Canon

imageFORMULA
RS40

User Manual



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

FCC REGULATIONS (For 120V model)

Photo Scanner, Model 6130230

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

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

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

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

Canon U.S.A. Inc.
ONE CANON PARK, MELVILLE, NY 11747, U.S.A.
Tel. No. 1-800-652-2666

ENERGY STAR® Office Equipment Program

This program is for U.S.A and Canada.
As an ENERGY STAR® Partner, CANON ELECTRONICS INC. has determined that this machine meets the ENERGY STAR® Program guidelines for energy efficiency.
The ENERGY STAR® Office Equipment Program is an international program that promotes energy saving through the use of computers and other office equipment. The program backs the development and dissemination of products with functions that effectively reduce energy consumption. It is an open system in which business proprietors can participate voluntarily. The targeted products are office equipment, such as computers, monitors, printers, fax, machine, copiers, and scanners. The standards and logos are uniform among participating nations.
This model doesn't provide setting options for power management.

Only for European Union and EEA (Norway, Iceland and Liechtenstein)



This symbol indicates that this product is not to be disposed of with your household waste, according to the WEEE Directive (2012/19/EU) and national legislation. This product should be handed over to a designated collection point, e.g., on an authorized one-for-one basis when you buy a new similar product or to an authorized collection site for recycling waste electrical and electronic equipment (EEE). Improper handling of this type of waste could have a possible negative impact on the environment and human health due to potentially hazardous substances that are generally associated with EEE. At the same time, your cooperation in the correct disposal of this product will contribute to the effective usage of natural resources. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, waste authority, approved WEEE scheme or your household waste disposal service. For more information regarding return and recycling of WEEE products, please visit www.canon-europe.com/weee.

Model Names

The following name may be provided for the safety regulations in each sales region of the Photo Scanner.
RS40: Model 6130230

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Introduction

Thank you for purchasing the Canon imageFORMULA Photo Scanner.
Please read the following manuals carefully and familiarize yourself with the functions of the scanner before use to ensure you sufficiently understand the functions and make the most of the scanner's capabilities. After reading the manuals, store them in a safe place for future reference.

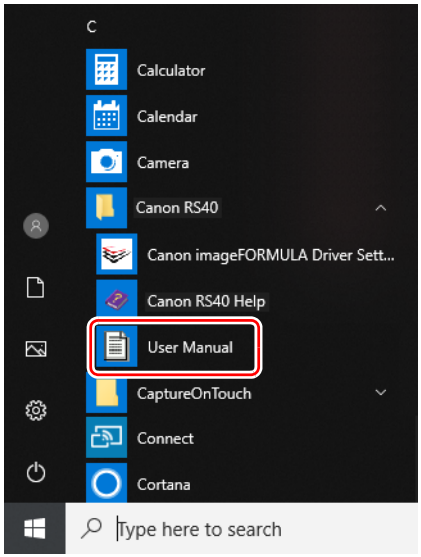
Manuals for the Scanner

Documentation for this scanner consists of the following manuals.

- **Product Safety Guide**
  Before using the scanner, be sure to read and follow these instructions.
- **Setup Guide**
  This describes setup procedures for the scanner. Read this manual when you first use the scanner.
- **User Manual (this manual)**
  This manual contains the operating procedures of the scanner. (PDF electronic manual only)

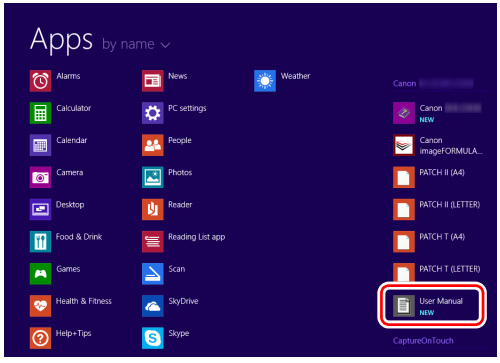
Windows

- If you are using Windows, the User Manual (electronic manual) will be registered to the following location when the software is installed.



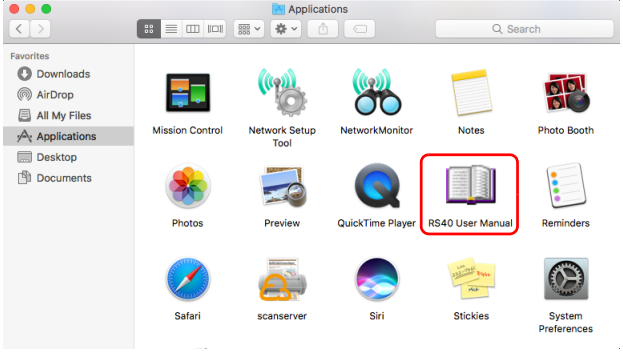
Hint

In Windows 8.1, it is registered at the following location.



Mac

- If you are using macOS, the User Manual (electronic manual) will be registered to the following location.



Symbols Used in This Manual

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

WARNING

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

CAUTION

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

IMPORTANT

Indicates operational requirements and restrictions. Be sure to read these items carefully to operate the scanner correctly, and avoid damaging the scanner.

Hint

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

Table of Contents

Introduction **5**
Symbols Used in This Manual 6

Before Using the Scanner **8**
System Requirements of Software **8**
Turning the Power ON **9**
Turning Off the Power 9
Important Safety Instructions **10**
Installation Location 10
AC Adapter 10
Moving the Scanner 11
Handling 11
Disposal 12
When sending the scanner for repairs 12
Features of the Scanner **13**
Names and Functions of Parts **15**

Scanning Photos **18**
Conditions **18**
Photos that need special care 18
Photos that cannot be scanned 18
Basic Photo Scanning **19**
Step 1: Prepare Photos to be Scanned 19
Step 2: Place Photos 19
Step 3: Scan Photos and Save 21
Advanced Photo Scanning **24**
Scanning Notes on the Backs of Photos / Scanning with Carrier Sheet 24

Scanning Documents **29**
How to Place Documents **29**
Scanning multiple documents 29
Placing Cards 30
Setting the Long Document Mode 31
Detecting a document double feed 33
How to Scan Documents **37**
One Touch Scan 37

Maintenance **38**
Daily Maintenance **38**
Cleaning the Scanner 38
Cleaning the Inside of the Scanner 38
Cleaning the Sensor Glass and the Rollers 38
Adjusting the Reduction Ratio 40
Replacing Consumable Parts 42
Auto Power Off Setting 47
Removing the Document Feed Tray 48
About the Canon imageFORMULA Driver Setting Tool 48

Troubleshooting **50**
Common Problems and Solutions **50**
Software Troubleshooting **53**
Useful tips **54**
Clearing a Paper Jam **56**
Uninstalling the Software **58**

Appendix **59**
Specifications **59**
Replacement parts 60
Consumables 60
Dimensions 60
Index **61**

System Requirements of Software

To use the scanner, your computer must satisfy the following system requirements.

Computer

CPU:	Intel Core i3 2.13GHz or faster Windows Intel Core i7 2.3GHz or faster Mac
Memory:	4 GB or more Windows 8 GB or more Mac
Hard disk:	3 GB or more available space required for installation of all software
USB interface:	Hi-Speed USB2.0
Monitor:	1024 × 768 (XGA) or better Windows 1440 × 900 WXGA+ (Wide XGA+) or better Mac

Operating system

- Microsoft Windows 8.1 (32-bit and 64-bit editions)
- Microsoft Windows 10 (32-bit and 64-bit editions)
- macOS 10.14
- macOS 10.15
- macOS 11

This is the environment as of December 2020.
For the latest software support information, go to the Products page on the Canon website.

Other requirements

- A TWAIN-compatible application that is compatible with the above operating systems.
- .NET Framework 4.5 or later (Windows only)

IMPORTANT

- Use the USB interface provided as standard with your computer. However, normal operation is not guaranteed with all USB interfaces, even if present as standard equipment on the computer. For details, consult your local authorized Canon dealer.
- Scanning speeds are lower if your computer's standard USB interface is USB Full-Speed (equal to USB 1.1.)
- The USB cable you are using should be the one originally included with the scanner.
- If the CPU, memory, interface card, and other specifications do not satisfy the installation requirements, the scanning speed may be greatly reduced and transmission may take a long time.
- Even if the computer satisfies the system requirements, the scanning speed may vary, depending on the specification of the computer and the environment.
- The scanner drivers provided with the scanner do not necessarily operate on all TWAIN-compatible applications. For details, contact your application software retailer.
- In Windows 10 tablet mode, the software may disrupt the display.

Precautions for Use in 64-bit Operating Systems (Windows only)

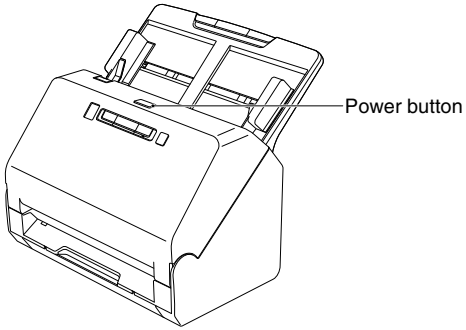
Scanning speed may vary depending on the specifications of your computer.

Turning the Power ON

The power of the scanner can be turned ON and OFF with the power button on the front of the scanner.

1 **Make sure that the scanner and computer are connected properly.**

2 **Press the power button.**

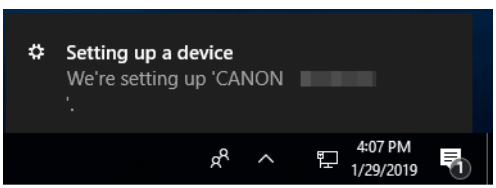


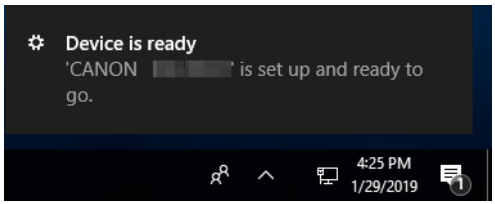
The power button lights blue when the power turns ON.

Windows

Hint

A balloon message such as shown below appears on the task bar. If you wait a while, automatic scanner recognition will end and the scanner will become ready to use.





When the scanner is properly connected to the computer, the (CaptureOnTouch) icon appears on the taskbar as follows.



If the taskbar icon appears as , the scanner is not properly connected to the computer. Check the status of the power switch and USB cable.

Mac

When the scanner is properly connected to the computer, the (CaptureOnTouch) icon appears on the taskbar as follows.



If the taskbar icon appears as , the scanner is not properly connected to the computer. Check the status of the power switch and USB cable.

Turning Off the Power

Press and hold the power button until the indicator goes out.

IMPORTANT

- After turning the scanner off, wait at least 10 seconds before turning it back on.
- If you will not be using the scanner for an extended period, you should disconnect the power cord from the AC outlet for safety.

Hint

The scanner's auto power off setting is enabled by default, and the scanner will turn off automatically if it is not operated for 4 hours. For details on how to disable this setting, see "Auto Power Off Setting" on p. 47.

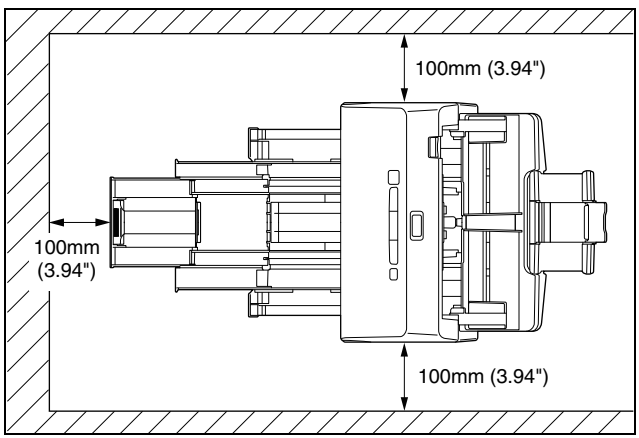
Important Safety Instructions

To ensure the safe operation of this scanner, be sure to read the safety warnings and precautions described below.

Installation Location

The performance of this scanner is affected by the environment in which it is installed. Make sure that the location where the scanner is installed meets the following environmental requirements.

- Provide adequate space around the scanner for operation, maintenance, and ventilation.



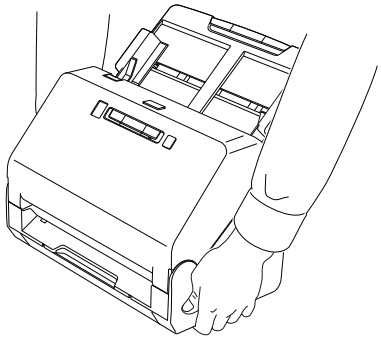
- Provide adequate space in front of the scanner for documents output after being scanned.
- Avoid installing the machine in direct sunlight. If this is unavoidable, use curtains to shade the scanner.
- Avoid locations where a considerable amount of dust accumulates as dust may adversely affect the inside of the scanner.
- Avoid warm or humid locations, such as in the vicinity of a water faucet, water heater, or humidifier. Avoid locations where ammonia gas is emitted. Avoid locations near volatile or flammable materials, such as alcohol or paint thinner.
- Avoid locations that are subject to vibration.
- Avoid exposing the scanner to rapid changes in temperature. If the room in which the scanner is installed is cold but rapidly heated, water droplets (condensation) may form inside the scanner. This may result in a noticeable degradation in scanning quality. The following conditions are recommended for optimal scanning quality:
  Room temperature: 10 °C to 32.5 °C (50 °F to 90.5 °F)
  Humidity: 20% to 80% RH
- Avoid installing the scanner near equipment that generates a magnetic field (e.g. speakers, televisions, or radios.)

AC Adapter

- Connect only to a power outlet of the rated voltage and power supply frequency (120 V, 60 Hz or 220-240 V, 50/60 Hz depending on your region).
- Do not connect other electrical equipment to the same power outlet to which the scanner is connected. Also, when using an extension cord, make sure that the extension cord is rated for the current requirements of the scanner.
- Never try to take the AC adapter apart or modify it in any way, as this is dangerous.
- The power cord may become damaged if it is often stepped on or if heavy objects are placed on it.
- Do not use the power cord while it is coiled.
- Do not pull directly on the power cord. When disconnecting the power cord, grasp the plug and remove it from the outlet.
- Keep the area around the power cord clear of objects so that the power cord can be disconnected easily in an emergency.
- Do not use an AC adapter other than the one provided with the scanner. Do not use the AC adapter provided with the scanner with other products.
- If you have any questions regarding the power supply, contact your local authorized Canon dealer or service representative for further information.

Moving the Scanner

- When moving the scanner, always hold it with both hands to avoid dropping it.
- Make sure to disconnect the interface cable and AC adapter before moving the scanner. If the scanner is transported with these items connected, the plugs and connectors may be damaged.



Handling

WARNING

Note the following precautions whenever using the scanner. Failure to do so may result in a fire or electric shock.

