



Windows

Generic Fax Driver

User's Guide

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Introduction

- ▶ **How to Use the Manual(P. 3)**
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- ▶ **Copyright(P. 6)**
- ▶ **Trademarks(P. 7)**

How to Use the Manual

This explains things that you need to know in order to use this manual.

▶ **Notations Used in the Manual(P. 4)**

Notations Used in the Manual

This explains symbols and settings used in this manual.

Symbols Used in This Manual

In this manual, explanations of items and operations that must be followed while using the driver are set forth the symbols that indicate the following.



IMPORTANT

- Indicates operational requirements and restrictions. Be sure to read these items carefully to operate the product correctly, and avoid damage to the product.



NOTE

- Indicates a clarification of an operation, or contains additional explanations for a procedure. Reading these notes is highly recommended.

About Settings

In this manual, setting names displayed on the computer screen are represented as shown in the following examples.

Example:

[Send]

[OK]

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About This Driver

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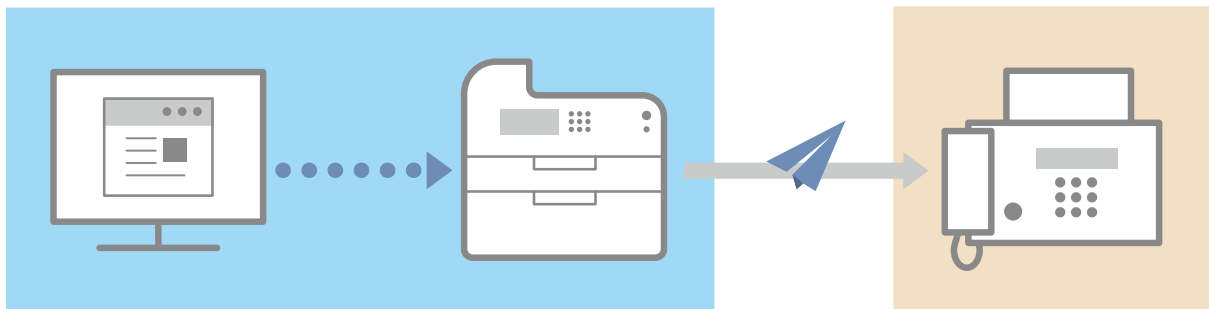
About This Driver

This driver is a fax driver for Windows that supports Canon multi-function devices for office use.

Features

You can send faxes without printing documents or images created with a computer.

- Reduces work time and printing costs
- Sends clean, clear images and fine text



Main Features

Attaching a Cover Sheet

You can attach a cover sheet to data to be transmitted. Templates are already provided in the driver. The items listed in the cover sheet can be customized. When sending to multiple destinations, you can change the information on the cover sheet for each destination.

Destination Management Using an Address Book

Registering frequently-used destinations in the Address Book makes specifying destinations easier. You can export the Address Book as a CSV format file etc. You can also import an address book that is being used by another application.

Detailed Setting of Transmission Data

You can set the paper size as well as the page layout, which arranges the page data on each sheet of paper.

You can also specify the transmission time and set an email notification of the transmission result.

Strengthening Security

You can set the driver so that confirmation input of the specified destination is required, in order to avoid sending the fax to a wrong destination. You can also record when, by whom, what, and to where faxes are transmitted with the login authentication function and fax information and image storing function.

If the subaddress function is supported, you can send faxes to memory boxes at the destination.



NOTE

- If you install the Canon Driver Information Assist Service when connected locally or sharing a printer, you can retrieve device information. In this manual, the function for retrieving device information using the Canon Driver Information Assist Service is referred to as the device information retrieval function.

Before Use

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Before Use

- To enable the functions supported by the device you are using and send faxes, you need to set the options of the device. The options of the device can be retrieved from the [Device Settings] sheet > [Retrieve Device Information], but if you cannot retrieve them, set them manually in the [Device Settings] sheet.
- Depending on the device, jobs sent by fax from the driver may not be noted in the PS print server log. Also, for jobs sent via NetWare, the logged information may not be noted correctly.
- If you select a fax board that is not compatible with the printer model you are using, and select a line that does not match a valid line to send from, there is a possibility that the fax will be sent via a different line.
- If you set a function in the driver that is not supported by the device you are using, it may lead to an unintended transmission result. It may also cause an inability to send faxes.

Examples thereof are shown below.

- Setting the driver so that sender designation, transmission time designation, subaddress functions, authentication functions, or the function for [Set the number of destinations that can be specified at once to 2000] are used, regardless of whether those functions are supported by the device you are using.
- Setting authentication modes and an IP fax communication mode that are unsuitable for the device you are using.
- The functions that you can use may vary according to the following conditions.
 - The device you are using and its settings
 - The firmware version of the device
 - The option structure of the device
 - The driver version
 - The computer environment you are using
- When sending a fax from a Windows Store app, because you cannot display the fax transmission settings screen of the driver, the number of functions you can set is limited.
- The screen content, procedures, etc. displayed and described in the manual may differ from those actually displayed.
- In this manual, examples using Windows 10 are explained.

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Fax Sending

- ▶ **Sending a Fax from a Computer(P. 14)**
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Sending a Fax from a Computer

This explains the basic procedure for fax transmission from a computer of documents created in an application.



NOTE

- When using a device connected via a WSD port, enable [Use WSD] at the device.

Prerequisites

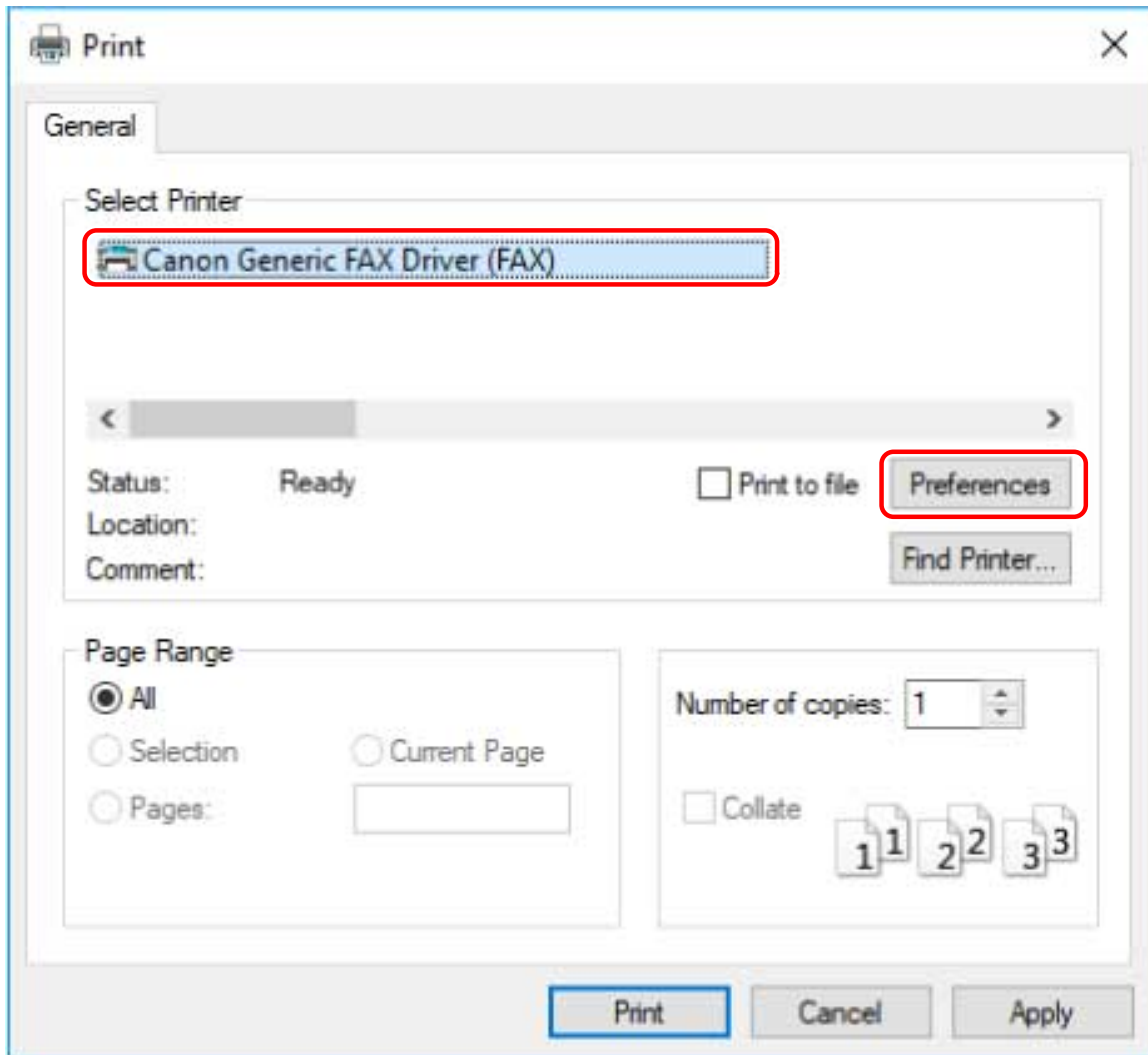
- **Setting Device Information(P. 40)**

If you cannot retrieve the device information, you need to manually set the options installed in the device.

