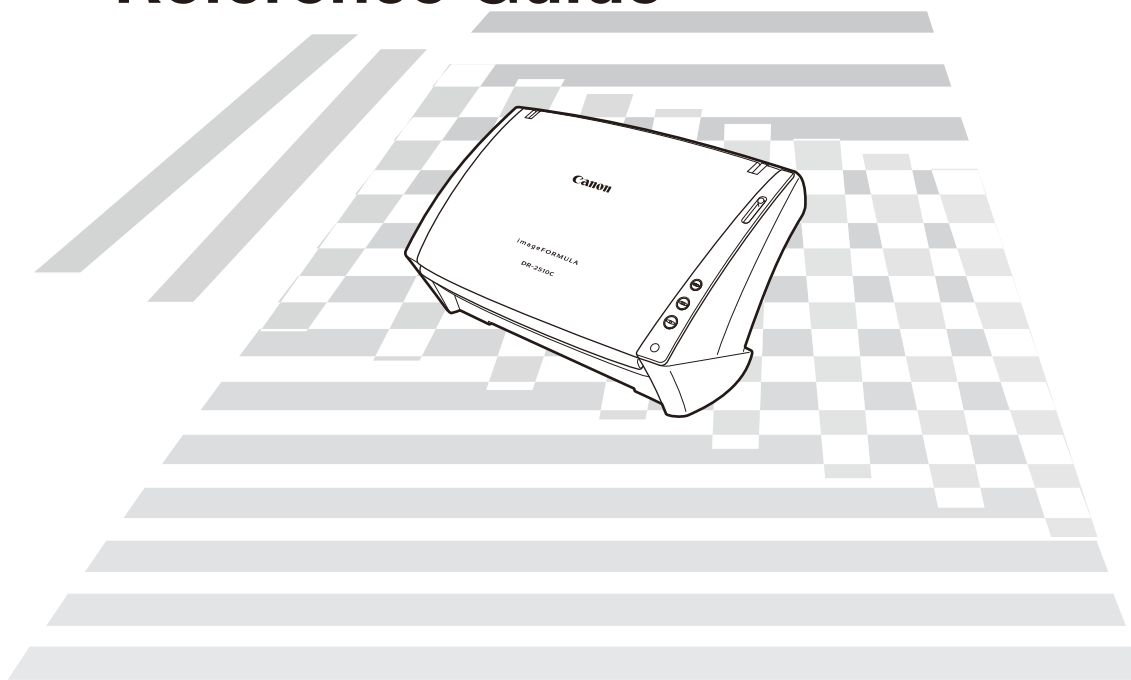# Canon

imageFORMULA

Document Scanner

DR-2010C
DR-2510C

Reference Guide

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

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INTRODUCTION

Thank you for purchasing the Canon DR-2010C/DR-2510C Document Scanner. Please read this manual thoroughly before using the scanner 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.

Symbols Used in This Manual

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

(See p. 12)
Indicates the number of a reference page that contains related information.

⚠ WARNING

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

IMPORTANT

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

Chapter 1 Before Using the Scanner

1. Important Safety Instructions

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

Installation Location

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

- Provide adequate space around the scanner for operation, maintenance, and ventilation.
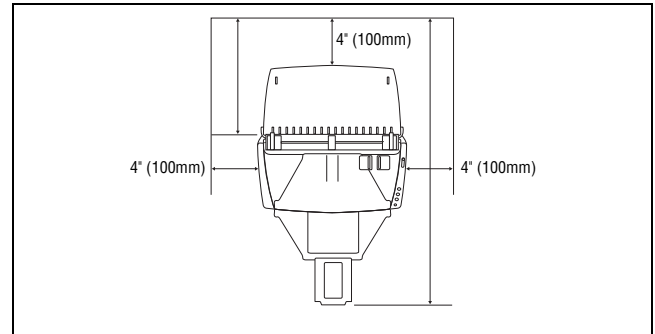
- Provide adequate space in front of the scanner for documents output after being scanned.
- Avoid installing the machine in direct sunlight. If this is unavoidable, use curtains to shade the scanner.
- Avoid locations where a considerable amount of dust accumulates.
- Avoid warm or humid locations, such as in the vicinity of a water faucet, water heater, or humidifier.
- Avoid locations where ammonia gas is emitted.
- Avoid locations near volatile or flammable materials, such as alcohol or paint thinner.
- Avoid locations that are subject to vibration.

- Avoid exposing the scanner to rapid changes in temperature. If the room in which the scanner is installed is cold but rapidly heated, water droplets (condensation) may form inside the scanner. This may result in a noticeable degradation in scanning quality.

- The following conditions are recommended for optimal scanning quality:
  - Room temperature: 10 °C to 32.5 °C (50 °F to 90.5 °F)
  - Humidity: 20% to 80% RH

- Avoid installing the scanner near equipment that generates a magnetic field (e.g. speakers, televisions, or radios.)

AC Adapter

- Connect only to a power outlet of the rated voltage and power supply frequency (120 V, 60 Hz or 220-240 V, 50/60 Hz depending on your region).

- Do not connect other electrical equipment to the same power outlet to which the scanner is connected. Also, when using an extension cord, make sure that the extension cord is rated for the current requirements of the scanner.

- Never disassemble or modify the AC adapter, as it is dangerous.

- The power cord may become damaged if it is often stepped on or if heavy objects are placed on it. Continued use of a damaged power cord and AC adapter can lead to an accident, such as a fire or electrical shock.

- Do not use the power cord while it is coiled.

- Do not pull directly on the power cord. When disconnecting the power cord, grasp the plug and remove it from the outlet.

- Keep the area around the power cord clear of objects so that the power cord can be disconnected easily in an emergency.

- Do not use an AC adapter other than the one provided with the scanner. Do not use the AC adapter provided with the scanner with other products.

- If you have any questions regarding the power supply, contact your local authorized Canon dealer or service representative for further information.

Moving the Scanner

- When moving the scanner, always hold it with both hands to avoid dropping it. The scanner weighs approximately 5.3 lb (2.4 kg).

- Make sure to disconnect the interface cable and AC adapter before moving the scanner. If the scanner is transported with these items connected, the plugs and connectors may be damaged.
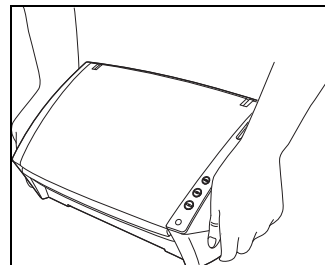
Handling

⚠ WARNING

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

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

⚠ CAUTION

- **Do not install the scanner on a surface that is unstable or tilted, or in an area subject to excessive vibrations, as this may cause the scanner to fall, resulting in personal injury or damage to the scanner.**
- Never place small metal objects such as staples, paper clips, or jewelry on the scanner. These items may fall into the scanner, and cause a fire or electric shock. Should such objects ever fall inside the scanner, immediately turn the power switch OFF, and disconnect the power plug from the power outlet. Then, contact your local authorized Canon dealer or service representative to have the unit serviced.
- Do not install the scanner in a humid or dusty location. Doing so might cause a fire or electric shock.
- Do not place objects on top of the scanner. Such objects may tip or fall over, resulting in personal injury.
- Connect only to a power outlet of the rated voltage and power supply frequency (120 V, 60 Hz or 220-240 V, 50/60 Hz depending on your region).
- When unplugging the power cord, grasp it firmly by its plug. Do not pull directly on the power cord, as this may damage or expose the cord's internal wiring, resulting in a fire or electric shock.
- Leave sufficient space around the power plug so that it can be unplugged easily. If objects are placed around the power plug, you will be unable to unplug it in an emergency.
- Do not allow water or flammable substances (alcohol, paint thinner, benzene, etc.) to spill into the scanner, as this may result in a fire or electric shock.
- Turn OFF the power switch for safety when not using the scanner for a long period of time, such as overnight. Also, turn OFF the power switch, and disconnect the power cord from the power outlet for safety when the machine will not be used for an extended period of time, such as during consecutive holidays.
- Do not wear loose clothing or jewelry that may get caught in the scanner while you are using it. This may result in personal injury. Be extra careful of neckties and long hair. If anything becomes caught in the scanner, immediately disconnect the power cord to stop the scanner.
- Be careful when loading paper into the scanner and when removing jammed paper. 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.

2. Features of the DR-2010C/DR-2510C Document Scanner

The main features of the DR-2010C/DR-2510C document scanner are described below.

■ **Compact Size**
The dimensions of the scanner are as follows: 11.7" (298 mm)(W) x 9.8" (245 mm)(H) x 19.5" (490 mm)(D) (with the feed tray and eject tray open).
(The size of the scanner with the feed tray and eject tray closed is 11.7" (298 mm)(W) x 6.3" (160 mm)(H) x 6.3" (160 mm)(D)).

■ **Fast Document Feeding**
The DR-2510C can scan a maximum of 25 documents per minute, and the DR-2010C can scan a maximum of 20 documents per minute in a range of sizes from business card to LTR/A4 size.
• Scanning conditions: Black and white/color, LTR/A4 portrait orientation one-sided/two-sided, 200 dpi

■ **High Image Quality**
The 600 dpi optical resolution sensor incorporated in the scanner enables documents to be scanned with high image quality.

■ **Eject Tray**
The eject tray enables scanned documents to be stacked. Open the eject tray when scanning documents that are not output smoothly. Scanned documents can be output without opening the eject tray.

■ **USB Link Switch**
The power of the scanner can be linked to be automatically turned ON/OFF in accordance with the power of the computer.

■ **USB 2.0 Interface**
The scanner supports Hi-Speed USB 2.0.

■ **Color/Grayscale Support**
Documents can be scanned in 24-bit color or 256-level grayscale.

■ **Supports a Variety of Scanning Modes**
The scanner supports the following scanning modes, depending on the document type:
• Single-sided/double-sided mode
• Page separation/bypass mode

■ **Card Scan**
You can scan business or ID cards.

■ **Paper Size Detection**
The scanner automatically detects the size of a scanned document and eliminates any unnecessary space around the edges of the image when storing the image, even when storing a document of irregular size.

1

■ **Auto Color Detection**
The scanner detects whether the scanned document is in color or black and white, and saves the image accordingly.

■ **Folio Scan**
You can scan folded documents. The scanner will scan both sides and combine the scanned images into a single image.

■ **Deskew**
The scanner straightens scanned images when it detects that the document was placed askew.

■ **Ultrasonic Double Feed Detection (for the DR-2510C only)**
Ultrasonic waves are used to detect pages that are fed at the same time as well as the space between pages. Scanning stops if a double feed is detected.

■ **Text Enhancement Modes**
The scanner is equipped with the Advanced Text Enhancement Mode, for enhancing the text of documents with dark or uneven backgrounds, and the Advanced Text Enhancement II mode, for enhancing the text when both the text and background are light.
These modes may not work, depending on the type of document.

■ **Color Drop-out**
The scanner is equipped with a Color Drop-out function that enables you to specify a color for the scanner to omit from the scanned image.

