

**Canon**

# imageCLASS

D 3 4 0 / D 3 2 0

## Basic Guide



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

**ENG**

# Using Your Documentation

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

Setting up the machine .....  
Installing Printer Driver .....



Set-Up Sheet

Document and paper handling .....  
Making copies .....  
Printing.....  
Maintenance .....  
Troubleshooting feed and copy issues .....



Basic Guide

Installing Printer Driver .....  
Printer Properties .....  
Troubleshooting Printer Driver issues .....



Printer Guide



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



NOTE

• The machine shown in this guide is the imageCLASS D340 model.

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## Trademarks

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

## Laser Safety

This machine complies with 21 CFR Chapter 1 Subchapter J as a Class 1 laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968. This means that the machine does not produce hazardous laser radiation.

Since radiation emitted inside the fax is completely confined within protective housings, and external covers, the laser beam cannot escape from the machine during any phase of user operation.

## CDRH Regulations

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration implemented regulations for laser products on August 2, 1976. These regulations apply to laser products manufactured from August 1, 1976. Compliance is mandatory for products marketed in the United States.



- Use of controls, adjustments or performance of procedures other than those specified in this user's guide may result in hazardous radiation exposure.

This label is attached to the laser scanner unit inside the fax and is not in a user access area.

	<b>DANGER</b> - Invisible laser radiation when open. AVOID DIRECT EXPOSURE TO BEAM.
	<b>CAUTION</b> - INVISIBLE LASER RADIATION WHEN OPEN. AVOID EXPOSURE TO BEAM.
<b>ATTENTION</b>	- RAYONNEMENT LASER INVISIBLE EN CAS D'OUVERTURE. EXPOSITION DANGEREUSE AU FAISCEAU.
<b>VORSICHT</b>	- UNSICHTBARE LASERSTRAHLUNG, WENN ABDECKUNG GEOFFNET. NICHT DEM STRAHL AUSSETZEN.
<b>ATTENZIONE</b>	- RADIAZIONE LASER INVISIBLE IN CASO DI APERTURA. EVITARE L'ESPOSIZIONE AL FASCIO.
<b>PRECAUCION</b>	- RADIACION LASER INVISIBLE CUANDO SE ABRE. EVITAR EXPONERSE AL RAYO.
<b>VARO!</b>	- AVATTAESSA OLET ALTTIINA NÄKYMÄTTÖMÄLLE LASERSÄTEILYLLE. ÄLÄ KATSO SÄTEESEEN.
<b>WARNING!</b>	- OSYNLIG LASERSTRÅLNING NÄR DENNA DEL ÄR ÖPPNAD. BETRÄKTA EJ STRÅLEN.
<b>ADVARSEL!</b>	- USYNLIG LASER STRÅLING, NÄR DENNE ER ÅBEN. UNDGÅ BESTRÅLING.
<b>ADVARSEL</b>	- USYNLIG LASERSTRÅLING NÄR DEKSEL ÅPNES. Ⓚ UNNGÅ EKSPONERING FOR STRÅLEN.
<b>注意</b>	- このカバーの内部では不可視レーザー光が放射されています。 K-6 レーザー光にさらされないようにしてください。 RSG-8382

## Users in the USA

### FCC NOTICE

imageCLASS D320 : H12255

imageCLASS D340 : H12256

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions.

- (1) This device may not cause harmful interference, and
- (2) this device must accept an interference received, including interference that may cause undesired operation.



NOTE

- This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

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

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

Canon U.S.A. Inc.  
One Canon Plaza, Lake Success, NY 11042, U.S.A.  
Tel No. (516) 328-5000

## Users in Canada



IMPORTANT

- This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

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

# Contents

## Chapter 1: Introduction

Customer Support .....	1-1
Important Safety Instructions .....	1-1
Main Components of the Machine .....	1-4
Operation Panel .....	1-6
Standby Display .....	1-7
Energy Saver Mode.....	1-8
Setting the Energy Saver Mode Manually .....	1-8
Restoring from the Energy Saver Mode .....	1-8

## Chapter 2: Paper Handling

Print Media Requirements.....	2-1
Printing Areas .....	2-2
Loading Paper .....	2-3
Loading Paper in the Cassette .....	2-3
Loading Envelopes in the Cassette .....	2-4
Loading Paper in the Multi-purpose Tray .....	2-5
Loading an Envelope in the Multi-purpose Tray.....	2-6
Selecting the Paper Output Area .....	2-8
Paper Type and Paper Output Area.....	2-8
Face Down Paper Output Area.....	2-9
Face Up Paper Output Area .....	2-9

## Chapter 3: Document Handling

Documents You Can Copy .....	3-1
Scanned Area of a Document .....	3-2
Setting Up Documents .....	3-3
Placing a Document on the Platen Glass.....	3-3
Loading Documents in the ADF (Only for the imageCLASS D340 model) .....	3-4
The Paper Path of the Automatic Document Feeder (Only for the imageCLASS D340 model) .....	3-5

## Chapter 4: Making Copies

Documents You Can Copy .....	4-1
Copying Documents .....	4-1
Canceling the Copy Job.....	4-2
Basic Copying Functions.....	4-3

Making Multiple Copies.....	4-3
Specifying the Paper Size and the Type (Common for Cassette and Multi-purpose Tray) .....	4-3
Setting Enlarging/Reducing .....	4-5
Setting the Image Quality .....	4-6
Adjusting the Copy Exposure .....	4-6
Special Features .....	4-7
Collate Copy .....	4-7
2 on 1 Copy .....	4-9
Reserve Copy .....	4-11

## Chapter 5: Basic Printing from Your Computer

Before Printing.....	5-1
Printing (Ex. Windows 98) .....	5-1
Canceling Printing .....	5-2
Changing Print Settings .....	5-2

## Chapter 6: Status Monitor

Checking the Status of Copy, Print and Report Jobs.....	6-1
--	-----

## Chapter 7: Maintenance

Periodic Cleaning .....	7-1
Cleaning the Exterior .....	7-1
Cleaning the Scanning Area.....	7-1
When to Replace the Cartridge .....	7-3
Copy Yield.....	7-4
Handling and Storing the Cartridge .....	7-4
Replacing the Cartridge .....	7-6
The Clean Earth Campaign .....	7-8
U.S.A. PROGRAM.....	7-9
Packaging .....	7-9
Shipping.....	7-10
CANADA PROGRAM	
– CANADA PROGRAMME .....	7-11
Repacking and Transporting Your Machine .....	7-12

## **Chapter 8: Troubleshooting**

Clearing Jams .....	8-1
Removing Jammed Paper from Inside the Main Unit.....	8-1
Removing Jammed Paper from the ADF (Only for the imageCLASS D340 model) .....	8-4
LCD Messages .....	8-5
Paper Feeding Problems.....	8-7
Copying Problems .....	8-8
Print Quality Problems .....	8-9
Printing Problems .....	8-11
General Problems .....	8-11
If You Cannot Solve the Problem .....	8-12

## **Chapter 9: Setting the Additional Functions**

Understanding the “Additional Functions” .....	9-1
Accessing the Additional Functions .....	9-1
Menu Descriptions .....	9-2

## **Appendix: Specifications** ..... A-1 |

## **Index** ..... I-1 |

# Type Conventions Used in This Guide

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



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



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



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



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

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

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

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

## Where to Find Help

Before you contact Canon, please record the following information:

Serial Number (on back of machine): \_\_\_\_\_

Model Name (on front of machine): \_\_\_\_\_

Purchase Date: \_\_\_\_\_

Here is where to find help if you are having problems with installation, or in using your machine:

### In This Guide

See Chapter 8, Troubleshooting, for common problems.

### On Your CD-ROM

See the Printer Guide for help with the printer driver (CARPS).

### Customer Care Center

For e-mail support, the latest driver downloads and answers to frequently asked questions, visit:

**[www.usa.canon.com/consumer](http://www.usa.canon.com/consumer)**

For live technical support, call **1-800-828-4040**, Monday – Friday, 8 am – 8 pm EST (except holidays).

24-hour, 7 days/week automated support for troubleshooting issues on most current models, call **1-800-423-2366**.

CANADA Users – call for technical support 24 hours/day, 7 days/week at **1-800-OK-CANON**.

Support programs are subject to change without notice.

## Legal Limitation on Usage of Your Product and the Use of Images

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

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

# Introduction

## Customer Support

Your machine is designed with the latest technology to provide trouble-free operation. If you encounter a problem with the machine's operation, try to solve it by using the information in Chapter 8. If you cannot solve the problem or if you think your machine needs servicing, contact your service representative. (→ p. vii)

## Important Safety Instructions

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



### For users of a cardiac pacemaker

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



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

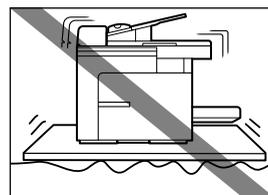
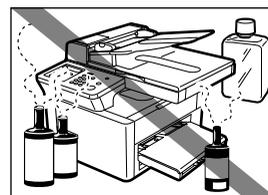
### Location



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

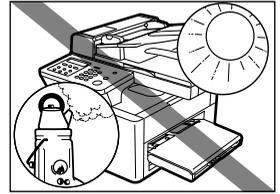


- **Do not block or cover the ventilation port or any openings on the machine with objects, as this may result in a fire.**
- **Place the machine on a flat, stable, vibration-free surface that is strong enough to support its weight (approx. 35.2 lb./16.0 kg imageCLASS D340, 31.9 lb./14.5 kg imageCLASS D320).**



- Make sure the area is free from dust.
- Avoid poorly ventilated locations. During use, the machine generates ozone. However, the amount of ozone generated is not enough to affect the human body. Nevertheless, if the machine is used for a prolonged period of time in a poorly ventilated room, or when making a large quantity of prints, be sure to ventilate the room to make the working environment as comfortable as possible.
- Do not install the machine near devices that contain magnets or generate magnetic fields, such as speakers.
- Make sure the machine is approximately 4 inches (10 cm) away from walls and other equipment for proper ventilation.

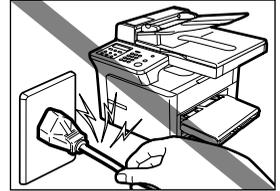
- Make sure the location is not affected by extreme temperature changes, and always stays between 59°F and 80.6°F (15°C and 27°C).
- Make sure the relative humidity of the area is between 20% and 80%.
- Keep the machine away from direct sunlight.
- Do not use or store the machine outdoors.



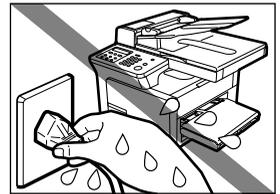
## ■ Power Supply



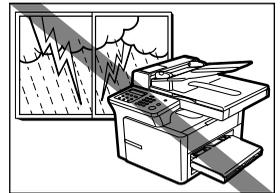
- **Do not damage or modify the power cord and power plug. Also do not place heavy objects on the power cord, pull on it, or extensively bend it. These actions may cause electrical damage and result in a fire or electrical shock.**



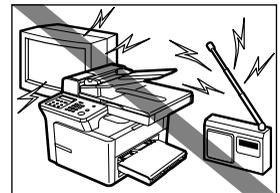
- **Do not insert or unplug the power plug with wet hands, as this may result in electrical shock.**



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



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

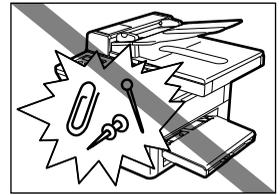


- Plug the machine into a standard 120 V AC/60 Hz, three-prong grounded outlet. Operate the machine only from the type of power source indicated on the machine's label. If you are not sure of the type of power available, consult your local power company.
- Use only the power cord that came with the machine.
- Unplug the machine in the following conditions:
  - When the power cord or plug is damaged or frayed.
  - If liquid has spilled into the machine.
  - If the machine has been exposed to rain or water.
  - If the machine does not operate normally when you have followed the instructions in the guides included with your machine. Adjust only those controls that are covered by the instructions in the guides since improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
  - If the machine has been dropped or damaged.
  - If the machine exhibits a distinct change in performance, indicating a need for servicing.

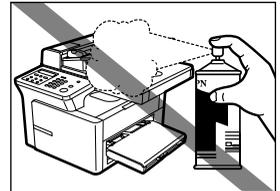
## ■ Handling



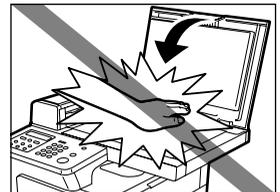
- Do not drop paper clips, staples, or other metal objects inside the machine. Also do not spill water, liquid or inflammable substances inside the machine. If these items come into contact with high-voltage parts inside of the machine, it may result in a fire or electrical shock. If these items are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



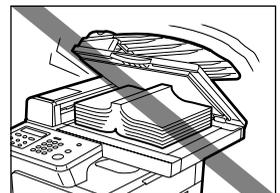
- Do not use any highly flammable spray near the machine. If gas from a spray comes into contact with the electrical components inside the machine, it will result in a fire.



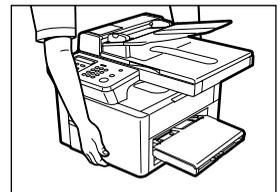
- Close the ADF or the platen glass cover gently to avoid catching your hand. Failing to do so may result in personal injury.



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



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



## ■ Maintenance



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

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



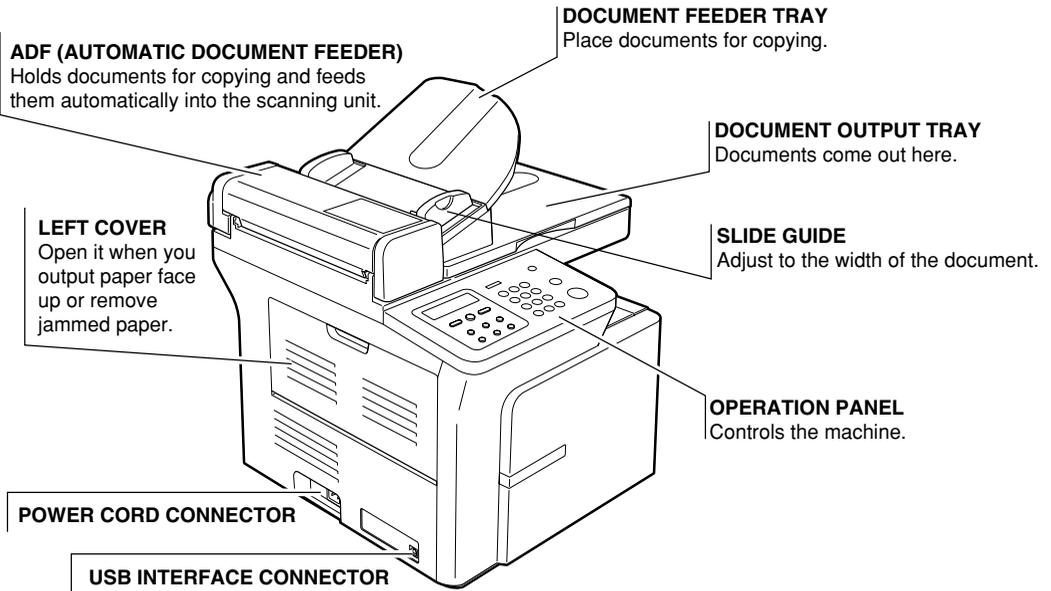
- Do not service the machine yourself except as specifically described in this guide. If further servicing is required, contact your service representative.

