



COLOR BUBBLE JET™ PRINTER
FAX • COPIER • SCANNER

MULTIPASS™
C635

User's Manual

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Canon Computer Systems, Inc. has reviewed this manual thoroughly in order to make it an easy to use guide for your Canon MultiPASS C635 system. All statements, technical information, and recommendations in this manual and in any guides or related documents are believed reliable, but the accuracy and completeness thereof are not guaranteed or warranted, and they are not intended to be, nor should they be understood to be, representations or warranties concerning the products described.

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ENERGY STAR® COMPLIANT

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

USERS IN U.S.A.

PRE-INSTALLATION REQUIREMENTS FOR CANON FACSIMILE EQUIPMENT

A. Location

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

B. Order Information

1. Only a single line, touch-tone or rotary telephone set is to be used.
2. Order an RJ11-C modular jack (USOC code), which should be installed by the phone company. If the RJ11-C jack is not present, installation cannot occur.
3. Order a normal business line from your telephone company's business representative. The line should be a regular voice grade line or equivalent. Use one line per unit.

DDD (DIRECT DISTANCE DIAL) LINE

or

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



Canon recommends an individual line following industry standards [e.g., the 2500 (touch-tone) or 500 (rotary/pulse dial) telephones]. A dedicated extension off a PBX unit without "Call Waiting" can be used with your MultiPASS C635. Key telephone systems are not recommended because they send non-standard signals to individual telephones for ringing and special codes, which may cause a fax error.

C. Power Requirements

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

CONNECTION OF THE EQUIPMENT

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

IN CASE OF EQUIPMENT MALFUNCTION

Should any malfunction occur which cannot be corrected by the procedures described in this *User's Manual*, disconnect the equipment from the telephone line or unplug the power cord. The telephone line should not be reconnected or the power cord plugged in until the problem is completely resolved. Users should contact Canon Authorized Service Facilities for servicing of equipment. Information regarding Authorized Service Facility locations can be obtained by calling the Canon Computer Systems Customer Care Center. (See page 1-4 for details.)

RIGHTS OF THE TELEPHONE COMPANY

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

WARNING

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



Note

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed, and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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

To automatically enter this information into your MultiPASS C635, follow the instructions in your *Quick Start Guide*.

USERS IN CANADA

PRE-INSTALLATION REQUIREMENTS FOR CANON FACSIMILE EQUIPMENT

A. Location

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

B. Order Information

1. Provide only a single-line to touch-tone or rotary telephone set terminated with a standard 4-pin modular phone plug. (Touch-tone is recommended if available in your area.)
2. Order an RJ11-C modular jack (USOC code), which should be installed by the phone company. If the RJ11-C jack is not present, installation cannot occur.
3. Order a normal business line from your telephone company's business representative. The line should be a regular voice grade line or equivalent. Use one line per unit.

DDD (DIRECT DISTANCE DIAL) LINE

or

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



Note

Canon recommends an individual line following industry standards [e.g., the 2500 (touch-tone) or 500 (rotary/pulse dial) telephones]. A dedicated extension off a PBX unit without "Camp On" signals is also permissible with your MultiPASS C635. Key telephone systems are not recommended because they send non-standard signals to individual telephones for ringing and special codes, which may cause a fax error.

C. Power Requirements

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

NOTICE

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

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

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

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

CAUTION

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

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

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

Using Your Documentation

The following documentation is supplied with the MultiPASS™ C635 to help you use your new Canon multi-talented color printer.

Quick Start Guide

This booklet describes how you unpack, set up, and start using your MultiPASS C635. It includes how to install the MultiPASS Desktop Manager package of software, which includes the MultiPASS C635 Printer Driver, the MultiPASS Fax Setup Utility and the ScanTastic™ for MultiPASS scanning software. This software enables you to use all the features of the MultiPASS C635—color printing, color scanning, and stand-alone faxing.

User's Manual

This manual (in Adobe® Acrobat® PDF format) offers detailed information on how to operate your MultiPASS C635. It includes how to use the MultiPASS C635 as a monochrome or color printer, stand-alone plain paper fax, color scanner, and color copier. It also includes maintenance, troubleshooting, and specifications.

Conventions

This *User's Manual* uses the following conventions to alert you to information that will help you operate the MultiPASS C635 correctly and safely.



Note

Notes provide advice or suggestions regarding the use of the MultiPASS C635.



Caution

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

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

- The buttons you press appear in this typeface: **START/COPY**.
- The names of lights you see appear in this typeface: **ALARM**.
- What you see in the LCD display appears in this typeface: **REGISTRATION**.
- When you type something on your computer, it appears in this typeface: **DIR/P**, and when you click on a selection it is bold: click on **Continue**.

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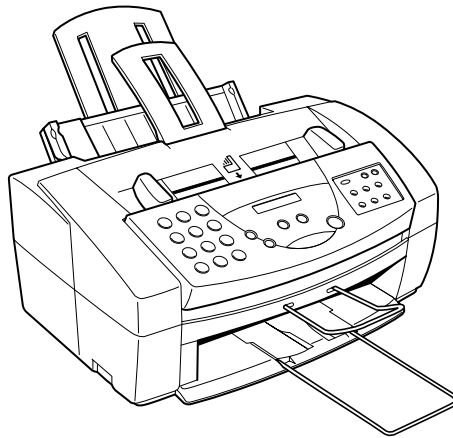
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Thank you for purchasing the Canon MultiPASS C635—the multi-talented color printer for your home office and the whole family. We are sure that your MultiPASS C635 will provide all you need in one machine: Color Bubble Jet™ printer, plain paper fax, color copier, and color scanner.



This chapter introduces you to the MultiPASS C635. It includes:

- Supplies and accessories
- Getting help from Canon
- Important safety instructions
- Examining the main components of the unit
- Using the operator panel
- Loading paper in the sheet feeder
- Preparing documents for faxing, copying, or scanning
- Identifying your documents
- Copying documents
- Miscellaneous
- Disconnecting the MultiPASS

Supplies and Accessories

Your MultiPASS C635 supports excellent and unique print media options that will allow you to produce dazzling, professional, and fun presentations. All of these print media are specially designed and manufactured to work with your Canon MultiPASS C635 so you can produce the finest output possible.



Canon has an extensive dealer network equipped to offer you supplies as you need them. To find a dealer near you, call the Canon Referral Service at **1-800-OK-CANON (1-800-652-2666)**.

If supplies are not available from your local dealer, you can order directly from Canon by calling **1-800-385-2155**.

BJ Cartridges and BJ Tanks

Your MultiPASS C635 comes with:

- One BC-21e Color BJ® Cartridge
- One SB-21 Ink Cartridge Storage Box
- One extra BCI-21 Black BJ Tank

You can also purchase the following BJ cartridge for use with the MultiPASS C635:

- BC-20 Black BJ Cartridge

You can purchase the following BJ tanks for use in the BC-21e Color BJ Cartridge:

- BCI-21 Black BJ Tank (one extra BJ tank comes with the printer)
- BCI-21 Color BJ Tank



Note

BJ cartridges contain the Bubble Jet print head and ink, while BJ tanks contain ink only. Some BJ cartridges, like the BC-21e Color BJ Cartridge, contain replaceable BJ tanks; when you run out of ink, you can replace the empty tank. Some BJ cartridges, like the BC-20 Black BJ Cartridge, contain both the print head and ink; when you run out of ink, you replace the entire BJ cartridge. See Chapter 7, *Maintaining the MultiPASS C635*, for details on replacing BJ cartridges and BJ tanks.



Note

Canon has more engineers dedicated to creating quality ink for providing the best results for output on Bubble Jet products than any other organization. Canon does not prohibit the use of third-party inks and the use of third-party inks does not invalidate the product's limited warranty. However, Canon cannot guarantee the quality or performance of your MultiPASS when you are using inks from other suppliers.

Canon's limited warranty does not cover damage caused to Canon's Bubble Jet products that is attributable to the use of third party parts or supplies, including inks. The limited warranty remains in effect for its life once that particular damage has been properly repaired.

For optimum printing results, Canon recommends that you use only Canon ink cartridges.

Canon Specialty Papers

Canon manufactures numerous specialty papers, including:

- Brilliant White Paper
- Bubble Jet Paper (water resistant)
- Glossy Photo Paper
- Greeting Cards
- High Gloss Film
- High Resolution Paper

For up to date information on ordering paper types, please refer to the Canon web site (www.ccsi.canon.com), or talk to your local Canon dealer.

See Chapter 2, *Printing With the MultiPASS C635*, for a few details on Canon's Specialty Papers.

Getting Help From Canon

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

- 24-hour, 7-day-a-week, toll-free automated support for troubleshooting issues on most current products (**1-800-423-2366**)
- Speak to a technician free of service charge (currently Monday–Friday 8:00 A.M.–10:00 P.M. and Saturday 12:00 P.M.–6:00 P.M. EST, excluding holidays) for products still under warranty** (**1-757-413-2848**)
- Speak to a technician for a service charge (currently \$24.99 per call) during holidays and days/hours not listed above regarding urgent product questions or for products no longer under warranty (**1-800-423-2366**)

Or for a charge of \$2.50 per minute, to a maximum of \$25.00 per call (**1-900-246-1200**)

- Technical support via the Canon Computer Systems, Inc. Web site (**www.ccsi.canon.com**)
- 24-hour, toll-free Fax Retrieval System (**1-800-526-4345**)
- To download the latest drivers using your modem, 24-hour Bulletin Board Service (**1-757-420-2000**)
- Within Canada, 24 hours a day, 7 days a week (**1-800-263-1121**)

*Support program specifics subject to change without notice.

**Refer to individual product information for warranty details.

Servicing the MultiPASS C635

The Canon MultiPASS C635 is designed with the latest technology to provide trouble-free operation. The warranty card that comes with your MultiPASS describes Canon's limited warranty. Be sure to read the warranty information to find out about the different service options available to you.



Save your sales receipt for proof of purchase. In the event that your printer needs service, you will need your proof of purchase to obtain warranty service.

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

If you seem to have a problem, try to solve it by referring to the troubleshooting information in Chapter 8. If you cannot solve the problem, contact the Canon Computer Systems Customer Care Center (see previous page for details).

If you feel your MultiPASS needs servicing, contact Canon on the World Wide Web to locate the Canon Authorized Service Facility (ASF) nearest you. If you do not have access to the Web, you can call Canon (see previous page for details).

Important Safety Instructions

Read these safety instructions and refer to them later if you have any questions.



Except as explained in this manual, do not attempt to service the MultiPASS yourself. Opening and removing interior covers may expose you to dangerous voltage points or other risks. Refer all servicing to a Canon Authorized Service Facility (ASF). Call the Customer Care Center for details.

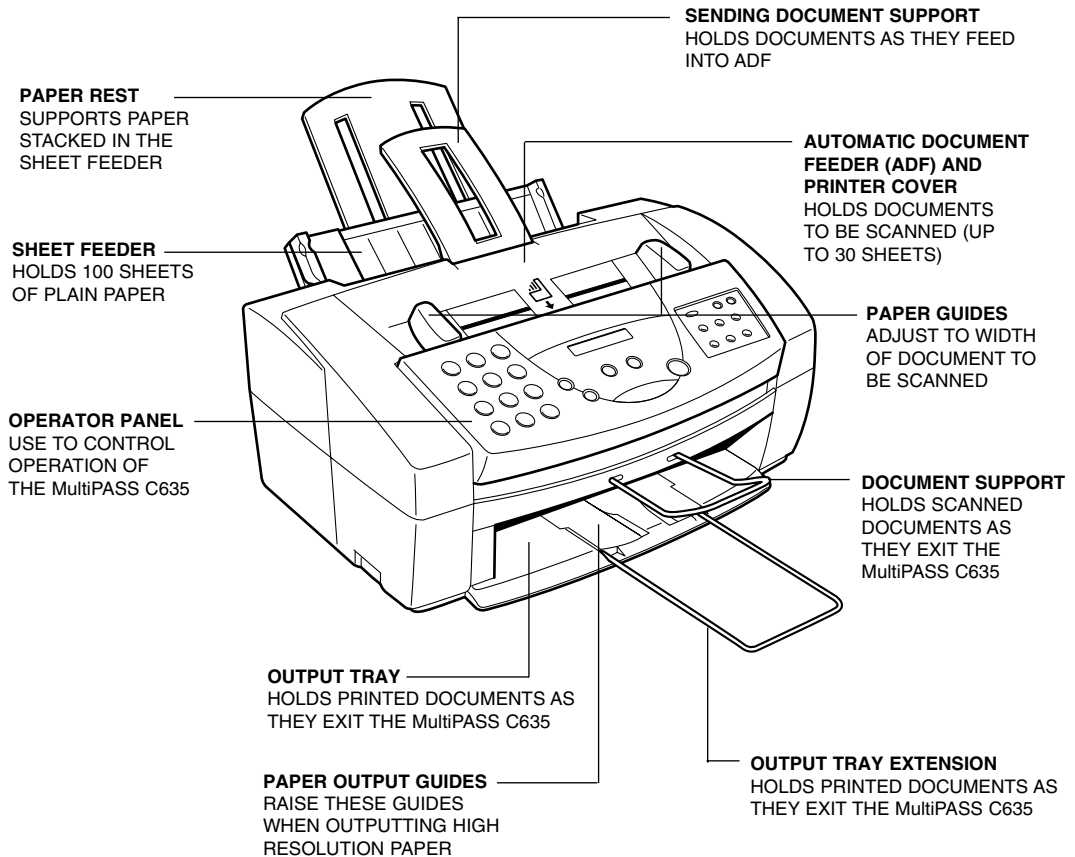
- Follow all warnings and instructions marked on the MultiPASS and inside the printer cover.
- Place the MultiPASS on a sturdy level surface. Do not place it on an unstable cart, stand, or table. If the unit falls, it could be seriously damaged.

- Do not use the MultiPASS near water. If you spill liquid on or into the unit, unplug it immediately and call the Canon Customer Care Center.
- Slots and openings in the cabinet and the back or bottom are provided for ventilation. To ensure reliable operation of the MultiPASS and to protect it from overheating, do not block or cover these openings. Do not block the openings by placing the unit on a bed, sofa, rug, or other similar surface. Do not place the unit near a radiator, nor in a closet or built-in cabinet unless proper ventilation is provided.
- Operate the MultiPASS only from the type of power source indicated on the unit's label. If you are not sure of the type of power available, consult your dealer or local power company.
- Do not allow anything to rest on the power cord, and do not locate the MultiPASS where the cord will be walked on. Make sure the power cord is not knotted or kinked.
- Do not push metal objects of any kind into the slots or openings on the cabinet. This could result in a risk of fire or electric shock.
- Do not allow small objects (such as pins, paper clips, or staples) to fall into the MultiPASS. If something does fall into it that you cannot remove, unplug the unit immediately and call the Canon Customer Care Center.
- Unplug this product from the wall outlet and call the Canon Customer Care Center if any of the following conditions exist:
 - The power cord or plug is damaged or frayed.
 - Liquid is spilled into the unit, or if the unit is exposed to rain or water.
 - Smoke, unusual noises, or odors come from the unit.
 - The unit has been dropped or the cabinet has been damaged.
 - The unit does not operate normally when you have followed the operating instructions. Adjust only those controls that are covered by the operating instructions in the *Quick Start Guide* and this *User's Manual*. Improper adjustment of other controls may result in damage and may require extensive work by a qualified technician to restore the product to normal operation.

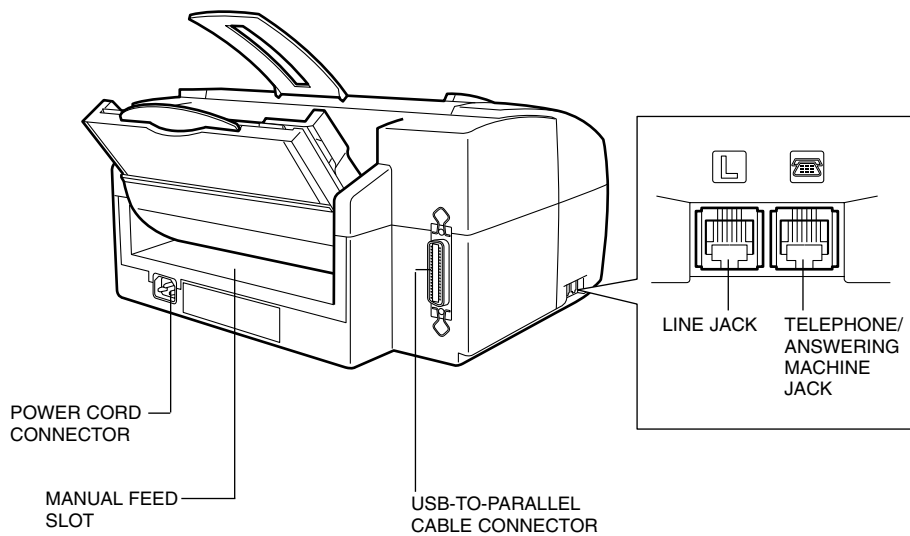
Main Components of the MultiPASS C635

Before using the MultiPASS C635, it's a good idea to familiarize yourself with the components and understand their functions.

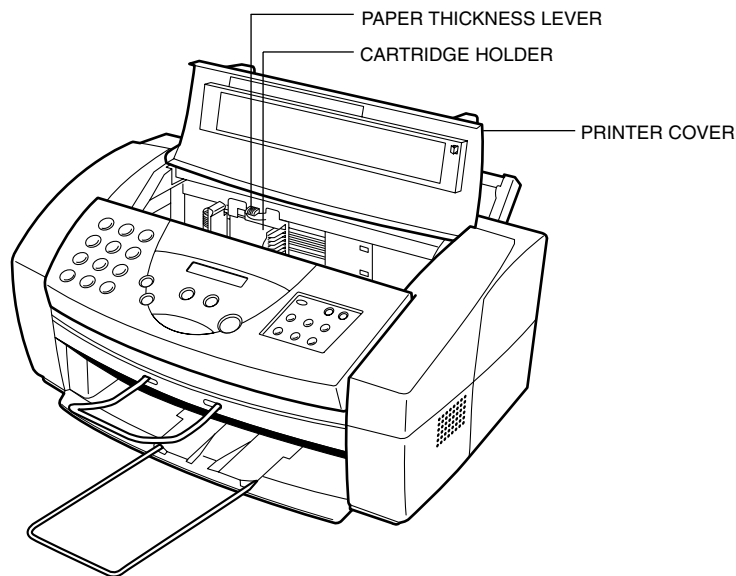
Front View



Back View

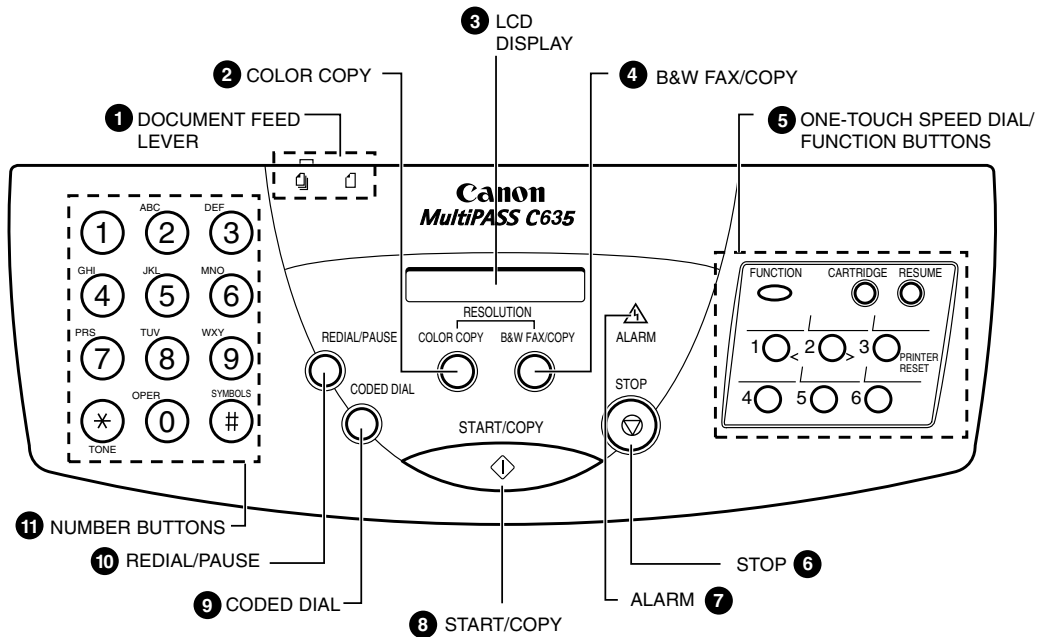


Inside the Printer Area



Using the Operator Panel

This section presents a brief description of the operator panel on the MultiPASS C635.



1 Document feed lever

Set this lever to the left (📄) for automatic feed or to the right (📄) for manual document feed.

2 COLOR COPY button

Use this button to change the resolution when making color copies using the operator panel. This button has no function during fax transmissions. For color scanning, change the resolution from your software.

3 LCD display

Displays messages and prompts during operation. Displays selections, text, numbers, and names when registering information.

4 B&W FAX/COPY button

Use this button when sending faxes or making copies in black and white only. For black and white scanning, set the resolution from the ScanTastic for MultiPASS scanning software.

5 One-touch Speed Dial/Function buttons

Use for one-touch speed dialing, entering user information, printing documents stored in memory, and cleaning the print head. (See the next page for details.)

6 STOP button

Press to cancel sending, receiving, or any other operation.

7 ALARM light

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

8 START/COPY button

Press to begin sending, receiving, copying, or other operations, or to select functions when registering information.

9 CODED DIAL button

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

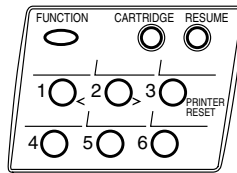
10 REDIAL/PAUSE button

Press to redial the last number that was dialed using the number buttons, or to enter pauses between digits when dialing fax numbers.

11 Number buttons

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

Special Function Buttons



FUNCTION button

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

CARTRIDGE button

Press to move the BJ cartridge holder to the center of the unit when installing or replacing the cartridge. (Press again after installing the cartridge to move the holder back to its home position on the right.)

RESUME button

Press when you want to form-feed paper when printing.

PRINTER RESET button

Press to reset the MultiPASS to Standby mode if the LCD displays PRINTER MODE.

Arrow buttons

Use to scroll through menu selections, or to move the cursor when registering data.

Loading Paper in the Sheet Feeder

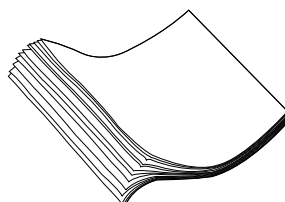
The paper you load in the sheet feeder is used for printing documents or for incoming faxes. For printing documents, you can use any of the Canon Specialty Papers described in Chapter 2, *Printing With the MultiPASS C635*. For receiving faxes, use plain paper (such as copier paper).

When the message LOAD PAPER appears in the LCD display, you need to add paper to the sheet feeder. The sheet feeder holds approximately 100 sheets of plain paper.

1

Fan the paper.

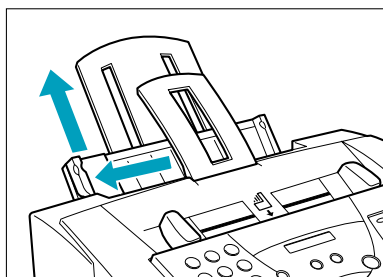
- For best results, fan the paper before loading it.
- Always fan a stack of paper along the edge that will feed into the MultiPASS first.



2

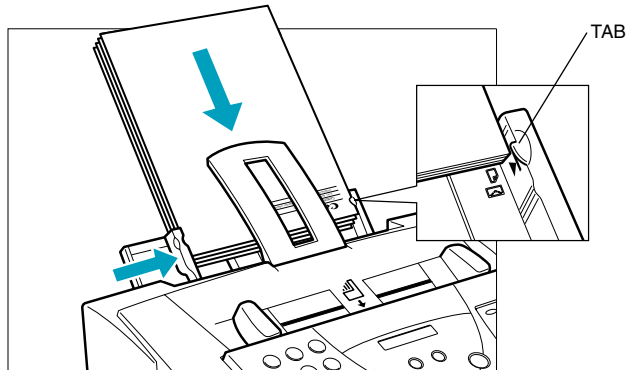
Make sure the paper rest is extended.

- Pull the paper rest up until it stops.
- Move the paper guide to the left to match the size of your paper.



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

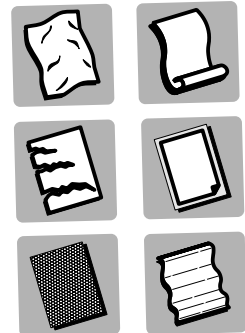
- Align the edge of the paper with the right edge of the sheet feeder.
- Secure the stack with the paper guide.



Preparing Documents for Faxing, Copying, or Scanning

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

- Do not attempt to feed the following types of documents into the MultiPASS:
 - wrinkled or creased paper
 - curled or rolled paper
 - torn paper
 - carbon-paper or carbon-backed paper
 - coated paper
 - onion skin or thin paper



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

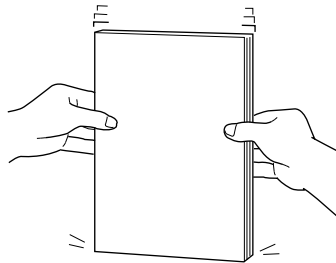
Loading the Document

You can load up to 30 letter or A4 size sheets and up to 10 legal size sheets at a time into the Automatic Document Feeder (ADF).

1

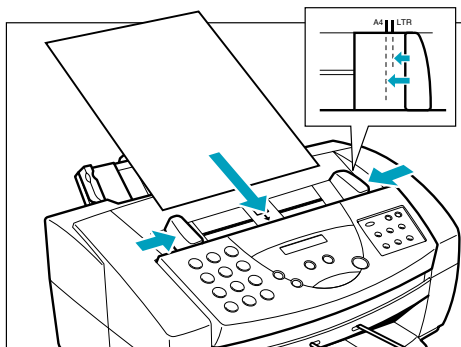
Stack your documents.

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



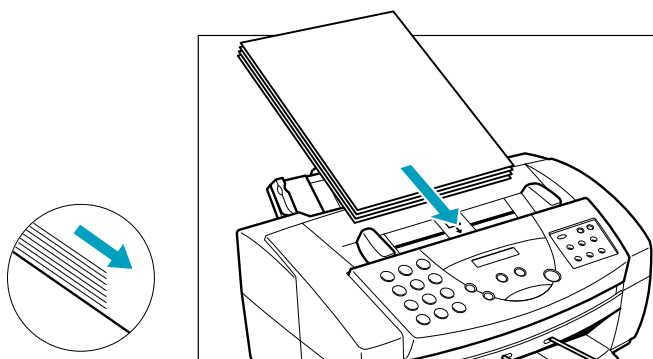
Feed the document.

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



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

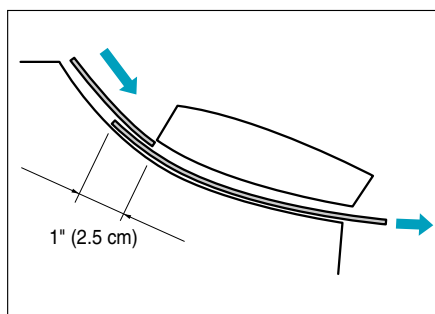
If you have problems feeding multiple-page documents, insert the pages one at a time into the ADF. This stacks the pages on a slant so they feed correctly into the ADF. (Do not attempt to stack more than 30 sheets in the ADF.)



Adding Pages to the Document

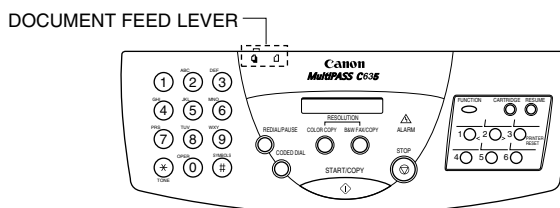
If you want to add pages while the MultiPASS is sending a document, wait until the last page is feeding into the unit and then insert the new sheets. Insert the first new page so it overlaps the last page by about one inch (2.5 cm).

Always wait until the last page is being fed into the MultiPASS before you add new pages.



Setting the Document Feed Lever

You use the document feed lever on the ADF to select multiple documents (📄) or single sheets (📄).