■ **Skip Blank Page Function**
The scanner is equipped with a Skip Blank Page function that enables you to scan a document without storing images of blank pages, regardless of whether each page of the document is two-sided or one-sided.

■ **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.

■ **Job Function**
The scanner includes three job buttons for automatically scanning and performing operations (up to ten operations, such as saving, printing, or mailing, can be registered) on the scanned image.

■ **Auto Start**
The scanner is equipped with an auto start function, which enables scanning to be automatically started when a document placed in the feeder is detected.

■ **Compatible with Carbonless Duplicating Paper**
The scanner is able to scan carbonless duplicating paper.

■ **Sleep Mode**
The scanner is designed to save energy by entering the sleep mode when it is not scanning documents.

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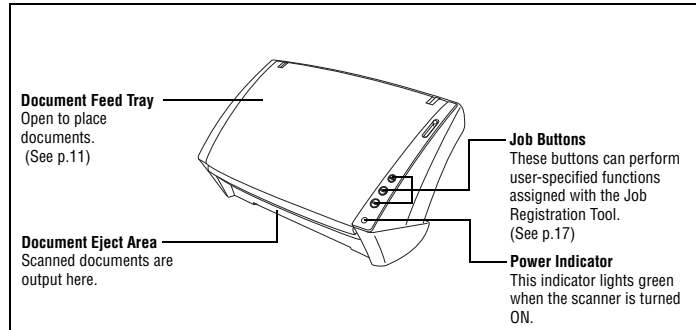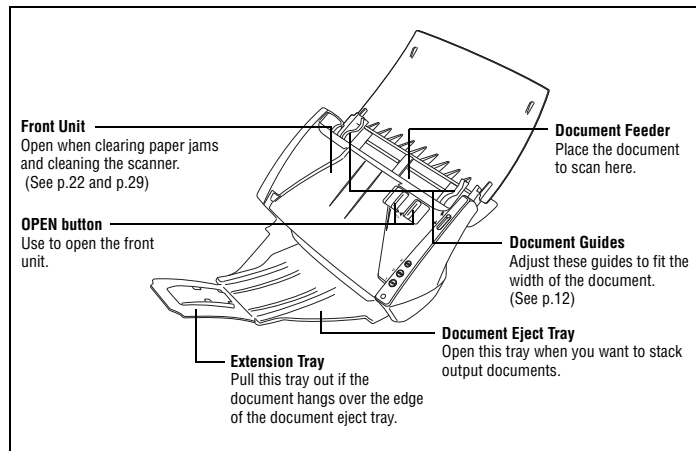Some functions may not be available depending on the software you are using.

3. Names and Functions of Parts

This section describes the name and function of each part. Make sure to read this section and familiarize yourself with the parts of the scanner before using the scanner.
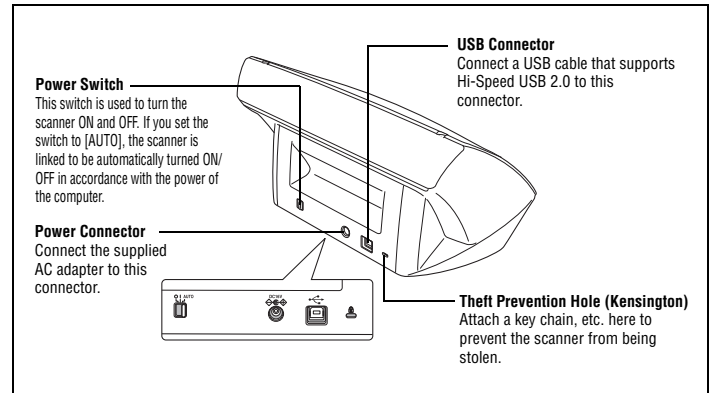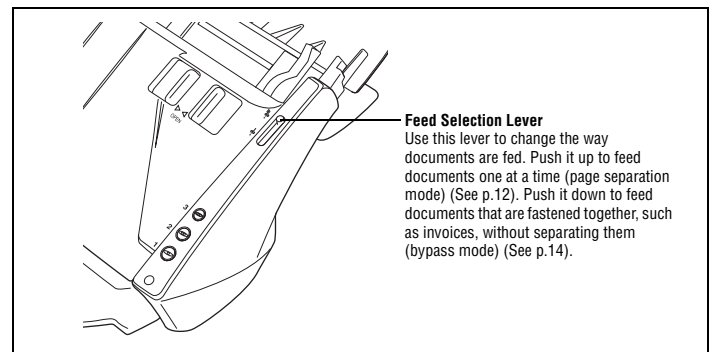
■ Front View/Right-Side View

Document Feed Tray
Open to place documents.
(See p.11)

Document Eject Area
Scanned documents are output here.

Job Buttons
These buttons can perform user-specified functions assigned with the Job Registration Tool.
(See p.17)

Power Indicator
This indicator lights green when the scanner is turned ON.

■ Front View (With the Document Feed Tray and Eject Tray Open)

Front Unit
Open when clearing paper jams and cleaning the scanner.
(See p.22 and p.29)

OPEN button
Use to open the front unit.

Extension Tray
Pull this tray out if the document hangs over the edge of the document eject tray.

Document Feeder
Place the document to scan here.

Document Guides
Adjust these guides to fit the width of the document.
(See p.12)

Document Eject Tray
Open this tray when you want to stack output documents.

■ Back View

Power Switch
This switch is used to turn the scanner ON and OFF. If you set the switch to [AUTO], the scanner is linked to be automatically turned ON/OFF in accordance with the power of the computer.

Power Connector
Connect the supplied AC adapter to this connector.

USB Connector
Connect a USB cable that supports Hi-Speed USB 2.0 to this connector.

Theft Prevention Hole (Kensington)
Attach a key chain, etc. here to prevent the scanner from being stolen.

■ Feed Selection Lever

Feed Selection Lever
Use this lever to change the way documents are fed. Push it up to feed documents one at a time (page separation mode) (See p.12). Push it down to feed documents that are fastened together, such as invoices, without separating them (bypass mode) (See p.14).

■ Paper Eject Stopper

Paper Eject Stopper
Use the paper eject stopper that corresponds to the length of the documents you want to scan.

4. Scanner System Requirements

To use the DR-2010C/DR-2510C scanner, your computer must satisfy the following system requirements.

- One of the following operating systems:
  - Microsoft Windows 2000 Professional SP4 or later
  - Microsoft Windows XP Professional SP2 or later
  - Microsoft Windows XP Home Edition SP2 or later
  - Microsoft Windows XP Professional x64 Edition
  - Microsoft Windows Vista Home Basic
  - Microsoft Windows Vista Home Premium
  - Microsoft Windows Vista Business
  - Microsoft Windows Vista Ultimate
  - Microsoft Windows Vista Enterprise

- A computer that meets the following specifications:
  - CPU: Pentium 4 (3.2 GHz or faster)
  - Memory: 1 GB or more
  - Hard disk: 1 GB or more available space
  - CD-ROM drive
  - Hi-Speed USB 2.0
  - Monitor: Resolution of 1024 × 768 (XGA) or better recommended.

- An ISIS-compatible application or a TWAIN-compatible application that is compatible with the above operating systems.

IMPORTANT

- If you do not know the requirements for your computer system, contact the store where you purchased the computer or the manufacturer of the computer for more information.
- Use the latest USB 2.0 driver made available by Microsoft. For details, consult your local authorized Canon dealer.
- Use the USB interface provided as standard with your computer. However, normal operation is not guaranteed with all USB interfaces, even if present as standard equipment on the computer. For details, consult your local authorized Canon dealer.
- Scanning speeds are lower if your computer's standard USB interface is USB Full-Speed (equal to USB 1.1.)
- The USB cable you are using should be the one originally included with the scanner.
- If the CPU, memory, interface card, and other specifications do not satisfy the installation requirements, the scanning speed may be greatly reduced and transmission may take a long time.
- Even if the computer satisfies the recommended specifications, the scanning speed may vary, depending on the specified scan settings.
- The ISIS/TWAIN Drivers provided with the scanner do not necessarily operate on all ISIS or TWAIN-compatible applications. For details, contact your application software retailer.
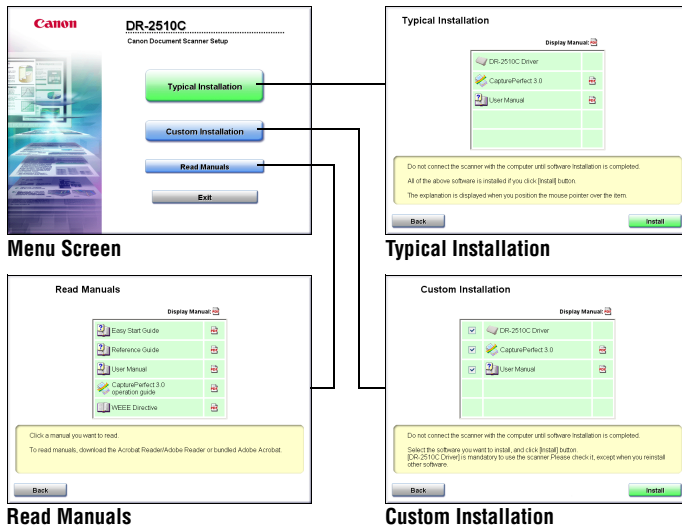
5. Setup Disk

The following software is included on the DR-2010C/DR-2510C Setup disc.

● DR-2010C/DR-2510C Driver
  The scanner driver for using the DR-2010C/DR-2510C.

● CapturePerfect 3.0
  An ISIS compatible application developed for use with Canon document scanners.

NOTE

The Setup disc of the DR-2010C/DR-2510C is configured as follows. Install the software using either [Typical Installation] or [Custom Installation].

Menu Screen

Typical Installation

Read Manuals

Custom Installation

<div style="border:1px solid black;">

Chapter 2 Basic Operation

</div>

1. Documents

The scanner can scan documents ranging in size from business cards and checks to LTR/A4. The document sizes that this scanner can scan are shown below.

Plain Paper
  Size
    Width:1.97" to 8.5" (50 mm to 216 mm)
    Length:2.12" to 14.02" (53.9 mm to 356mm)*
  Paper weight: (Page separation mode)
    14 to 32 lb bond (52 to 128 g/m^2) 0.0024" to 0.0059" (0.06 mm to 0.15 mm)
  Paper weight: (Bypass mode)
    11 to 42 lb bond (40 to 157 g/m^2) 0.002" to 0.0079" (0.05 mm to 0.20 mm)

* You can scan documents up to 39.2" (1000 mm) long by setting the scanner to the Long Document mode. (See "Setting the Long Document Mode" on page 24.)