- Never use alcohol, benzene, paint thinner, aerosol sprays, or any other highly flammable substance near the scanner.
- Do not cut, damage, or modify the power cord. Do not place heavy objects on the power cord, and do not pull or excessively bend the power cord.
- Never connect the power cord when your hands are wet.
- Do not connect the scanner to a multi plug power strip.
- Do not knot or coil the power cord as this may result in a fire or electric shock. When connecting the power cord, make sure that the power plug is securely and completely inserted into the power outlet.
- The supplied power cord set is intended for use with this scanner only. Do not use it with other electronic equipment. In addition, do not use power cord sets other than the one supplied with the scanner. Doing so may result in fire or electric shock.
- Do not take the scanner apart or modify it.
- Never try to take the AC adapter apart or modify it in any way, as this is dangerous.
- Do not use flammable spray near the scanner.
- When cleaning the scanner, push the power button to turn it OFF and disconnect the power cord from the power supply.
- Clean the scanner using a slightly dampened cloth which has been well wrung out. Never use alcohol, benzene, paint thinner, or any other flammable substances.
- If the scanner makes strange noises, or gives off smoke, heat, or strange odors, or the scanner does not function or other abnormalities occur when you use the machine, immediately push the power button to turn it off, and disconnect the power plug from the power outlet. Then, contact your local authorized Canon dealer or service representative to have the unit serviced.
- Do not drop the scanner, or subject it to impact or strong shock. Should the scanner ever become damaged, immediately push the power button to turn it OFF, and disconnect the power plug from the power outlet. Then, contact your local authorized Canon dealer or service representative to have the unit serviced.
- Before moving the scanner, be sure to push the power button to turn it OFF, and disconnect the power plug from the power outlet

CAUTION

- Do not install the scanner on a surface that is unstable or tilted, or in an area subject to excessive vibrations, as this may cause the scanner to fall, resulting in personal injury or damage to the scanner.
- Never place small metal objects such as staples, paper clips, or jewelry on the scanner. These items may fall into the scanner, and cause a fire or electric shock. Should such objects ever fall inside the scanner, immediately push the power button to turn it OFF, and disconnect the power plug from the power outlet. Then, contact your local authorized Canon dealer or service representative to have the unit serviced.
- Do not install the scanner in a humid or dusty location. Doing so might cause a fire or electric shock.

- Do not place objects on top of the scanner. Such objects may tip or fall over, resulting in personal injury.
- Connect only to a power outlet of the rated voltage and power supply frequency (120 V, 60 Hz or 220-240 V, 50/60 Hz depending on your region). Doing so might cause a fire or electric shock.
- When unplugging the power cord, grasp it firmly by its plug. Do not pull directly on the power cord, as this may damage or expose the cord's internal wiring, resulting in a fire or electric shock.
- Leave sufficient space around the power plug so that it can be unplugged easily. If objects are placed around the power plug, you will be unable to unplug it in an emergency.
- Do not allow water or flammable substances (alcohol, paint thinner, benzene, etc.) to spill into the scanner, as this may result in a fire or electric shock. Doing so might cause a fire or electric shock.
- Push the power button to turn the scanner OFF for safety when not using the scanner for a long period of time, such as overnight. Also, push the power switch to turn it OFF, and disconnect the power cord from the power outlet for safety when the machine will not be used for an extended period of time, such as during consecutive holidays.
- Do not wear loose clothing or jewelry that may get caught in the scanner while you are using it, as this may result in personal injury. Be extra careful of neckties and long hair. If anything becomes caught in the scanner, immediately disconnect the power cord to stop the scanner.
- Be careful when loading paper into the scanner and when removing jammed paper, as it is possible to cut your hand on the edge of a sheet of paper.

Disposal

When disposing of this scanner, be sure to follow all local ordinances and laws or consult with the retailer who sold you the scanner.

When sending the scanner for repairs

When a request is made for repairs, the scanner needs to be sent to the specified address. When sending the scanner, use the packing box in which it came. Firmly secure the scanner with packaging material when you place it in the packing box.

Features of the Scanner

The main features of the scanner are described below.

- **Compact Design**
  The scanner has a compact size of 291 mm (11.46") (W) × 250 mm (9.84") (D) × 245 mm (9.65") (H).
- **Fast Document Feeding**
  Photos and documents can be scanned at a speed of up to 40 pages per minute.
- **High Image Quality**
  The 600 dpi optical resolution sensor incorporated in the scanner enables documents to be scanned with high image quality.
- **USB 2.0 Interface**
  The scanner supports Hi-Speed USB 2.0.
- **Color/Grayscale Support**
  Documents can be scanned in 24-bit color or 256-level grayscale.
- **Auto Photo Fix**
  The scanner can analyze the scene in a photo and then automatically optimize corrections for that photo.
- **Red-Eye Correction**
  The scanner can reduce the red in eyes that is caused by the flash.
- **Face Sharpener**
  The scanner can do corrections to sharpen up out-of-focus faces of people.
- **Digital Face Smoothing**
  The scanner can reduce wrinkles and blemishes to make skin more beautiful.
- **Paper Texture Correction**
  The scanner can reduce matte patterns.
- **Fading Correction**
  The scanner can correct the color of faded photos.
- **Supports a Variety of Scanning Modes**
  The scanner supports the following scanning modes, depending on the document type:
  - Single-sided or double-sided scanning (with Skip Blank Page function)
  - Continuous or single sheet feed
- **Card Scan**
  You can scan business or ID cards.
- **Paper Size Detection**
  The scanner automatically detects the size of a scanned document and eliminates any unnecessary space around the edges of the image when storing the image, even when storing a document of irregular size.
- **Auto Color Detection**
  The scanner detects whether the scanned document is in color, grayscale, or black and white, and saves the image accordingly.
- **Full Auto Mode**
  A Full Auto Mode is provided in CaptureOnTouch and the scanner driver to allow scanning under automatically determined conditions. Scanning conditions such as the color mode and page size are set automatically based on the document being scanned.
- **Auto Resolution Detection**
  When enabled in the CaptureOnTouch or scanner driver settings, this function detects the content of documents and determines the scanning resolution automatically.
- **Deskew**
  The scanner is equipped with a deskew function that straightens images before saving them when documents are scanned askew. The scanned images are straightened, as opposed to the actual document sheets.
- **Ultrasonic Double Feed Detection**
  Ultrasonic waves are used to detect pages that are fed at the same time as well as the space between pages. Scanning stops if a double feed is detected.
- **Double Feed Detection Ignore**
  When a double feed is detected, the DFR button on the operation panel is lit. You can continue scanning by pressing the DFR button.
- **Text Enhancement Modes**
  The scanner is equipped with an Advanced Text Enhancement Mode to enhance the text of documents with dark or uneven backgrounds, and an Advanced Text Enhancement II mode to enhance the text when both the text and background are light. These modes may not work, depending on the type of document.

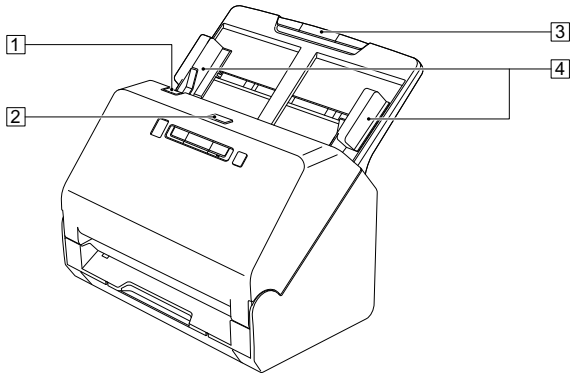
- **Color Drop-out**
  The scanner is equipped with a Color Drop-out function that enables you to specify a color for the scanner to omit from the scanned image during black and white or grayscale scanning.
- **Skip Blank Page Function**
  The scanner is equipped with a Skip Blank Page function that enables you to scan a document without storing images of blank pages, regardless of whether each page of the document is two-sided or one-sided. Both sides are scanned, but saving the image is skipped for scan images judged to be from a blank page.
- **Prescan Function**
  The scanner is equipped with a Prescan function that allows you to adjust the contrast and brightness of a prescanned image and then send the adjusted image to the application software, without needing to scan the document again.
- **Character/Line Emphasis Function**
  If characters and lines in scanned images are not clearly visible, you can use this function to adjust their thickness during scanning.
- **Start Scanning from the Operating Panel**
  You can start scanning by launching CaptureOnTouch with the operating panel buttons. By default, two One Touch buttons are assigned to Job Nos. 1 and 2, which allows you to easily scan a document by just following the instructions on the screen.
- **Software Updates**
  The latest software information is periodically acquired from the Internet, and the software is automatically updated. For details, see the help of CaptureOnTouch.
- **Auto Start**
  The scanner is equipped with an auto start function, which enables scanning to be automatically started when a document placed in the feeder is detected.
- **Sleep Mode**
  The scanner is designed to save energy by automatically entering the sleep mode if 10 minutes elapse without scanning or another operation being performed.

Hint

Some functions may not be available depending on the software you are using.

Names and Functions of Parts

Front View (With the Eject Tray Pushed In)



1 OPEN Lever
Pull this toward you to open the front unit.

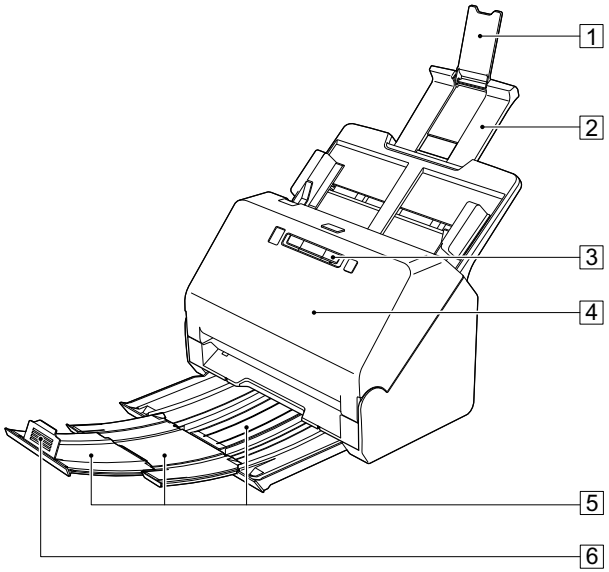
2 Power button
Press this to turn on the scanner. When pressed, the power indicator is lit.
Press this button again to turn off the power.
The power button lights or flashes as follows depending on the scanner status.

Power Button Indication	Description
Lit	Power is on
Flashing (slowly)	Sleep mode
Flashing (quickly)	An error (paper jam, front unit is open, double feed, etc.) has occurred

3 Document Feed Tray
Place the document.

4 Document Guides
Align the document guides with both edges of the document to ensure that the document feeds straightly.

Front View (With the Eject Tray Pulled Out)



1 Feed Extension Support
Open this when placing long paper in the scanner.

2 Feed Support
Pull this out to support loaded documents.

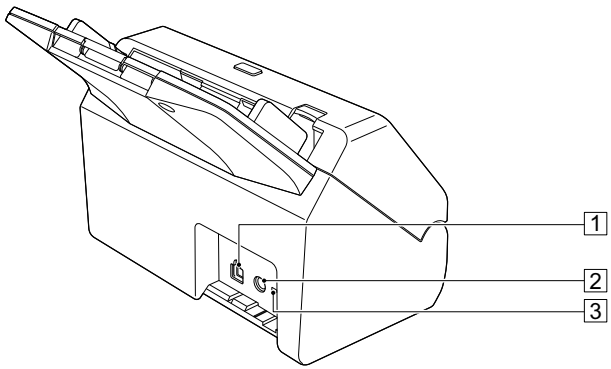
3 Operating Panel
A range of scanning operations can be performed with this, such as starting and stopping scans, executing registered jobs, and cancelling double feed detection. (See p. 17)

4 Front Unit
Open this when cleaning the inside of the scanner or replacing rollers.

5 Document Eject Tray
Pull this out to scan documents. Scanned documents are output here.
When scanning multiple documents of varying sizes at one time, pulling out and lifting up this tray locks the angle of the tray, so the documents ejected onto the tray are aligned.

6 Document Eject Stopper
This prevents the document coming out of the document eject tray and aligns the leading edges of the ejected document. It can be moved to any position on the document eject tray to match the length of the document.

Back View

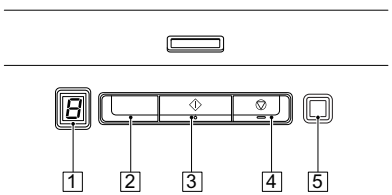


1 USB Connector
Connect the supplied USB cable to this connector.

2 Power Connector
Connect the supplied AC adapter to this connector.

3 Theft Prevention Hole (Security Slot)
Connect an anti-theft key chain or the like.

Operating Panel



1 Job No. Indicator
Displays the number of the job selected with the operating panel.

2 Job Select Button
This selects registered jobs. Every time the button is pressed, the Job No. displayed in the Job No. Indicator changes.

3 Start Button
This executes the job displayed in the Job No. Indicator.

4 Stop Button
This stops active jobs.

5 DFR (Double Feed Release) Button
This is lit when a document double feed is detected. Pressing this button cancels the double feed detection function, allowing you to continue scanning.

Displayed Error Codes

When a scanning error occurs, the following error codes are displayed in the Job No. Indicator.

 : displayed when the front unit is open.

 : displayed when a paper jam is detected.

 : displayed when a double feed is detected while scanning.

 : displayed for other errors.

Conditions

The photo sizes that this scanner can scan are shown below.

	Dimensions	Loading capacity	Total thickness of the photo stack
3R/L	3.5" x 5" (89 x 127mm)	40	Less than 0.4" (10mm)
4R/KG	4" x 6" (102 x 152mm)	40	Less than 0.4" (10mm)
5R/2L	5" x 7" (127 x 178mm)	40	Less than 0.4" (10mm)
8R	8" x 10" (203 x 254mm)	10	Less than 0.2" (6mm)
Instant (Sheet Film Type only)	Less than 5.8" x 8.2" (148 x 210mm)	3	-
Photo of using carrier sheet	Less than 5.8" x 8.2" (148 x 210mm)	1	-

IMPORTANT

- If the photos are curled, flatten them until they are curled 0.07" (2mm) or less, or reduce the number of sheets of paper that are loaded.
- Photos are more likely to curl in low temperatures. Photos are less likely to curl if you scan them in an environment whose room temperature is from 15 to 25 °C with humidity of 40 to 60%.
- Photos may stick together, depending on the thickness and type of paper used for the photo.

Photos that need special care

The following photos may not scan well or may be damaged when scanned.

- Photos that are not square/rectangular
- Photos that are not flat
- Photos that are curled more than 0.07" (2 mm)
- Photos that are wrinkled or creased
- Photos that have edges that are peeling apart
- Photos that have interiors that are peeling apart
- Photos that have a sticky front surface
- Photos that have labels or stickers stuck to them (ones that are tightly stuck on)
- Photos that have hardened glue or adhesive on them
- Photos on photosensitive paper from instant cameras that are not sheet-film types

IMPORTANT

- Curled photos should have the curl smoothed and flattened.
- Check that the labels or stickers are tightly stuck on, and that no glue has oozed out.