Procedures

- 1 Select [Print] from the application menu.**
- 2 Select the device → click [Preferences], [Printer properties], or [Properties].**

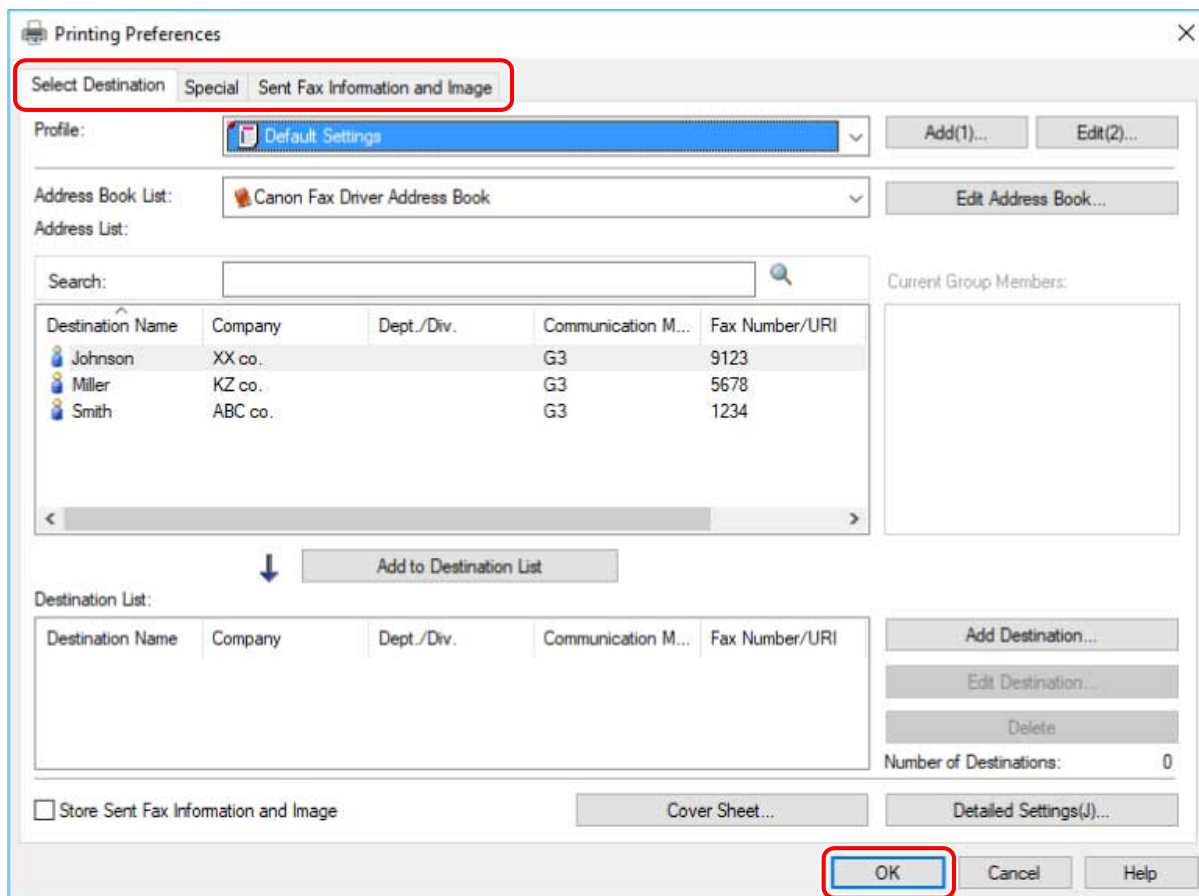
If you do not need detailed fax transmission settings, click [Print] or [OK] and proceed to step **5.(P. 16)**



3 Set the necessary items in the print settings screen of the driver → click [OK].

If necessary, switch sheets and configure other settings.

[Select Destination] sheet > [Store Sent Fax Information and Image], [Cover Sheet] and [Detailed Settings] can also be set when sending a fax in step 5.(P. 16)



For details about the setting methods for the main functions, click the subsequent "Open details" below.

To arrange multiple pages on a single sheet of paper

Specify the number of pages to be arranged in [Special] sheet > [Page Layout].

To enter confirmation of the destination

Click [Special] sheet > [Security Settings] → enable [Confirm Fax Number/URI when Setting Destination] in the [Security Settings] dialog box.

To specify the send time *

Click [Select Destination] sheet > [Detailed Settings] → enable [Set the Time to Send] to specify time in the [Detailed Settings] dialog box → click [OK].

To send notification of the transmission result by email *

Click [Select Destination] sheet > [Detailed Settings] → enable [Job Done Notice] and set the notification conditions and email address in the [Detailed Settings] dialog box → click [OK].

* To set these functions, the functions must be enabled beforehand in the [Device Settings] sheet. Set them by referring to the procedures for setting device information.

4 Click [Print] or [OK] in the print screen of the application.

5 Specify a destination from the displayed [Fax Sending Settings] screen.

When specifying a destination from the address book

(1) Display the [Select Destination] sheet.

(2) Select the address book from [Address Book List] → select a destination → click [Add to Destination List].

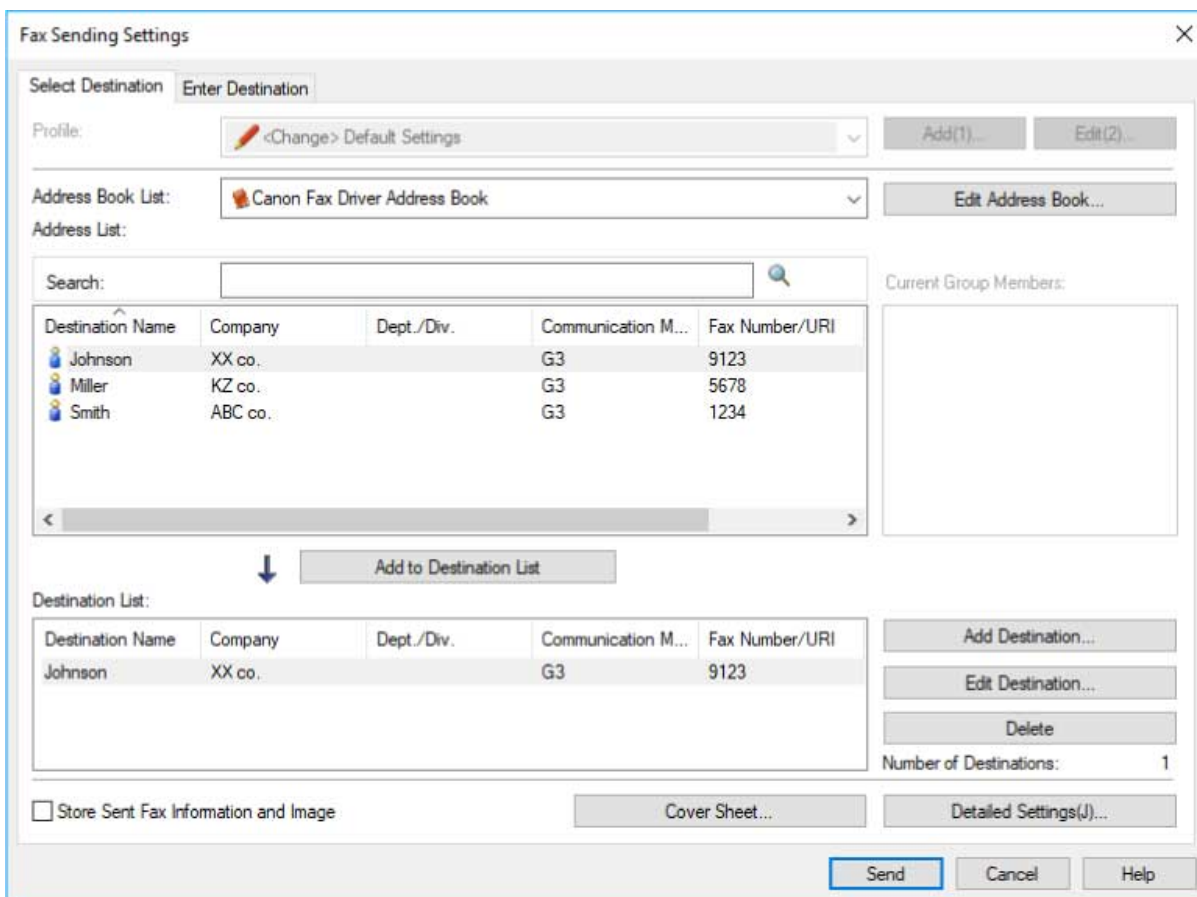
When entering a destination directly

(1) Display the [Enter Destination] sheet.

(2) Select the communication mode to use from [Communication Mode].

(3) Select [Fax Number/URI] → specify [Fax Number] or [URI].

If necessary, set other items.



If destinations are added to [Destination List] before changing the destination details in the address book, the changes made in the address book are not reflected. If you registered destinations from the address book with the default settings, check whether the destinations are correct.

6 Click [Send].

Related Topics

- ▶ [Select Destination] Sheet(P. 48)
- ▶ [Enter Destination] Sheet(P. 54)
- ▶ [Special] Sheet(P. 57)
- ▶ [Sent Fax Information and Image] Sheet(P. 59)
- ▶ Changing the Default Settings(P. 26)

About Communication Methods That Can Be Used with Fax Transmissions

Communication methods that can be used with fax transmissions are determined by the fax board supported by the device you are using and the fax settings of the destination.