2

IMPORTANT

A document must meet the following criteria to be scannable:

- **When scanning multiple documents of different sizes, place the documents so that they cover the entire span of the feed rollers.**
- **It is recommended that documents exceeding LTR, 11.69" (A4, 297 mm) size are fed one sheet at a time.**
- **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 may make the rollers and scanning glass dirty, which can lead to smudges on the scanned image and transfer the dirt to subsequent documents. Always clean the internal parts of the scanner after scanning such documents.**
- **When scanning a two-sided document that is printed on thin paper, the image on the opposite side of each page may show through. In this case, adjust the scanning intensity in the application software before scanning the document.**
- **It is recommended that thin documents are fed one sheet at a time.**
- **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		Carbon paper
	Curled documents		Coated paper
	Torn documents		Extremely thin, translucent paper
	Documents with paper clips or staples		Documents with square holes punched

Business Card

Size:　　　　　1.97"x 2.12" (50 mm x 53.9 mm) or larger
Paper weight:　140 lb bond (300g/m^2) 0.0138" (0.35 mm) or less

IMPORTANT

If a stack of business cards cannot be fed properly, reduce the number of cards in the stack.

Card

Size:　　　　　2.12" x 3.37" (53.9 mm x 85.5 mm) (ISO/JIS standard)
Card thickness: 0.03" (0.76 mm) or less
Orientation:　　horizontal feeding only
Embossed cards can be scanned.

CAUTION

- **If you place cards to be fed vertically, they may not be ejected properly, and cards that get jammed may be damaged when you remove them. Take care of the orientation when placing cards.**
- **Embossed cards may not be able to be scanned correctly, depending on the type of embossment.**

2. Preparing the Scanner

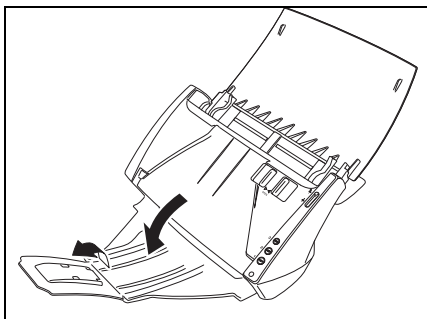**Prepare the document feed tray according to the paper size and type.**

Preparing the Document Feed Tray

Open the document feed tray.
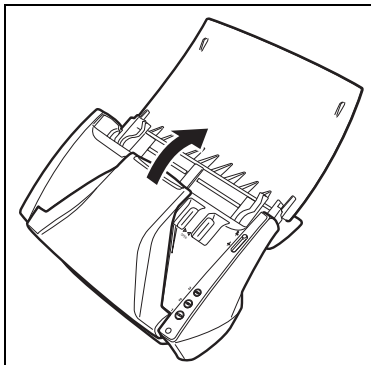
### Preparing the Document Eject Tray

Open the document eject tray.

NOTE

- Documents can be scanned with the document eject tray closed.
- Open the document eject tray when you want to stack output documents.
- Use the extension tray when the document hangs over the edge of the main tray.

Preparing the Document Stopper

Use the document stopper that corresponds with the length of the document you want to scan.
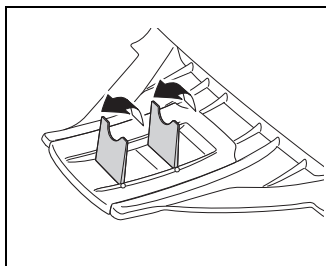
3. Placing Documents

There are two methods for feeding documents, the Page Separation mode and Bypass mode. Feeding pages continuously from a stack of documents placed in the feed tray is called the Page Separation mode. Feeding documents one sheet at a time or feeding documents consisting of multiple pages that are attached, is called the bypass mode.

The document feed method can be changed by moving the feed selection lever.

Feeding in the Page Separation Mode

1 Switch the feed selection lever to ⅋ (Page Separation).
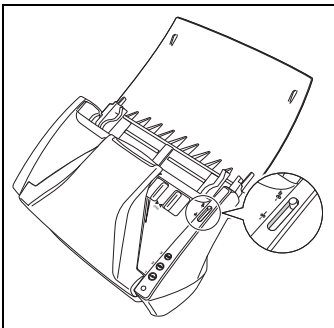
2 Adjust the document guides to fit the width of the document to be scanned.
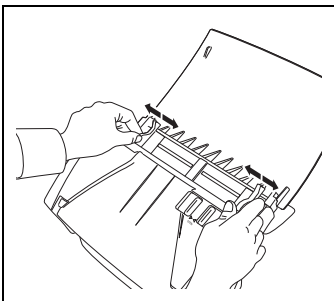
3 Fan the pages of the document to be scanned, and shift them so that the top of the first page (the bottom of the front of the document) is the lowest. (Place the document so that the top of the document is facing down.)
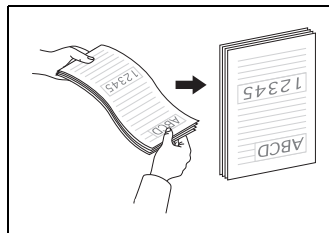
⚠ **CAUTION**

When placing documents into the feed tray, take care not to cut your hands on the edges of the paper.
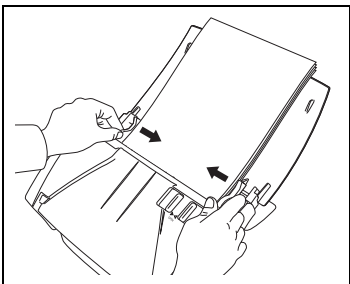
4 Place the document with the reverse side facing you, and the top of the document facing down.
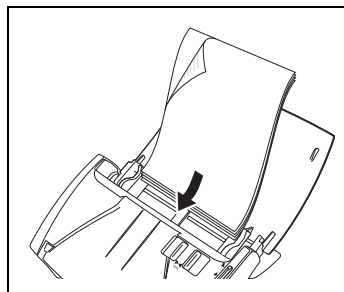
IMPORTANT

There is a load limit mark (▼) on the document guides. Do not stack documents higher than this mark (approximately 50 sheets of 20 lb bond (80 g/m^2) paper.) Doing so may cause a paper jam.

5 Adjust the document guides to fit the width of the document.

NOTE

Before scanning, make sure that the document is not curled or creased, and that it is placed in the feed tray correctly. Scanning an improperly placed, curled, or creased document may damage the document or cause a paper jam.

**6** Use the application software to start scanning.

IMPORTANT

- Before you place a document, check to make sure it does not contain paper clips, staples, or other small metal objects. These items may cause a fire or electrical shock, damage the document, or cause a paper jam or scanner malfunction.

- Do not wear loose clothing or jewelry that may get caught in the scanner while you are using it. This may result in personal injury. Be extra careful of neckties and long hair. If anything gets caught in the scanner, immediately turn OFF the power switch, and disconnect the power cord from the power outlet to stop scanning.

- Always smooth out any folds or curls in your documents before placing them into the feeder. If the leading edge of a document is curled, it may cause a paper jam.

- If feeding stops due to a system error or paper jam while the scanner is scanning, resolve the problem, make sure that the scanned image of the last page that was successfully fed has been stored, and then resume scanning the remaining document pages.

- After you finish scanning, close the document feed tray and the document eject tray to prevent damage to the scanner while it is not being used.

Feeding in the Bypass Mode

When scanning multiple page documents that are fastened together, such as invoices, place the documents so that the edge that is fastened together is facing down.

1 Switch the feed selection lever to ⌀ (Bypass).
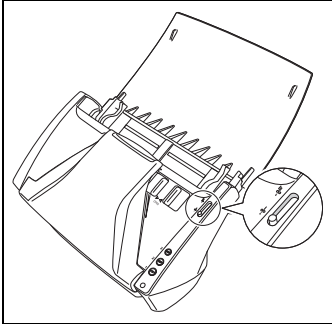
2 Adjust the document guides to fit the width of the document to be scanned (See p.12).

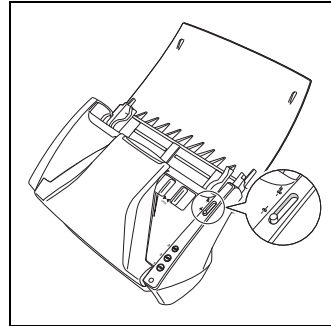**3** Place the document with the reverse side facing you, and the top of the document facing down (See p.12).
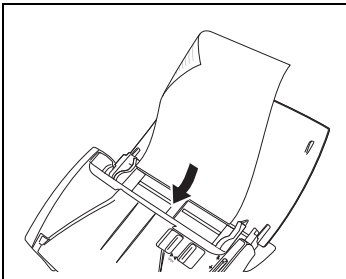
IMPORTANT

After you finish scanning, close the document feed tray and the document eject tray to prevent damage to the scanner while it is not being used.

Placing Cards

1 Switch the feed selection lever to ⌀ (Bypass).

⚠ CAUTION

When scanning cards, make sure to set the feed selection lever to ⌀ (Bypass), and scan the cards one at a time.

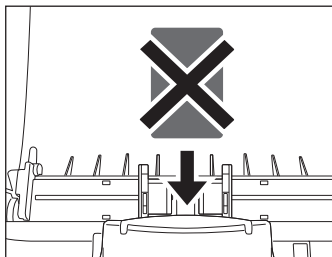**2** Adjust the document guides to fit the width of the card to be scanned (See p.12).

**3** Place the card horizontally, with the reverse side facing you, and the top of the card facing down.
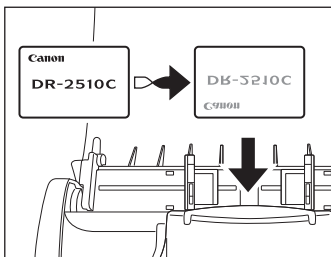
⚠️ CAUTION

If you place cards to be fed vertically, they may not be ejected properly, and cards that get jammed may be damaged when you remove them. Take care of the orientation when placing cards.

Placing Folded Documents

Folio Scan enables you to scan documents that are larger than LTR/A4 and therefore do not fit in the feeder. (The maximum size is 11" X 17"/A3.) To use the function, fold the document in half lengthwise and place it into the feeder. The DR-2010C/DR-2510C will scan both sides and combine the scanned images into a single image.
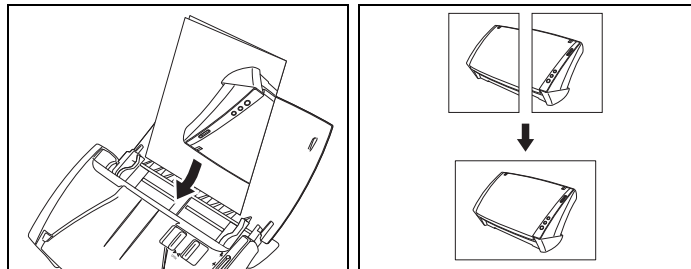
📋 IMPORTANT

- When folding the document, align the right and left sides and create a sharp, straight fold. Otherwise the document may jam or the image may not be aligned properly.
- The fold line itself will not be scanned. Keep this in mind if there is content such as photos, diagrams, or text that spans the fold.
- For Folio scanning, only the Bypass mode can be used. Place documents one at a time.
- Adjust the document guides to fit the width of the document. Otherwise, the image may scan as skewed or shifted.

NOTE

- When scanning folded documents, switch the feed selection lever to ⊹ (Bypass).

