

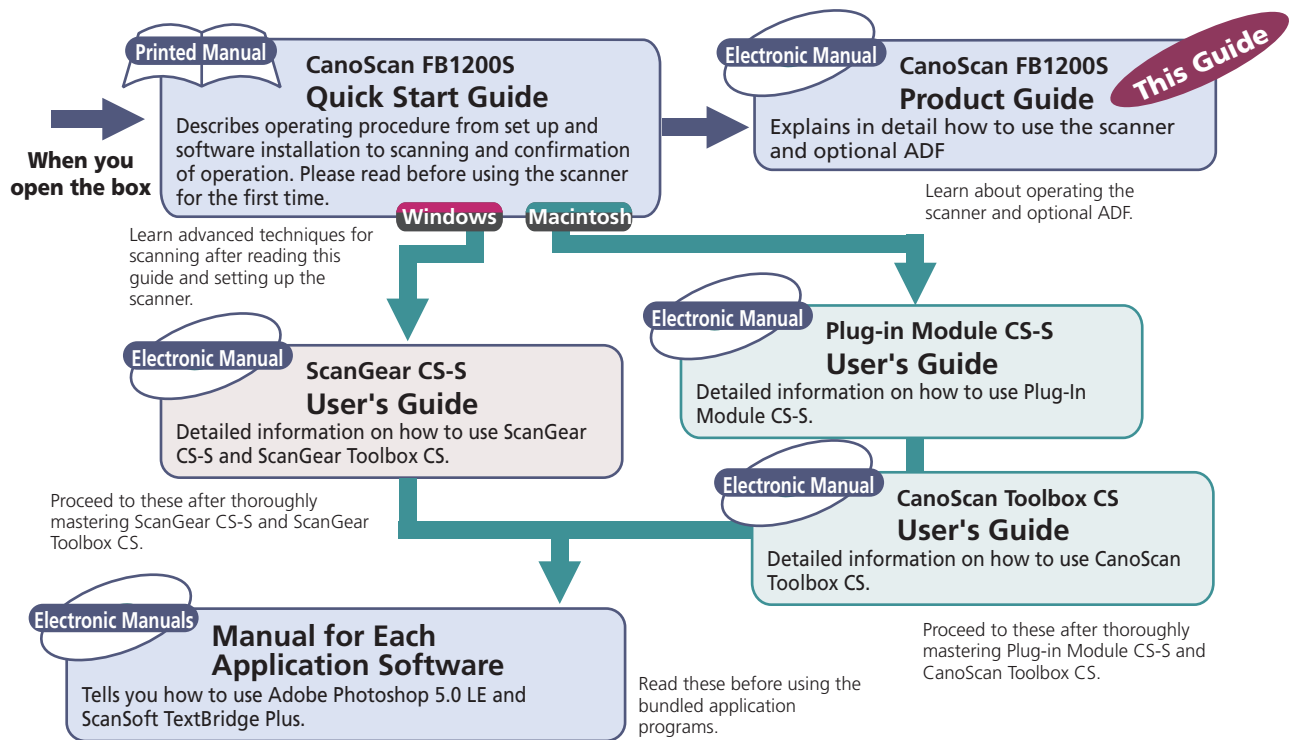
Canon

**Canon Color Image Scanner
CanoScan FB1200S**

**Product
Guide**



How to Make Best Use of the Manuals



How to Use the Product Guide

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

Organization

The guide deals with scanner and software topics that could not be covered in the *Quick Start Guide*. Each topic is intended to be read as a separate unit. You need only read the topics that apply. This guide is divided into 3 sections.

How to Use the Scanner

How to connect it to the computer and how to position documents for scanning.

Automatic Document Feeder

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

Appendices

Troubleshooting tips, care and maintenance.

- References to Windows in this guide refer to Windows 95, Windows 98 and Windows NT 4.0.

Conventions

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

WARNING

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

NOTE

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

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

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Features of the CanoScan FB1200S

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

- **Fine Color Tones and High Resolution**

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

- **Standby Power and Energy-Saving Features**

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

- **Convenient Start Button**

The one-touch start button on the front of the scanner allows convenient use of the accompanying software (ScanGear Toolbox CS/CanoScan Toolbox CS).

- **Optional Film Adapter Unit**

The FAU-S10 optional film adapter unit allows films and transparencies to be scanned singly or in batches, increasing the versatility of this high-quality scanner. Refer to the manual accompanying the FAU-S10.

- **Optional Automatic Document Feeder**


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


WARNING

- *It is illegal to reproduce currency, bills, negotiable securities and other documents prohibited by law. Reproduction of such items may be subject to criminal prosecution.*
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- *Please note that intellectual property protected by copyright may not be reproduced without the express permission of the copyright holder except for personal or household use under limited circumstances.*

Safety Precautions

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

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

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

About Locations

 **WARNING**

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

If any of these objects or liquids enter the inside of the equipment, immediately unplug the AC adapter and contact the Canon Customer Care Center.

CAUTION

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

About the Power Supply

WARNING

- Do not damage, mutilate or modify the power cord or AC adapter. Do not place heavy objects on, pull or excessively bend the power cord. Damaged wires may cause fires or electric shocks.
- Do not plug in/unplug power cords with wet hands. You may be electrocuted.
- Do not connect excessive numbers of plugs into one electrical outlet. It may result in fire or electric shocks.
- Do not twist or tie electrical cords together. It may result in fire or electric shocks.
- Plug the power cord and the AC adapter plug all the way into the socket. Improperly attached equipment may result in fire or electric shocks.
- Do not use AC adapters other than the one supplied. Fire or electric shock may result.

- As a rule, do not use electrical extension cords. They could cause fires or electric shocks. If the use of an extension cord is necessary, do not use one longer than 5 meters (15 feet). Make sure that the extension cord is not twisted, and that the power cord of the AC adapter is fully plugged into the extension cord. Do not use multiple extension cords.
- Do not use extension cords in high traffic areas where they can be stepped on or tripped over. This could damage the cords and result in fire or electric shocks.
- Do not place any objects on the AC adapter or its cords.
- Do not use the AC adapter outdoors or in exposed areas.

CAUTION

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

General Handling Precautions

WARNING

- Do not take apart or modify the equipment. It contains high-voltage components that could cause fires or electric shocks if handled improperly.
- If you hear unusual noises, see smoke, feel excessive heat or smell anything unusual, immediately unplug the power cord and contact the Canon Customer Care Center. Continued use may result in fires or electric shocks.

- Do not use flammable sprays near this equipment. Also do not spill water, other liquids, or flammable liquids on the equipment. Contact between the internal components and these fluids may result in fire or electric shocks. If anything enters this equipment, immediately unplug the power cord and contact the Canon Customer Care Center.
- When cleaning the equipment, always unplug the power cord. Otherwise you could start a fire or receive an electric shock.
- When cleaning the equipment, use a water-moistened cloth that is well wrung out. Do not use flammable liquids, such as alcohol, benzene or thinners. Flammable liquids entering the internal electrical parts may result in fire or electric shocks.

CAUTION

- Be careful not to pinch your hands when closing the document tray cover. Injuries may result.
- Do not press heavily on the document tray cover. The document tray glass may break and injure you.
- Unplug the equipment for safety when it is unused for extended periods, such as long weekends.
- Be extremely careful when transporting the equipment. Dropping it may cause injuries.
- Allow sufficient time for the equipment to cool after unplugging the power cord before placing the equipment cover over it. Covering hot equipment could result in fire.
- Do not use the supplied CD-ROM in regular CD players (audio only players). It may produce loud sounds that could damage hearing.
- Unplug the power cord from the outlet at least once a year and clean the area around the base of the power cord's metal pins to ensure all dust is removed. If dust accumulates in this area, it may result in fire.

Operating Requirements

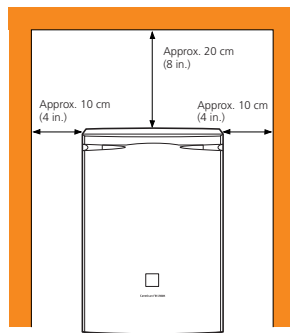
To use this scanner safely, operate it within the guidelines specified below.

- Operate the equipment in an area where the following temperature and humidity conditions can be met.

