Canon

imageRUNNER
5075 / 5065 / 5055 / 5050

Support Guide

Read this guide first.

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

ENG

imageRUNNER 5075/5065/5055/5050

Support Guide

Manuals for the Machine

The manuals for this machine are divided as follows. Please refer to them for detailed information.
The manuals supplied with optional equipment are included in the list below. Depending on the system configuration and product purchased, some manuals may not be needed.

Guides with this symbol are printed manuals.

Guides with this symbol are included on the accompanying CD-ROM. (See footnote on the next page.)

• **Quick Reference for Basic Operations**	**Easy Operation Guide**
• **Learn How to Use Your Machine** The Tutorial CD is a teaching aid, designed to help you learn the various functions of the machine.	**Tutorial CD**
• **Precautions for Using Your Machine** • **Troubleshooting** • **Specifications**	**Support Guide (This Document)**
• **Basic Operations**	**Reference Guide**
• **Copying and Mail Box Instructions**	**Copying and Mail Box Guide**
• **Sending and Fax Instructions**	**Sending and Facsimile Guide**
• **Setting Up the Network Connection and Installing the CD-ROM Software**	**Network Quick Start Guide**
• **Remote User Interface Instructions**	**Remote UI Guide**
• **Network Connectivity and Setup Instructions**	**Network Guide**
• **Network ScanGear Installation and Instructions**	**Network ScanGear User's Guide**
• **PS/PCL/UFR II Printer Instructions**	**PS/PCL/UFR II Printer Guide**
• **PCL Printer Driver Installation and Instructions**	**PCL Driver Guide**

- **PS Printer Driver Installation and Instructions**

PS Driver Guide

- **UFR II Printer Driver Installation and Instructions**

UFR II Driver Guide

- **Mac OS X PS Printer Driver Installation and Instructions**

Mac PS Driver Guide

- **Mac OS X UFR II Printer Driver Installation and Instructions**

Mac UFR II Driver Guide

- **Fax Driver Installation and Instructions**

Fax Driver Guide

- **Installing MEAP Applications and Using the Login Service**

MEAP SMS Administrator Guide

- To view the manual in PDF format, Adobe Reader/Acrobat Reader/Acrobat is required. If Adobe Reader/Acrobat Reader/Acrobat is not installed on your system, please download it from the Adobe Systems Incorporated website (http://www.adobe.com).
- The machine illustration on the cover may differ slightly from your machine.

How This Manual Is Organized

Chapter 1 **Before You Start Using This Machine**

Chapter 2 **Routine Maintenance**

Chapter 3 **Troubleshooting**

Chapter 4 **Appendix**

Includes the specifications of the main unit and optional equipment and index.

Considerable effort has been made to ensure that this manual is free of inaccuracies and omissions. However, as we are constantly improving our products, if you need an exact specification, please contact Canon.

Contents

Preface ix
How To Use This Manual. ix
Symbols Used in This Manual ix
Keys Used in This Manual x
Displays Used in This Manual x
Illustrations Used in This Manual xi
Operations and Terms Used in This Manual. xii
Legal Notices xiv
Product Name xiv
FCC (Federal Communications Commission) xiv
Laser Safety xv
Abbreviations Used in This Manual xvi
International Energy Star Program xvi
IPv6 Ready Logo xvi
Trademarks xvii
Copyright xviii
Disclaimers xxiii
Legal Limitations on the Usage of Your Product and the Use of Images. . . . xxiv
Important Safety Instructions. xxv
Installation xxv
Power Supply xxvii
Handling. xxviii
Maintenance and Inspections xxxi
Consumables xxxiii
Other Warnings xxxiii
Periodic Inspection of the Breaker xxxiv
Checking the Breaker xxxiv
Check Sheet for the Periodic Inspection of the Breaker xxxvii

Chapter 1 Before You Start Using This Machine

Installation Location and Handling 1-2
Installation Precautions 1-2
Avoid Installing the Machine in the Following Locations 1-2
Select a Safe Power Supply 1-5
Moving the Machine. 1-5

Handling Precautions 1-6
Backing Up Data 1-9
Parts and Their Functions. 1-10
External View 1-10
Internal View 1-12
Feeder Parts and Functions 1-13
Control Panel Parts and Functions. 1-14
Main Power and Control Panel Power 1-16
How to Turn ON the Main Power 1-16
Control Panel Power Switch 1-21
Shutting Down the Machine 1-21
System Settings 1-27

Chapter 2 Routine Maintenance

Paper Drawers 2-2
Loading Paper 2-2
Adjusting a Paper Drawer to Hold a Different Paper Size 2-8
Loading Tab Paper 2-11
Attaching the One-Touch Supports 2-16
Feeder 2-17
Replacing the Stamp Cartridge 2-17
Paper Deck-AD1/Paper Deck-AE1 (Optional). 2-20
Loading Paper 2-20
Changing the Paper Size for the Paper Deck-AE1. 2-24
Finisher-AD1/Saddle Finisher-AD2/Puncher Unit-AT1 (Optional) 2-32
Replacing the Staple Cartridge in the Stapler Unit 2-32
Replacing the Staple Cartridge in the Saddle Stitcher Unit 2-36
Removing Punch Waste. 2-39
Document Insertion/Folding Unit-F1/Document Insertion Unit-E1 (Optional) 2-42
Loading Paper 2-42
Replacing the Toner Cartridge 2-45
Routine Cleaning 2-50
Platen Glass and Underside of the Feeder 2-51
Manual Feeder Cleaning 2-52
For the imageRUNNER 5075/5065/5055 2-52
For the imageRUNNER 5050 2-55
Automatic Feeder Cleaning 2-58
Wire Cleaning. 2-59

Drum Cleaning 2-59
Cleaning the Original Scanning Area 2-60
For the imageRUNNER 5075/5065/5055 2-60
For the imageRUNNER 5050 2-65
Consumables 2-67

Chapter 3 Troubleshooting

Reducing the Frequency of Paper Jams 3-3
Clearing Paper Jams 3-4
Screens Indicating the Locations of Paper Jams 3-4
Feeder 3-11
Main Unit (Fixing Unit and Duplexing Unit) 3-15
Stack Bypass 3-21
Inside the Upper and Lower Right Covers 3-23
Paper Drawer 1 3-26
Paper Drawer 2 3-29
Paper Drawers 3 and 4 3-31
Paper Deck-AD1/Paper Deck-AE1 (Optional) 3-33
Inside the Top Cover of the Finisher-AD1/Saddle Finisher-AD2 (Optional) 3-37
Output Delivery Unit of the Finisher-AD1/Saddle Finisher-AD2 (Optional) 3-40
Inside the Front Cover of the Saddle Finisher-AD2 (Optional) 3-45
Saddle Stitcher Unit (Optional) 3-49
Insertion Unit (Optional) 3-53
Inside the Insertion Unit (Optional) 3-58
Document Insertion/Folding Unit-F1 (Optional) 3-62
Puncher Unit-AT1 (Optional) 3-69
Copy Tray-L1 (Optional) 3-71
Clearing Staple Jams 3-76
Finisher-AD1/Saddle Finisher-AD2 (Optional) 3-76
Saddle Stitcher Unit (Optional) 3-79
List of Error Messages 3-84
Self-Diagnostic Display 3-84
List of Error Codes without Messages 3-87
If Memory Becomes Full during Scanning 3-95
Service Call Message 3-98
Contacting Your Local Authorized Canon Dealer 3-98

Setting the Limited Functions Mode from the Service Call Message Screen 3-100
When the Power Does Not Turn ON 3-103

Chapter 4 Appendix

Specifications. 4-2
Main Unit 4-2
Feeder (imageRUNNER 5075/5065/5055). 4-5
Feeder (imageRUNNER 5050). 4-5
Paper Deck-AD1 4-6
Paper Deck-AE1. 4-6
Finisher-AD1 4-6
Saddle Finisher-AD2 4-9
Document Insertion/Folding Unit-F1 4-11
Document Insertion Unit-E1. 4-12
Puncher Unit-AT1. 4-12
Copy Tray-L1 4-13
Card Reader-C1. 4-13
Provide Adequate Installation Space 4-14
Index 4-15
System Management of the imageRUNNER 5075/5065/5055/5050 4-19
Entering the System Management Mode. 4-19
If Department ID Management Is Enabled. 4-20
If Department ID Management Is Not Enabled 4-20
Canceling the System Management Mode 4-22
Managing Inboxes in the System Management Mode 4-22
Changing the Mail Box Settings in the System Management Mode 4-23

Preface

Thank you for purchasing the Canon imageRUNNER 5075/5065/5055/5050. Please read this manual thoroughly before operating the machine to familiarize yourself with its capabilities, and to make the most of its many functions. After reading this manual, store it in a safe place for future reference.

How To Use This Manual

Symbols Used in This Manual

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

WARNING	Indicates a warning concerning operations that may lead to death or injury to persons if not performed correctly. To use the machine safely, always pay attention to these warnings.
CAUTION	Indicates a caution concerning operations that may lead to injury to persons, or damage to property if not performed correctly. To use the machine safely, always pay attention to these cautions.
IMPORTANT	Indicates operational requirements and restrictions. Be sure to read these items carefully to operate the machine correctly, and avoid damage to the machine.
NOTE	Indicates a clarification of an operation, or contains additional explanations for a procedure. Reading these notes is highly recommended.

Keys Used in This Manual

The following symbols and key names are a few examples of how keys to be pressed are expressed in this manual:

- Touch Panel Display Keys: [Key Name]

  Examples: [Cancel]
  [Done]

- Control Panel Keys: Key Icon (Key Name)

  Examples: (Start)
  (Stop)

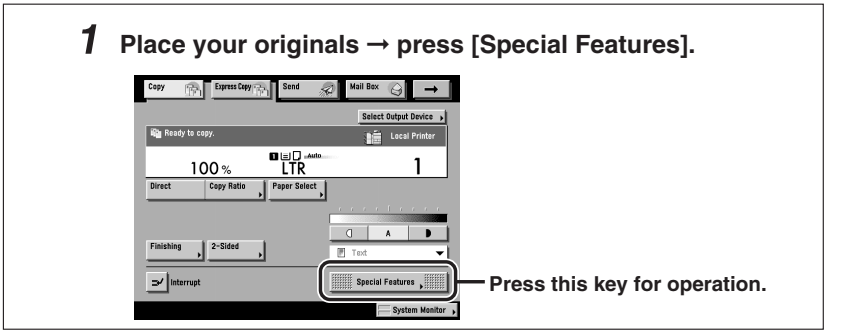
Displays Used in This Manual

Screen shots of the touch panel display used in this manual are those taken when the optional Universal Send Kit has been activated, and the following optional equipment is attached to the imageRUNNER 5075: the Super G3 FAX Board, UFR II/PCL/PS Printer Kit, Saddle Finisher-AD2, and Puncher Unit-AT1.

Note that functions that cannot be used depending on the model or options, are not displayed on the touch panel display.

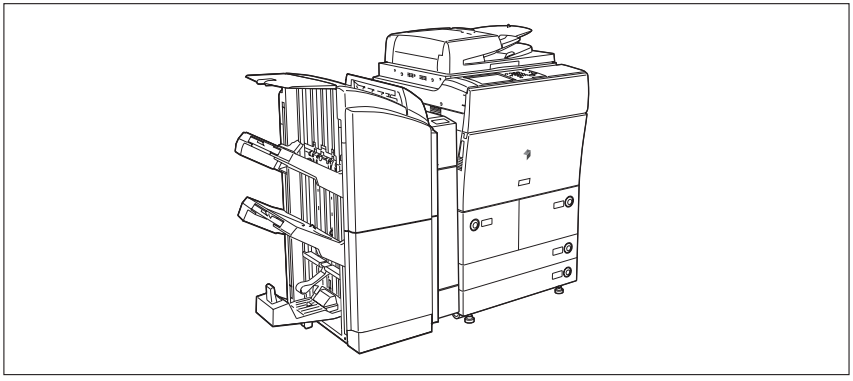
The keys which you should press are marked with a ( ), as shown below.

When multiple keys can be pressed on the touch panel display, all keys are marked. Select the keys which suit your needs.



Illustrations Used in This Manual

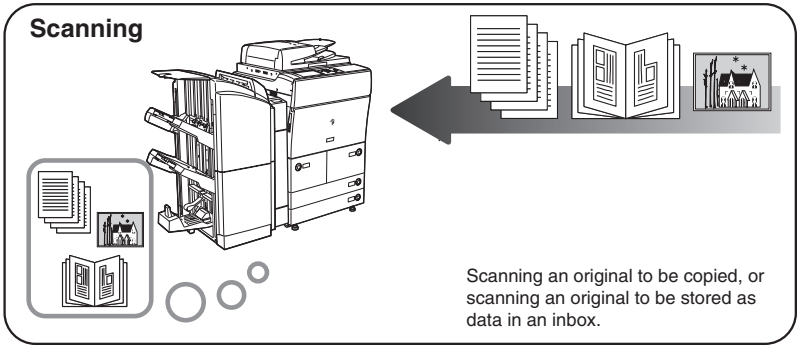
Illustrations used in this manual are those displayed when the imageRUNNER 5075 has the following optional equipment attached to it: the Saddle Finisher-AD2 and Puncher Unit-AT1.

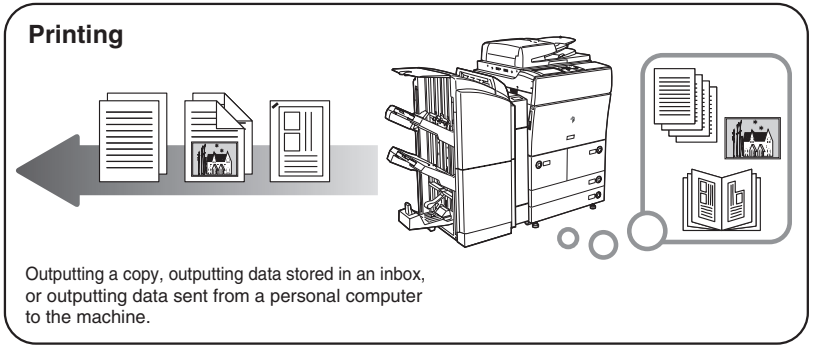


Operations and Terms Used in This Manual

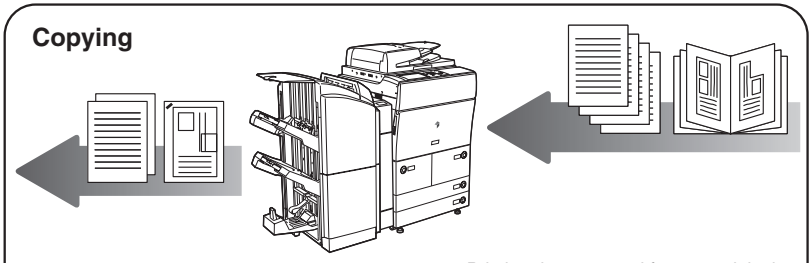
This machine makes effective use of memory to perform print operations efficiently. For example, as soon as the machine has scanned the original that you want to copy, it can immediately scan the next person's original. You can also print from this machine, using a function other than the Copy function. In this machine, these operations take place in a complex way, so that not only copies, but also various kinds of prints may sometimes have to wait their turn before they can be printed.

To avoid confusion when reading this manual, the terms "scanning," "printing," and "copying," used throughout this manual are defined below. When making a copy, the process of scanning originals and printing copies may be described as separate functions.





Copying



Printing data scanned from an original, followed by finishing options, such as stapling.

Legal Notices

Product Name

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

imageRUNNER 5075 (F149800)

imageRUNNER 5065/5055 (F149801)

imageRUNNER 5050 (F149802)

FCC (Federal Communications Commission)

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules, and the limits for an ISM equipment, pursuant to Part 18 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate, radio frequency energy and, if not installed and used in accordance with the Operator's Manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Use of shielded cables are required to comply with Class A limits in Subpart B of Part 15 of the FCC Rules.

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

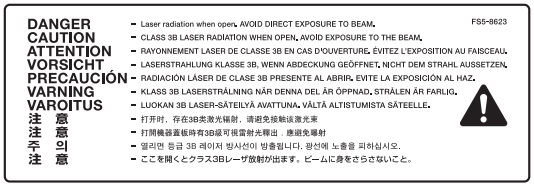
If your equipment malfunctions, please contact your local authorized Canon dealer from whom you purchased the equipment (if under warranty), or with whom you have a servicing contract. If you are not sure who to contact, and have both purchased and are using the equipment in the U.S.A., please refer to the "SUPPORT" page on Canon U.S.A.'s Web site (http://www.usa.canon.com).

Laser Safety

This product complies with 21 CFR Chapter 1 Subchapter J as a Class I laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968. Also, this product is certified as a Class I laser product under IEC60825-1: 1993 and EN60825-1: 1994. This means that the product does not produce hazardous laser radiation.

Since radiation emitted inside the product is completely confined within protective housings and external covers, the laser beam cannot escape from the machine during any phase of user operation. Do not remove protective housings or external covers, except as directed by the equipment's Reference Guide.

The labels shown below are attached to the main unit, inside the front cover, and the upper right cover.



CAUTION

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

Abbreviations Used in This Manual

In this manual, product names and model names are abbreviated as follows:

Novell NetWare®: NetWare

International Energy Star Program

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

The International ENERGY STAR® Office Equipment Program is an international program that promotes energy saving through the use of computers and other office equipment. The program backs the development and dissemination of products with functions that effectively reduce energy consumption. It is an open system in which business proprietors can participate voluntarily. The targeted products are office equipment, such as computers, displays, printers, facsimiles, and copiers. The standards and logos are uniform among participating nations.

IPv6 Ready Logo

This machine has acquired IPv6 Ready Logo Phase-1, as established by the IPv6 Forum.

Trademarks

Canon, the Canon logo, imageRUNNER, MEAP, and NetSpot are registered trademarks, and the MEAP logo and imageWARE are trademarks of Canon Inc. in the United States and may also be trademarks or registered trademarks in other countries.

Adobe, Adobe Acrobat, PostScript, and PostScript 3 are trademarks of Adobe Systems Incorporated.

Mac OS and AppleTalk are trademarks of Apple Inc.

Windows and Active Directory are registered trademarks of Microsoft Corporation in the United States and other countries.

NetWare® is a registered trademark of Novell, Inc.

Java and all Java-based trademarks and logos are trademarks or registered trademarks of Sun Microsystems, Inc. in the United States and other countries.

The following fonts are licensed from Bitstream Technologies, Inc.
Dutch 801 Bold, Dutch 801 Roman, Fixed Pitch 810 Courier 10 Pitch/Text.

The following font is a trademark of Bitstream Inc.
Dutch 801

© Copyright 1987, Bitstream Inc., Cambridge Massachusetts USA.

All rights reserved.

Other product and company names herein may be the trademarks of their respective owners.

Copyright

Copyright 2007 by Canon Inc. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording, or by any information storage or retrieval system without the prior written permission of Canon Inc.

This product includes free software and/or software modules that are licensed by Canon Inc. or its licensors from third parties. Use and distribution of this software and/or software modules are subject to conditions (a) through (h) below.

(a)

Copyright (c) 1992, 1993
The Regents of the University of California. All rights reserved.

This code is derived from software contributed to Berkeley by Ralph Campbell. Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

1. Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.
2. Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.
3. All advertising materials mentioning features or use of this software must display the following acknowledgement:

   This product includes software developed by the University of California, Berkeley and its contributors.

4. Neither the name of the University nor the names of its contributors may be used to endorse or promote products derived from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED BY THE REGENTS AND CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE REGENTS OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

(b)

Copyright (c) 1990 The Regents of the University of California.
All rights reserved.

Redistribution and use in source and binary forms are permitted provided that the above copyright notice and this paragraph are duplicated in all such forms and that any documentation, advertising materials, and other materials related to such distribution and use acknowledge that the software was developed by the University of California, Berkeley. The name of the University may not be used to endorse or promote products derived from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED "AS IS" AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

(c)

The author of this software is David M. Gay.
Copyright (c) 1991 by AT&T.

Permission to use, copy, modify, and distribute this software for any purpose without fee is hereby granted, provided that this entire notice is included in all copies of any software which is or includes a copy or modification of this software and in all copies of the supporting documentation for such software.

THIS SOFTWARE IS BEING PROVIDED "AS IS", WITHOUT ANY EXPRESS OR IMPLIED WARRANTY. IN PARTICULAR, NEITHER THE AUTHOR NOR AT&T MAKES ANY REPRESENTATION OR WARRANTY OF ANY KIND CONCERNING THE MERCHANTABILITY OF THIS SOFTWARE OR ITS FITNESS FOR ANY PARTICULAR PURPOSE.

(d)

Copyright (C) 1993 by Sun Microsystems, Inc. All rights reserved.

Developed at SunPro, a Sun Microsystems, Inc. business. Permission to use, copy, modify, and distribute this software is freely granted, provided that this notice is preserved.

(e)

Copyright (c) 1994, 1997 Cygnus Solutions.
All rights reserved.

Redistribution and use in source and binary forms are permitted provided that the above copyright notice and this paragraph are duplicated in all such forms and that any documentation, advertising materials, and other materials related to such distribution and use acknowledge that the software was developed at Cygnus Solutions. Cygnus Solutions may not be used to endorse or promote products derived from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED "AS IS" AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

(f)

Copyright (c) 2000 The Legion Of The Bouncy Castle (http://www.bouncycastle.org)

Permission is hereby granted, free of charge, to any person obtaining a copy of this software and associated documentation files (the "Software"), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, sublicense, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, subject to the following conditions:

The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software.

THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. IN NO EVENT SHALL THE AUTHORS OR COPYRIGHT HOLDERS BELIABLE FOR ANY CLAIM, DAMAGES OR OTHER LIABILITY, WHETHER IN AN ACTION OF CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF OR IN CONNECTION WITH THE SOFTWARE OR THE USE OR OTHER DEALINGS IN THE SOFTWARE.

(g)

This product includes software developed by the Apache Software Foundation (http://www.apache.org/) and is subject to the following terms and conditions.

```
/*  ====================================================================
 *  The Apache Software License, Version 1.1
 *
 *  Copyright (c) 2000 The Apache Software Foundation. All rights reserved.
 *
 *  Redistribution and use in source and binary forms, with or without
    modification,
 *  are permitted provided that the following conditions are met:
 *
 *  1. Redistributions of source code must retain the above copyright notice, this
 *     list of conditions and the following disclaimer.
 *
 *  2. Redistributions in binary form must reproduce the above copyright notice,
 *     this list of conditions and the following disclaimer in the documentation
 *     and/or other materials provided with the distribution.
 *
 *  3. The end-user documentation included with the redistribution, if any, must
 *     include the following acknowledgment:
 *       "This product includes software developed by the Apache Software
```

```
*       Foundation (http://www.apache.org/)."
*     Alternately, this acknowledgment may appear in the software itself, if and
*     wherever such third-party acknowledgments normally appear.
*
*  4. The names "Apache" and "Apache Software Foundation" must not be used to
*     endorse or promote products derived from this software without prior
*     written permission. For written permission, please contact
*     apache@apache.org.
*
*  5. Products derived from this software may not be called "Apache", nor may
*     "Apache" appear in their name, without prior written permission of the
*     Apache Software Foundation.
*
*  THIS SOFTWARE IS PROVIDED "AS IS" AND ANY EXPRESSED OR IMPLIED
*  WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED
*  WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR
*  PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE APACHE
*  SOFTWARE FOUNDATION OR ITS CONTRIBUTORS BE LIABLE FOR ANY
*  DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR
*  CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO,
*  PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF
*  USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER
*  CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT,
*  STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE)
*  ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF
*  ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.
*  ====================================================
```

*

* This software consists of voluntary contributions made by many individuals on

* behalf of the Apache Software Foundation. For more information on the Apache

* Software Foundation, please see <http://www.apache.org/>.

*

* Portions of this software are based upon public domain software originally

* written at the National Center for Supercomputing Applications, University of

* Illinois, Urbana-Champaign.

*/

(h)

Copyright (C) 1999, 2000, 2002 Aladdin Enterprises. All rights reserved.

Disclaimers

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

CANON INC. MAKES NO WARRANTY OF ANY KIND WITH REGARD TO THIS MATERIAL, EITHER EXPRESS OR IMPLIED, EXCEPT AS PROVIDED HEREIN, INCLUDING WITHOUT LIMITATION, THEREOF, WARRANTIES AS TO MARKETABILITY, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OF USE OR NON-INFRINGEMENT. CANON INC. SHALL NOT BE LIABLE FOR ANY DIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY NATURE, OR LOSSES OR EXPENSES RESULTING FROM THE USE OF THIS MATERIAL.

Hg LAMP(S) INSIDE THIS PRODUCT CONTAIN MERCURY AND MUST BE RECYCLED OR DISPOSED OF ACCORDING TO LOCAL, STATE OR FEDERAL LAWS.

For CA, USA only
Included battery contains Perchlorate Material - special handling may apply.
See http://www.dtsc.ca.gov/hazardouswaste/perchlorate/ for detail.

Legal Limitations on the Usage of Your Product and the Use of Images

Using your product to scan, print or otherwise reproduce certain documents, and the use of such images as scanned, printed or otherwise reproduced by your product, may be prohibited by law and may result in criminal and/or civil liability. A non-exhaustive list of these documents is set forth below. This list is intended to be a guide only. If you are uncertain about the legality of using your product to scan, print or otherwise reproduce any particular document, and/or of the use of the images scanned, printed or otherwise reproduced, you should consult in advance with your legal advisor for guidance.

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

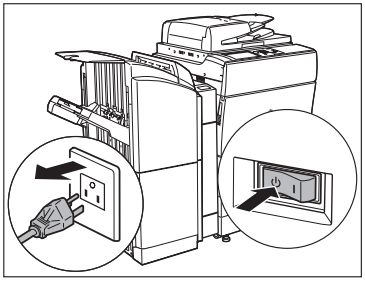
Important Safety Instructions

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

Installation

WARNING

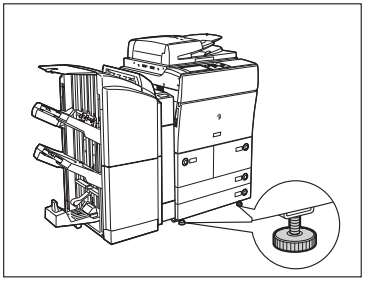
- **Do not install the machine near alcohol, paint thinner, or other flammable substances. If flammable substances come into contact with electrical parts inside the machine, it may result in a fire or electrical shock.**
- **Do not place the following items on the machine. If these items come into contact with a high-voltage area inside the machine, it may result in a fire or electrical shock. If these items are dropped or spilled inside the machine, immediately turn OFF the main power switch, and disconnect the power cord from the power outlet. Then, contact your local authorized Canon dealer.**
  - **Necklaces and other metal objects**
  - **Cups, vases, flowerpots, and other containers filled with water or liquids**



CAUTION

- **Do not install the machine in unstable locations, such as unsteady platforms or inclined floors, or in locations subject to excessive vibrations, as this may cause the machine to fall or tip over, resulting in personal injury.**
- **Never block the ventilation slots and louvers on the machine. These openings are provided for proper ventilation of working parts inside the machine. Blocking these openings can cause the machine to overheat. Never place the machine on a soft surface, such as a sofa or rug.**

- **Do not install the machine in the following locations:**
  - **A damp or dusty location**
  - **A location near water faucets or water**
  - **A location exposed to direct sunlight**
  - **A location subject to high temperatures**
  - **A location near open flames**
- **Do not remove the machine's leveling feet after the machine has been installed, as this may cause the machine to fall or tip over, resulting in personal injury.**



Power Supply

⚠ WARNING

- **Do not damage or modify the power cord. Also, do not place heavy objects on the power cord, or pull on or excessively bend it, as this could cause electrical damage and result in a fire or electrical shock.**
- **Keep the power cord away from a heat source; failure to do this may cause the power cord coating to melt, resulting in a fire or electrical shock.**
- **Do not connect or disconnect the power cord with wet hands, as this may result in electrical shock.**
- **Do not connect the power cord to a multiplug power strip, as this may cause a fire or electrical shock.**
- **Do not bundle up or tie the power cord in a knot, as this may result in a fire or electrical shock.**
- **Insert the power plug completely into the power outlet, as failure to do so may result in a fire or electrical shock.**
- **Do not use power cords other than the power cord provided, as this may result in a fire or electrical shock.**
- **As a general rule, do not use extension cords. Using an extension cord may result in a fire or electrical shock. If an extension cord must be used, however, use one rated for voltages of 120 V 20 A and over, untie the cord binding, and insert the power plug completely into the extension cord outlet to ensure a firm connection between the power cord and the extension cord.**

⚠ CAUTION

- **Do not use power supplies with voltages other than those specified herein, as this may result in a fire or electrical shock.**
- **Always grasp the power plug when disconnecting the power cord. Pulling on the power cord may expose or snap the core wire, or otherwise damage the power cord. If the power cord is damaged, this could cause current to leak, resulting in a fire or electrical shock.**
- **Leave sufficient space around the power plug so that it can be unplugged easily. If objects are placed around the power plug, you will be unable to unplug it in an emergency.**

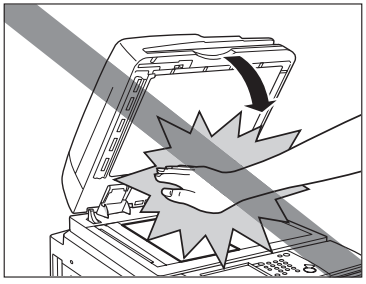
Handling

⚠ WARNING

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

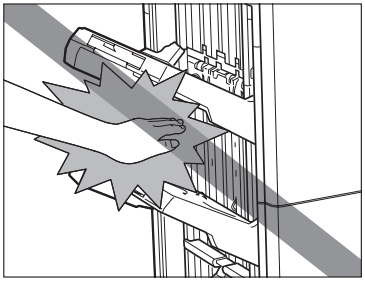
⚠ CAUTION

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



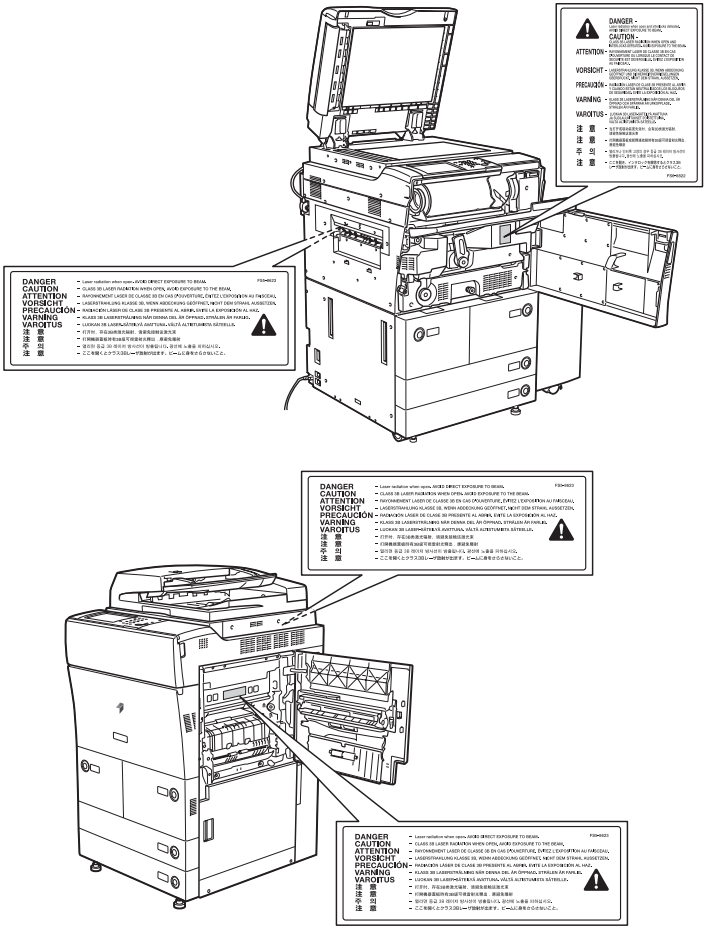
- **Do not press down hard on the feeder when using the platen glass to make copies of thick books. Doing so may damage the platen glass and result in personal injury.**
- **Do not touch the finisher while the machine is printing, as this may result in personal injury.**

- **Turn OFF the control panel power switch for safety when the machine will not be used for a long period of time, such as overnight. Also, turn OFF the main power switch, and disconnect the power cord for safety when the machine will not be used for an extended period of time, such as during consecutive holidays.**
- **Do not place your hands, hair, clothing, etc., near the exit and feed rollers. Even if the machine is not in operation, your hands, hair, or clothing may get caught in the rollers, which may result in personal injury or damage if the machine suddenly starts printing.**
- **Do not place your hands in the part of the tray where stapling is performed (near the rollers) when a finisher is attached, as this may result in personal injury.**



Finisher-AD1/Saddle Finisher-AD2

- **The laser beam can be harmful to human bodies. Since radiation emitted inside the product is completely confined within protective housings and external covers, the laser beam cannot escape from the machine during any phase of user operation. Read the following remarks and instructions for safety.**
- **Never open covers other than those instructed in this manual.**
- **Do not remove the following caution labels which are attached to the machine.**



- **If the laser beam escapes from the machine, exposure may cause serious damage to your eyes.**

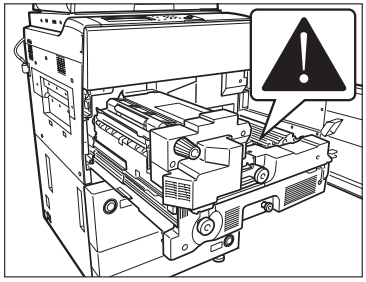
Maintenance and Inspections

⚠ WARNING

- **When cleaning the machine, first turn OFF the main power switch, then disconnect the power cord. Failure to observe these steps may result in a fire or electrical shock.**
- **Disconnect the power cord from the power outlet regularly, and clean the area around the base of the power plug's metal pins and the power outlet with a dry cloth to ensure that all dust and grime is removed. If the power cord is connected for a long period of time in a damp, dusty, or smoky location, dust can build up around the power plug and become damp. This may cause a short circuit and result in a fire.**
- **Clean the machine using a slightly dampened cloth with a mild detergent mixed with water. Do not use alcohol, benzene, paint thinner, or other flammable substances. Check detergent for flammability prior to use. If flammable substances come into contact with a high-voltage area inside the machine, it may result in a fire or electrical shock.**
- **There are some areas inside the machine which are subject to high-voltages. When removing jammed paper or when inspecting the inside of the machine, do not allow necklaces, bracelets, or other metal objects to touch the inside of the machine, as this may result in burns or electrical shock.**
- **Do not burn or throw used toner cartridges into open flames, as this may cause the toner remaining inside the cartridges to ignite, resulting in burns or a fire.**

⚠ CAUTION

- **The fixing unit and its surroundings inside the machine may become hot during use. When removing jammed paper or when inspecting the inside of the machine, do not touch the fixing unit and its surroundings, as doing so may result in burns or electrical shock.**



- **When removing jammed paper or replacing the toner cartridge, take care not to allow the toner to come into contact with your hands or clothing, as this will dirty your hands or clothing. If they become dirty, wash them immediately with cold water. Washing them with warm water will set the toner, and make it impossible to remove the toner stains.**
- **When removing paper which has become jammed inside the machine, remove the jammed paper gently to prevent the toner on the paper from scattering and getting into your eyes or mouth. If the toner gets into your eyes or mouth, wash them immediately with cold water and immediately consult a physician.**
- **When loading paper or removing jammed originals or paper, take care not to cut your hands on the edges of the originals or paper.**
- **When removing a used toner cartridge, remove the cartridge carefully to prevent the toner from scattering and getting into your eyes or mouth. If the toner gets into your eyes or mouth, wash them immediately with cold water and immediately consult a physician.**
- **Do not dismantle the toner cartridge, as dismantling it may cause toner dust to scatter on your skin or clothes. Immediately brush the toner off your clothes (but do not wash the clothing with hot water, which may cause the toner to set in the fabric). If toner gets into your eyes or mouth, wash them immediately with cold water and seek immediate medical treatment.**
- **Handle the toner cartridge carefully. Avoid contact with any toner that is released from the cartridge. If toner makes contact with your skin, immediately wash the area with soap and cold water. If your skin still feels irritated after washing the area thoroughly, or you ingest toner, seek immediate medical treatment.**

Consumables

⚠ WARNING

- **Do not burn or throw used toner cartridges into open flames, as this may cause the toner remaining inside the cartridges to ignite, resulting in burns or a fire.**
- **Do not store toner cartridges or copy paper in places exposed to open flames, as this may cause the toner or paper to ignite, resulting in burns or a fire.**
- **When discarding used toner cartridges, put the cartridges in a bag to prevent the toner remaining inside the cartridges from scattering, and dispose of them in a location away from open flames.**

⚠ CAUTION

- **Keep toner and other consumables out of the reach of small children. If these items are ingested, consult a physician immediately.**
- **Do not dismantle the toner cartridge, as dismantling it may cause toner dust to scatter on your skin or clothes. Immediately brush the toner off your clothes (but do not wash the clothing with hot water, which may cause the toner to set in the fabric). If toner gets into your eyes or mouth, wash them immediately with cold water and seek immediate medical treatment.**
- **Handle the toner cartridge carefully. Avoid contact with any toner that is released from the cartridge. If toner makes contact with your skin, immediately wash the area with soap and cold water. If your skin still feels irritated after washing the area thoroughly, or you ingest toner, seek immediate medical treatment.**

Other Warnings

⚠ WARNING

For cardiac pacemaker users:
This product generates a low level magnetic field. If you use a cardiac pacemaker and feel abnormalities, please move away from the product and consult your doctor.

Periodic Inspection of the Breaker

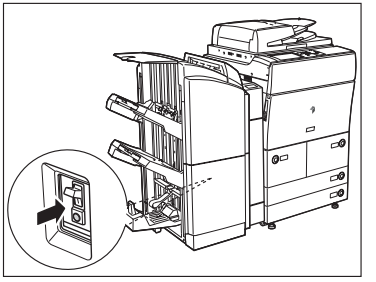
This machine has a breaker that detects excess current or leakage current. Be sure to test the breaker once or twice a month using the following procedure.

IMPORTANT

- Make sure that the main power is turned OFF, before inspecting the breaker.
- If a malfunction occurs after an inspection, contact your local authorized Canon dealer.

Checking the Breaker

1 Push the test button with the tip of a ball-point pen, or a similar object.



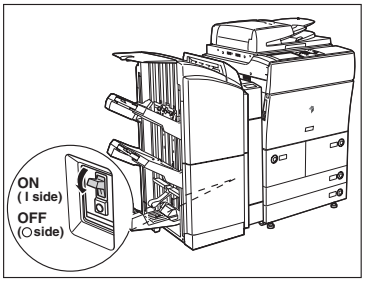
IMPORTANT

Briefly push the test button.

NOTE

- The breaker is located on the left side of the machine.
- For more information on the location of the breaker, see "Internal View," on p. 1-12.

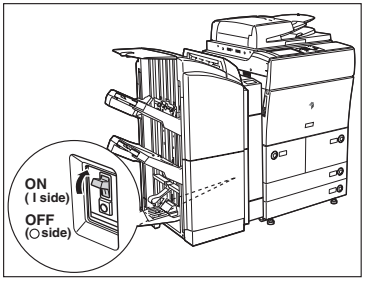
2 Confirm that the breaker lever is switched to the OFF ("○" side) position.



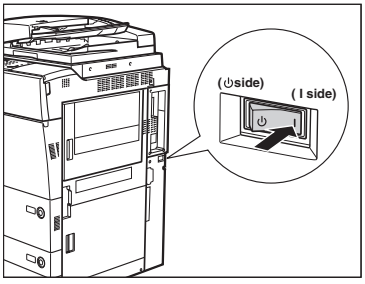
IMPORTANT

- Do not use the test button to turn the power ON and OFF.
- If the breaker lever does not switch to the OFF ("○" side) position, repeat step 1.
- If the breaker lever does not switch to the OFF ("○" side) position, despite carrying out the above procedure two or three times, contact your local authorized Canon dealer.

3 Switch the breaker lever to ON ("I" side).



4 Press the main power switch to the "I" side.



5 **Fill in the check sheet, located on the next page, to document your periodic inspections of the breaker.**

Check Sheet for the Periodic Inspection of the Breaker

Copy this page for future use, and store it in a safe place near the machine to document your periodic inspections of the breaker.

■ How to Inspect the Breaker Periodically

Follow the procedure described in "Periodic Inspection of the Breaker," on p. xxxiv, once or twice a month.

■ How to Fill in This Check Sheet

Fill in the date of inspection and the name of the inspector.
When the inspection is completed successfully, write a check mark under "OK."
If not, contact your local authorized Canon dealer. (Also, write a check mark under "NG" (No Good).)

Date of Inspection	Inspector	Result	
		OK	NG

Date of Inspection	Inspector	Result	
		OK	NG

Before You Start Using This Machine

CHAPTER 1

This chapter describes what you should know before using this machine, such as parts and their functions, and how to turn ON the main power.

Installation Location and Handling 1-2
- Installation Precautions 1-2
- Handling Precautions 1-6

Backing Up Data 1-9

Parts and Their Functions 1-10
- External View 1-10
- Internal View 1-12
- Feeder Parts and Functions 1-13
- Control Panel Parts and Functions 1-14

Main Power and Control Panel Power 1-16
- How to Turn ON the Main Power 1-16
- Control Panel Power Switch 1-21
- Shutting Down the Machine 1-21

System Settings 1-27

Installation Location and Handling

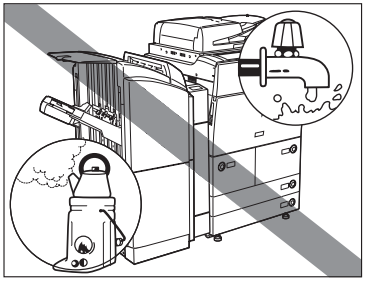
This section describes precautions for installation location and handling. We recommend that you read this section prior to using this machine.

