

FCC/MELLON APR 20 1998

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Canon U.S.A. has reviewed this guide thoroughly in order to make it an easy-to-use guide to your Canon MultiPASS C5500. All statements, technical information, and recommendations in this guide and in any guides or related documents are believed reliable, but the accuracy and completeness thereof are not guaranteed or warranted, and they are not intended to be, nor should they be understood to be, representations or warranties concerning the products described.

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As an Energy Star Partner, Canon has determined that the MultiPASS C5500 meets the Energy Star guidelines for energy efficiency.

Users in the U.S.A.

PRE-INSTALLATION REQUIREMENTS FOR CANON FACSIMILE EQUIPMENT

A. Location

Supply a suitable table, cabinet, or desk. See pages 2-4, 2-5, and *Specifications* in *Appendix A*, for unit's dimensions and weight.

B. Order Information

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

DDD (DIRECT DISTANCE DIAL) LINE

or

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



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

C. Power Requirements

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

CONNECTION OF THE EQUIPMENT

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

IN CASE OF EQUIPMENT MALFUNCTION

Should any malfunction occur which cannot be corrected by the procedures described in the User's Guide, disconnect the equipment from the telephone line or unplug the power cord. The telephone line should not be reconnected or the power cord plugged in until the problem is completely resolved. Users should contact their local authorized Canon dealer for servicing of equipment.

RIGHTS OF THE TELEPHONE COMPANY

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

WARNING

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



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

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

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

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

In order to program this information into your MultiPASS C5500, you should follow the instructions in *Entering User Information in the MultiPASS C5500* on page 2-51

** Use of shielded cable is required to comply with Class B limits in Subpart B of Part 15 of FCC Rules.*

Users in Canada

PRE-INSTALLATION REQUIREMENTS FOR CANON FACSIMILE EQUIPMENT

A. Location

Supply a suitable table, cabinet, or desk. See pages 2-4, 2-5, and *Specifications in Appendix A*, for unit's dimensions and weight.

B. Order Information

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

DDD (DIRECT DISTANCE DIAL) LINE

or

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



Note

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

C. Power Requirements

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

NOTICE

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

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

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

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

CAUTION

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

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

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Chapter 1

Introducing the MultiPASS C5500

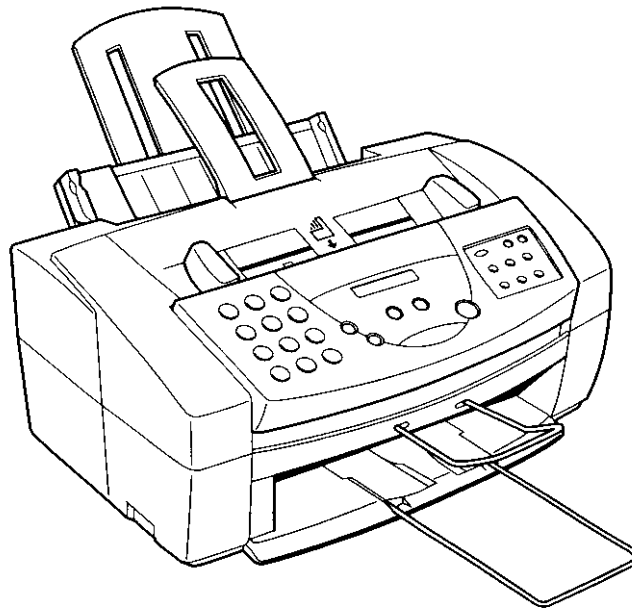
Introducing the
MultiPASS C5500

This chapter introduces you to your MultiPASS C5500 and explains its main features. It also explains the options and supplies available for use with your MultiPASS C5500.

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Welcome

Thank you for purchasing the new Canon MultiPASS C5500. We are sure that your MultiPASS C5500 will help you work more effectively and help you meet your fax and phone requirements easily and conveniently, as well as your printing, copying, and scanning needs.



The Main Features of the MultiPASS C5500

**Introducing the
MultiPASS C5500**

The MultiPASS C5500 is a complete multifunction system for your home or small office. The MultiPASS C5500 combines the following essential office machines into a single, convenient desktop unit:

- ☐ Color Printer
- ☐ Plain-Paper Fax Machine
- ☐ Color Copier
- ☐ Color Scanner
- ☐ PC Fax
- ☐ Telephone*

Your MultiPASS C5500 also includes the MultiPASS Desktop Manager for Windows®, version X.XX. This exclusive Canon software package provides you with a “PC Fax” — you can print, fax, scan, and use the telephone from within your PC’s Windows environment.

The MultiPASS C5500’s multitasking ability enables you to perform a number of operations simultaneously. For example, you can print, scan a document, or make copies at the same time you are sending a fax or receiving a fax into memory.

The compact size of the MultiPASS C5500 (15.75 inches wide by 14.2 inches long by 7.75 inches high) makes it ideal for desktop use, and lets you use it in places where other machines might not fit.

*Requires an extension telephone or answering machine.

Color Printer Features

Canon Bubble Jet (BJ) printing and ink cartridges

The MultiPASS C5500 uses Canon's Bubble Jet (BJ) printing and ink cartridges to provide you with first-rate, crisp print and vibrant colors, along with convenient, easy maintenance.

Excellent print quality and speed

The MultiPASS C5500's high-performance print head offers a precision of up to 720 dots per inch (dpi) horizontally by 360 vertically, providing you with high-resolution color, text, and graphics, all at exceptional speed — up to five pages per minute.

Impressive output on a variety of media

The MultiPASS C5500 can provide sharp black or vibrant color printing on a wide variety of media, including letter, legal, and A4 plain paper, glossy paper, envelopes, transparencies, back print film (for display on a backlight panel), and fabric sheets.

Convenient paper handling

The unit's sheet feeder holds up to 100 sheets of plain letter, legal, or A4 paper; 50 transparencies; 10 sheets of back print film; or 10 envelopes.

Economy ink-saving printing

The MultiPASS C5500 includes an economy printing mode that uses up to 50% less ink, resulting in longer cartridge life.

Photo Quality Printing

Canon's optional Photo Kit enables the MultiPASS C5500 to use halftones to print photos beautifully.

Plain Paper Fax Features

UHQ™ Image Processing System

The MultiPASS C5500 uses Canon's Ultra-High Quality Image Processing System to provide enhanced definition in faxed photos.

Error Correction Mode (ECM)

Using the MultiPASS C5500's Error Correction Mode reduces transmission errors when sending faxes to or receiving faxes from other fax machines that also have ECM capability.

Automatic switching between fax and voice calls

The MultiPASS C5500 can automatically distinguish between fax calls and normal telephone calls, so that you can receive both through a single phone line.

Answering machine hook-up

You can connect an answering machine to the MultiPASS C5500 to let it receive telephone messages and faxes while you are away from your desk.

Transmission speed

The MultiPASS C5500 uses G3 data encoding methods that increase transmission speed to approximately 6 seconds per page.

Memory sending/receiving

The MultiPASS C5500 can store up to 42* fax pages (either received or to be sent) in its built-in memory, and can receive faxes while printing or even when your PC is turned off.

Reduced-size printing

The MultiPASS C5500 automatically scales received faxes to fit the size of the paper loaded into the sheet feeder. So if your client is sending you a fax on A4 paper and you have letter-size paper in your sheet feeder, the fax will be scaled and printed on letter-size paper.

Automatic dialing and broadcasting

To make faxing even easier, the MultiPASS C5500 provides several automatic dialing methods: coded speed dialing, one-touch speed dialing, and group dialing. The MultiPASS C5500 also enables you to broadcast faxes or send delayed faxes to as many as 57 locations at once.

Point-and-click dialing

The MultiPASS Desktop Manager enables you to select a fax number and dial directly from your PC's screen with a simple click of the mouse.

*Based on the CCITT No. 1 Chart (Standard Mode)

Color Scanner Features

Full color and 256-level grayscale

The MultiPASS C5500 Desktop Manager allows you to scan images in full color or with 256 levels of gray, rather than just in black and white, ensuring that the images are reproduced as clearly as possible.

Automatic Document Feeder

The MultiPASS C5500 includes an Automatic Document Feeder (ADF) that makes it easy to fax or scan up to 20 pages at a time when using Windows applications that support the TWAIN scanning standard (see below) and multi-page scans.

200-, 300-, 400-, or 600-dpi resolution

With the MultiPASS Desktop Manager, the MultiPASS C5500 can scan documents at 200 and 300 dpi, electro-enhanced 400 or 600 dpi. In addition, when using applications that support TWAIN, such as Scan Gear 4.0 TWAIN, you can adjust the resolution in 1 dpi increments from 30 to 600 dpi.

TWAIN compatible

The MultiPASS C5500 supports the TWAIN scanning standard, which allows you to scan images using any graphics or optical character recognition (OCR) application that also supports the TWAIN standard. (Color scanning is not possible from the Desktop Manager for Windows, but can be done through any application that supports the TWAIN standard.)

Color Copier Features

Color and black and white copying

The MultiPASS C5500 can make full color copies. It can also make up to 99 black and white (including halftones) copies of a document at a time, at a rate of up to three copies per minute.

360-dpi resolution

The MultiPASS C5500 copies documents using a high resolution of 360 dpi (when making single copies).

Copy reduction

The MultiPASS C5500 can reduce copies to 70%, 80%, or 90% of their original size. This lets you copy legal-size documents onto letter-size paper, for example.

Telephone Features

Automatic dialing

The MultiPASS C5500's three automatic dialing methods (one-touch speed dialing, coded speed dialing, and group dialing) can be used to store phone and fax numbers, for easy and efficient calling.

Connection for an answering machine and extension telephone

Connecting an extension phone to the MultiPASS C5500 lets you use it to make and receive normal telephone calls. In addition, connecting an answering machine allows you to receive faxes and phone messages while you are away from your desk.

Distinctive Ring Pattern Detection (DRPD)

If you subscribe to a DRP service from your telephone company, you can use the MultiPASS C5500's DRPD feature to automatically distinguish incoming fax calls from telephone calls, based on a distinctive ring pattern assigned to the called number.

Point-and-click dialing

The MultiPASS Desktop Manager enables you to select a phone number and dial directly from your PC's screen with a simple click of the mouse.

Using the MultiPASS C5500 with the MultiPASS Desktop Manager for Windows

Canon's MultiPASS Desktop Manager for Windows allows you to use the MultiPASS C5500's printing, faxing, scanning, and telephone functions directly from your PC:

- ☐ Use the MultiPASS C5500 as the default printer for Windows applications
- ☐ Send faxes from the MultiPASS C5500 using any Windows application that allows printing
- ☐ Scan documents into the Desktop Manager or any Windows application that supports the TWAIN scanning standard
- ☐ Store an unlimited list of fax or phone numbers in a fax/telephone address book on your PC
- ☐ View faxes on your PC's monitor, as well as save, rotate, or print them, or copy them to the PC's clipboard
- ☐ Broadcast faxes from your PC to any number of destinations
- ☐ Attach custom cover sheets to each fax you send from the PC

The Desktop Manager package also includes a utility program that helps you troubleshoot the interface between your computer and the MultiPASS C5500.

Supplies and Options

Your MultiPASS C5500 uses Canon's Bubble Jet (BJ) cartridges and ink tanks, print media, and optional equipment, all designed to work with your MultiPASS C5500 to help you produce the finest output possible. These supplies are available from your local authorized Canon dealer.

BJ Print Cartridges and Ink Tanks

The MultiPASS C5500 uses Canon's BJ (Bubble Jet) cartridges to provide you with first-rate, crisp print and vibrant colors.

Canon's BJ cartridges use advanced ink formulas that dry quickly, look great on plain paper, are not easily affected by light, and resist smudging extremely well. In addition, the print heads in the BJ cartridges cap themselves automatically when not in use, thus saving ink by keeping the print heads from drying out.

BJ print cartridges are also easy to maintain. If your BC-21/21e Color BJ Cartridge runs out of ink, just replace the empty ink tank (black or color). If the BC-20 Black Cartridge, BC-22/22e Photo Color Cartridge, or BC-29F Fluorescent BJ Cartridge runs out of ink, just replace the entire cartridge.



Note

To avoid printing problems, use only Canon BJ print cartridges and ink tanks. Other cartridges can produce unsatisfactory results. In addition, use only BCI-21 Black and BCI-21 Color ink tanks in the BC-21/21e Color BJ cartridge.

Special Print Media

You can use plain paper with the MultiPASS C5500 for excellent color, and black and white printing, but Canon has also developed a wide range of print media to extend your printing capabilities. See "Selecting and Loading the Print Media" on page 2-34 for detailed descriptions of these media.

If you plan to use a print medium other than those made by Canon, be sure to test it in your MultiPASS C5500 before ordering it in bulk. If you have any questions about whether a particular medium is suitable for your MultiPASS C5500, please contact your local authorized Canon dealer.

Canon Photo Kit

Canon's optional Photo Kit enables the MultiPASS C5500 to use halftones to print photos beautifully. The kit includes the BC-22/22e Photo Color BJ cartridge, the SB-21 BJ cartridge container, and 60 sheets of Canon high-resolution paper (HR-101).

Safety Instructions

Read these safety instructions thoroughly before using your MultiPASS C5500, and keep them handy in case you need to refer to them later.

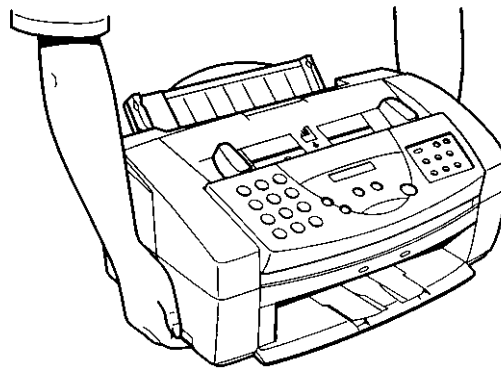


Caution

Except as specifically described in this manual, do not attempt to service the MultiPASS C5500 yourself. Never attempt to disassemble the unit: opening and removing its interior covers will expose you to dangerous voltages and other risks. For all service, contact your local authorized Canon dealer or service center.

- ❑ Always follow all warnings and instructions marked on the MultiPASS C5500.
- ❑ Use the MultiPASS C5500 only on a sturdy, stable, level surface. If the MultiPASS C5500 falls, it could be seriously damaged.
- ❑ Do not use the MultiPASS C5500 near water. If you spill liquid on or into the unit, unplug it immediately and call your local authorized Canon dealer or service center.
- ❑ The back and bottom of the MultiPASS C5500 include slots and openings for ventilation. To keep the MultiPASS C5500 from overheating (which can cause it to operate abnormally and create a fire risk), take care not to block or cover these openings. Do not operate the unit on a bed, sofa, rug, or other similar soft surface, or near a radiator or other heat source. Do not place the MultiPASS C5500 in a closet or cabinet or on shelves unless adequate ventilation is available. See "Choosing a Location for Your MultiPASS C5500" on page 2-3 for guidelines on how much space the unit needs for ventilation.
- ❑ Operate the MultiPASS C5500 only from the type of power source indicated on the unit's label. If you are not sure of the type of power available from your wall outlets, contact your local power company.
- ❑ The MultiPASS C5500 has a three-prong, grounding-type plug (the third pin is a grounding pin) that fits only into grounding-type outlets. This is a safety feature. If the outlet you intend to use is not the correct type, contact an electrician to replace it: do not use a 3-to-2 adapter, as this defeats the three-pronged plug's grounding purpose.
- ❑ Make sure the total amperage used by all devices plugged into the wall outlet does not exceed the ampere rating of the outlet's circuit breaker.

- ❑ Do not allow anything to rest on the power cord or place the MultiPASS C5500 where the cord will be walked on. Make sure the cord is not knotted or kinked.
- ❑ Do not insert objects of any kind into the slots or openings on the MultiPASS C5500's cabinet, as they could touch dangerous voltage points or short out parts, and result in fire or electric shock.
- ❑ Do not allow small objects (such as pins, paper clips, or staples) to fall into the MultiPASS C5500. If something does fall into it, unplug the unit immediately and call your local authorized Canon dealer or service center.
- ❑ Always unplug the MultiPASS C5500 before moving or cleaning it.
- ❑ Whenever you unplug the MultiPASS C5500, wait at least five seconds before you plug it back in.
- ❑ Keep the MultiPASS C5500 away from direct sunlight, as this can damage it. If you have to place it near a window, install heavy curtains or blinds.
- ❑ Do not expose the MultiPASS C5500 to extreme temperature fluctuations. Install the unit in a place with temperatures in the range 50°–90.5°F (10°–32.5°C)
- ❑ Always unplug the MultiPASS C5500 during thunderstorms.
- ❑ Before you transport the MultiPASS C5500, remove its BJ cartridge.
- ❑ Always lift the MultiPASS C5500 as shown below. Never lift it by its sheet feeder or document supports.



**Caution**

- ❑ Unplug the MultiPASS C5500 and contact your local authorized Canon dealer or service center in any of these situations:
- If the power cord or plug is damaged or frayed.
 - If liquid spills into the unit, or if it is otherwise exposed to rain or liquids.
 - If you notice smoke or unusual noises or odors coming from it.
 - If the MultiPASS C5500 does not operate normally when you follow the operating instructions. Adjust only those controls that are covered by the operating instructions in this user's guide, or you can damage the unit and require extensive repair work.
 - If the MultiPASS C5500 is dropped or its cabinet damaged.
 - If the MultiPASS C5500 begins performing poorly, and you cannot correct the problem by using the procedures in Chapter 6, "Troubleshooting."

**Note**

FCC rules governing the use of fax equipment, require that you register your fax number, your name or company name, and the date and time in the MultiPASS C5500 before using it. For instructions, see "Entering User Information in the MultiPASS C5500" on page 2-51.

**Introducing the
MultiPASS C5500**

Using Your Documentation

Your MultiPASS C5500 includes the following documentation to help you learn how to use your unit quickly and easily:

- ❑ **Quick Start Guide** — This fold-out card summarizes the steps for unpacking and setting up your MultiPASS C5500. If you are an advanced user familiar with computers and similar equipment, you can follow the steps on this card and begin using your MultiPASS C5500 in minutes.
- ❑ **User's Guide** (this guide) — This guide provides detailed information on how to set up, operate, maintain, and troubleshoot your MultiPASS C5500.
- ❑ **MultiPASS Desktop Manager for Windows® User's Guide** — This guide describes how to use your MultiPASS C5500 to print, scan, and fax from within your PC's Windows environment. Refer to this guide whenever you need information about printing, scanning, or faxing from your PC.



Please note that all settings of the MultiPASS C5500 can be adjusted using your MultiPASS Desktop Manager for Windows® software. For details, refer to the *MultiPASS Desktop Manager for Windows® User's Guide*.

How to Use this Guide

To make the best use of this user's guide in learning how to set up and operate your MultiPASS C5500, be sure to do the following:

- ❑ Read this chapter to learn about the MultiPASS C5500's main features, available supplies and options, and guidelines on using the unit safely.
- ❑ Carefully follow the instructions in Chapter 2, "Setting Up Your MultiPASS C5500" to get your unit unpacked and assembled properly.
- ❑ Read Chapters 3 through 5 to learn how to use the MultiPASS C5500 to print, scan documents, make copies, and send and receive faxes.
- ❑ If your MultiPASS C5500 begins operating improperly, use Chapter 6, "Troubleshooting," to try to solve the problem.

- ❑ Look over Chapter 7, “Maintaining Your MultiPASS C5500” to become familiar with procedures for cleaning your MultiPASS C5500, replacing its Bubble Jet (BJ) print cartridge and ink tanks, and printing activity management reports.
- ❑ Refer to Appendix A for the MultiPASS C5500’s technical specifications.

If you still have questions about how to use your MultiPASS C5500, please contact your local authorized Canon dealer or service representatives. They will be happy to answer your questions.

Type Conventions Used in this Guide

This guide uses the following conventions to emphasize certain information that will help you use your MultiPASS C5500 correctly and safely:



Cautions tell you how to avoid actions that could injure you or damage your MultiPASS C5500.



Notes provide advice for using your MultiPASS C5500 more effectively, describe operating restrictions, and tell how to avoid minor operating difficulties.

In addition, this guide uses bold capital letters to show the names of buttons and switches on the MultiPASS C5500, such as **FUNCTION**, **STOP**, and **START/COPY**. Text that appears in the unit’s display is shown in plain capital letters: RECEPTION OK.

For Customer Support

Your MultiPASS C5500 is designed with the latest technology to provide trouble-free operation. The warranty information at the back of this user's guide describes Canon's limited warranty for its products. Be sure to read this warranty information, as well as the Canon Customer Software License Agreement also included at the back of this guide.

If you have a problem with the unit's operation, try to solve it by using the information in Chapter 6, "Troubleshooting." If you cannot solve the problem or if you think your MultiPASS C5500 needs service, contact your local authorized Canon dealer or service center.

Chapter 2

Setting Up Your MultiPASS C5500

This chapter tells you how to unpack and assemble your MultiPASS C5500, select and install the Bubble Jet (BJ) print cartridge, load the paper, and enter your user information — everything you need to know to get your MultiPASS C5500 ready to use.

- ❑ Choosing a Location for Your MultiPASS C5500..... 2-3
- ❑ Unpacking Your MultiPASS C5500 2-5
 - Do You Have Everything? 2-5
 - Removing Shipping Materials 2-8
- ❑ Getting Acquainted with Your MultiPASS C5500 2-11
 - Front View..... 2-11
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 - The Operation Panel 2-13
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 - Inside the Printer Cover 2-16
- ❑ Assembling the MultiPASS C5500 2-17
 - Attaching Components 2-17
 - Attaching the Sending Document Support 2-17
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 - Attaching the Output Tray Extension 2-19
 - Connecting the MultiPASS C5500 to Your PC..... 2-20
 - Connecting the Telephone Line 2-21
 - Connecting an Extension Phone or Answering Machine 2-21
- ❑ Powering Up 2-22
- ❑ Selecting and Installing a BJ Cartridge 2-24
 - Guidelines for Using and Maintaining BJ Cartridges..... 2-24
 - Choosing the Best Cartridge..... 2-26
 - Installing the BJ Cartridge 2-28
 - Storing BJ Cartridges 2-33

Setting Up Your
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Choosing a Location for Your MultiPASS C5500

Before unpacking your MultiPASS C5500, follow these guidelines to choose the best location for it.

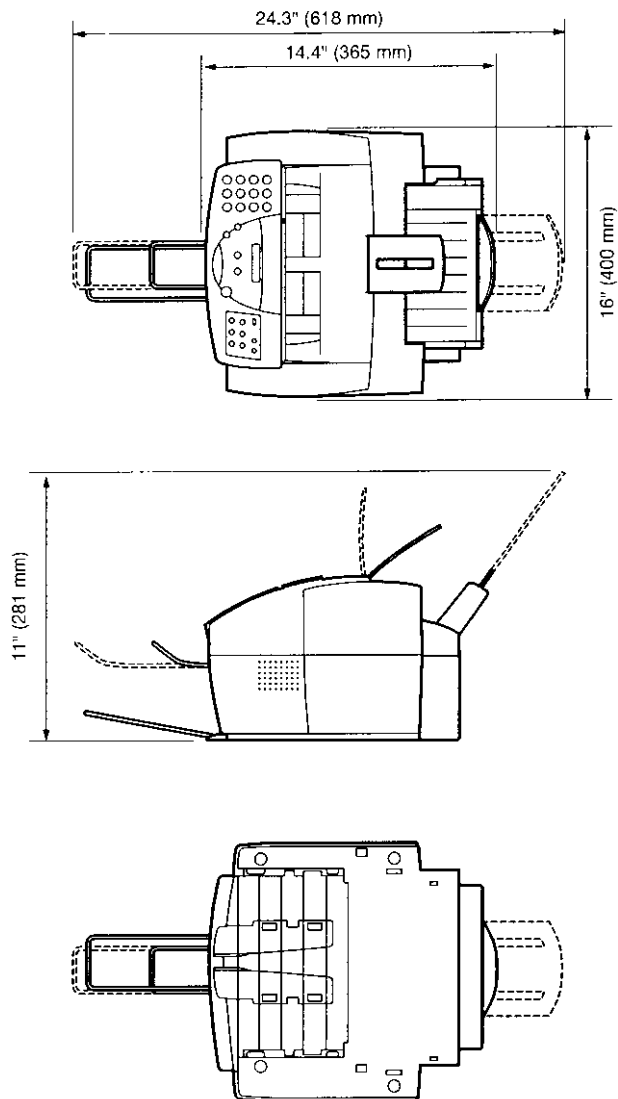


Caution

Please review the information provided in "Safety Instructions" on page 1-11, to make sure you are installing your MultiPASS C5500 for safe use.

- ☐ Put the MultiPASS C5500 in a cool, dry, clean, well ventilated place:
 - Make sure the area is free from dust.
 - Make sure the location is not affected by extreme temperature changes, and always stays between 50° and 90.5°F (10° and 32.5°C).
 - Make sure the area's relative humidity is always between 10% and 90%.
- ☐ Keep the MultiPASS C5500 away from direct sunlight.
- ☐ If possible, put the MultiPASS C5500 near an existing telephone outlet, to avoid the expense of installing a new one.
- ☐ Place the MultiPASS C5500 near an electrical wall outlet that accepts a three-prong, grounded plug, and that provides 120-volt AC (60 Hz) power. (This is standard for U.S. outlets; if you have any doubts, contact an electrician to check the power for you.)
- ☐ Place the MultiPASS C5500 near the PC you will be connecting it to. Make sure you can reach it easily, as you will be using it as a printer, fax machine, copier, scanner, and telephone.
- ☐ Do not plug the MultiPASS C5500 into the same circuit as an appliance such as an air conditioner, electric typewriter, television, or copier. Such devices generate electrical noise that can interfere with your MultiPASS C5500's ability to send or receive faxes.
- ☐ Set the MultiPASS C5500 on a flat, stable, vibration-free surface that is strong enough to support its weight (about 12.3 lbs/5.6 kg).
- ☐ Make sure the location you choose provides enough space around the MultiPASS C5500 for adequate ventilation, and to allow paper to flow freely into and out of the unit. The figure below shows the minimum space required for the unit.

Setting Up Your
MultiPASS C5500



Note

If you need help installing your MultiPASS C5500 or have any questions about it, please contact your local authorized Canon dealer or service center.

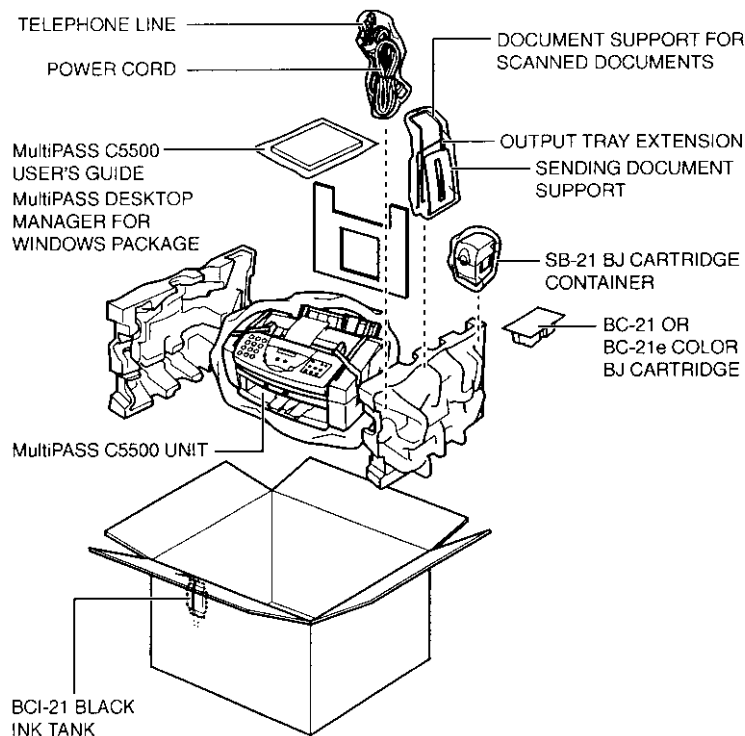
Unpacking Your MultiPASS C5500

Follow the directions below to unpack your MultiPASS C5500 properly, and to make sure you have all of its components and documentation.

Do You Have Everything?

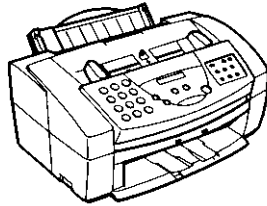
As you unpack the MultiPASS C5500, save the carton and packing material in case you want to move or ship the unit in the future.

1. Carefully remove all items from the box. You should have someone help by holding the box while you lift the MultiPASS C5500 and its protective packaging out of the carton.

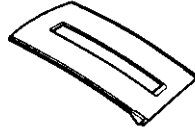


Setting Up Your
MultiPASS C5500

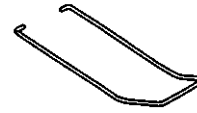
2. Make sure you have the following items:



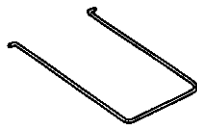
MultiPASS C5500 UNIT



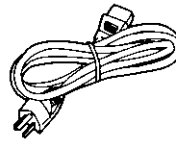
SENDING DOCUMENT
SUPPORT



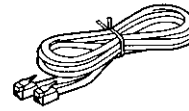
DOCUMENT SUPPORT FOR
SCANNED DOCUMENTS



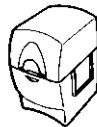
OUTPUT TRAY EXTENSION



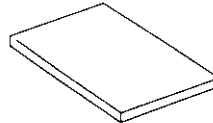
POWER CORD



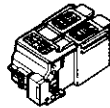
TELEPHONE LINE



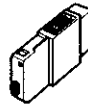
SB-21 BJ CARTRIDGE CONTAINER



MultiPASS C5500 USER'S GUIDE
(This book)



BC-21 OR BC-21e COLOR
BJ CARTRIDGE



BCI-21 BLACK INK TANK



Note

The BCI-21 Black ink tank is a replacement for the black ink tank in the BC-21/21e Color BJ Cartridge. It should therefore not be opened until needed.

3. Also, make sure you have the following documentation and software:

- ☐ MultiPASS Desktop Manager for Windows package (manual and CD-ROM disk)
- ☐ Quick Start Guide
- ☐ Registration Card
- ☐ Installation Completion Report



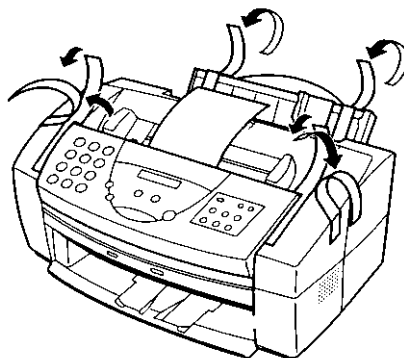
- ☐ If any of the above items are damaged or missing, notify your Canon dealer immediately.
- ☐ In addition to the items shipped with your MultiPASS C5500, you will need a Centronics®-compatible parallel interface cable, which you can purchase from your Canon dealer. (Canon recommends a cable that complies with IEEE 1284.) For best results, use a cable that is no more than 6 feet (2 meters) long.

