


**Canon**


**PC-D320/PC-D340/Fax-L400  
User's Guide**






# Using Your Documentation



Your machine includes the following documentation. This documentation has been designed so that you can easily use your machine to suit your particular needs.

Setting Up the Machine .....  
Installing CARPS Software .....  **Set-up Guide**

Document and Paper Handling .....  
Printing with CARPS Software .....  
Making Copies .....  
Maintenance .....  **Quick Reference Guide**

Document and Paper Handling .....  
Printing with CARPS Software .....  
Making Copies .....  
Maintenance .....  
Troubleshooting Feed and Copy Issues .....  **User's Guide** 

Sending and Receiving Faxes .....  
Speed Dialling .....  
Troubleshooting Fax Issues .....  **Facsimile Guide**  
Only for the FAX-L400 model

Installing CARPS Software .....  
Printer Properties .....  
Troubleshooting Printer Driver Issues .....  **Software Guide** 



• Documentation is included on the CD-ROM in PDF form.



• The machine shown in this guide is the FAX-L400 model.

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## Trademarks

Canon is a registered trademark and UHQ™ is a trademark of Canon, Inc.



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

## Laser Safety Information

Laser radiation could be hazardous to the human body. For this reason, laser radiation emitted inside this unit is hermetically sealed within the protective housing and external cover. No radiation can leak from the machine in the normal operation of the product by the user.

### 220V-240V model

- The label shown below is attached to the laser scan unit on the fax.



- This unit has been classified under EN60825-1: 1994 and conforms to the following classes:

CLASS 1 LASER PRODUCT  
LASER KLASSE 1  
APPAREIL A RAYONNEMENT LASER DE CLASSE 1  
PRODUCTO LASER DE CLASE 1  
APARELHO A LASER DE CLASSE 1



- **PERFORMANCE OF PROCEDURES OTHER THAN THOSE SPECIFIED IN THIS GUIDE MAY RESULT IN HAZARDOUS RADIATION EXPOSURE.**



This equipment conforms with the essential requirements of EC Directive 1999/5/EC.  
We declare that this product conforms with the EMC requirements of EC Directive 1999/5/EC at nominal mains input 230V, 50Hz although the rated input of the product is 200V–240V, 50/60 Hz.  
If you move to another EU country and are experiencing trouble please call the Canon Help Desk.

(For Europe Only)

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# Type Conventions Used in This Guide

Please read the list below of symbols, terms, and abbreviations used in this guide.



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



- Indicates an operational warning or restriction. Be certain to read these items to operate the machine correctly, and to avoid damage to the machine.



- Indicates a note for operation or an additional explanation. Reading these is highly recommended.

(→ p. n-nn)	A number preceded by an arrow and enclosed in parenthesis refers to a page number in this guide which contains more information on the topic of the previous sentence.
→ <i>Set-up Guide</i>	Refer to the Set-up Guide for details on the topic of the previous sentence.
→ <i>Facsimile Guide</i> *	Refer to the Facsimile Guide for details on the topic of the previous sentence.
→ <i>Software Guide</i>	Refer to the Software Guide for details on the topic of the previous sentence.
machine	The word “machine” refers to the PC-D320/PC-D340/FAX-L400 models.
default	A setting that remains in effect unless you change it.
document	The original sheet(s) of paper you copy, with the machine.
menu	A list of settings from which you select an item to set up or change. A menu has a title which appears in the LCD. Available menus and the display differ depending on the machine type. This guide shows the display of the FAX-L400 model as an example.

In addition, this guide uses distinctive typefaces to identify keys and information in the LCD:

- The keys you press appear in this typeface: **Stop/Reset**.
- Information in the LCD appears in this typeface: COPY SETTINGS .

\*Only for the FAX-L400 model

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



# Chapter 1

## Introduction

### Customer Support

Your machine is designed with the latest technology to provide trouble-free operation. If you encounter a problem with the machine's operation, try to solve it by using the information in Chapter 8. If you cannot solve the problem or if you think your machine needs servicing, contact your local authorised Canon dealer or the Canon help desk.

### Important Safety Instructions

Read these safety instructions thoroughly before using your machine, and keep them handy in case you need to refer to them later.



#### For users of a cardiac pacemaker

- This product and the cartridge emit low level magnetic flux. If you use a cardiac pacemaker and feel abnormalities, please stay away from this product and the cartridge, and consult your doctor.



- Do not disassemble or modify. There are high-temperature and high-voltage components inside the machine which may result in a fire or electrical shock.
- Follow all warnings and instructions marked on the machine.

#### Location



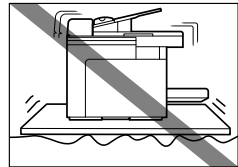
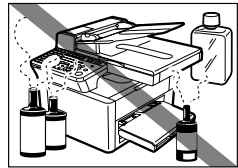
- Do not place the machine near alcohol, paint thinner or other inflammable substances. If inflammable substances come into contact with electrical parts inside the machine, it may result in a fire or electrical shock.



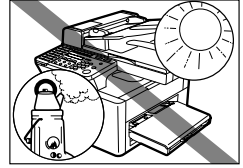
- Do not block or cover the ventilation port or any openings on the machine with objects, as this may result in a fire.
- Place the machine on a flat, stable, vibration-free surface that is strong enough to support its weight (approx. 14.5 kg PC-D320, 16.0 kg PC-D340, 16.1 kg FAX-L400).

- Make sure the area is free from dust.
- Avoid poorly ventilated locations.

- During use, the machine generates ozone. However, the amount of ozone generated is not enough to affect the human body. Nevertheless, if the machine is used for a prolonged period of time in a poorly ventilated room, or when making a large quantity of prints, be sure to ventilate the room to make the working environment as comfortable as possible.
- Do not install the machine near devices that contain magnets or generate magnetic fields, such as speakers.
  - Make sure the machine is approximately 10 cm away from walls and other equipment for proper ventilation.



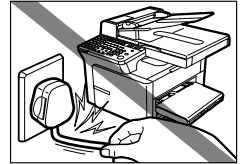
- Make sure the location is not affected by extreme temperature changes, and always stays between 15°C and 27°C.
- Make sure the relative humidity of the area is between 20% and 80%.
- Keep the machine away from direct sunlight.
- Do not use or store the machine outdoors.



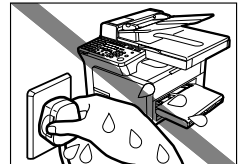
## ■ Power Supply



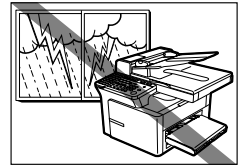
- Do not damage or modify the power cord and power plug. Also do not place heavy objects on the power cord, pull on it, or extensively bend it. These actions may cause electrical damage and result in a fire or electrical shock.



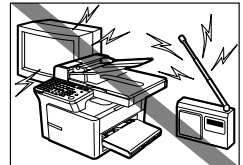
- Do not insert or unplug the power plug with wet hands, as this may result in electrical shock.



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



- If dust accumulates around the plug of the power cord when it is connected to a power outlet, unplug the machine and wipe the plug with a clean, dry cloth.
- Do not plug the machine into the same circuit with appliances such as an air conditioner, television or copier. These devices generate an electrical noise, and may interfere with your machine's operation.

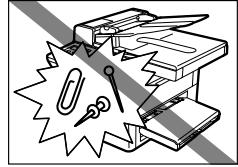


- Plug the machine into a standard 220-240 V AC power outlet. Operate the machine only from the type of power source indicated on the machine's label. If you are not sure of the type of power available, consult your local power company.
- Use only the power cord that came with the machine.
- Unplug the machine in the following conditions:
  - When the power cord or plug is damaged or frayed.
  - If liquid has spilled into the machine.
  - If the machine has been exposed to rain or water.
  - If the machine does not operate normally when you have followed the instructions in the guides included with your machine. Adjust only those controls that are covered by the instructions in the guides since improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
  - If the machine has been dropped or damaged.
  - If the machine exhibits a distinct change in performance, indicating a need for servicing.

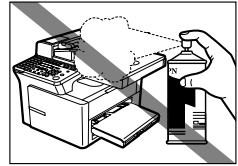
## ■ Handling



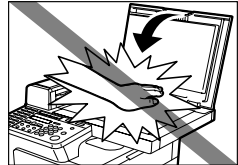
- Do not drop paper clips, staples, or other metal objects inside the machine. Also do not spill water, liquid or inflammable substances inside the machine. If these items come into contact with high-voltage parts inside of the machine, it may result in a fire or electrical shock. If these items are dropped or spilled in the machine, unplug the power cord immediately with dry hands. Then, contact your service representative.



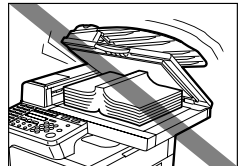
- Do not use any highly flammable spray near the machine. If gas from a spray comes into contact with the electrical components inside the machine, it will result in a fire.



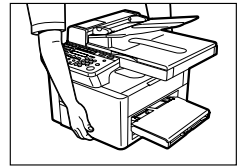
- Close the ADF or the platen glass cover gently to avoid catching your hand. Failing to do so may result in personal injury.



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



- Do not subject the machine to strong physical shock or vibration.
- Unplug the machine before moving it.
- Do not lift the machine by any of its attachments.
- If the machine exhibits a distinct change in performance, this indicates a need for servicing.



## ■ Maintenance



- Do not place the cartridge in fire. Toner powder is flammable.

- Keep the machine clean. Dust accumulation may prevent the machine from operating properly.



- Do not service the machine yourself except as specifically described in this guide. If further servicing is required, contact your service representative.

# Main Components of the Machine

This section describes the main components of the machine.

## ■ FAX-L400

### Left Side View

**ADF (AUTOMATIC DOCUMENT FEEDER)**  
Holds documents for copying and feeds them automatically into the scanning unit.

**DOCUMENT FEEDER TRAY**  
Place documents for copying.

**DOCUMENT OUTPUT TRAY**  
Documents come out here.

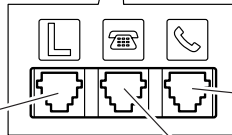
**LEFT COVER**  
Open it when you output paper face up or remove jammed paper.

**SLIDE GUIDE**  
Adjust to the width of the document.

**OPERATION PANEL**  
Controls the machine.

**POWER CORD CONNECTOR**

**USB INTERFACE CONNECTOR**

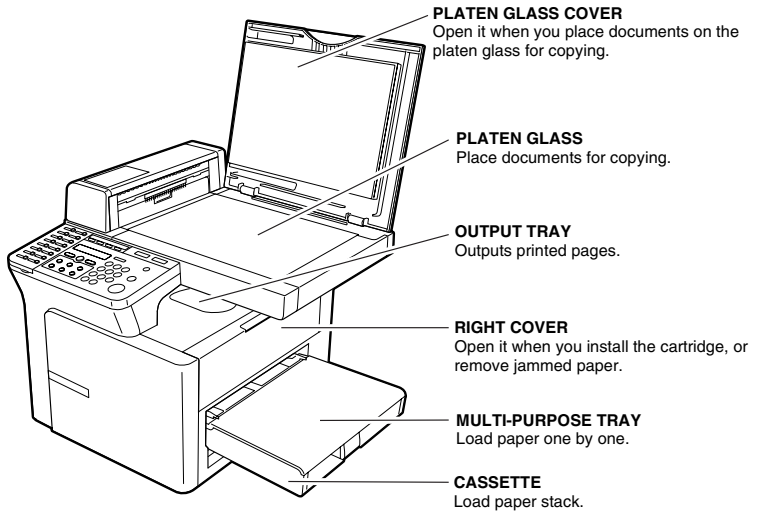


**TELEPHONE LINE JACK**  
Connect the telephone line.

**EXTERNAL DEVICE JACK**  
Connect external devices.

**HANDSET JACK**  
Connect the optional handset → Appendix B.

## Right Side View



## ■ PC-D340

**ADF (AUTOMATIC DOCUMENT FEEDER)**  
Holds documents for copying and feeds them automatically into the scanning unit.

**DOCUMENT FEEDER TRAY**  
Place documents for copying.

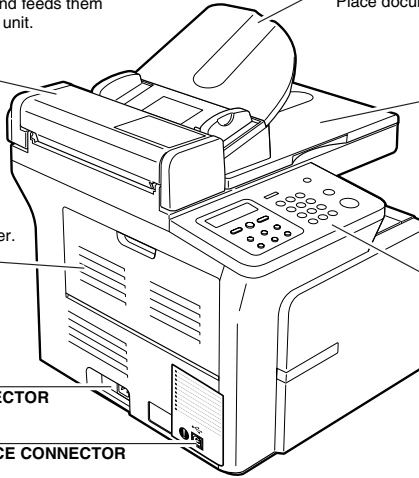
**DOCUMENT OUTPUT TRAY**  
Documents come out here.

**LEFT COVER**  
Open it when you output paper face up or remove jammed paper.

**OPERATION PANEL**  
Controls the machine.

**POWER CORD CONNECTOR**

**USB INTERFACE CONNECTOR**



## ■ PC-D320

**OPERATION PANEL**  
Controls the machine.

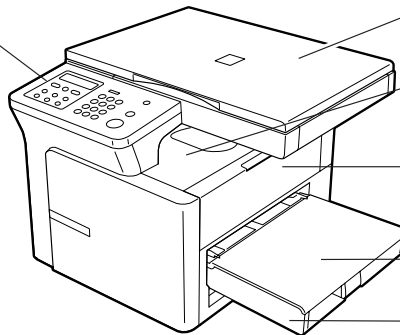
**PLATEN GLASS COVER**  
Open it when you place documents on the platen glass for copying.