# Main Components of the Machine

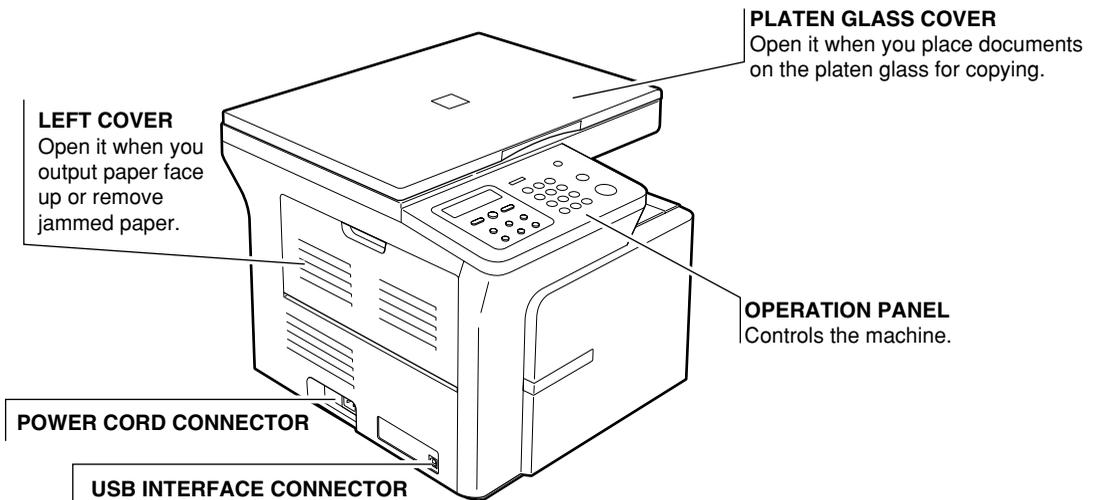
This section describes the main components of the machine.

## Left Side View

### ■ imageCLASS D340

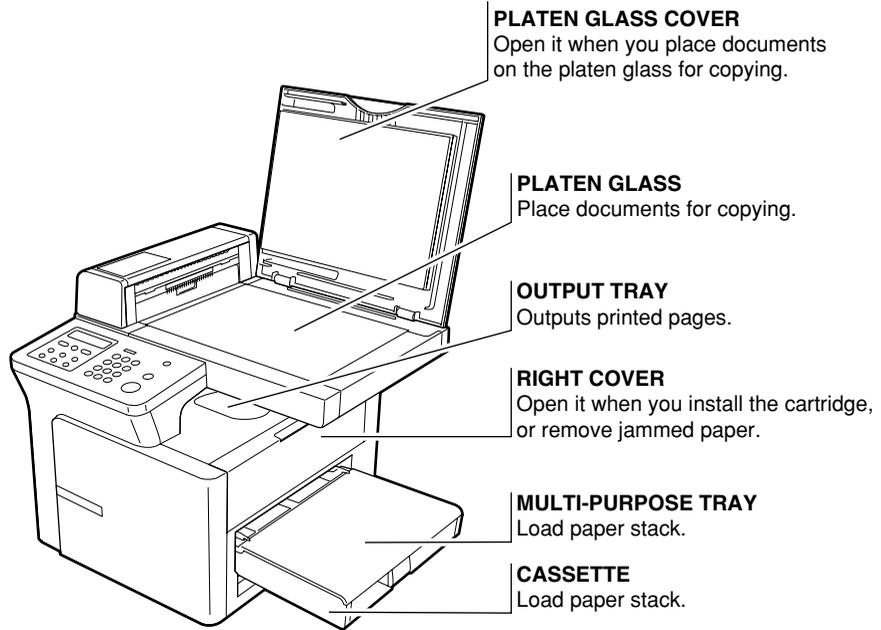


### ■ imageCLASS D320

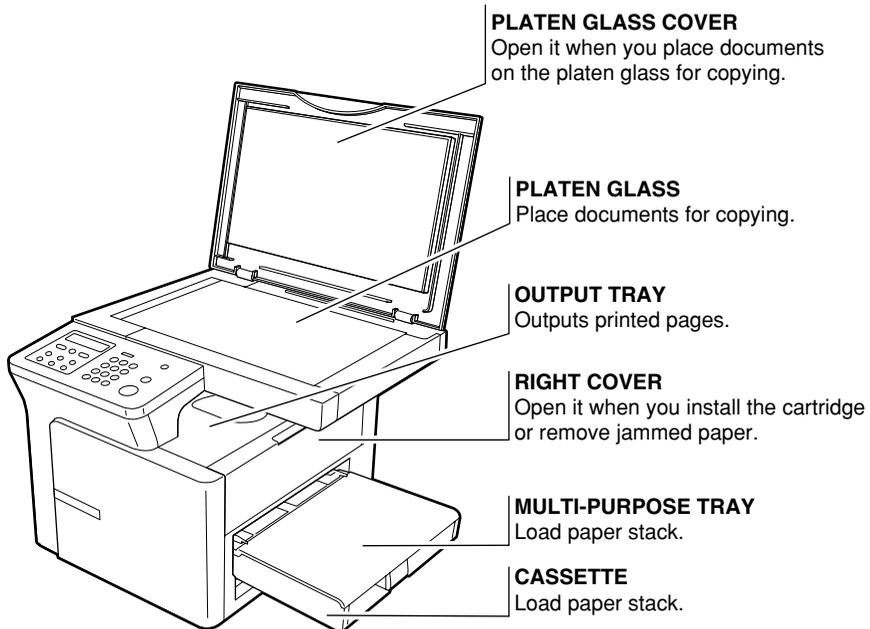


# Right Side View

## ■ imageCLASS D340

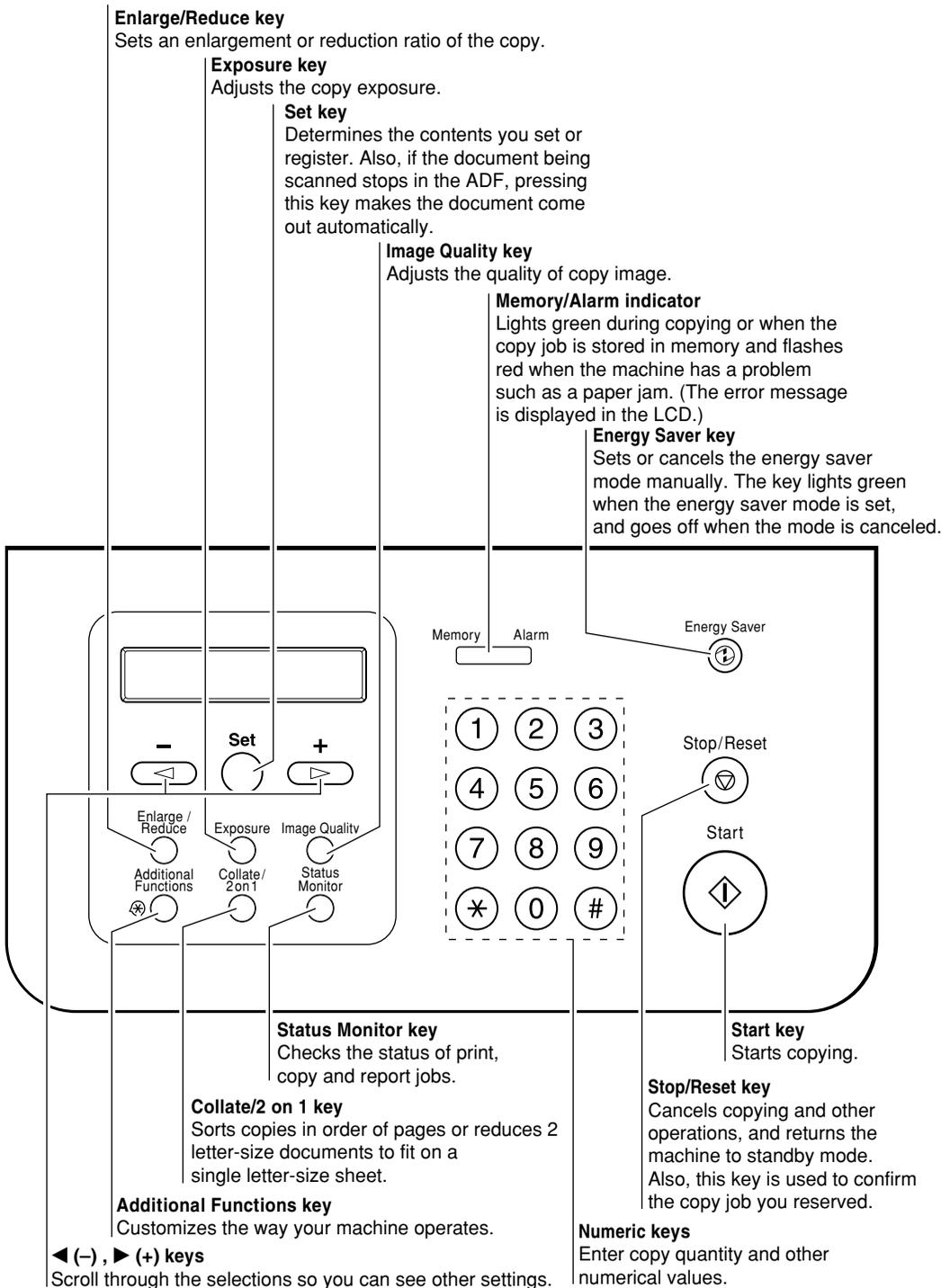


## ■ imageCLASS D320



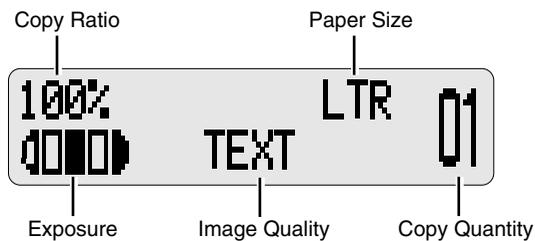
# Operation Panel

This section describes keys used when making copies and setting the Additional Functions.



# Standby Display

The standby display is as follows:



NOTE

- When the machine is plugged in, the LCD displays PLEASE WAIT for a while, then the standby display appears.

# Energy Saver Mode

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



NOTE

- The time until the machine enters the energy saver mode can be specified in a range of 3 minutes to 30 minutes. You can also turn off the energy saver function. (→ p. 9-4)
- The energy saver function does not activate when the machine is in the following status:
  - When printing out copies or other pages
  - While a copy job is saved in memory or when the reserve copy or other functions are operating
  - When paper jams occur
  - When no paper is loaded in the cassette or multi-purpose tray
  - When **PRESS SET KEY** is displayed

## Setting the Energy Saver Mode Manually

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

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



NOTE

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

## Restoring from the Energy Saver Mode

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

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



NOTE

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

# Paper Handling

## Print Media Requirements

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

### Paper Storage

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

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

### Unacceptable Paper

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

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



IMPORTANT

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

### Acceptable Paper

	Cassette/Multi-purpose Tray
Paper size	Letter, Legal, Executive, A4, B5, A5 Envelope : COM10, MONARCH, DL, ISO-C5 Free Size : 8.5 (216.0 mm) × 14 in. (356.0 mm)[max.] / 3 (76.2mm) × 5 in. (127.0 mm)[min.]
Paper weight	17 - 32-lb bond or 64 - 128 g/m <sup>2</sup>
Type of paper	– Plain paper (17 - 24-lb bond or 64 - 90 g/m <sup>2</sup> ) – Transparencies – Special paper 1 (25 - 32-lb bond or 91 - 128 g/m <sup>2</sup> ) (Thick paper) – Special paper 2 (Rough paper)



NOTE

- The printing speed may be slower than usual depending on the paper size, paper type and the number of sheets you specify.

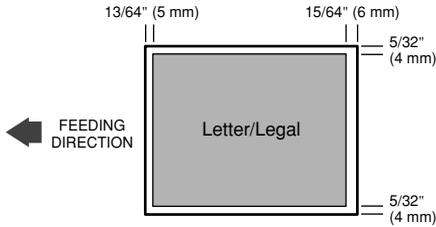
This is because the safety function works to prevent a failure due to excessive heat.

## ■ Printing Areas

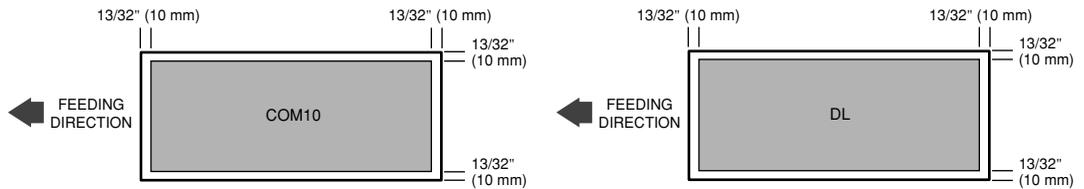
The term “printing area” represents both the recommended area for optimum print quality and the entire area where the machine can technically print from your computer.

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

## ■ Paper



## ■ Envelope



NOTE

- The scanning areas when you copy are a little larger than printing areas. (→ p. 3-2)

# Loading Paper

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



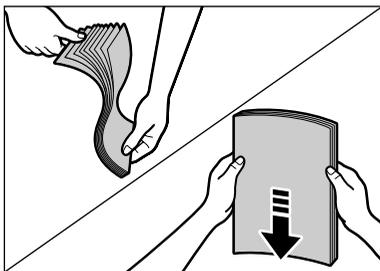
- When loading paper, take care not to cut your hands on the edges of the paper.



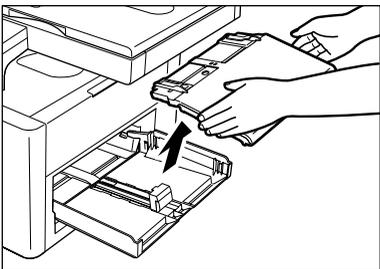
- The paper in the multi-purpose tray is fed prior to the paper in the cassette.
- The cassette holds up to approximately 250 sheets of 17 to 20-lb bond (64 g/m<sup>2</sup> to 80g/m<sup>2</sup>).

## Loading Paper in the Cassette

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

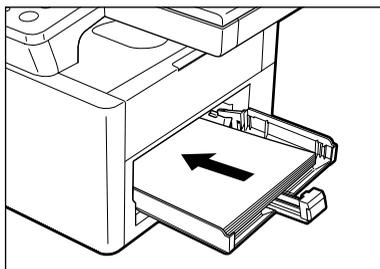


- 2 Remove the multi-purpose tray.



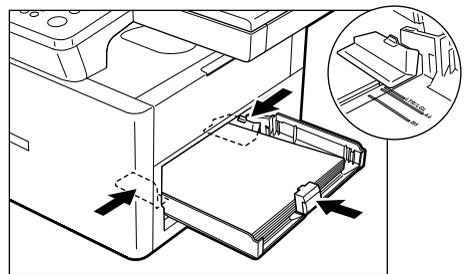
- 3 Load the paper stack in the cassette.

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



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

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



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

Press **Additional Functions**, then select:

PAPER SETTINGS

PAPER SIZE

Use ◀ (–) or ▶ (+) to select the appropriate paper size (LTR, LGL, EXECUTIV, ENVELOPE, FREESIZE, A4, B5 or A5).