Configure communication settings such as the fax board, communication mode, etc. to their appropriate settings in the [Device Settings] sheet. Also, check the fax settings of the destination and set the address correctly. If the communication settings are not configured appropriately, a mistransmission or transmission error may occur.

The connection environments that correspond to IP fax communication modes that can be set with this driver are as follows.

- Intranet
When using an IP fax compatible device or SIP server in an intranet
- VoIP Gateway
G3 fax compatible devices via a VoIP gateway

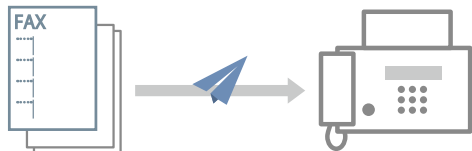
Related Topics

- ▶ [\[Device Settings\] Sheet\(P. 60\)](#)
- ▶ [\[Select Destination\] Sheet\(P. 48\)](#)
- ▶ [\[Enter Destination\] Sheet\(P. 54\)](#)
- ▶ [Setting Device Information\(P. 40\)](#)

Attaching a Cover Sheet

You can attach a cover sheet to the top of the transmission data.

As well as the transmission origin and destination information, cover sheets can also be created with logos and/or signatures.



An example of an arrangement of cover sheet items in a template is introduced below.

▶ **Arrangement Example of Items Set in a Cover Sheet(P. 20)**

To Attach a Cover Sheet

1 Display the [Select Destination] or [Enter Destination] sheet.

You can display these from the fax transmission settings screen.

You can also display the [Select Destination] sheet when changing the default settings.

2 Click [Cover Sheet] → select [Different Sheet to Each Destination] or [Same Sheet to All Destinations] from [Cover Sheet Attachment] in the [Cover Sheet] dialog box.

When you select [Different Sheet to Each Destination], the destination information is set in the cover sheet according to the destination.

When you select [Same Sheet to All Destinations], the destination information for all members is set in the cover sheet.

3 Select a template from [Style].

4 Check the set state of items in [Items to Include] → when changing items or configuring detailed settings, click [Settings].

If you do not want to set items, proceed to step 6.(P. 19)

5 In the [Item Settings] dialog box, set the required items → click [OK].

Refer to the following arrangement example for set items and the positions in which they are displayed on the cover sheet.

▶ **Arrangement Example of Items Set in a Cover Sheet(P. 20)**



- If you register the information included in the cover sheet as a default setting, you can reduce the effort required to configure settings when sending faxes.

6 If you want to attach a label such as "Urgent" or "Confidential", select [Insert Attention Note] → select a label from [Attention Note].

You can also enter desired text in [Attention Note].

7 If necessary, enter a comment in [Comment to Include] → click [Preview] to check the preview.

8 In the [Cover Sheet] dialog box, click [OK].

Arrangement Example of Items Set in a Cover Sheet

The default template [Template 1] is shown below as an example of how to arrange items after they are set.

The diagram shows a FAX cover sheet template with the following fields and callouts:

- (1)** Points to a small rectangular box at the top right.
- (2)** Points to a box labeled "PAGES" below the box in (1).
- (3)** Points to a box labeled "TITLE" on the left.
- (4)** Points to a large box labeled "TO" on the left.
- (5)** Points to a box labeled "COMMENT" on the left.

Items set in the [Cover Sheet] dialog box

- (1) [Insert Attention Note]
- (2) [Items to Include] > [Item Settings] dialog box > [Details] sheet
- (3) [Items to Include] > [Item Settings] dialog box > [Sender] sheet
- (4) [Items to Include] > [Item Settings] dialog box > [Destination] sheet
- (5) [Comment to Include]

When setting a file for a logo or signature in [Item Settings] dialog box > [Logo] or [Signature] sheet, if you click [Cover Sheet] dialog box > [Preview], you can check how the logo or signature is displayed.

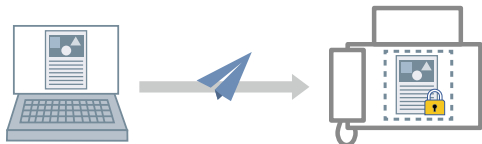
Related Topics

- ▶ [\[Cover Sheet\] Dialog Box\(P. 52\)](#)
- ▶ [\[Item Settings\] Dialog Box\(P. 52\)](#)
- ▶ [Changing the Default Settings\(P. 26\)](#)

Setting Confidential Transmission

You can send fax data to a memory box at the destination.

Since a password must be entered to output the sent data, this is convenient when sending confidential documents.



To Enable the Confidential Transmission Function

Prerequisites

- When starting the computer, logon as a member of Administrators.

Procedures

- 1** Display [Devices and Printers] from the [Control Panel] of Windows.
- 2** Right-click the icon of the device to be set → select [Printer properties] from the displayed menu.
- 3** Display the [Device Settings] sheet.
- 4** Select the authentication mode to use from [Subaddress Authentication].
Configure this setting to match the authentication method set at the device.
- 5** Click [Detailed Settings] → in the [Detailed Settings] dialog box, select [Use Subaddress] → click [OK].
- 6** In the [Device Settings] sheet, click [OK] or [Apply].

To Set Confidential Information at the Destination

To perform confidential transmissions, set the confidential information (subaddress and password) registered in the destination fax device in the address.

An example of the procedure for setting confidential information when adding an address from the [Select Destination] is shown below.

Prerequisites

- Confidential information (subaddress and password) registered in the destination fax device

Procedures

1 Display the [Select Destination] sheet.

You can display this from the fax transmission settings screen when sending a fax or changing the default settings.

2 Click [Add Destination] beside [Destination List].

3 In the [Add Destination] dialog box, specify [Destination Name], [Communication Mode], etc.

4 Select [Use Subaddress] → enter [Subaddress] and [Password] → click [OK].

The address is added to [Select Destination] sheet > [Destination List].

As well as the above procedure, confidential information can be set when adding or editing either one of the following addresses.

- Address of a person in the Address Book
When transmitting by specifying [G3 Fax Number], you can specify a maximum of two fax numbers. You can set confidential information for the respective fax number from [Advanced Function].
- Address entered manually in the [Enter Destination] sheet

Related Topics

- ▶ [Detailed Settings] Dialog Box(P. 62)
- ▶ [Add Destination] Dialog Box(P. 48)
- ▶ [Enter Destination] Sheet(P. 54)
- ▶ About Communication Methods That Can Be Used with Fax Transmissions(P. 18)
- ▶ Changing the Default Settings(P. 26)

Managing Transmission Logs

You can save and manage logs of transmission data images, transmission times, destinations, etc. as transmission images.

If you are using the driver with multiple devices, you can view the log for each device. Also, for logs transmitted to multiple addresses, you can check transmission images for each address.



NOTE

- Depending on the environment, sent images may not be able to be saved when faxes are sent.
When both of the following conditions are met, use this function after selecting [Spooling at Host] > [Enabled] in the [Device Settings] sheet.
 - When using the 64-bit version of Windows 7/Server 2008/Server 2008 R2
 - When sending faxes from a 32-bit application

To Save Transmission Logs

1 Display the [Select Destination] sheet.

You can display this from the fax transmission settings screen when sending a fax or changing the default settings.

2 Select [Store Sent Fax Information and Image].

If you want to set the save destination for transmission logs and the maximum number that can be saved, perform the following procedure.

If you do not want to set them, click [OK].

3 Display the [Sent Fax Information and Image] sheet.

4 Click [Store Settings].

5 In the [Store Settings] dialog box, set the save destination for transmission logs and the maximum number that can be saved → click [OK].

6 In the [Sent Fax Information and Image] sheet, click [OK].



NOTE

- You can also select the [Store Sent Fax Information and Image] in the [Enter Destination] sheet.

To Check Transmission Logs

1 Display the [Sent Fax Information and Image] sheet.

You can display this from the fax transmission settings screen when sending a fax or changing the default settings.

2 If you are using the driver with multiple devices, select the driver names corresponding to those devices in [Driver to Display From].

3 Select the transmission log to be checked from [Sent Fax Information and Image].

If the transmission log you want to check is not displayed, click [Refresh] to update the display.

4 Check the details of the transmission log in the preview.

If you click [Enlarge], you can further enlarge and check the transmission log in the viewer.

If the log spans multiple pages, switch between pages with [Back] or [Next].

If you transmitted to multiple destinations, select and check the destination of the log you want to check in [Destination List].