**OUTPUT TRAY**  
Outputs printed pages.

**RIGHT COVER**  
Open it when you install the cartridge or remove jammed paper.

**MULTI-PURPOSE TRAY**  
Load paper one by one.

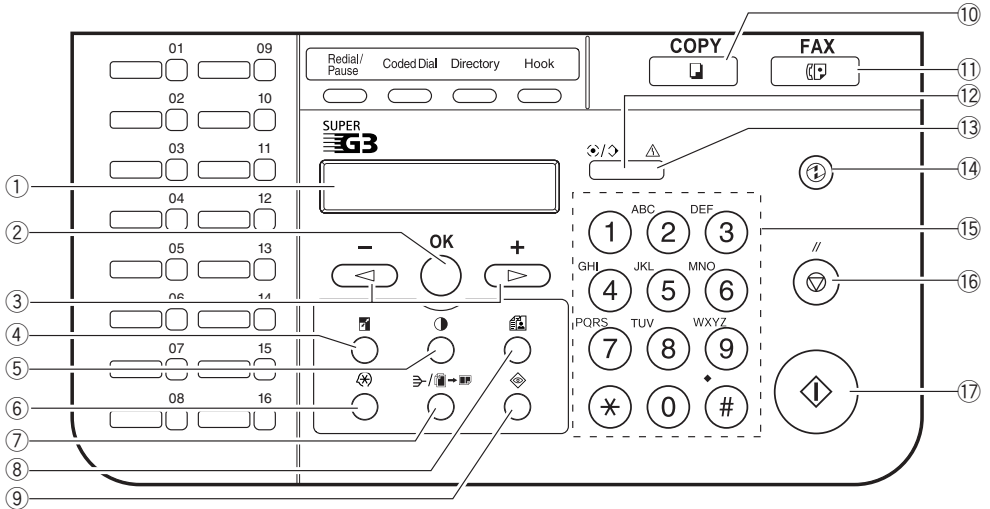
**CASSETTE**  
Load paper stack.



# Operation Panel

This section describes keys used when making copies and setting the Additional Functions.  
For buttons not described here → *Facsimile Guide*.

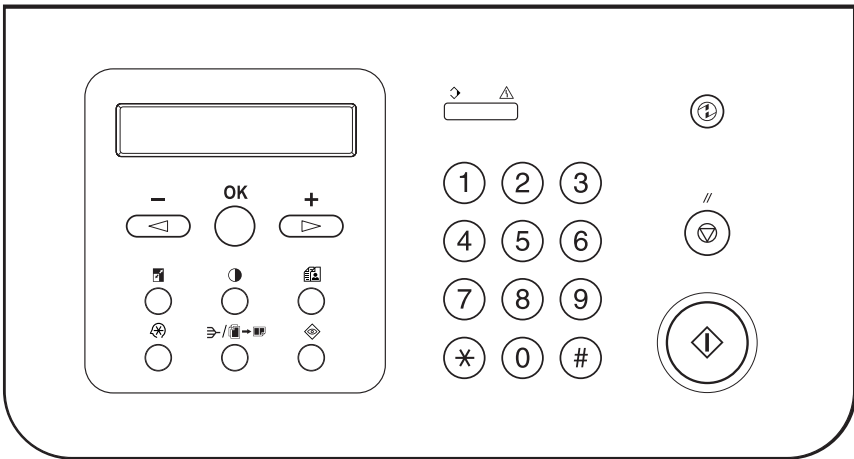
## ■ FAX-L400



- ① **LCD**  
Displays messages and prompts during operation. Also displays selections, text, and numbers when specifying settings.
- ② **OK key**  
Determines the contents you set or register. Also, if the document being scanned stops in the ADF, pressing this key makes the document come out automatically.
- ③ **◀ (-), ▶ (+) keys**  
Scroll through the selections so you can see other settings.
- ④ **Enlarge/Reduce key**  
Sets an enlargement or reduction ratio of the copy.
- ⑤ **Exposure key**  
Adjusts the copy exposure.
- ⑥ **Additional Functions key**  
Customizes the way your machine operates.
- ⑦ **Collate/2 on 1 key**  
Sorts copies in order of pages or reduces two A4-size documents to fit on a single A4-size sheet.
- ⑧ **Image Quality key**  
Adjusts the quality of copy image.
- ⑨ **System Monitor key**  
Checks the status of copy, fax, print and report jobs.
- ⑩ **COPY key**  
Switches standby display to Copy mode.

- ⑪ **FAX key**  
Switches standby display to Fax mode.
- ⑫ **In Use/Memory indicator**  
Lights green during copying or when the copy job is stored in memory.
- ⑬ **Alarm indicator**  
Flashes orange when the machine has a problem such as a paper jam. (The error message is displayed in the LCD.)
- ⑭ **Energy Saver key**  
Sets or cancels the energy saver mode manually. The key lights green when the energy saver mode is set, and goes off when the mode is cancelled.
- ⑮ **Numeric keys**  
Enter copy quantity and other numerical values.
- ⑯ **Stop/Reset key**  
Cancels copying and other operations, and returns to standby display. Also, this key is used to confirm the copy job you reserved.
- ⑰ **Start key**  
Starts copying.

■ **PC-D340/PC-D320**

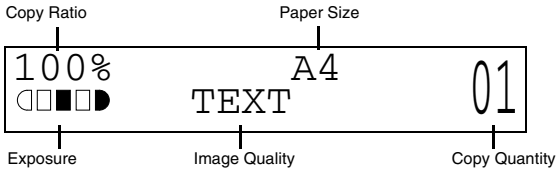




# Standby Display

The standby display differs depending on which mode is selected. The standby display in Copy Mode is as follows:

## ■ Copy mode



- When the machine is plugged in, the LCD displays *PLEASE WAIT* for a while, then the standby display appears.
- The Fax Mode standby display appears only with the FAX-L400 model. (→ *Facsimile Guide*)

# Energy Saver Mode

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



- The time until the machine enters the energy saver mode can be specified in the range from 3 minutes to 30 minutes. You can also turn off the energy saver function. (→ p. 9-4)
  - The energy saver function does not activate when the machine is in the following status:
    - When printing out copies, faxes\* or other pages
    - When sending or receiving faxes\*
    - When a copy job is saved in memory or when the reserve copy or other functions are operating, or when the In Use/Memory indicator lights up\*
    - When paper jams occur
    - When an error code appears and the Alarm indicator flashes
    - When no paper is loaded in the cassette or multi-purpose tray
    - When **PRESS OK KEY** is displayed
- \* Only for the FAX-L400 model

## ■ Setting the Energy Saver Mode Manually

### 1 Press **Energy Saver**.

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



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

## ■ Restoring from the Energy Saver Mode

### 1 Press **Energy Saver**.

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



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

# Chapter 2

## Paper Handling

### Print Media Requirements

For high-quality copies, we recommend using paper and transparencies recommended by Canon. Some types of paper available at office supply stores may not be suitable for this machine. If you have any questions about paper and transparencies, contact your local authorized Canon dealer or the Canon help desk.

### Paper Storage

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

- To prevent moisture buildup, store remaining paper wrapped tightly in its original package. Store paper in a dry location, out of direct sunlight.
- To prevent curling, store paper flat, not upright.
- After copying, do not leave paper in the multi-purpose tray.

### Unacceptable Paper

Do not copy on the following types of copy stock; doing so will result in paper jams.

- Severely curled or wrinkled paper
- Transparencies for full-colour copiers or printers
- Paper which has already been copied using a digital full-colour copier (Do not copy on the reverse side.)
- Paper which has been printed on using a thermal transfer printer (Do not copy on the reverse side.)



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

### Acceptable Paper

	Cassette/Multi-purpose Tray
Paper size	A4, B5, A5, LTR, LGL, EXECUTIVE, Envelope : COM10, MONARCH, DL, ISO-C5 Free Size : 216 mm × 356 mm [max.] / 76.2 mm × 127 mm [min.]
Paper weight	64 g/m <sup>2</sup> to 128 g/m <sup>2</sup>
Type of paper	– Plain paper (64 g/m <sup>2</sup> to 90 g/m <sup>2</sup> ) – Transparencies – Special paper 1 (91 g/m <sup>2</sup> to 128 g/m <sup>2</sup> ) : Thick paper – Special paper 2 : Rough paper



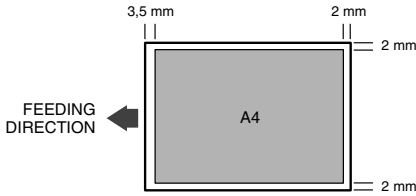
- The printing speed may be gradually slower than usual depending on the paper size, the paper type and the number of sheets you specify.  
This is because safety function works to prevent the failure due to the heat.

## ■ Printing Areas

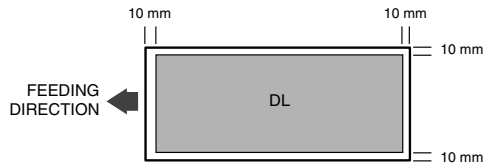
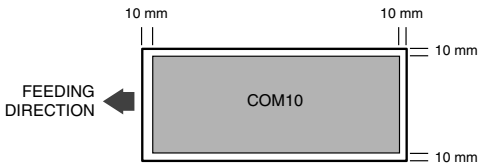
Please note that the term “printing area” represents both the recommended area for optimum print quality and the entire area where the machine can technically print from your computer.

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

## ■ Paper



## ■ Envelope



- Copying areas are a little larger than printing areas.

# Loading Paper

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



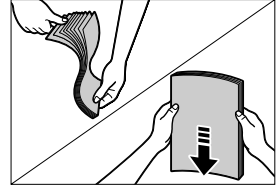
- When loading paper, take care not to cut your hands on the edges of the paper.



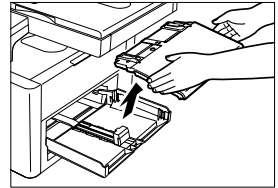
- The paper in the multi-purpose tray is fed prior to the paper in the cassette.
- The cassette holds up to approximately 250 sheets of 64 g/m<sup>2</sup>.

## ■ Loading Paper in the Cassette

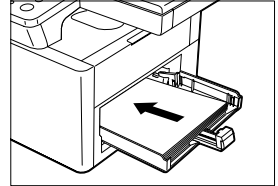
- 1 Fan the paper stack first, then tap the edges on a flat surface to even the stack.



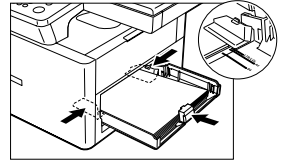
- 2 Remove the multi-purpose tray.



- 3 Load the paper stack in the cassette.
  - Insert the paper stack into the cassette as far as it will go.
  - When you insert paper with a logo on, position the paper with the print side up (logo side) and load it so that the top of the paper feeds first in the cassette.



- 4 Adjust the slide guides to fit the size of the paper stack.
- Adjust the slide guides so that there is no space between the slide guides and the edge of the paper stack.



- 5 When loading paper other than A4-size, specify the paper size.

Press **Additional Functions**, then select:

PAPER SETTINGS

PAPER SIZE

Use ◀ (-) or ▶ (+) to select the appropriate paper size (A4, B5, A5, LTR, LGL, EXECUTIVE, ENVELOPE, FREE SIZE).

- For details, see “Selecting the Paper Size and Type (Common for Cassette and Multi-purpose Tray)”. (→ p. 5-3)



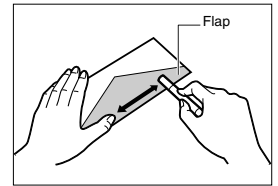
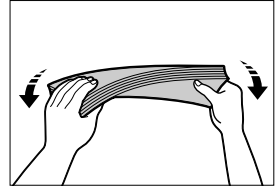
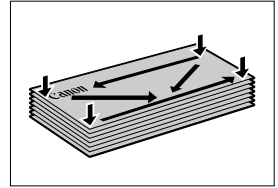
- Do not load different kinds of paper at the same time.
- Do not load extra paper when there is still paper left in the cassette.
- If you load extra paper while making copies, remove the loaded paper first. Then put it together with the extra paper and tap the edges. After that, reload it in the cassette.

## ■ Loading Envelopes in the Cassette



• The recommended envelopes are COM10, MONARCH, DL, ISO-C5. Using other envelopes may affect the quality of the copy image.

- 1** Arrange the stack of envelopes on a firm, clean surface, and press down firmly on the edges to make the folds crisp.
  - Press all the way around the envelopes to remove any curls and expel air from inside the envelopes. Also, press firmly on the area that corresponds to the edges of the back flap.
- 2** Remove any curling from the envelopes by holding the edges diagonally and bending them gently.
- 3** Run a pen or other rounded object along the back flaps to flatten them.
  - The flaps should not bulge more than 5 mm.

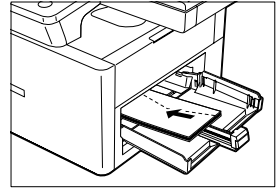


2

Paper Handling

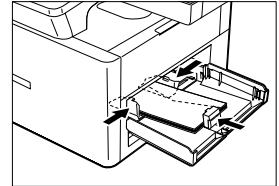
**4** Even the edges of the envelopes and load them in the cassette.

- Position the envelopes with the print side up (flaps should not be visible) and load them so that the left side (sender's address side) feeds first in the cassette.
- If the envelope to be loaded has a flap on the short edge, this edge must enter the machine first. Not loading it this way will result in paper jams.
- After loading envelopes, push them lightly toward the inside of the machine.
- The cassette holds up to approximately 20 envelopes.



**5** Adjust the slide guides to fit the size of the envelopes.

- Adjust the slide guides so that there is no space between the slide guides and the edge of the envelopes.



**6** Specify the envelope size and type.

Press **Additional Functions**, then select:

PAPER SETTINGS

PAPER SIZE

ENVELOPE

Use ◀ (-) or ▶ (+) to select the envelope type (COM10, MONARCH, DL, ISO-C5).

- For details, see “Selecting the Paper Size and Type (Common for Cassette and Multi-purpose Tray)”. (→ p. 5-3)



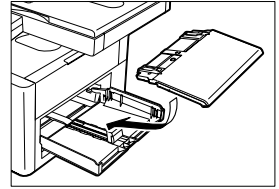
## ■ Loading Paper in the Multi-purpose Tray

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

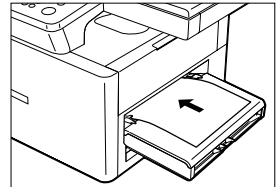


- The paper in the multi-purpose tray is fed prior to the paper in the cassette.

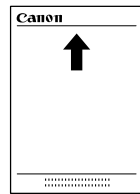
**1** Set the multi-purpose tray.



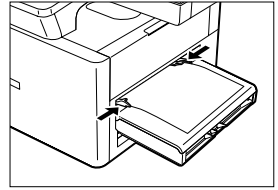
**2** Insert the paper with the print side up in the multi-purpose tray.



