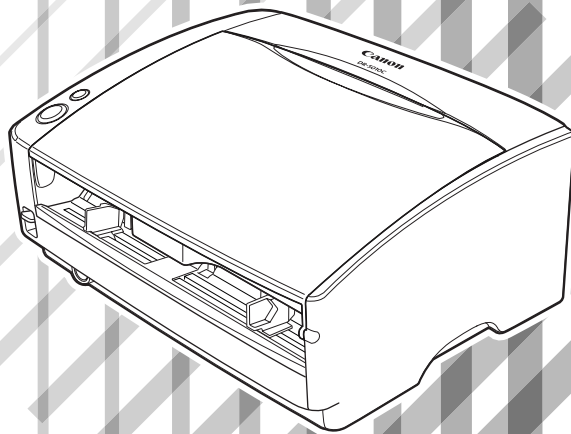


Canon

Document Scanner **DR-5010C**

Startup Manual



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

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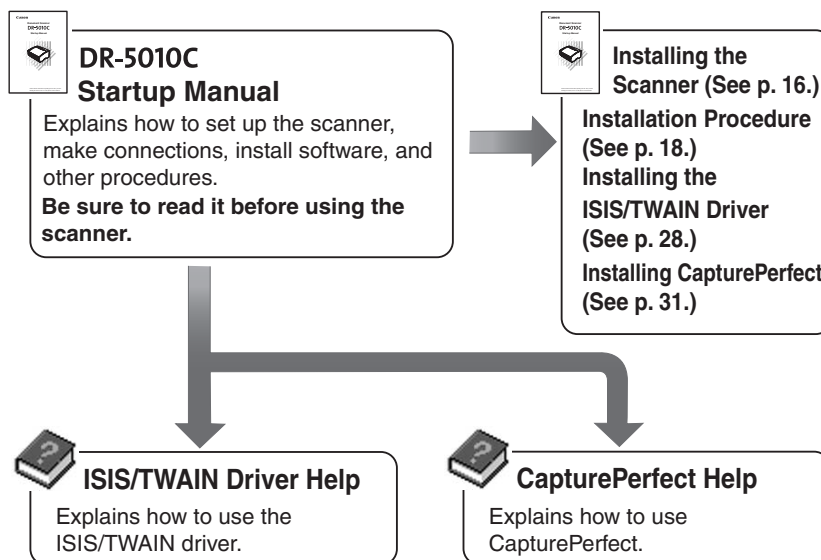
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INTRODUCTION

Thank you for purchasing the Canon DR-5010C scanner. Please read this manual thoroughly before using the machine to familiarize yourself with its capabilities, and to make the most of its many functions. After reading this manual, store it in a safe place for future reference.

Manuals for the Scanner

The DR-5010C scanner has a Startup Manual (this manual) and online help. Please refer to the Startup Manual regarding the handling of the scanner, such as installation of software and setting up the scanner. The online help explains how to use the ISIS/TWAIN driver and the enclosed software, CapturePerfect.



Conventions

This manual uses the following symbols and indications.

Before you start reading this manual, read the following and familiarize yourself with their meanings.



WARNING

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



CAUTION

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



IMPORTANT

Indicates operational requirements and restrictions. Be sure to read these items carefully in order to operate the machine correctly, and to avoid damage to the machine.



Note

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

Contents

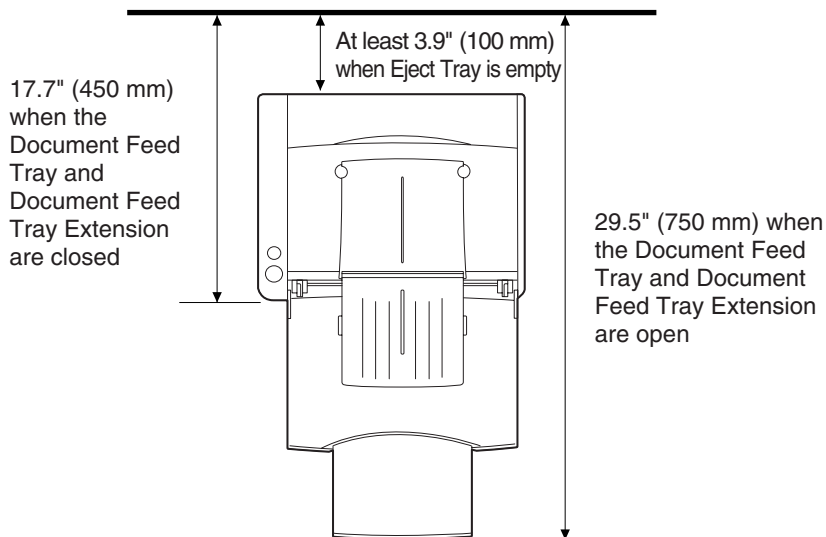
INTRODUCTION	2
Manuals for the Scanner	2
Conventions	3
Before Using the Scanner	5
Safe Operation	5
Installation Location	5
Power	6
Moving the Scanner	6
Normal Handling	7
Disposal	8
Features of the DR-5010C	9
Checking the Packing List	11
Removing the Protective Packing Materials	12
Names and Functions of Parts	14
Installing the Scanner	16
Installation Requirements	16
Installation Procedure	18
Interface Cards	19
SCSI Cards	19
USB 2.0 Interface Card	19
Connecting the Scanner to Your PC	21
Connecting via SCSI	21
Connecting USB Interface	23
Connecting the Power Cord	24
Turning the Power ON/OFF	25
Turning the Power ON	25
Recognizing the Scanner	25
Turning the Power OFF	27
Installing the Software	28
Installing the ISIS/TWAIN Driver	28
Installing CapturePerfect	31
Uninstalling Software	32
Using the Software	35
Using the ISIS/TWAIN Driver	35
Using CapturePerfect	36
Starting CapturePerfect	36
Starting CapturePerfect with the Event Function	39
Confirming Scanner Event	39
Using the Scanner	42
Documents	42
Setting Up the Document Feed Tray and the Document Eject Tray	44
Document Eject Tray	45
Installing the Document Eject Guide	47
Placing a Document for Scanning	49
How to Feed with the Page Separation Mode	49
How to Feed with the Bypass Mode	52
Patch Code Sheets	54
About Patch Code Sheets	54
Functions of Patch Code Sheets	55
Using Patch Code Sheets	55
Effective Area for Detecting Patch Code Patterns	56
Clearing a Paper Jam	57
Other Functions	60
Regular Maintenance	61
Cleaning the Scanner	61
Cleaning inside the Scanner	61
Cleaning the Sensor Glass and the Rollers	62
Cleaning the Shading Boards	65
Removing and Attaching the Rollers	67
Roller Replacement Message	67
Resetting the Counter	68
Removing and Attaching the Pickup Roller	70
Removing and Attaching the Feed Roller	73
Removing and Attaching the Retard Roller	77
Troubleshooting	81
Specifications	87
Index	90

Before Using the Scanner

Safe Operation

In order to ensure safe operation, be certain to read the cautions 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 (as indicated in the above diagram) for operation, maintenance, and ventilation purposes.
- Provide adequate space behind the scanner in order to eject scanned documents to the back of the scanner. (See "Document Eject Tray," on p. 45.)
- Avoid locations exposed to direct sunlight. If the scanner must be placed in such a spot, hang a heavy curtain or similar object to shade the scanner.
- Avoid dusty locations. Dust can get inside of the scanner and cause problems.
- Avoid warm or humid locations, such as in the vicinity of a water faucet, water heater, or humidifier, and avoid locations where the fumes from ammonia, paint thinner, or other volatile chemicals may be present.
- Avoid unstable surfaces and locations subject to vibration.

-
- Avoid locations that are subject to rapid temperature changes. Condensation inside of the scanner can result in inferior image quality. Use this scanner under the following environmental conditions:

Temperature: 10°C to 32.5°C (50°F to 90.5°F)

Humidity: 20% to 80% RH

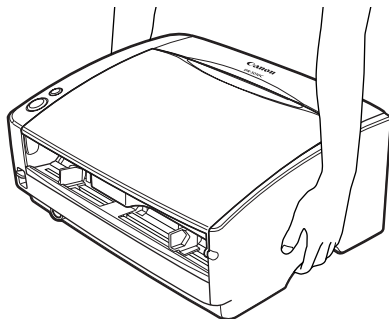
- Avoid locating the scanner near equipment that generates electromagnetic fields, including speakers, televisions, and radios.

Power

- Connect only to a power outlet of the rated voltage and power supply frequency. (Either 120 V, 60 Hz or 220-240 V, 50/60 Hz depending on your region.)
- Do not connect this scanner to a power outlet that is shared with other equipment. When using an extension cord, make sure that the extension cord is rated for the current requirements of the scanner.
- Do not place other objects on the power cord. Do not step on the power cord.
- Do not bundle the power cord or wrap the power cord around an object, such as a table leg.
- Do not pull on the power cord. Always grasp the plug when unplugging the power cord.
- Do not place other objects around the outlet.
- If you have any questions concerning your local power supply, contact your local authorized Canon dealer or your local power company.

Moving the Scanner

- To avoid dropping or damaging the scanner, always carry it with two hands. The scanner weighs approximately 23 lb (10.2 kg).
- Make sure to disconnect the interface cable and power cord. If the scanner is transported with these items plugged in, the plugs and connectors may be damaged due to physical shock or concussion.



Normal Handling



WARNING

To avoid fire and electric shock, always observe the following warnings when using this scanner.

- Do not place flammable chemicals, such as alcohol or paint thinner, near the scanner.
- Do not cut, damage, or modify the power cord. Do not place heavy objects on the power cord, do not pull on the power cord, and do not bend the power cord sharply.
- Do not plug in or unplug the power cord with wet hands.
- Do not use multioutlet adapters to connect multiple devices to one outlet.
- Do not tie up or bundle the power cord. Push the plug in as far as it will go when plugging in the power cord.
- Only use the power cord that was provided with this scanner.
- Do not attempt to disassemble or modify this scanner.
- Do not use flammable sprays near this scanner.
- Always turn the scanner OFF and unplug the power cord before cleaning this scanner.
- To clean this scanner, dampen a cloth in a mild detergent solution and then wring the cloth out thoroughly. Do not use flammable liquids to clean the scanner, including alcohol, benzene, or paint thinner.
- If the scanner ever makes a strange noise, emits smoke or a strange odor, becomes hot, or if the scanner does not operate at all even though the power is ON, immediately turn the scanner OFF and unplug the power cord. Contact your local authorized Canon dealer or service representative to have the scanner serviced.
- Do not drop, kick, or otherwise strike the scanner. If the scanner does somehow become damaged, immediately turn the scanner OFF and unplug the power cord. Contact your local authorized Canon dealer or service representative to have the scanner serviced.
- Always turn the scanner OFF and unplug the power cord before moving the scanner.
- **Notice to Cardiac Pacemaker Users**

This product generates a weak magnetic field. If you use a cardiac pacemaker, move away from product in the event that you notice any unusual symptoms. Also, please consult a cardiologist.

 **CAUTION**

- Do not set the scanner up on a wobbly platform, a sloped surface, or any other type of unstable location. Do not set up the scanner in a location that is subject to vibration. The scanner could injure someone if it falls or tips over.
- Do not block the Ventilation Openings. Doing so could cause the scanner to overheat, creating a risk of fire.
- Do not place paper clips, staples, necklaces, or any other metallic objects on top of the scanner. Liquids or small metallic objects that get inside of the scanner create a risk of fire or electrical shock. If such foreign matter does get inside of the scanner, unplug the power cord immediately, and then contact your local authorized Canon dealer or service representative for assistance.
- Do not set up the scanner in a dusty or humid location. Doing so creates a risk of fire or electrical shock.
- Do not place objects on top of the scanner. The object could injure someone if it falls or tips over.
- To prevent any risk of fire or electrical shock, be sure that the power source meets the power requirements of the scanner.
- When unplugging the power cord, always grasp the plug. Pulling on the cord itself could expose or break the wires in the power cord, damaging the cord and creating a risk of fire or electrical shock.
- In order to allow you to easily unplug the power cord at any time, do not place other objects around the power outlet. Such obstacles could prevent you from unplugging the power cord quickly in an emergency.
- Do not spill liquids or flammable chemicals (such as alcohol, paint thinner, or benzene) on the scanner. Doing so creates a risk of fire or electrical shock.
- If the scanner will not be used for an extended period of time, unplug the power cord for safety's sake.
- When operating this scanner, avoid wearing loose fitting clothing, dangling jewelry, or other material that could get pulled into the scanner. Injury could result. Be especially careful if you are wearing a necktie or have long hair. In the event that some article or clothing does get caught in the scanner, turn the power OFF immediately.
- Be careful when placing paper in the scanner and when removing jammed paper. 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.

Features of the DR-5010C

The main features of the DR-5010C scanner are listed below.

■ **Fast Document Feeding**

The scanner can scan a maximum of 50 documents per minute in a range of sizes from business cards to 11.6" x 17"/A3 size. (Scanning conditions: Black and white, LTR/A4 size portrait, two sided, 200 dpi)

■ **Compact Size**

The scanner is extremely compact, with measurements of 15.6" x 12.3" x 7.5" (398.4 mm x 312 mm x 191.4 mm) (W x D x H).

■ **SCSI III/USB 2.0 Interface Supported**

The scanner is equipped with both SCSI III and Hi-Speed USB 2.0 interfaces for connecting to a personal computer.

■ **Color/Grayscale Support**

Documents can be scanned in 24-bit color or 256-level grayscale.

■ **Supports a Variety of Scanning Modes**

The scanner supports the following scanning modes, depending on the document type:

- Single-sided/double-sided mode
- Single sheet/dual feeding path

■ **U-Turn Path**

Documents are fed and ejected, from the front of the scanner.
(See "Document Eject Tray," on p. 45.)

■ **Straight Path**

Documents are ejected to the back of the scanner. Note, the ejected documents are stacked in reverse order to how they were fed. (See "Document Eject Tray," on p. 45.)

■ **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 it, even when storing a document of irregular size.

■ **Double Feed Detection**

The scanner detects when more than one sheet is fed at a time.
(See "Double Feed Detection Function," on p. 60.)

■ **Skew Detection**

The scanner detects when a skewed sheet is fed. (See "Skew Detection Function," on p. 60.)

■ **Advanced Text Enhancement**

The scanner is equipped with an Advanced Text Enhancement mode that allows you to clearly scan text printed on a dark background, and text that is written in faint pencil.

■ **Dropout Color**

The scanner is equipped with a Dropout Color function that allows you to specify a color for the scanner to omit from scanned images.

■ **Skip Blank Page Function**

The scanner is equipped with a Skip Blank Page function that allows it to scan a document regardless of whether every document is double-sided or single-sided.

■ **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.

■ **Remove Binder Holes**

Removes black spots left when scanning documents that have had holes punched in them and been stored in a binder.

■ **Multistreaming Function**

The scanner supports multistreaming, which, according to the application, can create two images with different scanning conditions from one image. However, this function can only be used when the software supports multistreaming.

■ **Auto Start**

The scanner is equipped with an Auto Start function that automatically initiates scanning when a document is placed in the document feed tray.

■ **Compatible with Carbonless Duplicating Paper**

The scanner is able to scan carbonless duplicating paper.

■ **Power Saving Feature**

The scanner has a power saving feature that puts the scanner in low power mode after it has been idle for a certain period of time.

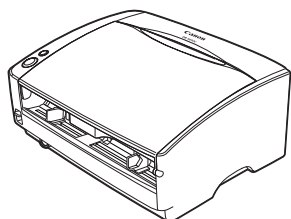


Note

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

Checking the Packing List

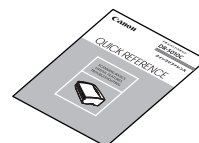
The contents of the carton in which this scanner is shipped are described below. If anything is missing or damaged, contact your local authorized Canon dealer or service representative.



DR-5010C
Scanner



Startup Manual
(This Manual)



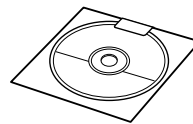
Quick Reference
Guide



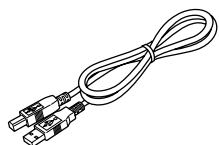
Document
Eject Guide



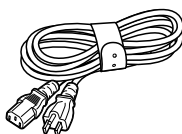
DR-5010C
Setup Disc
(CD-ROM)



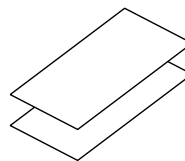
Adobe Acrobat
Setup Disc
(CD-ROM)



USB Interface
Cable



Power Cord



Warranty Card and
Registration Card
(U.S.A. and Canada only)



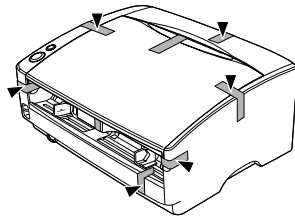
Note

- The DR-5010C setup disc is in the startup manual.
- Items included in this package may change without notice.
- Keep the carton and the packing material for future use if it is ever necessary to store or transport the scanner.
- The power cord varies according to country of purchase.

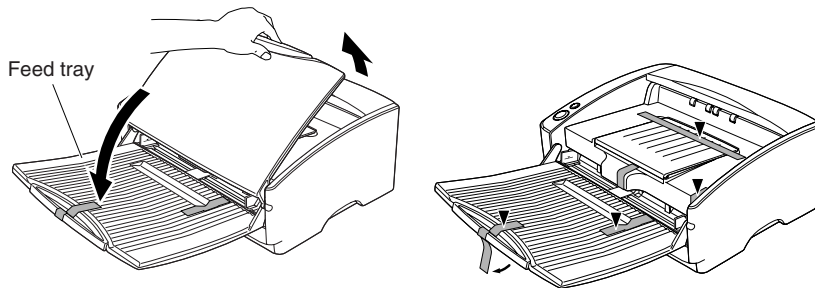
Removing the Protective Packing Materials

Remove all of the protective packing materials (marked ▼ in the diagrams) before using the scanner.