4. Fill out your registration card and send it to Canon U.S.A. Also, save your receipt for proof of purchase.

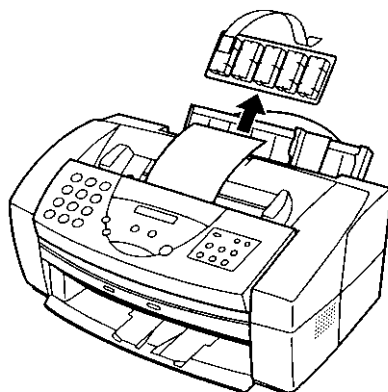
Removing Shipping Materials

When unpacking your MultiPASS C5500, remove the tape and cardboard that are inserted into the unit to protect it during shipping. Do this as follows:

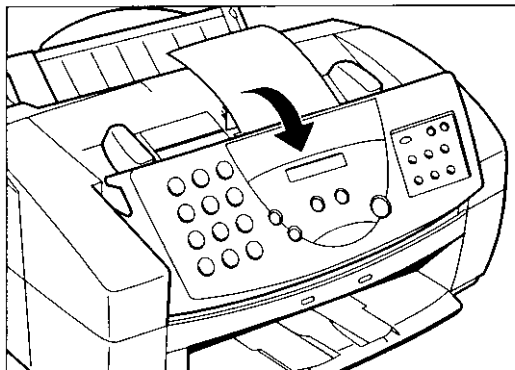
1. Remove all pieces of shipping tape from the outside of the MultiPASS C5500.



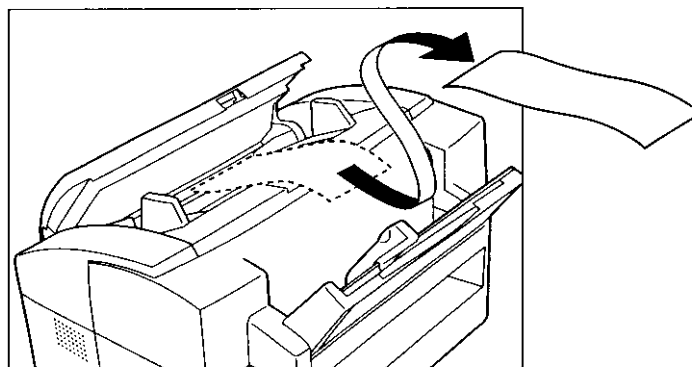
2. Remove the shipping tape and protective cardboard from the sheet feeder.



3. Open the operation panel by grasping it with both hands and gently pulling it toward you.

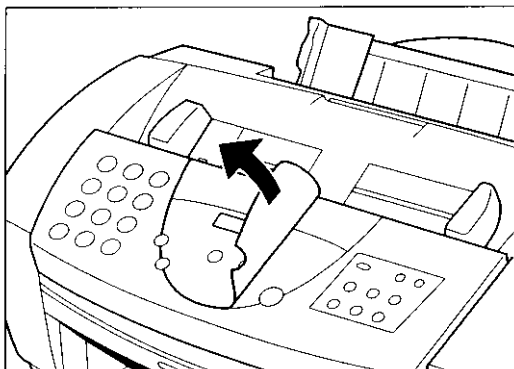


4. Remove the soft styrofoam sheet from the unit's Automatic Document Feeder (ADF), then gently push the operation panel shut until it clicks.



Setting Up Your
MultiPASS C5500

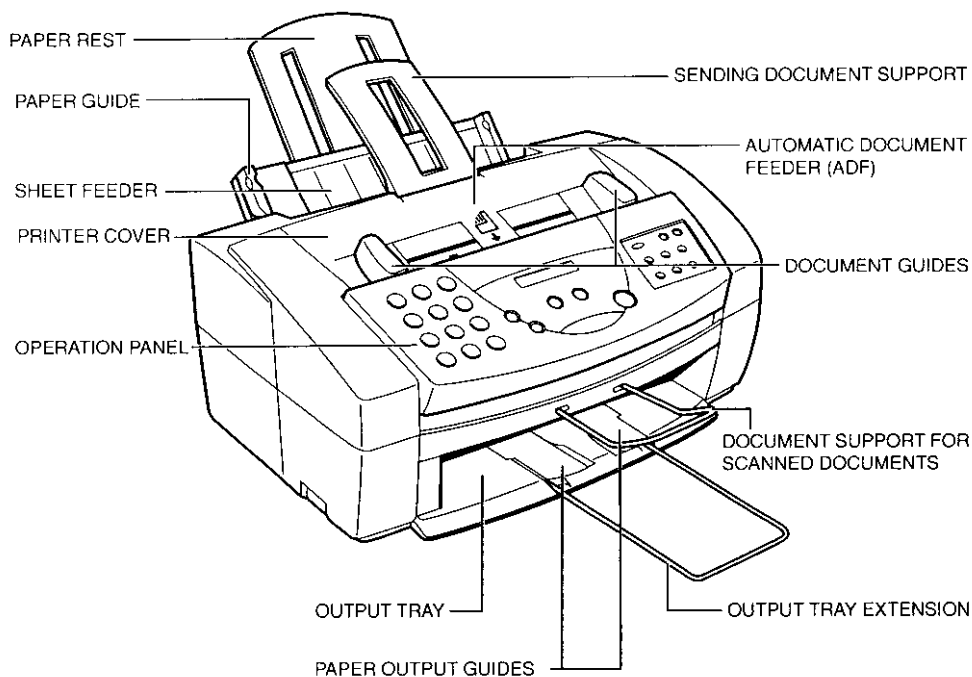
5. Peel the clear protective sheet off of the LCD display.



Getting Acquainted with Your MultiPASS C5500

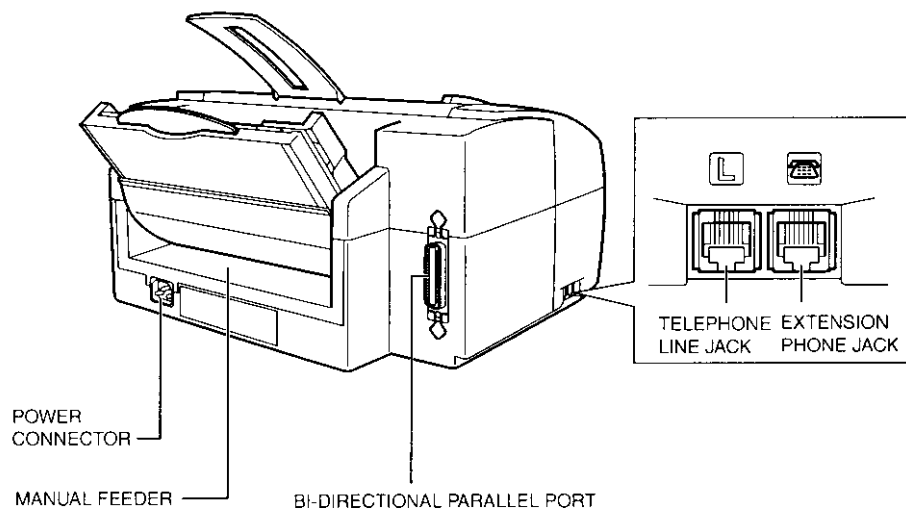
Before using your MultiPASS C5500, look over the diagrams on these pages to become familiar with the unit's components and their functions.

Front View

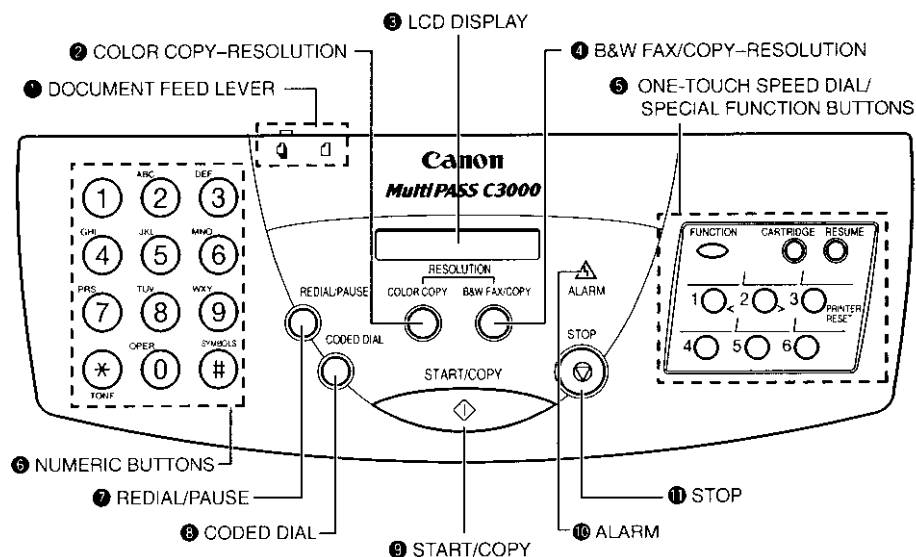


Setting Up Your
MultiPASS C5500

Rear View



The Operation Panel



Setting Up Your
MultiPASS C5500

1 Document feed lever

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

2 COLOR COPY-RESOLUTION button

Use this button to change the resolution when making color copies. This button is inoperative for fax transmissions. For color scanning, change the resolution from the MultiPASS Desktop Manager.

3 LCD display

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

4 B&W FAX/COPY-RESOLUTION button

Press this button when sending faxes or making copies in black and white only. For black and white scanning, set the resolution from the MultiPASS Desktop Manager.

5 One-Touch Speed Dial/Special Function buttons

Use these buttons for one-touch speed dialing, entering user information, printing documents stored in memory, and cleaning the print head. For more information on the special function buttons, see page 2-15.

6 Numeric buttons

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

7 REDIAL/PAUSE button

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

8 CODED DIAL button

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

9 START/COPY button

Press this button to begin sending, receiving, scanning, or other operations, or to select functions when registering information.

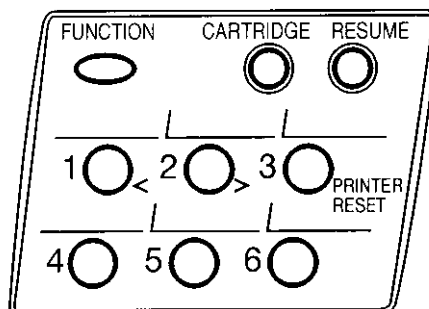
10 ALARM lamp

This lamp flashes when an error occurs, or when the MultiPASS C5500 is out of paper or ink.

11 STOP button

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

Special Function Buttons



Setting Up Your
MultiPASS C5500

❑ **FUNCTION button**

Use this button to enter user information, to run the MultiPASS C5500's self-cleaning process, check the nozzles, or to print faxes stored in the MultiPASS C5500's memory.

❑ **CARTRIDGE button**

Press this button to release the MultiPASS C5500's BJ cartridge holder to its center position for installing or replacing the cartridge. (Press again after installing the cartridge to return the cartridge holder back to its home position.)

❑ **RESUME button**

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

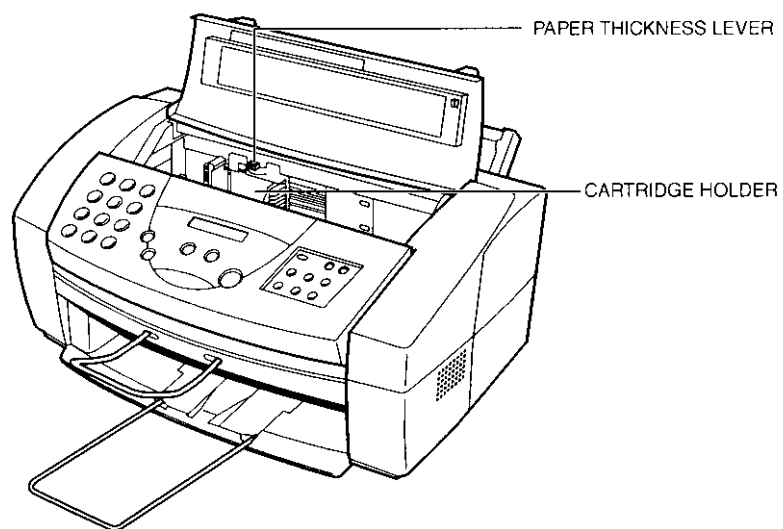
❑ **Arrow buttons (<, >) 1 and 2**

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

❑ **PRINTER RESET button 3**

Press this button to reset the MultiPASS C5500 if your PC crashes. This will maintain all the faxes currently in memory. Do not unplug the MultiPASS C5500 to reset the unit or the faxes in memory will be lost.

Inside the Printer Cover



Assembling the MultiPASS C5500

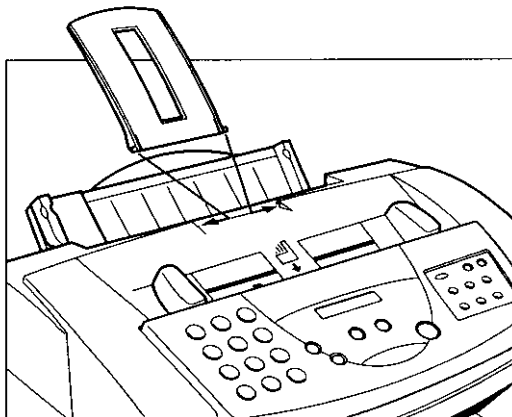
Use the following instructions to assemble your MultiPASS C5500 main unit and components. To see how the MultiPASS C5500 will look fully assembled, see “Getting Acquainted with Your MultiPASS C5500” on page 2-11.

Attaching Components

Attaching the Sending Document Support

The sending document support holds documents as they feed into the Automatic Document Feeder (ADF).

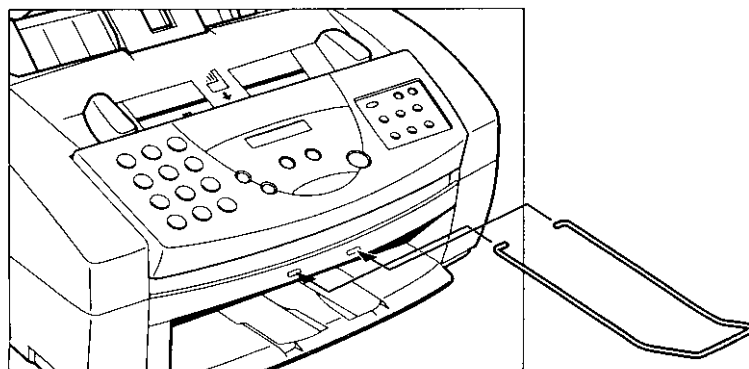
To install this support, insert one of its tabs into the corresponding slot above the MultiPASS C5500's Automatic Document Feeder (ADF), then — firmly but gently — insert the other.



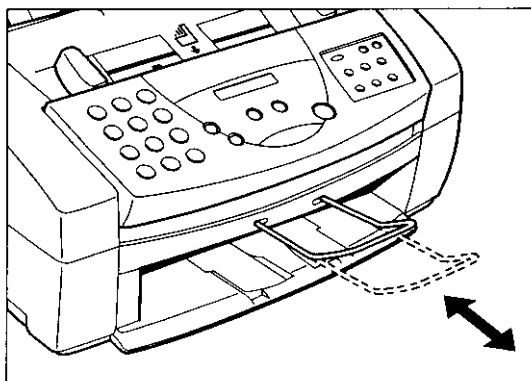
Attaching the Document Support

The document support catches documents as they come out of the MultiPASS C5500 after being faxed or scanned. You can operate the MultiPASS C5500 with or without this support.

The ends of the metal support fit into the slots on the front of the MultiPASS C5500, as shown below. To install it, slightly squeeze the ends of the support toward each other, insert them in the slots, and gently release them. Then slide the support into the unit until it clicks in position.



When the support is installed, you can pull it out or push it in to suit the size of the document.



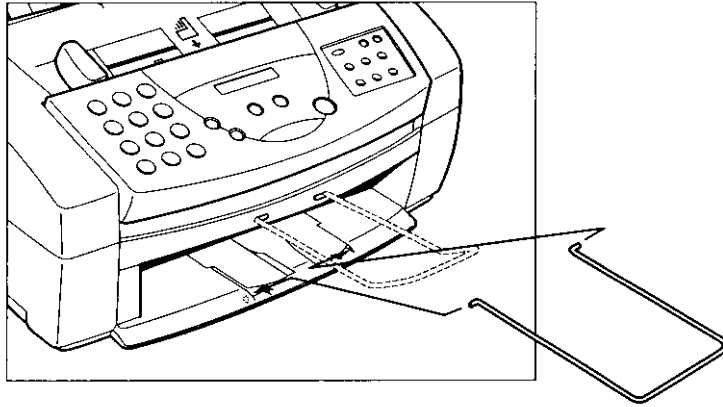
Note

- ☐ When inserting the document support, make sure that it curves upwards, as shown in the figures above.
- ☐ If you do not wish to use the support, you can remove it completely.

Attaching the Output Tray Extension

The output tray extension catches printed pages as they come out of the MultiPASS C5500's output tray.

The ends of the metal support fit into the slots on the output tray, as shown below. To install it, squeeze the ends of the support toward each other, insert them into the slots, and gently release them.



**Setting Up Your
MultiPASS C5500**

Connecting the MultiPASS C5500 to Your PC

Your MultiPASS C5500 has an 8-bit, bi-directional parallel interface port that allows you to connect it to your PC. To do this, you need to purchase a Centronics-compatible parallel interface cable from your dealer.

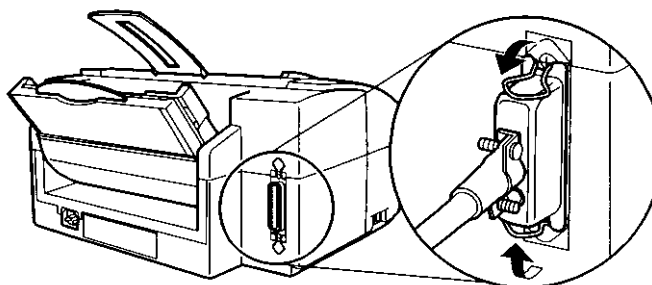


Note

For best results, use a cable that is no more than 6 feet (2 meters) long. Canon recommends that you use a cable that complies with IEEE 1284. Contact your local authorized Canon dealer if you need help in selecting a cable.

Connect the MultiPASS C5500 to your computer as follows:

1. Make sure the computer is turned off and the MultiPASS C5500 is unplugged.
2. Connect the parallel cable to your MultiPASS C5500:
 - a. Align the cable connector with the interface port so their shapes match.
 - b. Gently press the cable connector into the port.
 - c. Secure the cable connector by snapping both wire clips (on the sides of the port) into the cable connector, as shown below.



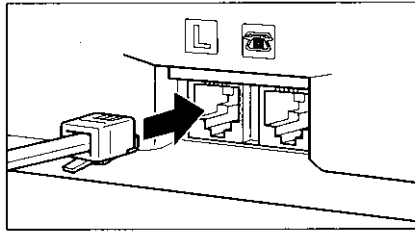
3. Similarly, connect the other end of the cable to the parallel interface port on your computer.

Connecting the Telephone Line

You need an RJ11-C type (modular) wall jack to connect the MultiPASS C5500 to your telephone system. Contact your local telephone company to install this type of jack if you do not have one.

Connect the MultiPASS C5500 to a telephone line as follows:

1. Connect one end of the supplied telephone line to the jack marked  on the side of the MultiPASS C5500.

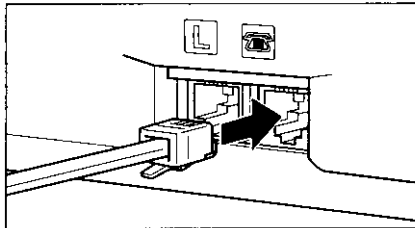


2. Connect the other end of the line to your wall telephone jack.

Connecting an Extension Phone or Answering Machine

To use your MultiPASS C5500 to make or receive normal telephone calls, you must connect an extension telephone. You can also attach an answering machine (with or without an extension telephone).

Do this by connecting the line from the extension phone or answering machine into the jack marked  on the side of the MultiPASS C5500.



Note

- ❑ If you connect an answering machine to the MultiPASS C5500, be sure to read "Using an Answering Machine: ANS.MACHINE MODE" on page 5-23.
- ❑ Before using your MultiPASS C5500, be sure to connect your telephone to the unit.

**Setting Up Your
MultiPASS C5500**

Powering Up



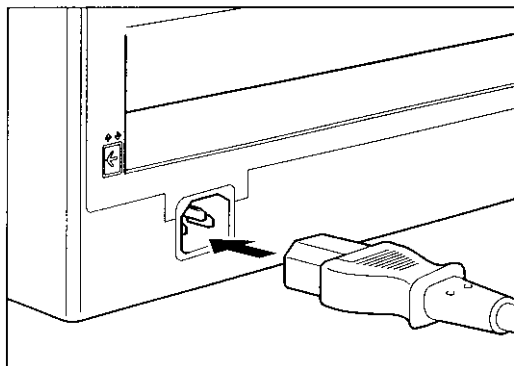
Caution

Follow these guidelines when connecting your MultiPASS C5500 to a power source:

- ❑ The MultiPASS C5500 is intended for use in the U.S. and Canada only and requires 120 V AC. Do not use it outside the U.S. or Canada.
- ❑ Plug the MultiPASS C5500 only into a 120-volt AC, 60-Hz, three-prong grounded outlet.
- ❑ Use only the power cord that came with the unit. Using a longer cord or extension cord can cause the MultiPASS C5500 to malfunction.
- ❑ Unplug the unit only by pulling on the plug itself. Never pull on the cord.
- ❑ Do not plug the MultiPASS C5500 into an outlet shared with an appliance such as an air conditioner, computer, electric typewriter, or copier. These devices generate electrical noise, which can interfere with the MultiPASS C5500's operation.
- ❑ Make sure nothing is laying on the power cord, and that the cord cannot be walked on or tripped over.
- ❑ Do not overload the electrical outlet. Make sure the total amperage used by all the machines plugged into the outlet does not exceed the ampere rating of the outlet's circuit breaker.
- ❑ Make sure that the operation panel of the MultiPASS C5500 is properly closed, and that there are no documents in this area.

Connect the power cord as follows:

1. Plug the supplied power cord into the power receptacle on the MultiPASS C5500.



2. Plug the other end of the power cord into the outlet.

**Note**

The MultiPASS C5500 has no power switch, so its power is on as long as it is plugged in. Once powered up, though, the unit still needs to warm up before you can use it. Depending on the number of pages accumulated in its memory, the MultiPASS C5500 can take up to four minutes to warm up.

- ❑ While the MultiPASS C5500 is warming up, the message PLEASE WAIT appears in the LCD display:

PLEASE WAIT

- ❑ When the date appears, the MultiPASS C5500 is in standby mode and ready for use:

12/11/97

**Note**

If the BJ cartridge has not been installed yet, the message PUT IN CARTRIDGE alternates with the standby mode display:

PUT IN CARTRIDGE

12/11/97

**Setting Up Your
MultiPASS C5500**

Selecting and Installing a BJ Cartridge

Canon offers a number of Bubble Jet (BJ) cartridges to meet a wide range of printing requirements. (The MultiPASS C5500 comes with one BC-21 or BC-21e Color BJ cartridge.) This section describes how to select the best BJ cartridge for your needs, as well as how to install and maintain the cartridge.

Guidelines for Using and Maintaining BJ Cartridges

The most important thing you can do to ensure the best possible print quality, as well as extend the life of your MultiPASS C5500, is to take care of the MultiPASS C5500's BJ cartridges following these guidelines:

- ☐ Store cartridges at room temperature.
- ☐ Keep cartridges in their sealed containers until you are ready to use them.
- ☐ Install the cartridge immediately after removing its print head cap and protective tape.
- ☐ Always use the cartridge within one year of unpacking it.
- ☐ When changing cartridges, always store the unused cartridge in the SB-21 BJ cartridge container that comes with the MultiPASS C5500.
- ☐ Do not remove the cartridge from the MultiPASS C5500 unless necessary.



Note

The ink in the BJ cartridges is difficult to clean up if spilled. To avoid spilling ink, always be sure to follow these precautions when handling the cartridges:

- ☐ Do not attempt to disassemble or refill the cartridge.
- ☐ Do not shake or drop the cartridge, or tip the print head downward.
- ☐ Keep BJ cartridges out of children's reach.

Choosing the Best Cartridge

Canon offers several BJ print cartridges and ink tanks for use in the MultiPASS C5500. (BJ print cartridges contain the BJ print head and ink, while BJ ink tanks contain only ink.) Use the following descriptions to decide which type of cartridge best suits your particular needs.

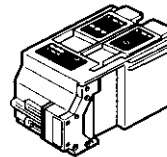


Note

To avoid printing problems, use only the BC-21/21e BJ cartridge for normal printing (or the separately sold BC-20 Black BJ cartridge, if you rarely print color). The BC-22/22e Photo Color BJ Cartridge (sold separately) is for printing photo-realistic color images. Other cartridges can produce unsatisfactory results. In addition, use only BCI-21 Black and BCI-21 Color ink tanks in the BC-21/21e Color BJ cartridge.

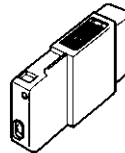
BC-21/21e Color BJ Cartridge

The BC-21/21e incorporates a BJ print head and two replaceable ink tanks (a BCI-21 Black and a BCI-21 Color). Use this cartridge for normal printing.



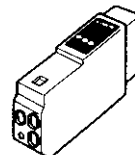
BCI-21 Black ink tank

Purchase this ink tank from your local Canon dealer as the black ink runs out of the BC-21/21e Color BJ cartridge.



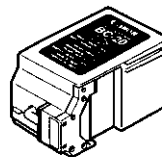
BCI-21 Color ink tank

Purchase this ink tank from your local Canon dealer as the color ink runs out of the BC-21/21e Color BJ cartridge.



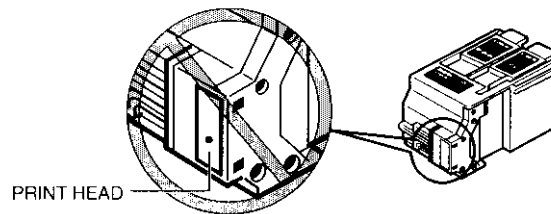
BC-20 Black BJ Cartridge

This cartridge incorporates a BJ print head and black ink in a single unit. The BC-20 can be used if most of your printing is black, e.g. for receiving faxes, making copies, and monochrome printing. It can print twice as fast as a color cartridge, and at higher resolution.



**Caution**

Hold the BJ cartridge by its sides only. Do not touch the print head, the sharp edges around the print head, the silver plate on the bottom of the cartridge, or the silver metal or circuit area on its side.

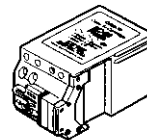


- ❑ Make sure the BJ cartridge holder is in its home position (on the right side of the unit) when you are not using the MultiPASS C5500. If it is not in its home position, press the **CARTRIDGE** button. Leaving it out of its home position will dry out the print head on the cartridge.
- ❑ Clean the print head when print quality is no longer satisfactory. See “Cleaning and Testing the BJ Cartridge Print Head” on page 7-7 for instructions. If the print quality does not improve after five consecutive cleanings, replace the ink tank or BJ cartridge.
- ❑ Do not use a BC-21/21e Color BJ cartridge with either of its ink tanks missing. Doing so can cause it to clog.
- ❑ Do not remove the ink tanks from the BC-21/21e Color BJ cartridge unnecessarily, or the ink in them may clog.
- ❑ Never attempt to refill an empty cartridge.

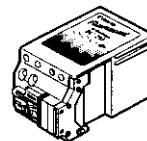
Setting Up Your
MultiPASS C5500

BC-22/22e Photo Color BJ Cartridge

Includes the print head and color ink in a single unit. Use this cartridge for printing photo-realistic color images.

**BC-29F Fluorescent BJ Cartridge**

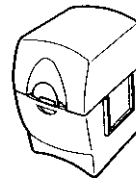
Includes the print head and colour ink in a single unit. Use this cartridge for printing bright, attractive fluorescent colors. For optimum print quality, use High Resolution Paper HR-101.

**Note**

The MultiPASS C20 cannot print incoming faxes or make copies while the BC-22/22e or BC-29F cartridge is installed. This is an ink-saving feature: because the BC-22/22e and BC-29F are single units (and do not have ink tanks that can be replaced separately), using them to print faxes will use the black ink faster, using up the cartridges while they still have a considerable amount of colour ink remaining.

SB-21 BJ Cartridge Container

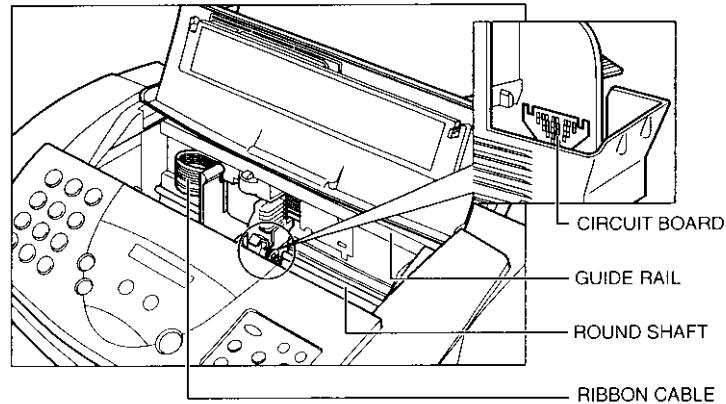
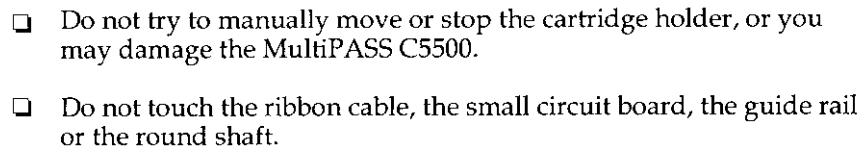
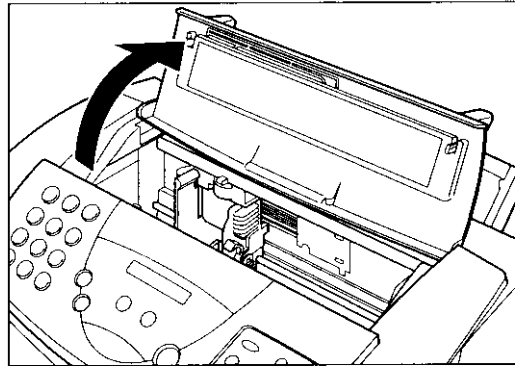
Use the SB-21 to store an extra BJ cartridge in a convenient location, while keeping it from drying out.

**Note**

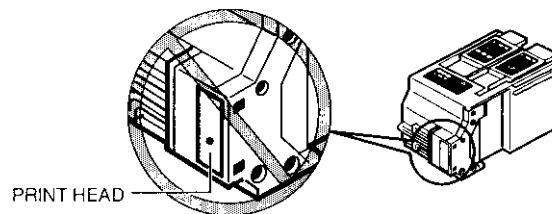
Your MultiPASS C5500 unit comes with a BC-21 or BC-21e Color BJ Cartridge (which incorporates the BCI-21 Black and BCI-21 Color ink tanks) and an additional BCI-21 Black ink tank. When you run out of ink, or if you wish to use any other Canon BJ cartridges mentioned above, you can purchase them from your Canon dealer.