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

- For details, refer to "Specifying the Paper Size and the Type (Common for Cassette and Multi-purpose Tray)". (→ p. 4-3)



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

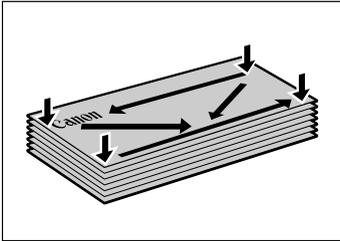
## ■ Loading Envelopes in the Cassette



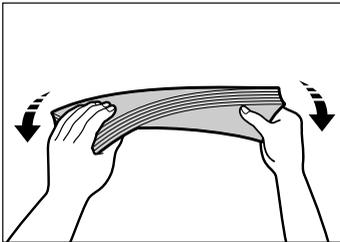
- The recommended envelopes are COM10, MONARCH, DL, ISO-C5.  
IMPORTANT Using other envelopes may affect the quality of the copy image.

**1** Arrange the stack of envelopes on a firm, clean surface, and press down firmly on the edges to make the folds crisp.

- Press all the way around the envelopes to remove any curls and expel air from inside the envelopes. Also, press firmly on the area that corresponds to the edges of the back flap.

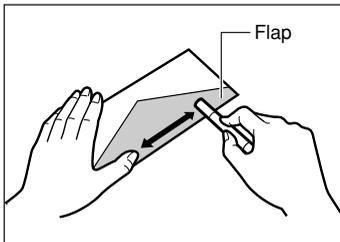


**2** Remove any curling from the envelopes by holding the edges diagonally and bending them gently.



**3** Run a pen or other rounded object along the back flaps to flatten them.

- The flaps should not bulge more than 0.2 inch (5 mm).

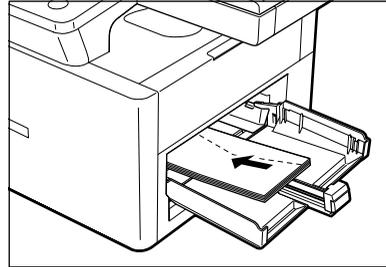


**4** Even the edges of the envelopes and load them in the cassette.

- Position the envelopes with the print side up (flaps should not be visible) and load them so that the left side (sender's address side) feeds first in the cassette.

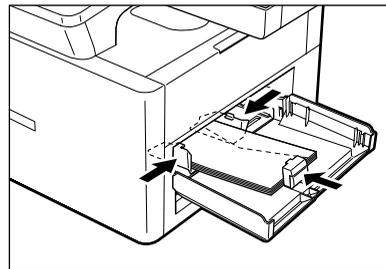


- If the envelope to be loaded has a flap on the short edge, this edge must enter the machine first. Not loading it this way will result in paper jams.
- After loading envelopes, push them lightly toward the inside of the machine.
- The cassette holds up to approximately 20 envelopes.



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

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



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

- Press **Additional Functions**, then select:  
PAPER SETTINGS  
PAPER SIZE  
ENVELOPE  
Use ◀ (-) or ▶ (+) to select the envelope type (COM10, MONARCH, DL, ISO-C5).  
To set the Additional Functions, see "Accessing the Additional Functions". (→ p. 9-1)
- For details, refer to "Specifying the Paper Size and the Type (Common for Cassette and Multi-purpose Tray)". (→ p. 4-3)

## ■ Loading Paper in the Multi-purpose Tray

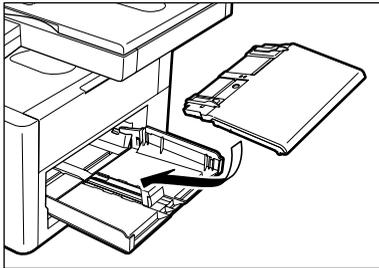
Use the multi-purpose tray when you want to copy or print on paper of a different type from that loaded in the cassette. You can load up to 10 sheets of letter-size (20-lb bond or 75 g/m<sup>2</sup>) paper, or a single sheet of any other type of compatible paper.



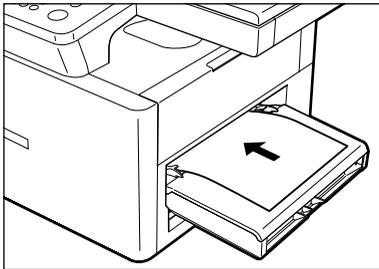
- The multi-purpose tray has priority over the cassette.

NOTE

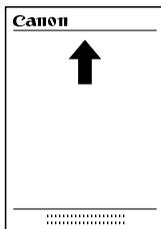
- 1 Set the multi-purpose tray on the top of cassette.



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

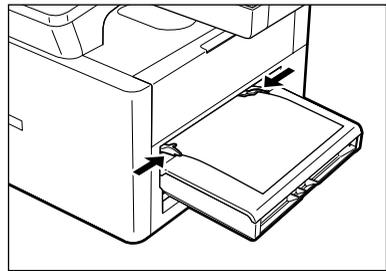


- 3 When you insert paper with a logo on, position the paper with the print side up (logo side) and load it so that the top of the paper feeds first in the multi-purpose tray.



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

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



- 5 Specify the paper size.

- To specify the paper size, follow the procedure below:

Press **Additional Functions**, then select:

PAPER SETTINGS

PAPER SIZE

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

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

- For details, refer to "Specifying the Paper Size and the Type (Common for Cassette and Multi-purpose Tray)". (→ p. 4-3)



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

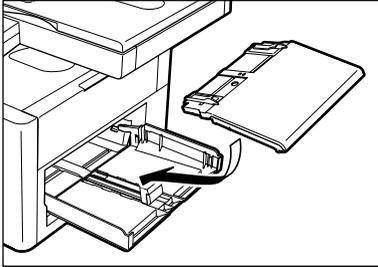
Use the multi-purpose tray when you want to copy or print an envelope one by one.



- The multi-purpose tray has priority over the cassette.

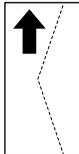
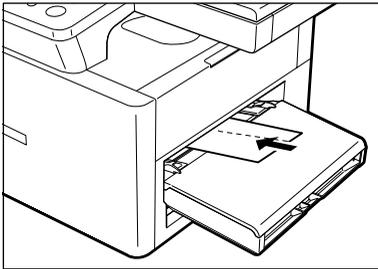
NOTE

### 1 Set the multi-purpose tray.



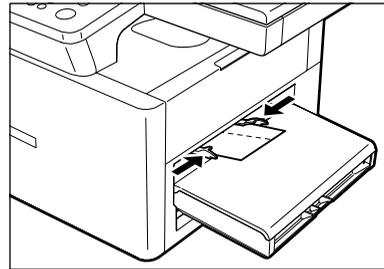
### 2 Insert an envelope with the print side up (a flap should not be visible) and load it so that the left side (sender's address side) feeds first in the multi-purpose tray.

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



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

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



### 4 Specify the envelope size and type.

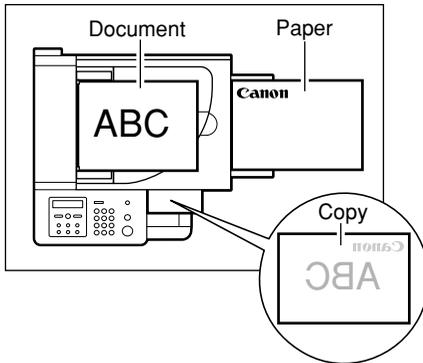
- Press **Additional Functions**, then select:  
PAPER SETTINGS  
PAPER SIZE  
ENVELOPE  
Use ◀ (-) or ▶ (+) to select the envelope type (COM10, MONARCH, DL, ISO-C5).  
To set the Additional Functions, see "Accessing the Additional Functions". (→ p. 9-1)
- For details, refer to "Specifying the Paper Size and the Type (Common for Cassette and Multi-purpose Tray)". (→ p. 4-3)



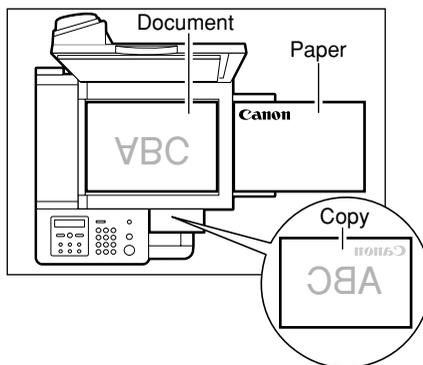
NOTE

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

When you place the document in the ADF (only for the imageCLASS D340), the orientation of the document and the orientation of the paper in the cassette or in the multi-purpose tray are as shown below.



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



IMPORTANT



NOTE

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

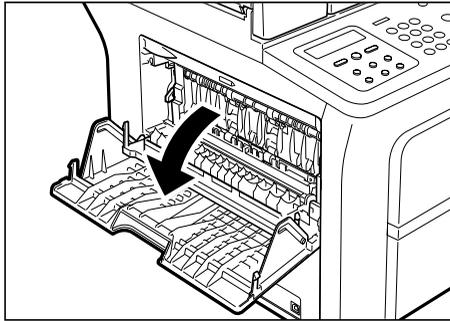


## Selecting the Paper Output Area

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

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

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



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

IMPORTANT

## Paper Type and Paper Output Area

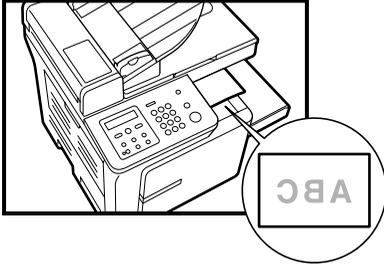
Select the suitable paper output area depending on the paper type and your purpose.

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

## ■ Face Down Paper Output Area

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

With left cover, closed.



IMPORTANT

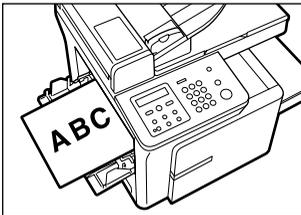
- Do not place the output paper back on the output tray.
- Do not place things other than paper on the output tray.
- If you do these things, a paper jam may occur.

## ■ Face Up Paper Output Area

Face up paper output is convenient for paper media such as transparencies and labels, because the paper is delivered straight through the machine.

With left cover, open.

- Remove the paper output one by one.



IMPORTANT

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



# Chapter 3

## Document Handling

### Documents You Can Copy

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

	Platen Glass	ADF (imageCLASS D340)
Type of document	<ul style="list-style-type: none"><li>– Plain paper</li><li>– Thick documents</li><li>– Photographs</li><li>– Small documents (e.g. index cards)</li><li>– Special types of paper (e.g. tracing paper*<sup>1</sup>, transparencies*<sup>1</sup>, etc.)</li><li>– Book</li></ul>	<ul style="list-style-type: none"><li>– Plain paper (Multiple page documents of the same size, thickness, and weight or one page documents.)</li></ul>
Size (W × L)	imageCLASS D340 Max.: Letter size (8 1/2" × 11") (216 mm × 279 mm) imageCLASS D320 Max.: Legal size (8 1/2" × 14") (216 mm × 356 mm)	Max. 8 1/2 × 14 in. (Max. 216 mm × 356 mm) Min. 5 7/8 × 4 1/8 in. (Min. 148 mm × 105 mm)
Quantity	1 sheet	Max. 50 letter- or A4-size sheets* <sup>2</sup> Max. 30 legal-size sheets* <sup>2</sup>
Weight	Max. 4.4 lb (2 kg)	17 to 28-lb bond. (64 to 105 g/m <sup>2</sup> )

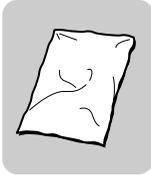
\*<sup>1</sup> When copying a transparent document such as tracing paper or transparencies, place a plain piece of white paper behind the document.

\*<sup>2</sup> 17 to 20-lb bond (64 g/m<sup>2</sup> to 80 g/m<sup>2</sup>) paper

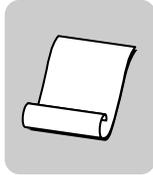
## Problem Documents

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

\* Only for the imageCLASS D340 model



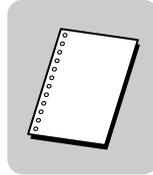
Wrinkled or creased paper



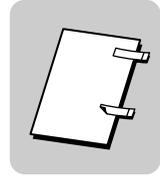
Curled or rolled paper



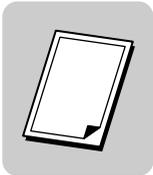
Torn paper



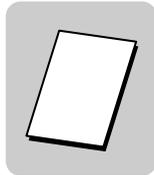
Perforated paper



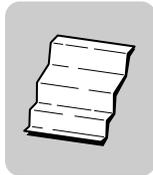
Paper with a sticky on or off



Carbon paper or carbon backed paper



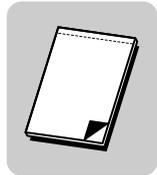
Coated paper



Onion skin or thin paper



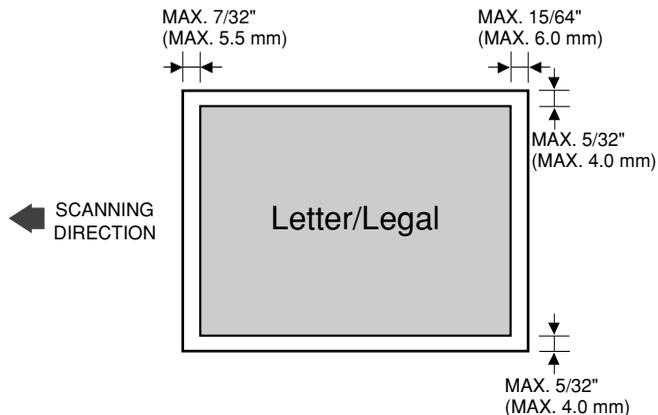
Paper on which glue, ink, or correction fluid and other foreign matters are still wet



Writing pad

## Scanned Area of a Document

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

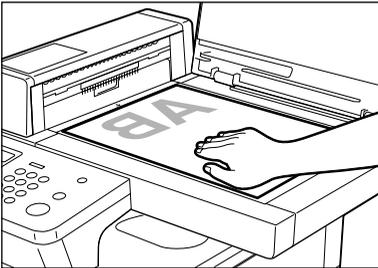


# Setting Up Documents

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

\* Only for the imageCLASS D340 model

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



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

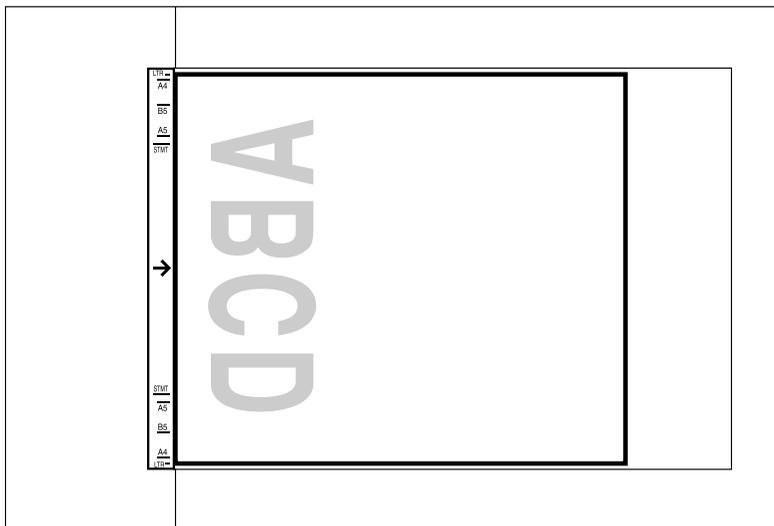
## Placing a Document on the Platen Glass

### Positioning Documents

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

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

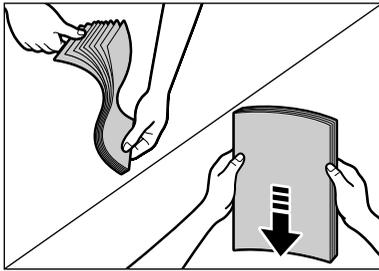
The illustration below shows how to place a letter-size original.