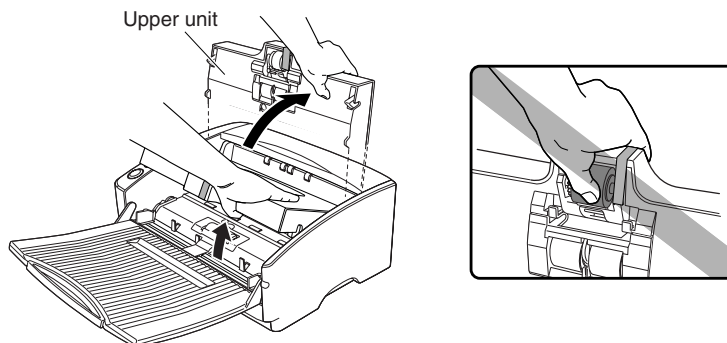
1. Remove the protective tape from the scanner.



2. Slowly open the Document Feed Tray, then remove the protective tape.



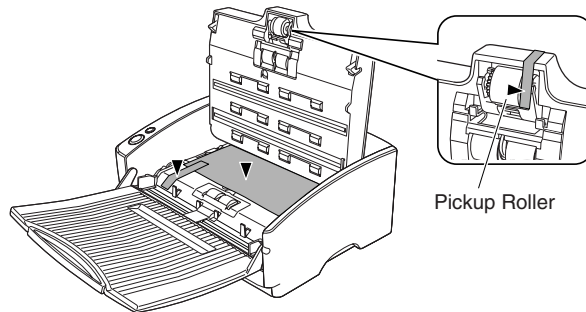
3. Hold the edge of the Upper unit as shown in the diagram, and slowly open it until it stops.



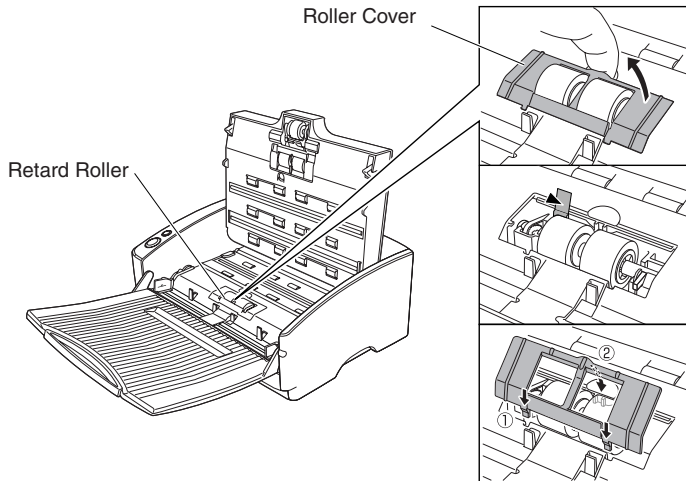
CAUTION

The pickup roller is located in the middle of the Upper unit. Do not hold the protrusion on the Upper unit when you open it. Doing so may deform the pickup roller or cause a feeding error.

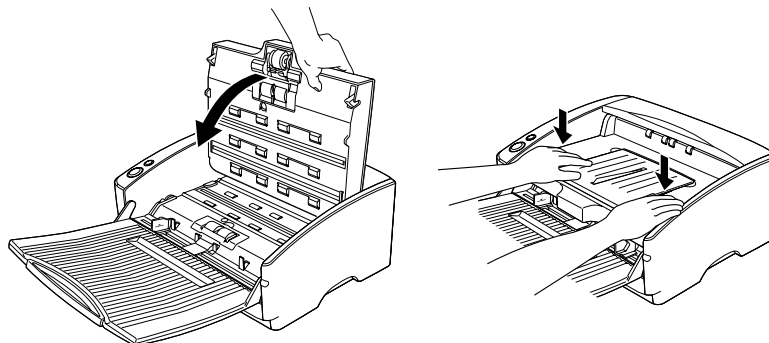
-
- 4.** Remove the protective sheet then the protective material securing the pickup roller.



- 5.** Remove the roller cover, then remove the protective material securing the retard roller. Replace the roller cover.



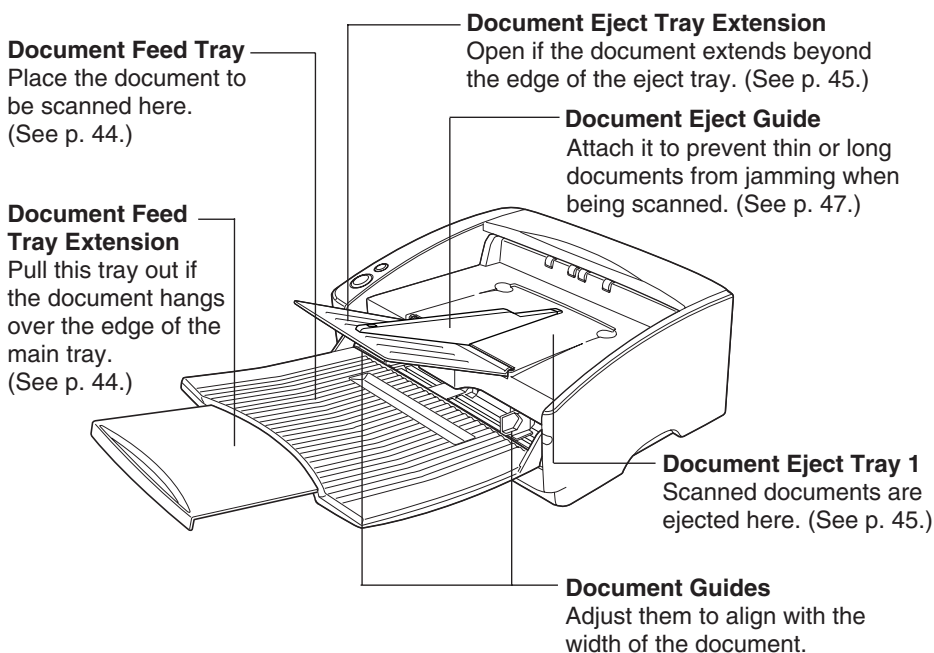
- 6.** Gently close the Upper unit. Be sure that the Upper unit is completely closed by pushing on both edges with both hands until you hear a click.



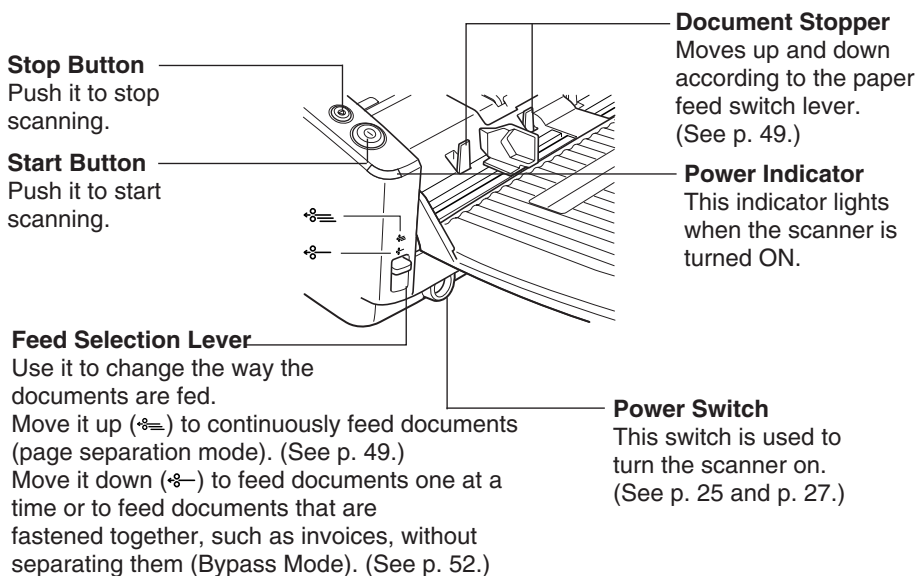
Names and Functions of Parts

This section explains the name and function of each part. Familiarize yourself with the parts before connecting the scanner.

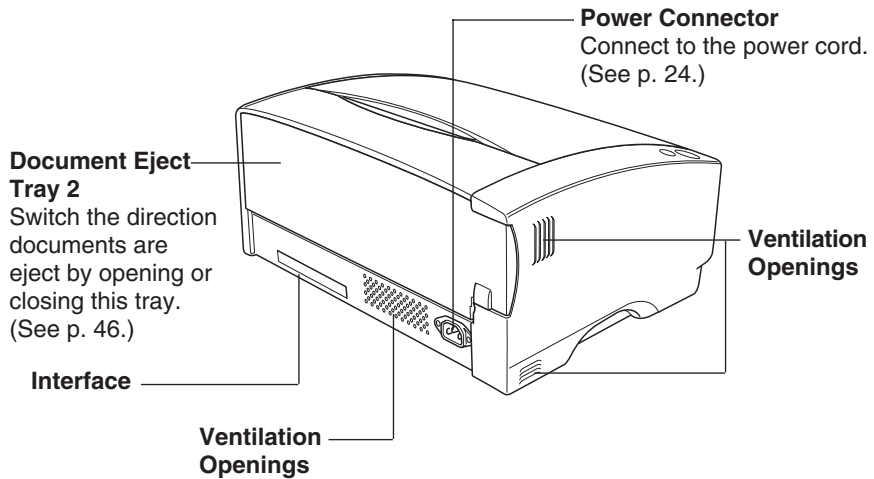
■ Front (Feed Tray Open)



■ Controls



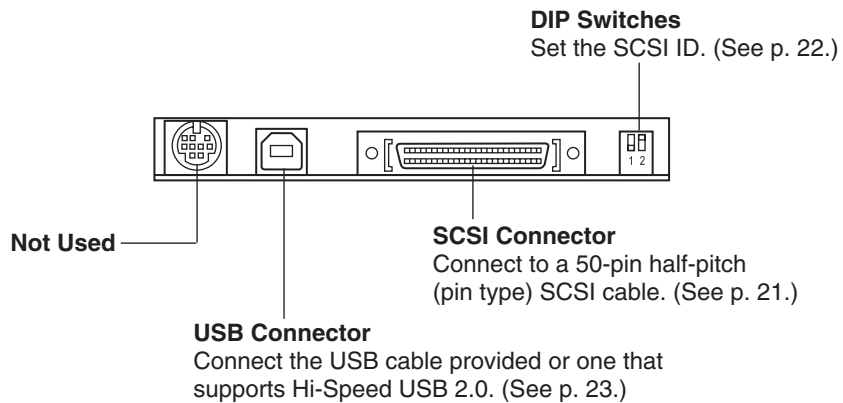
■ Rear



CAUTION

Do not block the Ventilation Openings. Doing so could cause the scanner to overheat, creating a risk of fire.

■ Interface



CAUTION

Do not connect anything to the connectors that are not used. If anything is plugged into those connectors it may result in a malfunction or a fire.

Installing the Scanner

Installation Requirements

In order to use the DR-5010C, your computer must satisfy the following system requirements:

- A computer that meets the following specifications:
 - CPU: Pentium 4 (1.5 GHz or higher)
 - Memory: 512 MB or more (1 GB or more recommended)
 - Hard disk: 1 GB or more available space
 - CD-ROM drive
 - SCSI board or Hi-Speed USB 2.0 interface
 - Monitor: Resolution of 1024 x 768 (XGA) or better recommended
- SCSI board or USB 2.0 interface board that supports the scanner (See “Interface Cards,” on p. 19.)
- Hi-Speed 2.0 interface equipped with your PC or Hi-Speed 2.0 interface board compatible with your scanner
- One of the following operating systems:

Connecting via SCSI

- Microsoft Windows 98 SE
- Microsoft Windows Me
- Microsoft Windows NT 4.0 Workstation SP6
- Microsoft Windows 2000 Professional SP3 or later
- Microsoft Windows XP Professional SP1 or later
- Microsoft Windows XP Home Edition SP1 or later

Connecting via USB 2.0

- Microsoft Windows 98 SE
 - Microsoft Windows Me
 - Microsoft Windows 2000 Professional SP3 or later
 - Microsoft Windows XP Professional SP1 or later
 - Microsoft Windows XP Home Edition SP1 or later
- ISIS compatible or TWAIN compatible application software that runs on your operating system



IMPORTANT

- USB connection is not supported on Windows NT. Connect the scanner via a SCSI cable to use it with a Windows NT system.
- If the Hi-Speed USB 2.0 interface is standard equipment on your computer, then all computer operations are not guaranteed. If the standard Hi-Speed USB 2.0 interface does not operate normally sometimes, then use the recommended Hi-Speed USB 2.0 interface card. Contact your local authorized Canon dealer or service representative for more detailed information.

-
- Use the most recently available SCSI or USB 2.0 driver when using the DR-5010C. Contact your local authorized Canon dealer or service representative. for more detailed information.
 - If the CPU, memory, interface card, and other specifications do not satisfy those recommended, the scanning speed may be greatly reduced and transmission may take a long time.
 - Even if the computer satisfies the recommended specifications, the scanning speed may be slow depending on the scan settings.

**Note**

- Make sure that enough virtual memory is set on your Windows system. Virtual memory settings vary according to the Windows system. For more information, refer to the Windows manual or the online help.
- After checking the shape of the SCSI connectors on your computer and the scanner, purchase a SCSI cable with the right combination of connectors. (See “Connecting the Scanner to Your PC,” on p. 21.)
- The USB cable you are using should be the one originally bundled with the scanner or a Hi-Speed USB 2.0 compatible cable.
- Depending on the application software that you are using, the device driver provided may not operate, or you may not be able to use the functions described in this guide.
- Make sure that the device driver and application software that you will be using are compatible with your PC, the system configuration, and the type of interface card that you are using.
- The ISIS/TWAIN driver provided with the scanner is not necessarily compatible with all ISIS compatible or TWAIN compatible application software. For details, contact your local authorized Canon dealer or service representative.

Installation Procedure

The procedure for installing the scanner is outlined below. (For a detailed outline of this procedure, see “Connecting the Scanner to Your PC,” on p. 21.)

1. Check the interface card in your computer.
(See “Interface Cards,” on p. 19.)
2. Connect the scanner to the PC.
(See “Connecting the Scanner to Your PC,” on p. 21.)
3. Connect the power cord to the scanner.
(See “Connecting the Power Cord,” on p. 24.)
4. Turn the scanner ON first, and then boot up the PC.
(See “Turning the Power ON,” on p. 25.)
5. Let the PC recognize the Scanner.
(See “Recognizing the Scanner,” on p. 25.)
6. Turn the scanner OFF.
(See “Turning the Power OFF,” on p. 27.)

Interface Cards

To connect the scanner with a SCSI connection, make sure that the SCSI card is one of the recommended cards listed below that supports SCSI III.

SCSI Cards

When connecting the scanner via SCSI, verify that the SCSI card you are using is one recommended for use with the scanner. The recommended SCSI cards are as follows:

Recommended SCSI Cards

(for PCI Bus)

Manufacturer: Adaptec
Models: AHA-2930U, AHA-2940AU, ASC-19160,
ASC-29160

(for Card Bus)

Manufacturer: Adaptec
Models: APA-1480



IMPORTANT

- Follow the instructions in your computer's and the SCSI card's manuals to install the SCSI card into your computer.
- The maximum SCSI cable length that can be used is determined by the SCSI standard. For more information refer to the manual for the SCSI card you are using.

USB 2.0 Interface Card

When using the USB 2.0 interface card, verify that the USB 2.0 interface card you are using is one recommended for use with the scanner. The recommended USB 2.0 interface cards are as follows:

Recommended USB 2.0 Interface Cards

(for PCI Bus)

Manufacturer: Adaptec
Models: USB 2 connect 2000LP (AUA-2000)
USB 2 connect 3100 (AUA-3100LP)
USB 2 connect 5100 (AUA-5100)

(for Card Bus)

Manufacturer: Adaptec
Models: USB 2 connect for Notebooks (AUA-1420)



IMPORTANT

- Follow the instructions in your computer's and the USB 2.0 interface card's manuals to install the USB 2.0 interface card into your computer.
- Use the most recent version of the USB 2.0 driver provided by Microsoft.



Note

If the USB 2.0 interface is not compatible with Hi-Speed USB 2.0, scanning speed is reduced.

Connecting the Scanner to Your PC

There are two ways of connecting the scanner to your computer, via SCSI or USB. Choose whichever format is suitable for the environment in which you are using your PC.



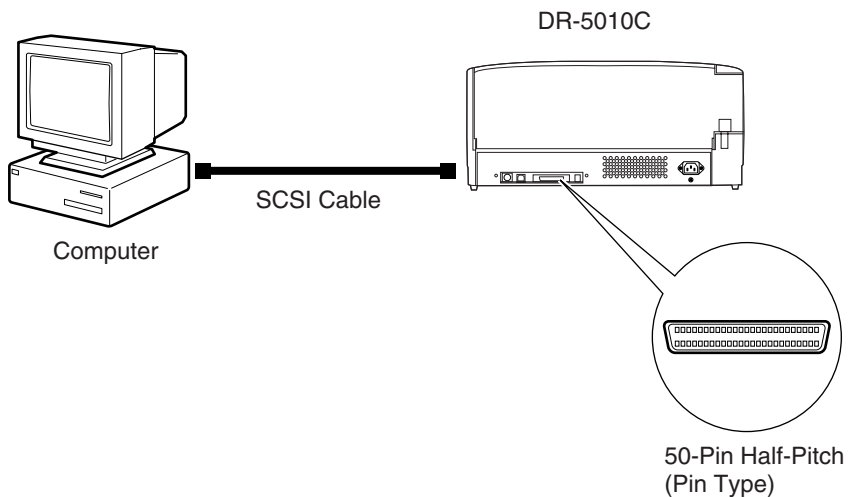
IMPORTANT

- When the application is running, do not turn the scanner OFF or unplug the interface cable.
- Do not connect both a SCSI cable and a USB cable concurrently.
- Do not connect multiple DR-5010C scanners to one (1) computer.
- After having changed the connection, be sure to turn the scanner and the PC ON once again.

Connecting via SCSI

Notes on the Shape of Connectors and the SCSI Cable

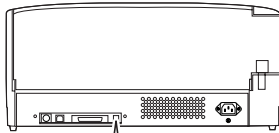
- The DR-5010C is equipped with a 50-pin half-pitch (pin type) SCSI Connector.
- The SCSI cable is not provided with the scanner. Check the shape of SCSI connectors on your computer and the scanner, and use a SCSI cable that has compatible connectors.