- When placing folded documents, place the document into the scanner so that the fold is on the right side. The side of the folded document facing you will become the right side of the combined image.

- When scanning folded documents, click the [Basic] tab of the ISIS/TWAIN driver → click [Folio] in the [Scanning Side] box → click [OK]. (See Chapter 4, "ISIS/TWAIN Driver Settings," in the User Manual.)

- The maximum size for the combined image is 11" X 17"/A3. When using the Folio function for an irregular document size, click the [Basic] tab of the ISIS/TWAIN driver → click [Auto-detection] in the [Page Size] box → click [OK].

4. Scanning Methods

When scanning with the DR-2010C/DR-2510C, in addition to scanning from an application, you can also use the Job Function to perform scanning by pressing a scan button. This section describes the procedures for scanning using the CapturePerfect 3.0 software included with the scanner, scanning using the Job Function, and other special scanning.

Scanning With CapturePerfect 3.0

CapturePerfect 3.0 is an ISIS-compatible application developed for Canon document scanners. CapturePerfect 3.0 includes the following modes. Select the desired scan mode from the Scan menu to perform scanning.

- **Scan Batch to File**
  Documents are scanned with the preset scanning conditions, and the scanned image data is saved to a specified folder.

- **Scan Batch to Print**
  Documents are scanned with the preset scanning conditions, and the scanned image data is printed on a specified printer.

- **Scan Batch to Mail**
  Documents are scanned with the preset scanning conditions, the e-mail software application is started, and the scanned image data is attached to a new e-mail message.

Scan Batch to Print Prints the scanned image on a specified printer

Scan Batch to File Saves the scanned image to a specified folder

(Network)

Scan Batch to Mail Starts e-mail software and attaches the scanned image to a new e-mail
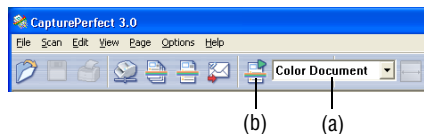
DR-2010C/2510C
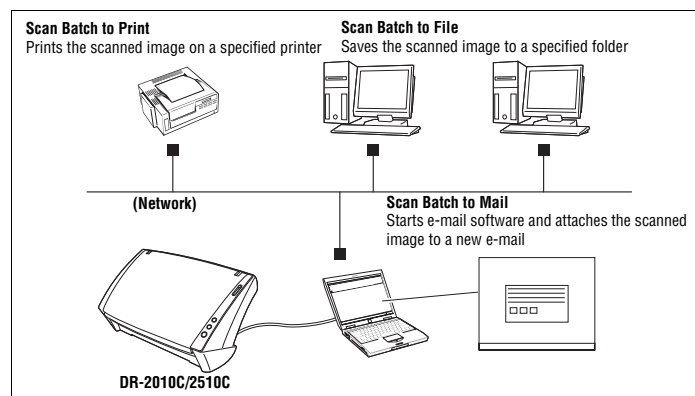
- **Scan Page**
  Only one page of the document is scanned.

- **Scan Job**
  The scanning conditions and scan mode (Scan Batch to File, Scan Batch to Print, or Scan Batch to Mail) are registered in advance as a job. The scan job can then be performed by selecting the registered job from the drop-down list (a) or by pressing (Scan Job) on the toolbar (b).

(b)   (a)

NOTE

- The following two scan jobs are already registered.
  Color Document
  Scan the document using 24-bit color, simplex, at 300 dpi resolution, and save the file in the folder [My Pictures] under the folder [My Documents].
  Binary Document
  Scan the document in black-and-white, simplex, at 200 dpi resolution, and save the file in the folder [My Pictures] under the folder [My Documents].

- Details on CapturePerfect 3.0 are included in the CapturePerfect 3.0 Operation Guide and CapturePerfect Online Help. Read the CapturePerfect 3.0 Operation Guide and CapturePerfect Online Help before using CapturePerfect 3.0.

- For information on installing the various applications and drivers, see the Easy Start Guide or Chapter 2, "Setup," in the User Manual. For details on scan operations, see Chapter 4, "ISIS/TWAIN Driver Settings," in the User Manual.

Scanning with the Job Function

The Job Function enables you to scan simply by pressing a job button on the scanner, using the Event function of Windows and the Job Registration Tool. The scanned image data is automatically processed by the function registered in job button using the Job Registration Tool.

The following three functions can be registered in a job button.

- **Save as File**
  Scans with the set scanning conditions, and saves the image to a specified folder.

- **Print**
 Scans with the set scanning conditions, and prints the scanned image to a specified printer.

- **Attach to E-mail**
  Scans with the set scanning conditions, starts e-mail software, and attaches the scanned image to a new e-mail.


Attach to E-mail
Starts e-mail software and attaches to a new e-mail

Save as File
Saves to a specified folder

Print
Prints with a specified printer

(Network)   E-mail server
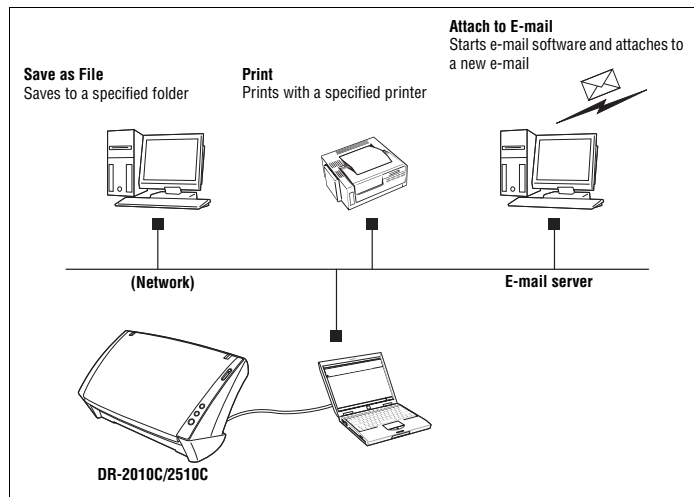
DR-2010C/2510C

Using the Scan Panel

The Scan Panel is an application that is installed with the ISIS/TWAIN driver. It is displayed in the system tray when the DR-2010C/DR-2510C driver is started. If Feeding Option in the scan settings is set to [Panel-Feeding] or [Automatic Feeding], the Scan Panel will appear when you start scanning.
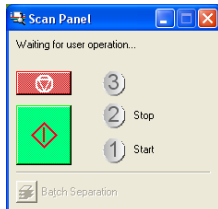
Scan Panel Functions

The Scan Panel has the following functions.
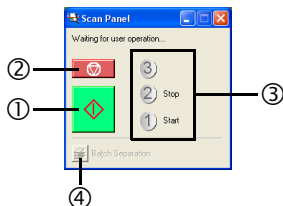
①**Start button**
If Feeding Option is set to [Panel-Feeding], clicking this button starts scanning.
②**Stop button**
Stops scanning.
③**Job display**
When the Start and Stop functions are assigned to the job buttons, [Start] and [Stop] are shown here.
If nothing is shown on the job display, the Start and Stop functions are not assigned to the job buttons. In this case, you should use the Start and Stop buttons on the Scan Panel.

④**Batch separation button**
After selecting [Panel] as the batch separation setting on the [Others] tab, if you enable batch separation from the application and start scanning, this button becomes active when scanning of the current document completes, and scanning stops. When clicked, this button depresses and remains depressed while scanning with batch separation continues, until scanning of the current document completes, and scanning stops. The button then returns to normal.
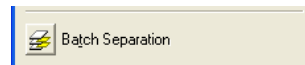
Special Scanning

This section describes examples of settings that can be specified when scanning with the DR-2010C/DR-2510C. For more information, see Chapter 4, "ISIS/TWAIN Driver Settings," in the User Manual, or the Online Help.

Enhancing the Text of a Document

You can set the scanning conditions to enhance the text of documents with dark backgrounds or documents with a light uniform background and low-contrast text. Click the [Basic] tab in the settings dialog box, and then click [Advanced Text Enhancement] or [Advanced Text Enhancement II] in the [Mode] box.
For more information on setting the scanning conditions, see Chapter 4, "ISIS/TWAIN Driver Settings," in the User Manual.

Scanning Documents That Include Both Color and Black-and-White Pages

You can set the scanning conditions to detect whether the document to scan is in color or black and white, and save it as a color image or black and white image accordingly.
Click the [Basic] tab in the settings dialog box, and then click [Auto Color Detection] in the [Mode] box.
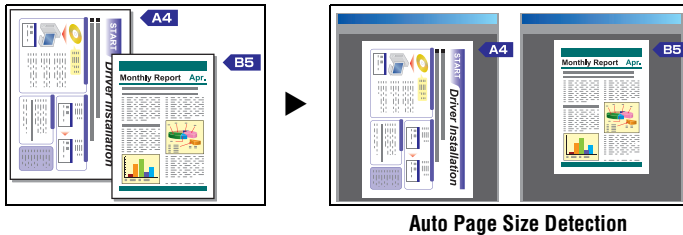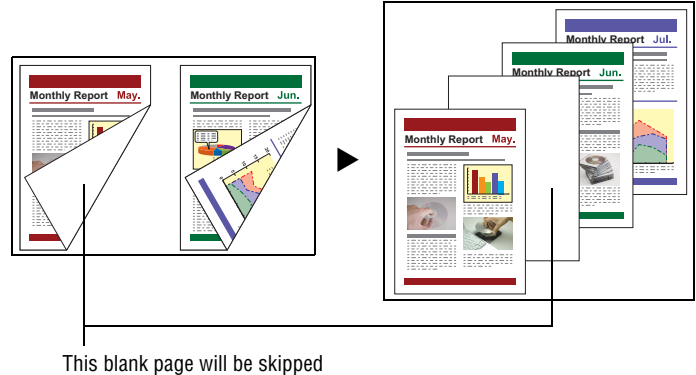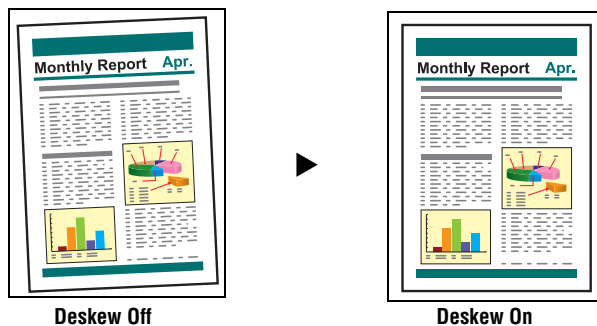For more information on setting the scanning conditions, see Chapter 4, "ISIS/TWAIN Driver Settings," in the User Manual.

2

Scanning Different Sized Documents Together

You can set the scanning conditions to scan different sized documents, such as LTR and LGL documents, together, while detecting the correct size of the document.
Click the [Basic] tab in the settings dialog box, and then click [Auto-detection] in the [Page Size] box.
For more information on setting the scanning conditions, see Chapter 4, "ISIS/TWAIN Driver Settings," in the User Manual.

Auto Page Size Detection

IMPORTANT

When scanning multiple documents of different sizes, place the documents so that they cover the entire span of the feed rollers.