Photos that cannot be scanned

Do not scan the following photos.

- Photos that are torn
- Photos that have deteriorated and are very scruffy
- Photos that have staples or clips on them
- Photos that have labels or stickers stuck to them (ones that are not tightly stuck on)
- Photos that have glue, liquids, oils, or gels on them
- Photos that have not dried after printing
- Photos that have perforations
- Photos smaller than 2" x 2.1" (50.8mm x 54mm)

Basic Photo Scanning

Step 1: Prepare Photos to be Scanned

1 **Use a soft, dry cloth to wipe the front and back of your photos to remove dust, dirt or other particles that could potentially scratch your photos.**

CAUTION

Because of the speed at which photos are scanned, dust particles on your photos can cause white lines to appear in scanned images, and in extreme cases can lightly scratch the protective finish on your photos. For best results, wipe off the front and back of your photos before scanning and use microfiber cloth to clean the scanner rollers after every 300 scans, or even before each scanning session.

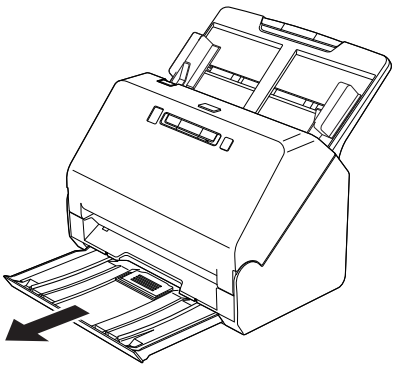
2 **Organize your photos by subject, date, or location.**

Hint

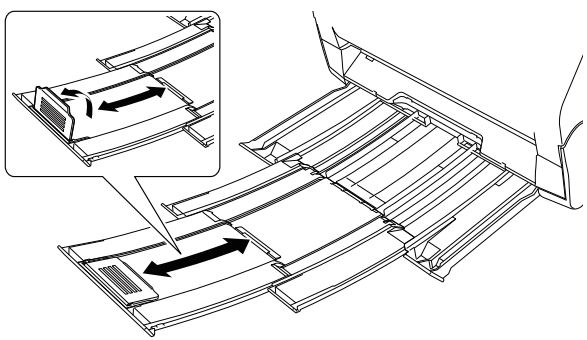
You can give each batch of photos a custom file name.

Step 2: Place Photos

1 **Pull out the document eject tray.**



The document eject tray can be adjusted to 3 lengths. Pull out the document eject tray according to the length of the photo. Also, erect the document eject stopper on the front edge if necessary.

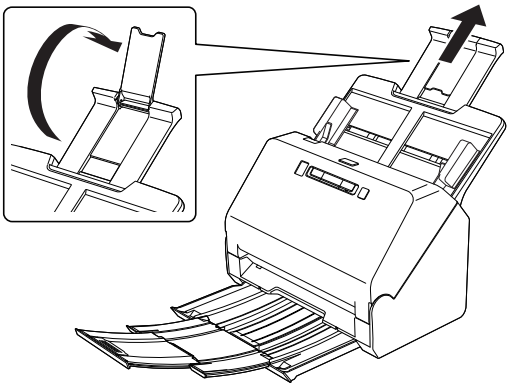


IMPORTANT

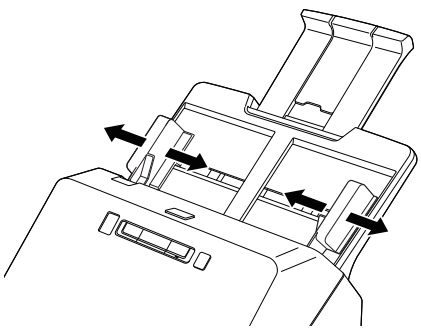
Pull the document eject tray forward according to the various lengths.

2 Pull out the feed support.

Open the feed extension support when placing long photos.



3 Adjust the document guides to fit the width of the photo to be scanned.

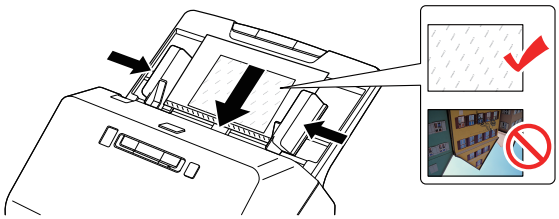


4 Fan your stack of photos to make sure they are not stuck together.

CAUTION

Stuck photos can feed through the scanner at the same time or jam in the scanner, potentially damaging your photos.

5 Load your photos in the center of the input tray facedown and top edge first.



After placing the photo, align the document guides with both edges of the photo.

Hint

If you have both portrait- and landscape-oriented photos in the same stack, you can rotate the portrait images after scanning.

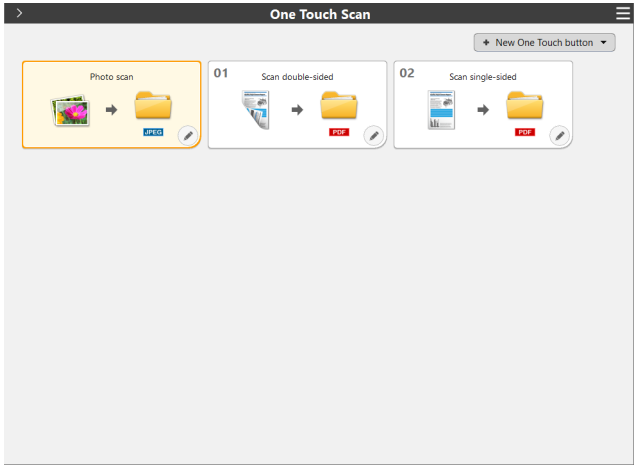
IMPORTANT

- When placing photos into the feed tray, take care not to cut your hand on the edges of the paper.
- Before you place a photo, check to make sure it does not contain paper clips, staples, or other small metal objects. These items may cause a fire or electrical shock, damage the document, or cause a paper jam or scanner malfunction.
- Do not load fragile or irreplaceable photos, or valuable original documents or artwork, directly into the document feed tray. This may wrinkle or damage the original. Load these originals one at a time using a carrier sheet.

- Do not wear loose clothing or jewelry that may get caught in the scanner while you are using it, as this may result in personal injury. Be extra careful of neckties and long hair. If anything gets caught in the scanner, immediately turn OFF the power switch, and disconnect the power cord from the power outlet to stop scanning.
- Always smooth out any folds or curls in your photos before placing them into the feeder. If the leading edge of a photo is curled, it may cause a paper jam.
- If feeding stops due to a system error or paper jam while the scanner is scanning, resolve the problem, make sure that the scanned image of the last page that was successfully fed has been stored, and then resume scanning the remaining photos.
- After you finish scanning, push in the document eject tray to prevent damage to the scanner while it is not being used.
- If double-feeding occurs, press the scanner's DFR button to continue the scan, or clear the [Detect by Ultrasonic] check box in the [Feeding] tab on the scanner driver settings screen. (See p. 33)

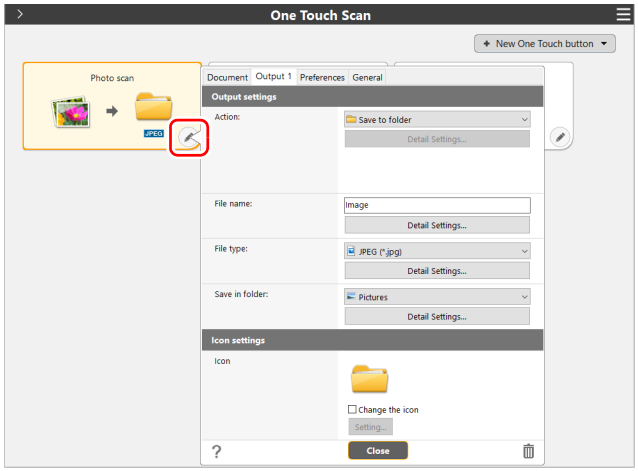
Step 3: Scan Photos and Save

With this device, you can scan documents by operating the panel buttons or the applications on a computer.
CaptureOnTouch is a scanning application that enables you to scan a document with a simple operation merely by selecting the screen panel.
For details on CaptureOnTouch, see the Help of CaptureOnTouch.

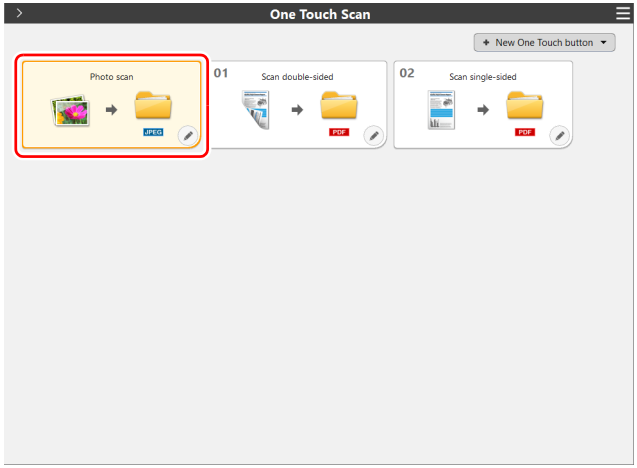


1 Set the file name and output folder.

To change output settings including file name and output folder, click and change settings on the [Output 1] tab. For details, see the Help of CaptureOnTouch.



2 Click the [Photo scan] button.



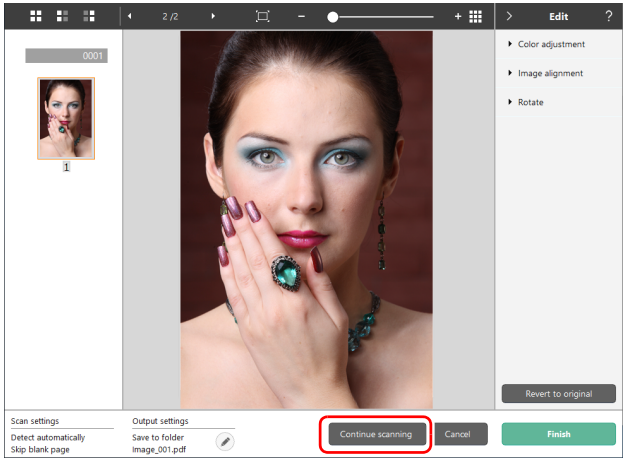
The photo is scanned. While scanning is in progress, the number of pages scanned is displayed in addition to the scanner settings. When the scan is finished, the [Scanned image preview screen] opens.

CAUTION

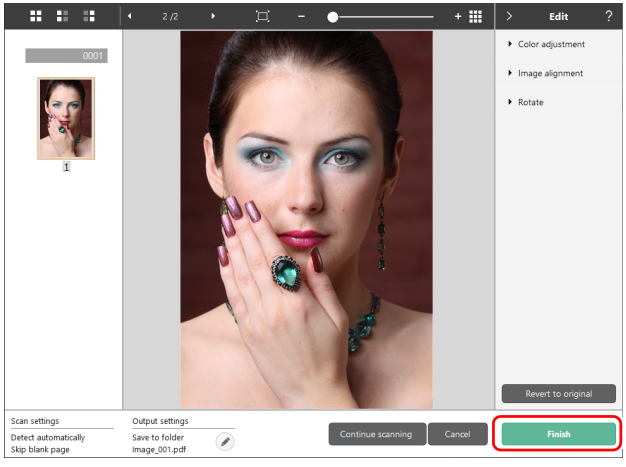
- If you configure scanning conditions that consume a large amount of the computer's memory, scanning may stop because of insufficient memory. If an error message appears due to insufficient memory while scanning is in progress, stop scanning, change the scanning conditions, and then try scanning again.
- A multiple-page scan cannot be saved when it reaches the file size of 2 GB. Change the save settings if an error message is displayed.

Hint

If scanning continuously, set the next document, and click the [Continue scanning] button to start the document scan.
If [Continue scanning] is disabled in the One Touch button settings, the [Continue scanning] button will not be displayed.

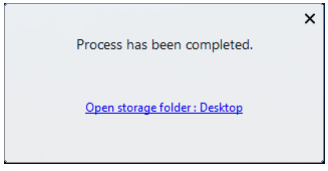


3 To check the scanned image, click the [Finish] button.



Hint

If [Edit after scanning] is disabled in the One Touch button settings, the edit window will not be displayed.
Click the button to edit the output settings.
Click the [Cancel] button to discard the scanned image and return to the main window.
When the output has finished, a popup window will be displayed. If saving the scanned image, a link to open the save destination folder will be displayed.



Hint

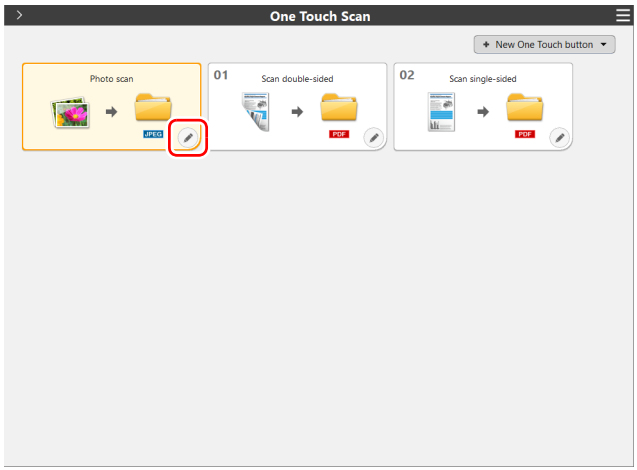
If you click [Open storage folder], the folder in which the saved scanned images were saved opens. Depending on the output settings, the [Open storage folder] link may not be displayed.

Advanced Photo Scanning

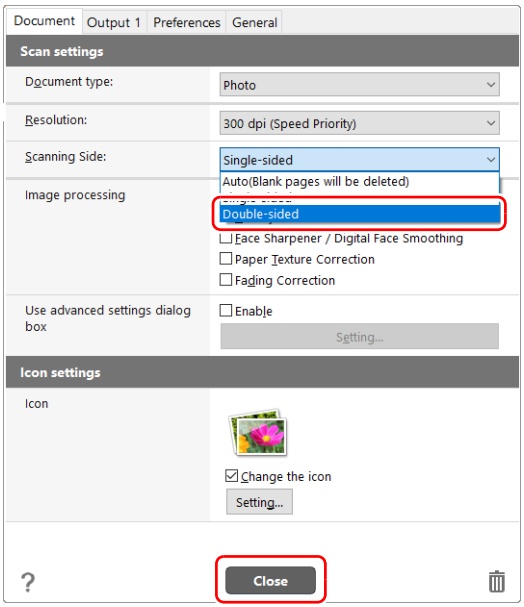
Scanning Notes on the Backs of Photos / Scanning with Carrier Sheet

Scanning Notes on the Backs of Photos

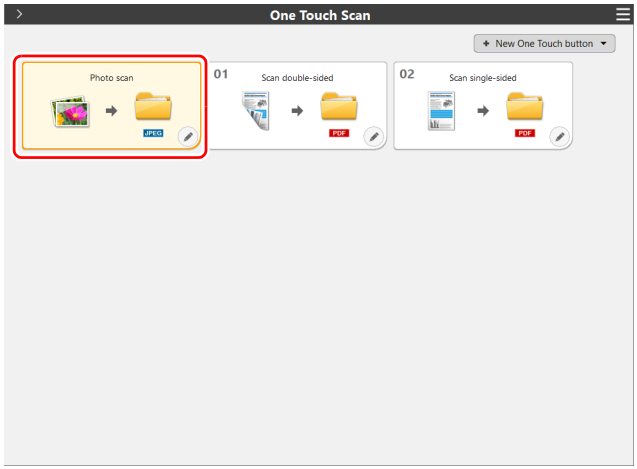
1 Click ✎ of the [Photo scan] button.