Always set the document feed lever to single sheets and manually feed the following types of documents:

- Thick paper
- Thin paper
- Small documents (postcards, business cards)
- Documents with uneven surfaces
- Photographs
- Special types of paper

Identifying Your Documents

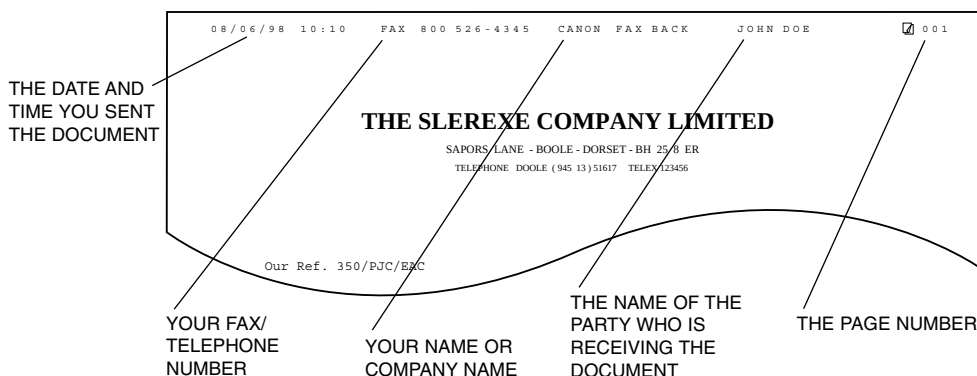
When sending a document, the following information is printed out by the receiving fax: your fax number, your name, and the current date and time. This information is called your TTI (Transmit Terminal Identification) and appears at the top of the faxed document in small type.



Note

In the United States, you are required by FCC regulations to include this information every time you send a fax.

By identifying the documents you send, the receiving party will recognize your fax messages at a glance. The illustration below shows a sample document with the identifying information.



The top line includes the name of the receiving party if you send the document using one-touch speed dialing, coded speed dialing, or group dialing and you registered the party's name. It also includes the page number.



Note

You enter your fax header information in the MultiPASS Fax Setup Utility, which launches automatically after the MultiPASS installation is complete. The header information will be printed on the top of your outgoing faxes. For details on how to enter this information, see Chapter 3, *Using the MultiPASS Fax Setup Utility*.

Copying Documents

One of the convenient features of the MultiPASS is its ability to make high-quality copies. Copying in black and white, you can make up to 99 copies of one document at a time.



Note

It's a good idea to use the optional BC-20 Black BJ Cartridge when you make black and white copies.

You can use the BC-21e Color BJ Cartridge to make color copies.

1

Feed the document.

- Place the document face down in the ADF. The LCD displays these messages:

MEMORY USED 0%

FAX FINE

DOCUMENT READY

2

Press START/COPY.

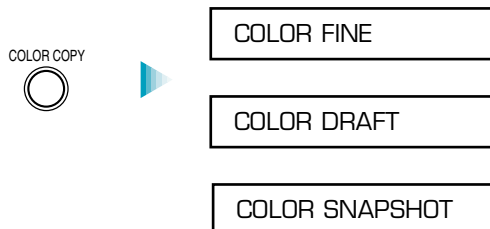


COPY 100% 01

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

Change the resolution if necessary.

- To change the resolution for color copying, press the **COLOR COPY** button.



- To change the copying resolution for black and white copying, press the **B&W FAX/COPY** button.



Note

When copying in color:

- Use **COLOR FINE** resolution for 360×360 dpi; this results in a much better quality reproduction, but takes longer than other settings.
- Use **COLOR DRAFT** resolution for 180×360 dpi.
- Use **COLOR SNAPSHOT** when scanning photos that are less wide than a letter-size page.

When copying in black and white:

- Use **B&W TEXT** resolution for copying most text documents.
- Use **B&W PHOTO** resolution when copying documents that contain photographs. This scans areas of the document that contain photos with 256 levels of gray, and results in a much better reproduction of the photograph.

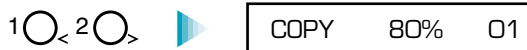
When copying in color:

- You can specify plain paper or High Resolution paper using the LCD menu system. Press **FUNCTION**; press < or > until you see **USER SETTINGS**; press **START/COPY**; press < or > until you see **COLOR COPY MEDIA**; press **START/COPY**; press < or > to display **PLAIN PAPER** or **HIGH RES PAPER**; press **START/COPY** to make your selection; press **STOP** to exit the **FUNCTION** menu.

4

Select
Reduction mode
if necessary.

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



5

Enter the
number
of copies.



- To make multiple copies (in black and white), use the number buttons to enter the number of copies (up to 99).

6

Press
START/COPY.



- To stop copying at any time, press **STOP**. You may need to lift the operator panel to remove the document (see page 8-3 for details).
- If an error occurs and the LCD displays START AGAIN, reload the document and start copying again.



Note

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

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

Miscellaneous

If the Power Goes Out

If power to the MultiPASS is cut off, any documents stored in its fax memory will be lost. Because of this, be sure to print documents stored in memory or resend them as soon as possible. (The MultiPASS automatically prints a Memory Clear Report when power is restored. See “Memory Clear Report” in Chapter 8, *Troubleshooting*.)

While the power is out, the MultiPASS will receive telephone calls if a telephone is attached. However, you cannot send or receive faxes. (If you are using a cordless phone, you will not be able to make or receive calls.)

Avoid unplugging the MultiPASS unless absolutely necessary. This is the same as a power outage.

Using Switch Boxes

Canon does not recommend using a switch box with the MultiPASS. To use more than one printer, it's a good idea to use another USB port on your computer or add a powered USB hub.

Disconnecting the MultiPASS

You can disconnect the MultiPASS if you want to use the USB port for another purpose.

1. Close any applications that are open.
2. Turn off your computer.
3. Unplug your computer from all electrical sources.
4. Unplug the MultiPASS from all electrical sources.
5. On the back of your computer, remove the cable connector from the USB port.
6. On the MultiPASS, release the wire clips and remove the cable connector from the port.
7. Plug your computer back in to the electrical source.

Printing With the 2 MultiPASS C635



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

This chapter describes:

- Paper handling
- Understanding the printer driver
- Printing a document
- Setting up print jobs
- Setting the paper thickness lever
- Printer settings for various print media
- Loading paper
- Printing on envelopes
- Printing on Canon Specialty Papers

Paper Handling

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

Selecting Paper

Plain Paper

The MultiPASS supports paper sizes of letter, legal, and A4 in portrait orientation. You can use regular copier paper, cotton bond papers, and typical letterhead. Always use paper without curls, folds, staples, or damaged edges. Copier paper has a preferred side for printing. Look at the label on the package to see which side to print on.

Brilliant White Paper

Canon's unique paper formulation gives you a bright white printing surface that produces incredibly brilliant colors and dark, crisp black text. This paper works great for proposals, color presentations, color charts/graphs, flyers, and newsletters. You can print on both sides of the sheet.

Bubble Jet Paper (water resistant)

The Canon Bubble Jet Paper has been developed for high quality printing with minimal or no smearing or running when in contact with water or damp surfaces, making it a good choice for damp or rainy environments. The paper is specially coated and printable on both sides.

Glossy Photo Paper

Canon Glossy Photo Paper is a high gloss, thicker paper that produces the look and feel of a photograph. Use this paper to produce photo-realistic prints from your printer.

Greeting Cards

Get the most out of your Canon Creative or other card-making software with Canon Greeting Cards. These cards give your unique, personalized cards the look and feel of professional cards. You can create cards, invitations, announcements, and more. The cards come in regular size and half-fold.

High Gloss Film

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

High Resolution Paper

Canon's High Resolution Paper is designed to produce photo-realistic quality output with sharp and vivid graphics.

Assorted Paper Starter Kit

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

For up-to-date information on ordering paper types, refer to the Canon web site (www.ccsi.canon.com) or contact your local Canon dealer.

Paper Guidelines

When selecting or loading paper, please remember the following:

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

Understanding the Printer Driver

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

You must install the MultiPASS Printer Driver before you can use the MultiPASS as a printer for your computer. If you followed the instructions in your *Quick Start Guide*, you have already installed the necessary software. If not, see your *Quick Start Guide* for details on how to install this software.

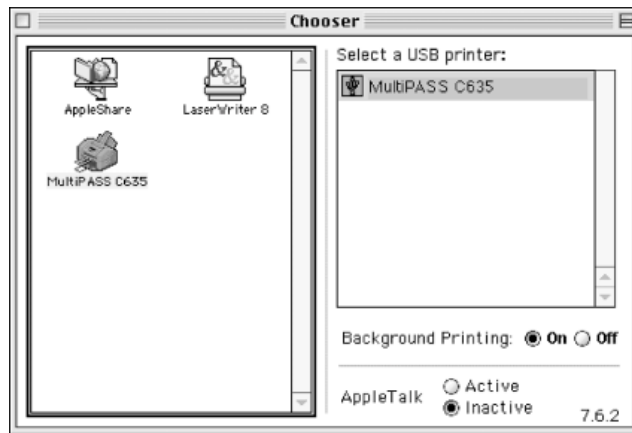
Printing a Document

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

1

Select the MultiPASS C635 in the Chooser.

- Use the Chooser to configure your system to print to the MultiPASS C635.
- Select Chooser from the Apple® menu.
- On the left side of the Chooser, click the MultiPASS C635 icon.
- On the right side of the Chooser, select the MultiPASS C635 as your printer.



- Close the Chooser.

2

Print a document.

- Start an application from which you want to print.
- From the File menu, choose **Page Setup**.
- Make any appropriate adjustments for printing your document. See “Setting Up Print Jobs” on the following page for details.
- Choose **Print** from the File menu. Make any necessary changes in the printing options, and click **Print**.



Note

From the Chooser you can enable or disable SpoolMaster™, the background printing software. When Background Printing is on, you can continue using your computer while you print. When Background Printing is off, you must wait until your print job finishes before you can use your computer for other tasks. Printing is generally faster when Background Printing is off. For more information on SpoolMaster, see the “Working With SpoolMaster” section later in this chapter.

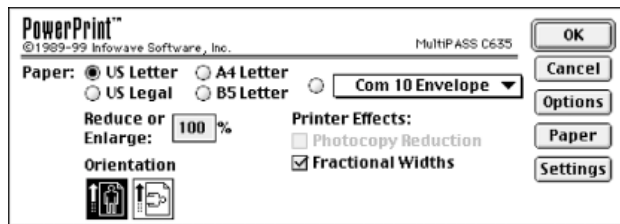
Setting Up Print Jobs

Once you have selected the MultiPASS C635 driver in the Chooser, you can set up your print jobs from any application.

Using the Page Setup Dialog

Use the Page Setup dialog to format your document by setting options such as paper size, orientation, and scaling. These settings are saved with the document.

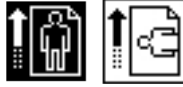
From the Finder or from within any application, choose **Page Setup** from the File menu.



- **Paper**
Select the paper size you want using radio buttons. You can select less common paper sizes from the pull-down menu.
- **Reduce or Enlarge**
Enter the percentage scaling you want for your documents. You can expand a document by using a value greater than 100% or shrink it by using a value less than 100%.

○ Orientation

Select the orientation you want. Portrait prints your document upright while Landscape prints it sideways.



○ Photocopy Reduction

Use this selection only when a value less than 100% is entered in the Reduce/Enlarge field. With Photocopy Reduction checked, your document will print in the center of the page, as shown in the following examples.



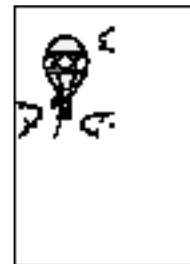
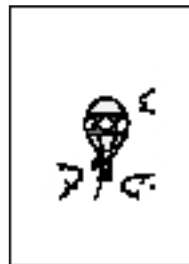
NORMAL (100%)



50% REDUCTION
WITH PHOTOCOPY
REDUCTION



50% REDUCTION
WITHOUT PHOTOCOPY
REDUCTION

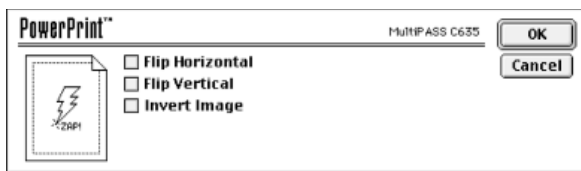


○ Fractional Widths

This feature provides for better compatibility with older applications by helping your Macintosh® determine the proper spacing between words. When Fractional Widths is checked, it forces the use of fractional character widths, even if your application does not support this feature. If your application already uses fractional widths, it overrides the driver setting. It's a good idea to leave Fractional Widths on at all times.

Using the Page Setup Options Dialog

Click the **Options** button in the Page Setup dialog to set additional document options. Page Setup Options affect every page of your document.



Choose the following options to control how your documents print:

☐ **Flip Horizontal**

This option reverses the page left to right (mirror image).

☐ **Flip Vertical**

This option reverses the page top to bottom (upside down).

Selecting both Flip Horizontal and Flip Vertical rotates your page 180 degrees without any mirroring, which prints it bottom up.

☐ **Invert Image**

This option reverses how the image prints, white on black instead of black on white.



FLIP
HORIZONTAL



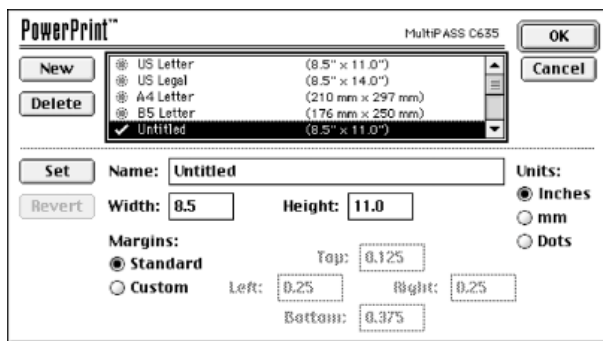
FLIP
VERTICAL



INVERT
IMAGE

Using the Paper Dialog

Click the **Paper** button in the Page Setup dialog to create custom paper sizes and select which paper sizes appear in the Page Setup dialog.



Note

You should be in an application program, not the Finder, when creating a custom paper size, as the Finder is limited in memory and will not allow you to perform this function. Any custom paper sizes you create are available in all applications, including the Finder.

○ Paper List

The top section of the Paper dialog, shown above, is called the Paper List; it lists the available paper sizes by name and page dimensions. The first four names are the four paper sizes listed individually in the Page Setup dialog.

Click beside a paper name to include it in the Page Setup dialog. A checkmark appears beside sizes that appear in the Page Setup dialog.

To create a custom paper size:

1. Click the **New** button.
2. Enter the name of the new paper size in the Name edit box.
3. Select the unit of measurement and enter the paper's width and height.

4. To adjust the page margins, select **Custom Margins**, then enter your desired top, left, right, and bottom margin values.

Custom margins defined this way only affect the maximum printable area. To set the printed margins, define the document's margins within the application you are printing from.

5. Click the **Set** button.

To modify a custom paper size:

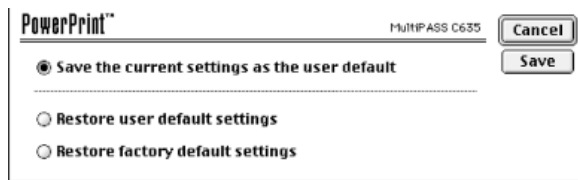
1. In the Print List, click the paper size you want to modify. You cannot modify sizes that have a gray radio button beside them.
2. Make your appropriate edits in the bottom section of the window.
3. Click the **Set** button.

To delete a custom paper size:

1. In the Print List, click the paper size you want to delete. You cannot delete those sizes which have a gray radio button beside them.
2. Click the **Delete** button.
3. Click **OK**.

Using the Settings Dialog

Click the **Settings** button in the Page Setup dialog to define default Page Setup settings that are used when you create a new document.



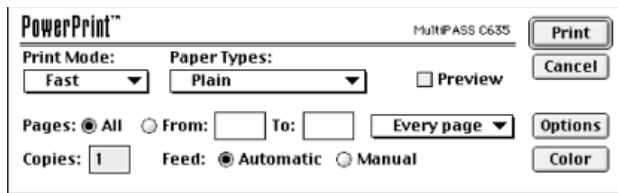
For example, if you are using a certain paper size, such as A4 or US Legal, most of the time, the factory default setting of US Letter will not be best for you. You would have to change the paper size selection each time you create a new document.

After specifying the options you use most often on the Page Setup dialog, be sure to save those settings using the Settings dialog.

Using the Print Dialog

In the **Print** dialog you can choose whether you want higher quality or faster printing, the number of copies, the page range, black and white, color or grayscale printing, and the paper source.

From within any application, choose **Print** from the File menu.



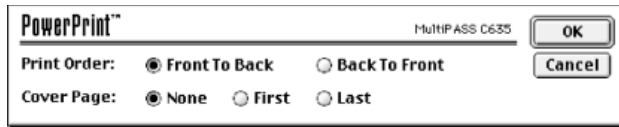
- **Print Mode**
Select a print mode as follows.

Setting	Print Quality
Fast	180 × 180 dpi
Normal	360 × 360 dpi
Best	720 × 360 dpi

- **Paper Types**
Select the type of paper you are using: Plain, Glossy Photo, High Gloss Film, High Gloss Photo Film, High Resolution Paper, or Glossy Photo Cards.
- **Pages**
You can print all pages of a document or select a range of pages by entering the appropriate page number in the **From** and **To** boxes. You can also choose to print every page, or you can print only even or only odd pages so you can produce a double-sided print job manually.
- **Copies**
Type the number of copies you want to print in this edit box. The maximum number is 999.
- **Feed**
Choose whether the paper is fed into the printer automatically from a tray or individually by hand. For more information, see “Manually Feeding Paper” later in this chapter.
- **Preview**
Select this checkbox to view your document on-screen before printing. See “Using the Preview Window” later in this chapter.

Using the Print Options Dialog

In the Print dialog, click the **Options** button to set the printing order of your documents and cover page.

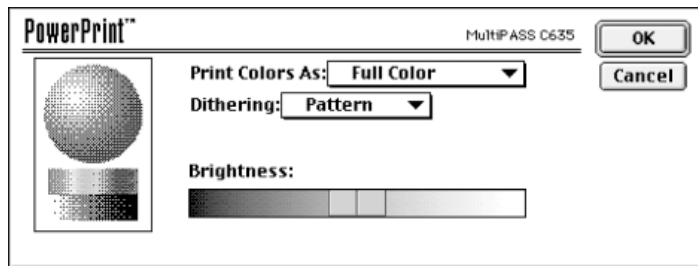


- **Print Order**
Select **Front To Back** to print in normal page sequence, or **Back To Front** to print in reverse order from the last page to the first.
- **Cover Page**
Select whether you want to print a cover page before or after a print job, or print no cover page at all. The cover page lists the driver name and version, the document name, the application name, your user name (as specified in the File Sharing or Sharing Setup Control Panels), the date, and the time. Printing a cover page is useful when you want to output a divider sheet between multiple print jobs.

Using the Color Dialog

In the Print dialog, click the **Color** button to determine how color and grayscale documents print.

You can select between monochrome, grayscale, or color printing, choose the dithering method, and adjust the output brightness.



○ Print Colors As

Use this menu to choose whether to output your document in full color, grayscale, or black and white.

Full Color: In this mode, documents are printed in full color.

Grayscale: When this option is selected, color objects are printed as different levels of gray using the dithering method selected.

Black & White: Select this option for black and white output. This mode is faster when printing text documents.

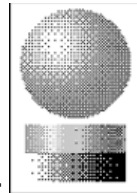
8 Colors: This mode is faster than full color, but output is limited to 8 colors: black, white, blue, cyan, green, magenta, red and yellow. This option will appear dimmed if your computer does not support this feature.

○ Dithering

Dithering is the process used to select the pattern of dots that make up a particular color or shade of gray. Select the method best suited to your output requirements. This option is available when either Grayscale or Full Color is selected in the Print Colors As menu.

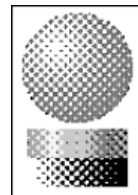
Pattern: Select this option if you are printing graphics from drawing packages or business graphics with uniform color regions such as blocks, graphs, or lines.

Pattern dither uses a regular dot pattern to create different shades of color when printing. Pattern dither is fast and produces output of good quality, especially if printing large regions of a single color.

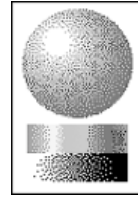


Halftone: Select Halftone dithering if you are printing in grayscale output.

Halftone dithering uses a 45° screen pattern similar to that used by PostScript laser printers. Halftoning is as fast as Pattern dithering, and it tends to work better for grayscale rather than color documents. Use halftone dithering if pattern dithering produces noticeable geometric patterns or banded output.



Scatter: Use the scatter dither option when printing photos from “paint” or image editing packages. This option also works well when printing images with gradients or blends.



Scatter dither does not use a regular pattern to generate color or grayscale output. The scatter-dither process compares each pixel to neighboring pixels to determine how best to blend the pixels together.

The difference between pixels is distributed over neighboring pixels, so scatter dither produces higher quality output in images where color changes frequently and subtly. However, generating an image using scatter dither takes longer to print than pattern dither.

- **Brightness**

An adjustment slider is available when you choose Grayscale or Full Color in the Print Colors As menu. Moving the slider alters the overall brightness of the printed output.

Using the Preview Window

Use Print Preview to see how your document looks before you actually print it.

- To preview a document, select the **Preview** checkbox in the Print dialog, then click **Print**. Use the direction arrows to turn the pages, or click the **Go To** button to go to a specific page.

Working With SpoolMaster

SpoolMaster is a background printing utility (also called a spooler) developed to work with the MultiPASS printer driver. When SpoolMaster is installed and activated, you can continue to use your computer while printing documents. The downside to background printing is a slightly longer print time. If you must get a document printed as quickly as possible, you can turn off background printing so your computer can dedicate all of its resources to the print job.

When you print a document using background printing, the driver saves a copy of the document you are printing as a spool file, then returns the use of your computer to you. SpoolMaster reads the file and continues printing in the background—information is retrieved from the disk, processed, and sent to the printer until the document is printed. When printing is complete, the spool file is deleted.

Activating SpoolMaster

1. Go to the Apple® Menu and select **Chooser**.
2. Select the MultiPASS C635 printer driver for your printer.
3. Turn Background Printing on using the radio button.
4. If the Background Printing option is grayed-out, either SpoolMaster is not installed, or it was not loaded during start-up. You may have to double-check your Extensions Manager and restart your computer.
5. Close the Chooser. Your MultiPASS printer driver can now use SpoolMaster's background printing capabilities.

Printing With SpoolMaster

When background printing is on, you can continue to print normally from any program. When you print documents, SpoolMaster saves the document to a spool file and adds it to the queue of documents to be printed. SpoolMaster continues to print the documents in the queue until they have all been printed.

SpoolMaster creates a folder in the System Folder where it places a copy of the printer driver and temporary files used while printing. When background printing is on, you must have sufficient free hard disk space to save these files.

Accessing SpoolMaster

- To access SpoolMaster while printing, select SpoolMaster from the Application menu in the top right-hand corner of the menu bar.
- To launch SpoolMaster, double-click its icon in the Extensions folder.

The SpoolMaster window displays information about the currently printing document and any documents queued to be printed. It also allows you to cancel, pause, remove, or rearrange the printing order.

The SpoolMaster window is divided into three parts:

- The top of the window lists the document currently being printed.
- The waiting area lists in order, from top to bottom, any print jobs queued to be printed.
- The status area displays the status of the currently selected print job.

Cancelling a Print Job

1. In the SpoolMaster window, select the printing document.
2. Click the **Cancel Printing** button.

Removing a Document from the Queue

To remove a document from the queue so it will not print:

1. In the SpoolMaster window, select the document in the Waiting area.
2. Click **Remove From List**.

Changing the Print Order

To change the printing order:

1. In the SpoolMaster window, click and hold the queued document, and drag it to its new position.
2. Release the mouse button.

Stopping and Resuming Printing

If you need to temporarily halt the printing of your queued documents, you can stop and resume the printing of any queued document.

1. In the SpoolMaster window, choose **Stop Printing** from the File menu.

2. If a document is in the process of being printed when you choose **Stop Printing**, printing will not stop until the currently printing document is completed.
3. To resume printing, choose **Resume Printing** from the File menu.

Setting the SpoolMaster Preferences

Set the Preferences window to determine how SpoolMaster alerts you of its actions during the printing process.

1. From the File menu, choose **Preferences**.
2. Set your Preferences, then click **OK**.

Printing Tips

Achieving the Best Output Quality

There are three settings in the MultiPASS printer driver Print and Color dialogs that affect both print speed and output quality: Print Mode in the Print dialog, and Print Colors As and Dithering in the Color dialog.

Output resolution has the greatest effect on print quality. The higher the resolution you use, the smaller the dots used to form the printed image and the better output you get. The Print Mode setting in the Print dialog determines your output resolution.

The Print Colors As setting you select in the Color dialog affects the quality of shading for your image. If you are printing grayscale or color images, make sure you are printing in Grayscale or Full Color mode rather than Black & White or 8 Colors mode.

The Dithering options setting selects the method the driver uses to form the grayscale or color image. For the best quality output when you are printing color or grayscale images, match the Dithering method to your document. Use Scatter dithering to print complex graphics with a lot of blends or color detail. Select Pattern dither to print pages with large regions of color.

In most cases, to get the best output quality:

- Select the Print Mode output resolution for the print quality you want to achieve in the Print dialog.
- Select the Full Color or Grayscale mode in the Print Colors As menu.
- Select Scatter mode from the Dithering menu.

Printing at Best Resolution

The MultiPASS printer driver supports printing at resolutions up to 720 dots per inch (dpi). Selecting Best mode delivers the highest resolution in both color and black and white.



Printing at higher resolutions results in slower printing. When printing at the highest resolution, two to four times as much data is sent to the printer than is sent when printing at lower resolutions.

Controlling the Color Output Quality

Use the Color options dialog to control the color printing mode, halftoning method, and the brightness of your output. To get the best color output quality, make sure you are printing in Full Color mode. Select Full Color from the Print Colors As menu. If your output is banded or displays a geometric pattern, select a different Dithering method in the Color dialog.

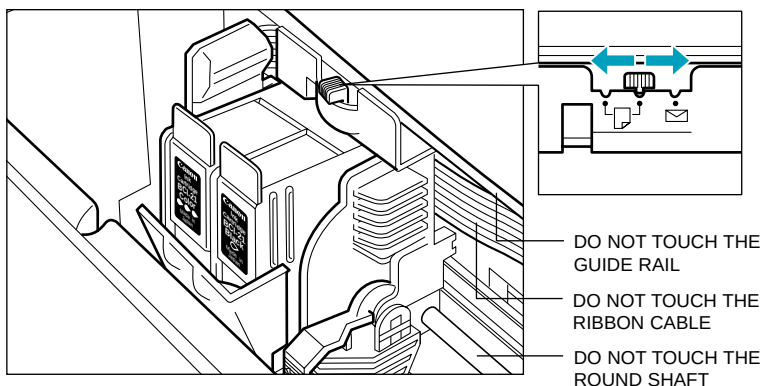
- Select Scatter for images with complex colors or gradients.
- Select Pattern for images with large blocks of color.
- Select Halftone if your output prints with unwanted moiré patterns using pattern dither.

If your printing is too dark or too light, use the Brightness slider. For the best output quality, adjust your output in the application used to create it, then make a global change with the printer driver.

Setting the Paper Thickness Lever

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

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



Note

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

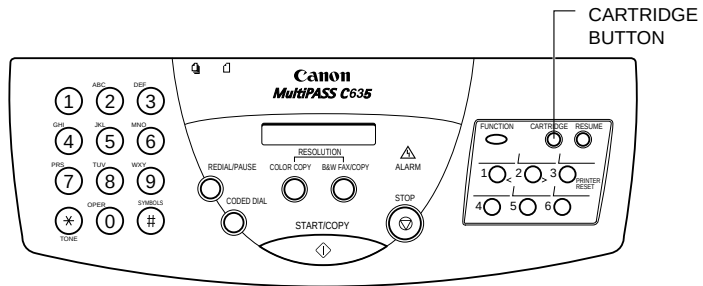
1

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



2

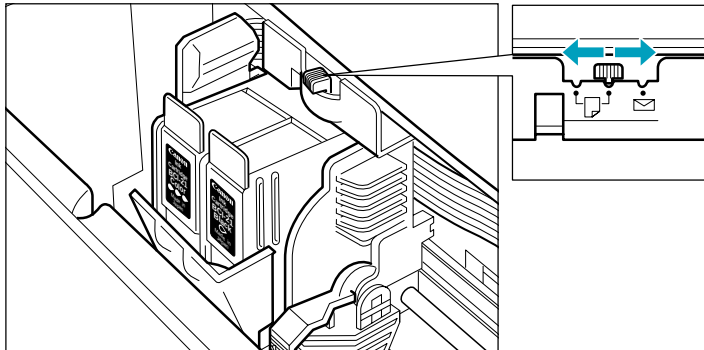
Press the **CARTRIDGE** button to move the cartridge holder to the center of the unit.



