How to Make Best Use of the Manuals

**When you open the box**

**CanoScan FB1200S Getting Started**
Describes operating procedure from set up and software installation to scanning and confirmation of operation. Please read before using the scanner for the first time.

Learn advanced techniques for scanning after reading this guide and setting up the scanner.

**Printed Manual**

**Electronic Manual**

**ScanGear CS-S User's Guide**
Detailed information on how to use ScanGear CS-S and ScanGear Toolbox CS.

Proceed to these after thoroughly mastering ScanGear CS-S and ScanGear Toolbox CS.

**Printed Manual**

**Electronic Manual**

**Manual for Each Application Software**
Tells you how to use Adobe Photoshop 5.0 LE and Caere OmniPage Limited Edition.

**Printed Manual**

**Electronic Manual**

**Product Guide**
Explains in detail how to use the scanner, CD-ROM and optional ADF.

Learn more about operating the scanner, CD-ROM and ADF.

**Electronic Manual**

**Plug-in Module CS-S User's Guide**
Detailed information on how to use Plug-In Module CS-S.

Proceed to these after thoroughly mastering Plug-in Module CS-S and CanoScan Toolbox CS.

**Electronic Manual**

**CanoScan Toolbox CS User's Guide**
Detailed information on how to use CanoScan Toolbox CS.

Proceed to these after thoroughly mastering Plug-in Module CS-S and CanoScan Toolbox CS.

**Electronic Manual**
How to Use the Product Guide

This guide provides in-depth information on individual topics related to the CanoScan FB1200S color image scanner and the accompanying software CD-ROM. If you haven’t already read the Getting Started guide, we recommend that you follow its suggestions first before consulting this guide.

Organization

The guide deals with scanner and software topics that could not be covered in the Getting Started guide. Each topic is intended to be read as a separate unit. You need only read the topics that apply. This guide is divided into 4 sections.

Chapter 1 How to Use the Scanner
How to connect it to the computer and how to position documents for scanning.

Chapter 2 How to Use the CanoScan Setup Utility CD-ROM
How to use the software CD-ROM and the electronic manuals.

Chapter 3 Automatic Document Feeder
How to attach and operate the ADF-S9 Automatic Document Feeder.

Appendices
Troubleshooting tips, care and maintenance.

• References to Windows in this guide refer to Windows 95, Windows 98 and Windows NT 4.0.
**Conventions**

Important information in this guide is indicated by the following symbols.

**WARNING**  • This symbol indicates precautions that must be taken when operating the equipment. Ensure that you read all warnings.

**NOTE**  • This symbol indicates supplementary operating procedures and other useful information.

---

**Use of shielded cable is necessary to comply with technical requirements of the EMC Directive.**

---

**Disclaimer**

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Features of the CanoScan FB1200S

This scanner is a flatbed color scanner with 1200 dpi optical resolution incorporating the following features.

• **Fine Color Tones and High Resolution**
  Achieves a maximum optical resolution of 1200 dpi x 1200 dpi. The 1200 dpi primary scan (horizontally across document) is realized with VAROS, the proprietary Canon system short for VAriable Refraction Optical System. VAROS is a two-pass scanning technique that combines the results of the scanning unit's first pass with a second pass that is optically shifted by a half pixel. Reading 12 bits (4,096 colors) per red, green and blue (RGB) channel, the scanner offers 12-bit or 8-bit output that reproduces brilliant tones at high resolution.

• **Standby Power and Energy-Saving Features**
  This scanner, even with the power on, consumes only 12 watts or lower at standby and only 35 watts or lower at full operation. The standby feature means the scanner is always ready to use. The product meets the Energy Star requirements for energy conservation.

• **Convenient Start Button**
  The one-touch start button on the front of the scanner allows convenient use of the accompanying software (ScanGear Toolbox CS/CanoScan Toolbox CS).
• **Optional Film Adapter Unit**
  The FAU-S10 optional film adapter unit allows films and transparencies to be scanned singly or in batches, increasing the versatility of this high-quality scanner. Refer to the manual accompanying the FAU-S10.

• **Optional Automatic Document Feeder**
  The ADF-S9 optional automatic document feeder permits hands-free operation for up to 20 sheets, a convenient timesaving feature. See Chapter 3, Automatic Document Feeder, in this guide.

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• Please note that intellectual property protected by copyright may not be reproduced without the express permission of the copyright holder except for personal or household use under limited circumstances.
Safety Precautions

Please read and take the following precautions before using the equipment.

⚠️ **WARNING**  Warns against operations that may lead to death or injury if performed incorrectly. Pay attention to these warnings to permit the safe use of the equipment.

⚠️ **CAUTION**  Cautions against operations that may lead to injury to persons or damage to property if performed incorrectly. Pay attention to this information to permit the safe use of the equipment.

About Locations

⚠️ **WARNING**

- Do not place the equipment near flammable liquids, such as alcohol or thinners. Contact between the internal electrical components and flammable liquids may result in fire or electric shocks.
- Do not place the following objects on top of the equipment. Contact between the internal electrical components and these objects may result in fire or electric shocks.
  - Any metallic objects, such as necklaces
  - Any container with liquid in it, such as cups, vases and flower pots

If any of these objects or liquids enter the inside of the equipment, immediately unplug the AC adapter and contact your retailer or Canon Customer Support Help Desk.
**CAUTION**

- Do not place the equipment in the following areas. Fire or electric shocks may result.
  - Areas with high humidity
  - Areas subject to direct sunlight
  - Areas with high temperatures
  - Areas near open flames
- Do not place the equipment on shaky stands, unstable surfaces or surfaces subject to frequent vibrations. If the equipment falls, it may cause injuries.
- Do not place heavy objects on the equipment. Objects may fall and cause injuries.

**About the Power Supply**

**WARNING**

- Do not damage, mutilate or modify the power cord or AC adapter. Do not place heavy objects on, pull or excessively bend the power cord. Damaged wires may cause fires or electric shocks.
- Do not plug in/unplug power cords with wet hands. You may be electrocuted.
- Do not connect excessive numbers of plugs into one electrical outlet. It may result in fire or electric shocks.
- Do not twist or tie electrical cords together. It may result in fire or electric shocks.
- Plug the power cord and the AC adapter plug all the way into the socket. Improperly attached equipment may result in fire or electric shocks.
- Do not use AC adapters other than the one supplied. Fire or electric shock may result.
• As a rule, do not use electrical extension cords. They could cause fires or electric shocks. If the use of an extension cord is necessary, do not use one longer than 5 meters (15 feet). Make sure that the extension cord is not twisted, and that the power cord of the AC adapter is fully plugged into the extension cord. Do not use multiple extension cords.
• Do not use extension cords in high traffic areas where they can be stepped on or tripped over. This could damage the cords and result in fire or electric shocks.
• Do not place any objects on the AC adapter or its cords.
• Do not use the AC adapter outdoors or in exposed areas.

⚠️ CAUTION ⚠️
• Do not plug in the equipment into outlets with voltages other than the specified voltages. Incorrect voltages may result in fire or electric shocks.
• When unplugging the power cord, always pull on the main body of the cord. Pulling on the cord may damage the wires and lead to fire or electric shocks.
• Do not place objects around the power cord in case it needs to be unplugged during emergencies.

General Handling Precautions

⚠️ WARNING ⚠️
• Do not take apart or modify the equipment. It contains high-voltage components that could cause fires or electric shocks if handled improperly.
• If you hear unusual noises, see smoke, feel excessive heat or smell anything unusual, immediately unplug the power cord and contact your retailer or Canon Customer Support Help Desk. Continued use may result in fires or electric shocks.
• Do not use flammable sprays near this equipment. Also do not spill water, other liquids, or flammable liquids on the equipment. Contact between the internal components and these fluids may result in fire or electric shocks. If anything enters this equipment, immediately unplug the power cord and contact your retailer or Canon Customer Support Help Desk.