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



4 Adjust the slide guides to fit the size of the paper.



5 Specify the paper size.

Press **Additional Functions**, then select:

PAPER SETTINGS

PAPER SIZE

- Use ◀ (-) or ▶ (+) to select the appropriate paper size (A4, B5, A5, LTR, LGL, EXECUTIVE, ENVELOPE, FREE SIZE).
- For details, see “Selecting the Paper Size and Type (Common for Cassette and Multi-purpose Tray)”. (→ p. 5-3)

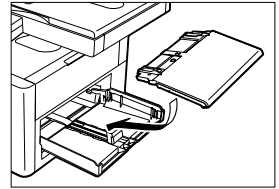
## ■ Loading an Envelope in the Multi-purpose Tray

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



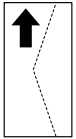
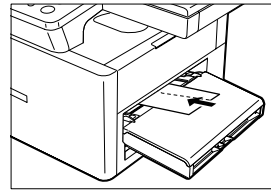
- The envelope in the multi-purpose tray is fed prior to the paper in the cassette.

### 1 Set the multi-purpose tray.



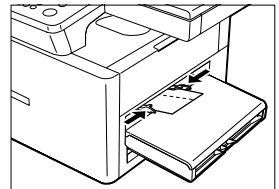
### 2 Insert an envelope with the print side up (a flap should not be visible) and load it so that the left side (sender's address side) feeds first in the multi-purpose tray.

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



### 3 Adjust the slide guides to fit the size of the envelope.

- Adjust the slide guides so that there is no space between the slide guides and the edge of the envelope.



#### 4 Specify the paper size.

- Press **Additional Functions**, then select:  
PAPER SETTINGS  
PAPER SIZE  
ENVELOPE

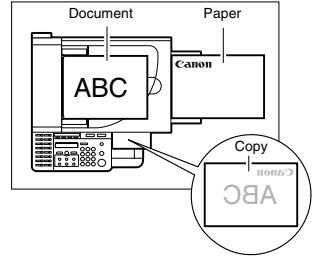
Use ◀ (-) or ▶ (+) to select the envelope type (COM10, MONARCH, DL, ISO-C5).

- For details, see “Selecting the Paper Size and Type (Common for Cassette and Multi-purpose Tray)”. (→ p. 5-3)

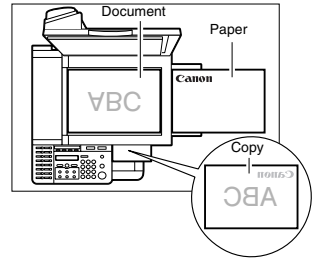


- When you place the document on the platen glass, the orientation of the document and the loading orientation of the paper are reversed.

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



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





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



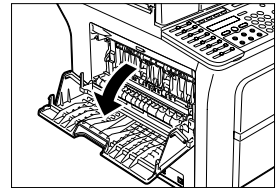
- When you insert an envelope and thick paper, push the paper toward the inside of the machine lightly to feed paper firmly.
- If the paper is curled, uncurl it before placing it in the cassette or multi-purpose tray. Failure to do so will cause paper creases and a paper jam.
- Some types of paper may not feed properly into the cassette or into the multi-purpose tray. For high-quality copies, be sure to use the paper and transparencies recommended by Canon. (→ p. 2-1)
- When making copies of a small size document or thick paper, etc., the copy speed may be slightly slower than usual.

## Selecting the Paper Output Area

Face down paper output delivers paper with the printed side down.

Face up paper output delivers paper with the printed side up. Select the area depending on your purpose by opening or closing the left cover.

Open the left cover for face up paper output or close the left cover for face down paper output.



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

## ■ Paper Type and Paper Output Area

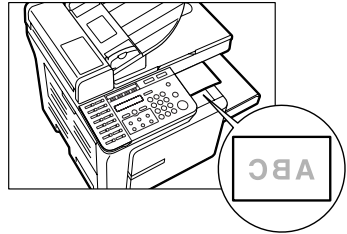
Select the suitable paper output area depending on the paper type and your purpose.

Paper type	Paper Output Area	The Number of Output Sheets
Plain paper	face up	1 sheet
	face down	approx. 50 sheets (64 g/m <sup>2</sup> to 80 g/m <sup>2</sup> )
Transparencies	face up	1 sheet
	face down	10 sheets
Labels	face up	1 sheet
	face down	10 sheets
Envelopes	face up	1 sheet
	face down	10 sheets

## ■ Face Down Paper Output Area

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

Close the left cover.



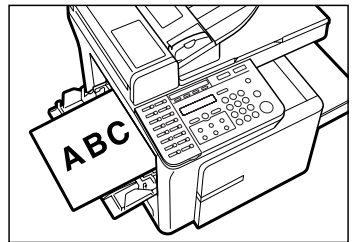
- Do not place the delivered paper back on the output tray.
- Do not place things other than paper on the output tray.
- If you do these things, paper jam may occur.

## ■ Face Up Paper Output Area

The paper is delivered with the printed side up out of the face up paper output port on the left side of the machine. This way is convenient for the paper such as transparencies and labels, because the paper is delivered straight through out of the machine.

Open the left cover.

- Remove the delivered paper one by one.



- Do not drag the paper forcibly.
- This machine has no face up output tray. Take the delivered paper with your hand.
- Do not place obstacles in front of the face up paper output port to prevent paper jam.





# Chapter 3

## Document Handling

### Documents You Can Copy

The documents placed on the platen glass or loaded into the ADF must meet the requirements shown in the table below.

	Platen Glass	ADF
Type of document	<ul style="list-style-type: none"><li>– Plain paper</li><li>– Thick documents</li><li>– Photographs</li><li>– Small documents (e.g. index cards)</li><li>– Special types of paper (e.g. tracing paper*, transparencies*, etc.)</li><li>– Book</li></ul>	<ul style="list-style-type: none"><li>– Plain paper (Multiple page documents of the same size, thickness, and weight or one page documents.)</li></ul>
Size (W × L)	Max. 216 mm × 297 mm A4 : 210 mm × 297 mm	Max. 216 mm × 356 mm Min. 148 × 105 mm
Quantity	1 sheet	Max. 50 A4-size sheets**
Weight	Max. 2 kg	64 g/m <sup>2</sup> to 105 g/m <sup>2</sup>

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

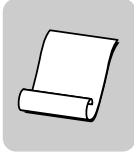
\*\* 80 g/m<sup>2</sup> paper.

## Problem Documents

- Make sure any glue, ink, or correction fluid on the document is completely dry before placing it on the platen glass or loading it into the ADF.
- Remove all fasteners (staples, paper clips, etc.) before loading the document into the ADF.
- To prevent document jams in the ADF, do not use any of the following:



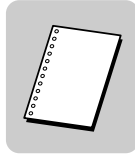
Wrinkled or creased paper



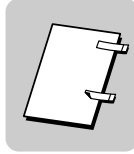
Curled or rolled paper



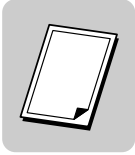
Torn paper



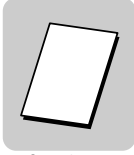
Perforated paper



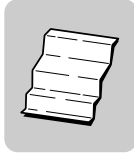
Paper with a sticky on or off



Carbon paper or carbon backed paper



Coated paper



Onion skin or thin paper



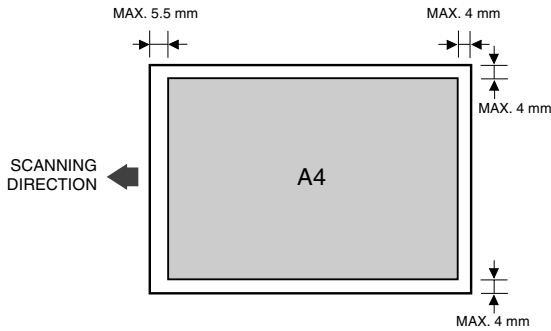
Paper on which glue, ink or correction fluid and other foreign matters are still wet



Writing pad

## ■ Scanned Area of a Document

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

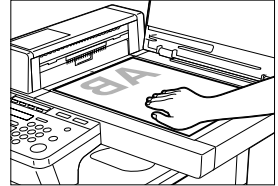


## Setting Up Documents

For scanning, place your documents on the platen glass or load them into the ADF. Where you set up your documents depends on the size and type of documents you have. (→ p. 3-1)

### ■ Placing a Document on the Platen Glass

- 1 Open the platen glass cover.
- 2 Place your document face down on the platen glass. Align the document with the appropriate paper size marks.



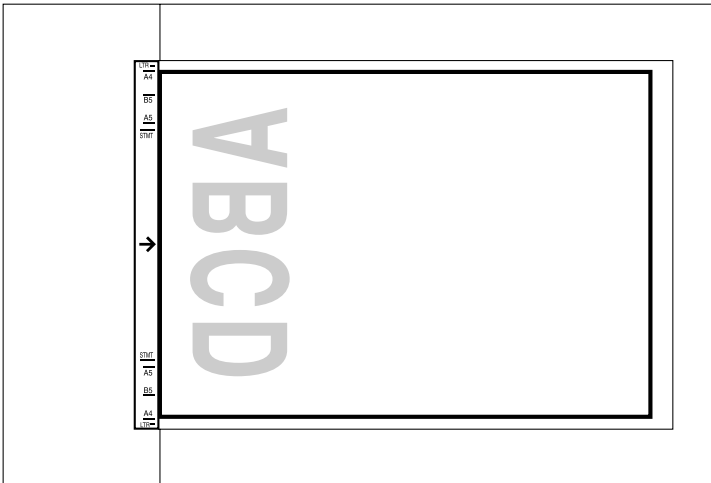
- 3 Gently lower the platen glass cover.
  - The document is now ready for scanning.

### Positioning Documents

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

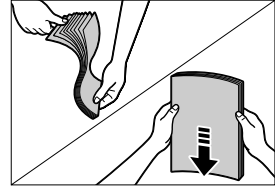
- If your document conforms to a standard paper size (e.g., A4 or A5), align the document between the appropriate paper size marks.
- If you do not know the size of your document, or if your document does not match any of the paper size marks, align the centre of your document with the → mark.

The illustration below shows how to place an A4-size original.

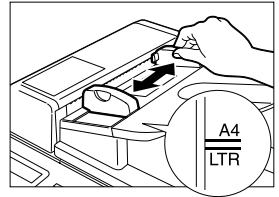


## ■ Loading Documents in the ADF (Only for the PC-D340/FAX-L400 Models)

- 1 Make sure there is no document on the platen glass.
- 2 Fan the edges that will feed into the machine first, then tap the edge of multipage documents on a flat surface to even the stack.



- 3 Adjust the slide guides to the width of the document.

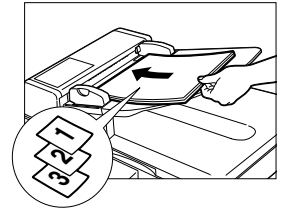


**4** Load the documents face up in the ADF.

- The document is now ready for scanning.

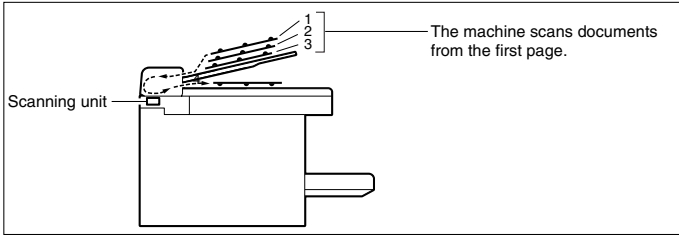


- For multiple page documents, the pages are fed one by one from the top of the stack (from the first page).
- Wait until all pages of your document have been scanned before starting a new job.
- 50 sheets of A4-size (80 g/m<sup>2</sup>) documents can be set in the ADF. If more than 50 sheets of A4-size documents are set in the ADF, paper jams may occur.



DOCUMENT READY

## ■ The Paper Path of the ADF (Only for the PC-D340/FAX-L400 Models)



- When documents are set in the ADF, the scanning unit moves to the position shown in the figure above and it is fixed there. When documents are not set in the ADF, the scanning unit moves to scan it.

# Chapter 4

## Basic Printing from Your Computer

### Before Printing

Before printing, CARPS software must be installed in your computer.

- If not, please see *Set-up Guide*.

Check if the machine is selected as the default printer.

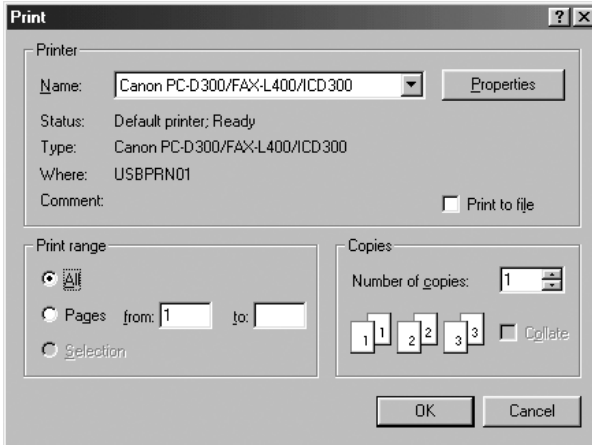
- You can check if your machine is set as the default printer when you open the **Print** dialog box in an application and your machine is selected in the printer box (see below for details).

Follow this procedure if it is not selected.

- 1** On the Windows desktop, click **[Start]**, point to **[Settings]**, then click **[Printers]**.
- 2** In the **Printers** window, click the machine icon.
- 3** On the File menu, click **[Set as Default]** or **[Set as Default Printer]**.

## Printing from the CARPS Software (Ex. Windows 98)

- 1 With your document open in the Windows 98 application, click the **[Print]** command.
- 2 In the **Print** dialog box, make sure your machine is selected in the printer box.  
If not, select your machine from the printer name drop-down list.
- 3 Click **[OK]** to print your document.



