printer: The name of your printer
3. Click the <Settings> drop-down list → [Save As Default] → [OK].
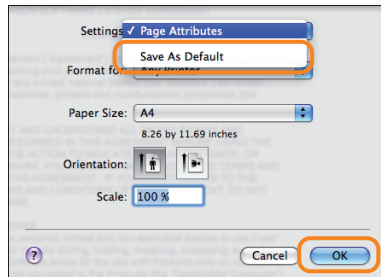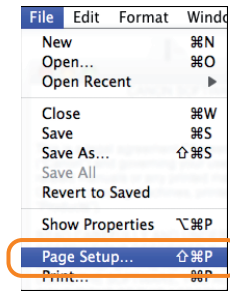
Print Settings:
1. Click [Print] from the [File] menu in the application software.
2. Click the <Printer> drop-down list → select the name of your printer.
3. Click the <Presets> drop-down list → [Save As].
4. Specify [Save Preset As] → click [OK].
5. Click the <Presets> drop-down list → select the saved preset name → click [Print].
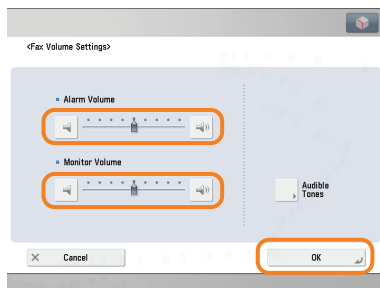

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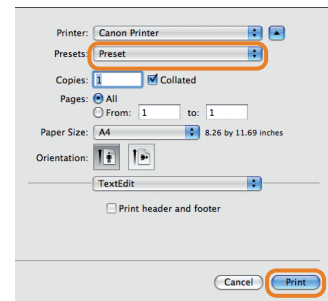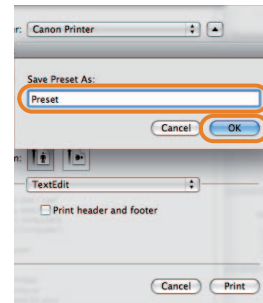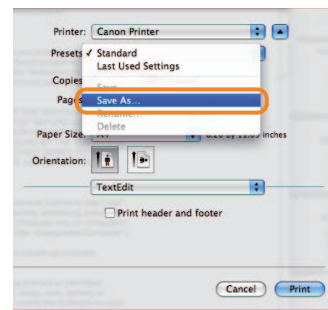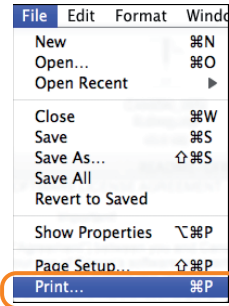
Is there a way to adjust the sound heard when fax sending/receiving is complete?

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

■ **Setting procedure:**

1. Press 🔊 (Volume Settings) on the control panel.
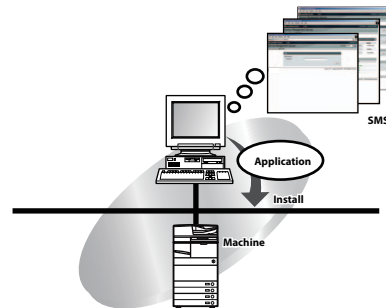2. Press 🔉 or 🔊 to adjust the Alarm Volume and Monitor Volume → press [OK].

<Fax Volume Settings>

Alarm Volume

Monitor Volume

Audible Tones

Cancel   OK

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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.

■ **Workflow Composer**

The Workflow Composer is an application that increases the efficiency of operations that use multiple functions of the machine. By creating and registering combinations of functions that are frequently used on the machine, you can repeatedly reuse the same combination of functions.

SMS

Application

Install

Machine

Additional Information

For more information, see e-Manual > MEAP.

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Canon