Installation Precautions

Avoid Installing the Machine in the Following Locations

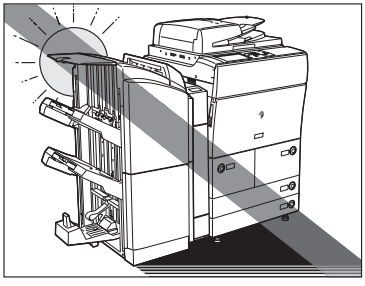
■ **Avoid locations subject to temperature and humidity extremes, whether low or high.**

For example, avoid installing the machine near water faucets, hot water heaters, humidifiers, air conditioners, heaters, or stoves.



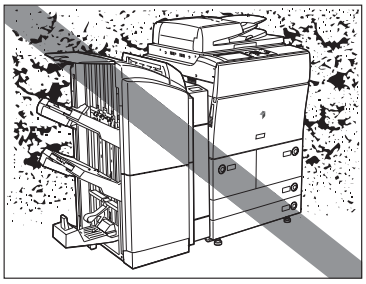
■ **Avoid installing the machine in direct sunlight.**

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



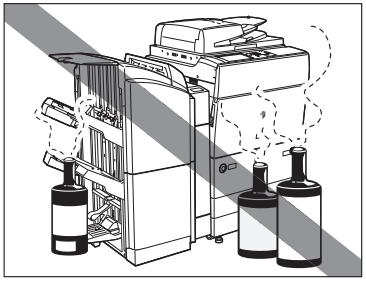
■ **Avoid poorly ventilated locations.**

This machine generates a slight amount of ozone during normal use. Although sensitivity to ozone may vary, this amount is not harmful. Ozone may be more noticeable during extended use or long production runs, especially in poorly ventilated rooms. It is recommended that the room be appropriately ventilated, sufficient to maintain a comfortable working environment, in areas of machine operation.



■ **Avoid locations where a considerable amount of dust accumulates.**

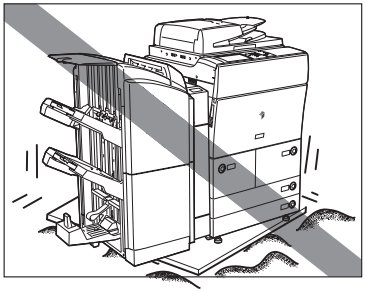
■ **Avoid locations where ammonia gas is emitted.**



■ **Avoid locations near volatile or flammable materials, such as alcohol or paint thinner.**

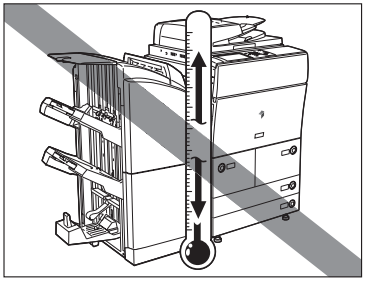
■ **Avoid locations that are subject to vibration.**

For example, avoid installing the machine on unstable floors or stands.



■ **Avoid exposing the machine to rapid changes in temperature.**

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



■ **Avoid installing the machine near computers or other precision electronic equipment.**

Electrical interference and vibrations generated by the machine during printing can adversely affect the operation of such equipment.

■ **Avoid installing the machine near televisions, radios, or similar electronic equipment.**

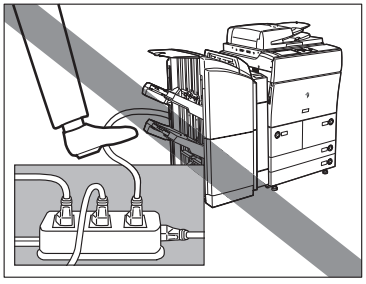
The machine might interfere with sound and picture signal reception. Insert the power plug into a dedicated power outlet, and maintain as much space as possible between the machine and other electronic equipment.

■ **Do not remove the machine's leveling feet.**

Do not remove the machine's leveling feet after the machine has been installed. If you put weight on the front of the machine while the drawers or units within the machine are pulled out, the machine may fall forward. To prevent this from happening, make sure that the machine's leveling feet are in place.

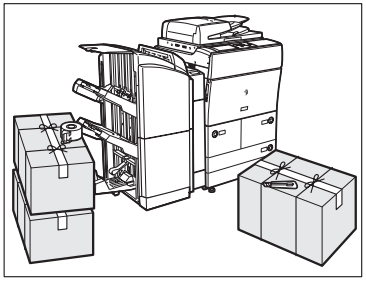
Select a Safe Power Supply

- **Plug the machine into a 120 V AC outlet.**
- **Make sure that the power supply for the machine is safe, and has a steady voltage.**
- **Do not connect other electrical equipment to the same power outlet to which the machine is connected.**
- **Do not connect the power cord to a multiplug power strip, as this may cause a fire or electrical shock.**
- **The power cord may become damaged if it is often stepped on or if heavy objects are placed on it. Continued use of a damaged power cord can lead to an accident, such as a fire or electrical shock.**



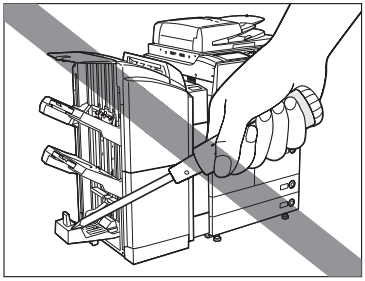
Moving the Machine

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



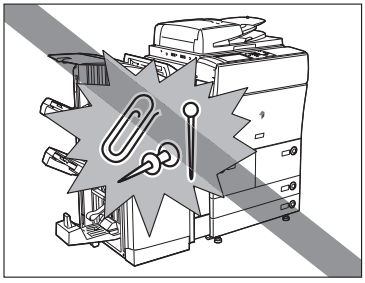
Handling Precautions

■ **Do not attempt to disassemble or modify the machine.**

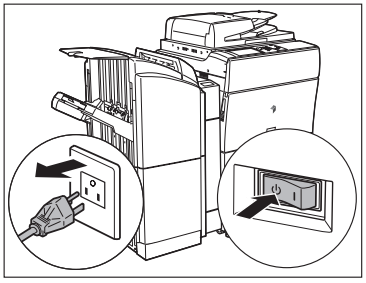


■ **Some parts inside the machine are subject to high-voltages and temperatures. Take adequate precautions when inspecting the inside of the machine. Do not carry out any inspections not described in this manual.**

■ **Be careful not to spill liquid or drop any foreign objects, such as paper clips or staples inside the machine. If a foreign object comes into contact with electrical parts inside the machine, it might cause a short circuit and result in a fire or electrical shock.**

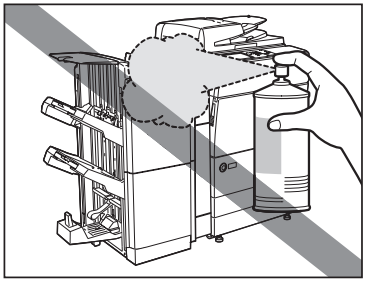


■ **If there is smoke, or unusual noise, immediately turn the main power switch OFF, disconnect the power cord from the outlet, and call your local authorized Canon dealer. Using the machine in this state may cause a fire or electrical shock. Also, avoid placing objects around the power plug so that the machine can be disconnected whenever necessary.**



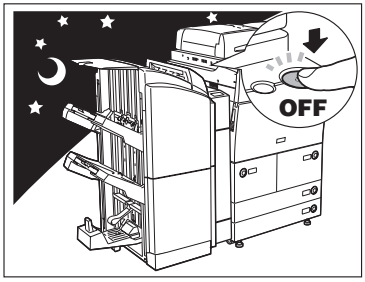
■ **Do not turn the main power switch OFF or open the front covers while the machine is in operation. This might result in paper jams.**

■ **Do not use flammable sprays, such as spray glue, near the machine. There is a danger of ignition.**



■ **This machine generates a slight amount of ozone during normal use. Although sensitivity to ozone may vary, this amount is not harmful. Ozone may be more noticeable during extended use or long production runs, especially in poorly ventilated rooms. It is recommended that the room be appropriately ventilated, sufficient to maintain a comfortable working environment, in areas of machine operation.**

■ **For safety reasons, turn OFF the control panel power switch of the machine when it will not be used for a long period of time, such as overnight. As an added safety measure, turn OFF the main power switch, and disconnect the power cord when the machine will not be used for an extended period of time, such as during consecutive holidays.**



Backing Up Data

Data such as the Address Book and Additional Functions settings are stored on the internal hard disk of the machine.

Please regularly back up your important data, as it is possible that a malfunction in the hard disk may cause received data and stored data to be lost.

Please note that Canon will not be held responsible for any damages caused by the loss of data.

The data that can be backed up is indicated below.

■ **Address Book, Additional Functions settings, forwarding settings, Mail Box function data (User Inbox data, forms for the Form Composition mode)**
For information on backing up (exporting) this data, see Chapter 3, "Customizing Settings," in the *Remote UI Guide*.

■ **Data that can be backed up using the Device Information Delivery Settings mode**
You can perform temporary backing up of your data by delivering data registered in the machine to other client machines. For information on the Device Information Delivery Settings mode, see Chapter 6, "System Manager Settings," in the *Reference Guide*.

■ **Data relating to MEAP**

- License files for MEAP applications
  For information on backing up (downloading) license files, see the *MEAP SMS Administrator Guide*.
- User authentication information registered for the Local Device Authentication system of SDL (Simple Device Login)/SSO (Single Sign-On)
  For information on backing up (exporting) user authentication information, see the *MEAP SMS Administrator Guide*.
- Data stored by MEAP applications
  You may be able to back up data stored by MEAP applications, depending on the application. For more information, see the documentation for each MEAP application.

NOTE

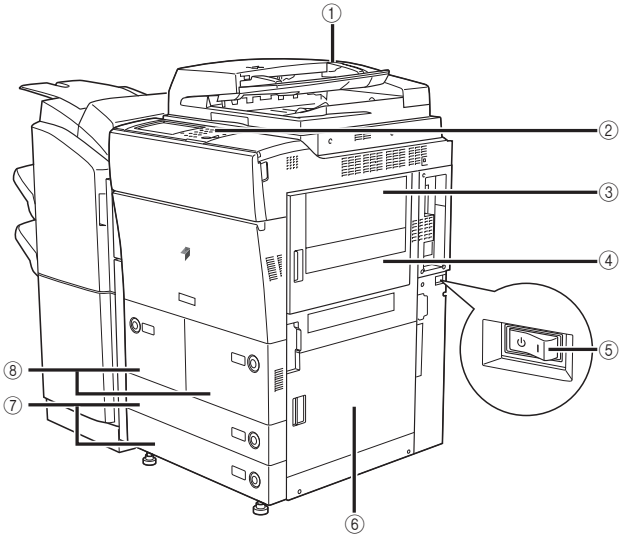
If your machine is not connected to a network. it is recommended you print and store important information such as the Address Book. See Chapter 12, "Printing Communication Reports," in the *Sending and Facsimile Guide*.

Parts and Their Functions

This section provides you with the names and functions of all the parts on the outside and inside of the main unit, control panel, and the touch panel display. An illustration of the machine with some optional equipment attached to it is also provided. For more information on optional equipment, parts and their functions, see Chapter 3, "Optional Equipment," in the *Reference Guide*.

External View

The optional Finisher-AD1 and Puncher Unit-AT1 are attached.



① Feeder

Originals placed in the feeder are automatically fed sheet by sheet to the platen glass for scanning. You can select to scan originals as two-sided documents with or without being turned over. (See "Feeder Parts and Functions," on p. 1-13.)

② Control Panel

Includes the keys, touch panel display, and indicators required for operating the machine. (See "Control Panel Parts and Functions," on p. 1-14.)

③ Stack Bypass

Use the stack bypass to feed paper manually and for loading nonstandard paper stock. (See Chapter 2, "Basic Operations," in the *Reference Guide*.)

④ **Main Unit's Upper Right Cover**

Open this cover when clearing a paper jam inside the main unit. (See "Inside the Upper and Lower Right Covers," on p. 3-23.)

⑤ **Main Power Switch**

Press to the "I" side to turn the main power ON. (See "Main Power and Control Panel Power," on p. 1-16.)

⑥ **Main Unit's Lower Right Cover**

Open this cover when clearing a paper jam inside the main unit. (See "Inside the Upper and Lower Right Covers," on p. 3-23.)

⑦ **Paper Drawers 3 and 4**

Holds up to 550 sheets of paper (20 lb bond (80 g/m^2)).

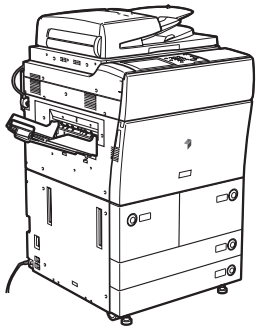
⑧ **Paper Drawers 1 and 2**

Holds up to 1,500 sheets of paper (20 lb bond (80 g/m^2)).

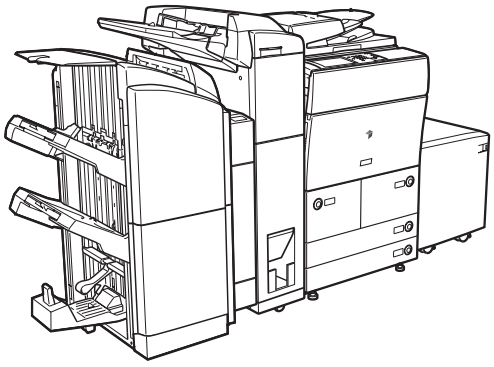
NOTE

For more information on the optional equipment that can be attached to the machine, see Chapter 3, "Optional Equipment," in the *Reference Guide*.

The optional Copy Tray-L1 is attached.

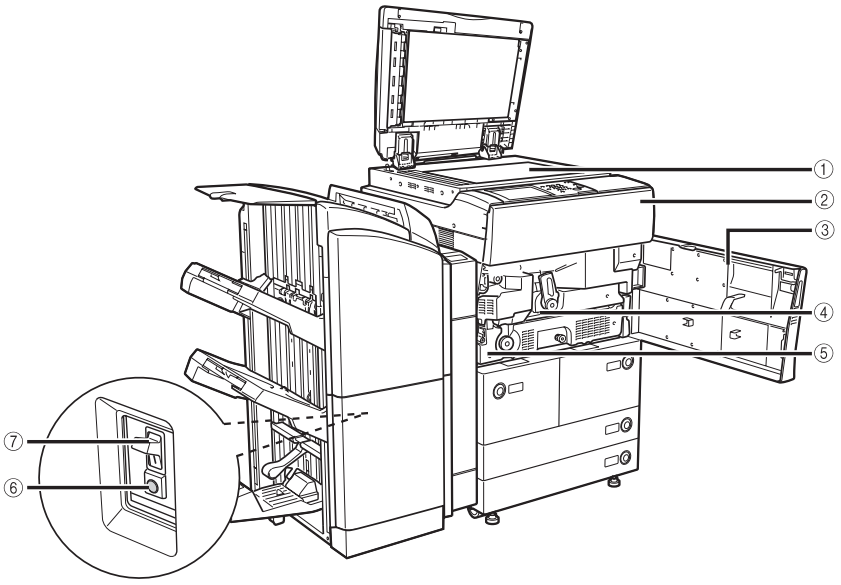


The optional Saddle Finisher-AD2, Puncher Unit-AT1, Document Insertion/Folding Unit-F1, and Paper Deck-AE1 are attached.



Internal View

The optional Saddle Finisher-AD2 and Puncher Unit-AT1 are attached.



① Platen Glass

Place originals here when scanning books, thick originals, thin originals, transparencies, etc.

② Toner Replacement Cover

Open this cover to replace the toner cartridge.

③ Front Cover

Open this cover to clear a paper jam in the fixing unit (Unit 1) and duplexing unit (Unit 2). (See "Main Unit (Fixing Unit and Duplexing Unit)," on p. 3-15.)

④ Fixing Unit (Unit 1)

Pull out the fixing unit to clear a paper jam. (See "Main Unit (Fixing Unit and Duplexing Unit)," on p. 3-15.)

⑤ Duplexing Unit (Unit 2)

Pull out the duplexing unit to clear a paper jam. (See "Main Unit (Fixing Unit and Duplexing Unit)," on p. 3-15.)

⑥ Test Button

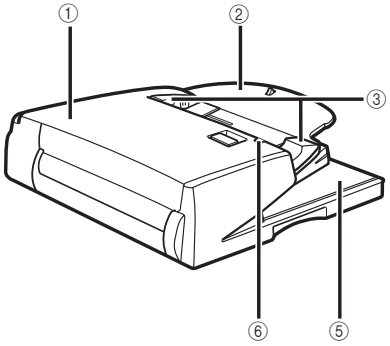
Press this button to periodically test the circuit breaker.

⑦ Breaker

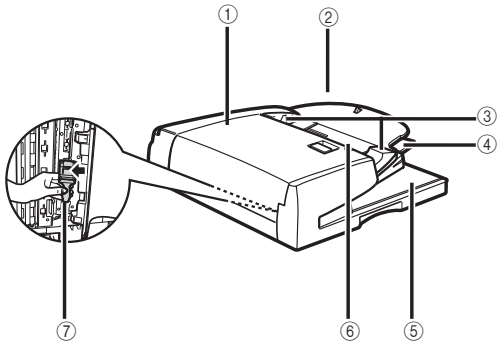
Detects excess current or leakage current. (See "Periodic Inspection of the Breaker," on p. xxxiv.)

Feeder Parts and Functions

Originals placed in the feeder are automatically fed to the platen glass for copying. If you are using the imageRUNNER 5075/5065/5055, you can select to scan originals as two-sided documents with or without being turned over. If you are using the imageRUNNER 5050, the feeder automatically turns over two-sided originals to make one or two-sided copies.



imageRUNNER 5050



imageRUNNER 5075/5065/5055

CAUTION

Do not insert your fingers into the gaps around the original supply tray, as your fingers may get caught. Also, be careful not to drop objects, such as paper clips into the gaps, as doing so may cause damage to the machine or cause it to break down.

IMPORTANT

- When using the platen glass to copy or scan thick originals, such as books or magazines, do not press down hard on the feeder.
- If the original output area is blocked, originals may get damaged, and printing may not be performed correctly. Therefore, do not place any objects in the original output area.

① **Feeder Cover**

Open this cover to remove jammed originals.

② **Original Supply Tray**

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

③ **Slide Guides**

Adjust the slide guides to match the width of the original.

④ **Auxiliary Tray**

Pull out the auxiliary tray if you are scanning large size paper (11" x 17" or LGL).

⑤ **Original Output Area**

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

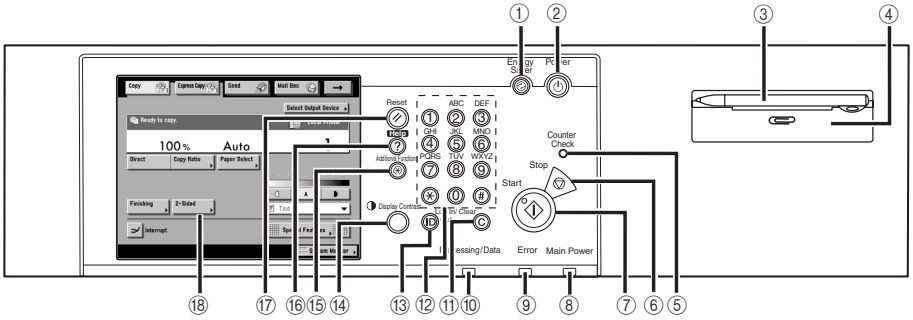
⑥ **Original Set Indicator**

Lights when originals are placed in the original supply tray.

⑦ **Original Scanning Area Cleaning Tool (for the imageRUNNER 5075/5065/5055 only)**

Use this tool to clean the original scanning area in the feeder. (See "Cleaning the Original Scanning Area," on p. 2-60.)

Control Panel Parts and Functions



① **Energy Saver key**

Press to set or cancel the Energy Saver mode.

② **Control Panel Power Switch (Sub Power Supply)**

Press to turn the control panel ON or OFF. When the control panel power switch is held for more than three seconds, it initiates the Shutdown mode. (See "Shutting Down the Machine," on p. 1-21.) When turned OFF, the machine is in the Sleep mode.

③ **Edit Pen**

Use when operating the touch panel display, such as to enter characters. If you lose the edit pen, contact your local authorized Canon dealer. Do not use an object with a sharp end on the control panel, such as a pencil or ballpoint pen, in place of the edit pen.

④ **Clip Holder**

Place paper clips here.

⑤ **Counter Check key**

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

⑥ **Stop key**

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

⑦ **Start key**

Press to start an operation.

⑧ **Main Power Indicator**

Lights when the main power is turned ON.

⑨ **Error Indicator**

Flashes or lights if there is an error in the machine. When the Error indicator flashes, follow the instructions that appear on the touch panel display. When the Error indicator maintains a steady red light, contact your local authorized Canon dealer.

⑩ **Processing/Data Indicator**

Flashes or blinks green when the machine is performing operations, and maintains a steady green light when fax data is stored in memory.

⑪ **Clear key**

Press to clear entered values or characters.

⑫ **Numeric keys**

Press to enter numerical values.

⑬ **ID (Log In/Out) key**

Press when setting or enabling Department ID Management.

⑭ **Display Contrast Dial**

Use to adjust the brightness of the touch panel display.

⑮ **Additional Functions key**

Press to specify additional functions.

⑯ **Help key**

Press to display explanations and instructions of modes or functions on the touch panel display.

⑰ **Reset key**

Press to restore the standard settings of the machine.

⑱ **Touch Panel Display**

The settings screen for each function is shown on this display.

Main Power and Control Panel Power

The machine is provided with two power switches, a main power switch and a control panel power switch, as well as a breaker that detects excess current or leakage current.

How to Turn ON the Main Power

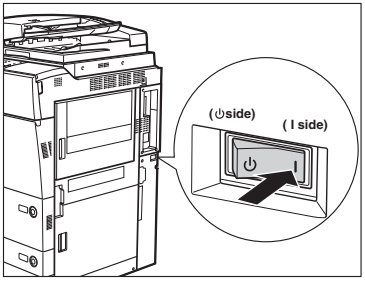
This section explains how to turn ON the main power.

1 Make sure that the power plug is firmly inserted into the power outlet.

WARNING

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

2 Press the main power switch to the "I" side. The main power switch is located on the right side of the machine.



The main power indicator on the control panel lights when the main power switch is turned ON.

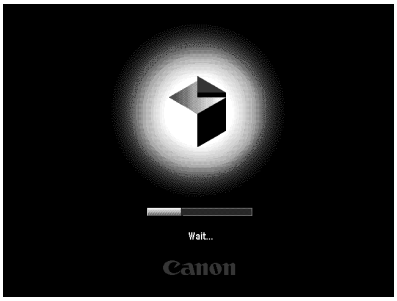
IMPORTANT

If the main power indicator on the control panel does not light even though the main power switch is ON, be sure to check the breaker to see if it is OFF. (See "When the Power Does Not Turn ON," on p. 3-103.)

3 The screens shown below are displayed while the system software is loading.

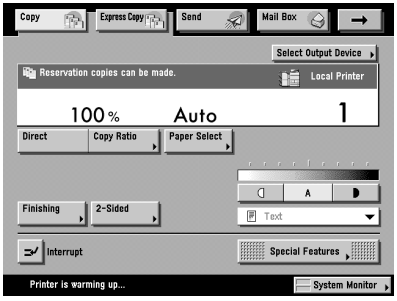
- **If login authentication by a login service (SDL (Simple Device Login) or SSO (Single Sign-On)) is not set, and an application other than MEAP is selected as the initial function in Common Settings (from the Additional Functions screen):**

  ❑ The Start Up screen is displayed until the machine is ready to scan.



If a message is displayed on the touch panel display, proceed to step 4.

❑ The screen below is displayed when the machine is ready to scan.



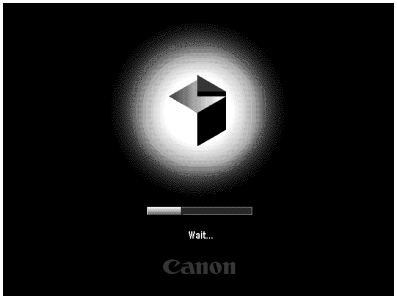
The machine is ready to scan in approximately 30 seconds after the screen above appears.

NOTE

- Once the message <Reservation copies can be made.> appears on the touch panel display, you can specify settings, and copying or printing begins automatically as soon as the machine finishes warming up. (See Chapter 1, "Introduction to the Copying Functions," in the *Copying and Mail Box Guide*.)
- In the case above, the standard settings are selected.
- The standard copy settings are:
  - Copy Ratio: Direct (100%)
  - Paper Selection: Auto Paper Selection
  - Copy Exposure: Automatic Exposure Adjustment
  - Copy Quantity: 1
  - Copy Function: 1▶1-sided copy
- The standard settings for each function of the machine (Copy, Mail Box, Send, and Fax) are already set at the factory, but you can change them to suit your needs. (See Chapter 8, "Customizing Settings," in the *Copying and Mail Box Guide*, and Chapter 9, "Customizing Communications Settings," in the *Sending and Facsimile Guide*.)
- You can select which functions to display on the Basic Features screen when turning ON the main power, according to the Additional Functions settings. (See Chapter 4, "Customizing Settings," in the *Reference Guide*.)
- If you press [→] on the Basic Features screen right after the machine is activated, the screen will be blank. Wait for a moment, and then press [→] again.
- If a Macintosh, which has been shut down, is connected to the machine via a USB cable, when you turn the machine ON, the Macintosh may also turn ON. In this case, disconnect the Macintosh from the machine. (You may also be able to solve this problem by using a USB hub between the machine and the Macintosh).

● **If login authentication by a login service (SDL or SSO) is not set, and MEAP is selected as the initial function in Common Settings (from the Additional Functions screen):**

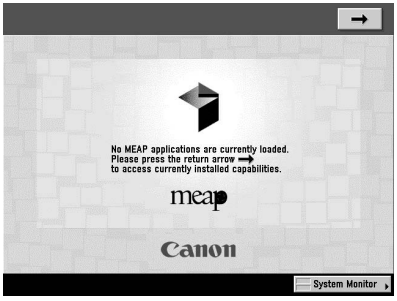
❑ The Start Up screen is displayed until the machine is ready to scan.



❑ After the Start Up screen disappears, the MEAP Start Up screen is displayed.

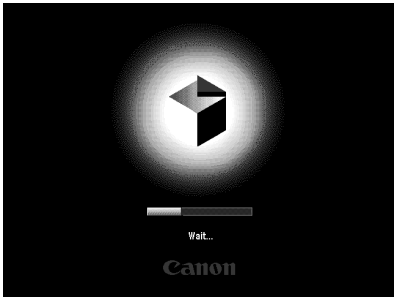
You can press [→] to switch to the Basic Features screen to use the Copy, Mail Box, etc. functions even if the MEAP Start Up screen is still displayed.

❑ The MEAP Application screen is displayed.

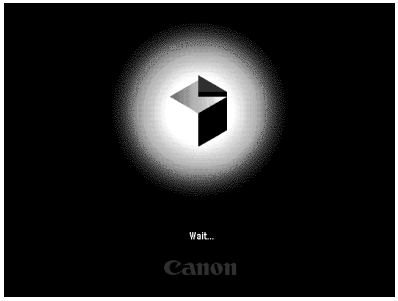


● **If login authentication by a login service (SDL or SSO) is set:**

❑ The Start Up screen is displayed until the machine is ready to scan.



❑ After the Start Up screen disappears, the MEAP Start Up screen is displayed regardless of the Set as Initial Function settings.



IMPORTANT

- If you turn OFF the main power, wait at least 10 seconds before turning the main power back ON. For instructions on restarting (turning the main power switch OFF and then ON) the machine, see "Main Power and Control Panel Power," on p. 1-16.
- Do not turn the main power OFF, if you want to send or receive I-fax or fax documents. Also, do not turn the main power OFF, if the optional Universal Send Kit is activated, or the Super G3 FAX Board is installed, and you want to be able to send or receive fax documents. Sending or receiving I-fax or fax documents cannot be done when the main power is turned OFF.
- If SSO or SDL is set as the login service, the machine will take longer to become ready to scan.

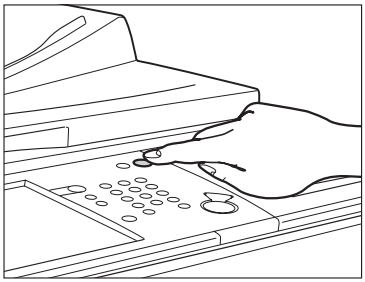
4 If you are using a login service, log in using the procedure for the login service you are using.

NOTE

- If you are using Department ID Management with the optional Card Reader-C1, see Chapter 3, "Optional Equipment," in the *Reference Guide*.
- If you are using Department ID Management, see Chapter 2, "Basic Operations," in the *Reference Guide*.
- If you are using SDL or SSO, see Chapter 2, "Basic Operations," in the *Reference Guide*.

Control Panel Power Switch

Press the control panel power switch to cancel the Sleep mode and resume normal machine operations.



NOTE

- The machine can receive and print documents from a personal computer when it is in the Sleep mode. I-fax and fax documents can also be received while the machine is in the Sleep mode.
- It takes approximately 30 seconds for the machine to recover after the Sleep mode is deactivated.
- If Energy Consumption in Sleep Mode is set to 'Low', it may take more than 10 seconds for the touch panel display to be displayed after pressing the control panel power switch.

Shutting Down the Machine

If there are any jobs currently being processed, or a MEAP application is running when the Shutdown mode is activated, the machine asks you to confirm and cancel any existing jobs, and then access to the hard disk is restricted. This procedure protects the hard disk from access errors the next time the machine is turned ON. When the machine shuts down, it also performs an internal cooling down process, which enables the machine to be shut down safely. Follow the instructions below to safely shutdown the machine.

CAUTION

If you turn the main power of the machine OFF without following the procedure below, copies output the next time the machine is turned ON may not be printed correctly. In this case, printing will return to normal after a certain number of copies are output.

1 Press and hold the control panel power switch for more than three seconds.

If the machine is in the Sleep mode, press the control panel power switch one time to cancel the Sleep mode, and then press and hold the control panel power switch again for more than three seconds.

The job confirmation screen is displayed.

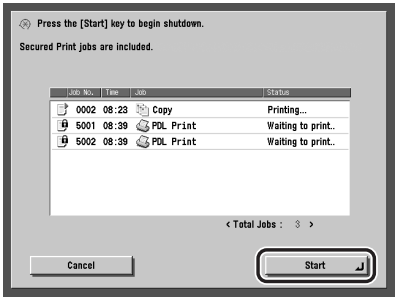
IMPORTANT

Do not initiate the Shutdown mode while fonts are being downloaded.

NOTE

- You can also force the machine into the Shutdown mode by pressing (Additional Functions) → [Common Settings] → [Shutdown Mode].
- You cannot force the machine into the Shutdown mode in the following cases:
  - When the machine is receiving device information
  - When the machine is browsing device information
  - When the machine is importing or exporting data using the Remote UI function
- In a rare instance, the machine may not go into the Shutdown mode even if you press and hold the control panel power switch for more than three seconds. In this case, follow the instructions on the touch panel display to turn OFF the main power.
- If print data is sent while the machine is in the Shutdown mode, the machine may receive the data, depending on the print data's size. However, the print data is not printed.

2 Confirm the jobs currently being processed or waiting to be processed → press [Start].



Jobs continue to be processed until [Start] is pressed.

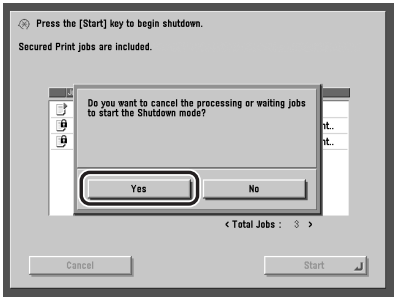
To cancel the Shutdown mode, press [Cancel].

If there are no current jobs, proceed to step 4.

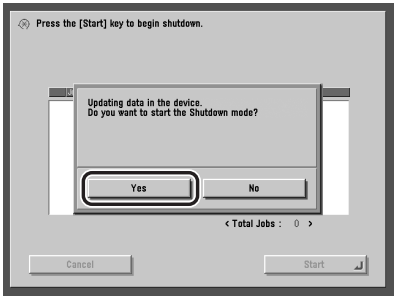
NOTE

- Jobs that are displayed on the job confirmation screen are:
  - Current copy, fax, and print jobs (including secured print jobs)
  - Copy and print jobs (including secured print jobs) that are waiting to be processed
- On the job confirmation screen, the current job is displayed on the first line, and the other jobs are processed in the order in which they were reserved (up to seven jobs).

3 Confirm the message displayed → press [Yes].



If There Are Jobs Currently Being Processed or Waiting to Be Processed

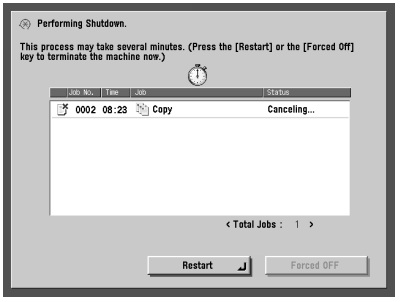


If the Device Information Is Being Delivered

All of the jobs on the confirmation screen being processed or waiting to be processed are canceled. The machine and any network communication processes also start to shut down.

The Performing Shutdown screen appears.

4 When the following screen appears, wait for the machine to complete the shutdown process.



If you need to immediately operate the machine after starting the shutdown process, press [Restart] → [Yes].

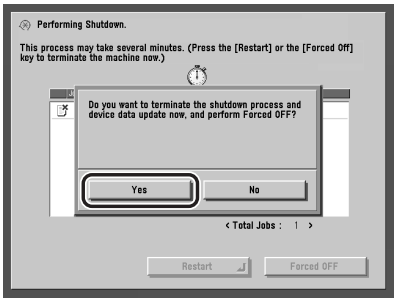
If you press [Restart] when device information is being updated, a message asking for your confirmation to continue appears on the screen. Press [Yes].

CAUTION

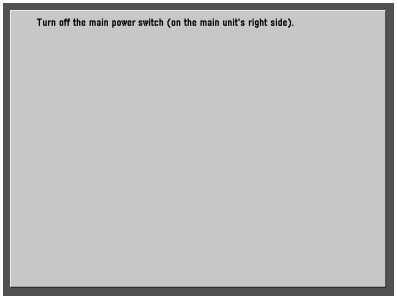
You can also force the shutdown of the machine (omitting the normal job cancellation process) by pressing [Forced Off]. If you press [Forced Off] while data is being processed, a message asking for your confirmation to continue appears on the screen. Press [Yes]. However, as it is possible that this will destroy data which is being processed or cause damage to the machine, it is not recommended. Note that Canon will not be liable for any damages resulting from the loss of data on the hard disk drive. For more information, contact your local authorized Canon dealer.

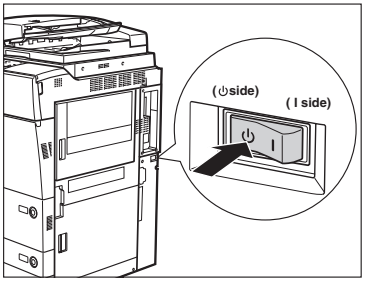
NOTE

- It may take some time for the machine to completely shut down because of the internal cooling down process.
- It may take some time for the machine to completely shut down depending on the application you are using.
- The screen below is displayed when you press [Forced Off] in any of the following cases.
  - When the hardware is in finishing process
  - When device information is being updated



5 Confirm the contents of the shutdown screen → turn the main power switch of the machine to the "⏻" side.





IMPORTANT

The machine may continue to operate during or after the shutdown process. Do not unplug the power cord until the device sounds stop.

System Settings

It is necessary to set up the machine before using it on a network, as a printer, or with the Fax function.

To set up the machine, refer to the following guides or sections for instructions:

■ **Connecting the Machine to the Network**
See the *Network Quick Start Guide*.

■ **Setting Up the Network**
See the *Network Guide*.

■ **Installing the Printer Driver**
See the *PS Driver Guide*, *PCL Driver Guide*, *UFR II Driver Guide*, *Mac PS Driver Guide, or Mac UFR II Driver Guide.*

■ **Using the Send Function**
See the *Sending and Facsimile Guide*.

■ **Using the Fax Function**
See the *Sending and Facsimile Guide*.

■ **Date and Time Settings**
See the *Reference Guide*.

■ **System Manager Settings**
See the *Reference Guide*.

Routine Maintenance

2
CHAPTER

This chapter describes how to load paper, perform routine cleaning operations, and replace consumables, such as toner and staple cartridges.

Paper Drawers 2-2
- Loading Paper 2-2
- Adjusting a Paper Drawer to Hold a Different Paper Size. 2-8
- Loading Tab Paper 2-11
- Attaching the One-Touch Supports 2-16

Feeder 2-17
- Replacing the Stamp Cartridge 2-17

Paper Deck-AD1/Paper Deck-AE1 (Optional). 2-20
- Loading Paper 2-20
- Changing the Paper Size for the Paper Deck-AE1 2-24

Finisher-AD1/Saddle Finisher-AD2/Puncher Unit-AT1 (Optional). 2-32
- Replacing the Staple Cartridge in the Stapler Unit. 2-32
- Replacing the Staple Cartridge in the Saddle Stitcher Unit 2-36
- Removing Punch Waste 2-39

Document Insertion/Folding Unit-F1/Document Insertion Unit-E1 (Optional). 2-42
- Loading Paper 2-42

Replacing the Toner Cartridge 2-45

Routine Cleaning 2-50
- Platen Glass and Underside of the Feeder 2-51
- Manual Feeder Cleaning 2-52
- Automatic Feeder Cleaning 2-58
- Wire Cleaning. 2-59
- Drum Cleaning 2-59
- Cleaning the Original Scanning Area 2-60

Consumables 2-67

Paper Drawers

This section describes how to load paper into the paper drawers.

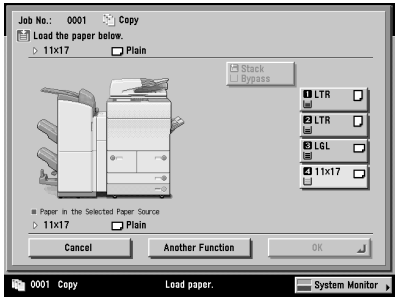
NOTE

- The following paper sizes can be loaded into Paper Drawers 1, 2, 3, and 4.
  - Paper Drawers 1 and 2: LTR
  - Paper Drawers 3 and 4: 11" x 17", LGL, LTR, LTRR, and STMTR
- For more information on available paper stock that can be loaded into the paper drawers, see Chapter 2, "Basic Operations," in the *Reference Guide*.

Loading Paper

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

Follow the procedure below to load paper into the paper drawers.



CAUTION

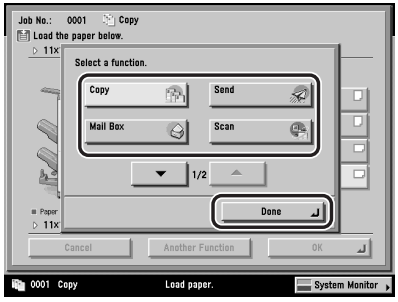
When loading paper, take care not to cut your hands on the edges of the paper.

IMPORTANT

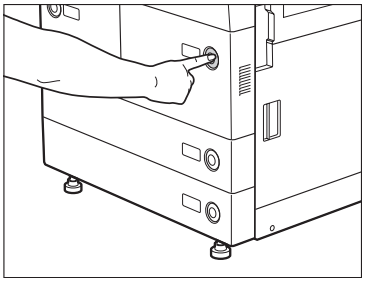
- A screen prompting you to load paper also appears if the selected paper drawer is not fully inserted into the machine. Make sure that the paper drawer is properly in place.
- Do not load nonstandard paper sizes into the paper drawers.
- Do not load the following types of paper into the paper drawers. Doing so may cause a paper jam.
  - Severely curled or wrinkled paper
  - Thin straw paper
  - Transparencies
  - Paper which has been printed on using a thermal transfer printer (Do not print on the reverse side of this paper either.)
- Fan the stack of paper well before loading it, and align the edges of the paper stack on a flat surface.
- Never place paper or any other items in the empty part of the drawer next to the paper stack. Doing so may cause paper jams.

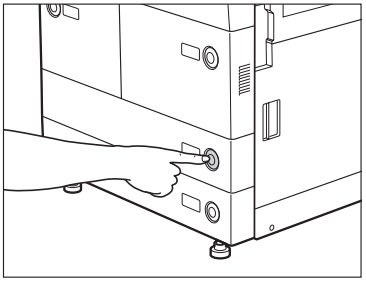
NOTE

- If a message prompting you to load paper appears during printing, the remaining prints are automatically made after you load the correct paper. If you select another paper drawer, the remaining prints are made after you press [OK].
- To cancel printing, press [Cancel].
- To use another available function, press [Another Function] → select [Copy], [Send], [Mail Box], [Scan], or [Printer] → press [Done].

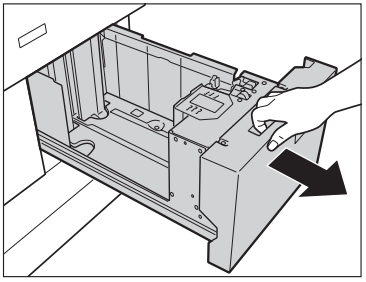


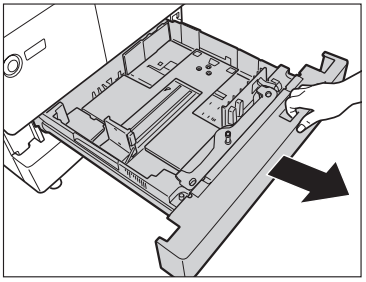
1 **Press and release the button on the paper drawer in which you want to load paper.**



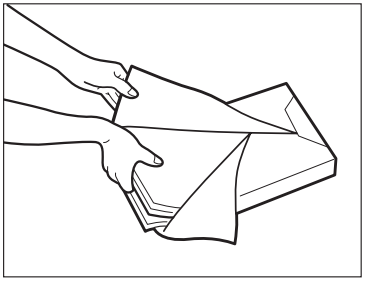


2 **Grip the handle, and pull out the paper drawer until it stops.**





3 Open a package of paper, and remove the paper stack.



CAUTION

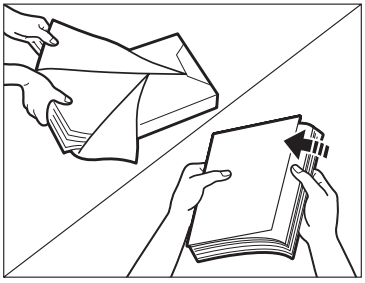
When loading paper, take care not to cut your hands on the edges of the paper.