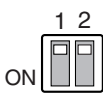


Note

- The SCSI ID is set to 2 at the factory.
- The SCSI ID is set with the Dip Switches on the back of the scanner. The Dip Switches are on when they are down, and off when they are up.
- To change the SCSI ID, be sure to turn OFF the scanner and the computer and refer to the following table to set the SCSI ID.



Default Settings
(SCSI ID = 2)



SCSI ID	SW1	SW2
2	OFF	OFF
3	ON	OFF
4	OFF	ON
5	ON	ON



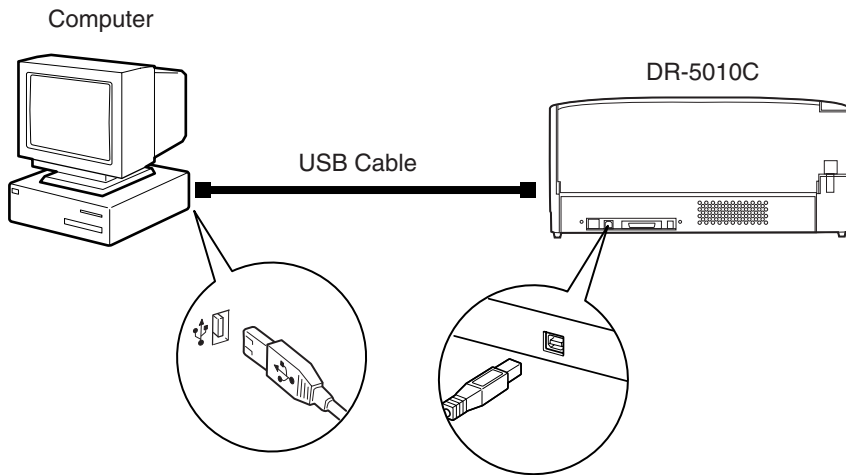
IMPORTANT

- Turn OFF the power to the computer and the scanner before connecting the computer and setting the SCSI ID.
- The scanner has a built-in terminator that is fixed in the “ON” position. To connect the scanner with other SCSI devices in a daisy chain configuration, be sure to position the scanner at the end of the daisy chain, and turn off the terminators in the other SCSI devices.
- Be careful that the IDs for other SCSI devices connected or built-in to the computer do not duplicate the SCSI ID for the scanner.

Connecting USB Interface

USB Interface Connection

- Be sure to use the USB cable bundled with the scanner or a Hi-Speed USB 2.0 compatible cable.
- When using a USB extension card that supports Hi-Speed USB 2.0, be sure to choose one verified for use with the scanner. (See “USB 2.0 Interface Card,” on p. 19.)



IMPORTANT

- If the operating system you are using is Windows NT, the connection via USB is not supported. When using the DR-5010C with Windows NT, be sure to connect the scanner via SCSI.
- When using a USB hub, be sure to use one compatible with USB 2.0.

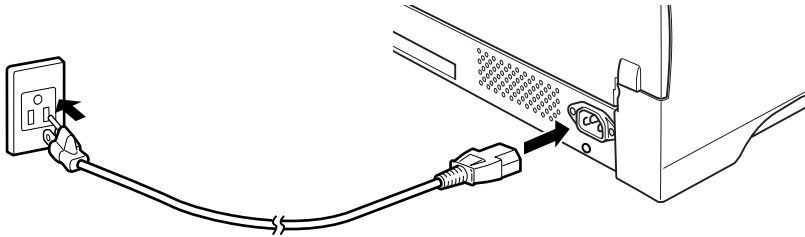


Note

- The DR-5010C passed the Hi-Speed USB 2.0 certification test. However, when you use the scanner with a personal computer equipped with USB 2.0 as standard, the scanner may not always operate normally.
- If the interface is not Hi-Speed USB 2.0 compatible, the scanning speed will slow down.

Connecting the Power Cord

Connect the power cord that is provided with this scanner to the power cord connector located on the rear of the scanner, and then plug the cord into a power outlet.



⚠ WARNING

- Be sure to use the power cord provided with the scanner.
- Be sure the scanner is turned OFF before connecting the power cord.

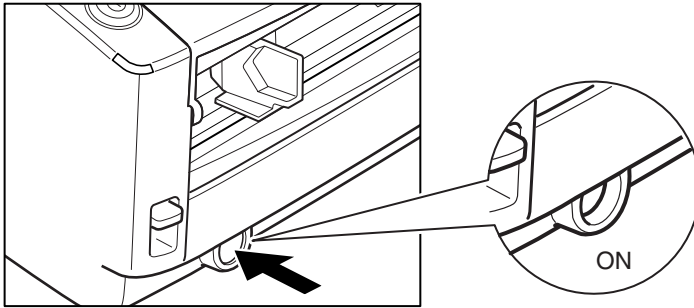
Turning the Power ON/OFF

Follow the procedures described below when turning the power ON or OFF.

Turning the Power ON

1. Turn ON the scanner.

The Power Switch is on the lower left of the front of the scanner. Push the Power Switch to turn ON the scanner. The power lamp lights green when the power is ON.



2. Turn ON the PC.

⚠ WARNING

If the scanner ever makes a strange noise, emits smoke or a strange odor, becomes hot, or if the scanner does not operate at all even though the power is ON, immediately turn the scanner OFF and unplug the power cord. Contact your local authorized Canon dealer or service representative to have the scanner serviced.

3. Log on to Windows.

📖 IMPORTANT

If you are using Windows NT 4.0 Workstation, Windows 2000 Professional, or Windows XP, be sure to log on as a user with administrator privileges.

Recognizing the Scanner

If you are using Windows 98SE/Me/2000 or Windows XP, then the first time that you turn ON your PC after connecting this scanner to your PC, Windows Plug and Play automatically displays a screen prompting you to install the scanner driver. Follow the instructions on the screen to proceed with the installation.

-
- If you are using Windows 98SE, the [Add New Hardware Wizard] dialog box appears.
 1. Click the [Next] button.
 2. Select [Search for the best driver for your device. (Recommended)], and then click the [Next] button.
 3. Insert the setup disc into the computer's CD-ROM drive.
 4. Select [Specify a location], enter "D:\INF" (assuming that "D" is the letter assigned to your CD-ROM drive), and then click the [Next] button.
 5. Click the [Next] button.
 6. Click the [Finish] button.

 - If you are using Windows Me, the [Add New Hardware Wizard] dialog box appears.
 1. Select [Specify the location of the driver (Advanced)], and then click the [Next] button.
 2. Insert the setup disc into the computer's CD-ROM drive.
 3. Select [Search for the best driver for your device. (Recommended)], and then select [Specify a location]. Enter "D:\INF" (assuming that "D" is the letter assigned to your CD-ROM drive), and then click the [Next] button.
 4. Click the [Next] button.
 5. Click the [Finish] button.

 - If you are using Windows 2000 Professional, the [Found New Hardware Wizard] dialog box appears.
 1. Click the [Next] button to proceed to the Install Hardware Device Drivers screen.
 2. Select [Search for a suitable driver for my device (recommended)], and then click the [Next] button to proceed to the Locate Driver Files screen.
 3. Select [Specify a location], and then click the [Next] button.
 4. Insert the setup disc into the computer's CD-ROM drive.
 5. Enter "D:\INF" (assuming that "D" is the letter assigned to your CD-ROM drive), and then click the [OK] button.
 6. On the Driver Files Search Results screen, click the [Next] button.
 7. If the message "Digital Signature Not Found" appears, click [Yes] to continue installation.
 8. On the Completing the Found New Hardware Wizard screen, click the [Finish] button.

 - If you are using Windows XP, the [Found New Hardware Wizard] dialog box appears.
 1. Insert the setup disc into the computer's CD-ROM drive.
 2. On the Welcome to the Found New Hardware Wizard screen, select [Install from a list or specific location (Advanced)], and then click the [Next] button.

3. Select [Search for the best driver in these locations], and then clear the [Search removable media (floppy, CD-ROM...)] check box. Select [Include this location in the search], enter “D:\INF” (assuming that “D” is the letter assigned to your CD-ROM drive), and then click the [Next] button.
4. Although a message appears indicating that the driver “has not passed Windows logo testing”, click the [Continue Anyway] button in the [Hardware Installation] dialog box.
5. Click the [Finish] button on the Completing the Found New Hardware Wizard screen.



IMPORTANT

- The DR-5010C is registered as “CANON DR-5010C SCSI” or “CANON DR-5010C USB” in the Imaging Device directory.
- The displayed device name of the DR-5010C differs depending on the connection, via SCSI or via USB. When having changed the connection, be sure to let the PC recognize the scanner once again.

Turning the Power OFF

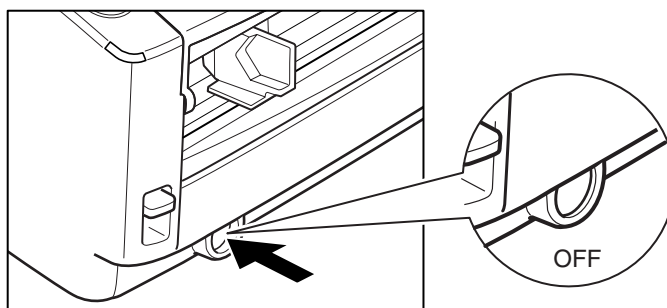


CAUTION

If the scanner will not be used for an extended period of time, unplug the power cord for safety's sake.

1. Turn OFF the PC.
2. Turn OFF the scanner.

The Power Switch is located on the lower left front corner of the scanner. To turn the scanner OFF, press the Power Switch. When the Power Indicator turns OFF, the scanner is OFF.



Note

- When connecting the DR-5010C via SCSI, turn the scanner ON first, and then turn the PC ON.
- Wait at least 10 seconds before turning the scanner ON after it has been turned OFF.

Installing the Software



IMPORTANT

Before installing the software, be sure to open and read the Readme.txt file on the setup disc.

The setup disc included with the scanner contains the following software:

- **ISIS/TWAIN Driver**

This driver allows this scanner to be used with ISIScompatible application software or TWAINcompatible application software. The driver must be installed to be able to use the scanner.

- **CapturePerfect**

CapturePerfect is software for scanning images that is ISIS compatible. You need to install the ISIS/TWAIN driver before installing CapturePerfect.

For information about installing the bundled Adobe Acrobat, see the “How To Install” file on the Adobe Acrobat setup disc.

Installing the ISIS/TWAIN Driver

Follow the procedure described below to install the ISIS/TWAIN driver.



IMPORTANT

If another ISIScompatible driver is already installed in your PC, you must back up the files listed below. These files may be overwritten when you install this ISIS/TWAIN driver.

C:\Windows\System\pix*.dll

C:\Windows\PixTran*.*



Note

The name of the “\Windows” and “\Windows\System” folder varies, depending on which version of Windows you are using. Substitute the above folder names with the relevant folder names for Windows used in your system.

1. Turn ON your PC. Windows starts.

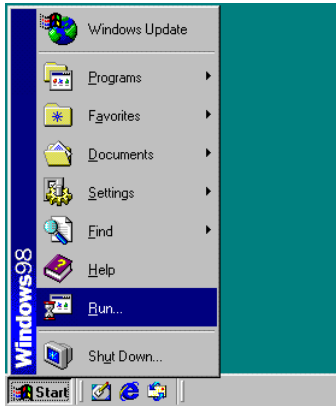


IMPORTANT

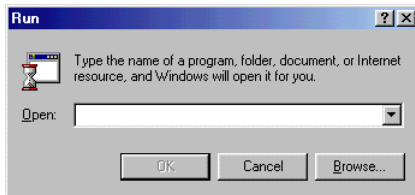
If you are using Windows NT 4.0 Workstation, Windows 2000 Professional, or Windows XP, be sure to log on as a user with administrator privileges.

2. Insert the setup disc in the PC’s CD-ROM drive.

3. Click the [Start] button, and then select [Run].



The [Run] dialog box appears.



4. In the Open box, enter “D:\Driver\Setup.exe” (assuming that “D” is the letter assigned to your CD-ROM drive), and then click the [OK] button.

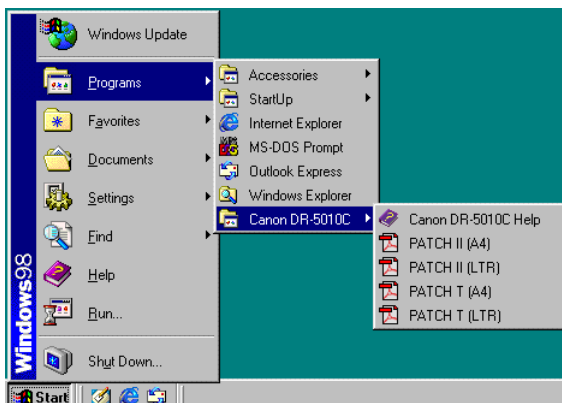
The Installer starts.

5. Follow the instructions on the screen and complete the installation.
6. Restart Windows when you have completed the installation.



Note

Installing the ISIS/TWAIN driver creates the following shortcuts in the Start menu:



Canon DR-5010C Help

Online help for ISIS/TWAIN driver. (See “Using the ISIS/TWAIN Driver,” on p. 35.)

PATCH x(xx) (Patch Code Sample Sheet)

These sheets are used to automatically separate batches of documents when the scanner recognizes the patch code pattern. (See “Using Patch Code Sheets,” on p. 55.)

To use the patch code sheets, you need to install CapturePerfect, which is provided with the scanner, or an application that can handle PDF format files.

Installing CapturePerfect

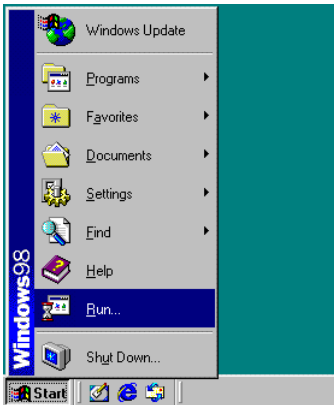
Follow the procedure described below to install CapturePerfect.

1. Turn ON your PC. Windows starts.

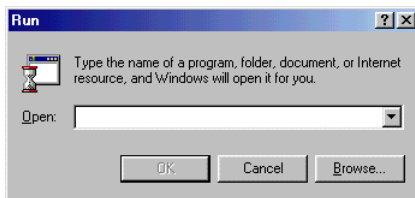
IMPORTANT

If you are using Windows NT 4.0 Workstation, Windows 2000 Professional, or Windows XP, be sure to log on as a user with administrator privileges.

2. Insert the setup disc in the PC's CD-ROM drive.
3. Click the [Start] button, and then select [Run].



The [Run] dialog box appears.



4. In the Open box, enter “D:\CapturePerfect\Setup.exe” (assuming that “D” is the letter assigned to your CD-ROM drive), and then click the OK button.

The Installer starts.

5. Follow the instructions on the screen and complete the installation process.

Uninstalling Software

Follow the procedure described below to uninstall the ISIS/TWAIN driver and CapturePerfect.

IMPORTANT

If you are using Windows NT 4.0 Workstation, Windows 2000 Professional, or Windows XP, be sure to log on as a user with administrator privileges.

1. Click the [Start] button, point to [Settings], and then click [Control Panel].

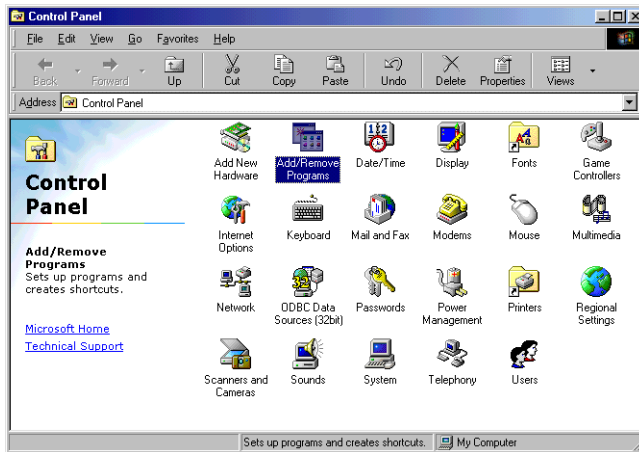
Note

If you are using Windows XP, on the Start menu, click [Control Panel].



The [Control Panel] window is displayed.

2. Double-click the [Add/Remove Programs] icon.



The [Add/Remove Programs Properties] dialog box is displayed.

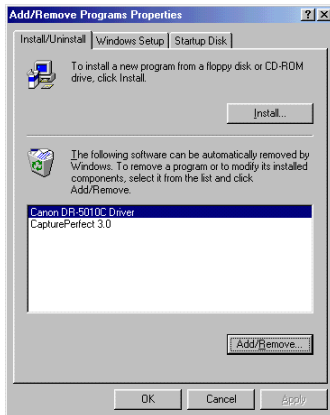
 **Note**

If you are using Windows XP, the [Add or Remove Programs] dialog box is displayed.

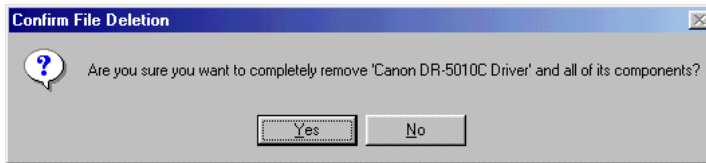
3. Select [Canon DR-5010C Driver] or [CapturePerfect] from the list in the dialog box, and then click [Add/Remove].

 **Note**

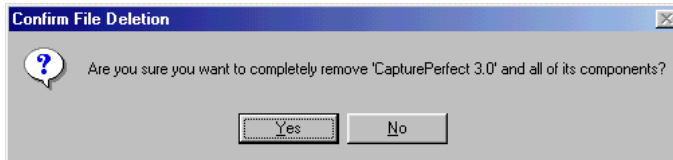
If you are using Windows XP, click the [Change/Remove] button.



-
4. The [Confirm File Deletion] dialog box appears.



When [Canon DR-5010C Driver] is selected.



When [CapturePerfect] is selected

5. Click the [Yes] button to start the uninstaller.

Follow the instructions on the screen to finish uninstalling the software.