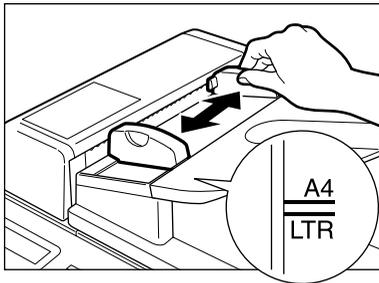
## ■ Loading Documents in the ADF (Only for the imageCLASS D340 model)

**1** Make sure there is no document on the platen glass.

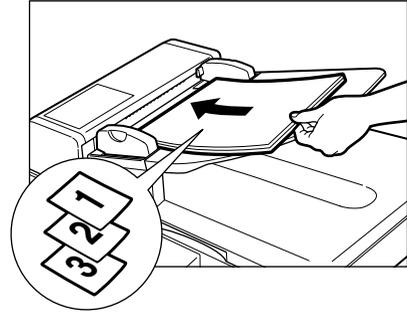
**2** Fan the edges that will feed into the machine first, then tap the edges of multiple page documents on a flat surface to even the stack.



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



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



DOCUMENT READY

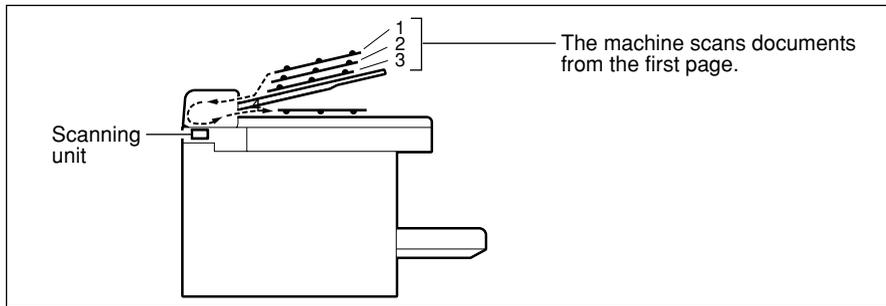
• The document is now ready for scanning.



NOTE

- For multiple page documents, the pages are fed one by one from the top of the stack (from the first page).
- Wait until all pages of your document have been scanned before starting a new job.
- 50 sheets of letter-size (17 to 20-lb bond or 64 g/m<sup>2</sup> to 80 g/m<sup>2</sup>) documents can be set in the ADF. If more than 50 sheets (letter size) of documents are set in the ADF, paper jams may occur.
- 30 sheets of legal-size (17 to 20-lb bond or 64 g/m<sup>2</sup> to 80 g/m<sup>2</sup>) documents can be set in the ADF.

## ■ The Paper Path of the Automatic Document Feeder (Only for the imageCLASS D340 model)



NOTE

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



# Chapter 4

## Making Copies

### Documents You Can Copy

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

### Copying Documents

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

\* Only for the imageCLASS D340 model

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

- Copy quantity (→ p. 4-3)
- Enlarging/reducing (→ p. 4-5)
- Image quality (→ p. 4-6)
- Exposure (→ p. 4-6)
- Collate (→ p. 4-7)
- 2 on 1 (→ p. 4-9)



NOTE

- Please note that you cannot change settings during copying.

- 3 Press **Start** to begin copying.

Ex: 

SCANNING	
COPY NO.	0001

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



NOTE

- If you load paper while making copies, do not load a different paper size.
- You can reserve the next copy job while the machine is outputting copies. (→ p. 4-11)
- After the machine finishes copying, the settings will remain.  
However, if you press **Stop/Reset** or no key is pressed for 2 minutes, they will be reset to the default settings ( The time until the machine enters the AUTO CLEAR mode can be specified.) (→ p. 9-4).
- The capacity of the output tray is 50 sheets (80 g/m<sup>2</sup>) of paper. To prevent paper jams, remove paper from the output tray before the count reaches 50.

## ■ Canceling the Copy Job

### ■ While Scanning Documents in the ADF (Only for the imageCLASS D340 model)

1 Press **Stop/Reset**.



STOP KEY PRESSED  
PRESS SET KEY

2 Press **Set**.

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

### ■ After Scanning Documents

1 Press **Stop/Reset**.



CANCEL COPYING?  
<YES NO>

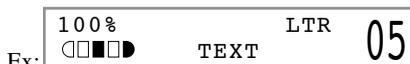
2 Press **◀ (-)** for YES.

# Basic Copying Functions

## Making Multiple Copies

You can make multiple copies.

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



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



- You can reserve the next copy job while the machine is outputting copies. (→ p. 4-11)
- The LCD keeps on displaying the specified number of copies until you change it or the auto clear function activates. When the auto clear function activates, the LCD returns to standby display and the number of copies returns to 01 (default setting).

## Specifying the Paper Size and the Type (Common for Cassette and Multi-purpose Tray)



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

## Specifying the Paper Size

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



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

– To specify the paper size: Press **Additional Functions**, then select:  
PAPER SETTINGS  
PAPER SIZE

Then use ◀ (–) or ▶ (+) to choose the appropriate paper size from LTR, LGL, EXECUTIV, ENVELOPE, FREESIZE, A4, B5 or A5.

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

\* When **FREESIZE** is selected, specify the horizontal and vertical size of the paper in millimeter (mm).  
 Available setting range in horizontal size : 5" (127 mm) to 14" (356 mm)  
 Available setting range in vertical size : 3" (76 mm) to 8 1/2" (216 mm)  
 Refer to the following conversion table for inches and millimeters.

Inch	Millimeter	Inch	Millimeter	Inch	Millimeter
3"	76	6 3/4"	171	10 1/2"	267
3 1/4"	83	7"	178	10 3/4"	273
3 1/2"	89	7 1/4"	184	11"	279
3 3/4"	95	7 1/2"	191	11 1/4"	286
4"	102	7 3/4"	197	11 1/2"	292
4 1/4"	108	8"	203	11 3/4"	298
4 1/2"	114	8 1/4"	210	12"	305
4 3/4"	121	8 1/2"	216	12 1/4"	311
5"	127	8 3/4"	222	12 1/2"	318
5 1/4"	133	9"	229	12 3/4"	324
5 1/2"	140	9 1/4"	235	13"	330
5 3/4"	146	9 1/2"	241	13 1/4"	337
6"	152	9 3/4"	248	13 1/2"	343
6 1/4"	159	10"	254	13 3/4"	349
6 1/2"	165	10 1/4"	260	14"	356

## ■ Specifying the Paper Type

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



NOTE

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

Press **Additional Functions**, then select:

PAPER SETTINGS  
 PAPER TYPE

Then choose the paper type from the following.

- PLAIN PAPER
- TRANSPARENCY
- SPECIAL PAPER 1 (25 - 32-lb bond or 91-128 g/m<sup>2</sup>) : Thick paper
- SPECIAL PAPER 2 : Rough paper

## ■ Setting Enlarging/Reducing

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

### ■ Enlarging/Reducing Using Preset Copy Ratios

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

Ex: 

PRESET RATIO
- 100% +

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

Ex: 

PRESET RATIO
- 78% LGL → LTR +

- You can select from the following:
  - 200% MAX.
  - 129% STMT → LTR
  - 100%
  - 78% LGL → LTR
  - 64%
  - 50% MIN.



**3** Press **Set**.

Ex: 

78%	LTR	01
◻◻◻◻	TEXT	



NOTE

- If the PAPER SIZE GROUP of COPY SETTINGS in the Additional Functions is set to A or AB, the preset copy ratios will be as follows:
  - A: 50%, 70%, 100%, 141% and 200%;
  - AB: 50%, 70%, 81%, 86%, 100%, 115%, 141% and 200%.
- Enlarging or reducing using preset copy ratio is not available with the 2 on 1 copy function.
- To reset the copy ratio, press **Enlarge/Reduce** several times to display **DIRECT 100%** ratio, then press **Set**.
- If you want to reduce LTR to STMT, select 64%, and choose **FREESIZE** in the Additional Functions. Then specify the STMT size.

### ■ Enlarging/Reducing Using Custom Copy Ratios

**1** Press **Enlarge/Reduce** twice.

Ex: 

ZOOM 50-200%
- 100% +

**2** Use the numeric keys to enter the copy ratio.

Ex: 

ZOOM 50-200%
- 80% +

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



**3** Press **Set**.

Ex: 

80%	LTR	01
◻◻◻◻	TEXT	



NOTE

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

## ■ Setting the Image Quality

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

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

Ex: 

100%	LTR	01
□□■●	TEXT/PHOTO	

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



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



- TEXT/PHOTO  
Suitable for making copies from originals containing both text and photos, or photo originals containing half-tones (i.e. printed photos).
- PHOTO  
Suitable for making copies from photos printed on photographic paper.



NOTE

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

## ■ Adjusting the Copy Exposure

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

### ■ Adjusting Automatically

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

Ex: 

DENSITY
AUTO EXPOSURE



- 2 Press **Set**.

Ex: 

100%	LTR	01
□ A ●	TEXT	

- The copy exposure is adjusted automatically.



NOTE

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

### ■ Adjusting Manually

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

Ex: 

DENSITY
-LT □□□□■□□□ DK+

- 2 Use ◀ (-) or ▶ (+) to adjust the copy exposure. For a lighter copy exposure, press ◀ (-). For a darker copy exposure, press ▶ (+).

Ex: 

DENSITY
-LT □□□□□■□□ DK+



- 3 Press **Set**.

Ex: 

100%	LTR	01
□□□■	TEXT	



NOTE

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

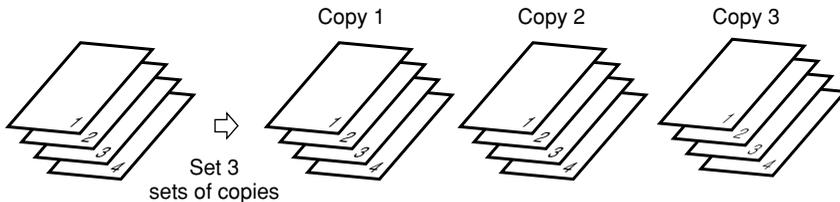
# Special Features

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

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

## Collate Copy

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



## When Loading Documents in the ADF (Only for the imageCLASS D340 model)

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

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

Ex: 

100%	COL.	LTR	01
□□■●	TEXT		

- COL. appears in the LCD.

**3** Use the numeric keys to set the copy quantity. (→ p. 4-3)

↗ Ex: 

100%	COL.	LTR	03
□□■●	TEXT		

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

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



NOTE

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

## ■ When Placing a Document on the Platen Glass

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

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

100% COL. LTR 01  
□□■● TEXT

- COL. appears in the LCD.

**3** Use the numeric keys to set the copy quantity. (→ p. 4-3)

Ex: 100% COL. LTR 03  
□□■● TEXT



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

Ex: SCANNING  
COPY NO. 0015

- The machine begins scanning.

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

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

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

- Repeat step 5 and 6 to scan all documents.

**7** Press **Set**.

- The machine begins printing out.



NOTE

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

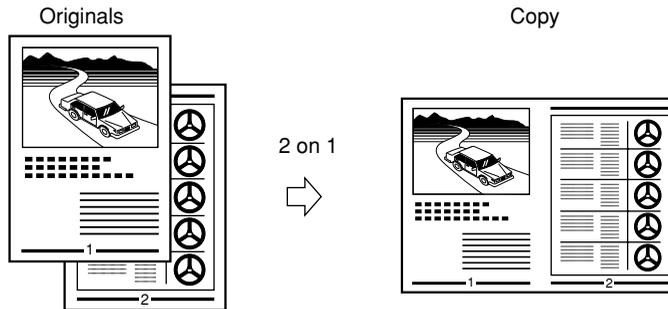
## ■ 2 on 1 Copy

Use 2 on 1 to reduce 2 sheets to fit on one sheet. Two letter-size documents are automatically reduced to fit on a letter-size page.



NOTE

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



## ■ When Loading Documents in the ADF (Only for the imageCLASS D340 model)

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

Ex: **2ON1**    **LTR**    **01**  
 □□■●    **TEXT**

- 2ON1 appears in the LCD.

- 2 Load documents face up in the ADF.



NOTE

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

- 3 Use the numeric keys to set the copy quantity. (→ p. 4-3)



- 4 Press **Start**.



NOTE

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

## ■ When Placing a Document on the Platen Glass

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

Ex: 

2ON1	LTR	01
□□■●	TEXT	

- 2ON1 appears in the LCD.

**2** Use the numeric keys to set the copy quantity. (→ p. 4-3)

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

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

Ex: 

SCANNING	
COPY NO.	0015

- The machine begins scanning.

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

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



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

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

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



NOTE

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

## ■ Reserve Copy

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

### ■ Reserving the Next Copy Job

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



NOTE

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

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

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

- Copy quantity (→ p. 4-3)
- Enlarging/reducing (→ p. 4-5)
- Image quality (→ p. 4-6)
- Exposure (→ p. 4-6)
- Collate (→ p. 4-7)
- 2 on 1 (→ p. 4-9)



- 4 Press **Start**.

- The machine begins scanning.



NOTE

- After printing of the current copy job is complete, the next copy job begins.
- If the machine's memory becomes full while scanning, **MEMORY FULL** appears in the LCD. When the ADF\* is used for scanning, the document being scanned stops in the ADF\*. In this case, press **Set** to make the document come out automatically.

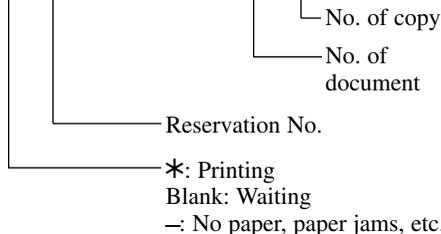
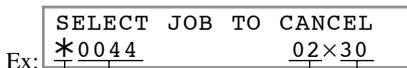
All of the scanned documents will be erased if **MEMORY FULL** appears, so divide the document and copy each part separately, or select a lower image quality mode and make copies again.

- If the available memory decreases, **PLEASE WAIT** and **MAKING SPACE IN MEM** are displayed alternatively. If memory space becomes available, the scanning begins again automatically. Also, check that the cassette or multi-purpose tray is not empty.

\* Only for the imageCLASS D340 model

### ■ Confirming the Copy Job You Reserved

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



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



NOTE

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

## ■ Deleting the Copy Job You Reserved

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

Ex: 

SELECT JOB TO CANCEL
*0044                    02×30

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

Ex: 

SELECT JOB TO CANCEL
0045                    01×20



**3** Press **Set**.

CANCEL COPYING?
<YES                    NO>

**4** Press **◀ (-)** for YES.

- The reserved copy job is deleted.



NOTE

- To cancel deleting the copy job, press **▶ (+)** for NO.
- Once the copy job is deleted, it is impossible to restore the job again.

# Chapter 5

## Basic Printing from Your Computer

### Before Printing

Before printing, the printer driver must be installed in your computer.

- If not, please see the *Set-Up Sheet*.

Check if the machine is selected as the default printer.

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

Follow this procedure if it is not selected.