3

Set the paper thickness lever.

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



4

Complete the operation.

- Press **CARTRIDGE** again to move the cartridge holder back to its home position.
- Close the printer cover.

Printer Settings for Various Print Media

Media	Paper thickness lever		Paper output guides	Paper feed	
	BC-21e	BC-20		Method	Limit (Sheets)
Plain paper	Center	Left	Down	Auto	Approx. 100 (0.4" or 10 mm stack)
Brilliant White Paper	Center	Left	Down	Auto	Approx. 100
Bubble Jet Paper	Center	Left	Down	Auto	Approx. 100 (0.4" or 10 mm stack)
Glossy Photo Paper	Center		Up	Auto or Manual	1
Greeting Cards	Right		Down	Manual	1
High Gloss Film	Center		Down	Manual	1
High Resolution Paper	Center		Up	Auto	Approx. 80 (0.4" or 10 mm stack)
Other heavier-weight print media	Right		Down	Manual	1
Envelopes					
Single	Right		Down	Manual	1
Stack	Right		Down	Auto	10

Loading Paper

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

You can place approximately 100 sheets of plain paper (20 lb or 75 g/m²) in the sheet feeder at a time.

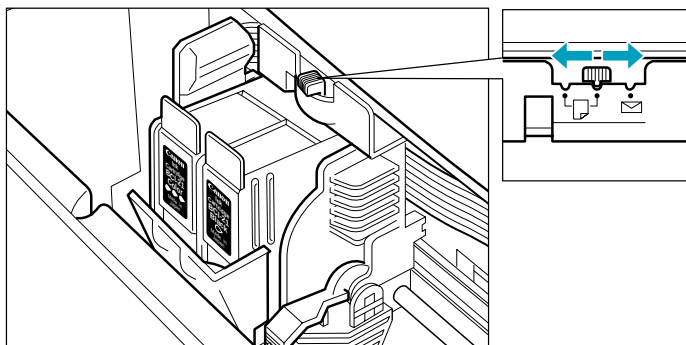
You can stack approximately 80 sheets of High Resolution Paper in the sheet feeder. However, special media may not advance correctly under unusual environmental conditions (such as extreme temperatures or humidity). If you have trouble with special papers becoming skewed or feeding multiple sheets, do not stack them in the sheet feeder. Load them one sheet at a time.

Automatically Feeding Paper

1

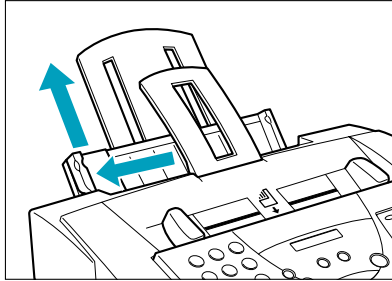
Set the paper
thickness lever.

- ☐ Center for the BC-21e Color BJ Cartridge.
- ☐ Left for the BC-20 Black BJ Cartridge.



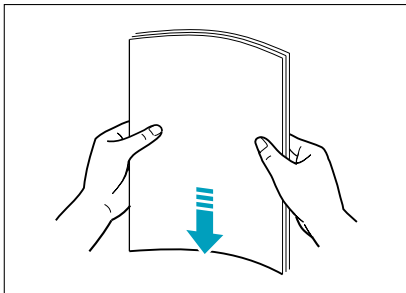
Pull the paper support up until it stops.

- Move the paper guide to the left to match your paper size.



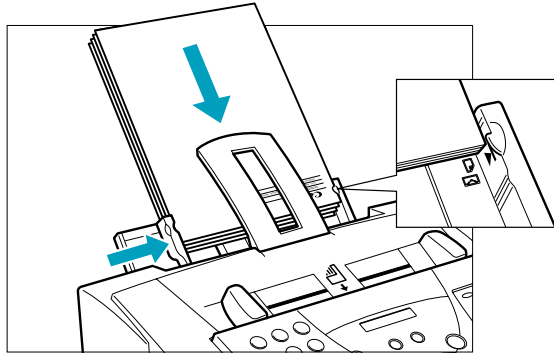
Fan the paper.

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



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

- Align the edge of the paper with the right edge of the sheet feeder.
- Secure the stack with the paper guide.



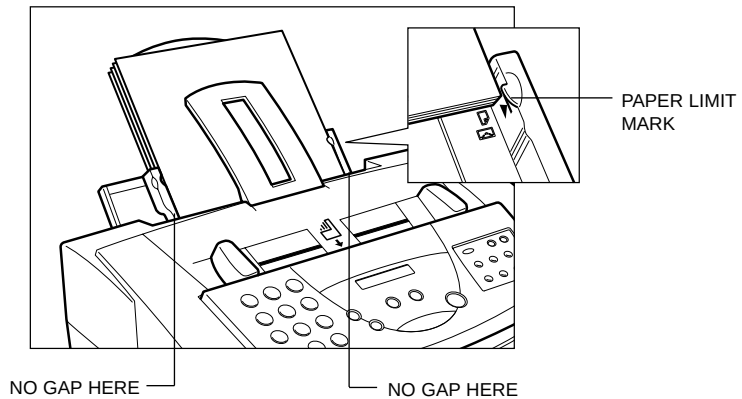
- Start your print operation.

Auto Feed Guidelines

When automatically feeding stacks of paper, follow these guidelines:

- Do not leave paper stacked in the printer for long periods of time; longer sheets of paper may become bent or curled over time. This may cause the paper to misfeed or jam.
- If your printed page contains lots of graphics, the ink on the page may be damp due to the print density. Remove the page right away and allow the ink to dry.
- The capacity of the paper output tray is 30 sheets of paper. To reduce paper jams, remove paper from the output tray before the count reaches 30.
- If paper curls after printing, remove it immediately; otherwise, paper jams may occur.

- The platen (a roller on the inside of the printer) may become inked if you print data beyond the width of the page. If this happens, clean the platen with a soft cloth. (For details on cleaning the platen, see page 7-4.)
- Depending on the density of your printed pages, the ink may need time to dry. Within two to three seconds, the ink becomes smudge resistant. After drying for several minutes, the ink becomes water resistant.
- Do not try to load paper into the sheet feeder beyond the paper limit mark (▶) or the tab on the right side of the sheet feeder; stacking too much paper may cause paper feeding or printing problems.



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

Manually Feeding Paper

You use the manual feed function when printing on heavier-weight print media (24 lb to 28 lb or 90 g/m² to 105 g/m²).



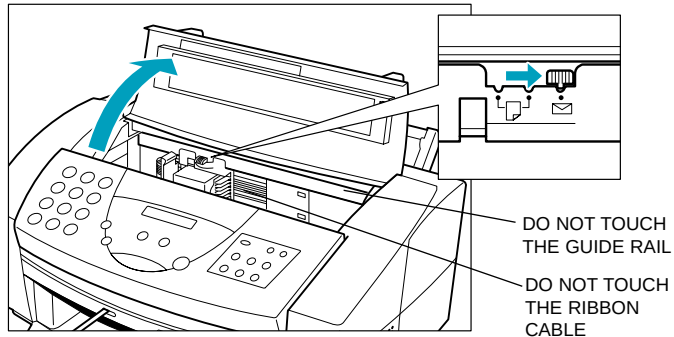
Note

You cannot receive faxes when paper is loaded in the manual feed slot.

1

Check the paper thickness lever.

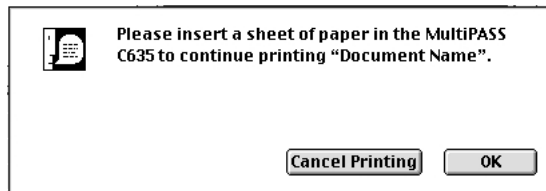
- If you are manually feeding heavier-weight print media, set the paper thickness lever to the right.



2

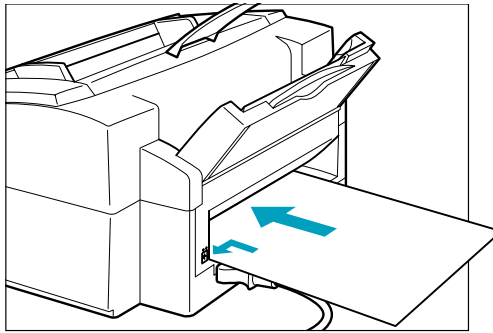
Start your print operation.

- You must select **Manual Feed** in the Print dialog for the printer to accept manually fed paper.
- After clicking the **Print** button, you will see this screen:



When you are prompted, insert the single sheet.

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



- When ready, click **OK** in the dialog box.

After printing on thick paper or envelopes, set the paper thickness lever (inside the printer) back to the left or center position before printing on other paper types. See “Setting the Paper Thickness Lever” earlier in this chapter for details.

Printing On Envelopes

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

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

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

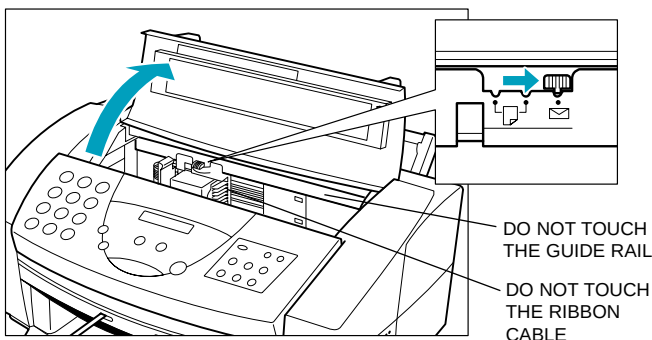
- Envelopes with windows, holes, perforations, cutouts, and double flaps.
- Envelopes made with special coated paper or deeply embossed paper.
- Envelopes using peel-off sealing strips.
- Envelopes in which letters have been enclosed.

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

1

Make sure the paper thickness lever is set to the right (✉).

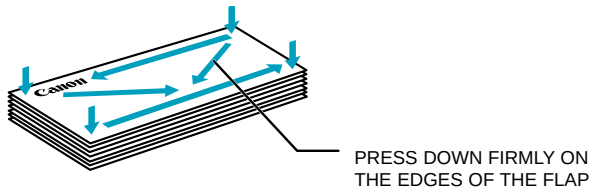
- Open the printer cover and set the paper thickness lever.



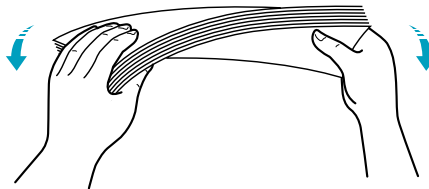
- Close the printer cover.

Prepare the envelopes.

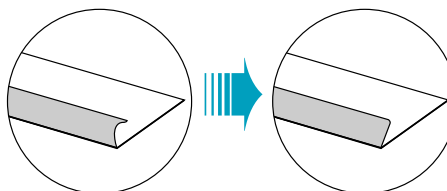
- Arrange the stack of envelopes on a firm surface and press down firmly on the edges to make the folds crisp.
- Press all the way around the envelopes to remove any curls and expel air from inside the envelopes.



- Remove any curling from the envelopes by holding the edge of the envelopes diagonally and bending them gently.

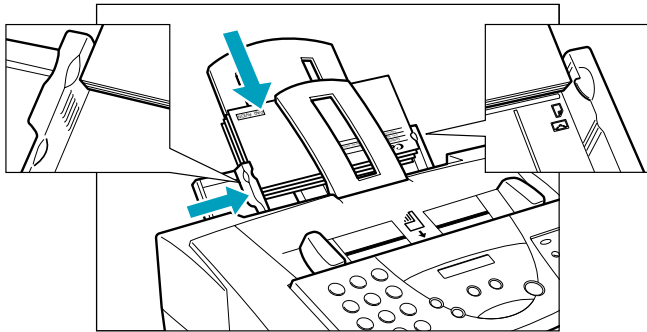


- Make sure the flaps of the envelopes are flat and not curled.



Insert the envelopes.

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



Now you can start your print operation.

Using Canon's Specialty Papers

This section provides guidelines for printing on some of Canon's Specialty Papers.

Specialty Paper Guidelines



Note

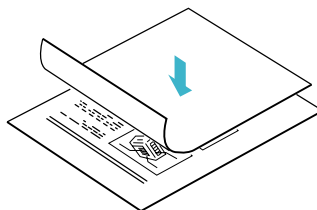
Be sure to read any instructions that come with your Canon Specialty Paper. These instructions provide important information regarding how to achieve the highest print quality with these papers.

Follow these guidelines:

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

Paper type	Drying time
Canon Glossy Photo Paper	10 minutes
Canon High Gloss Film	10 minutes

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



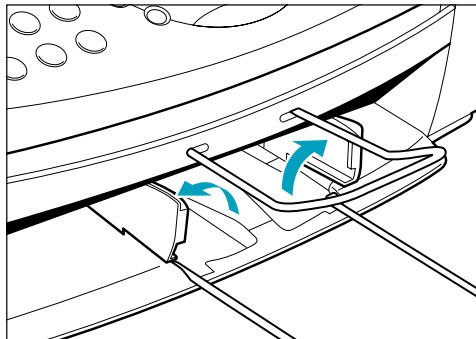
- Do not leave any type of film in the sheet feeder for long periods of time. Dust and dirt may accumulate on the film resulting in spotty printing.
- To avoid smudging caused by fingerprints, use a pair of thin cloth gloves while loading and handling the film.
- To avoid fading, do not expose the printed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

Canon's High Resolution Paper

When printing on High Resolution Paper, you need to lift the paper output guides on both sides of the output tray. These guides help support the document as it exits the MultiPASS. The guides keep the sheet from sagging as it exits the unit, which can lead to poor print quality.

Using the Paper Output Guides

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



- When the output guides are raised, the output tray can hold a maximum of 30 sheets.
- Always lower the paper guides when using the MultiPASS as a fax machine. The guides may cause paper to pile up and jam.

Using the Cleaning Sheet

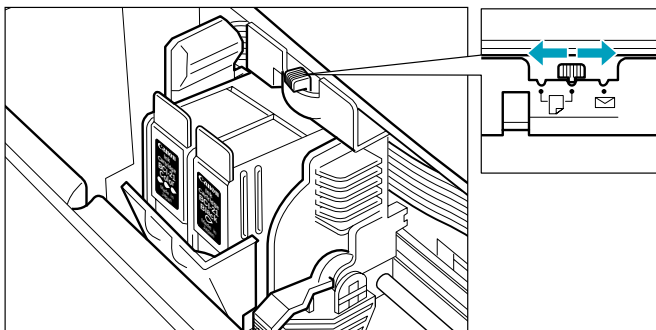
Canon's High Resolution Paper is designed for high quality printing. This paper is specially coated to produce delicate color output.

After using a package of High Resolution Paper (200 sheets), you need to use the cleaning sheet enclosed with the paper to remove paper dust from the printer's rollers; this will help prevent paper feed problems.

1

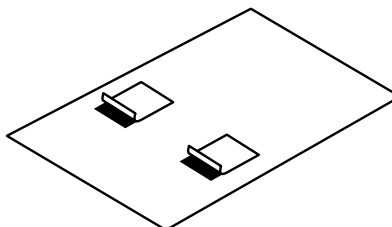
Set up
the printer.

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



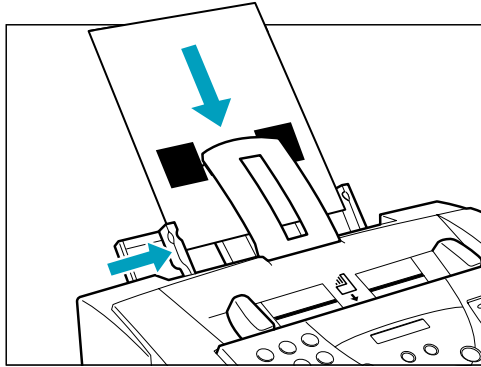
2

Remove the two
pieces of tape
from the sheet.



Insert the
cleaning sheet.

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



To feed the sheet,
press **FUNCTION**
on the one-
touch speed
dial keypad.

FUNCTION



FUNCTION

- Press the < or > button until **ROLLER CLEANING** appears.

1 ○ < 2 ○ >



ROLLER CLEANING

- Press **START/COPY**.



The cleaning sheet feeds through the
unit and ejects.

Using the MultiPASS Fax Setup Utility

3

This chapter contains information and instructions on changing your MultiPASS C635 fax setup options. It includes:

- Fax setup
- Setting up fax preferences
- Setting up send fax options
- Setting up receive fax options
- Setting up speed dial assignments

Fax Setup

The MultiPASS Fax Setup Utility contains setup options that define the fax operation of your MultiPASS C635. You can set options that affect preferences, sending and receiving a fax, and using the speed dial features.

When you first install the MultiPASS Desktop Manager software package and restart your computer, the MultiPASS Fax Setup Utility automatically launches. At this time, you can configure settings such as Fax Header and Receive Mode.

You can use the MultiPASS Fax Setup Utility to change your MultiPASS Fax settings at any time after the initial setup. Simply double-click the MultiPASS Fax Setup Utility icon found inside the MultiPASS Desktop Manager folder on your hard drive.

Because you can make changes to some option settings either on the MultiPASS unit or in the MultiPASS Fax Setup Utility, be aware that any change you make to an option in the MultiPASS Fax Setup Utility overrides the corresponding change you may have made on the MultiPASS unit itself.



Note

When the MultiPASS is connected to your computer, be sure to use the MultiPASS Fax Setup Utility. Do not make your changes using the operator panel of the MultiPASS.

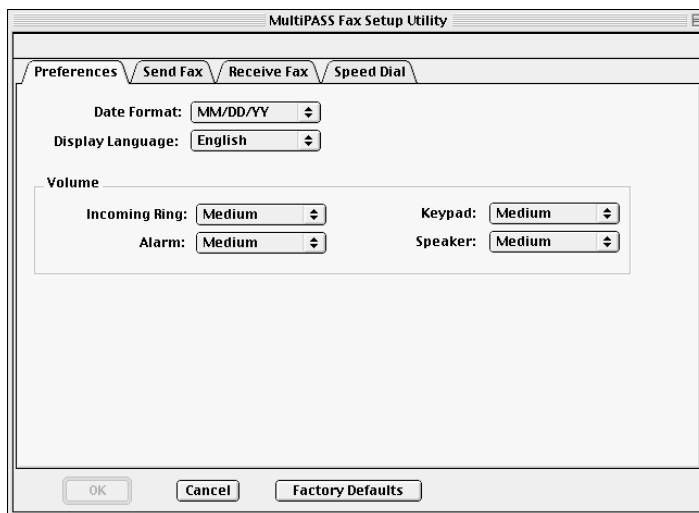
The following instructions summarize the overall procedures for configuring Fax Setup options in the MultiPASS Fax Setup Utility.

- To view or change the MultiPASS Fax Setup settings and options in the Fax Setup dialog box, click the appropriate tab to display the Fax Setup panel you want to access—Preferences, Send Fax, Receive Fax, or Speed Dial.
- Once you have the appropriate Fax Setup panel displayed, specify your changes.
- To save changes and close the dialog box, click **OK**.
- To exit the dialog box without saving your changes, click **Cancel**.
- To restore all MultiPASS Fax settings to the defaults that were set at the factory, click **Factory Defaults**. To restore only the defaults for settings on a specific Fax Setup panel, click the **Restore Defaults** button on that panel.

When you save your changes, the MultiPASS Fax Setup options are saved in the MultiPASS Fax Setup Utility, as well as on the MultiPASS unit.

Setting Up Fax Preferences

When the MultiPASS Fax Setup Utility is launched, it displays the Preferences setup panel. You can change the following options on this panel.



Date Format

You can select the format used to display the date on the MultiPASS LCD and for printing the date on a fax from the list. The default is MM/DD/YY.

Display Language

You can select the language to be used on the MultiPASS LCD from the list. The default is English.

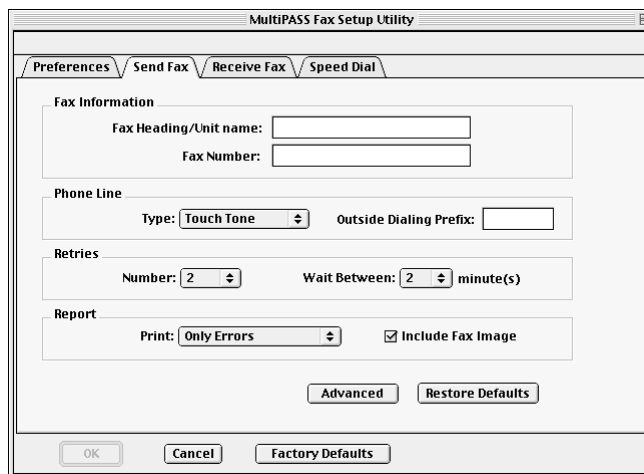
Volume

You can set the volume level of the various sound components of your MultiPASS to best suit your office environment. The default is Medium.

- ☐ Incoming Ring
- ☐ Alarm
- ☐ Keypad
- ☐ Speaker

Setting Up Send Fax Options

To access the Send Fax setup panel, click the Send Fax tab in the MultiPASS Fax Setup Utility window. You can change the following options on the Send Fax setup panel.

The screenshot shows the 'MultiPASS Fax Setup Utility' window with the 'Send Fax' tab selected. The window has a title bar and four tabs: 'Preferences', 'Send Fax', 'Receive Fax', and 'Speed Dial'. The 'Send Fax' tab is active, displaying several configuration sections. The 'Fax Information' section has two text boxes: 'Fax Heading/Unit name:' and 'Fax Number:'. The 'Phone Line' section has a 'Type:' dropdown menu set to 'Touch Tone' and an 'Outside Dialing Prefix:' text box. The 'Retries' section has a 'Number:' dropdown set to '2' and a 'Wait Between:' dropdown set to '2' followed by 'minute(s)'. The 'Report' section has a 'Print:' dropdown set to 'Only Errors' and a checked checkbox for 'Include Fax Image'. At the bottom of the main panel are 'Advanced' and 'Restore Defaults' buttons. At the very bottom of the window are 'OK', 'Cancel', and 'Factory Defaults' buttons.

Fax Information

You can specify the following information that displays as the header for a fax: your name or company name and fax number. You must fill in this information.

Phone Line

You can specify the dialing method the MultiPASS printer will use: touch-tone or rotary pulse. (The default is Touch Tone.) You also specify any prefix used to access an outside phone line (usually 9).

Retries

You can specify the number of retries the system should attempt when sending a fax transmission (default is 2), and the length of time between each retry (default is 2).

Report

You can specify whether or not you want a report to print with each fax transmission (Every Transmission), only when there is an error (Only Errors), or never (None). The default is Only Errors.

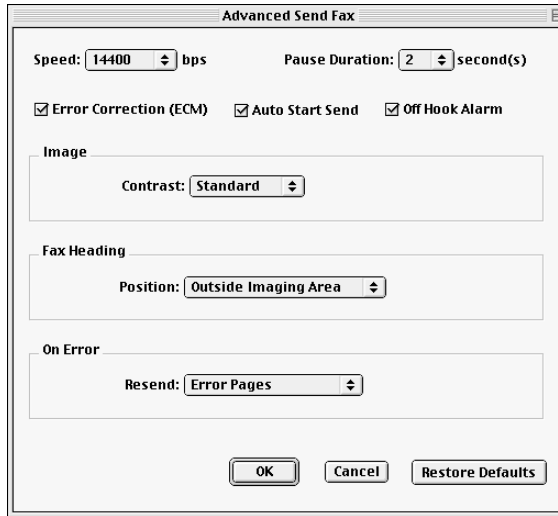
You can also specify if you want an image of the first page of the fax included in the report. The default is Include Fax Image.

Restore Defaults

If you want to restore the options on the Send Fax panel to the factory defaults, click the **Restore Defaults** button.

Setting Up Advanced Send Fax Options

You can change the following options by clicking the **Advanced** button on the Send Fax setup panel.



The screenshot shows the 'Advanced Send Fax' dialog box. It contains several settings: 'Speed' is set to 14400 bps, 'Pause Duration' is set to 2 seconds, 'Error Correction (ECM)' is checked, 'Auto Start Send' is checked, and 'Off Hook Alarm' is checked. There are three sections: 'Image' with a 'Contrast' dropdown set to 'Standard', 'Fax Heading' with a 'Position' dropdown set to 'Outside Imaging Area', and 'On Error' with a 'Resend' dropdown set to 'Error Pages'. At the bottom are 'OK', 'Cancel', and 'Restore Defaults' buttons.

Speed

You can set the transmission speed used to send faxes. The higher the setting, the faster the transmission. If you experience problems when sending faxes, try a lower speed setting. The default is 14,400 bps.

Pause Duration

You can set the length of the pause that you may have to insert when dialing a long distance number. The default is 2 seconds.

Error Correction (ECM)

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

Auto Start Send

When you select this option, the MultiPASS starts scanning automatically when you enter a number and press **START** or when you press a speed dial number. If you don't select this option, you must press **START** twice to scan the document. The default is Auto Start Send enabled.

Off Hook Alarm

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

Image Contrast

You can select a setting that determines the level of contrast in the faxes you send. The default is Standard; this setting is usually appropriate for most documents. However, based on the lightness or darkness of your original fax document, you may prefer to lighten (Lighter) or darken (Darker) the contrast for the fax transmission.

Fax Heading Position

You can select where you want the sent fax heading information (your fax number, your name, and date and time) to print on the faxes you send. This information is known as the Transmit Terminal Identification (TTI). Choose between Outside Imaging Area (the default) and Inside Imaging Area.

On Error Resend

You can select this option if you want the MultiPASS to automatically redial when an error occurs while sending a fax. If this option is selected, you also select which pages should be resent:

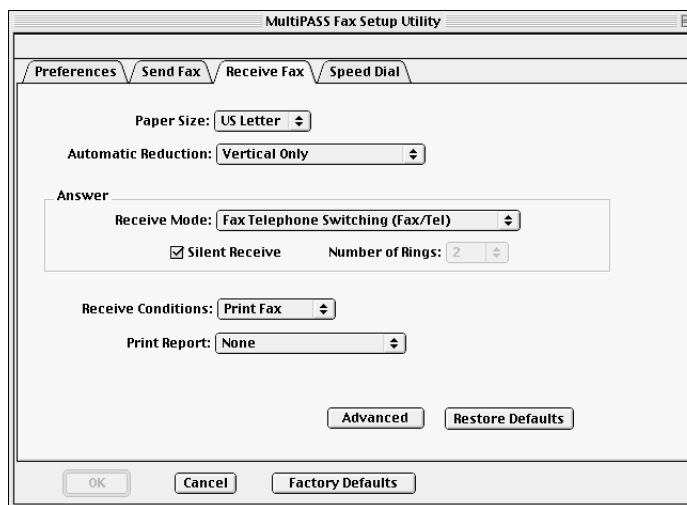
- ☐ **All Pages**—all pages of the fax.
- ☐ **Error and First Page**—the page on which the error occurred, all pages following the error, and the first page of the fax.
- ☐ **Error Pages**—the page on which the error occurred, and all following pages. This is the default.

Restore Defaults

If you want to restore the options on the Advanced Send Fax panel to the factory defaults, click the **Restore Defaults** button.

Setting Up Receive Fax Options

To access the Receive Fax setup panel, click the Receive Fax tab on the MultiPASS Fax Setup Utility window. You can change the following options in the Receive Fax setup panel.



Paper Size

You can select the size of the paper you are using for printing a fax. The default is U.S. Letter.

Automatic Reduction

You can specify whether you want an incoming fax reduced to ensure the contents fits on the paper on which it is printed. You can reduce it vertically only (Vertical Only), reduce it both vertically and horizontally (Horizontal and Vertical), or turn off reduction (Off). The default is Vertical Only.

Answer Receive Mode

You can select the mode by which you want the MultiPASS to receive incoming calls. You must specify a Receive mode.

- ☐ **Fax Telephone Switching (Fax/Tel)**—Automatically switch for receiving a call either as a fax or telephone call
- ☐ **Dedicated Fax Receive (Fax Only)**—Automatically receive only fax calls

- **Manual Receive (Manual)**—Require you to manually answer the incoming call and then set the MultiPASS for an incoming fax
- **Answering Machine Mode (AnsMode)**—Automatically receive a call with your answering machine
- **Distinct Ring Pattern Detect (DRPD)**—Automatically switch between receiving a call either as a fax or telephone call based on the ring tone for each type of call (This setting is applicable only if you subscribe to a special network service with your phone company that defines multiple ring tones for your phone line.)