Using the Software

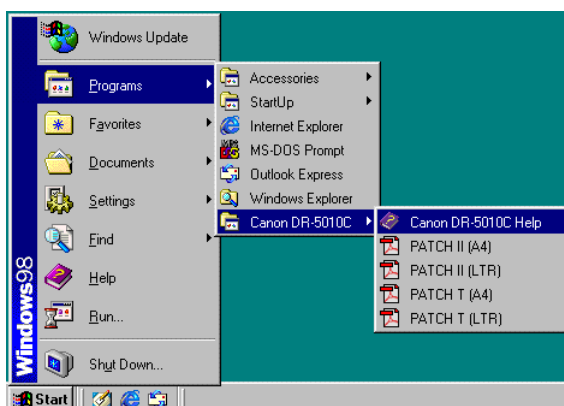


Note

- This section provides only the basic procedures for using installed software. Software applications also have their own help. See the applicable help for details about using each software application.
- For information about the bundled Adobe Acrobat, see Adobe Acrobat help.

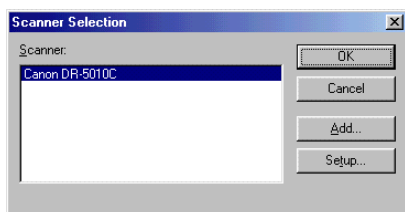
Using the ISIS/TWAIN Driver

The ISIS/TWAIN driver help describes how to use the ISIS/TWAIN driver. To access ISIS/TWAIN driver help, click the [Start] button, point to [Programs] (when using Windows XP, point to [All Programs]) - [Canon DR-5010C], and then click [Canon DR-5010C Help], or click the Help button displayed in the dialog box.



Note

Before using the ISIS/TWAIN Driver, select the scanner [Canon DR-5010C] with the software. For more information, refer to [Canon DR-5010C Help] and the manual for the software you are using.



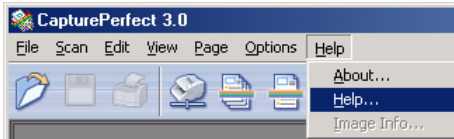
Using CapturePerfect

Follow the procedure described below to start and close CapturePerfect.



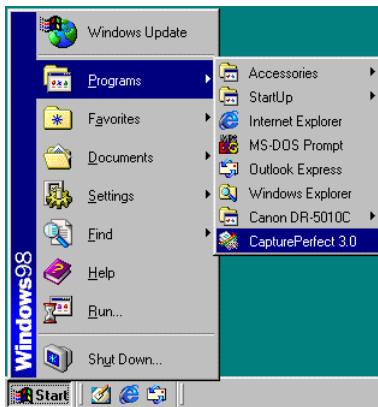
Note

The basic method for scanning using CapturePerfect is described in CapturePerfect help. From the [Help] menu on the CapturePerfect menu bar, click [Help], then refer to the explanation of how to use CapturePerfect.

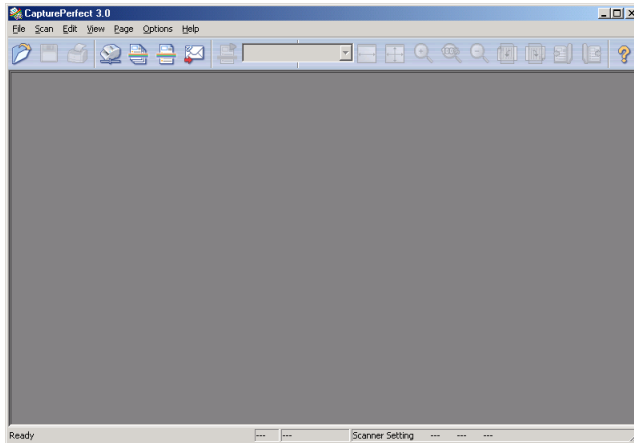


Starting CapturePerfect

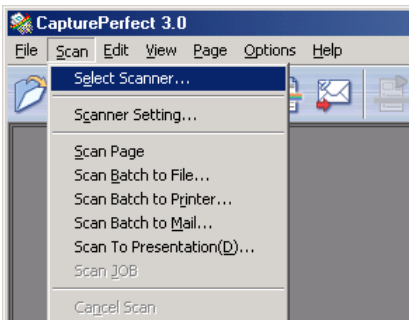
1. Turn ON the scanner.
2. Turn ON your computer. Windows starts.
3. Click the [Start] button, point to [Programs] (when using Windows XP, point to All Programs), and then click [CapturePerfect].



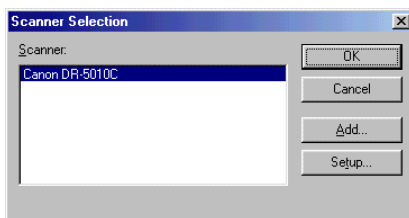
CapturePerfect starts.



4. On the Scan menu, click [Select Scanner].



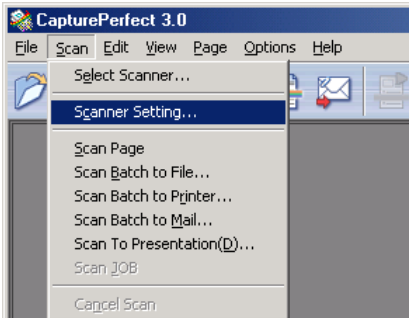
5. Select [Canon DR-5010C], and then click the [OK] button.



Note

If [Canon DR-5010C] is not displayed in the list of scanners, re-install the ISIS/TWAIN driver. (See “Installing the ISIS/TWAIN Driver” on p. 28.)

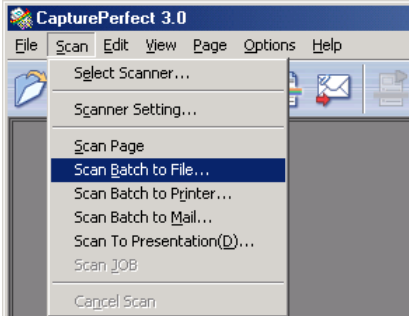
6. On the Scan menu, click [Scanner Setting] and then configure scanning parameters.



Note

For details about how to configure scanning parameters, see ISIS/TWAIN driver help. (See p. 35.)

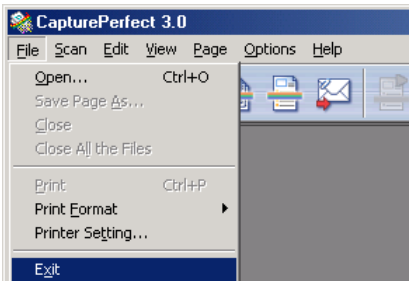
7. Execute the scan operation from the [Scan] menu.



Note

Details about actually using CapturePerfect can be found in CapturePerfect help. To view information about using CapturePerfect, click [Help] on the menu bar.

8. After scanning is complete, select [Exit] on the [File] menu to quit CapturePerfect.



Starting CapturePerfect with the Event Function

DR-5010C and CapturePerfect support Windows Scanner Event function. By installing the ISIS/TWAIN driver and CapturePerfect, CapturePerfect starts automatically when the scanners Start Button is pressed.

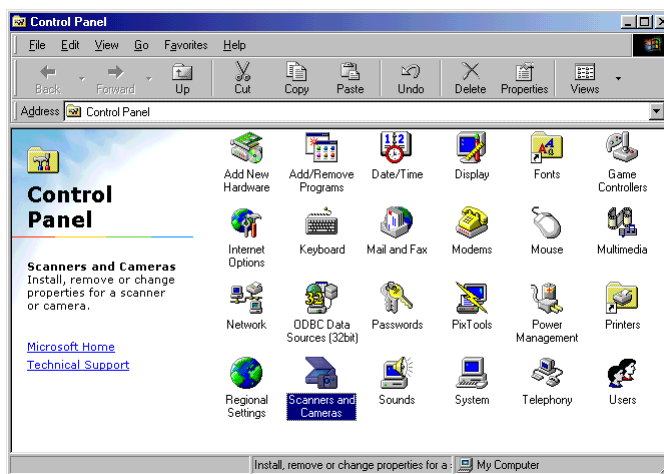


Note

Windows NT does not support this function.

Confirming Scanner Event

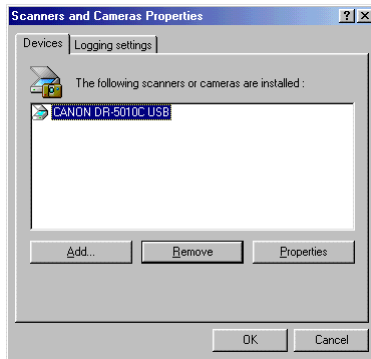
1. Double-click the [Scanners and Cameras] icon.



Note

- [Scanners and cameras] is not displayed on Windows NT.
- The dialog box that appears varies depending on the version of Windows being used.
 - On Windows 98SE/2000 the [Scanners and Cameras Properties] dialog box appears.
 - On Windows Me/XP the [Scanners and Cameras] folder opens.

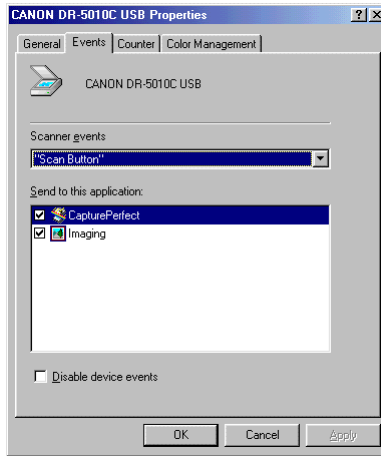
-
2. Select [Canon DR-5010C SCSI] (or [Canon DR-5010C USB]), and then click the [Properties] button to display Properties.



3. Click the [Events] tab.



4. Make sure that [CapturePerfect] is checked.



Note

- When an application is started by an event, it may not work correctly depending on the application.
- To disable the Event function, check the [Disable device events] check box.
- Restart Windows to enable new settings after changing the event settings.

Using the Scanner

Documents

This scanner can scan documents ranging in size from business cards and checks to 11.6" x 17"/A3 size documents. The size of documents that can be scanned is shown below.

Eject Direction (*1)	U-Turn Path	Straight Path
Width	2.08" to 11.8" (53 mm to 300 mm)	2.08" to 11.8" (53 mm to 300 mm)
Length	2.75" to 17" (70 mm to 432 mm)	2.75" to 17" (70 mm to 432 mm)
Weight (*2) Feeding documents are separated	14 to 32 lb bond (52 to 128g/m ²) 0.0024" to 0.0059" (0.06 mm to 0.15 mm)	14 to 32 lb bond (52 to 128g/m ²) 0.0024" to 0.0059" (0.06 mm to 0.15 mm)
Feeding documents are not separated	11 to 40 lb bond (42 to 157g/m ²) 0.0020" to 0.0079" (0.05 mm to 0.20 mm)	11 to 144 lb bond (42 to 546g/m ²) 0.0020" to 0.026" (0.05 mm to 0.66 mm)
Business cards	Cannot be scanned	Can be scanned (not separated) Size: 2.12" x 3.37" (53.9 mm x 85.5 mm) Thickness: 0.03" ± 0.003" (0.76 ± 0.08 mm) without embossing

(*1) For information about eject directions, see "Document Eject Tray," on p. 45.

(*2) For information about feeding documents, see "Placing a Document for Scanning," on p. 49.



IMPORTANT

A document must meet the following criteria to be scannable:

- When scanning a multi-page document, pages must be grouped together so that they have the same size, thickness, and weight. Scanning different types of paper at one time can cause the scanner to jam.
- Scanning documents before the ink is dry can cause problems with the scanner. Always make sure that the ink on a document is dry before scanning it.

- Scanning documents that are written in pencil or similar material can make the rollers dirty, which can then transfer the dirt to subsequent documents. Always clean the rollers after scanning a document written in pencil.
- When scanning a two-sided document that is printed on thin paper, the image on the opposite side of each page may show through. Adjust the scanning intensity in the application software before scanning the document.
- Scanning the following types of documents can cause a paper jam or malfunction. To scan such a document, make a photocopy of the document and then scan the photocopy.



Wrinkled or creased documents



Documents with paper clips or staples



Extremely thin, translucent paper



Curled documents



Carbon paper



Torn documents

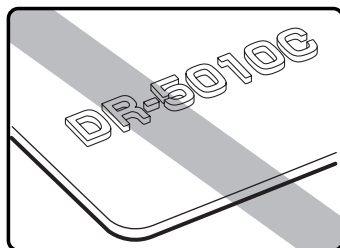


Coated paper

- When you scan a batch of NCR documents, make sure that they are not stuck together.
- Note that glossy originals or card originals sometimes cannot be scanned correctly, or functions such as Paper Size Detection and Deskew do not function properly due to reflected light.
- When scanning business cards, make sure to select nonseparation feed and Straight Path.

⚠ CAUTION

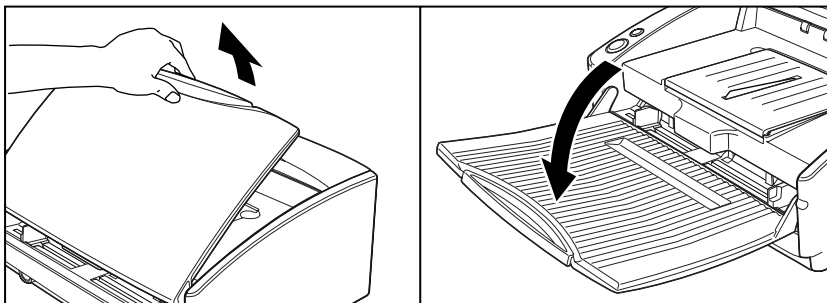
The results of scanning embossed cards are not guaranteed. Note that scanning embossed cards may scratch the sensor glass.



Embossed Cards

Setting Up the Document Feed Tray and the Document Eject Tray

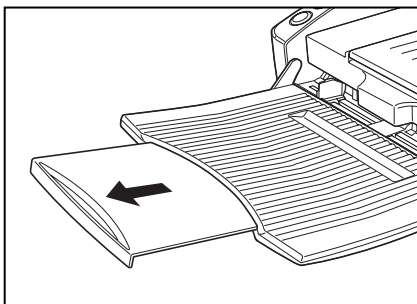
1. Hold the middle of the Document Feed Tray and slowly open it toward you.



⚠ CAUTION

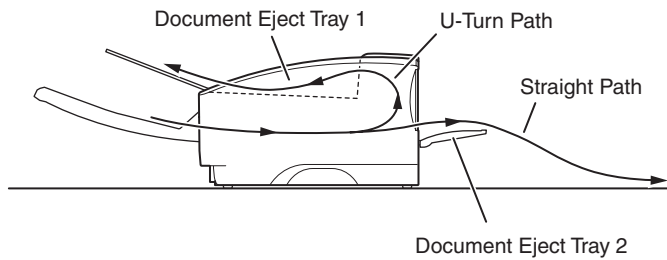
Do not place anything other than documents on the Document Feed Tray. Doing so may damage the scanner, reduce scanning quality, or cause the feed tray to fall off and injure someone.

2. Pull out the Document Feed Tray Extension when scanning large documents.



Document Eject Tray

The scanner has two eject methods; documents can be eject to the front of the scanner in a U-Turn Path, or to the back of the scanner in a Straight Path. The eject method can be switched by opening or closing Document Eject Tray 2. Select the eject method according to what you need to do.



Note

The Straight Path can be used to scan thick paper, thin paper, and business cards.

Using the U-Turn Path

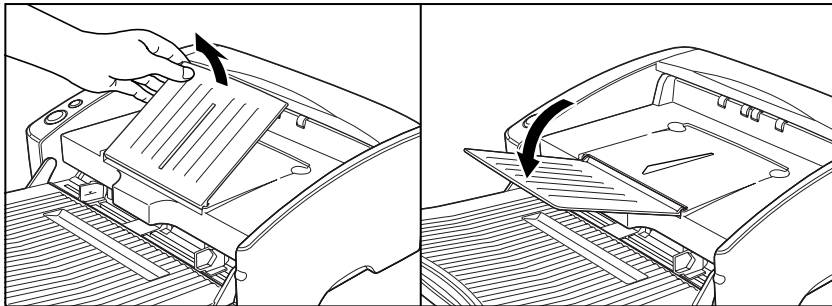
1. If Document Eject Tray 2 is open, close it.



Note

The U-Turn Path cannot be used if Document Eject Tray 2 is open.

2. Open the Document Eject Tray Extension toward you.

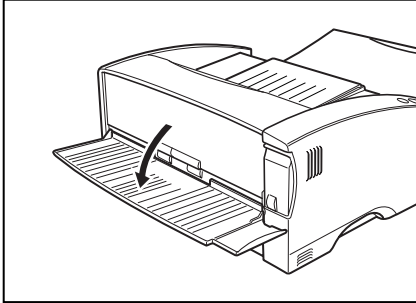


IMPORTANT

Be sure to open the Document Eject Tray Extension to use the U-Turn Path. If it is not opened, the documents may fly off the tray and cause a paper jam.

Using the Straight Path

1. Open Document Eject Tray 2.



Note

When using the Straight Path, the ejected documents are stacked in reverse order to how they were fed.



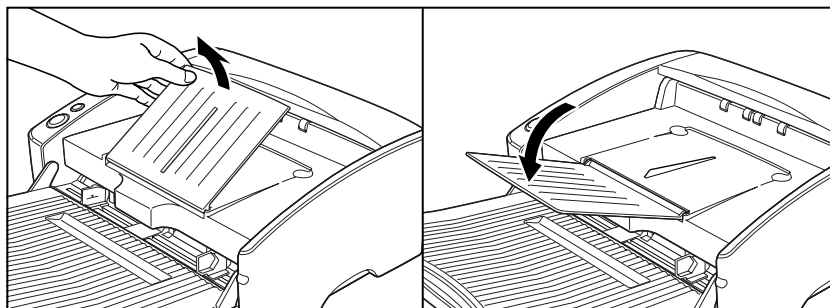
IMPORTANT

- Be sure there is enough space for documents that are ejected behind the scanner when using the Straight Path. If there is not enough space for ejected documents, the documents may be damaged or a paper jam may occur.
- Open or close Document Eject Tray 2 before starting to scan documents. Opening or closing Document Eject Tray 2 while scanning may cause a paper jam.