Skipping Blank Pages

You can set the scanning conditions to determine whether a scanned image is a blank page, and skip saving the image if so.
Click the [Basic] tab in the settings dialog box, and then click [Skip Blank Page] in the [Scanning Side] box.
For more information on setting the scanning conditions, see Chapter 4, "ISIS/TWAIN Driver Settings," in the User Manual.

This blank page will be skipped

Scanning (Single-Sided) 11" X 17"/A3 Documents

You can set the scanning conditions to scan both sides of an 11" X 17"/A3 document folded in half to be combined as a single image.
Click the [Basic] tab in the settings dialog box, and then click [Folio] in the [Scanning Side] box.
For more information on setting the scanning conditions, see "Placing Folded Documents" (p. 15) and Chapter 4, "ISIS/TWAIN Driver Settings," in the User Manual.

Deskewing Documents

You can set the scanning conditions to detect slanted document pages and straighten the scanned images.
Click the [Basic] tab in the settings dialog box, and then select the [Deskew] check box.
For more information on setting the scanning conditions, see Chapter 4, "ISIS/TWAIN Driver Settings," in the User Manual.

Deskew Off   **Deskew On**

Moire Reduction

You can set the scanning conditions to reduce the moire effect (a shimmering, wavy pattern) that often appears when scanning color documents or scanning in grayscale.
Click the [Basic] tab in the settings dialog box, and then click [High Quality Moire Reduction] in the [Moire Reduction] box.
For more information on setting the scanning conditions, see Chapter 4, "ISIS/TWAIN Driver Settings," in the User Manual.

Correcting the Text Orientation of Documents

You can set the scanning conditions to detect the text orientation in scanned images, and rotate the images in 90° increments as needed to normalize the orientation.
Click the [Image processing] tab in the settings dialog box, and then select the [Text Orientation Detection] check box.
For more information on setting the scanning conditions, see Chapter 4, "ISIS/TWAIN Driver Settings," in the User Manual.

Reducing Bleed Through for Thin Documents and Documents with Dark Reverse Sides

You can set the scanning conditions to reduce bleed through when scanning thin document pages and those with dark content on the back side, or to remove the background from document images.
Click the [Image processing] tab in the settings dialog box, select the [Prevent Bleed Through / Remove Background] check box, and then click [Settings].
For more information on setting the scanning conditions, see Chapter 4, "ISIS/TWAIN Driver Settings," in the User Manual.

Deleting Borders and Ruled Lines of a Specified Color (Red/Green/Blue)

You can set the scanning conditions to omit borders and ruled lines of a specified color (red, green, or blue) from the scanned image. However, this function is only available when scanning in black-and-white.
Click the [Image processing] tab in the settings dialog box, and then click the color to omit in the [Color drop-out] box.
For more information on setting the scanning conditions, see Chapter 4, "ISIS/TWAIN Driver Settings," in the User Manual.

Enhancing the Red color for Black-and-White Scanning

You can set the scanning conditions to enhance the red color when performing black and white scanning.
Click the [Image processing] tab in the settings dialog box, and then click [Red Enhance] in the [Color drop-out] box.
For more information on setting the scanning conditions, see Chapter 4, "ISIS/TWAIN Driver Settings," in the User Manual.

Creating Smaller Files

You can set the scanning conditions to save the scanned image as a PDF file with a high compression rate, so that the file size is smaller.
Click [PDF File] in the [Options] menu of CapturePerfect 3.0, and then click [High compression] in [Mode].
For more information on setting the scanning conditions, see the *CapturePerfect3.0 Operation Guide*.

2

Saving the Text Data of Documents as Search Keywords

You can set the scanning conditions to convert the text information of a document into text data when creating a PDF file, to be used when searching the text on a computer.
Click [OCR Settings] in the [Options] menu of CapturePerfect 3.0, and then select the [Enable] check box, and choose the language to apply OCR.
For more information on setting the scanning conditions, see the *CapturePerfect3.0 Operation Guide*.

Specifying Security Settings for PDF Files

You can specify security settings to restrict the viewing, printing, and editing of PDF files created with CapturePerfect 3.0.
For more information on specifying security settings, see the *CapturePerfect3.0 Operation Guide*.

5. Practical Examples

This section provides examples of settings when scanning with the DR-2010C/DR-2510C. Refer to these examples when specifying ISIS/TWAIN driver settings. For descriptions of particular setting items, see Chapter 4, "ISIS/TWAIN Driver Settings," in the User Manual.

Scanning Both Sides of Pages

- **To scan both sides of pages**
  Select [Duplex] for the Scanning Side setting.

Scanning Non-Standard Size Documents

- **To scan irregular size documents**
  If irregular size documents are scanned with a standard size selected for the Page Size setting, black areas may appear around the scanned document image. To scan irregular size documents, select [Auto-detection] as the [Page Size]. The page size is then detected automatically.

- **To register an irregular page size for scanning documents**
  An irregular document size not already registered as a page size selection can be saved as a custom page size.
  (See Chapter 4, "ISIS/TWAIN Driver Settings," in the User Manual.)

- **To scan only part of the document page**
  You can specify the scanning area. However, you cannot set the scan area when [Auto-detection] is selected for [Page Size].
  (See Chapter 4, "ISIS/TWAIN Driver Settings," in the User Manual.)

Scanning Multiple Batches as One Document

- **To scan a document that has too many pages to be loaded all at once as separate batches**
  Click [Automatic Feeding] in the [Feeding Option] box. When this option is selected, the scanner detects documents and starts scanning as they are loaded, so continuous scanning is possible by loading the document batches repeatedly.
  If you click [Panel Feeding] in the [Feeding Option] box, scanning does not start until you press the Scan button. This is useful if you want to straighten documents after you have placed them in the scanner.

- **To create separate files for each batch of documents during continuous scanning**
  Click [Automatic Feeding] or [Panel Feeding] in the [Feeding Option] box, and click [Auto] in [Batch Separation]. (Only for the ISIS driver.)

- **To scan a batch of documents one page at a time**
  Click [Automatic Feeding] or [Panel Feeding] in the [Feeding Option] box and scan the documents one page at a time. After each page is scanned, the [Scan Panel] dialog box is displayed. If you selected [Automatic Feeding] in the [Feeding Option] box, the scanner detects when the next document is placed and continues scanning. If you selected [Panel Feeding] in the [Feeding Option] box, press the Scan button after placing the next document to continue scanning.

Prescan

- **To confirm images before scanning**
  Select the [Prescan] check box. The [Prescan] dialog box is displayed when scanning starts.
  (See Chapter 4, "ISIS/TWAIN Driver Settings," in the User Manual.)

Registering Settings

- **Registering Your Settings**
  Register a name for your settings in the user preferences. When you want to recall your settings later, select the name of your registered user preferences, and they will be reflected in the dialog boxes.
  (See Chapter 4, "ISIS/TWAIN Driver Settings," in the User Manual.)

  By using the Job Function or the Job Scan function of CapturePerfect 3.0, you can register scanning conditions and methods for processing scanned image files as jobs, and scan by selecting a job.

6. Clearing a Paper Jam

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

⚠ CAUTION
When removing jammed paper, take care not to cut your hands on the edges of the paper.

1 Remove any documents that have been left in the eject tray.
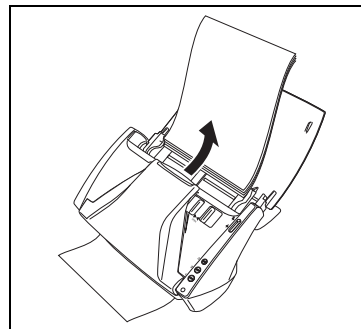
2 Press the OPEN knob from both sides (①), and pull the front unit out and downward to open it (②).
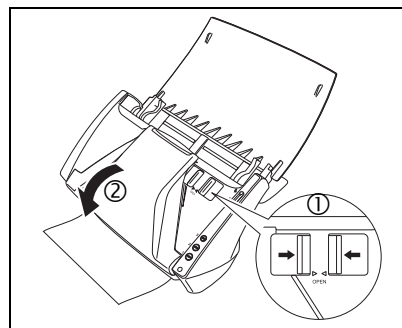
3 Remove the jammed document from the document feeding side or document ejecting side.

IMPORTANT

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

4 Close the front unit by gently pushing it up on both sides until clicks into place. Make sure that the front unit is completely closed by pushing until you hear a click.
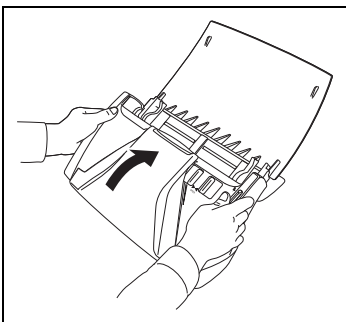
After removing the jammed paper, check to see if the last page was scanned correctly, and then continue scanning.

NOTE

If a paper jam occurs when [Rapid recovery system] is enabled in the [Others] tab of the ISIS/TWAIN driver settings dialog box, the image data of the document is not saved and scanning stops. This allows you to continue scanning from the document that caused the paper jam after the paper jam is fixed.

7. Other Functions

Setting the Long Document Mode

The length of documents that can be scanned with the DR-2010C/DR-2510C is normally 14.02" (356 mm), but you can scan documents up to 39.2" (1000 mm) long by setting the scanner to the Long Document mode.

🛈 IMPORTANT

When scanning in the Long Document mode, click the [Basic] tab of the ISIS/TWAIN driver properties dialog box and set the paper size to [Auto-detection] to allow the scanner to detect and scan documents up to 39.2" (1,000 mm) long. Note the following when using the Long Document mode:

- **When scanning in the Long Document mode, if the document is placed on the scanner in a skewed position, it may hit the edges of the feeding area and be damaged. Be careful to place the document so that it is not skewed.**

- **When scanning with the Long Document mode, paper jam detection may react slowly, resulting in damage to the document. Be careful to avoid paper jams.**

- **When scanning long documents, make sure to set the feed selection lever to ⬦ (Bypass), and scan the documents one at a time.**

1 Click the [Start] button → [Control Panel].
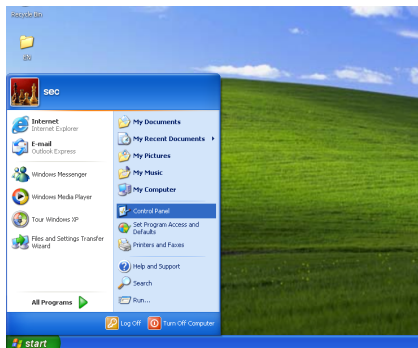
2 Double-click [Scanners and Cameras].
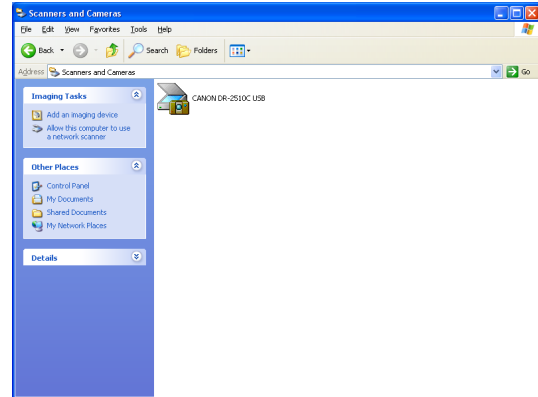
3 Right-click [CANON DR-2010C USB] or [CANON DR-2510C USB] → click [Properties].
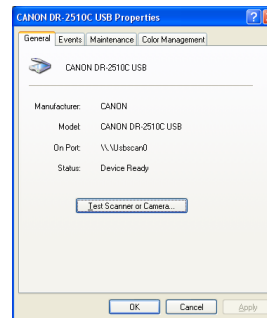
4   Click the [Maintenance] tab → [Long Document Mode (1,000 mm)].
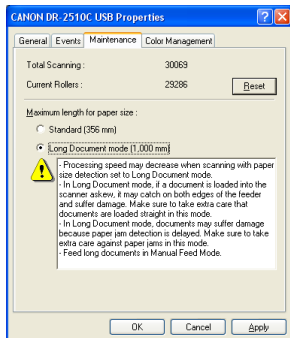
5   Click [Apply] → [OK].