2 Select [Double-sided] for [Scanning Side] and click the [Close] button.



3 Click the [Photo scan] button to scan the photos.



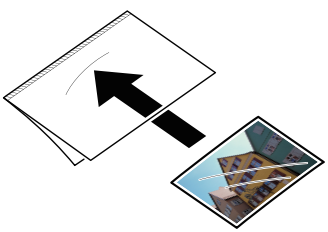
Scanning with Carrier Sheet

To prevent damage to a photo while scanning it, insert it into an optional carrier sheet before loading it in the scanner.

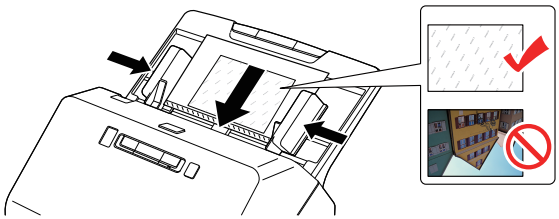
1 Set the scanning conditions.

Windows
Mac

2 Insert the photo into the carrier sheet.



3 Load the photo with the sealed end of the carrier sheet as the leading edge.



After placing the photo, align the photo guides with both edges of the photo.

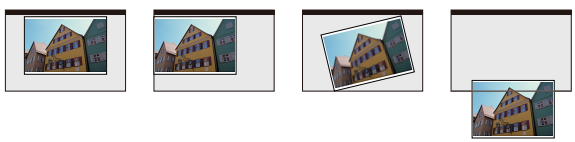
CAUTION

If the photo is not placed properly inside the carrier sheet, you may get a document jam or not get a scan image as intended.

IMPORTANT

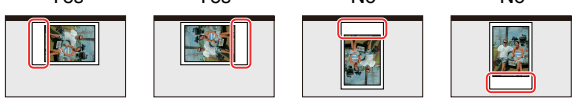
- Insert documents straight into the center of the carrier sheet. Proper scanning will not be possible if the photo is too close to either side, tilted, or protruding from the carrier sheet.

Yes No No No



- When scanning instant photos, put the thick part (enclosed in red in the illustration) toward the right or left edge of the carrier sheet. This part might be detected as a double feed error when it passes through the center rollers of the scanner.

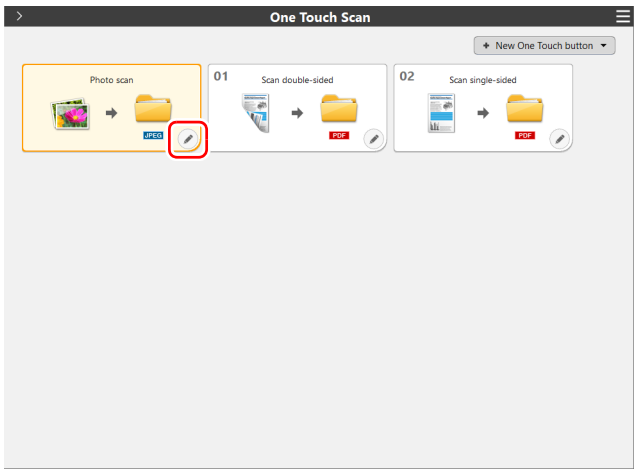
Yes Yes No No



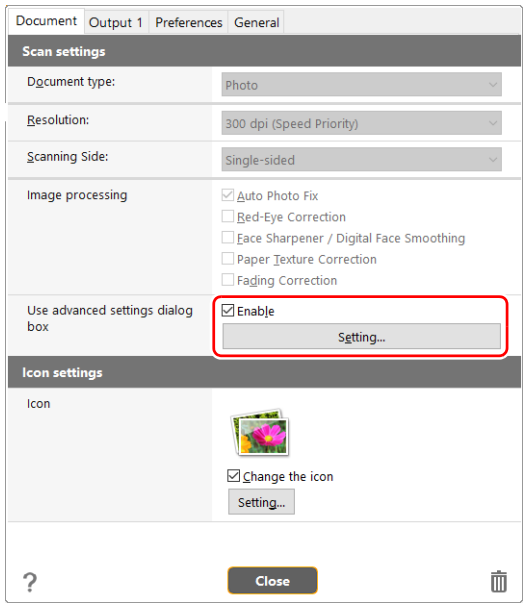
- Carrier sheet is a consumable item. Replace it with a new one when necessary, if there is visible damage or smudging.
- Before following the steps below, make sure the RS40 driver is selected in CaptureOnTouch.

Windows

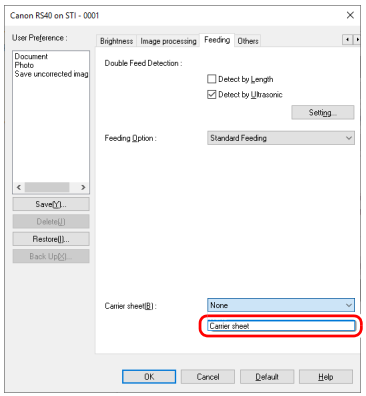
1 In CaptureOnTouch, click ✎ of the [Photo scan] button.



2 Open the [Document] tab, select the [Enable] check box for [Use advanced settings dialog box] and click the [Setting] button.



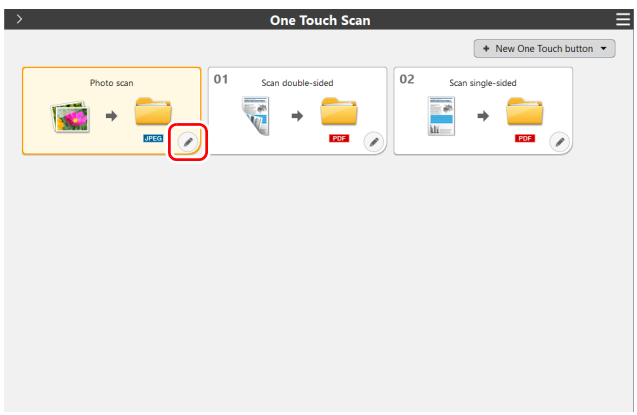
3 **Open the [Feeding] tab, and set [Carrier sheet] to [Carrier sheet].**



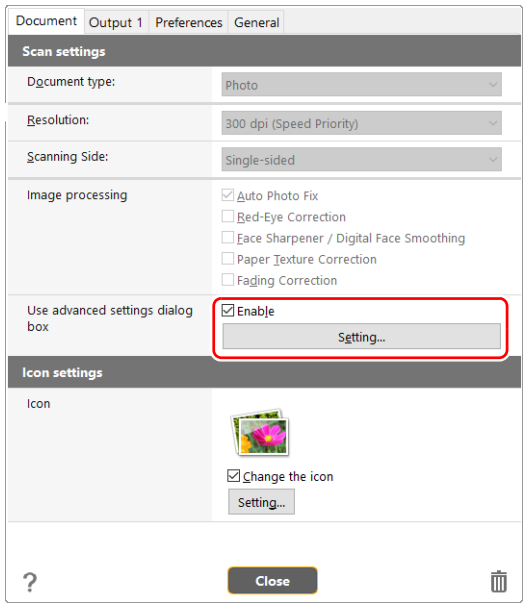
4 **Click the [OK] button to close the settings screen.**

Mac

1 **In CaptureOnTouch, click ✎ of the [Photo scan] button.**

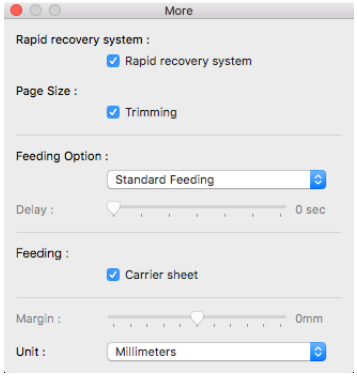


2 **Open the [Document] tab, select the [Enable] check box for [Use advanced settings dialog box] and click the [Setting] button.**



3 **Click the [More] button.**
The scanner driver's Detail Settings screen opens.

4 Select the [Carrier sheet] check box.



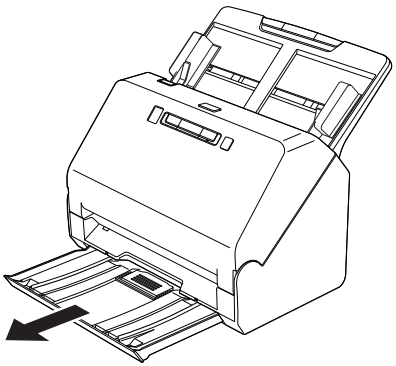
5 Click to close the dialog box.

How to Place Documents

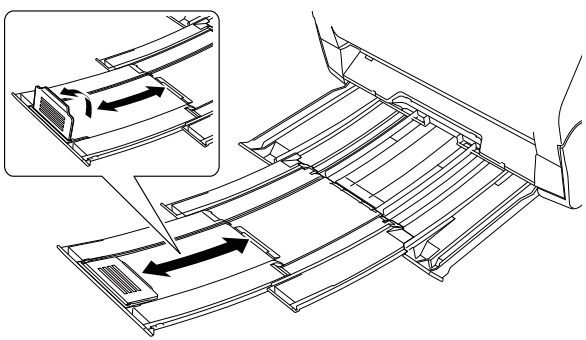
Scanning multiple documents

Standard paper feeding should be used when scanning multiple documents of a standard size at one time. Standard paper feeding enables multiple documents to be fed while separating each page.

1 **Pull out the document eject tray.**



The document eject tray can be adjusted to 3 lengths. Pull out the document eject tray according to the length of the document. Also, erect the document eject stopper on the front edge if necessary.

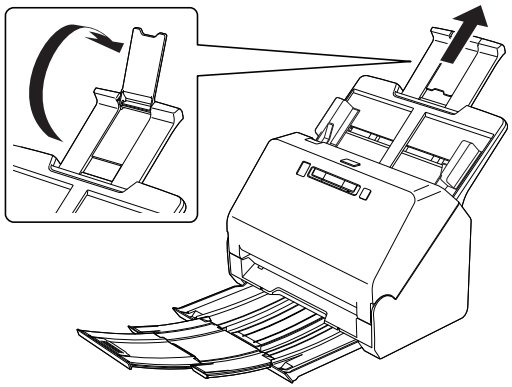


IMPORTANT

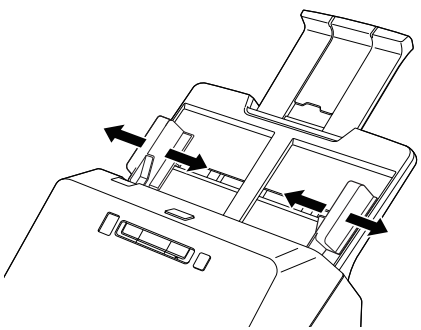
Pull the document eject tray forward according to the various lengths.

2 **Pull out the feed support.**

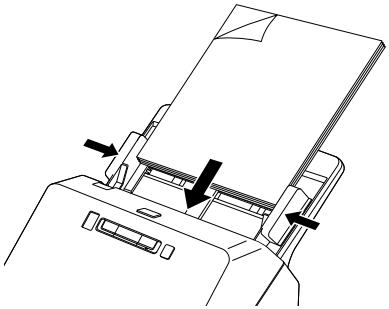
Open the feed extension support when placing long documents.



3 **Adjust the document guides to fit the width of the document to be scanned.**



4 Place the document.



After placing the document, align the document guides with both edges of the document.

IMPORTANT

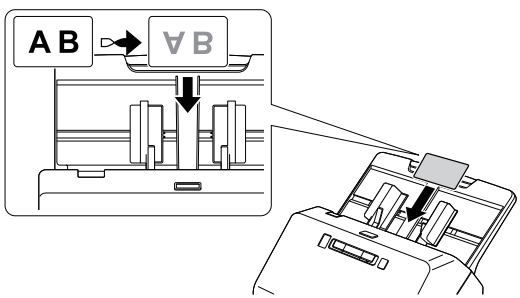
- When placing documents into the feed tray, take care not to cut your hand on the edges of the paper.
- Before you place a document, check to make sure it does not contain paper clips, staples, or other small metal objects. These items may cause a fire or electrical shock, damage the document, or cause a paper jam or scanner malfunction.
- Do not load fragile or irreplaceable photos, or valuable original documents or artwork, directly into the document feed tray. This may wrinkle or damage the original. Load these originals one at a time using a carrier sheet.
- Do not wear loose clothing or jewelry that may get caught in the scanner while you are using it, as this may result in personal injury. Be extra careful of neckties and long hair. If anything gets caught in the scanner, immediately turn OFF the power switch, and disconnect the power cord from the power outlet to stop scanning.
- Always smooth out any folds or curls in your documents before placing them into the feeder. If the leading edge of a document is curled, it may cause a paper jam.
- If feeding stops due to a system error or paper jam while the scanner is scanning, resolve the problem, make sure that the scanned image of the last page that was successfully fed has been stored, and then resume scanning the remaining document pages.
- After you finish scanning, push in the document eject tray to prevent damage to the scanner while it is not being used.
- When scanning multiple page documents that are fastened together, such as invoices, place the documents so that the edge that is fastened together is facing down.
- If double-feeding occurs, press the scanner's DFR button to continue the scan, or clear the [Detect by Ultrasonic] check box in the [Feeding] tab on the scanner driver settings screen. (See p. 33)

Placing Cards

When scanning cards, place one card at a time horizontally.

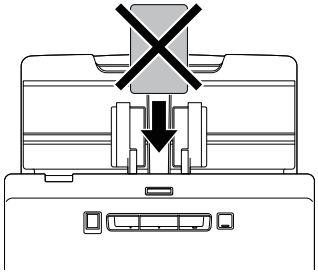
1 Adjust the document guides to fit the width of the card to be scanned.

2 Place the card horizontally, with the reverse side facing you, and the top of the card facing down.



CAUTION

- Place the cards one at a time.
- When scanning cards, place them to be fed horizontally. If you place cards to be fed vertically, they may not be ejected properly, and cards that get jammed may be damaged when you remove them.



- When scanning cards, clear the [Detect by Ultrasonic] check box in the [Feeding] tab on the scanner driver settings screen. (See p. 33)

Setting the Long Document Mode

The length of documents that can be scanned with the scanner is normally 356 mm (14"), but you can scan documents up to 3,000 mm (118.1") long by setting the scanner to the Long Document mode.