**Setting Up Your
MultiPASS C5500**

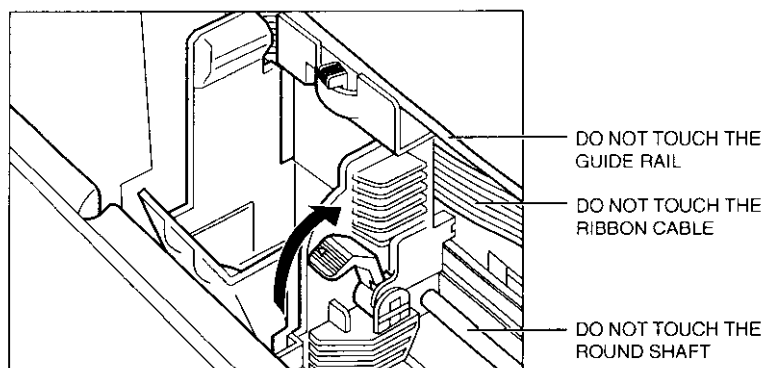
- CARTRIDGE



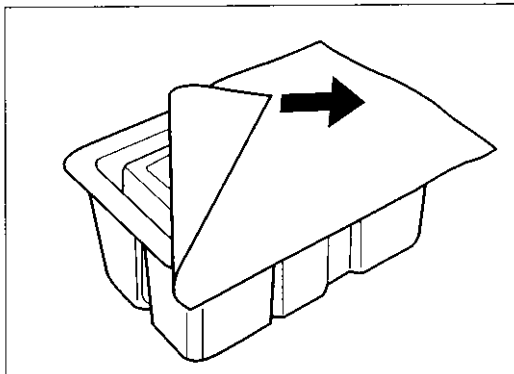
- ❑ Hold the BJ cartridge by its sides only. Do not touch the print head, the sharp edges around the print head, the silver plate on the bottom of the cartridge, or the silver metal or circuit area on its side.



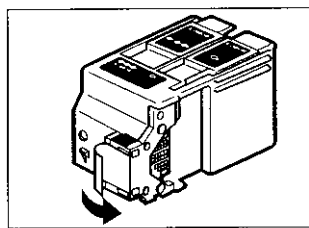
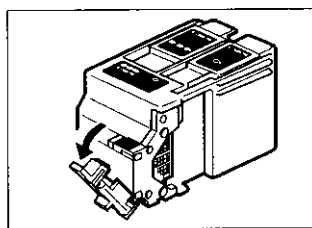
4. Raise the green cartridge lock lever (on the cartridge holder) by gently pulling up on it.



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



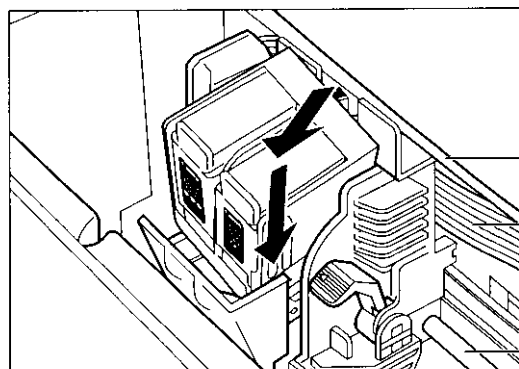
6. Lift the orange cap off the cartridge's print head, then remove the orange tape.



**Note**

Discard the cap and tape immediately. Never attempt to re-attach the cap or tape to the print head, or you can adversely affect the ink flow or quality of the ink color.

7. Hold the cartridge so the label faces outward, tilt it slightly forward and to the right, then slide it into the cartridge holder.

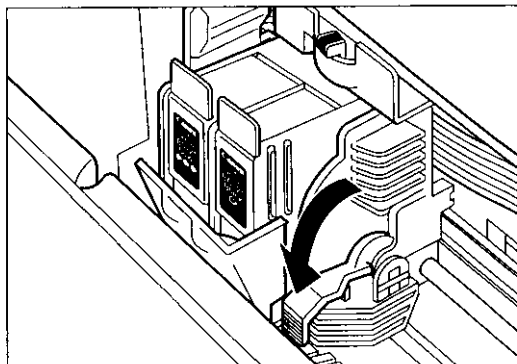


DO NOT TOUCH THE
GUIDE RAIL

DO NOT TOUCH THE
RIBBON CABLE

DO NOT TOUCH THE
ROUND SHAFT

8. Lower the green lock lever completely. The BJ cartridge is now locked into position.

**Caution**

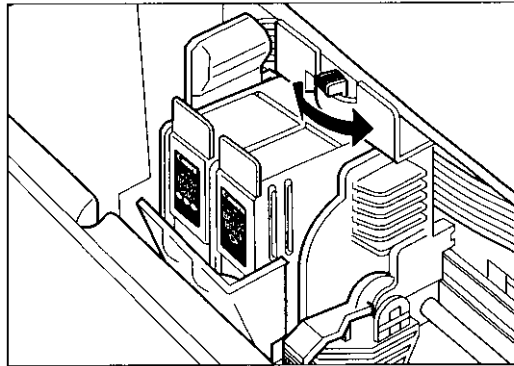
Do not try to manually move or stop the cartridge holder, or you may damage the MultiPASS C5500.

Setting Up Your
MultiPASS C5500

9. Set the paper thickness lever. For printing on plain paper:

<u>Cartridge</u>	<u>Thickness Lever Position</u>
BC-21/21e Color BJ Cartridge (black)	left
BC-21/21e Color BJ Cartridge (color)	center
BC-20 Black BJ Cartridge	left
BC-22/22e Photo Color BJ Cartridge	center
BC-29F Fluorescent BJ Cartridge	center

See page 2-39 for more information on paper thickness settings.



10. Close the printer cover.

CARTRIDGE



11. Press **CARTRIDGE**.

- ☐ The MultiPASS C5500 beeps twice, and the cartridge holder moves to its home position on the right side of the unit.
- ☐ Once the cartridge holder is in its home position, the unit automatically cleans the print head.



Note

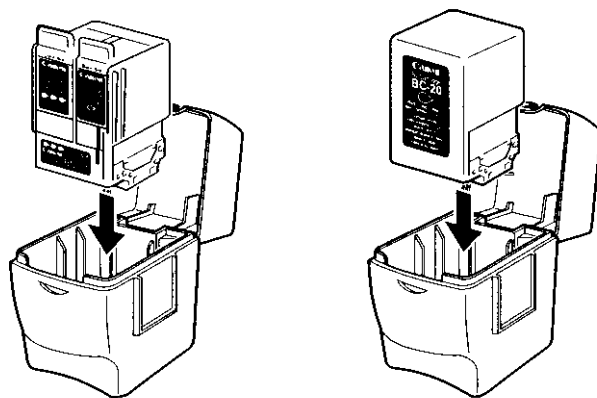
Unplug the MultiPASS C5500 only when it is in standby mode (date and receiving mode show in the LCD display). Do not unplug the MultiPASS C5500 when the cartridge holder is not in its home position on the right. If you unplug the unit while it is printing, or move the cartridge holder from its home position, the cartridge will not be capped and can dry out.

Storing BJ Cartridges

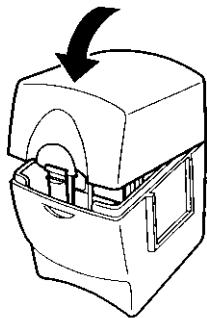
Once a BJ cartridge is unwrapped, its print head must be kept from drying out, or it can clog and fail to work properly. A cartridge installed in the MultiPASS C5500 is protected from drying out by automatically moving to the home position at the right side of the unit and capping itself.

If you remove a partially used BJ cartridge from the MultiPASS C5500, store it in the SB-21 BJ cartridge container that came with your unit.

1. Insert the cartridge in the container with the cartridge's label facing forward, and the print head down.



2. Close the container lid, and snap it shut.



Selecting and Loading the Print Media

The MultiPASS C5500 can provide sharp black or vibrant color printing on a wide variety of media, including letter, legal, and A4 plain paper, glossy paper, envelopes, transparencies, back print film (for display on a backlight panel), and fabric sheets.



Note

Whenever you change the size of the paper in the MultiPASS C5500, you must also use the MultiPASS Desktop Manager to set the MultiPASS C5500 to use the new size. For instructions, see the *MultiPASS Desktop Manager for Windows* User's Guide.

Selecting the Print Media

The following describes a variety of media you can use with your MultiPASS C5500. Be sure to test the medium you intend to use before ordering it in bulk. If you have any questions about whether a particular medium is suitable for your MultiPASS C5500, please contact your local authorized Canon dealer. For complete paper specifications, see "Printer" on page A-3.



Note

Please note that not all print media mentioned here may be available in your country. Please contact your local authorized Canon dealer for more information on product availability.

Plain Media

Plain paper

The MultiPASS C5500 produces letter-quality print on most plain bond paper, including cotton bond and photocopy paper. It can use A4, letter, or legal sizes. The paper must be less than 0.008 inch (0.2 mm) thick, and have a weight of 17–24 lbs (64–90 g/m²).



Note

You can also use paper weighing 24–28 lbs (90–105 g/m²) by manually feeding sheets, one at a time.

Envelopes

The MultiPASS C5500 can print on U.S. Commercial No. 10 (9.5 × 4.1 inches) and European DL (220 × 110 mm) envelopes.

Canon Media

Canon provides the following media, all specifically developed to extend the printing capability of your MultiPASS C5500. For details or purchase, contact your local authorized Canon dealer.

Canon Bubble Jet Paper LC-301 (water resistant)

This is a water-resistant, letter-size paper specially developed for color printing with Canon Color BJ printers such as the MultiPASS C5500. Images printed on LC-301 paper are bright and vivid, and will not run if liquid is spilled on them. Images printed on this paper stand up to normal office highlighters, unlike images printed on other papers.

Canon High-Resolution Paper HR-101

This paper is designed to produce near-photographic quality print output, with sharp, vivid graphics and photographs. You must use this paper when printing with the BC-22/22e Photo Color BJ Cartridge. When using HR-101 paper, be sure to print on the whiter side of the sheets, and after printing a pack of this paper, use the cleaning sheet provided with it to clean the printer roller.

Canon Transparencies CF-102

These letter-size overhead transparencies are specially designed for Canon BJ color printers. Use these clear transparencies to produce crisp and professional overhead presentations. Do not use normal transparencies in the MultiPASS C5500, as they do not absorb ink and can cause the ink to run.

Canon Back Print Film BF-102

This unique mylar-based translucent sheet allows you to print high-quality letter-size color output — including photographs and graphics — that you can view with a rear illumination device such as a light box. This gives you sharp, bright, vivid images you can use in meetings, trade shows, and other presentations.



If you are printing from an application outside Windows, your application or printer driver must support mirror image printing in order to use back print film.

Canon High-Gloss Film HG-101

This is a high-grade, letter-size gloss film that lets you create sharper and more vivid color output than is possible with coated paper. This film provides the best color print quality for the BC-21/21e Color BJ cartridge. Use this film for trade show displays or other special presentations, and when printing at 720 × 360 dpi resolution.

Fabric Sheets FS-101

These legal-size, white, cotton fabric sheets are specifically designed for Canon BJ Color printers, and enable you to print your own designs for cross stitch, pillows, holiday stockings, and other craft projects.

T-Shirt Transfers TR-101

This special letter-size sheet allows you to print your own designs and transfer them to any cotton or cotton/polyester blend t-shirt, sweatshirt, apron, tote bag, or other fabric item.

**Note**

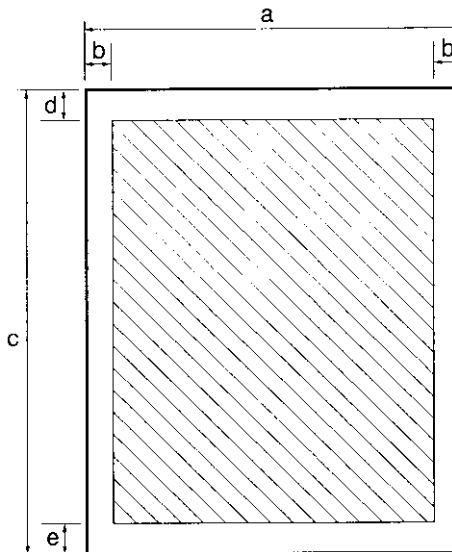
Be sure to select Back Print Film Option when printing on the TR-101 T-Shirt Transfers. See the *MultiPASS Desktop Manager for Windows[®] User's Guide* for instructions.

The Printable Area

To ensure the best print quality, make sure the text or graphics you create stay within the printable areas shown below. If not, you can get poor print quality or line feeding problems. (For example, printing outside the bottom margin can produce stains on the bottom edge of the medium.)

Plain Paper and Special Media

The shaded area in the figure below shows the printable area for papers.

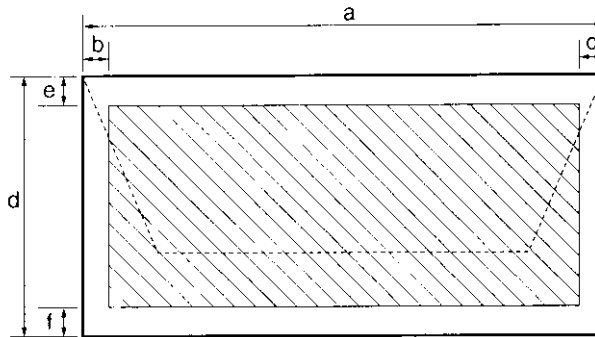


Printable Area:

Letter size		Legal size		A4 size	
a	8.5"	a	8.5"	a	210 mm
b	0.25"	b	0.25"	b	3.4 mm
c	11.0"	c	14.0"	c	297 mm
d	0.12"	d	0.12"	d	3.0 mm
e	0.27"	e	0.27"	e	7.0 mm

Envelopes

The shaded portion below shows the printable area for envelopes.



Printable Area:

U.S. Commercial No. 10

a	9.5"
b	0.25"
c	1.2"
d	4.1"
e	0.12"
f	0.27"

European DL

a	220 mm
b	6.4 mm
c	10.4 mm
d	110 mm
e	3.0 mm
f	7.0 mm

Adjusting the Paper Thickness Lever

Before loading a print medium into the MultiPASS C5500, use the paper thickness lever to adjust the gap between the print head and the print paper to suit the paper's thickness.



Note

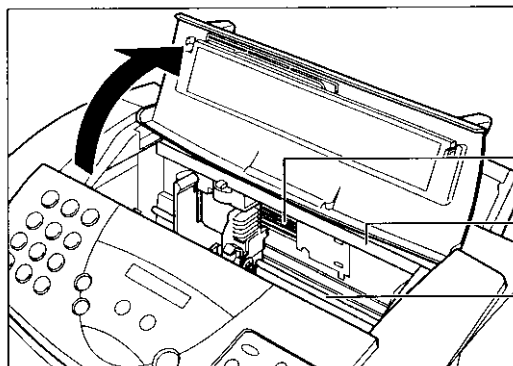
If the gap between the print head and the paper is not adjusted properly, smudging or otherwise poor print quality can result.

Set the paper thickness lever as follows:

CARTRIDGE



1. Press **CARTRIDGE** to move the cartridge holder to the center of the unit.
2. Open the printer cover by grasping the document guides and lifting.



DO NOT TOUCH THE
RIBBON CABLE

DO NOT TOUCH THE
GUIDE RAIL

DO NOT TOUCH THE
ROUND SHAFT



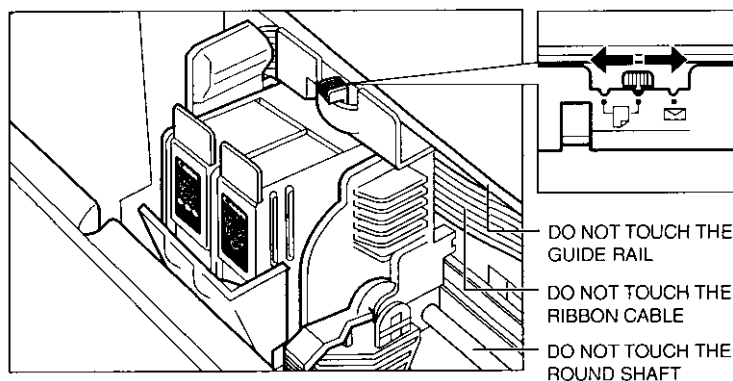
Caution

Do not try to move or stop the cartridge holder manually, or you may damage the MultiPASS C5500.

Setting Up Your
MultiPASS C5500

3. Set the paper thickness lever to left, center, or right according to the following table:

<u>Medium</u>	<u>Lever position</u>	
	<u>Black</u>	<u>Color</u>
Plain paper	Left	Center
LC-301 water resistant paper	Left	Center
Envelopes		Right
HR-101 high-resolution paper		Center
GP-101 glossy paper		Center
CF-102 transparencies		Center
BF-102 back print film		Center
HG-101 high-gloss film		Center
FS-101 fabric sheet		Right
TR-101 T-shirt transfers		Right



Caution

Do not try to manually move or stop the cartridge holder, or you may damage the MultiPASS C5500.



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

Loading the Print Media

Keep the following in mind when selecting or loading media for your MultiPASS C5500:

- ❑ You can stack plain paper, envelopes, and other media in the MultiPASS C5500's sheet feeder. The maximum size of the stack depends on the medium:

Medium	Maximum stack size
Plain paper	100 sheets (Maximum 0.4 in./ 10 mm stack height)
Envelopes	10 envelopes
Transparencies	50 sheets
Back print film	10 sheets

Setting Up Your
MultiPASS C5500

- ❑ To avoid paper jams and poor print quality, never try to print on damp, curled, wrinkled, or torn paper.
- ❑ Store paper and other media flat, and leave it in its wrapper until you are ready to use it. Store unused paper from opened packs in the original packing in a cool, dry location.
- ❑ Store paper at 64°–75°F (18°–24°C), 40%–60% relative humidity.
- ❑ If you have trouble with sheets skewing, double-feeding, or jamming when using coated paper, transparencies, or back print film in the sheet feeder, use manual feeding instead. (These problems are more common at cooler temperatures.)
- ❑ Let the paper run out before you refill the sheet feeder. Avoid mixing "new" paper with paper remaining in the sheet feeder.
- ❑ Use cut-sheet paper only, not paper that comes on a roll (like fax paper).
- ❑ When using graph paper, the lines may not match because the 1/6-inch line spacing of the MultiPASS C5500 is slightly less than that of graph paper.
- ❑ If the print density of your page is very high, light paper stock may curl slightly due to the large amount of ink. If you need to print dense graphics, try printing on heavier stock.
- ❑ Do not use paper that is thicker than specified for the MultiPASS C5500. Printing with a paper that is thick enough to come in contact with the print head nozzles may damage the BJ cartridge. For complete paper specifications, see "Printer" on page A-3.

Loading Print Media for Automatic Feed

The MultiPASS C5500's sheet feeder can handle media of the following sizes:

Paper size:	A4	210 × 297 mm
	Letter	8.5" × 11"
	Legal	8.5" × 14"
Envelope size:	European DL envelopes	220 × 110 mm
	U.S. Commercial No. 10 envelopes	9.5" × 4.1"
Paper weight: 17–24 lbs (64–90 g/m ²)		

Paper or other media

Use the following procedure to load plain paper, CF-102 transparencies, BF-102 back print film, or HR-101 high-resolution paper into the MultiPASS C5500's sheet feeder. (Instructions for other media are given in the following pages.)

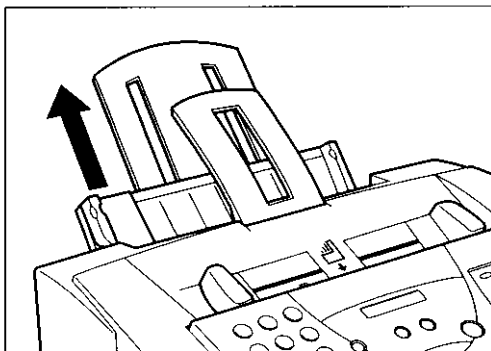
1. Open the printer cover by grasping the document guides and lifting.
 - ❑ Make sure the paper thickness lever is set properly for the type of media you are using. See "Adjusting the Paper Thickness Lever" on page 2-39.



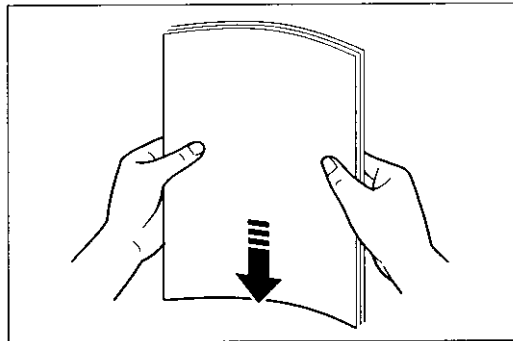
Caution

To avoid paper jams, smearing, or other problems, never open the printer cover to set the thickness lever, while the MultiPASS C5500 is printing.

2. Pull the paper rest up until it stops.

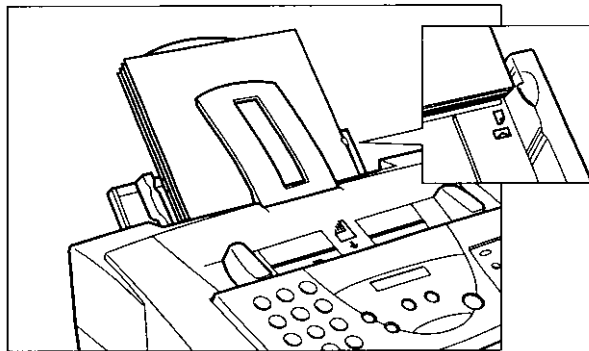


3. Pick up a stack of sheets and fan the edge that will feed into the MultiPASS C5500 first, then tap the stack on a flat surface to even its edges.



Setting Up Your
MultiPASS C5500

4. Insert the stack into the sheet feeder until its stops, so that the right edge of the stack is aligned with the right side of the sheet feeder.



**Note**

Make sure the top of the stack is below the paper limit mark (▲).



5. Slide the paper guide snugly against the sides of the stack. You are now ready to print.

**Note**

- ☐ Many media have a “right” side for printing. If you are using such a medium, make sure you set it in the sheet feeder with the print side facing upward:
 - BF-102 back print film: matte side up
 - HR-101 high-resolution paper: lighter side up
- ☐ After printing a pack of HR-101 high-resolution paper, be sure to use the provided cleaning sheet to clean the MultiPASS C5500's printer roller, see “Printing on High Resolution Paper HR-101” on page 2-47.

Glossy paper

Use the following procedure to load GP-101 glossy paper.



For best results, load only one sheet of glossy paper into the sheet feeder at a time.

1. Open the printer cover by grasping the document guides and lifting.
 - ☐ Make sure the paper thickness lever is set to the center. See “Adjusting the Paper Thickness Lever” on page 2-39.
2. Close the printer cover.
3. Pull the paper rest up until it stops.
4. Insert a sheet of glossy paper — with the glossy side facing up — into the sheet feeder until it stops, and align the paper guide with the edge of the sheet.

**Setting Up Your
MultiPASS C5500**

Loading Print Media for Manual Feed

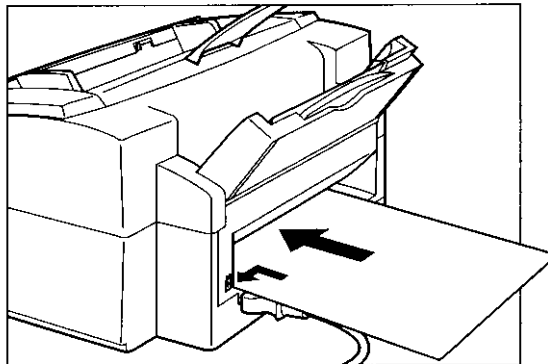
Follow the steps below to manually feed heavier-weight media (24–28 lbs or 90–105 g/m²) into the MultiPASS C5500.



Note

You will need to select manual feed from the print dialog box of your Windows application before printing. (See the *MultiPASS Desktop Manager for Windows[™] User's Guide* for instructions.) Load the sheet when the dialog box prompts you to do so. If you attempt to load the sheet without selecting manual feed, the sheet will be ejected.

1. Open the printer cover by grasping the document guides and lifting.
 - ❑ Make sure the paper thickness lever is set properly for the type of media you are using. See "Adjusting the Paper Thickness Lever" on page 2-39.
2. Hold the sheet with its print side facing upward, and align the sheet with the left edge of the manual feeder (located at the back of the unit).
3. Insert the sheet until it stops, and continue to hold the sheet until the MultiPASS C5500 "grabs" the sheet and pulls it in to the proper position.



4. After the sheet is loaded, open the printer cover and make sure the sheet is set straight. If necessary, pull the sheet out and load it again.
5. Close the printer cover.

Using Canon's Specialty Papers

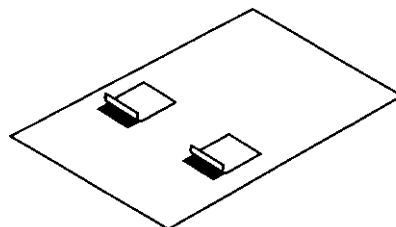
Canon provides several different specialty papers you can use with your MultiPASS C5500.

Printing on High Resolution Paper HR-101

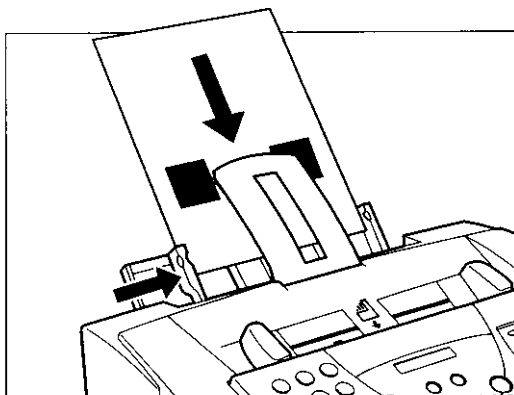
Use the following procedure to load High Resolution Paper HR-101:

1. Open the printer cover by grasping the document guides and lifting.
 - ❑ Make sure the paper thickness lever is set to the center. See "Adjusting the Paper Thickness Lever" on page 2-39.
2. Close the printer cover.
3. Pull the paper rest up until it stops.
4. Load the paper into the sheet feeder as described in "Loading Print Media for Automatic Feed" on page 2-42.
5. Raise the output guides as described in "Using the Paper Output Guides with the BC-22/22e and BC-29F Cartridges" on page 2-50.
6. When you are finished printing, remove the remainder of the HR-101 paper from the sheet feeder.
7. The HR-101 package includes a cleaning sheet. Remove the covers of the two pieces of tape on the cleaning sheet.

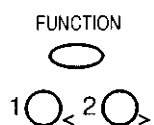
Setting Up Your
MultiPASS C5500



8. With the sticky side up and near the bottom of the cleaning sheet, align the sheet with the right edge of the sheet feeder and slide it in until it stops.



9. Adjust the paper guide to the edge of the cleaning sheet.



10. Press **FUNCTION**, then use **<** or **>** to select **PRINTER CLEANING MODE**.

☐ The cleaning sheet feeds through the unit and ejects.

This completes the roller-cleaning process.

Printing on FS-101 Fabric Sheets

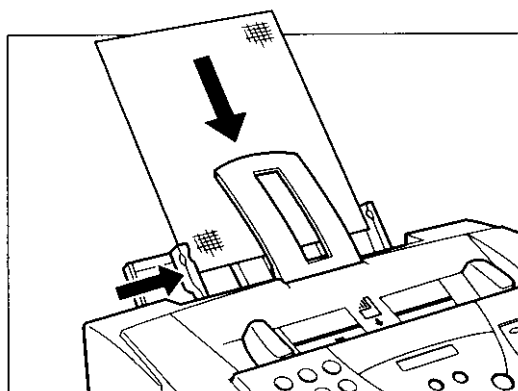
Follow these steps to load and print on Canon's FS-101 fabric sheets.



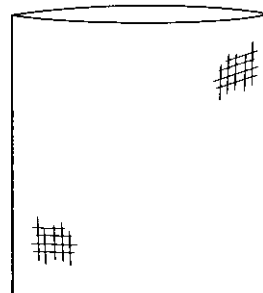
Note

- ☐ Read and follow the precautions and handling instructions included with the FS-101 fabric sheets.
- ☐ Do not use the fixing agent that is supplied with the FS-101 fabricsheet. This agent is not needed when printing with the MultiPASS C5500.
- ☐ Do not touch the printing on a newly printed fabric sheet until the ink has dried completely (normally about an hour).

1. Open the printer cover by grasping the document guides and lifting.
 - ☐ Make sure the paper thickness lever is set to the right. See "Adjusting the Paper Thickness Lever" on page 2-39.
2. With the cloth side facing you and the open end up, insert one sheet into the sheet feeder until it stops, and align the paper guide with the edge of the sheet. You are now ready to print.



OPEN END AT THE TOP

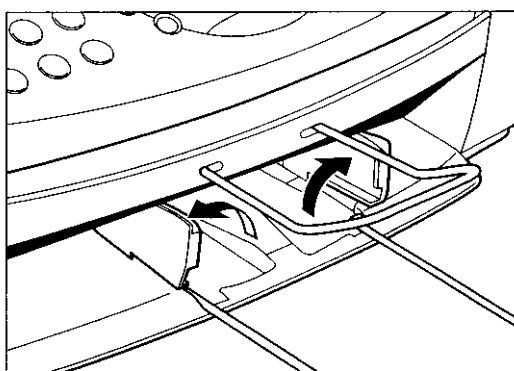


Setting Up Your
MultiPASS C5500

Using the Paper Output Guides with the BC-22/22e and BC-29F Cartridges

When printing with the BC-22/22e Photo Color BJ cartridge or the BC-29F Fluorescent BJ cartridge on HR-101 high-resolution paper, you should use the guides on the MultiPASS C5500's paper output tray to help support the document as it exits the unit. This will keep the sheet from sagging and pulling through the unit as it exits, which can lead to poor print quality.

1. Raise both paper output guides until they are vertical.



Note

- ☐ Always raise both paper output guides.
- ☐ Always use the paper output guides when printing on HR-101 high-resolution paper, even when using the BC-20 or BC-21/21e cartridges.

2. When you finish using the BC-22/22e cartridge or the BC-29F cartridge, return the paper output guides to their original position.



Note

When the paper output guides are raised, the output tray can hold a maximum of 20 sheets. Always lower the paper output guides when using the MultiPASS C5500 as a fax machine, or they can cause the faxes to pile up and jam.

FCC rules governing the use of fax equipment require you to include your name or company name, your fax number, and the date and time of transmission on each fax you send. This information is called your Transmit Terminal Identification, or TTI, and appears at the top of the received fax in small type.



You must enter this information before using your MultiPASS C5500. There are two ways to do this:

You can enter the user information directly into the MultiPASS C5500 using the instructions on the following pages. This allows you to use the MultiPASS C5500 as a fax machine even if you do not have a PC connected to it.

You can also enter the user information using the MultiPASS Desktop Manager. Entering information in this way will override any information entered directly into the MultiPASS C5500. See the *MultiPASS Desktop Manager for Windows® User's Guide* for more information.

Guidelines for Entering Information

The following section explains how to enter user information into the MultiPASS C5500:



Note

- ❑ If you pause while entering information and do not make an entry for more than 60 seconds, the MultiPASS C5500 returns to standby mode and loses all information you had entered up to that point. You will then have to start over.
- ❑ If the MultiPASS C5500 rings while you are entering information, press **STOP** and lift the handset on the extension phone: The MultiPASS C5500 will automatically save all the information you have entered up to the last time you pressed **START/COPY**.
 - If you hear nothing or a slow beep, someone is trying to send a fax: press **START/COPY**.
 - If you hear a voice, you are receiving a normal telephone call.
 - If your MultiPASS C5500 is set to receive faxes automatically, you do not have to press **STOP**, the MultiPASS C5500 will automatically receive the fax. See "Receiving Faxes" on page 5-19.

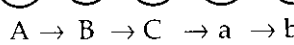
Entering a Name

When entering a name (such as "Unit Name"), each numeric button has a number and a group of uppercase and lowercase letters assigned to it. The chart below shows which number to press for each character.