**1** On the Windows desktop, click [**Start**], point to [**Settings**], then click [**Printers**].

**2** In the **Printers** window, click the machine icon.

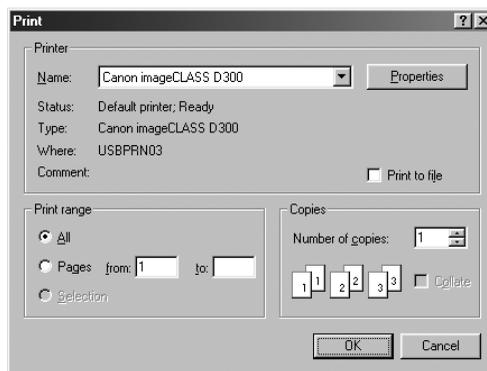
**3** On the File menu, click [**Set as Default**] or [**Set as Default Printer**].

### Printing (Ex. Windows 98)

**1** With your document open in the Windows 98 application, click the [**Print**] command.

**2** In the **Print** dialog box, make sure your machine is selected in the printer box. If not, select your machine from the printer name drop-down list.

**3** Click [**OK**] to print your document.



## ■ Canceling Printing

- 1 If you want to cancel printing before clicking [OK], click [Cancel] in the **Print** dialog box.

If printing has already begun, follow this procedure to cancel printing from Windows 98.

- On the Windows 98 desktop, click [Start], point to [Settings], then click [Printers].

- 2 In the **Printers** window, double-click the machine icon, right click the print job, then click [Cancel Printing].

## ■ Changing Print Settings

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

- 1 With your document open in the Windows 98 application, click the [Print] command.

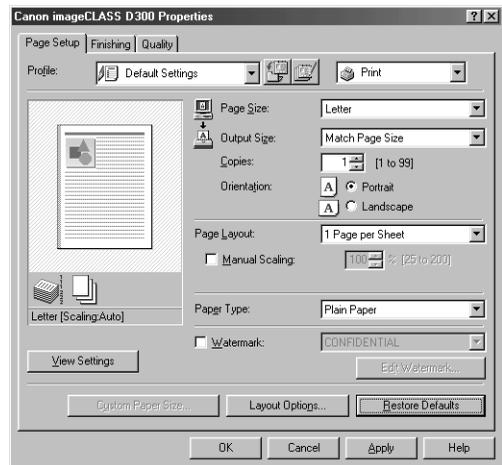
- 2 In the **Print** dialog box, click [Properties].

- 3 In the **Properties** dialog box, define your settings on the appropriate tabs or dialog boxes.

- If you are dissatisfied with your changes on a particular tab and want to revert to the default settings, click [Restore Defaults].

- 4 To accept your changes and close the dialog box, click [OK].

- To cancel your changes and close the dialog box, click [Cancel].



## ■ More Information

For detailed information on all printing features, → *Printer Guide*.

# Chapter 6

## Status Monitor

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

Use Status Monitor to confirm or delete the following jobs.

- Copy jobs
- Print jobs
- Report jobs

#### ■ Confirming or Deleting a Copy Job

1 Press **Status Monitor**.

Ex: 

COPY STATUS	
*0002	06×01



NOTE

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

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

Ex: 

COPY STATUS	
0003	03×02



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

CANCEL COPYING?	
<YES	NO>

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



NOTE

- To cancel deleting the job, press **▶ (+)** for NO.  
Once the job is deleted, it is impossible to restore the job again.

#### ■ Confirming or Deleting a Print Job

1 Press **Status Monitor** twice.

Ex: 

PRINT STATUS
-----

File Name



NOTE

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

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

Ex: 

PRINT STATUS
-----



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

CANCEL PRINTING?	
<YES	NO>

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



NOTE

- To cancel deleting the job, press **▶ (+)** for NO.  
Once the job is deleted, it is impossible to restore the job again.
- The LCD can display characters in ASCII cord. Using characters other than those in ASCII cord may have the LCD display garbled characters.

## ■ Confirming or Deleting Report Jobs

**1** Press **Status Monitor** three times.

Ex: 

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



NOTE

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

**2** If there are report jobs and if you want to delete them, press **Set**.

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

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



NOTE

- To cancel deleting the job, press **▶ (+)** for NO.  
Once the job is deleted, it is impossible to restore the job again.

## Maintenance

### Periodic Cleaning

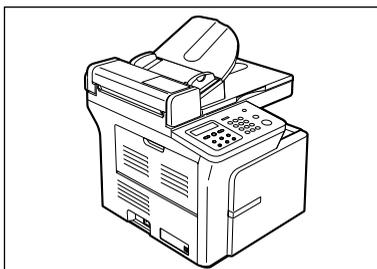
Your machine requires little periodic maintenance. This section describes the necessary cleaning procedures for your machine.



- When cleaning the machine's exterior or the platen glass, be sure to disconnect the power cord before cleaning the machine.
- Do not use tissue paper, paper towels, or similar materials for cleaning; they can stick to the components or generate static charges.  
Use a soft cloth to avoid scratching the components.
- Never use volatile liquids such as thinner, benzene, acetone, or any other chemical cleaner to clean the interior of the machine; these can damage the machine's components.

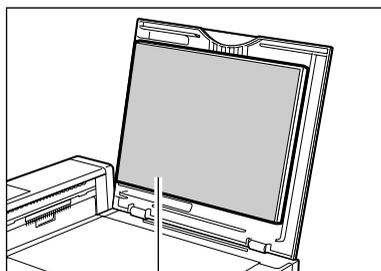
### Cleaning the Exterior

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

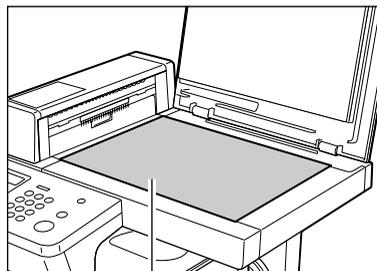


### Cleaning the Scanning Area

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



Platen Glass Cover



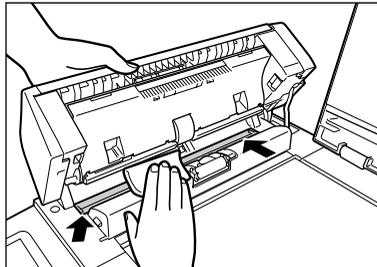
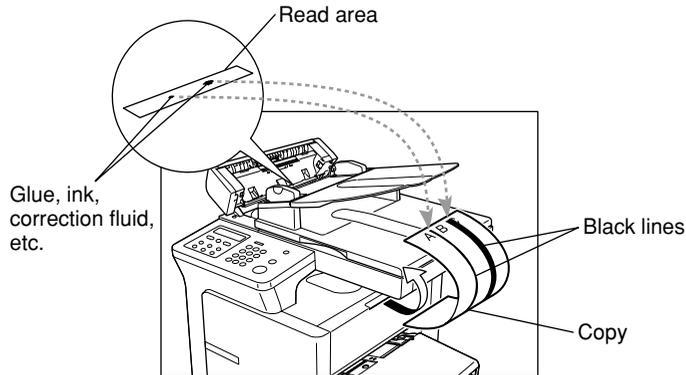
Platen Glass

## ■ Cleaning the Read Area of the Platen Glass (Only for the imageCLASS D340 model)

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

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

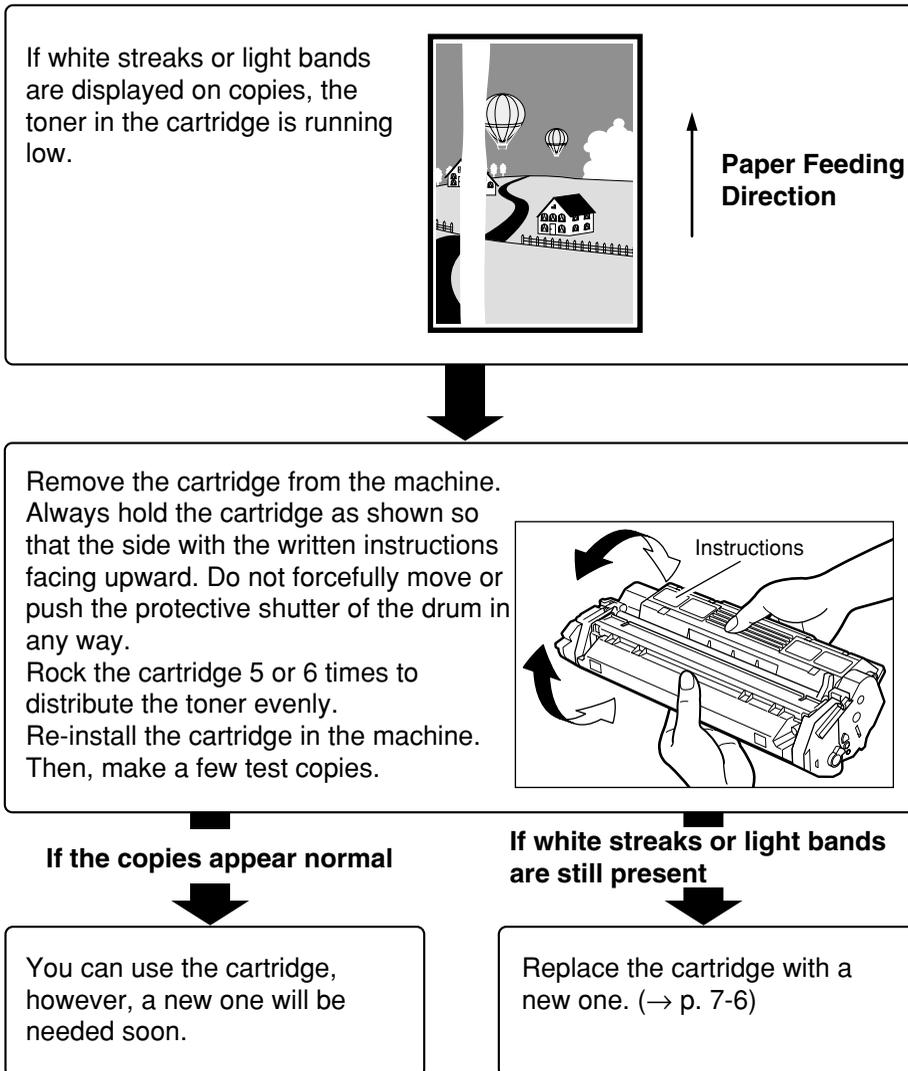
If you have trouble getting the glass clean, wipe with a cloth moistened with water or a mild neutral detergent, and then wipe the glass dry with another cloth.



- Glue, ink, correction fluid, and other foreign matter can soil the platen glass when you copy a document through the ADF while the glue, ink, or correction fluid on the original is still wet. This can cause black lines on copies. When you load a document in the ADF, always check to make sure that any glue, ink, or correction fluid on the document is completely dry.

# When to Replace the Cartridge

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



## ■ Copy Yield

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

### Approximate Copy Yield

Canon S35 Cartridge : approx. 3500 copies (A4 at 5% dot coverage\*).

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

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

## ■ Handling and Storing the Cartridge

This section describes the precautions to ensure optimum copy quality.

### Handling Precautions



WARNING

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



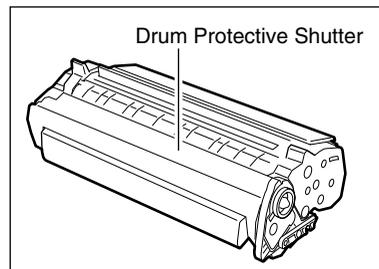
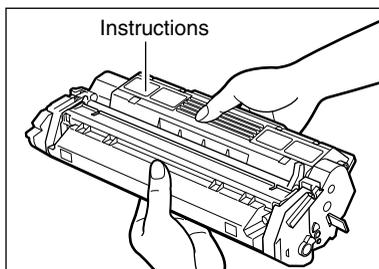
IMPORTANT

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



NOTE

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



## Storage Precautions



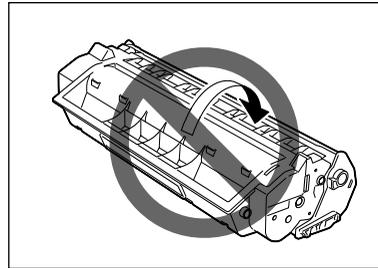
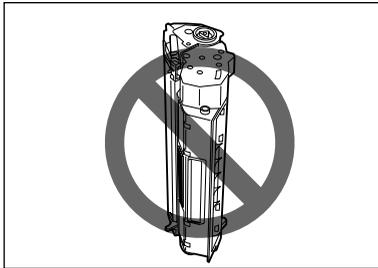
- Do not store cartridges or copy paper in places exposed to open flames, as this may cause the toner or copy paper to ignite and resulting in burns or a fire.



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



- Place the cartridge in its protective bag so that the side with the written instructions is facing upward. Then, place the bagged cartridge into its shipping box. Store the unused cartridge out of direct sunlight.
- For partially used/opened cartridges, place the cartridge in its protective bag so that the side with the written instructions is facing upward. Then place the bagged cartridge into its shipping box and store it away from direct sunlight.
- Avoid storing the cartridge in front of heaters and humidifiers, etc. Store it in a location where the temperature does not exceed 104°F (40°C).
- The recommended storage conditions are as follows:  
Temperature 59°F to 80.6°F (15°C to 27°C)  
Relative Humidity 20% to 80%.
- Do not stand the cartridge on end or turn it upside down.



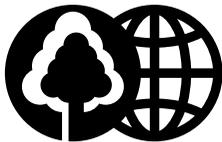
## Storing Partially Used Cartridges

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

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

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

## Recycling Used Cartridges

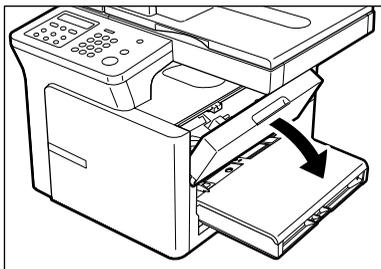


Canon has instituted a worldwide recycling program for cartridges called “The Clean Earth Campaign.” This program preserves precious natural resources by utilizing a variety of materials found in the used cartridges that are of no further use, to remanufacture new cartridges which, at the same time, keeps the environment cleaner by reducing landfill waste. Complete details concerning this program are enclosed in each shipping box.

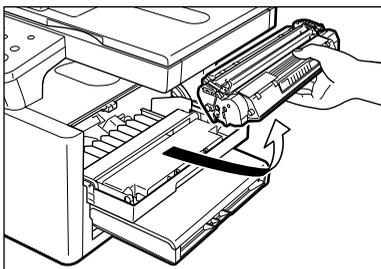
# Replacing the Cartridge

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

- 1** Open the right cover.



- 2** Remove the cartridge from the machine.

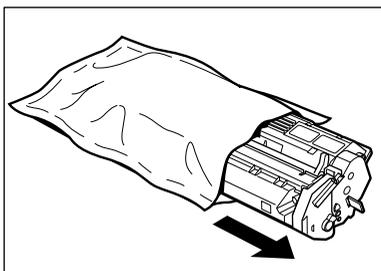


- 3** Remove the new cartridge from its protective bag.

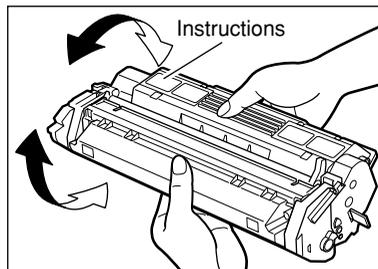


NOTE

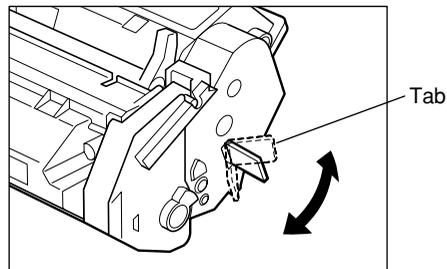
- Save the protective bag. You may need it later when you remove the cartridge from the machine.