IMPORTANT

Rewrap any remaining paper in its original package, and store it in a dry place, away from direct sunlight.

NOTE

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

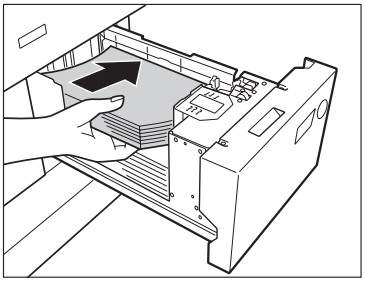


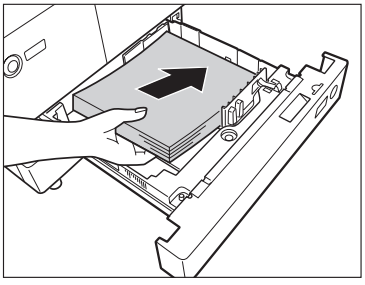
4 Load the paper stack into the paper drawer.

Even out the edges of the paper stack. Load the paper stack against the right wall of the paper drawer.

When loading paper into Paper Drawer 3 or 4 for the first time, change the size plate to match the paper size being loaded. (See "Adjusting a Paper Drawer to Hold a Different Paper Size," on p. 2-8.)

When loading paper into the paper drawer, make sure that the paper size setting is the same size as the paper being loaded.





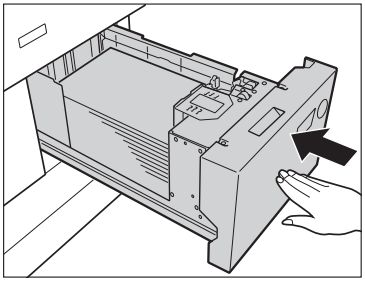
IMPORTANT

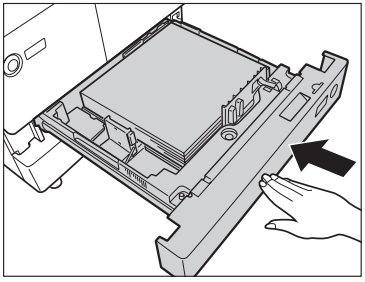
- Paper which has been rolled or curled must be straightened out prior to use.
- Make sure that the height of the paper stack does not exceed the loading limit mark ( ) at the back of the paper drawer.

NOTE

- Paper Drawers 1 and 2 hold approximately 1,500 sheets of paper (20 lb bond (80 g/m^2)).
- Paper Drawers 3 and 4 hold approximately 550 sheets of paper (20 lb bond (80 g/m^2)).
- If there are instructions on the package of paper about which side of the paper to load, follow those instructions.
- When the paper is loaded into the paper drawer, the side facing down is the one printed on.
- If problems occur, such as poor print quality or paper jams, try turning the paper stack over, and reload it.
- For more information on the print direction of preprinted paper (paper which has logos or patterns already printed on it), see Chapter 9, "Appendix," in the *Reference Guide*.

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





CAUTION

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

IMPORTANT

You will not be able to make copies or print if you load paper that exceeds the loading limit, or if the paper drawer is not completely pushed into the machine. Always check that the paper drawers are in place, and that the paper does not exceed the loading limit.

NOTE

If paper runs out during copying or printing, load a new paper stack, and follow the instructions on the touch panel display. The machine automatically restarts, and produces the remaining copies or prints.

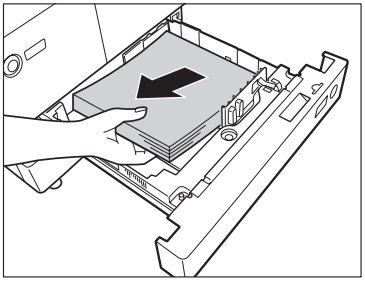
Adjusting a Paper Drawer to Hold a Different Paper Size

If you want to load a different paper size into Paper Drawer 3 or 4, follow the procedure described below to adjust the paper drawer guides.

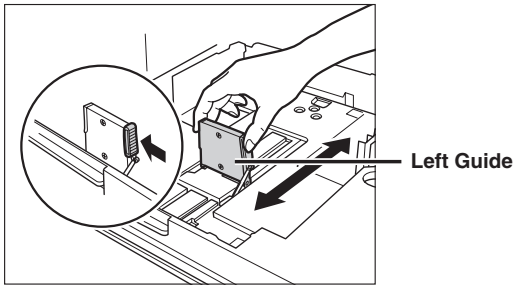
NOTE

- You can adjust the paper drawers to hold the following standard paper sizes: 11" x 17", LGL, LTR, LTRR, or STMTR.
- Only the paper sizes of Paper Drawer 3 and 4 can be changed.

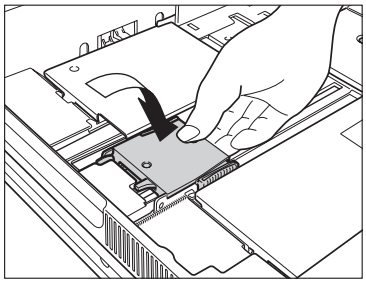
1 Press and release the button on the paper drawer that you want to adjust. Grip the handle, and pull out the paper drawer until it stops. Remove all of the remaining paper.



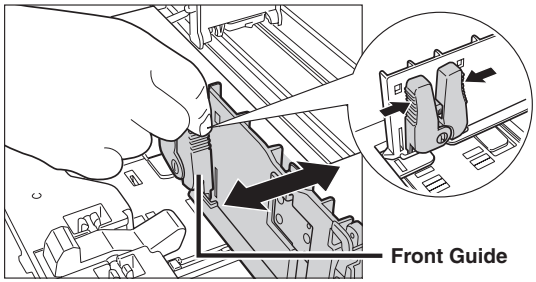
2 Squeeze the lever on the left guide, as shown below. Without releasing the lever, slide the left guide to align it with the mark for the desired paper size.



When loading 11" x 17" paper, slide the left guide all the way to the left, and push it down.



3 Squeeze the lever on the front guide, as shown below. Without releasing the lever, slide the front guide to align it with the mark for the desired paper size.



IMPORTANT

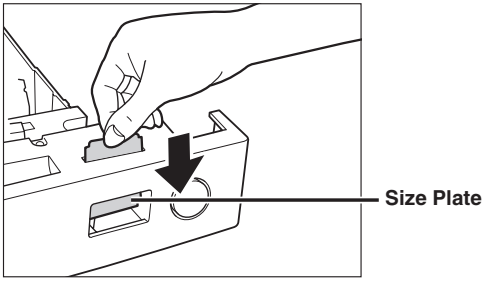
- If the left and front guides are not adjusted properly for the paper size loaded in the paper drawer, the correct paper size may not appear on the touch panel display.
- Adjust the left and front guides correctly to avoid causing a paper jam, dirty prints, or make the inside of the machine dirty.

4 **Load the appropriate size paper into the paper drawer.**

CAUTION

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

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



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

CAUTION

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

Loading Tab Paper

Tab paper can be loaded in Paper Drawer 3 or 4. Follow the procedure described below to adjust the paper drawer to hold tab paper.

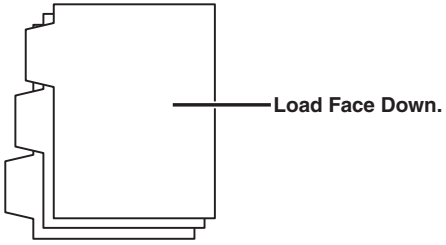
Use the Tab Feeding Attachment-A1 to load tab paper. The optional Tab Feeding Attachment-A1 includes the one-touch supports, tab paperweight bar, and underlay sheet.

IMPORTANT

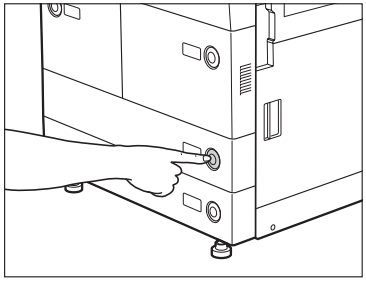
Tab paper is available in LTR size only.

NOTE

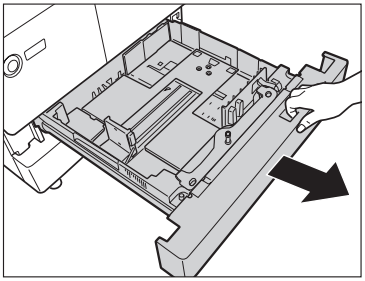
- When tab paper is loaded in the paper drawer, the side facing down is the one printed on.
- Load the tab paper as shown in the illustration below.



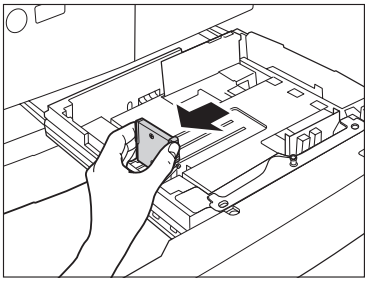
1 Press and release the button on the paper drawer in which you want to load tab paper.



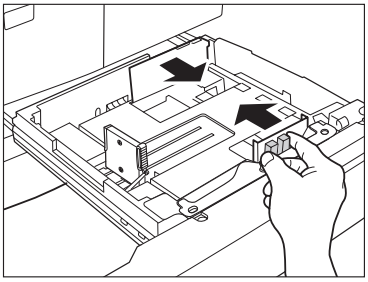
2 **Grip the handle, and pull out the paper drawer until it stops.**



3 **Squeeze the lever on the left guide, as shown below, and slide the left guide to the left as far as it will go.**



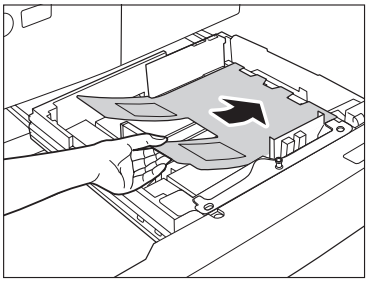
4 **Squeeze the lever on the front guide, as shown below. Without releasing the lever, slide the front guide to align it with the mark for tab paper (LTR).**



IMPORTANT

- If the left and front guides are not adjusted properly for the paper size loaded in the paper drawer, the correct paper size may not appear on the touch panel display.
- Adjust the left and front guides correctly to avoid causing a paper jam, dirty prints, or make the inside of the machine dirty.

5 Place the tab paper underlay sheet so that the labeled side is face up.

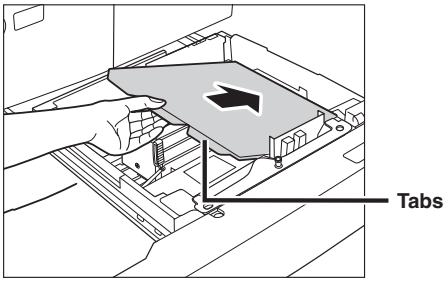


6 Load the tab paper into the paper drawer.

Load the tab paper face down with the tabs facing left, as shown in the illustration below.

Even out the edges of the paper stack.

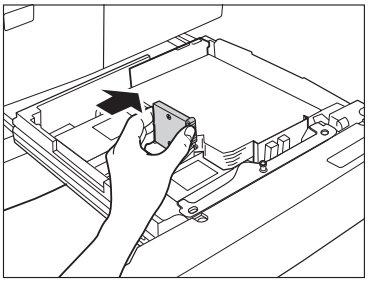
Load the paper stack against the right wall of the paper drawer.



IMPORTANT

- Paper which has been rolled or curled must be straightened out prior to use.
- Make sure that the height of the paper stack does not exceed the loading limit mark ( ) at the back of the paper drawer.

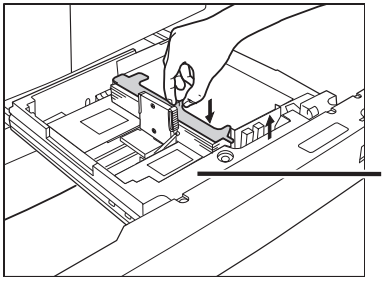
7 Squeeze the lever on the left guide, and without releasing the lever, slide the left guide to align it with the tab paper.



NOTE

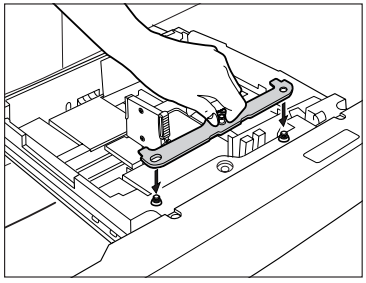
If the front guide needs further adjustment, squeeze the lever on the front guide, and without releasing the lever, slide the front guide to align it with the tab paper.

8 Remove the tab paperweight bar from its holder, and place it as shown below to hold the tab paper in place.

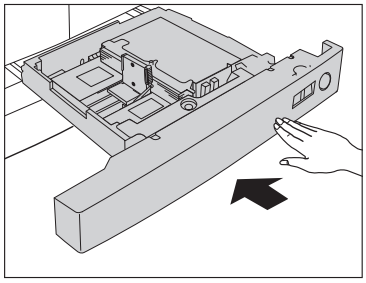


NOTE

When you are not using tab paper, store the tab paperweight bar, as shown below. Line up the holes on the tab paperweight bar with the one-touch supports, and place the tab paperweight bar over the one-touch supports to lock it in place.



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



CAUTION

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

IMPORTANT

Never place paper or any other items in the open part of the paper drawer next to the paper stack. Doing so may cause a paper jam.

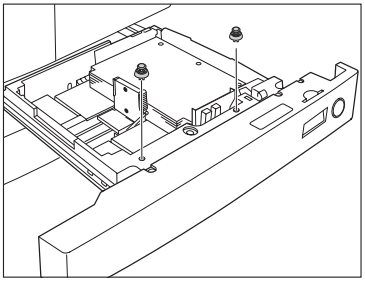
NOTE

- When you load tab paper, make sure to store the tab paper setting in Register Paper Type in Common Settings (from the Additional Functions screen). (See Chapter 4, "Customizing Settings," in the *Reference Guide*.)
- For more information on copying on tab paper, see Chapter 4, "Special Copying and Mail Box Features," in the *Copying and Mail Box Guide*.

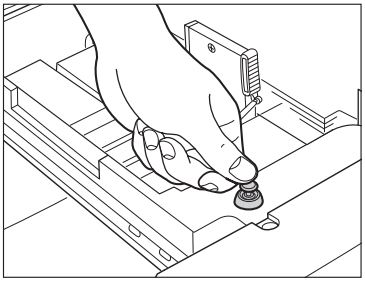
Attaching the One-Touch Supports

This section describes how to attach the one-touch supports for storing the tab paperweight bar.

1 **Insert the two one-touch supports into the paper drawer, as shown below.**



2 **Press down on the top of the one-touch supports with your thumb to fix them into place.**



Feeder

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

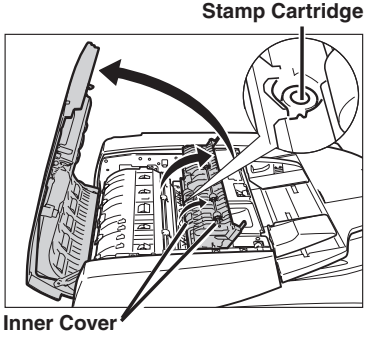
IMPORTANT

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

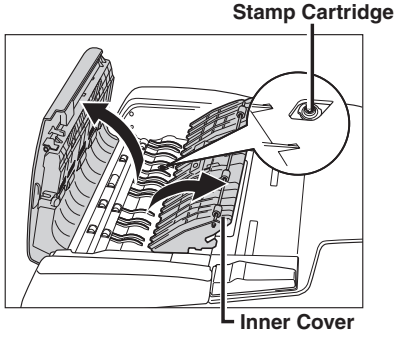
Replacing the Stamp Cartridge

1 Open the feeder cover, and then open the inner cover.

If you are using the imageRUNNER 5075/5065/5055, first open the cover with the green tab and then open the cover with the blue tab to open the inner cover.

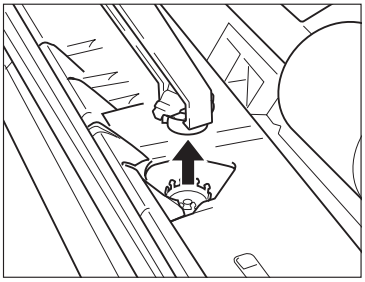


imageRUNNER 5075/5065/5055

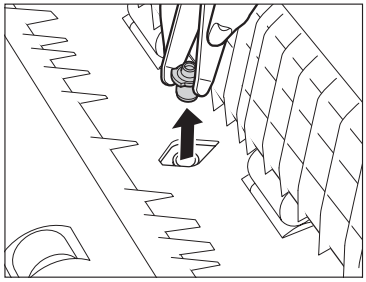


imageRUNNER 5050

2 Remove the old stamp cartridge, using the provided tweezers.

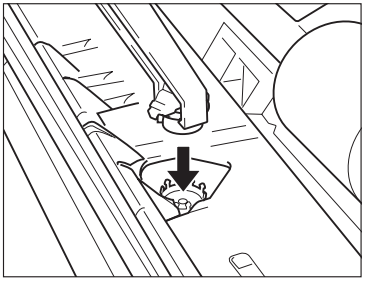


imageRUNNER 5075/5065/5055

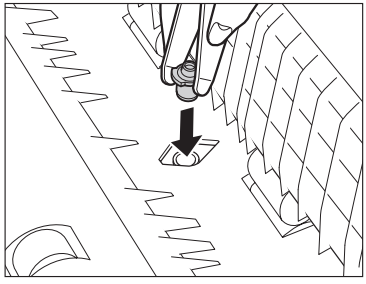


imageRUNNER 5050

3 Push in the new stamp cartridge until it clicks into place, using the provided tweezers.



imageRUNNER 5075/5065/5055



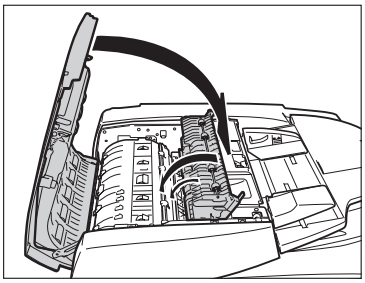
imageRUNNER 5050

IMPORTANT

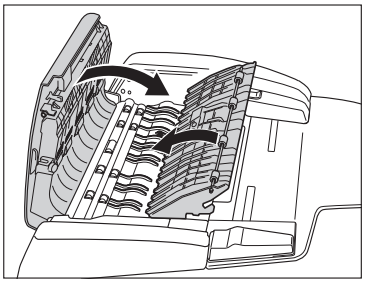
- Make sure that the stamp cartridge is not protruding from the surface.
- Insert the stamp cartridge properly, or paper jams may occur.

4 Gently close the inner cover, and then close the feeder cover.

If you are using the imageRUNNER 5075/5065/5055, first close the cover with the blue tab and then close the cover with the green tab to close the inner cover.



imageRUNNER 5075/5065/5055



imageRUNNER 5050

CAUTION

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

Paper Deck-AD1/Paper Deck-AE1 (Optional)

If you attach the optional Paper Deck-AD1 or Paper Deck-AE1 to the machine, you have one additional source of paper for printing jobs. The Paper Deck-AD1 and Paper Deck-AE1 hold up to 3,500 sheets of paper (20 lb bond (80 g/m^2)).

IMPORTANT

If the machine is in the Sleep mode (the touch panel is not displayed, and only the main power indicator is lit), you may not be able to open the paper deck. In this case, press the control panel power switch to reactivate the machine, and then press the open button on the paper deck.

NOTE

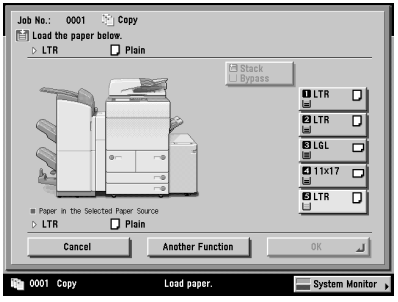
The following paper sizes can be loaded into the paper decks:

- Paper Deck-AD1: LTR only
- Paper Deck-AE1: 11" x 17", LGL, LTR, and LTRR

Loading Paper

If you select the paper deck when it has no paper, or if the paper deck runs out of paper during a print job, a screen prompting you to load paper appears on the touch panel display.

Follow the procedure below to load paper into the paper deck.



CAUTION

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

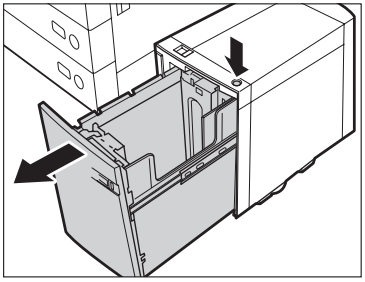
IMPORTANT

The paper deck can only accommodate paper from 17 lb bond to 110 lb index (64 to 200 g/m^2) in weight.

NOTE

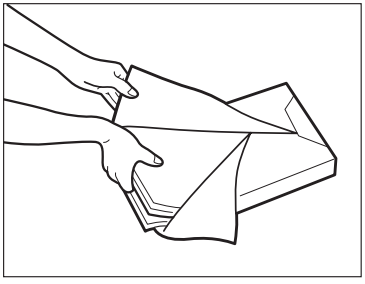
If a message prompting you to load paper appears during printing, the remaining prints are automatically made after you load the correct paper. If you select another paper source, the remaining prints are made after you press [OK].

1 Press the open button to open the paper deck.



The inside lifter automatically descends to the paper loading position.

2 Open a package of paper, and remove the paper stack.



CAUTION

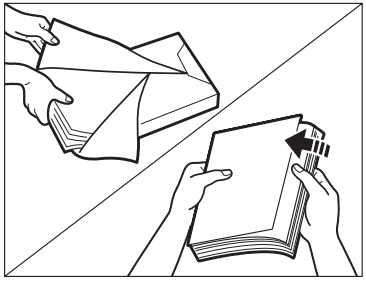
When loading paper, take care not to cut your hands on the edges of the paper.

IMPORTANT

- Rewrap any remaining paper in its original package, and store it in a dry place, away from direct sunlight.
- Do not load the following types of paper into the paper deck. Doing so may cause a paper jam.
  - Severely curled or wrinkled paper
  - Thin straw paper: less than 17 lb bond (64 g/m^2) (approximately)
  - Transparencies or tab paper
  - Paper which has been printed on using a thermal transfer printer (Do not print on the reverse side of this paper either.)

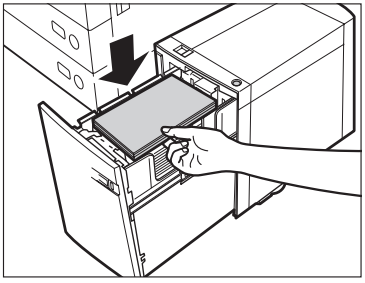
NOTE

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



3 Load the paper stack into the paper deck.

Make sure that the inside lifter has lowered before loading paper, and even out the edges of the paper stack.



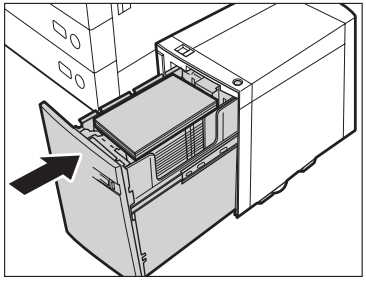
IMPORTANT

- Paper which has been rolled or curled must be straightened out before loading it into the paper deck.
- Make sure that the height of the paper stack does not exceed the loading limit mark ( ) on the inside of the paper deck.

NOTE

- The paper deck holds approximately 3,500 sheets of paper (20 lb bond (80 g/m^2)).
- Load the paper stack in stages, adding approximately 500 sheets of paper (20 lb bond (80 g/m^2)) at a time. If the paper deck can accommodate more paper, the lifter will descend.
- Only load LTR paper into the Paper Deck-AD1. Paper cannot be loaded horizontally.
- If there are instructions on the package of paper about which side of the paper to load, follow those instructions.
- When paper is loaded in the paper deck, the side facing up is the one printed on.
- If problems occur, such as poor print quality or paper jams, try turning the paper stack over, and reload it.
- For more information on the print direction of preprinted paper (paper which has logos or patterns already printed on it), see Chapter 9, "Appendix," in the *Reference Guide*.

4 Close the paper deck.



The inside lifter automatically rises, and prepares the paper deck for feeding.

CAUTION

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

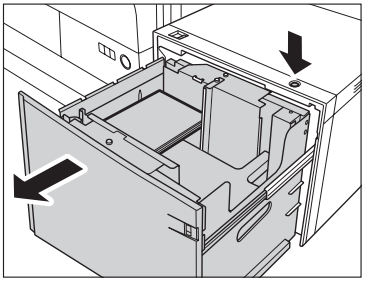
Changing the Paper Size for the Paper Deck-AE1

This section explains how to change the paper size for the optional Paper Deck-AE1. It is necessary to register the paper size for the paper deck in Register Sizes for Side Paper Deck in Common Settings (from the Additional Functions screen) before loading the paper. (See Chapter 4, "Customizing Settings," in the *Reference Guide*.)

1 Register the desired paper size for the paper deck in Register Sizes for Side Paper Deck in Common Settings (from the Additional Functions screen).

For instructions on registering the paper size for the Paper Deck-AE1, see Chapter 4, "Customizing Settings," in the *Reference Guide*.)

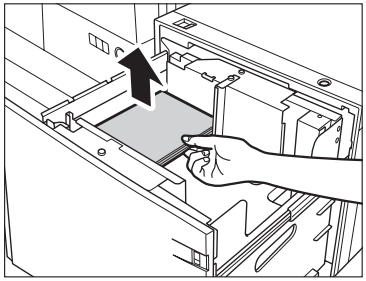
2 Press the open button to open the paper deck.



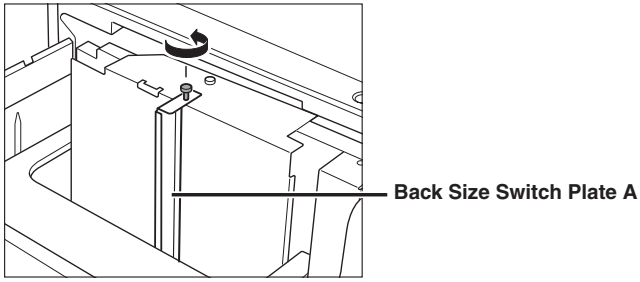
IMPORTANT

If the machine is in the Sleep mode (the touch panel is not displayed, and only the main power indicator is lit), you may not be able to open the paper deck. In this case, press the control panel power switch to reactivate the machine, and then press the open button on the paper deck.

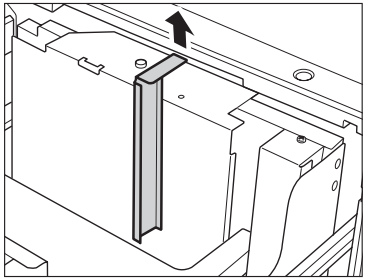
3 **Remove all of the loaded paper and the paper size sheet.**



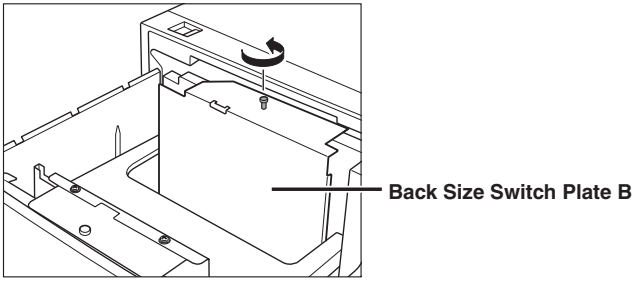
4 **Remove the white screw on the top of the back size switch plate A by turning it counterclockwise.**



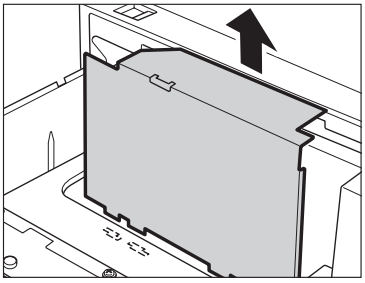
5 **Remove size switch plate A.**



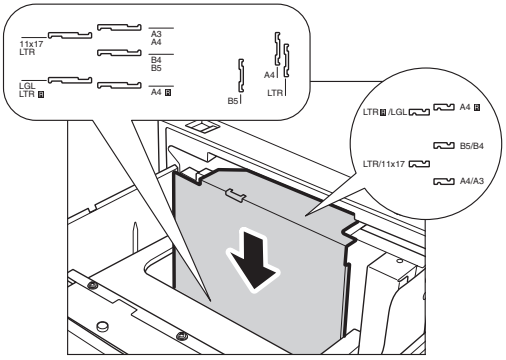
6 Remove the white screw on the back size switch plate B.



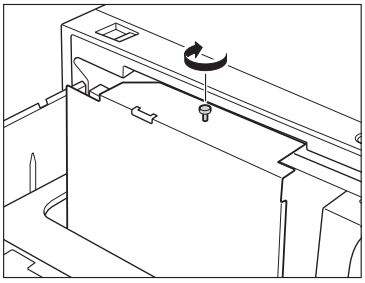
7 Remove the back size switch plate B.



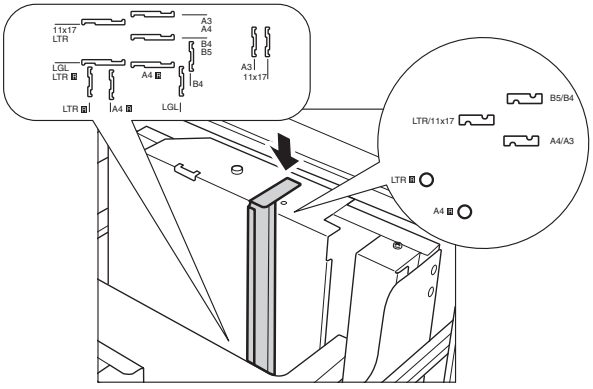
8 Align the back size switch plate B with the marks for the desired paper size.



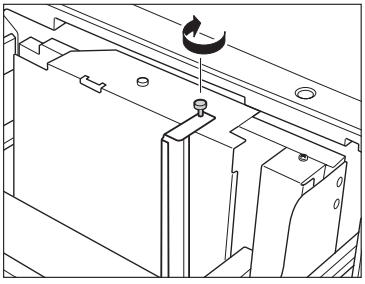
9 **Fix the back size switch plate B to the paper deck with the white screw by turning it clockwise.**



10 **Insert and align size switch plate A with the marks for the desired paper size.**



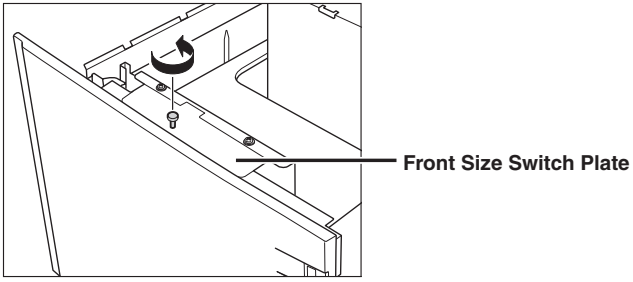
11 **Fix the size switch plate A with the white screw by turning it clockwise.**



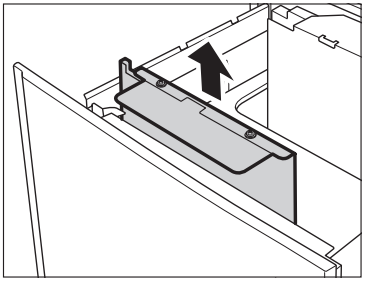
IMPORTANT

- If the back size switch plates A and B are not adjusted properly for the paper size loaded in the paper deck, the correct paper size may not appear on the touch panel display.
- Adjust the back size switch plates correctly to avoid causing a paper jam, dirty prints, or make the inside of the machine dirty.

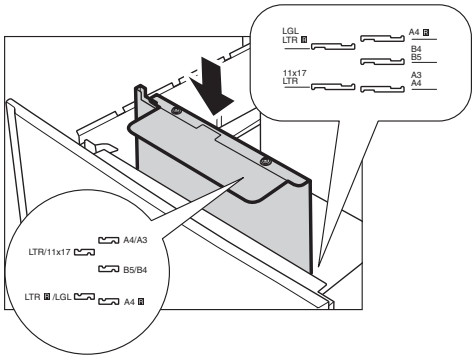
12 Remove the white screw on the front size switch plate by turning it counterclockwise.



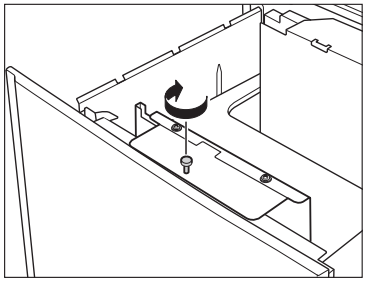
13 Remove the front size switch plate.



14 Align the front size switch plate with the marks for the desired paper size.



15 Fix the front size switch plate to the paper deck with the white screw by turning it clockwise.

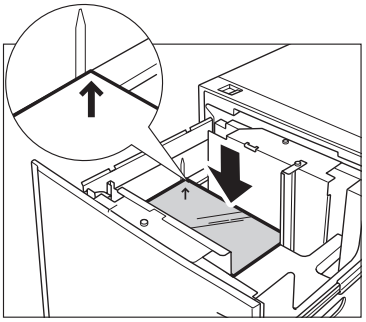


IMPORTANT

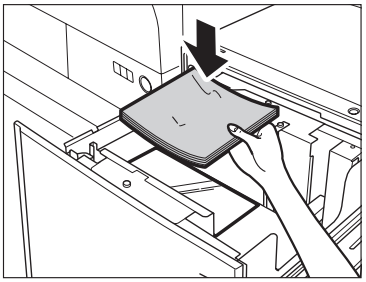
- If the front size switch plate is not adjusted properly for the paper size loaded in the paper deck, the correct paper size may not appear on the touch panel display.
- Adjust the front size switch plate correctly to avoid causing a paper jam, dirty prints, or make the inside of the machine dirty.

16 Insert the correct underlay sheet that matches the new paper size into the paper deck.

Align the arrow on the underlay sheet with the guide on the paper deck's left wall.



17 Load the paper stack into the paper deck.



CAUTION

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

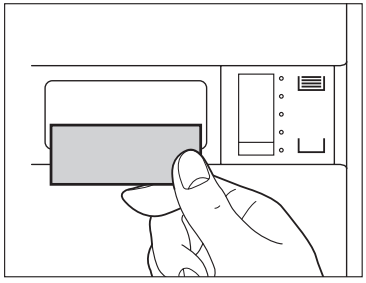
IMPORTANT

- Paper which has been rolled or curled must be straightened out before loading it into the paper deck.
- Make sure that the height of the paper stack does not exceed the loading limit mark ( ) on the inside of the paper deck.

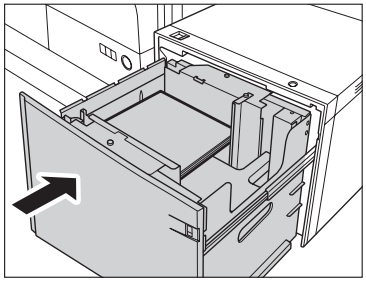
NOTE

- The paper deck holds approximately 3,500 sheets of paper (20 lb bond (80 g/m^2)).
- Load the paper stack in stages, adding approximately 500 sheets of paper (20 lb bond (80 g/m^2)) at a time. If the paper deck can accommodate more paper, the lifter will descend.
- If there are instructions on the package of paper about which side of the paper to load, follow those instructions.
- When paper is loaded in the paper deck, the side facing up is the one printed on.
- If problems occur, such as poor print quality or paper jams, try turning the paper stack over, and reload it.
- For more information on the print direction of preprinted paper (paper which has logos or patterns already printed on it), see Chapter 9, "Appendix," in the *Reference Guide*..

18 Place a size sticker indicating the new paper size that is loaded in the paper deck.



19 Close the paper deck.



CAUTION

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

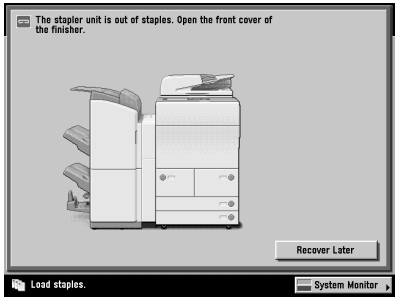
Finisher-AD1/Saddle Finisher-AD2/Puncher Unit-AT1 (Optional)

This section describes the procedure for replacing the staple cartridge in the optional Finisher-AD1 or Saddle Finisher-AD2, and how to remove the punch waste from the optional Puncher Unit-AT1.

Replacing the Staple Cartridge in the Stapler Unit

When the optional Finisher-AD1 or Saddle Finisher-AD2 is almost out of staples, and the staple cartridge in the stapler unit must be replaced, a screen similar to the one shown below appears on the touch panel display. Follow the procedure described below to replace the staple cartridge.

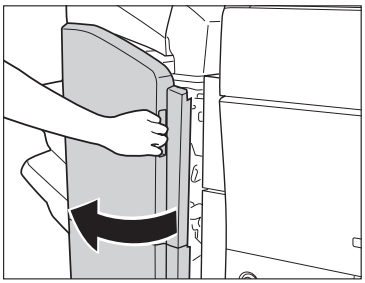
Use only staple cartridges intended for use with this machine.



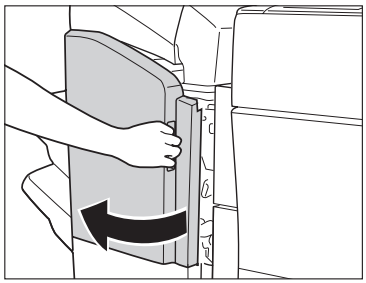
NOTE

We recommend that you order staple cartridges from your local authorized Canon dealer before your stock runs out.

1 **Open the front cover of the finisher.**

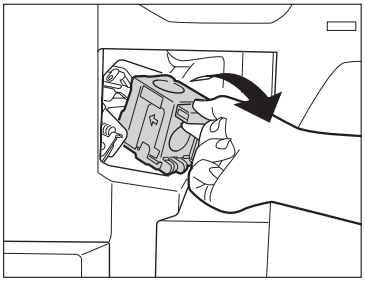


The Optional Saddle Finisher-AD2

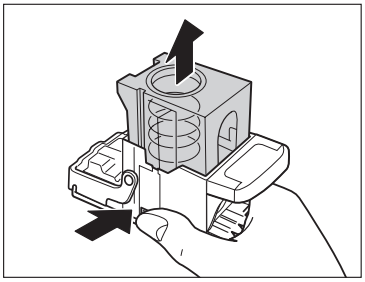


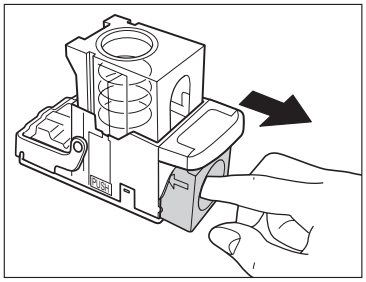
The Optional Finisher-AD1

2 **Lift and pull out the staple case from the stapler unit, holding it by its green tab.**



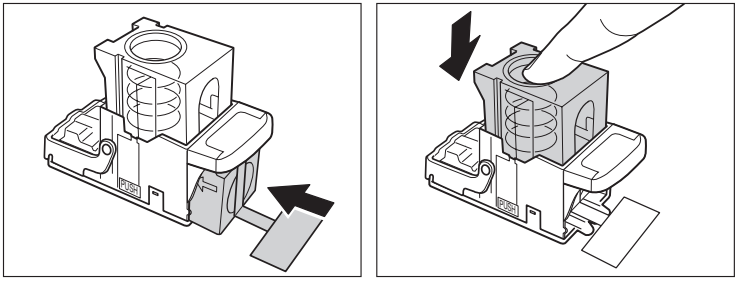
3 **Place the staple case, as shown below, press the area indicated by PUSH, and then pull out the staple cartridge.**





4 Insert the new staple cartridge.

Press the spring-loaded case down until it clicks into place.



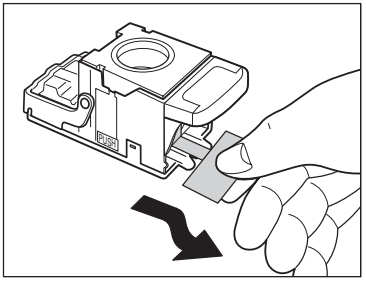
IMPORTANT

- Use only staple cartridges intended for use with this machine.
- Do not remove the seal that holds the staples together before you place the staple cartridge into the staple case.

NOTE

Only one staple cartridge can be inserted at a time.

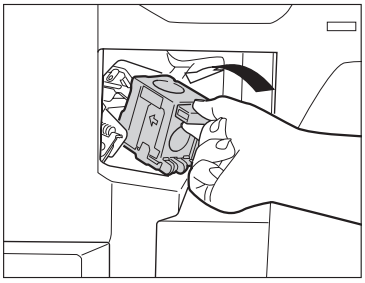
5 Remove the seal holding the staples together, by pulling it straight out, and then down.



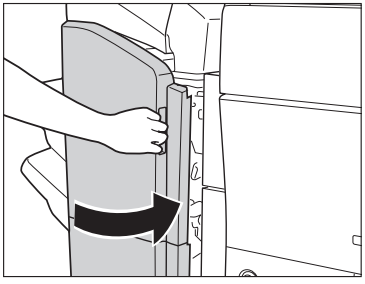
IMPORTANT

Make sure that you pull the seal straight out, and then down. If you pull it out at an angle, it may tear.

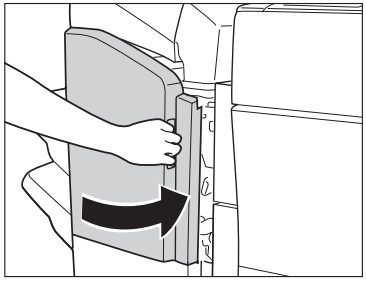
6 Gently push the staple case into the stapler unit, until it is securely in place.