Ambient Temperature: 41 - 95° F (5 - 35° Celsius)

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

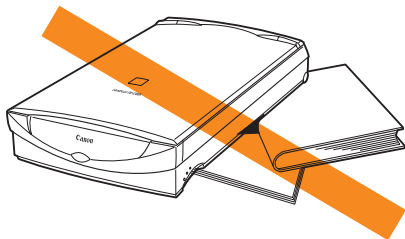
- Operate the equipment with the supplied electrical cords at the voltages and amperage specified for this equipment.
- Make certain there is plenty of free air space around the scanner for cooling purposes.



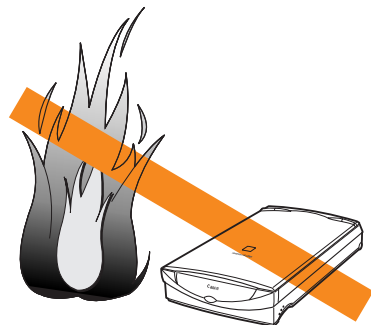
(View from above the scanner).

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

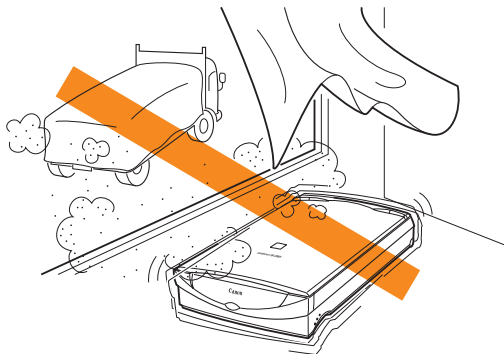
Uneven or stepped surfaces



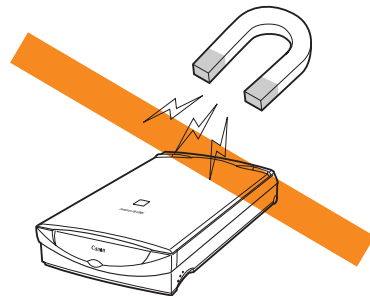
High temperature environments



**Environments subject to shocks, smoke,
noxious fumes, water vapor or dust**



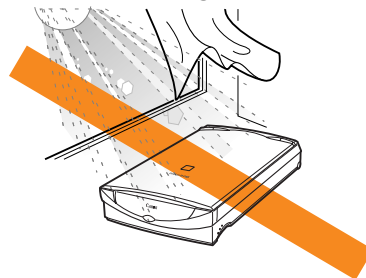
**Locations near TVs or devices generating
strong magnetic fields**



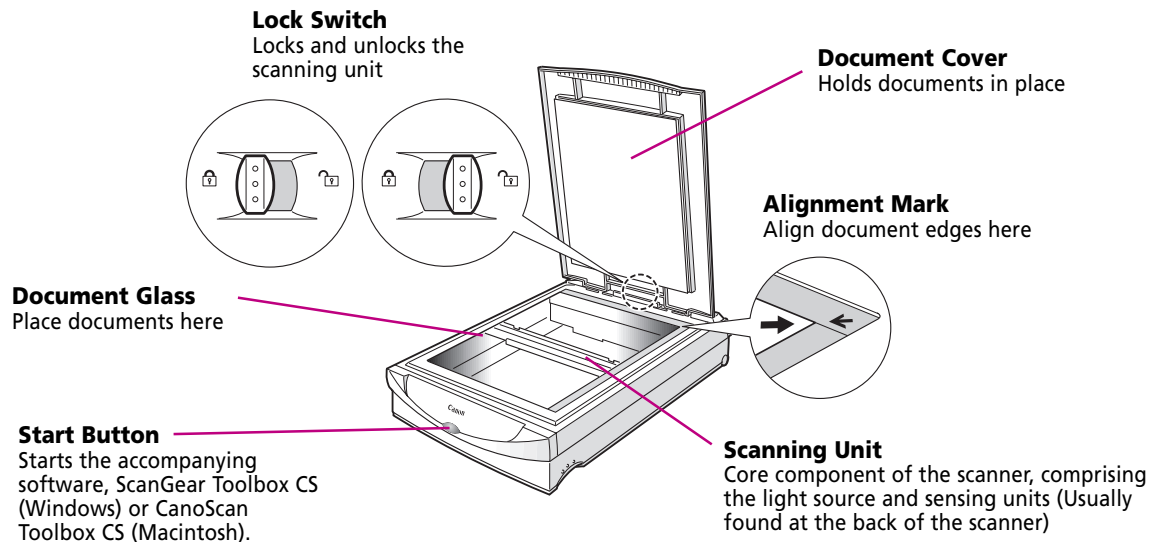
**Environments in which the air is salty or
greasy**



**Locations subject to strong direct
sunlight**

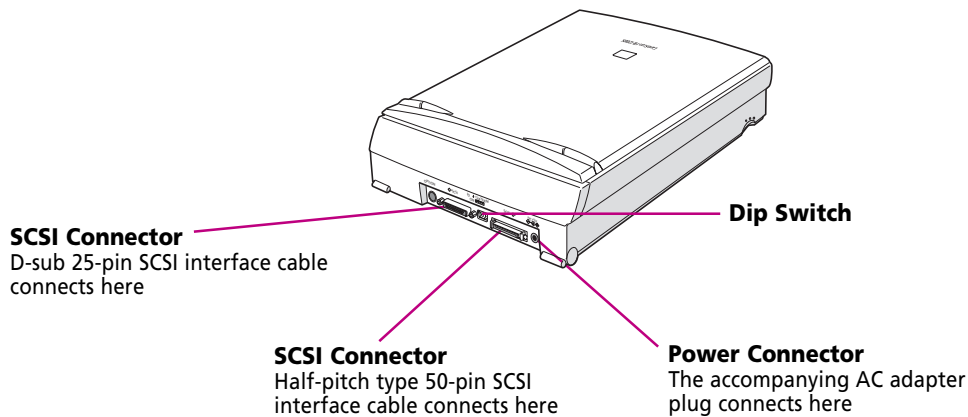


Components Guide

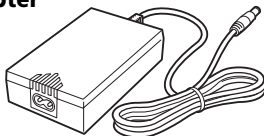


WARNING

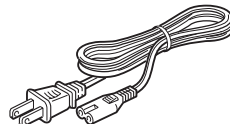
- Always unlock the scanner before plugging in the AC adapter. Operating the scanner in the locked state may damage the equipment.
- Lock the scanning unit before transporting it (p. 31).



AC adapter



Power cord



NOTE

• This scanner does not have a power switch.

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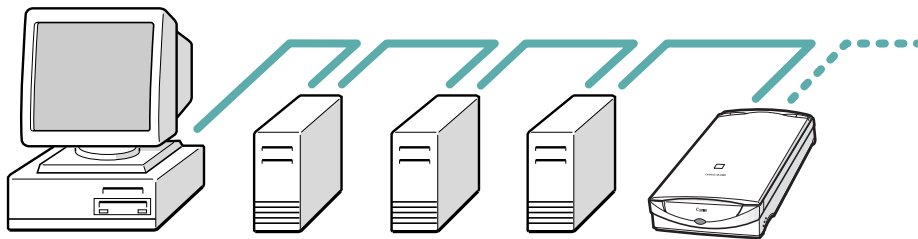
Connecting to the Computer

Connecting Two or More SCSI Devices

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

About Daisy Chain Configurations

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



SCSI IDs and Terminator Settings

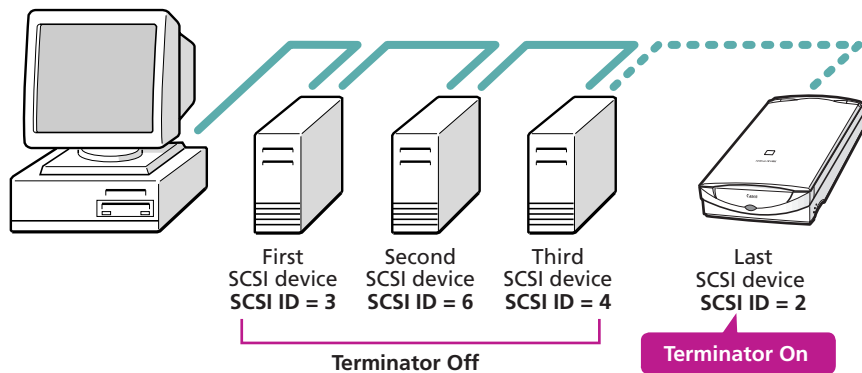
The SCSI ID and terminator settings for each device must be correct for them to operate.