6   Turn the scanner OFF and then ON again.

Chapter 3 Appendix

1. Regular Maintenance

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

⚠ CAUTION

- When cleaning the scanner and the inside of the scanner, turn OFF the power switch and disconnect the power cord from the power outlet.
- Do not use spray cleaners to clean the scanner. Precision mechanisms, such as the light source, may get wet, and cause a malfunction.
- Never use paint thinner, alcohol, or other organic solvents to clean the scanner. Such solvents can damage or discolor the exterior of the scanner, or create a risk of fire or electrical shock.

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.
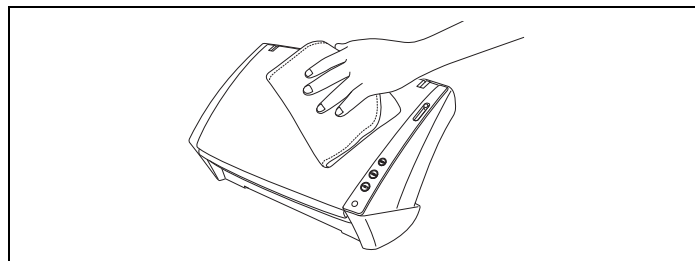
Cleaning the Inside of the Scanner

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

Cleaning the Sensor Glass and the Rollers

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

1 Open the document feed tray (See p. 11).

2 Press the OPEN knob from both sides (①), and pull the front unit out and downward to open it (②).
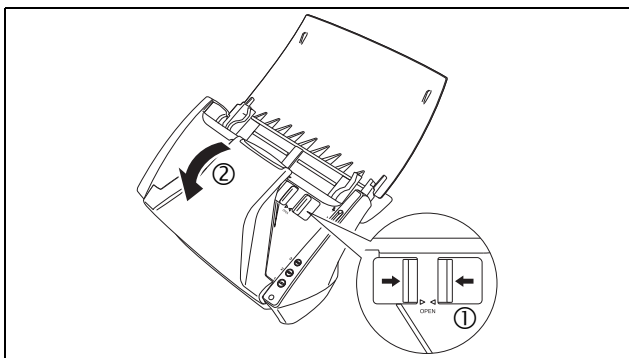
3 Use compressed air to remove dust and paper particles from the inside of the scanner.

4 Use a clean dry cloth to wipe dirt off the sensor glass.

Scanning Glass
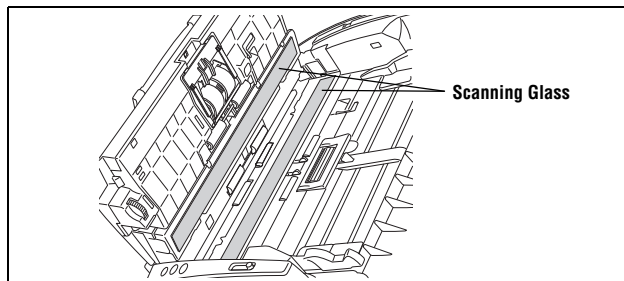
Wipe both the front and back sensor glasses.

⚠ CAUTION

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

IMPORTANT

Scratches on the sensor glass may cause marks on the images, as well as feeding errors. If there are scratches on the sensor glass, contact your local authorized Canon dealer or service representative.

5 Clean the ① rollers by wiping the exposed part without turning them.

Retard roller

①
②

Feeding roller
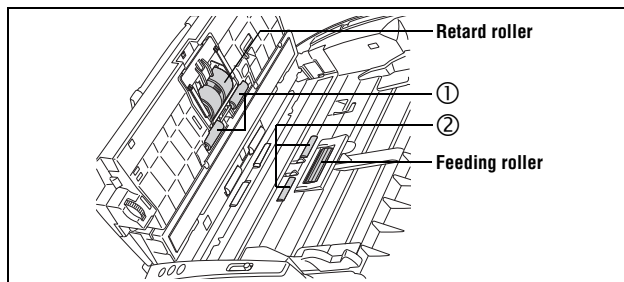
Clean the ② rollers while turning them. Wipe the rollers with a cloth that has been dampened with water and thoroughly wrung out, and then use a dry, soft cloth to wipe away any moisture.

6 Clean the ③ rollers by wiping the exposed part without turning them.

③
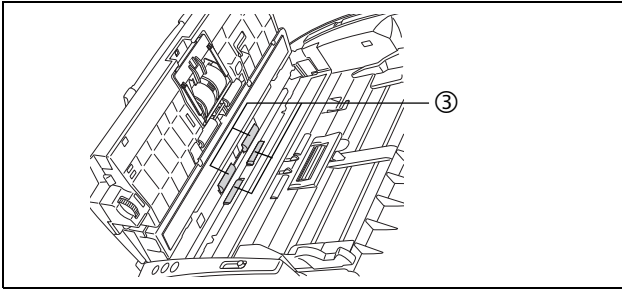
7 Wipe the document holding guide with a cloth that has been dampened with water and thoroughly wrung out.

Document Holding Guide
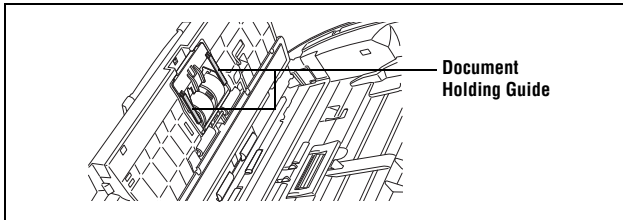
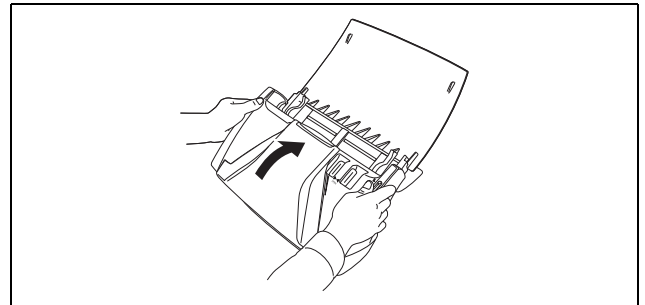**8** Remove the retard roller and feeding roller (See p. 29 and p. 31.).

⚠️ IMPORTANT

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

9 Wipe the removed rollers with a cloth that has been dampened with water and thoroughly wrung out.
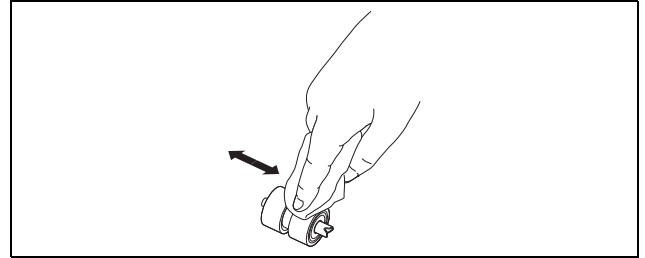
10 Reattach the retard roller and feeding roller (See. p. 30 and p. 32.).

3

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

12 Close the document feed tray.

2. Removing and Attaching the Rollers and Document Holding Guide

To clean or replace the feeding roller, retard roller, or document holding guide, remove and then attach the parts as described in each respective section.

⚠️**CAUTION**

Do not use excessive force when removing or attaching the rollers and document holding guide. Doing so many damage them.

Roller Replacement Cycle

When the rollers have fed more than 30,000 pages, a roller replacement message appears on the computer. Purchase an exchange roller kit and replace the feeding roller and the retard roller.
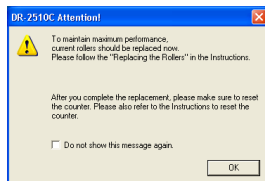
📋**IMPORTANT**
- **Rollers are consumable parts. When the rollers start to wear out, paper jams and misfeeds may occur more often. When this happens, purchase an exchange roller kit and replace the feeding roller and the retard roller.**
- **If misfeeds occur often, check the rollers for wear, and replace them if necessary before the message is displayed.**
- **Make sure to reset the counter after replacing the rollers (See "Resetting the Counter," on p. 34.).**
- **For information about the exchange roller kit (feeding roller, retard roller,) contact your local authorized Canon dealer or service representative.**

Removing/Attaching the Feeding Roller

To remove or attach the feeding roller, follow the procedure below.

⚠️**CAUTION**

Use caution when removing or attaching the feeding roller. Using excessive force may cause damage or personal injury.
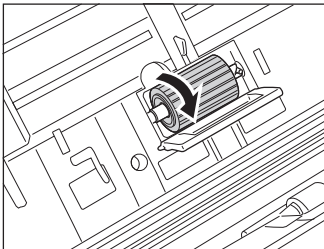
Removing the Feeding Roller

1 Open the document feed tray (See p. 11).

2 Press the OPEN knob from both sides (①), and pull the front unit out and downward to open it (②).
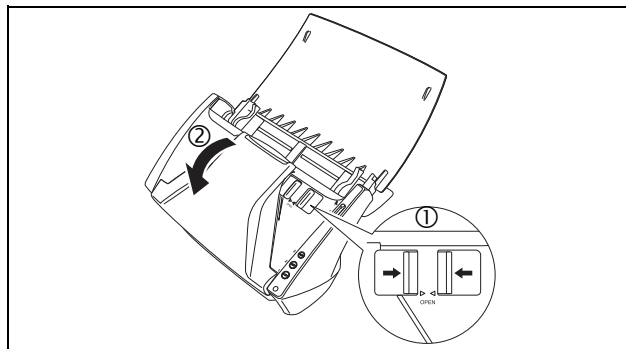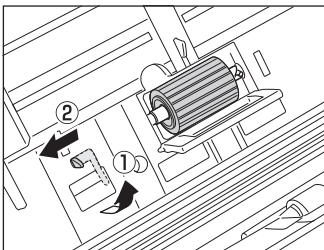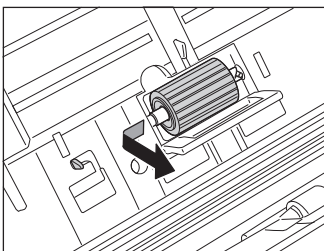
3 Open the roller cover on the main unit by placing your fingers in the grooves and pulling it down.