### ■ Cancelling Printing

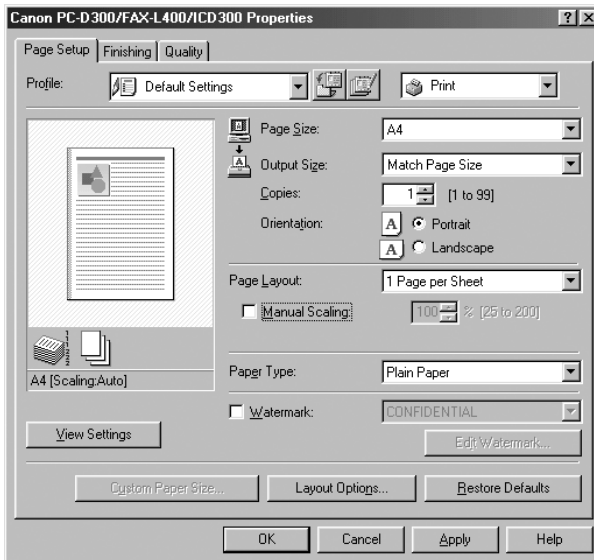
- 1 If you want to cancel printing before clicking **[OK]**, click **[Cancel]** in the **Print** dialog box.
- 2 If printing has already begun, follow this procedure to cancel printing from Windows 98.  
On the Windows 98 desktop, click **[Start]**, point to **[Settings]**, then click **[Printers]**.
- 3 In the **Printers** window, double-click the machine icon, right click the print job, then click **[Cancel Printing]**.



## ■ Changing Print Settings

Your machine is initially installed using factory-predefined settings, enabling you to print immediately. These settings determine what your documents will look when printed. You can change these print settings to suit the document you are printing. Unless you save your settings as a profile, your settings are available only for the current print job. For details on print profiles → *Software Guide*.

- 1 With your document open in the Windows 98 application, click the **[Print]** command.
- 2 In the **Print** dialog box, click **[Properties]**.
- 3 In the **Properties** dialog box, define your settings on the appropriate tabs or dialog boxes.
  - If you are dissatisfied with your changes on a particular tab and want to revert to the default settings, click **[Restore Defaults]**.
- 4 To accept your changes and close the dialog box, click **[OK]**.
  - To cancel your changes and close the dialog box, click **[Cancel]**.



## ■ More Information

For detailed information on all printing features → *Software Guide*.



# Chapter 5

## Making Copies

### Documents You Can Copy

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

### Copying Documents

- 1 Press **COPY** to set to Copy mode.



- For the PC-D320/PC-D340 models, this operation is not required.



- 2 Prepare the document and load it face up in the ADF or place it face down on the platen glass.

- 3 Set copy features if you wish. You can set the features below.

- Copy quantity (→ p. 5-3)
- Enlarging/Reducing (→ p. 5-5)
- Image quality (→ p. 5-7)
- Exposure (→ p. 5-8)
- Collate (→ p. 5-9)
- 2 on 1 (→ p. 5-12)



- Please note that you cannot change settings during copying.

**4** Press **Start** to begin copying.

- If the paper in the cassette or multi-purpose tray runs out during copying, the LCD displays **SUPPLY REC. PAPER**. Load paper in the cassette or multi-purpose tray. When paper is loaded, the machine automatically resumes copying.

Ex: 

SCANNING	
COPY NO.	0001



- If you load paper while making copies, do not load a different paper size.
- You can reserve the next copy job while the machine is outputting copies. (→ p. 5-15)
- After the machine finishes copying, the setting will remain. However, if you press **Stop/Reset** or if no key is pressed for 2 minutes, they will be reset to the default setting. (The time until the machine enters the AUTO CLEAR mode can be specified. (→ p. 9-4))
- The capacity of the output tray is 50 sheets (80 g/m<sup>2</sup>) of paper. To prevent paper jams, remove paper from the output tray before the count reaches 50.

## ■ Cancelling the Copy Job

### ■ While Scanning Documents in the ADF (Only for the PC-D340/FAX-L400 Models)

**1** Press **Stop/Reset**.

STOP KEY PRESSED
PRESS OK KEY

**2** Press **OK**.

- The document that has stopped in the ADF will come out.

### ■ After Scanning Documents

**1** Press **Stop/Reset**.

CANCEL COPYING?
<YES NO>

**2** Press **← (-)** for **YES**.

# Basic Copying Functions

## ■ Making Multiple Copies

You can make multiple copies.

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

- The LCD displays the number of copies you entered.
- You can make up to 99 copies.



- You can reserve the next copy job while the machine is outputting copies. (→ p. 5-15)
- The LCD keeps on displaying the specified number of copies until you change it or the auto clear function activates.  
When the auto clear function activates, the LCD returns to the standby display and the number of copies returns to 01 (default setting).

## ■ Selecting the Paper Size and Type (Common for Cassette or Multi-purpose Tray)



- When making copies on A4-size paper after having continuously copied on paper smaller than A4-size paper, the copies may be dirty. To prevent copies from being dirty, wait about one minute before making copies.
- The paper in the multi-purpose tray is copied prior to the paper in the cassette.
- The settings changed in the Additional Functions are not returned automatically to the settings you set previously. Change to the previous settings again if necessary.
- When making copies of a small size or thick paper\*, etc., the copy speed may be slightly slower than usual.  
\* The paper type should be selected in the Additional Functions.
- If you intend to make a copy and print with a thermal transfer printer on one sheet of paper, make the copy first. Failure to do so may make copies dirty or cause a paper jam.
- When copying onto transparencies, remove each transparency from the output tray as it is output.

## ■ Specifying the Paper Size

At the factory, the paper size has already been set to A4. Normally, you can make copies in this setting. However, when the copy images or the back of the paper are dirty, you can prevent the paper from getting dirty by specifying the paper size according to the following.



- To set the Additional Functions, see “Accessing the Additional Functions”. (→ p. 9-1)

- To specify the paper size: Press **Additional Functions**, then select:

PAPER SETTINGS

PAPER SIZE

Then Use ◀ (-) or ▶ (+) to choose the appropriate paper size from A4, B5, A5, LTR, LGL, EXECUTIVE, ENVELOPE or FREE SIZE.

If you select ENVELOPE, Use ◀ (-) or ▶ (+) to choose the type of envelopes (COM10, MONARCH, DL, ISO-C5).

\* When FREESIZE is selected, specify the horizontal and vertical size of the paper in millimetres (mm).

Available setting range in horizontal size : 127 mm to 356 mm

Available setting range in vertical size : 76 mm to 216 mm

## ■ Specifying the Paper Type

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



- To set the Additional Functions, see “Accessing the Additional Functions”. (→ p. 9-1)

Press **Additional Functions**, then select:

PAPER SETTINGS

PAPER TYPE

Then choose the paper type from the following.

- PLAIN PAPER

- TRANSPARENCY

- SPECIAL PAPER 1 (91 g/m<sup>2</sup> to 128 g/m<sup>2</sup>) : Thick paper

- SPECIAL PAPER 2 : Rough paper

## ■ Setting Enlarging/Reducing

You can enlarge or reduce the copy size using preset copy ratios or using custom copy ratios.

### ■ Enlarging/Reducing Using Preset Copy Ratios

#### 1 Press **Enlarge/Reduce**.

Ex: 

PRESET RATIO
- 100% +

#### 2 Use **◀ (-)** or **▶ (+)** to select the copy ratio.

• You can select from the following:

- 200% MAX.
- 141% A5 → A4
- 100%
- 70% A4 → A5
- 50% MIN.

Ex: 

PRESET RATIO
- 70% A4→A5 +

#### 3 Press **OK**.



- If the PAPER SIZE GROUP of COPY SETTINGS in the Additional Functions is set to INCH or AB, the preset copy ratios will be as follows:  
INCH: 50%, 64%, 78%, 100%, 129% and 200%;  
AB: 50%, 70%, 81%, 86%, 100%, 115%, 141% and 200%.
- Enlarging or reducing using preset copy ratio is not available with the 2 on 1 copy function.
- To reset the copy ratio, press **Enlarge/Reduce** several times to display DIRECT 100% ratio, then press **OK**.

Ex: 

70%	A4	01
□□□■	TEXT	

## ■ Enlarging/Reducing Using Custom Copy Ratios

1 Press **Enlarge/Reduce** twice.

Ex: 

ZOOM	50-200%
-	100%
	+

2 Use the numeric keys to enter the copy ratio.

- You can enter the copy ratio from 50% to 200%, selectable in 1% increments.
- Even after entering the copy ratio, you can use ◀ (-) or ▶ (+) to adjust the copy ratio. To increase the copy ratio, press ▶ (+). To decrease the copy ratio, press ◀ (-).

Ex: 

ZOOM	50-200%
-	80%
	+

3 Press **OK**.



- Enlarging or reducing using custom copy ratio is not available with the 2 on 1 copy function.
- To reset the copy ratio, press **Enlarge/Reduce** several times to display DIRECT 100% ratio, then press **OK**.

Ex: 

80%	A4	01
□□■●	TEXT	

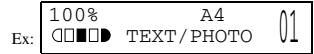


## ■ Setting the Image Quality

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

### 1 Press **Image Quality** to select the image quality.

Each time **Image Quality** is pressed, the image quality mode changes as follows:



#### - TEXT

Suitable for making copies from text originals. Good copies can be made from even blueprints or faint pencil-drawn originals.

#### - TEXT/PHOTO

Suitable for making copies from originals containing both text and photos, or photo originals containing half-tones (i.e. printed photos).

#### - PHOTO

Suitable for making copies from photos printed on photographic paper.



- Copy exposure automatically changes to manual mode when TEXT/PHOTO or PHOTO is set.
- To sharpen the black and white of an image, adjust the image as follows:  
Press **Additional Functions**, then select:  
COPY SETTINGS  
SHARPNESS (→ p. 9-3)

## ■ Adjusting the Copy Exposure

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

### ■ Adjusting Automatically

1 Press **Exposure** to select the auto mode.

Ex: 

DENSITY
AUTO EXPOSURE

2 Press **OK**.

• The copy exposure is adjusted automatically.



• Image quality mode automatically changes to **TEXT** when **AUTO EXPOSURE** is set.

Ex: 

100%	A4	01
□ A	■ TEXT	

### ■ Adjusting Manually

1 Press **Exposure** twice to select the manual mode.

Ex: 

DENSITY
-LT □□□□□■□□□□ DK+

2 Use ◀ (-) or ▶ (+) to adjust the copy exposure.

• For a lighter copy exposure, press ◀ (-). For a darker copy exposure, press ▶ (+).

Ex: 

DENSITY
-LT □□□□□■□□□□ DK+

3 Press **OK**.



• When setting the exposure lighter, the indicator moves to the left. When setting the exposure darker, the indicator moves to the right.

Ex: 

100%	A4	01
□□□■	TEXT	

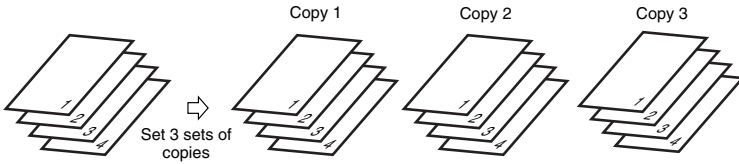
# Special Features

The machine has the following SPECIAL COPY features. These features allow you to sort copies in page order and create special copies easily.

- Collate Copy
  - Sorts copies in page order.
- 2 on 1
  - Reduces two A4-size documents to fit on a single A4-size paper.
- Reserve Copy
  - Reserves the next job while the machine is printing out.

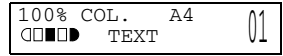
## ■ Collate Copy

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



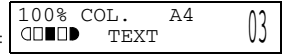
## ■ When Loading Documents in the ADF (Only for the PC-D340/FAX-L400 Models)

- 1 Load documents face up in the ADF.
- 2 Press **Collate/2 on 1**.
  - COL . appears in the LCD.
- 3 Use the numeric keys to enter the number of copies you want. (→ p. 5-3)



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

Ex:



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

## ■ When Placing a Document on the Platen Glass

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



- If a document is set from the first page, the printing will be performed in reverse order.

2 Press **Collate/2 ON 1**.

- COL . appears in the LCD.

100% COL. A4 □□■● TEXT	01
---------------------------	----

3 Use the numeric keys to enter the number of copies you want. (→ p. 5-3)

Ex: 

100% COL. A4 □□■● TEXT	03
---------------------------	----

4 Press **Start**.

- The machine begins scanning.

Ex: 

SCANNING COPY NO.	0015
----------------------	------

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

NEXT PAGE	: [START]
FINISH SCAN	: [OK]

6 Press **Start**.

- Repeat step 5 and 6 to scan all documents.

7 Press **OK**.

- The machine begins printing out.



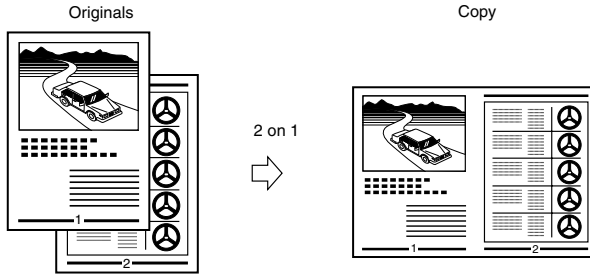
- When scanning multiple page documents, MEMORY FULL and PRESS OK KEY may appear in the LCD and scanning is cancelled. In this case, reduce the documents to be scanned. Or, change image quality mode to TEXT.

## ■ 2 on 1 Copy

Use 2 on 1 to reduce two sheets to fit on one sheet. Two A4-size documents are automatically reduced to fit on a single A4-size paper.



- The 2 on 1 copy function is not available with an enlarging or reducing function.
- If no A4-size paper is loaded in the cassette or multi-purpose tray, **LOAD A4 SIZE PAPER** appears in the LCD and the 2 on 1 copy is cancelled. In this case, load the A4-size paper in the cassette or multi-purpose tray and set the 2 on 1 copy again.
- To make a 2 on 1 copy reducing two LTR-size documents to fit on a single LTR-size paper, set **PAPER SIZE GROUP of INCH** in **COPY SETTINGS** of the Additional Functions. Be sure to load LTR-size paper in the cassette or multi-purpose tray.
- Do not copy two documents on opposite sides of a single sheet.



## ■ When Loading Documents in the ADF (Only for the PC-D340/FAX-L400 Models)

- 1 Press **Collate/2 on 1** twice.
  - 2ON1 appears in the LCD.