IMPORTANT

By selecting the Long Document mode and setting the [Page Size] on the scanner driver settings screen to Auto-detection, documents of up to 3,000 mm (118.1") in length can be scanned. Note the following when using the Long Document mode:

- When scanning in the Long Document mode, if the document is placed on the scanner in a skewed position, it may hit the edges of the feeding area and be damaged. Be careful to place the document so that it is not skewed.
- When scanning with the Long Document mode, paper jam detection may react slowly, resulting in damage to the document. Be careful to avoid paper jams.
- When scanning long documents, scan the documents one at a time.
- When scanning large-sized documents with the Long Document mode, scanning may be slower. Errors also occur due to memory shortage, and scanning may be disabled.

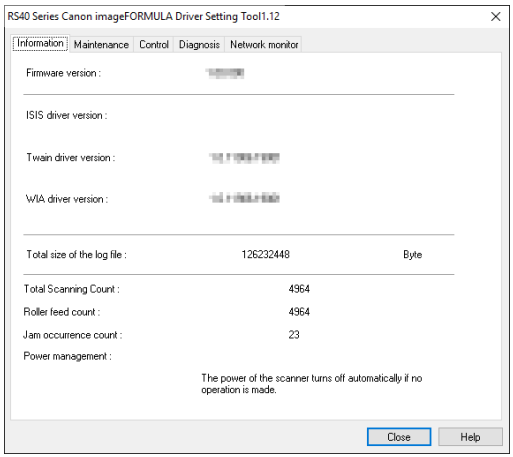
Windows

IMPORTANT

Log on to Windows as an Administrator.

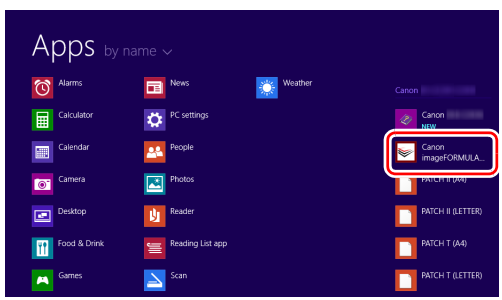
1 Click the Start button, and then click [Canon RS40], and [Canon imageFORMULA Driver Setting Tool].

imageFORMULA Driver Setting Tool starts.



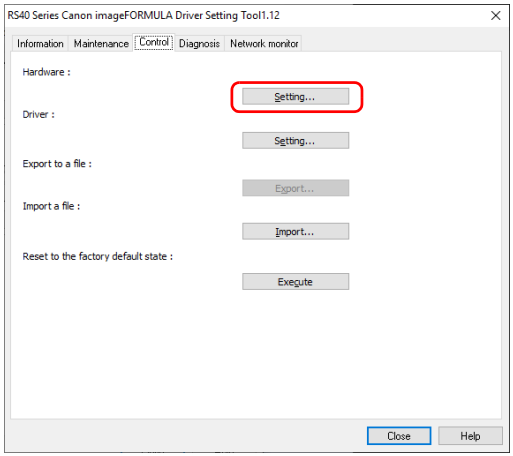
Hint

In Windows 8.1, it is registered at the following location.

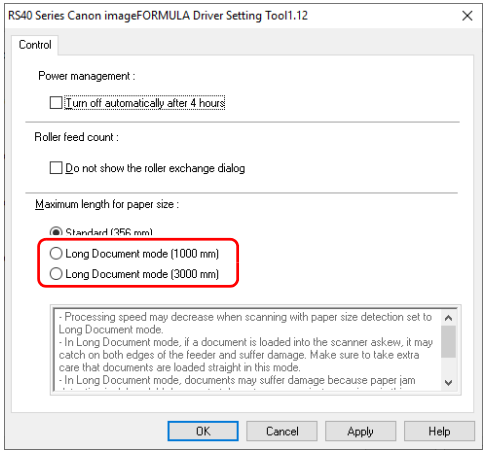


2 **Click the [Control] tab.**

3 **Click the [Setting] button of [Hardware].**



4 **Select [Long Document mode (1000 mm)] or [Long Document mode (3000 mm)] depending on the length of the document.**



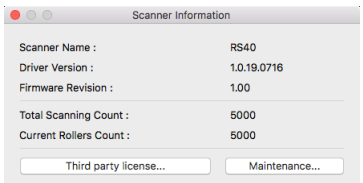
5 **Click [OK].**

6 **Click [Close] to close the imageFORMULA Driver Setting Tool.**

Mac

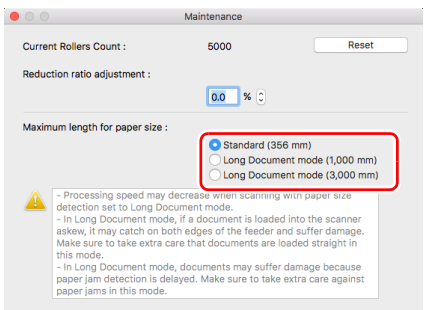
1 **Open the scanner driver's Detail Settings screen.**
For details on the setting screen, see the Help of the scanner driver.

2 **Click to display the [Scanner Information] dialog box.**
The [Scanner Information] dialog box appears.



3 **Click [Maintenance].**
The [Maintenance] dialog box appears.

4 **Select [Long Document mode (1,000 mm)] or [Long Document mode (3,000 mm)] depending on the length of the document.**



5 **Click to close the dialog box.**

Detecting a document double feed

This scanner includes a function to detect document double feeds. By using this function, the scanner will automatically stop when it detects that multiple documents have been fed at the same time. You can also specify whether to save the scanned image after scanning has finished and continue scanning the document (double feed detection ignore function).
To use the double feed detection function, you must first open the scanner driver settings screen and enable double feed detection. It is also necessary to set [Rapid recovery system] to use the double feed detection ignore function.

Setting procedure

1 **Set the scanning conditions.**

→ Windows
→ Mac

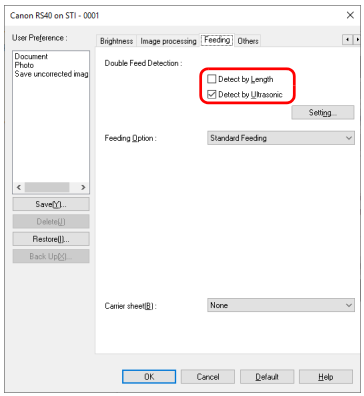
2 **Place the document as described in the "Scanning multiple documents" procedure on p. 29.**

Windows

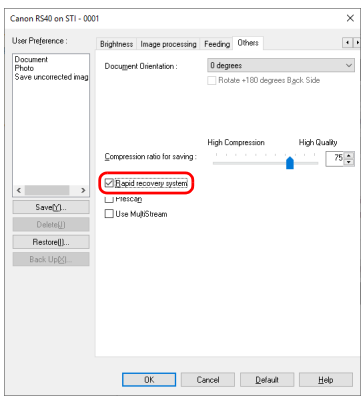
1 **Open the scanner driver's Detail Settings screen.**
For details on the setting screen, see the Help of the scanner driver.

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

3 **Select either the [Detect by Length] or the [Detect by Ultrasonic] check box (or both).**



4 **To use the double feed detection ignore function, open the [Others] tab and select the [Rapid recovery system] check box.**



5 **Click the [OK] button and close the settings screen.**

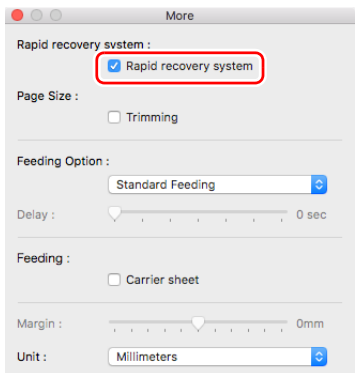
Mac

1 **Open the scanner driver's Detail Settings screen.**
For details on the setting screen, see the Help of the scanner driver.

2 **Select the [Double Feed Detection] check box, and then select any one of [Detect by Ultrasonic], [Detect by Length], and [Detect by Ultrasonic and Length].**

3 **Click the [More] button when the Double Feed Detection Ignore function is also used.**
The scanner driver's Detail Settings screen opens.

4 **Select the [Rapid recovery system] check box.**

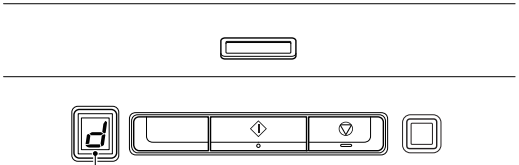


5 **Click to close the dialog box.**

What to do when a double feed is detected

When not using the double feed detection ignore function

If a document double feed is detected during scanning, document feeding stops when the double fed documents are ejected. When this happens, the following error code is displayed in the Job No. Indicator of the operating panel.



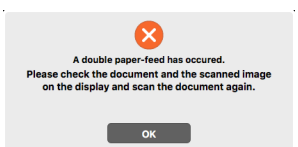
Double feed detection error code

Also, a message screen is displayed to notify you that a double feed has been detected.

Windows



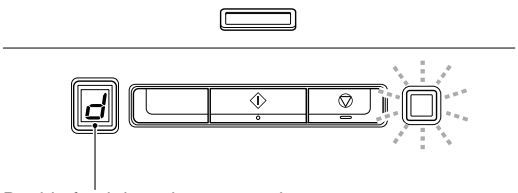
Mac



When this happens, stop the scanning in the application and then scan the documents again.

When using the double feed detection ignore function

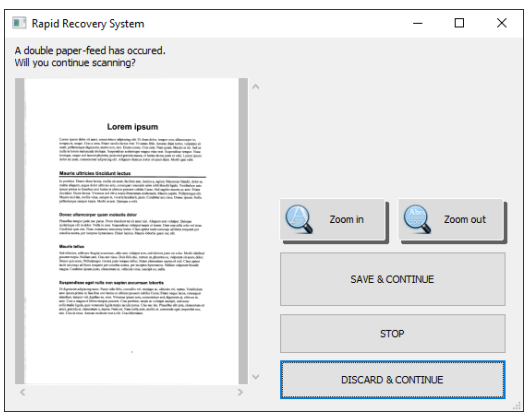
If a document double feed is detected during scanning, document feeding stops when the double fed documents are ejected. The following error code is displayed in the Job No. Indicator of the operating panel, and the DFR button lights.



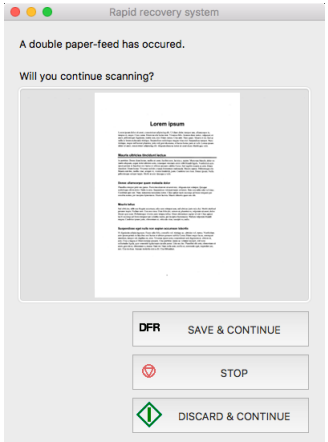
Double feed detection error code

Also, the [Rapid Recovery System] screen appears to enable you to specify whether to continue scanning.

Windows



Mac



Buttons of [Rapid Recovery System] Screen	Buttons of Operating Panel	Description
[SAVE & CONTINUE]	DFR button	Saves the preview image as a scanned image and scans the rest of the document.
[STOP]	Stop button	Discards the preview image and stops scanning.
[DISCARD & CONTINUE]	Start button	Discards the preview image and continues scanning. Place the double fed document again before clicking this button.

How to Scan Documents

Before scanning a document, see the Help of CaptureOnTouch to learn about CaptureOnTouch.

One Touch Scan

Operations;
Starting CaptureOnTouch -> Selecting a scanner -> Selecting the One Touch button -> Start scanning
You can register in advance combinations of frequently-used document selections and output methods as a “One Touch button”. Just click the One Touch button to implement the scan.

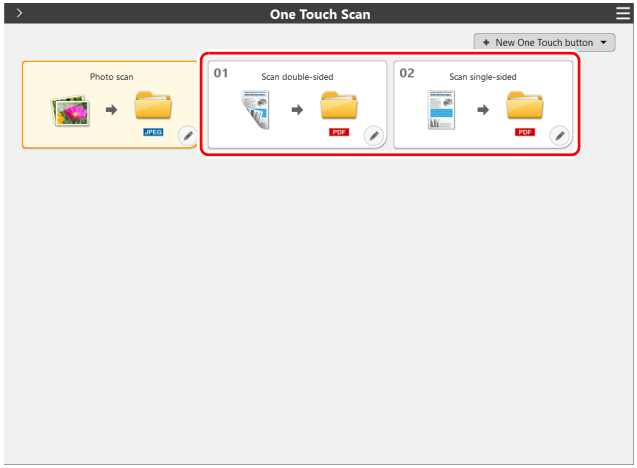
Hint

If you assign an One Touch button to a job number, you can execute One Touch Scan by selecting the job number from the scanner.

1 **Place the document in the scanner.**
“How to Place Documents” (See p. 29)

2 **Configure the CaptureOnTouch settings.**
For details on CaptureOnTouch, see the Help of CaptureOnTouch.

3 **Click the [Scan double-sided] button or [Scan single-sided] button.**



For the procedure hereafter, see “Step 3: Scan Photos and Save” on p. 21.

Daily Maintenance

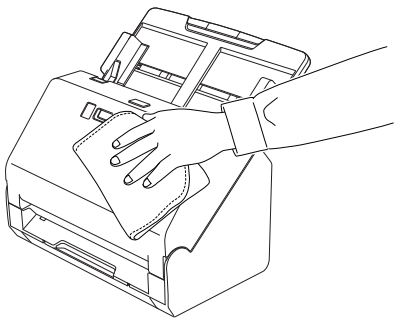
Clean the scanner on a regular basis, as described below, to maintain peak scanning quality.

CAUTION

- When cleaning the scanner and the inside of the scanner, turn OFF the power switch and disconnect the power cord from the power outlet.
- Do not use spray cleaners to clean the scanner. Precision mechanisms, such as the light source, may get wet, and cause a malfunction.
- Never use paint thinner, alcohol, or other organic solvents to clean the scanner. The exterior of the scanner may become deformed, discolored, or melted. It may also cause a fire or electric shock.

Cleaning the Scanner

To clean the outside of the scanner, wipe off any dirt with a cloth that has been dampened with water and thoroughly wrung out, and then wipe the scanner dry with a clean dry cloth.



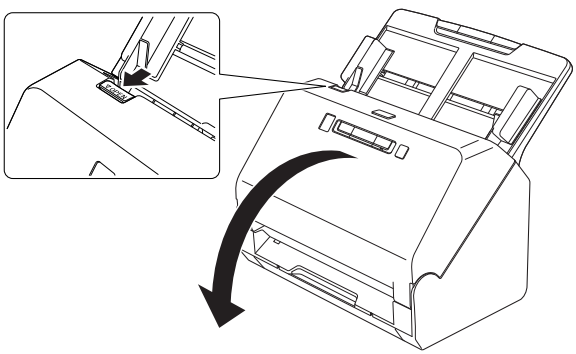
Cleaning the Inside of the Scanner

Dust or paper particles inside the scanner may cause lines or smudges to appear on scanned images. Use compressed air to periodically clean dust and paper particles from the document feed opening and the inside of the scanner. After finishing a large scanning job, turn OFF the scanner and then clean out any paper particles remaining inside the scanner.