7 Close the front cover of the finisher.



The Optional Saddle Finisher-AD2



The Optional Finisher-AD1

CAUTION

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

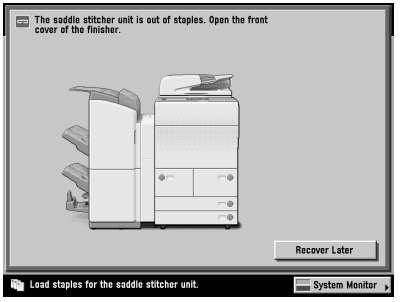
NOTE

If there are no staples ready for stapling after the cover is closed, the stapler unit automatically performs a "dry" stapling operation to reposition the staples.

Replacing the Staple Cartridge in the Saddle Stitcher Unit

When the saddle stitcher unit of the optional Saddle Finisher-AD2 is almost out of staples, and the staple cartridge must be replaced, a screen similar to the one shown below appears on the touch panel display. Follow the procedure described below to replace the staple cartridge.

Use only staple cartridges intended for use with this machine.



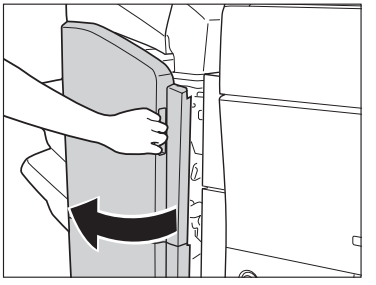
IMPORTANT

- This procedure is necessary only if the optional Saddle Finisher-AD2 is attached.
- If necessary, remove all of the output paper in the Booklet Tray before replacing the staple cartridge in the saddle stitcher unit.

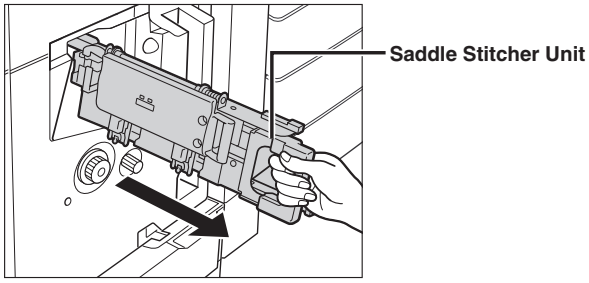
NOTE

We recommend that you order staple cartridges from your local authorized Canon dealer before your stock runs out.

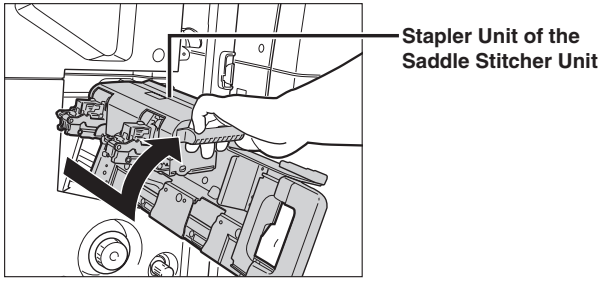
1 Open the front cover of the finisher.



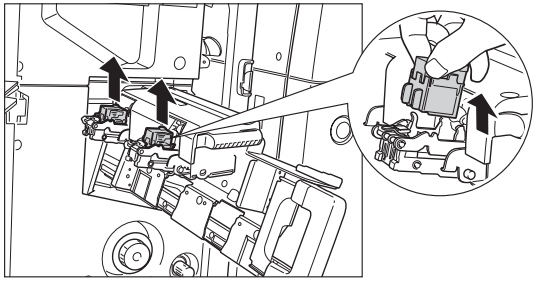
2 **Grip the saddle stitcher unit by its handle, and pull it out of the finisher until it stops.**



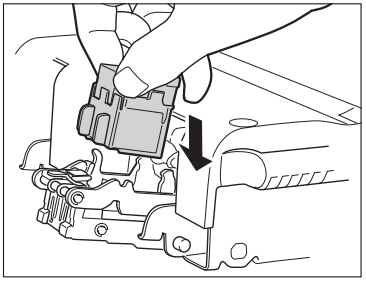
3 **Pull the stapler unit of the saddle stitcher unit towards you, and then push it up.**



4 **Pull out the empty staple cartridge, holding it by its left and right sides.**



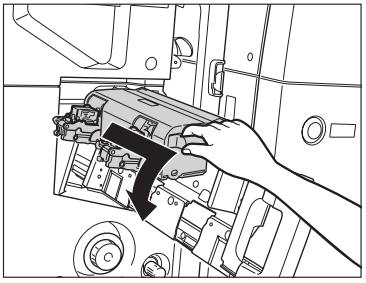
5 Insert the new staple cartridge.



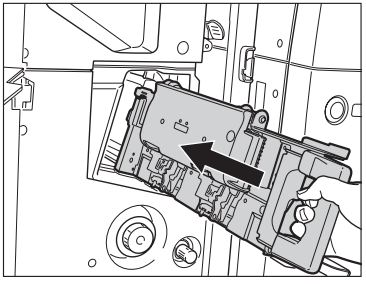
NOTE

Only one front and rear staple cartridge can be inserted at a time.

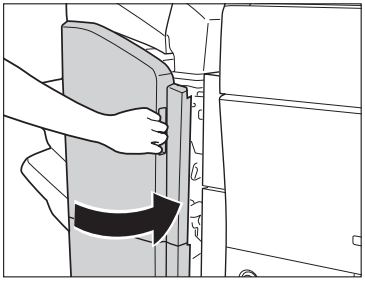
6 Pull the stapler unit of the saddle stitcher unit towards you, and then push it down into its original position.



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



8 Close the front cover of the finisher.



CAUTION

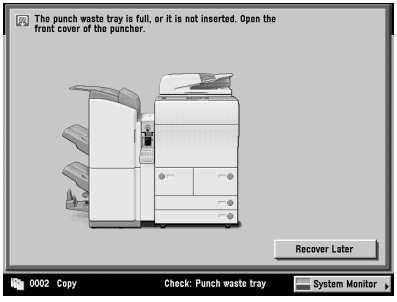
When closing the front cover of the finisher, be careful not to get your fingers caught, as this may result in personal injury.

IMPORTANT

When you have replaced the staple cartridge, be sure to manually reposition the staples in the saddle stitcher unit. (See Chapter 4, "Customizing Settings," in the *Reference Guide*.)

Removing Punch Waste

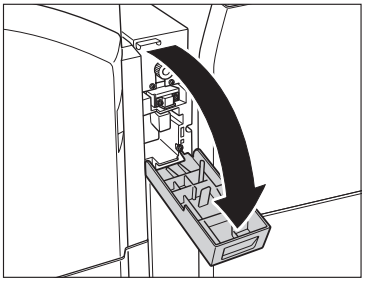
When the punch waste tray of the optional Puncher Unit-AT1 becomes full, a screen similar to the one shown below appears on the touch panel display. Follow the procedure described below to remove the punch waste.



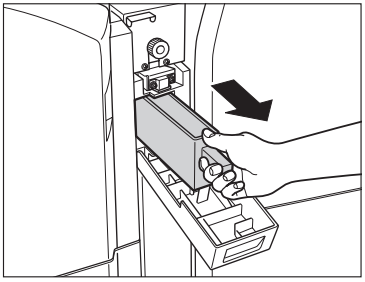
NOTE

This procedure is necessary only if the optional Puncher Unit-AT1 is attached.

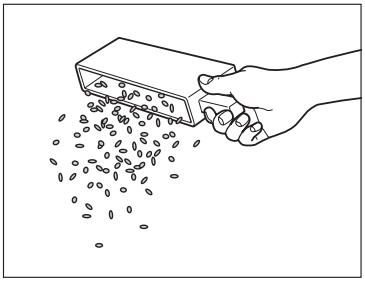
1 Open the front cover of the punch waste tray.



2 Pull out the punch waste tray.



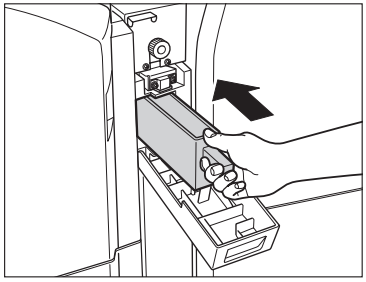
3 Discard the punch waste.



NOTE

Make sure that the punch waste tray is completely emptied.

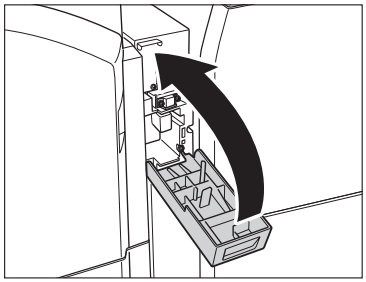
4 Return the punch waste tray to its original position.



NOTE

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

5 Close the front cover of the punch waste tray.



CAUTION

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

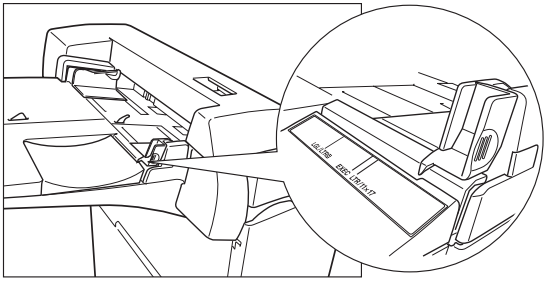
Document Insertion/Folding Unit-F1/Document Insertion Unit-E1 (Optional)

This section describes how to load paper into the insertion unit.

Loading Paper

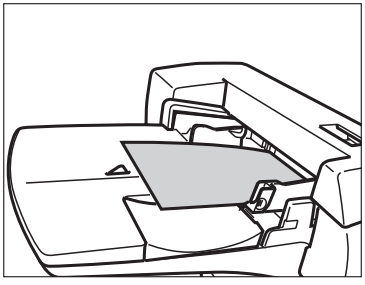
This section describes the procedure for feeding sheets using the optional Document Insertion/Folding Unit-F1 or Document Insertion Unit-E1.

1 Adjust the slide guides to fit the paper size.



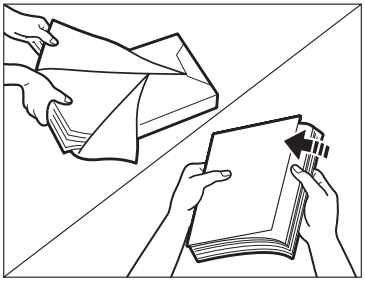
2 Load the paper stack into the document insertion unit.

❑ Load the paper face up.



IMPORTANT

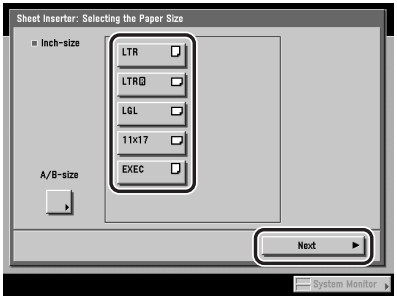
Before loading paper, always fan the sheets several times, and align the edges to facilitate feeding.



NOTE

- Only load paper for use as a cover.
- You cannot make copies or prints on paper that is loaded in the document insertion unit.
- You can load 11" x 17", LGL, LTR, LTRR, or EXEC paper into the tray of the document insertion unit.
- A maximum of 100 sheets of paper (20 lb bond (80 g/m^2)) can be loaded in the tray of the document insertion unit.

3 Select the desired paper size → press [Next].



IMPORTANT

Select the same paper size that is loaded in the document insertion unit.

NOTE

To select an A or B series paper size, press [A/B-size].

4 Select the desired paper type → press [OK].

IMPORTANT

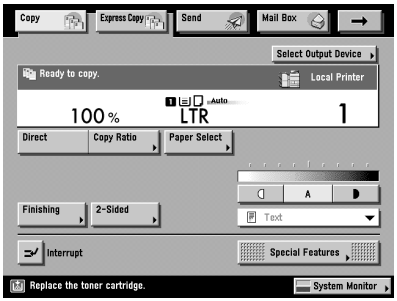
When printing on special types of paper, such as heavy paper, be sure to correctly set the paper type. If the type of paper is not set correctly, it could adversely affect the quality of the image. Moreover, the fixing unit may become dirty and require a service repair, or the paper could jam.

NOTE

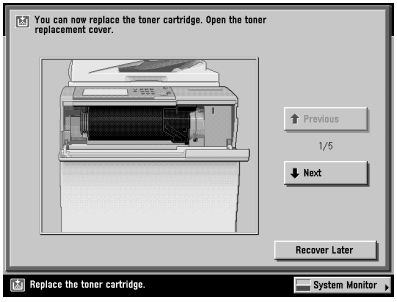
- For more information on paper types, see Chapter 2, "Basic Operations," in the *Reference Guide*.
- You can register a paper type that is not listed in [Detailed Settings] in the Stack Bypass Settings: Selecting the Paper Type screen. For details on registering paper types, see Chapter 6, "System Manager Settings," in the *Reference Guide*.

Replacing the Toner Cartridge

When there is only a small amount of toner remaining inside the machine, the following message appears on the touch panel display. You can continue printing, but at this time you should purchase a new toner cartridge to have it available when needed.



When toner runs out completely and prints can no longer be made, a screen with instructions on how to replace the toner cartridge, like the one shown below, appears on the touch panel display. Follow the instructions on the touch panel display, and the procedure described below to help you replace the toner cartridge.



If you press [Recover Later], you can continue operations, such as setting modes and scanning originals, even if you do not replace the toner cartridge immediately.

⚠ WARNING

Do not burn or throw used toner cartridges into open flames, as this may cause the toner remaining inside the cartridges to ignite, resulting in burns or a fire.

CAUTION

- **Keep toner out of the reach of small children. If toner is ingested, consult a physician immediately.**
- **Take care not to allow toner to come into contact with your hands or clothing. If toner gets onto your hands or clothing, wash it off immediately with cold water. Washing it off with warm water will set the toner, and make it impossible to remove the toner stains.**

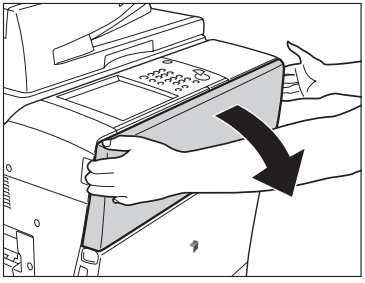
IMPORTANT

- Use only toner cartridges intended for use with this machine.
- Do not replace toner cartridges until the message prompting you to do so appears.

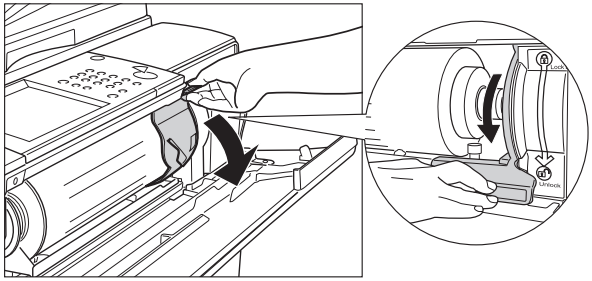
NOTE

- You can replace a toner cartridge during the machine is printing.
- When the message <Replace the toner cartridge.> appears, the remaining toner is low. It is recommended that you get a new toner cartridge ready for replacement before the toner runs out.
- Complete instructions on how to replace the toner cartridge can be accessed by pressing [Previous] or [Next] on the touch panel display.
- If toner runs out during a print job, the remaining prints are made after you replace the toner cartridge.

1 Open the toner replacement cover.



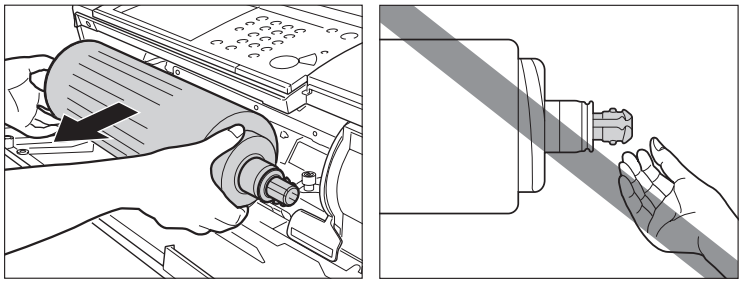
2 Lower the locking lever.



IMPORTANT

Make sure to lower the locking lever all the way to the 'Unlock' position. (Otherwise, you may not be able to remove the toner cartridge.)

3 Remove the toner cartridge, supporting it with both hands.

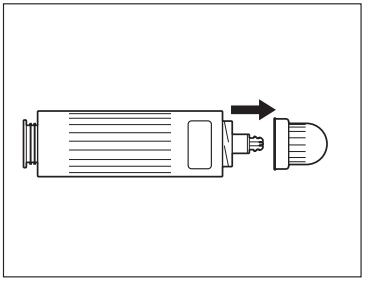


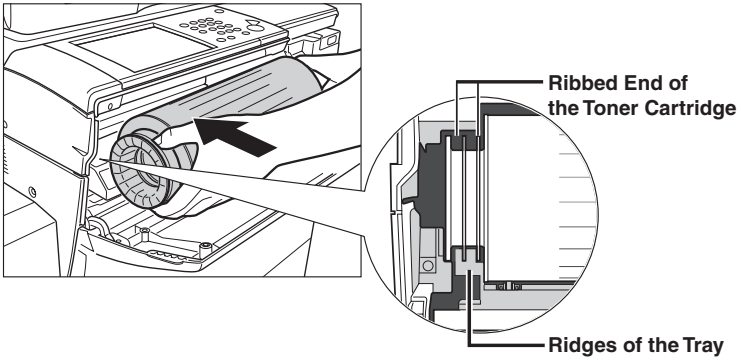
CAUTION

Do not touch the tip of the toner cartridge or subject it to shock by hitting it. Doing so may cause the toner cartridge to leak.

4 Insert the new toner cartridge.

Remove the red protective cap from the new toner cartridge by twisting it. Then, insert it into the machine, as shown below.

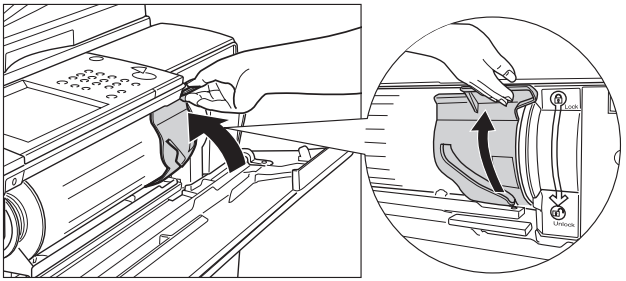




IMPORTANT

- Align the ribbed end of the toner cartridge with the toner supply port as shown in the illustration above.
- Only use toner cartridges intended for use in this machine.
- Insert the toner cartridge horizontally into the machine. Otherwise, the toner cartridge may leak.

5 Return the locking lever to its original position.



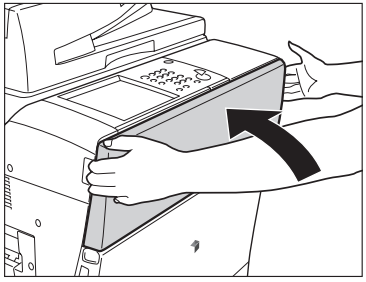
CAUTION

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

IMPORTANT

Make sure to return the locking lever all the way to the 'Lock' position. (Otherwise, the toner cartridge will not be inserted properly.)

6 Close the toner replacement cover.



CAUTION

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

Routine Cleaning

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

- Platen glass
- Underside of the feeder
- Feeder's rollers

WARNING

- **When cleaning the machine, first turn OFF the main power switch, and disconnect the power cord. Failure to observe these steps may result in a fire or electrical shock.**
- **Do not use alcohol, benzene, paint thinner, or other solvents for cleaning. Doing so may result in damage to the plastic parts.**
- **Disconnect the power cord from the power outlet regularly, and clean the area around the base of the power plug's metal pins and the power outlet with a dry cloth to ensure that all dust and grime is removed. If the power cord is connected for a long period of time in a damp, dusty, or smoky location, dust can build up around the power plug and become damp. This may cause a short circuit and result in a fire.**

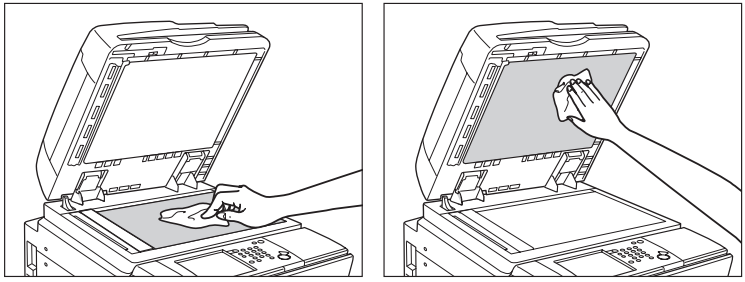
Platen Glass and Underside of the Feeder

Clean the platen glass and the underside of the feeder by following the procedure below.

IMPORTANT

If the platen glass or the underside of the feeder is dirty, the original may not be scanned clearly, or the size of the original may be detected incorrectly.

1 Clean the platen glass and the underside of the feeder with a cloth dampened with water, and then wipe them clean with a soft, dry cloth.



CAUTION

Do not dampen the cloth too much, as this may damage the original or break the machine.

Manual Feeder Cleaning

If originals that have been fed through the feeder have streaks or appear dirty, clean the feeder's rollers.

CAUTION

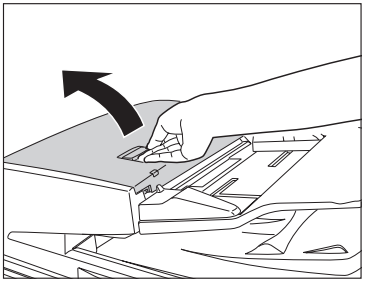
Do not dampen the cloth too much, as this may damage the original or break the machine.

IMPORTANT

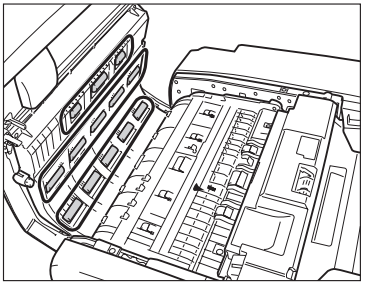
Spin the rollers while cleaning them.

For the imageRUNNER 5075/5065/5055

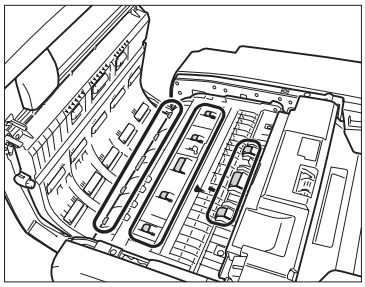
1 Open the feeder cover.



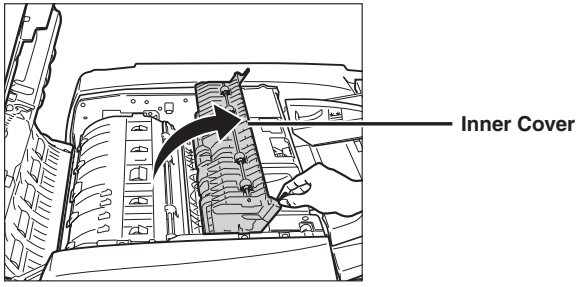
2 Clean the rollers (a total of 13 places) inside the feeder cover with a cloth dampened with water. Then, wipe the area with a soft, dry cloth.



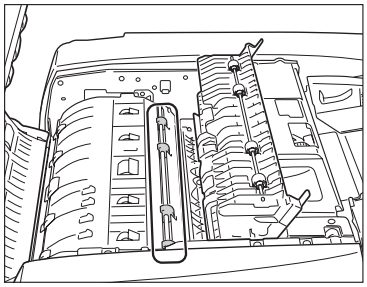
3 **Clean the rollers (a total of 13 places), as shown below, with a cloth dampened with water. Then, wipe the area with a soft, dry cloth.**



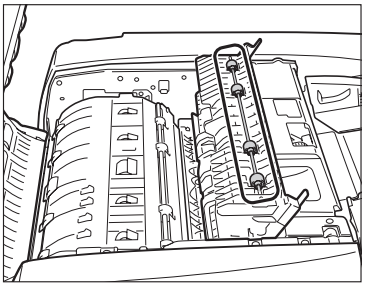
4 **Open the inner cover, holding it by its tab.**



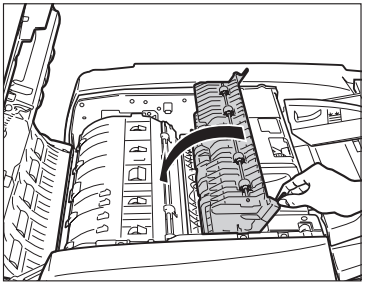
5 **Clean the rollers (a total of four places) inside the inner cover with a cloth dampened with water. Then, wipe the area with a soft, dry cloth.**



6 **Clean the rollers (a total of four places) on the underside of the inner cover with a cloth dampened with water. Then, wipe the area with a soft, dry cloth.**



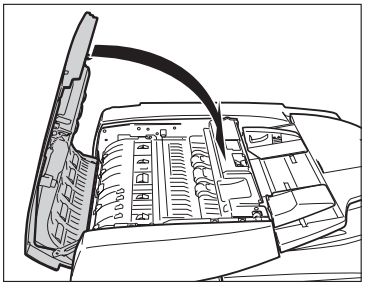
7 **Close the inner cover.**



CAUTION

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

8 **Close the feeder cover.**

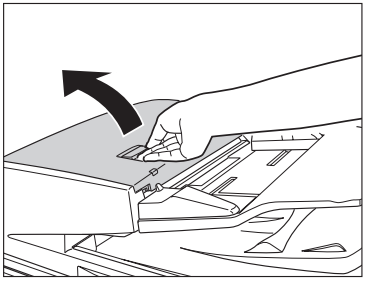


CAUTION

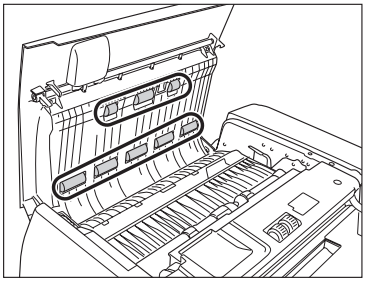
When closing the feeder cover, be careful not to get your fingers caught, as this may result in personal injury.

For the imageRUNNER 5050

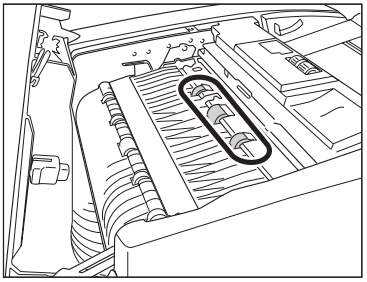
1 **Open the feeder cover.**



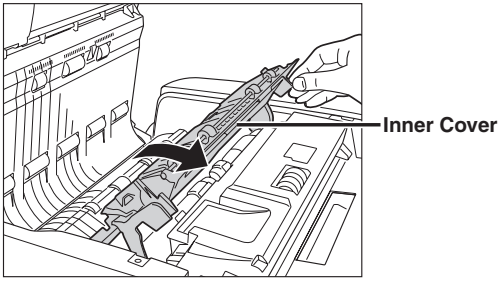
2 **Clean the rollers (a total of eight places) inside the feeder cover with a cloth dampened with water. Then, wipe the area with a soft, dry cloth.**



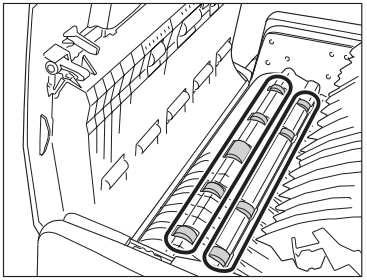
3 **Clean the rollers (a total of three places), as shown below, with a cloth dampened with water. Then, wipe the area with a soft, dry cloth.**



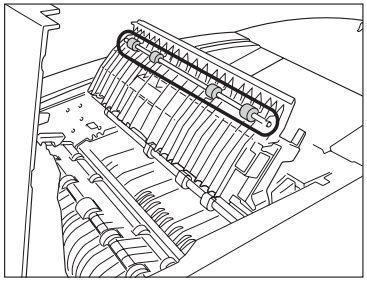
4 **Open the inner cover, holding it by its tab.**



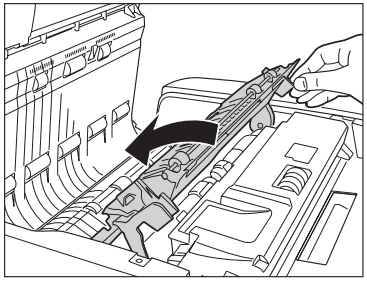
5 **Clean the rollers (a total of nine places) inside the inner cover with a cloth dampened with water. Then, wipe the area with a soft, dry cloth.**



6 **Clean the rollers (a total of four places) on the underside of the inner cover with a cloth dampened with water. Then, wipe the area with a soft, dry cloth.**



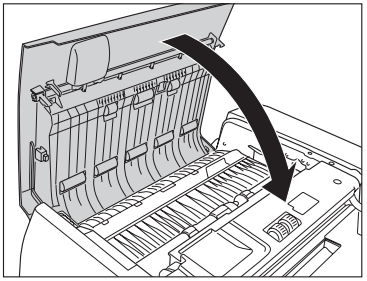
7 **Close the inner cover.**



CAUTION

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

8 Close the feeder cover.



CAUTION

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

Automatic Feeder Cleaning

If your originals have black streaks or appear dirty after scanning them through the feeder, clean the rollers of the feeder.

NOTE

It takes approximately 15 seconds to clean the feeder.

1 Press (Additional Functions) → [Adjustment/Cleaning] → [Feeder Cleaning].

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

Make sure that you fan the sheets of paper well.

Use plain LTR paper.

When cleaning is complete, try scanning again.

NOTE

To cancel feeder cleaning while it is in progress, press [Cancel].

Wire Cleaning

If streaks appear on printed output, or random parts of the printed image are missing, clean the corona assembly wires inside the main unit.

NOTE
- It takes approximately 35 seconds to clean the wires.
- Wire cleaning cannot be performed during printing.
- The machine may clean the wires automatically if it detects that the wires are dirty.

1 Press (Additional Functions) → [Adjustment/Cleaning] → [Wire Cleaning].

2 Press [Start].

When cleaning is complete, try printing again.

Drum Cleaning

If you use the machine immediately after installation, or if the machine is not used for a long period of time, such as during a holiday, there may be rare cases in which the images printed become light or distorted. If the images printed are light or distorted, clean the drum as necessary.

NOTE
- It takes approximately 5 minutes to clean the drum.
- Drum cleaning cannot be performed during printing.

1 Press (Additional Functions) → [Adjustment/Cleaning] → [Drum Cleaning].

2 Press [Start].

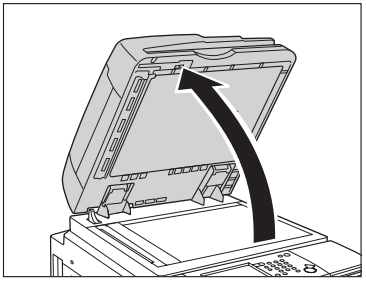
NOTE
If you do not want to perform cleaning, press [Cancel].

Cleaning the Original Scanning Area

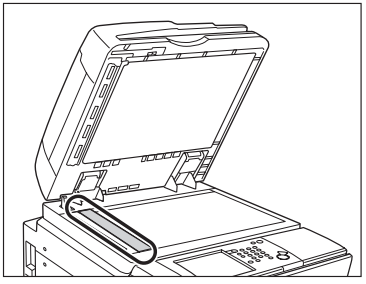
If originals are scanned using the feeder, there may be some cases in which the original cannot be scanned properly, or streaks appear on the output. In this case, clean the original scanning area of the feeder by following the directions displayed in Original Scanning Area Cleaning Method in Adjustment/Cleaning (from the Additional Functions screen).

For the imageRUNNER 5075/5065/5055

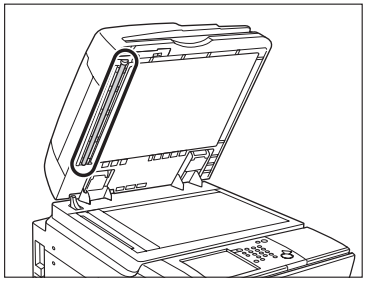
1 Lift the feeder.



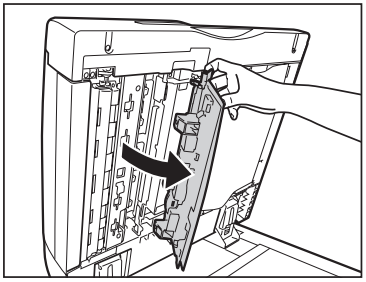
2 Clean the original scanning area (thin glass strip) with a well wrung-out damp cloth. Then, wipe the area with a soft, dry cloth.



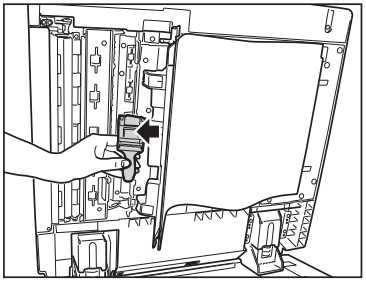
3 **Clean the part located next to the rubber roller with a well wrung-out damp cloth. Then, wipe the area with a soft, dry cloth.**



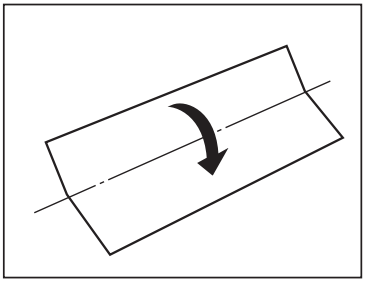
4 **Pull the lever on the top part of the feeder to open the cover of the feeder's original scanning area.**



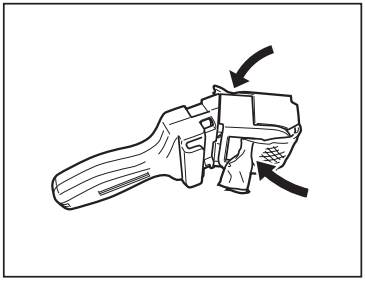
5 **Remove the original scanning area cleaning tool from inside the cover.**



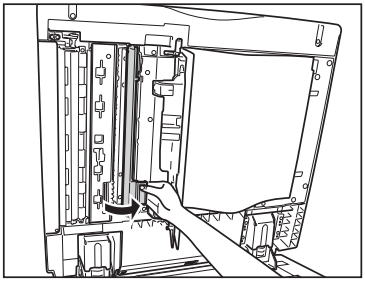
6 **Fold the cleaning cloth in two as shown below.**



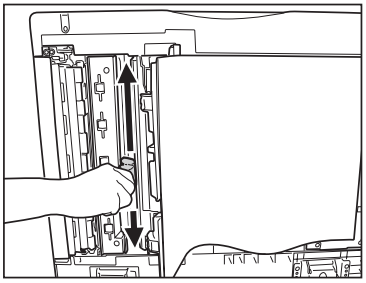
7 **Attach the cleaning cloth to the original scanning area cleaning tool.**



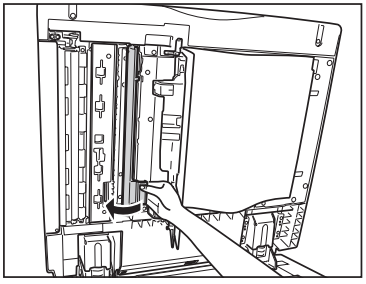
8 **Open the inner cover.**



9 **Clean the feeder's original scanning area along the rail.**



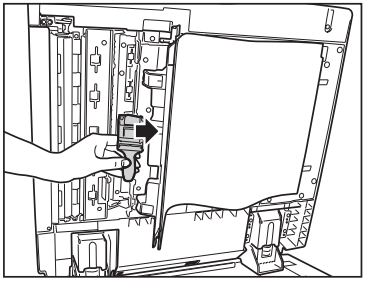
10 **Close the inner cover.**



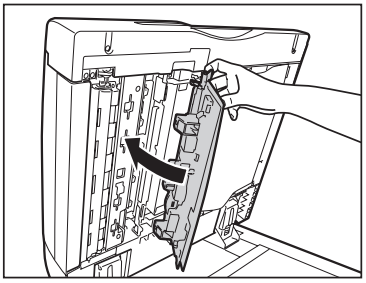
CAUTION

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

11 **Remove the cleaning cloth from the original scanning area cleaning tool, and return the cleaning tool to its original position inside the feeder's original scanning area cover.**



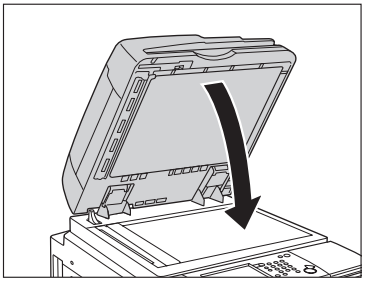
12 Close the feeder's original scanning area cover.



CAUTION

When closing the feeder's original scanning area cover, be careful not to get your fingers caught, as this may result in personal injury.

13 Close the feeder.

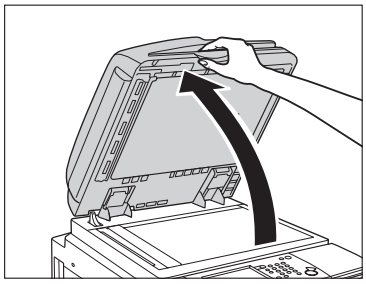


CAUTION

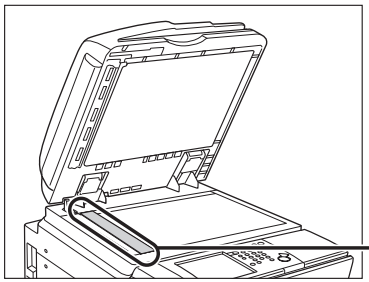
When closing the feeder, be careful not to get your fingers caught, as this may result in personal injury.

For the imageRUNNER 5050

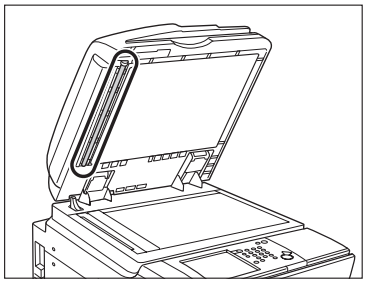
1 **Lift the feeder.**



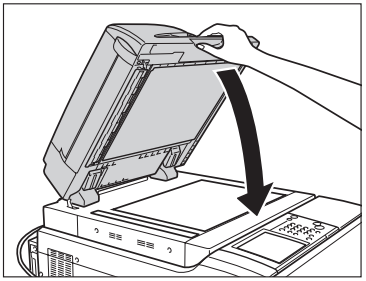
2 **Clean the feeder's scanning area with a cloth dampened with water. Then, wipe the area with a soft, dry cloth.**



3 **Clean the part located next to the rubber roller with a cloth dampened with water. Then, wipe the area with a soft, dry cloth.**



4 Close the feeder.



CAUTION

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

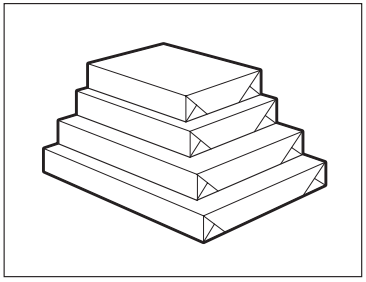
Consumables

The following consumables are available from Canon. For more information, contact your local authorized Canon dealer.

We recommend that you order paper stock and toner from your local authorized Canon dealer before your stock runs out.

■ Paper Stock

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



CAUTION

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

IMPORTANT

To prevent moisture build-up, tightly wrap any remaining paper in its original package for storage.

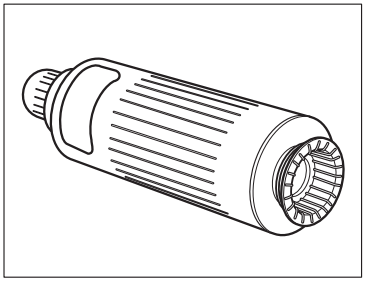
NOTE

- For high-quality printouts, use paper recommended by Canon.
- Some commercially available paper types are not suited for this machine. Contact your local authorized Canon dealer when you need to purchase paper.

■ Toner

If a message prompting you to replace the toner cartridge appears on the touch panel display, replace the used toner cartridge with a new one.

Only use toner cartridges intended for use with this machine.



⚠ WARNING

- **Do not burn or throw used toner cartridges into open flames, as this may cause the toner remaining inside the cartridges to ignite, resulting in burns or a fire.**
- **Do not store toner cartridges in places exposed to open flames, as this may cause the toner to ignite, resulting in burns or a fire.**

⚠ CAUTION

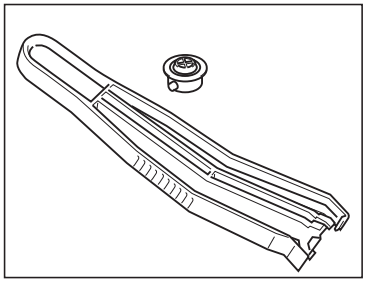
Keep toner and other consumables out of the reach of small children. If these items are ingested, consult a physician immediately.

IMPORTANT

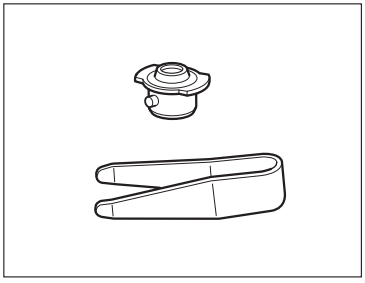
- Store toner cartridges in a cool location, away from direct sunlight. (The recommended storage conditions are: temperatures below 86°F, and humidity below 80%.)
- The toner cartridge for this product will be available for at least seven years after production of the machine has stopped.

■ Stamp Cartridge

The stamp cartridge is used to stamp originals. Use the tweezers provided to remove and replace the stamp cartridge.



imageRUNNER 5075/5065/5055



imageRUNNER 5050

■ Genuine Supplies

Canon has developed and manufactured Toner, Parts, and Supplies specifically for use in this machine. For optimal print quality and for optimal machine performance and productivity, we recommend that you use Genuine Canon Toner, Parts, and Supplies. Contact your Canon Authorized Dealer or Service Provider for Genuine Canon Supplies.

Troubleshooting

CHAPTER 3

This chapter explains what to do in response to a paper jam in the main unit or optional units, and an error message display.