Button	Characters
1	1
2	ABCabc2
3	DEFdef3
4	GHIghi4
5	JKLjkl5
6	MNOmno6
7	PQRSpqrs7
8	TUVtuv8
9	WXYZwxyz9
0	0
#	-.*#'" ;: ^ _ = / ' ? \$ @ % & + () [] { } < >

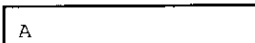
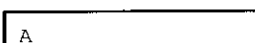
Entering a single letter

For example, you would enter a lowercase letter **b** like this:

Operation:  

Entering two letters from the same group

To enter two letters from the same group, you have to use the right cursor button (**>**). For example, you would enter **AA** like this:

1. Press **2** once to display the first **A**.

2. Press the right cursor button (**>**) to enter the **A** and move the cursor to the right.

3. Press **2** until the the second **A** is displayed.


**Setting Up Your
MultiPASS C5500**
Editing Information

- ☐ If you make a mistake while entering a name, you can correct it by using the **<** and **>** buttons:
 1. Use the **>** button to scroll to the incorrect character.
 2. Press the **<** button once to erase the character above the cursor. (The cursor moves one space to the left.)
 3. Press the **>** button to move back to the empty space and type in the correct character.
- ☐ You can also press the **STOP** button to cancel and re-enter the information in the current category (DATE & TIME, UNIT NAME, UNIT TELEPHONE, etc.)

Entering Your Identification Information

The following pages show you how to enter your name or company name, your fax number, and the date and time, and how to select the type of telephone line connected to your MultiPASS C5500.

FUNCTION



1. Press **FUNCTION**, **>**, then **START/COPY**.

USER SETTINGS

2

START/COPY

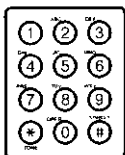


DATE & TIME

2. Press **START/COPY** once more.

- ☐ The currently set date and time appears.

11/22/97 13:00



3. Use the numeric buttons to type in the correct date and time.

- ☐ Use the MM/DD/YY format for the date and use the 24-hour clock for the time, so 5:32 p.m. would be 17:32, for example.)

12/23/97 17:32

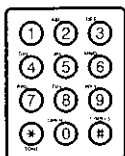


4. Press **START/COPY** to save the Date and Time.

UNIT TELEPHONE #

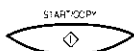


5. Press **START/COPY** again and enter your fax number (up to 20 digits) using the numeric buttons.



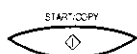
TEL= 541 766

- ☐ You can enter spaces with the **>** button to make the number easier to read.



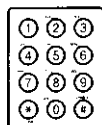
6. Press **START/COPY** to save the Unit Telephone.

UNIT NAME



7. Press **START/COPY** again and use the numeric buttons to type in your name or your business' name (up to 24 characters).

☐ See "Entering a Name" on page 2-52 for instructions.

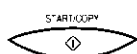


CANON

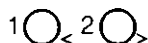


8. Press **START/COPY** to save the Unit Name.

TEL LINE TYPE



9. Press **START/COPY**, then press **<** or **>** to select the correct type of telephone line.



TOUCH TONE

ROTARY PULSE



Contact your local phone company if you are not sure what type of phone line you have.



10. Press **START/COPY** to save the Tel Line Type.

COLOR COPY MEDIA



11. Press **STOP** to return to standby mode.

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Editing Your Identification Information

If you ever need to change the user name, fax number, or phone line type, or to reset the date or time, you can use the procedures above to display the settings you need to change, then edit them using the numeric buttons and the **<** and **>** buttons.

The MultiPASS C5500 Menu System

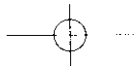
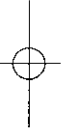
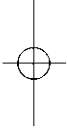
In addition to the user information described on the previous pages, the MultiPASS C5500's menu system also contains settings for cleaning and maintenance. Descriptions of MultiPASS C5500 menu items are found on the page numbers shown below.

<i>Menu Item</i>	<i>Description</i>	<i>Page</i>
1. USER SETTINGS		
A. DATE & TIME	The date and time (24-hour clock).	2-54
B. UNIT TELEPHONE #	Your fax number (up to 20 digits).	2-54
C. UNIT NAME	Your name or business name (up to 24 characters)	2-54
D. TEL LINE TYPE	The type of telephone line connected to your MultiPASS C5500.	2-54
E. COLOR COPY MEDIA	Select PLAIN PAPER when printing on plain paper, or HIGH RES. PAPER for special print media, such as the High Resolution Paper HR-101.	
2. RX MODE	Sets the receive mode	5-18
3. FILE PRINT	Prints documents stored in the MultiPASS C5500's memory	5-26
4. ROLLER CLEANING	Cleans the MultiPASS C5500's rollers.	
5. HEAD CLEANING	Cleans the BJ cartridge's print head.	7-7
6. NOZZLE CHECK	Prints a test pattern to check whether the BJ cartridge is functioning normally.	7-9

Testing the MultiPASS C5500

After you have assembled your MultiPASS C5500, installed a BJ cartridge, loaded the print media, and entered your user identification information, you can make sure the MultiPASS C5500 is printing properly by making several copies of a document. For instructions, see "Making Copies" on page 4-13.

- ❑ If you are printing on plain paper, note the following:
 - If the printed sheets are curled as they exit the MultiPASS C5500, remove them from the output tray immediately to avoid paper jams.
 - Make sure your text or graphics fall within the printable area.
 - If the print head is printing past the edge of the paper and directly on the platen, clean the platen. See "Cleaning the MultiPASS C5500's Interior" on page 7-2.
- ❑ If you are printing on transparencies or back print film, note the following:
 - Remove each sheet of film after it exits from the unit. Do not let film stack up on the output tray.
 - Allow printed film to dry before storing it. (Canon film needs about 15 minutes to dry properly.)
 - After the film dries, cover each printed side with a sheet of plain paper before storing. This is necessary even if you put the film in a clear file.



Chapter 3

Printing from Your PC

This chapter describes how to use the MultiPASS C5500 to print from your PC. It describes how to prepare the print media, and gives some advice on printing with color.

- ❑ Paper Handling..... 3-2
 - Selecting Paper Types 3-2
 - Printing on Envelopes..... 3-2
- ❑ Some Advice for Color Printing 3-6
 - Selecting Paper and Other Print Media 3-6
 - Understanding Your Application's Capabilities 3-6
 - Understanding Your Computer's Monitor and Color 3-7
 - Improving Print Speed 3-8
 - Controlling Printing Costs 3-9

Printing from
Your PC

Paper Handling

This section describes how to prepare the print media for use in your MultiPASS C5500.

Selecting Paper Types

One of the most important things you can do to achieve the best possible print quality is to select the best medium for your particular print requirements. See “Selecting and Loading the Print Media,” on page 2-34 for guidelines to help you choose the right media.

Printing on Envelopes

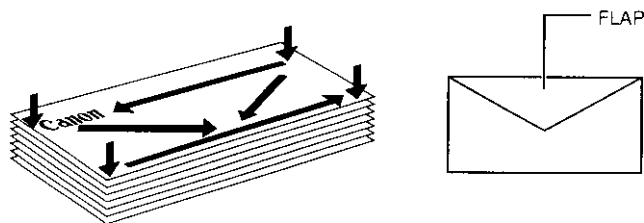
The MultiPASS C5500's sheet feeder can hold up to 10 envelopes. U.S. Commercial No. 10 (COM10) envelopes and European DL envelopes are recommended. You may be able to stack envelopes of other sizes in the sheet feeder, but Canon cannot guarantee consistent performance on envelope sizes other than Commercial No. 10 or DL.

Avoid printing on any of the following, as they can cause jams or smears, or damage your MultiPASS C5500:

- ☐ Envelopes with windows, holes, perforations, cutouts, or double flaps
- ☐ Envelopes made with special coated paper or deeply embossed paper
- ☐ Envelopes using peel-off sealing strips
- ☐ Envelopes containing letters

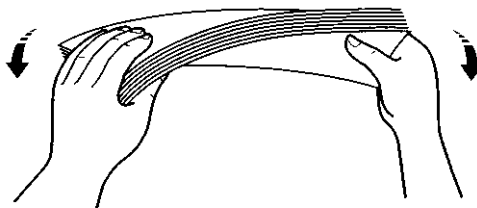
Follow these steps to stack envelopes in the sheet feeder.

1. Arrange the stack of envelopes on a firm, clean surface and press down firmly on the envelopes' edges to make the folds crisp.
 - Press all the way around the envelopes to remove any curls and expel air from inside the envelopes. Also, press firmly on the area that corresponds to the edges of the flap.



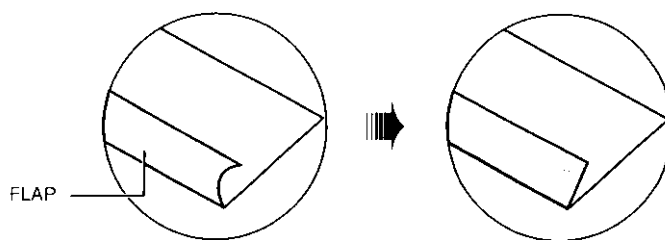
PRESS DOWN FIRMLY ON THE EDGES OF THE FLAP.

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

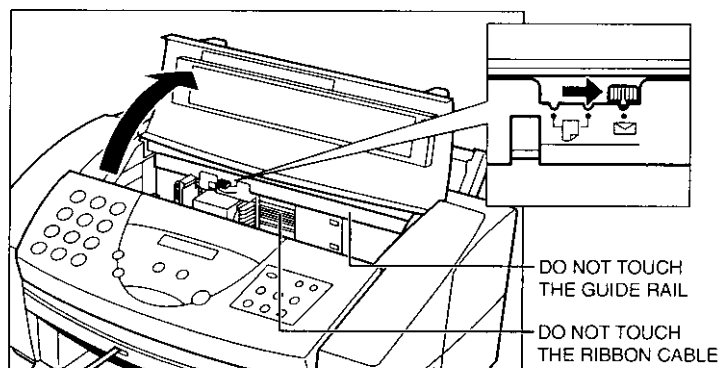


Printing from
Your PC

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

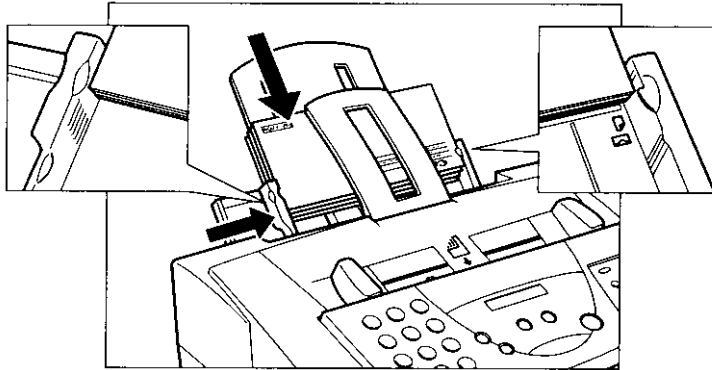


4. Open the printer cover by grasping the document guides and lifting to make sure the paper thickness lever is set properly. See "Adjusting the Paper Thickness Lever" on page 2-39.



5. Close the printer cover

6. Slide the stack of envelopes into the sheet feeder until it stops.
- Align the paper guide with the left edge of the stack.



The MultiPASS C5500 is now ready to print envelopes.

Printing from
Your PC

Some Advice for Color Printing

Your Canon MultiPASS C5500 is a powerful color printer. If this is the first time you have used a color printer, read this section for some tips on printing with color effectively.

Color lets you strengthen the visual impact of reports, memos, and presentations. Color captures your readers' attention, holds their interest, and increases their understanding of your message. You do not have to be an artist or a graphic designer to use color effectively, but you do need software that supports color printing, and you need to spend some time thinking about how best to use color to highlight important information. Without careful planning, you can overuse color, and actually detract from the document's content.

Selecting Paper and Other Print Media

Selecting the right print media is crucial for achieving the best possible print quality. See "Selecting and Loading the Print Media" on page 2-34 for guidelines to help you choose the right media for your particular print requirements.



Note

If you use coated paper, the colors may print out differently from what you expect.

Understanding Your Application's Capabilities

It is important that you know how to correctly use the application you will be printing from, and its capabilities and limitations for color printing.

Your MultiPASS C5500 can reproduce up to 16.7 million different colors, but the number you can actually print depends on the application you use. Some applications have restrictions on how they can use color: see your application's documentation to see if it has any such restrictions.

Your application may also offer a number of color-control functions, such as dithering, intensity, or hue:

- ☐ **Dithering** creates colors with patterns of alternating dots. For example, an alternating red and white dither pattern can create pink.
- ☐ **Intensity (saturation)** lets you adjust the depth of a color if the printout appears lighter or darker than the image on the monitor.
- ☐ **Hue** allows you to change a color's hue. For example, you can adjust the hue of red to make it more purple.

For details about these functions, see your application's documentation.

Understanding Your Computer's Monitor and Color

Be sure you know what type of monitor your PC has. Monitors are classified by their resolution and by the number of different colors they can display. The following factors can affect how well the colors on your printed page match the colors displayed on your monitor:

Monitors create the colors they display by combining red, green, and blue at different intensities. Printers create colors by combining overlaying dots of cyan, yellow, magenta, and black in a variety of combinations with varying amounts of ink.

The MultiPASS C5500 is optimized to provide the best color match possible of printed output with popular monitors. Yet, because monitors and printers use such different methods to create color, achieving an accurate match between your printed image and the image on your monitor can be extremely difficult in some cases.

To maximize the color-matching capabilities of your MultiPASS C5500, use a 24-bit color monitor and video card. For details about your monitor's ability to display color, see the monitor's documentation.

Improving Print Speed

The MultiPASS C5500 can produce a full spectrum of up to 16.7 million colors. When printing with black ink only, the driver only has to process information for one color. When printing in color, however, the MultiPASS C5500 has to process significantly more information and prints more slowly.

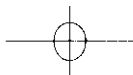
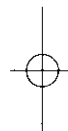
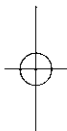
To improve color printing speed, try the following:

- ☐ Increase the amount of RAM in your computer.
- ☐ Use a computer with a faster processor.
- ☐ Use only one application at a time, and turn off any screen savers or other memory-resident applications.
- ☐ Limit the number of colors you use.
- ☐ Use smaller graphics and more white space in your documents.
- ☐ When printing presentation graphics, use only the MultiPASS C5500's primary colors: black, cyan, magenta, and yellow.
- ☐ Use Draft mode printing when not producing a final copy.
- ☐ Use plain paper and set the Media Type to Plain Paper on your PC. This sets the MultiPASS C5500 to make only one pass for each printed line. See the *MultiPASS Desktop Manager for Windows® User's Guide*.
- ☐ Print drafts in black only, or in Draft color mode. This both reduces your color ink consumption, and speeds up printing.
- ☐ See the *MultiPASS Desktop Manager for Windows® User's Guide* for other suggestions for improving print speed.

Controlling Printing Costs

Printing in color costs more than printing in black. To keep your color printing costs down, follow these guidelines:

- ❑ Use Draft mode with the BC-21/21e Color BJ cartridge or the BC-22/22e Photo Color BJ cartridge to print drafts. Or use the BC-20 Black BJ cartridge.
- ❑ For graphs and charts, set the fill option to colored hatch patterns instead of solid colors. Hatch patterns require less ink.
- ❑ Use lighter colors that incorporate more white space. For example, use pink instead of red. The MultiPASS C5500 produces light colors by alternating colored dots with white (unprinted) dots, and so uses less ink.
- ❑ Avoid full-color backgrounds. If you must use one, do not set the background for color until you are ready for final printing.
- ❑ Some applications allow you to condense several pages of data onto a single page for draft printing.



Chapter 4

Scanning Documents and Making Copies

This chapter describes how to load documents into the MultiPASS C5500 for faxing, copying, or scanning, and tells how to make copies.

❑ Scanning Documents	4-2
• Types of Documents You Can Scan	4-2
Effective Image Size	4-4
• Selecting Automatic/Manual Document Feed	4-5
Loading Documents for Automatic Feed	4-6
Trouble With Multipage Documents	4-9
Loading Documents for Manual Feed	4-10
• Adding Pages to the Document in the Automatic Document Feeder (ADF)	4-12
❑ Making Copies	4-13

Scanning Documents

The first step in scanning a document is to load the document into the MultiPASS C5500's Automatic Document Feeder (ADF). You can then use the MultiPASS Desktop Manager to scan documents and save the scanned images as .TIF, .BMP, .PCX, or .DCX files. The MultiPASS C5500 can also scan documents directly into any Windows application with a TWAIN-compatible interface.

Once you have scanned the document, you can use the Desktop Manager to view the document on your PC's monitor, as well as save, rotate, print, or copy it to the PC's clipboard. You can also process the scanned image using applications such as Adobe Pagemaker®, Adobe Photoshop®, Zsoft PhotoFinish™, and Caere WordScan™.

This chapter describes the types of documents you can scan and how to load the documents for scanning. For instructions on faxing a scanned document, see Chapter 5, "Sending and Receiving Faxes." For instructions on using the Desktop Manager to scan documents, see the *MultiPASS Desktop Manager for Windows® User's Guide*. For information on using other applications to scan documents or process images, refer to the application's documentation.

Types of Documents You Can Scan

The documents you load into the Automatic Document Feeder (ADF) must meet these requirements:

- Size:**
 - Maximum: 8.5 × 39.3 in. (216 × 1000 mm)
 - Minimum: 3.2 × 1.8 in. (80 × 45 mm)
- Quantity:**
 - Up to 20 letter-size, 20 A4-size, or 10 legal-size pages (1 page for sizes other than these)
- Thickness:**
 - 0.003–0.005 in. (0.08–0.13 mm)
(For pages thicker than this, load one page at a time.)
 - Up to 0.017 in. (0.43 mm) when the Automatic Document Feeder (ADF) is set for manual feed.
 - All sheets should be of the same thickness.
- Weight:**
 - 20–24 lbs (75–90 g/m²)
 - Up to 24 lbs–90.7 lbs (90–340 g/m²) when the Automatic Document Feeder (ADF) is set for manual feed.
 - All sheets should be of the same weight.

The MultiPASS C5500's Automatic Document Feeder (ADF) can hold up to 20 letter- or A4-size pages, or up to 10 legal-size pages. If your document has more pages than this, you can add pages while scanning. See "Adding Pages to the Document in the Automatic Document Feeder (ADF)" on page 4-12.



Note

Problem documents

- ❑ To prevent paper jams in the Automatic Document Feeder (ADF), do not use any of the following in the MultiPASS C5500:



WRINKLED OR
CREASED PAPER



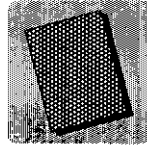
CURLED OR
ROLLED PAPER



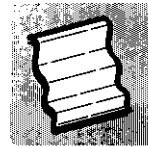
TORN PAPER



CARBON PAPER OR
CARBON-BACKED
PAPER



COATED PAPER

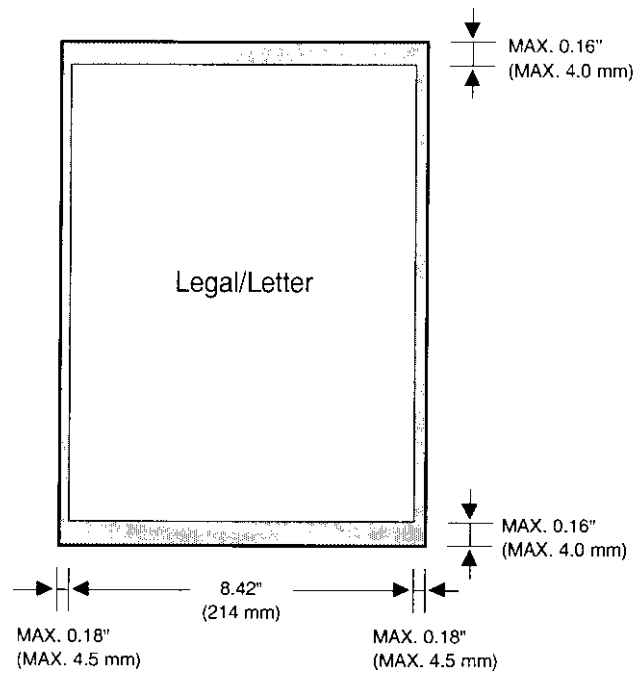


ONION SKIN OR
THIN PAPER

- ❑ Remove all staples, paper clips, or any other fasteners before loading the document into the Automatic Document Feeder (ADF).
- ❑ Make sure any glue, ink, or correction fluid on the paper is completely dry before loading the document into the Automatic Document Feeder (ADF).
- ❑ If you have a document that will not feed into the MultiPASS C5500 properly, make a photocopy of the document, then load the copy instead.

Effective Image Size

The MultiPASS C5500 does not scan the areas within the maximum margins of 0.18 inches (4.5 mm) on either side of the sheet and 0.16 in (4.0 mm) on the top and bottom. Make sure your document's text and graphics do not extend into these margins.



Selecting Automatic/Manual Document Feed

The document feed lever allows you to select whether the Automatic Document Feeder (ADF) feeds documents automatically. If set to automatic document feed, a multipage document will automatically feed page by page through the Automatic Document Feeder (ADF). The icons below the document feed lever show you which setting you should use according to your document: the icon showing several sheets (📄) is for automatic document feed, and the icon showing a single sheet (📄) is for manual feed.

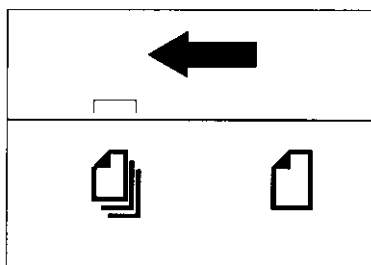
Use automatic document feed (📄) for documents that meet the requirements on page 4-2. However, if you have difficulty sending with this setting, or find that several sheets feed into the Automatic Document Feeder (ADF) at the same time, try using manual feed (📄).

For documents that do not meet the requirements on page 4-2, use manual document feed (📄) and load one sheet at a time. These documents include very thick or thin paper, small documents (postcards, business cards), documents with uneven surfaces, photos, special types of paper (thick paper with a glossy finish, for example), and carrier sheets.

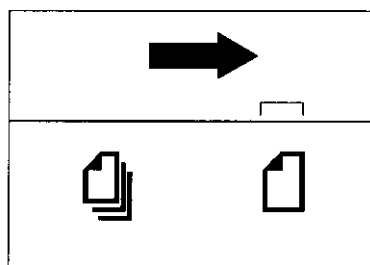


Note

In order to protect the surface of your photos and other delicate documents from being damaged when feeding through the Automatic Document Feeder (ADF), place the document in a carrier sheet. For details on the carrier sheet, contact your authorized Canon dealer or service center.



Automatic document feed

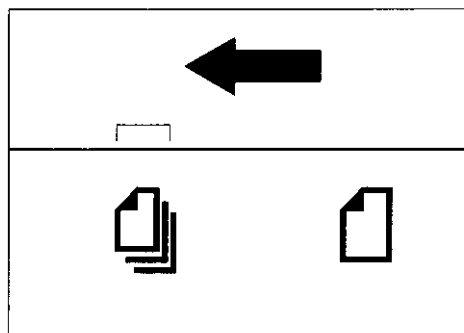


Manual document feed

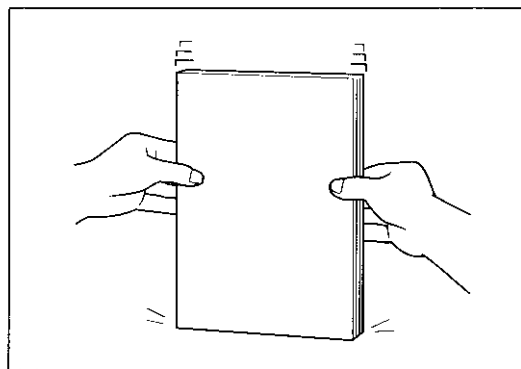
Scanning
Documents and
Making Copies

Loading Documents for Automatic Feed

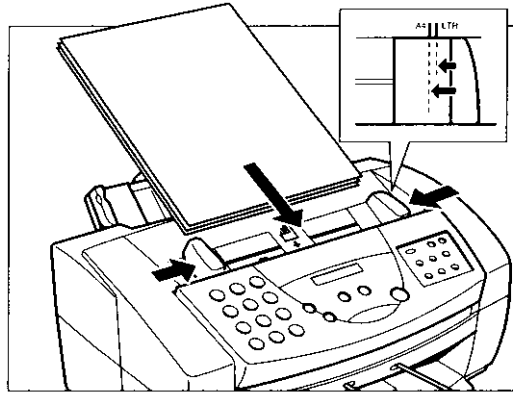
1. Make sure the document feed lever is set to automatic document feed.



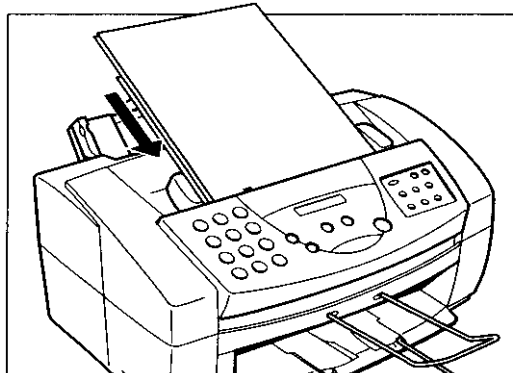
2. If the document has multiple pages, tap it on a flat surface to even the stack's edges.



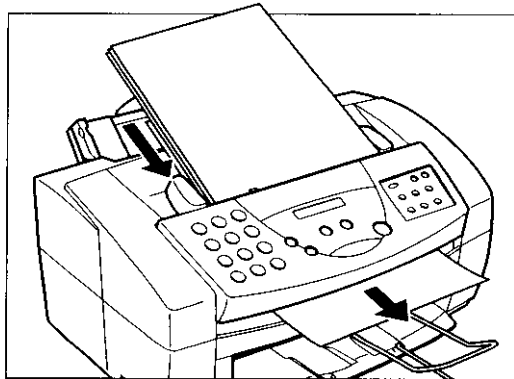
3. Adjust the document guides to the width of the document.



4. Gently insert the document face-down (top of the document towards you) into the Automatic Document Feeder (ADF) until you hear a beep.



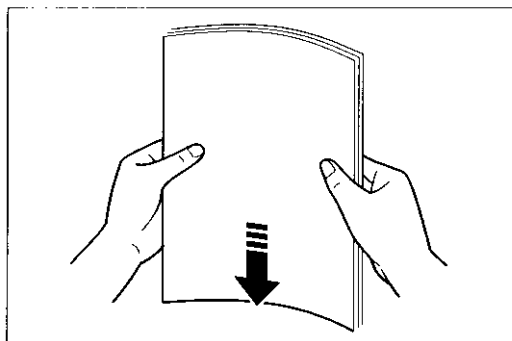
The document is now ready for scanning. The MultiPASS C5500 automatically feeds the pages one by one from the bottom of the stack.



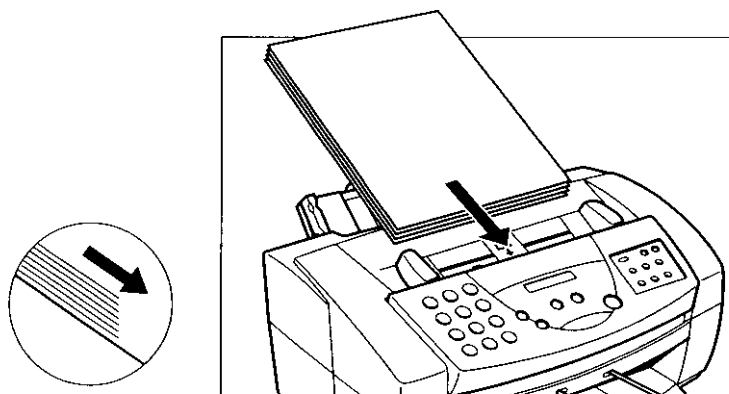
Trouble With Multipage Documents

If you have trouble feeding a multipage document, do the following:

1. Remove the stack and tap it on a flat surface to even the edges.



2. "Slant" the stack so that its front edge is beveled as shown below, then insert the stack into the Automatic Document Feeder (ADF).

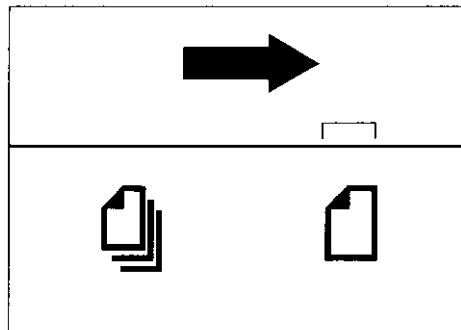


Note

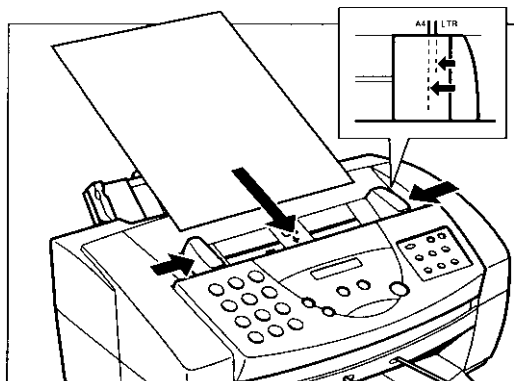
- ❑ If you have further trouble with page jams while feeding, see "Jams in the Automatic Document Feeder (ADF)" on page 6-6.
- ❑ You cannot feed a multipage document of thick media, such as postcards or business cards.

Loading Documents for Manual Feed

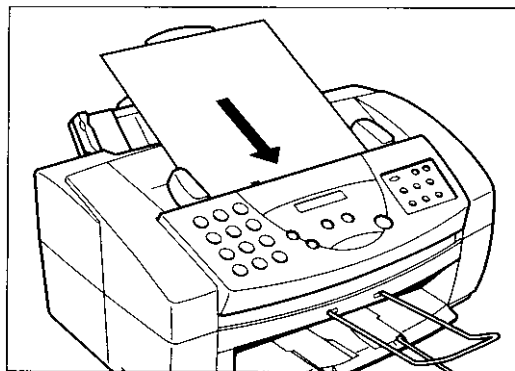
1. Make sure the document feed lever is set to manual document feed.



2. Adjust the document guides to the width of the document.



3. Gently insert the document face-down (top of the document towards you) into the Automatic Document Feeder (ADF) until you hear a beep.

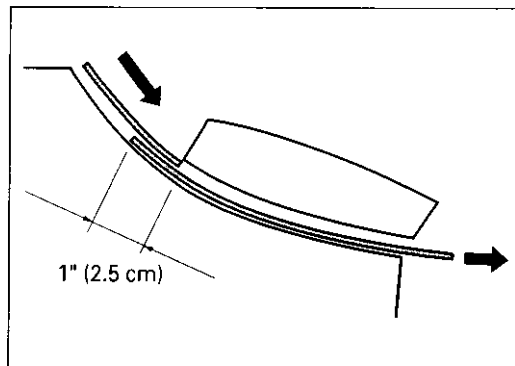


The document is now ready for scanning.

Adding Pages to the Document in the Automatic Document Feeder (ADF)

The MultiPASS C5500's Automatic Document Feeder (ADF) can hold up to 20 letter-size, 10 legal-size, or 20 A4-size pages at a time. If your document has more pages than this, you can add pages while the MultiPASS C5500 is scanning, as follows:

1. Wait until the last sheet in the Automatic Document Feeder (ADF) starts feeding.
2. Load up to 20 additional sheets (10 legal size).
 - ☐ Insert the first new page so that it overlaps the last page by about an inch (2.5 cm).