• When cleaning the equipment, always unplug the power cord. Otherwise you could start a fire or receive an electric shock.

• When cleaning the equipment, use a water-moistened cloth that is well wrung out. Do not use flammable liquids, such as alcohol, benzene or thinners. Flammable liquids entering the internal electrical parts may result in fire or electric shocks.

⚠️ CAUTION ⚠️

• Be careful not to pinch your hands when closing the document tray cover. Injuries may result.

• Do not press heavily on the document tray cover. The document tray glass may break and injure you.

• Unplug the equipment for safety when it is unused for extended periods, such as long weekends.

• Be extremely careful when transporting the equipment. Dropping it may cause injuries.

• Allow sufficient time for the equipment to cool after unplugging the power cord before placing the equipment cover over it. Covering hot equipment could result in fire.

• Do not use the supplied CD-ROM in regular CD players (audio only players). It may produce loud sounds that could damage hearing.

• Unplug the power cord from the outlet at least once a year and clean the area around the base of the power cord’s metal pins to ensure all dust is removed. If dust accumulates in this area, it may result in fire.
Operating Requirements

To use this scanner safely, operate it within the guidelines specified below.

- Operate the equipment in an area where the following temperature and humidity conditions can be met.
  
  **Ambient Temperature:** 5 degrees - 35 degrees Celsius  
  (41 degrees - 95 degrees Fahrenheit)

  **Humidity:** 10% - 90% RH (without condensation formation)

- Operate the equipment with the supplied electrical cords at the voltages and amperage specified for this equipment. Please use standard outlets (normal home outlets) for your country.

- Make certain there is plenty of free air space around the scanner for cooling purposes.

(View from above the scanner).
• Set up the scanner within the reach of the cable.
• Do not place the scanner in areas with large fluctuations in temperature or humidity. Also do not move the equipment rapidly between areas with high and low humidity. Condensation may cause image errors. After moving from a high humidity area to a low humidity area, allow the scanner sufficient time to adapt to the new condition before use.
• Do not place the equipment in an area subject to direct sunlight. The humidity may rise inside the equipment and cause damage, or the image quality may decrease. If you have to use it in direct sunlight, block the light with a thick curtain.
• When the scanner is used in low ambient temperatures, it may take a few moment for the unit to settle after the lamp lights.
• Locations to Avoid

Uneven or stepped surfaces

High temperature environments
Environments subject to shocks, smoke, noxious fumes, water vapor or dust

Locations near TVs or devices generating strong magnetic fields

Environments in which the air is salty or greasy

Locations subject to strong direct sunlight
Components Guide

**WARNING**

- Always unlock the scanner before plugging in the AC adapter. Operating the scanner in the locked state may damage the equipment.
- Lock the scanning unit before transporting it (p. 31).

**Lock Switch**
Locks and unlocks the scanning unit

**Document Cover**
Holds documents in place

**Alignment Mark**
Align document edges here

**Document Glass**
Place documents here

**Start Button**
Starts the accompanying software, ScanGear Toolbox CS (Windows) or CanoScan Toolbox CS (Macintosh).

**Scanning Unit**
Core component of the scanner, comprising the light source and sensing units (Usually found at the back of the scanner).
NOTE

- This scanner does not have a power switch.

SCSI Connector
D-sub 25-pin SCSI interface cable connects here

SCSI Connector
Half-pitch type 50-pin SCSI interface cable connects here

Power Connector
The accompanying AC adapter plug connects here

AC adapter

Power cord
Chapter 1

How to Use the Scanner

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Connecting to the Computer

Connecting Two or More SCSI Devices
When connecting two or more SCSI devices (including this scanner), be careful of the following points.

About Daisy Chain Configurations
When connecting multiple SCSI devices to the computer, connect them in a series as shown below. This configuration is called a “daisy chain”. Normally, several SCSI devices can be connected to a single SCSI controller. (The number of SCSI devices and the requirements for connection depend on the SCSI card standard and the type of SCSI devices involved.)

SCSI IDs and Terminator Settings
The SCSI ID and terminator settings for each device must be correct for them to operate.

• The SCSI ID
A SCSI ID is a unique identification number for each SCSI device in a daisy chain. No two numbers can be the same.
• **Terminator Settings**

The terminator marks the last device in a daisy chain. It tells the computer that “this is the last device”. There are two types of terminator: a separate device that is attached to a SCSI device or an On/Off switch built into the SCSI device. This scanner has a built-in terminator. For a daisy chain to operate correctly, the terminator must be set to On for the last SCSI device, and Off for all other SCSI devices. A typical daisy chain is shown below.

![Diagram of a daisy chain with terminator settings](image)

- First SCSI device: SCSI ID = 3
- Second SCSI device: SCSI ID = 6
- Third SCSI device: SCSI ID = 4
- Last SCSI device: SCSI ID = 2

**Terminator Off**

**Terminator On**
WARNING

- The SCSI ID does not have to follow the order of connection. As long as an ID is not repeated, IDs between 0 and 6 can be used.
- SCSI device equipped computers usually have the following SCSI ID already assigned. (Read the manual for each computer or SCSI card.) Assign an unused SCSI ID to this scanner.
  - **For Windows**
    7: SCSI card or internal SCSI controller
  - **For Macintosh**
    0: Internal hard disk drive
    3: Internal CD-ROM drive (Desktop model with an internal CD-ROM drive)
    7: Macintosh CPU
- Ensure that you unplug the AC adapter from the scanner before you change the SCSI ID or terminator settings. After resetting them, reconnect the AC adapter and restart the computer.

**How to Set the SCSI ID and Terminator**
To set the SCSI ID and terminator on this scanner, adjust the dip switches found on the back panel of the scanner.
To set the SCSI ID, move the 1-3 switches with a sharp object, such as the tip of a mechanical pencil. Set the switch positions as below to assign a SCSI ID from 0 to 6.

To set the terminator ID, move the switch labeled 4. As shown below, the terminator is Off when the switch is set to the upper side, and On when it is to the lower side.

The SCSI ID is set to 2 and the terminator is On when this equipment is shipped from the factory.
Sample Configurations
The following examples show typical configurations for the scanner, your computer and other SCSI devices.

Scanner Is the Last SCSI Device.

Set the scanner’s terminator to On.
Set the IDs of the other SCSI devices to nonconflicting numbers.
Set the terminators of the other SCSI devices to Off.
Scanner in the Middle of a Daisy Chain (First Position is Recommended)

Set the scanner’s terminator to Off.
Set the scanner and other SCSI devices to nonconflicting IDs.
Set the terminator of the last SCSI device to On.
**SCSI Connector and SCSI Interface Cable Descriptions**

This scanner is equipped with both a Half Pitch 50-Pin and D-Sub 25-Pin connector (port). The supplied SCSI interface cable has a Half Pitch 50-Pin connector on one end and a D-Sub 25-Pin connector on the other.

There are many other types of SCSI connector on the market. When choosing a SCSI cable, you must match the connector shapes, the SCSI cable standard and the impedance category. Without all three correctly matched at both the computer and SCSI device ends, the connection will not work. Check your computer’s SCSI connector to make sure it fits the supplied SCSI interface cable. If it doesn’t, purchase a SCSI interface cable (high-impedance) with connectors that fit into the connectors on your computer and scanner.
• Common Connector Types

Computer or SCSI Device

- D-Sub 25-Pin (Female)
- Half Pitch 50-Pin (Female)
- Centronics Half Pitch 50-Pin (Female)
- Centronics 50-Pin (Female)

Cable

- D-Sub 25-Pin (Male)
- Half Pitch 50-Pin (Male)
- Centronics Half Pitch 50-Pin (Male)
- Centronics 50-Pin (Male)
• The Half Pitch 50-Pin and Centronics Half Pitch 50-Pin connectors look alike and the sizes are similar. However, close examination reveals that the pin shapes are different. Be careful when purchasing.