Reducing the Frequency of Paper Jams 3-3

Clearing Paper Jams 3-4

- Screens Indicating the Locations of Paper Jams 3-4
- Feeder 3-11
- Main Unit (Fixing Unit and Duplexing Unit) 3-15
- Stack Bypass 3-21
- Inside the Upper and Lower Right Covers 3-23
- Paper Drawer 1 3-26
- Paper Drawer 2 3-29
- Paper Drawers 3 and 4 3-31
- Paper Deck-AD1/Paper Deck-AE1 (Optional) 3-33
- Inside the Top Cover of the Finisher-AD1/Saddle Finisher-AD2 (Optional) 3-37
- Output Delivery Unit of the Finisher-AD1/Saddle Finisher-AD2 (Optional) 3-40
- Inside the Front Cover of the Saddle Finisher-AD2 (Optional) 3-45
- Saddle Stitcher Unit (Optional) 3-49
- Insertion Unit (Optional) 3-53
- Inside the Insertion Unit (Optional) 3-58
- Document Insertion/Folding Unit-F1 (Optional) 3-62
- Puncher Unit-AT1 (Optional) 3-69
- Copy Tray-L1 (Optional) 3-71

Clearing Staple Jams 3-76

- Finisher-AD1/Saddle Finisher-AD2 (Optional) 3-76
- Saddle Stitcher Unit (Optional) 3-79

List of Error Messages 3-84

- Self-Diagnostic Display 3-84
- List of Error Codes without Messages 3-87

If Memory Becomes Full during Scanning 3-95

Service Call Message 3-98

- Contacting Your Local Authorized Canon Dealer 3-98

Setting the Limited Functions Mode from the Service Call Message Screen 3-100
When the Power Does Not Turn ON 3-103

Reducing the Frequency of Paper Jams

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

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

■ **The guides are set incorrectly.**
Make sure that the left and front guides of Paper Drawers 3 and 4 match the size of the paper loaded in the paper drawers. If the guides are set incorrectly, paper jams may occur more frequently.

Clearing Paper Jams

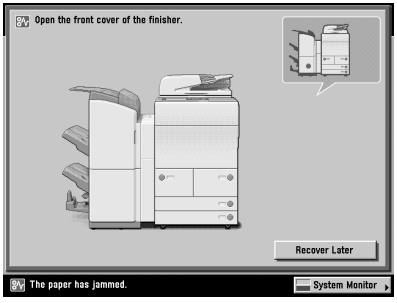
If a paper jam occurs, the following screens appear on the touch panel display.

Screens Indicating the Locations of Paper Jams

The screen indicating the location of the paper jam and instructions on how to clear the paper jam appear on the touch panel display. This screen repeatedly appears on the touch panel display until the paper jam is entirely cleared.

■ Example of a Screen Indicating the Location of the Paper Jam

The location of the paper jam is indicated by a red circle in the upper right corner of the screen.

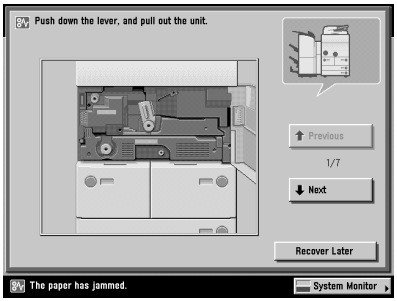


If you press [Recover Later], you can continue operations, such as setting modes and scanning originals, even if the jammed paper is not removed immediately.

IMPORTANT

- If a paper jam occurs in the feeder, you cannot continue operating the machine. Follow the directions on the touch panel display to clear the paper jam. (See "Feeder," on p. 3-11.)
- If a MEAP application screen is displayed, a message appears in the Job/Print monitor area. Press [System Monitor] → follow the procedures that appear on the touch panel display to help you remove the jammed paper.

■ Example of a Screen Indicating How to Clear the Paper Jam



WARNING

There are some areas inside the machine which are subject to high-voltages. When removing jammed paper or when inspecting the inside of the machine, do not allow necklaces, bracelets, or other metal objects to touch the inside of the machine, as this may result in burns or electrical shock.

CAUTION

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

NOTE

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

1 Inspect all paper jam locations indicated on the touch panel display, and remove any jammed paper.

See the appropriate pages below for instructions on finding and removing jammed paper. Or, you can follow the instructions on the touch panel display.

If jammed paper tears while it is being removed, be sure to remove any remaining pieces from inside the machine.

IMPORTANT

If the machine's power is turned OFF when there is a paper jam, detection of paper jams in the paper drawers is not possible after the power is turned back ON. Clear paper jams without turning the power OFF.

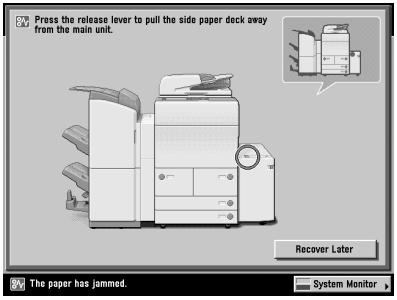
NOTE

- Some areas that are shown to have paper jams may not actually have paper jams. However, always check all locations indicated on the touch panel display in the order that is given.
- The page number describing how to remove the jammed paper is also shown below.
  - Feeder (See "Feeder," on p. 3-11.)
  - Main Unit (Fixing Unit and Duplexing Unit) (See "Main Unit (Fixing Unit and Duplexing Unit)," on p. 3-15.)
  - Stack Bypass (See "Stack Bypass," on p. 3-21.)
  - Upper and Lower Right Cover (See "Inside the Upper and Lower Right Covers," on p. 3-23.)
  - Paper Drawers 3 and 4 (See "Paper Drawers 3 and 4," on p. 3-31.)
  - Paper Drawer 1 (See "Paper Drawer 1," on p. 3-26.)
  - Paper Drawer 2 (See "Paper Drawer 2," on p. 3-29.)

2 If a paper jam occurs inside an optional unit, see the instructions on the following pages.

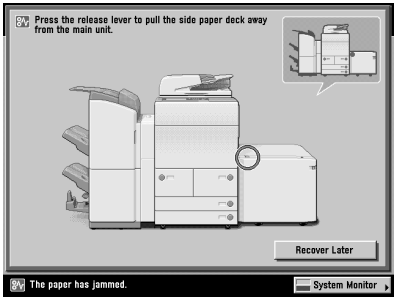
● Paper Deck-AD1

❑ See "Paper Deck-AD1/Paper Deck-AE1 (Optional)," on p. 3-33.



● Paper Deck-AE1

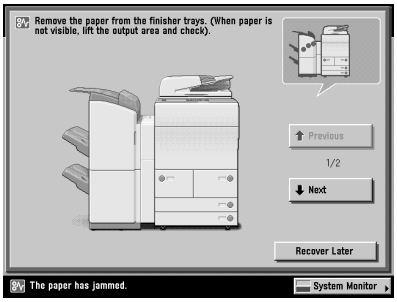
❑ See "Paper Deck-AD1/Paper Deck-AE1 (Optional)," on p. 3-33.



● Finisher-AD1

❑ See "Inside the Top Cover of the Finisher-AD1/Saddle Finisher-AD2 (Optional)," on p. 3-37.

❑ See "Output Delivery Unit of the Finisher-AD1/Saddle Finisher-AD2 (Optional)," on p. 3-40.



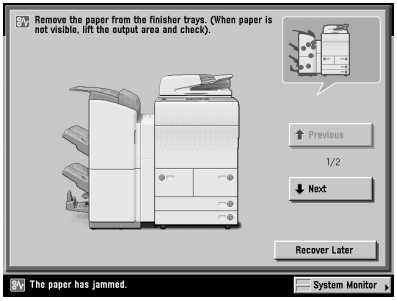
● Saddle Finisher-AD2

❑ See "Inside the Top Cover of the Finisher-AD1/Saddle Finisher-AD2 (Optional)," on p. 3-37.

❑ See "Output Delivery Unit of the Finisher-AD1/Saddle Finisher-AD2 (Optional)," on p. 3-40.

❑ See "Inside the Front Cover of the Saddle Finisher-AD2 (Optional)," on p. 3-45.

❑ See "Saddle Stitcher Unit (Optional)," on p. 3-49.

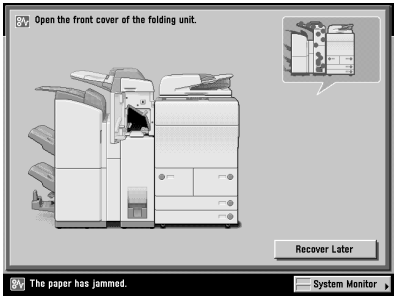


● Document Insertion/Folding Unit-F1

❑ See "Insertion Unit (Optional)," on p. 3-53.

❑ See "Inside the Insertion Unit (Optional)," on p. 3-58.

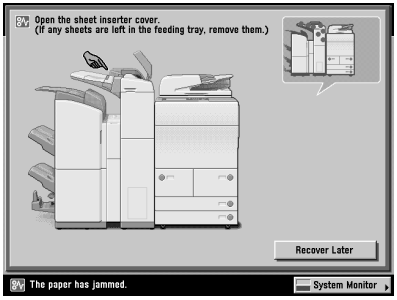
❑ See "Document Insertion/Folding Unit-F1 (Optional)," on p. 3-62.



● Document Insertion Unit-E1

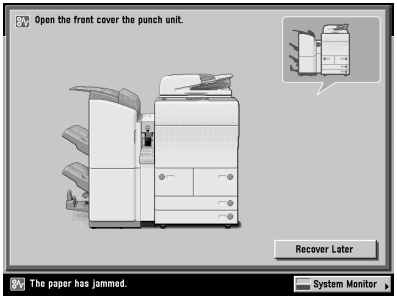
❑ See "Insertion Unit (Optional)," on p. 3-53.

❑ See "Inside the Insertion Unit (Optional)," on p. 3-58.



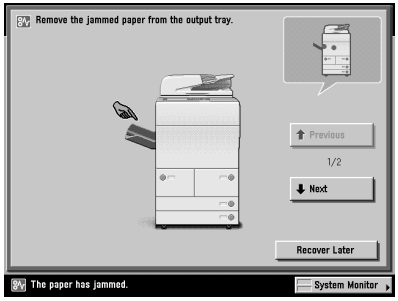
● Puncher Unit-AT1

❑ See "Puncher Unit-AT1 (Optional)," on p. 3-69.



● **Copy Tray-L1**

❑ See "Copy Tray-L1 (Optional)," on p. 3-71.



3 After you have removed all of the jammed paper in the locations indicated on the touch panel display, restore all levers and covers to their original positions.

4 Continue to follow the procedure and instructions on the touch panel display.

Once you have removed all of the jammed paper in locations other than the feeder, printing or copying resumes.

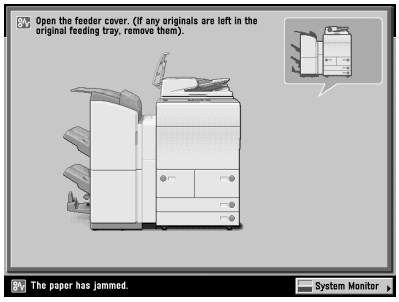
If there is paper that still needs to be removed, a screen indicating how to clear that paper jam appears on the touch panel display. Repeat the procedure from step 1.

NOTE

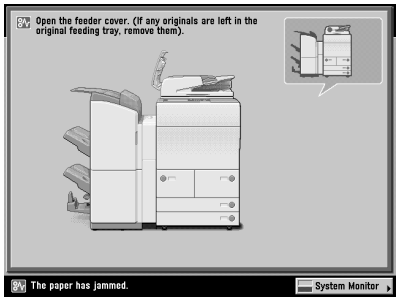
You do not have to re-enter the number of copies or prints, even if you are printing multiple sets. The machine automatically recalculates the number of copies or prints to make based on the number of sheets that have jammed.

Feeder

If a paper jam occurs in the feeder, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.



imageRUNNER 5050



imageRUNNER 5075/5065/5055

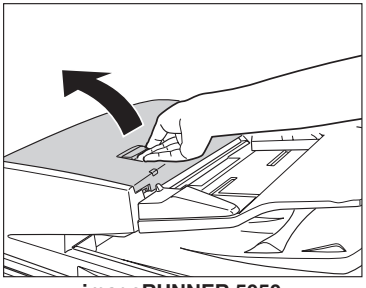
WARNING

There are some areas inside the machine which are subject to high-voltages. When removing jammed paper or when inspecting the inside of the machine, do not allow necklaces, bracelets, or other metal objects to touch the inside of the machine, as this may result in burns or electrical shock.

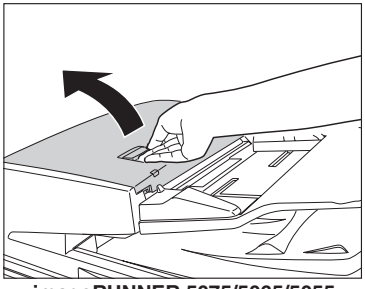
CAUTION

When removing jammed originals, take care not to cut your hands on the edges of the originals.

1 Open the feeder cover.

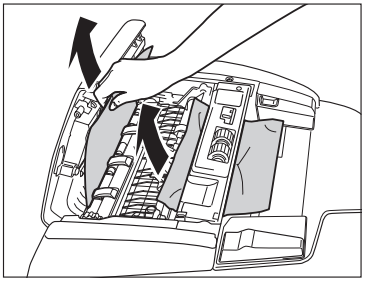


imageRUNNER 5050

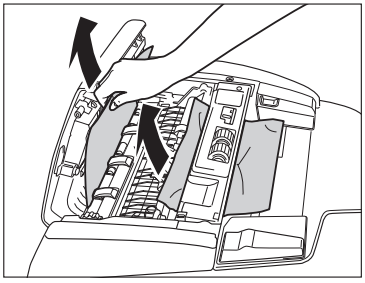


imageRUNNER 5075/5065/5055

2 Remove any jammed originals.

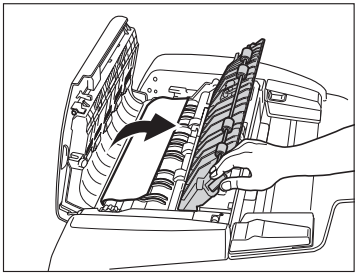


imageRUNNER 5050

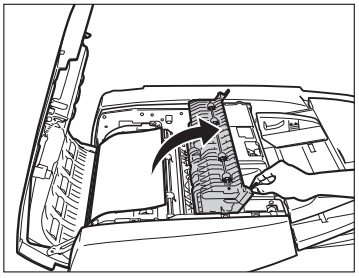


imageRUNNER 5075/5065/5055

3 Open the inner cover, holding it by its tab.

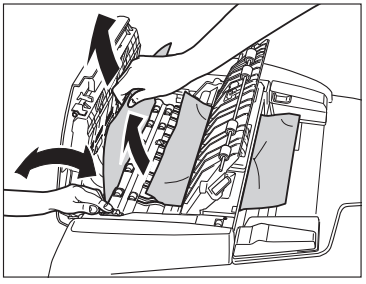


imageRUNNER 5050

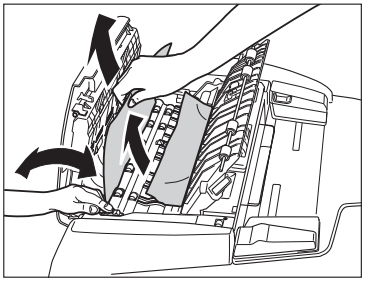


imageRUNNER 5075/5065/5055

4 Turn the feed dial, and remove any jammed originals.

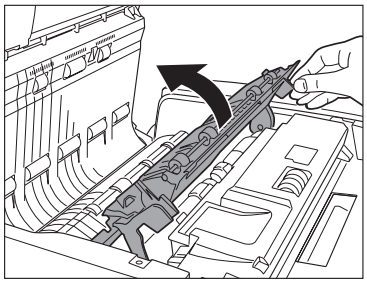


imageRUNNER 5050

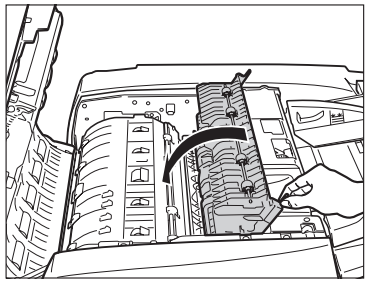


imageRUNNER 5075/5065/5055

5 Close the inner cover.



imageRUNNER 5050

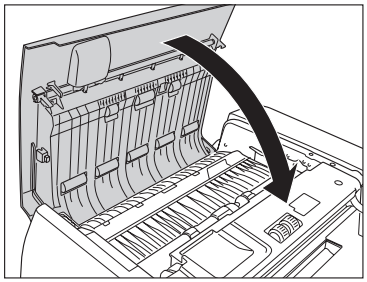


imageRUNNER 5075/5065/5055

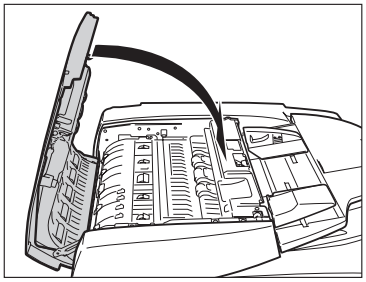
CAUTION

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

6 Close the feeder cover.



imageRUNNER 5050

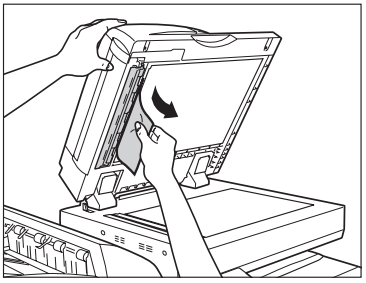


imageRUNNER 5075/5065/5055

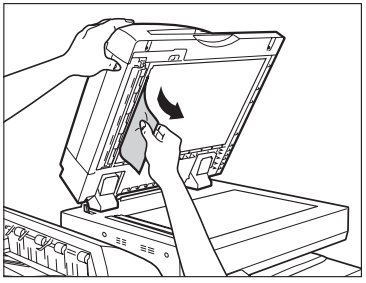
CAUTION

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

7 Lift the feeder, and remove any jammed originals.

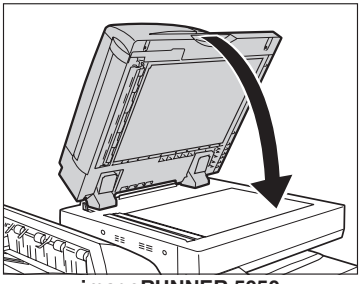


imageRUNNER 5050

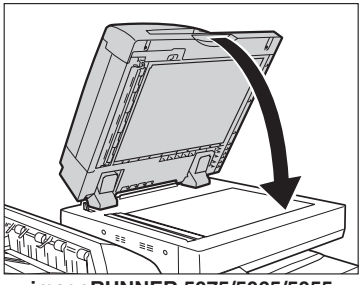


imageRUNNER 5075/5065/5055

8 Close the feeder.



imageRUNNER 5050



imageRUNNER 5075/5065/5055

CAUTION

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

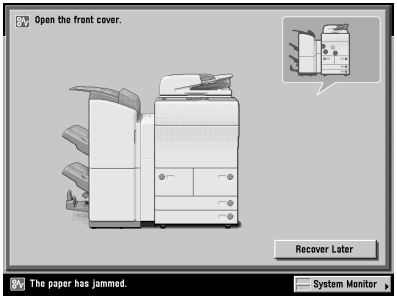
9 Follow the instructions on the touch panel display.

NOTE

The screen indicating the location of the paper jam repeatedly appears on the touch panel display until the paper jam is entirely cleared. For more information, see "Screens Indicating the Locations of Paper Jams," on p. 3-4.

Main Unit (Fixing Unit and Duplexing Unit)

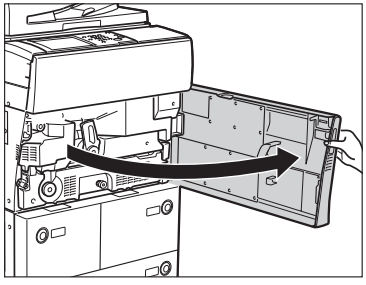
If a paper jam occurs in the fixing unit or duplexing unit, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.



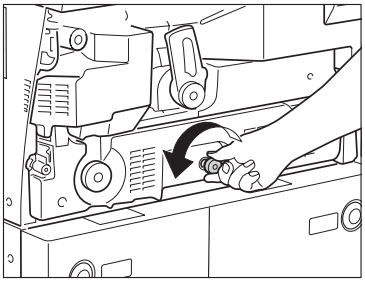
CAUTION

The fixing unit and its surroundings inside the machine may become hot during use. When removing jammed paper or when inspecting the inside of the machine, do not touch the fixing unit and its surroundings, as doing so may result in burns or electrical shock.

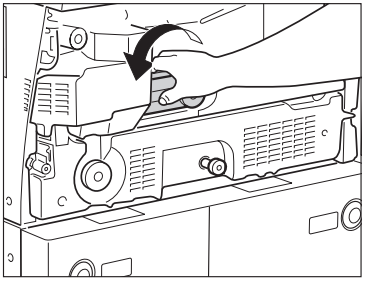
1 Open the front cover of the main unit.



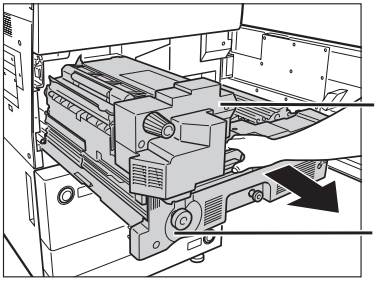
2 **Turn the small knob in the direction of the arrow (counterclockwise).**



3 **Move the green lever in the direction of the arrow (counterclockwise).**



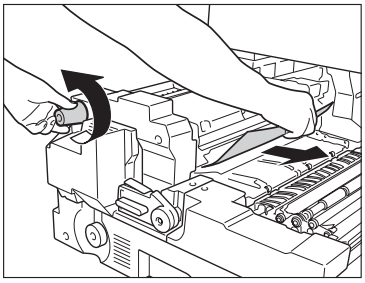
4 **Grip the green lever, and pull out the fixing unit (Unit 1) and duplexing unit (Unit 2).**



NOTE

The fixing unit and duplexing unit are pulled out together.

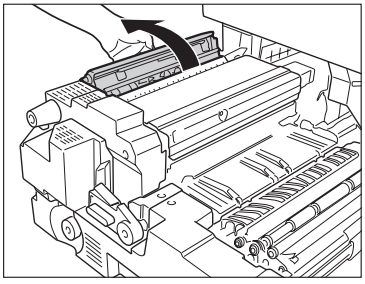
5 **Turn the upper green knob on the fixing unit in the direction of the arrow (counterclockwise), and remove any jammed paper.**



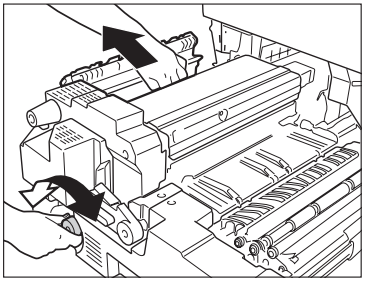
CAUTION

The fixing unit and its surroundings are subject to high-temperatures. When removing jammed paper, take care not to touch anything in this area, except the jammed paper and the green knob.

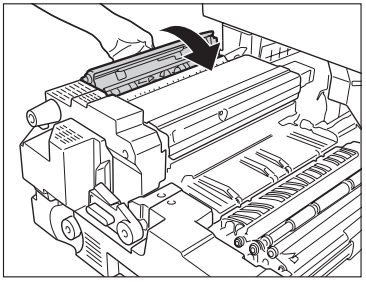
6 **Open the left cover of the fixing unit.**



7 **Turn the lower green knob on the duplexing unit in the direction of the arrows (clockwise or counterclockwise), and remove any jammed paper.**



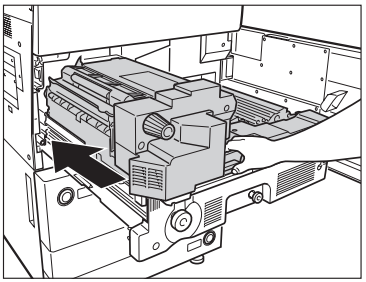
8 Close the left cover of the fixing unit.



CAUTION

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

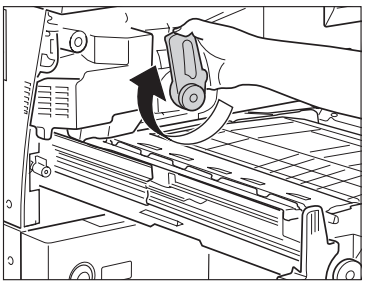
9 Gently push only the fixing unit back into the machine.



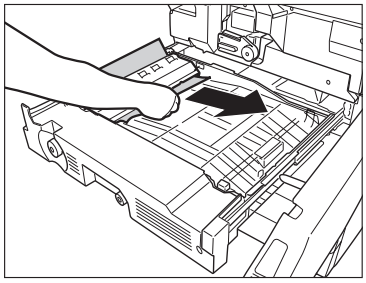
CAUTION

When pushing the fixing unit back into the machine, be careful not to get your fingers caught, as this may result in personal injury.

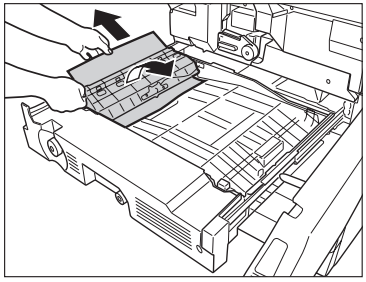
10 Return the green lever to its original position.



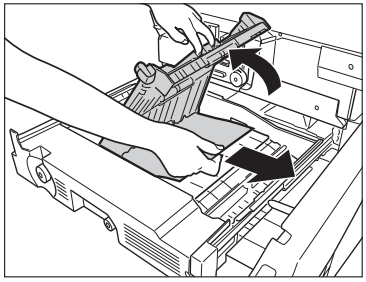
11 **Remove any jammed paper that is protruding from the duplexing unit.**



12 **Lift the top left cover of the duplexing unit, and remove any jammed paper, as shown in the illustration.**



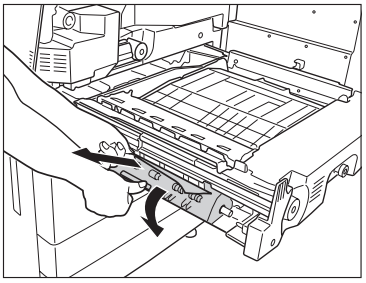
13 **Lift up the top cover of the duplexing unit, and remove any jammed paper, and then close the top cover.**



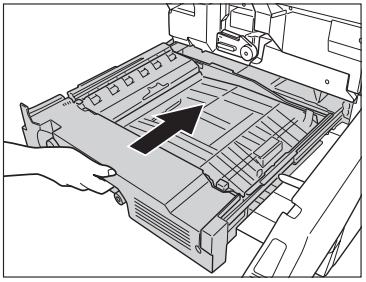
CAUTION

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

14 Open the lower left cover of the duplexing unit, and remove any jammed paper, as shown in the illustration.



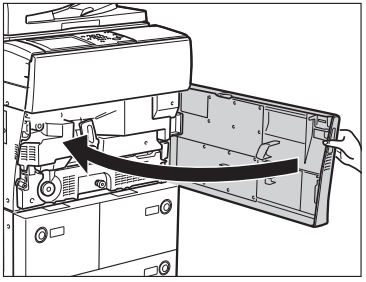
15 Gently push the duplexing unit back into the machine.



CAUTION

When pushing the duplexing unit back into the machine, be careful not to get your fingers caught, as this may result in personal injury.

16 Close the front cover of the main unit.



CAUTION

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

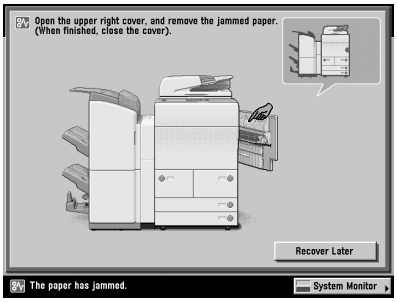
17 Follow the instructions on the touch panel display.

NOTE

The screen indicating the location of the paper jam repeatedly appears on the touch panel display until the paper jam is entirely cleared. For more information, see "Screens Indicating the Locations of Paper Jams," on p. 3-4.

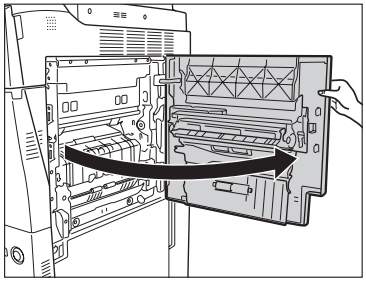
Stack Bypass

If a paper jam occurs inside the stack bypass, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.

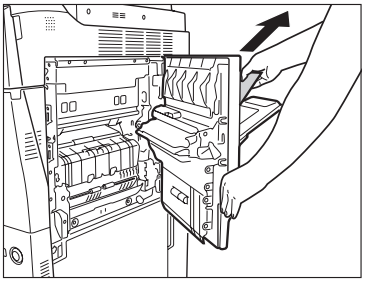


1 Open the upper right cover of the main unit.

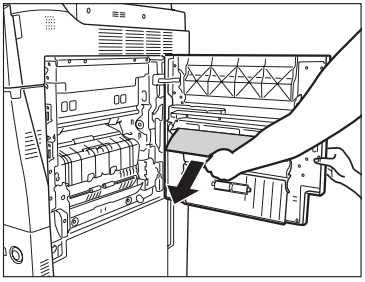
If the optional Paper Deck-AD1 or Paper Deck-AE1 is attached to the main unit, press the release button, and move the paper deck away from the main unit before proceeding with this procedure. For more information, see Chapter 3, "Optional Equipment," in the *Reference Guide*.



2 Remove all of the paper that is not jammed from the stack bypass.

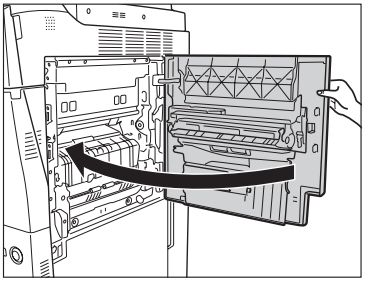


3 Remove any jammed paper from the stack bypass inside the upper right cover of the main unit.



4 Gently close the upper right cover of the main unit until it clicks into place in the closed position.

If the optional Paper Deck-AD1 or Paper-Deck-AE1 was moved away from the main unit, reconnect it to the main unit. For more information, see Chapter 3, "Optional Equipment," in the *Reference Guide*.



CAUTION

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

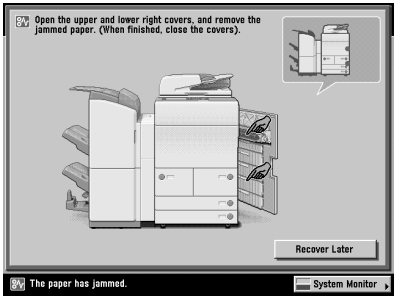
5 Follow the instructions on the touch panel display.

NOTE

The screen indicating the location of the paper jam repeatedly appears on the touch panel display until the paper jam is entirely cleared. For more information, see "Screens Indicating the Locations of Paper Jams," on p. 3-4.

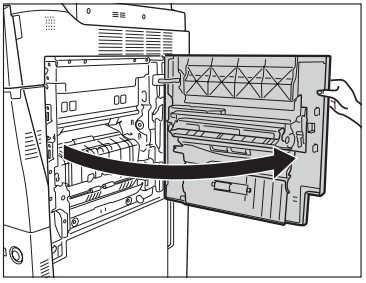
Inside the Upper and Lower Right Covers

If a paper jam occurs inside the upper or lower right cover, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.

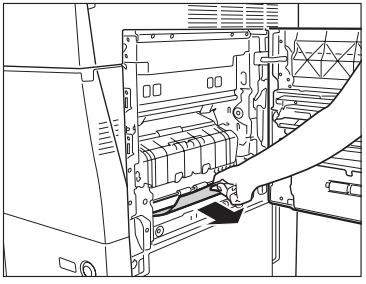


1 Open the upper right cover of the main unit.

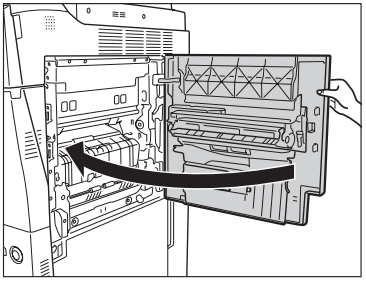
If the optional Paper Deck-AD1 or Paper Deck-AE1 is attached to the main unit, press the release button, and move the paper deck away from the main unit before proceeding with this procedure. For more information, see Chapter 3, "Optional Equipment," in the *Reference Guide*.



2 Remove any jammed paper.



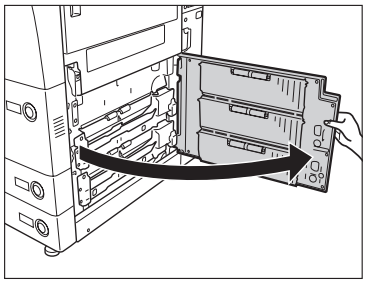
3 Gently close the upper right cover of the main unit until it clicks into place in the closed position.



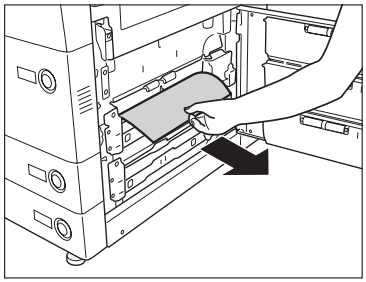
CAUTION

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

4 Open the lower right cover of the main unit.

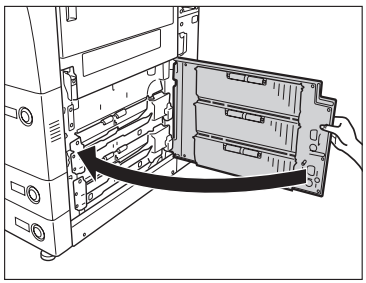


5 Remove any jammed paper.



6 Gently close the lower right cover of the main unit until it clicks into place in the closed position.

If the optional Paper Deck-AD1 or Paper Deck-AE1 was moved away from the main unit, reconnect it to the main unit. For more information, see Chapter 3, "Optional Equipment," in the *Reference Guide*.



CAUTION

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

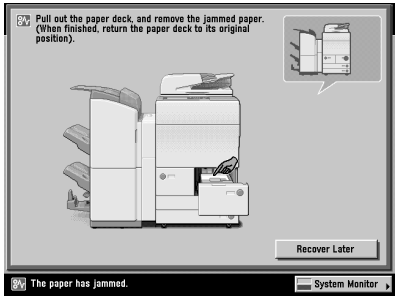
7 Follow the instructions on the touch panel display.

NOTE

The screen indicating the location of the paper jam repeatedly appears on the touch panel display until the paper jam is entirely cleared. For more information, see "Screens Indicating the Locations of Paper Jams," on p. 3-4.

Paper Drawer 1

If a paper jam occurs inside Paper Drawer 1, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.

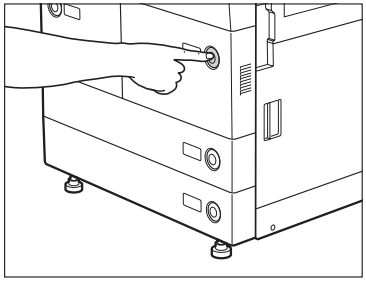


CAUTION

When removing jammed paper, take care not to cut your hands on the edges of the paper.

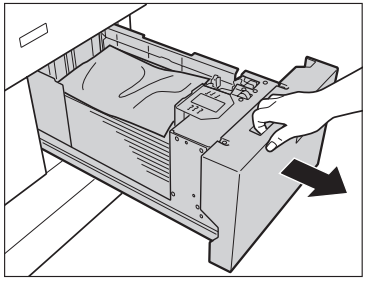
1 Press and release the button on Paper Drawer 1.

If the optional Paper Deck-AD1 or Paper Deck-AE1 is attached to the main unit, press the release button, and move the paper deck away from the main unit before proceeding with this procedure. For more information, see Chapter 3, "Optional Equipment," in the *Reference Guide*.

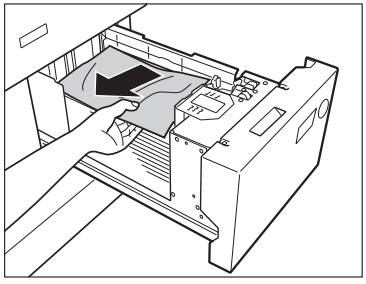


2 Grip the handle, and pull out the paper drawer until it stops.

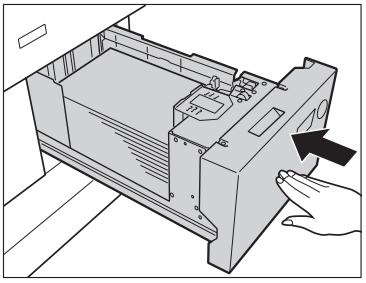
If the paper drawer seems to be stuck, do not pull it out by force. Push it back into the machine, press the release button again, and then pull it back out.



3 Remove any jammed paper.



4 Gently push Paper Drawer 1 back into the machine until it clicks into place in the closed position.



CAUTION

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

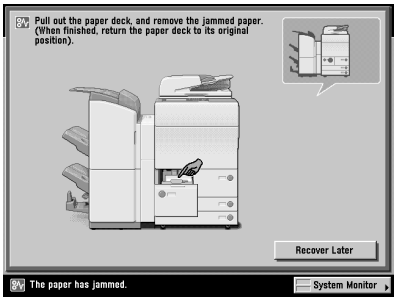
5 Follow the instructions on the touch panel display.

NOTE

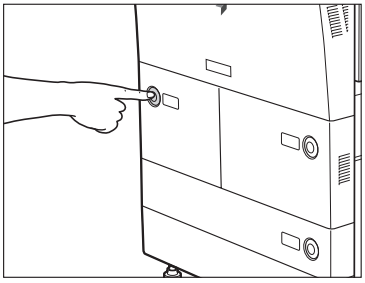
The screen indicating the location of the paper jam repeatedly appears on the touch panel display until the paper jam is entirely cleared. For more information, see "Screens Indicating the Locations of Paper Jams," on p. 3-4.

Paper Drawer 2

If a paper jam occurs inside Paper Drawer 2, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.

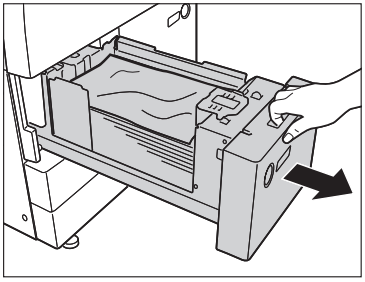


1 Press and release the button on Paper Drawer 2.

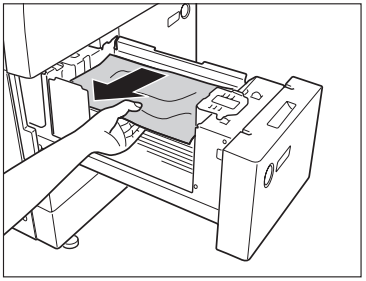


2 Grip the handle, and pull out the paper drawer until it stops.

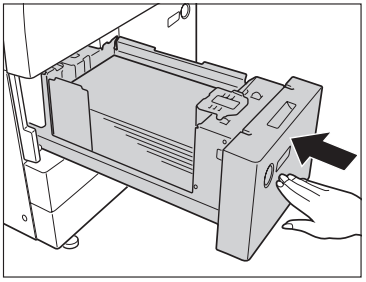
If the paper drawer seems to be stuck, do not pull it out by force. Push it back into the machine, press the release button again, and then pull it back out.



3 Remove any jammed paper.



4 Gently push Paper Drawer 2 back into the machine until it clicks into place in the closed position.



CAUTION

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

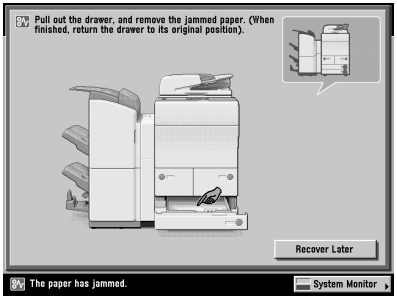
5 Follow the instructions on the touch panel display.

NOTE

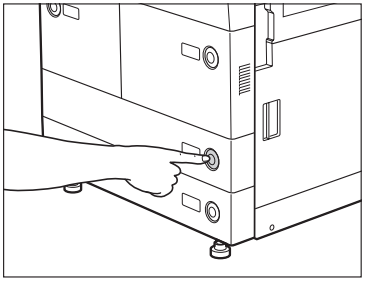
The screen indicating the location of the paper jam repeatedly appears on the touch panel display until the paper jam is entirely cleared. For more information, see "Screens Indicating the Locations of Paper Jams," on p. 3-4.

Paper Drawers 3 and 4

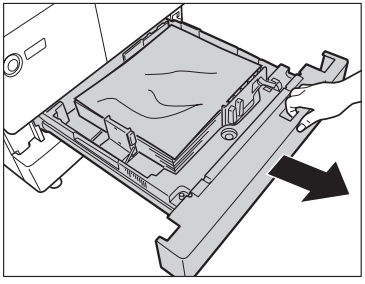
If a paper jam occurs inside Paper Drawer 3 or 4, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.



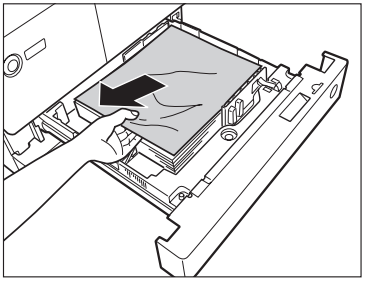
1 **Press and release the button on the paper drawer indicated on the touch panel display.**



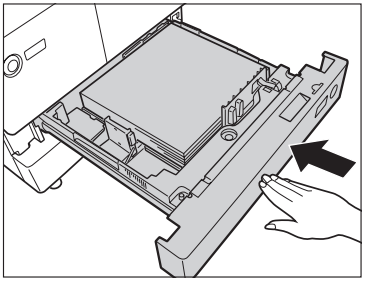
2 **Grip the handle, and pull out the paper drawer until it stops.**



3 Remove any jammed paper.



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



CAUTION

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

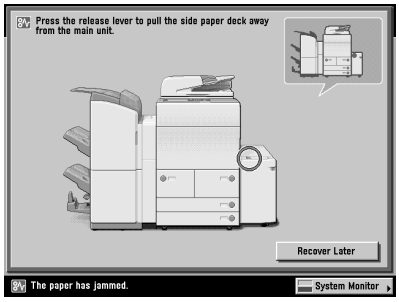
5 Follow the instructions on the touch panel display.