Answer Silent Receive

You select this option to set the MultiPASS **not** to ring for an incoming fax. (This is applicable only in Fax/Tel Mode and Fax Only Mode.) The default is Silent Receive enabled.

Answer Number of Rings

If you cleared the Silent Receive option, indicating you want the MultiPASS to ring for incoming fax calls, you specify the number of times the MultiPASS should ring for the fax call. The MultiPASS will only ring if you have connected a telephone. The default is 2 rings.

Receive Conditions

For the MultiPASS C635, the Receive Condition is always set to Print Fax.

Report Print

You can specify whether or not you want a report to print with each fax reception (Every Transmission), only when there is an error (Only Errors), or no report (None). The default is None.

Restore Defaults

If you want to restore the options on the Receive Fax panel to the factory defaults, click the **Restore Defaults** button.

Setting Up Advanced Receive Fax Options

You can change the following options by clicking the **Advanced** button on the Receive Fax setup panel.

Advanced Receive Fax

Speed: 14400 bps ☒ Error Correction (ECM)

Fax/Telephone Switching Options

Listen Time Before Ringing: 8 second(s) Ring Tone: Standard

Default Action if No Answer to Telephone: ☒ Receive ☐ Disconnect Ring Time: 15 second(s)

Answering Machine Options

☐ Receive Fax if No Signal Silent Period: 4 second(s)

Remote

☒ Receive Identification Number: 25

DRPD Switch Options

Ring Pattern	Action	Fax ID	Fax Number
☐ Normal	Telephone		
☐ Double	Fax/Tel		
☐ S-S-L	Telephone		
☐ S-L-S	Telephone		
☐ Other	Telephone		

OK Cancel Restore Defaults

Speed

You can set the transmission speed used to receive faxes. The default is 14,400 bps. The higher the setting, the faster the fax is received. If you experience problems when receiving faxes, try a lower speed setting.

Error Correction (ECM)

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

Fax/Telephone Switching Options

You set the options if your Receive mode is Fax/Tel switching.

Listen Time Before Ringing

When a call is received, the MultiPASS checks to see if the call is from a fax machine or a telephone. If the MultiPASS does not have enough time to detect the fax tone, it assumes the call is from a telephone. You use this option to set the appropriate amount of time to allow the MultiPASS to check for the type of call. The default is 8 seconds.

Ring Tone

You can set the volume level of the ring tone. The default is Medium.

Ring Time

When your MultiPASS is set to receive both fax and telephone calls, it rings to inform you of an incoming telephone call. If you do not pick up the telephone within a certain amount of time, the MultiPASS stops ringing. You use this option to set the appropriate amount of time the MultiPASS should ring. The default is 15 seconds.

Default Action If No Answer to Telephone

You set this option to Receive if you want the MultiPASS to handle an incoming call, detected as a telephone call that is not answered, as an incoming fax. If no fax is received, the line is then disconnected. When this option is set to Disconnect, the MultiPASS automatically disconnects the unanswered call, without trying to receive a fax. The default is Receive.

Answering Machine Mode Options

You use this option only if you set the Receive mode on the Receive Fax panel to answering machine mode (AnsMode), and your fax sender may be using a fax machine that does not emit a send fax signal.

Receive Fax If No Signal

Select this option to have the MultiPASS automatically receive a call as a fax call if a send fax signal is not detected for the number of seconds you specify. Clear this option to have the MultiPASS remain in answering machine mode even if no send fax signal is detected. If no sound is detected by the MultiPASS (such as the caller speaking to leave a message), the answering machine disconnects.

Silent Period

Set the number of seconds you want the MultiPASS to check for a send fax signal. The default is 4 seconds.

Remote Receive

You select this option so that you can receive a fax by pressing an ID code on the telephone attached to the MultiPASS. If you select this option, you must assign a remote identification number that signals the MultiPASS to receive the fax. The default is Remote Receive.

Remote Identification Number

If you enable the Remote Receive option, you assign the identification number you will use to set the MultiPASS to receive a fax. The default number is 25.

DRPD Switch Options

You can select this option if you subscribe to the Distinctive Ring Pattern Detection (DRPD) service through your phone company. You then specify each ring pattern you have been assigned, with its associated action, fax ID, and fax number.

When you select this option, the Receive mode is automatically set to receive both fax and telephone calls.

Ring Pattern

If you subscribe to DRPD through your phone company, select the ring pattern assigned to each phone number by your phone company: Normal (single-ring), Double (double-ring), S-S-L (short-short-long ring), S-L-S (short-long-short ring), or Other.

Action

If you subscribe to DRPD through your phone company, select the type of call to be received for each selected ring pattern. Typically, you would specify telephone calls for one ring pattern and fax calls for the other ring pattern. However, if necessary, you can specify that a selected ring pattern switch between receiving telephone and fax calls.

Fax ID

If you subscribe to DRPD through your phone company, enter your name or company name (or some other fax recipient identification) for each selected ring pattern. This information is transmitted to the caller's fax machine and displayed in the caller's LCD as verification.

Fax Number

If you subscribe to DRPD through your phone company, enter the phone number assigned for receiving a call for each ring pattern. This information is transmitted to the caller's fax machine and displayed in the caller's LCD as verification.

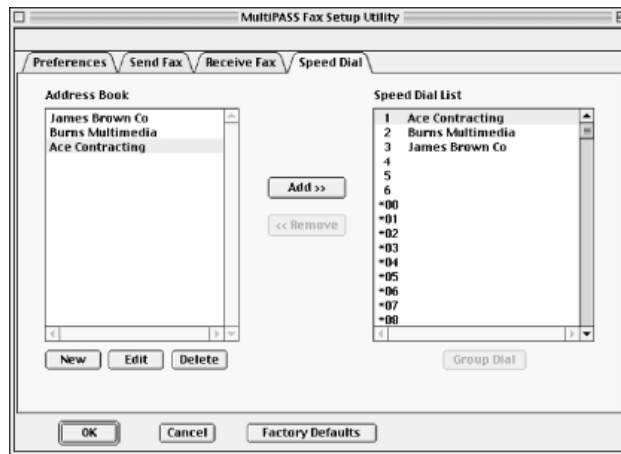
Restore Defaults

If you want to restore the options on the Advanced Receive Fax panel to the factory defaults, click the **Restore Defaults** button.

Setting Up Speed Dial Assignments

To access the Speed Dial panel, click the Speed Dial tab in the MultiPASS Fax Setup Utility.

On the Speed Dial tab, you can set up fax numbers for speed dialing with the MultiPASS. You add the fax recipients in the fax Address Book list, then assign the desired individual to speed dial codes. You can also set up a group speed dial, by assigning two or more individuals to a single speed dial assignment.



Maintaining Your Fax Address Book

You can add, change, and delete fax recipients in your fax Address Book.

To add a recipient to the Address Book list, click **New**. In the Address Data Entry dialog box, fill in the name and fax number. Then click **OK**.



To change a recipient's name or fax number, click their name in the Address Book list and then click **Edit**. In the Address Data Entry dialog box, change the appropriate information and then click **OK**.

To remove a recipient from the list, select the recipient in the Address Book list, and then click **Delete**.

Entering Fax Numbers

When you enter a fax number, use the numeric characters plus any valid characters that separate the different segments of the fax number. For example, you can use 0 through 9, dash (-), or parentheses (). The following fax/phone characters are valid in the MultiPASS Fax Setup Utility:

Character	Description
0 to 9 * # +	Dialing digits
, p	Pause
P	Last Pause
T	Tone switch-over function
- () Space	Display-only characters. Space cannot be used at the beginning of a number

Assigning an Individual to a Speed Dial Code

To assign a speed dial code:

1. In the Address Book list box, click on the recipient that you want to assign to a speed dial code.
2. Select the speed dial code to which you want to assign the recipient, and click **Add**.

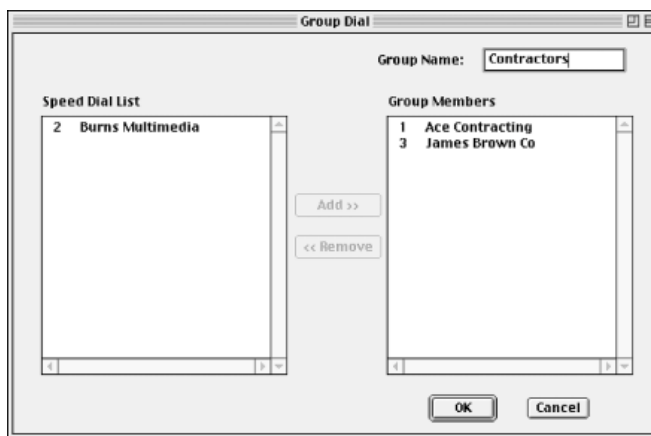
To remove a speed dial code:

1. In the Speed Dial list box, click on the speed dial assignment that you want to remove.
2. Click **Remove**.

Defining a Group Speed Dial Code

This section provides instructions for assigning two or more recipients to a speed dial code.

1. On the Speed Dial tab, make sure the desired recipients for your group are set up as individual speed dial assignments.
2. Select the speed dial code to which you want to assign the group of recipients, and click **Group Dial**.
3. In the Group Dial box, enter a name for the group assignment.



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

Sending Faxes With the MultiPASS C635

You can use the MultiPASS C635 to send paper faxes.

You can customize the fax settings of your MultiPASS by changing the factory default user settings. This might include the date format that displays on your faxed documents, or how many times the MultiPASS calls another fax unit if the other party's line is initially busy. You can also register one-touch/coded speed dial and group numbers and then download them to the MultiPASS.

For details on changing setup options, refer to Chapter 3, *Using the MultiPASS Fax Setup Utility*.

This chapter describes:

- Sending a document
- Sending a document to more than one location
- Adjusting the quality of your faxes

Sending a Document

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

Regular Dialing

1

Feed the document.

- Place the document face down in the Automatic Document Feeder (ADF). See page 1-14.
- The LCD display shows how much of the unit's memory is in use, then displays the current resolution, and then the message DOCUMENT READY.

MEMORY USED 0%

FAX STANDARD

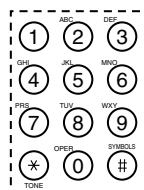
DOCUMENT READY

- Change the resolution if necessary. See page 4-13.

2

Dial the other party's fax number.

- Use the numeric buttons to dial the number.



TEL= 555 7899

3

Press START/COPY.



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

TX

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

TX/RX NO. 0001

SCANNING P.001

CALLING

11234567899

The MultiPASS continues to show these displays in order while the fax is being scanned.

After the document is scanned in, the MultiPASS shows these displays while the fax is being sent:

TX/RX NO. 0001

CANON FAX BACK

11234567899

ECM TX P.001

When the document has been sent successfully, the display shows these messages:

TRANSMITTING OK

TX/RX NO. 0001

The MultiPASS automatically redials if the receiving fax does not answer, if the line is busy, or if a transmission error occurs. You can specify the number of times it redials using the Retries option in the Send Fax panel of the MultiPASS Fax Setup Utility (see “Setting Up Send Fax Options” in Chapter 3, *Using the MultiPASS Fax Setup Utility*). If all redial attempts fail, the MultiPASS beeps intermittently for a few seconds. If this happens, check the fax number and try sending the fax again.

If the ALARM light is flashing, correct the error described in the LCD display, and then press **STOP**. You may need to open the operator panel to remove the document from the ADF (see page 8-3).

Automatic Dialing

You can send a document using one-touch speed dialing, coded speed dialing, or group dialing. You must register the one-touch speed dialing numbers, the coded speed-dialing numbers, and the group dialing numbers with the MultiPASS Fax Setup Utility before you can send documents using these automatic dialing methods. See “Setting Up Speed Dial Assignments” in Chapter 3, *Using the MultiPASS Fax Setup Utility*.

1

Load the
document.

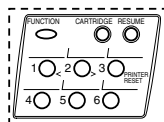
- Place the document face down in the ADF.

DOCUMENT READY

2

Use automatic dialing.

- Press the one-touch speed dialing button (1 through 6) assigned to the number you wish to fax to; the name assigned to that button is displayed.

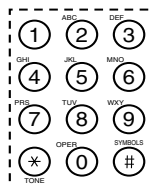


CANON FAX BACK

OR

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

CODED DIAL



CCSI/MKT

- If a number is not registered for the button or codes, the LCD displays NO TEL # message. Make sure you pressed the correct button or entered the correct code and that the number you want to dial is entered correctly.
- If you make a mistake, press **STOP**. Then press the correct one-touch speed dialing button or press **CODED DIAL** and re-enter the code.

3

Press START/COPY.



DIALING

- If you do not press **START/COPY** within five seconds, the MultiPASS starts sending your document automatically.
- If the **ALARM** light is flashing for any reason, correct the error and press **STOP**. You may need to open the operator panel to remove the document from the ADF (see page 8-3).

Sending a Document Using Group Dialing

If you frequently send plain paper faxes to the same group of people, you can use the MultiPASS Fax Setup Utility to assign a “group” of numbers to a speed dial code. (See “Defining a Group Speed Dial Code” in Chapter 3, *Using the MultiPASS Fax Setup Utility*.)

1

Feed the document.

- Place the document face down in the ADF.

DOCUMENT READY

2

Choose the group you wish to send to.

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

02 CANON GROUP

3

Press **START/COPY**.



SCANNING

P.001

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

If there is no group registered under the one-touch speed dialing button or the two-digit code, the LCD displays the NO TEL # message. Make sure you entered the correct number and that the group has been registered correctly to a speed dial code. (See “Defining a Group Speed Dial Code” in Chapter 3, *Using the MultiPASS Fax Setup Utility*.)

If you make a mistake when dialing, press **STOP**. You can then try again.

Redialing

Manual

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

Automatic

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

AUTO REDIAL

TX/RX NO. XXXX

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

BUSY/NO SIGNAL

You can change the number of redials (retries) and the time between redials. The redialing options are set in the Send Fax panel of the MultiPASS Fax Setup Utility; see “Setting Up Send Fax Options” in Chapter 3, *Using the MultiPASS Fax Setup Utility*.



To Cancel Automatic Redialing

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

YES = [*] NO = [#]

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

TX/RX CANCELLED

TX/RX NO. XXXX

The unit then prints an error report:

PRINTING REPORT

Resending a Fax After an Error

If you get an error while sending a fax from memory, the MultiPASS can resend it to the same destination without having to rescan it. To do this, the On Error Resend option must be set in the Advanced: Send Fax panel of the MultiPASS Fax Setup Utility. See “Setting Up Advanced Fax Send Options” in Chapter 3, *Using the MultiPASS Fax Setup Utility* for details.

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

- ☐ The entire document (All Pages)
- ☐ The first page of the document, the page on which the error occurred, and all following pages (Error & First Pages)
- ☐ The page on which the error occurred and all pages following the error (Error Pages)



Note

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

Manual Sending

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

1

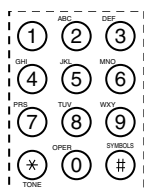
Feed the document.

- Place the document face down in the ADF.

DOCUMENT READY

2

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



TEL= 4567899

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

3

Converse with the other party.

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



Faxing starts.

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

Cancel Sending

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

1

Press **STOP**.

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



YES = [*] NO = [#]

2

Press *
or #.

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



TX/RX CANCELLED



Transmission continues.

If you press **STOP** while the document is being scanned, you may need to open the operator panel to remove the document (see page 8-3).

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

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

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

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

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



Note

If you often send to the same group of destinations, use group dialing (see “Defining a Group Speed Dial Code” in Chapter 3, *Setting Up the MultiPASS Fax Setup Utility*).

Transmitting the Document

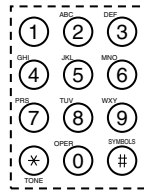
1

Feed the document.

- Place the document face down in the ADF.

DOCUMENT READY

Dial the other
party's number.



TEL= 4567899

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

Press
START/COPY.



TX

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

The MultiPASS begins the operation approximately ten seconds after you press the last button (five seconds if you press only one button) even if you do not press **START/COPY**.

The MultiPASS dials the destinations in numerical order starting with the coded dial numbers, then the one-touch numbers, and finally the regular-dial number (regardless of the order in which you entered the numbers).

To cancel a transmission, press **STOP** during the dialing or transmission. All subsequent transmissions in the sequence are cancelled. (You may need to open the operator panel to remove the document; see page 8-3.)



If the memory becomes full while scanning your document, the LCD displays MEMORY FULL. (You may need to open the operator panel to remove the document; see page 8-3.) You can split the document into two or three different jobs, or you can try sending the document to one location at a time.

Adjusting the Quality of Your Faxes

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

Setting the Resolution

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

The MultiPASS has three resolution settings. You use the **B&W FAX/COPY** button to set the resolution for faxing documents.

○ **FAX STANDARD**

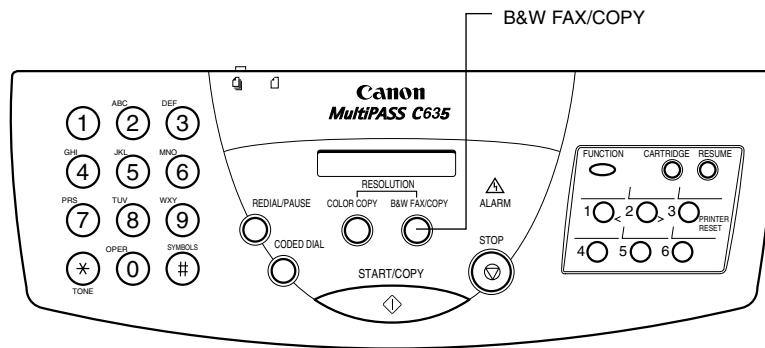
Fax standard resolution (203×98 dpi) is adequate for most text documents.

○ **FAX FINE**

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

○ **FAX PHOTO**

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



The **COLOR COPY** button is used only for making color copies; it is inoperative when sending faxes.

1

Press the
B&W FAX/COPY
button.

- The LCD shows the current resolution.



2

Press the
B&W FAX/COPY
button again.

- Press **B&W FAX/COPY** once or twice more to display the resolution you want (FAX STANDARD, FAX FINE, or FAX PHOTO).



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

08/11/99 FaxTel

Setting the Contrast

Contrast is the difference in brightness between the lightest and darkest parts of a printed document. You can adjust the contrast the MultiPASS uses for sending faxes (Darker, Standard, or Lighter) through the Advanced Send Fax panel in the MultiPASS Fax Setup Utility. (See “Setting Up Advanced Fax Send Options” in Chapter 3, *Using the MultiPASS Fax Setup Utility* for details.) Standard is the default, and is adequate for most documents. To darken a light original, choose Darker; to lighten a dark original, choose Lighter.



The MultiPASS has four Receive Modes:

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

You set the Receive Mode during the MultiPASS installation procedure. (See your *Quick Start Guide* for details.)

You can change the Receive Mode and the Receive Fax options through the MultiPASS Fax Setup Utility. See “Setting Up Receive Fax Options” in Chapter 3, *Using the MultiPASS Fax Setup Utility*, for details.

Receiving Documents

During reception of a fax:

- ☐ If the unit runs out of paper or if the BJ cartridge runs out of ink, the MultiPASS receives the remainder of the document in memory.
- ☐ To stop receiving before the document is complete, press **STOP**. Then press ***** to cancel reception.
- ☐ If the ALARM light is flashing for any reason, correct the error and then press **STOP**. If necessary, see Chapter 8, *Troubleshooting*.
- ☐ If an error occurs, the MultiPASS beeps intermittently for a few seconds. If this happens, contact the other party and have them resend the document.

Receiving Documents Automatically—Fax Only Mode

When you set up the MultiPASS for a dedicated fax line, the unit is prepared to automatically receive a document whenever a call comes over the fax line. If a voice call comes in, the caller will hear the fax tone.

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

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

How Fax/Tel Mode Works

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

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

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



Note

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

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

Receiving Documents Manually—Manual Mode

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

When the telephone attached to the MultiPASS rings, pick up the telephone.

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



Your MultiPASS begins receiving the document.

- Hang up the telephone after the MultiPASS displays **RECEIVE**. If you don't hang up, the MultiPASS beeps intermittently for a few seconds after you receive the document. To disable the beeping, turn off the **Off Hook Alarm** option on the Advanced Send Fax panel. For details, see "Setting Up Advanced Send Fax Options" in Chapter 3, *Using the MultiPASS Fax Setup Utility*.

Using the Telephone for Remote Reception of a Fax

If you pick up the handset of the telephone connected to the MultiPASS and you hear a fax tone, you can start receiving the document manually by entering a two-digit ID code from the phone. This is particularly convenient if you are using a cordless phone and you answer the phone away from the MultiPASS.

To use this feature, the telephone must be plugged into the telephone jack of the MultiPASS (see your *Quick Start Guide* for details). The **Remote Receive** option must be enabled on the Advanced Receive Fax panel. (The default is enabled.) For details, see "Setting Up Advanced Receive Fax Options" in Chapter 3, *Using the MultiPASS Fax Setup Utility*.

Use the telephone to receive manual calls as follows:

1. When you answer a call and hear a long beep or silence, a fax is being sent.
2. Enter the two-digit ID code on your telephone (the default code is 25). Wait for five seconds, then hang up. The MultiPASS then begins receiving the document.



Note

If you have an answering machine connected to your MultiPASS and you can control your answering machine from a remote telephone, make sure the security code for this function is different than the two-digit ID code described above. You change the two-digit ID code used by the MultiPASS to make it distinct from the answering machine's security code. See "Setting Up Advanced Receive Fax Options" in Chapter 3, *Using the MultiPASS Fax Setup Utility*.

Using an Answering Machine—Ans. Machine Mode

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

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



Note

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

Using the MultiPASS With an Answering Machine

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

- Set the answering machine to answer on the first or second ring.
- If the MultiPASS runs out of paper or ink in Answer Machine Mode, it receives all faxes into its memory. The faxes then print automatically when you add paper or replace the BJ cartridge.
- When recording the outgoing message on the answering machine:
 - The entire message must be no more than 15 seconds long.
 - In the message, tell your callers how to send a fax. For example:
“Hello. I can’t answer the phone right now, but please leave a message after the beep. I’ll return your call as soon as possible. If you would like to send a fax, press the start button on your fax machine after you leave your message. Thank you.”

Printing Documents Received in Memory

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

- BJ cartridge runs out of ink
- BJ cartridge is not installed
- Sheet feeder runs out of paper
- Paper jam occurs

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

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

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

Receiving While Copying, Printing, or Registering

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

- Making a copy
- Printing a document
- Entering information

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

Printing a Received Fax Stored In Memory

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

To print a fax that is stored in the MultiPASS's memory, follow these steps:

1

On the MultiPASS,
press the
FUNCTION key.

FUNCTION



FUNCTION

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

1  2 



FILE PRINT

Press START/COPY.



The MultiPASS begins printing the document.



Note

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

Using the Distinctive Ring Pattern Detection (DRPD) Feature

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

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

Use the information in this section to set up the MultiPASS for use with a DRP service. For more details on the DRP service, contact your local telephone company. (Your telephone company may have a different name for this service. Also, this service may not be offered in all areas.)

Types of Ring Patterns

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

You can set the MultiPASS for the following ring patterns:

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

You set the DRPD Switch Options in the Advanced: Receive Fax dialog box (see “Setting Up Advanced Receive Fax Options” in Chapter 3, *Using the MultiPASS Fax Setup Utility* for details).

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

How DRPD Responds to Calls

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

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

Communicating Using the Distinctive Ring Pattern Detection (DRPD) Feature

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

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

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

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

Scanning With the MultiPASS C635

6

You can use the MultiPASS to scan individual documents or groups of documents and save them as image files.

Typically, when you scan a document, you first scan a preview of the document. The preview image allows you to review the results of your scanned document and make any necessary adjustments (for example, to size, tint, and so on). When you are satisfied with the results, you then perform the final scan of the document.

This chapter describes:

- Launching ScanTastic
- Exploring the ScanTastic Window
- Enhancing images with ScanTastic
- Using the advanced functions of ScanTastic
- Using ScanTastic as a Plug-In
- Troubleshooting

Launching ScanTastic

You can use ScanTastic scanning software on its own or as a plug-in in applications that support the Adobe® Photoshop® Plug-in standard.

To use ScanTastic to perform scans on its own:

- Choose ScanTastic Central from the Apple menu, or
- Double-click the ScanTastic Central icon in the MultiPASS Desktop Manager folder on your hard drive.

To use ScanTastic as a plug-in in PhotoDeluxe®, Photoshop, Adobe PageMaker®, Corel® PhotoPaint™, or TextBridge Pro:

- Insert the Canon Creative for Your Mac CD and double-click the MultiPASS C635 icon. Then double-click on the **Plug-In Setup** button. The ScanTastic application file will be copied into the appropriate Plug-Ins folder located in your application's folder.

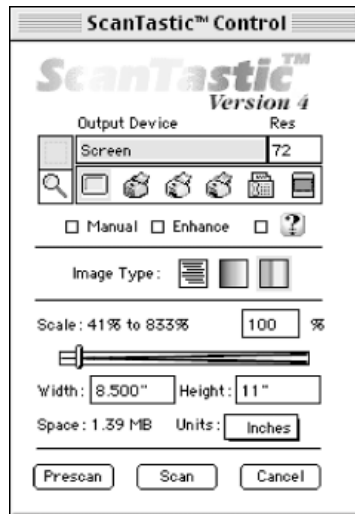
For more information, about using ScanTastic as a plug-in, see “Using ScanTastic as a Plug-In” later in this chapter.



If your MultiPASS is not communicating with the computer properly, a warning message asks you to double-check your cable connection. Check your USB-to-Parallel cable connection to the MultiPASS, then try launching ScanTastic again.

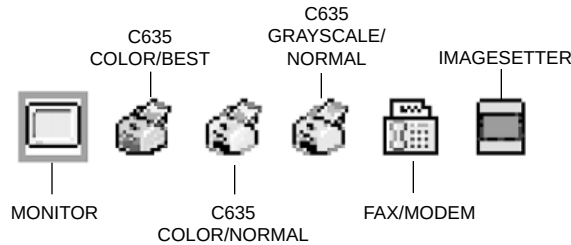
Exploring the ScanTastic Window

Once launched, the ScanTastic window looks like this:



Using the Device Panel

ScanTastic features a unique panel to help you select the best hardware and software enhancement settings for your image. This panel is based on the resolution capabilities of the MultiPASS or other device on which you are outputting your scanned image.



To select a device or print mode in ScanTastic, click its icon.

The icons in the Device Panel represent the following devices and print modes:

- **Monitor–72 dpi:** Best for images destined for display on your computer screen.
- **C635–Color/Best:** For scanned images that will be printed in Best resolution mode, in Full Color, with your MultiPASS C635 printer driver.
- **C635–Color/Normal:** For scanned images that will be printed in Normal resolution mode, in Full Color, with your MultiPASS C635 printer driver.
- **C635–Grayscale/Normal:** For scanned images that will be printed in Normal resolution mode, in Grayscale, with your MultiPASS C635 printer driver.
- **Computer’s FaxModem–216 dpi:** Best for scanned documents you wish to send via a fax modem.
- **Imagesetter:** High resolution film output device such as a Linotronic®.

To change the settings in the Device Panel, see “Customizing the Device Panel” later in this chapter. To set the resolution manually, see “Setting Resolution Manually” on the next page.

How ScanTastic Calculates Resolution

ScanTastic will generate a different resolution based on your selection of **Output Device** and **Image Type**. When you choose **Line Art**, ScanTastic uses the number in the **Res** field. When you choose **Color** or **Grayscale**, ScanTastic uses a resolution most appropriate to the halftone capability of your **Output Device**.



Note

Because halftone cells inherently limit the perceived resolution of a scanned image, there is no reason to scan an image at a higher than 1.5 times the line screen frequency of your final output. Keep in mind that the higher resolution scan you acquire, the more memory, disk space and processing time will be required to work with the scan.



Note

The Monitor icon in the left most position of the panel behaves somewhat differently than the others in the group. This icon has no halftone calculation. This means it will always use the value supplied in the **Res** field for reference.

Setting Resolution Manually

To provide the most flexible scanning environment, you can override the device panel setting and choose your own resolution.

1. Click the check box next to the label **Manual**.
2. Slide the handle to the left to lower the resolution or to the right to increase the resolution.