Cleaning the Sensor Glass and the Rollers

If scanned images contain streaks, or if the scanned documents become dirty, the sensor glass or rollers inside the scanner may be dirty. Clean them periodically.

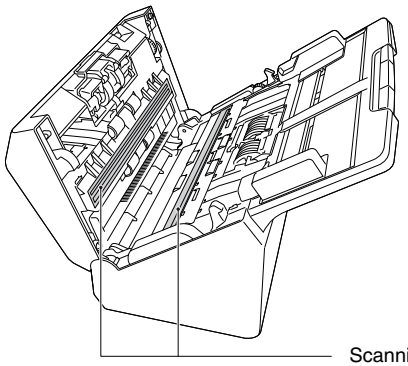
1 Pull the OPEN lever and pull open the front unit toward you.



2 Use compressed air to remove dust and paper particles from the inside of the scanner.

3 Wipe any dirt off the scanning glass.

Wipe any dirt off the scanning glass with a cloth that has been dampened with water and thoroughly wrung out, and then wipe the glass using the included cleaning cloth.

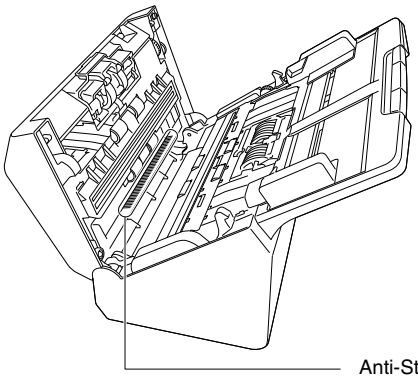


CAUTION

Do not spray water or neutral detergent directly on the scanner. Precision mechanisms, such as the light source, may get wet, and cause a malfunction.

IMPORTANT

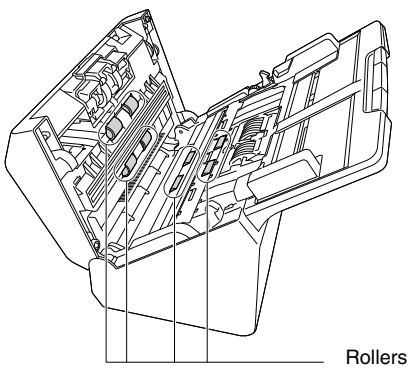
- Scratches on the sensor glass may cause marks on the images, as well as feeding errors. If there are scratches on the sensor glass, contact your local authorized Canon dealer or service representative.
- Take care to ensure the anti-static brush in the front unit does not become deformed.



4 Clean the rollers.

Clean the rollers while turning them.

Wipe the rollers with a cloth that has been dampened with water and thoroughly wrung out, and then wipe them using the included cleaning cloth.

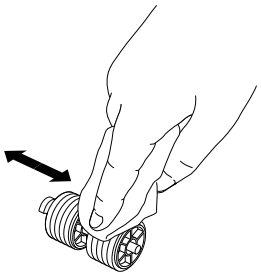


5 **Remove the retard roller and feed roller.** **(See p. 43, p. 44)**

IMPORTANT

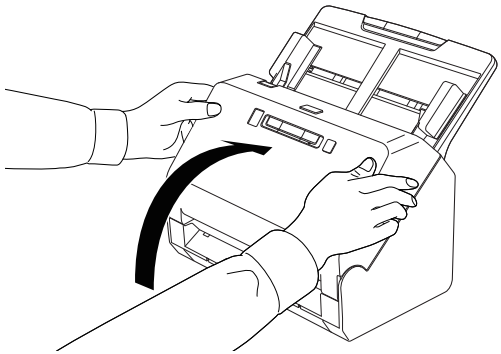
Remove the retard roller and feed roller from the scanner to clean them, and be sure to reattach them to the scanner when cleaning is finished.

6 **Wipe the removed rollers with a cloth that has been dampened with water and thoroughly wrung out.**



7 **Reattach the retard roller and feeding roller.** **(See p. 43, p. 44)**

8 **Close the front unit by gently pushing it up on both sides until it clicks into place. Make sure that the front unit is completely closed by pushing until you hear a click.**



Adjusting the Reduction Ratio

As the rollers installed in the scanner wear out, scanned images may become stretched in the vertical direction. If this happens, you can reduce the amount of stretching of the image by adjusting the reduction ratio.

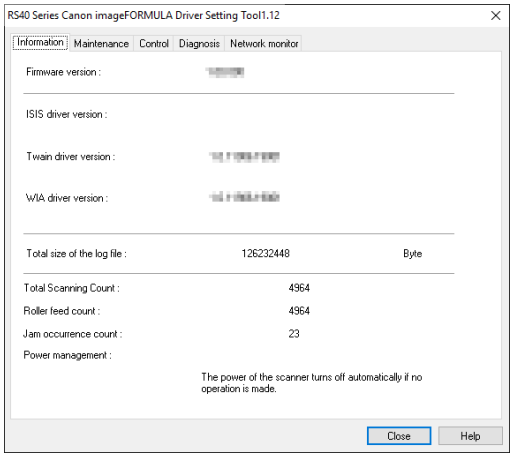
Windows

IMPORTANT

Log on to Windows as an Administrator.

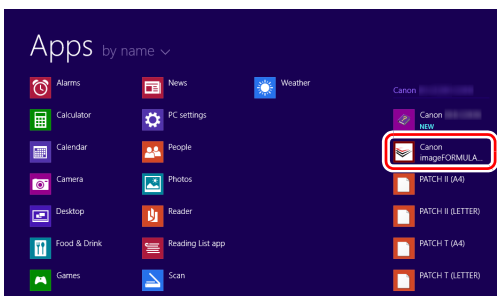
1 **Click the Start button, and then click [Canon RS40] and [Canon imageFORMULA Driver Setting Tool].**

imageFORMULA Driver Setting Tool starts.



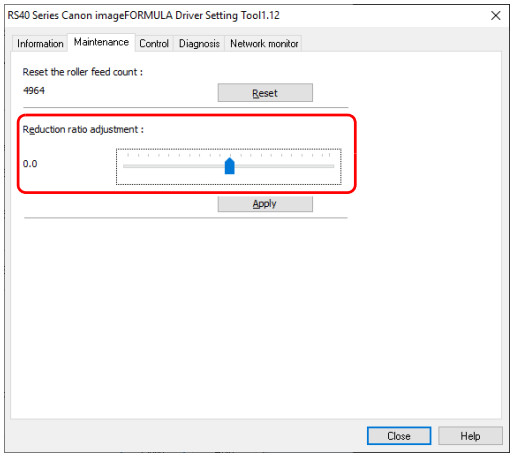
Hint

In Windows 8.1, it is registered at the following location.



2 **Click the [Maintenance] tab and then move the slider to change the value of [Reduction ratio adjustment].**

The adjustment value can be set within the range from -3.0% to 3.0%.



3 **Click [Apply].**

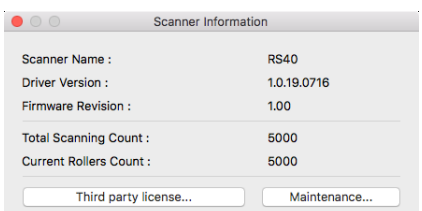
4 **Click [Close] to close the imageFORMULA Driver Setting Tool.**

Mac

1 **Open the scanner driver's Detail Settings screen.**

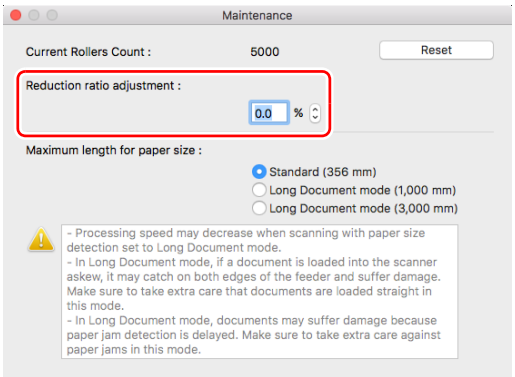
For details on the setting screen, see the Help of the scanner driver.

2 **Click ⓘ to display the [Scanner Information] dialog box.**



3 **Click [Maintenance] to display the [Maintenance] dialog box.**

4 **Change the value of [Reduction ratio adjustment].**
The adjustment value can be set within the range from -3.0% to 3.0%.

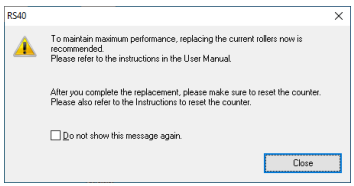


5 **Click to close the dialog box.**

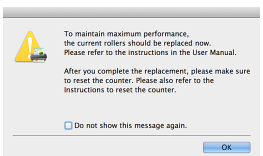
Replacing Consumable Parts

The two rollers (feed roller and retard roller) installed in the scanner are consumable parts. The feed roller and retard roller wear with scanning. If the feed roller and retard roller are worn, documents may not feed correctly and paper jams and double feeds may occur. When more than 200,000 pages have been fed (total number of pages fed by the scanner), a message prompting you to replace the rollers is displayed when the computer is started.

Windows



Mac



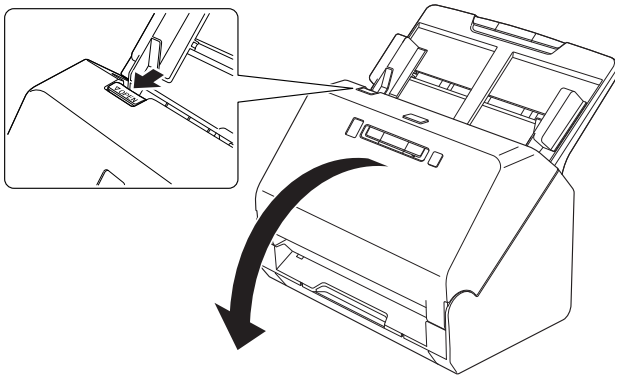
If this message begins to be displayed at startup, purchase an exchange roller kit and replace the worn parts with the consumable parts included in the kit (feed roller and retard roller). See p. 60 for details about the exchange roller kit.
Furthermore, the counter in the scanner that records the number of pages fed also needs to be reset when you replace the rollers. (See p. 45)

Hint

Even before it becomes time to replace the rollers, scanned images may become stretched in the vertical direction due to wear of the rollers. If this happens, adjust the reduction ratio. (See p. 40)

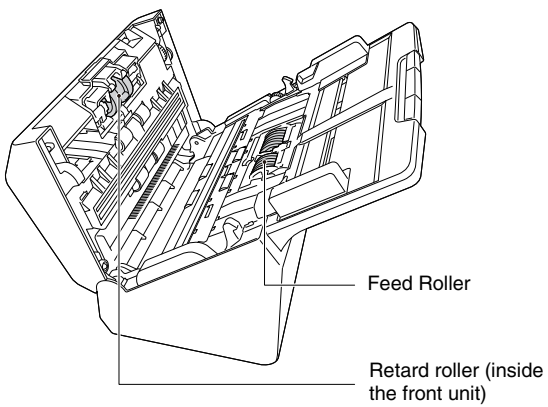
Opening and Closing the Front Unit

1 **Pull the OPEN lever and pull open the front unit toward you.**

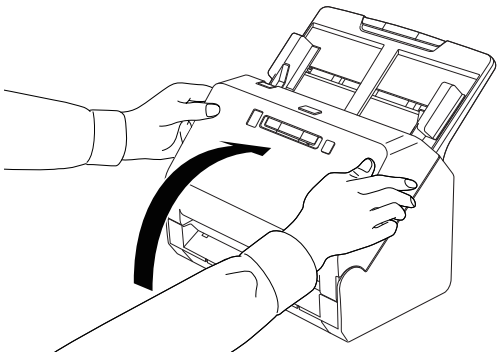


Hint

The location of each of the consumable parts is shown below.

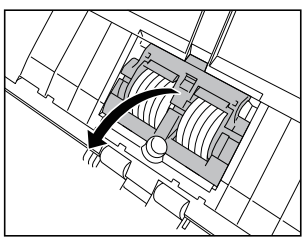


2 **When closing the front unit, make sure that it is completely closed by gently pressing the left and right until you hear a click.**

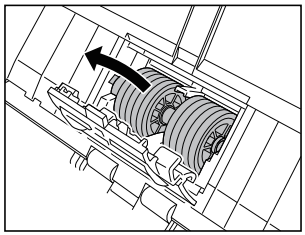


Replacing the Feed Roller

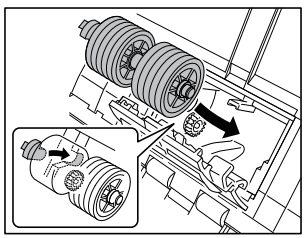
1 **Open the roller cover.**



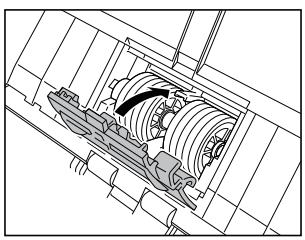
2 Remove the feed roller.



3 Install the new feed roller.

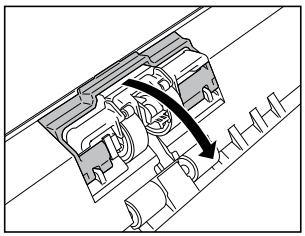


4 Close the roller cover.

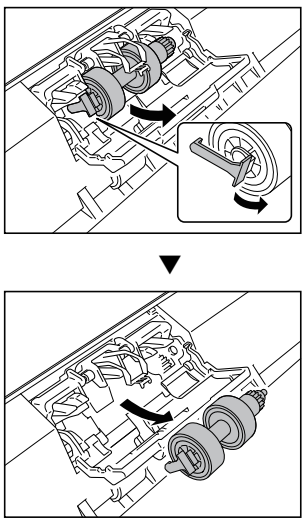


Replacing the Retard Roller

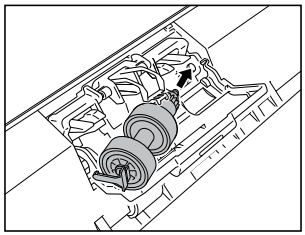
1 Open the roller cover.



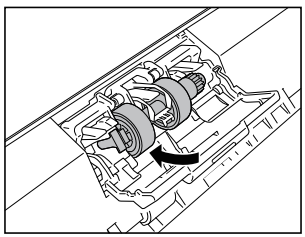
2 Pull the left lever that secures the retard roller to the scanner, and remove the roller.