NOTE

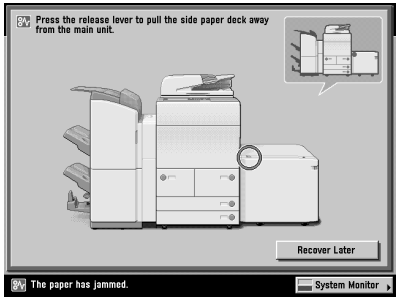
The screen indicating the location of the paper jam repeatedly appears on the touch panel display until the paper jam is entirely cleared. For more information, see "Screens Indicating the Locations of Paper Jams," on p. 3-4.

Paper Deck-AD1/Paper Deck-AE1 (Optional)

If a paper jam occurs in the optional paper deck, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.



Paper Deck-AD1



Paper Deck-AE1

WARNING

There are some areas inside the machine which are subject to high-voltages. When removing jammed paper or when inspecting the inside of the machine, do not allow necklaces, bracelets, or other metal objects to touch the inside of the machine, as this may result in burns or electrical shock.

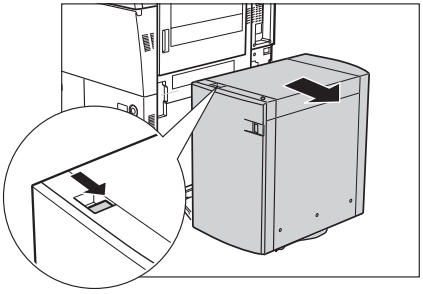
CAUTION

When removing jammed paper, take care not to cut your hands on the edges of the paper.

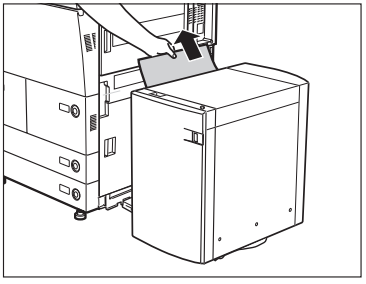
NOTE

If a paper jam occurs inside the optional Paper Deck-AD1 or Paper Deck-AE1, you can remove the jammed paper by following the procedure described below. This manual uses the Paper Deck-AD1 as an example.

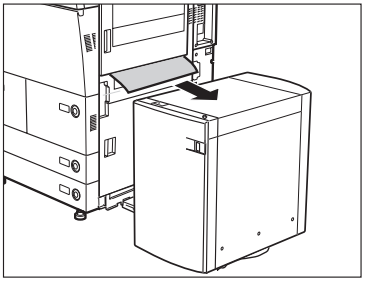
1 Press the release button, and move the paper deck away from the main unit.



2 Remove any jammed paper from the feeding area.

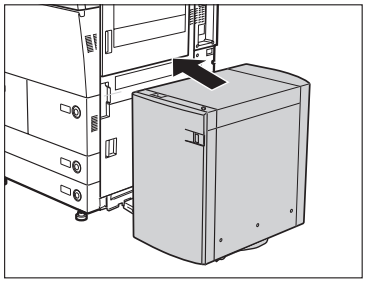


Paper can also be jammed in the feeding slot on the side of the main unit. Remove any jammed paper from the feeding slot.



3 Reconnect the paper deck to the main unit.

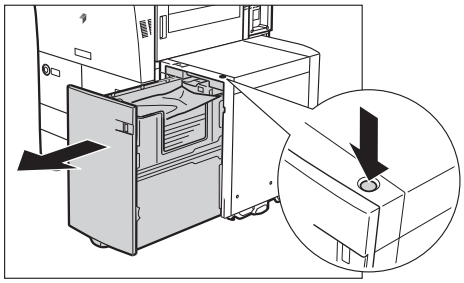
If the screen indicating the paper jam is no longer displayed after reconnecting the paper deck to the main unit, proceed to step 7.



CAUTION

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

4 Press the open button to open the paper deck.



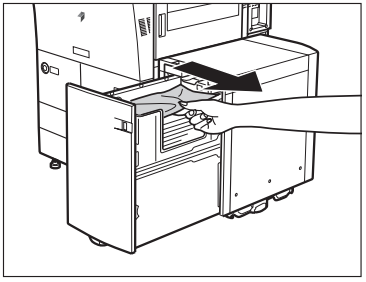
The inside lifter descends automatically.

IMPORTANT

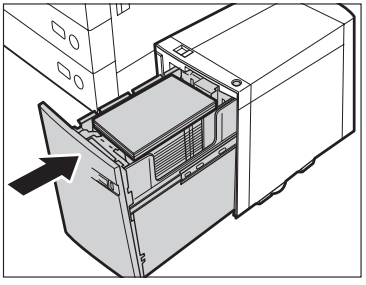
If the machine is in the Sleep mode (the touch panel is not displayed, and only the main power indicator is lit), you may not be able to open the paper deck. In this case, press the control panel power switch to reactivate the machine, and then press the open button on the paper deck.

5 Remove any jammed paper.

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



6 Close the paper deck.



CAUTION

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

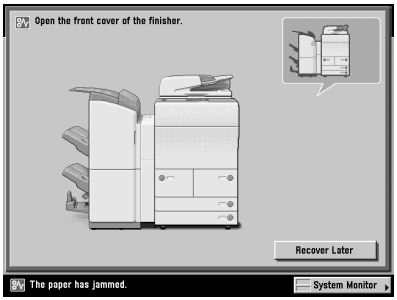
7 Follow the instructions on the touch panel display.

NOTE

The screen indicating the location of the paper jam repeatedly appears on the touch panel display until the paper jam is entirely cleared. For more information, see "Screens Indicating the Locations of Paper Jams," on p. 3-4.

Inside the Top Cover of the Finisher-AD1/Saddle Finisher-AD2 (Optional)

If a paper jam occurs inside the top cover of the optional Finisher-AD1 or optional Saddle Finisher-AD2, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.



WARNING

There are some areas inside the machine which are subject to high-voltages. When removing jammed paper or when inspecting the inside of the machine, do not allow necklaces, bracelets, or other metal objects to touch the inside of the machine, as this may result in burns or electrical shock.

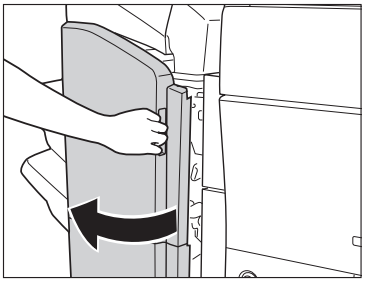
CAUTION

- **When removing jammed paper, take care not to cut your hands on the edges of the paper.**
- **When removing paper which has become jammed inside the machine, take care not to cut your hands or injure yourself on the inside of the machine. If you cannot remove the paper, contact your local authorized Canon dealer.**
- **When removing paper which has become jammed inside the machine, take care not to allow the toner on the jammed paper to come into contact with your hands or clothing, as this will dirty your hands or clothing. If they become dirty, wash them immediately with cold water. Washing them with warm water will set the toner, and make it impossible to remove the toner stains.**
- **When removing paper which has become jammed inside the machine, remove the jammed paper gently to prevent the toner on the paper from scattering and getting into your eyes or mouth. If the toner gets into your eyes or mouth, wash them immediately with cold water and immediately consult a physician.**

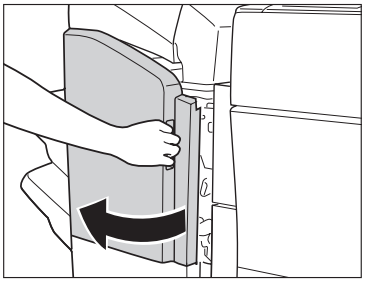
1 Open the front cover of the finisher.

If the optional Puncher Unit-AT1 is attached to the main unit, and paper has jammed between the puncher unit and the finisher, open the front cover of the punch waste tray, and then open the top cover of the puncher unit to remove any jammed paper.

If the optional Document Insertion/Folding Unit-F1 or Document Insertion Unit-E1 is attached to the main unit, open the insertion unit → proceed to step 2.

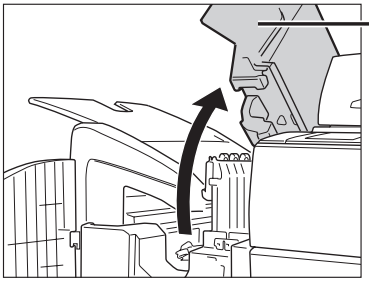


The Optional Saddle Finisher-AD2

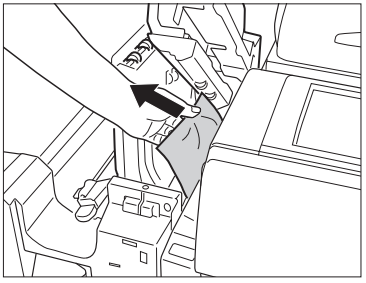


The Optional Finisher-AD1

2 Open the top cover of the finisher.



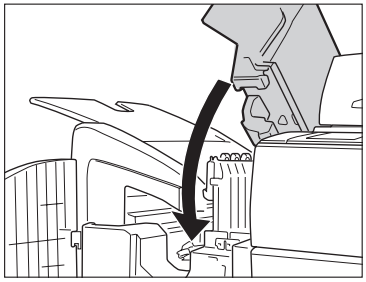
3 Remove any jammed paper.



4 Close the top cover of the finisher.

If the optional Puncher Unit-AT1 is attached to the main unit, close the top cover of the puncher unit and the front cover of the punch waste tray, after removing the jammed paper.

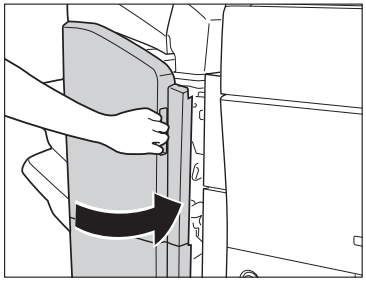
If the optional Document Insertion/Folding Unit-F1 or Document Insertion Unit-E1 is attached to the main unit, close the insertion unit.



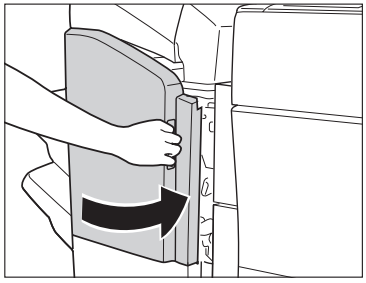
CAUTION

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

5 Close the front cover of the finisher.



The Optional Saddle Finisher-AD2



The Optional Finisher-AD1

CAUTION

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

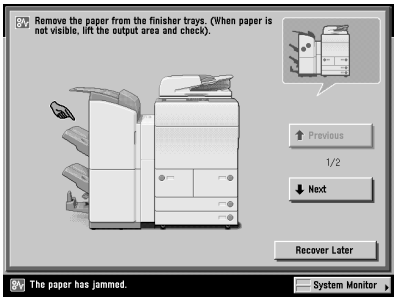
6 Follow the instructions on the touch panel display.

NOTE

The screen indicating the location of the paper jam repeatedly appears on the touch panel display until the paper jam is entirely cleared. For more information, see "Screens Indicating the Locations of Paper Jams," on p. 3-4.

Output Delivery Unit of the Finisher-AD1/Saddle Finisher-AD2 (Optional)

If a paper jam occurs in the output delivery unit of the optional Finisher-AD1 or optional Saddle Finisher-AD2, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.



WARNING

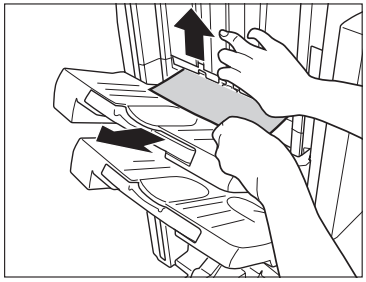
There are some areas inside the machine which are subject to high-voltages. When removing jammed paper or when inspecting the inside of the machine, do not allow necklaces, bracelets, or other metal objects to touch the inside of the machine, as this may result in burns or electrical shock.

CAUTION

- **When removing jammed paper, take care not to cut your hands on the edges of the paper.**
- **When removing paper which has become jammed inside the machine, take care not to cut your hands or injure yourself on the inside of the machine. If you cannot remove the paper, contact your local authorized Canon dealer.**
- **When removing paper which has become jammed inside the machine, take care not to allow the toner on the jammed paper to come into contact with your hands or clothing, as this will dirty your hands or clothing. If they become dirty, wash them immediately with cold water. Washing them with warm water will set the toner, and make it impossible to remove the toner stains.**
- **When removing paper which has become jammed inside the machine, remove the jammed paper gently to prevent the toner on the paper from scattering and getting into your eyes or mouth. If the toner gets into your eyes or mouth, wash them immediately with cold water and immediately consult a physician.**

1 Open the output slot on the outside of the finisher, and remove any jammed paper that is visible.

If you cannot see any jammed paper, check if any jammed paper is stuck inside the output area of the finisher.



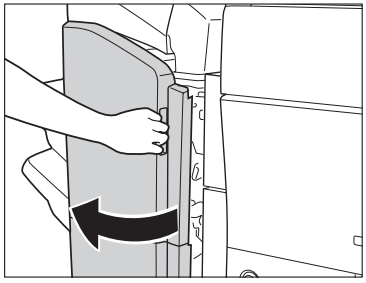
IMPORTANT

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

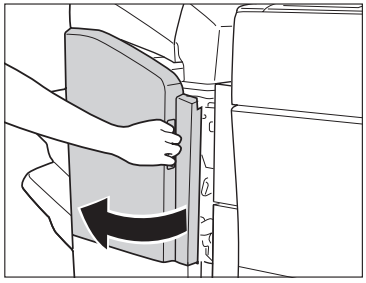
2 Open the front cover of the finisher.

If the optional Puncher Unit-AT1 is attached to the main unit, and paper has jammed between the puncher unit and the finisher, open the front cover of the punch waste tray, and then open the top cover of the puncher unit to remove any jammed paper.

If the optional Document Insertion/Folding Unit-F1 or Document Insertion Unit-E1 is attached to the main unit, open the insertion unit → proceed to step 3.

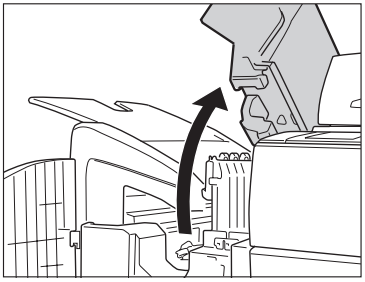


The Optional Saddle Finisher-AD2

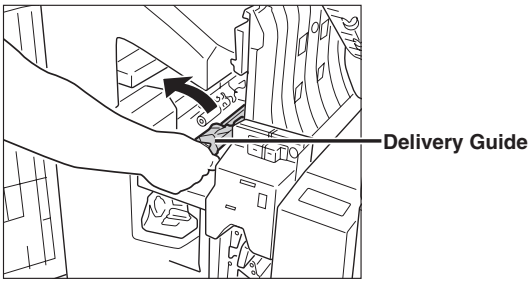


The Optional Finisher-AD1

3 Open the top cover of the finisher.

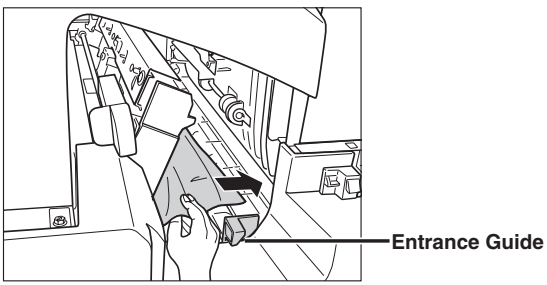


4 Open the delivery guide.

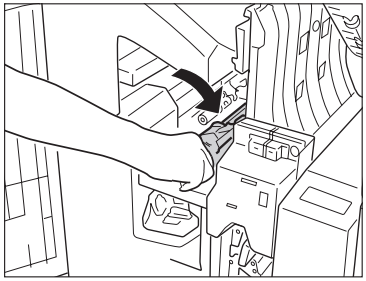


5 Remove any jammed paper.

If the jammed paper does not come out easily, open the entrance guide, and then remove the jammed paper.



6 Close the delivery guide.



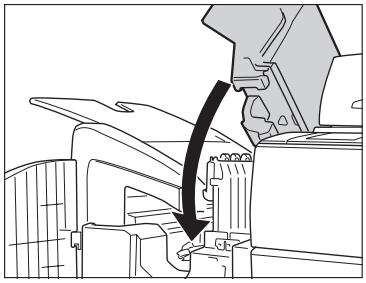
CAUTION

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

7 Close the top cover of the finisher.

If the optional Puncher Unit-AT1 is attached to the main unit, close the top cover of the puncher unit and the front cover of the punch waste tray, after removing the jammed paper.

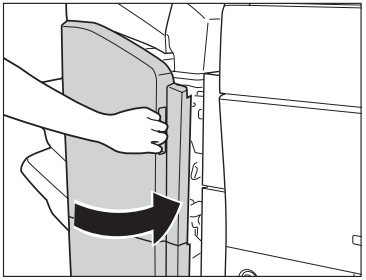
If the optional Document Insertion/Folding Unit-F1 or Document Insertion Unit-E1 is attached to the main unit, close the insertion unit.



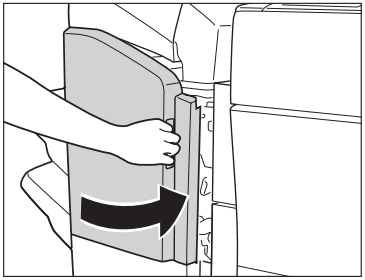
CAUTION

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

8 Close the front cover of the finisher.



The Optional Saddle Finisher-AD2



The Optional Finisher-AD1

CAUTION

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

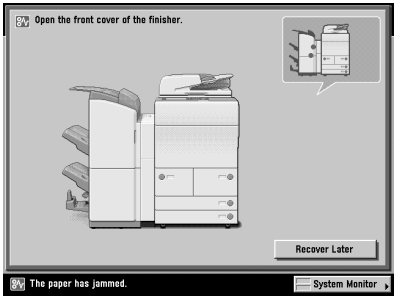
9 Follow the instructions on the touch panel display.

NOTE

The screen indicating the location of the paper jam repeatedly appears on the touch panel display until the paper jam is entirely cleared. For more information, see "Screens Indicating the Locations of Paper Jams," on p. 3-4.

Inside the Front Cover of the Saddle Finisher-AD2 (Optional)

If a paper jam occurs inside the front cover of the optional Saddle Finisher-AD2, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.



WARNING

There are some areas inside the machine which are subject to high-voltages. When removing jammed paper or when inspecting the inside of the machine, do not allow necklaces, bracelets, or other metal objects to touch the inside of the machine, as this may result in burns or electrical shock.

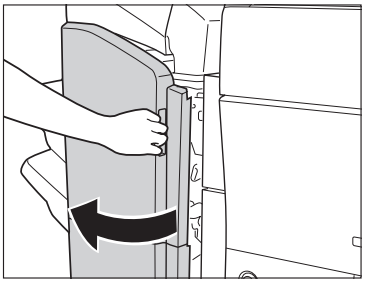
CAUTION

- **When removing jammed paper, take care not to cut your hands on the edges of the paper.**
- **When removing paper which has become jammed inside the machine, take care not to cut your hands or injure yourself on the inside of the machine. If you cannot remove the paper, contact your local authorized Canon dealer.**
- **When removing paper which has become jammed inside the machine, take care not to allow the toner on the jammed paper to come into contact with your hands or clothing, as this will dirty your hands or clothing. If they become dirty, wash them immediately with cold water. Washing them with warm water will set the toner, and make it impossible to remove the toner stains.**
- **When removing paper which has become jammed inside the machine, remove the jammed paper gently to prevent the toner on the paper from scattering and getting into your eyes or mouth. If the toner gets into your eyes or mouth, wash them immediately with cold water and immediately consult a physician.**

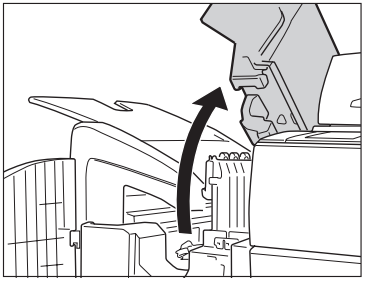
1 Open the front cover of the finisher.

If the optional Puncher Unit-AT1 is attached to the main unit, and paper has jammed between the puncher unit and the finisher, open the front cover of the punch waste tray, and then open the top cover of the puncher unit to remove any jammed paper.

If the optional Document Insertion/Folding Unit-F1 or Document Insertion Unit-E1 is attached to the main unit, open the insertion unit → proceed to step 2.

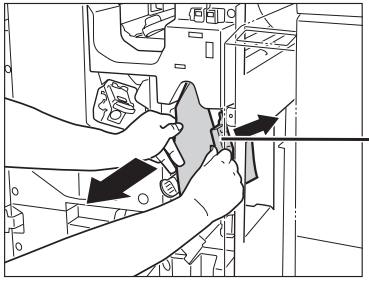


2 Open the top cover of the finisher.



3 Tilt the upper delivery guide to the right, and remove any jammed paper.

Springs are attached to the upper delivery guide, so it returns to its original position when released.



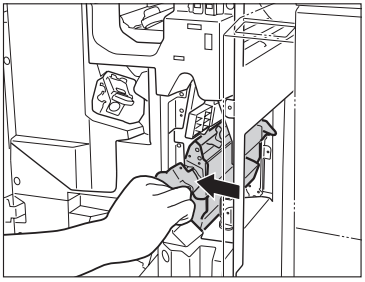
CAUTION

When releasing the upper delivery guide, be careful not to get your fingers caught, as this may result in personal injury.

4 Tilt the lower delivery guide to the right, and remove any jammed paper.

Turn the lever on the lower delivery guide to the right until it stops, and then tilt the lower delivery guide to the right.

5 Return the lower delivery guide to its original position.



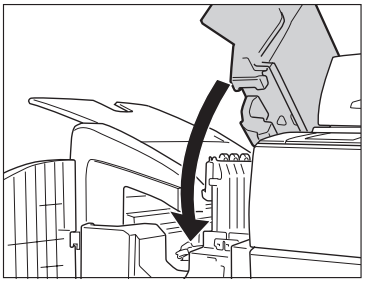
CAUTION

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

6 Close the top cover of the finisher.

If the optional Puncher Unit-AT1 is attached to the main unit, close the top cover of the puncher unit and the front cover of the punch waste tray, after removing the jammed paper.

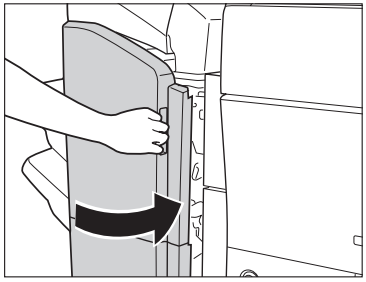
If the optional Document Insertion/Folding Unit-F1 or Document Insertion Unit-E1 is attached to the main unit, close the insertion unit.



CAUTION

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

7 Close the front cover of the finisher.



CAUTION

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

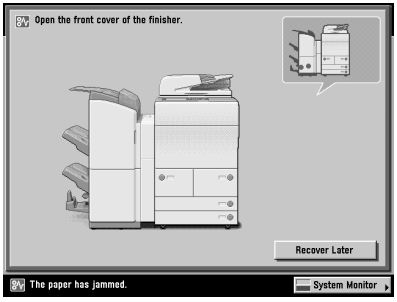
8 Follow the instructions on the touch panel display.

NOTE

The screen indicating the location of the paper jam repeatedly appears on the touch panel display until the paper jam is entirely cleared. For more information, see "Screens Indicating the Locations of Paper Jams," on p. 3-4.

Saddle Stitcher Unit (Optional)

If a paper jam occurs inside the saddle stitcher unit of the optional Saddle Finisher-AD2, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.



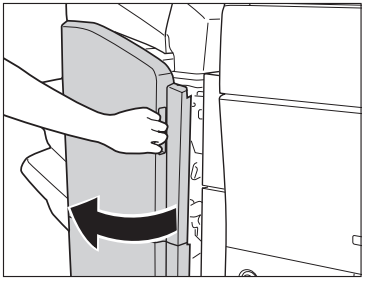
WARNING

There are some areas inside the machine which are subject to high-voltages. When removing jammed paper or when inspecting the inside of the machine, do not allow necklaces, bracelets, or other metal objects to touch the inside of the machine, as this may result in burns or electrical shock.

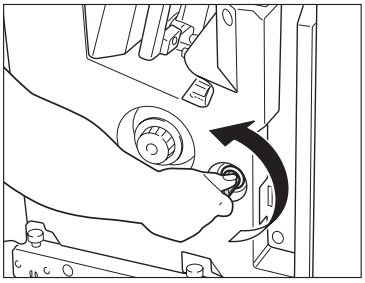
CAUTION

- **When removing jammed paper, take care not to cut your hands on the edges of the paper.**
- **When removing paper which has become jammed inside the machine, take care not to cut your hands or injure yourself on the inside of the machine. If you cannot remove the paper, contact your local authorized Canon dealer.**
- **When removing paper which has become jammed inside the machine, take care not to allow the toner on the jammed paper to come into contact with your hands or clothing, as this will dirty your hands or clothing. If they become dirty, wash them immediately with cold water. Washing them with warm water will set the toner, and make it impossible to remove the toner stains.**
- **When removing paper which has become jammed inside the machine, remove the jammed paper gently to prevent the toner on the paper from scattering and getting into your eyes or mouth. If the toner gets into your eyes or mouth, wash them immediately with cold water and immediately consult a physician.**

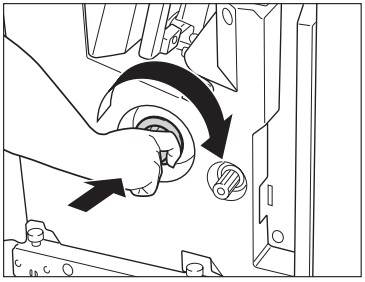
1 Open the front cover of the finisher.



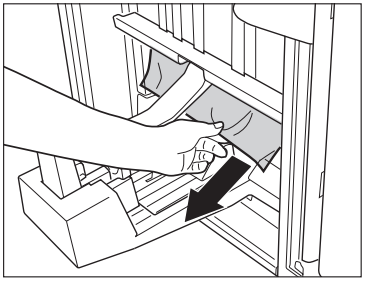
2 **Turn the small knob on the right in the direction of the arrow (counterclockwise).**



3 **While pushing in the larger knob on the left, turn it in the direction of the arrow (clockwise).**



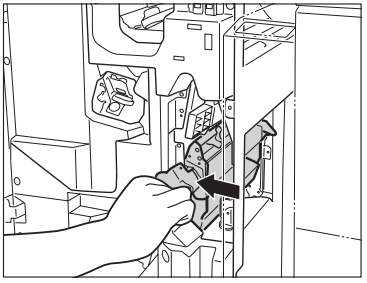
4 **Remove any jammed paper protruding from the saddle stitcher unit.**



5 Tilt the lower delivery guide to the right, and remove any jammed paper.

Turn the lever on the lower delivery guide to the right until it stops, and then tilt the lower delivery guide to the right.

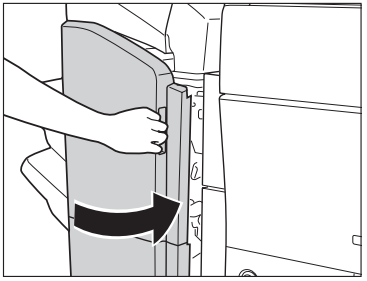
6 Return the lower delivery guide to its original position.



CAUTION

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

7 Close the front cover of the finisher.



CAUTION

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

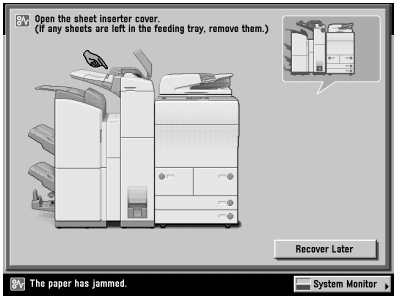
8 Follow the instructions on the touch panel display.

NOTE

The screen indicating the location of the paper jam repeatedly appears on the touch panel display until the paper jam is entirely cleared. For more information, see "Screens Indicating the Locations of Paper Jams," on p. 3-4.

Insertion Unit (Optional)

If a paper jam occurs inside the insertion unit of the optional Document Insertion/Folding Unit-F1 or optional Document Insertion Unit-E1, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.



WARNING

There are some areas inside the machine which are subject to high-voltages. When removing jammed paper or when inspecting the inside of the machine, do not allow necklaces, bracelets, or other metal objects to touch the inside of the machine, as this may result in burns or electrical shock.

CAUTION

- **When removing jammed paper, take care not to cut your hands on the edges of the paper.**
- **When removing paper which has become jammed inside the machine, take care not to cut your hands or injure yourself on the inside of the machine. If you cannot remove the paper, contact your local authorized Canon dealer.**
- **When removing paper which has become jammed inside the machine, take care not to allow the toner on the jammed paper to come into contact with your hands or clothing, as this will dirty your hands or clothing. If they become dirty, wash them immediately with cold water. Washing them with warm water will set the toner, and make it impossible to remove the toner stains.**
- **When removing paper which has become jammed inside the machine, remove the jammed paper gently to prevent the toner on the paper from scattering and getting into your eyes or mouth. If the toner gets into your eyes or mouth, wash them immediately with cold water and immediately consult a physician.**

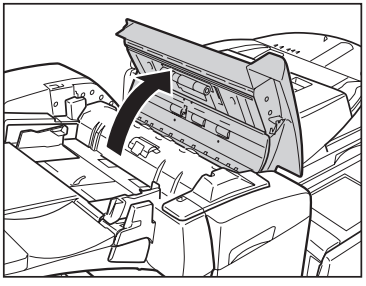
IMPORTANT

Take care when handling the optional equipment that is attached to the machine. When an optional unit's cover is opened to replace a staple cartridge, discard punch waste, or clear paper or staple jams, prints may still be output if other optional units are operating normally, and are not involved in the paper or staple jam removal procedure.

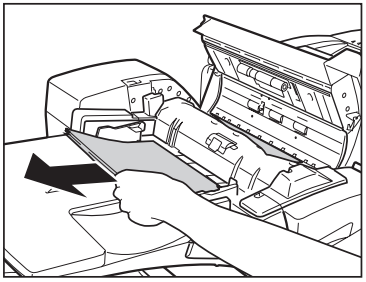
NOTE

This procedure is only required when an optional finisher and the Document Insertion/ Folding Unit-F1 or Document Insertion Unit-E1 are attached to the machine.

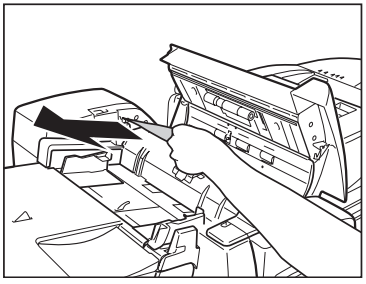
1 Open the top cover of the document insertion/folding unit/ document insertion unit.



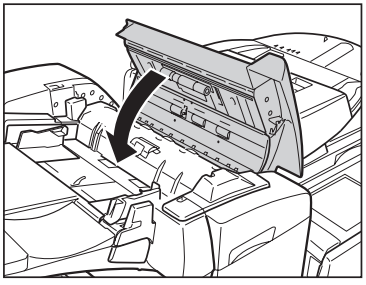
2 **Remove all of the paper that is not jammed.**



3 **Remove any jammed paper.**



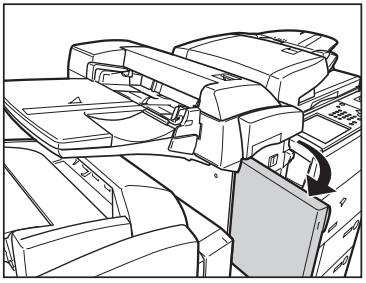
4 **Close the top cover of the document insertion/folding unit/ document insertion unit.**



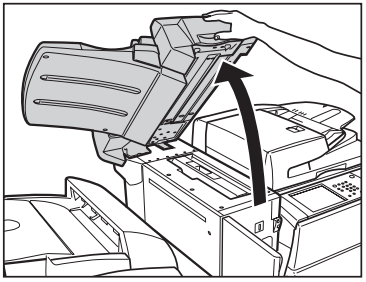
CAUTION

When closing the top cover of the document insertion/folding unit/ document insertion unit, be careful not to get your fingers caught, as this may result in personal injury.

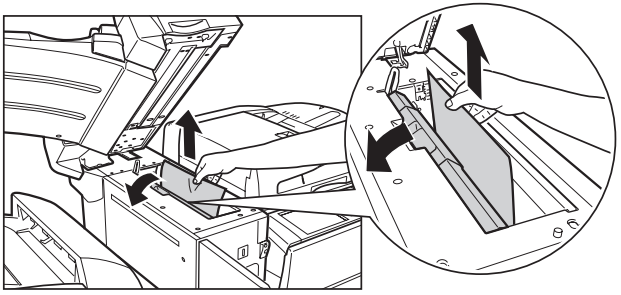
5 **Open the front cover of the document insertion/folding unit/ document insertion unit.**



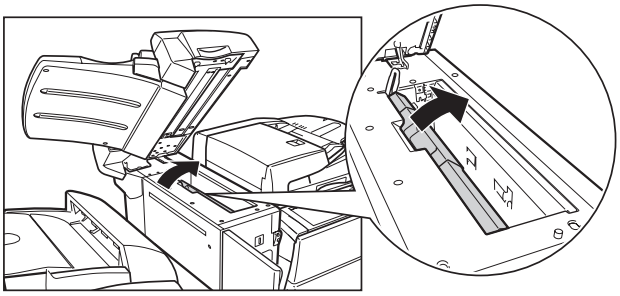
6 **Open the insertion unit.**



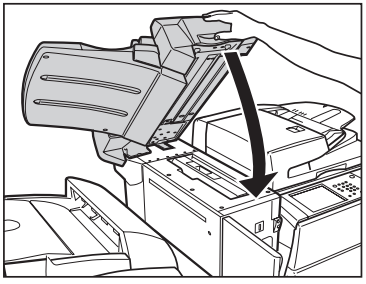
7 **Open the output delivery unit, and remove the jammed paper.**



8 Close the output delivery unit.



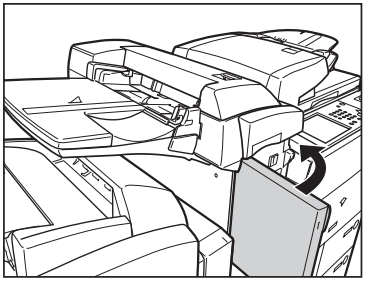
9 Close the insertion unit.



CAUTION

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

10 Close the front cover of the document insertion/folding unit/ document insertion unit.

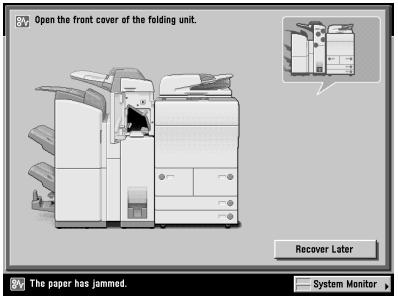


CAUTION

When closing the front cover of the document insertion/folding unit/ document insertion unit, be careful not to get your fingers caught, as this may result in personal injury.

Inside the Insertion Unit (Optional)

If a paper jam occurs inside the insertion unit of the optional Document Insertion/ Folding Unit-F1 or optional Document Insertion Unit-E1, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.



WARNING

There are some areas inside the machine which are subject to high-voltages. When removing jammed paper or when inspecting the inside of the machine, do not allow necklaces, bracelets, or other metal objects to touch the inside of the machine, as this may result in burns or electrical shock.

CAUTION

- **When removing jammed paper, take care not to cut your hands on the edges of the paper.**
- **When removing paper which has become jammed inside the machine, take care not to cut your hands or injure yourself on the inside of the machine. If you cannot remove the paper, contact your local authorized Canon dealer.**
- **When removing paper which has become jammed inside the machine, take care not to allow the toner on the jammed paper to come into contact with your hands or clothing, as this will dirty your hands or clothing. If they become dirty, wash them immediately with cold water. Washing them with warm water will set the toner, and make it impossible to remove the toner stains.**
- **When removing paper which has become jammed inside the machine, remove the jammed paper gently to prevent the toner on the paper from scattering and getting into your eyes or mouth. If the toner gets into your eyes or mouth, wash them immediately with cold water and immediately consult a physician.**

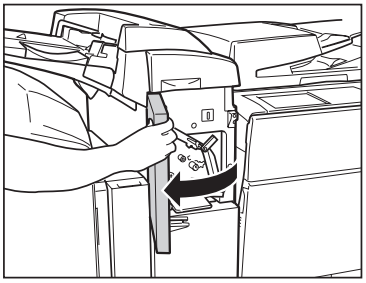
IMPORTANT

Take care when handling the optional equipment that is attached to the machine. When an optional unit's cover is opened to replace a staple cartridge, discard punch waste, or clear paper or staple jams, prints may still be output if other optional units are operating normally, and are not involved in the paper or staple jam removal procedure.

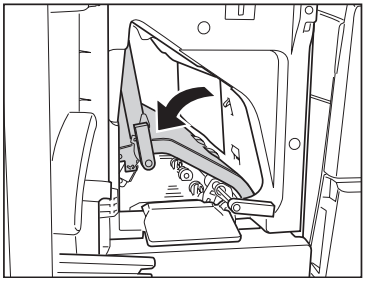
NOTE

This procedure is only required when an optional finisher and the Document Insertion/ Folding Unit-F1 or Document Insertion Unit-E1 are attached to the machine.

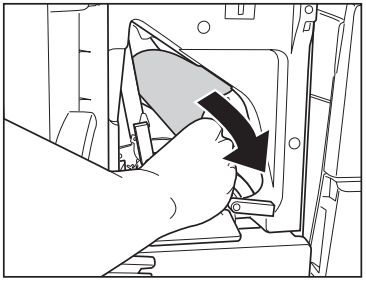
1 Open the front cover of the document insertion/folding unit/ document insertion unit.



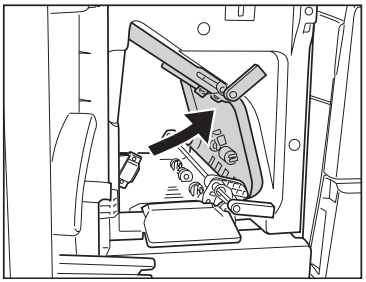
2 Open the upper delivery guide.



3 Remove any jammed paper.



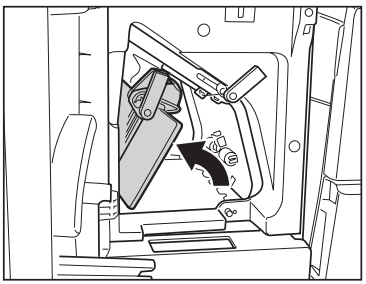
4 Close the upper delivery guide.



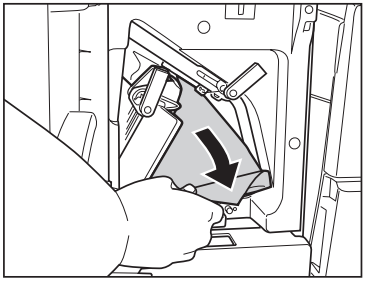
CAUTION

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

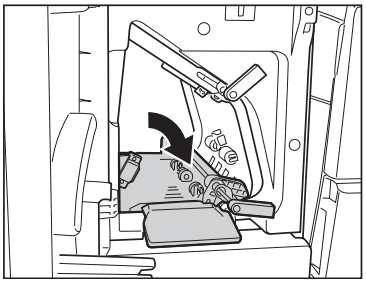
5 Open the lower delivery guide.



6 Remove any jammed paper.



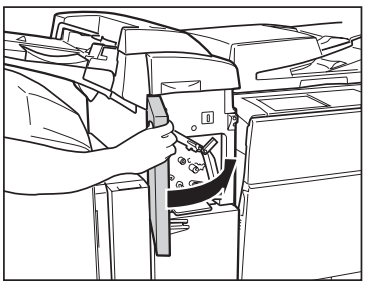
7 Close the lower delivery guide.



CAUTION

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

8 Close the front cover of the document insertion/folding unit/ document insertion unit.

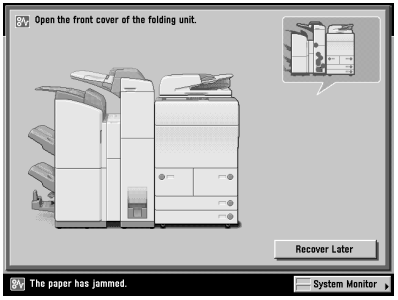


CAUTION

When closing front cover of the document insertion/folding unit/document insertion unit, be careful not to get your fingers caught, as this may result in personal injury.

Document Insertion/Folding Unit-F1 (Optional)

If a paper jam occurs inside the optional Document Insertion/Folding Unit-F1, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.



WARNING

There are some areas inside the machine which are subject to high-voltages. When removing jammed paper or when inspecting the inside of the machine, do not allow necklaces, bracelets, or other metal objects to touch the inside of the machine, as this may result in burns or electrical shock.

CAUTION

- **When removing jammed paper, take care not to cut your hands on the edges of the paper.**
- **When removing paper which has become jammed inside the machine, take care not to cut your hands or injure yourself on the inside of the machine. If you cannot remove the paper, contact your local authorized Canon dealer.**
- **When removing paper which has become jammed inside the machine, take care not to allow the toner on the jammed paper to come into contact with your hands or clothing, as this will dirty your hands or clothing. If they become dirty, wash them immediately with cold water. Washing them with warm water will set the toner, and make it impossible to remove the toner stains.**
- **When removing paper which has become jammed inside the machine, remove the jammed paper gently to prevent the toner on the paper from scattering and getting into your eyes or mouth. If the toner gets into your eyes or mouth, wash them immediately with cold water and immediately consult a physician.**

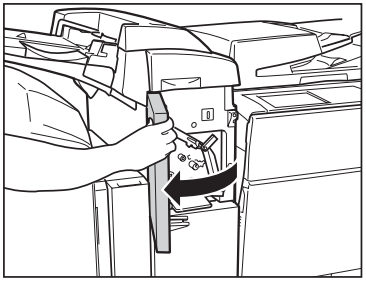
IMPORTANT

Take care when handling the optional equipment that is attached to the machine. When an optional unit's cover is opened to replace a staple cartridge, discard punch waste, or clear paper or staple jams, prints may still be output if other optional units are operating normally, and are not involved in the paper or staple jam removal procedure.