Making Copies

One of the MultiPASS C5500's convenient features is its ability to make up to 99 high-quality copies of a document. To make copies, do the following:

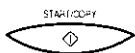


1. Prepare the document and load it into the Automatic Document Feeder (ADF) as described in "Loading the Document" on page 4-4.
 - Once the document is loaded, the display shows how much of the unit's memory is used, then displays the current resolution, and finally the message DOCUMENT READY:

MEMORY USED 0%

FAX FINE

DOCUMENT READY



2. Press **START/COPY**.

- The display now shows COPY, the reduction size the copy will be printed at (the default is 100%), and the number of copies (the default is 1):

COPY 100% 01

To change the copying resolution for black and white copying

B&W FAX/COPY



3. Press **B&W FAX/COPY-RESOLUTION**.

B&W FINE

B&W PHOTO

(B&W FINE resolution with halftone)

Scanning
Documents and
Making Copies

To change the copying resolution for color copying

COLOR COPY



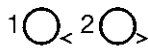
COLOR FINE

COLOR DRAFT

COLOR SNAPSHOT

**Note**

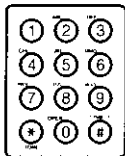
- ☐ When copying in black and white:
 - You cannot make copies in B&W TEXT resolution, but must use B&W FINE or B&W PHOTO resolution instead. (B&W TEXT does not appear as one of the available resolutions.)
 - FINE resolution works well for copying most text documents.
 - Use B&W PHOTO resolution when copying documents that contain photographs. This scans areas of the document that contain photos with 256 levels of gray, and results in a much better reproduction of the photograph.
- ☐ When copying in color:
 - COLOR FINE resolution takes longer than other settings, but its 360 × 360 dpi results in a much better quality reproduction.
 - COLOR DRAFT resolution is 180 × 360 dpi.
 - Use COLOR SNAPSHOT when scanning photos that are less wide than a letter-size page.
- ☐ You cannot use the BC-22/22e Photo Color BJ Cartridge nor the BC-29F Fluorescent BJ Cartridge for making copies. This cartridge is only to be used for printing color documents from your PC.



4. If you want to reduce the size of the copies, use the **<** and **>** buttons to select the reduction percentage you want (70%, 80%, 90%, or 100%).

Ex:

COPY	80%	01
------	-----	----



5. If you want to make multiple copies, use the numeric buttons to enter the number of copies (up to 99):

- ☐ You can only make one color copy at a time.

COPY	80%	35
------	-----	----



6. Press **START/COPY** to begin copying:

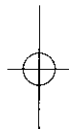
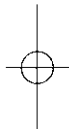
COPY

- ☐ To stop copying, press **STOP**. You may then need to lift the operation panel to remove the document. See "Jams in the Automatic Document Feeder (ADF)" on page 6-6.
- ☐ If an error occurs during copying, the message **START AGAIN** appears in the display, and you will need to reload the document and start copying again.



Note

If **MEMORY FULL** appears in the display while you are making multiple copies of a document, you will not be able to use the multiple copy feature for copying the document. Instead, you will need to make single copies of the document (as many times as required). To correct this situation, print out the documents stored in memory using the **FILE PRINT** function. See "Printing Documents Stored in Memory" on page 5-26.



Chapter 5

Sending and Receiving Faxes

This chapter describes how to use your MultiPASS C5500 to send and receive faxes.

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Preparing to Send a Fax

Before you can send a fax, you need to load the document into the MultiPASS C5500's Automatic Document Feeder (ADF). For instructions and information about the types of documents the MultiPASS C5500 can scan, see "Types of Documents You Can Scan" on page 4-2.

Resolution

Canon's Ultra High Quality (UHQ) imaging technology enables you to send faxes with a print quality that is very close to that of the original document. The MultiPASS C5500 also lets you adjust the resolution it uses in sending faxes to best suit your particular document.

Setting the Resolution

The MultiPASS C5500 has three resolution settings:

- ☐ **FAX STANDARD** resolution (203 × 98 dpi) is adequate for most text documents.
- ☐ **FAX FINE** resolution (203 × 196 dpi) is suitable for documents with fine print (smaller than the print in this sentence).
- ☐ **FAX PHOTO** resolution (203 × 196 dpi, with halftones) is for documents that contain photographs. With this setting, areas of the document that contain photos are automatically scanned with 64 levels of gray, rather than just two (black and white). This gives a much better reproduction of the photos, though transmission time is longer.



Note

Please note that the **COLOR COPY-RESOLUTION** button can only be used when making copies, and is inoperative when sending faxes.

Set the resolution as follows:

B&W FAX/COPY



1. Press **B&W FAX/COPY-RESOLUTION**.

- The LCD display shows the current resolution.

FAX STANDARD



Note

When the **B&W FAX/COPY-RESOLUTION** button is pressed, the LCD display shows the current resolution for about five seconds before returning to standby mode.

B&W FAX/COPY



2. Press **B&W FAX/COPY-RESOLUTION** to display the resolution you want.

FAX FINE

FAX PHOTO

FAX STANDARD

3. Continue with the operation you wish to complete.

- If you do not proceed with any other operation, the LCD display returns to standby mode after about 5 seconds.

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Sending and
Receiving Faxes

Sending Faxes

This section describes how to send faxes with the MultiPASS C5500.

Preparing to Fax a Document

To send a fax, you first need to load the document into the Automatic Document Feeder (ADF) and adjust the resolution as follows:



1. Prepare the document and load it into the Automatic Document Feeder (ADF) as described in Chapter 4.
 - Once the document is loaded, the display shows how much of the unit's memory is in use, then displays the current resolution, and finally the message DOCUMENT READY.

MEMORY USED 0% (Currently used memory)

FAX STANDARD (Current resolution)

DOCUMENT READY (Standby to scan)

B&W FAX/COPY



2. If you want to change the resolution, press **B&W FAX/COPY-RESOLUTION** to display the resolution you want.

FAX PHOTO (FAX FINE resolution with halftone)

FAX STANDARD

FAX FINE

- The **COLOR COPY-RESOLUTION** button cannot be used.

The MultiPASS C5500 is now ready to send the fax.

Manual Sending

If you have an extension phone connected to your MultiPASS C5500, you can send faxes manually. This allows you to talk to the other party before sending the fax, which can be useful if the other party uses a single line for both voice and fax transmissions.



1. Prepare the document, load it into the Automatic Document Feeder (ADF), and adjust the resolution as described in Chapter 4.
2. Lift the extension phone handset, and dial the number.

Ex: TEL=15037537984



3. If a person answers, you can converse normally. When you are ready to send the fax, ask the person to press the start button on their fax, then press **START/COPY** on the MultiPASS C5500 and hang up.



Note

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

Memory Sending

Memory sending is a quick and easy way to send a fax. When you use memory sending, the MultiPASS C5500 scans the document into its memory as it dials the fax number. If the line is free, the MultiPASS C5500 begins sending the fax as it scans the rest of the document.

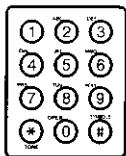
The MultiPASS C5500 has enough memory to store up to 42 pages (fewer if the document contains many graphics or particularly dense text).

Since the MultiPASS C5500 is a multitasking device, you can use memory sending to scan one document into memory and at the same time send another fax, receive a fax, or print a document.

Follow the instructions below to send a document with memory sending:



1. Prepare the document, load it into the Automatic Document Feeder (ADF), and adjust the resolution as described in Chapter 4.



2. Use the numeric buttons to dial the other party's fax number.

Ex: TEL=9P1503753798

- ☐ You can either dial the number directly, or use one of the speed dialing methods described in "Automatic Speed Dialing" on page 5-9.
- ☐ If you must first dial a digit to get an outside line (e.g. "9"), press the **REDIAL/PAUSE** button to add a pause after that digit, as shown in the example above.



3. Press **START/COPY**.

- ☐ The MultiPASS C5500 then begins scanning the document into memory, and dials the number:

TX

After a few seconds, the display shows the following displays:

TX/RX NO.

(Transaction number for the fax)

SCANNING

(Number of pages it has scanned)

CALLING

TEL=9P1503753798

(The number you dialed)

The display continues to show these displays while the fax is sending.

- ❑ When the MultiPASS C5500 finishes sending the fax, the display shows the TRANSMITTING OK message:

TRANSMITTING OK



Note

- ❑ The transaction number (TX/RX NO.) is a unique number the MultiPASS C5500 assigns to the document you are sending or receiving, and is used to identify the document in transaction reports.
- ❑ If an error occurs during sending, the MultiPASS C5500 will print out an error report. If this happens, try sending the fax again. See "Faxing Problems" on page 6-22 for details about errors.

Cancelling a Transmission

If you want to stop sending before the fax is finished, do the following.



1. Press **STOP**.

- ☐ If you are sending manually, the transmission is cancelled immediately.
- ☐ If you are sending from memory, the following appears in the display:

CANCEL? *YES #NO



2. To cancel the fax, press ***** :

TX/RX CANCELLED

- ☐ If you change your mind and want the unit to continue sending, press the **#** button. The MultiPASS C5500 will continue sending normally.



After you cancel a fax, you may need to open the operation panel to remove the document from the Automatic Document Feeder (ADF). See "Jams in the Automatic Document Feeder (ADF)" on page 6-6.

Automatic Speed Dialing

In addition to manual dialing, the MultiPASS C5500 provides several ways to dial fax numbers automatically.

- ❑ **One-touch speed dialing:** Dial a fax number by pressing the one-touch speed dialing button that the number is assigned to.
- ❑ **Coded speed dialing:** Dial a fax number by pressing the **CODED DIAL** button followed by the two-digit code assigned to that fax number.
- ❑ **Group dialing:** Send a fax to a pre-defined group of fax numbers. (The numbers must already be stored as one-touch speed dialing numbers or coded speed dialing numbers.)
- ❑ **PC dialing:** Dial a fax number from your PC using the MultiPASS Desktop Manager for Windows software.



To use the MultiPASS C5500's speed dialing or group dialing features, you must first store the fax numbers in the MultiPASS C5500's memory using the Desktop Manager. See the *MultiPASS Desktop Manager for Windows® User's Guide* for instructions.

Using One-Touch or Coded Speed Dialing

After registering your one-touch or coded speed dialing numbers in the Desktop Manager, you can use them to send documents as follows:

1. Prepare the document, load it into the Automatic Document Feeder (ADF), and adjust the resolution as described in Chapter 4.

If using one-touch speed dialing:

2. Press the one-touch speed dialing button assigned to the number to which you wish to fax.

1 ○ ~ 6 ○

CANON USA

- ☐ The name registered under that one-touch speed dialing button is displayed.
- ☐ If you make a mistake while dialing, press **STOP**. Then press the correct one-touch speed dialing button.
- ☐ If no fax number is assigned to the one-touch dialing button you press or the code you enter, the LCD displays the following:

NO TEL #

If this happens, make sure you pressed the correct button or entered the correct code, and that the number you want to dial is registered to that button or code. For details, see the *MultiPASS Desktop Manager for Windows® User's Guide*.



- 3 Press **START/COPY**.

DIALING

- ☐ If you do not press the **START/COPY** button within five seconds, the C5500 will begin sending automatically.
- ☐ If an error occurs during sending, the MultiPASS C5500 will print an error report. If this happens, try sending the fax again. See "Faxing Problems" on page 6-22 for details about errors.

If using coded speed dialing:

CODED DIAL

2. Press CODED DIAL:

*

0

 ~

9

3. Use the numeric buttons to enter the two-digit code assigned to the fax number:

*03

- ☐ The name registered under that coded speed dialing code is displayed.
- ☐ If you make a mistake while dialing, press **STOP**. Then press **CODED DIAL** and enter the correct code.
- ☐ If no fax number is assigned to the one-touch dialing button you press or the code you enter, the LCD displays the following:

NO TEL #

If this happens, make sure you pressed the correct button or entered the correct code, and that the number you want to dial is registered to that button or code. For details, see the *MultiPASS Desktop Manager for Windows® User's Guide*.

START/COPY

**4. Press START/COPY.**

DIALING

- ☐ If you do not press the **START/COPY** button within five seconds, the C5500 will begin sending automatically.
- ☐ If an error occurs during sending, the MultiPASS C5500 will print an error report. If this happens, try sending the fax again. See "Faxing Problems" on page 6-22 for details about errors.



You can also use the one-touch speed dialing buttons and coded speed dialing codes to send a document to more than one fax number at a time. For details, see "Sequential Broadcasting" on page 5-14.

 Sending and
Receiving Faxes

Automatic Redialing

You can set the MultiPASS C5500 to automatically dial the fax number again if the receiving fax machine does not answer, if the line is busy, or if an error occurs during sending. You can also control how many times the MultiPASS C5500 will redial the number (up to ten), how long it will wait between dialing attempts (2 to 99 minutes), and how much of the fax the MultiPASS C5500 will resend if an error occurs. For instructions, see the *MultiPASS Desktop Manager for Windows® User's Guide*.

When automatic redialing is in use, the LCD display alternately shows AUTO REDIAL and the transaction number while it is waiting to redial:

AUTO REDIAL

TX/RX NO.

When it begins redialing, the LCD display continuously shows the following:

DIALING

503 555 1776 (Fax number you dialed)

CALLING

TX/RX NO. (Transaction number)

- ☐ If you used one-touch or coded speed dialing to dial the number, the name registered under that button or code will also be displayed.

If the receiving fax machine does not answer on the last attempt, the LCD display shows this:

BUSY/NO SIGNAL

If this happens, try sending again later.

Cancelling Automatic Redialing

You can cancel automatic redialing by pressing the **STOP** button. However, when you send a fax from memory, you cannot cancel redialing while the MultiPASS C5500 is waiting to redial (AUTO REDIAL appears in the LCD). Instead, wait until dialing begins (DIALING appears in the display), then press **STOP**.

1. Wait until the MultiPASS C5500 begins redialing.

DIALING



2. Press **STOP**. The MultiPASS C5500 asks you to confirm that you want to cancel:

CANCEL? *YES #NO



3. To cancel the redialing, press *****. The MultiPASS C5500 beeps and alternates the following displays:

TX/RX CANCELLED

TX/RX NO. 0002

- ❑ The unit then prints an error report:

PRINTING REPORT



Note

If the **ERROR TX REPORT** setting in the Desktop Manager for Windows is set to **OUTPUT NO**, the error report will not be printed out. For details on changing the setting, refer to the *MultiPASS Desktop Manager for Windows User's Guide*.

Redialing with Manual Sending

If you are sending a fax manually, you can redial by pressing the **REDIAL/PAUSE** button. This redials the last number that was dialed with the numeric buttons. (This also starts redialing regardless of whether automatic redialing is enabled.)

Sequential Broadcasting

The MultiPASS C5500's sequential broadcasting feature lets you send your fax to a sequence of up to 57 fax numbers, using any combination of dialing methods as follows:

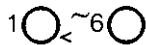
- ☐ One-touch speed dialing: up to 6 destinations
- ☐ Coded speed dialing: up to 50 destinations
- ☐ Manual dialing: 1 destination only
(with the numeric buttons)

You can enter the one-touch speed dialing and coded speed dialing destinations in any order. You can also include one destination that you dial manually using the numeric buttons.

To send a fax using sequential broadcasting, do the following:

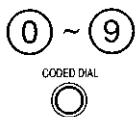


1. Prepare the document, load it into the Automatic Document Feeder (ADF), and adjust the resolution as described in Chapter 4.



2. Enter up to 57 fax numbers using the following three methods:

- ☐ **One-touch speed dialing:** press the desired one-touch button(s).



- ☐ **Coded speed dialing:** press **CODED DIAL**, then enter the two-digit code using the numeric buttons (be sure to press **CODED DIAL** before each code).



- ☐ **Manual dialing:** enter the number using the numeric buttons, then press **START/COPY** to add the number to the broadcast list. (You can only enter one manual number.)



Note

After entering the first one-touch speed dialing button or coded speed dialing code, you have five seconds to enter another speed-dialing button or code before the MultiPASS C5500 begins sending automatically. If you have entered more than one speed dialing button or code, the MultiPASS C5500 waits for 10 seconds before it begins sending.



3. When you finish entering numbers, press **START/COPY** to begin sending, or wait a few seconds for the MultiPASS C5500 to begin sending automatically.

- ❑ The MultiPASS C5500 then scans the document into memory, and begins sending it to the destinations in numerical order, starting with the coded dial numbers, then the one-touch numbers, and finally the manual number (if there is one).



If the MultiPASS C5500's memory becomes full while scanning your document, **MEMORY FULL** appears in the LCD. If this happens, remove the remainder of the document from the Automatic Document Feeder (ADF) (you may need to open the operation panel to do so), then divide the document into several sections and send each section individually.

Using Group Dialing

If you frequently send faxes to the same group of people, you can use the Desktop Manager to create a "group." See the *MultiPASS Desktop Manager for Windows® User's Guide*. Groups are stored under one-touch speed dialing buttons or coded speed dialing codes.

To send a fax to a group, follow these instructions.



1. Prepare the document, load it into the Automatic Document Feeder (ADF), and adjust the resolution as described in Chapter 4.
2. Use the one-touch speed dialing buttons and/or the **CODED DIAL** button (along with the two-digit codes) to select the groups registered under those buttons and/or codes.
 - ☐ If you make a mistake when selecting a group, press **STOP** and start again.



- ☐ You can make up to 55 groups. See the *MultiPASS Desktop Manager for Windows® User's Guide* for instructions.
- ☐ If you press a one-touch speed dialing button or coded speed dialing code that has no group (or fax number) registered under it, the LCD displays NO TEL #. Make sure you pressed the correct one-touch speed dialing button or entered the correct coded speed dialing code, and that the group you want has been registered correctly under that button or code.
- ☐ After entering a one-touch speed-dialing button or coded speed dialing code, you have five or ten seconds to press each subsequent speed-dialing button or code before the MultiPASS C5500 begins sending.



3. When you finish entering groups, press **START/COPY**.
 - ☐ The MultiPASS C5500 then scans the document into memory, and begins dialing the numbers in the groups.

If the Power Goes Out

If power to the MultiPASS C5500 is cut off, any documents stored in its fax memory will be lost. (The MultiPASS C5500 automatically prints a list of the lost documents when power is restored.) Because of this, you should be sure to print documents stored in memory or resend them as soon as possible.

While power is out, you can only use the MultiPASS C5500 to receive telephone calls (if you have an extension telephone connected). You cannot make calls, or send or receive faxes.

Receiving Faxes

The MultiPASS C5500 provides you with four different modes for receiving faxes. To decide which mode will best suit your requirements, consider how you want to use the MultiPASS C5500:

- ☐ **Fax/Tel Mode:** Use this mode if you will occasionally use the MultiPASS C5500 as a telephone. In this mode, if an incoming call is a fax, the MultiPASS C5500 then receives fax calls automatically, without ringing; if the call is from a person, the MultiPASS C5500 rings to alert you to pick up the extension phone to answer the call. This mode is economical, in that it allows you to have phone and fax service without the expense of an additional phone line.

This mode also includes settings that let you control precisely how it handles incoming calls. For details and instructions, see the *MultiPASS Desktop Manager for Windows® User's Guide*.

- ☐ **MANUAL MODE:** Use this mode if you will frequently use the MultiPASS C5500 as a telephone and want to answer every call yourself, including fax calls. The MultiPASS C5500 then rings for every call, whether phone or fax, and you must press the **START/COPY** button to begin receiving a fax.
- ☐ **FAX ONLY MODE:** Use this mode if the MultiPASS C5500 will be connected to a separate telephone line used only for transmitting faxes. The MultiPASS C5500 then answers all phone calls, and receives all faxes automatically.
- ☐ **ANS. MACHINE MODE:** Use this mode if you plan to connect an answering machine to the MultiPASS C5500 to receive faxes and phone messages. The MultiPASS C5500 then receives incoming faxes normally, and routes incoming phone calls to the answering machine.

Once you have decided which mode you want, set the mode as described in "Setting the Receive Mode" on page 5-19. You can change the mode at any time.

The MultiPASS C5500 also offers these additional features to let you customize its function to suit your needs:

- ☐ The Distinctive Ring Pattern Detection (DRPD) feature lets the MultiPASS C5500 automatically distinguish incoming fax calls from telephone calls based on a distinctive ring pattern assigned to the called number. This makes it possible for you to have up to five separate fax and telephone numbers on a single telephone line. (To use this feature, your local phone company must offer the Distinctive Ring Pattern (DRP) service.)

- ❑ The MultiPASS Desktop Manager allows you to receive faxes directly into your PC, where they will be stored as scanned images.
- ❑ The MultiPASS C5500's Error Correction Mode (ECM) corrects damaged data caused by line errors when receiving from a fax machine that also has ECM capability.

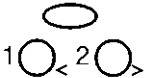
See the *MultiPASS Desktop Manager for Windows™ User's Guide* for details on these and other functions, and instructions on enabling them.

Setting the Receive Mode

Set the MultiPASS C5500's receive mode as follows:

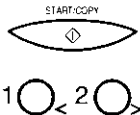
1. Press **FUNCTION**, then press **<** or **>** to select RX MODE.

FUNCTION



RX MODE
2. Press **START/COPY**, then press **<** or **>** to select the receive mode you want.

START/COPY



FAX ONLY MODE

ANS.MACHINE MODE

Fax/Tel Mode

MANUAL MODE
- ❑ After about five seconds, the MultiPASS C5500 returns to standby mode and displays the date and the new receive mode:

12/12/97

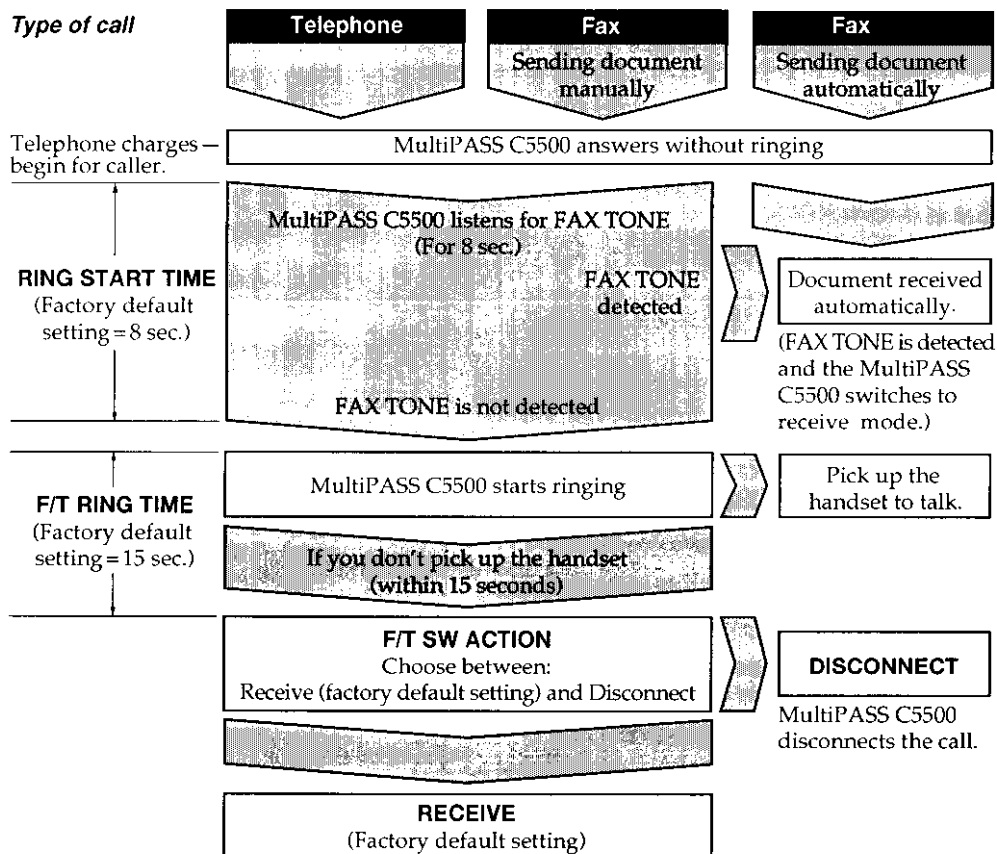
12/12/97

12/12/97

12/12/97

Receiving Faxes and Phone Calls Automatically: Fax/Tel Mode

In Fax/Tel Mode, the MultiPASS C5500 monitors all incoming calls to see whether the call is from another fax machine or from a telephone:



- ❑ If the call is from a fax machine, the MultiPASS C5500 receives the fax automatically. You can control whether or not the unit rings when it receives a fax call by enabling or disabling the FAX INCOMING RING item in the RECEIVE(RX) SETUP menu (see the *MultiPASS Desktop Manager for Windows™ User's Guide* for instructions).

- ❑ If the call is a telephone call, the MultiPASS C5500 rings to alert you to pick up the phone. If you do not pick up the handset within 15 seconds, the MultiPASS C5500 stops ringing, checks again to make sure the call is not from a fax machine, then hangs up. (You can use the MultiPASS Desktop Manager to change the 15 seconds, increasing the amount of time the MultiPASS C5500 rings before it hangs up.)



- ❑ Not all fax machines are capable of sending a FAX TONE. For those cases you can set your MultiPASS C5500 to switch to receive mode automatically and start receiving the document. If no document comes in, it disconnects after approximately 35 seconds. See the *MultiPASS Desktop Manager for Windows® User's Guide* for instructions on setting this switch.
- ❑ If the MultiPASS C5500 runs out of paper or if its BJ cartridge runs out of ink while the unit is receiving a fax, it receives the remainder of the fax into its memory.
- ❑ To stop receiving a fax before it is complete, press the **STOP** button.
- ❑ If the **ALARM** light flashes, make sure the error is corrected and then press the **STOP** button. See "The Alarm light comes on..." under "Printing Problems" on page 6-9.

Receiving Faxes Manually: MANUAL MODE

To use this feature, the extension phone must be connected to the telephone jack of the MultiPASS C5500. See "Connecting an Extension Phone or Answering Machine" on page 2-21. You must also use the MultiPASS Desktop Manager to enable the REMOTE RX setting and select the two-digit ID code (the default code is 25). For details, see the *MultiPASS Desktop Manager for Windows® User's Guide*.

If you use your MultiPASS C5500 with MANUAL MODE, answer incoming calls as follows:

1. When the MultiPASS C5500 rings, pick up the handset of the extension phone.
2. **If you hear a person's voice:** Start your conversation. If the caller wants to send a document after talking to you, wait on the line until you hear a slow beep, then press **START/COPY** to begin receiving the document.



If you hear a slow beep or silence: A fax machine is trying to send you a document.

Press **START/COPY** on the MultiPASS C5500.



—or—

Ex:

(2)(5)

Enter the two-digit ID code from the extension phone, then hang up.

- ☐ The MultiPASS C5500 then begins receiving the document. (This is particularly convenient if your extension phone is located away from the MultiPASS C5500.)
- ☐ If you do not hang up after pressing the two-digit ID code, the unit beeps intermittently for a few seconds after you receive the document. (You can turn the beeping off by disabling the OFFHOOK ALARM from the Desktop Manager. See the *MultiPASS Desktop Manager for Windows® User's Guide* for details.)



Note

If you have an answering machine connected to your MultiPASS C5500 that can carry out remote-control operations (controlling your answering machine from a remote telephone), the security code for this function may be the same as the two-digit ID code described above. If so, make sure you change the MultiPASS C5500's two-digit ID code to make it distinct from the answering machine's security code. See the *MultiPASS Desktop Manager for Windows® User's Guide* for instructions on changing the two-digit ID code.

Receiving Faxes Automatically: FAX ONLY MODE

When the MultiPASS C5500 is in Fax Only mode, it assumes all incoming calls are from a fax machine, and receives the faxes automatically. It also disconnects any calls that are not from a fax machine.

Using an Answering Machine: ANS.MACHINE MODE

Connecting an answering machine to the MultiPASS C5500 allows you to receive faxes and phone messages while you are out of the office.

In Ans. Machine mode, the MultiPASS C5500 allows the answering machine to answer incoming calls, then listens for a fax tone or for four seconds of silence (also an indication that a fax is coming in), and automatically receives the fax if it detects the fax tone or a four-second silence.

For instructions on connecting an answering machine to the MultiPASS C5500, see "Connecting an Extension Phone or Answering Machine" on page 2-21.



Note

Canon does not recommend using an "answering service" (like those offered by local telephone companies that provide voice mail) on the telephone line you are connecting to the MultiPASS C5500. If you do subscribe to an answering service, you may want to dedicate a separate line for fax communication only and connect that line to the MultiPASS C5500.

Using the MultiPASS C5500 with an Answering Machine

Follow these guidelines in using the MultiPASS C5500 with an answering machine:

- ☐ Set the answering machine to answer on the first or second ring.
- ☐ If the MultiPASS C5500 runs out of paper or ink in Ans. Machine mode, it receives all faxes into memory. The faxes then print automatically when you add paper or replace the BJ ink cartridge.
- ☐ When recording the outgoing message on the answering machine:
 - Leave a four-second pause at the beginning of the message.
 - The entire message, including the four-second pause, must be no more than 15 seconds long.

**Sending and
Receiving Faxes**

- In the message, tell your callers how to send a fax. For example:
“Hello. I can’t answer the phone right now, but please leave a message after the beep. I’ll return your call as soon as possible. If you would like to send a fax, press the start button on your fax machine after you leave your message. Thank you.”

Messages Displayed When Receiving Faxes in Memory

The MultiPASS C5500 is able to receive faxes into memory (up to 42 letter-size pages) whenever a problem occurs that prevents the fax from printing normally. Whenever this happens, the MultiPASS C5500 alternately displays RECEIVED IN MEMORY and one of the following messages: these messages show the action you must take to correct the problem.



Note

Once the problem is corrected, the MultiPASS C5500 automatically prints the faxes it has stored in memory and then deletes them.

CHANGE CARTRIDGE

Cause: The BJ cartridge ran out of ink or is not installed properly.

Action: Make sure the cartridge is installed properly, and install a new one if needed. See "Replacing an Ink Tank in the BC-21/21e Color Cartridge" on page 7-10 or "Replacing the BJ Cartridge" on page 7-14.

PUT IN CARTRIDGE

Cause: There is no BJ cartridge in the MultiPASS C5500.

Action: Install a BJ cartridge. See "Installing the BJ Cartridge" on page 2-28.

LOAD PAPER

Cause: The MultiPASS C5500 ran out of paper.

Action: Add paper to the sheet feeder and press the **STOP** button. See "Loading Print Media for Automatic Feed" on page 2-42.

CLEAR PAPER JAM

Cause: A paper jam occurred.

Action: Clear the jam, then press the **STOP** button. See "Paper Jams" on page 6-6.

Printing Documents Stored in Memory

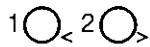
To print received faxes rather than transferring them to your PC, do not turn on your PC and follow these steps:

FUNCTION



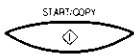
1. Press **FUNCTION**.

FUNCTION



2. Press **<** or **>** until FILE PRINT is displayed.

FILE PRINT



3. Press **START/COPY**. The MultiPASS C5500 then prints all received faxes currently in memory.



Note

When you print the fax, it is erased from memory and can no longer be transferred to the PC.

Receiving While Registering, Copying, or Printing

Since the MultiPASS C5500 is a multitasking device, it can receive faxes and phone calls while you are entering your user information, making copies, or printing a report.

If your MultiPASS C5500 is set to print received faxes, the faxes are stored in memory if they arrive while you are making copies or printing a report manually. Then, as soon as you finish making copies or printing the report, the MultiPASS C5500 automatically prints the fax. If you are entering registration information, the fax is printed as soon as it is received, and does not go into memory.

Chapter 6

Troubleshooting

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If your MultiPASS C5500 is not operating properly, use the information and suggestions in this chapter to try to solve the problem.

In addition, while some problems will have a single cause, others will have a combination of causes. In the latter cases, you may need to use a process of elimination to find the cause and correct the problem. For example, many printing problems are related to how your software interacts with the MultiPASS C5500. If you were having trouble printing, but found that your MultiPASS C5500 could make copies correctly, you would know that the problem was with your computer, software, or cables, and not with the MultiPASS C5500 itself.