The number above the slider indicates the resolution you have set. You can also enter a number by typing directly into the field.

The available resolution is tied to the value in the **Scale** field. Always scale the image, as described in the following section, before changing the resolution.

Picking an Image Type

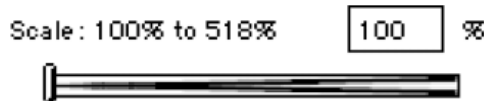
First you need to select the type of image you are scanning. Click the appropriate icon located next to the **Image Type**:



- ☐ **Line Art:** To scan text documents, black and white line art, or continuous-tone photos. It is important that you select this option if scanning documents for use with TextBridge Pro.
- ☐ **Gray:** To scan continuous-tone black and white images.
- ☐ **Color:** To scan continuous-tone color images.

Scaling the Image

To enlarge or reduce the image during the scanning process, enter a number (percentage) into the **Scale** field or move the scale slider left or right.



The acceptable scale range is shown to the left of the percentage field. The **Width** and **Height** fields show you what size the image will be when the selected scaling factor is applied. You can also enter a desired output size in either **Width** or **Height** and the scale will adjust automatically.

The amount that you can scale an image is dependent upon the resolution or output device you have chosen. In general, you will be able to enlarge color or gray images more than line art because higher resolution is required to render line art accurately.



Note

For best results you should scale the image in ScanTastic rather than in another program. Scaling the image (particularly enlarging) after scanning can degrade image quality.

The measurements of the area that you have selected are indicated at the bottom of the Preview window. The scaled selection measurements are indicated on the ScanTastic Control panel. You can refer to these numbers while selecting an area to scan.

Changing the Unit of Measure

You can use the **Units** pop-up menu to change the units of measure used to display images.

Units: Inches

Select Inches, Picas, Points, Centimeters, Millimeters, or Pixels.

Previewing the Image

To preview an image, place a document in the Automatic Document Feeder (ADF) and click the Prescan button. The image appears in the Preview window:



Selecting or Cropping an Area to Scan

To select an area, click the Selection Tool icon in the upper left corner of the Output Device section of the ScanTastic window.



- Click and drag a rectangle inside the preview zone to surround the area of the image you wish to scan.

To alter the selection, move the pointer to the edge or center of the selection rectangle, then click and drag to adjust the boundaries.



As you move the pointer to the edges or corners of the rectangle, it changes shape to indicate the direction in which you can drag.

The hand icon indicates that you can drag the existing selection rectangle to another portion of the preview image.

- To select the entire scannable area, press **Command+A** (select All). To cancel a selection, press **Command+D** (Deselect).
- Another method of selecting an area to scan is to type width and height dimensions in the edit fields at the bottom of the Preview window. Once you have entered the dimensions, you can reposition the box by hand, if necessary.

Zooming In On a Selected Area

To enlarge a section of the pre-scan image for viewing, click the Zoom Tool just beneath the Selection tool. Then click & drag across the region you want to see enlarged.



The selected area is re-scanned and enlarged in the Preview window.



Note

Make sure the document is inserted in the ADF.



To return to a normal preview screen size, re-insert the document in the ADF and click the Prescan button again.

Tip: Double-clicking with the Hand tool while the image is selected will automatically zoom that selection.

Scanning and Saving the Final Image

1. Once you have selected an area to scan and adjusted the ScanTastic settings to your liking, put the document back in the ADF and then press the **Scan** button.

Within moments the final image will appear. You may then further enhance, print, or save the image. You can also convert the image to text using the Optical Character Recognition (OCR) program, TextBridge® Pro. (At this time, TextBridge Pro will only OCR an image that is scanned in as Line Art.)

You are prompted for the location where you want to save your image.

2. Click the **Save** button to save the image, or select one of the other options as follows.
 - **Cancel:** Discard all scanning in this session.
 - **OCR:** Launches a TextBridge Pro dialog so that you can save the scanned image as text. For instructions on converting the image to text, consult your TextBridge Pro documentation. The **OCR** button is only available if you have TextBridge Pro installed.

- **Scan More:** Continue the scanning session.
 - **Print:** Sends all the scanned images to the currently selected printer without saving the files.
3. Choose a location and name for the file and click the button for the desired file format.
 - You may want to create a new folder in which to place your images. Click the **New** button on the right of the dialog and name the new folder as desired.

Enhancing Images With ScanTastic

One of the key features of ScanTastic is the ability to apply enhancements to both prescan and final images.

Working with the Prescan allows you to quickly and easily observe changes in the appearance and quality of your image before doing the final scan.

- To view the Enhancement Panel, click the **Enhance** check box in the Control Panel. You see this screen:

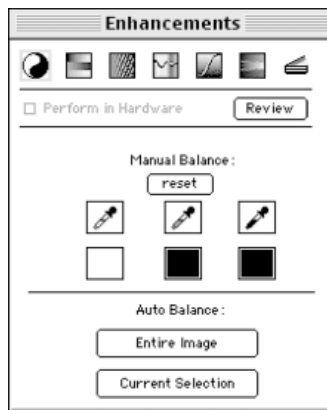


Image enhancements are saved along with the output device setting and can be applied to future scans. (Refer to page 6-20 for instructions on how to save changed settings and refer to page 6-26 for instructions on how to rebuild the settings.)

Performing in Hardware

Selecting the **Perform in Hardware** check box allows the enhancement to be performed in the MultiPASS hardware rather than in the ScanTastic software.

You must click the **Review** button each time you make a change to an enhancement to see its effect.

The chief advantage of performing the enhancement in hardware is to achieve the best possible results from the MultiPASS.



Note

If the **Perform in Hardware** check box is selectable, you can perform this function in the MultiPASS hardware; if it is not selectable, you need to perform the function in the software.

Using Manual Balance

The **Manual Balance** function allows you to set the color points yourself. This gives you precise control over the image balance, either by choosing a color from the preview or selecting a color from the standard color wheel.

- To choose a color from the preview image, click on the eye dropper tool that indicates the balance point you wish to select. There are three tools from which to choose.



The eye dropper on the right sets the black point, the center dropper is for mid-tones, and the left most eye dropper controls the highlight areas.

Use these tools to pick an area in the preview that best represents the darkest and lightest points.

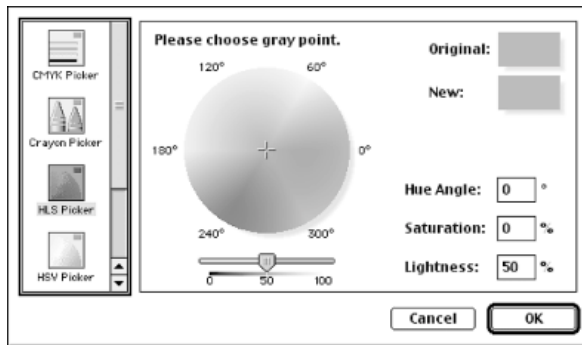
There may be times that you wish to “blow out” or “plug” a portion of the image for effect. An example of this would be a photograph of a piece of jewelry that contains bright reflections. These reflections are referred to as “spectral highlights” and are usually brighter than any other portion of the image.

- Click the **Hilite Eye Dropper** and then click on a part of the image that is supposed to be pure white to extend the contrast of the image to the desired level.
- Click the **Shadow Eye Dropper** to set the darkest point of the image in the same manner as above.
- Click the **Mid-Tone Eye Dropper** on an area of the image that is as close to neutral gray as possible.

If you make a mistake with these tools, simply repeat the process until you are satisfied with the results.

- Click the **Reset** button to undo your changes.
- To manually set the balance points, click in the color boxes beneath the eye dropper.

The standard Color Wheel appears.

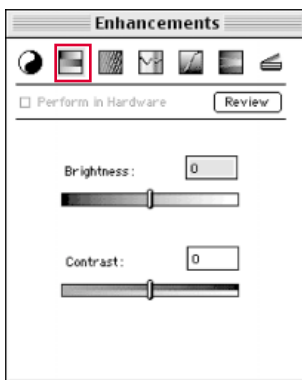


- Click and drag around the wheel to set the desired hue and saturation and slide the scroll bar to set the appropriate brightness.

Repeat the above procedure to manually set the mid-tone and black points.

Adjusting Brightness and Contrast

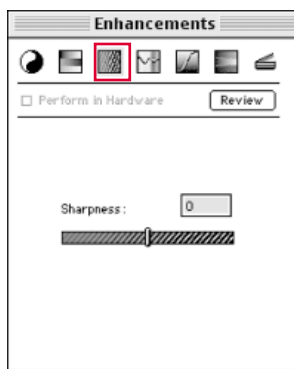
The **Brightness** and **Contrast** sliders allow you to adjust the brightness and contrast of your image.



- Alter the image **Brightness** and **Contrast** by clicking on the slider handles and dragging them to the left or right. The numeric values reflect the position of the slider.

Sharpening or Softening Images

Sharpness and softness can be adjusted with the third Enhancement icon.



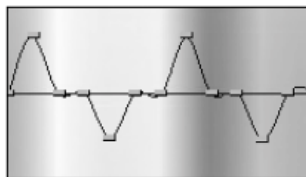
- Alter the image **Sharpness** by clicking on the slider handles and dragging them to the left or right. The numeric values reflect the position of the slider.

Using the Spectral Equalizer

The Spectral Equalizer is used to increase or decrease the saturation of specific color ranges in the active image. It works on the same principle as a graphic equalizer on your home stereo.

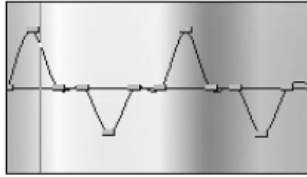


Each of the 13 points allow you to enhance a particular range of color. Dragging a selection point up or down will saturate or neutralize (make gray) the particular color range under the point.



- To remove all color from the image, press the **Neutralize** button.
- To return to the default, click the **Normalize** button.
- To completely saturate the image, click the **Saturate** button.

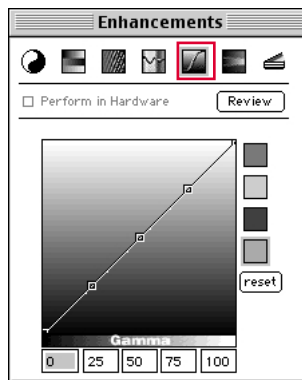
ScanTastic allows you to easily locate a color range in the equalizer by simply moving the pointer over a specific area of your image and clicking while you press the Option key on your keyboard.



A black line will appear on the equalizer corresponding to the area under the pointer. In this way you can tell exactly where to make your adjustments.

Setting Tone Curves

ScanTastic provides you with a method of fine-tuning your image with tone curve settings. These curves operate on the red, green, blue and master channels of your image. This provides a method of custom image enhancement.



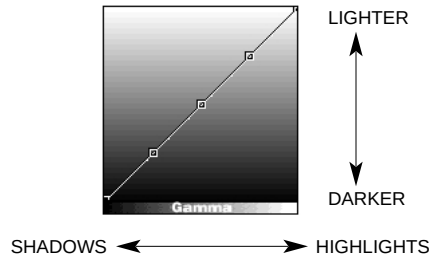
- To work with an individual color channel, click in the box of the desired color.



Note

When the Image Type is set to **Gray**, only changes made to the Master channel have any effect.

Now examine the components of a grayscale tone curve:



Curve Value	Description
Highlights	Lightest portion of the image
Mid-tones	Part of the image between dark and light tones
Shadows	Darkest portion of the image

As you drag the handles of the curve, you will see the values in the associated fields change.

You can also type the numbers by clicking in the field you wish to modify.

Acceptable values range from 0 (maximum darkness) to 100 (maximum lightness) for each handle.

- To locate a color range in the tone curve, move the pointer over the specific area of your image and click while holding down the **Option** key.

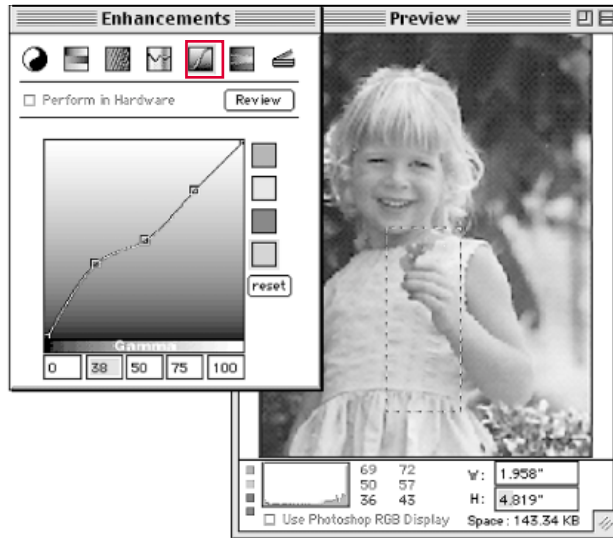
A line will appear on the tone curve corresponding to the area under the pointer. In this way you can tell exactly where to make your adjustments.

Changes made to the Master (gray) Tone Curve will automatically modify the red, green, and blue channels.

Tone curves can be used to shift the overall color, brightness, and contrast of a given scan in any direction.

Consider the following example: You may wish to enhance an image which has lost detail in the shadow areas due to excessive darkness.

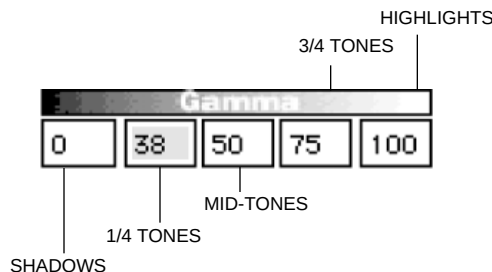
By raising the lower portion of the Master curve, you affect the shadow portion of the image without touching the mid-range or highlights.



It's a good idea to experiment with these curves to gain the necessary experience to use them effectively.

Changing Gamma Curve Values

Another method of adjusting the tone curves is to use the Gamma Bar.



- Click and drag within the Gamma Bar, located above the numerical values.

- As you move right and left, the gamma increases or decreases in value. The tone curve is automatically modified as you adjust the gamma.
- As you drag, a gamma value will appear in the upper left corner of the tone curve. With each modification of the tone curve or gamma, the adjusted representation of your image will be updated to reflect the changes.

Resetting the Tone Curve

To reset a tone curve, select a curve and click the **Reset** button.

Adjusting the Tint

The Tint Adjustment tool allows you to adjust the color cast of your image in much the same way you would adjust the color on a television set.

- Drag the sliders to the left to decrease or the right to increase the Red, Green, or Blue tint of your image. The numeric values to the right reflect the position of the slider.

Using Auto Balance

The **Auto Balance** function alters the tonal balance of the image by stretching the contrast, or dynamic range, of each color channel between the whitest and blackest point of your image or selected area. Because all scanners compress image data, images have less dynamic range between light and dark (blacks are not as black as they should be and whites are not so white). The auto balance function attempts to adjust the contrast of the image to its best potential.

The automatic functions are:

- The **Entire Image** button is designed to balance the image based on the entire visible preview. This is a very rapid method for image balance.
- The **Current Selection** button bases the balance factor for the entire image on the area you have selected with the Selection Rectangle.



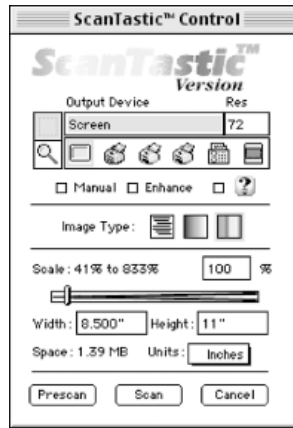
If you select too small an area, ScanTastic may not have enough data to accurately adjust the image balance.

Using the Advanced Functions of ScanTastic

Customizing the Device Panel

The Device panel is one of the most important interface elements of ScanTastic. It is designed to allow the easiest possible method for choosing the proper scan resolution and enhancements for the given output quality desired. The three C635 device settings are pre-set to obtain the best results for scans to be printed in different resolution and color modes on the MultiPASS C635.

To customize the descriptions in the device panel, first click the icon you wish to customize. Simply click in the fields above the icons and edit the information they contain.



Output Device: The name of the printer, printer setting, or other output device where the scan is destined.

Res: The resolution (or dpi) equivalent to the selected print mode. For your monitor or fax/modem, see your owner's manual for this specification if unknown.

ScanTastic will generate a different resolution based on your selection of Image Type. When choosing Line Art, the number in the **Res** field will be used. When **Color** or **Grayscale** are chosen, ScanTastic will choose a resolution most appropriate to the halftone capability of your output device.

Because halftone cells inherently limit the perceived resolution of a scanned image, there is no reason to scan an image at a resolution higher than 1.5 times the line screen frequency of your final output. Keep in mind that the higher resolution scan you acquire, the more memory, disk space, and processing time will be required to work with the scan.

ScanTastic calculates its halftone resolution by extrapolating a figure based on the **Res** field. The basic halftone capabilities of the device are then multiplied by 1.5 to set the resolution.



Note

The Monitor icon in the left most position of the panel behaves somewhat differently than the others in the group. This icon has no halftone calculation. This means it will always use the value supplied in the **Res** field for reference.



Note

Remember, each setting in the Enhancement panel is associated with a given output device icon and can be used to create a custom setup for a variety of output devices.

To save Output Device settings:

ScanTastic allows you to save settings attached to each icon. This means you can customize six different settings. For information on restoring Output Device settings to factory defaults, see “Rebuilding ScanTastic Preferences” later in this chapter.

1. To save settings for an individual icon, press and hold the Option key while clicking an icon.
2. This displays a pop-up menu that allows you to save and load settings for the selected icon.

Automatic Batch Scanning

1. Choose ScanTastic from the Apple menu or double-click the ScanTastic icon.
2. Indicate letter size (8.5 × 11 inch) paper by leaving the **Force Letter** check box selected. If you are using legal size paper, deselect the **Force Letter** check box.
3. Place a stack of images (preferably the same size and paper weight) in the feeder.
4. Take one of the following actions:
 - To begin scanning full sheets, click **Scan**.
 - If you need to make adjustments to the scan controls before using the ADF, click the **Prescan** button.

The feeder will pull in the first page and the image will fill the preview zone.

5. Select the image area and alter settings as needed.



Note

When acquiring a batch, all settings—including the size of the area chosen with the selection tool—are applied to each of the images in the session.

6. Once adjustments are made, remember to place the sheet just previewed back into the document feeder and click **Scan**.

You are notified when the document feeder is empty.

7. Insert more pages and click the **Add Paper** button or click the **Done** button to end the scanning session.

You are prompted for the destination of the scan.

8. Select one of the following options:

- **Cancel:** Discard all scanning in this session.
- **OCR:** Launches TextBridge Pro with the images you scanned. For instructions on how to convert the images to text, consult your TextBridge Pro documentation. Please note that OCR is only available if you have TextBridge Pro software installed.
- **Scan More:** Continue the scanning session.
- **Print:** Sends all the scanned images to the MultiPASS without saving the files.
- **Save:** Allows you to save the images.

9. If you are saving the images, choose a location and name for the file and click the appropriate button for the desired file format.

You may wish to create a new folder in which to place your group of images. Use the **New** button on the right of the dialog and name the new folder as desired.



Note

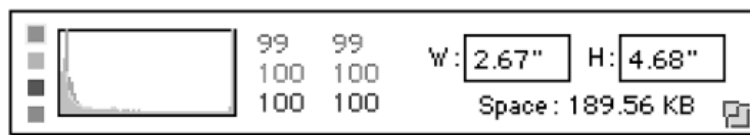
You may receive a paper jam error if the feeder fails to pull a sheet properly. To clear this dialog, click the **Cancel** button.

After the scanning process is finished, you can open the folder to view the documents. Each document contains an icon that looks like the image contained in the file.

Adjusting Histogram Tone Levels

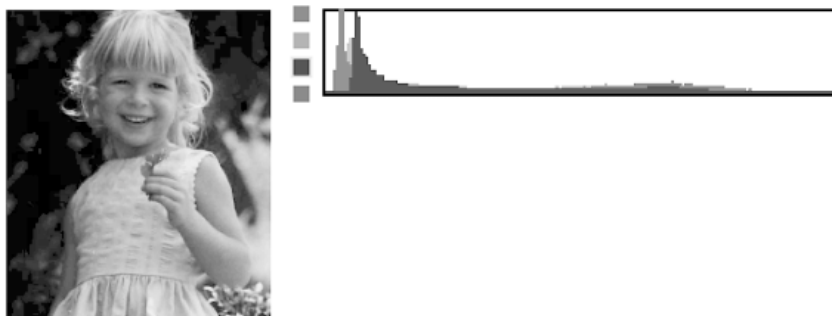
The Preview window contains a number of useful tools to help you analyze an image beyond what appears on the screen.

A histogram is a useful tool for viewing how levels of gray are distributed throughout an image. This feedback is useful regardless of the condition of your computer monitor and is considerably more accurate.



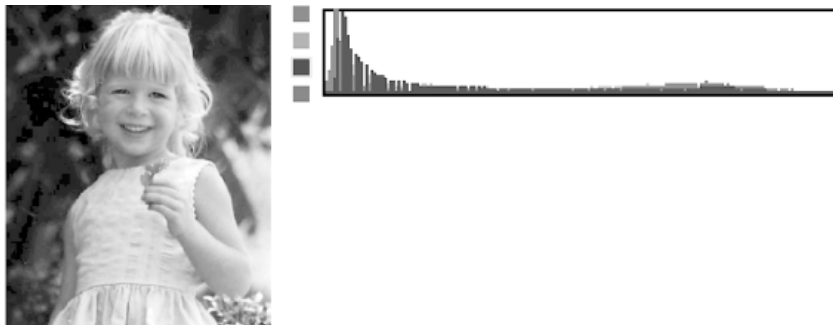
- Click on the individual color boxes to the left of the histogram to view that channel's data, or click on the gray box to view the overall summary data.

Each of the following examples shows the display of the histogram under certain conditions.



This is a normal, uncorrected scan. Notice the concentration of data in the dark regions, as indicated by the heavy concentration of data content in the left of the histogram.

Using ScanTastic's Brightness slider, the histogram shows holes where image data is missing. This is because the data has been "stretched" to make the image brighter. This may affect image quality and cause "posterization", or a blotchy looking image.



Here is the same adjustment using the Perform in Hardware check box. Because the adjustment was made inside the MultiPASS, the quality of the image will be smoother, with less posterization.

Adjusting Color Distribution Values

You may have heard of a device called the Densitometer. This device is used in the printing industry to measure the amount of ink on the printed page. It is usually found in the company of Cyan, Magenta, Yellow, and Black print jobs.

The software industry has borrowed this term for describing the color values of an individual pixel of image data. This is very useful in programs such as Photoshop where a conversion has been made between the light we see (Red, Green & Blue) and the separations used to produce printed material with Cyan, Magenta, Yellow and Black inks. The information it provides helps the user decide if the separation will print properly with the correct tonal cast, etc.

Since ScanTastic only deals with RGB data (as is the case with all scanners since they capture the light reflecting off an image), this information is referred to as an Intensitometer (Intensity of light) instead of a Densitometer (Density of ink).

The Intensitometer section gives exact values for the pixel directly under the pointer identifying the distribution of color it contains. This information is best used to determine if there is contamination in gray shades. The number on the left is the original value. The number on the right indicates the corrections you have made with enhancements.

For instance:

25 30
38 30
20 30

A value reading of 25, 38, 20 may look like dark gray on the screen, but may yield a muddy green when printed.

By paying attention to these values, you can more accurately predict the final result of your scan.

Using ScanTastic as a Plug-In

You can use ScanTastic as an Adobe PhotoDeluxe or Photoshop, Corel PhotoPaint, or TextBridge Pro plug-in, or as a plug-in with any application that supports the Photoshop plug-in standard.

To install and use ScanTastic as a plug-in:

1. Insert the Canon Creative for Your Mac CD and double-click the MultiPASS C635 icon. Then double-click on the **Plug-In Setup** button. The ScanTastic application file will be copied into the appropriate Plug-Ins folder in your application's folder. (If the image editing software is running, make sure you quit and restart the application so that it recognizes ScanTastic as a plug-in.)
2. Launch the image editing application.
 - If you are using PhotoDeluxe, and the application prompts you to choose an input source, choose the ScanTastic option.
 - If you are using TextBridge Pro, click on **Select Source** and choose **ScanTastic**.
3. See the user documentation for the application for instructions on how to scan using a plug-in.
4. If you use an application other than Photoshop or PhotoDeluxe that supports the Photoshop plug-in standard, and you are prompted to locate your scanning plug-in, simply navigate to the ScanTastic folder, located in the MultiPASS Desktop Manager folder, and select the ScanTastic application file.

Troubleshooting

Poor Image Quality On the Screen

There are two main causes of poor image quality while viewing images on the screen.

The first place to check for image quality is your Monitors setting. Locate the Monitors control panel from the Control Panels command in the Apple menu.

For accurate screen representation of color images on the screen, your setting should read at least Thousands. Millions is preferable for the best view while editing images.

Grayscale images should be viewed at 256 Grays, Thousands or Millions.

Viewing Line Art on the Screen

Unlike Color or Gray images, line art images do not look very good on the screen, particularly in preview ratios. The reason for this is that line art images do not benefit from the perception of smoothing when continuous tones are viewed. Normally, line art scans are performed at very high resolutions (in excess of 300 dpi). Since a computer monitor is 72 dpi, it is not capable of reducing the view effectively.

Poor Image Quality When Printing

Make sure you are scanning in the right mode and resolution. This is particularly important when working with line art. For example, if you try to scan line art when the color mode is selected, the resulting images can have blurred or jagged edges.

See your documentation for the other programs you are using in the production of your art. Each program deals with output in a slightly different way and there are some subtle issues that can make a major difference in output quality. Ask yourself if you are familiar with the following concepts in the software you are using:

- Did you set a halftone or line screen frequency in the program from which you are printing?
- Is there a PostScript® problem with your software?

Finally, be sure you read the section “How ScanTastic Calculates Resolution” earlier in this chapter.

Rebuilding ScanTastic Preferences

The settings in the Output Device panel have been pre-set to achieve the best results for scans destined for your screen, for printing on your MultiPASS in different print modes, or for other output devices. Any changes you make to any of the Device Panel settings are automatically saved by ScanTastic.

If you wish to change the default Output Device settings, it is a good idea to save the existing, default settings so that you can restore them later, if you wish.

To save Device Panel settings at any time, or to load Device Panel settings which you have already saved, hold down the Option key and click on the icon of the Output Device setting you wish to save or load. You will then see a popup menu giving you the option to save or load an Output Device setting.

If you have not saved the default Output Device settings, and you wish to return to the defaults at any time, simply drag the ScanTastic Preferences files (located in the Preferences folder, in the System Folder) to the Trash.

ScanTastic will create new preferences files the next time it is launched, resetting all the options to the default configuration. You can also restore defaults by holding down the Option and Command keys on your keyboard while launching ScanTastic.

Maintaining the MultiPASS C635

7



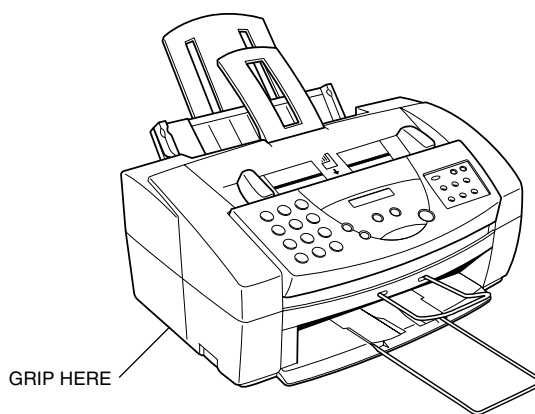
This chapter describes the routine maintenance required for your MultiPASS. It includes:

- MultiPASS guidelines
- Routine maintenance
- Cleaning inside the MultiPASS
- Printing the nozzle check
- Cleaning the BJ cartridge print head
- BJ cartridge guidelines
- Replacing the BJ cartridge
- Replacing a BJ tank in the BC-21e Color BJ Cartridge
- Storing a BJ cartridge
- Transporting the MultiPASS

MultiPASS Guidelines

Follow these guidelines to avoid damage to your MultiPASS and harm to you or others:

- Place the MultiPASS on a stable surface. Do not use an angled stand. Avoid setting the unit in direct sunlight.
- Do not install the MultiPASS near devices that contain magnets or generate magnetic fields, such as speakers.
- Do not subject the MultiPASS to strong physical shock or vibration.
- Make sure the area where you use the unit is free from dust.
- Keep the MultiPASS clean. Dust accumulation can prevent the unit from operating properly.
- To assure proper electrical contact, make sure the unit is firmly plugged in.
- Never pull on the cord to unplug the MultiPASS. Pull on the plug itself.
- Do not overload the electrical outlet where the MultiPASS is plugged in.
- For your safety, unplug the MultiPASS during electrical storms.
- Lift the MultiPASS from the bottom only. Do not lift the unit by the operator panel or any of its trays.