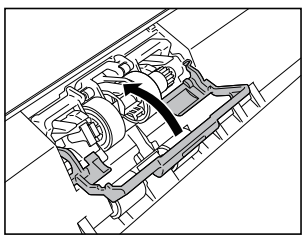
3 **Install the new retard roller by inserting the right side first.**



4 **Push the left side of the retard roller to secure it to the scanner.**



5 **Close the roller cover.**



Resetting the counter

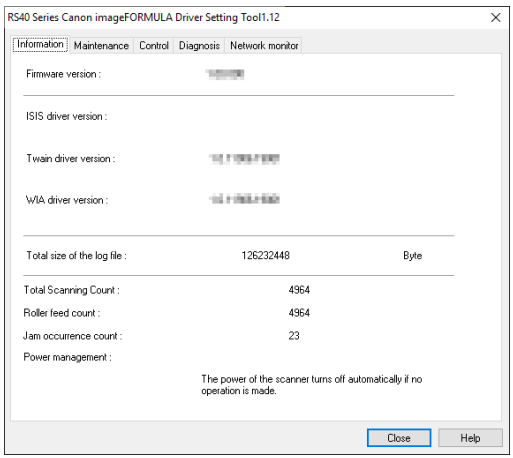
Windows

IMPORTANT

Log on to Windows as an Administrator.

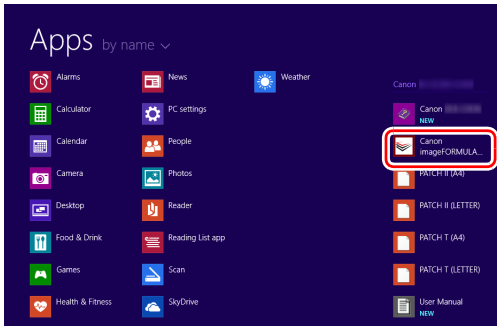
1 **Click the Start button, and then click [Canon RS40], and [Canon imageFORMULA Driver Setting Tool].**

imageFORMULA Driver Setting Tool starts.

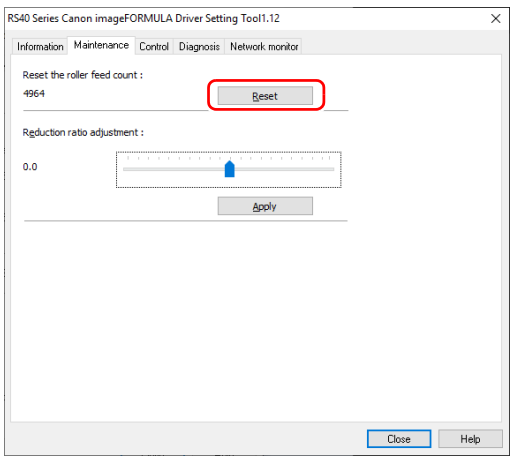


Hint

In Windows 8.1, it is registered at the following location.



2 **Click the [Maintenance] tab and then select [Reset].**



The counter resets.

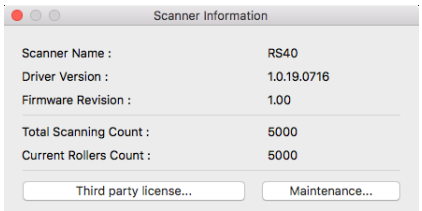
3 **Click [Close] to close the imageFORMULA Driver Setting Tool.**

Mac

1 **Open the scanner driver's Detail Settings screen.**

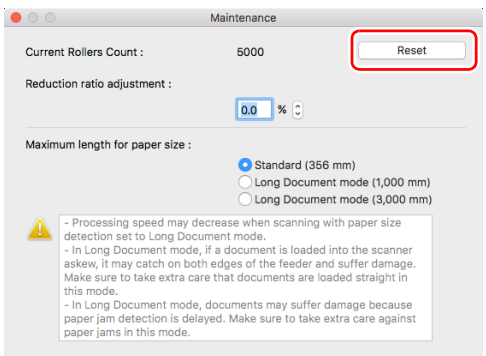
For details on the setting screen, see the Help of the scanner driver.

2 **Click ⓘ to display the [Scanner Information] dialog box.**



3 **Click [Maintenance] to display the [Maintenance] dialog box.**

4 **Click [Reset].**



5 **Click ● to close the dialog box.**

Auto Power Off Setting

The scanner automatically turns off if 4 hours elapse without scanning or another operation being performed.
To disable this setting, follow the procedure below.

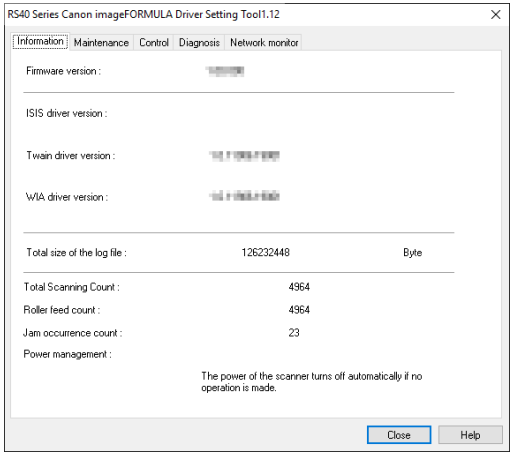
Windows

IMPORTANT

Log on to Windows as an Administrator.

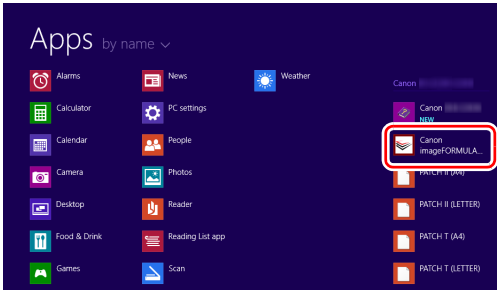
1 **Click the Start button, and then click [Canon RS40], and [Canon imageFORMULA Driver Setting Tool].**

imageFORMULA Driver Setting Tool starts.



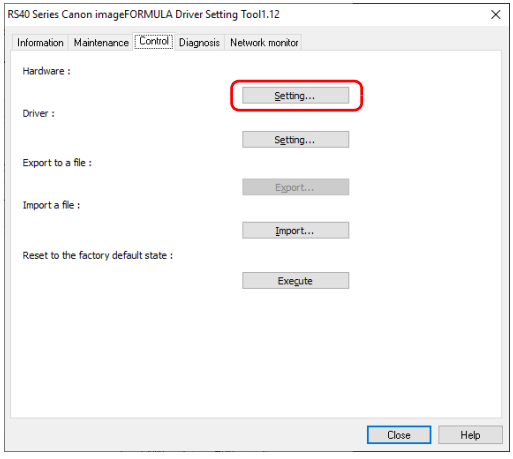
Hint

In Windows 8.1, it is registered at the following location.

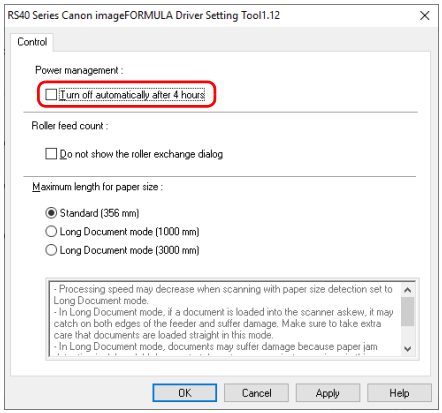


2 **Click the [Control] tab.**

3 **Click the [Setting] button of [Hardware].**



4 **Clear the [Turn off automatically after 4 hours] check box.**

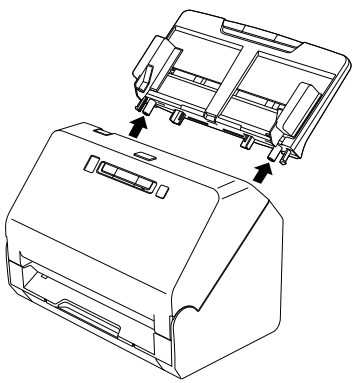


5 **Click [OK].**

6 **Click [Close] to close the imageFORMULA Driver Setting Tool.**

Removing the Document Feed Tray

When you will store or otherwise not use the scanner for a long period of time, remove the document feed tray.



About the Canon imageFORMULA Driver Setting Tool

Windows

What is Canon imageFORMULA Driver Setting Tool?

The Canon imageFORMULA Driver Setting Tool can be used to check the information of the scanner, or to configure the maintenance settings.
Canon imageFORMULA Driver Setting Tool consists of the following tabs.

[Information] tab
You can check the firmware's version information and scanner information.

[Maintenance] tab
You can reset the counter of the roller, or carry out the shrinkage rate control.

[Control] tab
You can carry out the control settings of hardware and drivers, and perform the read or write of the control settings.
From the configuration of the hardware, you can set the automatic power-off function.

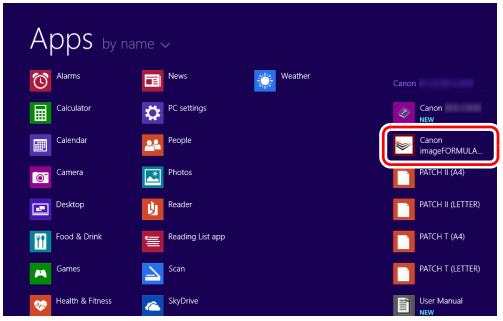
[Diagnosis] tab
You can output or delete the log file.

Start-up of the Canon imageFORMULA Driver Setting Tool

Click the Start button, then click [Canon RS40] - [Canon imageFORMULA Driver Setting Tool] in that order.
Canon imageFORMULA Driver Setting Tool will start.

Hint

In Windows 8.1, it is registered at the following location.


Apps by name
Alarms
News
Weather
Calculator
PC settings
Calendar
People
Camera
Photos
Desktop
Reader
Food & Drink
Reading List app
Games
Scan
Health & Fitness
SkyDrive
Canon
Canon
NEW
Canon imageFORMULA...
PATCH II (A4)
PATCH II (LETTER)
PATCH T (A4)
PATCH T (LETTER)
User Manual
NEW

Common Problems and Solutions

This section provides recommended solutions to common problems. If you have a problem that is not solved by the following, contact your local authorized Canon dealer.

Problem 1 **The scanner will not turn on.**

Solutions Confirm that the AC adapter is plugged firmly into a power outlet.

Problem 2 **The scanner is not recognized.**

Solutions
(1) Confirm that the scanner is properly connected to the computer with a USB cable.
(2) Confirm that the scanner is turned on. See the previous problem (1) if the scanner does not turn on.
(3) The computer's USB interface may not support the scanner. The scanner cannot be guaranteed to work with all USB interfaces.
(4) Confirm that the supplied USB cable is used to connect the scanner to the computer. The scanner cannot be guaranteed to work with all available USB cables.
(5) If the scanner is connected to the computer via a USB hub, try removing the hub and connecting directly to the computer.

Problem 3 **Documents feed askew (scanned images are slanted).**

Solutions
(1) Align the document guides to fit the documents as closely as possible, and load the documents so that they feed straightly.
(2) Open the document feed extension support and place the document.
(3) Enable [Automatically straightens skewed] in the scanner driver settings.
(4) If many pages have been scanned since roller cleaning, clean the rollers. If documents still feed askew, roller replacement or other maintenance may be needed. See "Maintenance" on p. 38 for roller replacement procedures.

Problem 4 **Documents are not scanned according to the settings configured in the scanner driver.**

Solutions When you scan using [Select document] panel registered with CaptureOnTouch, the CaptureOnTouch settings have priority over the scanner driver settings. Edit settings in the [Select document] panel, or create a new [Select document] panel using the desired scanning conditions.

Problem 5 **If white lines or streaks appear in scanned images.**

Solutions Clean both sides of the scanner glass, and the rollers. If a sticky substance such as glue or correction fluid is found, carefully wipe with just enough pressure to clean the area where the lines appear. If the problem cannot be solved by cleaning, the internal glass may be scratched. Contact your local authorized Canon dealer.

Problem 6 **Pages are missing.**

Solutions When the scanner driver's [Scanning Side] setting is [Skip Blank Page], documents with very little black may be unintentionally skipped. Decrease the Set the likelihood of skipping blank page value or set the [Scanning Side] to another mode, such as simplex or duplex.
If pages are skipped due to the document double feeding, see "Problem 7 Documents jam (or double-feed)."

Problem 7 **Documents jam (or double-feed).**

Solutions
(1) If the roller has been installed correctly, clean it if necessary.
(2) Proper scanning may not be possible when document pages stick together due to static electricity. Fan the documents before you load them.
(3) Manually feed the scanner one page at a time.

Problem 8 **Multiple pages of scanned images cannot be saved to a single file.**

Solutions
- Depending on the file format, multiple scanned image pages cannot be saved as a single file with CaptureOnTouch.

File type	Processing for multiple pages
BMP, JPEG	Scanned images are always saved one page per file.
PPTX	Multi-page images are always saved to a single file.
TIFF, PDF	You can save multiple pages to a single file by clicking and selecting [Save all pages as one file] in the displayed dialog box.

Problem 9 **All of the placed documents have been scanned, but the scanned image does not appear on the application.**

Solutions When [Panel-Feeding] or [Automatic Feeding] is selected as the feeding method on the scanner driver's Detail Settings screen, a scanning operation will not continue after all of the documents are fed, as the scanner awaits additional documents to be fed. You can finish the operation and send the scanned images to the application by pressing the Stop button on the operating panel.

Problem 10 **Memory becomes insufficient and scanning stops.**

Solutions If you configure scanning conditions that use a large amount of the computer's memory, scanning may stop because of insufficient memory. Although this depends on the computer's memory size, the possibility of insufficient memory increases if any of the following scanning conditions overlap.
- [Color Mode] is set to [24-bit Color]
- A large page size (e.g. Legal) is specified as the [Page Size]. Alternatively, the page size is set to [Scanner's Maximum].
- A high resolution (600dpi etc.) is specified for [Dots per inch].

If an error message appears due to insufficient memory while scanning is in progress, exit the application, change the scanning conditions (e.g. reduce the resolution or page size) and then try scanning again. In addition, the amount of memory used can be contained by turning off [Moire Reduction] and [Prevent Bleed Through/Remove Background] if they are set to on.

Problem 11 **Double-feeding occurs when scanning a document with multiple pages.**

Solutions Press the scanner's DFR button to continue the scan, or clear the [Detect by Ultrasonic] check box on the scanner driver settings screen.
For details on the setting screen, see the Help of the scanner driver.

Problem 12 **The size detection and deskew functions fail.**

Solutions When [Carrier sheet] is set to [Carrier sheet] in the [Feeding] tab of the scanner driver settings screen and you scan a document with black edges without inserting it in a carrier sheet, the size detection and deskew functions may fail. In such cases, disable the size detection and deskew functions, or set [Carrier sheet] to [None] in the [Feeding] tab.

Problem 13 **Photos do not feed correctly.**

Solutions
- If the photos are curled, flatten them until the curl is less than 2 mm.
- Photos may stick together, depending on the thickness and type of paper used for the photo. If they stick together, feed them one at a time.
- Reduce the number of photos loaded at one time.

Problem 14 **Double feed error occurs because of instant photo.**

Solutions Instant photos are made with a combination of layers, so they may be incorrectly judged to be a double-feed. If this happens, disable double-feed detection.

Software Troubleshooting

This section describes troubleshooting problems and solutions for operating the supplied software (CaptureOnTouch).