If the MultiPASS C5500 makes strange noises, emits smoke, or strange smells, unplug it immediately and contact your local authorized Canon dealer or service center. Do not attempt to disassemble or repair the unit yourself.

If You Cannot Solve the Problem

If you have a problem with your MultiPASS C5500 and cannot solve it using the information in this chapter, contact your local authorized Canon dealer or service center.



Note

Attempting to repair the MultiPASS C5500 yourself may void the limited warranty. See the limited warranty in the back of this guide for details.

Before contacting your local authorized Canon dealer or service center, make sure you have the following information about your MultiPASS C5500:

- ☐ The unit's name: MultiPASS C5500
- ☐ The MultiPASS C5500's serial number (on a label on the back of the MultiPASS C5500)

CANON INC.	HA2-097x MADE IN JAPAN
NO. X X X X X X X X	
	SERIAL NUMBER

- ☐ The MultiPASS C5500's ROM version number (to find this, print the user data list: see the *MultiPASS Desktop Manager for Windows® User's Guide*)
- ☐ The MultiPASS Desktop Manager version number (see the *MultiPASS Desktop Manager for Windows® User's Guide*)
- ☐ Where you purchased the unit
- ☐ A detailed description of the problem
- ☐ The steps you have taken to solve the problem, and the results

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Paper Jams

On occasion, the document feeding into the MultiPASS C5500's Automatic Document Feeder (ADF) or the paper in its sheet feeder may misfeed or jam. If this happens, you can usually fix the problem using one of the following procedures.



You do not need to unplug the MultiPASS C5500 while clearing paper jams.

Jams in the Automatic Document Feeder (ADF)

Use this procedure if the document in the MultiPASS C5500's Automatic Document Feeder (ADF) jams or misfeeds. (If this occurs, the message CHECK DOCUMENT appears in the display.)

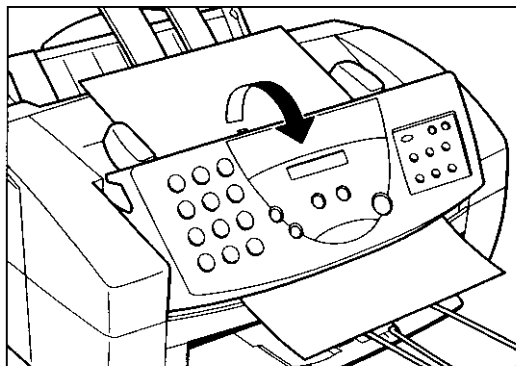


1. Press **STOP**.

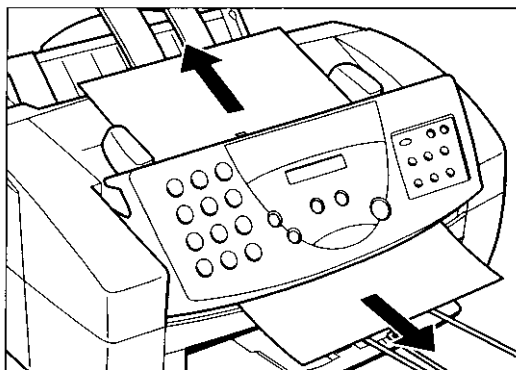


Do not try to pull the document out without opening the operation panel, or you may tear or smudge the document.

2. Open the operation panel by gently pulling it toward you.



3. Remove the jammed page by pulling it in either direction.



Note

If the paper does not pull out easily, do not force it. Contact your local authorized Canon dealer or service center.

4. Gently push the operation panel shut until it clicks.
5. Press **STOP** to clear the error message.
6. If you have a multipage document, remove the entire document from the Automatic Document Feeder (ADF), and reload it, following the instructions in Chapter 4.



Jams in the Sheet Feeder

Use this procedure if the recording paper jams or misfeeds in the sheet feeder. If this happens, the message **CLEAR PAPER JAM** appears in the display.

1. Gently pull any jammed paper out of the unit as shown.



2. Remove the paper stack from the sheet feeder and reload it, following the instructions in "Loading Print Media for Automatic Feed" on page 2-42.

- ☐ Make sure you push the paper to the back and right of the sheet feeder, and that the stack is not higher than the paper limit mark (▲). See page 2-43 for more details.



3. Press **STOP** to clear the error message.

- ☐ If the **ALARM** light is on, press the **RESUME** button to clear the error message.
- ☐ If you are printing from a Windows application, follow the instructions displayed by the software on your PC.



If the paper jam occurred while a fax was being received into the MultiPASS C5500's memory, that fax will print automatically when the jam is cleared.

Printing Problems

If you are having problems printing with the MultiPASS C5500, check the problems and solutions listed in the following table.

Problem	Possible cause	Solution
The ALARM lamp comes on and the MultiPASS C5500 beeps while printing	The MultiPASS C5500 may have a paper jam.	Clear any paper jams as described above. If the MultiPASS C5500 has no paper jam, unplug it, wait 5 seconds, then plug it in again. If the problem is fixed, the ALARM lamp will be off, the BJ cartridge will move to its home position, and the LCD display will show the date and receiving mode (standby mode). If the ALARM lamp stays on, call your local authorized Canon dealer or service center.
Nothing prints	The power cord may not be plugged in securely.	Make sure the power cord is plugged securely into the unit and into a wall outlet.
	The interface cable may not be securely connected to the MultiPASS C5500 and the computer.	Check the interface cable's connections. See page 2-20.
	The interface cable may not be the correct type.	Make sure you are using a bi-directional parallel interface cable. See page 2-20.
	The MultiPASS C5500 or computer were turned on while you were connecting the interface cable.	Unplug the MultiPASS C5500 and turn the computer off, then plug the MultiPASS C5500 in and turn the computer on again.

Problem	Possible cause	Solution
Nothing prints (continued)	The orange tape may not have been removed from the BJ cartridge when it was installed.	Be sure to remove the tape from the BJ cartridge when you install it. See page 2-30.
	The BJ cartridge may not have been installed properly.	Make sure the cartridge is installed correctly. See page 2-28.
	The print head unit may need cleaning.	Clean the print head. See page 7-7.
	The BJ cartridge may need to be replaced.	Replace the BJ cartridge. See page 7-14.
	The application you are printing from may not be set up properly.	Check the computer and the application to make sure they are configured correctly.
	The application may not have the correct printer selected.	Make sure the Print Setup option in your application has MultiPASS C5500 Printer Driver selected as the printer.
	The printer driver may be configured with the wrong port.	Make sure the MultiPASS C5500 Printer Driver is configured to use the PC's parallel port. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
	The computer's parallel port may be disabled.	Make sure your PC's CMOS has the primary parallel port set to LPT1. (Your PC should have a setup program that lets you do this.) See your computer's documentation for setting the paper size.

Problem	Possible cause	Solution
The BJ cartridge moves, but no print appears on the paper	The BJ cartridge or an ink tank may not be installed properly.	Make sure the BJ cartridge and any ink tanks are properly installed. See page 2-28.
	The BJ cartridge may need cleaning.	Clean the print head. See page 7-7.
	An ink tank may be empty.	Replace empty ink tanks as needed. See page 7-10.
The MultiPASS C5500 suspends printing after each line	The print head may have become too hot. If this happens, the MultiPASS C5500 slows down to cool the print head.	You do not need to do anything. Allow the MultiPASS C5500 to finish the current print job and then let it sit awhile to cool.
Your PC indicates a device time-out	A device time-out occurs when the PC sends data to the MultiPASS C5500, but the MultiPASS C5500 does not respond. The MultiPASS C5500 may be unplugged, not connected to the PC, or have a paper jam.	Make sure the MultiPASS C5500 is plugged in, and that its interface cable is securely attached to the MultiPASS C5500 and the PC. Clear any paper jams, and make sure paper is loaded properly in the sheet feeder.
The printed output is not what you expected	There may be a communication problem between the MultiPASS C5500 and your PC.	Make sure the PC and the application are configured correctly for communicating with the MultiPASS C5500. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
	The interface cable may not be securely connected to the MultiPASS C5500 and the computer.	Check the interface cable's connections. See page 2-20.
	The interface cable may not be the correct type.	Make sure you are using a bi-directional parallel interface cable. See page 2-20.

Problem	Possible cause	Solution
The print output is not what you expected (continued)	The interface cable may be too long.	Make sure your parallel cable is less than 6 feet (2 meters) long.
	You may not be using the correct printer driver.	Make sure you have selected the MultiPASS MultiPASS C5500 Printer Driver in the Printer's dialog box or from your application's printer dialog. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
	You may not have the best media type selected.	Try selecting Coated Paper for the Media Type rather than Plain Paper. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
	Previous software settings may not be cleared.	Make sure the MultiPASS C5500 was cleared of the previous software settings before the print job started. See the application's documentation.
Printout does not match paper size	Paper may not be loaded and aligned correctly in the sheet feeder.	Make sure the paper is loaded and aligned correctly. See page 2-41.
	The application's page size and margin settings may be incorrect.	Make sure the paper size and margin set in your application are correct for the paper in the sheet feeder. See your application's documentation for setting the paper size.

Problem	Possible cause	Solution
Printout does not match paper size (continued)	The selected printer driver may be incorrect.	Make sure you select the MultiPASS C5500 Printer Driver. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .

**Note**

If the print head prints on the platen, use the PRINTER CLEANING MODE setting to feed a few sheets of paper through the MultiPASS C5500 to clean the ink off the platen.

The printout curls	Your pages may include a large amount of ink.	Remove the printout as soon as it exits the MultiPASS C5500 and let it dry, then roll it in the direction opposite of the curl.
--------------------	---	---

Print Quality Problems

If your print quality is not what you expect it to be, check the problems and solutions below.

Problem	Possible cause	Solution
Print is not clear	The medium you are using may not be supported by the MultiPASS C5500.	Use only print media specified in "Selecting the Print Media" on page 2-34.
	You may be printing on the wrong side of the paper.	Many types of paper have a "correct" side for printing. If your paper does, make sure that side is facing up. If the paper has no obvious correct side, try turning the paper over and printing on the other side.
	The print head nozzles may be clogged.	Clean the print head. See page 7-7.
Output appears jagged	You may be using Draft mode (180 dpi), which can give output a jagged look.	Change the resolution to standard on your PC. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
The printout has dots of ink splashed on it	The print head nozzles may be clogged with ink.	Clean the print head. See page 7-7.
The printout has white streaks or missing dots	The print head nozzles may be clogged with dust.	Clean the print head. See page 7-7.
	An ink tank may be empty.	Replace empty ink tanks as needed. See page 7-10.
	The BJ cartridge or an ink tank may be installed incorrectly.	Make sure the BJ cartridge and any ink tanks are installed correctly.

Problem	Possible cause	Solution
The printout has white streaks or missing dots (continued)	The medium you are using may not be supported by the MultiPASS C5500.	Use only print media specified in "Selecting and Loading the Print Media" on page 2-34.
	The print head may be worn out.	Check the BJ cartridge. It may need to be replaced. See page 7-14.
Output is faint	You may be using Draft print quality or Fine mode.	Try using Standard mode. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
Printing takes too much time	You may be using Fine mode.	Try using Standard mode. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
The printout contains blurred or smudged ink	The medium you are using may not be supported by the MultiPASS C5500.	Use only print media specified in "Selecting and Loading the Print Media" on page 2-34.
	You may be printing on the wrong side of the paper.	Many types of paper have a "correct" side for printing. If your paper does, make sure that side is facing up. If the paper has no obvious correct side, try turning the paper over and printing on the other side.

Color Printing and Copying Problems

Use the following to correct problems you may have while using the MultiPASS C5500 to print in color.

Problem	Possible cause	Solution
Colors are missing, and the output contains only black ink	The MultiPASS C5500 Printer Driver may not be selected.	Make sure you selected the MultiPASS C5500 Printer Driver or other compatible color printer driver. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
	The printer driver may not be selecting color.	Make sure the PC is set to use Color On Screen — Matched Color. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
	The color BJ cartridge may not be working properly.	Print the NOZZLE CHECK test pattern to make sure the Color BJ cartridge and ink tanks are firing correctly. See page 7-9.
	An ink tank may be empty.	Replace empty ink tanks as needed. See page 7-10.
	The print head unit may need cleaning.	Clean the print head. See page 7-7.
	The application you are printing from may not support color printing.	Check your application's documentation.
Colors are broken or uneven	You may be using the wrong print mode.	If you are printing dense graphics on plain paper, set the Media Type to Coated Paper on your PC. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .

Problem	Possible cause	Solution
Colors are broken or uneven (<i>continued</i>)	If you are printing a thin line with a non-primary color, your software may be telling the unit to place a color every other dot, with white in between.	Choose cyan, yellow, magenta, or black instead.
Colors generally print incorrectly	The MultiPASS C5500 Printer Driver may not be selected.	Make sure you are using the MultiPASS C5500 Printer Driver. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
	The printer driver may not be selecting color.	Make sure you selected Color or Screen Matched Color on your PC. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
	The printer driver may not be selecting the right media.	Make sure you selected the correct media type on the PC. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
 Note Some colors are impossible to match exactly, though the MultiPASS C5500 is designed to come as close as possible.		
Colors in a line are uneven or different from those in previous lines	The print settings may not be the best for the images you are printing.	If you are printing dense color graphics on plain paper, change the Media Type setting from Plain Paper to Coated Paper on the PC. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .

Problem	Possible cause	Solution
Hue changes	The print head nozzles may be clogged with dust. An ink tank may be empty.	Clean the print head. See page 7-7. Replace empty ink tanks as needed. See page 7-10.
Printed blue looks purple	Blue prints as purple because of the different technologies used by the PC's monitor and the MultiPASS C5500: the monitor uses RGB (Red, Green, Blue) color, while the MultiPASS C5500 uses CMYK (Cyan,Magenta, Yellow, Black) color. Thus, the printed blue (a mix of cyan and magenta) looks darker and more purple than the blue on the monitor.	On the PC, select Match color (screen matching) to provide a lighter color blue. If you are not using screen matching, decrease the amount of magenta by 30% to produce a royal blue. If you just want a nice blue color, try cyan. It prints beautifully and quickly, and is available in almost all applications that support color. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
Color images are missing some detail	You may not have the optimum settings selected on the PC.	On your PC, make sure to select Plain Paper, Color Mode, and Halftoning = Pattern. If these are already selected, change the Media Type setting from Plain Paper to Coated Paper. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .

Problems Feeding Paper Into the MultiPASS C5500 Sheet Feeder

If you are having problems feeding paper or other media into the MultiPASS C5500's sheet feeder, check the following table.



Whenever you correct one of these problems, be sure to remove the paper from the sheet feeder and load it again. See page 2-41.

The following problems can also cause the paper to jam in the unit. See page 6-6 for instructions on clearing paper jams.

Problem	Possible cause	Solution
Paper does not feed into the MultiPASS C5500	The sheet feeder may contain too many sheets.	Make sure the sheet feeder is not filled past the limit mark (▲). See page 2-41.
	Paper may not be inserted in the sheet feeder correctly.	Make sure paper is inserted all the way into the sheet feeder. See page 2-41.
Printing is skewed	Paper may not be stacked correctly in the sheet feeder.	Make sure the stack of paper is straight in the sheet feeder.
		Make sure the right side of the stack of paper is aligned with the right side of the sheet feeder, and that the paper guide is aligned against the left side of the stack. See page 2-41.
		Make sure the paper exit path is clear.

Problem	Possible cause	Solution
Several sheets load into the MultiPASS C5500 at once	Paper may not be loaded in the sheet feeder correctly.	Make sure paper is inserted correctly in the sheet feeder. See page 2-41.
	Sheets of paper may be sticking together.	Make sure the paper is not sticking together. Be sure to fan the stack of paper before placing it in the sheet feeder.
	The sheet feeder may contain too many sheets.	Make sure the sheet feeder is not filled past the limit mark (▲). See page 2-41. Do not force the stack into the sheet feeder.
	The sheet feeder may contain more than one type of paper.	Load only one type of paper at a time. Make sure the paper you use meets the specifications for media in Appendix A, "Specifications."
Transparencies or back print film do not feed correctly	The sheets may not be loaded correctly.	Make sure you load no more than 50 sheets of transparencies or 10 sheets of back print film in the sheet feeder.
The paper jams repeatedly	The paper itself may be causing the jams.	Fan the paper before stacking it in the sheet feeder. This keeps the sheets from sticking together. Make sure the paper you are using and your printing environment meet the specifications given in Appendix A, "Specifications."

Problem	Possible cause	Solution
Envelopes will not feed	The envelopes may not be loaded correctly.	Make sure the envelopes are loaded properly. See page 3-2.
	The correct envelope size may not be selected in your printer driver.	Make sure there are no more than 10 envelopes in the sheet feeder. Make sure you select the correct envelope size in the Paper Setting dialog box on your PC. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
	The envelopes may not meet the MultiPASS C5500's specifications.	Envelopes must be U.S. Commercial No. 10 (9.5 × 4.1 in.) or European DL (220 × 110 mm).

Faxing Problems

Use the following tables to solve problems that can occur when sending and receiving faxes with the MultiPASS C5500.

Sending Faxes

Problem	Possible cause	Solution
You cannot send a fax	The MultiPASS C5500 may have overheated and shut itself down.	If you suspect this, unplug the MultiPASS C5500 and let it cool for several minutes, then try sending again.
	The MultiPASS C5500 may not be set for the type of telephone line you have (pulse/tone).	Make sure the MultiPASS C5500 is set for the type of phone line you have. See page 2-55. (If you are not sure what type of line you have, contact your local telephone company.)
	The document may not have been set in the Automatic Document Feeder (ADF) properly.	Remove the document, stack it, and feed it into the Automatic Document Feeder (ADF) again. See Chapter 4.
	The one-touch or coded speed dialing number you used may not be registered for the feature you are using.	Check the content of the one-touch or coded speed dialing button and make sure it was registered correctly. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
	The receiving fax machine may be out of paper.	Call the other party and be sure they have paper in their fax machine.
	The MultiPASS C5500 may be sending another document from memory.	Allow time for the current document to finish sending.

Problem	Possible cause	Solution
You cannot send a fax (<i>continued</i>)	An error may have occurred during sending.	Print an activity report and check for an error code. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
	There may be a problem with the telephone line.	Make sure you have a dial tone on the extension telephone. If not, contact your local telephone company.
	The receiving fax machine may not be a G3 fax machine.	Make sure the receiving fax machine is compatible with the MultiPASS C5500 (which is a G3 fax machine).



Note

If none of the above solve the problem, try unplugging the MultiPASS C5500 for at least five seconds, then plugging it back in. If the problem persists, contact your local authorized Canon dealer or service center. Please note that any document stored in memory will be erased when the MultiPASS C5500 is unplugged.

Images on faxes received from the MultiPASS C5500 are spotted or dirty	The receiving fax machine may not be working properly.	Check the MultiPASS C5500 by making a copy. If the copy is clear, the problem may be in the receiving fax machine.
	The document may not be properly inserted in the Automatic Document Feeder (ADF).	Remove the document and feed it correctly into the Automatic Document Feeder (ADF). See Chapter 4.
The MultiPASS C5500 cannot send a fax using ECM (ECM TX does not appear in the LCD display when sending)	The receiving fax machine may not support ECM.	If the receiving fax does not support ECM, then the MultiPASS C5500 sends the fax in normal mode without error checking.

Problem	Possible cause	Solution
The MultiPASS C5500 cannot send a fax using ECM (<i>continued</i>)	ECM receiving on the receiving fax machine may not be turned on.	If the receiving fax does support ECM reception, call the other party and have them check if ECM reception is turned on. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
Errors occur frequently while sending faxes	The phone line may be in poor condition, or you may have a poor connection.	Lower the speed at which the unit starts sending faxes in the TX START SPEED menu setting. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .

Receiving Faxes

Problem	Possible cause	Solution
The MultiPASS C5500 cannot receive faxes automatically	The MultiPASS C5500 may not be set to receive automatically.	For the MultiPASS C5500 to receive faxes automatically, it must be in FaxOnly, AnsMode, or FaxTel Mode. See page 5-20.
	The MultiPASS C5500 may have a document in memory, leaving very little or no memory available.	Print out any document stored in memory. See page 5-27.
	An error may have occurred during reception.	Check the LCD display for an error message. See page 6-30 for a listing of the MultiPASS C5500's error messages. Print an activity report and look for an error code. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
	The sheet feeder may be empty.	Make sure the sheet feeder has paper in it.
	The telephone line may not be connected properly.	Make sure all phone line connections are secure.

Problem	Possible cause	Solution
The MultiPASS C5500 will not switch between telephone and fax calls automatically	The MultiPASS C5500 may not be in FAX/TEL mode.	For the MultiPASS C5500 to switch automatically between telephone and fax calls, it must be in Fax/Tel Mode. See page 5-20.
	The MultiPASS C5500 may have a document in memory.	Print out any document stored in memory. See page 5-26.
	An error may have occurred during reception.	Check the LCD display for an error message. See page 6-30 for a listing of the MultiPASS C5500's error messages. Print an activity report and look for an error code. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
	The sheet feeder may be empty. The sending fax machine may not send the CNG signal that tells the MultiPASS C5500 that the incoming signal is a fax.	Make sure the sheet feeder has paper in it. In such cases, you will have to receive the document manually. See page 5-22.
The MultiPASS C5500 will not receive faxes manually	You may not have pressed START/COPY before hanging up the extension telephone.	Always press START/-COPY before hanging up the handset. If you hang up before pressing START/COPY , you will disconnect the call.

Problem	Possible cause	Solution
The print quality is poor	You may not be using the correct paper.	Make sure the paper in the sheet feeder meets the specifications given in Appendix A.
	The sending fax machine may not be operating properly.	Make a copy with your MultiPASS C5500. If the copy looks OK, then your MultiPASS C5500 is operating properly. Contact the sender and have them check their fax machine.



Note

Also see "Printing Problems" on page 6-9.

The MultiPASS C5500 cannot receive faxes using ECM (ECM RX does not appear in the LCD display when receiving)	The sending fax machine may not support ECM.	If the sending fax does not support ECM, then the MultiPASS C5500 receives the fax in normal mode without error checking.
	ECM reception may not be turned on.	Make sure the MultiPASS C5500 has its ECM RX setting turned on. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
Nothing prints	The orange tape may not have been removed from the BJ cartridge when it was installed.	Be sure to remove the tape from the BJ cartridge when you install it. See page 2-30.
	The BJ cartridge may not have been installed properly.	Make sure the cartridge is installed correctly. See page 2-28.
	The print head unit may need cleaning.	Clean the print head. See page 7-7.
	The BJ cartridge may need to be replaced.	See page 7-8.

Problem	Possible cause	Solution
Received faxes are blotched or uneven	The telephone lines may be in poor condition, or you may have a bad connection.	Use ECM receiving to try eliminate such problems. However, if the telephone lines are in poor condition, you may need to have the fax sent again.
	The sending fax machine may not be functioning properly.	The sending fax machine usually determines the fax's quality. Call the sender and have them make sure the top cover and scanning glass on their fax machine are clean.
Errors occur frequently while receiving	The telephone lines may be in poor condition, or you may have a bad connection.	Lower the speed at which the unit receives faxes in the RX START SPEED setting. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .

Telephone Problems

Problem	Possible cause	Solution
The MultiPASS C5500 cannot dial	The telephone line may not be connected properly.	Make sure the telephone line is securely connected to the MultiPASS C5500. See page 2-21.
	The MultiPASS C5500 may not be set for the type of telephone line you have (pulse/tone).	Make sure the MultiPASS C5500 is set for the type of phone line you have. See page 2-55. (If you are not sure what type of line you have, contact your local telephone company.)
The phone disconnects while you are talking on the line	The MultiPASS C5500 may not be plugged in properly.	Make sure the MultiPASS C5500 is correctly plugged into a wall outlet.

Copying Problems

Problem	Cause	Solution
The MultiPASS C5500 will not make a copy	The MultiPASS C5500 may have a BC-21/21e Color BJ cartridge installed, and its black ink tank may be empty.	Replace the empty ink tank. See page 7-10.
	The MultiPASS C5500 may have a BC-22/22e Photo Color BJ cartridge or BC-29 Fluorescent BJ cartridge installed.	The MultiPASS C5500 does not make copies while the BC-22/22e Photo Color BJ cartridge or the BC-29F Fluorescent BJ cartridge is installed. Replace the cartridge with a BC-21/21e Color BJ cartridge or BC-20 Black BJ Cartridge.
	The extension phone may be off its hook.	Make sure the extension phone handset is on its cradle.
	The document may not be placed in the Automatic Document Feeder (ADF) correctly.	Make sure the document you are copying is set in the Automatic Document Feeder (ADF) properly, and the LCD display shows DOCUMENT READY. See page 4-13.
	The MultiPASS C5500 may not be operating properly.	Print a document from your PC to make sure the MultiPASS C5500 is working properly. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
MEMORY FULL appears in the LCD display when you are making multiple copies	The MultiPASS C5500's memory is full.	Print out any received faxes stored in memory, then start making copies again. See page 5-26.



Note

For copying problems in color, see "Color Printing and Copying Problems" on page 6-16.

General Problems

Problem	Cause	Solution
The MultiPASS C5500 has no power	The power cord may not be securely plugged into the unit.	Make sure the power cord is plugged securely into the unit and into a wall outlet. If the power cord is connected to a power strip, make sure the strip is connected to an outlet and turned on.
	The power cord may not be supplying power.	Check the power cord by substituting another, or by using a voltmeter to test it for continuity.
The MultiPASS C5500 will not print reports	The MultiPASS C5500 may have a BC-21/21e Color BJ cartridge installed, and its black ink tank may be empty.	Replace the empty ink tank. See page 7-10.
Nothing appears in the LCD display	The MultiPASS C5500 may not be receiving power.	Check the plug and be sure it is firmly plugged into the power connector and the wall outlet. If the display remains blank, unplug the MultiPASS C5500, wait five seconds, then plug it in again.
		If the display still remains blank, call your local authorized Canon dealer or service center.

Error Codes, Messages, and Solutions

This table lists the error messages that appear in the MultiPASS C5500's LCD display and the corresponding error codes that appear in activity reports, and tells what to do for each.

Message	Error Code	Cause	Action
AUTO REDIAL	—	The receiving fax machine was busy and the MultiPASS C5500 is redialing.	—
BUSY/NO SIGNAL	#005/018	The telephone number you dialed is busy.	Try sending the document again later.
		The other party's fax machine is not working properly.	Contact the other party and have them check their fax machine.
		The other party is not using a G3 fax machine.	Contact the other party and have them send or receive the document using a G3 machine.
		The telephone line type setting on your MultiPASS C5500 is incorrect.	Set your MultiPASS C5500 for your telephone line (tone or pulse).
		The receiving fax machine did not answer within 35 seconds.	Contact the other party and have them check their fax machine. You can also try to send the document manually. For an overseas call, add pauses to the registered number.
CARTRIDGE JAMMED	—	The cartridge is jammed.	Open the printer cover, check for any jammed paper in the unit, and remove if necessary. Do not try to manually move or stop the cartridge holder.
CHANGE CARTRIDGE	#052	The BJ cartridge is empty or its ink has dried out.	Make a copy or print a document. If the printout is light or blank, replace the BJ cartridge. The unit will then print automatically documents received in memory.

Message	Error Code	Cause	Action
		The MultiPASS C5500's image memory may be full because the BJ cartridge ran out of ink.	Replace the BJ cartridge and have the other party send the fax again.
CHECK DOCUMENT	#001	A document is jammed in the Automatic Document Feeder (ADF).	Remove the document you are trying to send or copy and load it again.
		The document feed lever is set to manual document feed.	Set the document feed lever to automatic document feed.
CHECK PAPER	—	The size of the paper in the sheet feeder differs from that specified by the FAX PRINTER SETUP menu setting.	Set the correct paper size in the FAX PRINTER SETUP setting.
CHECK PRINTER	—	The BJ cartridge in the MultiPASS C5500 is defective.	1. Press STOP . 2. Reinstall the cartridge. 3. Unplug the MultiPASS C5500, wait 5 seconds, then plug it in again. If the display does not change, call for service.
COMMUNICATING PLEASE WAIT	—	You tried to use manual sending while the fax was sending from memory.	Wait until the fax is sent and try again, or use memory sending.
DIALING	—	The MultiPASS C5500 is dialing the receiving fax machine.	If you want to cancel the transmission, press STOP .
DOC TOO LONG	#003	It took more than 32 minutes to send or copy a document.	Divide the document and send or copy each part separately.
		It took more than 32 minutes to receive a document.	Contact the sender, and have them divide the document and send each part separately.
		The document is longer than 39.4 in. (1 meter).	Use a copy machine to copy each page of the document and send the copy.
DOCUMENT READY	—	The document in the Automatic Document Feeder (ADF) is ready for scanning.	Send the fax, scan the document, or make a copy.

Message	Error Code	Cause	Action
ECM RX	—	The MultiPASS C5500 is receiving a fax using ECM.	Faxes can take longer to receive when using ECM. Try turning ECM off if you need to receive quickly, or if you know your local telephone lines are in good condition.
ECM TX	—	The MultiPASS C5500 is sending a fax using ECM.	Faxes can take longer to send when using ECM. Try turning ECM off if you need to send quickly, or if you know your local telephone lines are in good condition.
HANG UP PHONE	—	The extension phone handset is off its hook.	Place the handset properly onto its hook.
INSTALL BC-20/21	—	The BC-22/22e or BC-29F BJ Cartridge is installed, so the MultiPASS C5500 cannot print any received faxes, or make copies.	Remove the BC-22/22e or BC-29F BJ Cartridge and install the BC-21/21e or BC-20 BJ Cartridge.
INSTALL BC-21	—	The BC-20, BC-22/22e, or BC-29F BJ Cartridge is installed.	Remove the BC-20, BC-22/22e, or BC-29F BJ Cartridge and install the BC-21/21e BJ cartridge.
LOAD PAPER	—	The MultiPASS C5500 is out of recording paper.	Add paper to the sheet feeder. Make sure the stack is below the limit mark (▲). Then press the START/COPY button.
MEMORY FULL	#037	The MultiPASS C5500's memory is full because it has received too many documents, or a very long or detailed document.	Print out any documents that are stored in memory. Then start the operation again. See page 5-26.
		The memory is full because you sent too many pages at once, or a very long or detailed document.	Divide the document and send each part separately. If the memory contains any faxes, you do not need to delete them.
MEMORY FULL PLEASE WAIT	—	The MultiPASS C5500 is sending a fax and its memory is full.	Wait until the fax is sent. The MultiPASS C5500 continues to send the fax as memory becomes available.

Message	Error Code	Cause	Action
MEMORY USED nn%	—	Shows how much of the MultiPASS C5500's memory is in use.	If you need more memory, print or send any documents stored in memory.
NO ANSWER	#005	The receiving fax machine does not answer.	Make sure you dialed the correct number. Try again later.
NO RX PAPER	#012	The other party's fax machine is out of paper and its memory is full.	Contact the other party and have them add paper to their fax machine.
NO TEL #	#022	The one-touch or coded speed dialing number has not been registered.	Register the number.
NOT AVAILABLE NOW	#025	In manual sending, you tried to use a one-touch speed dialing button or a coded speed dialing code that has a group registered in it.	In manual sending, you cannot send a document to multiple destinations. Send the document to one destination at a time.
PLEASE WAIT	—	The MultiPASS C5500 is warming up.	Wait until the date and receiving mode appear in the LCD display, then begin.
PUT IN CARTRIDGE	—	The BJ cartridge is not installed properly.	Make sure the BJ cartridge is installed properly and the green lock lever is set properly.
REC.PAPER JAM	#009	The MultiPASS C5500 has no paper in its sheet feeder, or has a paper jam.	Add paper or clear the jam, then press STOP . If a document was received in memory, the unit will automatically print it from memory.
REC'D IN MEMORY	—	The paper or ink ran out, or a paper jam occurred, so the MultiPASS C5500 received the document in memory.	Add paper to the sheet feeder, change the BJ cartridge, or clear the paper jam, as needed. When the problem is solved, the MultiPASS C5500 automatically prints the document stored in memory.