Routine Maintenance

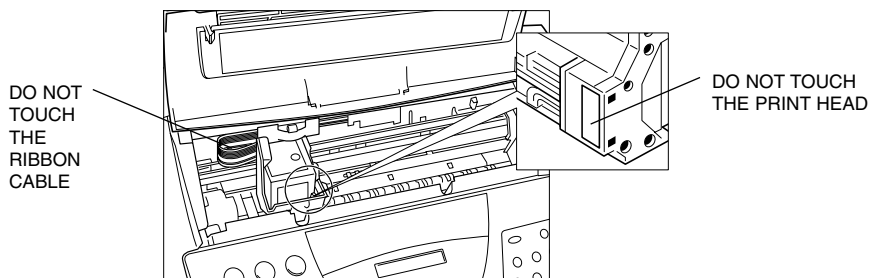
Your MultiPASS requires little routine maintenance. Follow these guidelines to keep your MultiPASS in good operating condition:

- Before you clean the MultiPASS, be sure to print any faxes stored in memory.
- Do not use tissue paper, paper towels, or similar materials for cleaning; they can stick to the components or generate static charges.
- Be sure to disconnect the power cord before cleaning the unit.
- Lightly wipe the unit's exterior with a clean, soft, lint-free cloth moistened with water or diluted dishwashing detergent solution.
- Never use thinner, benzene, alcohol or any other organic solvent, as it may damage the surface of the MultiPASS.

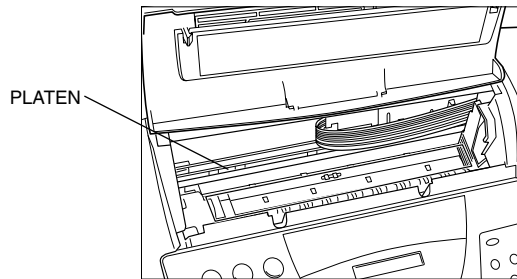
Cleaning Inside the MultiPASS

To prevent ink spots and paper dust from accumulating inside the MultiPASS and affecting print quality, clean the unit's print area periodically. Follow these guidelines:

- Never use volatile liquids such as thinners, benzene, acetone, or any other chemical cleaner to clean the interior of the MultiPASS, as these can damage its components.
- Avoid touching the print head or ribbon cable inside the MultiPASS.



- Disconnect the power cord from the MultiPASS before cleaning.
- Open the printer cover by grasping the paper guides and lifting.
- Use a clean, soft, dry, lint-free cloth to remove any ink or paper debris from the printer's interior, especially around the platen. Make sure not to touch the cartridge.



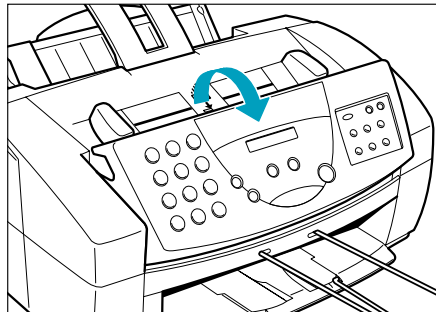
- Check the small black rollers. If they are dirty, clean them with a soft, dry cloth.
- When finished, close the printer cover, and plug the MultiPASS back in.

Cleaning the Scanner Components

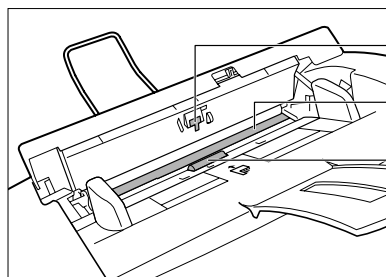
Periodically check and clean the scanning components as explained here. Be sure to disconnect the power cord from the MultiPASS.

1

Open the operator panel by gently pulling it toward you.



Clean the components.



SEPARATION GUIDE
SCANNING GLASS
SEPARATION ROLLER

- **Separation guide**
Wipe with a dry, soft cloth.
- **White sheet and scanning glass**
Use a clean, soft, lint-free cloth moistened with water to clean the white sheet and scanning glass, then wipe them with a soft, dry, lint-free cloth.
- **Separation roller**
Wipe with a soft, dry clean cloth to clean the rollers.



Note

If the scanning components are dirty, the documents you send or print will also be dirty.

Be sure to use a soft cloth to avoid scratching the components.

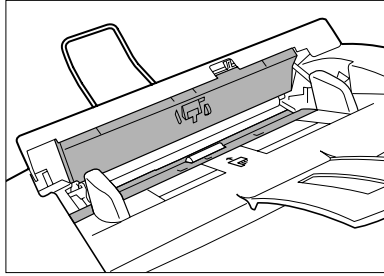


Caution

Do not use tissue paper. Dust from the tissue paper causes static electricity.

Clean the shaded areas of the operator panel and the unit.

- Dirt and dust particles that collect on the underside of the operator panel also affect the quality of the documents you copy or send.



- Use a soft, dry, clean cloth to wipe up paper dust around the rollers.

When you are finished, close the operator panel.

- Press the center of the operator panel until it locks into place.
- Plug the unit back in.

Printing the Nozzle Check

Use this test print to check that each print head nozzle is operating properly.

Make sure the MultiPASS is plugged in.

1

Press **FUNCTION**.

FUNCTION



FUNCTION

2

Press either of the
< > buttons until
NOZZLE CHECK
appears in the LCD.

1 O< 2 O>



NOZZLE CHECK

3

Press
START/COPY.



The pattern starts printing.

When the BC-21e Color BJ Cartridge is installed, the pattern includes all four colors: yellow, magenta, cyan, and black. In the color pattern, you'll notice that lines are missing between the colors. This is normal.



The following sample shows the Nozzle Check when the optional BC-20 Black BJ Cartridge is installed.



Cleaning the BJ Cartridge Print Head

To maintain the best possible print quality, you need to clean the BJ cartridge print head from time to time. Your MultiPASS is equipped with a print head cleaning function. If you notice some degradation in the print quality, try cleaning the print head.



Cleaning the print head consumes a small amount of ink. Cleaning too often reduces the amount of ink in the BJ cartridge.

1

Press **FUNCTION**.

- Make sure the MultiPASS is plugged in.

FUNCTION



FUNCTION

2

Press the **< or >**
button until
HEAD CLEANING
appears in the
LCD display.

1 ○ < 2 ○ >



HEAD CLEANING

3

Press **START/COPY**.



The unit cleans the print head.

- When cleaning ends, the MultiPASS beeps once to let you know it is done, and returns to Standby mode.
- Do this five consecutive times if necessary.
- If the problem persists, install a new BJ cartridge.

BJ Cartridge Guidelines

You can use these cartridges with the MultiPASS:

- **BC-21e Color BJ Cartridge**
Contains the print head unit and two replaceable BJ tanks, one color (cyan, magenta, yellow) and one black. You can replace the BJ tanks without replacing the print head unit when you run out of ink.
- **BC-20 Black BJ Cartridge**
Contains the print head unit and black ink only. Use this optional cartridge when you will be printing with black ink only and for fast, five page per minute printing. When you run out of ink, you replace the complete cartridge.



BJ Cartridge and BJ Tank Maintenance

The most important thing you can do to extend the life of your MultiPASS and to ensure optimum print quality is take care of the BJ cartridges.



Caution

Spilled ink can stain any surface. Open BJ cartridges and BJ tanks carefully, and follow the guidelines presented here to protect against spilled ink.

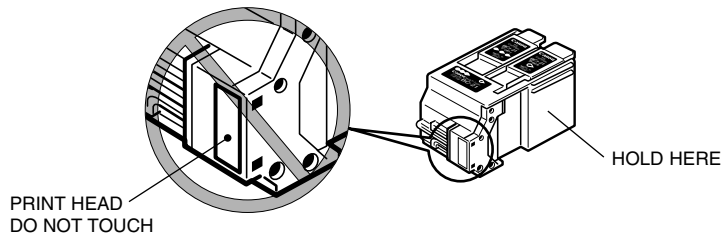
- If you are using both the BC-21e Color BJ Cartridge and any of the optional BJ cartridges, make sure you store the cartridge not being used in the Ink Cartridge Storage Box.
- Keep BJ cartridges and BJ tanks in their sealed containers until you are ready to use them.
- Do not remove the BJ tanks from the BC-21e Color BJ Cartridge unnecessarily. This may cause the ink to clog.
- Make sure both BJ tanks are installed in the BC-21e Color BJ Cartridge. Attempting to use the BC-21e Color BJ Cartridge with one BJ tank only may cause ink clogging.

- If spilled, the ink is difficult to remove. Therefore, it's a good idea to keep the BJ cartridges and BJ tanks out of the reach of children.
- Do not touch the print head area on the BJ cartridge. Ink may leak out and cause stains.



Caution

Hold the BJ cartridge on the sides only. Do not touch the silver plate on the bottom of the BJ cartridge or the silver metal or circuit area on the side. The metal area may become hot during printing.



Using Ink

Canon has more engineers dedicated to creating quality ink for providing the best results for output on Bubble Jet printers than any other organization. Canon does not prohibit the use of third-party inks and the use of third-party inks does not invalidate the product's limited warranty. However, Canon cannot guarantee the quality or performance of your printer when you are using inks from other suppliers.

Canon's limited warranty does not cover damage caused to Canon's Bubble Jet products that is attributable to the use of third party parts or supplies, including inks. The limited warranty remains in effect for its life once that particular damage has been properly repaired.



Note

For optimum printing results, Canon recommends that you use the Canon BC-21e Color BJ Cartridge or the optional Canon BC-20 Black Cartridge with your MultiPASS.

When replacing BJ tanks in the BC-21e Color BJ Cartridge, Canon recommends that you use the Canon BCI-21 Color and BCI-21 Black BJ Tanks.

Replacing the BJ Cartridge

The actual amount of ink that you use will vary depending on the print density of a page. If the majority of your output is graphics, you may need to change cartridges or tanks more often than when you are printing text only. See Appendix A, *Specifications*, for details on the life expectancy of the BJ cartridges.

You may need to replace the BJ cartridge or a BJ tank when any of the following conditions exist:

- You have been using the cartridge for over one year.
- Your printed output is not crisp and clear, and there are gaps in the characters (missing dots) even after you have cleaned the print head at least five times.
- You see the CHANGE CARTRIDGE message in the LCD.

If you are using the BC-21e Color BJ Cartridge and your output is blank, one of the BJ tanks is probably out of ink. See the next section for instructions on how to replace a BJ tank.

The following procedure describes how to replace the BC-21e Color BJ Cartridge with the optional BC-20 Black BJ Cartridge. Follow the instructions in this section to replace an old BJ cartridge or to change BJ cartridges when you are switching between the BC-21e and the optional BC-20 Black BJ Cartridges.

You only need to replace the BC-21e Color BJ Cartridge when the print head is damaged (or after printing approximately 2000 pages). If one of the BJ tanks (either color or black) in your BC-21e Color BJ Cartridge is out of ink, see the next section for instructions on how to replace a BJ tank.

To replace the BJ cartridge, follow these steps:

1

Press the
CARTRIDGE
button.

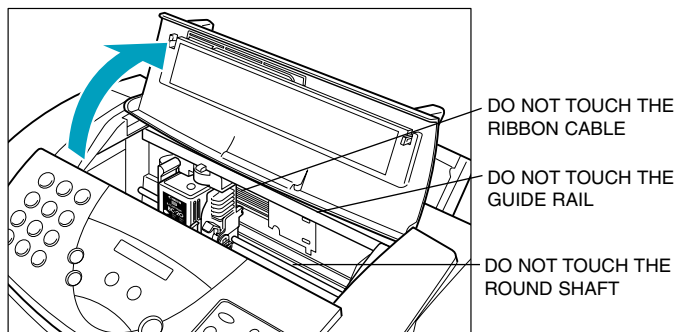
CARTRIDGE



The cartridge holder moves to the center of the unit.

Open the
printer cover.

- Grasp both sides and lift it up.



Caution

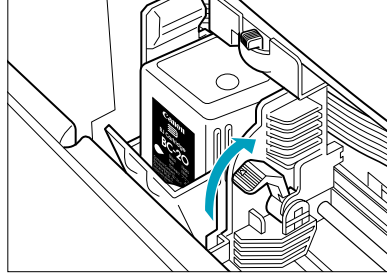
Do not try to move the cartridge holder manually; this may damage the unit. If the cartridge holder does not move and the unit beeps several times, unplug the MultiPASS and let it cool for several minutes. (The device has an automatic protection mode that prevents it from overheating.) After allowing it to cool, plug the unit in again and press the **CARTRIDGE** button to move the cartridge holder to the center of the unit.

Hold the BJ cartridge on the sides only. Do not touch the silver plate on the bottom of the BJ cartridge or the silver metal or circuit area on the side. The metal area may become hot during printing.

3

Lift the green lock lever on the cartridge holder.

- Gently pull up on the lever.

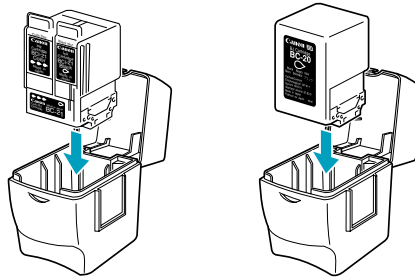


- Lift the BJ cartridge out of the cartridge holder.

4

Dispose of or store the BJ cartridge.

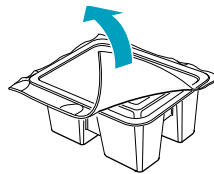
- Dispose of the old BJ cartridge, or store it in the Ink Cartridge Storage Box.



5

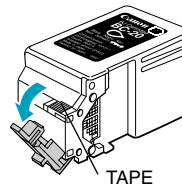
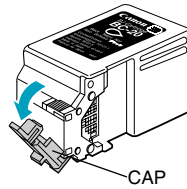
Open the BJ cartridge package.

- Peel the protective foil off the new BJ cartridge's packaging, and remove the cartridge.



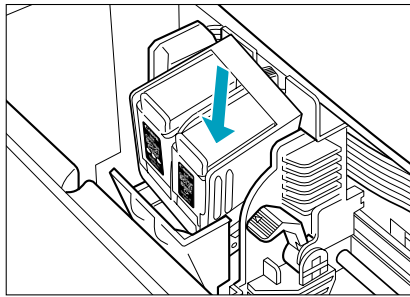
Remove the protective material from the BJ cartridge.

- Carefully lift off the orange cap from the cartridge's print head; then remove the orange tape. Remember that spilled ink can stain any surface; protect yourself and your work area.



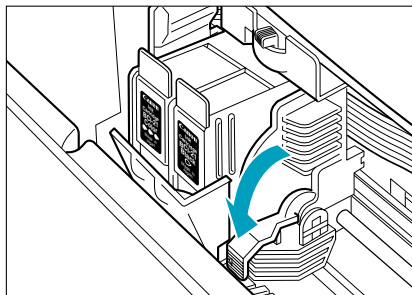
Slide the BJ cartridge straight into the cartridge holder.

- Make sure the cartridge label faces you.
- Be careful not to touch the silver plate on the bottom of the BJ cartridge or the silver metal or circuit area on the side.



Make sure the cartridge is aligned against the back of the holder, then lower the green lock lever.

- The BJ cartridge locks into position.
- Do not apply excessive force.



Close the printer cover, and press the **CARTRIDGE** button.

CARTRIDGE



The MultiPASS cleans the print head and moves the cartridge holder to the home position on the right side of the unit.



Note

Be sure to set the paper thickness lever for the type of BJ cartridge you installed. See “Setting the Paper Thickness Lever” in Chapter 2, *Printing With the MultiPASS C635*, for details.

Replacing a BJ Tank in the BC-21e Color BJ Cartridge

If you perform a print operation correctly but the output is blank, portions are missing, or colors are very wrong, a BJ tank may be out of ink. If the output is still blank after cleaning the print head at least five consecutive times, replace the empty BJ tank in the BC-21e Color BJ cartridge.

You leave the BJ cartridge in the MultiPASS when replacing a BJ tank.

1

Press the
CARTRIDGE
button.

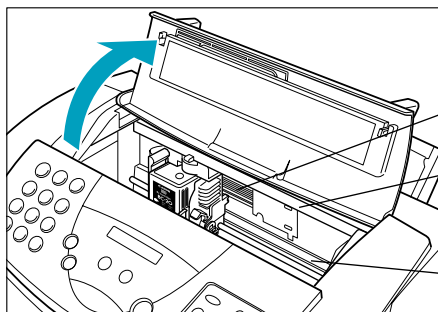


The cartridge holder then moves to the center of the unit.

2

Open the
printer cover.

- Grasp both sides and lift it up.



DO NOT TOUCH THE
RIBBON CABLE

DO NOT TOUCH THE
GUIDE RAIL

DO NOT TOUCH THE
ROUND SHAFT

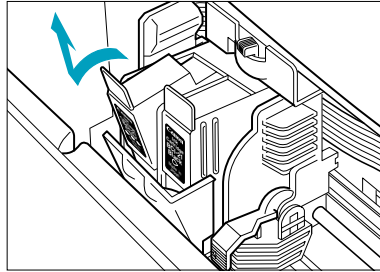


Caution

Do not try to move the cartridge holder manually; this may damage the unit. If the cartridge holder does not move and the unit beeps several times, unplug the MultiPASS and let it cool for several minutes. (The device has an automatic protection mode that prevents it from overheating.) After allowing it to cool, plug the unit in again and press the **CARTRIDGE** button to move the cartridge holder to the center of the unit.

Remove the empty BJ tank.

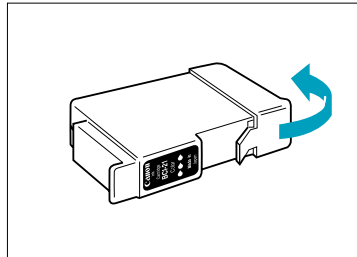
- The color BJ tank is on the left; the black BJ tank is on the right.
- Grasp the tab on the top of the tank and pull forward to release the BJ tank.
- Then lift the BJ tank up and out of the BJ cartridge unit.



- Dispose of the BJ tank properly. You may want to place it in a plastic bag to keep from spilling any residual ink.

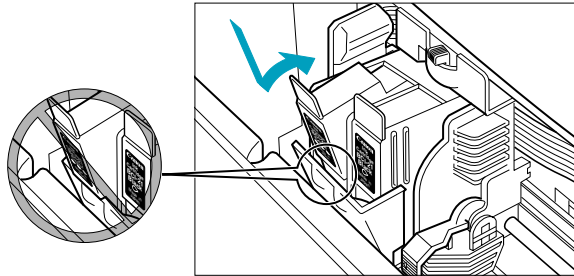
Take the new BJ tank out of its packaging.

- Remove the orange protective cap.
- Do not touch the bottom of the BJ tank; you may get ink on your hands.



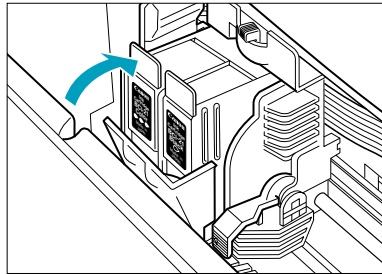
5

Slide the new BJ tank into the empty slot.



6

Press firmly on the tab on top of the new BJ tank until it snaps into place.



- If you are replacing both tanks, repeat steps 3 through 6 for the other BJ tank.
- Make sure each tank is properly seated in its slot.

7

Close the printer cover, and press the **CARTRIDGE** button.

CARTRIDGE



The cartridge holder then moves to the home position on the right side of the unit.



Note

Before you unplug the MultiPASS, make sure the BJ cartridge is in the home position on the right side. If you unplug the unit while it is printing, or move the BJ cartridge from the home position, the cartridge will not be capped and may dry out.

Storing a BJ Cartridge

Whenever you unwrap a BJ cartridge, you must either install it in the MultiPASS or store it in the Ink Cartridge Storage Box to prevent the print head from drying and clogging.

1

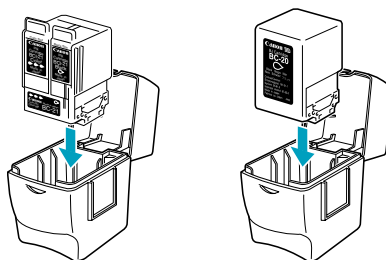
Open the Ink Cartridge Storage Box.

- When opening the Ink Cartridge Storage Box, press in on the release tab that locks the cover in place.

2

Carefully set the cartridge in the storage box.

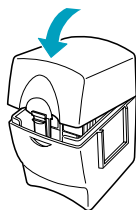
- You must insert the cartridge correctly or the storage box will not close.
- The protective cap must be removed from the cartridge before you set it in the storage box.



3

Close the storage box.

- Be sure the lid snaps closed.





Note

Whenever you remove a BJ cartridge from the MultiPASS, store the cartridge in the storage box (unless you are disposing it).

If you have more than one Ink Cartridge Storage Box, you can hook them together. Simply connect them by the slides and grooves on the sides of the containers.

Transporting the MultiPASS

If you need to transport the MultiPASS, be very careful. **DO NOT remove the BJ cartridge.**

1

Make sure the BJ cartridge is in the home position.

- With the cartridge holder on the right side of the unit, tape the BJ cartridge and cartridge holder to the side of the unit.

2

Disconnect all cables.

- Unplug the power cord.
- Disconnect the telephone lines and USB-to-parallel cable.

3

Lower the paper rest and remove all trays.

- Remove the sending document support.
- Remove the document support and output tray extension.

Pack the unit.

- Carefully pack the unit in its original packing materials.
- **Do not remove the BJ cartridge from the MultiPASS or ship a BJ cartridge or a BJ tank from which you have removed the protective cap.** An opened BJ cartridge or BJ tank that is not installed in the MultiPASS or the Ink Cartridge Storage Box may leak, and the print head may dry out. Also, if you do not tape the BJ cartridge to the side of the unit, ink may spill into the MultiPASS.

**Note**

If you no longer have the shipping carton your MultiPASS came in, pack the unit in a suitably sized, sturdy cardboard box, using bubble wrap, foam peanuts, or other suitable packing materials. (If you use foam peanuts, be sure to wrap the unit in plastic first to prevent the packing materials from entering any openings in the unit.)

This chapter contains information to help you solve problems you may have when using the MultiPASS. It includes:

- Paper jams
- General Troubleshooting Procedures
- LCD messages
- Printing problems
- Print quality problems
- Color printing and copying problems
- Paper feeding problems
- Faxing problems
- Scanning problems
- Telephone problems
- Copying problems
- General problems
- Memory Clear Report

If you have a problem with your MultiPASS and you cannot resolve it by referring to the information in this chapter, contact the Canon Computer Systems Customer Care Center. See “Getting Help From Canon” in Chapter 1, *Introduction*, for details.

Canon’s support personnel are trained in the technical support of Canon’s products and should be able to help you with your problem. If your printer requires service, they can provide you with the telephone number of your local Canon Authorized Service Facility (ASF).



Note

Attempting to repair the MultiPASS yourself may void the limited warranty as to that repair. See the limited warranty card for details.

If you need to contact Canon directly, make sure you have the following information:

- Product name—MultiPASS C635
- Serial number
- MultiPASS Desktop Manager software package version numbers
- Place of purchase
- Nature of problem
- Steps you have taken to solve the problem and the results

The serial number is located on the label on the back of the unit:

CANON INC. (DA1)	RS5-8658 MADE IN JAPAN
NO. X X X X X X X X	— SERIAL NUMBER

You can find the version number of MultiPASS software included in the **Get Info** information. In Finder, select the name of the MultiPASS software file and then select **Get Info**.

Location

MultiPASS Desktop Manager folder

System>Extensions

Software

MultiPASS Fax Setup Utility
ScanTastic Central

MultiPASS C635
SpoolMaster

Paper Jams

On occasion, the document feeding into the MultiPASS or the paper in its sheet feeder may misfeed or jam. You can usually clear the problem easily.



Note

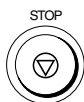
You need not unplug the MultiPASS to clear paper jams.

Jams in the Automatic Document Feeder (ADF)

CHECK DOCUMENT

1

Press **STOP**.

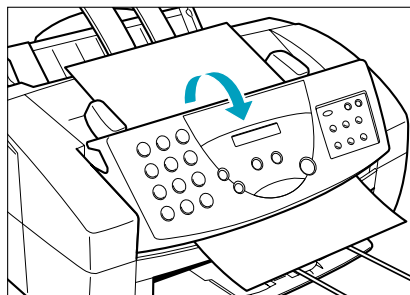


Stops the operation.

2

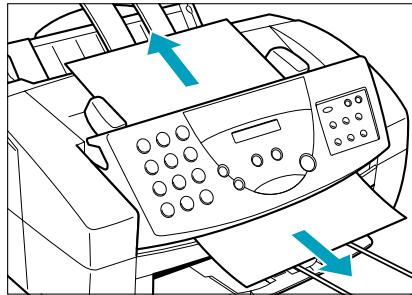
Open the
operator panel.

- Gently pull the operator panel toward you.
- It opens only slightly.



Remove the document.

- While holding the operator panel open, remove the document.
- Pull it in either direction, but DO NOT force it.



- If a multipage document is loaded, remove the entire document from the ADF.

Close the operator panel.

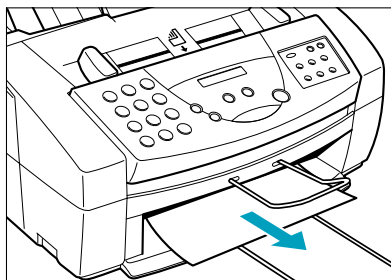
- Gently press the operator panel until it clicks closed.
- Fan and stack the sheets, and replace the stack in the ADF.
- Start your operation again.

Jams in the Sheet Feeder

CLEAR PAPER JAM

1

Gently pull any jammed paper out of the unit.



2

Remove the stack of paper from the sheet feeder.

- Fan the paper, and tap it on a flat surface to even out the stack.
- Reinsert the paper into the sheet feeder. Make sure you adjust the paper guide to the stack, and that the stack does not exceed the limit mark.

3

Press **STOP** or **RESUME**.



This clears the error message.

- If the **ALARM** light is on, press **RESUME** to eject the page and clear the error message.
- If you are printing from a Windows application, follow any instructions displayed on your computer.

If the paper jam occurred while a fax was being received, the MultiPASS will store the fax in memory and print it when the jam is cleared.

General Troubleshooting Procedures

General Printing Problems

Most printing problems can be resolved by this general troubleshooting procedure.

Step 1. Preview the Output

When printing your document, review your output using the Preview option in the Print dialog. This option shows you the image sent to the MultiPASS printer driver. It helps determine where output problems are occurring.

Output problems displayed in the Preview window are usually problems from the setup in the application from which you are printing. Problems that appear only when you print are more likely to be problems with the MultiPASS printer driver.

How can I make sure my application is printing properly?

The MultiPASS driver can print only what the application sends it. Occasionally the application has trouble generating a print job.

Usually, application problems are memory related and allocating more memory fixes the problem, especially when complicated pages or graphic elements print incorrectly. To allocate more memory to an application:

1. Quit the application if it is running. You cannot change the memory allocation of an active application.
2. Find the application on your hard drive and click its icon to select it.
3. Select **Get Info** from the File menu.
4. Increase the memory allocated in the **Preferred size** field.
5. Close the Info window. The next time you run the application it will use the new memory allocation.

If allocating more memory to an application does not clear up a problem, select the Preview option in the Print dialog and examine the output the application is generating.

Step 2. Print a Finder Window

Printing a finder window helps determine if the problem is happening everywhere or only within one application.

1. Quit any applications you are running.
2. Double-click your hard drive icon to display its contents.
3. From the File menu, select **Print Window**.

This test prints a page showing the contents of your hard drive. If it does not, check “Printing Problems” described later in this chapter.

Step 3. Check Print and Page Setup Options

If you experience output quality problems, adjust the print settings to a different output resolution or color depth. See “Printing Tips” in Chapter 2, *Printing With the MultiPASS C635*.