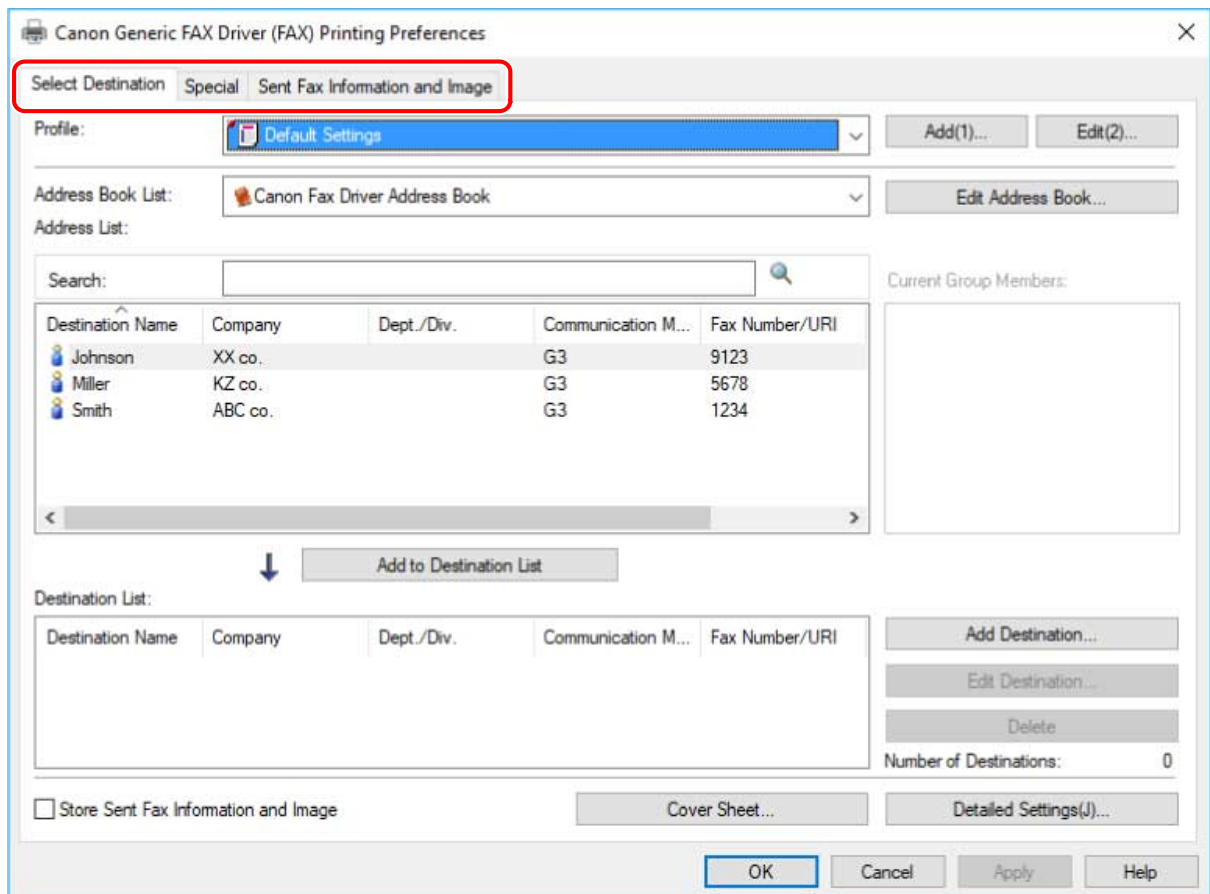
Related Topics

- ▶ [Select Destination] Sheet(P. 48)
- ▶ [Store Settings] Dialog Box(P. 59)
- ▶ [Enter Destination] Sheet(P. 54)
- ▶ Changing the Default Settings(P. 26)

Changing the Default Settings

You can change the default settings to desired fax transmission settings. If you change them to settings that you use frequently, you can reduce the effort required to configure settings when sending faxes.

- 1 Display [Devices and Printers] from the [Control Panel] of Windows.
- 2 Right-click the icon of the device you are going to set → select [Printing Preferences] from the displayed menu.
- 3 In the print settings screen of the driver, set the required items.
If necessary, switch sheets and configure relevant settings.



- 4 Click [OK] or [Apply].

Editing the Address Book

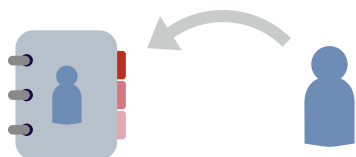
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Editing the Address Book

- ▶ **Adding the Address of a Person to the Address Book(P. 29)**
- ▶ **Adding a Group to the Address Book(P. 30)**
- ▶ **Importing/Exporting an Address Book(P. 31)**

Adding the Address of a Person to the Address Book

You can register the address information of a person to the Address Book. You can also set the communication mode according to the destination fax device.



1 Display the [Select Destination] sheet.

You can display this from the fax transmission settings screen when sending a fax or changing the default settings.

2 Select [Canon Fax Driver Address Book] from [Address Book List] → click [Edit Address Book].

3 In the [Edit Address Book] dialog box, click [Add Person].

4 In the [Add Person] dialog box, enter items such as the destination name, company name, etc.

Enter [Notes] if necessary.

5 If you are using G3 communication, select the [G3 Fax Number] sheet and enter the fax number.

If necessary, set the subaddress function from [Settings].

6 If you are using IP fax communication, select the [IP Fax Number] sheet and set each item.

If necessary, set the subaddress function or enter [Description].

7 In the [Add Person] dialog box, click [OK].

The address is added to [Address Book] in the [Edit Address Book] dialog box.

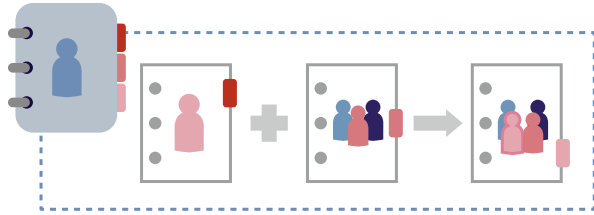
8 In the [Edit Address Book] dialog box, click [OK].

Related Topics

- ▶ [Edit Address Book] Dialog Box(P. 50)
- ▶ [Add Person] Dialog Box(P. 50)
- ▶ About Communication Methods That Can Be Used with Fax Transmissions(P. 18)
- ▶ Changing the Default Settings(P. 26)

Adding a Group to the Address Book

You can register addresses that are registered in the Address Book as a group. This is a convenient function when you want to send data with the same content to multiple destinations.



1 Display the [Select Destination] sheet.

You can display this from the fax transmission settings screen when sending a fax or changing the default settings.

2 Select [Canon Fax Driver Address Book] from [Address Book List] → click [Edit Address Book].

3 In the [Edit Address Book] dialog box, click [Add Group].

4 In the [Add Group] dialog box, set the group name.

5 Select the addresses to be registered as a group from [Destinations to Add] → click [Add].

You can switch the category to be displayed in [Show].

If you add one, the added address is displayed in [Details] > [Current Group Members].

If you want to delete an address from the group, select the address to be deleted from [Current Group Members] → click [Delete].

6 In the [Add Group] dialog box, click [OK].

The group address is added to [Address Book] in the [Edit Address Book] dialog box.

7 In the [Edit Address Book] dialog box, click [OK].

Related Topics

- ▶ [Edit Address Book] Dialog Box(P. 50)
- ▶ [Add Group] Dialog Box(P. 50)
- ▶ Changing the Default Settings(P. 26)

Importing/Exporting an Address Book

You can import the content of an address book used in another application into the Address Book of the driver. You can also export the content of the Address Book and use it in other applications.



NOTE

- If you want to protect an exported address book with a password, you can set it in [Special] sheet > [Security Settings].
- When importing an address book, use a CSV file, ABK file, or DCM file exported with security level 1.
You cannot import device setting information files (*.dcm) with all device settings exported from a device with a security level other than security level 1 specified.

To Export the Address Book

1 Display the [Select Destination] sheet.

You can display this from the fax transmission settings screen when sending a fax or changing the default settings.

2 Select [Canon Fax Driver Address Book] from [Address Book List] → click [Edit Address Book].

3 Click [Export] in the [Edit Address Book] dialog box.

4 Specify the save location and file name → click [Save] or [OK].

You can select the file format of the saved address book from among "*.csv" or "*.abk."

5 Click [OK].

To Import an Address Book

1 Display the [Select Destination] sheet.

You can display this from the fax transmission settings screen when sending a fax or changing the default settings.

2 Select [Canon Fax Driver Address Book] from [Address Book List] → click [Edit Address Book].

3 In the [Edit Address Book] dialog box, click [Import] → select the address book file to be imported → click [Open].

4 Click [OK].

Related Topics

- ▶ [\[Edit Address Book\] Dialog Box\(P. 50\)](#)
- ▶ [Changing the Default Settings\(P. 26\)](#)
- ▶ [\[Special\] Sheet\(P. 57\)](#)

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Editing Favorite Settings

- ▶ **Registering Favorite Settings(P. 35)**
- ▶ **Editing the Favorite Settings List(P. 36)**

Registering Favorite Settings

You can register frequently used settings as a profile.

1 Display the [Select Destination] or [Special] sheet → configure the settings you want to register.

You can display this from the fax transmission settings screen when sending a fax or changing the default settings.

2 Click [Add] beside [Profile].

3 In the [Add Profile] dialog box, set [Name] and [Icon].

Enter a comment in [Comment] if required.

4 Click [OK].

The new profile is added to [Profile]. You can apply registered fax transmission settings by simply selecting an item from [Profile].

Related Topics

- ▶ [\[Add Profile\] Dialog Box\(P. 47\)](#)
- ▶ [Changing the Default Settings\(P. 26\)](#)

Editing the Favorite Settings List

You can edit the [Profile] list. You can also import or export profiles to be used on other computers.