• Only high-impedance cables work with the scanner. Ensure that cables other than the supplied SCSI interface cable are of the high-impedance type.
Positioning Documents (No ADF)

Documents must be placed on the document glass to be scanned. The instructions below are for manual positioning. If you are using the automatic document feeder (ADF) option, please see Chapter 3.

1. **Lift the document cover.**

2. **Place the document face down.**
   Orient the document face down on the document glass with the top edge at the back of the scanner (the edge closest to the hinges of the document cover). Align the edges of the document with the alignment mark.

3. **Close the document cover, being careful not to dislodge the document.**
• The maximum allowable size for scanning is 216 x 297 millimeters (8.5 x 11.69 inches), up to A4 or Letter size.
• This scanner is equipped with an ultra-sensitive scanning unit. Opening the document cover during scanning, or improperly closing it, may affect the scanning results. If you are scanning thick documents, such as books, that prevent the document cover from closing, cover the document glass with a dark cloth to prevent ambient light from affecting the scan.
Transporting the Scanner

Always engage the lock before transporting the scanner.

1. **Turn off the computer and unplug the scanner.**
   Turn off the power switches on the computer and all peripherals, such as the printer. After that, unplug the scanner's power cord from the electrical outlet and remove the AC adapter cord from the scanner.

2. **Confirm that the scanning unit is at the back of the scanner.**
   To move the scanning unit to the back, first clear all documents from the document glass. Then close the document cover, attach the AC adapter cord to the scanner and plug the power cord into the electrical outlet. After all movement has ceased, lift the document cover to confirm that the scanning unit has correctly returned to the back of the scanner. Unplug the power cord from the electrical outlet. Lastly, unplug the AC adapter from the scanner.

![Scanning Unit]

*Confirm that the scanning unit is in this position*
3. Grasp the document cover at the hinges and lift it straight up and off.

4. Locate the lock switch (between the holes for the hinges) and push it toward the locked mark.

5. Attach the document cover.

**WARNING**
- Carrying or transporting the scanner without locking the scanning unit may damage it. Be particularly careful to lock the scanning unit when transporting the scanner in a vehicle.
Chapter 2
How to Use the CanoScan Setup Utility CD-ROM

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Exiting the CanoScan Setup Utility ................................ 53
How to Use the CanoScan Setup Utility CD-ROM

The CanoScan Setup Utility CD-ROM included in the scanner package contains software and electronic manuals that will maximize your use of this scanner. This section explains how to use the CD-ROM.

Start the CanoScan Setup Utility

**Windows:** Click this button for the Windows platform

**Macintosh:** Click this button for the Macintosh platform
Starting the CanoScan Setup Utility for Windows

Language select window will display to select your language, then the following window will automatically display.
If Nothing Appears on the Screen


2. Double-click the [CanoScan] CD-ROM icon in the next window.
Although a “(D:)” appears after the CD-ROM title in this example, indicating the name of the drive, it may be labeled with a different letter on your system. This letter may be ignored for the purposes of this procedure.

• The CanoScan Setup Utility menu window will display.
Starting the CanoScan Setup Utility for Macintosh

Language select window will display to select your language, then the following window will automatically display.
If Nothing Appears on the Screen

1. Double-click the [CanoScanFB 1200S] CD-ROM icon.

2. Double-click the [setup] icon.
   • The CanoScan Setup Utility menu window will display.
About the Menu Window

The following items appear on the menu.

• **Install the SCSI Driver (Windows)**
  Click this to install the driver software required to operate the SCSI card in a Windows platform computer. For installation instructions, please read Installing the SCSI Driver in the Getting Started guide (p. 13). This software is only applicable to the Windows platform.

• **Install/Uninstall Software (Windows)**

• **Install Software (Macintosh)**
  Click this to install the software onto your computer for operating the scanner. For installation instructions, please read Installing the Software in the Getting Started guide (p. 20). You can also uninstall (delete) the software with this option for windows.

• **View the Electronic Manuals**
  Click this to read the electronic manuals contained on the CD-ROM (p. 43).

• **Display the CD-ROM Contents (Windows)**
  Click this to read a directory of the files contained on the CD-ROM (p. 50). This item is only applicable to the Windows platform.

• **Troubleshooting**
  Click this to see suggestions for diagnosing and solving common problems with the equipment and scanning process (p. 52).

• **Exit**
  Exit the CanoScan Setup Utility (p. 53).
WARNING

• Do not remove the CD-ROM from the drive while using the CanoScan Setup Utility unless
the program prompts you to do so.
• Before you remove the CD-ROM from the drive, click the [Exit] button on the menu
window to close the CanoScan Setup Utility. Windows users can also exit by clicking the
icon in the upper right corner of the window.
View the Electronic Manuals

You can view electronic manuals contained on the CanoScan Setup Utility CD-ROM.

What is an Electronic Manual?
Electronic manuals are provided in digital format for viewing on your computer monitor. They offer a variety of features not possible with printed manuals, such as the ability to jump to different topics with a single mouse click on a hyperlink, table of contents item or index item. The manuals also support keyword search functions. You can, of course, also print them out on your printer.

List of Electronic Manuals for Windows
The following electronic manuals are included on the CanoScan Setup Utility CD-ROM.

- **Product Guide (This Document)**
- **ScanGear CS-S User’s Guide**
  Operating manual for ScanGear CS-S 4.3, the software required to operate the scanner. Instructions for using ScanGear Toolbox CS are also included in this guide.
- **Adobe Photoshop 5.0 LE User’s Guide**
  Operating manual for Adobe Photoshop 5.0 LE.
List of Electronic Manuals for Macintosh

The following electronic manuals are included on the CanoScan Setup Utility CD-ROM.

- **Product Guide (This Document)**
- **Plug-in Module CS-S User’s Guide**
  Operating manual for Plug-in Module CS-S 3.6.
- **CanoScan Toolbox CS User’s Guide**
  Operating manual for CanoScan Toolbox CS 1.0.
- **Adobe Photoshop 5.0 LE User’s Guide**
  Operating manual for Adobe Photoshop 5.0 LE.

**Reader Software for the Electronic Manuals**

The Adobe Acrobat Reader 3.0 program is required to view the electronic manuals. It should already be installed in your computer. If not, please see Installing the Software in the Getting Started guide (p. 20) for instructions.

**NOTE**

**Viewing Electronic Manuals**

1. Click the [View the Electronic Manuals] button on the menu window.

The following window will display.
2. **Click the button of the manual you wish to view.**
   Adobe Acrobat Reader 3.0 will automatically start and display the manual.

3. When you are finished reading the electronic manual, click the [x] icon at the upper right of the Adobe Acrobat Reader 3.0 window. Then click on the [Return to the previous menu] button.
   For Macintosh, click on the [File] menu and select [Quit].
   The CanoScan Setup Utility menu window will display.
Using the Electronic Manuals

Here is a simple explanation of how to read the electronic manuals. The procedures are similar for both the Windows and Macintosh platforms.
Windows screens are shown in these examples.

- **Changing Pages**
  Move a page ahead or back with these buttons.

- **Bookmark Display**
  The bookmark display shows an overview area in which each topic and subtopic is bookmarked. Click on a bookmark to jump directly to that topic.
• **Zoom In/Out**
  
  Zoom a page in or out.

  Click this icon to select the zoom tool, then click the area you wish to magnify. To zoom out, press and hold the [Ctrl] key then click inside the page. The display will zoom out. (Macintosh: [option] key)

• **Click a Page Reference to Jump to a Topic**
  
  Clicking on a page reference (hyperlink) takes you directly to that topic.

  Clicking on a page reference takes you directly to that topic.
Clicking on an item in the table of contents or index also takes you directly to that topic.