- 2 Load documents face up in the ADF.



- If you are making a 2 on 1 copy of a document with an odd number of pages, add one more blank A4-size paper to scan.

- 3 Use the numeric keys to enter the number of copies you want. (→ p. 5-3)

- 4 Press **Start**.



- If the available memory decreases, **SCANNING**, **PLEASE WAIT** and **MAKING SPACE IN MEM** are displayed alternately. If memory space becomes available, the scanning begins again automatically.
- If **MEMORY FULL** and **PRESS OK KEY** appear in the LCD while scanning, the document being scanned stops in the ADF. In this case, press **OK** to make the document come out automatically.

## ■ When Placing a Document on the Platen Glass

**1** Press **Collate/2 on 1** twice.

- 2ON1 appears in the LCD.

Ex: 

2ON1	A4	01
□□■●	TEXT	

**2** Use the numeric keys to enter the number of copies you want. (→ p. 5-3)

**3** Place the first page of a document on the platen glass.

**4** Press **Start**.

- The machine begins scanning.

Ex: 

SCANNING	
COPY NO.	0015

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

NEXT PAGE	: [START]
FINISH SCAN	: [OK]

**6** Press **Start**.

- After scanning every two sheets, the quantity of copies of the document specified in step 2 will print out.
- Repeat steps 5 and 6 to scan all documents.

**7** Press **OK** to finish the 2 on 1 copy function.



- If the available memory decreases, SCANNING, PLEASE WAIT and MAKING SPACE IN MEM are displayed alternately. If memory space becomes available, the scanning begins again automatically.
- If image quality mode is set to other than TEXT when making a 2 on 1 copy of a document which has many graphics or photos, MEMORY FULL and PRESS OK KEY will appear in the LCD and copying will be canceled. If this happens, change image quality mode to TEXT. Even if you do so, MEMORY FULL and PRESS OK KEY may appear depending on the document, and copying may be cancelled.



## ■ Reserve Copy

This feature allows you to reserve the next job while the machine is printing out a current job.

### ■ Reserving the Next Copy Job

- 1 Press **Stop/Reset** twice while the machine is printing out.



- Make sure that the machine has finished scanning all the documents, then press **Stop/Reset**.
- It is necessary to return to the standby display in order to reserve the next copy job.



- 2 Load the document to be reserved face up in the ADF or place it face down on the platen glass.

- 3 Set copy features if you wish.

You can set the features below.

- Copy quantity (→ p. 5-3)
- Enlarging/reducing (→ p. 5-5)
- Image quality (→ p. 5-7)
- Exposure (→ p. 5-8)
- Collate (→ p. 5-9)
- 2 on 1 (→ p. 5-12)

- 4 Press **Start**.

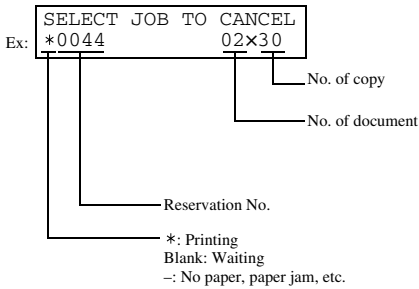
- The machine begins scanning.



- After printing of the current copy job is complete, the next copy job begins.
- If the machine's memory becomes full while scanning, **MEMORY FULL** and **PRESS OK KEY** appears in the LCD. When the ADF is used for scanning, the document being scanned stops in the ADF. In this case, press **OK** to make the document come out automatically. All of the scanned documents will be erased if **MEMORY FULL** and **PRESS OK KEY** appears, so divide the document and copy each part separately, or select a lower image quality mode and make copies again.
- If the available memory decreases, **PLEASE WAIT** and **MAKING SPACE IN MEM** are displayed alternatively. If memory space becomes available, the scanning begins again automatically. Also, check that the cassette or multi-purpose tray is not empty.

## ■ Confirming the Copy Job You Reserved

- 1 Press **Stop/Reset** while the machine is printing out.



- 2 Use ◀ (-) or ▶ (+) to confirm the reservation number and number of documents.



- To finish confirming, press **Stop/Reset**.

## ■ Deleting the Copy Job You Reserved

- 1 Press **Stop/Reset** while the machine is printing out.

Ex: 

SELECT JOB TO CANCEL	
*0044	02×30

- 2 Use ◀ (-) or ▶ (+) to display the job to be deleted.

Ex: 

SELECT JOB TO CANCEL	
0045	01×20

- 3 Press **OK**.

- 4 Press ◀ (-) for YES.

- The reserved copy job is deleted.



- To cancel deleting the copy job, press ▶ (+) for NO.
- Once the copy job is deleted, the job can not be restored.

CANCEL COPYING?	
< YES	NO >

# Chapter 6

## System Monitor

### Checking the Status of Copy, Fax, Print and Report Jobs

Use System Monitor to confirm and delete the jobs.

When using System Monitor, the LCD displays the jobs in the following order in each mode.

- |                 |                 |
|-----------------|-----------------|
| In Copy mode,   | In Fax mode,    |
| - COPY STATUS   | - FAX MONITOR   |
| - FAX MONITOR   | - COPY STATUS   |
| - PRINT STATUS  | - PRINT STATUS  |
| - REPORT STATUS | - REPORT STATUS |

• For FAX MONITOR → *Facsimile Guide*.

#### ■ Confirming and Deleting a Copy Job

##### 1 Press **System Monitor**.



- If there is no job, NO COPY JOBS EXIST is displayed.

Ex: 

COPY STATUS
*0002                      06×01

##### 2 Press ◀ (-) or ▶ (+) to confirm the job number, and the quantity of copies.

Ex: 

COPY STATUS
0003                      03×02

##### 3 If you want to delete the copy job, press **OK**.

CANCEL COPYING?
< YES                      NO >

##### 4 If you decide to delete the job, press ◀ (-) for YES.



- To cancel deleting the job, press ▶ (+) for NO.  
Once the job is deleted, the job can not be restored.

## ■ Confirming and Deleting a Print Job

1 Press **System Monitor** three times.



- If there is no job, **NO PRINT JOBS EXIST** is displayed.

Ex: 

PRINT STATUS
-----

  
File name

2 Press **◀ (-)** or **▶ (+)** to confirm the file name.

Ex: 

PRINT STATUS
-----

3 If you want to delete the print job, press **OK**.

CANCEL PRINTING?
< YES NO >

4 If you decide to delete the print job, press **◀ (-)** for **YES**.



- To cancel deleting the job, press **▶ (+)** for **NO**.  
Once the job is deleted, the job can not be restored.
- The LCD can display characters in ASCII cord. Using characters other than those in ASCII cord may have the LCD display garbled characters.

## ■ Confirming and Deleting a Report Job

1 Press **System Monitor** four times.



- If there is no job, NO REPORT JOBS EXIST is displayed.

Ex: 

REPORT STATUS *00 USER DATA LIST
-------------------------------------

2 If there is one report job and if you want to delete it, press **OK**.

CANCEL REPORT? < YES NO >
------------------------------

3 If you decide to delete the job, press **◀ (-)** for YES.

4 If there are multiple report jobs, press **◀ (-)** or **▶ (+)** to select the job you want to delete.

Ex: 

REPORT STATUS 02 USER DATA LIST
------------------------------------

5 Then press **OK**.

CANCEL REPORT? < YES NO >
------------------------------

6 If you decide to delete the job, press **◀ (-)** for YES.



- To cancel deleting the job, press **▶ (+)** for NO.  
Once the job is deleted, the job can not be restored.



# Chapter 7

## Maintenance

### Periodic Cleaning

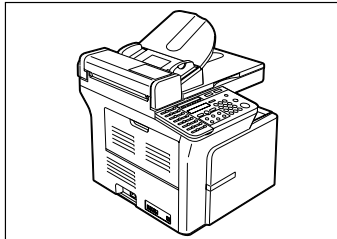
Your machine requires little periodic maintenance. This section describes the necessary cleaning procedures for your machine.



- When cleaning the machine's exterior or the platen glass, be sure to disconnect the power cord before cleaning the machine.
- For the model with the fax function, print any received faxes stored in memory before disconnecting the power cord, since documents in memory are backed up only for about 1 hour when the power cord is disconnected. (→ *Facsimile Guide*)
- Do not use tissue paper, paper towels, or similar materials for cleaning; they can stick to the components or generate static charges.
- Use a soft cloth to avoid scratching the components.
- Never use volatile liquids such as thinner, benzene, acetone, or any other chemical cleaner to clean the interior of the machine; these can damage the machine's components.

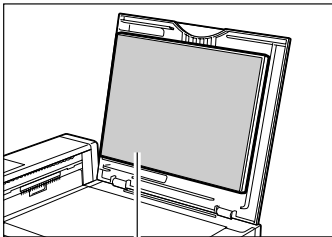
### ■ Cleaning the Exterior

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

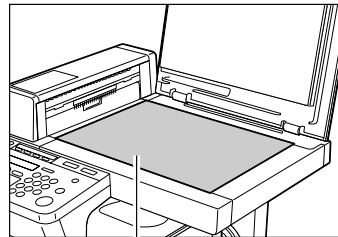


### ■ Cleaning the Scanning Area

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



Platen glass cover



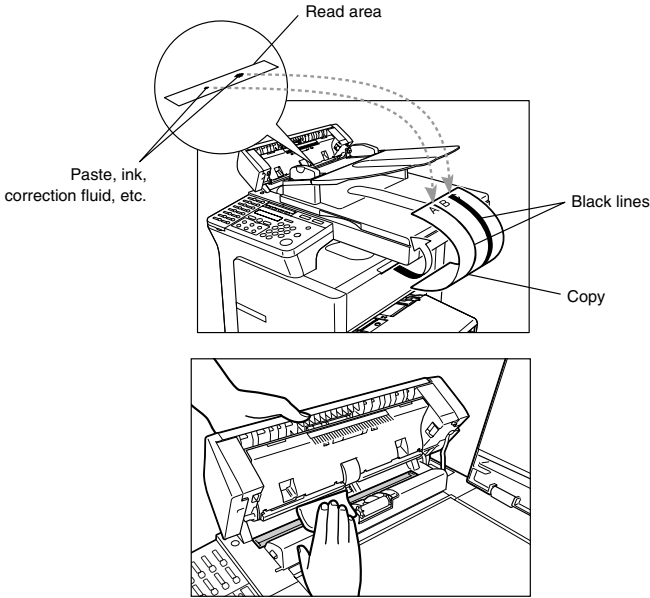
Platen glass

## ■ Cleaning the Read Area of the Platen Glass (Only for the PC-D340/FAX-L400 Models)

Black lines may appear in copies when the ADF is used to feed documents.

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

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



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



## When to replace the Cartridge

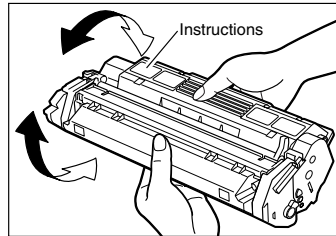
The cartridge is a consumable item and should be replaced when the toner runs out. The following guidelines will help you to determine when to replace the cartridge.

If white streaks or light bands are displayed on copies, the toner in the cartridge is running low.



Paper feeding direction

Remove the cartridge from the machine. Always hold the cartridge as shown so that the side with the written instructions faces upward. Do not forcefully move or push the protective shutter of the drum in any way. Rock the cartridge five or six times to distribute the toner evenly. Re-install the cartridge in the machine. Then, make a few test copies.



**If the copies appear normal**

You can use the cartridge, however, a new one will be needed soon.

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

Replace the cartridge with a new one. (→ p. 7-6)

## ■ Copy Yield

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

### Approximate Copy Yield

Canon Cartridge T : Approx. 3500 copies (A4 at 5% dot coverage\*).

\* The term "A4 at 5% dot coverage" denotes an original on which the area covered with black ink is 5% of the total area of an A4-size sheet.

- The actual number of copies that can be made per cartridge depends in part on the copy exposure setting, room temperature and humidity.
- If you copy a large number of originals which contain heavy print or many photographs, toner consumption will increase, and white streaks will appear on copies sooner than indicated above. Toner consumption will also increase if you copy with the ADF left open.
- Small-sized originals and originals with less print will use less toner. However, although you may be able to use the cartridge longer than indicated above, dark bands might appear on copies.

## ■ Handling and Storing the Cartridge

This section describes the precautions to ensure optimum copy quality.

### Handling Precautions



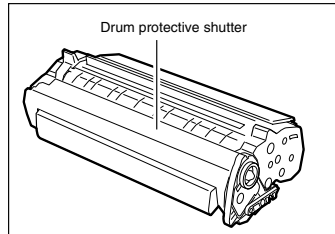
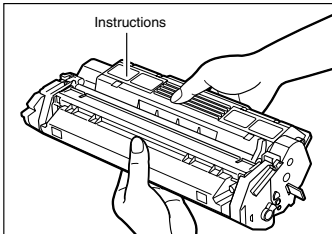
- Do not throw cartridge into open flames, as this may cause the toner to ignite and result in burns or a fire.
- The cartridge emits low level magnetic flux. If you use a cardiac pacemaker and feel abnormalities, please move away from the cartridge, and consult your doctor.



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



- If the machine is brought from the cold outdoors into a warm room, or if the room is rapidly heated, condensation may form inside the machine. This can adversely effect the quality of your copy images (e.g., copies are completely black). When the machine is exposed to such conditions, allow at least two hours for the machine to adjust to room temperature before attempting to use it.
- Always hold the cartridge as shown so that the side with the instructions faces upward. Do not forcefully move or push the protective shutter of the drum in any way.



## Storage Precautions



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

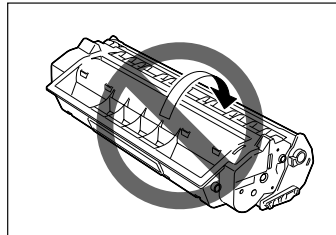
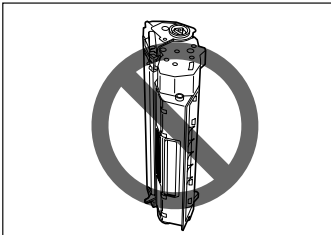


- Keep cartridges and other consumables out of the reach of children. If the contents of these items are ingested, consult a physician immediately.