- **The SCSI ID**

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

• Terminator Settings

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

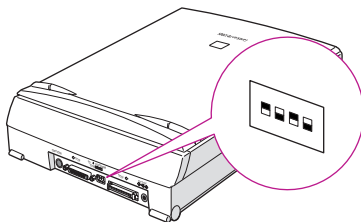


WARNING

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

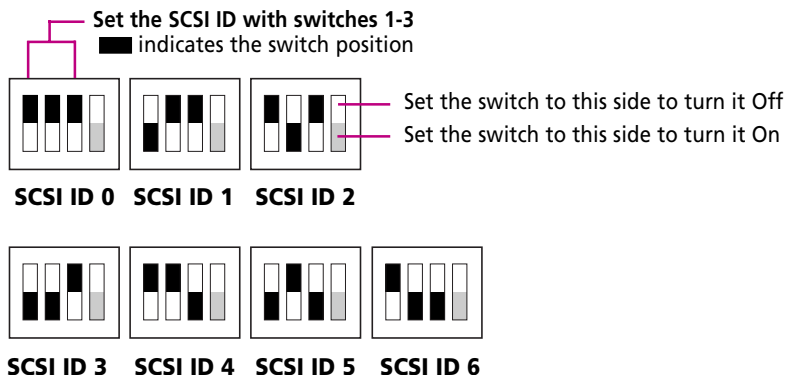
• How to Set the SCSI ID and Terminator

To set the SCSI ID and terminator on this scanner, adjust the dip switches found on the back panel of the scanner.

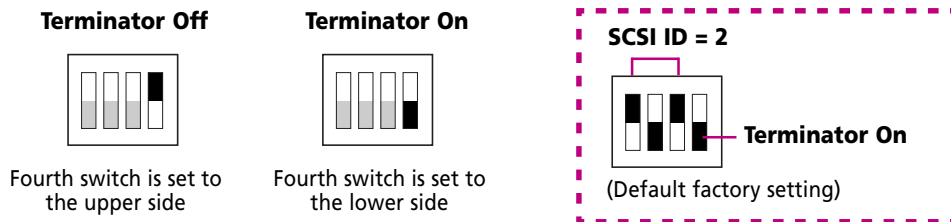


Dip Switches

To set the SCSI ID, move the 1-3 switches with a sharp object, such as the tip of a mechanical pencil. Set the switch positions as below to assign a SCSI ID from 0 to 6.



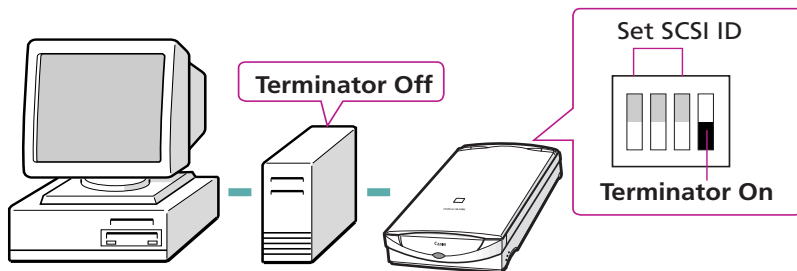
To set the terminator ID, move the switch labeled 4. As shown below, the terminator is Off when the switch is set to the upper side, and On when it is to the lower side. The SCSI ID is set to 2 and the terminator is On when this equipment is shipped from the factory.



- **Sample Configurations**

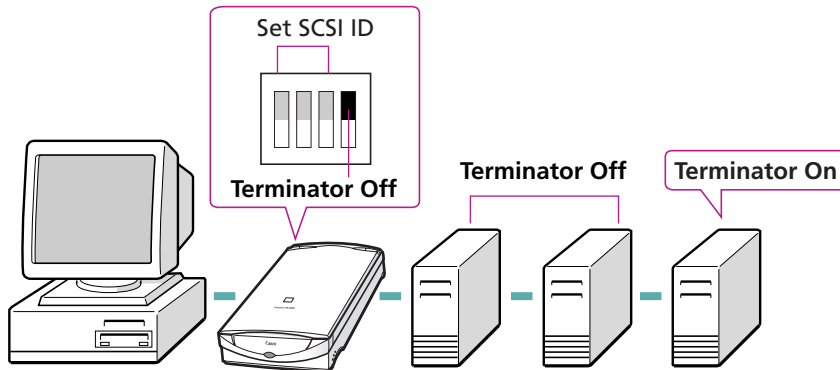
The following examples show typical configurations for the scanner, your computer and other SCSI devices.

Scanner Is the Last SCSI Device.



Set the scanner's terminator to On.
Set the IDs of the other SCSI devices to nonconflicting numbers.
Set the terminators of the other SCSI devices to Off.

Scanner in the Middle of a Daisy Chain (First Position is Recommended)



Set the scanner's terminator to Off.
Set the scanner and other SCSI devices to nonconflicting IDs.
Set the terminator of the last SCSI device to On.

SCSI Connector and SCSI Interface Cable Descriptions

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

**Half Pitch 50-Pin
Connector (Male)**

SCSI Interface Cable

**D-Sub 25 Pin
Connector (Male)**

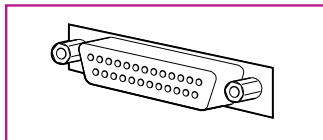
**SCSI Connector
D-Sub 25-Pin (Female)**

**SCSI Connector
Half Pitch 50-Pin (Female)**

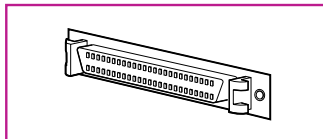
There are many other types of SCSI connector on the market. When choosing a SCSI cable, you must match the connector shapes, the SCSI cable standard and the impedance category. Without all three correctly matched at both the computer and SCSI device ends, the connection will not work. Check your computer's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

- **Common Connector Types**
Computer or SCSI Device

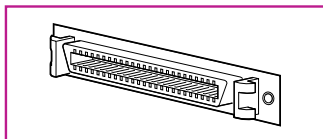
D-Sub 25-Pin (Female)



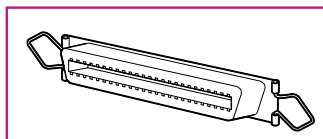
Half Pitch 50-Pin (Female)



Centronics Half Pitch 50-Pin (Female)

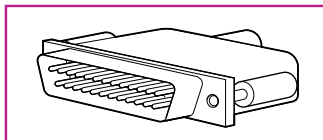


Centronics 50-Pin (Female)

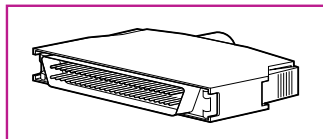


Cable

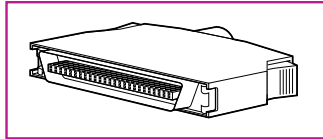
D-Sub 25-Pin (Male)



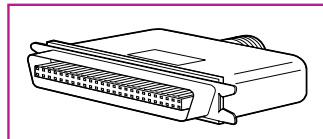
Half Pitch 50-Pin (Male)



Centronics Half Pitch 50-Pin (Male)



Centronics 50-Pin (Male)



WARNING

- *The Half Pitch 50-Pin and Centronics Half Pitch 50-Pin connectors look alike and the sizes are similar. However, close examination reveals that the pin shapes are different. Be careful when purchasing.*
- *Only high-impedance cables work with the scanner. Ensure that cables other than the supplied SCSI interface cable are of the high-impedance type.*

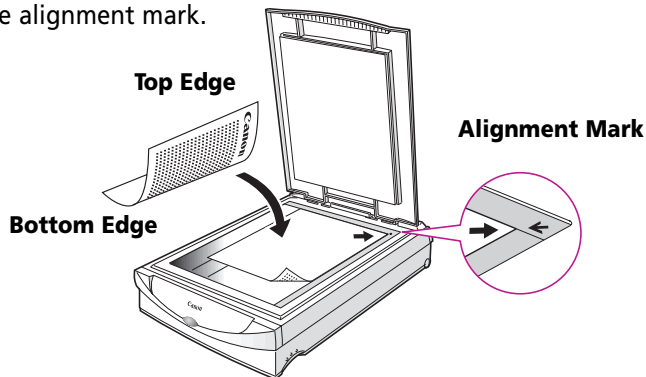
Positioning Documents (No ADF)

Documents must be placed on the document glass to be scanned. The instructions below are for manual positioning. If you are using the automatic document feeder (ADF) option, please see [p. 33](#).