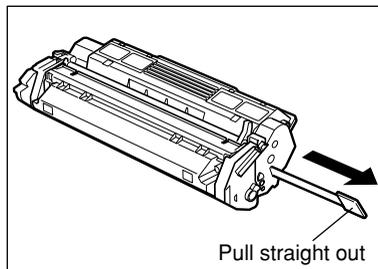
- 4** Rock the cartridge 5 or 6 times to distribute the toner evenly.



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



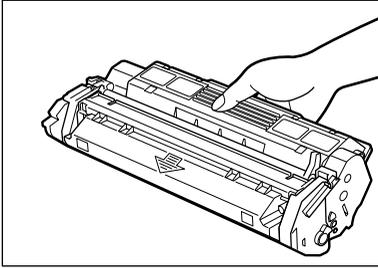
- 6** While grasping the cartridge with one hand, firmly and slowly pull the sealing tape straight out with the other hand to remove the sealing tape completely. Throw the tape away.



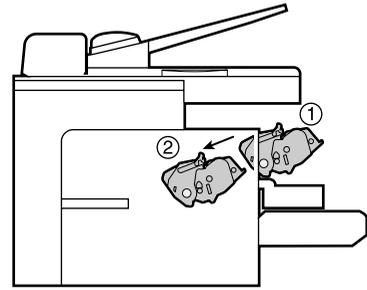
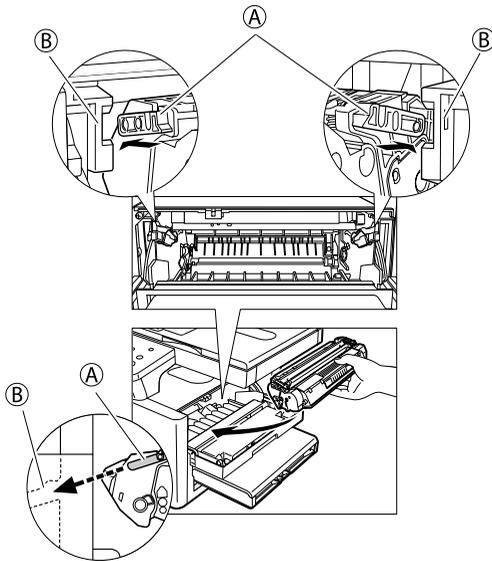
IMPORTANT

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

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

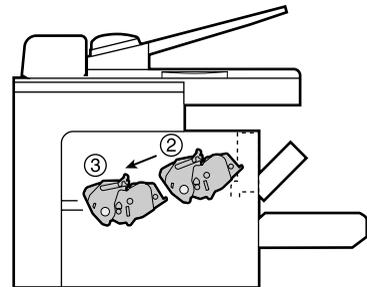
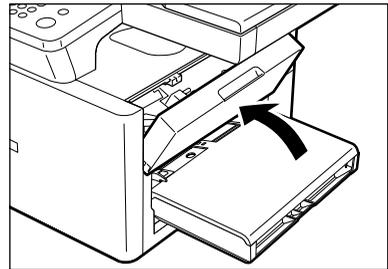


- 8** Align the projections **(A)** on both sides of the cartridge to the guides **(B)** in the machine (location **1**) and gently slide the cartridge into the machine until the right cover slightly rises up (location **2**).



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

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



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



# The Clean Earth Campaign

## THE CANON CARTRIDGE RECYCLING PROGRAM

The Canon Cartridge Recycling Program fulfills the first initiative of Canon's Clean Earth Campaign, which supports four critical environmental areas:

- Recycling in the Workplace
- Conserving Environmental Resources
- Scientific Research and Education
- Encouraging Outdoors Appreciation

The remaining "Clean Earth" initiatives are supported in the U.S. through sponsorships of the National Park Foundation, the National Wildlife Federation, and The Nature Conservancy and in Canada through donations to the World Wildlife Fund Canada and The Nature Conservancy of Canada.

Since its inception, The Canon Cartridge Recycling Program has collected millions of cartridges that otherwise would have been discarded into landfills or similar facilities. Instead, this rapidly growing program returns used cartridges to the manufacturing process, thus conserving an array of resources.

Becoming a part of this worthwhile program is easy. When your cartridge is of no further use, simply follow the instructions detailed for U.S. or Canadian residents.

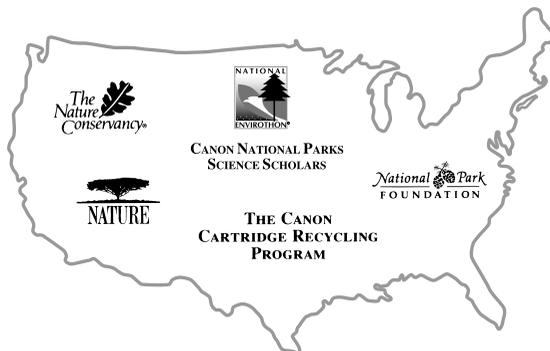
We appreciate your support of The Canon Cartridge Recycling Program.

Working together we can make a significant contribution to a cleaner planet.

- Cartridges collected through this program are not refilled.
- You are not entitled to a tax deduction or rebate for the return of empty cartridges.
- This program may be modified or discontinued without notice.

## The Clean Earth Campaign

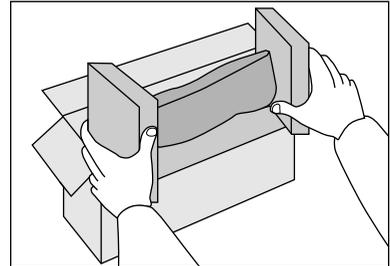
*Supporting Environmental Initiatives With*



## ■ Packaging

### Option A-1: Single Box Return

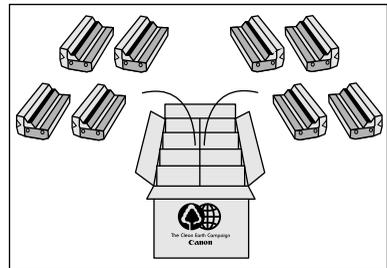
- Repackage the empty cartridge utilizing the wrapper and pulp mould end-blocks from the new cartridge's box.
- Place the empty cartridge in the box of your new cartridge. Seal the box.



### Option B: Volume Box Return

We encourage you to use this option as a more efficient way to ship cartridges.

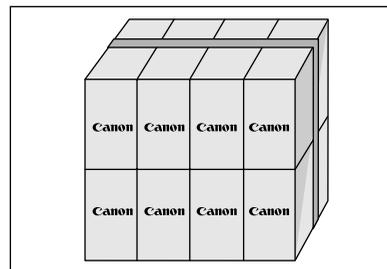
- Place as many cartridges as possible into one box. Carefully seal the box with tape; or
- Call **1-800-OK-CANON** to receive your free eight cartridges collection box.



### Option A-2: Multiple Box Return

We encourage you to use this option as a more efficient way to ship cartridges.

- Complete Option A-1.
- Bundle multiple cartridge boxes together securely with tape.



Please be sure that the shipment does not exceed UPS specifications.

**Maximum weight = 70 pounds**

Maximum length = 108 inches

Maximum girth (length + 2 × width + 2 × height) = 130 inches

If your shipment exceeds the above limits, please call **1-800-OK-CANON** for special shipping information.

Please Note:

**Do not send** defective cartridges for replacement.

Defective cartridges under warranty should be exchanged by an authorized dealer or service facility as provided in the warranty.

## ■ Shipping

Apply the UPS authorized returning label provided in this guide.

**Residents of Alaska and Hawaii:** Do not use the UPS authorized returning label. For Alaska and Hawaii Canon set up alternative mail service with the U.S. Postal Service.

Please call **1-800-OK-CANON** to receive U.S. Postal Service merchandise returning label.

### Option A: UPS Pick-up

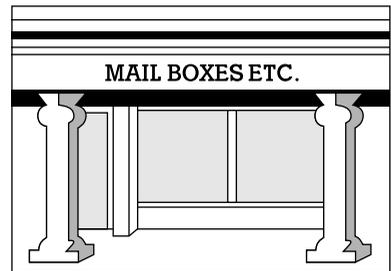
- Give the shipment to your UPS driver when you receive your next regular delivery;  
or
- Take the shipment to your local UPS receiving point.



### Option B: MBE Drop off

Take the shipment to a participating MBE (Mail Boxes, Etc.) Center.

For location, please call **1-800-949-6660**.



**By using either of the above methods of shipment, your used cartridge(s) will be forwarded to the Canon Cartridge Collection Center at no charge to you.**

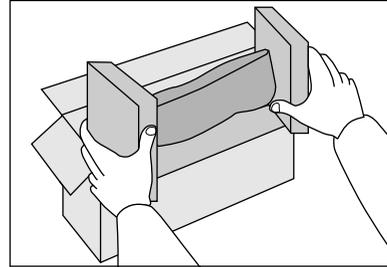
For further information about the Clean Earth Campaign in the United States, please call:

**1-800-OK-CANON**

# CANADA PROGRAM-CANADA PROGRAMME

## Option A: Single Box Return

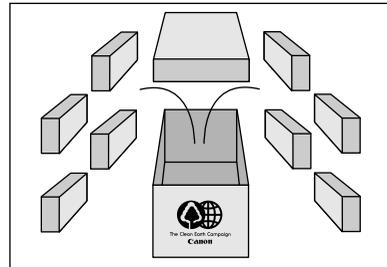
- Repackage the empty cartridge utilizing the wrapper and pulp mould end-blocks from the new cartridge's box.
- Place the empty cartridge in the box of your new cartridge. Seal the box.
- Apply the Canon Canada Inc./Canada Post label provided in this brochure.  
Canon's labels are specially marked so that Canon pays the postage.
- Deposit your empty cartridge in any full size street mailbox or take it to your local Canada Post outlet or franchise.



## Option B: Volume Box Return (8 or more cartridges)

We encourage you to use this option as a more efficient way to ship cartridges.

- Call **1-800-667-2666** to receive your free Canon collection box kit.  
The collection box can accommodate eight individual cartridge boxes.
- Place your eight individually packaged boxes of empty cartridges into the Canon collection box. Seal the box.
- Apply the Canon Canada Inc./Canada Post label provided in this brochure.  
Canon's labels are specially marked so that Canon pays the postage.
- Deliver to any local Canada Post outlet or franchise.  
Customers who hold a Commercial pick-up agreement with Canada Post may have their collection box picked up.



Working to preserve endangered species is a long-standing Canon interest.

To this end, for every cartridge collected, Canon Canada donates \$1, shared equally between World Wildlife Fund Canada and the Nature Conservancy of Canada. This donation is utilized in Canada.

For further information about The Clean Earth Campaign in Canada, please call or write to Canon.

**1-800-667-2666**

Canon Canada Inc.

Corporate Customer Relations

6390 Dixie Road

Mississauga, ON L5T 1P7

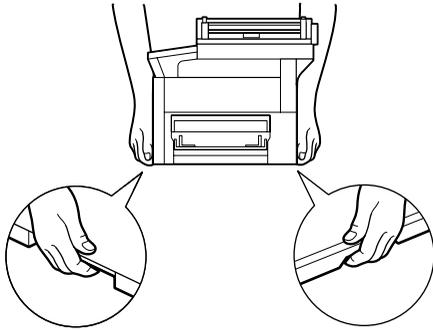
## Repacking and Transporting Your Machine

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

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

\* Only for the imageCLASS D340 model

## Carrying the Machine by the Sides



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

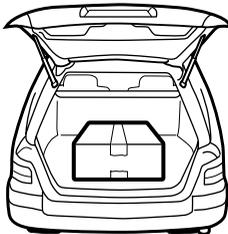
Grip the handles on the sides of the machine and lift up the machine, as shown in the illustration above.

\* Only for the imageCLASS D340 model



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

## Transporting the Machine by Car



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

Place the machine on a level, stable surface.



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

\* Only for the imageCLASS D340 model



# Chapter 8

## Troubleshooting

### Clearing Jams

This section describes how to remove jammed paper.

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

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

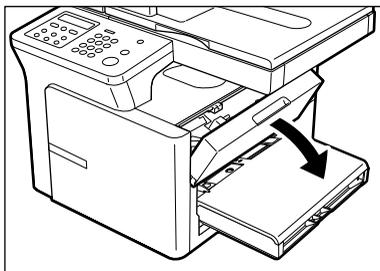


- There are some areas inside the machine and cartridge which are subject to high voltages and high temperatures. Take adequate precaution when performing internal inspections to avoid burns or electrical shock.

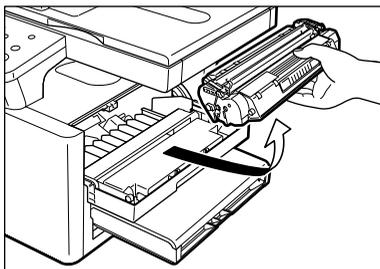


- When removing jammed copy paper from inside the machine, take care not to allow the toner on the jammed copy paper to come into contact with your hands or clothing. If they become dirty, wash them immediately with cold water. Washing with warm water will set the toner and make it impossible to remove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

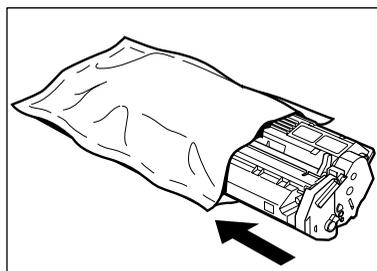
- 1 Open the right cover. If there is paper left in the cassette or on the output tray, remove it first.



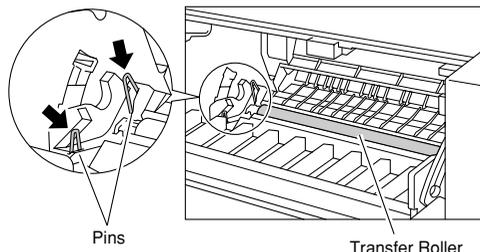
- 2 Remove the cartridge.



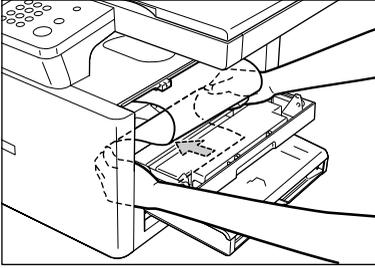
- Don't expose the cartridge to light for more than 5 minutes. If necessary, put the cartridge in its original protective bag or wrap it with a thick cloth to prevent exposure to light.



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

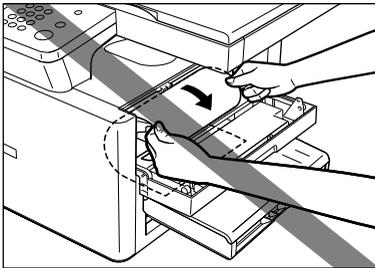


- 3** Hold both sides of the jammed paper and carefully move it inward, then gently pull it out.