Step 4. Remove Corrupted Print or Preference Files

If you do experience a problem while printing, old print jobs may remain in your system, and the printer drivers preference files can be corrupted. To fix this problem:

1. Open the System Folder on your hard drive.
2. Delete any files named Print File XXXX, usually “Print File 0001” but there can be more than one.
3. Delete the SpoolMaster Folder.
4. Drag the the PowerPrint™ Prefs Files folder to the Trash.
5. In the Chooser, reselect and re-setup your printer driver.

Step 5. Reset Hardware and Check Printer Connections

Cables do come loose or the circuitry can get confused. Often the best thing to do is to shut everything down and restart.

1. Shutdown your Mac.
2. Turn off the MultiPASS.
3. Unplug the USB-to-Parallel cable from the USB port on the Mac.
4. Wait 5 seconds, then reconnect the cable back into the USB port.
5. Turn on your Mac.
6. Turn on the MultiPASS.

Step 6. Ensure the MultiPASS Software is Correctly Installed

If the MultiPASS printer driver is correctly installed, you will find the following files:

- At the root level of your hard drive: MultiPASS Desktop Manager folder.
- In the Extensions folder: the MultiPASS driver you installed, SpoolMaster, and SpoolLauncher.
- In the Preferences folder: PowerPrint Prefs files folder.
- If you have been using SpoolMaster, you will find: SpoolMaster folder.

Memory Considerations

Application Memory Allocation

If you are experiencing difficulties printing from an application (clipped output, all items are not being printed) or you are receiving “not enough memory” error messages, you can try increasing the memory allocation to the application you are printing from.

1. Locate and quit the application program to which you wish to allocate more memory.

2. Click on the application once to highlight it.
3. Select **Get Info** from the File Menu. The Info window will appear.
4. In the **Preferred Size** box, enter a new value. Increasing the Preferred Size by 1,000K is a good start.
5. Close the **Get Info** window.

You cannot change an application's memory allocation while the application is running.

Ensure that you are not adding more memory than your computer has. For example, if your Mac has 32MB of RAM and your System Software uses 15MB of RAM, you have approximately 17MB of free RAM. If your application is running at 14MB (14,000K), this now leaves less than 3MB of free RAM.

SpoolMaster Memory Allocation

If you are encountering problems while using background printing, we recommend allocating more memory to SpoolMaster. Follow the steps listed below:

1. Locate the SpoolMaster application program in the Extensions Folder (in the System Folder).
2. Click on the SpoolMaster application once to highlight it.
3. Select **Get Info** from the File Menu. The **Get Info** window will appear.
4. In the **Preferred Size** box, enter 512K.

The 512K setting is usually adequate when printing most files. If you are printing very complex documents or a large number of batches, try allocating 1,024K (1MB) to 2,048K (2MB).

LCD Messages

The following messages are displayed in the LCD when the MultiPASS is performing a function or encounters an error. The Error Code appears on the Activity Report.

Message	Error Code	Cause	Action
AUTO REDIAL	—	The MultiPASS is waiting to redial the other party's number because the line was busy or the other party did not answer when you tried to send the document.	Wait for the MultiPASS to try redialing. If that doesn't work, wait until the MultiPASS starts to dial the number, then press STOP to cancel redialing. Try to send the document again at a later time.
BUSY/NO SIGNAL	#005/018	The telephone number you dialed is busy.	Try sending the document at a later time.
		The fax number dialed was incorrect.	Check the fax number and dial again.
		The other party's fax is not working.	Contact the other party and have them check their fax.
		The other party is not using a G3 machine.	Contact the other party and have them send or receive the document using a G3 machine.
		The touch-tone/rotary pulse setting on your MultiPASS is incorrect.	Set your MultiPASS to the setting that matches your telephone line (see page 3-4).
CARTRIDGE JAMMED		The receiving fax did not answer within 35 seconds.	Contact the other party and have them check their fax. You can try to send the document manually. For an overseas call, add pauses to the registered number.
		Cartridge holder cannot move. This is normally due to a paper jam.	Clear the paper jam or whatever is obstructing the cartridge holder and then press STOP . Do not attempt to move the cartridge holder manually.

Message	Error Code	Cause	Action
CHANGE CARTRIDGE	#052	The BJ cartridge is empty or its ink has dried out.	Replace the BJ cartridge. The unit will then print any documents received in memory.
CHECK DOCUMENT	#001	The document is jammed in the ADE.	Remove the document you are trying to send or copy and start again.
CHECK PAPER SIZE		The size of the paper in the sheet feeder and that specified in the MultiPASS setup are different.	Set the correct paper size on the Receive Fax panel of the MultiPASS Fax Setup Utility (see page 3-7).
		The sheet feeder is empty or paper is jammed.	Add paper to the sheet feeder or check for a jam. Then try to print again.
		There is a sheet of paper in the manual feed slot.	Make sure there is no paper in the manual feed slot when you are receiving a fax.
CHECK PRINTER	—	There may be an obstruction that is not allowing the cartridge mechanism to move right or left.	Check for a paper clip, paper jam, or the plastic orange cap off the BJ cartridge. Press STOP and try your operation again.
		The BJ cartridge may be defective.	Press STOP . Reinstall the cartridge and try your operation again.
			In either case, if the error does not clear, try unplugging the unit. Wait several minutes, then plug it back in. Also, try installing a new BJ cartridge.
CLEAR PAPER JAM	—	There is a paper jam or the sheet feeder is empty.	Remove any paper from the sheet feeder. Clear the paper jam (see page 8-5). Then reload paper in the sheet feeder. Press RESUME or STOP .
COMMUNICATING PLEASE WAIT	—	You tried to send a fax using Manual mode when the MultiPASS was already sending a fax from memory.	Wait until the fax is sent, or use memory sending.

Message	Error Code	Cause	Action
DIALING	—	The MultiPASS is dialing the receiving fax machine.	Press STOP if you want to cancel the transmission.
DOC TOO LONG	#003	It took more than 32 minutes to send or copy a document. It took more than 32 minutes to receive a document. The document is longer than 39.4 inches (1 m).	Divide the document and send or copy each part separately. Contact the other party. Have them divide the document and send each part separately. Use a copy machine to make a reduced copy of the document and send the copy.
DOCUMENT READY	—	The document in the ADF is ready for faxing, scanning, or copying.	Send the fax, scan the document, or make the copy.
ECM RX	—	The MultiPASS is receiving a fax using ECM.	ECM transmissions may take longer than normal transmissions. Turn off ECM if you need to receive quickly, or if you know your local lines are in good condition.
ECM TX	—	The MultiPASS is sending a fax using ECM.	ECM transmissions may take longer than normal transmissions. Turn off ECM if you need to transmit quickly, or if you know your local lines are in good condition.
HANG UP PHONE	—	The telephone is off hook.	Place the telephone properly into its cradle.
INSTALL BC-20/21	—	A BJ cartridge other than the BC-21e or BC-20 is installed, so the MultiPASS cannot print any received faxes, or make copies.	Remove the BJ cartridge and install the BC-21e Color or BC-20 Black BJ Cartridge.
INSTALL BC-21	—	The BC-20 BJ Cartridge is installed.	Remove the BC-20 cartridge and install the BC-21e cartridge.
LOAD PAPER	—	The MultiPASS is out of paper (the sheet feeder is empty).	Load paper in the sheet feeder. Make sure the stack does not exceed the limit mark. Then press START/COPY .

Message	Error Code	Cause	Action
MEMORY FULL	#037	The memory of the MultiPASS is full because it has received too many documents, or a very long or detailed document. Memory is full because you tried to send too many pages at once, or a very long or detailed document.	Print out any documents that are stored in memory. Then start the operation again. Divide the document and send each part separately.
MEMORY FULL PLEASE WAIT	—	The MultiPASS is sending a fax and its memory is full.	If sending a fax, the MultiPASS continues to send the fax as memory becomes available.
MEMORY USED <i>nn%</i>	—	Shows the percentage of memory currently in use.	If you need more space, print or send any documents in memory.
NO ANSWER	#005	The receiving fax machine does not answer.	Make sure you dialed the correct number. Try again later.
NO RX PAPER	#012	The other party's fax is out of paper or its memory is full.	Contact the other party and have them install paper in their fax.
NO TEL #	#022	The one-touch or coded speed dialing number has not been registered.	Register the number (see page 3-14).
NOT AVAILABLE NOW	#025	In manual sending, you entered a speed dialing number that is assigned to a group.	Use regular dialing.
PLEASE WAIT	—	The MultiPASS is warming up.	Wait until the date and Receive Mode appear in the LCD display, then begin.
PUT IN CARTRIDGE	—	The BJ cartridge is not properly installed.	Make sure the BJ cartridge is installed correctly and the green lock lever is down.

Message	Error Code	Cause	Action
REC. PAPER JAM	#009	The MultiPASS has no paper in its sheet feeder, or has a paper jam.	Add paper or clear the jam, then press STOP . If a document was received in memory, the unit will print it automatically from memory.
RECEIVED IN FILE	—	The document was received in the memory of the MultiPASS.	Press FUNCTION then select FILE PRINT from the menu to print the document.
REC'D IN MEMORY	—	The paper or ink ran out, or a paper jam occurred, so the MultiPASS received the document in memory.	Add paper to the sheet feeder, change the BJ cartridge, or clear the paper jam. Press STOP to clear the error message. The MultiPASS automatically prints the document stored in memory.
START AGAIN	—	An error has occurred in the phone line or in the system.	Start the procedure again from the beginning.
STOP KEY PRESSED	—	You pressed the STOP button to cancel the current operation.	Resume operation.
TALK	—	The MultiPASS is set for Fax/Tel mode and you are receiving a telephone call.	Answer the call.
TX/RX CANCELLED	—	You pressed STOP to cancel the transmission.	Try sending again.
TX/RX NO. <i>nnnn</i>	—	When the MultiPASS sends or receives a fax, it assigns it a unique identification number (<i>nnnn</i>).	Write the number down if you'll need it later.

Printing Problems

Problem	Cause	Solution
Printer not responding	Hardware or software.	Make sure the MultiPASS is turned on, has paper, and displays no error conditions. Ensure the cable connection is secure with no extensions or switch boxes.
	USB-to-Parallel.	Unplug the USB-to-Parallel cable from the USB port on the Mac. Wait 5 seconds. Then reconnect the cable.
MultiPASS C635 does not appear in the Chooser	Cannot locate the Extensions folder.	Make sure there is only one System folder on your hard drive. If you use an extension manager, make sure the printer driver is ON in the Extensions Manager Control Panel. Make sure the printer driver is in the Extensions folder. If not, reinstall the driver.
Cannot set background printing	SpoolMaster and SpoolLauncher are not installed or loaded.	If the SpoolMaster software is not in your Extensions folder, use the MultiPASS Installer to install the SpoolMaster software. If you use an extension manager, make sure SpoolMaster is turned ON. Restart the Mac and do not hold down the Shift key while it is starting up.
Preferences error	Corrupt preferences file.	The corrupted preferences file is automatically deleted and a new default created. Some options you previously set are lost. Reset the ones you want.

Problem	Cause	Solution
The ALARM light comes on and the MultiPASS beeps while printing	The MultiPASS may have a paper jam.	Clear any paper jams (see page 8-3). If the MultiPASS has no paper jam, unplug it, wait 5 seconds, then plug it in again. If the problem is fixed, the ALARM light will be off, the BJ cartridge will move to its home position, and the LCD display will show the date and Receive Mode (Standby Mode). If the ALARM light stays on, call the Customer Care Center (see page 1-4).
Data from computer is not printed	The power cord may not be plugged in securely.	Check that the power cord is plugged securely into the unit and into the wall outlet. If the MultiPASS is plugged into a power strip, make sure the power strip is plugged in and turned on.
	The MultiPASS may have been plugged in or the computer may have been turned on when you connected the interface cable.	Unplug the MultiPASS and turn off the computer. Plug the unit back in and turn the computer back on again.
	The orange tape may not be removed from the BJ cartridge.	Be sure to remove the tape from the BJ cartridge when you install it (see page 7-14).
	The BJ cartridge may not have been installed properly.	Make sure the BJ cartridge is installed correctly (see page 7-11).
	The print head unit may need cleaning.	Clean the print head (see page 7-8).
	The BJ cartridge may need to be replaced. (It may be out of ink.)	Replace the BJ cartridge (see page 7-11).

Problem	Cause	Solution
Data from computer is not printed (<i>continued</i>)	The application you are printing from may not be set up properly.	Check the computer and the application to make sure they are configured correctly. Make sure your application has the MultiPASS selected as the printer.
	The 128 page limit was exceeded.	Print pages or records in batches of 100 pages.
BJ cartridge moves, ink does not appear	The BJ cartridge or a BJ tank may not be installed properly.	Make sure the BJ cartridge and its BJ tank(s) are properly installed. Make sure the orange tape is removed from the print head area (see page 7-14).
	The nozzles on the BJ cartridge may be clogged.	Perform the print head cleaning procedure (see page 7-8) and print the nozzle check (see page 7-7).
	A BJ tank may be empty (BC-21e Color BJ cartridge).	Check the BJ tanks and replace them if necessary.
The MultiPASS suspends print after every line is printed	The print head may have become too hot. If this happens, the MultiPASS may be slowing its print speed at the end of each line to protect the print head.	Stop your print operation and wait several minutes to allow the unit to cool. Then start your operation again.
The printed output is not what you expected	There may be a communication problem between the MultiPASS and your computer.	Make sure the computer and the application are configured correctly for communicating with the MultiPASS.
	The interface cable may not be securely connected to the MultiPASS and the computer.	Check the interface cable's connections.
	You may not be using the correct printer driver.	Make sure you have selected the MultiPASS C635 printer in the Chooser.
	You may be turning the MultiPASS on before your computer.	Turn your Mac on before turning on the MultiPASS.

Problem	Cause	Solution
The printed output is not what you expected (<i>continued</i>)	Improper reset after an error condition	Reset the MultiPASS; either use the reset feature or turn the MultiPASS off, then on. If this does not work, reset the USB-to-Parallel cable.
	Insufficient memory	If printing in the background and portions of the page are not printed, allocate more memory to SpoolMaster. Select the SpoolMaster icon in the System/Extensions folder then select Get Info from the File menu and increase memory allocation in the Preferred Size entry field (512K is usually adequate).
Printout does not match paper size	Paper may not be loaded and aligned correctly in	Make sure the paper is loaded and aligned correctly (see page 2-22).
	The application's page size and margin settings may be incorrect.	Make sure the paper size and margin set in your application are correct for the paper in the sheet feeder.
	The selected printer driver may be incorrect.	Make sure you select the MultiPASS C635 printer in the Chooser.
The printout curls	Your pages may include a large amount of ink.	Remove each sheet as it is printed. Allow it to dry, then roll it in the opposite direction of the curl.
Error - 108 and similar errors	Insufficient memory	Quit all unused applications. Allocate more memory to the application you are running from. Turn on Virtual Memory or increase the virtual memory in the Memory Control Panel. Disable any unneeded extensions, fonts, or control panels. Turn OFF background printing.

Print Quality Problems

Problem	Cause	Solution
Print quality is not what you expect; print is not clear; splashed or missing dots, white streaks	The paper you are using may not be supported by the unit.	Make sure you are using the recommended paper (see page A-1).
	You may be printing on the wrong side of the paper.	Some paper has a right side for printing. If the print quality is not as clear as you would like it to be, try turning the paper over and printing on the other side.
	The print head nozzles may be clogged.	Clean the print head (see page 7-8); repeat cleaning if necessary. If print quality is not recovered after executing the cleaning five times, replace the BJ cartridge.
	BJ cartridge may be installed incorrectly.	Make sure the BJ cartridge and/or BJ tanks are installed correctly.
	A BJ tank in the BC-21e Color BJ Cartridge may be empty.	Replace BJ tanks as necessary (see page 7-16).
Output appears jagged	The print head may be worn out.	The BJ cartridge may need to be replaced. Replace it with a new one (see page 7-11).
	The resolution selected for the MultiPASS printer driver may be Fast (180 dpi).	Check your printer driver to see what Print Mode you have selected. Changing the Print Mode to Normal or Best will improve the quality.

Problem	Cause	Solution
Fonts do not print as smoothly rounded characters	Bitmapped fonts designed for dot matrix printers do not print smoothly rounded characters when used with high resolution printers like the MultiPASS.	Make sure you installed an outline font manager, such as Adobe® Type Manager or that you are choosing a TrueType® font.
	Certain MS fonts, such as MS Serif, will print jagged.	Choose another font.
Blurred or smudged ink	The print medium you are using may not be supported by the MultiPASS.	Try a different paper type; however, use only print media specified in Appendix A, <i>Specifications</i> (see page A-1).
	You may be printing on the wrong side of the sheet.	Paper has a right side for printing. If the print quality is not as clear as you would like, try turning the paper over and printing on the other side.

Color Printing and Copying Problems

Problem	Cause	Solution
Printer prints only in black (you are printing from an application that supports color printing but your output is black ink only)	The MultiPASS printer driver may not be selected.	Make sure the MultiPASS is the default printer in your application.
	The printer driver may not be selecting color.	Check that you selected Full Color in the Color dialog (accessed by clicking the Color button in the Print dialog).
	The color BJ cartridge may not be installed or may not be working properly.	Print the Nozzle Check pattern BJ Cartridge is installed and firing correctly. If a BJ tank is empty, replace it.
	The print head unit may need cleaning.	Clean the print head (see page 7-8).

Problem	Cause	Solution
Colors are missing	The print head may need to be cleaned.	Clean the print head (see page 7-8).
Hue changes	The print nozzles may be clogged with dust. A BJ tank may be empty.	Clean the print head (see page 7-8). Replace empty BJ tanks as needed (see page 7-16).

Paper Feeding Problems

Problem	Cause	Solution
Paper does not load	The sheet feeder may contain too many sheets. Paper may not be inserted correctly.	Make sure the stack of paper in the sheet feeder does not exceed the limit mark. Make sure the stack of paper is inserted into the sheet feeder, and the paper guide is adjusted correctly.
Paper is loaded skewed (printing is skewed)	Paper may not be stacked correctly in the sheet feeder.	Make sure the stack of paper is straight in the sheet feeder. Make sure the right side of the stack of paper is aligned against the right side of the sheet feeder and the paper guide is aligned against the left side. Make sure the paper exit path is clear.
Multiple sheets load into unit at the same time	Paper may not be stacked correctly. Sheets of paper may be sticking together. Too much paper may be stacked in the sheet feeder.	Make sure paper is installed correctly in the sheet feeder. Be sure to fan the stack of paper before placing it in the sheet feeder. Make sure the paper rest is extended and the paper is stacked correctly in the sheet feeder.

Problem	Cause	Solution
Multiple sheets load into unit at the same time (continued)	Different types of paper may be stacked in the sheet feeder.	Make sure the stack of paper does not exceed the limit mark. If necessary, remove a few sheets from the sheet feeder. Do not stack more than approximately 100 sheets of plain paper in the sheet feeder. Do not force the stack into the sheet feeder. Load just one type of paper. Make sure you are loading paper that matches the specifications of this unit. See Appendix A, <i>Specifications</i>, for details.
Repeated paper jams occur	The paper you are using may be causing the jams.	Fan the paper before stacking it in the sheet feeder. This keeps the sheets of paper from sticking together. Check that the paper you are using and your printing environment are within the specifications of the unit. See Appendix A, <i>Specifications</i>, for details.
Envelopes do not load	Envelopes may not be loaded correctly. You may need to choose the envelope setting in your printer driver.	Make sure the envelopes are loaded properly (see page 2-28). Make sure there are no more than 10 envelopes in the sheet feeder. Make sure you select the correct envelope size in the Paper Setting dialog box in your printer driver.

Problem	Cause	Solution
Envelopes do not load (<i>continued</i>)	Envelopes may not match specifications for this unit.	Envelopes must be U.S. Commercial number 10 (9.5 × 4.1 inches) or European DL envelopes (220 × 110 mm).

Faxing Problems

Problem	Cause	Solution
Cannot send a document	The MultiPASS may have overheated.	Unplug the unit and let it cool for several minutes. Try sending again.
	The MultiPASS may not be set for the type of telephone line in use (pulse/tone).	If you have a pulse line, be sure the MultiPASS is set for pulse dialing.
	The document may not have been fed correctly into the MultiPASS.	Remove the document, stack it, and feed it into the unit correctly (see page 1-14).
		Make sure the operator panel is closed.
	The one-touch or coded speed dialing number you used may not be registered for the feature you want to use.	Check the one-touch or coded speed dialing button and be sure it is registered correctly.
	The other party's fax may be out of paper.	Call the other party and ask them to make sure paper is installed.
	There may be other documents being sent from memory.	Allow time for the current document to finish sending.
	The telephone line may not be working properly.	Make sure there is a dial tone when you lift the telephone. If not, contact the local telephone company.
	The receiving fax machine may not be a G3 fax machine.	Make sure the receiving fax machine is compatible with the MultiPASS (which is a G3 fax machine).

Problem	Cause	Solution
Images on faxes received from the MultiPASS are spotted or dirty	The receiving fax machine may not be working properly.	Check the MultiPASS by making a copy. If the copy is clear, the problem may be in the receiving fax machine.
	The document may not be properly inserted in the ADF.	Remove the document and feed it correctly into the ADF (see page 1-14).
Cannot send or receive using Error Correction Mode (ECM)	The other party's fax may not support ECM.	Some fax units do not support ECM transmission. If the other party's fax does not support ECM transmission, then the document is sent in the normal mode without error checking.
Errors occur frequently while sending or receiving	The phone line may be in poor condition, or you may have a poor connection.	Lower the transmission speed (see pages 3-5 and 3-9).
	The sending fax machine may not be functioning properly.	The sending fax machine usually determines the fax's quality. Call the sender and have them make sure the top cover and scanning glass on their fax machine are clean.
Cannot receive a fax automatically	The MultiPASS may not be set to receive automatically.	To receive faxes automatically, the Receive mode must be Fax Only or Fax/Tel mode.
	The MultiPASS may have a document stored in memory.	Print out any document stored in memory (see page 5-5).
	An error may have occurred during reception.	Check the LCD for an error message (see page 8-10).
	The sheet feeder may be empty.	Make sure paper is loaded in the sheet feeder.
	The telephone line may not be connected properly.	Make sure all phone line connections are secure.
	The MultiPASS is printing a document.	The incoming fax is stored in memory and will print when the print job is complete.

Problem	Cause	Solution
The MultiPASS does not switch automatically between telephone and fax transmissions	The MultiPASS may not be in Fax/Tel mode.	For the MultiPASS to switch automatically between telephone and fax reception, the Receive mode must be set to Fax/Tel mode.
	There may be a document in memory.	Make sure you have printed out any documents in memory.
	An error may have occurred during reception.	Check the LCD for an error message (see page 8-10).
	The sheet feeder may be empty.	Make sure paper is loaded in the sheet feeder.
	The sending fax may not send the CNG signal that tells the MultiPASS that the incoming signal is a fax.	Some fax units cannot send the CNG signal that tells your MultiPASS the incoming signal is from a fax. In such cases, you will have to receive the document manually.
Cannot receive a document manually	You may have pressed START/COPY after hanging up the telephone.	Always press START/COPY before hanging up the telephone. Do not press START/COPY after you hang up the telephone; this will disconnect the call.
Print quality is poor	You may not be using the correct type of paper.	Be sure you are using paper that meets the paper requirements for the MultiPASS (see page A-1).
	The print head may need to be cleaned.	Clean the print head (see page 7-8).
	The sending party may be having a problem.	Make a copy on your MultiPASS. If the image is OK, then your MultiPASS is operating properly. Contact the other party and have them check their machine.
	Error correction (ECM) may be disabled.	Make sure Error correction (ECM) is set to on in the Advanced Receive fax panel of the MultiPASS Fax Setup Utility (see page 3-9).

Problem	Cause	Solution
Faxes do not print	The BJ cartridge may not be installed correctly.	Be sure to remove the orange tape from the BJ cartridge before you install it in the MultiPASS (see page 7-14). Make sure the BJ cartridge is installed correctly (see page 7-11).
	The print head may need cleaning.	Clean the print head several times (see page 7-8).
	The BJ cartridge may need to be replaced.	Try another BJ cartridge.
	The MultiPASS may not have a BC-21e Color or BC-20 Black BJ Cartridge installed.	Faxes will print only when a BC-21e Color or BC-20 Black BJ Cartridge is installed.
Fax images print blotched or uneven	The telephone lines may be in poor condition, or you may have a bad connection.	ECM sending/receiving should eliminate such problems. However, if the telephone lines are in poor condition, you may have to try again.
	The other party's fax may have a problem.	Remember, the sending fax usually determines document quality. Be sure the other party's top cover and scanning glass are clean.

Scanning Problems

Problem	Cause	Solution
TextBridge Pro reports it "found an unsupported feature in the TIFF image file" (the file was created by ScanTastic)	TextBridge Pro can only process TIFF files that are generated in Line Art mode (not Grayscale or Color TIFF files).	Ensure that you set ScanTastic's Image Type to Line Art before scanning a document to be processed by TextBridge pro.
Unexplained scanning	Possibly corrupt Preferences file.	Delete the ScanTastic Preferences file located in your System folder. A new copy of the Preferences file is automatically created the next time you start ScanTastic.

Problem	Cause	Solution
Poor line art scan results	Increase resolution.	Line art scans should be performed at very high resolutions (in excess of 300 dpi).
Poor quality scanned image on screen	Your screen representation may be inaccurate.	Open the Monitors and Sound panel from the Control Panels command in the Apple Menu.
Poor quality scan	Your scan mode may be incorrect.	If scanning line art, make sure you select Line Art mode and adjust your settings to Thousands or Millions.
	Your resolution setting may be incorrect.	Ensure that you set the proper resolution for the MultiPASS.
	Your application settings may be incorrect.	If importing the scanned image into another application, review the software's documentation to help resolve the problem.

Telephone Problems

Problem	Cause	Solution
You cannot dial	The telephone line may not be connected properly.	Be sure the telephone line is correctly connected to the MultiPASS (see your <i>Quick Start Guide</i>).
	The unit may not be getting power.	Make sure the power cord is connected to the MultiPASS and to an AC outlet; make sure the AC outlet has power.
	The MultiPASS may not be set for the type of telephone line in use (pulse/tone).	If you have a pulse line, be sure the MultiPASS is set for pulse dialing (see page 3-4).

Problem	Cause	Solution
The phone disconnects while you are talking on the line	The MultiPASS may not be plugged in properly.	Make sure the MultiPASS is plugged in correctly.
	If the MultiPASS is in Answer Machine Mode and Silent Receive is enabled, the unit will switch to fax receive mode when it detects a period of silence.	Disable the Silent Receive option on the Receive Fax panel of the MultiPASS Fax Setup Utility (see page 3-7).

Copying Problems

Problem	Cause	Solution
The MultiPASS will not make a copy	The MultiPASS may have a BC-21e Color BJ Cartridge installed, and its black BJ tank may be empty.	Replace the empty BJ tank (see page 7-16).
	The telephone may be off hook.	Make sure the telephone is in its cradle.
	The document may not be loaded correctly.	Make sure a document is set in the ADF and the LCD displays DOCUMENT READY. Make sure the operator panel is closed.
	The BJ cartridge is not installed.	Make sure the BJ cartridge is installed correctly.
	The MultiPASS may not be operating properly.	Try to print a document from your computer.
MEMORY FULL appears in the LCD when you are making multiple copies	The MultiPASS's memory is full.	Print out any faxes stored in memory. Then print one copy at a time.

General Problems

Problem	Cause	Solution
The MultiPASS has no power	The power cord may not be securely plugged into the unit.	Make sure the power cord is plugged securely into the unit and into a wall outlet. If the power cord is connected to a power strip, make sure the strip is connected to an outlet and turned on.
	The power cord may not be supplying power.	Check the power cord by substituting another, or by using a voltmeter to test it for continuity.
The MultiPASS will not print reports	The MultiPASS may have a BC-21e Color BJ Cartridge installed, and its black BJ tank may be empty.	Replace the empty BJ tank (see page 7-16).
	A cartridge other than the BC-21e Color or BC-20 Black BJ Cartridge may be installed.	Install the BC-21e Color or BC-20 Black BJ Cartridge.
Nothing appears in the LCD display	The MultiPASS may not be receiving power.	Check the plug and be sure it is firmly plugged into the power connector and the wall outlet. If the display remains blank, unplug the MultiPASS, wait five seconds, then plug it in again.

Memory Clear Report

The Memory Clear Report summarizes the documents that were cleared from memory when a power failure occurred. This report is generated automatically.

- If you experience a power failure, any documents stored in memory will be lost.
- When you turn on the MultiPASS after power is restored, the MultiPASS automatically prints out a list of documents that were stored in the memory at the time of the power failure.