1. **Lift the document cover.**

2. **Place the document face down.**

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



3. **Close the document cover, being careful not to dislodge the document.**

WARNING

- *The maximum allowable size for scanning is 8.5 x 11.69 inches (216 x 297 millimeters), up to Letter or A4 size.*
- *This scanner is equipped with an ultra-sensitive scanning unit. Opening the document cover during scanning, or improperly closing it, may affect the scanning results. If you are scanning thick documents, such as books, that prevent the document cover from closing, cover the document glass with a dark cloth to prevent ambient light from affecting the scan.*

Transporting the Scanner

Always engage the lock before transporting the scanner.

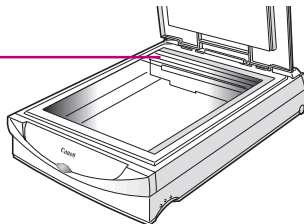
- 1. Turn off the computer and unplug the scanner.**

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

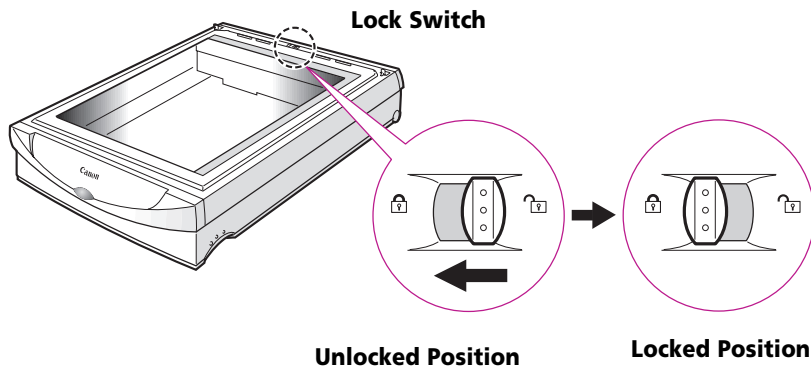
- 2. Confirm that the scanning unit is at the back of the scanner.**

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

Scanning Unit
Confirm that the
scanning unit is in
this position



3. Grasp the document cover at the hinges and lift it straight up and off.
4. Locate the lock switch (between the holes for the hinges) and push it toward the locked mark.



5. Attach the document cover.

WARNING

- Carrying or transporting the scanner without locking the scanning unit may damage it. Be particularly careful to lock the scanning unit when transporting the scanner in a vehicle.

Automatic Document Feeder

(Option: ADF-S9)

Please read this chapter thoroughly for installation and operating instructions if you have purchased the optional ADF-S9 Automatic Document Feeder.

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Components Guide

ADF-S9

Stack Mark

Ensure that document stacks do not rise above this mark.

Document Tray

Place the originals face up in this tray.

Paper Alignment Marks

Adjusts to the width of the originals. Slide the document guide to the edge of the documents being scanned.

ADF Cover

When paper jams occur, open this cover and remove the jammed paper.

ADF Connector Cable

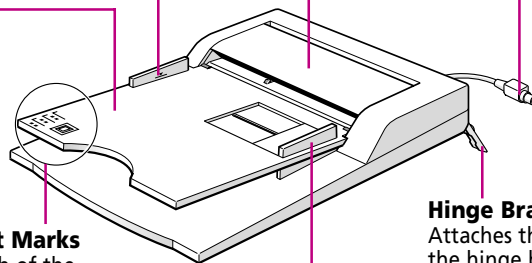
Attach this cable to the ADF connector on the option cable.

Hinge Brackets

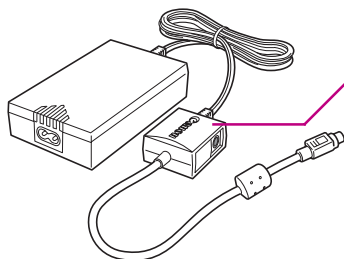
Attaches the ADF to the scanner. Insert the hinge brackets into the slots on the top face of the scanner.

Paper Guide

Adjusts to the width of the originals. Slide the document guide to the edge of the documents being scanned.

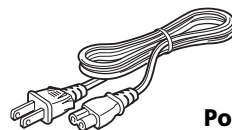


Option Cable



Option Connector

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



Power Cord

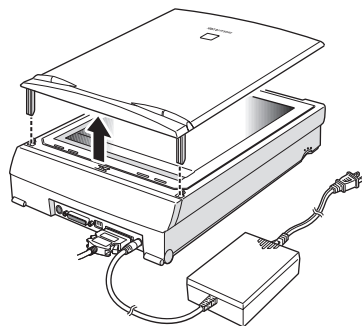
WARNING

- Do not place objects other than documents on the ADF.

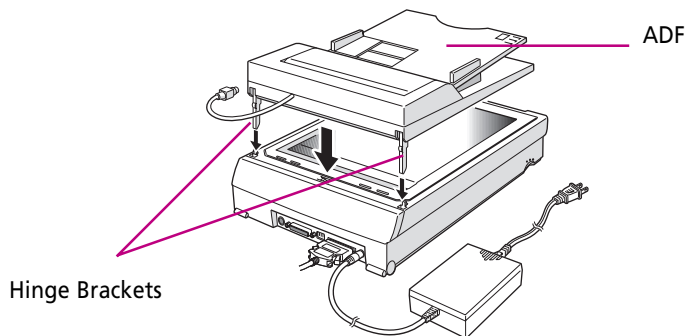
Attaching the ADF to the Scanner

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

1. **Ensure that the computer and all peripheral devices are turned off.**
2. **Unplug the scanner's power cord from the electrical outlet.**
3. **Grasp the scanner's document cover close to the hinges and lift it straight off the scanner body.**

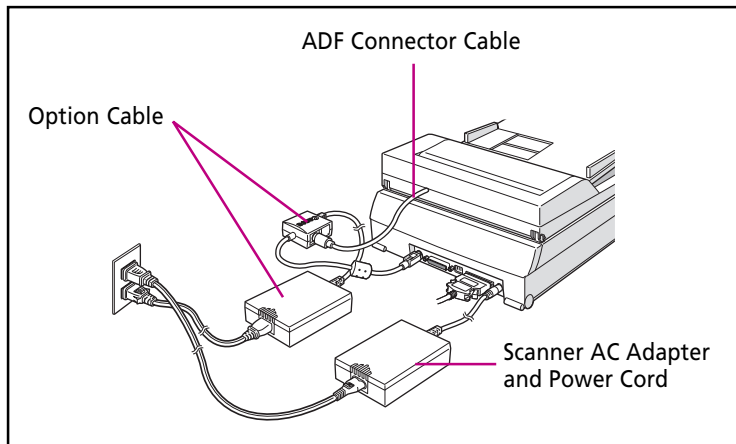


4. **Attach the ADF to the scanner in place of the document cover.**
Insert the ADF's hinge brackets into the slots on the scanner from directly above.

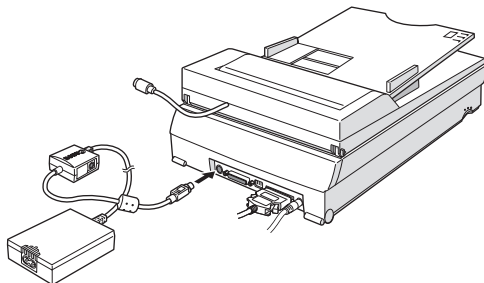


Attaching the Cables

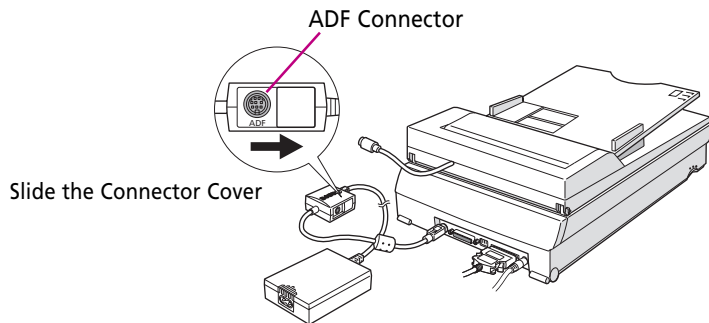
Attach the ADF connector cable to the option cable (supplied) as shown below.