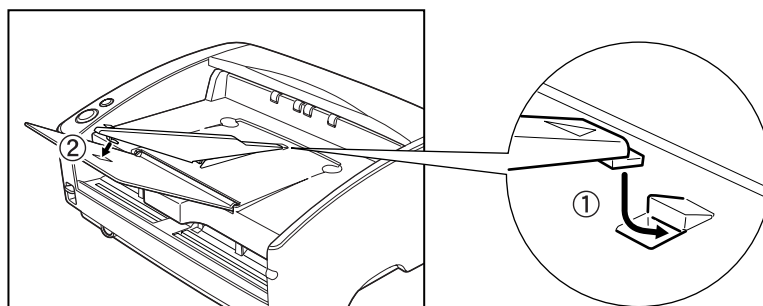
Installing the Document Eject Guide

When scanning a document that is particularly thin or particularly long, it could droop down over the edge of the Document Eject Tray Extension and become jammed in the scanner. Avoid this problem by attaching the Document Eject Guide.

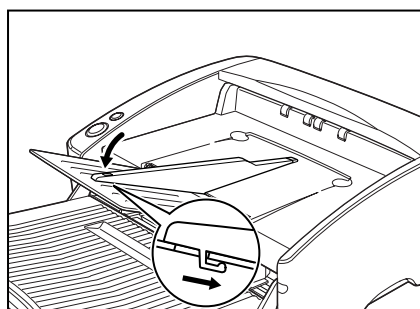
1. Open the Document Eject Tray Extension toward you.



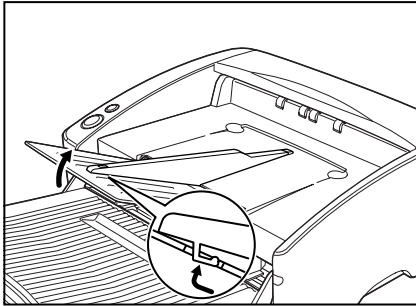
2. Attach the Document Eject Guide in the order ①, ② as shown.



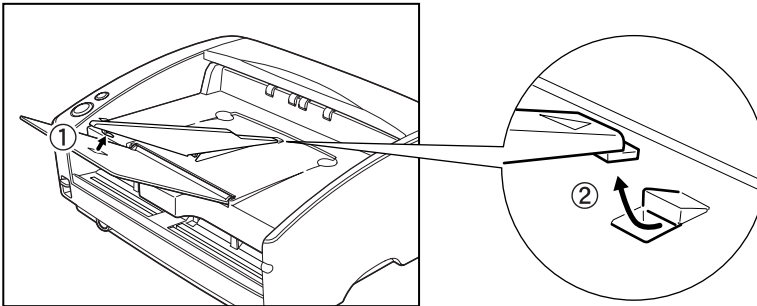
3. Press the Document Eject Guide to attach it to Document Eject Tray Extension.



-
- 4.** To remove the Document Eject Guide, lift the Document Eject Tray Extension a little and unhook the Document Eject Guide.



- 5.** Reverse the procedure for attaching the Document Eject Guide to remove it.



Placing a Document for Scanning

There are two methods for paper separation, called the Page Separation mode and Bypass mode for feeding documents. Feeding documents continuously from a stack of documents placed in the feed tray is called the Page Separation mode. Feeding documents one sheet at a time by hand or feeding multiple sheet documents, such as invoices that are attached at one end, is called the Bypass mode. The document feed method can be switched by moving the Feed Selection Lever.

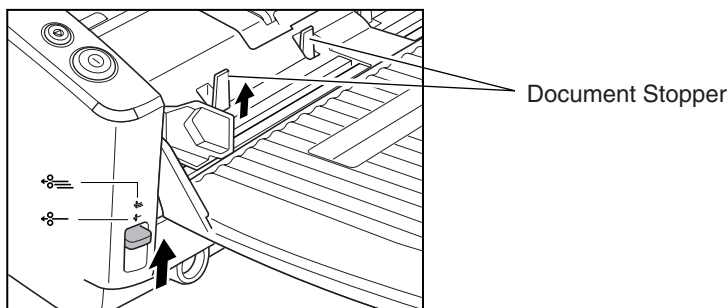


IMPORTANT

- When placing a document for scanning, be careful to remove all paper clips, staples, etc., from the document. During the scanning process, such objects can tear the document, cause a paper jam, and damage the scanner.
- Do not wear loose clothing or jewelry that may get caught in the scanner while you are operating it. If they get caught in the scanner it may cause an injury. Be extra careful of neckties and long hair. If anything gets caught in the scanner, quickly unplug the scanner to stop it.
- If the leading edge of the documents are curled, they may cause a paper jam. If the curls are large, straighten them out before scanning.
- Scanning thin paper originals continuously in the Paper Separation Mode may cause the original to become wrinkled or folded, which will cause a paper jam. If this happens, scan the original in the Bypass Mode.

How to Feed with the Page Separation Mode

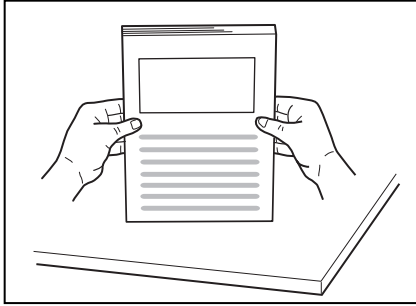
1. Move the Feed Selection Lever on the lower left side of the front of the scanner up (☞).



Note

Lifting up the Feed Selection Lever causes the Document Stoppers to rise.

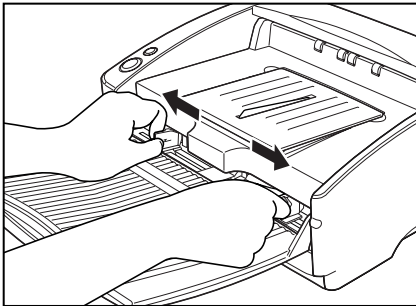
-
2. Straighten the edges of the document to be scanned.



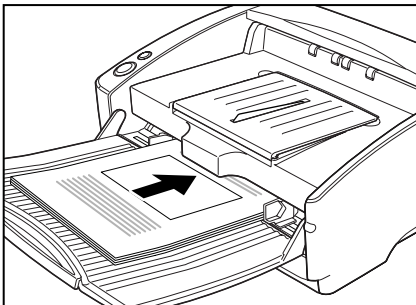
⚠ CAUTION

- Do not place the documents on top of the scanner to align them. Doing so may cause a malfunction.
- Be careful when placing a document in the scanner. It is possible to cut your hand on the edge of a sheet of paper.

3. Set the Document Guides so they are wider than the document to be scanned.



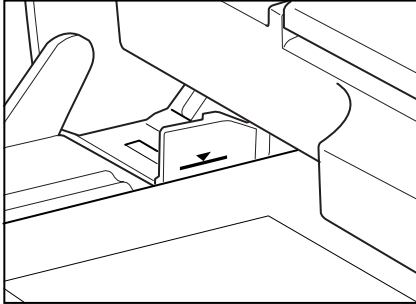
4. Place the documents face up into the Document Feed Tray and so they touch the stoppers.



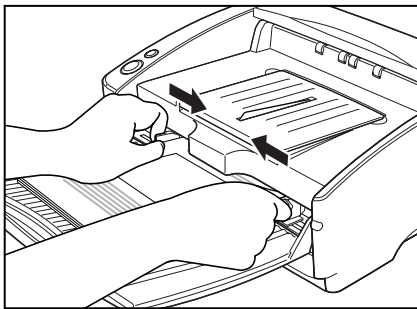


IMPORTANT

There is a load limit mark (▼) on the Document Guides. Do not stack documents higher than this mark (approximately 100 sheets of normal copy paper of 20 lb bond (80g/m²)). Doing so may cause a paper jam.



5. Adjust the document guides so they match the width of the document.



Note

Before starting a scan, make sure that the document is loaded in the scanner correctly. Scanning a curled document or a creased document can damage the document.

6. Start scanning from the application.

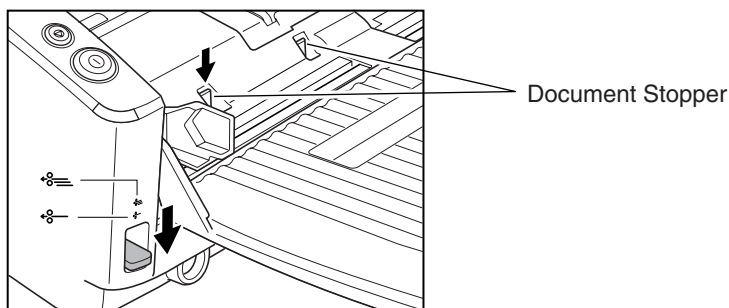


Note

- If the paper feed operation stops due to a system error or a paper jam while the scanner is scanning, resolve the problem, make sure that the scanned image of the last page that was fed has been stored, and then resume the scanning operation.
- Note that documents that are printed on thin paper may fall out of the Document Eject Tray.
- After you finish scanning, close the Document Feed Tray and the Document Eject Tray Extension to prevent damage to the scanner while it is not being used.

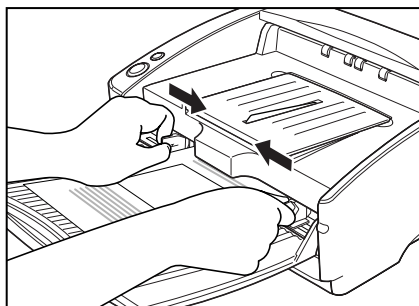
How to Feed with the Bypass Mode

1. Move the Feed Selection Lever on the lower left side of the front of the scanner down (⚙️).

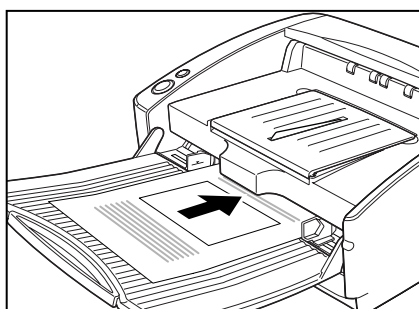


Note

- Lowering the Feed Selection Lever causes the Document Stoppers to go down.
 - The ISIS/TWAIN Driver settings change to the manual feed mode automatically when the Feed Selection Lever is lowered.
2. Place the document into the Document Feed Tray one sheet at a time and adjust the position of the Document Guides.



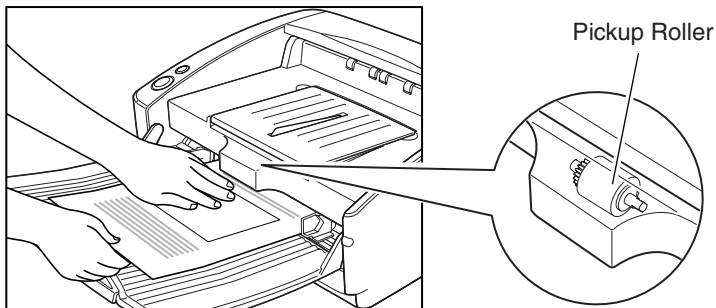
3. Start scanning from the application.
4. One sheet of the document is pushed against the document feed slot. The document is fed.





IMPORTANT

- When scanning documents that are fastened together, such as invoices, set the edge that is fastened together as the leading edge.
- Note that when scanning with nonseparated feed, if you place several documents that are not fastened together on the feed tray at one time, they will be fed together.
- Particularly, very thin or curled documents will not be fed very well. In this case, lightly press on the leading edge of the documents when you set them. When doing this, be careful not to get your fingers stuck in the pickup roller.



- After you finish scanning, close the Document Feed Tray and the Document Eject Tray Extension to prevent damage to the scanner while it is not being used.

Patch Code Sheets

Patch code sheets are sheets printed with a special pattern that is used for separating files without interrupting scanning. When a patch code sheet is read in the scanner and the pattern on the sheet is recognized, the sheet functions as a patch code sheet which allows files to be separated.



Note

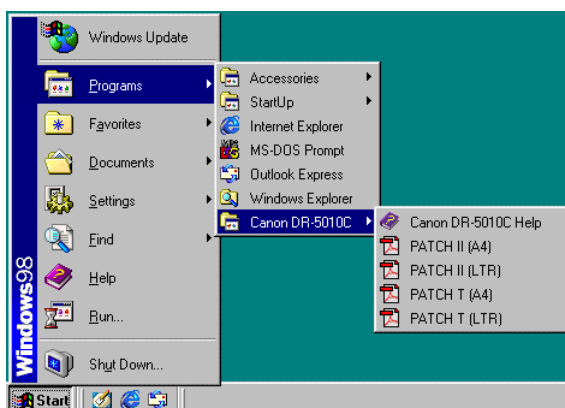
- This section briefly describes how to use the patch code sheets. For details, refer to the ISIS/TWAIN Driver Help.
- Patch code sheets only work with an application which support file separation by patch code sheets.

About Patch Code Sheets

Patch code sheets are data in the form of PDF (Portable Document Format).

There are 4 types of Patch Code Sheets: [PATCH II (A4)], [PATCH II (LTR)], [PATCH T (A4)], and [PATCH T (LTR)].

Click the [Start] button in Windows, point to [Programs] – [Canon DR-5010C], and then click [PATCH X(XX)]. Then print the sheets to use them.



Note

To open the patch code sheets, you need to install CapturePerfect or Adobe Acrobat, which is provided with the scanner, or an application that can handle PDF (Portable Document Format) files.

Functions of Patch Code Sheets

- Patch Code Patterns

PATCH T (FILE A)



When this sheet is detected, the document following this sheet is saved to a separate file.

PATCH II (FILE B)



When this sheet is detected, the file is separated after this sheet. Note, however, that the setting is ignored, and this sheet is recorded as an image even if the recording of the sheets as an image has been disabled in the patch code detection settings.

Using Patch Code Sheets

1. Print out the patch code sheets on a printer. Use paper that is the same size as the patch code sheet data.



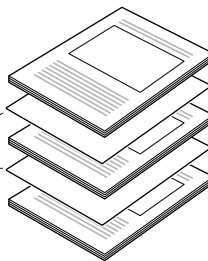
Note

- Use A4size paper for [PATCH II (A4)] and [PATCH T (A4)]
- Use lettersize paper for [PATCH II (LTR)] and [PATCH T (LTR)]

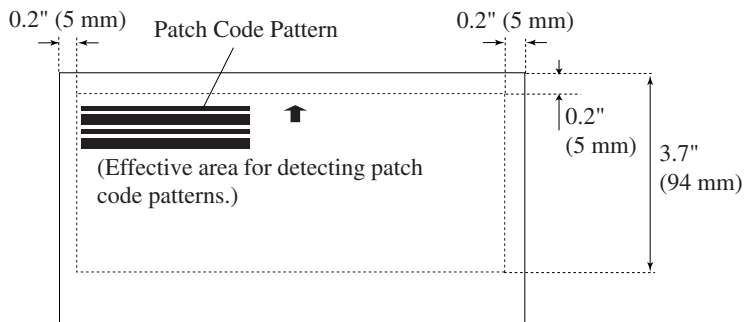
2. Load the patch code sheet in front of the document where a file separator is to be inserted before scanning.

Inserting Patch Code Sheets

Load patch code sheets in front of the documents where a file separator is to be inserted.



Effective Area for Detecting Patch Code Patterns



IMPORTANT

- When you copy the originals, adjust the size and density settings to match the originals. Extremely dark or light copies may not scan correctly.
- When you copy the originals, adjust them so that the patch code pattern is in the effective area for detecting patch code patterns.
- Make sure that the originals are not stained or marked in any way. Take special care to avoid staining or marking the effective area for detecting patch code patterns. Also, take care to avoid bending or wrinkling the patch code sheets. Damaged or marked patch code sheets cannot be read correctly.
- To avoid a reading error, make sure that the scanning density for patch code sheets is neither too light nor too dark.

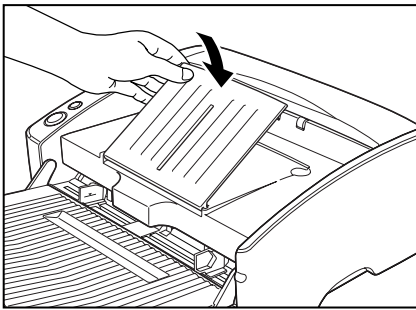
Clearing a Paper Jam

When paper jams occur during scanning, use the following procedure to clear them.

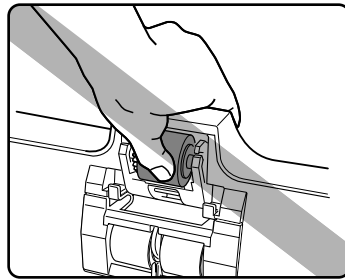
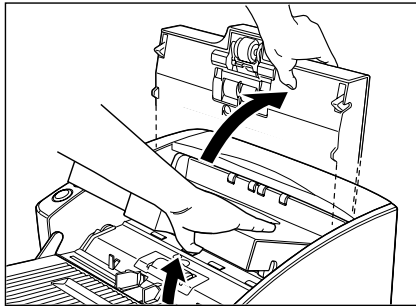
⚠ CAUTION

Be careful when removing jammed paper. It is possible to cut your hand on the edge of a sheet of paper.

- 1.** Remove any documents that have been left in the eject tray.
- 2.** Close the Document Eject Tray Extension.



- 3.** Hold the Upper unit as shown in the diagram, and open it to the point where you can remove the jammed document.

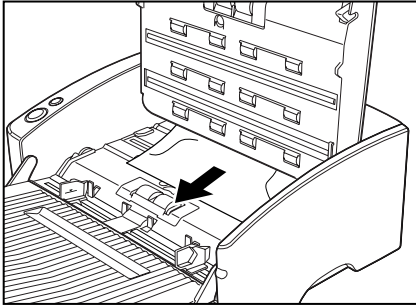


⚠ CAUTION

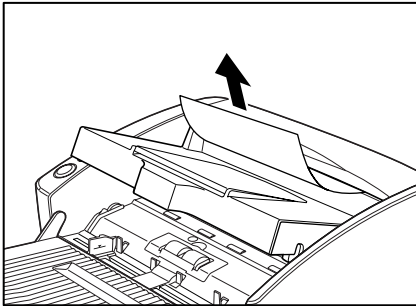
The pickup roller is located in the middle of the Upper unit. Do not hold the protrusion on the Upper unit when you open it. Doing so may deform the pickup roller or cause a feeding error.