***** *** MEMORY CLEAR REPORT *** *****					
MEMORY FILES DELETED					
TX/RX NO	MODE	CONNECTION TEL/ID	PGS.	SET TIME	ST. TIME
0079	TRANSMIT	3122685700	1	08/03 12:54	
0080	RECEIVE	3375821111	2	08/04 12:59	

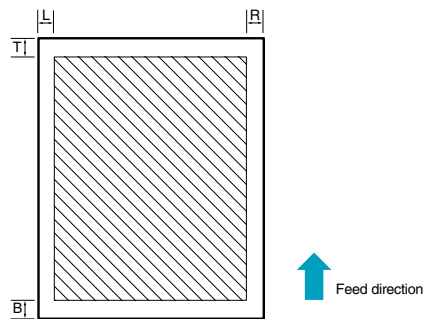
Printing Specifications

Printing Method	Bubble Jet ink on-demand
Paper Handling	Automatic feed; Manual feed
Sheet Feeder Capacity – Auto Feed Only	Maximum thickness of stacked paper: 0.4 inches (10 mm) Plain paper (20 lb or 75 g/m ²)—Approx. 100 sheets High resolution paper—Approx. 80 sheets Transparencies—50 sheets Envelopes—10 Other special media—1 sheet only
Paper Size	Letter—8.5 in × 11 in Legal—8.5 in × 14 in A4—210 mm × 297 mm B5—176 × 250 mm COM 10 envelope—9.50 in × 4.125 in Monarch envelope—7.50 in × 3.875 in DL envelope—110 mm × 220 mm C5 envelope—162 mm × 229 mm
Recommended Media Types	Canon Brilliant White Paper Canon Bubble Jet Paper Canon Glossy Photo Paper Canon Greeting Cards Canon High Gloss Film Canon High Resolution Paper

Paper Weight	17 to 24 lb (64 to 90 g/m ²)
Print Speed	Up to 6.5 ppm in Black (using BC-20 Black BJ Cartridge); Up to 1.5 ppm in Color
Print Width	Maximum—8 inches (205 mm)
Line Feed Speed	Approximately 150 ms/line at 2/6-inch line feeds
Printing Resolution	Color (BC-21e Color BJ Cartridge)—720 × 360 dpi Black (BC-20 Black BJ Cartridge)—720 × 360 dpi (with Smoothing)

Printable Area—Papers

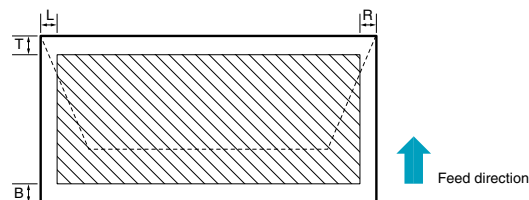
The shaded portion in the following figure shows the printing area for paper. The table lists the minimum margins.



Margin	Inches	mm
L	0.25	6.4
R	0.25	6.4
T	0.12	3.0
B	0.65	16.5

Printable Area—Envelopes

The shaded portion in the following figure shows the printing area for a COM10 envelope. The table lists the minimum margins.



Margin	Inches	mm
L	0.25	6.4
R	1.25	31.7
T	0.12	3.0
B	0.65	16.5

BJ Cartridges

BC-21e Color BJ Cartridge

Print head	64 nozzles for black 24 nozzles for each color (cyan, magenta, yellow)
Print head life	Approximately 2,000 color pages at 30% coverage
BJ tanks	BCI-21 Color (cyan, yellow, magenta) BCI-21 Black
Ink color	Black, cyan, yellow, magenta
BJ tank yield	BCI-21 Color—Approx. 100 pages at 7.5% coverage BCI-21 Black—Approx. 225 pages at 5% coverage

BC-20 Black BJ Cartridge

Print head	128 nozzles
Ink color	Black
Cartridge yield	Approx. 900 text pages at 5% coverage

Facsimile

Applicable line	Public Switched Telephone Network
Compatibility	G3
Data compression system	MH, MR, MMR (ECM-MMR)
Modem type	Fax modem
Modem speed	14400/9600/7200/4800/2400 bps; Automatic fallback
Transmission speed	Approx. 6 sec/page* at 14.4 Kbps, ECM-MMR transmitting from memory
Transmission/reception	Memory size up to 42 pages (672 KB)*; up to 20 documents* LCD displays memory used; uses direct transmission when memory full

*Based on the CCITT #1 Chart, Standard mode

Automatic Document Feeder (ADF)	30 pages, letter size (based on 20 lb paper); 10 pages, legal size
Fax resolution	Fine mode—203 × 196 dpi; Standard mode—203 × 98 dpi Horizontal × Vertical
Fax printing speed	Approx. 4 pages/minute* (BC-20 Black BJ Cartridge)
Dialing	Automatic dialing One-touch speed dialing (6 locations) Coded speed dialing (50 locations) Group dialing (55 locations) Manual dialing (with numeric buttons) Automatic redialing (including error redialing) Redial times: 1-10 Redial interval: 2-99 min Manual redialing Pause button (variable length: 1-15 sec)
Other Features/Networking	Sequential broadcast (up to 57 locations) Automatic receiving Non-ring reception Deactivate ECM DRPD (Distinctive Ring Pattern Detection)
Report/Reference	Activity report (up to 20 transactions) Non-delivery report TTI (Transmitter Terminal Identification) RTI (Remote Terminal Identification)

*Based on the CCITT #1 Chart, Standard mode

Copier

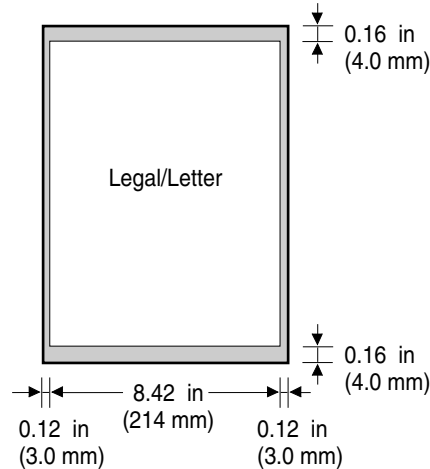
Copying resolution	Black and White—360 × 360 dpi (256 grayscale) Color—360 × 360 dpi
Default size	100%
Reduction sizes	70%, 80%, 90%
Copy speed	Black and white copy Initial copy—45 seconds Subsequent copies—20 seconds (up to 3 ppm) Color copy—Up to 3 min/page; letter size
Multiple copies	Up to 99 copies of a document; 1 copy of a color document

Scanner

Scanning method	Contact image sensor
Scanning image processing	UHQ (Ultra High Quality image enhancement); Halftones—256 levels of gray; Color—16.7 million colors; Photo/text auto-recognition
Paper Size	Up to 30 letter-size or A4-size sheets; 15 legal size sheets; based on 20 lb paper
Color Scanning Resolution	Up to 600 dpi; 300 dpi optical
Effective scanning width	8.42 in (214 mm)
Compatibility	Adobe Photoshop Plug-In standard
Scanning speed	Black and White—9–78 sec/page (256 grayscale) Color—39–234 sec/page (Scan speed determined by scanned image resolution and size.)
Document sizes (W x L)	Maximum 8.5 in × 39.3 in (216 mm × 1000 mm) Minimum 3.5 in × 2.5 in (88.9 mm × 63.5 mm)

Scanned image

The actual scanned image size for the MultiPASS C635 is shown below. This information applies to documents that will be scanned.



There is a 0.12 in (3.0 mm) margin on either side of the sheet and a 0.16 in (4.0 mm) margin on the top and bottom that are not picked up by the scanner.

MultiPASS System Requirements

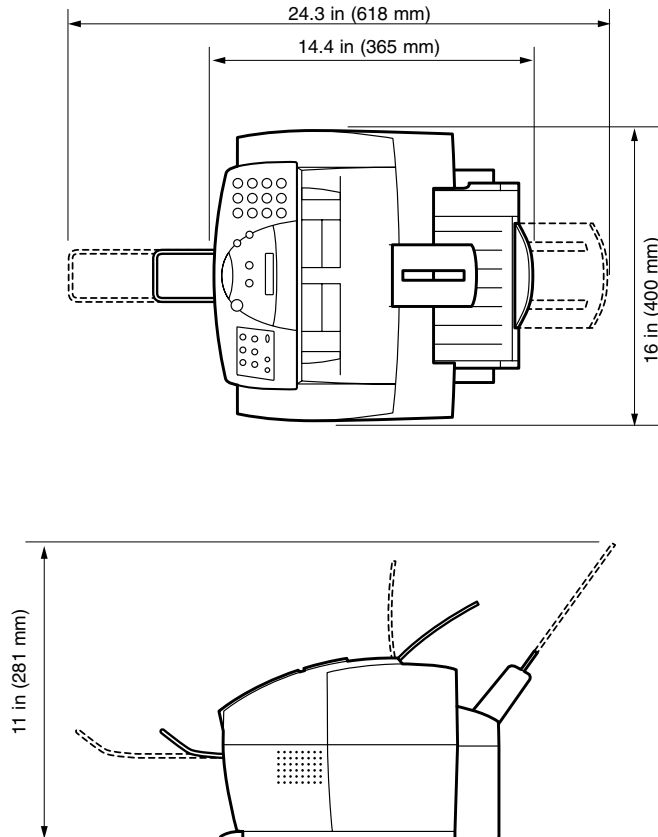
Macintosh System Requirements

Macintosh 8.1 or later
Power PC™, USB enabled
32MB RAM (64MB recommended)
75MB available hard disk space
Color monitor with 256 or more colors and
800 × 600 pixel display
CD ROM drive (2× or better)

General Specifications

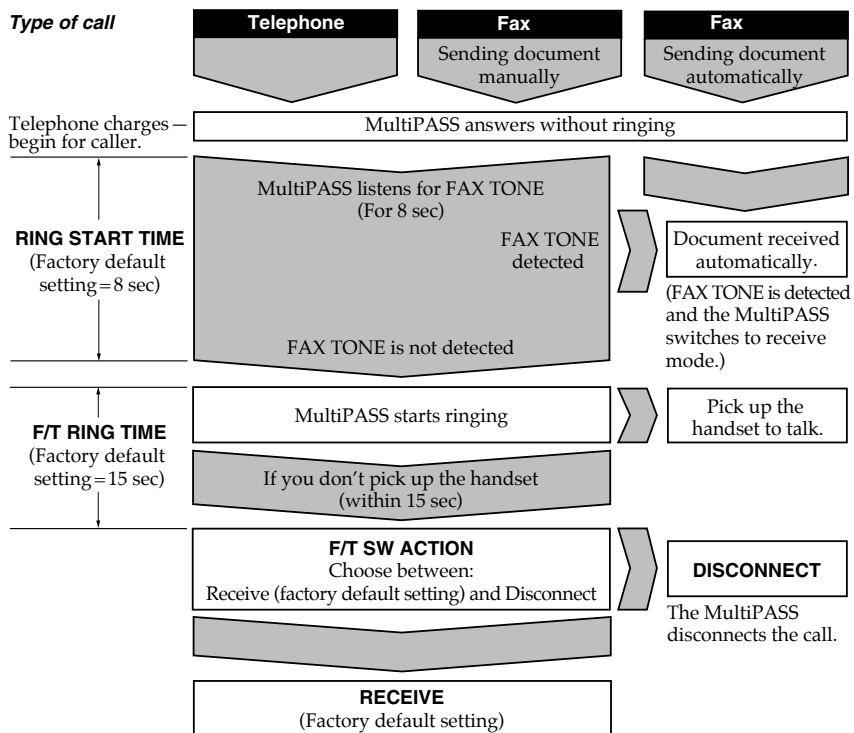
Power Source	120V/60Hz
Power Consumption	Approx. 30W (maximum) Approx. 6W (standby)
Dimension (W x D x H)	15.8 in × 14.4 in × 8.1 in (400 mm × 365 mm × 205 mm) Main unit – no trays
Weight	12.3 lb (5.6 kg)
Environmental Conditions	Temperature: 41°F – 90.5°F (5°C – 32.5°C) Humidity: 10% to 90% RH
Liquid Crystal Display (LCD)	16 × 1
Display Languages	English, French, Spanish
Telephone	Automatic Fax/Tel switchover Answering machine hook-up (CNG detecting signal, no sound) Telephone hook-up Remote reception by telephone Remote receiving ID (Default): 25 Tone button Pause button (variable length: 1-15 sec)

Space Requirements



Receiving Faxes and Phone Calls Automatically—Fax/Tel Mode

In Fax/Tel mode, the MultiPASS monitors all incoming calls to see whether the call is from another fax machine or from a telephone:



Using the MultiPASS C635 as a Stand-alone Fax

B

If you plan to use the MultiPASS C635 as a stand-alone fax, and you do not install the MultiPASS Fax Setup Utility (part of the MultiPASS Desktop Manager software package), you must enter your name and fax number from the operator panel. If you choose to use the MultiPASS C635 this way, you will not be able to use its many features, such as speed dialing or scanning.

Also, you will not be able to change the Transmit Confirmation Report to print after every transaction. (The default for the TX REPORT is to print only when there is an error in transmission.) Canon recommends that you install the MultiPASS software as described in the *Quick Start Guide*. See Chapter 3 for details on using the MultiPASS Fax Setup Utility.



Note

In the United States, you are required by FCC regulations to include your name and fax number every time you send a fax. Be sure to enter this information.

Stand-alone Fax

LCD Menu System

To enter the LCD Menu System, press the **FUNCTION** button on the operator panel. Then press **<** or **>** to move between selections and press **START/COPY** to make a selection. Press **STOP** to exit the LCD Menu System.

Option	Description/Settings
USER SETTINGS	
DATE & TIME	Set the date and time (24-hour clock) using the numeric buttons.
UNIT TELEPHONE #	Enter your fax number using the numeric buttons (up to 20 characters).
UNIT NAME	Enter the name you want to appear at the top of each fax page you send (up to 24 characters).
TEL LINE TYPE	Sets the dialing method the MultiPASS uses to match the type of phone line you have— TOUCH TONE or ROTARY/PULSE .

Option	Description/Settings
COLOR COPY MEDIA	Select PLAIN PAPER when printing or copying on plain paper, or HIGH RES. PAPER for special print media, such as Canon's High Resolution Paper.
RX MODE	Sets the Receive Mode.
FILE PRINT	Prints documents stored in the MultiPASS's memory (when the MultiPASS Desktop Manager is installed).
ROLLER CLEANING	Cleans the rollers inside the MultiPASS.
HEAD CLEANING	Cleans the print head on the BJ cartridge.
NOZZLE CHECK	Prints a test pattern to check whether the BJ cartridge is functioning normally.



Note

You can change the TX REPORT settings only through the MultiPASS Fax Setup Utility.

Entering Information in the MultiPASS

When using the MultiPASS as a stand-alone fax machine, you must enter your user information into the unit through the operator panel.

When entering information through the operator panel of the MultiPASS, follow these guidelines.

- If you pause and do not make an entry for more than 60 seconds, the MultiPASS returns to Standby mode. You must start the procedure over from the beginning.
- If you make a mistake while entering registration information, you can correct it in one of two ways:
 - Press < or > to move the cursor under the wrong character, and then enter the correct character.
 - Press **STOP** and reenter the information.

Entering Your User Information

Follow the steps below to set the date and time for your MultiPASS and to enter your fax number and your name. The date and time appear in the LCD display as well as on the documents you send. Your fax number and name appear on each document you send.

1

Press **FUNCTION** on the one-touch speed dialing keypad.

FUNCTION



FUNCTION

Then press the **>** button.

1 2



USER SETTINGS

2

Press **START/COPY** twice.



DATE & TIME

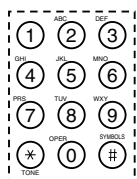


06/08/99 15:36

3

Enter today's date and the time using the numeric buttons.

- Use the month-day-year format (mm/dd/yy).
- Precede single digits with a zero.



11/15/99 00:00

- Set the time using the 24-hour clock system.
- Example:

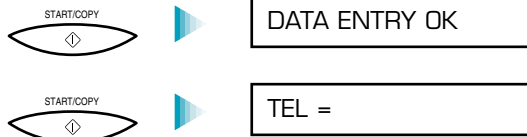
07:30 = 7:30 A.M.

17:05 = 5:05 P.M.



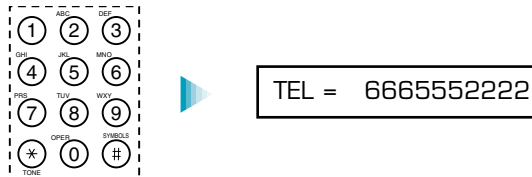
4

Press **START/COPY**
twice when the
date and time
are entered.



5

Enter your fax
number (up to 20
digits) using the
numeric buttons.



- You can enter a space with the > button to make your number easier to read.

6

Press **START/COPY**
when the fax
number is entered.



DATA ENTRY OK

- After a few seconds, the LCD display changes to:



UNIT NAME

Then press
START/COPY
again.



7

Enter your name
(up to 24
characters) using
the numeric
buttons.

- Press the button with the letter you want to enter; for example, press 2 three times to enter a capital C.

CANON FAX BACK

Button	Characters
1	1
2	ABCabc2
3	DEFdef3
4	GHIghi4
5	JKLjk15
6	MNOmno6
7	PQRSpqrs7
8	TUVtuv8
9	WXYZwxyz9
0	0
#	-.*#!";,:^' _=/?\$@%&+()[]{}<>

- Correct errors by moving the cursor to the error using < or > (on the one-touch speed dialing keypad) and entering the correct character.

8

Press **START/COPY**
when you finish
entering your
name.



DATA ENTRY OK

9

Press **STOP** to
complete the
registration.



The MultiPASS returns to standby
mode.

**Automatic dialing**

Dialing fax or telephone numbers by using a shortcut of pressing one to three buttons. To use automatic dialing, you must register the numbers in the MultiPASS Fax Setup Utility. *See also* one-touch speed dialing keypad, coded speed dialing, and group dialing.

Automatic document feeder (ADF)

Refers to the document tray in which you stack the document you want to fax, copy, or scan.

Automatic redialing

When the receiving fax machine is busy or does not answer, or when an error occurs while sending, the MultiPASS waits a specified amount of time and then automatically redials the number. You define the number of times the unit redials and the length of time between redialing.

Bi-directional parallel interface port

An interface connection that is capable of both sending or receiving. For example, when you print from your computer, data goes from your computer to the MultiPASS; when you scan into your computer, data goes from the MultiPASS to your computer.

BJ cartridge

The printing mechanism that contains the print head unit and BJ tanks.

BJ tank

The special type of ink container housed by the BJ cartridge. The BC-21e Color BJ Cartridge contains two BJ tanks: one color—BCI-21 Color (which includes cyan, yellow, magenta) and one black—BCI-21 Black.

bps

Bits per second. Refers to the speed with which a fax machine sends and receives data.

Broadcasting

Transmitting documents to more than one location.

CCITT #1 Chart

A test chart, defined by CCITT/ITU-TS, used to measure the transmission speed as well as the transmitting and receiving memory capacity of a fax machine.

CCITT/ITU-TS

Formerly known as CCITT, Consultative Committee for International Telegraph and Telephone. CCITT has been replaced by the International Telecommunications Union-Telecommunications Sector (ITU-TS), a committee created to set international standards for telecommunications.

Centronics

The popular name for the parallel printer port used by most printers.

CNG

Calling Tone. This is a signal sent by fax machines to identify the call as an incoming document. When the receiving fax detects this signal, it automatically starts to receive the fax transmission. The majority of fax machines in use today can send and detect CNG signals.

Coded speed dialing

An automatic dialing method that allows you to dial a fax or telephone number by pressing the **CODED DIAL** button and a two-digit code using the numeric buttons.

cps

Characters per second. A unit of measurement that indicates the printer's speed.

dB(A)

Stands for decibel level (a decibel being a unit of measurement for the intensity of the sound coming from the unit), adjusted for background noise.

Dialing methods

Ways of pressing one or more buttons to access a number to connect to an outside party or fax machine. Dialing methods include one-touch speed dialing, coded speed dialing, group dialing, and manual (regular) dialing.

Dithering

A method by which color dots are combined on a page to produce a wide spectrum of colors.

Document

The sheet of paper containing the data that you send to or receive from a fax.

dpi

Dots per inch. A unit of measurement for indicating a printer's resolution.

DRPD

Distinctive Ring Pattern Detection. Allows you to assign up to five different ring patterns to distinguish voice and fax calls using your telephone company's special services.

ECM

Error Correction Mode. The ability of your MultiPASS to reduce system and line errors when sending or receiving from another fax with ECM capability. ECM is most effective in areas where the telephone lines are in poor condition or there is frequent interference on the line.

Fax/Tel switching

The ability of the MultiPASS to automatically detect whether a call is from a fax or telephone. With this feature, one telephone line can be shared by both the telephone and the fax.

FINE

The fax setting for documents with very small characters and lines.

Font

A complete set of characters of the same size and style; a particular implementation of a typeface. For example, 12-point, Courier bold.

G3, Group 3 fax machine

Defined by CCITT. Uses encoding schemes to transmit image data while reducing the amount of data that needs to be transmitted, thus reducing transmission time. Encoding schemes for G3 fax machines are Modified Huffman (MH), Modified Read (MR), and Modified Modified Read (MMR).

Grayscale

Representing color in black and white as a result of different intensities of color. Different colors and intensities of colors appear as different shades of gray.

Group dialing

A dialing method that enables you to dial up to 55 registered one-touch speed dialing or coded speed dialing numbers together as a group. This means that you can press just one to three buttons to enter numbers when sending the same document to many destinations.

Halftone

Using this method, the MultiPASS (in printer mode) produces shades of gray or of colors by mapping dots to be printed. For color printing, different colored dots of ink are placed closely together to create illusions of other colors.

IEEE 1284

IEEE 1284 is the new specification standard for computer-to-peripheral bi-directional parallel interface communications. The new standard was adopted by IEEE, Institute of Electrical and Electronic Engineers, Inc., in 1993. Some of the benefits it provides are: bi-directional communication between computers and peripheral devices, a higher speed data transfer rate, and protection against data loss due to noise interference.

Ink Saver

You can enable or disable economy printing (ink saving feature) when receiving faxes. By enabling the Ink Saver Mode, ink consumption can be decreased by as much as fifty percent, resulting in a longer effective cartridge life. You set Ink Saver Mode in the Advanced: Receive Fax dialog box.

Intensity

The amount of color. More intense or more saturated colors are more pure. Less intense or less saturated colors are less vivid.

Interface port

The MultiPASS comes with one IEEE 1284, bi-directional parallel interface port, located on the back of the unit. You attach the cable that connects your computer and MultiPASS to this port.

Jack

The telephone receptacles (RJ11 type) on your wall or in your MultiPASS used to connect the MultiPASS to the telephone line, telephone, answering machine, or data modem.

Landscape orientation

Refers to printing across the length of the page (as opposed to portrait orientation printing across the width of the page).

Manual feed

A method of feeding paper into the printer one sheet at a time.

Manual receiving

A method of receiving faxes in which you answer all incoming calls using a telephone.

Manual redialing

When you use regular dialing, you can redial a number “manually” simply by pressing **REDIAL** on the operator panel. The last number called is the number redialed.

Memory broadcast

Allows you to send a scanned fax to as many as 57 locations at once, using a combination of one-touch speed dialing, coded speed dialing, and regular dialing.

Modem

A device that converts (Modulates) digital data for transmission over telephone lines. At the receiving end, this device converts the modulated data (DEModulates) to digital format that the computer understands.

MultiPASS Fax Setup Utility

Canon’s exclusive software package that allows you to use the MultiPASS to send and receive faxes.

Noise

A term applied to a variety of problems that impair the operation of telephone lines used for faxing.

Noise level

See dB(A).

Numeric buttons

The round numbered buttons on the operation panel marked the same as a standard telephone keypad. Press them to perform manual dialing, to enter numbers and letters when you register numbers and names, and to enter coded speed dialing codes with two or more digits.

One-touch speed dialing keypad

The round buttons numbered 1 to 6 on the operator panel, each of which may be registered as a fax or telephone number. Once a number is registered, you press one button to dial the entire number.

Page orientation

Refers to the direction of print on the page. Printing across the width of a page is called portrait orientation. Printing across the length of a page is called landscape orientation.

Pause

A timing entry required for registering certain long distance numbers and for dialing out through some telephone systems or switchboards. Pressing the **REDIAL/PAUSE** button enters a pause between digits of a telephone number.

Portrait orientation

Refers to printing across the width of the page (letter style). This is the opposite of landscape orientation, which is printing across the length of the page.

Print head

The printing mechanism that contains print nozzles and ejects the ink for printing.

Print head capping

An automatic protection function that prevents the print head unit and BJ cartridges from drying out or becoming clogged with dust.

Printable area

The area of a sheet of paper or envelope on which a printer can reproduce text or graphics (the printable area is smaller than the paper).

Printer driver

Software that sends printing instructions to a printer (in this case, the MultiPASS C635). The printer driver keeps track of the attributes of a printer and the codes the program must send to access those attributes.

Pulse

See Rotary pulse.

RAM

Random Access Memory. Memory that is used for temporary storage of information such as documents you want to print, scanned and received documents, and downloaded fonts.

Receiving

Receiving faxes is also defined as RX or reception. This refers to how the MultiPASS receives fax documents.

Redialing, automatic

See Automatic redialing.

Redialing, manual

See Manual redialing.

Reduction mode

The MultiPASS's automatic feature that reduces the received image to ensure it fits on the page. You can turn this feature on/off with the Reduce to Fit Paper option in the Receive Fax panel of the MultiPASS Fax Setup Utility.

Registering

A process by which you place fax or telephone numbers and names in the MultiPASS's memory for automatic dialing so that you can save time dialing frequently called destinations. You register numbers using the Speed Dial setup panel in the MultiPASS Fax Setup Utility.

Regular dialing

Pressing the individual numeric buttons to dial a fax or telephone number.

Remote receiving ID

A two-digit code that enables you to manually activate a fax using a telephone that is connected to the MultiPASS. (The default code is 25.)

Remote reception

Activating a fax by answering a telephone that is connected to the MultiPASS, but that is not located near the unit (such as a cordless phone). You need to dial a remote receiving ID number to start remote reception.

Resolution

The measurement of a printer's quality expressed in dots per inch (dpi). Low resolution causes font characters and graphics to have a jagged appearance. Higher resolution means smoother curves and angles as well as a better match to traditional typeface designs. Resolution values are represented by horizontal data and vertical data, for example, 360 × 360 dpi.

Rotary pulse

A telephone dialing system where a dial is rotated to send pulses to the telephone switching system. When you pulse dial, you hear clicks. When you touch-tone dial, the most common dialing system, you hear tones.

RX

See Receiving.

ScanTastic

Software you can use to scan individual documents or groups of documents.

Sender ID

Information printed at the top of a fax (also called TTI or Transmit Terminal ID). This data appears only if the sending fax has been programmed with the information.

Sending

Sending transmission is also defined as TX or transmit. A fax document that has been scanned by a fax machine and sent over telephone lines, in the form of electrical pulses, to another fax machine is a sending transmission.

Sending speed

The rate at which faxes are transmitted through the phone line. *See also* bps (bits per seconds).

SpoolMaster

Software you can use so that you can continue to use your computer while you print. For more information, see Chapter 2, *Printing with the MultiPASS C635*.

Standby

The mode in which the MultiPASS is on and ready to use. All operations start from Standby mode when the LCD displays the date and Receive mode.

Tone/pulse setting

The ability to set the MultiPASS to match the telephone dialing system your telephone line uses: touch-tone or rotary pulse.

Transaction number

A unique number assigned to each fax document sent (TX NO.) or received (RX NO.) by the MultiPASS and used to identify that particular fax document.

Transmit

See Sending.

TrueType font

A scalable font technology. It offers you the same font images both on computer displays and printer outputs.

TTI

Transmit Terminal ID. See Sender ID.

TX

See Sending.

Typeface

The printed design of characters. For instance, Courier, Script, and Roman typefaces all print characters of different designs.

Typestyle

Refers to how the typeface appears: slanted (italic) or upright.

UHQ (Ultra High Quality)

An exclusive Canon digital image processing system that incorporates 64 shades of gray along with a special edge enhancement feature which ensures that text and photos are transmitted with ultimate clarity.

USB-to-Parallel cable

The cable that you use to connect the Centronics parallel port on the MultiPASS to the USB port on your Macintosh computer.

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