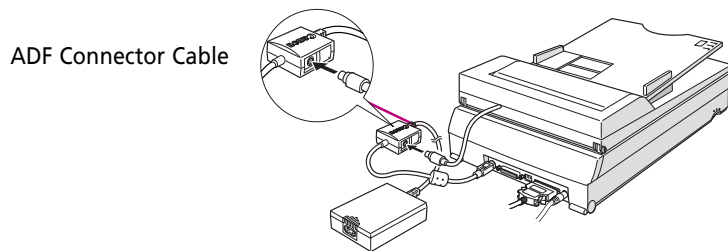
1. **Attach the option cable to the option connector on the scanner.**



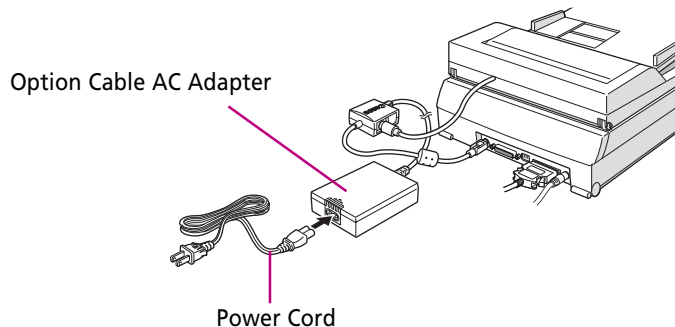
2. **Slide the cover on the connector block so that the ADF connector is visible.**



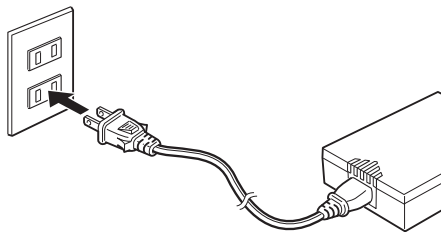
3. **Attach the ADF connector cable to the ADF connector on the option cable's connector block.**



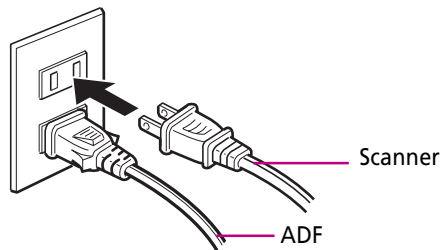
4. **Attach the power cord to the option cable AC adapter.**



5. Plug the power cord into an electrical outlet.



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



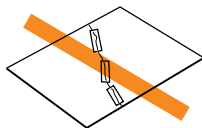
Acceptable Media

The ADF can feed media falling within the following parameters.

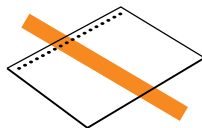
- Standard paper sizes: B5, A4, Letter, Legal
Width: 7.2-8.5 in. (182-216 mm) / Length: 10.1-14.0 in. (257-356 mm)
- Standard paper weights: 16-28 lb. (60-105 g/m²)

The following can cause paper jams and should be avoided.

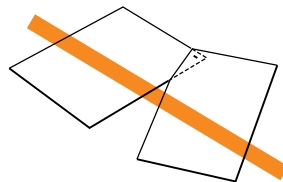
- papers with weights higher or lower than the range given above
- non-rectangular media with irregular shapes
- specialty paper for color printers, glossy papers or papers with special coatings
- ripped, perforated or punched paper
- curled or wrinkled paper (See the warning on the next page for the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



No tears



No punched holes



No staples or paperclips

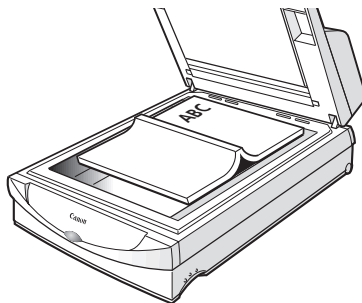


WARNING

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



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



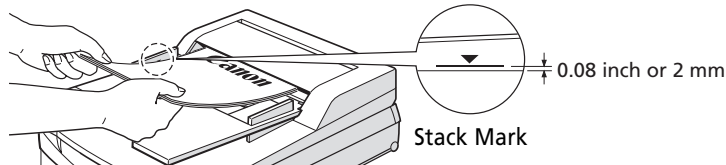
Loading Documents

Observe the following precautions when loading documents into the ADF.

WARNING

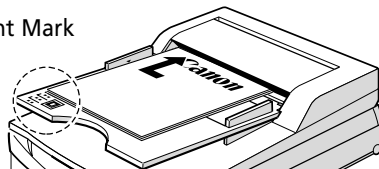
- *The maximum stack of documents that can be loaded into the ADF at one time is indicated by the stack mark on the inner side of the paper guide. The ADF can accommodate up to 20 sheets of 20 lb. bond (80 g/m²) photocopy paper or a stack of documents no higher than 0.08 inch or 2 mm. Loading stacks higher than this may result in paper jams.*
- *Uncurl or straighten any documents that are curled or wrinkled.*

1. Place documents face up on the document tray.



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

Paper Alignment Mark

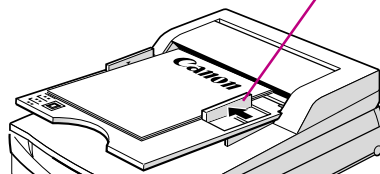


3. **Slide the movable paper guide lightly against the side of the stack.**
 - Shift the movable paper guide snugly up against the stack, but not so tightly that it crimps the stack.

NOTE

- *Once a document has been set into the ADF, the document will be scanned according to the scanner software settings. The settings will vary among different software programs.*
- *Continuous scanning can only be accomplished with application software supporting that function.*

Movable Paper Guide



Software Settings

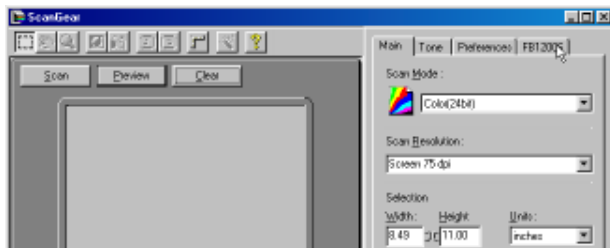
Follow the procedures below to set the software to scan documents loaded into the ADF. The settings may differ between software programs.

NOTE

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

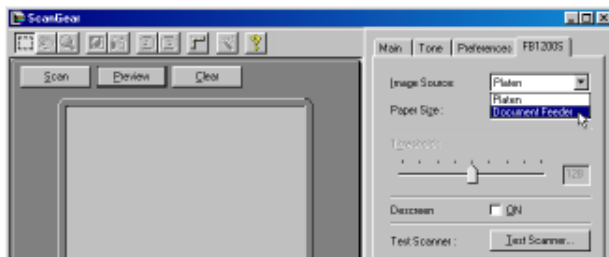
Windows

1. **Start ScanGear CS-S.**
 - For instructions, see the *Quick Start Guide*.
2. **Click the [FB1200S] tab.**



3. **Click the arrow of the [Image Source] list box and select [Document Feeder].**

This is all that is required to set the scanner to choose the ADF as the document source.



4. **Load documents into the ADF and click the [Preview] button.**

The first document will feed into the scanner and the preview image will begin to appear in the ScanGear CS-S window.

1. **Start Plug-in Module CS-S.**

- For instructions, see the *Quick Start Guide*.

2. **Open the [Preferences] menu and select [Auto document feeder].**

This is all that is required to set the scanner to choose the ADF as the document source.