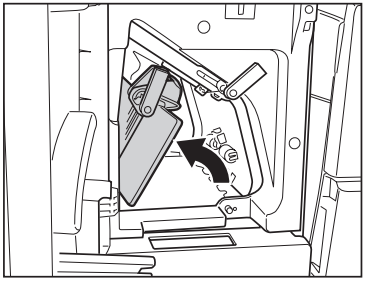
NOTE

This procedure is only required when an optional finisher and the Document Insertion/ Folding Unit-F1 are attached to the machine.

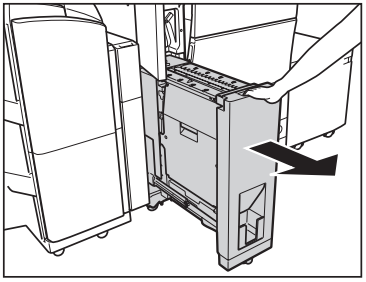
1 Open the front cover of the document insertion/folding unit.



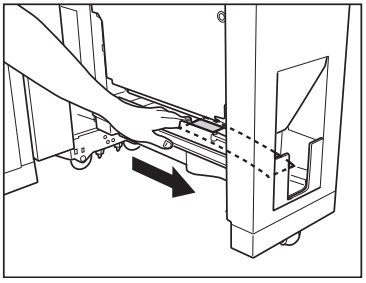
2 Open the lower delivery guide.



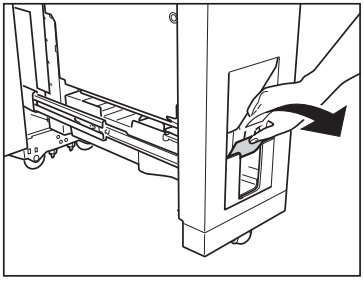
3 **Pull out the document insertion/folding unit.**



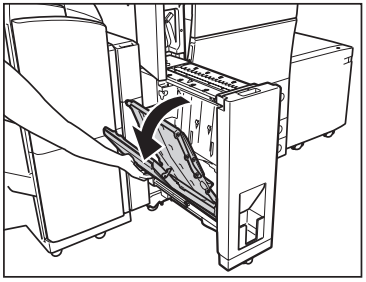
4 **Push out any jammed paper toward the exit slot.**



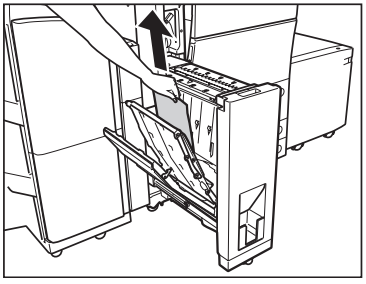
5 **Remove the jammed paper.**



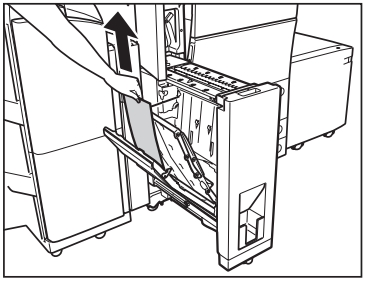
6 Open the left guide.



7 Remove any jammed paper.

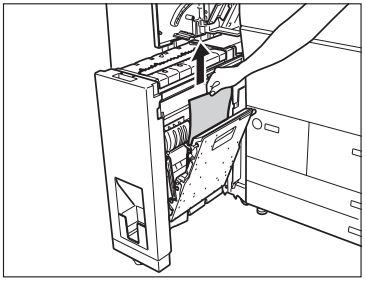


When there is a paper jam in the inside guide

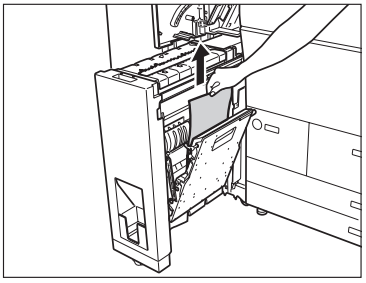


When there is a paper jam in the outside guide

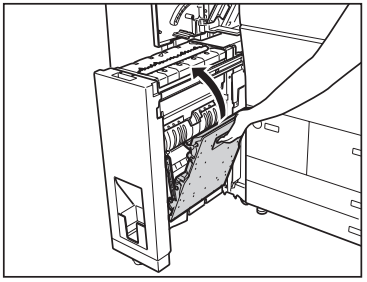
8 Open the right guide.



9 Remove any jammed paper.



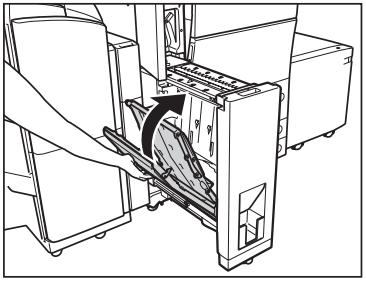
10 Close the right guide.



CAUTION

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

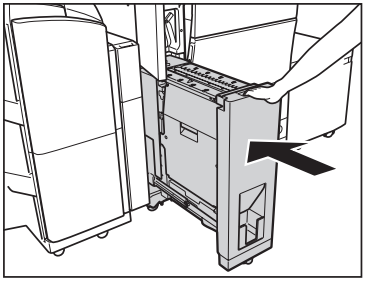
11 Close the left guide.



CAUTION

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

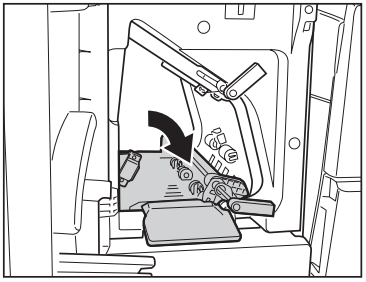
12 Return the document insertion/folding unit to its original position.



CAUTION

When returning the document insertion/folding unit to its original position, be careful not to get your hands caught, as this may result in personal injury.

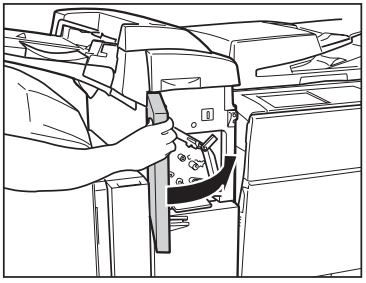
13 Close the lower delivery guide.



CAUTION

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

14 Close the front cover of the document insertion/folding unit.

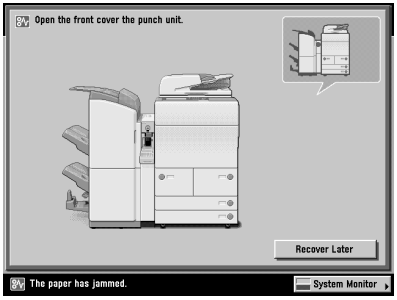


CAUTION

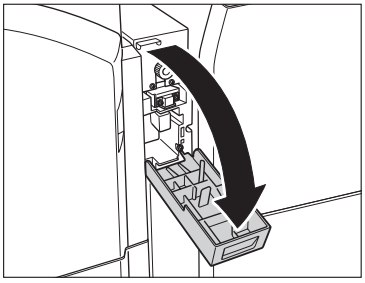
When closing the front cover of the document insertion/folding unit, be careful not to get your fingers caught, as this may result in personal injury.

Puncher Unit-AT1 (Optional)

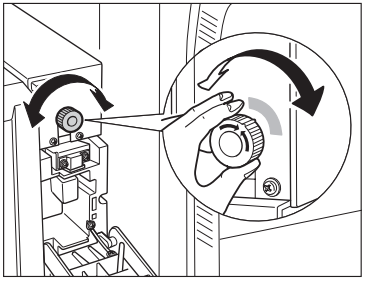
If a paper jam occurs inside the optional Puncher Unit-AT1, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.



1 Open the front cover of the punch waste tray.

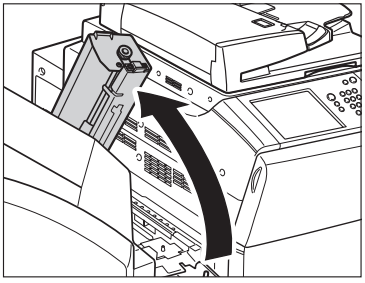


2 Align the pointed notch on the knob within the shaded region ( ).

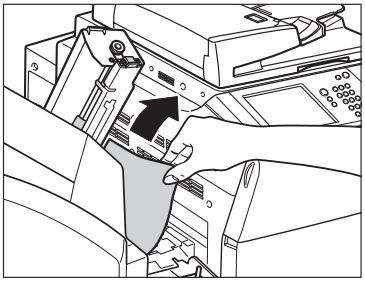


3 Open the top cover of the puncher unit.

If the optional Document Insertion/Folding Unit-F1 or Document Insertion Unit-E1 is attached to the main unit, open the insertion unit → proceed to step 3.

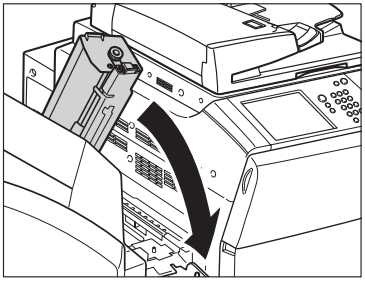


4 Remove any jammed paper.



5 Close the top cover of the puncher unit.

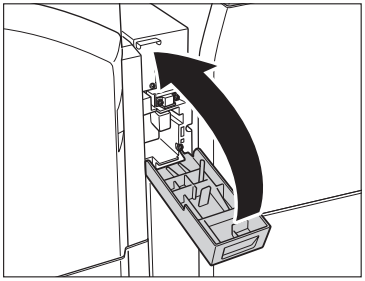
If the optional Document Insertion/Folding Unit-F1 or Document Insertion Unit-E1 is attached to the main unit, close the insertion unit.



⚠ CAUTION

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

6 Close the front cover of the punch waste tray.



CAUTION

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

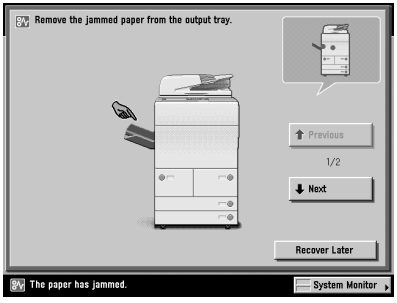
7 Follow the instructions on the touch panel display.

NOTE

The screen indicating the location of the paper jam repeatedly appears on the touch panel display until the paper jam is entirely cleared. For more information, see "Screens Indicating the Locations of Paper Jams," on p. 3-4.

Copy Tray-L1 (Optional)

If a paper jam occurs inside the optional Copy Tray-L1, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.



WARNING

There are some areas inside the machine which are subject to high-voltages. When removing jammed paper or when inspecting the inside of the machine, do not allow necklaces, bracelets, or other metal objects to touch the inside of the machine, as this may result in burns or electrical shock.

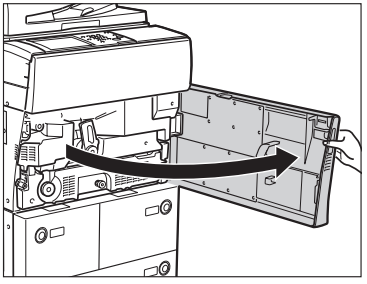
CAUTION

- **When removing jammed paper, take care not to cut your hands on the edges of the paper.**
- **When removing paper which has become jammed inside the machine, take care not to allow the toner on the jammed paper to come into contact with your hands or clothing, as this will dirty your hands or clothing. If they become dirty, wash them immediately with cold water. Washing them with warm water will set the toner, and make it impossible to remove the toner stains.**
- **When removing paper which has become jammed inside the machine, remove the jammed paper gently to prevent the toner on the paper from scattering and getting into your eyes or mouth. If the toner gets into your eyes or mouth, wash them immediately with cold water and immediately consult a physician.**

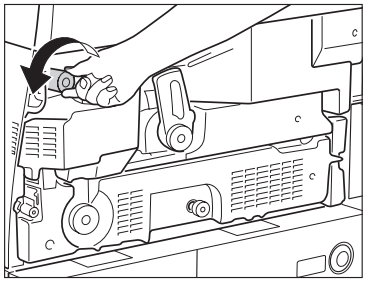
NOTE

The optional Copy Tray-L1 can be attached to the machine only if no optional finisher is attached.

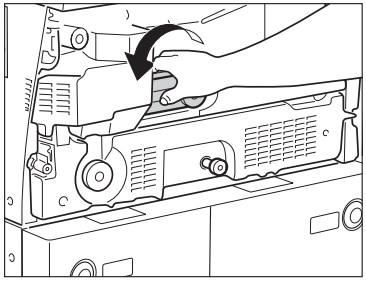
1 Open the front cover of the main unit.



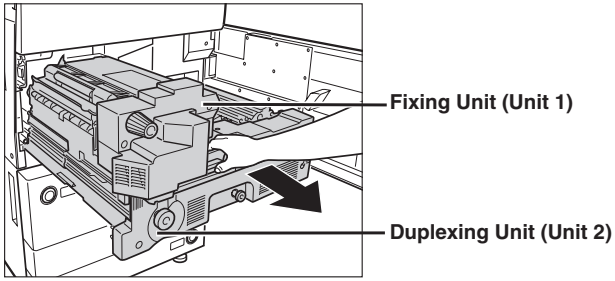
2 **Turn the upper green knob in the direction of the arrow (counterclockwise).**



3 **Move the green lever in the direction of the arrow (counterclockwise).**



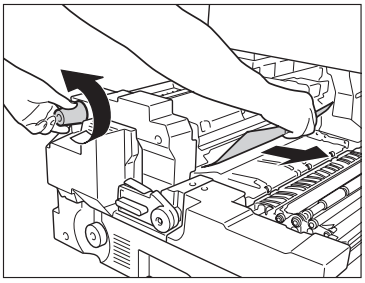
4 **Grip the green lever, and pull out the fixing unit (Unit 1) and duplexing unit (Unit 2).**



NOTE

The fixing unit and duplexing unit are pulled out together.

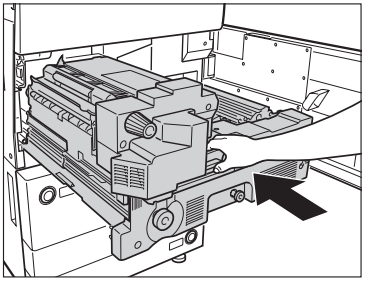
5 Turn the upper green knob on the fixing unit in the direction of the arrow (counterclockwise), and remove any jammed paper.



CAUTION

The fixing unit and its surroundings are subject to high-temperatures. When removing jammed paper, take care not to touch anything in this area, except the jammed paper and the green knob.

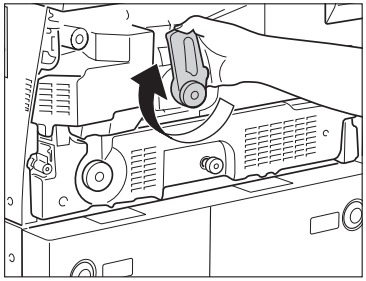
6 Gently push the fixing unit and duplexing unit back into the machine.



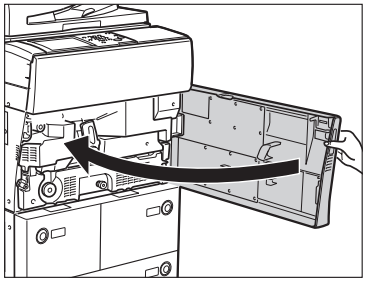
CAUTION

When pushing the fixing unit and duplexing unit back into the machine, be careful not to get your fingers caught, as this may result in personal injury.

7 Return the green lever to its original position.



8 Close the front cover of the main unit.



CAUTION

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

9 Follow the instructions on the touch panel display.

NOTE

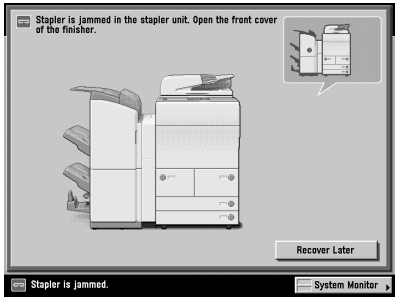
The screen indicating the location of the paper jam repeatedly appears on the touch panel display until the paper jam is entirely cleared. For more information, see "Screens Indicating the Locations of Paper Jams," on p. 3-4.

Clearing Staple Jams

If a staple jam occurs, follow the procedure described below to remove the jammed staples.

Finisher-AD1/Saddle Finisher-AD2 (Optional)

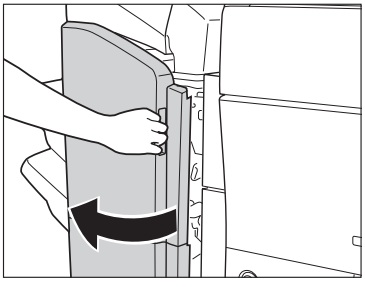
If a staple jam occurs in the stapler unit of the optional Finisher-AD1 or optional Saddle Finisher-AD2, a screen similar to the one shown below appears on the touch panel display. Check the location of the staple jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove any jammed staples.



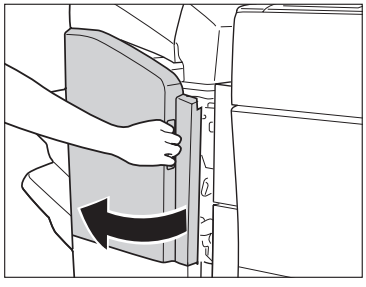
IMPORTANT

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

1 Open the front cover of the finisher.

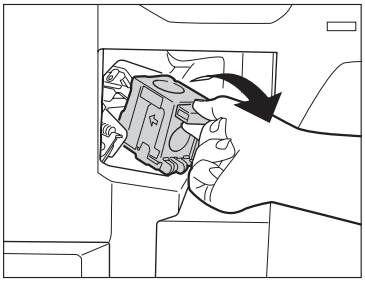


The Optional Saddle Finisher-AD2

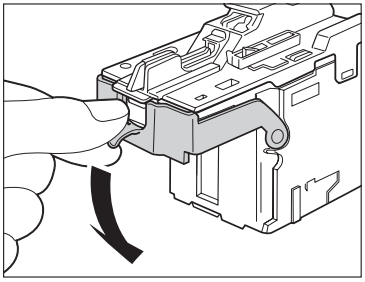


The Optional Finisher-AD1

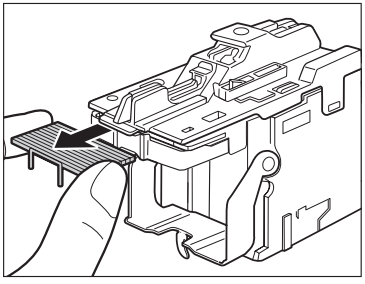
2 **Lift and pull out the staple case from the stapler unit, holding it by its green tab.**



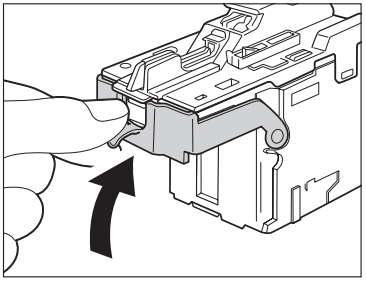
3 **Push down the tab on the staple case.**



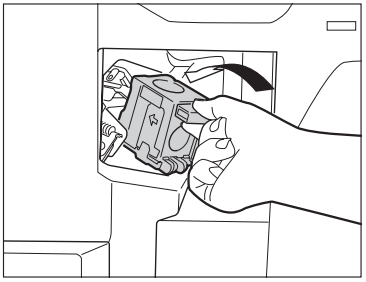
4 **Remove all of the staples that slide from the staple case.**



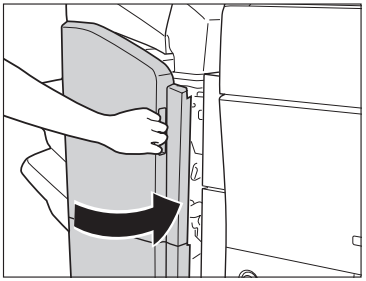
5 Return the tab on the staple case to its original position.



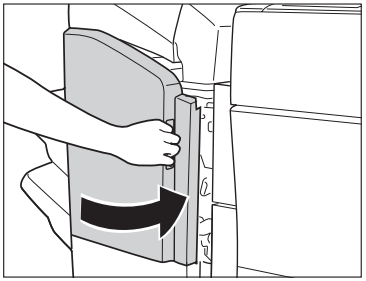
6 Gently push the staple case back into the stapler unit until it is securely in place.



7 Close the front cover of the finisher.



The Optional Saddle Finisher-AD2



The Optional Finisher-AD1

CAUTION

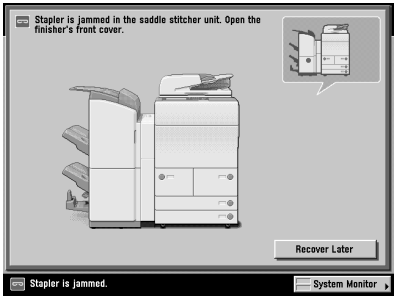
When closing the front cover of the finisher, be careful not to get your fingers caught, as this may result in personal injury.

NOTE

If there are no staples ready for stapling after the cover is closed, the stapler unit automatically performs a "dry" stapling operation to reposition the staples.

Saddle Stitcher Unit (Optional)

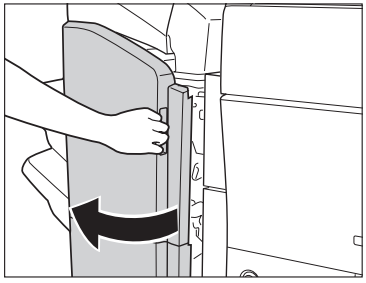
If a staple jam occurs inside the saddle stitcher unit of the optional Saddle Finisher-AD2, a screen similar to the one shown below appears on the touch panel display. Check the location of the staple jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove any jammed staples.



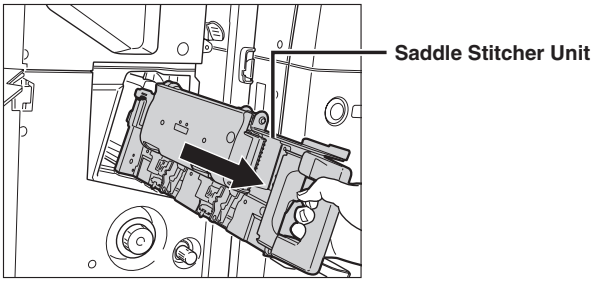
IMPORTANT

- If necessary, make sure to remove all of the paper in the Booklet tray before clearing a staple jam inside the saddle stitcher unit.
- Make sure to close all covers and drawers of the machine before clearing any staple jams.
- This procedure is necessary only if the optional Saddle Finisher-AD2 is attached.

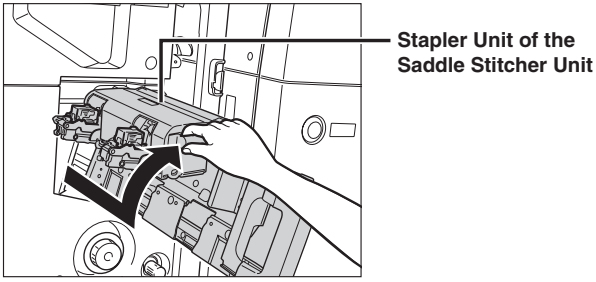
1 Open the front cover of the finisher.



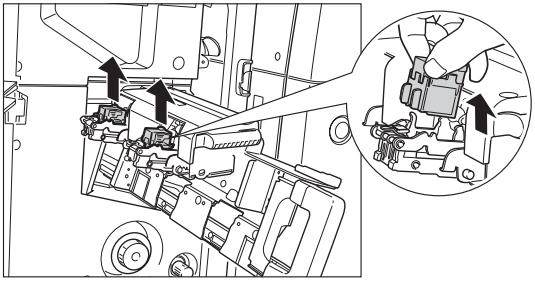
2 **Grip the saddle stitcher unit by its handle, and pull it out of the finisher until it stops.**



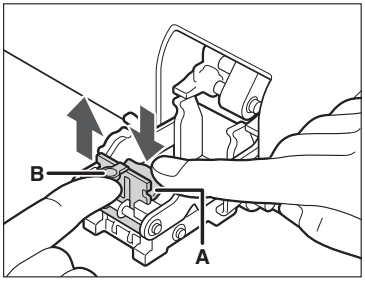
3 **Pull the stapler unit of the saddle stitcher unit towards you, and then push it up.**



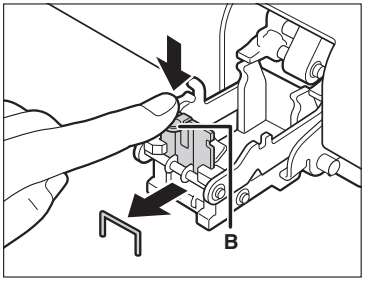
4 **Pull out the staple cartridge containing the jammed staples, holding it by its left and right sides.**



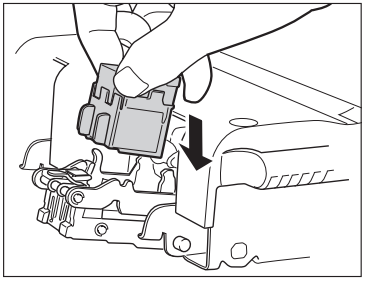
5 **On the staple case, push down Part A, and push up Part B.**



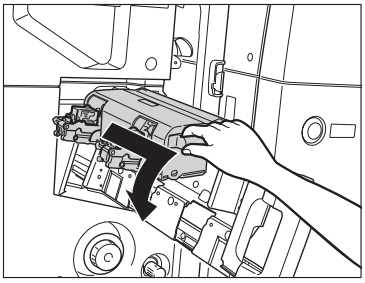
6 **Remove any jammed staples, and return Part B to its original position.**



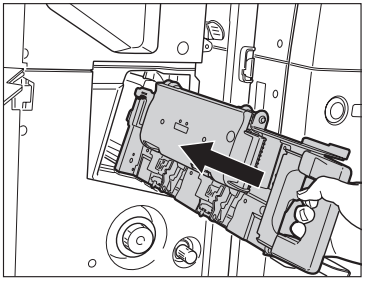
7 **Return the staple cartridge to its original position.**



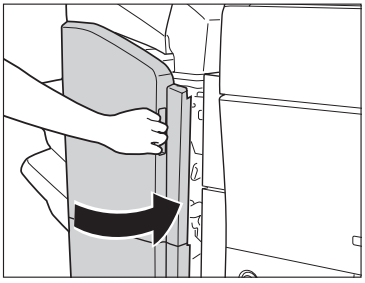
8 **Pull the stapler unit of the saddle stitcher unit towards you, and then push it down into its original position.**



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



10 **Close the front cover of the finisher.**



CAUTION

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

IMPORTANT

When you have cleared the staple jam, be sure to manually reposition the staples in the saddle stitcher unit. (See Chapter 4, "Customizing Settings," in the *Reference Guide*.)

List of Error Messages

This section explains the various messages that appear on the touch panel display, along with possible causes and remedies.

For explanations of messages that are not listed here, see the *Sending and Facsimile Guide* and *Network Guide*.

Self-Diagnostic Display

If the machine displays a self-diagnostic error message, follow the instructions on the touch panel display.

Self-diagnostic error messages appear on the touch panel display at the following times:

- When scanning or printing cannot be performed because of an operational error.
- When you need to make a decision or take some action during scanning, copying, or printing.
- When you need to make a decision or take some action while browsing the network.

The following is a list of self-diagnostic error messages, along with their possible causes and remedies.

Load paper.

Cause 1	The machine has run out of paper. No more prints can be made.
Remedy	Load paper. (See "Paper Drawers," on p. 2-2.)
Cause 2	The paper drawer is not correctly inserted.
Remedy	Insert the paper drawer as far as it will go. (See "Paper Drawers," on p. 2-2.)

Load LTR size paper.

Cause	The optimum paper size selected by the Automatic Paper Selection mode is not available in the machine.
Remedy 1	Load the indicated paper size into the machine. If you press ◇ (Start) while this message is displayed, prints are made with the currently selected paper size.
Remedy 2	If the message continues to be displayed even if the indicated paper size is loaded, set Drawer Eligibility For APS/ADS in Common Settings (from the Additional Functions screen) for that paper drawer to 'On'. (See Chapter 4, "Customizing Settings," in the *Reference Guide*.)

△ Return page 1 to the top, and then press the Start key.

Cause	Scanning was stopped due to a problem with the feeder.
Remedy	Arrange the originals in page order with the first page on top. Place the originals back into the feeder's original supply tray, and press ◇ (Start).

△ Return page 1 to the top, and then press the Start key. (Data for the scanned original has exceeded limits on the size that can be handled by this machine. Automatically adjust settings and try again.)

Cause	Scanning has stopped because the data size of the scanned original exceeds the maximum data size that the machine can handle.
Remedy	Try scanning the original again from the first page. If scanning is still not possible, reduce the Sharpness mode setting, and select [Text] for the original type.

△ Scanning has stopped because the size of the data for the scanned original exceeds the limit. Scanning may be possible if [Sharpness] is reduced and the type of original is set to [Text].

Cause	Scanning has stopped because the data size of the scanned original exceeds the maximum data size that the machine can handle.
Remedy	Reduce the Sharpness mode setting, and select [Text] for the original type.

△ Remove the paper from the output tray.

Cause	Prints from the previous job remain in the output tray.
Remedy	Remove the prints from the output tray. Printing automatically resumes.

Remove the paper from the booklet tray.

Cause	Prints from the previous job remain in the Booklet tray of the optional Saddle Finisher-AD2.
Remedy	Remove the prints from the Booklet tray. Printing automatically resumes.

Replace toner cartridge.

Cause	Printing is not possible because the toner has run out.
Remedy	Replace the toner cartridge. (See "Replacing the Toner Cartridge," on p. 2-45.)

Place the original on the platen glass.

Cause	The specified mode requires that the original be placed on the platen glass, but there is no original on the platen glass.
Remedy	Place the original on the platen glass.

Remove the original from the platen glass.

Cause	An original remains on the platen glass.
Remedy	Remove the original from the platen glass, and place the new original.

Remove the original from the feeder.

Cause	The machine cannot scan your original using the feeder. An original is placed in the feeder and on the platen glass.
Remedy	Remove the original from the feeder.

Original scanning area (thin glass strip) is dirty.

Cause	The feeder's scanning area is dirty.
Remedy	Clean the feeder's scanning area. (See "Manual Feeder Cleaning," on p. 2-52.)

List of Error Codes without Messages

If a job or operation does not complete successfully, check the error code, and perform the necessary operations according to the error code displayed. You can check the error code on the Details screen when you press [Log] on the System Monitor screen. (See Chapter 5, "Checking Job and Device Status," in the *Reference Guide*.)

If a send, receive, or fax job does not complete successfully, the error code is printed in the Results column on the Activity Report and Send Report. However, if a send job is canceled, "STOP" is printed in the Results column on the Send Report. (See Chapter 12, "Printing Communication Reports," in the *Sending and Facsimile Guide*.)

Perform the necessary procedures according to the error code.

001

Cause 1 Differently sized originals were scanned, and the Different Size Originals mode was not set.

Remedy Place your originals, specify the Different Size Originals mode, and try scanning again.

Cause 2 Differently sized originals were scanned in the 2-Sided mode, and the Different Size Originals mode was not set.

Remedy Place your originals, specify the 2-Sided and Different Size Originals modes, and try scanning again.

009

Cause 1 There is no paper.

Remedy Load paper. (See "Paper Drawers," on p. 2-2.)

Cause 2 The paper drawer is not inserted correctly into the machine.

Remedy Insert the paper drawer properly. (See "Paper Drawers," on p. 2-2.)

037

Cause	Documents could not be received because there was insufficient memory available.
Remedy	Erase unnecessary documents and documents with errors from memory to increase the amount of available memory. (See Chapter 2, "Introduction to the Mail Box Functions," in the *Copying and Mail Box Guide*, and Chapter 6, "Receiving Documents," in the *Sending and Facsimile Guide*.)

099

Cause	Copying/printing was interrupted.
Remedy	Try copying/printing again.

701

Cause 1	The specified Department ID does not exist, or the password has changed.
Remedy	Enter the correct Department ID or password using ⓪ - ⑨ (numeric keys) on the control panel, and try again.
Cause 2	The Department ID or password was changed while the machine was processing a job.
Remedy	Change the Department ID and password, and try again. If you do not know the password, contact your System Manager.
Cause 3	<Allow Printer Jobs with Unknown IDs> is set to 'Off'.
Remedy	Set <Allow Printer Jobs with Unknown IDs> is set to 'On'. (See Chapter 6, "System Manager Settings," in the *Reference Guide*.)

703

Cause	The hard disk is full, and no more images can be scanned.
Remedy 1	Wait a few moments, and try scanning again after the current send jobs complete.
Remedy 2	Erase documents stored in inboxes. If the machine still does not operate normally, turn the main power OFF, and then back ON. (See "Main Power and Control Panel Power," on p. 1-16.)

711

Cause The inbox memory is full.

Remedy Erase unnecessary documents stored in the inbox. (See Chapter 2, "Introduction to the Mail Box Functions," in the *Copying and Mail Box Guide*, and Chapter 6, "Receiving Documents," in the *Sending and Facsimile Guide*.)

712

Cause The maximum number of documents are already stored in the inbox.

Remedy Erase unnecessary documents stored in the inbox. (See Chapter 2, "Introduction to the Mail Box Functions," in the *Copying and Mail Box Guide*, and Chapter 6, "Receiving Documents," in the *Sending and Facsimile Guide*.)

749

Cause You could not execute the job because a service call message is being displayed.

Remedy Turn the main power OFF, wait for 10 or more seconds, and then turn the main power back ON. If the machine still does not work normally, turn the main power OFF, disconnect the machine, and then contact your local authorized Canon dealer. (See "Main Power and Control Panel Power," on p. 1-16.)

#759

Cause An error occurred while sending the URL of a User Inbox.

Remedy Contact your System Manager.

816

Cause You cannot print because the set page limit total has been reached.

Remedy Contact your System Manager.

817

Cause A communication error occurred between your machine and remote copy printers.

Remedy Check the network, and try again. If communication errors continue, contact your system manager.

823

Cause Unable to connect with the remote copy printers.

Remedy Check the network, and try again. If the machine still does not operate correctly, contact your system manager.

824

Cause A communication error occurred with the remote copy printers.

Remedy Check the network, and try again. If the machine still does not operate correctly, contact your system manager.

825

Cause 1 The Department ID and password set on the host machine do not match those registered in the remote copy printers.

Remedy Register your Department ID and password in the remote copy printers, or use a remote copy printer in which your Department ID and password are registered.

Cause 2 Reserved or current print jobs cannot be performed in the remote copy printer because the Department ID and password have been deleted, or the password has been changed.

Remedy Contact your System Manager, or make sure that the Department ID and password set in the host machine match the ones registered in the remote copy printer.

849

Cause Device information could not be delivered because the client machine is processing a job.

Remedy Try delivering device information again after the client machine finishes processing the job.

850

Cause Device information could not be delivered because a screen relating to the delivered device information is being displayed.

Remedy Try delivering the device information again after the screen is cleared from the client machine. (See Chapter 6, "System Manager Settings," in the *Reference Guide*.)

851

Cause 1 There is insufficient memory remaining in the system.

Remedy Check the system's available memory, and delete any unnecessary documents stored in inboxes. (See Chapter 2, "Introduction to the Mail Box Functions" in the *Copying and Mail Box Guide*.)

Cause 2 The machine's memory is full.

Remedy Erase unnecessary documents and documents with errors from memory to increase the amount of available memory. (See Chapter 2, "Introduction to the Mail Box Functions," in the *Copying and Mail Box Guide*, and Chapter 6, "Receiving Documents," in the *Sending and Facsimile Guide*.)

Cause 3 The scanned document cannot be stored because there are more than 2,000 documents in the specified inbox.

Remedy If there are a large number of documents, delete the unnecessary ones from the specified inbox. (See Chapter 2, "Introduction to the Mail Box Functions" in the *Copying and Mail Box Guide*.)

852

Cause An error occurred because the main power switch was turned OFF while a job was being processed.

Remedy Check to see if the main power switch is turned ON. Try processing the job again, if necessary. (See "Main Power and Control Panel Power," on p. 1-16.)

853

Cause 1 When trying to print a large number of pages, the job is not performed due to insufficient memory resources.

Remedy Reduce the number of pages to print, or perform the print job again when no other jobs are reserved.

Cause 2 The job could not be processed, because it was canceled from the printer driver while the print data was being sent to the machine.

Remedy Try printing again.

Cause 3 The spool memory is full when Use Spooler in Network Settings in System Settings (from the Additional Functions screen) is set to 'On', therefore, data received from the host could not be spooled.

Remedy Set Use Spooler in Network Settings in System Settings (from the Additional Functions screen) to 'Off', and try sending the print data again. (See Chapter 3, "Using a TCP/IP Network," in the *Network Guide*.)

Cause 4 The maximum amount of data that can be received has been exceeded. (See Chapter 6, "Receiving Documents," in the *Sending and Facsimile Guide*.)

Remedy Try printing the documents again after all current jobs are complete. If you still cannot print, check the sent data.

Cause 5 The number of secured documents exceeded the maximum limit that can be reserved at a time.

Remedy Print or erase the secured documents that are stored in the machine, and try printing again.

854

Cause Device information could not be delivered because the client machine has Restrictions for Receiving Device Info. in Device Information Delivery Settings in System Settings (from the Additional Functions screen) set to 'On'.

Remedy Try delivering device information again after setting Restrictions for Receiving Device Info. in Device Information Delivery Settings in System Settings (from the Additional Functions screen) to 'Off'.

855

Cause Device information could not be delivered because a language that the client machine cannot handle was included in the device information.

Remedy Contact your local authorized Canon dealer.

856

Cause The job was canceled because there was not enough free space on the hard disk to store the temporary data.

Remedy Contact your System Manager.

857

Cause Data reception timed out, or the job was canceled at the host.

Remedy Check that the network is functioning properly, and then try printing again.

858

Cause There is a problem with the print data sent from an external application.

Remedy Check the settings of the data sent to the machine, make sure they are compatible with the machine, and try sending the data again.

859

Cause 1 A compression error occurred with the image data.

Remedy Check the print settings, and try printing again.

Cause 2 An original was not scanned properly, or the orientation of the original was incorrect.

Remedy Check the scan settings, and try scanning again.

860

Cause 1 A paper jam occurred during printing.

Remedy Try printing again.

Cause 2 Recovery printing was not performed.

Remedy Try printing again.

Cause 3 You tried to print on a transparency sheet made for color copies.

Remedy Load transparencies made for black-and-white copies into the machine and then try printing again.

861

Cause An error occurred while processing PDL data or image data.

Remedy Confirm the print settings you made when printing from a computer.

862

Cause 1	The saddle finisher trays have exceeded their stacking limits.
Remedy	Change the print data or print settings, and try printing again.
Cause 2	A combination of settings which is not supported was set.
Remedy	Change the print data or print settings, and try printing again.
Cause 3	Image data or data which is not guaranteed to be compatible was printed.
Remedy	Change the print data or print settings, and try printing again.

863

Cause	An error occurred while processing PDL data or image data.
Remedy	Check the settings, and try printing again.

865

Cause	The Mail Box function is restricted.
Remedy	Contact your System Manager.

If Memory Becomes Full during Scanning

If memory becomes full during the scanning of originals, the following screens appear on the touch panel display.

NOTE

The machine's memory can store approximately 20,250 pages of scanned images. Approximately 20,000 pages of that total is shared by the various functions, including the Copy, Print, and Mail Box functions. In addition, each function is guaranteed to be able to store the following number of pages:

Copy: 100 pages
Print: 100 pages (excluding Secured Print jobs)
Others: 50 pages

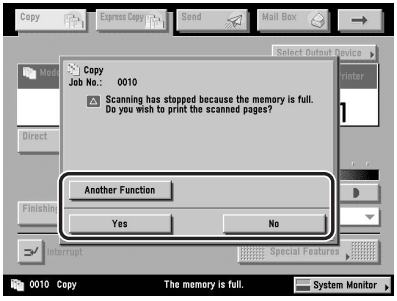
For example, the Copy function can store up to 20,100 pages of scanned images.
100 + 20,000 = 20,100 pages (approximate figures)

However, the number of pages that the machine's memory can store may differ, depending on the amount of memory required for documents stored in inboxes and jobs that are in the print queue.

1 Follow this procedure:

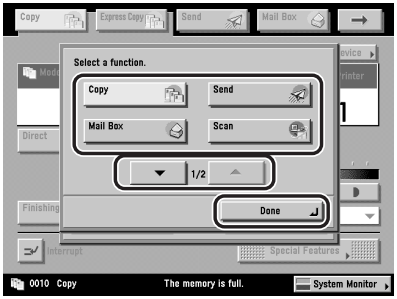
- **If the message asking whether to print the pages scanned into memory appears:**

  ❑ Select [Yes], [No], or [Another Function].



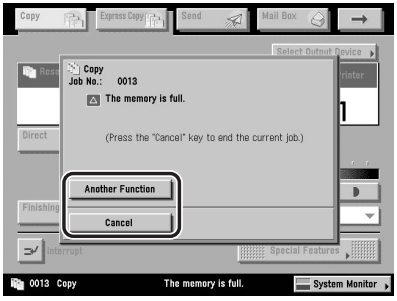
Details of each item are shown below.

[Yes]:	The pages scanned into memory are printed. When printing is complete, scan the remaining originals.
[No]:	The pages scanned into memory are not printed.
[Another Function]:	Select to use another function that is not being used (If the desired function is not displayed, press [▼] or [▲] to scroll to the desired function.) → press [Done].