• **Jump to a Topic with a Keyword Search**
  Entering a keyword into the Find dialog takes you to the associated topic.

  Click the [Tools] menu and select [Find] to initiate a search.

Enter a keyword and click the [Find] button.
• **Exiting Adobe Acrobat Reader 3.0**
  Windows: Click the close box (🗙) to exit Adobe Acrobat Reader.
  Macintosh: Click the [File] menu and select [Quit].

**NOTE**
• Some manuals may not contain bookmark references, or may not jump to the selected topic when a page reference, table of contents item or index item is clicked.
• For more information on Adobe Acrobat Reader, click the [Help] menu in Adobe Acrobat Reader and select [Reader Online Guide].
Displaying the CD-ROM Contents

You can view a list of the folders and files contained on the CanoScan Setup Utility CD-ROM. This function is available only on the Windows platform.

1. **Click [Display the CD-ROM Contents] in the CanoScan Setup Utility menu.** The following window will display.

   ![CD-ROM Contents Window]

2. **Click a folder icon to view its contents.** The contents of the selected folder will display. To close the window, click its close box (🗐) at the upper right.

3. **When you have finished viewing the folder contents, click [Return to the previous menu].** The menu window will display.
For intermediate and advanced computer users, we have listed some important files that are included on the CD-ROM. The information increases in detail from left to right. (F) denotes folders.

Readme
Listed updated information for the CD-ROM

Setup
The installer for the CanoScan Setup Utility

Bin (F)
Lists files for the CanoScan Setup Utility

Acroread (F) English Ar32e301
The installer for Adobe Acrobat Reader 3.0

Photosle (F) English Setup
The installer for Adobe Photoshop 5.0 LE

Ople(F) Disk 1 (F) Setup
The installer for Caere OmniPage Limited Edition

Manual (F) English (F)
Scangear.pdf ScanGear CS-S electronic manual
Photosle.pdf Photoshop electronic manual

Scangear (F) English Disk 1 (F) Readme
Listed updated information for ScanGear CS-S
Setup Installer for ScanGear CS-S

Toolbox (F) English Disk 1 (F) Readme
Listed updated information for ScanGear Toolbox CS
Setup Installer for ScanGear Toolbox CS
Troubleshooting

The troubleshooting facility is intended to assist you in diagnosing and solving common problems with the equipment and scanning tasks.

1. **Click [Troubleshooting] in the CanoScan Setup Utility menu window.**
   The following window will display.

2. **Click the heading you wish to read.** Click the button to return to the previous screen.

3. **Click the [Return to the previous menu] button after you have finished with [Troubleshooting].**
   The menu window will display.
Exiting the CanoScan Setup Utility

1. **Return to the menu window by pressing the [Return to the previous menu] button from any other window.**

2. **Click the [Exit] button.**
   The menu window will close.

3. **Remove the CanoScan Setup Utility CD-ROM from the drive.**
   Handle the disk with care and store it in a safe place.
Please read this chapter thoroughly for installation and operating instructions if you have purchased the optional ADF-S9 Automatic Document Feeder.

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Components Guide

**ADF-S9**

- **Stack Mark**
  Ensure that document stacks do not rise above this mark.

- **ADF Cover**
  Lift this cover to clear paper jams.

- **ADF Connector Cable**
  Attach this cable to the ADF connector on the option cable.

- **Document Tray**
  Place originals face up here.

- **Paper Alignment Marks**
  Align the top corners of documents with the appropriate mark.

- **Paper Guide**
  Slide the movable paper guide lightly against the side of the document stack.

- **Hinge Brackets**
  Attach the ADF by inserting them into slots in the scanner body.
Option Cable

**Option Connector**
Slide the cover on the side of the connector block to switch between the ADF connector and the FAU connector.

**Power Cord**

**WARNING**
- Do not place objects other than documents on the ADF.
Attaching the ADF to the Scanner

Use the following procedures to attach the ADF to the scanner.

1. Ensure that the computer and all peripheral devices are turned off.

2. Unplug the scanner's power cord from the electrical outlet.

3. Grasp the scanner's document cover close to the hinges and lift it straight off the scanner body.
4. **Attach the ADF to the scanner in place of the document cover.**
   Insert the ADF's hinge brackets into the slots on the scanner from directly above.
Attaching the Cables

Attach the ADF connector cable to the option cable (supplied) as shown below.
1. Attach the option cable to the option connector on the scanner.

2. Slide the cover on the connector block so that the ADF connector is visible.
3. Attach the ADF connector cable to the ADF connector on the option cable's connector block.

4. Attach the power cord to the option cable AC adapter.
5. Plug the power cord into an electrical outlet.

6. Plug the scanner's power cord into an electrical outlet.
Loading Documents

Observe the following precautions when loading documents into the ADF.

**WARNING**
- The maximum stack of documents that can be loaded into the ADF at one time is indicated by the stack mark on the inner side of the paper guide. The ADF can accommodate up to 20 sheets of standard copy paper or a stack of documents no higher than 2 mm. Loading stacks higher than this may result in paper jams.
- Uncurl or straighten any documents that are curled or wrinkled.

1. **Place documents face up on the document tray.**
2. **Push the left edge of the document stack flush against the paper guide and as far under the ADF cover as possible.**
   - If the document is a standard size, align its top corner with the corresponding paper alignment mark on the document tray.

   ![Paper Alignment Mark](image)

3. **Slide the movable paper guide lightly against the side of the stack.**
   - Shift the movable paper guide snugly up against the stack, but not so tightly that it crimps the stack.

   ![Movable Paper Guide](image)
Acceptable Media

The ADF can feed media falling within the following parameters.
- Standard paper sizes: B5, A4, Letter, Legal
  Width: 182-216 mm (7.2-8.5 in.) / Length: 257-356 mm (10.1-14.0 in)
- Standard paper weights: 60-105 g/m² (16-28 lb.)

The following can cause paper jams and should be avoided.
- papers with weights higher or lower than the range given above
- non-rectangular media with irregular shapes
- specialty paper for color printers, glossy papers or papers with special coatings
- ripped, perforated or punched paper
- curled or wrinkled paper (See the warning on the next page for the allowable curl)
- papers joined with staples or paperclips (smoothen the papers after removing any fasteners)
- papers with carbon paper attached
- coarse or fibrous papers
- overhead projector (OHP) or other transparencies
- adhesive labels or postcards
- papers to which tape or glue has added to the thickness
- color photocopier papers impregnated with oil

No tears
No punched holes
No staples or paperclips
WARNING

• Scan valuable or single-copy documents using the document glass, not the ADF, to avoid the risk of damaging the original in a paper jam.
• The allowable curl on papers fed by the ADF is shown below. Do not use the ADF for papers with curls exceeding 30°.

To scan photographs, books and papers not suited for the ADF, lift up the ADF on its hinges, position the item directly on the document glass and close the ADF. Then initiate the scan.

4. Close the ADF cover.
Software Settings

Follow the procedures below to set the software to scan documents loaded into the ADF. The settings may differ between software programs.

**NOTE**

- The ADF can be used to scan at resolutions up to 600 dpi.

**Windows**

1. **Start ScanGear CS-S.**
   - For instructions, see the Getting Started guide (p. 29).

2. **Click the [FB1200S] tab.**

   ![ScanGear CS-S Interface]

   - **Scan Mode:**
     - Color (24-bit)
   - **Scan Resolution:**
     - Screen 72 dpi
   - **Selection:**
     - Width: 5.49 inches, Height: 8.27 inches
3. **Click the arrow of the [Image Source] list box and select [Document Feeder].**
This is all that is required to set the scanner to choose the ADF as the document source.