3. **Load documents into the ADF and click the [Preview] button.**

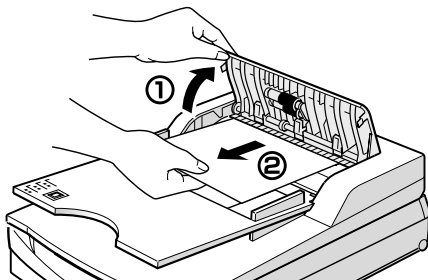
The first document will feed into the scanner and the preview image will begin to appear in the Plug-in Module CS-S window.

Paper Jams

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

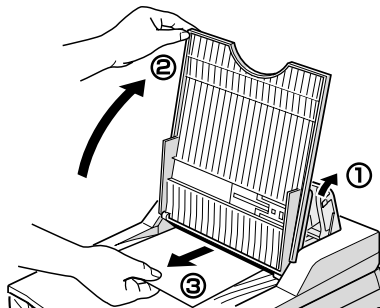
Jams in the Document Tray

1. Lift the ADF cover.
2. Remove the jammed document by pulling it forward.



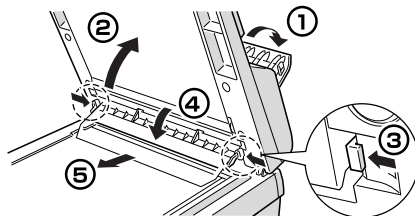
Jams during Document Ejection

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



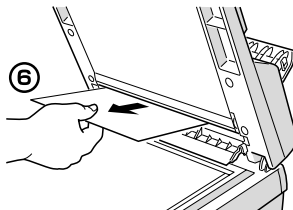
Jams Inside the ADF

1. Lift the ADF cover.
2. Raise the ADF unit on its hinges.
- 3., 4. Open the delivery guide sheet cover.



Press the lock clips on both sides inward (3) and pull forward (4).

5. Remove the delivery guide sheet.
6. Remove the jammed document by pulling it forward.



After Clearing a Paper Jam

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

WARNING

- *Be careful not to damage or dirty the delivery guide sheet. Either condition may cause lines to appear on scanned images or reduce image quality in other ways.*

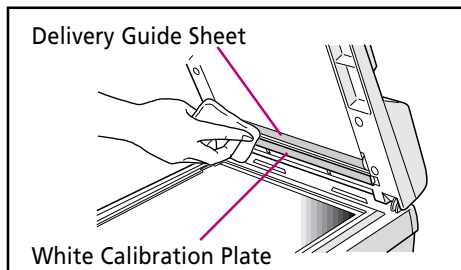
Problems with Scanned Images

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

Follow the procedures below to clean or replace them.

Cleaning the Delivery Guide Sheet

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



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

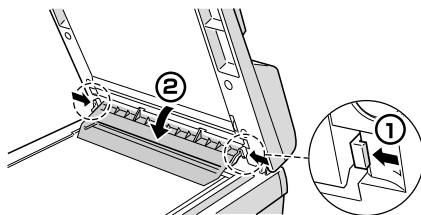


WARNING

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

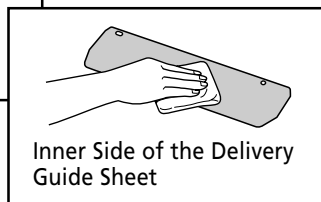
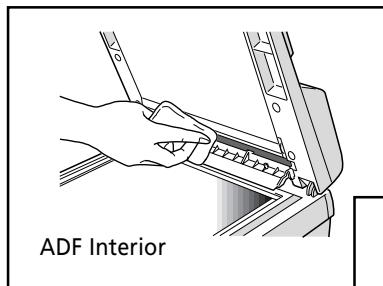
4. Open the delivery guide sheet cover.

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



Press inward on the lock clips and pull forward.

5. Lift out the delivery guide sheet and lightly wipe both the interior of the ADF and the inner side of the delivery guide sheet with a soft, dry cloth.



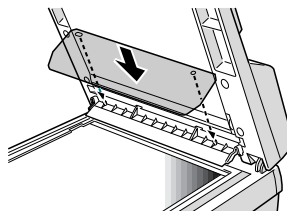
Never use alcohol, thinners or benzene to clean the equipment.

WARNING

- Do not apply pressure to the surfaces. They are easily damaged.
- Never use alcohol, thinners or benzene to clean the equipment. They may distort, discolor or dissolve the delivery guide sheet.
- Replace the delivery guide sheet if it is stained or damaged (p. 58).

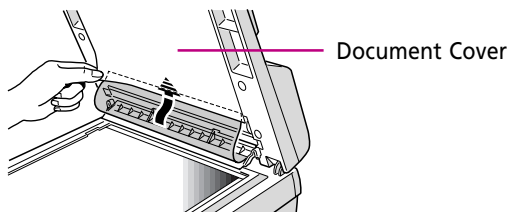
6. **Return the delivery guide sheet to its original position.**

- Align the two holes in the delivery guide sheet with the pegs on the back side of the cover.



7. **Tuck the edge of the delivery guide sheet under the document cover.**

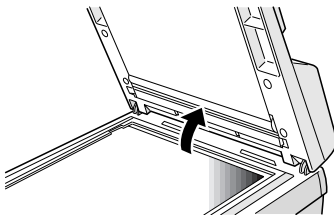
- Gently lift up the edge of the document cover and insert the edge of the delivery guide sheet under the flap.



WARNING

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

8. Close the delivery guide sheet cover.



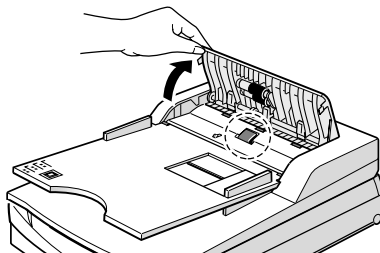
WARNING

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

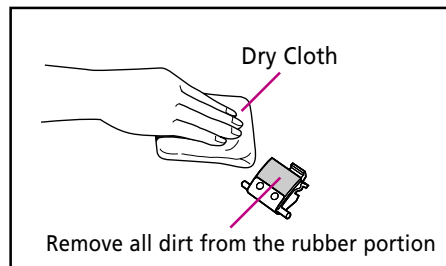
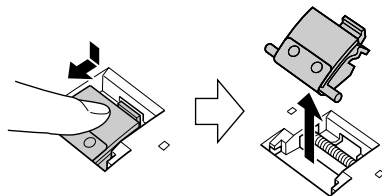
Frequent Misfeeds

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

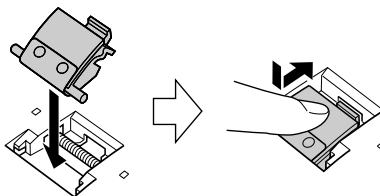
1. **Lift the ADF cover.**



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



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



4. Close the ADF cover.

Appendices

Troubleshooting	61
Scanner Not Identified	74
Care and Maintenance	76
Major Specifications	78
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Canon Technical Support	82

Troubleshooting

Please read the suggestions below when scanning isn't proceeding as expected or when you encounter a problem. If the remedies suggested below do not solve your problem or is not listed in the following pages, Canon Computer Systems, Inc. offers a full range of customer technical support options listed at the end of this guide.