● **If the screen shown below appears:**

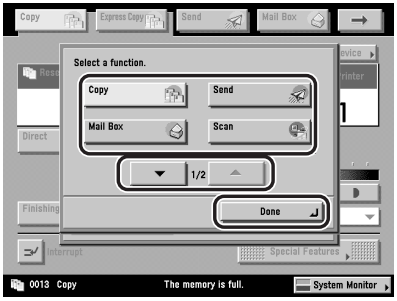
❑ Select [Cancel] or [Another Function].



Details of each item are shown below.

[Cancel]: The current job is canceled, and the display returns to the Basic Features screen. Scan the job again when the current job is complete.

[Another Function]: Select to use another function that is not being used (If the desired function is not displayed, press [▼] or [▲] to scroll to the desired function.) → press [Done].

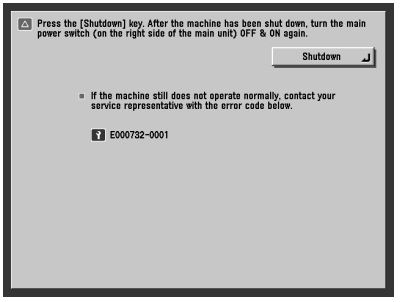


Service Call Message

If a malfunction occurs and the machine cannot operate normally, a screen like the one shown below is displayed. Follow the instructions that appear on the touch panel display.

Contacting Your Local Authorized Canon Dealer

If a message like the one shown below appears, follow the procedure described below.



WARNING

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

CAUTION

Always grasp the power plug when disconnecting the power cord. Pulling on the power cord may expose or snap the core wire, or otherwise damage the power cord. If the power cord is damaged, this could cause current to leak, resulting in a fire or electrical shock.

IMPORTANT

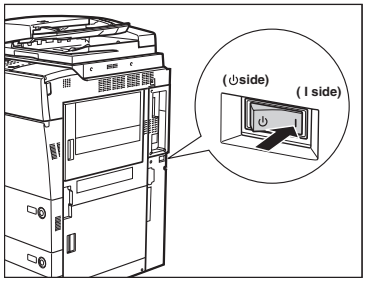
If you turn OFF the main power switch when there is a job waiting to print, that job is erased.

1 Press [Shutdown] to turn the main power switch OFF.

IMPORTANT

For instructions on shutting down the machine, see "Shutting Down the Machine," on p. 1-21.

2 Wait at least 10 seconds before turning the main power switch back ON.



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

- ❑ Turn OFF the main power switch.
- ❑ Disconnect the power plug from the power outlet.

NOTE

When you contact your local authorized Canon dealer, have the following information available:

- Product name
- Details of the malfunction
- The error code displayed on the touch panel display

Setting the Limited Functions Mode from the Service Call Message Screen

If the Service Call Message screen appears indicating a malfunction of a Finishing mode, you can clear it by turning Limited Functions Mode 'On' to temporarily limit the use of the finishing modes. However, after the Limited Functions Mode is deactivated, the Service Call Message screen may appear again, unless the cause of the malfunction is removed.

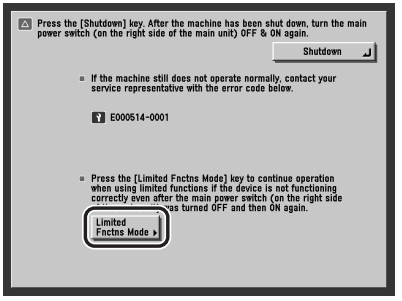
IMPORTANT

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

NOTE

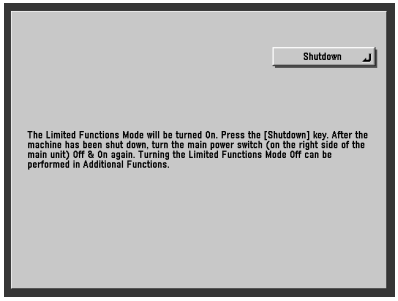
If you set Limited Functions Mode to 'On' from the Service Call Message screen, Limited Functions Mode in Common Settings (from the Additional Functions screen) is also set to 'On'. (See Chapter 4, "Customizing Settings," in the *Reference Guide*.)

1 Press [Limited Fnctns Mode].



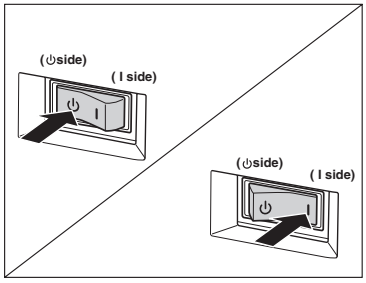
2 Press [Yes].

A message prompting you to press [Shutdown] and to turn the main power switch OFF and ON appears.

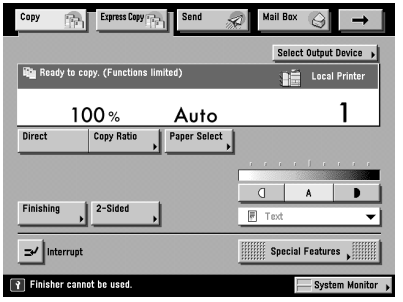


3 Press [Shutdown] to turn the main power switch OFF.

4 Wait at least 10 seconds before turning the main power switch back ON.



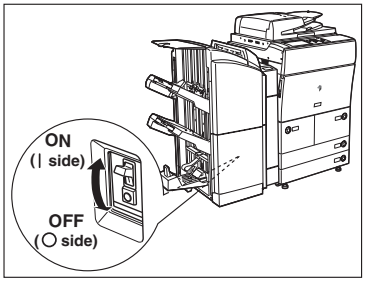
The machine starts up in the Limited Functions Mode.



When the Power Does Not Turn ON

If you cannot operate the machine, even though the main power switch and the control panel power switch are both turned ON, always check that the breaker is not in the OFF position.

If the breaker is in the OFF position, contact your local authorized Canon dealer without turning the breaker back ON.



WARNING

If the breaker is in the OFF position, do not switch the current leakage breaker back ON. Doing so may lead to a fire, electrical shock, smoke, or the tripping of other breakers in the facility.

Appendix

4
CHAPTER

This chapter provides other useful information.

Specifications 4-2
- Main Unit 4-2
- Feeder (imageRUNNER 5075/5065/5055) 4-5
- Feeder (imageRUNNER 5050) 4-5
- Paper Deck-AD1 4-6
- Paper Deck-AE1 4-6
- Finisher-AD1 4-6
- Saddle Finisher-AD2 4-9
- Document Insertion/Folding Unit-F1 4-11
- Document Insertion Unit-E1 4-12
- Puncher Unit-AT1 4-12
- Copy Tray-L1 4-13
- Card Reader-C1 4-13
- Provide Adequate Installation Space 4-14

Index 4-15

System Management of the imageRUNNER 5075/5065/5055/5050 4-19
- Entering the System Management Mode 4-19
- Canceling the System Management Mode 4-22
- Managing Inboxes in the System Management Mode 4-22
- Changing the Mail Box Settings in the System Management Mode 4-23

Specifications

Specifications are subject to change without notice for product improvement or future release.

Main Unit

Item	Specification
Name	Canon imageRUNNER 5075/5065/5055/5050
Type	Console
Resolution for Reading	600 x 600 dpi
Number of Tones	256
Available Paper	Paper Drawers 1 and 2: Paper Weight: 17 lb bond to 110 lb index (64 to 200 g/m^2) Paper Type: Plain, Recycled, Color, Pre-punched, Bond, Letterhead, Heavy (24 lb bond to 110 lb index (91 to 200 g/m^2)) Paper Drawers 3 and 4: Paper Weight: 17 lb bond to 110 lb index (64 to 200 g/m^2) Paper Type: Plain, Recycled, Color, Pre-punched, Bond, Letterhead, Heavy (24 lb bond to 110 lb index (91 to 200 g/m^2)), Tab Paper Stack Bypass: Paper Weight: 17 lb bond to 110 lb index (64 to 200 g/m^2) Paper Type: Plain, Recycled, Color, Pre-punched, Bond, Letterhead, Heavy (24 lb bond to 110 lb index (91 to 200 g/m^2)), Tracing Paper, Transparency, Labels The printing conditions may vary, depending on the paper type. For more information on paper types, see Chapter 2, "Basic Operations," in the *Reference Guide*.
Acceptable Originals	Sheet, book, three dimensional objects (up to 4.4 lb (2 kg))

Item	Specification
Paper Sizes	Paper Drawers 1 and 2: LTR Paper Drawers 3 and 4: 11" x 17", LGL, LTR, LTRR, and STMTR Stack Bypass: 11" x 17", LGL, LTR, LTRR, STMTR, EXEC, and Free size (3 7/8" x 5 7/8" to 11 5/8" x 17" (99 mm x 148 mm to 297 mm x 432 mm))
Warm-Up Time	After Powering ON: 30 seconds maximum (when no optional equipment is attached) Returning from the Sleep mode: Approximately 30 seconds Activation time from the Energy Saver mode: None: 0 seconds -10%: Approximately 4 seconds -25%: Approximately 6 seconds -50%: Approximately 8 seconds Activation time may vary depending on the environment and conditions under which the machine is being used.
First Copy Time	imageRUNNER 5075: 3.1 seconds (when the original is placed on the platen glass) imageRUNNER 5065/5055/5050: 3.3 seconds (when the original is placed on the platen glass)
Copy Speed (sheet/minute) (Except when paper is fed from the stack bypass)	imageRUNNER 5075 / imageRUNNER 5065 11" x 17": 37 / 32 LGL: 45 / 39 LTR: 75 / 65 LTRR: 58 / 50 STMTR: 35 / 35 imageRUNNER 5055 / imageRUNNER 5050 11" x 17": 32 / 32 LGL: 39 / 39 LTR: 55 / 50 LTRR: 43 / 43 STMTR: 35 / 35 The copy speed may vary depending on the number of copies.
Resolution for Writing	Approximately 1,200 dpi x 600 dpi

Item	Specification	
Margin	Top: 1/8" (4.0 mm) Left and Right: 1/8" (2.5 mm) Bottom: 1/8" (2.0 mm)	
Magnification	Regular paper size	Same Ratio Direct Reduction 1:0.78 (LGL → LTR) 1:0.73 (11" x 17" → LGL, 11" x 15" → LTR) 1:0.64 (11" x 17" → LTR) 1:0.50 (11" x 17" → STMT) 1:0.25 Enlargement 1:1.21 (LGL → 11" x 17") 1:1.29 (LTR → 11" x 17") 1:2.00 (STMT → 11" x 17") 1:4.00
	Copy Ratio:	25 to 400% (in 1% increments)
Paper Feeding System/Capacity	Paper Drawers 1 and 2:	1,500 sheets x 2 cassettes (20 lb bond (80 g/m^2))
	Paper Drawers 3 and 4:	550 sheets x 2 cassettes (20 lb bond (80 g/m^2))
	Stack Bypass:	50 sheets (20 lb bond (80 g/m^2))
Multiple Copies	1 to 9,999 sheets	
Power Source	120V AC, 60 Hz, 20 A	
Maximum Power Consumption	1.92 kW	
Dimensions (H x W x D)	47 1/2" x 25 3/8" x 29 1/4" (1,207 mm x 643 mm x 743 mm)	
Weight	Approximately 485 lb (220 kg)	
Installation Space (W x D)	52 5/8" x 29 1/4" (1,335 mm x 743 mm) (when the auxiliary tray and the auxiliary wire of the optional Copy Tray-L1, and the stack bypass are extended) 93" x 29 1/4" (2,361 mm x 743 mm) (when the optional Saddle Finisher-AD2, Puncher Unit-AT1, Document Insertion/Folding Unit-F1, and Paper Deck-AE1 are attached)	

Feeder (imageRUNNER 5075/5065/5055)

Item	Specification
Original Feeding Mechanism	Automatic Document Feeder
Size and Weight of Originals	11" x 17", LGL, LTR, LTRR, STMT, or STMTR 1-sided scanning: 11 to 32 lb bond (42 to 128 g/m^2) 2-sided scanning: 13 to 32 lb bond (50 to 128 g/m^2)
Original Tray Capacity	100 sheets (20 lb bond (80 g/m^2))
Original Scanning Speed	77 sheets/minute (LTR)
Power Source/Consumption	From the main unit/123 W
Dimensions (H x W x D)/ Weight	6 1/2" x 24 1/4" x 22 1/8" (166.2 mm x 615.3 mm x 560.3 mm)/Approximately 44.5 lb (20.2 kg)

Feeder (imageRUNNER 5050)

Item	Specification
Original Feeding Mechanism	Automatic Document Feeder
Size and Weight of Originals	11" x 17", LGL, LTR, LTRR, STMT, or STMTR 1-sided scanning: 11 to 32 lb bond (42 to 128 g/m^2) 2-sided scanning: 13 to 32 lb bond (50 to 128 g/m^2)
Original Tray Capacity	100 sheets (20 lb bond (80 g/m^2))
Original Scanning Speed	65 sheets/minute (LTR)
Power Source/Consumption	From the main unit/55 W
Dimensions (H x W x D)/ Weight	6 x 22 5/8" x 21 1/2" (151 mm x 576 mm x 552 mm)/ Approximately 32.4 lb (14.7 kg)

Paper Deck-AD1

Item	Specification
Paper Size	LTR
Paper Deck Capacity	3,500 sheets (20 lb bond (80 g/m^2))
Power Source/Consumption	From the main unit/Approximately 45 W
Dimensions (H x W x D)/ Weight	22 5/8" x 12 3/4" x 23" (574 mm x 323 mm x 583 mm) Approximately 65.7 lb (29.8 kg)
Installation Space (W x D)	55 3/8" x 29 1/4" (1,407 mm x 743 mm) (when the optional Copy Tray-L1 is attached)

Paper Deck-AE1

Item	Specification
Paper Size	11" x 17", LGL, LTR, or LTRR
Paper Deck Capacity	3,500 sheets (20 lb bond (80 g/m^2))
Power Source/Consumption	From the main unit/Approximately 62 W
Dimensions (H x W x D)/ Weight	22 5/8" x 23 1/2" x 24 1/2" (574.5 mm x 598 mm x 621 mm) Approximately 99.4 lb (45.1 kg)
Installation Space (W x D)	66 1/4" x 29 1/4" (1,683 mm x 743 mm) (when the optional Copy Tray-L1 is attached)

Finisher-AD1

Item	Specification
Paper Size/Weight/ Type	Size: 11" x 17", LGL, LTR, LTRR, STMTR, EXEC, Free size (3 7/8" x 5 7/8" to 11 5/8" x 17" (99 mm x 148 mm to 297 mm x 432 mm)) Weight: 17 lb bond to 140 lb index (64 to 256 g/m^2) (for paper that is heavier than 110 lb index (201 g/m^2), use the optional Document Insertion/Folding Unit-F1 or Document Insertion Unit-E1) Type: Plain, Recycled, Color, Pre-punched, Heavy (24 lb bond to 140 lb index (91 to 256 g/m^2), Letterhead, Bond, Tracing Paper, Transparency, Labels, Tab Paper

Item	Specification
Capacity Per Tray	No Collating mode Tray A: LTR, STMTR, EXEC: 250 sheets (or 1 5/8" (41 mm) in height) 11" x 17", LGL, LTRR: 125 sheets (or 7/8" (21 mm) in height) Tray B: LTR, STMTR, EXEC: 1,300 sheets (or 7 3/8" (188.4 mm) in height) 11" x 17", LGL, LTRR: 650 sheets (or 3 3/4" (96 mm) in height) Tray C: LTR: 2,450 sheets (or 13 5/8" (347.1 mm) in height) STMTR, EXEC: 1,700 sheets (or 9 5/8" (243.6 mm) in height) 11" x 17", LGL, LTRR: 650 sheets (or 3 3/4" (96 mm) in height) Collate, Group mode Tray B: LTR, EXEC: 1,300 sheets (or 7 3/8" (188.4 mm) in height) 11" x 17", LGL, LTRR: 650 sheets (or 3 3/4" (96 mm) in height) Tray C: LTR, EXEC: 1,700 sheets (or 9 5/8" (243.6 mm) in height) 11" x 17", LGL, LTRR: 650 sheets (or 3 3/4" (96 mm) in height) Staple mode Tray B, Tray C: LTR, EXEC: 1,300 sheets/100 sets (or 7 3/8" (188.4 mm) in height) 11" x 17", LGL, LTRR: 650 sheets/50 sets (or 3 3/4" (96 mm) in height) Z-Fold mode Tray B, Tray C 11" x 17": Up to 10 sheets of paper per Z-Fold document Up to 30 sheets per job (or 7 3/8" (188.4 mm) in height) LTRR: Up to 10 sheets per job LTRR paper is output without being collated. No Collating, Collate, Group mode with different paper sizes: Tray B, Tray C: 650 sheets (or 3 3/4" (96 mm) in height) Staple mode with different paper sizes: Tray B, Tray C: 650 sheets/50 sets (or 3 3/4" (96 mm) in height)

Item	Specification
Max. Stapling Capacity/Available Staple Size	LTR, EXEC: 50 sheets (17 to 20 lb bond (64 to 80 g/m^2)) 30 sheets (20 to 24 lb bond (81 to 90 g/m^2)) 2 sheets (24 lb bond to 140 lb index (91 to 256 g/m^2)) 11" x 17", LGL, LTRR: 30 sheets (17 to 20 lb bond (64 to 80 g/m^2)) 20 sheets (20 to 24 lb bond (81 to 90 g/m^2)) 2 sheets (24 lb bond to 140 lb index (91 to 256 g/m^2)) Corner Staple mode: 11" x 17", LGL, LTR, LTRR, EXEC Double Staple mode: 11" x 17", LGL, LTR, LTRR, EXEC
Power Source/ Maximum Power Consumption	From the main unit/Approximately 99 W
Dimensions (H x W x D)/Weight	44 1/8" x 25 1/2" x 25 7/8" (1,121 mm x 646 mmx 656 mm)/ Approximately 106 lb (48 kg)
Installation Space (W x D)	55 1/4" x 29 1/4" (1,404 mm x 743 mm) (when the auxiliary tray is extended)

Saddle Finisher-AD2

Item	Specification
Paper Size/Weight/ Type	Size: 11" x 17", LGL, LTR, LTRR, STMTR, EXEC, Free size (3 7/8" x 5 7/8" to 11 5/8" x 17" (99 mm x 148 mm to 297 mm x 432 mm)) Weight: 17 lb bond to 140 lb index (64 to 256 g/m^2) (for paper that is heavier than 110 lb index (201 g/m^2), use the optional Document Insertion/Folding Unit-F1 or Document Insertion Unit-E1) Type: Plain, Recycled, Color, Pre-punched, Heavy (24 lb bond to 140 lb index (91 to 256 g/m^2), Letterhead, Bond, Tracing Paper, Transparency, Labels, Tab Paper
Capacity Per Tray	No Collating mode Tray A: LTR, STMTR, EXEC: 250 sheets (or 1 5/8" (41 mm) in height) 11" x 17", LGL, LTRR: 125 sheets (or 7/8 (21 mm) in height) Tray B: LTR, STMTR, EXEC: 1,300 sheets (or 7 3/8" (188.4 mm) in height) 11" x 17", LGL, LTRR: 650 sheets (or 3 3/4" (96 mm) in height) Tray C: LTR: 2,450 sheets (or 13 5/8" (347.1 mm) in height) STMTR, EXEC: 1,700 sheets (or 9 5/8" (243.6 mm) in height) 11" x 17", LGL, LTRR: 650 sheets (or 3 3/4" (96 mm) in height) Collate, Group mode Tray B: LTR, EXEC: 1,300 sheets (or 7 3/8" (188.4 mm) in height) 11" x 17", LGL, LTRR: 650 sheets (or 3 3/4" (96 mm) in height) Tray C: LTR, EXEC: 1,700 sheets (or 9 5/8" (243.6 mm) in height) 11" x 17", LGL, LTRR: 650 sheets (or 3 3/4" (96 mm) in height)

Item	Specification
Capacity Per Tray	Staple mode Tray B, Tray C: LTR, EXEC: 1,300 sheets/100 sets (or 7 3/8" (188.4 mm) in height) 11" x 17", LGL, LTRR: 650 sheets/50 sets (or 3 3/4" (96 mm) in height) Z-Fold mode Tray B, Tray C 11" x 17": Up to 10 sheets of paper per Z-Fold document Up to 30 sheets per job (or 7 3/8" (188.4 mm) in height) LTRR: Up to 10 sheets per job LTRR paper is output without being collated. No Collating, Collate, Group mode with different paper sizes: Tray B, Tray C: 650 sheets (or 3 3/4" (96 mm) in height) Staple mode with different paper sizes: Tray B, Tray C: 650 sheets/50 sets (or 3 3/4" (96 mm) in height) Saddle Stitch mode: 1 to 5 sheets/25 sets, 6 to 10 sheets/15 sets, 11 to 15 sheets/10 sets
Max. Stapling Capacity/Available Staple Size	LTR, EXEC: 50 sheets (17 to 20 lb bond (64 to 80 g/m^2)) 30 sheets (20 to 24 lb bond (81 to 90 g/m^2)) 2 sheets (24 lb bond to 140 lb index (91 to 256 g/m^2))
	11" x 17", LGL, LTRR: 30 sheets (17 to 20 lb bond (64 to 80 g/m^2)) 20 sheets (20 to 24 lb bond (81 to 90 g/m^2)) 2 sheets (24 lb bond to 140 lb index (91 to 256 g/m^2))
	Corner Staple mode: 11" x 17", LGL, LTR, LTRR, EXEC Double Staple mode: 11" x 17", LGL, LTR, LTRR, EXEC
Available Saddle Stitch Capacity/Size	11" x 17", LGL, LTRR: 15 sheets (17 to 20 lb bond (64 to 80 g/m^2)) 10 sheets (20 to 24 lb bond (81 to 90 g/m^2))
Power Source/ Maximum Power Consumption	From the main unit/Approximately 99 W
Dimensions (H x W x D)/Weight	44 1/8" x 25 5/8" x 25 7/8" (1,121 mm x 649 mm x 656 mm)/ Approximately 155 lb (70.5 kg)

Item	Specification
Installation Space (W x D)	55 1/4" x 29 1/4" (1,404 mm x 743 mm) (when the auxiliary tray is extended)

Document Insertion/Folding Unit-F1

Item	Specification
C-Fold	Size: LTRR Weight: 17 to 28 lb bond (64 to 105 g/m^2) Type: Plain, Recycled, Heavy (24 to 28 lb bond (91 to 105 g/m^2))
Z-Fold	Size: 11" x 17", LGL, LTRR Weight: 17 to 28 lb bond (64 to 105 g/m^2) Type: Plain, Recycled, Heavy (24 to 28 lb bond (91 to 105 g/m^2))
Capacity of the exit slot of the paper folding unit	C-Fold Capacity: 40 sheets (or 2 3/8" (60 mm) in height) (20 lb bond (80 g/m^2))
Paper Size/Weight/ Type/Capacity of the document insertion unit	Size: 11" x 17", LGL, LTR, LTRR, EXEC Weight: 17 lb bond to 140 lb index (64 to 256 g/m^2)) Type: Plain, Recycled, Color, Heavy (24 lb bond to 140 lb index (91 to 256 g/m^2)) Capacity: 100 sheets (20 lb bond (80 g/m^2))
Power Source/ Maximum Power Consumption	120 V AC, 60 Hz, 16 A/Approximately 100 W
Dimensions (H x W x D)/Weight	48 7/8" x 26 1/8" x 26 3/4" (1,242 mm x 662 mm x 679 mm)/ Approximately 168 lb (76 kg)
Installation Space (W x D)	65 1/8" x 29 1/4" (1,655 mm x 743 mm) (when the optional Finisher-AD1 or Saddle Finisher-AD2 is attached, and the auxiliary tray is extended)

Document Insertion Unit-E1

Item	Specification
Paper Size/Weight/ Type	Size: 11" x 17", LGL, LTR, LTRR, EXEC Weight: 17 lb bond to 140 lb index (64 to 256 g/m^2) Type: Plain, Recycled, Color, Heavy (24 lb bond to 140 lb index (91 to 256 g/m^2))
Capacity	100 sheets (20 lb bond (80 g/m^2))
Power Source/ Maximum Power Consumption	120V AC, 60 Hz, 16 A/Approximately 75 W
Dimensions (H x W x D)/Weight	48 7/8" x 26 1/8" x 26 3/4" (1,242 mm x 662 mm x 679 mm)/ Approximately 88.2 lb (40 kg)
Installation Space (W x D)	65 1/8" x 29 1/4" (1,655 mm x 743 mm) (when the optional Finisher-AD1 or Saddle Finisher-AD2 is attached, and the auxiliary tray is extended)

Puncher Unit-AT1

Item	Specification
Paper Size/Weight/ Type	Size: 11" x 17", LGL, LTR, LTRR Weight: 17 lb bond to 110 lb index (64 to 200 g/m^2) Type: Plain, Recycled, Color, Heavy (24 lb bond to 110 lb index (91 to 200 g/m^2), Bond, Letterhead, Tab Paper
Punch Hole Quantity, Hole Diameter	Two holes: 1/4" (6.5 mm) Three holes: 3/8" (8 mm)
Distance between Punch Holes	Two holes: 2 3/4" (70 mm) Three holes: 4 1/4" (108 mm)
Paper Size in Which Holes Can Be Punched	Two holes: LGL, LTRR Three holes: 11" x 17", LTR
Punch Waste Tray Capacity	Approximately 3,000 sheets (20 lb bond (80 g/m^2)).
Power Source	From the main unit
Dimensions (H x W x D)/Weight	32 3/4" x 4 1/4" x 24 1/4" (833 mm x 107 mm x 614.8 mm)/ Approximately 15.9 lb (7.2 kg)
Installation Space (W x D)	59 3/4" x 29 1/4" (1,516 mm x 743 mm) (when the optional Finisher-AD1 or Saddle Finisher-AD2 is attached, and the auxiliary tray is extended)

Copy Tray-L1

Item	Specification
Paper Size/Weight/ Type	Size: 11" x 17", LGL, LTR, LTRR, STMTR, EXEC, Free size (3 7/8" x 5 7/8" to 11 5/8" x 17" (99 mm x 148 mm to 297 mm x 432 mm)) Weight: 17 lb bond to 110 lb index (64 to 200 g/m^2) Type: Plain, Recycled, Color, Pre-punched, Heavy (24 lb bond to 110 lb index (91 to 200 g/m^2)), Bond, Letterhead, Tracing Paper, Transparency, Labels, Tab Paper
Capacity	250 sheets (20 lb bond (80 g/m^2))
Dimensions (H x W x D)/Weight	7 3/8" x 17 5/8" x 13 3/8" (186 mm x 446 mm x 340 mm) (when the auxiliary tray and wire are extended)/ Approximately 1.5 lb (670 g)
Installation Space (W x D)	42 7/8" x 29 1/4" (1,089 mm x 743 mm)

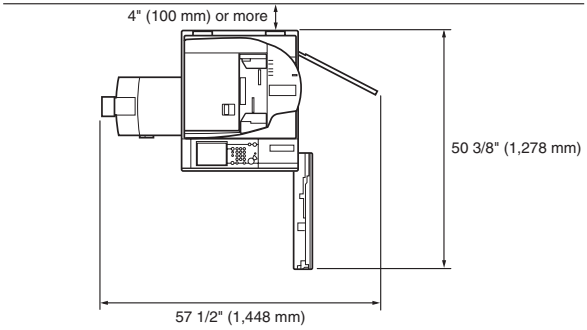
Card Reader-C1

Item	Specification
Available Cards	Optical
Card Readout Method	Optical readout
Magnetic Card Reading Direction	Face up
Store/Replay	Replay
Power Source	From the main unit
Dimensions (H x W x D)/Weight	1 1/4" x 3 1/2" x 4" (32 mm x 88 mm x 100 mm) Approximately 10.4 oz (295 g)

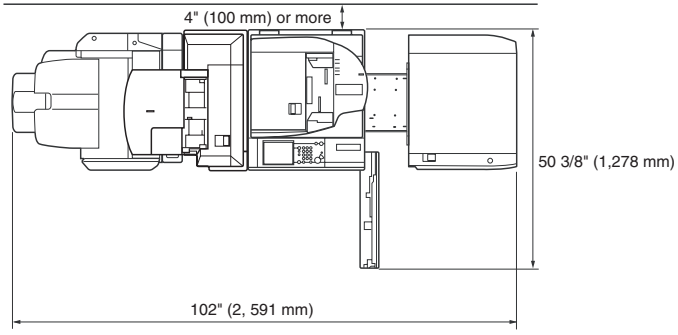
Provide Adequate Installation Space

■ **Provide enough space on each side of the machine for unrestricted operation.**

The optional Copy Tray-L1 is attached.



The optional Saddle Finisher-AD2, Document Insertion/Folding Unit-F1, Puncher Unit-AT1, and Paper Deck-AE1 are attached.



Index

A

Additional Functions key, 1-14

B

Breaker
- About the breaker, 1-12
- Periodic inspection, xxxiv
- Periodic inspection check sheet, xxxvii

C

Card Reader-C1
- Specifications, 4-13

Cleaning
- Automatic feeder cleaning, 2-58
- Cleaning the original scanning area, 2-60
- Cleaning the machine, 2-50
- Drum Cleaning, 2-59
- Manual feeder cleaning, 2-52
- Platen glass and underside of feeder, 2-51
- Wire Cleaning, 2-59

Clear key, 1-14

Clip holder, 1-14

Consumables
- Paper stock, 2-67
- Stamp Cartridge, 2-68
- Toner, 2-68

Control panel
- About the control panel, 1-10
- Control panel power switch, 1-14
- Parts and their functions, 1-14
- Power, 1-16, 1-21

Control panel power switch, 1-14, 1-16, 1-21

Copy Tray-L1
- Clearing paper jams, 3-71
- Specifications, 4-13

Copying, definition, xii

Counter check key, 1-14

D

Display contrast dial, 1-14

Displays used in this manual, x

Document Insertion/Folding Unit-F1
- Clearing paper jams, 3-53, 3-58, 3-62
- Loading paper, 2-42
- Specifications, 4-11

Document Insertion Unit-E1
- Clearing paper jams, 3-53, 3-58
- Loading paper, 2-42
- Specifications, 4-12

Drum Cleaning, 2-59

E

Edit pen, 1-14

Energy Saver key, 1-14

Error indicator, 1-14

F

Feeder
- Clearing paper jams, 3-11

Feeder parts and functions, 1-13
Original output area, 1-13
Original supply tray, 1-13
Slide guide, 1-13
Specifications, 4-5
Finisher-AD1
Clearing paper jams, 3-37, 3-40
Clearing staple jams, 3-76
Specifications, 4-5

H

Handling precautions, 1-6
Help key, 1-15

I

ID (Log In/Out) key, 1-14
Illustrations used in this manual, xi
Installation
Installation space, 4-14
Location and handling, 1-2
Power supply, 1-5
Precautions, 1-2

K

Keys used in this manual, x

L

Laser safety, xv
Legal notices
Copyright, xviii
Disclaimers, xxiii
Laser safety, xv
Legal limitations on the usage of your product and the use of images, xxiv
Trademarks, xvii
Loading paper
Document Insertion/Folding Unit-F1, 2-42
Document Insertion Unit-E1, 2-42
Paper Deck-AD1, 2-20
Paper Deck-AE1, 2-20
Paper drawers, 2-2

M

Main power indicator, 1-14
Main power switch, 1-16, 1-21
Maintenance
Loading paper (Document Insertion/Folding Unit-F1/Document Insertion Unit-E1), 2-42
Loading paper (Paper Deck-AD1/Paper Deck-AE1), 2-20
Loading paper (paper drawers), 2-2
Removing punch waste, 2-39
Replacing the stamp cartridge, 2-17
Replacing the staple cartridge in the saddle stitcher unit, 2-36
Replacing the staple cartridge in the stapler unit, 2-32
Replacing the toner cartridges, 2-45
Moving machine, 1-5

N

Numeric keys, 1-14

P

Paper Deck-AD1
Clearing paper jams, 3-33
Loading paper, 2-20

Specifications, 4-6
Paper Deck-AE1
Clearing paper jams, 3-33
Loading Paper, 2-20
Specifications, 4-6
Paper drawers
Adjusting to hold different paper size, 2-8
Clearing paper jams, 3-26, 3-29, 3-31
Loading paper, 2-2
Paper jams
Copy Tray-L1, 3-71
Clearing, 3-4
Document Insertion/Folding Unit-F1, 3-53, 3-58, 3-62
Document Insertion Unit-E1, 3-53, 3-58
Feeder, 3-11
Finisher-AD1/Saddle Finisher-AD2, 3-37, 3-40, 3-45, 3-49
Main Unit, 3-15
Paper Deck-AD1/Paper Deck-AE1, 3-33
Paper drawers, 3-26, 3-29, 3-31
Puncher Unit-AT1, 3-69
Reducing paper jam frequency, 3-3
Saddle stitcher unit, 3-49
Screens indicating locations of paper jams, 3-4
Stack bypass, 3-21
Parts and functions of the main unit
Control Panel, 1-14
External view, 1-10
Feeder, 1-13
Internal view, 1-12
Power supply, xxvii, 1-5
Printing, definition, xii
Processing/Data indicator, 1-14
Puncher Unit-AT1
Clearing paper jams, 3-69
Removing punch waste, 2-39
Specifications, 4-12

R

Reset key, 1-15

S

Saddle Finisher-AD2
Clearing paper jams, 3-37, 3-40, 3-45, 3-49
Clearing staple jams, 3-76
Clearing staple jams in the saddle stitcher unit, 3-79
Replacing the staple cartridge in the saddle stitcher unit, 2-36
Replacing the staple cartridge in the stapler unit, 2-32
Specifications, 4-9
Safety instructions
Consumables, xxxiii
Handling, xxviii
Important safety instructions, xxv
Installation, xxv
Maintenance and inspections, xxxi
Other warnings, xxxiii
Power supply, xxvii
Scanning, definition, xii
Service call message, 3-98
Shutdown Mode, 1-22
Specifications
Card Reader-C1, 4-13
Copy Tray-L1, 4-13
Document Insertion/Folding Unit-F1, 4-11
Document Insertion Unit-E1, 4-12
Feeder, 4-5
Finisher-AD1, 4-6
Main unit, 4-2
Paper Deck-AD1, 4-6
Paper Deck-AE1, 4-6
Puncher Unit-AT1, 4-12
Saddle Finisher-AD2, 4-9

Staple jams
Finisher-AD1/Saddle Finisher-AD2, 3-76
Saddle stitcher unit, 3-79
Start key, 1-14
Stop key, 1-14
Symbols used in this manual, ix

T

Test button, 1-12
Toner cartridge
About the toner cartridge, 2-68
Replacing, 2-45
Trademarks, xvii
Troubleshooting
Clearing paper jams, 3-4
Clearing staple jams, 3-76
Error messages, 3-84
Memory full, 3-95
Reducing the frequency of paper jams, 3-3
Service call message, 3-98
When the power does not turn ON, 3-103

W

Wire Cleaning, 2-59

System Management of the imageRUNNER 5075/5065/5055/5050

The following pages describe the use and operations of the System Management mode. They should be cut out of this manual, and stored by the Supervisor or System Manager of this machine.

The System Management mode enables you to set restrictions to System Settings (from the Additional Functions screen), and manage the settings stored by other users.

The operations which can be performed in the System Management mode are:

- Managing documents in an inbox
- Managing Mail Box Settings

Entering the System Management Mode

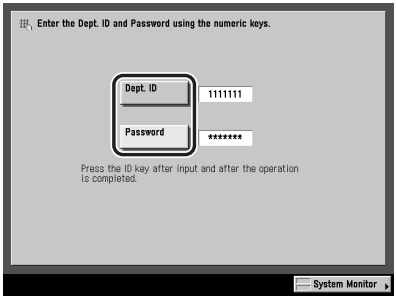
IMPORTANT

- If you are performing user authentication using the SDL or SSO, and logged in as a general user, you cannot change the Additional Functions settings of the machine.
- If you are performing user authentication using the SDL or SSO, and logged in as an Administrator, you can change the Additional Functions settings of the machine. (When the dialog box prompting you to enter the System Manager ID and System Password appears, enter the System Manager ID and System Password.)

If Department ID Management Is Enabled

1 Enter the System Manager ID and System Password using ⓪ - ⑨ (numeric keys).

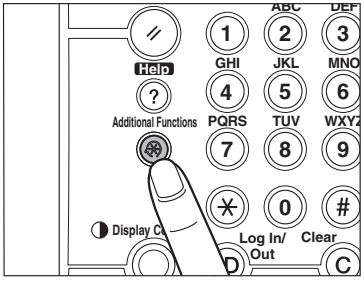
- ❑ Press [Dept. ID] → enter the System Manager ID.
- ❑ Press [Password] → enter the System Password.
- ❑ Press ID (Log In/Out).



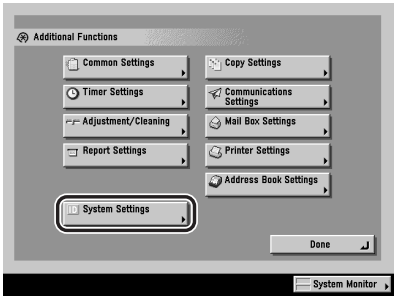
The System Management mode is enabled.

If Department ID Management Is Not Enabled

1 Press ⑧ (Additional Functions).

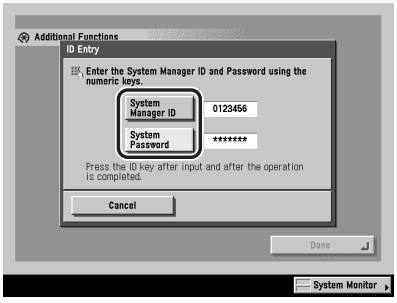


2 Press [System Settings].



3 Enter the System Manager ID and System Password using (0) - (9) (numeric keys).

- ❑ Press [System Manager ID] → enter the System Manager ID.
- ❑ Press [System Password] → enter the System Password.
- ❑ Press (ID) (Log In/Out).



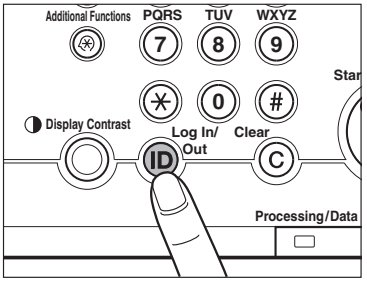
The System Management mode is enabled.

NOTE

Make sure to enter the System Manager ID and System Password that were stored in System Manager Settings in System Settings (from the Additional Functions screen). (See Chapter 6, "System Manager Settings," in the *Reference Guide*.)

Canceling the System Management Mode

1 Press (ID) (Log In/Out).



The System Management mode is canceled. The System Management mode is also canceled when the Auto Clear mode initiates.

Managing Inboxes in the System Management Mode

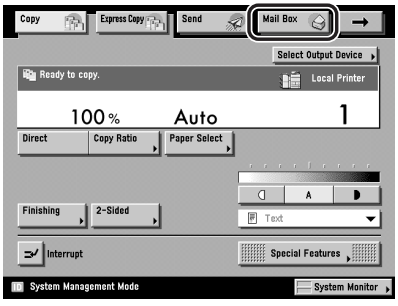
The System Manager can access documents in inboxes that have been stored by other users. For example, you can access an inbox whose user has forgotten his/her password, and erase any unnecessary documents.

1 Enter the System Management mode.

NOTE

For instructions on entering the System Management mode, see "Entering the System Management Mode," on p. 4-19.

2 Press [Mail Box].



3 Operate the Mail Box function.

NOTE

For instructions on using the Mail Box function, see the *Copying and Mail Box Guide*.

Changing the Mail Box Settings in the System Management Mode

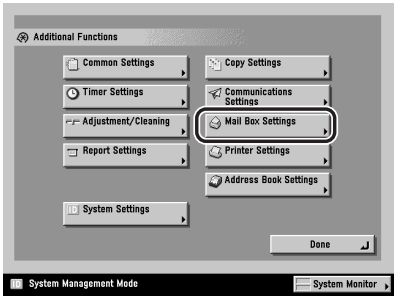
The System Manager can change the Mail Box Settings that have been restricted with a password. For example, you can initialize an inbox that is not being used, or change the name of an inbox. You can also reset the password of an inbox if the user has forgotten it.

1 Enter the System Management mode.

NOTE

For instructions on entering the System Management mode, see "Entering the System Management Mode," on p. 4-19.

2 Press (Additional Functions) → [Mail Box Settings] → change the settings.



For instructions on specifying Mail Box Settings, see Chapter 8, "Customizing Settings," in the *Copying and Mail Box Guide*.

3 Press [Done] repeatedly until the Inbox Selection screen appears.

Canon

CANON INC.
30-2, Shimomaruko 3-chome, Ohta-ku, Tokyo 146-8501, Japan
CANON U.S.A., INC.
One Canon Plaza, Lake Success, NY 11042, U.S.A.
CANON CANADA INC.
6390 Dixie Road Mississauga, Ontario L5T 1P7, Canada
CANON EUROPA N.V.
Bovenkerkerweg 59-61 1185 XB Amstelveen, The Netherlands
CANON FRANCE S.A.S.
17, quai du Président Paul Doumer 92414 Courbevoie Cedex, France
CANON (U.K.) LTD.
Woodhatch, Reigate, Surrey, RH2 8BF, United Kingdom
CANON DEUTSCHLAND GmbH
Europark Fichtenhain A10, 47807 Krefeld, Germany
CANON ITALIA S.p.A.
Via Milano, 8 20097 San Donato Milanese (MI) Italy
CANON ESPAÑA S.A.
Joaquín Costa, 41 28002 Madrid, Spain
CANON LATIN AMERICA, INC.
703 Waterford Way Suite 400 Miami, Florida 33126 U.S.A.
CANON AUSTRALIA PTY. LTD
1 Thomas Holt Drive, North Ryde, Sydney, N.S.W. 2113, Australia
CANON CHINA CO., LTD
15F Jinbao Building No.89 Jinbao Street, Dongcheng District, Beijing 100005, China
CANON SINGAPORE PTE. LTD.
1 HarbourFront Avenue #04-01 Keppel Bay Tower, Singapore 098632
CANON HONGKONG CO., LTD
19/F., The Metropolis Tower, 10 Metropolis Drive, Hunghom, Kowloon, Hong Kong

FT5-1206 (000) xxxxxxxxxx © CANON INC. 2007 PRINTED IN JAPAN OR CHINA