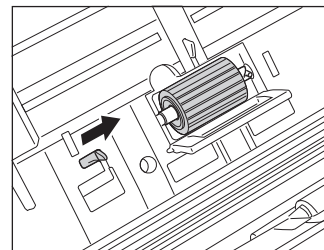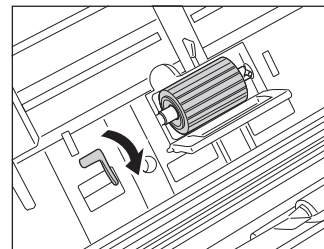**Attaching the Feeding Roller**

1 Insert the feeding roller into the slot inside the roller cover, and align the notch on the roller with the shaft on the main unit.

4 Lift up the roller fixing lever (①), and slide it to the left (②).

**2** Slide the roller fixing lever to the right to lock the roller into the hole on the left of the feeding roller.

5 Remove the feeding roller by moving it to the left to detach it from its shaft, and pull it out of the slot.

3 Push down the lever to lock the shaft of the feeding roller into place.

4 Close the roller cover. Make sure that the cover is completely closed by pushing until you hear a click.
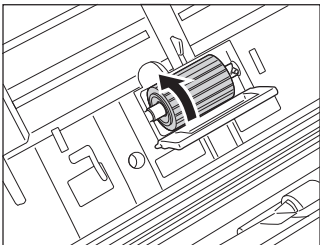
5 Close the front unit by gently pushing it up on both sides until it clicks into place. Make sure that the front unit is completely closed by pushing until you hear a click.
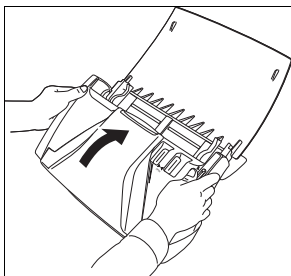
6 Close the document feed tray.
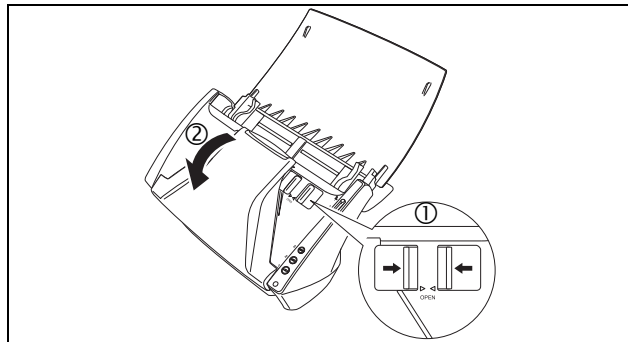
Removing/Attaching the Retard Roller

To remove or attach the retard roller, follow the procedure below.
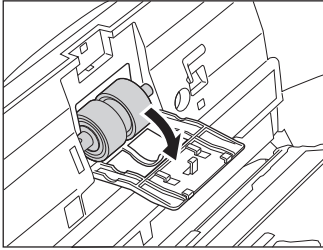
⚠️**CAUTION**

Use caution when removing or attaching the retard roller. Using excessive force may cause damage or personal injury.
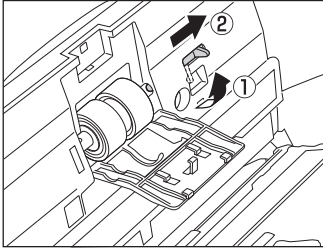
Removing the Retard Roller

1 Open the document feed tray (See p. 11).

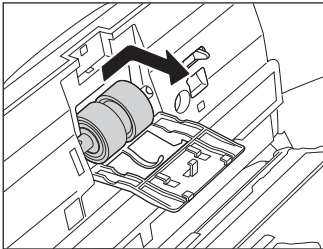**2** Press the OPEN knob from both sides (①), and pull the front unit out and downward to open it (②).

3 Grasp the ends of the roller cover inside the front unit and pull it down to open it.

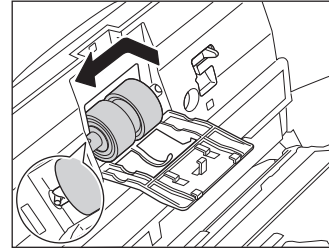**4** Lift up the roller fixing lever (①), and slide it to the right (②).

5 Remove the retard roller by moving it to the right to detach it from its shaft, and pull it out.
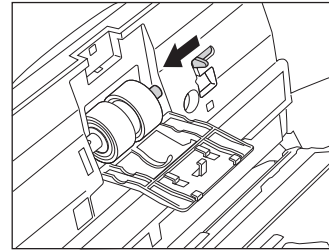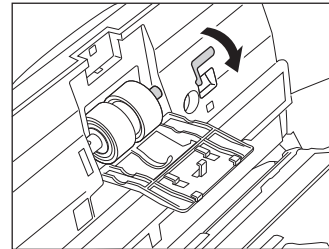
Attaching the Retard Roller

1 Insert the retard roller into the slot inside the roller cover, and align the notch on the roller with the shaft on the front unit.
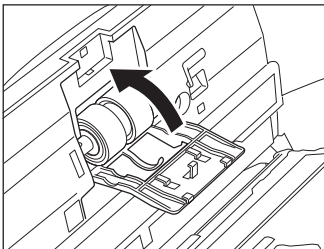
2 Slide the roller fixing lever to the left to lock the roller into the hole on the left of the retard roller.
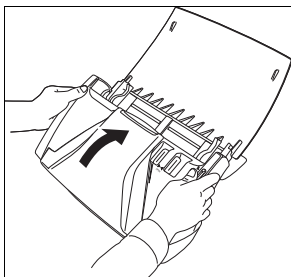
3 Push down the lever to lock the shaft of the feeding roller into place.

3

4 Close the roller cover. Make sure that the cover is completely closed by pushing until you hear a click.

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

6 Close the document feed tray.
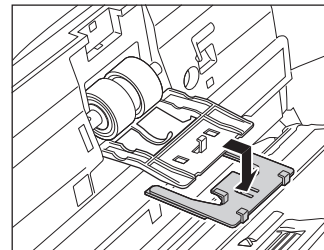
Removing/Attaching the Document Holding Guide

To remove or attach the document holding guide, follow the procedure below.

⚠️**CAUTION**

Use caution when removing or attaching the document holding guide. Using excessive force may cause damage or personal injury.
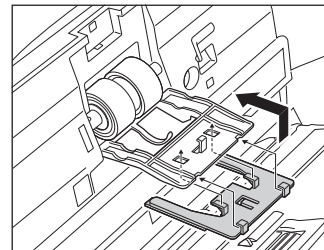
Removing the Document Holding Guide

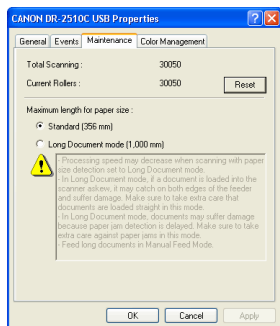**1** Open the roller cover, and slide the document holding guide backwards to remove it.

Attaching the Document Holding Guide

1 Fit the hooks (four) of the document holding guide onto the roller cover, and slide the document holding guide forwards to attach it.

Resetting the Counter

After replacing the feed rollers, open the counter settings dialog box and reset the counter.

1 From the Windows task bar, click [Start] → [Control Panel].

2 Double-click [Printers and Other Hardware] in the working field → click [Scanners and Cameras].

Control Panel (Category View)   **Printers and Other Hardware**

Control Panel (Classic View)

If the Control Panel is displayed with the Category View, switch to Classic View.

3 Double-click [Scanners and Cameras].

4 Right-click [CANON DR-2510C USB] or [CANON DR-2010C USB] → click [Properties].

5 Click the [Maintenance] tab → [Reset].

6 Confirm that the counter for the selected roller is set to 0 → click [OK].

3. Troubleshooting

This section describes the possible problems that might occur during use of the scanner and how to solve them.

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

× **The Scanner Does Not Turn ON**

Check the following if the scanner does not turn ON:

● Is the power switch turned ON?
● Is the power cord connected correctly?
● Is the power cord inserted into the power outlet?

For details on connecting the power cord, see Chapter 2, "Setup," in the User Manual.

× **The Scanner Is Not Recognized**

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

Problem	The scanner is not connected correctly
Solution	Make sure that the scanner and the computer are connected correctly with the USB cable. (See Chapter 2, "Setup," in the User Manual.)

Problem	The scanner power is switched OFF.
Solution	Make sure that the scanner is switched ON. If the scanner is OFF, turn the scanner ON. (See Chapter 2, "Setup," in the User Manual.)

Problem	The scanner does not support your USB interface.
Solution	This product is not guaranteed to operate with all types of USB interfaces. Contact your local authorized Canon dealer or service representative for more information.

Problem	The scanner does not support the USB cable.
Solution	Use the USB cable provided with the scanner.

Problem	The USB hub is not compatible with the scanner.
Solution	Remove the USB hub.

× **Slow Scanning Speed**

The following problems might cause the scanning speed to be slow.

Problem	Other applications are running in the background on your PC.
Solution	Quit all other applications that are running.

Problem	Resident applications, such as anti-virus software, are draining memory resources.
Solution	Quit all resident applications.

Problem	Temporary files cannot be created in the TEMP folder, as there is not enough free space on the hard disk.
Solution	Delete unwanted files on the hard disk to increase free space on the hard disk.

Problem	The USB port you are using does not support Hi-Speed USB 2.0.
Solution	Scanning speeds are slower if your computer's standard USB interface is not compatible with Hi-Speed USB 2.0. (See p. 7.) Use a computer that is equipped with USB that is compatible with Hi-Speed USB 2.0 as standard.

Problem	The USB cable does not support Hi-Speed USB 2.0.
Solution	Use the USB cable provided with the scanner.

Problem	The USB hub does not support Hi-Speed USB 2.0.
Solution	Remove the USB hub.

× **Scanning Is Not Performed**

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

- Has the scanner been properly recognized by the computer?
- 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?

IMPORTANT
- If documents are not scanned normally even if the scanner setup is OK, a probable cause is that the scanner driver or application software is not running correctly. Re-install the scanner driver or application software.
- When system errors result in the scanner not functioning at all, turn OFF the scanner and wait at least ten seconds before turning it ON again. If the error continues to occur, restart the computer.
- When scanning continues, make sure that the last document scanned was scanned correctly.

× **Documents Do Not Feed Properly**

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

Problem	Static electricity, etc., is causing the pages of the document to stick together, and they cannot be separated correctly by the scanner.
Solution	Before you place your document, thoroughly fan the stack of pages. (See "Feeding in the Page Separation Mode," on p. 12)

Problem	Attempting to scan a document of a size, thickness, or weight that the scanner cannot scan.
Solution	Check the size, thickness, and weight of the document. For information on the type of documents that you can use with the scanner, see "1. Documents," on p. 9.