Message	Error Code	Cause	Action
RECEIVED IN FILE	—	The PC was off and a document was received in the MultiPASS C5500 memory.	Print the file from the PC.
START AGAIN	—	An error occurred in the phone line or in the system.	Start the procedure over from the beginning.
TX/RX CANCELLED	—	You pressed the STOP button to cancel the transmission.	—
TX/RX NO. nnnn	—	When the MultiPASS C5500 sends or receives a fax, it assigns a unique identification number to it.	Write the number down if you will need it later. You can also print an activity management report after the transmission to check the TX/RX number if necessary.

Chapter 7

Maintaining Your MultiPASS C5500

Maintaining
Your MultiPASS
C5500

Your MultiPASS C5500 requires no maintenance other than periodic cleaning, and replacing the BJ ink cartridges or tanks as needed.

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Cleaning the MultiPASS C5500

Clean your MultiPASS C5500 regularly to keep it in good operating condition.



Note

Follow these precautions whenever you clean the MultiPASS C5500:

- ☐ Before you begin cleaning the MultiPASS C5500, be sure to print any faxes stored in its memory. See "Printing Documents Stored in Memory" on page 5-26.
- ☐ Do not use tissue paper, paper towels, or similar materials for cleaning; they can stick to the components or generate static charges.

Cleaning the MultiPASS C5500's Exterior

Clean the MultiPASS C5500's outer casing as follows.

1. Disconnect the power cord from the MultiPASS C5500.



Note

- ☐ When the power cord is disconnected, the image memory is completely erased.
- ☐ If REC'D IN MEMORY appears in the LCD display, follow the steps on page 6-33 to print out the document.
- ☐ If you disconnect the MultiPASS C5500 while it is waiting to send a document, you will have to set the MultiPASS C5500 to send your document again once you finish cleaning the unit.

2. Wipe the MultiPASS C5500's exterior with a clean, soft, lint-free cloth moistened with water or diluted dishwashing detergent solution.



Caution

Never use thinner, benzene, alcohol, or any other organic solvent to clean the MultiPASS C5500, as these can damage the MultiPASS C5500's surface.

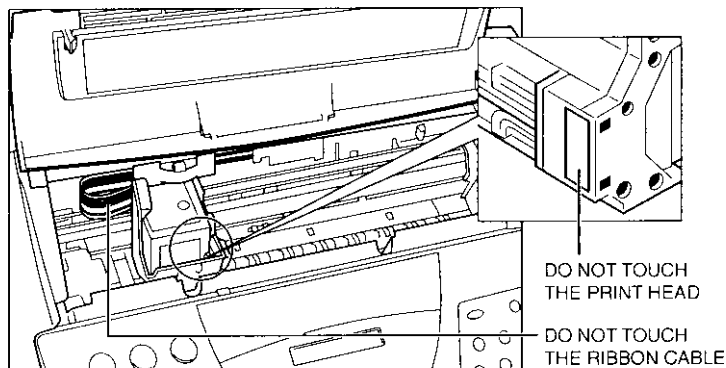
3. Plug the power cord back in.

Cleaning the MultiPASS C5500's Interior

To prevent ink spots and paper dust from accumulating inside the MultiPASS C5500 and affecting print quality, clean the unit's print area periodically as follows.

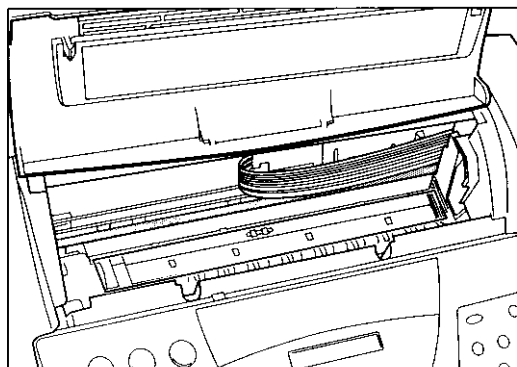


- ❑ Never use volatile liquids such as thinners, benzene, acetone, or any other chemical cleaner to clean the interior of the MultiPASS C5500, as they can damage its components.
- ❑ Avoid touching the print head or ribbon cable inside the MultiPASS C5500.



**Maintaining
Your MultiPASS
C5500**

1. Disconnect the power cord from the MultiPASS C5500.
2. Open the printer cover by grasping the document guides and lifting.
3. Use a clean, soft, dry, lint-free cloth to remove any ink or paper debris from the unit's interior, especially around the platen. Be careful not to touch the cartridge.

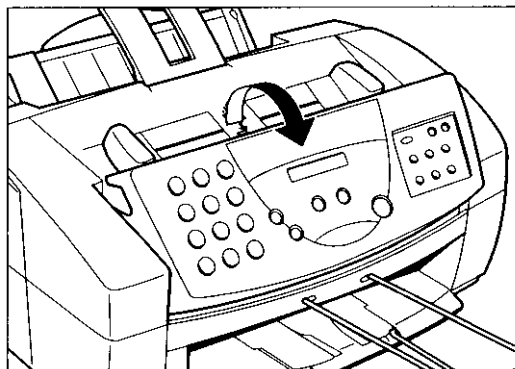


4. Check the small black rollers. If they are dirty, clean them with a soft, dry toothbrush.
5. When finished, close the printer cover, and plug the MultiPASS C5500 back in.

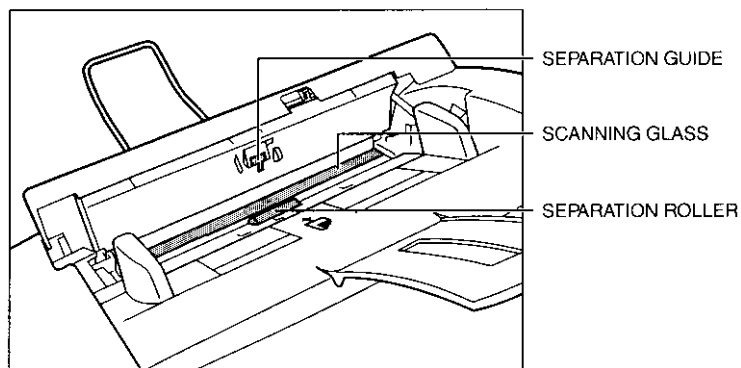
Cleaning the Scanner Components

Periodically check and clean the scanning components as explained here.

1. Disconnect the power cord from the MultiPASS C5500.
2. Open the operation panel by gently pulling it toward you.



3. Clean the components as described below.



Separation roller

Wipe with a soft, dry clean cloth to clean the rollers.

Separation guide

Wipe with a dry, soft cloth

White sheet and scanning glass

Use a clean, soft, lint-free cloth moistened with water to clean the white sheet and scanning glass, then wipe them with a soft, dry, lint free cloth.

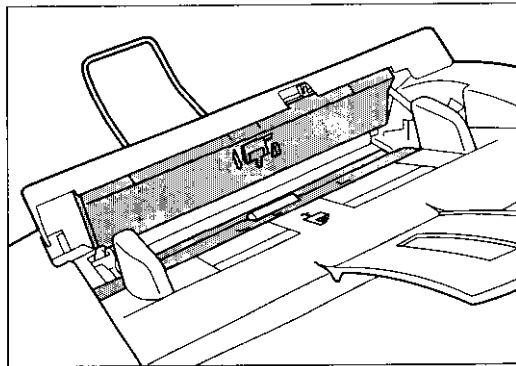
**Note**

- ❑ If the scanning components are dirty, the documents you send or print will also be dirty.
- ❑ Be sure to use a soft cloth to avoid scratching the components.

**Caution**

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

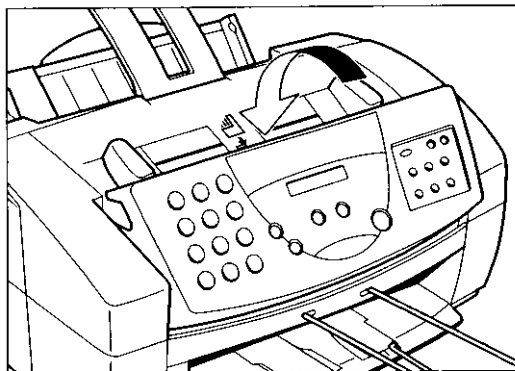
4. Clean the shaded areas of the operation panel and the unit.
 - ❑ Dirt and dust particles that collect on the underside of the operation panel also affect the quality of the documents you copy or send.



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

**Maintaining
Your MultiPASS
C5500**

6. When you are finished, close the operation panel by pressing it down from the center as shown.



Note

Be sure to close the operation panel until it locks into place, or the unit will not function properly.

7. Plug the unit back in.

Maintaining BJ Cartridges

One of the most important elements in maintaining your MultiPASS C5500's excellent print quality is to clean the BJ cartridge's print head regularly, and to replace the BJ ink cartridges and tanks promptly when needed.

Cleaning and Testing the BJ Cartridge Print Head

The print head in the BJ print cartridge contains nozzles through which ink is propelled onto the paper. To maintain the best possible print quality, these nozzles need to be cleaned from time to time. Your MultiPASS C5500 is equipped with a print head cleaning function that does this.

If your printouts become faint or streaked, or if their quality otherwise decreases, clean the print head as described below.



If your printing is faded, you can often correct the problem by adjusting the print density (contrast) and printing speed. (For instructions, see the *MultiPASS Desktop Manager for Windows® User's Guide*.) Try this before cleaning the print head.



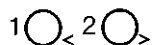
Cleaning the print head uses a small amount of ink. Cleaning too often significantly reduces the amount of ink in the cartridge, so clean only when necessary.

1. Make sure the MultiPASS C5500 is plugged in.

FUNCTION



FUNCTION



3. Press < or > to select CLEANING.

CLEANING



4. Press START/COPY.

- The MultiPASS C5500 beeps once when cleaning is finished, and returns to standby mode.

5. Check whether cleaning corrected the problem by printing or copying a document. See "Making Copies" on page 4-13.
6. If necessary, repeat this procedure up to four more times (giving five cleanings in all). If the problem persists after this, install a new BJ cartridge. See "Replacing the BJ Cartridge" on page 7-14.

When to Replace the BJ Cartridge

How frequently you need to replace your MultiPASS C5500's BJ cartridge or one of its ink tanks depends on how you use your MultiPASS C5500. If you print a good deal of graphics, halftones, or grayscales, you will need to replace the cartridge more often than if you print mainly text. (See pages A-5 and A-6 for details on the life expectancy of BJ cartridges.)

To help ensure the maximum life for your cartridges, always follow the guidelines for cartridge maintenance given in "Guidelines for Using and Maintaining BJ Cartridges" on page 2-24.

In general, you will need to replace the BJ cartridge in the following situations:

- ☐ If you have been using a BC-21/21e Color BJ cartridge for over six months or the BC-20 Black BJ cartridge for over a year.
- ☐ If your printed output is not crisp and clear or has gaps in the characters (missing dots), even after you have cleaned the print head five times as described above.
- ☐ If your color printouts appear to be missing a color, even after you have cleaned the print head five times as described above.

In addition:

- ❑ If you are using the BC-21/21e Color BJ cartridge and your output is blank, one of the ink tanks is probably empty and needs to be replaced. Print the NOZZLE CHECK test pattern to check whether the BJ cartridge needs replacing or not.
- ❑ If the message CHANGE CARTRIDGE appears in the LCD display, the BJ cartridge may have run out of ink. This message also appears if the MultiPASS C5500 has to store a fax in its memory because the cartridge is out of ink.

If this message appears, do the following:



1. Press **START/COPY** to print any faxes in memory.
 - If the printout appears normal, you do not need to replace the BJ cartridge. (Sometimes cleaning the print head or re-installing the cartridge will clear up the problem.)
 - If the print is light or shows gaps, go to step 2.
2. If there was no fax in memory, or if the fax's print was light, blank, or showed gaps, print or copy a document to make sure the problem is not with the machine that sent the fax.
3. If the document is light, blank, or shows gaps, clean the printing area. If this doesn't work, replace the cartridge.



Although Canon makes numerous BJ cartridges, the BC-21/21e Color BJ cartridge, the BC-20 Black BJ cartridge, the BC-22/22e Color Photo BJ cartridge, and the BC-29F Fluorescent BJ cartridge are designed specifically for Canon's color BJ printers, and are the only ones Canon recommends.

Also, the BCI-21 Color and BCI-21 Black ink tanks are designed specifically for the BC-21/21e Color BJ cartridge, and are the only ones Canon recommends for the BC-21/21e.

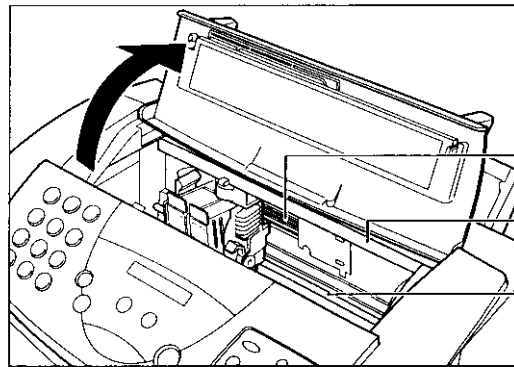
Replacing an Ink Tank in the BC-21/21e Color BJ Cartridge

If you are using the BC-21/21e Color BJ cartridge and perform a print operation correctly but the output is blank, one of the BC-21/21e's ink tanks may be out of ink. If this happens, clean the print head up to five times as described in "Cleaning and Testing the BJ Cartridge Print Head," on page 7-7. If the MultiPASS C5500's output is still blank, replace the empty ink cartridge as follows:

CARTRIDGE



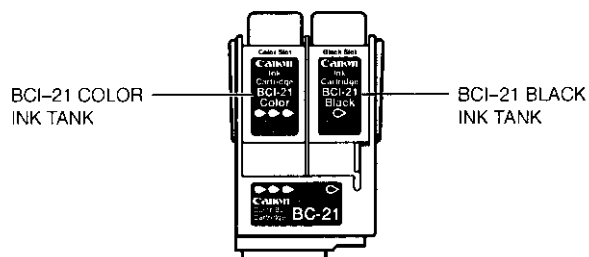
1. Make sure the MultiPASS C5500 is plugged in.
2. Press **CARTRIDGE**. The unit beeps once, then the cartridge holder moves to the center of the unit.
3. Open the printer cover by grasping the document guides and lifting.



- ❑ Do not try to move the cartridge holder manually or you may damage the MultiPASS C5500.
- ❑ The MultiPASS C5500 includes an automatic protection feature that helps keep it from overheating. If the cartridge holder does not move and the unit beeps several times, unplug the MultiPASS C5500 and let it cool for several minutes. When it has cooled, plug it in again, and press the **CARTRIDGE** button to move the cartridge holder.

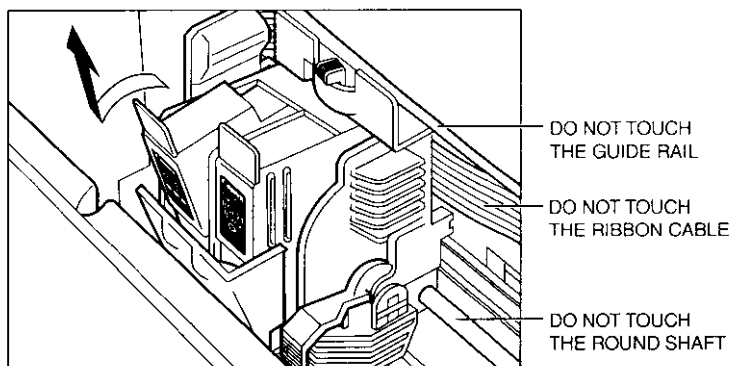
**Note**

The color ink tank is on the left, and the black ink tank is on the right.



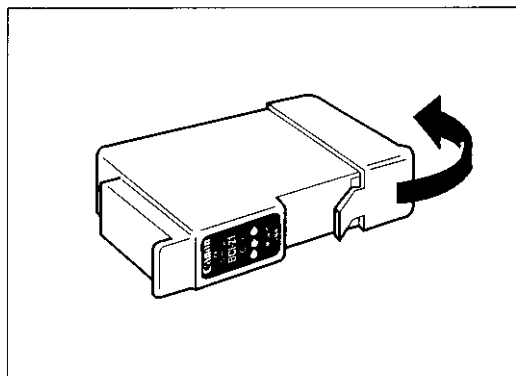
**Maintaining
Your MultiPASS
C5500**

4. Remove the empty ink tank by grasping the tab on the top of the empty tank and pulling forward to release it. Then lift out the ink tank from the BJ cartridge.

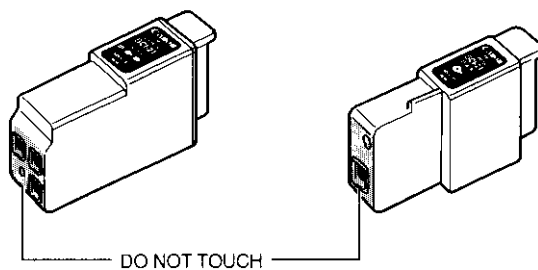


5. Dispose of the ink tank properly.
 - ☐ You may want to place it in a plastic bag to keep residual ink from spilling.

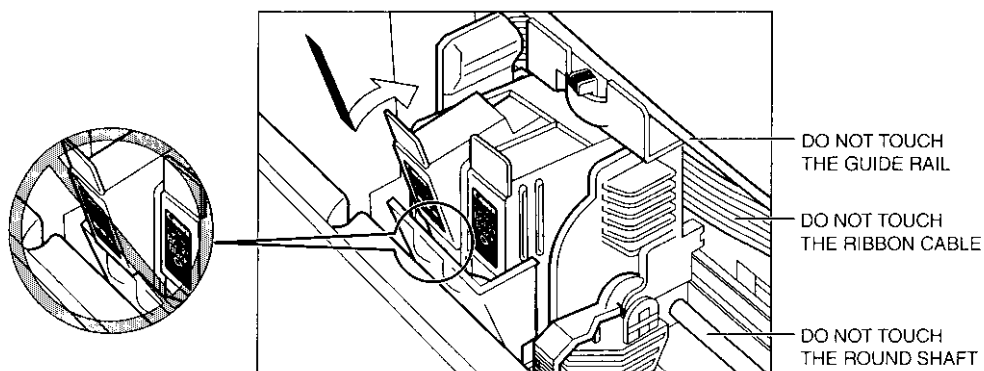
6. Take the new ink tank out of its bag and remove its orange cap.



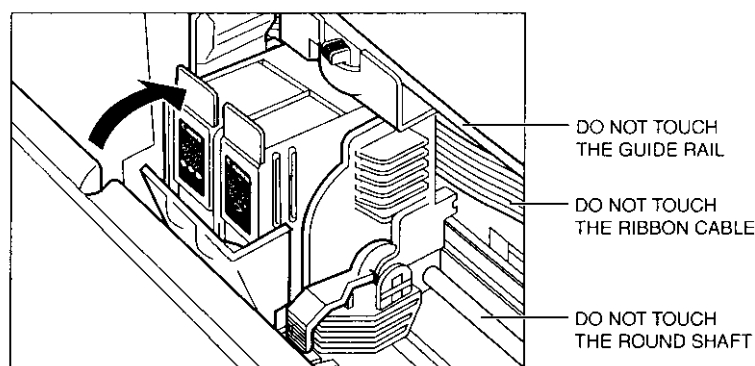
Be careful not to touch the bottom of the ink tank, as you may get ink on your hands.



7. Slide the new ink tank into the empty slot.



8. Press firmly on the tab on top of the new ink tank, in the direction shown below, until the tab snaps into place.



9. If you need to replace the other tank, repeat steps 4 through 8.
10. Make sure each tank is properly seated in its slot.

CARTRIDGE



11. Close the printer cover, then press **CARTRIDGE**.

- ❑ The MultiPASS C5500 beeps twice, then the cartridge holder moves to its home position on the right side of the unit.



Note

Do not unplug the MultiPASS C5500 unless the BJ cartridge is in its home position on the right. If you unplug the unit while it is printing, or move the cartridge from the home position, the cartridge will not be capped and may dry out.

Maintaining
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C5500

Replacing the BJ Cartridge

When replacing BJ cartridges, always follow the precautions and cartridge selection guidelines given in "Guidelines for Using and Maintaining BJ Cartridges" on page 2-24.

Replace the BJ print cartridge as follows.

1. Make sure the MultiPASS C5500 is plugged in.

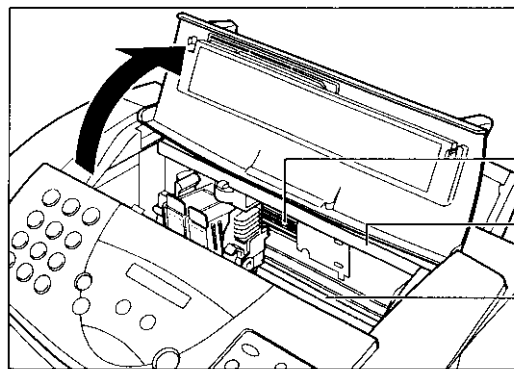
CARTRIDGE



2. Press **CARTRIDGE**.

- ☐ The MultiPASS C5500 beeps once, and then the cartridge holder moves to the center of the unit.

3. Open the printer cover by grasping the document guides and lifting.



DO NOT TOUCH THE
RIBBON CABLE

DO NOT TOUCH THE
GUIDE RAIL

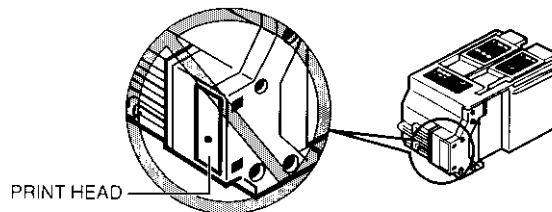
DO NOT TOUCH THE
ROUND SHAFT



- ☐ Do not try to move the cartridge holder manually or you may damage the MultiPASS C5500.
- ☐ The MultiPASS C5500 includes an automatic protection feature that helps keep it from overheating. If the cartridge holder does not move and the unit beeps several times, unplug the MultiPASS C5500 and let it cool for several minutes. When it has cooled, plug it in again, and press the **CARTRIDGE** button to move the cartridge holder.

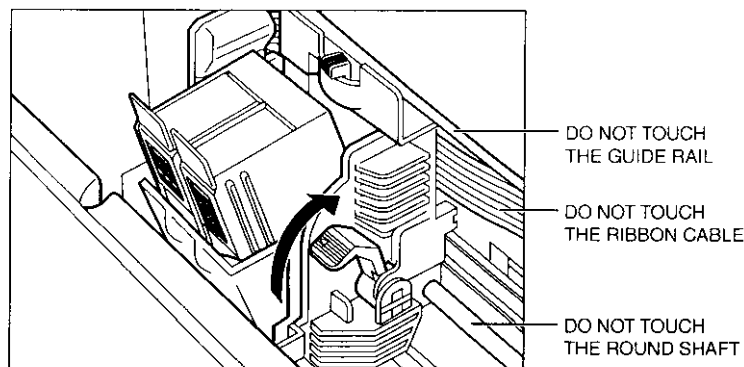


Hold the BJ cartridge by its sides only. Do not touch the print head, the sharp edges around the print head, the silver plate on the bottom of the cartridge, or the silver metal or circuit area on its side.

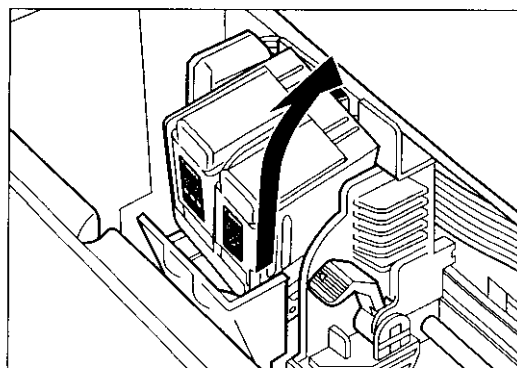


Maintaining
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C5500

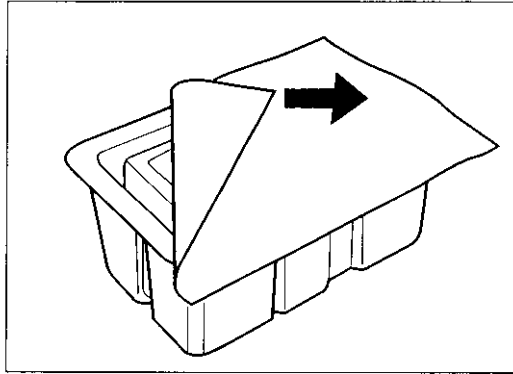
4. Raise the green cartridge lock lever (on the cartridge holder) by gently pulling up on it.



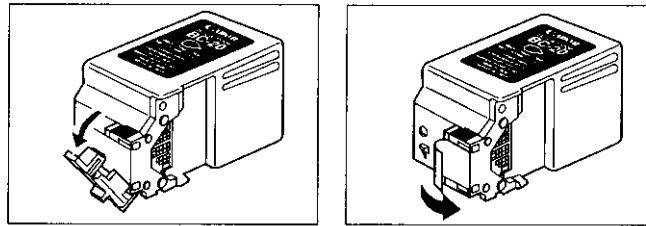
5. Remove and dispose of the old BJ cartridge, or store it in the SB-21 BJ cartridge container.



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



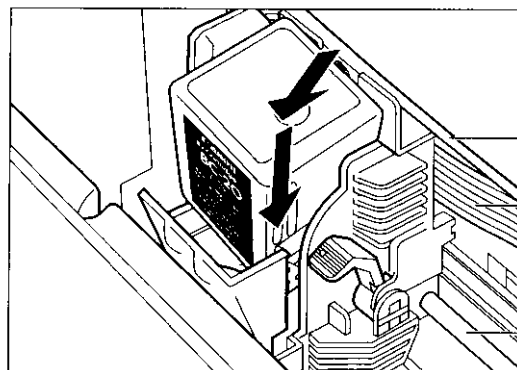
7. Pull the orange cap off of the cartridge's print head, then remove the orange tape.



Note

Discard the cap and tape immediately. Never attempt to re-attach the cap or tape to the print head, or you can adversely affect the ink's color and flow.

8. Hold the cartridge so that its label faces outward, tilt it slightly forward and to the right. Slide it into the cartridge holder.

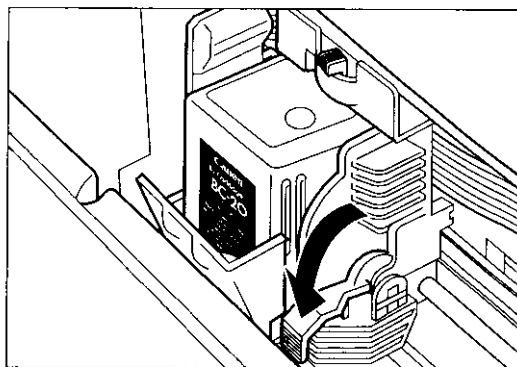


DO NOT TOUCH THE
GUIDE RAIL

DO NOT TOUCH THE
RIBBON CABLE

DO NOT TOUCH THE
ROUND SHAFT

9. Make sure the cartridge is pressed against the back of the holder, then lower the green lock lever completely. The BJ cartridge is now locked into position.



Caution

Do not manually move the mechanism that houses the BJ cartridge or you will damage the unit.

CARTRIDGE



10. Close the printer cover, then press **CARTRIDGE**.

- ☐ The MultiPASS C5500 beeps twice, and the cartridge holder moves to its home position on the right side of the unit.



Do not unplug the MultiPASS C5500 unless the cartridge holder is in its home position on the right. If you unplug the unit while it is printing, or move the ink cartridge from the home position, the cartridge will not be capped and can dry out.

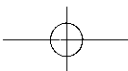
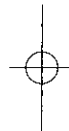
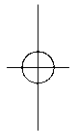
Transporting the MultiPASS C5500

Whenever you plan to transport the MultiPASS C5500, you need to prepare it so it will not be damaged during the move.

1. Do NOT remove the BJ cartridge from the unit.
2. Make sure the cartridge holder is in its home position at the right side of the unit.
 - If it is not in its home position, press the **CARTRIDGE** button.
3. Disconnect the power cord.
4. Tape the cartridge holder in place.
5. Disconnect the extension phone or answering machine (if using them), the telephone line, and the parallel cable to the PC.
6. Remove the sending document support, document support for scanned documents, and output tray extension. See "Attaching Components" on page 2-17.
7. Replace all tapes and shipping materials you removed when you first unpacked the MultiPASS C5500. See "Removing the Shipping Materials" on page 2-8.
8. Pack the MultiPASS C5500 and all its components into its original shipping carton. Use the illustration on page 2-5 for reference.



If you no longer have the shipping carton your MultiPASS C5500 came in, pack the unit in a suitably sized, sturdy cardboard box, using bubble wrap, foam peanuts, or other suitable packing materials.



Appendix A

Specifications

The specifications for the MultiPASS C5500 are listed in this section.

❑ General.....	A-2
❑ Printer	A-3
• Printable Area: Paper	A-4
• Printable Area: Envelopes	A-5
❑ Scanner	A-6
❑ Document Sizes	A-8
❑ Plain Paper Fax.....	A-9
❑ Copier	A-10
❑ Telephone	A-11
❑ PC Interface.....	A-11
❑ MultiPASS Desktop Manager for Windows	A-12

General

Applicable line:	Public Switched Telephone Network
Compatibility:	G3
Data compression system:	MH, MR, MMR (ECM-MMR)
Modem type:	FAX modem
Modem speed:	14400, 9600, 7200, 4800, 2400 bps (automatic fallback)
Transmission speed:	Approximately 6 seconds/page* (transmitting from memory)
Transmission/reception memory:	• 672 KB DRAM, MR storage • Approximately 42 pages** • LCD displays memory used • Uses direct transmission when memory is full
Liquid crystal display:	16 × 1
Display languages:	English, French, and Spanish
Power source:	120 V/60 Hz
Power consumption:	• Maximum: approximately [[X]] W • Minimum: approximately [[X]] W (Standby mode)
Dimensions (W × D × H):	15.75 × 14.4 × 7.75 in. (400 × 365 × 197 mm) (main unit only, no trays)
Weight:	Approximately 12.3 lbs (5.6 kg)
Environmental requirements:	• Temperature: 50°–90.5°F (10°–32.5°C) • Humidity: 20%–85% RH

* Based on CCITT No.1 Chart (ECM-MMR Standard Mode)

** Based on CCITT No.1 Chart (Standard Mode)

Applicable standards:	• Electrical safety: UL, CSA • Radiation: FCC Part 15, Class B • PTT: FCC Part 68, IC • Energy Star compliant
Interface:	IEEE 1284 compatible parallel interface

Printer

Printing method:	Bubble Jet ink on-demand
Printing resolution:	720 × 360 dpi
Paper handling:	Automatic feed/Manual feed
Sheet feeder capacity:	• 100 sheets of letter/legal/A4 (75 g/m²) • 50 sheets of transparencies • 10 sheets of back print film • 10 envelopes
Paper sizes:	• Letter (8.5 × 11 in.) • Legal (8.5 × 14 in.) • A4 (210 × 297 mm)
Envelope sizes:	• U.S. Commercial No. 10 envelope (9.5 × 4.1 in.) • European DL envelope (220 × 110 mm)
Media types:	• Plain paper • Coated paper (Canon LC-301 and HR-101) • Overhead projector film (Canon CF-102) • Back print film (Canon BF-102) • High-gloss film (Canon HG-101) • Fabric sheet (Canon FS-101) • Envelope (Commercial No. 10 or European DL)
Paper weight:	17–24 lbs (64–90 g/m ²) for automatic feed 24–28 lbs (90–105 g/m ²) for manual feed
Line-feed speed:	Approximately 60 ms/line at 1/6-in./line

Printing speed:

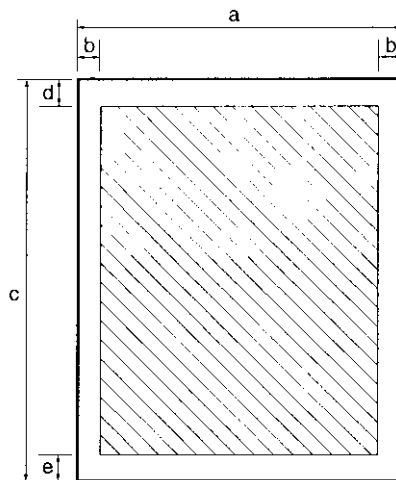
- BC-21/21e Color BJ Cartridge (Black printing): up to 2 pages per minute
- BC-21/21e Color BJ Cartridge (Color printing): approximately 0.3–0.8 pages per minute (full coverage of printable area)
- BC-20 Black BJ Cartridge: up to 5 pages per minute

Printing width:

Maximum 8.2 in. (203 mm)

Printable Area: Papers

The shaded area in the following figure shows the printable area for papers.