4. Remove the jammed document.

When the jam occurred in the feed section



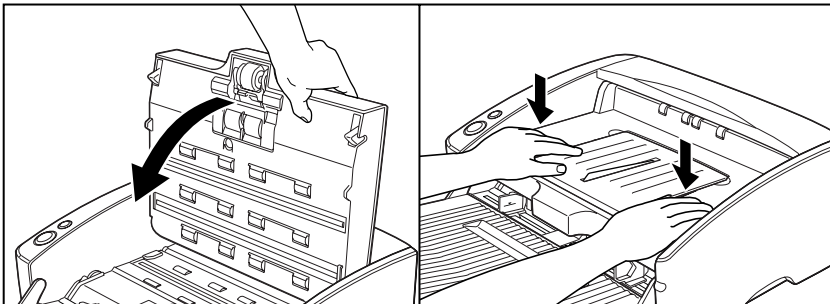
When the jam occurred in the eject section



 **IMPORTANT**

Do not pull hard on the jammed sheet; remove it gently. If the sheet does rip, be sure to remove all of the remaining pieces of paper.

5. Close the Upper unit slowly. Be sure that the Upper unit is completely closed by pushing on both edges with both hands until you hear a click.





IMPORTANT

Do not force the Upper unit to close. Doing so may damage the scanner.



Note

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

Other Functions

The scanner is equipped with a function that stops the scanner when it detects documents that are not fed correctly.

Double Feed Detection Function

The scanner is equipped with a Double Feed Detection function that automatically detects when two or more documents are fed at the same time (double feed) while doing continuous scanning.

There are two methods for multiple feed detection as shown below, the detection method is selected by the ISIS/TWAIN driver.

Detecting Double Feed by Document Length

This function uses the length of the first document as the standard, and then detects a multiple scan and stops scanning when a document is 1.96" (50 mm) longer or shorter than the standard.

Detecting Double Feed with Ultrasonic Waves

This function uses ultrasonic waves to detect the gap between two pages of a document to determine that multiple documents have been fed and then stops scanning.



Note

- Ultrasonic double feed detection works when the documents overlap by 1.96" (50 mm) or more.
- If the documents are stuck together with static electricity, the ultrasonic double feed detection will not correctly detect them as a double feed.

Skew Detection Function

If long documents are skewed, then they may rub against the feed slot or the edges of the feed path and be damaged. The scanner is equipped with a Skew Detector function that detects when a skewed document hits the edge of the feed slot. When a skewed document is detected, an error message is displayed and scanning stops.



Note

Small documents are not detected by the sensor even if they are skewed.

Regular Maintenance

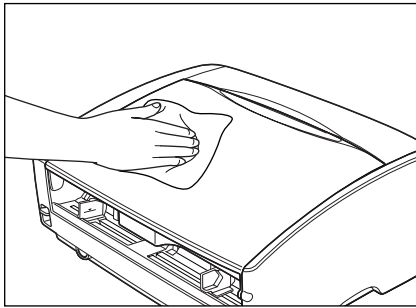
Clean the scanner on a regular basis as described below to maintain peak scanning quality.

⚠ CAUTION

- When cleaning the scanner or inside of the scanner, turn **OFF** the Power Switch and unplug the power cord from the outlet.
- The power needs to be **ON** when cleaning the rollers and the shading boards. Be careful of electric shocks when working on the scanner while the power is **ON**.

Cleaning the Scanner

To clean the exterior of the scanner, dampen a cloth with water or a mild detergent, wring the cloth out thoroughly, and then wipe the dirt away. Then use a dry, soft cloth to wipe away any moisture.



⚠ CAUTION

Never use paint thinner, alcohol, or other organic solvents to clean the scanner. Such solvents can damage or discolor the exterior of the scanner. They also create a risk of fire and electrical shock.

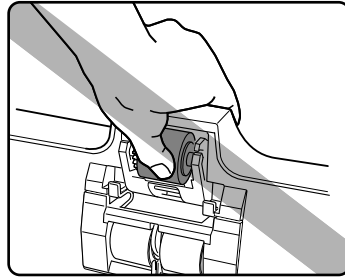
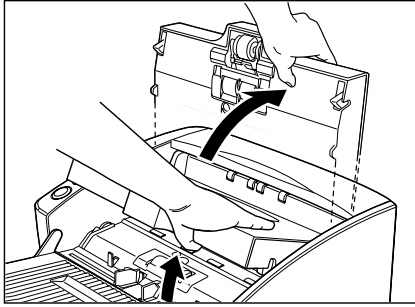
Cleaning inside the Scanner

Dust in the scanner may cause the sensors to malfunction or leave marks on the images. Periodically use a blower to clean dust from inside the scanner.

Cleaning the Sensor Glass and the Rollers

If scanned images have extraneous marks, or if the scanned documents are dirty, then the sensor glass or rollers inside the scanner may be dirty. Clean them periodically.

1. Hold the Upper unit as shown in the diagram, and open it slowly until it stops.

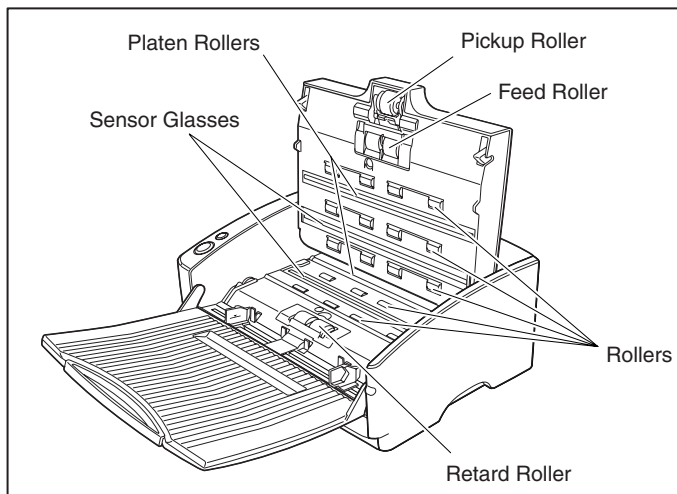


CAUTION

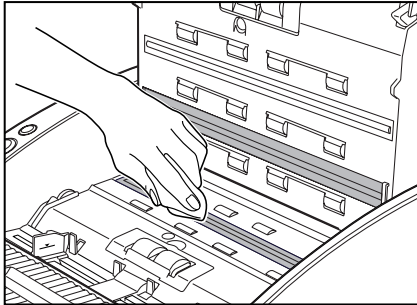
The pickup roller is located in the middle of the Upper unit. Do not hold the protrusion on the Upper unit when you open it. Doing so may deform the pickup roller or cause a feeding error.

Note

The location of the sensor glass and various rollers are shown below.



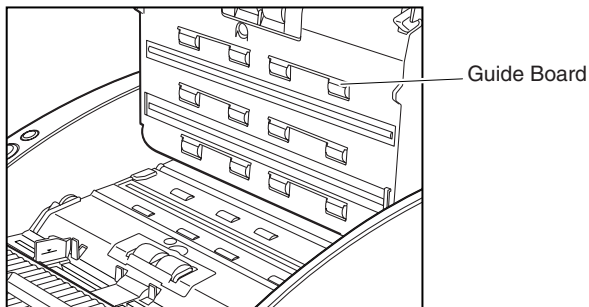
-
- 2.** Use a clean, dry cloth to wipe dirt off the sensor glass.
Wipe both the top and bottom sensor glasses.



⚠ CAUTION
Do not use spray type cleaners to clean the scanner. Precision mechanisms, such as the light source, may get wet which will cause a malfunction.

👉 IMPORTANT
Scratches on the sensor glass may cause marks on the images and could cause feeding errors. If there are scratches on the sensor glass, contact your local authorized Canon dealer or service representative to replace the sensor glass.

- 3.** Wipe the rollers with a firmly wrung cloth moistened with water.



⚠ CAUTION
Do not use detergent to clean the rollers, since any detergent on the rollers, could cause a feeding error.

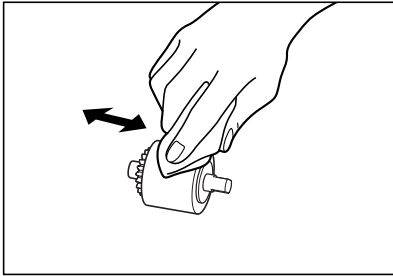


IMPORTANT

- If you cannot freely rotate the rollers, do not force them to rotate. Just clean the part that you can see. Forcing the rollers to rotate may cause a feeding error.
- Be careful not to bend the guide boards that are against the rollers on the Upper unit.

4. Remove the pickup roller, feed roller, and retard roller. (See “Removing and Attaching the Rollers,” on p. 67.)

5. Wipe the removed rollers with a firmly wrung cloth moistened with water.

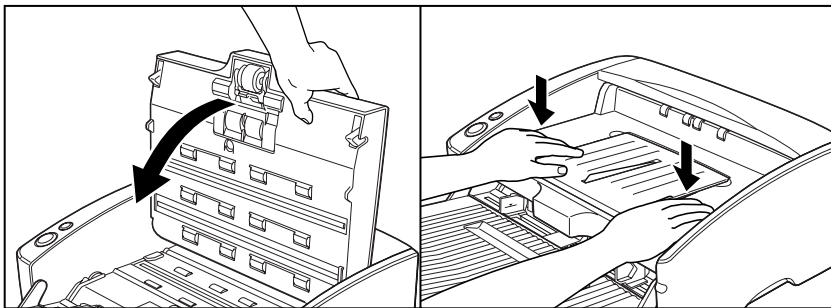


CAUTION

Do not use detergent to clean the rollers, since any detergent on the rollers could cause a feeding error.

6. Attach the rollers that were removed. (See “Removing and Attaching the Rollers,” on p. 67.)

7. Close the Upper unit slowly. Be sure that the Upper unit is completely closed by pushing on both edges with both hands until you hear a click.



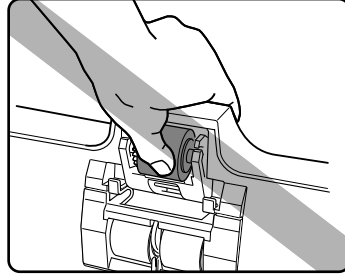
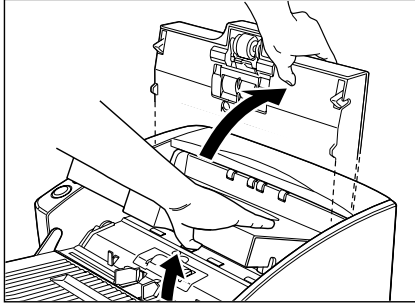
IMPORTANT

Do not force the Upper unit to close. Doing so may damage the scanner.

Cleaning the Shading Boards

The shading boards are the white standard boards located behind the platen rollers. A dirty shading board may alter scanned colors or cause marks on the images.

1. Turn ON the power.
2. Hold the Upper unit as shown in the diagram, and open it slowly until it stops.



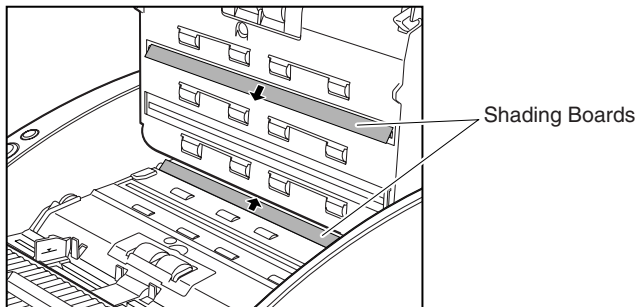
CAUTION

The pickup roller is located in the middle of the Upper unit. Do not hold the protrusion on the Upper unit when you open it. Doing so may deform the pickup roller or cause a feeding error.

IMPORTANT

Be sure to open the Upper unit until it stops. If it is not opened all the way, the shading boards cannot come out.

3. Press the Start Button for about two seconds.
The shading boards come out above the platen rollers (upper and lower).

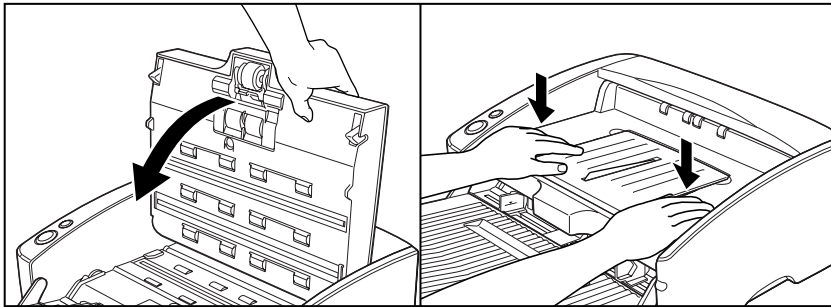


-
4. Wipe the only surface of the shading boards with a firmly wrung cloth moistened with water. Do not wipe the back side of the shading boards. Be careful not to bend the shading boards while doing this.

⚠ CAUTION

Wipe both the upper and lower shading boards. Do not spray water or detergent directly on the shading boards. Precision mechanisms, such as the light source, may be damaged.

5. Press the stop button.
The shading board goes back in.
6. Close the Upper unit slowly. Be sure that the Upper unit is completely closed by pushing on both edges with both hands until you hear a click.



👉 IMPORTANT

Do not force the Upper unit to close. Doing so may damage the scanner.

Removing and Attaching the Rollers

Follow the relevant procedure to remove and attach the pickup roller, feed roller, and retard roller when you clean them or replace them.



IMPORTANT

Feed rollers are consumable parts. When the rollers start to wear out, paper jams and misfeeds may occur more often. When this happens, buy a exchange roller kit, and replace the pickup roller, feed roller, and the retard roller.

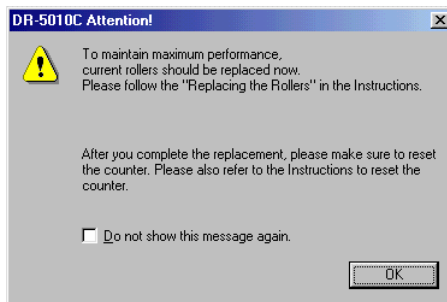


CAUTION

- **Turn ON the power to the scanner to remove or attach the pickup roller. Be careful when working on the scanner when the power is ON.**
- **Do not use excessive force when removing or attaching the rollers. Doing so may damage them.**

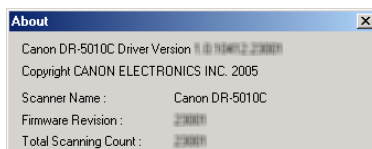
Roller Replacement Message

When the number of pages scanned has exceeded 250,000 pages, a roller replacement message appears on the computer when it is started. Buy a exchange roller kit, and replace the pickup roller, feed roller, and the retard roller.



IMPORTANT

- If misfeeds happen often, check the rollers for wear, and replace them if necessary before the message is displayed.
- Be sure to reset the counter when you replace the rollers. (See “Resetting the Counter,” on p. 68.)
- Windows NT does not support the roller replacement message display. Check the number of pages that have been scanned in the “Total Scanning Count” in the version information for the ISIS/TWAIN driver, and use 250,000 pages as a guideline for replacing the rollers.



- Contact your local authorized Canon dealer or service representative for information about the exchange roller kit (pickup roller, retard roller, and feed roller).

Resetting the Counter

After replacing the feed rollers, reset the counter according to the following procedure.

1. Click the [Start] button, point to [Settings], and then click [Control Panel].



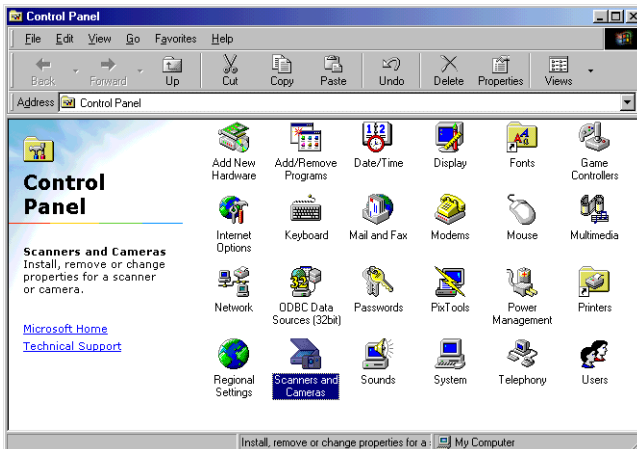
Note

If you are using windows XP, on the Start menu, click [Control Panel].



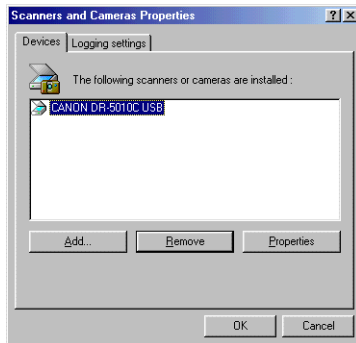
The [Control Panel] window is displayed.

2. Double-click the [Scanners and Cameras] icon.



The [Scanners and Cameras Properties] dialog box is displayed.

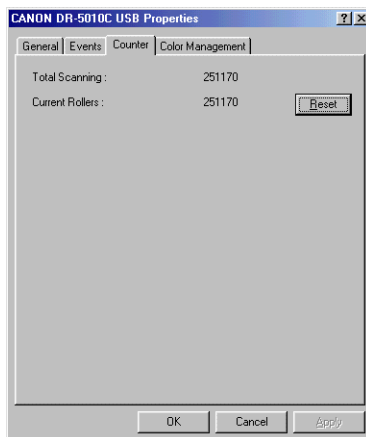
3. Click on [Properties] for the scanner you are using.



4. Click the [Counter] tab.



5. Press the [Reset] button, and then make sure that the counter for the Roller being used is set to 0.



Removing and Attaching the Pickup Roller

Follow the procedures below to remove and attach the pickup roller for cleaning or replacement.

CAUTION

- Turn ON the power to the scanner to remove or attach the pickup roller. Be careful when working on the scanner when the power is ON.
- Do not use excessive force when removing or attaching the rollers. Doing so may damage them.