4. **Load documents into the ADF and click the [Preview] button.**
The first document will feed into the scanner and the preview image will begin to appear in the ScanGear CS-S window.
  - The final scan is initiated in a later step. For instructions, see the Getting Started guide (p. 32) or the ScanGear CS-S Users Guide.
1. **Start Plug-in Module CS-S.**
   • For instructions, see the Getting Started guide (p. 41).

2. **Open the [Preferences] menu and select [Auto document feeder].**
   This is all that is required to set the scanner to choose the ADF as the document source.

3. **Load documents into the ADF and click the [Preview] button.**
   The first document will feed into the scanner and the preview image will begin to appear in the Plug-in Module CS-S window.
   • The final scan is initiated in a later step. For instructions, see the Getting Started guide (p. 43) or the Plug-in Module CS-S Users Guide.
Paper Jams

Use the following procedures to clear paper jams where they occur in the ADF.

Jams in the Document Tray

1. Lift the ADF cover.
2. Remove the jammed document by pulling it forward.
Jams during Document Ejection

1. Lift the ADF cover.
2. Lift the document tray.
3. Remove the jammed document by pulling it forward.
Jams Inside the ADF

1. Lift the ADF cover.
2. Raise the ADF unit on its hinges.
3, 4. Open the delivery guide sheet cover.
5. Remove the delivery guide sheet.
6. Remove the jammed document by pulling it forward.

Press the lock clips on both sides inward (3) and pull forward (4).
After Clearing a Paper Jam

Return the delivery guide sheet, ADF unit, document tray and ADF cover to their original positions after clearing a paper jam.

**WARNING**

- Refer to “Replacing the Delivery Guide Sheet” (p. 79) for instructions to remove the delivery guide sheet.
- Be careful not to damage or dirty the delivery guide sheet. Either condition may cause lines to appear on scanned images or reduce image quality in other ways.
- Replace the separator in the ADF if jams or misfeeds occur too frequently (p. 82).
Problems with Scanned Images

Streaked or unclear images may result if the transparent delivery guide sheet, which is located in the image scanning field, or the white calibration plate beneath it, are dirty or damaged. Follow the procedures below to clean or replace them.

Cleaning the Delivery Guide Sheet

1. Unplug the scanner and ADF power cords from the electrical outlet.
2. Lift up the ADF on its hinges.
3. Lightly wipe the outside of the delivery guide sheet and the white calibration plate with a soft, dry cloth to remove the dirt.

Delivery Guide Sheet

Never use alcohol, thinners or benzene to clean the equipment.
**WARNING**

- Do not apply pressure to the delivery guide sheet. It is easily damaged.
- Never use alcohol, thinners or benzene to clean the equipment. They may distort, discolor or dissolve the delivery guide sheet or white calibration plate.

4. **Open the delivery guide sheet cover.**
   - To open the cover, press the lock clips on both sides inward (1) and pull forward on the cover (2).

![Diagram showing how to open the delivery guide sheet cover]
5. Lift out the delivery guide sheet and lightly wipe both the interior of the ADF and the inner side of the delivery guide sheet with a soft, dry cloth.

**WARNING**

- Do not apply pressure to the surfaces. They are easily damaged.
- Never use alcohol, thinners or benzene to clean the equipment. They may distort, discolor or dissolve the delivery guide sheet.
- Replace the delivery guide sheet if it is stained or damaged (p. 79).
6. **Return the delivery guide sheet to its original position.**
   - Align the two holes in the delivery guide sheet with the pegs on the back side of the cover.

7. **Tuck the edge of the delivery guide sheet under the document cover.**
   - Gently lift up the edge of the document cover and insert the edge of the delivery guide sheet under the flap.

**WARNING**
- Do not forcefully lift the document cover. It may warp or split.

**WARNING**

- Be extremely careful when closing the delivery guide sheet cover to keep the delivery guide sheet from slipping off the pegs on the back side of the cover.
Replacing the Delivery Guide Sheet

**NOTE**
- Replacement delivery guide sheets can be obtained through Canon scanner vendors or one of the service centers listed at the end of this guide.

1. **Lift up the ADF on its hinges.**

2. **Open the delivery guide sheet cover.**
   - To open the cover, press the lock clips on both sides inward (1) and pull forward on the cover (2).

Press inward on the lock clips and pull forward.
3. Lift out the delivery guide sheet.

4. Insert the new delivery guide sheet.
   - Align the two holes in the delivery guide sheet with the pegs on the flap of its cover.
5. **Tuck the edge of the delivery guide sheet under the document cover.**
   - Gently lift up the edge of the document cover and insert the edge of the delivery guide sheet under the flap.

   ![Document Cover]

   **WARNING**
   - Do not forcefully lift the document cover. It may warp or split.

6. **Close the delivery guide sheet cover.**

   ![Delivery Guide Sheet Cover]

   **WARNING**
   - Be extremely careful when closing the delivery guide sheet cover to keep the delivery guide sheet from slipping off the pegs on the back side of the cover.
Frequent Misfeeds

Follow the procedures below if you are experiencing frequent misfeeds. You will need to clean or replace the separator in the ADF.

**NOTE**

- Replacement separators can be obtained through Canon scanner vendors or one of the service centers listed at the end of this guide.

1. Lift the ADF cover.
2. Press the separator down and forward to remove it. Clean it with a soft, dry cloth.

3. Position the clean or new separator over its slot, then press down and back to lock it in place.

4. Close the ADF cover.
Appendices

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Customer Support Help Desks ...... 106
Troubleshooting

Please read the suggestions below when scanning isn’t proceeding as expected or when you encounter a problem. If the remedies suggested below do not solve your problem or it is not listed below, consult your Canon retailer or the nearest Canon Customer Support Help Desk.

NOTE

• When you contact a Customer Support Help Desk, our technicians need to know about the computer connected to the scanner. Please take time now to fill in System Information in the back of the Getting Started guide. Keep this information in a safe place for future reference.
• For assistance with problems related to the installation and operation of the software, please also refer to the Readme and Help files accompanying each program. These files contain important information that may not be found in the manuals.
<table>
<thead>
<tr>
<th>Problems with Software Installation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Installation is unsuccessful</strong></td>
</tr>
<tr>
<td>Cause 1: Insufficient memory to run the installer program</td>
</tr>
<tr>
<td>Solution: Close other software programs that are running and reinstall</td>
</tr>
<tr>
<td>Cause 2: Insufficient free hard disk space</td>
</tr>
<tr>
<td>Solution: Delete or transfer unnecessary files from the hard disk and reinstall. Refer to the Getting Started guide pages 20-21 for the required hard disk space</td>
</tr>
</tbody>
</table>

| Nothing displays when the CanoScan Setup Utility CD-ROM is placed in the drive |
| Cause: CD-ROM will not automatically run the CanoScan Setup Utility |
| Solution: Start the CanoScan Setup Utility manually (See Windows: p. 36, or Macintosh: p. 38) |

| Installation does not seem to be working (Windows) |
| Solution: Manually install the software by clicking the [Start] button, selecting [Run] and typing one of the command lines below into the box. If your CD-ROM drive is labeled other than [D:], substitute the appropriate letter, such as [E:] or [F:], in the lines below. |

| To install ScanGear CS-S: | [D:\Scangear\English\Disk1\Setup.exe] |
| To install ScanGear Toolbox CS: | [D:\Toolbox\English\Disk1\Setup.exe] |
| To install Adobe Photoshop 5.0 LE: | [D:\Photosle\English\Setup.exe] |
| To install Caere OmniPage Limited Edition: | [D:\Ople\Disk1\Setup.exe] |
| To install Adobe Acrobat Reader 3.0: | [D:\Acroread\English\Ar32e301.exe] |

To view the electronic manuals included on the CanoScan Setup Utility CD-ROM, open the individual PDF files in the [D:\MANUAL] folders.
**Installation does not seem to be working (Macintosh)**

Solution: Please double-click the following icons, then install manually.