Problem	The rollers inside the scanner are dirty or worn.
Solution	Clean the rollers (See p. 27.). If the rollers are worn, then they need to be replaced. Contact your local authorized Canon dealer or service representative to purchase a roller replacement kit.

For information on removing jammed documents, see "Clearing a Paper Jam," on p. 22.

⨯ Saved Image Files Do Not Open

When image files saved by CapturePerfect 3.0 cannot be opened by other applications, the probable causes are as follows.

Symptoms	A multi-page TIFF file saved in CapturePerfect 3.0 cannot be opened by other applications.
Problem	The application you are using to open the TIFF file does not support multi-page TIFF files.
Solution	Open the file with an application that supports multi-page TIFF files.

Symptoms	A TIFF file saved in CapturePerfect 3.0 cannot be opened by other applications.
Problem	If the TIFF file saved in CapturePerfect 3.0 has been compressed, the application you are using to open the TIFF file does not support the compression type that was used to save the file in CapturePerfect 3.0.
Solution	Set the compression type for the image file to [None] and save the file again in CapturePerfect 3.0.

⨯ Scanning Results Are Not as Expected

If there is a problem with the scanning result (e.g., the scanned image is not clear, or the image is striped or dirty,) the probable causes are incorrect ISIS/ TWAIN driver settings or a problem with the scanning unit inside the scanner. Scanning results can also become skewed if the ISIS/TWAIN driver has not been installed correctly, or the application in use does not support ISIS/TWAIN driver functions.

Symptoms	The scanned image is too dark (or faint.)
Problem	The [Brightness] setting is set incorrectly.
Solution	If the image is dark, set a higher [Brightness] setting, or if the image is faint, set a lower [Brightness] setting.

Symptoms	Text or images on the rear side of your document appear in the scanned image.
Problem	The [Brightness] setting is too low, or the paper is too thin.
Solution	Set a higher [Brightness] setting. If the paper is too thin, make a copy of the documents and then scan the copy. Alternatively, enable the [Prevent Bleed Through / Remove Background] setting.

Symptoms	Double-sided scanning is not possible.
Problem	[Scanning Side] is set to [Simplex].
Solution	Set [Scanning Side] to [Duplex].

Symptoms	The scanned image is skewed.
Problem	The document has been fed at an angle (skew).
Solution	Use the document guide adapter to prevent document skew, and select the [Deskew] check box in the Basic tab of the ISIS/TWAIN driver properties dialog box.

Symptoms	Lines, smudges, or dirt appear on the scanned image.
Problem	The scanning glass or rollers inside the scanner are dirty.
Solution	Clean the scanning glass and rollers. If lines still appear on the image even after cleaning the scanning glass and rollers, the scanning glass inside the scanner may be scratched. Contact your local authorized Canon dealer or service representative.

Symptoms	The scanned image is abnormal in some applications.
Problem	A function not supported by the application was used.
Solution	Some applications do not support functions such as auto-detection of the paper size. Scanning documents with an application such as this will result in an abnormal scanned image. Try scanning without setting auto-detection of the paper size.

4. Specifications

Specifications

Main Unit

Type	Desktop sheetfed scanner
Scanning Document Size	

Plain Paper

Size	Width: 1.97" to 8.5" (50 mm to 216 mm) Length: 2.12" to 14.02" (53.9 mm to 356mm)*
Paper weight: **(Page separation mode)**	14 to 32 lb bond (52 to 128 g/m²) 0.0024" to 0.0059" (0.06 mm to 0.15 mm)
Paper weight: **(Bypass mode)**	11 to 42 lb bond (40 to 157 g/m²) 0.002" to 0.0079" (0.05 mm to 0.20 mm) *You can scan documents up to 39.2" (1000 mm) long by setting the scanner to the Long Document mode. (See "Setting the Long Document Mode," on p. 24)

Business Card	**Size:**	1.97"x 2.12" (50 mm x 53.9 mm) or larger
	Paper weight:	140 lb bond (300g/m²) 0.0138" (0.35 mm) or less
Card	**Size:**	2.12" x 3.37" (53.9 mm x 85.5 mm) (ISO/JIS standard)
	Card thickness:	0.03" (0.76 mm) or less
	Orientation:	horizontal feeding only Embossed cards can be scanned.

Document Feeding Method	Automatic
Scanning Sensor	Contact image sensor
Light Source	LED
Scanning Side	Simplex/Duplex
Scanning Modes	Black and White, Error Diffusion, 256-level Grayscale, Advanced Text Enhancement, Advanced Text Enhancement II, 24-bit Color
Scanning Resolution **(Primary Scan Lines x Secondary Scan Lines)**	100 x 100dpi/150 x 150dpi/200 x 200dpi/ 240 x 240dpi/300 x 300dpi/400 x 400dpi/ 600 x 600dpi

Scanning Speed
(Conditions: Pentium 4 3.2 GHz CPU, 1 GB memory, LTR/A4 document size)

Black and White Simplex	200 x 200 dpi	25 pages/min.(DR-2510C), 20 pages/min.(DR-2010C)
	300 x 300 dpi	25 pages/min.(DR-2510C), 20 pages/min.(DR-2010C)
Duplex	200 x 200 dpi	50 images/min.(DR-2510C), 40 images/min.(DR-2010C)
	300 x 300 dpi	50 images/min.(DR-2510C), 40 images/min.(DR-2010C)
Grayscale Simplex	200 x 200 dpi	25 pages/min.(DR-2510C), 20 pages/min.(DR-2010C)
	300 x 300 dpi	25 pages/min.(DR-2510C), 20 pages/min.(DR-2010C)
Duplex	200 x 200 dpi	50 images/min.(DR-2510C), 40 images/min.(DR-2010C)
	300 x 300 dpi	50 images/min.(DR-2510C), 40 images/min.(DR-2010C)
24-bit Color Simplex	100 x 100 dpi	25 pages/min.(DR-2510C), 20 pages/min.(DR-2010C)
	200 x 200 dpi	25 pages/min.(DR-2510C), 20 pages/min.(DR-2010C)
Duplex	100 x 100 dpi	50 images/min.(DR-2510C), 40 images/min.(DR-2010C)
	200 x 200 dpi	50 images/min.(DR-2510C), 40 images/min.(DR-2010C)

Interface	Hi-Speed USB 2.0
Other Functions	Auto document thickness adjustment, folio scanning
External Dimensions	11.7" x 6.3" x 6.3" (W x D x H) 298mm x 160mm x 160mm (W x D x H)
Maximum External Dimensions **(with Document Feed Tray and** **Eject Tray Open)**	11.7" x 19.5" x 9.8" (W x D x H) 298mm x 490mm x 245mm (W x D x H)
Weight (without AC adapter)	Approximately 5.3 lb (2.4 kg).
Power Supply (using AC adapter)	DC 16 V, 1.0 A
Power Consumption	Scanning: Maximum 16 W In the Sleep mode: Maximum 2.2 W With power switch OFF: Maximum 0.5 W
Noise	Not more than 66 dB
Operating Environment	Temperature: 10°C to 32.5°C (50°F to 90.5°F) Humidity: 20% to 80% RH

AC Adapter (100 to 240 V type)

|	
Model Number	MG1-3607
Input	AC 100 to 240 V, 50/60 Hz, 65 VA to 82 VA
Output	DC 16 V, 1.8 A
Power Consumption	Under 0.5 W (AC adapter only)
Weight	Approximately 0.3 kg (including power cord)

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Replacement Parts

Exchange roller kit (product code: 2445B001)

Kit to replace the rollers (retard roller, feeding roller) and document holding guide.
- For information on replacing the rollers, see "Removing/Attaching the Feeding Roller," on p. 29 and "Removing/Attaching the Retard Roller," on p. 31.
- For information on replacing the document holding guide, see "Removing/Attaching the Document Holding Guide," on p. 33.
- Contact your local authorized Canon dealer or service representative for detailed information about the replacement parts.

Product specifications are subject to change without notice.

External Dimensions
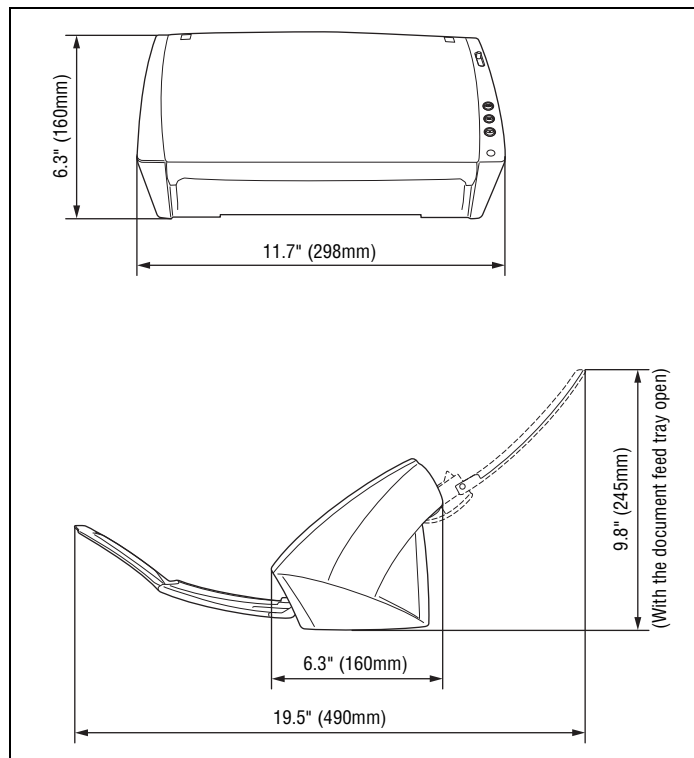
FCC REGULATIONS (For 120 V model)

Document Scanner, Model M11065/M11064

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.

Canon U.S.A. Inc.

One Canon Plaza, Lake Success NY 11042, U.S.A.

Tel. No. (516)328-5000

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.

European Union (and EEA) only.

This symbol indicates that this product is not to be disposed of with your household waste, according to the WEEE Directive (2002/96/EC) and your national law. This product should be handed over to a designated collection point, e.g., on an authorized one-for-one basis when you buy a new similar product or to an authorized collection site for recycling waste electrical and electronic equipment (EEE). Improper handling of this type of waste could have a possible negative impact on the environment and human health due to potentially hazardous substances that are generally associated with EEE. At the same time, your cooperation in the correct disposal of this product will contribute to the effective usage of natural resources. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, waste authority, approved WEEE scheme or your household waste disposal service. For more information regarding return and recycling of WEEE products, please visit www.canon-europe.com.

(EEA: Norway, Iceland and Liechtenstein)

MODEL NAMES

Model DR-2010C is identical to model M11065.

Model DR-2010C is the sales name of model M11065.

Model DR-2510C is identical to model M11064.

Model DR-2510C is the sales name of model M11064.

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Canon