The [Select Destination] or [Special] sheet displayed for editing profiles is displayed in the fax transmission settings screen when sending a fax or changing the default settings.

To Edit the [Profile] List

- 1 Display the [Select Destination] or [Special] sheet.**
- 2 Click [Edit] beside [Profile].**
- 3 In the [Edit Profile] dialog box, select the profile you want to edit from [Profile List] → set [Name] and [Icon].**
Enter a comment in [Comment] if required.
If you want to delete a profile, select the profile from [Profile List] → click [Delete] → click [Yes].
- 4 Click [OK].**

To Export a Profile

- 1 Display the [Select Destination] or [Special] sheet.**
- 2 Click [Edit] beside [Profile].**
- 3 In the [Edit Profile] dialog box, select the profile you want to export from [Profile List] → click [Export].**
- 4 Specify the storage location and file name → click [Save] or [OK].**
- 5 Click [OK].**
The selected profile is saved as a "*.cfg" file.

To Import a Profile

- 1** Display the [Select Destination] or [Special] sheet.
- 2** Click [Edit] beside [Profile].
- 3** In the [Edit Profile] dialog box, click [Import] → select a profile file to be imported → click [Open].
The imported profile is displayed in [Profile List].
- 4** Click [OK].

Related Topics

- ▶ [Edit Profile] Dialog Box(P. 47)
- ▶ Registering Favorite Settings(P. 35)

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Linking the Driver and the Device

- ▶ **Setting Device Information(P. 40)**
- ▶ **Setting the Authentication Function(P. 42)**
- ▶ **Setting the User Name(P. 44)**

Setting Device Information

In the following cases, it is necessary to set the options of the device according to this procedure.

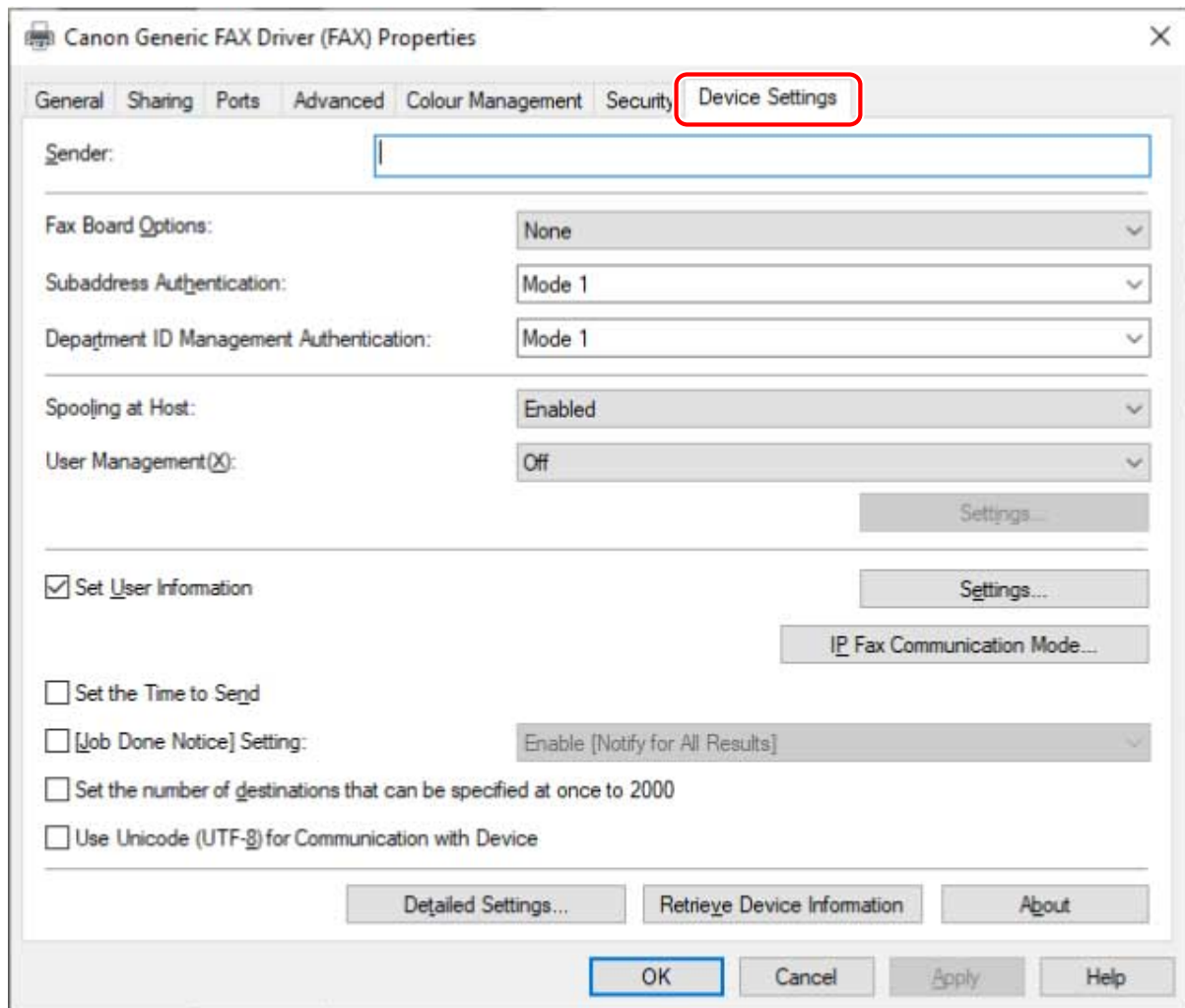
- The device information was not retrieved during installation.
- The device function and options are not set correctly in the [Device Settings] sheet.
- An option has been added to the device.
- The fax transmission settings of the device have been changed.

Prerequisites

- Settings at the device
 - If the device is connected via a WSD port, [Use WSD Browsing] is already set to on.
 - If the device is connected by specifying a standard TCP/IP port, [Retrieve Printer Mngt. Information from Host] is already set to on.For details, refer to the manual of the device.
- When starting the computer, log on as a member of Administrators.

Procedures

- 1** Display [Devices and Printers] from the [Control Panel] of Windows.
- 2** Right-click the icon of the device to be set → select [Printer properties] from the displayed menu.
- 3** Display the [Device Settings] sheet.



4 Click [Retrieve Device Information].

5 If the message "Do you want to retrieve the device information?" is displayed, click [Yes].

If the information has been retrieved, confirm the automatically set option configuration.

If the information is not retrieved, set the option configuration manually. Select the options attached to the device.

6 Click [Detailed Settings] → set as required.

The items in [Detailed Settings] are not set automatically. If necessary, set them manually.

7 In the [Device Settings] sheet, click [OK] or [Apply].

Related Topics

- ▶ [Device Settings] Sheet(P. 60)
- ▶ Cannot use the acquire device information function/authentication function(P. 65)

Setting the Authentication Function

You can manage fax transmission by means of the department ID management function or the user authentication function.



Prerequisites

- When starting the computer, log on as a member of Administrators.

Procedures

- 1** Display [Devices and Printers] from the [Control Panel] of Windows.
- 2** Right-click the icon of the device to be set → select [Printer properties] from the displayed menu.
- 3** Display the [Device Settings] sheet.
- 4** Select the authentication function you want to use from [User Management] → click [Settings].
- 5** In the [Department ID/PIN Settings] or [User Authentication Settings] dialog box, select [Allow PIN Settings] or [Allow Password Settings] → enter the authentication information.
 To use the department ID management function, enter the information in [Department ID] and [PIN].
 To use the user authentication function, enter the information in [User Name] and [Password].
 You can check whether the authentication information set in the device and the entered content match by clicking [Verify].
- 6** Select [Confirm Department ID/PIN When Sending Faxes] or [Confirm Authentication Information When Sending Faxes] if necessary → click [OK].
- 7** In the [Device Settings] sheet, click [OK] or [Apply].

If the [Confirm Department ID/PIN] or [Confirm User Name/Password] dialog box is displayed when sending a fax, confirm or set the authentication information.

Related Topics

- ▶ [Department ID/PIN Settings] Dialog Box(P. 60)
- ▶ [User Authentication Settings] Dialog Box(P. 61)
- ▶ [Confirm Department ID/PIN] Dialog Box(P. 62)
- ▶ [Confirm User Name/Password] Dialog Box(P. 62)

Setting the User Name

You can set a user name to be used for fax sending jobs.

The set user name is displayed on the control panel of the device, and is applied to the headers or footers of fax data.



Prerequisites

- When starting the computer, log on as a member of Administrators.

Procedures

- 1** Display [Devices and Printers] from the [Control Panel] of Windows.
- 2** Right-click the icon of the device to be set → select [Printer properties] from the displayed menu.
- 3** Display the [Device Settings] sheet.
- 4** Select [Set User Information] → click [Settings].
- 5** In the [User Information Settings] dialog box, enter the name in [User Name] → click [OK].
 If you want to change the default user name setting, click [User Name Management] → set [Name to Set for User Name] → click [OK].
 If you want to prevent changes to user names, click [User Name Management] → select [Do Not Allow User Name Changes] → click [OK].
- 6** In the [Device Settings] sheet, click [OK] or [Apply].