- To install Plug-in Module CS-S: CanonPI CS-S Installer
- To install CanoScan Toolbox CS: CanoScan Toolbox CS Installer
- To install Adobe Photoshop 5.0 LE: Adobe Photoshop 5.0 LE\English\Install Photoshop LE
- To install Adobe Acrobat Reader 3.0: Adobe Acrobat Reader\English\Reader 3.01 Installer

To view the electronic manuals included on the CanoScan Setup Utility CD-ROM, open the PDF files in the folders in the [Manual] folder.

---

**Problems Starting Software Programs**

**[Device initialization failed.] message is displayed (Windows)**

**[Scanner not connected!] message displayed (Macintosh)**

<table>
<thead>
<tr>
<th>Cause 1:</th>
<th>Scanner not detected because the AC adapter is not correctly plugged into the electrical outlet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution:</td>
<td>Plug the AC adapter power cord securely into the electrical outlet and restart the computer. (See <em>Getting Started</em>, p. 19)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cause 2:</th>
<th>Scanner not detected because the AC adapter plug is not correctly connected to the scanner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution:</td>
<td>Reconnect the plug to the scanner and restart the computer. (See <em>Getting Started</em>, p. 18)</td>
</tr>
<tr>
<td>Cause 3:</td>
<td>Scanner not detected because the power cord is not securely plugged into the AC adapter</td>
</tr>
<tr>
<td>---------</td>
<td>----------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Solution:</td>
<td>Plug the power cord securely into the AC adapter and restart the computer (See Getting Started, p. 19)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cause 4:</th>
<th>Scanner not detected because the SCSI interface cable is not correctly connected to the computer or the scanner, or the cable is not connected securely</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution:</td>
<td>Reconnect the SCSI interface cable to the scanner and computer, then restart the computer (See Getting Started, pp. 17-18)</td>
</tr>
</tbody>
</table>

**Problems starting ScanGear CS-S as a TWAIN driver from within another program**

<table>
<thead>
<tr>
<th>Cause 1:</th>
<th>Insufficient memory (RAM) available to start ScanGear CS-S</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution:</td>
<td>Close programs other than the host program and start ScanGear CS-S</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cause 2:</th>
<th>ScanGear CS-S already running as a TWAIN driver within another program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution:</td>
<td>Close the ScanGear CS-S already running as a TWAIN driver (See ScanGear CS-S User’s Guide)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cause 3:</th>
<th>ScanGear CS-S is not installed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution:</td>
<td>Install ScanGear CS-S (See Getting Started, p. 22)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cause 4:</th>
<th>Program is not TWAIN_32 compatible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution:</td>
<td>Start ScanGear CS-S from within a TWAIN_32 compatible program</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cause 5:</th>
<th>The scanner not selected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution:</td>
<td>Select scanner following the directions in the program’s manual</td>
</tr>
</tbody>
</table>
Problems starting Plug-in Module CS-S as a plug-in from within another program

<table>
<thead>
<tr>
<th>Cause 1:</th>
<th>Insufficient memory to start Plug-in Module CS-S</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution:</td>
<td>Close programs other than the host program and start Plug-in Module CS-S</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cause 2:</th>
<th>Plug-in Module CS-S is not installed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution:</td>
<td>Install Plug-in Module CS-S (See Getting Started, p. 34)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cause 3:</th>
<th>Plug-in Module CS-S is not installed in the program’s plug-in folder</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution:</td>
<td>Plug-in Module CS-S is a plug-in. If the other program does not have Plug-in Module CS-S installed, it will not work. Install Plug-in Module CS-S (See Getting Started, p. 34)</td>
</tr>
</tbody>
</table>

Problems with the Scanner

Scanner not identified (Part 1: Windows)

• Please also read Scanner Not Identified (p. 98)

<table>
<thead>
<tr>
<th>Cause 1:</th>
<th>SCSI card not properly installed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution:</td>
<td>Install SCSI card properly (Make sure the SCSI card is securely plugged into the slot)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cause 2:</th>
<th>SCSI driver not installed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution:</td>
<td>Install SCSI driver (See Getting Started, p. 13)</td>
</tr>
</tbody>
</table>
Cause 3: SCSI card not operating correctly
Solution: Follow the procedures below to confirm the operation of the SCSI card.

- **Windows 95/98**
  1. Click the [Start] button on the taskbar and select [Settings] and [Control Panel].
  2. Double-click the [System] icon.
  3. Click the [Device Manager] tab.
  4. Click the [+] icon that appears to the left of the [SCSI Controller] option.

The SCSI card is not operating correctly if an exclamation mark (!) or (x) appears on the SCSI driver name in the SCSI Controller option. Reinstall the SCSI driver following the instructions in its manual.

- **Windows NT 4.0**
  1. Click the [Start] button on the taskbar and select [Control Panel].
  2. Double-click the [SCSI Adapter] icon.
  3. Click the [Device] tab.

The SCSI card is not operating correctly if a SCSI driver name does not appear in the [SCSI Adapter] option. Reinstall the SCSI driver following the instructions in its manual.

Cause 4: IRQ or I/O port address conflict with another card (sound or network card)
Solution: Change the IRQ or I/O settings
Check the manuals included with the other cards for appropriate settings
<table>
<thead>
<tr>
<th>Cause 1:</th>
<th>Scanner not turned on when computer started</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution:</td>
<td>Plug the scanner's power cord into an electrical outlet and restart the computer.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cause 2:</th>
<th>SCSI interface cable is disconnected or loose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution:</td>
<td>Securely connect SCSI interface cable and restart the computer. (See Getting Started, p. 17-18)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cause 3:</th>
<th>SCSI interface cable improperly connected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution:</td>
<td>There are many different types of SCSI connector. Check the connectors on the computer and other devices (including the scanner) for a match with both ends of the SCSI interface cable (See p. 26)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cause 4:</th>
<th>The SCSI interface cable has wrong impedance rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution:</td>
<td>Use a high-impedance SCSI interface cable (See p. 28)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cause 5:</th>
<th>SCSI ID conflict with another SCSI device</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution 1:</td>
<td>Set the SCSI ID to a different setting (See p. 20)</td>
</tr>
<tr>
<td>Solution 2:</td>
<td>Check the manuals of the other SCSI devices</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cause 6:</th>
<th>The SCSI terminator is not set correctly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution 1:</td>
<td>Install (or set) a terminator on the last SCSI device. If scanner is the last device, set the terminator switch to On</td>
</tr>
<tr>
<td>Solution 2:</td>
<td>Remove terminators from SCSI devices other than the last one. If scanner is not the last device, set the terminator switch to Off</td>
</tr>
</tbody>
</table>
Cause 7: Computer is not detecting the scanner properly

Solution: Follow the procedures below to have the computer detect the scanner properly:

• Windows 95/98
  1. Click the [Start] button on the taskbar and select [Settings] and Control Panel.
  2. Double-click the [System] icon.
  3. Click the [Device Manager] tab.
  4. Click the [+] icon that appears to the left of the [Canon Scanners] option.

The computer is not detecting the scanner properly if an exclamation mark (!) or (x) appears on the [Canon IX-12015E] device under the [Canon Scanners] option. Delete the [Canon IX-12015E] device and restart the computer. Then perform the procedures for detecting the scanner again. (See Getting Started, p. 22)

• Windows NT 4.0
  1. Click the [Start] button on the taskbar and select [Control Panel].
  2. Double-click the [SCSI Adapter] icon.
  3. Click the [Device] tab.
  4. Click the [+] icon that appears to the left of the SCSI card.