If scanning is too slow

(1) Close other running programs, if any.
(2) Scanning can be slowed down by memory shortage caused by memory-resident applications such as anti-virus programs. Close such memory-resident programs if necessary to free up memory space.
(3) When insufficient hard disk space is available, the scanner may be unable to create the necessary temporary files for scanned data. Delete unneeded data on the hard disk to free up more space.
(4) Scanning is slow if the computer's USB port is not Hi-Speed USB 2.0 compliant.
(5) If using a common USB cable that is not Hi-Speed USB 2.0 compliant, replace the cable with the supplied compliant cable.
(6) When the scanner is connected to the computer via a USB hub that is not Hi-Speed USB 2.0 compliant, remove the hub and connect the scanner directly to the computer.

If scanned image files cannot be opened in an application

(1) Scanned images saved as multi-page TIFF files can be opened only by programs that support this file format.
(2) Images saved as compressed TIFF files (single- as well as multi-page) can only be opened by programs that support the compressed format. This can occur with programs that are not compatible with CaptureOnTouch. In this case, select "None" as the image file compression format before scanning.

There is a display glitch on the UI screen of CaptureOnTouch.

Depending on the computer that you are using, a display glich may occur on the UI screen when there are too many Scan mode panels, Select output panels, or One Touch buttons. Delete any panels and buttons that you will not use.

Useful tips

Here are some useful tips for scanning documents.

Where are scanned images saved? Can the save destination be changed?
All destination locations can be changed to other folders.
Both Standard Scanning and One Touch Scan save the output to the destination set in the [Select output] panel.

How are the scan settings configured?
By clicking the Edit button ([ ]) in the [Select document] panel, you can edit the scan settings when the [Select document edit screen] opens.

How do I save multiple pages in one file, or save one file per page?
When scanned images are saved in BMP (PICT) or JPEG format, each image is always saved in a separate file.
When scanned images are saved in PDF or TIFF format, you can specify multi- or single-page files. See also “Problem 8” in “Common Problems and Solutions”.

Can I copy or back up scanner setting configurations?
The setting configurations can be backed up and restored using [Back Up/Restore] on the [Maintenance] tab on the [Settings] dialog box.

What rules apply to scanned image file names?
For both Standard Scanning and One Touch Scan, the file names of scanned images are set based on the settings in the [Select output] panel. This screen opens when you click the Edit button ([ ]) in the [Select output] panel.

Click the [Detail Settings] button on this screen. You can set the file names of scanned images by setting all or some of the three items shown below.

Setting	Description
File name	Any specified text string to be included in the file name.
Add date and time	Appends the date and time to file names. Select the date format from the list box. YYYY = year, MM = month, and DD = day of month. The time is appended after the date.
Add counter to file name	Append serial numbers in the order of scanned image saving. Specify the number of digits and starting number.

A sample file name is displayed as the [File name] in the [File name settings] dialog box.

How can I skip blank pages, and scan only non-blank pages?
Specify [Skip Blank Page] on the scanner driver setting screen, then scan.

How do I scan cards?
Set a card in landscape orientation in the scanner. Specify the same size as the card (or [Auto]), then scan. For details on the setting screen, see the Help of the scanner driver.

How do I print scanned data?
- For both Standard Scanning and One Touch Scan, select [Print] in the [Select output] panel.
- To use this function, you need to install a plug-in.
- The plug-in can be installed by selecting its checkbox when installing CaptureOnTouch.

I want to save to other folders
- In CaptureOnTouch, destinations other than [Save to folder] are provided as a plug-in.
- By installing the plug-in, the scanned image can be printed, attached in an e-mail, or shared using various cloud services.
- The plug-in can be installed by selecting its checkbox when installing CaptureOnTouch.

- The available output destinations vary depending on the installed plug-in.

How can I attach scanned data to an e-mail (or send it as e-mail)?

- For both Standard Scanning and One Touch Scan, select [Attach to E-mail] in the [Select output] panel.
- To use this function, you need to install a plug-in.
- The plug-in can be installed by selecting its checkbox when installing CaptureOnTouch.

Clearing a Paper Jam

When paper jams are detected during scanning, the following error codes are displayed in the scanner's display panel and scanning is interrupted.

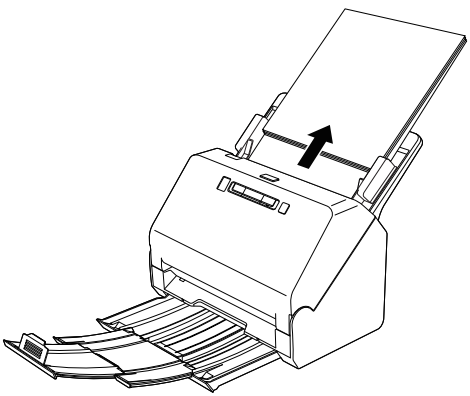

Paper jam error code

When a paper jam or double feed occurs during scanning, use the following procedures to clear them.

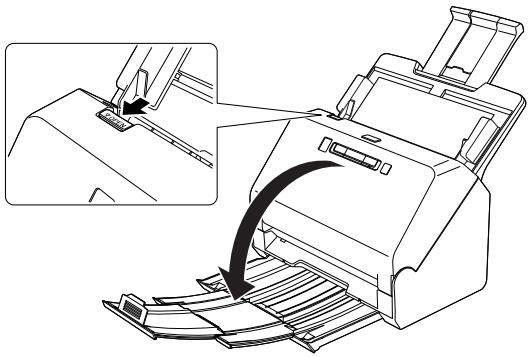
CAUTION

Be careful when removing jammed paper. Take care not to cut your hand on the edges of the paper.

1 **Remove any documents that have been left in the feed Tray.**



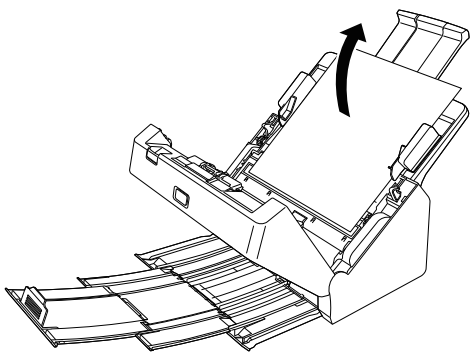
2 **Pull the OPEN lever and pull open the front unit toward you.**



Hint

The "C" error code appears in the operating panel when the front unit is open.

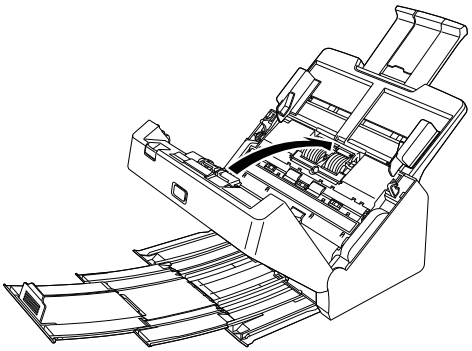
3 **Remove the jammed document.**



IMPORTANT

Make sure to pull the document out carefully, without applying too much force. If the jammed paper tears while you are pulling it out, make sure to remove any remaining pieces from inside the scanner.

4 Close the front unit by gently pushing it up on both sides until it clicks into place. Make sure that the front unit is completely closed by pushing until you hear a click.



After removing the jammed paper, check to see if the last page was scanned correctly, and then continue scanning.

Hint

When the [Rapid recovery system] check box is enabled in the scanner driver settings screen, you can resume a scanning operation even if it is interrupted by a paper jam by removing the document and resuming from the document that was being fed when the interruption occurred.
As the image of the document that was being fed at the time of the interruption may not be saved in such cases, be sure to verify the last scanned image before resuming the operation.

Uninstalling the Software

If the TWAIN driver or CaptureOnTouch is not operating normally, follow the procedure below to uninstall them. Then, re-install the software. See Setup Guide.

Windows

IMPORTANT

Log on to Windows as an Administrator.

1 **From the Windows task bar, click the [Start] button and then [Control Panel].**

2 **Click [Uninstall a program].**
The [Uninstall or change a program] dialog box appears.

3 **From the Programs list, select the software you want to remove and then click [Remove].**
The delete confirmation screen appears.

4 **Click [Yes].**
Uninstallation of the software is now complete.

Mac

No uninstaller is provided for macOS drivers. To uninstall, use Finder to delete the following files.
/Library/Image Capture/TWAIN Data Sources/RS40
/Applications/CaptureOnTouch

Specifications

Main Unit

Type	Desktop sheetfed scanner
Scanning Document Size	
Size:	Width: 2" to 8.5" (50.8 mm to 216 mm) Length: 2.1" to 14" (54 mm to 356 mm) (You can scan documents up to 118.1" (3,000 mm) long by setting the scanner to the Long Document mode.)
Paper weight:	27 to 209 g/m^2 (7 to 56 lb bond) 0.00157" to 0.00984" (0.04 mm to 0.25 mm)
Loading capacity:	
Photo	3.5" × 5" (89 × 127 mm), 4" × 6" (102 × 152 mm), or 5" × 7" (127 × 178 mm): 40 photos 8" × 10" (203 × 254 mm): 10 photos Instant: 3 photos
Document	A4 size or smaller: 60 sheets (80g/m^2 (22 lb bond)) Larger than A4 size: 40 sheets (80g/m^2 (22 lb bond)) Make sure stacks do not exceed 6 mm in height for either of the above.
Scanning Sensor	Contact image sensor
Light source	LED
Scanning Side	Simplex/duplex
Scanning modes	Black and White, Error Diffusion, 256-level Grayscale, Advanced Text Enhancement, Advanced Text Enhancement II, 24-bit Color
Scanning resolution (Primary Scan Lines x Secondary Scan Lines)	100 x 100dpi/150 x 150dpi/200 x 200dpi/240 x 240dpi/300 x 300dpi/400 x 400dpi/600 x 600dpi/1200 x 1200dpi
Interface	Hi-Speed USB 2.0
Other functions	Folio scanning, double feed detection ignore
External Dimensions	11.46" (291 mm) (W) x 9.84" (250 mm) (D) x 9.65" (245 mm) (H) (With the feed tray attached and the document eject tray pushed in) 11.46" (291 mm) (W) x 23.62" (600 mm) (D) x 15.04" (382 mm) (H) (With the feed tray attached and the document eject tray pulled out)
Weight (without AC adapter)	Approximately 3.0 kg (6.6 lb)
Power Supply (using AC adapter)	DC24V 0.7A
Power Consumption	Scanning: Maximum 22W or less In the Sleep mode: Maximum 1.7W or less With power switch OFF: Maximum 0.3W or less
Noise	Not more than 48 dB
Operating Environment	Temperature: 10°C to 32.5°C (50°F to 90.5°F) Humidity: 20% to 80% RH

AC Adapter (100 to 240 V type)

Model Number	MG1-5039 (24V)
Input	AC100 to 240V, 50/60 Hz, 1.06 to 0.6 A
Output	DC24V 2.0A
Weight	Approximately 0.3kg (0.66 lb)

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

Replacement parts

Exchange roller kit (product code: 0697C003)

Kit to replace the rollers (feed roller, retard roller).

- For the replacement procedure, see “Replacing Consumable Parts” on p. 42.
- Contact your local authorized Canon dealer or service representative for detailed information about the replacement parts.

Consumables

Carrier Sheet (product code: 5349C001)

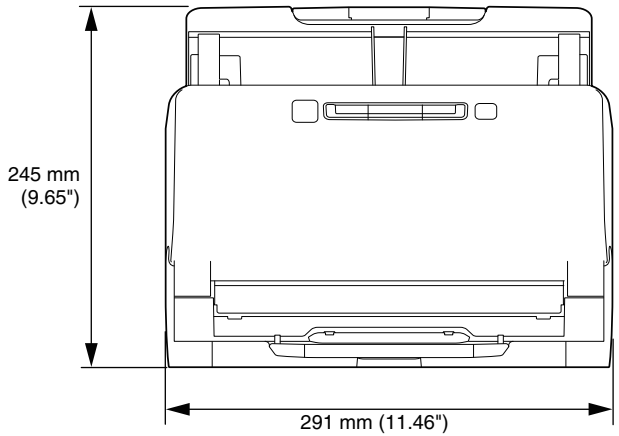
This is a carrier sheet for small, delicate or important photos.

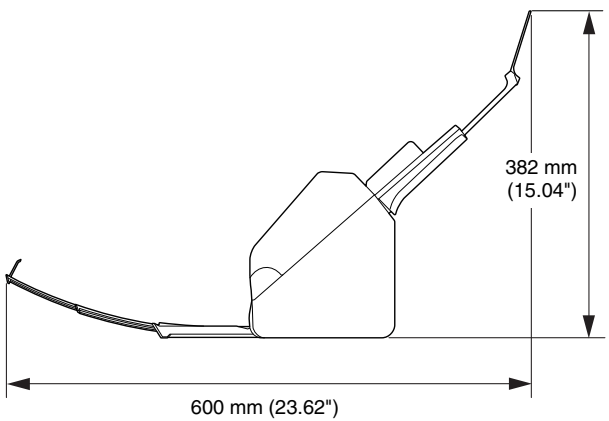
- For the detail, see “Scanning with Carrier Sheet” on p. 25.

Cleaning Cloth (product code: 5349C002)

This cleaning cloth is for cleaning the sensor glass and rollers.

Dimensions





Index

A

Adjusting the Reduction Ratio 40
Auto Power Off 47

C

CaptureOnTouch
One Touch Scan 37
Card
Loading method 30
Care and cleaning 38
Carrier sheet 25
Counter 45

D

DFR button 17
Document
Card 30
Loading method 29
Double Feed Detection 33

F

Feed roller 42, 43
Front unit 43

J

Job No. display 17
Job Select button 17

L

Long Document Mode 31

O

Operating Panel 17

P

Paper jam 56
Power supply 9

R

Reduction ratio adjustment 40
Resetting the counter 45
Retard roller 42, 44
Roller 39
Cleaning 38
Replace 42

S

Scanning glass 39
Cleaning 38
Start Button 17
Stop Button 17

U

Uninstall 58

CANON ELECTRONICS INC.
3-5-10 SHIBAKOEN, MINATO-KU, TOKYO 105-0011, JAPAN

CANON U.S.A. INC.
ONE CANON PARK, MELVILLE, NY 11747, U.S.A.

CANON CANADA INC.
8000 Mississauga Road Brampton, Ontario L6Y 5Z7, CANADA

CANON EUROPA N.V.
BOVENKERKERWEG 59, 1185 XB AMSTELVEEN, THE NETHERLANDS

CANON AUSTRALIA PTY. LTD.
BUILDING A, THE PARK ESTATE, 5 TALAVERA ROAD, MACQUARIE PARK, NSW 2113, AUSTRALIA

CANON SINGAPORE PTE. LTD.
1 FUSIONOPOLIS PLACE, #15-10, GALAXIS, SINGAPORE 138522

CANON KOREA BUSINESS SOLUTIONS INC.
BS TOWER, 607 TEHERAN-RO, GANGNAM-GU, SEOUL, KOREA

CANON INDIA PVT. LTD
7TH FLOOR, TOWER B DLF CYBER TERRACES DLF PHASE III GURGAON - 122002 HARYANA, INDIA

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