Related Topics

- [User Information Settings] Dialog Box(P. 61)

Settings List

Settings List	46
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Settings List

- ▶ **Common Settings for Certain Sheets(P. 47)**
- ▶ **[Select Destination] Sheet(P. 48)**
- ▶ **[Enter Destination] Sheet(P. 54)**
- ▶ **[Special] Sheet(P. 57)**
- ▶ **[Sent Fax Information and Image] Sheet(P. 59)**
- ▶ **[Device Settings] Sheet(P. 60)**

Common Settings for Certain Sheets

You can register frequently used settings as profiles.

You can set profiles in the [Select Destination] and [Special] sheets.

[Profile]

Applies registered fax transmission settings. Registered profiles can be edited or deleted.

Because profiles with a red dot (●) are preset profiles, you cannot edit or delete them.

[Add] ► [Add Profile] Dialog Box



Enables you to register the current fax transmission settings as a profile.

Set [Name] and [Icon]. If necessary, enter a comment in [Comment]. If you want to check the current settings on a list, click [View Settings].

[Edit] ► [Edit Profile] Dialog Box

Enables you to edit the content of a profile. You can also specify a file to import a profile to, and save the current profile to a file.

[Profile List]

Enables you to display a list of registered profiles. If you click  (Move Up) or  (Move Down) after selecting a profile, you can change its place in the order of profiles.

[View Settings] ► [View Settings] Dialog Box

Enables you to display the content of a selected profile in list form. You can also copy the content of the settings to the clipboard.

[Delete]

Deletes the selected profile.

[Name]/[Icon]/[Comment]

Displays the name, icon, and comment of the selected profile. Registered names, icons, and comments of profiles can be edited.

[Import]

Imports the profile saved as a file (*.cfg) and adds it to [Profile List].

[Export]

Exports the profile selected in [Profile List] and saves it as a file (*.cfg).

[Apply Settings from Application]

Gives the settings from the application priority over the [Special] sheet > [Page Size] and [Orientation] settings.

Related Topics

- ▶ [Select Destination] Sheet(P. 48)
- ▶ [Special] Sheet(P. 57)
- ▶ Registering Favorite Settings(P. 35)
- ▶ Editing the Favorite Settings List(P. 36)

[Select Destination] Sheet

You can set an address when sending a fax, edit the Address Book, etc.

[Address Book List]

Select the Address Book to be used. When the Address Book is selected, a list of destinations is displayed in [Address List].

Individual destinations (👤) and groups (👥) can be distinguished by the icons at the head of the list.

In [Current Group Members], individual destinations and groups registered in the selected group are displayed.

An Address Book can be registered in [Special] sheet > [Address Book Type].

[Edit Address Book]

Enables you to edit an Address Book of the driver saved in a local folder.

Address Books stored in a folder on the network cannot be edited.

When Business IJ FAX Driver is installed in your computer, the Address Book (Canon Fax Driver Address Book) is shared between drivers. Even if the destination folder to save the Address Book is changed, the new setting is shared.

🔍 [Edit Address Book] Dialog Box(P. 50)

[Address List]

You can search for a specified character string.

[Add to Destination List] ▶ [Select Destination Fax Number] Dialog Box

Enables you to add an address registered in the Address Book to [Destination List].

When you double-click an entry in [Address List], it is similarly added to [Destination List].

If multiple fax numbers are registered in a group, the [Select Destination Fax Number] dialog box is displayed. Select a fax number to add to [Destination List].

The types of destinations you can select in the [Select Destination Fax Number] dialog box vary according to the type of address book selected in [Address Book List].

[Destination List]

Displays a list of fax transmission destinations (or group names). [Number of Destinations] shows the total number of destinations that have been added to the list.

[Add Destination] ▶ [Add Destination] Dialog Box

Enables you to enter and set a new destination and add it to [Destination List].

[Edit Destination] ▶ [Edit Destination] Dialog Box

Enables you to edit the destination selected in [Destination List]. When you double-click an entry in [Destination List], you can similarly edit the destination.

[Destination Name]

Enter a destination name.

[Communication Mode]/[Fax Number/URI]

Select the communication mode that matches the environment of the destination and specify a fax number or URI.

When [Confirm Fax Number/URI when Setting Destination] is enabled in the [Special] sheet > [Security Settings], [Confirm Fax Number] or [Confirm URI] is displayed. Enter the same fax number or URI.

[Use Subaddress]

Sends data to a memory box in the destination.

Enter the values registered in the destination fax machine in [Subaddress] and [Password]. The password must be entered to output the sent data at the destination fax machine.

You can specify this when [Use Subaddress] is enabled in the [Device Settings] sheet > [Detailed Settings].

[Register to Address Book]

Registers the set destination in the Address Book (Canon Fax Driver Address Book).

[Add Next Destination]

Continues to add destinations.

[Delete]

Deletes the destination selected in [Destination List].

[Store Sent Fax Information and Image]

Saves the transmitted document name, transmission time, etc. as a transmission image. You can keep and manage a transmission image log.

You can check the log in the [Sent Fax Information and Image] sheet.



NOTE

- When using this function in an environment that meets both of the following conditions, select [Spooling at Host] > [Enabled] in the [Device Settings] sheet.
 - When using the 64-bit version of Windows 7/Server 2008/Server 2008 R2
 - When sending faxes from a 32-bit application

[Cover Sheet]

Enables you to set a cover sheet.

▶ **[Cover Sheet] Dialog Box(P. 52)**

[Detailed Settings] ▶ [Detailed Settings] Dialog Box

Enables you to specify the external line connection number and send time, and set the line to be used.

[Select G3 Line]

Select the line to be used for fax transmission.

▶ **[Customize Line Name] ▶ [Customize Line Name] Dialog Box**

Enables you to set a name for each line.

[Add Outside Dialing Prefix to G3/IP Fax Number]

Specify an external line connection number to be assigned to the fax number for each communication mode.

[Set the Time to Send]

Sends a fax at the time specified in [Sending Time]. The data to be sent is temporarily saved in the device, then sent at the specified time.

To specify this item, [Device Settings] sheet > [Set the Time to Send] needs to be enabled.

[Job Done Notice]

Enables notification of fax transmission results to be sent to a specified email address.

The notification conditions that can be set vary according to the set content of [Device Settings] sheet > [[Job Done Notice] Setting].

Error notifications are limited to errors that occur between the device and the destination fax.

Notifications are not given for errors that occur between the computer and the device, even if [Only Notify for Errors] is selected.

To confirm whether a fax has been sent correctly, check the fax transmission log or print queue at the device, and check the transmission result between the computer and the device.

[Edit Address Book] Dialog Box

[Address Book]

Displays the content of the Address Book as a list. You can switch categories to be displayed in [Show].

Details about a selected destination are displayed in [Details].

[Add Person] ► [Add Person] Dialog Box

Enables you to add the address of a single person.

[Prefix]/[Last]/[First]/[Suffix]

Specifies the name of the destination.

[Destination Name]

Specifies the [Destination Name] to be displayed in the cover sheet. If a name is not specified, [Prefix]/[Last]/[First]/[Suffix] is displayed in the cover sheet.

[Company]/[Dept./Div.]/[Notes]

Enter the respective items if necessary.

[G3 Fax Number] Sheet

[Primary Number]/[Secondary Number]

Enter the fax number of the destination. If you enter hyphens (—), the number is sent to the device without the hyphens.

You can enter a desired character string in [Description] for each number.

[Advanced Function]

Displays the usage conditions of the subaddress (internal line number) function.

[Settings] ► [Advanced Function Settings] Dialog Box

Enables you to set the detailed information necessary to use the subaddress functions.

[IP Fax Number] Sheet

[Communication Mode]/[Fax Number/URI]

Select the communication mode that matches the environment of the destination and specify a fax number or URI.

[Use Subaddress]

Sends data to a memory box in the destination.

Enter the values registered in the destination fax device in [Subaddress] and [Password].

The password must be entered to output the sent data at the destination fax device.

[Description]

Enter a desired character string.

[Add Group] ► [Add Group] Dialog Box

Enables you to add a group destination.

[Group Name]

Enter the name of the group to be added.

[Destinations to Add]

Displays a list of destinations that can be added to the group in [Available Destinations].

In [Show], you can switch between individual and group display.

[Add]

Adds the destination selected in [Available Destinations] to the group members.

[Delete]

Deletes the destination selected in [Current Group Members] from the group members.

[Details]

Displays individuals and groups registered in the group in [Current Group Members].

You can enter notes about the group to be added in [Notes].

[Edit] ► [Edit Person]/[Edit Group] Dialog Box

Enables you to edit the selected item.

Items that can be edited are the same as those that can be edited when the individual or group is added.

[Delete]

Deletes the selected destination from the Address Book.

[Specify a Folder]

Enables you to specify the destination folder to save the Address Book of the driver (Canon Fax Driver Address Book).

If you specify a folder on the network, you can only browse the folder. You cannot edit or import.

[Import]

Enables you to import the content of an address book used in another application into the Address Book of the driver.

The file formats that can be imported are shown below.

- CSV format files (*.csv)
- Canon Address Book files (*.abk)
- DCM files (*.dcm)

When importing a CSV format file, you can specify the separator. Characters that can be specified are the following single-byte characters.

! # \$ % & ' () * + , - . / : ; < = > ?

[Export]

Enables you to save the content of the Address Book of the driver in another file format.

The saved file is convenient for use with other applications and for backing up the content of the Address Book.