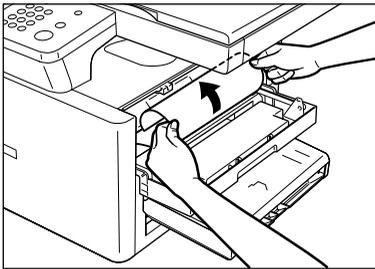


IMPORTANT

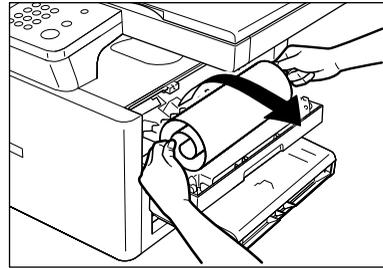
- Do not pull the jammed paper upward; the toner on the paper will stain the printer and cause a permanent reduction in print quality.



- 4** Roll the trailing edge of the paper so that the printed surface is on the inside of the roll, then gently pull the rolled up paper out of the machine.

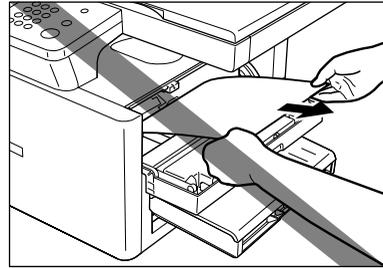


- 5** If the leading edge of the paper is visible but has not entered the imaging area, pull the paper forwards and roll it inwards.

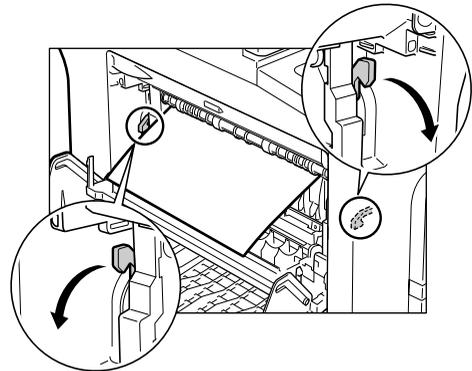


IMPORTANT

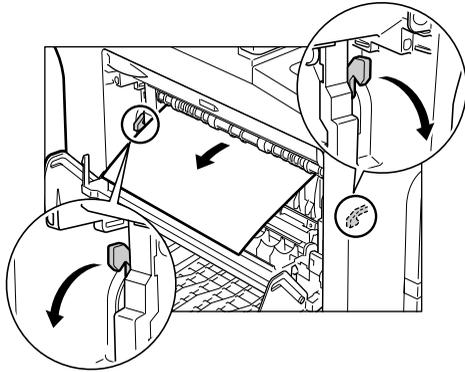
- Do not pull the jammed paper upward; the toner on the paper will stain the printer and cause a permanent reduction in print quality.



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

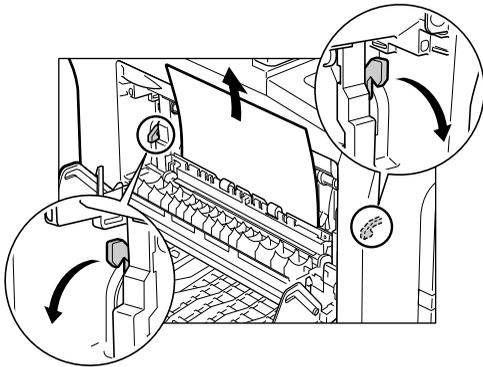


- 7** Gently pull the jammed paper between the output rollers until the leading edge emerges from the machine.

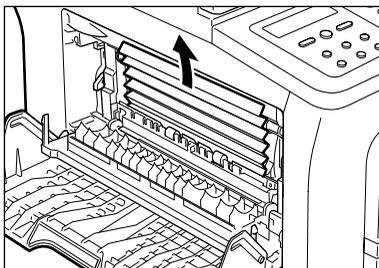


- 8** Carefully pull the jammed paper through the rollers and out of the machine.

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



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



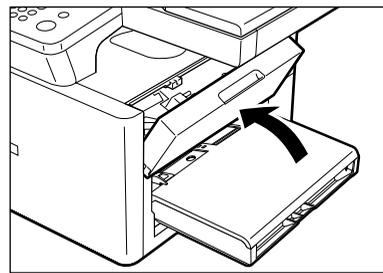
- 10** Place the paper release levers back to their original position, and close the left cover.



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

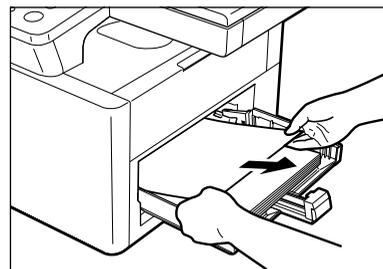
- 11** Return the cartridge back into the machine, then close the right cover.

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



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

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



## ■ Removing Jammed Paper from the ADF (Only for the imageCLASS D340 model)

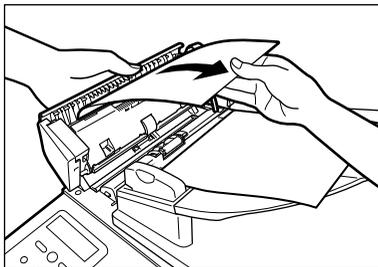
When print media jams in the ADF, the LCD displays CHECK DOCUMENT or DOCUMENT TOO LONG.



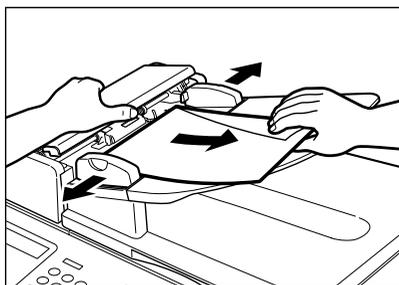
NOTE

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

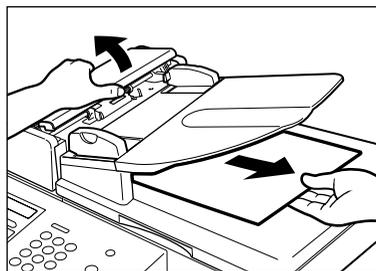
- 1 Open the ADF and gently remove the jammed paper from the ADF.



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



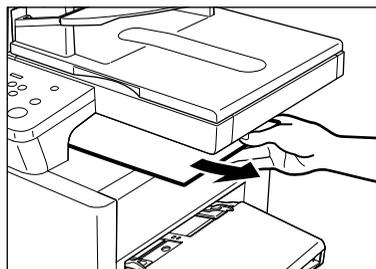
- 3 Open the ADF and gently remove the jammed paper from the document output tray.



NOTE

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

- 4 Gently remove the paper from the output tray.



## LCD Messages

The following messages are displayed in the LCD when the machine performs a function or if it encounters an error. This section describes the general messages and ones related to copy functions.

Message	Cause	Action
CHECK DOCUMENT* <sup>1</sup>	There is a paper jam in the ADF.	Remove the document you are trying to copy in the ADF. (→ p. 8-4) Make sure that the document is not too long or too short. (→ p. 3-1) Then reset the machine by opening the right cover and then closing it.
	The ADF roller rotates without feeding documents.	Fan the edge that will feed into the machine first, then tap the edge of multiple page documents on a flat surface to even the stack.
CHECK PRINTER	An abnormality has occurred in the printer.	Reset the machine by opening the right cover and then closing it. If the message remains, unplug the machine from the power supply and call your service representative.
DOCUMENT TOO LONG* <sup>1</sup>	The document is longer than 14 in. (356 mm), or is not feeding correctly.	Reduce the length of the document to within 14 in. (356 mm), and then copy it.
	There is a paper jam in the ADF.	Remove the document you are trying to copy in the ADF. (→ p. 8-4) Make sure that the document is not too long or too short. (→ p. 3-1) Then reset the machine by opening the right cover and then closing it.
INCORRECT PAPER SIZE	The size of the paper in the cassette or multi-purpose tray is different from that of the paper specified in the PAPER SIZE setting of the Additional Functions.	Load the correct paper size or change the PAPER SIZE setting of the Additional Functions (→ p. 9-2). Then reset the machine by opening the right cover and then closing it.
INSTALL CARTRIDGE	The cartridge is not installed or not installed correctly.	Install the cartridge correctly. (→ p. 7-6).
LOAD LTR SIZE PAPER	No letter-size paper is loaded in the cassette or multi-purpose tray.	Load letter-size paper in the cassette or multi-purpose tray. (→ pp. 2-3 to 2-7)
MEMORY FULL	The machine's memory is full because collate copy or 2 on 1 copy was set when a large document is loaded.	Divide the document and copy each part separately. If MEMORY FULL and PRESS SET KEY appear while scanning documents using the ADF, the document being scanned stops in the ADF. In this case, press <b>Set</b> to make the document come out automatically.

\*<sup>1</sup> Only for the imageCLASS D340 model.

Message	Cause	Action
PRINTER DATA ERROR	Abnormality has occurred in the data transmission between the machine and computer.	Use Status Monitor to delete the current print job or the final print job (If more than one jobs are being printed). Then you can shift to the next job. If you use PRINTER RESET of the Additional Functions, all the print jobs are deleted.
REC. PAPER JAM	There is a paper jam.	Clear the paper jam (→ pp. 8-1 to 8-4) and reload paper in the cassette or multi-purpose tray. Then reset the machine by opening the right cover and then closing it.
SCANNING ↑ MAKING SPACE IN MEM ↓ PLEASE WAIT	Memory is getting low during scanning because the document has many graphics or photos, alternatively 2 on 1 copy is set.	When memory space becomes available as printing continues, the scanning resumes automatically
START AGAIN	The paper in the cassette has run out, the toner has run out, paper jams have occurred, or the paper size setting is wrong while the report is printing.	After loading paper in the cassette, replacing the cartridge, clearing jams, or specifying the correct paper size, print the report again.
STOP KEY PRESSED PRESS SET KEY* <sup>1</sup>	The document has stopped in the ADF because you pressed <b>Stop/Reset</b> while scanning.	Press <b>Set</b> to make the document come out automatically.
SUPPLY REC. PAPER	No paper is loaded in the cassette or multi-purpose tray.	Load paper in the cassette or multi-purpose tray (→ pp. 2-3 to 2-7). Make sure the paper stack in the cassette does not exceed the capacity of the cassette. Load up to 10 sheets of letter-size (20-lb bond or 75 g/m <sup>2</sup> ) paper, or a single sheet of any other type of compatible paper in the multi-purpose tray. (→ pp. 2-5 to 2-7) If you load paper while making copies, do not load a different paper size.
SYSTEM ERROR Exxx* <sup>2</sup>	An error of some kind has occurred in the machine.	Unplug the machine from the power supply and wait for approx. 3-5 minutes, then plug it in again. If this does not solve the problem, unplug the machine and call your service representative.

\*<sup>1</sup> Only for the imageCLASS D340 model.

\*<sup>2</sup> xxx stands for a number.

# Paper Feeding Problems

## ■ Paper does not feed correctly.

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

- Make sure the paper stack in the cassette or the paper in the multi-purpose tray does not exceed the capacity of the cassette or multi-purpose tray. (→ pp. 2-3 to 2-7)

### Paper may not be loaded correctly.

- Make sure the paper stack in the cassette or the paper in the multi-purpose tray is loaded properly, and that the slide guides are adjusted correctly. (→ pp. 2-3 to 2-7)

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

### Paper may not be loaded correctly.

- Make sure the paper stack in the cassette is loaded properly, and that the slide guides are adjusted correctly. (→ pp. 2-3 to 2-7)
- Make sure the paper exit path is clear.

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

### Paper may not be loaded correctly.

- Make sure the paper stack in the cassette is loaded properly, and that the slide guides are adjusted correctly. (→ pp. 2-3 to 2-7)

### Sheets of paper may be sticking together.

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

### The cassette may contain too many sheets.

- Make sure the paper stack in the cassette does not exceed the capacity of the cassette. (→ pp. 2-3 to 2-7)
- Do not force the paper stack into the cassette.

### Different types of paper may be loaded in the cassette.

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

## ■ Transparencies do not feed correctly.

### The transparencies are loaded in the cassette.

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

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

- Make sure they are loaded properly (→ p. 2-5). The transparencies should be loaded one by one in the multi-purpose tray.

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

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

## ■ Paper feeds curled.

### Unacceptable paper is loaded.

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

## ■ Rough paper stacked.

### Unacceptable paper is loaded.

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

## ■ Repeated paper jams occur.

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

- Be sure to fan the paper stack before loading it in the cassette. This keeps the sheets of paper from sticking together.
- Check that the size, thickness and type of the paper you are using and your printing environment are within the specifications of the machine. (→ Chapter 2, pp. 1-1, A-1)
- Do not place the delivered paper back on the output tray. (→ p. 2-9)
- Do not place things other than paper on the output tray. (→ p. 2-9)

## ■ Envelopes do not feed correctly.

### Envelopes may not be loaded correctly.

- Make sure the envelopes are loaded properly (→ pp. 2-6 to 2-7). Do not load more than 20 envelopes in the cassette. Load an envelope one by one in the multi-purpose tray.

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

- Envelopes must be COM10, MONARCH, DL, ISO-C5. (→ p. 2-6)

# Copying Problems

## ■ The machine will not make a copy.

### The cartridge may not be installed properly.

- Make sure the cartridge is installed properly. (→ *Set-Up Sheet*)

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

- Remove the sealing tape from the cartridge. (→ *Set-Up Sheet*)

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

- Insert the cassette as far as it will go. (→ *Set-Up Sheet*)

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

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

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

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

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

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

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

### **The machine's memory is full.**

- Print or delete any documents stored in memory to free up space in the machine's memory, then start again. (→ p. 4-12)

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

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

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



- For additional troubleshooting → Print Quality Problems.

## **Print Quality Problems**

### **■ The print quality is not clear, has missing dots or white streaks.**

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

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

#### **The cartridge may not be installed properly.**

- Make sure the cartridge is installed properly. (→ *Set-Up Sheet*)

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

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

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

- Adjust the copy exposure correctly using the **Exposure** key. (→ p. 4-6)
- Adjust the copy exposure correctly in the PRINT EXPOSURE of the COMMON SETTINGS of the Additional Functions. (→ p. 9-2)

### **■ Copies are dirty.**

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

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

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

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

#### **Condensation has built up inside the machine.**

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

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

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

### **■ Copies are too dark or too light.**

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

- Adjust the copy exposure correctly using the **Exposure** key. (→ p. 4-6)
- Adjust the copy exposure correctly in the PRINT EXPOSURE of the COMMON SETTINGS of the Additional Functions. (→ p. 9-2)

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

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

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

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

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

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

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

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

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

The documents may not be the letter-size.

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

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

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

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

## Printing Problems

### ■ The Alarm indicator comes on.

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

- Clear the paper jam, or load paper in the cassette or multi-purpose tray. (→ pp. 8-1 to 8-4, 2-3 to 2-7)
- If the machine has no paper jam, or paper is loaded in the cassette or multi-purpose tray, unplug the machine and wait approx. 3-5 minutes, then plug it in again. If the problem is fixed, the Alarm indicator will turn off, and the LCD will return to standby mode. If the Alarm indicator remains lit, unplug the machine, and call your service representative.