It is not operating correctly if [Canon IX-12015E] does not display beneath the SCSI card icon. Restart the computer and perform the procedures for detecting the scanner again. (See Getting Started, p. 22)
Problems with Scanning

<table>
<thead>
<tr>
<th>Cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>1: Scanner not powered up</td>
<td>Securely connect the AC adapter to the scanner and the power cord to the electrical outlet, then restart the computer. (See Getting Started, p. 19)</td>
</tr>
<tr>
<td>2: Scanning unit locked</td>
<td>Unlock scanning unit by setting lock switch to unlocked position (See p. 17)</td>
</tr>
<tr>
<td>3: Software incorrectly installed</td>
<td>Reinstall software (See Getting Started, p. 20)</td>
</tr>
<tr>
<td>4: For Windows: ScanGear CS-S not installed. Adobe Photoshop 5.0 LE or Caere OmniPage Limited Edition are insufficient by themselves to scan images. ScanGear CS-S is required.</td>
<td>Install ScanGear CS-S (See Getting Started, p. 20)</td>
</tr>
<tr>
<td>5: For Macintosh: Plug-in Module CS-S is not properly installed. Adobe Photoshop 5.0 LE is insufficient by itself to perform scans. Plug-in Module CS-S is required</td>
<td>Install Plug-in Module CS-S (See Getting Started, p. 34)</td>
</tr>
</tbody>
</table>
### Scanning unit fails to return to ready position (rear of scanner)

**Cause:** Power cord fell out of contact with the electrical outlet or the AC adapter was unplugged from the scanner while scanning unit in motion

**Solution:** Clear all documents and objects from the document glass, close the document cover, unplug the power cord from the electrical outlet and then plug it back in

### Scan quality is poor

**Cause 1:** Document cover is open

**Solution:** Close the document cover (and cover thick documents with a dark cloth)

**Cause 2:** Original document floating on document glass

**Solution:** Gently press down on the document cover to prevent floating

**Cause 3:** Improperly closed or floating document cover

**Solution:** Hold document cover down with hand during scan

**Cause 4:** Dirty document glass or document cover

**Solution:** Clean document glass or document cover *(See p. 100)*

**Cause 5:** Incorrect scan settings

**Solution:** Rescan with adjusted settings *(See the ScanGear CS-S or Plug-in Module CS-S Users Guide electronic manual)*

**Cause 6:** A power cord is too close to the scanner

**Solution:** Move all power cords away from the top of the scanner and surrounding area
<table>
<thead>
<tr>
<th><strong>Glossy color photo will not scan clearly</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cause:</strong></td>
</tr>
<tr>
<td><strong>Solution 1:</strong></td>
</tr>
<tr>
<td><strong>Solution 2:</strong></td>
</tr>
<tr>
<td><strong>Solution 3:</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Stripes appear on scan of publication</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cause:</strong></td>
</tr>
<tr>
<td><strong>Solution:</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Whitened edges on image scanned from thick book</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cause:</strong></td>
</tr>
<tr>
<td><strong>Solution:</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Slow scanning speed</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cause:</strong></td>
</tr>
<tr>
<td><strong>Solution:</strong></td>
</tr>
</tbody>
</table>
### Problems with the Automatic Document Feeder (ADF-S9)

#### Documents Are Not Scanning

<table>
<thead>
<tr>
<th>Cause 1:</th>
<th>ADF power not on</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution:</td>
<td>Ensure that the ADF option cable is correctly connected to the AC adapter and that the power cord is plugged into a functioning electrical outlet. <em>(See p. 59)</em></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cause 2:</th>
<th>ADF connector cable not attached</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution:</td>
<td>Connect the ADF connector cable to the option cable as specified. <em>(See p. 61)</em></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cause 3:</th>
<th>[Automatic Document Feeder] not selected in ScanGear CS-S or Plug-in Module CS-S</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution:</td>
<td>Select the [Automatic Document Feeder] option in either program. <em>(See p. 67)</em></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cause 4:</th>
<th>Document(s) incorrectly placed in ADF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution:</td>
<td>Reposition the document(s) correctly. <em>(See p. 63)</em></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cause 5:</th>
<th>ADF cover not closed properly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution:</td>
<td>Close the ADF cover completely.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cause 6:</th>
<th>Paper jam</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution:</td>
<td>Clear the paper jam. <em>(See p. 70)</em></td>
</tr>
</tbody>
</table>

#### Frequent Misfeeds

<table>
<thead>
<tr>
<th>Cause 1:</th>
<th>Paper dust accumulated on separator or separator damaged</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution:</td>
<td>Clean or replace the separator. <em>(See p. 82)</em></td>
</tr>
<tr>
<td>Cause 2: Documents sticking together</td>
<td>Solution: Fan the documents well to separate them before placing them in the ADF. (See p. 65)</td>
</tr>
<tr>
<td>Cause 3: Documents curled or wrinkled</td>
<td>Solution: Uncurl or straighten out wrinkles before placing the documents in the ADF. (See p. 65)</td>
</tr>
</tbody>
</table>

**Lines Appear on Images**
- **Cause:** The delivery guide sheet is dirty or damaged
- **Solution:** Clean or replace the delivery guide sheet. (See p. 74)

**Scanned Image Quality is Poor**
- **Cause:** The delivery guide sheet or the white calibration plate is dirty
- **Solution:** Clean the delivery guide sheet and/or the white calibration plate. (See p. 74)

**Other Issues**

**Can a Film Adapter Unit (FAU) Be Used with this Scanner?**
- **Answer:** Yes, the FAU-S10 film adapter unit can be installed on the scanner. (Sold separately)

**Can an Automatic Document Feeder (ADF) Be Used with this Scanner?**
- **Answer:** Yes, the ADF-S9 automatic document feeder can be installed on the scanner. (Sold separately)
Scanner Not Identified

If the scanner is not identified, check the following in order.

**Scanner not identified (Part 1)**

**Windows**

1. **SCSI card installed?**
   - No: Install the SCSI card
   - Yes: [SCSI Controller] icon displayed on Windows [Device Manager] tab?
     - No: Reinstall the SCSI card
     - Yes: [SCSI Driver] icon displayed on SCSI Controller icon?
       - No: Reinstall the SCSI driver
       - Yes: Is the [!] mark displayed in the [SCSI Driver]?
         - No: Reinstall SCSI driver
         - Yes: Are there other SCSI boards installed other than this board?
           - No: Reinstall SCSI driver
           - Yes: Change address of the IRQ and I/O port

**Macintosh**

Let’s go to [Scanner Not Identified (Part 2)] (Next page)
Scanner not identified (Part 2)

- **Was the scanner on when the computer was started?**
  - Yes
  - **No**
    - **Connect the AC adapter, turn ON the scanner then start the computer**

- **Is the SCSI interface cable disconnected or loose?**
  - Yes
  - **No**
    - **Properly connect the SCSI interface cable**

- **Is the SCSI interface correctly connected?**
  - Yes
  - **No**
    - **Use a high-impedance type SCSI interface cable**

- **Is the SCSI interface cable a high-impedance type?**
  - Yes
  - **No**
    - **Change settings of SCSI ID**

- **Is the SCSI ID repeated from another SCSI device?**
  - Yes
  - **No**
    - **Correct settings of terminator**

- **Is the terminator correctly set?**
  - Yes
  - **Contact Customer Support Help Desk (Back Pages)**
Care and Maintenance

Clean off the dirt and dust that adheres to the exterior, document glass and document cover of the scanner during the course of ordinary operation using the following procedures.

1. **Power down the computer and peripheral devices.**

2. **Unplug the AC adapter from the electrical outlet.**

3. **Dampen a clean, soft cloth with water and wring the cloth well. Use the well-wrung cloth to gently remove dirt and dust. Be particularly careful to remove any traces of dirt or liquid from the document glass by wiping it with a dry soft cloth.**
   
   • Do not dampen the connectors, ports or other metallic components on the scanner’s back panel. Immediately remove any moisture that contacts these components by wiping them with a dry cloth.
   