The file formats that can be saved are shown below.

- CSV format files (*.csv)
- Canon Address Book files (*.abk)

When saving in CSV format, you can specify the separator. Characters that can be specified are the following single-byte characters.

! # \$ % & ' () * + , - . / : ; < = > ?

When saving to a Canon Address Book file, you can specify a character code.

When [Protect with Password when Exporting Address List] is enabled in the [Special] sheet > [Security Settings], a dialog box requesting that you enter a password is displayed before saving the content of the Address Book.

[About]

Displays information about the driver version.

 Return to **[Edit Address Book](P. 48)**

[Cover Sheet] Dialog Box

[Cover Sheet Attachment]

Enables you to specify whether to attach a cover sheet. If you attach a cover sheet, you can select whether to display information for each destination or information for all destinations.

[Style]

Select a cover sheet template.

[Manage] ► [Cover Sheet Management] Dialog Box

Displays a list of the cover sheet templates that can be used with this driver. You can also delete unnecessary templates.

[Style]

Displays registered cover sheet templates in a list.

Also, if you click [Preview], a detailed preview is displayed.

[Recover]

Re-registers deleted default templates.

[Delete]

Deletes the cover sheet selected in [Style].

[Items to Include]

Displays the content of items displayed in the cover sheet.

[Settings] ► [Item Settings] Dialog Box

Enables you to set items to be displayed in the cover sheet.

[Sender] Sheet

Displays information relating to the sender in the cover sheet.

If you click [Import Sender] and [Save Sender], you can import sender information from a file or save it to a file. Files that can be imported and files created when saving are both CSV format files with commas as separators.

[Destination] Sheet

Displays information relating to the destination in the cover sheet.

The values set in the [Select Destination] sheet are displayed in enabled items.

[Logo]/[Signature] Sheet

Displays a logo or signature in the cover sheet.

You can specify a BMP format file for the logo or signature.

Click [Browse] and select the file to be used.

You can adjust the ratio and position while checking the preview of the selected file.

[Details] Sheet

Displays the number of pages being sent or the subject name in the cover sheet.

The number of pages being sent is not counted automatically. The number of sheets entered here is displayed in the cover sheet.

[Insert Attention Note]

Displays a label such as "Urgent" etc. in the cover sheet.

Select [Attention Note] from the list or enter a desired character string.

[Comment to Include]

Enables you to enter a comment to be displayed in the cover sheet.

[Preview]

Displays a preview of the cover sheet to which the selected template, descriptive items, etc. have been applied.



Return to **[Cover Sheet](P. 49)**

Related Topics

- ▶ **[Special] Sheet(P. 57)**
- ▶ **[Sent Fax Information and Image] Sheet(P. 59)**
- ▶ **[Device Settings] Sheet(P. 60)**
- ▶ **About Communication Methods That Can Be Used with Fax Transmissions(P. 18)**
- ▶ **Attaching a Cover Sheet(P. 19)**
- ▶ **Setting Confidential Transmission(P. 22)**
- ▶ **Managing Transmission Logs(P. 24)**
- ▶ **Adding the Address of a Person to the Address Book(P. 29)**
- ▶ **Adding a Group to the Address Book(P. 30)**
- ▶ **Registering Favorite Settings(P. 35)**

[Enter Destination] Sheet

You can specify each set of destination information when sending a fax.

Be sure to specify items with "*".

[* Communication Mode]/[* Fax Number/URI]

Select the communication mode that matches the environment of the destination and specify a fax number or URI.

When [Confirm Fax Number/URI when Setting Destination] is enabled in the [Special] sheet > [Security Settings], [Confirm Fax Number] or [Confirm URI] is displayed. Enter the same fax number or URI.

[Destination Name]

Enter a destination name.

[Use Subaddress]

Sends data to a memory box in the destination.

Enter the values registered in the destination fax machine in [Subaddress] and [Password]. The password must be entered to output the sent data at the destination fax machine.

You can specify this when [Use Subaddress] is enabled in the [Device Settings] sheet > [Detailed Settings].

[Add to Address Book]

Registers the set destination in the Address Book (Canon Fax Driver Address Book).

[Store Sent Fax Information and Image]

Saves the transmitted document name, transmission time, etc. as a transmission image. You can keep and manage a transmission image log.

You can check the log in the [Sent Fax Information and Image] sheet.



NOTE

- When using this function in an environment that meets both of the following conditions, select [Spooling at Host] > [Enabled] in the [Device Settings] sheet.
 - When using the 64-bit version of Windows 7/Server 2008/Server 2008 R2
 - When sending faxes from a 32-bit application

[Cover Sheet]

Enables you to set a cover sheet.

🔍 [Cover Sheet] Dialog Box(P. 55)

[Detailed Settings] ▶ [Detailed Settings] Dialog Box

Enables you to specify the external line connection number and send time, and set the line to be used.

[Select G3 Line]

Select the line to be used for fax transmission.

[Customize Line Name] ► [Customize Line Name] Dialog Box

Enables you to set a name for each line.

[Add Outside Dialing Prefix to G3/IP Fax Number]

Specify an external line connection number to be assigned to the fax number for each communication mode.

[Set the Time to Send]

Sends a fax at the time specified in [Sending Time]. The data to be sent is temporarily saved in the device, then sent at the specified time.

To specify this item, [Device Settings] sheet > [Set the Time to Send] needs to be enabled.

[Job Done Notice]

Enables notification of fax transmission results to be sent to a specified email address.

The notification conditions that can be set vary according to the set content of [Device Settings] sheet > [[Job Done Notice] Setting].

Error notifications are limited to errors that occur between the device and the destination fax.

Notifications are not given for errors that occur between the computer and the device, even if [Only Notify for Errors] is selected.

To confirm whether a fax has been sent correctly, check the fax transmission log or print queue at the device, and check the transmission result between the computer and the device.

[Cover Sheet] Dialog Box

[Cover Sheet Attachment]

Enables you to specify whether to attach a cover sheet. If you attach a cover sheet, you can select whether to display information for each destination or information for all destinations.

[Style]

Select a cover sheet template.

[Manage] ► [Cover Sheet Management] Dialog Box

Displays a list of the cover sheet templates that can be used with this driver. You can also delete unnecessary templates.

[Style]

Displays registered cover sheet templates in a list.

Also, if you click [Preview], a detailed preview is displayed.

[Recover]

Re-registers deleted default templates.

[Delete]

Deletes the cover sheet selected in [Style].

[Items to Include]

Displays the content of items displayed in the cover sheet.

[Settings] ► [Item Settings] Dialog Box

Enables you to set items to be displayed in the cover sheet.

[Sender] Sheet

Displays information relating to the sender in the cover sheet.

If you click [Import Sender] and [Save Sender], you can import sender information from a file or save it to a file. Files that can be imported and files created when saving are both CSV format files with commas as separators.

[Destination] Sheet

Displays information relating to the destination in the cover sheet.

The values set in the [Select Destination] sheet are displayed in enabled items.

[Logo]/[Signature] Sheet

Displays a logo or signature in the cover sheet.

You can specify a BMP format file for the logo or signature.

Click [Browse] and select the file to be used.

You can adjust the ratio and position while checking the preview of the selected file.

[Details] Sheet

Displays the number of pages being sent or the subject name in the cover sheet.

The number of pages being sent is not counted automatically. The number of sheets entered here is displayed in the cover sheet.

[Insert Attention Note]

Displays a label such as "Urgent" etc. in the cover sheet.

Select [Attention Note] from the list or enter a desired character string.

[Comment to Include]

Enables you to enter a comment to be displayed in the cover sheet.

[Preview]

Displays a preview of the cover sheet to which the selected template, descriptive items, etc. have been applied.

 Return to **[Cover Sheet](P. 54)**

Related Topics

- ▶ **[Select Destination] Sheet(P. 48)**
- ▶ **[Special] Sheet(P. 57)**
- ▶ **[Sent Fax Information and Image] Sheet(P. 59)**
- ▶ **[Device Settings] Sheet(P. 60)**
- ▶ **About Communication Methods That Can Be Used with Fax Transmissions(P. 18)**
- ▶ **Attaching a Cover Sheet(P. 19)**
- ▶ **Setting Confidential Transmission(P. 22)**
- ▶ **Managing Transmission Logs(P. 24)**

[Special] Sheet

You can set the page layout and resolution for the transmitted data when it is printed at the destination.

You can also re-enter the fax number or URI in order to prevent a transmission error. You can also configure security settings to protect the Address Book.

[Page Size]

Select the paper size of transmitted data created in an application.

[Orientation]

Select the orientation at which the transmitted data is printed.

[Page Layout]

Specify the number of pages when the transmitted data is printed on one sheet of paper. You can set the layout by clicking the preview at the side of the screen.

If you specify that the transmitted data is to be printed on multiple pages, you can select [Page Order].

[Resolution]

Select a resolution when transmitting a fax.

[Security Settings] ► [Security Settings] Dialog Box

Enables you to configure settings for checking destinations and security settings when saving (exporting) an address book to a file.

When these are set, a dialog box requesting that the fax number and password be entered for each operation is displayed.

[Address Book Type] ► [Address Book Type] Dialog Box

Enables you to register an address book being viewed when transmitting, change its name, etc.