### ■ Printout does not match paper size.

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

- Make sure the paper is loaded and aligned correctly. (→ pp. 2-3 to 2-7)

## General Problems

### ■ The machine has no power.

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

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

### ■ Nothing appears in the LCD.

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

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

**The Energy Saver key lights up.**

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

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

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

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

## If You Cannot Solve the Problem

If you have a problem with your machine and you cannot solve it by referring to the information in this chapter, call your service representative. (→ p. vii)



CAUTION

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



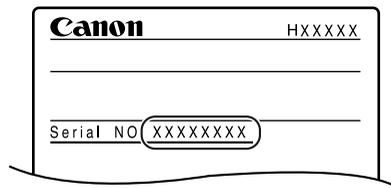
IMPORTANT

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

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

- **Product name**  
imageCLASS D340/D320
- **Serial number**

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



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

# Chapter 9

## Setting the Additional Functions

### Understanding the “Additional Functions”

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

#### ■ Accessing the Additional Functions

**1** Press **Additional Functions**.

**2** Press **◀ (-)** or **▶ (+)** to select the menu you want to change.

Ex: 

ADDITIONAL FUNCTIONS 3.COPY SETTINGS
---

**3** Press **Set**.

COPY SETTINGS 1.STD. IMAGEQUALITY
--------------------------------------

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

**↗** Ex: 

COPY SETTINGS 2.STANDARD EXPOSURE
--------------------------------------

**5** Press **Set**.

Ex: 

STANDARD EXPOSURE MANUAL
-----------------------------



NOTE

- Details for sub menus, → pp. 9-2 to 9-4.
- After selecting the item or value with **◀ (-)** or **▶ (+)**, press **Set** to enter the setting.
- If you press **Stop/Reset** before **Set** is pressed, the item you have selected will not be registered.
- Press **Stop/Reset** to exit from Additional Functions.
- If you press **Additional Functions**, the display returns to the previous screen.

## ■ Menu Descriptions

### PAPER SETTINGS

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

### COMMON SETTINGS

Name	Descriptions
PRINT EXPOSURE	The exposure can be adjusted to one of five levels. <b>(center)</b>
TONER SAVER MODE	Sets the toner saver mode.
<b>ON</b>	The toner saver mode is turned on.
<b>OFF</b>	The toner saver mode is turned off.
DISPLAY LANGUAGE	Select the message language. <b>ENGLISH</b> , <b>FRENCH</b> , <b>SPANISH</b> , <b>PORTUGUESE</b>

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

# COPY SETTINGS

Name	Descriptions
STD. IMAGEQUALITY	Select the document type. <b>TEXT ORIGINAL</b> : Character mode TEXT/PHOTO* <sup>1</sup> : Text/photo mode PHOTO* <sup>1</sup> : Photo mode
STANDARD EXPOSURE	Select the auto or manual mode of exposure setting.
AUTO* <sup>2</sup>	The exposure is adjusted automatically.
<b>MANUAL</b>	The exposure is adjusted manually. The exposure can be adjusted in 9 steps. ( <b>center</b> )
STD ZOOM RATIO	Selects the copy ratio 050 to 200%. ( <b>100%</b> )
STANDARD COPY QTY	Select the copy quantity. 01 to 99 ( <b>01</b> )
AUTO SORT* <sup>3</sup>	Set the auto sort.
ON	The auto sort function is turned on.
<b>OFF</b>	The auto sort function is turned off.
PAPER SIZE GROUP	The paper size group can be selected. If the paper size group is changed, the preset copy ratios, 2 on 1 copy ratio and 2 on 1 paper size will change.
<b>INCH</b>	Preset copy ratios: 50%, 64%, 78%, 100%, 129%, 200% 2 on 1 copy ratio: 64%, LTR size
A	Preset copy ratios: 50%, 70%, 100%, 141%, 200% 2 on 1 copy ratio: 70%, A4 size
AB	Preset copy ratios: 50%, 70%, 81%, 86%, 100%, 115%, 141%, 200% 2 on 1 copy ratio: 70%, A4 size
SHARPNESS	Black and white of an image can be sharpened. When you want to make characters and lines clear, select a big number. When you make copies of photographs, select a small number. 1 to 9 ( <b>5</b> )

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

\*<sup>1</sup> STANDARD EXPOSURE automatically changes to MANUAL when TEXT/PHOTO or PHOTO is selected.

\*<sup>2</sup> STD. IMAGEQUALITY automatically changes to TEXT ORIGINAL when AUTO is selected.

\*<sup>3</sup> Only for the imageCLASS D340 model.

## PRINTER SETTINGS

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

## TIMER SETTINGS

Name	Descriptions
AUTO CLEAR	Sets the auto clear function.
ON	The auto clear function is turned on. 1 to 9MIN. ( <b>2MIN.</b> )
OFF	The auto clear function is turned off.
ENERGY SAVER	The energy saver mode can be set.
ON	The energy saver mode is set. 03 to 30MIN. ( <b>05MIN.</b> )
OFF	The energy saver mode is turned off.

## PRINT LISTS

Name	Descriptions
USER DATA	Prints out a list of items set or registered in the Additional Functions.

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

# Appendix:

# Specifications

<b>Type:</b>	Personal Desktop Laser Copier/Printer
<b>Platen:</b>	Stationary
	ADF: (Automatic Document Feeder)* 50 sheets (Letter size, 17 to 20-lb bond or 64 g/m <sup>2</sup> to 80 g/m <sup>2</sup> ) 30 sheets (Legal size, 17 to 20-lb bond or 64 g/m <sup>2</sup> to 80 g/m <sup>2</sup> )
<b>Photoconductive Material:</b>	Organic Photosensitive Conductor
<b>Copying System:</b>	Indirect Electrostatic Transfer System
<b>Developing System:</b>	Toner Projection System
<b>Fixing System:</b>	Canon's RAPID Fusing System™
<b>Resolution:</b>	Approx. 1200 dpi × 600 dpi
<b>Number of Tones:</b>	256
<b>Acceptable Originals:</b>	Up to Legal size Sheets, books, and three-dimensional objects (up to 4.4 lb or 2 kg)
<b>Acceptable Copy Stock:</b>	Cassette Feeding: 17 to 32-lb bond (64 to 128 g/m <sup>2</sup> ) Multi-purpose Tray: 17 to 32-lb bond (64 to 128 g/m <sup>2</sup> ) Plain paper, colored paper, recycled paper, transparencies, envelopes, and heavy paper (up to 32-lb bond or 128 g/m <sup>2</sup> ) Legal (8 1/2" × 14") to 3" × 5"
<b>Copy Sizes:</b>	
<b>Non-image Area:</b>	Paper: 7/32" (5.5 mm) at leading edge, 15/64" (6 mm) at trailing edge, 5/32" (4 mm) at left and right side Envelope: 13/32" (10 mm) at each edge
<b>Warm-up Time:</b>	1 sec. (at room temperature of 68°F)
<b>First Copy Time:</b>	Platen glass: 11 sec. ( Letter size, direct, Manual Exposure Control, Cassette ) ADF*: 14 sec. ( Feeding (except just after being restored from energy saver mode) )
<b>Copy Speed:</b>	Direct: letter size 15 cpm
<b>Magnification:</b>	1:1 ±1.0%, 1:2.000, 1:1.294, 1:0.786, 1:0.647, 1:0.500 Zoom: 0.500 to 2.000 in 1% increments
<b>Paper Feeding System:</b>	Cassette Feeding 250 sheets of 17 to 20-lb bond (64 g/m <sup>2</sup> to 80 g/m <sup>2</sup> ) Multi-purpose Tray: 10 sheets of letter-size paper (20-lb bond or 75 g/m <sup>2</sup> ), 1 sheet of other paper types
<b>Multiple Copies:</b>	1- 99
<b>Power Requirements:</b>	120 V, 60 Hz [Power requirements differ depending on the country in which you purchased the copier.]
<b>Power Consumption:</b>	0.65 kW (max.)
<b>Dimensions (W × D × H):</b>	imageCLASS D340: 21 3/8" × 18" × 17 7/8" (543 mm × 457 mm × 453 mm) imageCLASS D320: 21 3/8" × 17 5/8" × 13 5/8" (543 mm × 446 mm × 347 mm)
<b>Installation Space (W × D):</b>	24 3/8" × 18" (625 mm × 457 mm) [with the cassette and multi-purpose tray attached]
<b>Weight:</b>	imageCLASS D340: Approx. 35.2 lb (16.0 kg) (including cartridge) imageCLASS D320: Approx. 31.9 lb (14.5 kg) (including cartridge)

\* Only for the imageCLASS D340 model

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

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



- ◀ (-) key .....1-6
- ▶ (+) key .....1-6
- 2 on 1
  - copy .....4-9
  - key .....1-6
- A**
- Additional Functions
  - accessing .....9-1
  - key .....1-6, 9-1
  - understanding .....9-1
- ADF (Automatic Document Feeder)
  - capacity .....3-4
  - jams in .....8-4
  - loading documents in .....3-4
- AUTO CLEAR setting .....4-1, 9-4
- AUTO ERROR SKIP setting .....9-4
- AUTO SORT setting .....9-3
- C**
- CANCEL COPYING? message .....6-1
- CANCEL PRINTING? message .....6-1
- CANCEL REPORT? message .....6-2
- Cartridge
  - handling .....7-4
  - replacing .....7-3, 7-6, 7-7
  - storage .....7-5
- Cassette .....1-5, 2-3
- CHECK DOCUMENT message .....8-5
- CHECK PRINTER message .....8-5
- Cleaning
  - machine' exterior .....7-1
  - periodic .....7-1
  - scanning area .....7-1
- Collate
  - copy .....4-7
  - key .....1-6
- COMMON SETTINGS .....9-2
- Convention, type .....vi
- COPY SETTINGS .....9-3
- Copy yield .....7-4
- Copying
  - adjusting the copy exposure .....4-6
  - document requirements .....3-1
  - paper requirements .....2-1
  - problems .....8-8
  - setting enlarging/reducing .....4-5
  - setting the image quality .....4-6
- Customer support .....1-1
- D**
- DISPLAY LANGUAGE setting .....9-2
- Document
  - guides .....1-4
  - loading .....3-4
  - output tray .....1-5
  - positioning .....3-3
  - problem .....3-2
  - quantity .....3-1
  - requirements .....3-1
  - scanned area .....3-2
  - size .....3-1
  - type .....3-1
  - weight .....3-1
- Document feed
  - ADF .....3-4
  - feeder tray .....1-4
  - platen glass .....1-5, 3-3
- DOCUMENT TOO LONG message .....8-5

**E**

Energy Saver key .....	1-6
ENERGY SAVER setting .....	1-8, 9-4
Enlarge/Reduce	
key .....	1-6
setting .....	4-5
Envelopes	
loading .....	2-4, 2-6
printing area .....	2-2
ERROR TIME OUT setting .....	9-4
Exposure	
automatically .....	4-6
key .....	1-6
manually .....	4-6

**F**

Feeder .....	1-4
--------------	-----

**G**

Guides	
document .....	1-4, 3-4

**H**

Handling, safety instructions .....	1-3
-------------------------------------	-----

**I**

Image Quality key .....	1-6, 4-6
Image Quality, setting .....	4-6
INCORRECT PAPER SIZE message .....	8-5
Indicator	
Memory/Alarm .....	1-6
INSTALL CARTRIDGE message .....	8-5

**J**

Jams	
clearing .....	8-1
in ADF .....	8-4
inside the main unit .....	8-1

**L**

LCD .....	1-7
Left cover .....	1-4, 2-8, 8-2
Loading	
an envelope in the multi-purpose tray .....	2-6
documents in the ADF .....	3-4
envelopes in the cassette .....	2-4
Loading paper	
in the cassette .....	2-3
in the multi-purpose tray .....	2-5
LOAD LTR SIZE PAPER message .....	4-9, 8-5
Location, safety instructions .....	1-1

**M**

Maintenance, safety instructions .....	1-3
MAKING SPACE IN MEM message .....	8-6
MEMORY FULL message .....	8-5
Menu descriptions .....	9-2
Messages, LCD .....	8-5, 8-6
Multi-purpose tray	
loading an envelope .....	2-6
loading paper .....	2-5
Multiple copies .....	4-3

**N**

Numeric keys .....	1-6
--------------------	-----

**O**

Operation panel .....	1-4, 1-6
Output tray .....	1-5

**P**

## Paper

cassette .....	1-5
feeding problems.....	8-7
jam.....	2-1
loading.....	2-3
printing area .....	2-2
requirements.....	2-1
PAPER SETTINGS .....	9-2
PAPER SIZE GROUP setting .....	9-3
PAPER SIZE setting .....	9-2
PAPER TYPE setting .....	9-2
Plain paper .....	2-1
Platen	
glass.....	1-5
glass cover.....	1-4
PLEASE WAIT message .....	8-6
Positioning documents.....	3-3
Power cord connector .....	1-4
Power supply, safety instructions .....	1-2
PRESET PRINT QTY setting .....	9-4
PRESS SET KEY message.....	8-5
PRINTER DATA ERROR message .....	8-6
PRINTER RESET setting.....	9-4
PRINTER SETTINGS.....	9-4
Preset Reduction/Enlargement.....	4-5
PRINT EXPOSURE setting .....	9-2
Printing	
from your computer .....	5-1
PRINT LISTS .....	9-4
Print media	
requirements.....	2-1
size .....	2-1
type.....	2-1
weight.....	2-1
Print quality problems .....	8-9
Printing areas .....	2-2
Problems	
cannot solve .....	8-12
copying.....	8-8
documents .....	3-2
general.....	8-11
paper feeding.....	8-7

print quality.....	8-9
printing .....	8-11

**Q**

## Quality

print problems .....	8-9
----------------------	-----

## Quantity

document.....	3-1
setting.....	4-3

**R**

REC. PAPER JAM message.....	8-6
-----------------------------	-----

## Replacing

cartridge .....	7-3, 7-6, 7-7
-----------------	---------------

Reserve Copy.....	4-11
-------------------	------

Right cover.....	1-5, 7-6, 8-1
------------------	---------------

**S**

## Safety instructions

handling.....	1-3
---------------	-----

location.....	1-1
---------------	-----

maintenance .....	1-3
-------------------	-----

power supply.....	1-2
-------------------	-----

Scan area.....	3-2
----------------	-----

SCANNING message .....	8-6
------------------------	-----

Set key .....	1-6
---------------	-----

SHARPNESS setting.....	9-3
------------------------	-----

## Size

document.....	3-1
---------------	-----

indicators.....	3-3
-----------------	-----

print media .....	2-1
-------------------	-----

## Slide guides

ADF .....	1-4, 3-4
-----------	----------

multi-purpose tray.....	2-5
-------------------------	-----

STANDARD COPY QTY setting .....	9-3
---------------------------------	-----

STANDARD EXPOSURE setting .....	9-3
---------------------------------	-----

Standby display.....	1-7
----------------------	-----

START AGAIN message .....	8-6
---------------------------	-----

Start key .....	1-6, 4-1
-----------------	----------

Status Monitor key .....	1-6, 6-1
--------------------------	----------

STD ZOOM RATIO setting .....	9-3
------------------------------	-----

STD. IMAGEQUALITY setting .....	9-3
---------------------------------	-----

**STOP KEY PRESSED**

PRESS SET KEY message.....8-6  
Stop/Reset key.....1-6, 4-1  
SUPPLY REC. PAPER message .....8-6  
SYSTEM ERROR message .....8-6

**T**

TIMER SETTINGS.....9-4  
Toner in the cartridge.....7-3  
TONER SAVER MODE setting.....9-2  
Transparencies.....2-1, 3-1  
Tray  
    multi-purpose .....1-5  
    output .....1-5

**U**

USB interface connector.....1-4  
USER DATA setting .....9-4

**W**

Weight  
    document.....3-1  
    machine .....A-1  
    print media .....2-1

**Z**

Zoom.....4-5



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