   • Do not use a sodden cloth or apply a liquid directly to any portion of the scanner. Any moisture that enters the interior, the underside of the document glass or the sensors, may degrade image quality and lead to malfunctions.
   
   • Never use substances containing alcohol, thinners or benzene on the equipment. These substances may deform, discolor or dissolve the casing.
4. **Thoroughly remove any moisture or water vapor from the scanner with a dry cloth.**

Moisture left on the document glass or cover may damage photographs and other documents as well as interfere with imaging.

Never use substances containing alcohol, thinners or benzene to clean the equipment.
# Major Specifications

<table>
<thead>
<tr>
<th>CanoScan FB1200S</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Scanner Type</strong></td>
</tr>
<tr>
<td><strong>Scanning Element</strong></td>
</tr>
<tr>
<td><strong>Light Source</strong></td>
</tr>
<tr>
<td><strong>Optical Resolution</strong></td>
</tr>
</tbody>
</table>
| **Selectable Resolution** | 50-9600 dpi (ScanGear CS-S)  
| | 25-9600 dpi (Plug-in Module CS-S) |
| **Scanning Bit Depth** |  |
| Color | 12-bit input/12-bit or 8-bit output per RGB channel |
| Grayscale | 12-bit input/12-bit or 8-bit output |
| **Scanning Speed** |  |
| Color | 8.16 msec/line (24-bit output) |
| Grayscale | 2.72 msec/line (8-bit output) |
| B&W | 2.72 msec/line |
| **Preview Speed** | 15 sec |
| **Start Button** | Yes |
| **Interface** | SCSI |
| **Connectors** | Half Pitch 50-Pin (1), D-Sub 25-Pin (1) |
| **Terminator** | Onboard |
| **Scanning Area** | Reflectives 216 x 297 mm (8.5 x 11.7 in.) (A4/Letter)  
| | Transparencies 203 x 274 mm (8.0 x 10.8 in.) |
| **Operating Range** | Temperature 5º to 35º C (41º to 95º F)  
| | Humidity 10% to 90% (without condensation formation) |
| **Power Requirements** | AC adapter (depends on the area where the scanner is used) |
| **Power Consumption** | 35 watts or lower maximum  
<p>| | Standby 12 watts or lower (provided AC adapter used) |
| <strong>Dimensions</strong> | 291 x 459 x 94 mm (11.4 x 18.0 x 3.7 in.) |
| <strong>Weight</strong> | Approximately 4.0 kg (8.8 lbs.) |
| <strong>Options</strong> | FAU-S10 Film Adapter Unit, ADF-S9 Automatic Document Feeder |</p>
<table>
<thead>
<tr>
<th>Feature</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acceptable Paper Sizes</td>
<td>A4, B5, Letter, Legal (Width: 182-216 mm) (Length: 257-356 mm)</td>
</tr>
<tr>
<td></td>
<td>*Cannot feed transparencies</td>
</tr>
<tr>
<td>Scanning Speed</td>
<td>2.72 msec/line (B&amp;W)</td>
</tr>
<tr>
<td>Colors</td>
<td>Black and white (2 colors)</td>
</tr>
<tr>
<td>Maximum Sheets</td>
<td>20 sheets (80g/m²) (stacks 2 mm or less)</td>
</tr>
<tr>
<td>Paper Thickness</td>
<td>60-105 g/m²</td>
</tr>
<tr>
<td>Power Requirements</td>
<td>AC adapter (depends on the area where the scanner is used)</td>
</tr>
<tr>
<td>Dimensions (w x l x h)</td>
<td>ADF Unit Only</td>
</tr>
<tr>
<td></td>
<td>286 x 413 x 58 mm (11.3 x 16.3 x 2.3 in.)</td>
</tr>
<tr>
<td></td>
<td>Assembled</td>
</tr>
<tr>
<td></td>
<td>291 x 459 x 135 mm (11.5 x 18.1 x 5.3 in.)</td>
</tr>
<tr>
<td>Approximate Weight</td>
<td>2.2 kg (4.9 lb.)</td>
</tr>
</tbody>
</table>

*Transfer time to computer is not included.
* Product specifications are subject to change without notice.
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Customer Support Help Desks

CANON (UK) LTD.
Canon House, Manor Road, Wallington, Surrey SM6 0AJ, United Kingdom
For technical support, please contact Canon Helpdesk.
Helpdesk:
P.O. Box 431, Wallington, Surrey SM6 0XU
TEL: (0990) 143 723 (Calls may be recorded.)
FAX: (0990) 143-340
BBS: (0990) 143-350
For sales equiries: (0121) 666-6262

CANON FRANCE S.A.
17, quai du Président Paul-Doumer
92414 Courbevoie Cedex, France
Tél.01 4199 7777
Fax.01 4199 7951
Hotline:
Tél.01 4199 7070

CANON DEUTSCHLAND GmbH
Postfach 528, 47705 Krefeld, Germany
CANON- Hotline-Service
Customer Support: (0 21 51)349-555
Info-Desk: (0 21 51)349-566
Mailbox: (0 21 51)349-577
Telefax: (0 21 51)349-588

CANON ITALIA S.p.A
Palazzo L, Strada 6,
20089 MilanoFiori-Rozzano (MI), Italy
TEL: 02/8248. 1
FAX: 02/8248. 4604
Pronto Canon 02/8249. 2000
http://www.canon.it

CANON OY AB
Kornetintie, 3, 00380 Helsinki, Finland
Puhelin: 010 544 20
Help Desk: 0600-0-22606 (maksu 14,80 mk/min)
Fax: 010 544 4571

CANON SVENSKA AB
Stensättravägen 13, S-127 88, Skärholmen, Sweden

CANON DANMARK
Vasekær 12, DK-2730 Herlev, Denmark
Hotline: 44 88 26 66
http://www.canon.dk

CANON NORGE AS
Hallagerbakken 110, Boks 33, Holmlia 1210 Oslo 12,
Norway
Tlf: 2262 9321
FAX. 2262 0615
CANON BENELUX NEDERLAND N.V.
Neptunusstraat 1, 2132 JA Hoofddorp
The Netherlands
Tel: 023-5 670 123
Fax: 023-5 670 124
Helpdesk: 023-5 681 681

CANON BENELUX BELGIUM N.V./S.A.
Bessenveldstraat 7, 1831 Diegem, Belgium
Tel: 02 7220411
Fax: 02 7213274
Helpdesk: 02 7220404

CANON GmbH
Zetschegasse 11, 1232 Wien, Austria

CANON (SCHWEIZ) A.G.
Industriestrasse 12, CH-8305 Dietikon
Switzerland
Tel: (01)835 61 61
Fax: (01)835 68 60
Hotline: 157 30 20

CANON ESPAÑA S.A.
C/Joaquin Costa No 41, 28002 Madrid, Spain
Help Desk: 906.301255
Tel.: 91-5384500
Fax: 91-4117780

CANON AUSTRALIA PTY. LTD.
1 Thomas Holt Drive, North Ryde, Sydney N.S.W. 2113,
Australia
Info-Line: (02)9805 2864

CANON NEW ZEALAND LTD.
Fred Thomas Drive, Takapuna, P.O. Box 33-336 Auckland,
New Zealand
Info-Line: 0900-522666

CANON HONG KONG CO., LTD.
10/F, Lippo Sun Plaza, 28 Canton Road
Tsimshatsui, Kowloon, Hong Kong

CANON SINGAPORE PTE. LTD.
79 Anson Road #09-01/06, Singapore 079906

CANON LATIN AMERICA, INC.
6505 Blue Lagoon Drive Suite 325, Miami Florida 33126,
U.S.A.

CANON EUROPA N.V.
P.O. Box 2262 1180 EG Amstelveen, The Netherlands

CANON INC.
30-2 Shimomaruko 3-chome, Ohta-ku
Tokyo 146-8501, Japan