[Address Book Type]

The registered address book is displayed in a list.

[Register] ► [Register Address Book] Dialog Box

Enables you to select and register an address book from [Available Address Books].

The types of address books that you can register other than the address book of this driver are shown below.

- Canon Fax Driver Address Book: The Address Book of this driver.
- Messaging API: The Microsoft Outlook address book.

If the driver is being used in a 64-bit environment, you can register a 64-bit version of the Microsoft Outlook address book.

- Windows Address Book: The Microsoft Outlook Express address book.

[Edit] ► Add/Edit Dialog Box

Enables you to change the name etc. of a selected address book. The items that you can change vary according to the type of address book.

In the case of the Messaging API, you can change the profile to be used.

In the case of the Windows Address Book, you can change the path where the address book is stored. If you do not specify the path, the default Windows Address Book is used.

[Delete]

Deletes the selected address book. You can delete address books other than the Canon Fax Driver Address Book.

[Restore Defaults]

Returns all the settings to their standard (default) values.

Related Topics

- ▶ **[Select Destination] Sheet(P. 48)**
- ▶ **Importing/Exporting an Address Book(P. 31)**
- ▶ **Registering Favorite Settings(P. 35)**
- ▶ **Editing the Favorite Settings List(P. 36)**

[Sent Fax Information and Image] Sheet

You can manage saved transmission logs of transmission data images, transmission times, destinations, etc.

[Driver to Display From]

Switch between lists of logs to be displayed in [Sent Fax Information and Image], if you are using the driver with multiple devices.

[Sent Fax Information and Image]

Displays a fax transmission log as a list.

If there are multiple pages, you can switch between pages using [Back] and [Next]. For transmission logs of faxes sent to multiple destinations, you can also switch between each destination.

If you click [Enlarge], you can enlarge and check the selected transmission log.

[Sending Time] is the time of transmission from the driver to the device. It differs from the time when the fax is actually transmitted from the device.

[Delete All]

Deletes all logs.

[Delete]

Deletes the selected log.

[Refresh]

Updates the logs to their newest status.

[Destination List]

Displays the destination of the selected log.

[Store Settings] ► [Store Settings] Dialog Box

Enables you to set the save destination of sent fax information and images, and the maximum number of sent fax information and images that can be saved.

Related Topics

- ▶ [Select Destination] Sheet(P. 48)
- ▶ [Enter Destination] Sheet(P. 54)
- ▶ Managing Transmission Logs(P. 24)

[Device Settings] Sheet

You can set device options, authentication methods, etc.

Also, if confirmation of authentication information is set in [User Management] in this sheet, a confirmation dialog box is displayed when sending faxes.

Here, the content of the [Device Settings] sheet and the dialog box for confirming authentication information are explained.

Descriptions of Settings

[Sender]

Enter a sender name to be displayed in the header of the fax.

[Fax Board Options]

Select the fax board installed in the device.

[Subaddress Authentication]/[Department ID Management Authentication]

Select respective authentication modes.

Configure this setting to match the authentication method set at the device.

[Spooling at Host]

Select whether to process the data on the host (computer) or the device.

When attaching a cover sheet, select [Enabled].

[User Management]

Enables you to set the type of authentication function to be used.

[Settings] ► [Department ID/PIN Settings] Dialog Box

Enables you to set details when [Department ID Management] is selected from [User Management].

[Allow PIN Settings]

Enable this when setting [PIN].

If you want to disable the PIN setting on a client computer in a shared printer environment, deselect this item at the server.

[Department ID]

Set the department ID set at the device.

[PIN]

Set a PIN for department ID management. If a PIN is not set at the device, this is blank.

[Verify]

Verifies that the entered department ID and PIN match those set at the device.

[Confirm Department ID/PIN When Sending Faxes]

Displays a dialog box for setting or confirming a department ID and PIN, when sending a fax.

[Settings] ► [User Authentication Settings] Dialog Box

Enables you to set details when [User Authentication] is selected from [User Management].

[Allow Password Settings]

Enable this when setting [Password].

If a password is not set here, enter the password when sending the fax.

[User Name]

Set a user name to be used for user authentication.

[Password]

Set a password to be used for user authentication. If a password is not set at the device, this is blank.

[Verify]

Verifies that the entered password matches that set at the device.

[Confirm Authentication Information When Sending Faxes]

Displays a dialog box for setting or confirming a user name and password, when sending a fax.

[Set User Information]

Enables you to set the user name displayed in the fax transmission log of the device.

[Settings] ► [User Information Settings] Dialog Box

[User Name]

Set a user name to be used for fax transmission jobs.

[User Name Management] ► [User Name Management] Dialog Box

Enables you to set a user name to be used as a default.

[Name to Set for User Name]

As the user name, specify your Windows logon name, the computer name, or any other desired name.

[Do Not Allow User Name Changes]

Prohibits changes to the user name in the [User Information Settings] dialog box.

[IP Fax Communication Mode] ► [IP Fax Communication Mode Settings] Dialog Box

Enables you to set the communication mode that can be used with the device. For information about IP fax connection environments, refer to the manual for the device.

[Set the Time to Send]

Specify the fax transmission time in [Select Destination] or [Enter Destination] sheet > [Detailed Settings].

[Job Done Notice] Setting

Enables notification of fax transmission results to be sent to a specified email address.

Items that are enabled here can be set in the [Select Destination] or [Enter Destination] sheet > [Detailed Settings].

[Set the number of destinations that can be specified at once to 2000]

Expands the maximum number of destinations that can be specified at one time to 2,000.

[Use Unicode (UTF-8) for Communication with Device]

Transmits and receives internal information such as user information etc. to and from the device in Unicode (UTF-8).

[Detailed Settings] ► [Detailed Settings] Dialog Box

Enables you to set detailed functions such as the confirmation message display function when faxing. Since this function is not set even if device information is retrieved, set it manually.

[Retrieve Device Information]

Retrieves device information and applies it to each setting.

[About]

Displays information about the driver version.

Authentication Information Confirmation Dialog Box

[Confirm Department ID/PIN] Dialog Box**[Department ID]**

Set the department ID set at the device.

[PIN]

Set a PIN for department ID management. If a PIN is not set at the device, this is blank.

[Confirm User Name/Password] Dialog Box**[User Name]**

Set a user name to be used for user authentication.

[Password]

Set a password to be used for user authentication. If a password is not set at the device, this is blank.

Related Topics

- ▶ [\[Select Destination\] Sheet\(P. 48\)](#)
- ▶ [\[Enter Destination\] Sheet\(P. 54\)](#)
- ▶ [About Communication Methods That Can Be Used with Fax Transmissions\(P. 18\)](#)
- ▶ [Setting Confidential Transmission\(P. 22\)](#)
- ▶ [Setting Device Information\(P. 40\)](#)
- ▶ [Setting the Authentication Function\(P. 42\)](#)
- ▶ [Setting the User Name\(P. 44\)](#)
- ▶ [Cannot use the acquire device information function/authentication function\(P. 65\)](#)

Troubleshooting

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Troubleshooting

This explains solutions to common problems.

- ▶ **Cannot use the acquire device information function/authentication function(P. 65)**
- ▶ **Cannot view or edit the Address Book(P. 66)**

Cannot use the acquire device information/authentication function

If you cannot acquire the device information, or cannot use the department ID management function or the user authentication function in the [Device Settings] sheet, check the following.

Cause 1.

The device is turned off, or the cable is not plugged in properly.

Remedy

Check the status of the device.

Cause 2.

The function has not been set to match the connection environment.

Remedy

In a print server environment

- Install the Canon Driver Information Assist Service in the server computer using the driver installer.
- Install TCP/IP as a protocol in your environment from the CD-ROM for the operating system you are using.

When using a USB connection or using a port connection environment in which you cannot use these functions

Use another connection environment such as TCP/IP network connection, etc.

You cannot use these functions with the following port connection environments:

- Computers are directly connected to the device using SMB.
- [Enable printer pooling] is selected in the [Ports] sheet of the printer properties screen.
- Computers are connected to the device using Web Services on Devices (WSD) ports.

Cause 3.

The name of the device is too long.

Remedy

Confirm that the name of the device registered in [Devices and Printers] in Windows does not exceed the following number of characters. If they do, change the name in the [General] or [Sharing] sheet of the printer properties screen.

- Device name: 209 characters or less.
- Share name: 260 characters or less.

Related Topics

- ▶ [Device Settings] Sheet(P. 60)
- ▶ Setting Device Information(P. 40)
- ▶ Setting the Authentication Function(P. 42)

Cannot view or edit the Address Book

If you cannot view or edit the Address Book registered in the driver, the following causes can be considered. Follow the instructions described in "Remedy."

Cause

You have no access privileges for the destination folder of the Address Book.

Remedy1.

Log on as a user with access privileges.

Remedy2.

Change the save location of the Address Book to a folder for which you have access privileges in [Select Destination] sheet > [Edit Address Book] dialog box > [Specify a Folder].

Related Topics

- ▶ [\[Edit Address Book\] Dialog Box\(P. 50\)](#)
- ▶ [Adding the Address of a Person to the Address Book\(P. 29\)](#)
- ▶ [Adding a Group to the Address Book\(P. 30\)](#)
- ▶ [Importing/Exporting an Address Book\(P. 31\)](#)

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