- Place the cartridge in its protective bag so that the side with the written instructions is facing upward. Then, place the bagged cartridge into its shipping box. Store the unused cartridge out of direct sunlight.
- For partially used/opened cartridges, place the cartridge in its protective bag so that the side with the written instructions is facing upward. Then place the bagged cartridge into its shipping box and store it away from direct sunlight.
- Avoid storing the cartridge in front of heaters and humidifiers, etc. Store it in a location where the temperature does not exceed 40°C.
- The recommended storage conditions are as follows:

Temperature	15°C to 27°C
Relative Humidity	20% to 80%
- Do not stand the cartridge on end or turn it upside down.



## Storing Partially Used Cartridges

If you remove a cartridge from the machine, store the cartridge as described below.

Place the cartridge in its protective bag so that the side with the written instructions is facing upward. Then, place the cartridge into its shipping box. Be sure to securely close the lid of the shipping box.

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

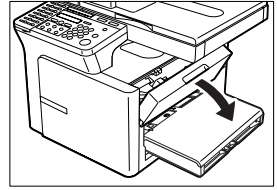
## Recycling Used Cartridges

In order to make effective use of the earth's natural resources and protect the environment, we urge you to recycle used cartridges. Do our part by returning used cartridges to the place of purchase.

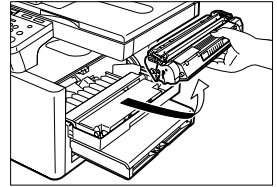
# Replacing the Cartridge

This section describes how to remove the used cartridge and replace it with a new one. Before replacing the cartridge, be sure to read the section “When to Replace the Cartridge”. (→ p. 7-3)

- 1 Open the right cover.



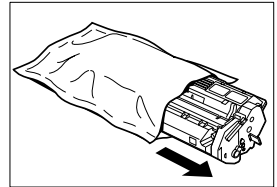
- 2 Remove the cartridge from the machine.



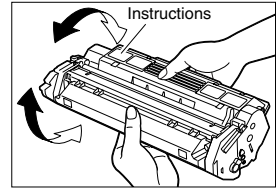
- 3 Remove the new cartridge from its protective bag.



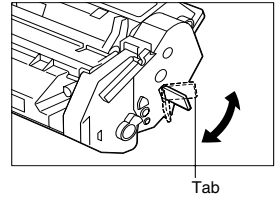
- Save the protective bag. You may need it later when you remove the cartridge from the machine.



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



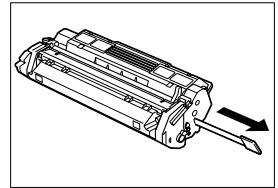
**5** Place the cartridge on a flat and stable surface. Grip the sealing tape tab and snap it in the direction as shown below. Make sure that the tab itself is detached from the cartridge.



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



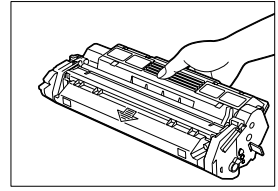
• To avoid breaking the tape, do not pull the tape out at an upward or downward angle.



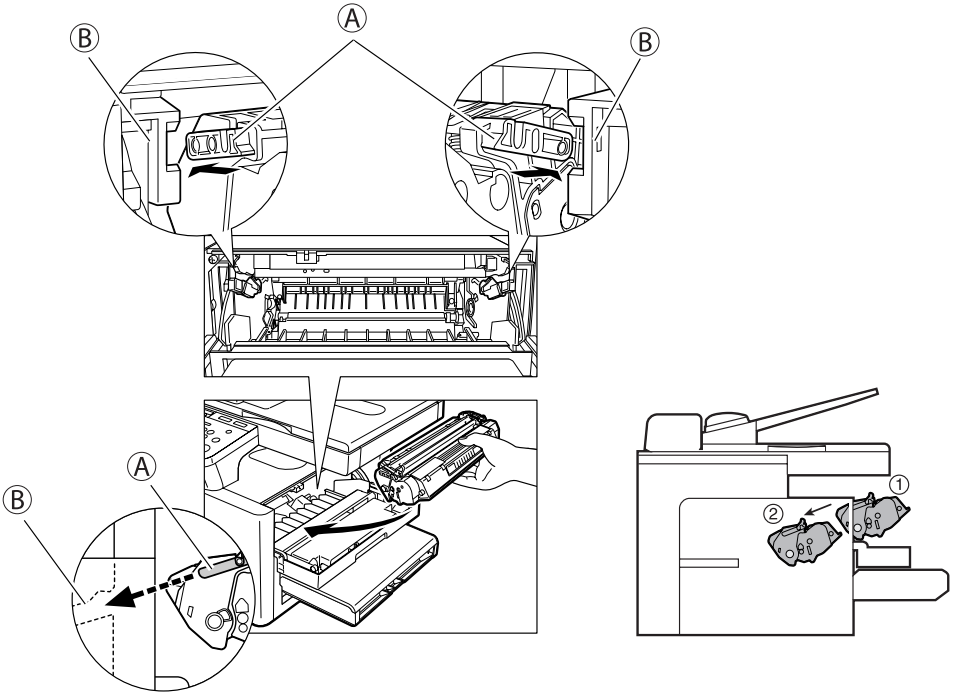
**7**

Maintenance

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

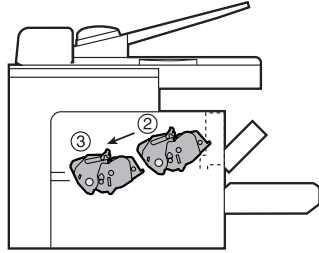
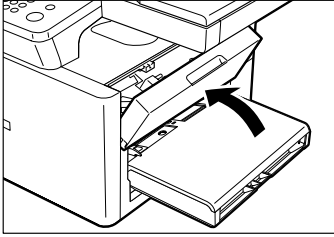


**8** Align the projections **(A)** on both sides of the cartridge to the guides **(B)** in the machine (location **(1)**) and gently slide the cartridge into the machine until the right cover slightly rises up (location **(2)**).



• The right cover moves simultaneously with the action of the cartridge. Do not push the cartridge farther than the location **(2)**. Doing so will result in catching your hand in the right cover.

9 Close the right cover and the cartridge will be set in place (location ③).



- If the LCD displays `INSTALL CARTRIDGE`, reset the machine by opening the right cover and then closing it.

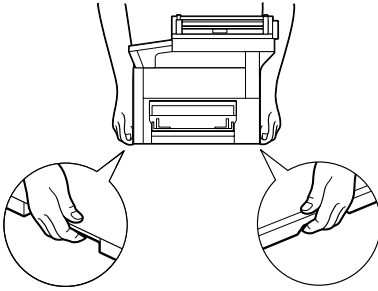
## Repacking and Transporting Your Machine

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

- 1** Unplug the power cord.
- 2** If the machine is connected to a telephone or your computer, remove the telephone line or printer cable.
- 3** Open the right cover.
- 4** Grip the end of the cartridge, and remove it from the machine. In order to avoid direct sunlight, put the removed cartridge in the protective bag that the cartridge was in when you purchased it.
- 5** Remove the document feeder tray.
- 6** Remove the cassette and multi-purpose tray.
- 7** Close the right cover.



## Carrying the Machine by the Sides



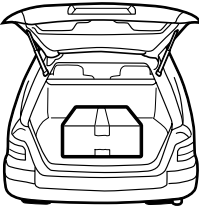
Remove the cassette, the multi-purpose tray and the document feeder tray.

Grip the handles on the sides of the machine and lift up the machine, as shown in the illustration above.



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

## Transporting the Machine by Car



Pack the machine, using the original packing material and box.

Place the machine on a level, stable surface.



- Do not leave the machine inside a car for a long period of time; the temperature can become very high or low.
- Avoid rough roads; excessive vibration may damage the machine or adversely affect the quality of your copy images.
- Place a cover over the machine. Do not leave the machine in direct sunlight.
- When moving the machine, use the original shipping box that it was packed in when you purchased it.
- When using the original shipping box, do not place the power cord or other objects on the ADF; this may damage the ADF.



# Chapter 8

## Troubleshooting

### Clearing Jams

This section describes how to remove jammed paper.

#### ■ Removing Jammed Paper from Inside the Main Unit

When print media jams inside the main unit, the LCD displays REC. PAPER JAM.

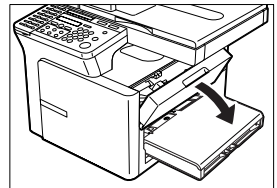


- There are some areas inside the machine and cartridge which are subject to high voltages and high temperatures. Take adequate precaution when performing internal inspections to avoid burns or electrical shock.

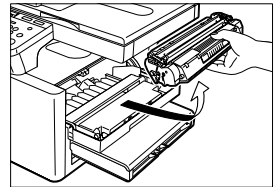


- When removing jammed copy paper from inside the machine, take care not to allow the toner on the jammed copy paper to come into contact with your hands or clothing. If they become dirty, wash them immediately with cold water. Washing with warm water will set the toner and make it impossible to remove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

- 1 Open the right cover. If there is the paper stack left in the cassette or on the output tray, remove it first.

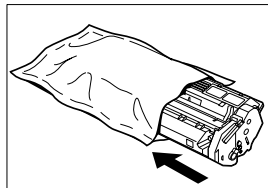


- 2 Remove the cartridge.

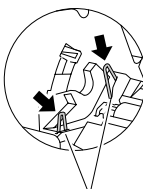




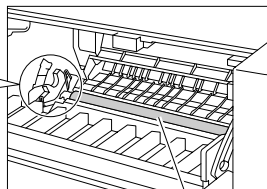
- Don't expose the cartridge to light for more than 5 minutes. If necessary, put the cartridge in its original protective bag or wrap it with a thick cloth to prevent exposure to light.



- Remove watches and any bracelets or rings when touching the inside of the machine. These items might be damaged if they come into contact with parts of inside the machine.
- When removing the jammed paper, do not touch the transfer roller (shaded part) as its surface is very delicate and susceptible to finger oil and scratches, which may lead to print deterioration.
- To avoid possible damage to the printer, do not touch the pins near the left end of the transfer roller.

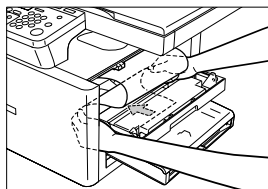


Pins

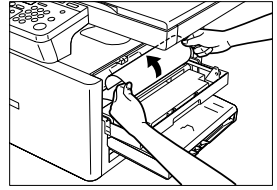


Transfer roller

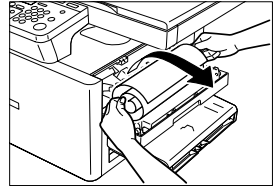
- 3** Hold the both sides of the jammed paper and carefully move it inward, then gently pull it out.



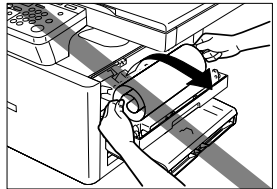
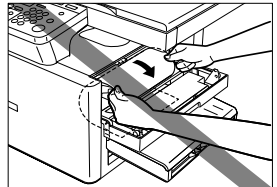
- 4 Roll the leading end of the paper outwards so that the printed surface is on the inside of the roll, then gently pull the rolled up paper out of the machine.



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

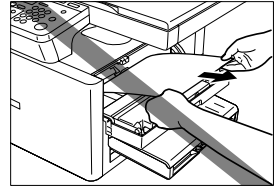


- Do not pull the jammed paper forward from the cassette. It may cause a machine malfunction.



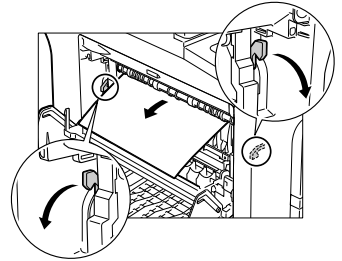


- Do not pull the jammed paper upward; the toner on the paper will stain the printer and cause a permanent reduction in print quality.



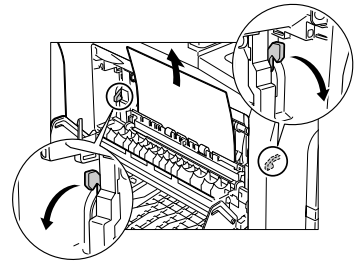
**6** Open the left cover and push down the green paper release levers on the right and left.

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

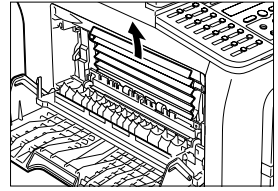


**8** Carefully pull the jammed paper through the rollers and out of the machine.

**9** Carefully pull the jammed paper straight out.



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



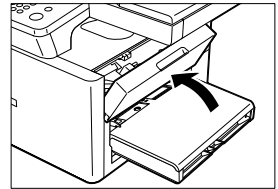
**10** Place the paper release levers back to their original position.



- Be sure to place the paper release levers back to their original position. If the levers are left pushed down, the paper jam error will not be resolved. Never push down the paper release levers while printing. This could result in damage to the fixing assembly.

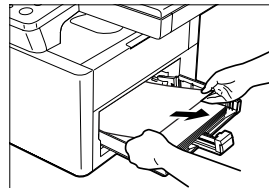
**11** Return the cartridge back into the machine, then close the right cover.

- For details, see “Replacing the Cartridge”. (→ p. 7-6)



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

- 12** Remove the multi-purpose tray. Hold the both sides of the jammed paper and pull it straight up and out from the machine. Then, set the multi-purpose tray back on top of the cassette.



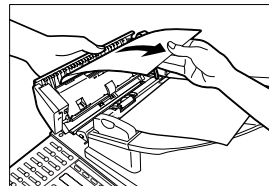
## ■ Removing Jammed Paper from the ADF (Only for the PC-D340/FAX-L400 Models)

When print media jams in the ADF, the LCD displays CHECK DOCUMENT or DOCUMENT TOO LONG.

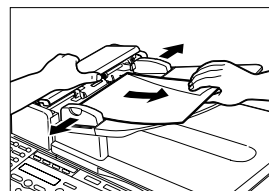


- Do not open the platen glass cover until the jammed paper is removed. Doing so will result in damaging the document and the paper.