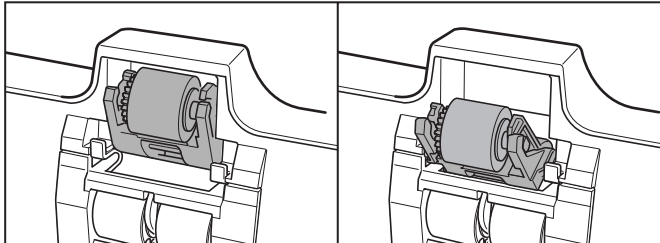
Removing the Pickup Roller

1. Turn ON the power.



Note

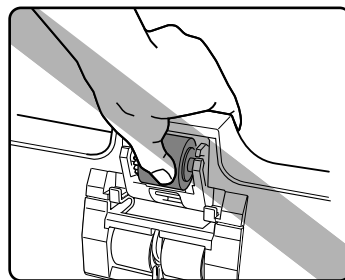
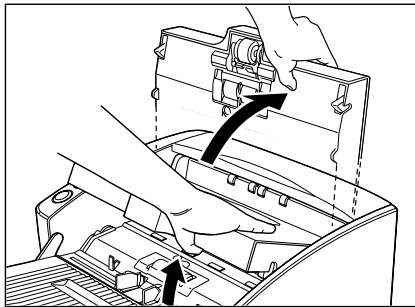
Because the pickup roller locks when the power is OFF, it will not fall forward when the Upper unit is opened.



When the power is OFF

When the power is ON

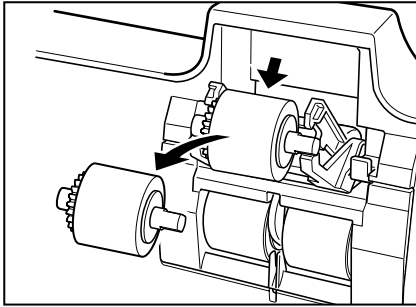
2. Hold the Upper unit as shown in the diagram, and open it slowly until it stops.



⚠ CAUTION

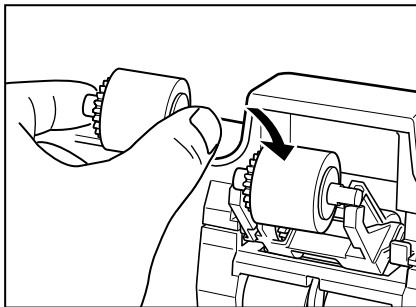
The pickup roller is located in the middle of the Upper unit. Do not hold the protrusion on the Upper unit when you open it. Doing so may deform the pickup roller or cause a feeding error.

3. Push up on the pickup roller to open the hook, and then remove the pickup roller.



Attaching the Pickup Roller

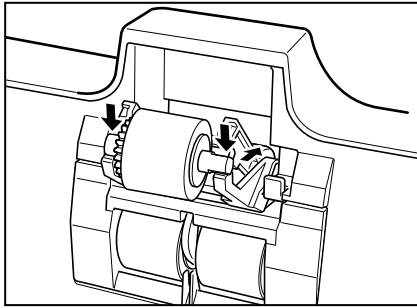
1. Hold the new pickup roller (or the one you removed) by both sides of its shaft, and place it on the hooks.



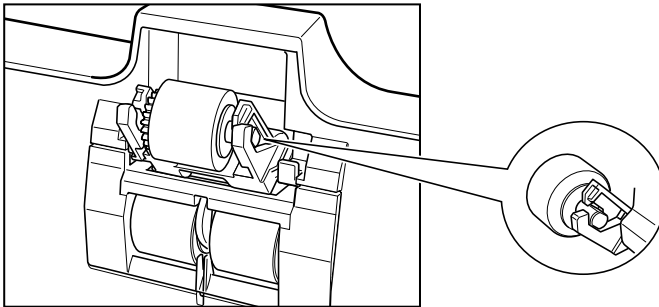
👉 IMPORTANT

Take note of the orientation of the pickup roller. Putting it in backward and forcing it may damage the scanner.

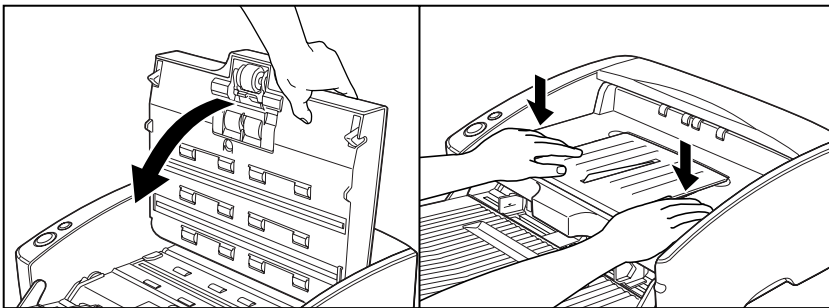
-
- 2.** Place the shaft of the pickup roller on the hooks, and then press it into place.



- 3.** Make sure that the shaft of the pickup roller is correctly inserted.



- 4.** Close the Upper unit slowly. Be sure that the Upper unit is completely closed by pushing on both edges with both hands until you hear a click.



 **IMPORTANT**

Do not force the Upper unit to close. Doing so may damage the scanner.

Removing and Attaching the Feed Roller

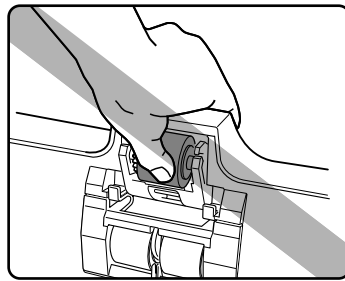
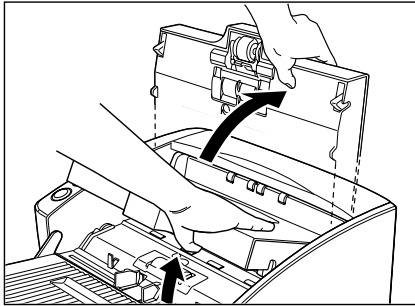
Follow the procedure below to remove and attach the feed roller unit for cleaning or replacement.

⚠ CAUTION

Do not use excessive force when removing or attaching the rollers. Doing so may damage them.

Removing the Feed Roller

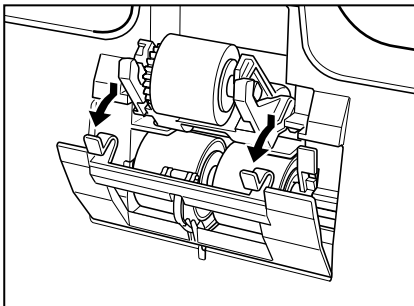
1. Hold the Upper unit as shown in the diagram, and open it slowly until it stops.



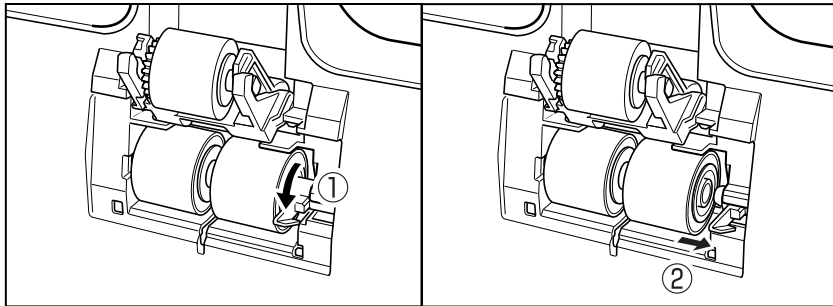
⚠ CAUTION

The pickup roller is located in the middle of the Upper unit. Do not hold the protrusion on the Upper unit when you lift it up. Doing so may deform the pickup roller or cause a feeding error.

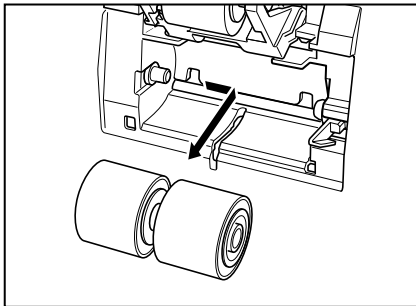
2. Remove the roller cover.



-
- 3.** Move the roller lock lever down and forward (①), and then slide it to the right (②).

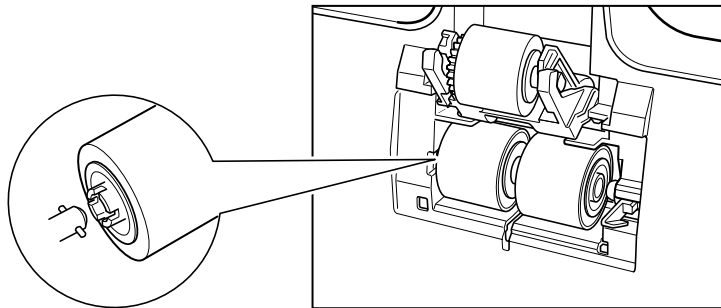


- 4.** Shift the feed roller to the right to remove it.

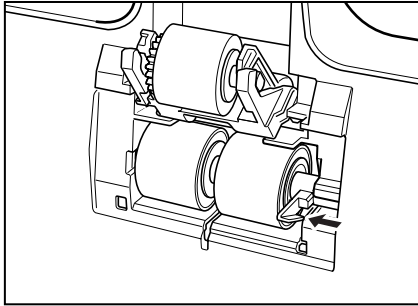


Attaching the Feed Roller

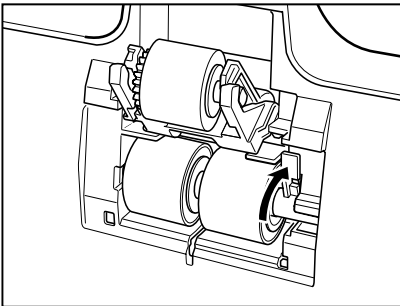
- 1.** Position the feed roller so the notch in the roller is facing the scanner's shaft.



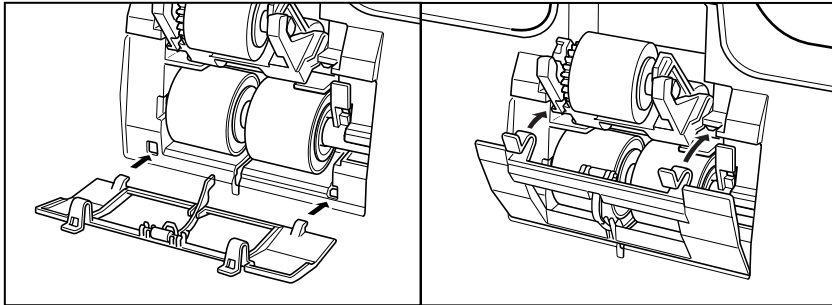
-
- 2.** Slide the roller lock lever to the left, and insert it into the feed roller hole.



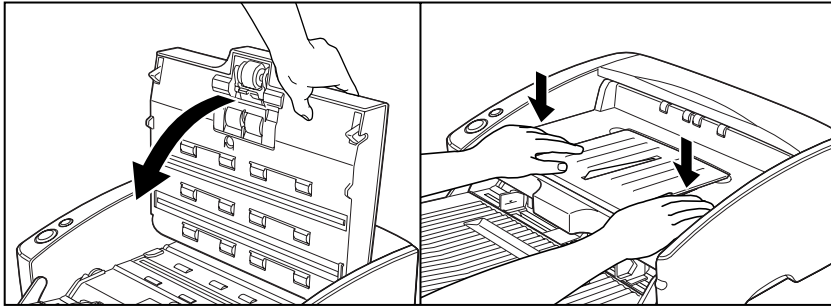
- 3.** Lift up the roller lock lever and lock the feed roller.



- 4.** Attach the roller cover.



-
- 5.** Close the Upper unit slowly. Be sure that the Upper unit is completely closed by pushing on both edges with both hands until you hear a click.



IMPORTANT

Do not force the Upper unit to close. Doing so may damage the scanner.

Removing and Attaching the Retard Roller

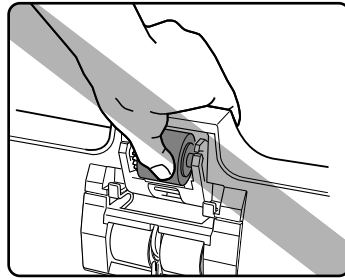
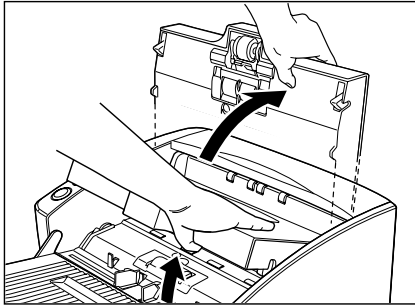
Follow the procedure below to remove and attach the retard roller when you clean or replace it.

⚠ CAUTION

Do not use excessive force when removing or attaching the rollers. Doing so may damage them.

Removing the Retard Roller

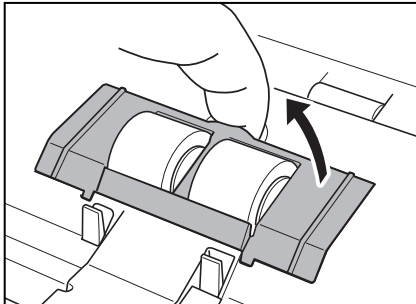
1. Hold the Upper unit as shown in the diagram, and open it slowly until it stops.



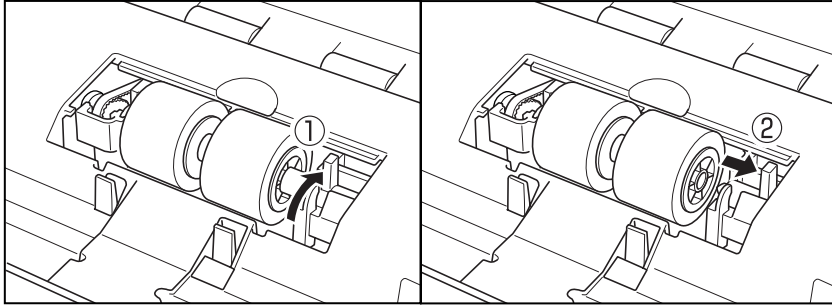
⚠ CAUTION

The pickup roller is located in the middle of the Upper unit. Do not hold the protrusion on the Upper unit when you open it. Doing so may deform the pickup roller or cause a feed error.

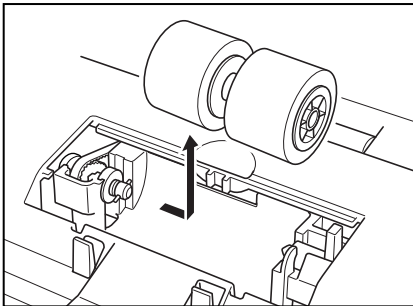
2. Remove the roller cover.



-
- 3.** Move the roller lock lever upward (①), and then slide it to the right (②).

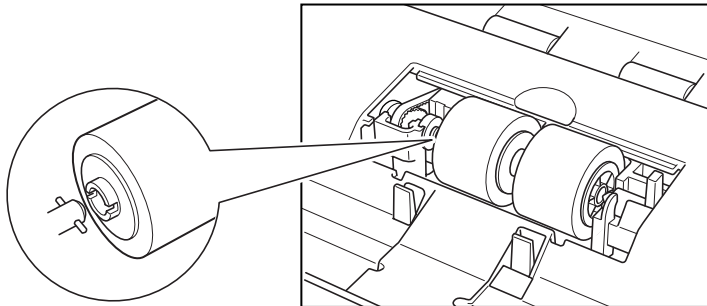


- 4.** Shift the retard roller to the right to remove it.

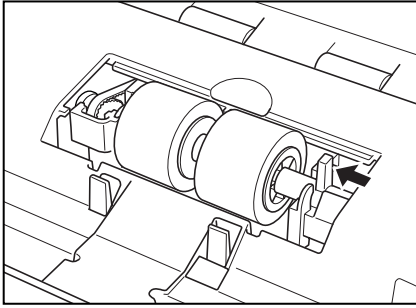


Attaching the Retard Roller

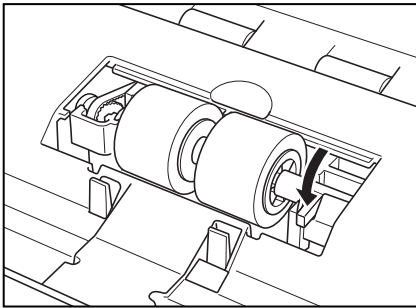
- 1.** Position the retard roller so the notch in the roller is facing the scanner's shaft.



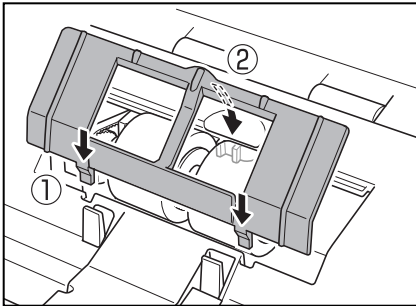
-
- 2.** Slide the roller lock lever to the left, and insert it into the retard roller hole.



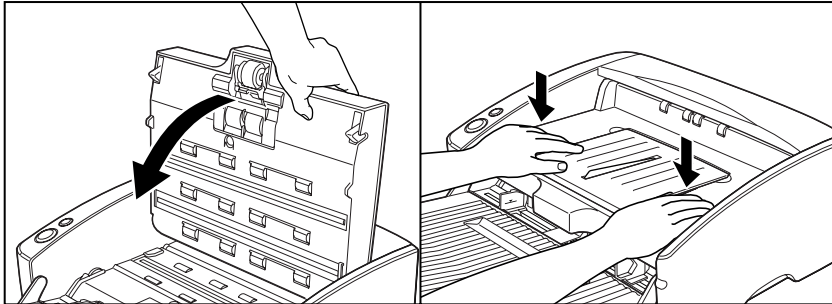
- 3.** Move the roller lock lever forward and down to lock the retard roller.



- 4.** Attach the roller cover.



-
- 5.** Close the Upper unit slowly. Be sure that the Upper unit is completely closed by pushing on both edges with both hands until you hear a click.



IMPORTANT

Do not force the Upper unit to close. Doing so may damage the scanner.

Troubleshooting

This section describes common problems that may occur while you are using the scanner, and how to resolve them.