NOTE

- *For assistance with problems related to the installation and operation of the software, please also refer to the Readme and Help files accompanying each program. These files contain important information that may not be found in the manuals.*

Problems with Software Installation

Installation is unsuccessful

Cause 1: Insufficient memory to run the installer program

Solution: Close other software programs that are running and reinstall

Cause 2: Insufficient free hard disk space

Solution: Delete or transfer unnecessary files from the hard disk and reinstall. Refer to the *Quick Start Guide* for the required hard disk space

Nothing displays when the CanoScan Software Solutions CD-ROM is placed in the drive

Cause: CD-ROM will not automatically run the Scanner Software

Solution: Start the Scanner Software manually (See *Quick Start Guide*)

Problems Starting Software Programs

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

[Scanner not connected!] message displayed (Macintosh)

Cause 1: Scanner not detected because the AC adapter is not correctly plugged into the electrical outlet

Solution: Plug the AC adapter power cord securely into the electrical outlet and restart the computer. (See *Quick Start Guide*)

Cause 2: Scanner not detected because the AC adapter plug is not correctly connected to the scanner

Solution: Reconnect the plug to the scanner and restart the computer. (See *Quick Start Guide*)

Cause 3: Scanner not detected because the power cord is not securely plugged into the AC adapter

Solution: Plug the power cord securely into the AC adapter and restart the computer (See *Quick Start Guide*)

Cause 4: Scanner not detected because the SCSI interface cable is not correctly connected to the computer or the scanner, or the cable is not connected securely

Solution: Reconnect the SCSI interface cable to the scanner and computer, then restart the computer (See *Quick Start Guide*)

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

Cause 1: Insufficient memory (RAM) available to start ScanGear CS-S

Solution: Close programs other than the host program and start ScanGear CS-S

Cause 2: ScanGear CS-S already running as a TWAIN driver within another program

Solution: Close the ScanGear CS-S already running as a TWAIN driver (See *ScanGear CS-S User's Guide*)

Cause 3: ScanGear CS-S is not installed

Solution: Install ScanGear CS-S (See *Quick Start Guide*)

Cause 4: Program is not TWAIN_32 compatible

Solution: Start ScanGear CS-S from within a TWAIN_32 compatible program

Cause 5: The scanner not selected

Solution: Select scanner following the directions in the manual for the TWAIN-compliant software

Problems starting Plug-in Module CS-S as a plug-in from within another program

Cause 1: Insufficient memory to start Plug-in Module CS-S

Solution: Close programs other than the host program and start Plug-in Module CS-S

Cause 2: Plug-in Module CS-S is not installed

Solution: Install Plug-in Module CS-S (See *Quick Start Guide*)

Cause 3: Plug-in Module CS-S is not installed in the program's plug-in folder

Solution: Plug-in Module CS-S is a plug-in. If the other program does not have Plug-in Module CS-S installed, it will not work. Install Plug-in Module CS-S (See *Quick Start Guide*)

Problems with the Scanner

Scanner not identified (Part 1: Windows)

• Please also read ***Scanner Not Identified (p. 74)***

Cause 1: SCSI card not properly installed

Solution: Install SCSI card properly (Make sure the SCSI card is securely seated into the slot)

Cause 2: SCSI driver not installed

Solution: Install SCSI driver (See *Quick Start Guide*)

Cause 3:	SCSI card not operating correctly
Solution:	<p>Follow the procedures below to confirm the operation of the SCSI card.</p> <ul style="list-style-type: none"> • Windows 95/98 <ol style="list-style-type: none"> 1. Click the [Start] button on the taskbar and select [Settings] and [Control Panel]. 2. Double-click the [System] icon. 3. Click the [Device Manager] tab. 4. Click the [+] icon that appears to the left of the [SCSI Controller] option. <p>The SCSI card is not operating correctly if an exclamation mark (!) or (x) appears on the SCSI driver name in the SCSI Controller option. Reinstall the SCSI driver following the instructions in the <i>Quick Start Guide</i>.</p> <hr/> <ul style="list-style-type: none"> • Windows NT 4.0 <ol style="list-style-type: none"> 1. Click the [Start] button on the taskbar and select [Control Panel]. 2. Double-click the [SCSI Adapters] icon. 3. Click the [Devices] tab. <p>The SCSI card is not operating correctly if a SCSI driver name does not appear in the [SCSI Adapter] option. Reinstall the SCSI driver following the instructions in the <i>Quick Start Guide</i>.</p>
Cause 4:	IRQ or I/O port address conflict with another card (sound or network card)
Solution:	<p>Change the IRQ or I/O settings</p> <p>Check the manuals included with the other cards for appropriate settings</p>

Scanner not identified (Part 2)

- Please also read **Scanner Not Identified (p. 74)**

Cause 1: Scanner not powered on when computer started

Solution: Plug the scanner's power cord into an electrical outlet and restart the computer.

Cause 2: SCSI interface cable is disconnected or loose

Solution: Securely connect SCSI interface cable and restart the computer. (See *Quick Start Guide*)

Cause 3: SCSI interface cable improperly connected

Solution: There are many different types of SCSI connector. Check the connectors on the computer and other devices (including the scanner) for a match with both ends of the SCSI interface cable (See p. 26)

Cause 4: The SCSI interface cable has wrong impedance rating

Solution: Use a high-impedance SCSI interface cable (See p. 28)

Cause 5: SCSI ID conflict with another SCSI device

Solution 1: Set the SCSI ID to a different setting (See p. 20)

Solution 2: Check the manuals of the other SCSI devices

Cause 6: The SCSI terminator is not set correctly

Solution 1: Install (or set) a terminator on the last SCSI device. If scanner is the last device, set the terminator switch to On

Solution 2: Remove terminators from SCSI devices other than the last one. If scanner is not the last device, set the terminator switch to Off

Cause 7: Computer is not detecting the scanner properly
Solution: Follow the procedures below to have the computer detect the scanner properly:

- **Windows 95/98**

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

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

- **Windows NT 4.0**

1. Click the [Start] button on the taskbar and select [Control Panel].
2. Double-click the [SCSI Adapters] icon.
3. Click the [Devices] tab.
4. Click the [+] icon that appears to the left of the SCSI card.

It is not operating correctly if [Canon IX-12015E] does not display beneath the SCSI card icon. Restart the computer and perform the procedures for detecting the scanner again. (See *Quick Start Guide*)

Problems with Scanning

Scanner will not scan

- | | |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cause 1: | Scanner not powered up |
| Solution: | Securely connect the AC adapter to the scanner and the power cord to the electrical outlet, then restart the computer. (See <i>Quick Start Guide</i>) |
| Cause 2: | Scanning unit locked |
| Solution: | Unlock scanning unit by setting lock switch to unlocked position (See p. 17) |
| Cause 3: | Software incorrectly installed |
| Solution: | Reinstall software (See <i>Quick Start Guide</i>) |
| Cause 4: | For Windows: ScanGear CS-S not installed. Adobe Photoshop 5.0 LE or ScanSoft TextBridge Plus are insufficient by themselves to scan images. ScanGear CS-S is required. |
| Solution: | Install ScanGear CS-S (See <i>Quick Start Guide</i>) |
| Cause 5: | For Macintosh: Plug-in Module CS-S is not properly installed. Adobe Photoshop 5.0 LE is insufficient by itself to perform scans. Plug-in Module CS-S is required |
| Solution: | Install Plug-in Module CS-S (See <i>Quick Start Guide</i>) |

Scanning unit fails to return to ready position (rear of scanner)

- Cause: Power cord fell out of contact with the electrical outlet or the AC adapter was unplugged from the scanner while scanning unit in motion
- Solution: Clear all documents and objects from the document glass, close the document cover, unplug the power cord from the electrical outlet and then plug it back in
-

Scan quality is poor

- Cause 1: Document cover is open
- Solution: Close the document cover (and cover thick documents with a dark cloth)
-
- Cause 2: Original document floating on document glass
- Solution: Gently press down on the document cover to prevent floating
-
- Cause 3: Improperly closed or floating document cover
- Solution: Hold document cover down with hand during scan
-
- Cause 4: Dirty document glass or document cover
- Solution: Clean document glass or document cover (*See p. 76*)
-
- Cause 5: Incorrect scan settings
- Solution: Rescan with adjusted settings (See the *ScanGear CS-S* or *Plug-in Module CS-S Users Guide* electronic manual)
-
- Cause 6: A power cord is too close to the scanner
- Solution: Move all power cords away from the top of the scanner and surrounding area
-

Glossy color photo will not scan clearly

- Cause: Optical interference created by the photo adhering to document glass produces striped patterns
- Solution 1: Gently press down on the document cover
- Solution 2: Move the photo on the document glass to break the adhesion
- Solution 3: Clean the document glass (*See p. 76*)
-

Stripes appear on scan of publication

- Cause: Moiré effect from scan of publication at low resolution (print screen lines highlighted by optical interference, producing striped patterns). This effect may occur with particular combinations of printed matter screen line densities and scanning resolutions
- Solution: Rescan at different resolutions or turn on the [Descreen] option (See the *ScanGear CS-S or Plug-in Module CS-S Users Guide* electronic manual).
-

Whitened edges on image scanned from thick book

- Cause: Scanner employs an ultra-sensitive scanning unit that picks up ambient light entering around the edges of the book
- Solution: Cover the book and document glass with a dark cloth to prevent ambient light from affecting the scan
-

Slow scanning speed

- Cause: Resolution is set higher than necessary
- Solution: Lower the resolution.
-

Problems with the Automatic Document Feeder (ADF-S9)

Documents Are Not Scanning

Cause 1: ADF power not on

Solution: Ensure that the ADF option cable is correctly connected to the AC adapter and that the power cord is plugged into a functioning electrical outlet. (See p. 38)

Cause 2: ADF connector cable not attached

Solution: Connect the ADF connector cable to the option cable as specified. (See p. 41)

Cause 3: [Document Feeder] not selected in ScanGear CS-S or [Automatic Document Feeder] not selected in Plug-in Module CS-S

Solution: Select [Document Feeder] in ScanGear CS-S or [Automatic Document Feeder] in Plug-in Module CS-S. (See p. 46)

Cause 4: Document(s) incorrectly placed in ADF

Solution: Reposition the document(s) correctly. (See p. 44)

Cause 5: ADF cover not closed properly

Solution: Close the ADF cover completely.