**Printable area:****Letter size**

a	8.5"
b	0.25"
c	11.0"
d	0.12"
e	0.27"

Legal size

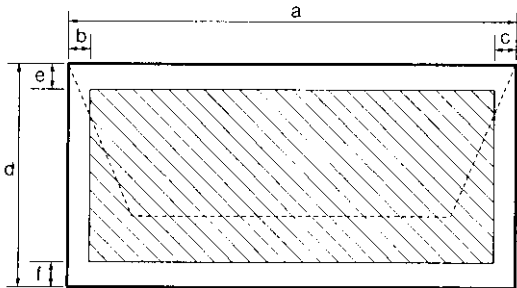
a	8.5"
b	0.25"
c	14.0"
d	0.12"
e	0.27"

A4 size

a	210 mm
b	3.4 mm
c	297 mm
d	3.0 mm
e	7.0 mm

Printable Area: Envelopes

The shaded portion in the following figure shows the printable area for envelopes.



Specifications

Printable area:

U.S. Commercial No. 10

- a 9.5"
- b 0.25"
- c 1.2"
- d 4.1"
- e 0.12"
- f 0.27"

European DL

- a 220 mm
- b 6.4 mm
- c 10.4 mm
- d 110 mm
- e 3.0 mm
- f 7.0 mm

BC-21/21e Color BJ cartridge

- **Print head:**
 - 64 nozzles for black
 - 24 nozzles each for cyan, magenta, yellow
- **Ink tanks:**
 - BCI-21 Color (cyan, magenta, yellow)
 - BCI-21 Black
- **Ink colors:** Black, cyan, magenta, yellow
- **Contents/black:** Isopropyl alcohol 67-63-0, glycerine 56-81-5, ethylene glycol 107-21-1
- **Contents/color:** Glycerine 56-81-5
- **Ink tank yield:**
 - BCI-21 Color: approx. 100 pages/tank at 7.5% coverage for each color
 - BCI-21 Black: approx. 150 pages/tank at 7.5% coverage

BC-20 Black BJ cartridge

- **Print head:** 128 nozzles
- **Ink color:** Black
- **Contents:** Isopropyl alcohol 67-63-0, glycerine 56-81-5, ethylene glycol 107-21-1
- **Cartridge life/
cartridge yield:** Approx. 900 pages at 5% coverage

BC-22/22e Photo BJ cartridge

- **Print head:**
 - 64 nozzles for black
 - 24 nozzles each for cyan, magenta, yellow
- **Ink colors:** Black, cyan, magenta, yellow
- **Cartridge yield:** Approx. 50 pages/cartridge at 7.5% coverage for each color

BC-29F Fluorescent BJ cartridge

- **Print head:**
 - 64 nozzles for black
 - 24 nozzles for colour
- **Ink colours:** Fluorescent magenta, yellow, normal cyan, black
- **Cartridge yield:** Approx. 100 pages/cartridge at 7.5% coverage for each colour

Scanner

- Scanning method:** Solid-state electronic scanning by contact color image sensor
- Scanning image processing:**
 - GENESIS/Ultra-High-Quality Image Processing System (UHQ)
 - Halftones: 256 levels of gray
 - Color: 16.7 million colors
 - Photo/text auto-recognition
- Scanning resolution:**
 - Standard 300 dpi:
 - Enhanced 30–600 dpi (set from within the application)

Automatic document feeder capacity:*

- 20 A4- or letter-size sheets
- 10 legal-size sheets

Document sizes (W × L):

Maximum: 8.5 × 39.3 in. (216 × 1000 mm)
Minimum: 3.2 × 1.8 in. (80 × 45 mm)

Effective scanning width:

8.42 in. (214 mm)

Compatibility:

TWAIN

Scanning speed:

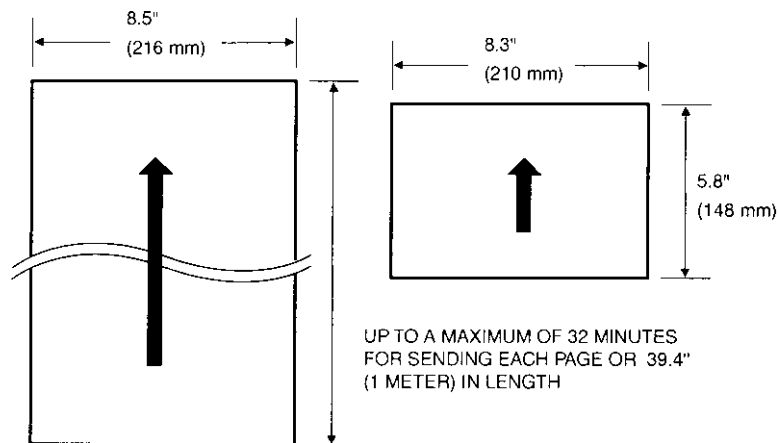
- B&W Text (40–150 dpi):
9 sec/page 5 ms/line
- B&W Text (160–300 dpi):
18 sec/page 5 ms/line
- B&W Text (310–600 dpi):
35 sec/page 5 ms/line
- Grayscale (40–150 dpi):
13 sec/page 7 ms/line
- Grayscale (160–300 dpi):
25 sec/page 7 ms/line
- Grayscale (310–600 dpi):
78 sec/page 11 ms/line
- Color (40–150 dpi):
39 sec/page 21 ms/line
- Color (160–300 dpi):
75 sec/page 21 ms/line
- Color (310–600 dpi):
234 sec/page 33 ms/line

* Based on 20 lbs paper

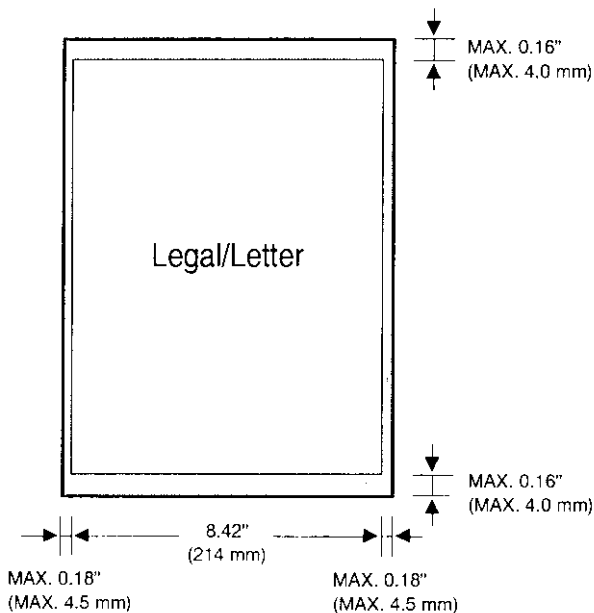
**Scanning size: A4. Does not include forward time.

Document Sizes

The following illustrations show the largest and smallest documents you can feed into the MultiPASS C5500.



The figure below shows how much of a letter- or legal-size document the MultiPASS C5500 scans when faxing or scanning.



Specifications

A margin of 0.12 in. (3.0 mm) on either side of the sheet and 0.16 in. (4.0 mm) on the top and bottom are outside the MultiPASS C5500's scanning area.

Plain Paper Fax

Transmission time:	Approx. 6 seconds* (G3 ECM MMR)
Resolution:	- Fine mode: 203 pels/in. × 196 lines/in. (8 pels/mm × 7.7 lines/mm) - Standard mode: 203 pels/in. × 98 lines/in. (8 pels/mm × 3.85 lines/mm)
Scanning image processing:	- GENESIS/Ultra-High-Quality Image Processing System (UHQ) - Halftones: 256 levels of gray
Recording method:	Bubble Jet printing
Fax printing speed:	Approx. 4 pages/minute*

* Based on the CCITT No.1 chart, Standard Mode.

Dialing:

- Automatic dialing:
 - One-touch speed dialing (6 locations)
 - Coded speed dialing (50 locations)
 - Group dialing (55 locations)
- Manual dialing (with numeric buttons)
- Automatic redialing (including error redialing)
 - Redial times: 1–10
 - Redial interval: 2–99 min
- Manual redialing
- Pause button (variable length: 1–15 sec)

Networking:

- Sequential broadcast (up to 57 locations)
- Automatic receiving
- Non-ring reception
- Deactivate ECM
- DRPD (Distinctive Ring Pattern Detection)

Report/reference:

- Activity report (up to 20 transactions)
- Non-delivery report
- TTI (Transmitter Terminal Identification)

Ink saver:

Economy mode for printing received faxes extends cartridge life to approx. 1800 pages.

Copier

Scanning resolution:

- B&W Fine: 203 pels/in. × 196 lines/in.
- B&W Photo: 203 pels/in. × 196 lines/in. with halftone mode
- Color Fine: 360 × 360 dpi, full color
- Color Standard: 360 × 180 dpi, full color
- Color Snapshot: 360 × 360 dpi, full color

Printing resolution:

360 × 360 dpi

Default size:

100%

Reduction sizes:

70%, 80%, 90%

Copy speed:

Black and white copy:

- Initial copy: 45 seconds
- Subsequent copies: 20 seconds

Color copy:

- COLOR FINE mode, Letter size: 11 minutes

Multiple copies:

Up to 99 copies of a document
1 copy of a color document

Telephone

- Automatic FAX/TEL switchover
- Answering machine hook-up (CNG detecting signal, no sound)
- Extension phone hook-up
- Remote reception by extension phone
Remote receiving ID (Default): 25
- Tone button
- Pause button (variable length: 1–15 sec)

PC Interface

Type:

Bi-directional parallel

Mode:

Compatible, Nibble, ECP

MultiPASS Desktop Manager for Windows

System requirements:

- IBM compatible PC, 486 or faster processor (i486 DX or faster recommended)
- 8 MB of RAM (16 MB recommended)
- 25 MB of free hard disk space
- Windows® 95
- Bidirectional parallel cable
- CD-ROM Drive

PC Fax:

- Canon proprietary MultiPASS Desktop Manager for Windows
- Fax/Telephone address book
- Fax Viewer
- Fax Log
- Fax distribution lists
- Real-time MultiPASS C5500 hardware status available through PC

Glossary

A

AC

Alternating current. The type of electrical current available from a wall outlet.

Activity report

A journal of the MultiPASS C5500's fax transactions, both sent and received.

Address Book

The MultiPASS Desktop Manager for Windows provides you with an electronic Address Book that allows you to create a list of people with their phone/fax numbers. In the Address Book you can add new entries, create a fax group, edit existing entries, and sort the entries based on last, first or company name. You can import an existing text file of addresses or export the Address Book to a text file. You can send faxes and make telephone calls using the Address Book. See *Registering*.

Application program

Software prepared for a specific function or set of functions. Examples include word-processing programs and the MultiPASS Desktop Manager. Developers who make application programs include driver's that support different types of printers.

ASCII

Acronym for American Standard Code for Information Interchange. A set of definitions for the bit composition of characters and symbols. ASCII defines 128 symbols using 7 binary bits and 1 parity bit.

Auto FAX/TEL switching

See *FAX/TEL switching*.

Automatic dialing

Dialing fax or telephone numbers by pressing one or three buttons. To use automatic dialing, you must register the numbers in the MultiPASS C5500's memory. See also *One-touch speed dialing*, *Coded speed dialing*, *Group dialing*, and *Address Book*.

Automatic Document Feeder (ADF)

The device included in the MultiPASS C5500 that automatically feeds the document being faxed, copied, or scanned into the MultiPASS C5500.

Automatic image reduction

The MultiPASS C5500 can print the date, time, company name, and a fax number at the top of the faxes it receives. To prevent this information from crowding the faxed image on the page and possibly lengthening the fax, the MultiPASS C5500 automatically reduces the size of the image on the page.

Automatic redialing

When the receiving fax machine is busy or does not answer, or when an error occurs while sending, the MultiPASS C5500 waits a specified time and then automatically redials the number. If the receiving fax is still busy or does not answer, the MultiPASS C5500 waits the specified time and dials again. If the fax still doesn't go through, the MultiPASS C5500 prints an activity report.

B**Bi-directional parallel interface port**

An interface connection that can send and receive signals. For example, when you print or send a fax from your computer, data goes from your computer to the MultiPASS C5500; when you scan or receive a fax into your computer, data goes from the MultiPASS C5500 to your computer.

BJ cartridge

The printing mechanism that contains the print head unit and ink cartridges.

Bold

A characteristic of a printed character that indicates wider, darker representation. Also referred to as emphasized or double-strike printing.

bps

Bits per second. Refers to the speed with which a fax machine sends and receives data.

Broadcasting

Transmitting documents to more than one location (through the MultiPASS C5500's memory).

Bubble Jet (BJ) printing

An ink-jet type printer that heats the ink to a boiling point in a nozzle to form a bubble. When the bubble expands, there is no room left in the nozzle for the ink and the ink is projected onto paper.

C**CCITT #1 Chart**

A test chart, defined by CCITT, used to measure the transmission speed as well as the transmitting and receiving memory capacity of a fax machine.

CCITT/ITU-T

Formerly known as CCITT, Consultative Committee for International Telegraph and Telephone. CCITT has been replaced by the International Telecommunications Union-Telecommunications sector (ITU-T), a committee created to set international standards for telecommunications.

Centronics

An interface standard for parallel data transmission. The interface on the MultiPASS C5500 is a Centronics-type parallel interface.

Character set

A complete collection of the characters and symbols that constitute all the elements of a language or discipline (mathematics, for example), including punctuation and numbers, with a one-to-one correspondence to the ASCII codes 00-7F (hexadecimal). The printer uses these characters to determine its printing and nonprinting activities after it receives data from the host computer.

CMYK

Acronym for cyan, magenta, yellow, and black; the four colors used in the standard color model of the printing industry. Refers to a method of specifying color using CMYK color values. (K is used for black because B is used to represent blue in RGB.)

CNG

Calling Tone. This is a signal sent by fax machines to identify the call as an incoming document. When the receiving fax detects this signal, it automatically starts to receive the fax transmission. The majority of fax machines in use today can send and detect CNG signals.

Code page

A set of 256 graphic designs (characters) associated with unique extended ASCII code values from 0 through 255. Code Page 437 is USA and Code Page 850 is Multilingual.

Coded speed dialing

An automatic dialing method that allows you to dial a fax or telephone number by pressing the **CODED DIAL** button and a two-digit code using the numeric buttons.

Composite black

The black color formed by mixing cyan, magenta, and yellow ink so that they appear almost black on a printout.

Control code

Special data that invokes nonprinting functions of the printer, such as line feed or carriage return. In the ASCII chart, control codes are represented by decimal numbers 0-31, 127, 128, 159, and 255.

cpi

Characters per inch. A unit of measurement relevant to a fixed-space font. Because all characters have the same width, you can calculate the number of characters printed per inch.

cps

Characters per second. A unit of measurement that indicates the printer's speed.

Cursor

The underline symbol you see on the LCD display when you register numbers and names in the MultiPASS C5500. Press the arrow buttons to move the cursor.

D**dB(A)**

Stands for *decibel level* (a decibel being a unit of measurement for the intensity of the sound coming from the unit), adjusted for background noise.

Delayed sending

The ability to send a document at a preset time in the future. You do not have to be in your office to use delayed sending to one or more destinations. (You can set up only one delayed transmission at a time with the MultiPASS Desktop Manager for Windows® software.)

Dialing methods

Ways of pressing one or more buttons to access a number to connect to an outside party or fax machine. Dialing methods include one-touch, coded speed dialing, group dialing, and manual (regular).

Dithering

A method by which color dots are combined on a page to produce a wide spectrum of colors.

Document

The sheet of paper containing the data that you send to, or receive from a unit.

dpi

Dots per inch. A unit of measurement for indicating a printer's resolution. Your MultiPASS C5500 can produce a resolution up to 720 dpi precision (horizontal) depending on the printer control mode and the application you are using.

DRPD

Distinctive Ring Pattern Detection. Allows you to assign up to five different ring patterns to distinguish voice and fax calls using your telephone company's special services.

Dual access (Multitasking)

Enables the MultiPASS C5500 to receive a fax, even if it is copying or printing a document. Also enables you to load other faxes into memory, make copies, print out reports, print documents or register information while the MultiPASS C5500 sends a fax from memory.

E

ECM

Error Correction Mode. The ability of your MultiPASS C5500 to reduce system and line errors when sending or receiving from another fax with ECM capability. ECM is most effective in areas where the telephone lines are in poor condition or there is frequent interference on the line. Do not use ECM if you need to send a document quickly and you are sure the other party can read your transmission without it (turning off ECM also turns off MMR).

Extension

A telephone connected to the MultiPASS C5500 that is used in place of the handset. You can use the extension telephone to activate incoming reception of documents manually.

F

Factory default

The MultiPASS C5500 is preprogrammed in the factory with settings that we recommend. These are known as Factory Default Settings. You can customize your MultiPASS C5500 by programming settings other than the Factory Default Settings.

FAX/TEL switching

This option allows you to set the MultiPASS C5500 to automatically detect whether a call is from a fax or telephone. If the call is from another fax, the transmission is automatically received. If the call is from a telephone, the MultiPASS C5500 rings to let you know, so you can pick up the handset of the extension phone. With this feature, one telephone line can be shared by both the telephone and the fax.

FINE

The resolution setting for documents with very small characters and lines.

Form feed

A printer function that automatically ejects the current page and advances the printer to the top of the next page.

G

G3, Group 3 fax machine

Defined by CCITT. Uses encoding schemes to transmit image data while reducing the amount of data that needs to be transmitted, thus reducing transmission time. G3 fax machines can transmit one page in less than one minute. Encoding schemes for G3 fax machines are Modified Huffman (MH), Modified READ (MR), and Modified Modified READ (MMR).

Graphic

A written, printed, or electronically displayed symbol or drawing. Also characters or text that have been generated by a computer graphics application program.

Grayscale

Representing color in black and white as a result of different intensities of color. Different colors and intensities of colors appear as different shades of gray.

Group dialing

A dialing method that enables you to dial up to 55 registered one-touch speed dialing or coded speed dialing numbers together as a group. This means that you can press just one or three buttons to enter numbers when sending the same document to many destinations.

H

Halftone

Using this method, the MultiPASS C5500 produces shades of gray or of colors by mapping dots to be printed. For color printing, different colored dots of ink are placed closely together to create illusions of other colors.

Hue

A color in the color spectrum. Examples are red, green, and violet.

I**IEEE 1284**

IEEE 1284 is the new specification standard for PC-to-peripheral bi-directional parallel interface communications. The new standard was adopted by IEEE, Institute of Electrical and Electronic Engineers, Inc., in 1993. Some of the benefits it provides are: bi-directional communication between PCs and peripheral devices, a higher speed data transfer rate, and protection against data loss due to noise interference.

Ink Jet printer

A nonimpact printer that ejects ink into paper to form characters. The MultiPASS C5500 has a special type of ink jet printer built in called a Bubble Jet printer.

Ink saver

You can enable or disable economy printing (ink saving feature) when receiving faxes. By enabling the INKSAVER mode, ink consumption can be decreased by as much as fifty percent, resulting in a longer effective cartridge life.

Ink tank

The special type of ink container housed by the BJ cartridge. The BC-21/21e Color BJ cartridge contains two ink tanks: one color (which includes cyan, yellow, magenta) and one black.

Intensity

The amount of color. More intense or more saturated colors are more pure. Less intense or less saturated colors are less vivid.

Interface

The connection between two devices that makes it possible for them to communicate with each other. This MultiPASS C5500 features a parallel interface, which makes it compatible with IBM and similar personal computers.

Interface cable

The cable used to create the interface between a printer and a computer.

Interface port

The MultiPASS C5500 comes with one Centronics, 8-bit, bi-directional parallel interface port, located on the back of the unit. You attach the cable that connects your computer and MultiPASS C5500 to this port.

J

Jack

The telephone receptacles on your wall or in your MultiPASS C5500 used to connect the MultiPASS C5500 to the telephone line, answering machine, or extension phone.

L

Landscape orientation

Refers to printing across the length of the page (as opposed to portrait orientation printing across the width of the page). The term landscape is derived from pictures of the landscape, which are usually horizontal in format.

Line feed

A printer function that advances the paper one line.

Line weight

The thickness of lines used in a graphic image or the stroke weight of text characters.

M

Manual receiving

A method of receiving faxes in which you answer all incoming calls using the extension phone. If you hear a slow beep it indicates an incoming fax transmission from another machine. Just press **START/COPY** to receive the incoming fax.

Manual redialing

When you use Regular dialing, you can redial a number manually simply by pressing **REDIAL/PAUSE** on the the operation panel. The last number called is the number redialed.

Memory broadcast

Allows you to send a scanned fax to as many as 57 locations at once, using a combination of one-touch speed dialing, coded speed dialing, or manual dialing.

Memory sending

Scans a document into memory before the MultiPASS C5500 dials the numbers and sends it. This method allows you to retrieve your original document immediately after scanning.

Modem

A device that converts (MODulates) digital data for transmission over telephone lines. At the receiving end, this device converts the modulated data (DEModulates) to digital format that the computer understands.

MultiPASS Desktop Manager for Windows software

Canon's exclusive software package that allows you to use the MultiPASS C5500 with your Windows software applications. You must install the desktop manager to use your MultiPASS C5500 as a printer, scanner, or PC fax.

N**Noise**

A term applied to a variety of problems that impair the operation of telephone lines used for faxing.

Noise level

See *dB(A)*.

Nonbleed

A special mode in color print quality selection whereby the printer changes from true black to composite black when directly adjacent to an area of color.

Numeric buttons

The round, numbered buttons on the operation panel marked the same as a standard telephone keypad. Press them to perform manual dialing. You also use the numeric buttons to enter numbers and letters when you register numbers and names, and for entering coded speed dialing codes with two or more digits.

O**Off-line**

The printer's communication status in which you cannot transfer data from your computer to the printer.

One-touch speed dialing buttons

The buttons numbered 1 to 6 on the operation panel, each of which may be registered as a fax or telephone number. Once a number is registered, you press one button to dial the entire number.

On-line

The printer's communication status in which it is being controlled by your computer and is ready to receive data.

P**Page orientation**

Refers to the direction of print on the page. Printing across the width of a page is called portrait orientation. Printing across the length of a page is called landscape orientation.

Paper feed

Refers to guiding a sheet of paper into the printer's paper path.

Parallel interface

An interface that transmits multiple bits simultaneously (usually in one-byte segments). Your MultiPASS C5500 has a built-in, Centronics-type bi-directional parallel interface. See also *Interface port*.

Pause

A timing entry required for registering certain long distance numbers and for dialing out through some telephone systems or switchboards. Pressing the **REDIAL/PAUSE** button enters a pause between digits or at the end of a telephone/fax number.

PC fax

An electronic way to send and receive faxes. A PC fax is sent from or received in a computer. Using the MultiPASS C5500 allows you to send and receive PC faxes and the MultiPASS Desktop Manager lets you save, sort, and print the PC faxes.

Photo

The document setting you use for sending or copying documents with intermediate tones, such as photographs.

Platen

The printer component that holds the paper in position during ink transfer.

Point size

Character height is defined in points; one point is 1/72 inch. For instance, this text is printed using a 10-point font.

Portrait orientation

Refers to printing across the width of the page (letter style). This is the opposite of landscape orientation, which is printing across the length of the page.

Print head

The printing mechanism that contains print nozzles and ejects the ink for printing.

Print head capping

An automatic protection function that prevents the print head unit and ink cartridges from drying out or becoming clogged with dust.

Printable area

The area of a sheet of paper on which a printer can reproduce text or graphics (the printing area is smaller than the paper). On this unit, the printing area varies depending on the type of paper being used.

Printer driver

Software that sends printing instructions to a printer (in this case, the MultiPASS C5500). The printer driver keeps track of the attributes of a printer and the codes the program must send to access those attributes.

Proportional spacing

The spacing of characters according to the width of each character. This variable spacing between each character closes up awkward space and makes text easier to read.

Proportionally spaced font

A font in which each character is given an amount of space proportional to its size—less for an *i* and more for a *w*.

Pulse

See *Rotary pulse*.

Q**Quick-on-line sending**

Quick-on-line sending is the easiest and quickest way to send a document. After a document is set in the Automatic Document Feeder (ADF), the MultiPASS C5500 begins to scan the entire document into the memory. As the first page of a multiple page document is being scanned, your MultiPASS C5500 will begin to call the other party, and transmit the information even as the remaining pages are being scanned. The MultiPASS C5500 scans the document quickly so you can get it back in a few moments and return to work.

R**RAM**

Random Access Memory. Memory that is used for temporary storage of information such as: documents you want to print, scanned and received documents, and downloaded fonts.

RECEIVE MODE

The button that controls how the MultiPASS C5500 receives fax and telephone calls.

Receiving

Receiving transmission is also defined as RX or Reception. The MultiPASS C5500 can be customized to receive fax documents in many ways:

- Receive fax documents only (Automatic Receiving)
- Receive both telephone calls and fax documents on the same line (Auto FAX/TEL Switchover)
- Receive telephone calls and fax documents manually (Manual Receiving)
- Receive telephone and/or fax documents using the Distinctive Ring Pattern service offered by your phone company (DRPD)
- Receive documents directly into your PC (PC Faxing)

Reception

See *Receiving*.

Redialing-automatic

When the fax you dial does not answer or a sending error occurs, the MultiPASS C5500 waits for a specified interval and then redials the same fax number. You can adjust the number of redials and the length of time between redialing.

Redialing-manual

When you use the regular dialing method, you can quickly call the last number dialed by pressing the **REDIAL/PAUSE** button.

Reduction mode

The MultiPASS C5500's automatic feature that slightly reduces the received image to allow room at the top of the page for the sender's ID information. You can also reduce the size of large incoming documents using the RX REDUCTION option.

Registering

A process by which you place fax or telephone numbers and names in the MultiPASS C5500's memory for automatic dialing so that you can save time dialing frequently called destinations. See *Address Book*.

Regular dialing

Pressing the individual numeric buttons to dial a fax or telephone number.

Remote receiving ID

The two-digit code that enables you to manually activate a fax using an extension phone that is connected to the MultiPASS C5500.

Remote reception

Activating a fax by answering an extension telephone that is connected to the MultiPASS C5500, but that is not located near the MultiPASS C5500. You need to dial a remote receiving ID number to start remote reception.

Reports

A document printed by the MultiPASS C5500 and containing information about the faxes it has sent or received.

Reset

A way to clear printer errors; turn the printer mode off and then back on again.

Resolution

The density of dots for any given output device. Expressed in terms of dots per inch (dpi). Low resolution causes font characters and graphics to have a jagged appearance. Higher resolution means smoother curves and angles as well as a better match to traditional typeface designs. Resolution values are represented by horizontal data and vertical data, for example, 360 × 360 dpi. This printer can produce output with resolutions up to 720 × 360 dpi precision.

RGB

An acronym for Red, Green, and Blue; the three primary colors used in the additive process to form a wide spectrum of colors.

ROM

Read-Only Memory. You cannot modify this printer memory. When the printer is turned off, ROM memory remains intact. In this unit, the default settings and the resident fonts are stored in ROM.

Rotary pulse

A telephone dialing system where a dial is rotated to send pulses to the telephone switching system. When you pulse dial, you hear clicks. When you touch-tone dial, the most common dialing system, you hear tones. Rotary pulse dialing requires certain setting adjustments.

RX

See *Receiving*.

S**Saturation**

The vividness or amount of a color. See *Intensity*.

Scanning contrast

A setting that darkens or lightens the scanning of documents.

Sender ID

Information printed at the top of a fax (also called TTI or Transmit Terminal ID):

- Date and time the fax was sent
- Sender's fax/phone number
- Sender's name
- Your name or company name
- Page number

Sending

A fax document that has been scanned by a facsimile machine and sent over telephone lines, in the form of electrical pulses, to another facsimile machine. Also called TX or Transmit. The MultiPASS C5500 also allows you to send a document directly from your PC (PC Faxing).

Sending speed

The rate at which faxes are transmitted through the phone line. See also *bps* (bits per seconds).

Serif

Short lines crossing and embellishing the ends of a letter's main strokes.

Smoothing mode

A printer mode in which the printer enhances the horizontal resolution of black ink. The printer automatically initiates this mode to produce 720 × 360 dpi for black ink.

STANDARD

A document setting for sending normal typewritten or printed documents containing only text and no drawings, photographs, or illustrations.

Standby

The mode in which the MultiPASS C5500 is on and ready to use. All operations start from standby mode when the LCD displays the date and receiving mode.

Subtractive colors

The three primary colors (cyan, yellow, and magenta); when combined through a subtractive process give a spectrum of colors.

T**Timed sending**

See *Delayed sending*.

Tone/pulse setting

The ability to set the MultiPASS C5500 to match the telephone dialing system your telephone line uses: touch-tone or rotary pulse.

TOPE

A button that allows you to temporarily switch to touch-tone from pulse dialing. In some countries, on-line data services may require that you use tone dialing.

Transaction number

A unique number assigned to each fax document sent (TX NO.) or received (RX NO.) by the MultiPASS C5500 and used to identify that particular fax document.

Transmit

See *Sending*.

True black

In comparison to *composite black*, true black color on a printout is obtained with the use of black ink.

TrueType font

The scalable font technology built into Microsoft Windows 95. It offers you the same font images both on computer displays and printer outputs.

TTI

Transmit Terminal ID. See *Sender ID*.

TWAIN

Both a protocol and an application programming interface (API) that allows you to input image data directly from any source (for example: desktop and handheld scanners, video capture boards, digital cameras, and other imaging equipment) without requiring users to switch out of the application. It provides compatibility between image input devices and applications by acting as the liaison between hardware devices and software applications. Because your MultiPASS C5500 supports TWAIN, you can use the scanning features of the MultiPASS C5500 with any Windows application that also supports TWAIN. TWAIN, the industry standard, was developed by the TWAIN working group which consists of representatives from many leaders in the scanner hardware and software industry.

TX

See *Sending*.

Typeface

The printed design of characters. For instance, Courier, Script, and Roman typefaces all print characters of different designs.

Typestyle

Refers to how the typeface appears: slanted (italic) or upright.

U**UHQ™ (Ultra High Quality)**

An exclusive Canon digital image processing system that incorporates 64 shades of gray along with a special edge enhancement feature which ensures that text and photos are transmitted with ultimate clarity.

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