Refer to the troubleshooting section related to the problem that you have encountered.

The Scanner Does Not Turn ON	p. 81
The PC Does Not Recognize the Scanner (Connecting via SCSI)	p. 82
The PC Does Not Recognize the Scanner (Connecting via USB 2.0)	p. 84
Scanning Is Slow (Connecting via USB 2.0)	p. 85
Images Are Not Scanned	p. 85
Documents Do Not Feed Properly	p. 85
Resulting Scanned Images Are Not Correct	p. 86

If after consulting the above section you still cannot resolve the problem, contact your local authorized Canon dealer or your service representative.

The Scanner Does Not Turn ON

Check the following:

- Is the Power Switch in the ON position? (See p. 25.)
- Is the power cord plugged into an outlet? (See p. 24.)

The PC Does Not Recognize the Scanner (Connecting via SCSI)

The following are possible causes of the PC failing to recognize the scanner. Check each possible cause.

Cause	The scanner is not connected correctly.
Remedy	Make sure that the scanner and the computer are correctly connected. (See p. 21.)

Cause	The SCSI card is not correctly installed in the PC.
Remedy	Refer to the manual for the SCSI card and the computer and install the SCSI card to the computer correctly. Alternatively, check the following things, depending on your operating system. Windows 98SE/ME Click [Start] - [Settings] - [Control Panel] - [System] - [Device Manager], and make sure that no “x” or “!” symbol appears next to the SCSI Controller entry. If either of these symbols is displayed, refer to the instruction manual for the SCSI card and make the SCSI card settings again. Windows NT 4.0 Workstation Click [Start] - [Settings] - [Control Panel] - [SCSI Adapter], and make sure that the system recognizes the SCSI card properly. If the system does not recognize the SCSI card properly, refer to the instruction manual for the SCSI card and make the SCSI card settings again. Windows 2000 Professional Click [Start] - [Settings] - [Control Panel] - [System] - [Hardware] - [Device Manager], and make sure that no “x” or “!” symbol appears next to the SCSI Controller entry. If either of these symbols is displayed, refer to the instruction manual for the SCSI card and make the SCSI card settings again. Windows XP Click [Start] - [Control Panel] - [System] - [Hardware] - [Device Manager], and make sure that no “x” or “!” symbol appears next to the SCSI Controller entry. If either of these symbols appears, refer to the instruction manual for the SCSI card and reconfigure the SCSI card.

Cause	The scanner's SCSI ID is identical to the SCSI ID of another device.
Remedy	Check the SCSI IDs of all SCSI devices connected to the system and set a unique SCSI ID for the scanner. (See p. 22.)
<hr/>	
Cause	The terminator is not set correctly.
Remedy	Shut down both the PC and the scanner, and then turn the scanner ON first, and then the PC. (See p. 25.)
<hr/>	
Cause	There is a problem with another SCSI device that is connected in the daisy chain.
Remedy	Do not use the daisy chain connection configuration. (See p. 22.)
<hr/>	
Cause	The PC was turned ON before the scanner.
Remedy	Shut down both the PC and the scanner, and then turn the scanner ON first, and then the PC. (See p. 25.)
<hr/>	
Cause	The scanner is not ON.
Remedy	Refer to "The Scanner Does Not Turn ON," on p. 81 and check to see if the scanner is ON. If the scanner is not ON, shut down the PC, then turn the scanner ON first, and then the PC. (See p. 25.)
<hr/>	
Cause	The SCSI card is not compatible with the scanner.
Remedy	Use a recommended SCSI card. (See "SCSI Cards," on p. 19)

The PC Does Not Recognize the Scanner (Connecting via USB 2.0)

The following are possible causes of the PC failing to recognize the scanner. Check each possible cause.

Cause	The scanner is not connected correctly.
Remedy	Check the USB cable connections between the scanner and the PC. (See “Connecting USB Interface,” on p. 23.)

Cause	The USB 2.0 interface card is not inserted in the PC correctly.
Remedy	Reseat the USB 2.0 interface card on the PC correctly referring to the instruction manual for the USB 2.0 interface card. Also, confirm whether the USB interface card is recognized by the operating system (Windows) you are using.

Cause	The scanner is not ON.
Remedy	Refer to “The Scanner Does Not Turn On,” on p. 81 and make sure that the scanner is turned ON. If the scanner is not turned ON, turn it ON. (See p. 25.)

Cause	The USB 2.0 interface card does not support the scanner.
Remedy	Use a recommended USB 2.0 interface card. (See “USB 2.0 Interface Card,” on p. 19.)

Cause	The scanner does not support the USB cable.
Remedy	Use the USB cable provided with the scanner. (See p. 23.)

Cause	The scanner does not support the USB HUB.
Remedy	Remove the USB HUB to use the scanner. (See p. 23.)

Scanning Is Slow (Connecting via USB 2.0)

The following problems might cause the scanner to be slow. Try the solutions according to the problem.

Cause	The USB 2.0 interface card does not support Hi-Speed 2.0.
Remedy	Use the recommended USB 2.0 interface card. (See p. 19.)
Cause	The USB 2.0 interface cable does not support Hi-Speed 2.0.
Remedy	Use the USB cable provided with the scanner. (See p. 23.)
Cause	The USB HUB does not support Hi-Speed 2.0.
Remedy	Remove the USB HUB or replace it with one that supports HI-Speed 2.0. (See p. 23.)

Images Are Not Scanned

Check the following if the scanner does not scan an image even though the scanning operation is being performed:

- Is the scanner correctly connected to the PC?
- Has the scanner driver been installed?
- Has the application software been installed correctly? Has the application software been set up correctly?
- Is there a problem in the PC system?



Note

When system errors result in the scanner not functioning at all, turn OFF the scanner and wait at least ten seconds before turning it back ON.

Make sure that the last document scanned was scanned correctly when scanning continues.

Documents Do Not Feed Properly

The following are possible causes of a document failing to feed properly. Check each possible cause.

Cause	Attempting to scan a document of a size, thickness, or weight that the scanner cannot scan.
Remedy	Check the size, thickness, and weight of the document. For precautions concerning documents, see “Documents,” on p. 42.
Cause	The rollers inside the scanner are dirty or worn.
Remedy	Refer to page 62 and clean the rollers. If the rollers are worn, then they need to be replaced. Contact your local authorized Canon dealer or service representative to purchase a exchange roller kit.

For details on how to clear jammed paper, see “Clearing a Paper Jam,” on p. 57.

Resulting Scanned Images Are Not Correct

If the resulting scanned images are not crisp, if there are lines or spots on the images, or if there is some other problem with scanned images, likely causes are listed below. Check each item and take the appropriate action.

Cause	The sensor glass or the rollers inside the scanner are dirty.
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Remedy	Clean the sensor glass and rollers as described on p. 62.
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Cause	The scanner's internal platen glass is scratched.
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Remedy	Consult with the retailer who sold you the scanner.
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Cause	The application software is not set up properly for scanning.
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Remedy	Check the scanning related settings, such as brightness in the application software.
--------	--

For example, if the document cannot be scanned at all, it is possible that the brightness setting is too high. If the resulting scanned images are too dark, it is possible that the brightness setting is too low.

Cause	The scanner driver or application software is not running normally.
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Remedy	If the software is set properly for scanning and normal scanning is still not possible, it is possible that the scanner driver or the application software is not running normally. Reinstall the scanning driver or the application software. For details on how to install the scanner driver, see "Installing the ISIS/TWAIN Driver," on p. 28. For details on how to install the application software, refer to the application software instruction manual.
--------	--

Cause	Attempting to use a function of the DR-5010C that is not supported by the application software.
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Remedy	Some application software may not support certain functions, such as automatically detecting the paper size or changing the scanning mode/resolution through the scan panel. Using such application software for scanning may yield abnormal scanning results. Try scanning without using functions such as automatic paper size detection or margins settings.
--------	---

If problems with the scanned images persist even after trying these solutions, then contact your local authorized Canon dealer or service representative.

Specifications

Type	Sheet through image scanner	
Scanning Document Specifications		
Width:	2.08" to 11.8" (53 to 300 mm)	
Length:	2.75" to 17" (70 to 432 mm)	
Weight: Using the U-Turn Path (separated documents)	14 to 32 lb bond	(0.0024" to 0.0059")
	52 to 128 g/m ²	(0.06 mm to 0.15 mm)
(nonseparated documents)	11 to 40 lb bond	(0.0020" to 0.0079")
	42 to 157 g/m ²	(0.05 mm to 0.2 mm)
Weight: Using the Straight Path (separated documents)	14 to 32 lb bond	(0.0024" to 0.0059")
	52 to 128 g/m ²	(0.06 mm to 0.15 mm)
(nonseparated documents)	11 to 144 lb bond	(0.0020" to 0.026")
	42 to 546 g/m ²	(0.05 mm to 0.66 mm)
Business cards are supported. However, scanning embossed cards is not guaranteed.		
Size:	2.12" x 3.37" (53.9 mm x 85.5 mm)	
Thickness:	0.03" ± 0.003" (0.76 ± 0.08 mm)	
Document Feeding Method	Automatic/Manual	
Scanning Method	Contact image sensor	
Light Source	LED	
Scanning Side	Simplex/Duplex	
Scanning Modes	Black and white, Advanced text enhancement, High-speed text enhancement, Error diffusion, 256-level grayscale, 24 bit color	
Scanning Resolution (Primary Scan Lines x Secondary Scan Lines)	100 x 100 dpi, 150 x 150 dpi, 200 x 200 dpi 240 x 240 dpi, 300 x 300 dpi, 400 x 400 dpi 600 x 600 dpi	
Scanning Speed		LTR/A4
Black and White	Simplex	
	200 x 200 dpi	50 pages/minute
	300 x 300 dpi	40 pages/minute
	600 x 600 dpi	18 pages/minute
	Duplex	
	200 x 200 dpi	100 images/minute
	300 x 300 dpi	80 images/minute
	600 x 600 dpi	18 images/minute
256-level Gray	Simplex	
	200 x 200 dpi	50 pages/minute
	300 x 300 dpi	40 pages/minute
	600 x 600 dpi	18 pages/minute
	Duplex	
	200 x 200 dpi	100 images/minute
	300 x 300 dpi	70 images/minute
	600 x 600 dpi	16 images/minute

24-bit Color	Simplex	200 x 200 dpi	50 pages/minute
		300 x 300 dpi	40 pages/minute
		600 x 600 dpi	6 pages/minute
	Duplex	200 x 200 dpi	100 images/minute
		300 x 300 dpi	70 images/minute
		600 x 600 dpi	16 images/minute
Amount of paper that can be stacked in automatic feeder	10 mm stack, maximum (100 sheets of 20 lb bond (80 g/m ²))		
Interface	SCSI-III / Hi-Speed USB 2.0		
Other Functions	Double feed detection, skew detection		
Dimensions (with trays closed)	15.6" x 12.3" x 7.5" (W x D x H) 398.4 mm x 312 mm x 191.4 mm (W x D x H)		
Dimensions (with trays open)	15.6" x 26.3" x 7.6" (W x D x H) 398.4 mm x 668 mm x 194 mm (W x D x H)		
Weight	Approximately 23 lb (10.2 kg)		
Power Supply	AC 120 V (60 Hz) or AC 220-240 V (50 / 60 Hz)		
Power Consumption	<u>120 V model</u>	<u>220-240 V model</u>	
	Scanning:	1 A maximum	0.5 A maximum
	Standby:	Under 4.2 W	Under 4.2 W
Noise	Not more than 61 dB		
Operating Environment	Temperature:	10°C to 32.5°C (50°F to 90.5°F)	
	Humidity:	20% to 80% RH	
	<ul style="list-style-type: none"> • The functions described above can be used if they are supported by the application software. • Some functions may not be available, depending on the performance of your PC and on your software. 		
	Due to our ongoing efforts to improve our products, the specifications described above are subject to change without notice.		

Options

Bar code module (product code: 0434B003)

Additional software to allow the ISIS/TWAIN driver to recognize bar codes.

Replacement parts

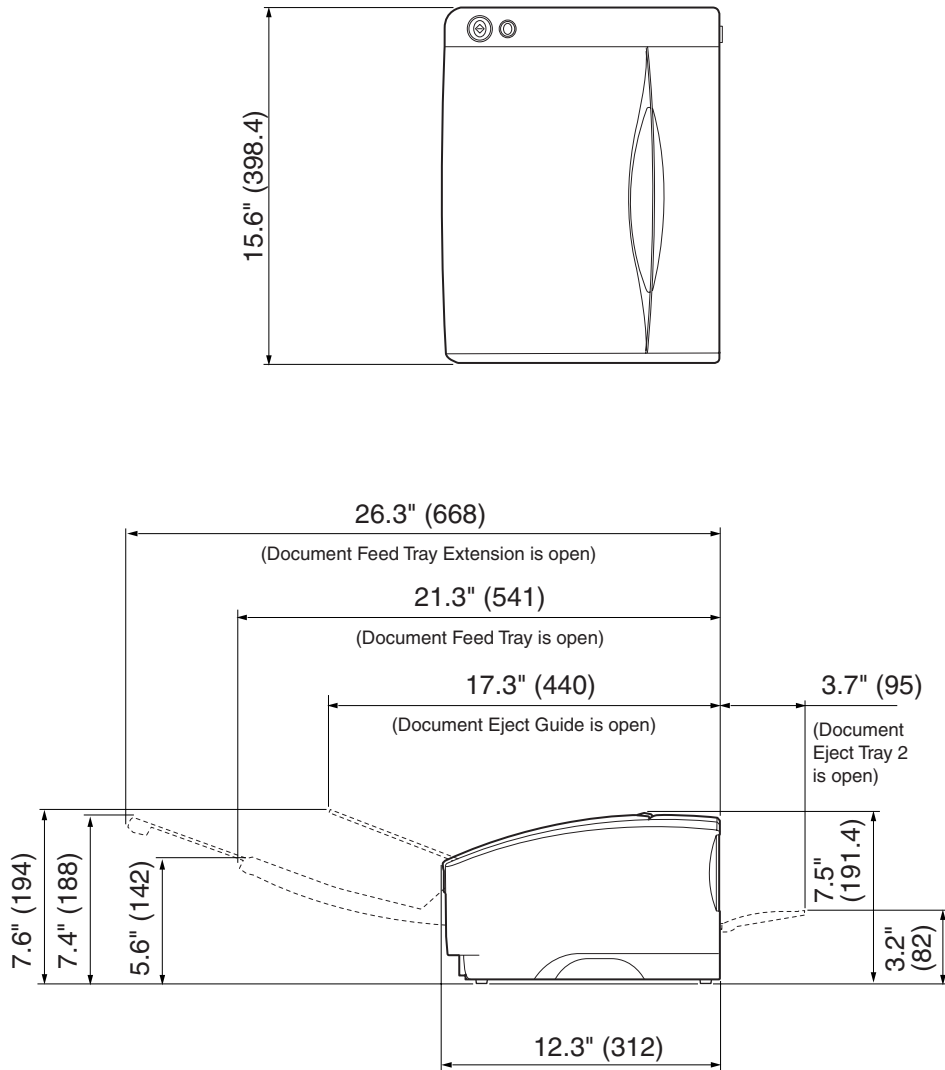
Exchange roller kit (product code: 0434B002)

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

- Refer to "Removing and Attaching the Rollers," on p. 67 for information about replacing the rollers.
- Contact your local authorized Canon dealer or service representative for detailed information about the options and replacement parts.

External Dimensions

Units: inches (units in parentheses are millimeters)



Index

C

CapturePerfect	
Event Function	39
Install	31
Uninstall	32
Using	36
Cleaning	
Glass	62
Inside	61
Rollers	62
Scanner	61
Shading Board	65
Connections	
Power Cord	24
SCSI	15,21
USB 2.0	15,23

D

DIP Switches	15
Disposal	8
Documents	42
Documents Eject Guide	14,47
Documents Stopper	14
Document Eject Tray	45
Document Eject Tray1	14
Document Eject Tray2	15,45,46
Document Feed Tray	14,44
Document Feed Tray Extension	14
Double Feed Detection Function	60
Document Guides	14

F

Features	9
Feed Selection Lever	14,49

I

Installation Requirements	16
Interface Cards	
SCSI Cards	19
USB 2.0 Interface Card	19
ISIS/TWAIN Driver	
Install	28
Uninstall	32
Using	35

N

Normal Handling	7
-----------------------	---

O

Options	88
---------------	----

P

Packing List	11
Paper Jam	57
Patch Code Sheets	54
Power Connector	15
Power Cord	24
Power Indicator	14
Power OFF	27
Power ON	25
Power Switch	14,25

R

Regular Maintenance	61
Rollers	67
Counter	68
Feed Roller	73
Pickup Roller	70
Replacement Message	67
Retard Roller	77

S

Scanner	
Installation Procedure	18
Moving	6
Recognizing	25
Skew Detection Function	60
Specifications	87
Start Button	14
Stop Button	14
Straight Path	45,46

T

Troubleshooting	81
-----------------------	----

U

U-Turn Path	45
Upper unit	57

V

Ventilation Opening	15
---------------------------	----

MEMO

MEMO

FCC REGULATIONS (For 120 V model)

Document Scanner, Model M11051

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

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

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

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RADIO INTERFERENCE REGULATIONS (For 120 V models)

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the Interference-causing equipment standard entitled "Digital Apparatus", ICES-003 of the Industry Canada.

RÈGLEMENT SUR LE BROUILLAGE RADIOÉLECTRIQUE (For 120 V models)

Cet appareil numérique respecte les limites de bruits radioélectriques applicables aux appareils numériques de Classe B prescrites dans la norme sur le matériel brouilleur: "Appareils Numériques", NMB-003 édictée par l'Industrie Canada.

Für EMVG

Dieses Produkt ist zum Gebrauch im Wohnbereich, Geschäfts-und Gewerbebereich sowie in Kleinbetrieben vorgesehen.

Für 3. GSGV

Maschinenlärminformationsverordnung 3. GSGV, 18.01.1991: Der höchste Schalldruckpegel beträgt 70 dB(A) oder weniger gemäß EN 27779.

MODEL NAMES

Model DR-5010C is identical to model M11051.

Canon

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