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



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

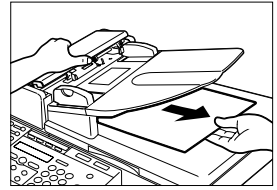




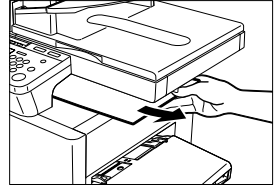
**3** Open the ADF and gently remove the jammed paper from the document output tray.



- After removing jammed paper, even edges of the document and load it in the ADF.



**4** Gently remove the paper from the output tray.



## LCD Messages

The following messages are displayed in the LCD when the machine performs a function or if it encounters an error. This section describes the general messages and those related to copy and print functions. For the messages related to fax functions → *Facsimile Guide*.

Message	Cause	Action
CHECK DOCUMENT	There is a paper jam in the ADF.	Remove the document you are trying to copy in the ADF. (→ p. 8-6) Make sure that the document is not too long or too short. (→ p. 3-1) Then reset the machine by opening the right cover and then closing it.
	The ADF roller rotates without feeding documents.	Fan the edge that will feed into the machine first, then tap the edge of multiple page documents on a flat surface to even the stack.
CHECK PRINTER	An abnormality has occurred in the printer.	Reset the machine by opening the right cover and then closing it. If the message remains, unplug the machine from the power supply and call your service representative.
DOCUMENT TOO LONG	The document is longer than 356 mm, or is not feeding correctly.	Reduce the length of the document to within 356 mm, and then copy it.
	There is a paper jam in the ADF.	Remove the document you are trying to copy in the ADF. (→ p. 8-6) Make sure that the document is not too long or too short. (→ p. 3-1) Then reset the machine by opening the right cover and then closing it.
INCORRECT PAPER SIZE	The size of the paper in the cassette or multi-purpose tray is different from that of the paper specified in the PAPER SIZE setting of the Additional Functions.	Load the correct paper size or change the PAPER SIZE setting of the Additional Functions (→ p. 9-2). Then reset the machine by opening the right cover and then closing it.
INSTALL CARTRIDGE	The cartridge is not installed or not installed correctly.	Install the cartridge correctly. (→ p. 7-6)
LOAD A4 SIZE PAPER	No A4 size paper is loaded in the cassette or multi-purpose tray.	Load A4 size paper in the cassette or multi-purpose tray. (→ pp. 2-3 to 2-11)
MEMORY FULL PRESS OK KEY	The machine's memory is full because collate copy or 2 on 1 copy was set when a large document is loaded.	Divide the document and copy each part separately. When MEMORY FULL and PRESS OK KEY appear while scanning documents using the ADF, the document being scanned stops in the ADF. In this case, press <b>OK</b> to make the document come out automatically.

Message	Cause	Action
PRINTER DATA ERROR	Abnormality has occurred in the data transmission between the machine and computer.	Use System Monitor to delete the current print job or the final print job (If multiple jobs are being printed). Then you can shift to the next job. If you use <b>PRINTER RESET</b> of the Additional Functions, all the print jobs are deleted.
REC. PAPER JAM	There is a paper jam.	Clear the paper jam (→ pp. 8-1 to 8-7) and reload paper in the cassette or multi-purpose tray. Then reset the machine by opening the right cover and then closing it.
SCANNING ↓ MAKING SPACE IN MEM ↓ PLEASE WAIT	Memory is getting low during scanning because the document has many graphics or photos, alternatively 2 on 1 copy is set.	When memory space becomes available as printing continues, the scanning resumes automatically. Then reset the machine by opening the right cover and then closing it.
START AGAIN	The paper in the cassette has run out, the toner has run out, paper jams have occurred, or the paper size setting is wrong while the report is printing.	After loading paper in the cassette, replacing the cartridge, clearing jams, or specifying the correct paper size, print the report again.
STOP KEY PRESSED PRESS OK KEY	The document has stopped in the ADF because you pressed <b>Stop/Reset</b> while scanning.	Press <b>OK</b> to make the document come out automatically.
SUPPLY REC. PAPER	No paper is loaded in the cassette or multi-purpose tray.	Load paper in the cassette or multi-purpose tray (→ pp. 2-3 to 2-11). Make sure the paper stack in the cassette does not exceed the capacity of the cassette. Load paper in the multi-purpose tray one by one. (→ pp. 2-7 to 2-11) If you load paper while making copies, do not load a different paper size.
SYSTEM ERROR Exxx*	An error of some kind has occurred in the machine.	Unplug the machine from the power supply and wait for approx. 3 minutes to 5 minutes, then plug it in again. If this does not solve the problem, unplug the machine and call your service representative.

\* xxx stands for a number.

# Paper Feeding Problems

## ■ Paper does not feed correctly.

### **The cassette or multi-purpose tray may contain too many sheets.**

- Make sure the paper stack in the cassette or the paper in the multi-purpose tray does not exceed the capacity of the cassette or multi-purpose tray. (→ pp. 2-3 to 2-11)

### **Paper may not be loaded correctly.**

- Make sure the paper stack in the cassette or the paper in the multi-purpose tray is loaded properly, and that the slide guides are adjusted correctly. (→ pp. 2-3 to 2-11)

## ■ Paper feeds skewed. (Printing is skewed.)

### **Paper may not be loaded correctly.**

- Make sure the paper stack in the cassette or the paper in the multi-purpose tray is loaded properly, and that the slide guides are adjusted correctly. (→ pp. 2-3 to 2-11)
- Make sure the paper exit path is clear.

## ■ Multiple sheets feed into the machine at the same time.

### **Paper may not be loaded correctly.**

- Make sure the paper stack in the cassette or the paper in the multi-purpose tray is loaded properly, and that the slide guides are adjusted correctly. (→ pp. 2-3 to 2-11)

### **Sheets of paper may be sticking together.**

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

### **The cassette or multi-purpose tray may contain too many sheets.**

- Make sure the paper stack in the cassette or the paper in the multi-purpose tray does not exceed the capacity of the cassette or multi-purpose tray. (→ pp. 2-3 to 2-11)
- Do not force the paper stack into the cassette or the paper into the multi-purpose tray.
- Load paper one by one in the multi-purpose tray.

### **Different types of paper may be loaded in the cassette or multi-purpose tray.**

- Load only one type of paper.
- Make sure you load paper that meets the paper requirements for the machine. (→ Chapter 2)

### ■ Transparencies do not feed correctly.

#### **The transparencies are loaded in the cassette.**

- Do not load transparencies in the cassette. Load them in the multi-purpose tray.

#### **The transparencies may not be loaded in the multi-purpose tray correctly.**

- Make sure they are loaded properly (→ pp. 2-7 to 2-8). The transparencies should be loaded one by one in the multi-purpose tray.

#### **The transparencies for colour copiers may be loaded in the multi-purpose tray.**

- Do not use any transparencies for colour copiers. They will cause a paper jam. Please use transparencies recommended by Canon.

### ■ Paper feeds curled.

#### **Unacceptable paper is loaded.**

- Load proper paper in the cassette or multi-purpose tray. (→ Chapter 2)
- Select TRANSPARENCY in the PAPER TYPE of the Additional Functions. (→ p. 5-4)

### ■ Paper stacked roughly.

#### **Unacceptable paper is loaded.**

- Load proper paper in the cassette or multi-purpose tray. (→ Chapter 2)
- Select TRANSPARENCY in the PAPER TYPE of the Additional Functions. (→ p. 5-4)

### ■ Repeated paper jams occur.

#### **The paper you are using may be causing the jams.**

- Be sure to fan the paper stack before loading it in the cassette. This keeps the sheets of paper from sticking together.
- Check that the size, thickness and type of the paper you are using and your printing environment are within the specifications of the machine. (→ Chapter 2, pp. 1-1, A-1)
- Do not place the delivered paper back on the output tray. (→ p. 2-13)
- Do not place things other than paper on the output tray. (→ p. 2-13)

### ■ Envelopes do not feed correctly.

#### **Envelopes may not be loaded correctly.**

- Make sure the envelopes are loaded properly (→ pp. 2-5, 2-9). Do not load more than 20 envelopes in the cassette. Load an envelope one by one in the multi-purpose tray.

#### **The envelopes you are using may not meet the requirements for the machine.**

- Envelopes must be COM10, MONARCH, DL, ISO-C5. (→ pp. 2-5, 2-9)

# Copying Problems

## ■ The machine will not make a copy.

### The cartridge may not be installed properly.

- Make sure the cartridge is installed properly. (→ *Set-up Guide*)

### The sealing tape may not be removed from the cartridge.

- Remove the sealing tape from the cartridge. (→ *Set-up Guide*)

### The cassette may not be inserted completely into the machine.

- Insert the cassette as far as it will go. (→ *Set-up Guide*)

### The document may not have been loaded correctly.

- Remove the document, stack it if necessary, and load it in the ADF correctly. (→ p. 3-4)
- Make sure the ADF is closed.

## ■ MEMORY FULL and PRESS OK KEY or MAKING SPACE IN MEM appears in the LCD when making copies of a multiple page document.

### Paper in the cassette or multi-purpose tray may be run out.

- If there is no paper and the machine's memory becomes full during copying, MAKING SPACE IN MEM and SUPPLY REC . PAPER are displayed alternately. If paper is loaded, the copying resumes automatically.

### The document you are copying may have too many graphics or photos.

- When making copies of such documents, separate the documents into smaller stacks or feed them one by one.

### The machine's memory is full.

- Print or delete any documents stored in memory to free up space in the machine's memory, then start again.

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

### The read area of the platen glass is dirty.

- Clean the read area of the platen glass. (→ p. 7-2)



- For additional troubleshooting → Print Quality Problems.

# Print Quality Problems

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

### The size, thickness and type of the paper you are using are not within the specifications of the machine.

- Check that the paper you are using is supported by the specifications of the machine. (→ p. 2-1)

### The cartridge may not be installed properly.

- Make sure the cartridge is installed properly. (→ *Set-up Guide*)

### The toner in the cartridge may be low.

- See “When to Replace the Cartridge” (→ p. 7-3) and replace if necessary. (→ p. 7-6)

### The copy exposure may not be adjusted correctly.

- Adjust the copy exposure correctly using the **Exposure** key. (→ p. 5-8)
- Adjust the copy exposure correctly in the PRINT EXPOSURE of the COMMON SETTINGS of the Additional Functions. (→ p. 9-2)

## ■ Copies are dirty.

### The platen glass or the platen glass cover may be dirty.

- Clean the platen glass or the platen glass cover. (→ p. 7-1)

### There may be a scratch on the cartridge.

- Replace the cartridge with a new one. (→ p. 7-6)

### Condensation has built up inside the machine.

- Allow at least two hours for the machine to adjust to room temperature before attempting to use it.

### The machine may be installed in a location where the floor or foundation is unstable.

- Install the machine in a proper location. (→ p. 1-1)

## ■ Copies are too dark or too light.

### The copy exposure may not be adjusted correctly.

- Adjust the copy exposure correctly using the **Exposure** key. (→ p. 5-8)
- Adjust the copy exposure correctly in the PRINT EXPOSURE of the COMMON SETTINGS of the Additional Functions. (→ p. 9-2)

### TONER SAVER MODE may be set to ON in the COMMON SETTINGS of the Additional Functions.

- Set TONER SAVER MODE to OFF. (→ p. 9-2)

■ **The copy images are partly missing or shaded when you make copies on thick paper.**

**PAPER TYPE of PAPER SETTINGS of the Additional Functions may not be set correctly.**

- Select **SPECIAL PAPER 1** in **PAPER TYPE**. (→ p. 9-2)

■ **The copy images are missing when you make copies on rough paper.**

**PAPER TYPE of PAPER SETTINGS of the Additional Functions may not be set correctly.**

- Select **SPECIAL PAPER 2** in **PAPER TYPE**. (→ p. 9-2)

■ **The copy images are missing when you make copies using the 2 on 1 function.**

**The documents may not be the A4-size.**

- Be sure to use two sheets of A4-size documents when you make copies using the 2 on 1 function.

■ **The edges of copies are dirty when you make copies.**

**PAPER SIZE of PAPER SETTINGS of the Additional Functions may not be set correctly.**

- Specify the appropriate paper size in **PAPER SIZE**. (→ p. 9-2)

## Printing Problems

■ **The Alarm indicator comes on.**

**The machine may have a paper jam, or there may be no paper in the cassette or multi-purpose tray.**

- Clear the paper jam, or load paper in the cassette or multi-purpose tray. (→ pp. 8-1 to 8-7, 2-3 to 2-11)
- If the machine has no paper jam, or paper is loaded in the cassette or multi-purpose tray, unplug the machine and wait approx. 3 minutes to 5 minutes, then plug it in again. If the problem is fixed, the Alarm indicator will turn off, and the LCD will return to standby mode. If the Alarm indicator remains lit, unplug the machine, and call your service representative.

■ **Printout does not match paper size.**

**Paper may not be loaded and aligned correctly in the cassette or multi-purpose tray.**

- Make sure the paper is loaded and aligned correctly. (→ pp. 2-3 to 2-11)



## General Problems

### ■ The machine has no power.

#### The power cord may not be plugged in securely.

- Check that the power cord is plugged securely into the machine and into the wall outlet. Insert the power cord straight into the power cord connector on the left side of the machine. Do not insert it at an angle. Otherwise, the machine may not be properly connected to the power source and may not turn on. If this happens, disconnect the power cord, and reconnect it correctly after a minute or more. (→ *Set-up Guide*)

### ■ Nothing appears in the LCD.

#### The power cord may not be plugged in securely.

- Check that the power cord is plugged securely into the machine and into the wall outlet. Insert the power cord straight into the power cord connector on the left side of the machine. Do not insert it at an angle. Otherwise, the machine may not be properly connected to the power source and may not turn on. If this happens, disconnect the power cord, and reconnect it correctly after a minute or more (→ *Set-up Guide*). If the LCD remains blank, unplug the machine and wait more than approx. 3 minutes to 5 minutes until the temperature inside the machine lowers, then plug it in again. If the LCD remains blank, unplug the machine, and call your service representative.

#### The Energy Saver key lights up.

- The energy saver mode activates. To restore the machine from the energy saver mode, press **Energy Saver**.

### ■ The letter “E” and numbers appear in the LCD.

#### An abnormality has occurred in the machine.

- Unplug the machine and wait more than approx. 3 minutes to 5 minutes, then plug it in again. If the message is still displayed, unplug the machine and call your service representative.

## If You Can not Solve the Problem

If you have a problem with your machine and you can not solve it by referring to the information in this chapter, call your service representative.



- If the machine makes strange noises, emits smoke or strange smells, unplug the power cord immediately, and then call your service representative. Do not attempt to disassemble or repair the machine yourself.



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

If you need to call your service representative, make sure you have the following information:

- **Product name**  
PC-D320/PC-D340/FAX-L400
- **Serial number**

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

<b>Canon</b>	HXXXXX
_____	
_____	
NO	(XXXXXXXXXX)

- CARPS software version number (→ *Software Guide*)
- Place of purchase
- Nature of problem
- Steps you have taken to solve the problem and the results

# Chapter 9

## Setting the Additional Functions

### Understanding the “Additional Functions”

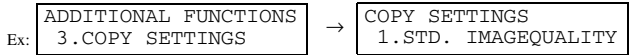
The menus of the Additional Functions can allow you to specify or register various settings. This chapter explains the procedure to access the menus, and the contents of the menus related to the common settings and the copy functions.



- To specify or register the settings of the fax function → *Facsimile Guide*.

### ■ Accessing the Additional Functions

- 1 Press **Additional Functions**.
- 2 Press ◀ (-) or ▶ (+) to select the menu you want to change → press **OK**.



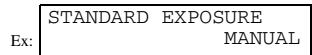
- 3 Use ◀ (-) or ▶ (+) to select the sub menu you want to change.



- 4 Press **OK**.



- Details for sub menus → pp. 9-2 to 9-5.
- After selecting the item or value with ◀ (-) or ▶ (+), press **OK** to enter the setting.
- If you press **Stop/Reset** before **OK** is pressed, the item you have selected will not be registered.
- Press **Stop/Reset** to exit from Additional Functions.
- If you press **Additional Functions**, the display returns to the previous screen.



## ■ Menu Descriptions

### PAPER SETTINGS

Action	Descriptions
PAPER SIZE	Selects the paper size. <b>A4</b> , B5, A5, LTR, LGL, EXECUTIV, ENVELOPE (COM10, MONARCH, DL, ISO-C5), FRESIZE (Horizontal and vertical size can be specified in millimetres.)
PAPER TYPE	Select the paper type. <b>PLAIN PAPER</b> , TRANSPARENCY, SPECIAL PAPER 1, SPECIAL PAPER 2

### COMMON SETTINGS

Action	Descriptions
PRINT EXPOSURE	The exposure can be adjusted to one of five levels. <b>(centre)</b>
TONER SAVER MODE	Sets the toner saver mode.
ON	The toner saver mode is turned on.
<b>OFF</b>	The toner saver mode is turned off.
DISPLAY LANGUAGE	Select the message language. <b>ENGLISH</b> , FRENCH, SPANISH, GERMAN, ITALIAN, DUTCH, FINNISH, PORTUGUESE, NORWEGIAN, SWEDISH, DANISH, SLOVENE, CZECH, HUNGARIAN, RUSSIAN

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



- For the FAX-L400 model, DEFAULT SETTINGS, SW AFTER AUTO CLR and VOLUME CONTROL are also displayed. (→ *Facsimile Guide*)

## COPY SETTINGS

Action	Descriptions
STD. IMAGEQUALITY	Select the document type. <b>TEXT ORIGINAL</b> : Character mode TEXT/PHOTO*: Text/photo mode PHOTO*: Photo mode
STANDARD EXPOSURE	Select the auto or manual mode of exposure setting.
AUTO**	The exposure is adjusted automatically.
<b>MANUAL</b>	The exposure is adjusted manually. The exposure can be adjusted in 9 steps. ( <b>centre</b> )
STD ZOOM RATIO	Selects the copy ratio 050% to 200%. ( <b>100%</b> )
STANDARD COPY QTY	Selects the copy quantity. 01 to 99 ( <b>01</b> )
AUTO SORT	Set the auto sort.
ON	The auto sort function is turned on.
<b>OFF</b>	The auto sort function is turned off.
PAPER SIZE GROUP	The paper size group can be selected. If the paper size group is changed, the preset copy ratios, 2 on 1 copy ratio and 2 on 1 paper size will change.
INCH	Preset copy ratios: 50%, 64%, 78%, 100%, 129%, 200% 2 on 1 copy ratio: 64%, LTR size
<b>A</b>	Preset copy ratios: 50%, 70%, 100%, 141%, 200% 2 on 1 copy ratio: 70%, A4 size
AB	Preset copy ratios: 50%, 70%, 81%, 86%, 100%, 115%, 141%, 200% 2 on 1 copy ratio: 70%, A4 size.
SHARPNESS	Black and white of an image can be sharpened. When you want to make characters and lines clear, select a big number. When you make copies of photographs, select a small number. 1 to 9 ( <b>5</b> )

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

\* STANDARD EXPOSURE automatically changes to MANUAL when TEXT/PHOTO or PHOTO is selected.

\*\* STD. IMAGEQUALITY automatically changes to TEXT ORIGINAL when AUTO is selected.



- FAX SETTINGS (Only for the FAX-L400 model) for details → *Facsimile Guide*.
- ADD. REGISTRATION (Only for the FAX-L400 model) for details → *Facsimile Guide*.

## PRINTER SETTINGS

Action	Descriptions
PRESET PRINT QTY	Sets the standard number of pages of the printer function. 01 to 99 ( <b>01</b> )
AUTO ERROR SKIP	Sets either printing with skipping an error automatically, or without skipping an error.
<b>ON</b>	The auto error skip is on. The error is skipped and shifted to the next job automatically without indicating an error code.
OFF	The auto error skip is off. Skip the error and shift to the next job manually.
ERROR TIME OUT	Sets the length of time before the machine returns an error when no data is received from the computer.
<b>ON</b>	The error time out is on. Sets time out period 005SEC to 300SEC. ( <b>015SEC</b> ).
OFF	The error time out is off.
PRINTER RESET	Cancels the job currently being received and the job already received.

## TIMER SETTINGS

Action	Descriptions
DATE/TIME SETTING	Enter the current date and time.
AUTO CLEAR	Sets the auto clear function. If the machine remains idle for a certain period of time, the display returns to the standby mode.
<b>ON</b>	The auto clear function is turned on. 1MIN. to 9MIN. ( <b>2MIN.</b> )
OFF	The auto clear function is turned off.
ENERGY SAVER	The energy saver mode can be set.
<b>ON</b>	The energy saver mode is set. 03MIN. to 30MIN. ( <b>05MIN.</b> )
OFF	The energy saver mode is turned off.
DATE SETUP	Set the format for the DATE & TIME settings menu and how the date is displayed in the LCD. <b>DD/MMYYYY</b> , YYYY MM/DD, MM/DD/YYYY

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

## PRINT LISTS

Action	Descriptions
USER DATA	Prints out a list of items set or registered in the Additional Functions.
CANCEL REPORT	Cancels printout of the report. Select report you want to cancel the printout.
CANCEL REPORT?	
YES	The printout of the list is cancelled.
NO	The printout of the list is not cancelled.



- For the FAX-L400 model, SPEED DIAL LIST is also displayed. (→ *Facsimile Guide*)





# Appendix A:

## Specifications

<b>Type:</b>	Personal Desktop
<b>Platen:</b>	Stationary Automatic Document Feeder: 50 sheets (A4-size, 80 g/m <sup>2</sup> )
<b>Photoconductive Material:</b>	Organic Photosensitive Conductor
<b>Copying System:</b>	Indirect Electrostatic Transfer System
<b>Developing System:</b>	Toner Projection System
<b>Fixing System:</b>	Canon's RAPID Fusing System™
<b>Resolution:</b>	Approx. 1200 dpi × 600 dpi
<b>Number of Tones:</b>	256
<b>Acceptable Originals:</b>	Up to Legal size Sheets, books, and three-dimensional objects (up to 2 kg)
<b>Acceptable Copy Stock:</b>	Cassette Feeding: 64 g/m <sup>2</sup> to 128 g/m <sup>2</sup> Multi-purpose Tray: 64 g/m <sup>2</sup> to 128 g/m <sup>2</sup> Plain paper, coloured paper, recycled paper, transparencies, envelopes and heavy paper (up to 128 g/m <sup>2</sup> )
<b>Copy Sizes:</b>	Legal (A4 to 76.2 mm × 127mm)
<b>Non-image Area:</b>	Paper: 3.5 mm at leading edge, 2 mm at trailing edge, left and right side Envelope: 10 mm at each edge
<b>Warm-up Time:</b>	1 sec. (at room temperature of 20°C)
<b>First Copy Time:</b>	Platen glass: 11 sec. [A4-size, direct, Manual Exposure Control, ADF: 14 sec. Cassette Feeding (except just after being restored from energy saver mode)]
<b>Copy Speed:</b>	Direct: A4 14 cpm
<b>Magnification:</b>	1:1±1.0%, 1:2.000, 1:1.294, 1:0.786, 1:0.647, 1:0.500 Zoom: 0.500 - 2.000 in 1% increments
<b>Paper Feeding System:</b>	Cassette Feeding: 250 sheets of 64 g/m <sup>2</sup> Multi-purpose Tray: 10 sheets of 64 g/m <sup>2</sup>
<b>Multiple Copies:</b>	1- 99
<b>Power Requirements:</b>	220V-240V, 50 Hz [Power requirements differ depending on the country in which you purchased the copier.]
<b>Power Consumption:</b>	FAX-L400: Approx. 0.67 kw (max.) PC-D340: Approx. 0.67 kw (max.) PC-D320: Approx. 0.67 kw (max.)
<b>Dimensions (W × D × H):</b>	FAX-L400: 543 mm × 457 mm × 453 mm PC-D340: 543 mm × 457 mm × 453 mm PC-D320: 543 mm × 446 mm × 347 mm
<b>Installation Space (W × D):</b>	625 mm × 457 mm [with the cassette and multi-purpose tray attached]
<b>Weight:</b>	FAX-L400: Approx. 16.1 kg (including cartridge) PC-D340: Approx. 16.0 kg (including cartridge) PC-D320: Approx. 14.5 kg (including cartridge)

Features are subject to change without notice due to product improvements.

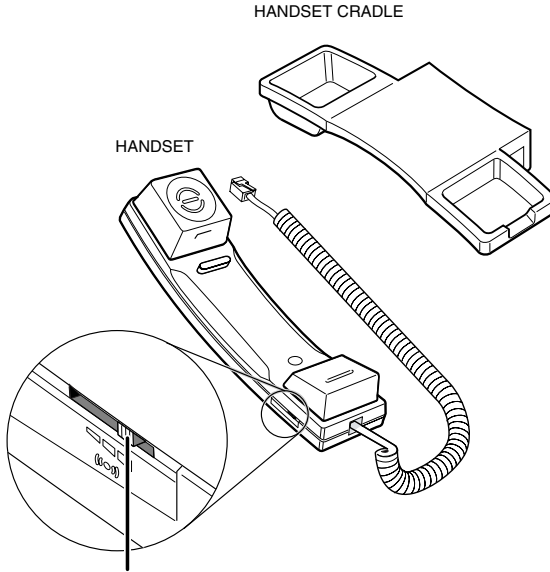
For high-quality copies, we recommended using paper and transparencies recommended by Canon. Some types of paper available at office supply stores may not be suitable for this copier. If you have any questions about paper and transparencies, consult your dealer or Canon Customer Relations.



# Appendix B:

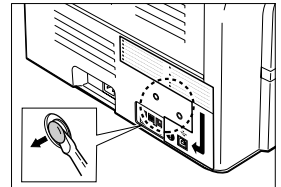
## Attaching/Connecting the Handset (Optional)

### Attaching the Handset



**RINGER VOLUME SWITCH**  
Adjust the volume of the ringer. Use a pen or another pointed object to adjust the switch to HIGH, LOW, or OFF.

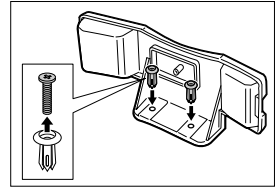
- 1 Use a screwdriver to remove the two covers on the left side of the unit.



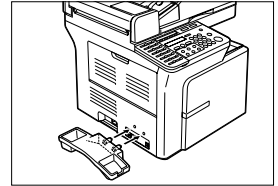
**B**

Attaching/Connecting the Handset (Optional)

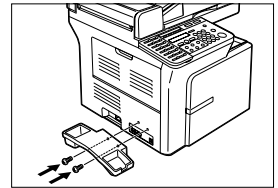
- 2** Remove the screws from the plugs and insert the plugs into the holes on the handset cradle.



- 3** Insert the plugs (with the handset cradle) into the holes on the unit.
- If you have difficulty inserting the plugs, turn the unit so that the left side is facing you and the right side is against a wall. You can now insert the plugs without the unit moving.

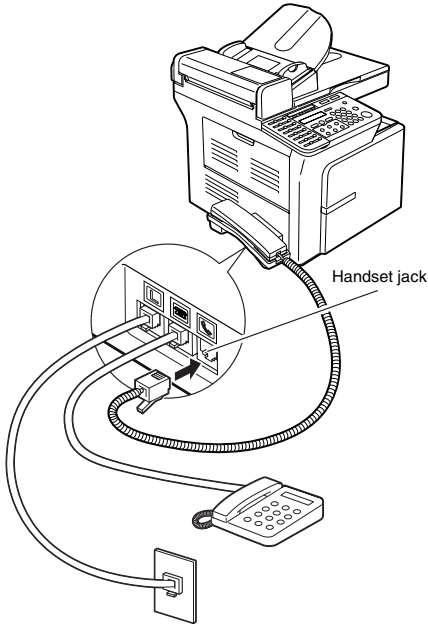


- 4** Use your finger to push the screws into the plugs.
- If you have difficulty, use a cross-point screwdriver to push the screws all the way into the plugs. (Do not screw them in as the screws may break.)
  - Make sure you support the unit when inserting the screws.



## Connecting the Handset

Place the handset in its cradle and connect the handset cord to the handset jack.





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