Cause 6: Paper jam

Solution: Clear the paper jam. (See p. 49)

Frequent Misfeeds

Cause 1: Paper dust accumulated on separator or separator damaged

Solution: Clean the separator. (See p. 58)

Cause 2: Documents sticking together
Solution: Fan the documents well to separate them before placing them in the ADF.
(See p. 42)

Cause 3: Documents curled or wrinkled
Solution: Uncurl or straighten out wrinkles before placing the documents in the ADF.
(See p. 42)

Lines Appear on Images

Cause: The delivery guide sheet is dirty or damaged
Solution: Clean or replace the delivery guide sheet. (See p. 53)

Scanned Image Quality is Poor

Cause: The delivery guide sheet or the white calibration plate is dirty
Solution: Clean the delivery guide sheet and/or the white calibration plate. (See p. 53)

Other Issues

Can a Film Adapter Unit (FAU) Be Used with this Scanner?

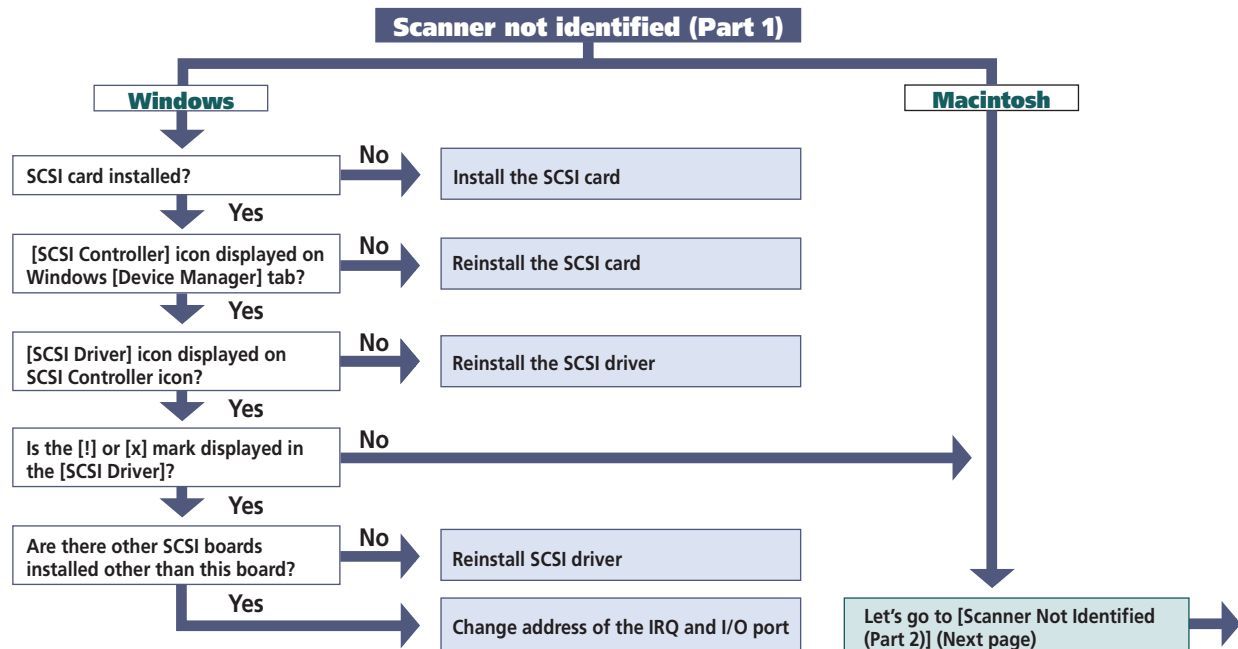
Answer: Yes, the FAU-S10 film adapter unit can be installed on the scanner. (Sold separately)

Can an Automatic Document Feeder (ADF) Be Used with this Scanner?

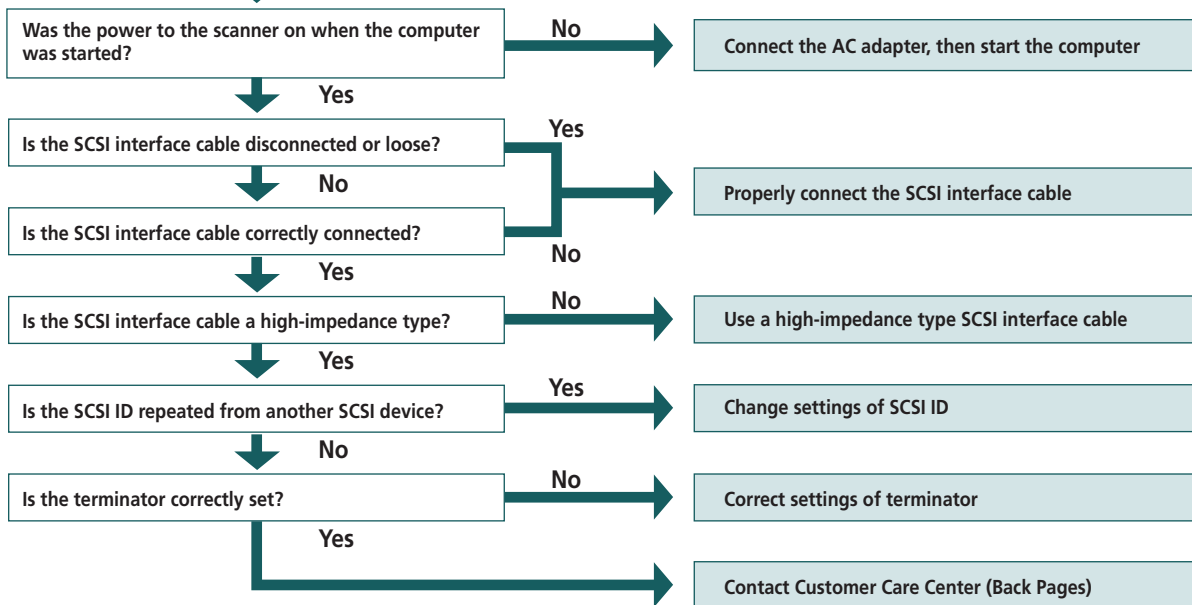
Answer: Yes, the ADF-S9 automatic document feeder can be installed on the scanner. (Sold separately)

Scanner Not Identified

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



Scanner not identified (Part 2)



Care and Maintenance

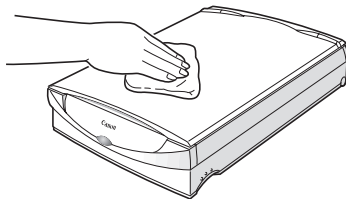
Clean off the dirt and dust that adheres to the exterior, document glass and document cover of the scanner during the course of ordinary operation using the following procedures.

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

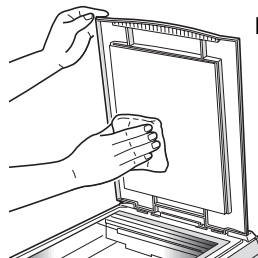
4. **Thoroughly remove any moisture or water vapor from the scanner with a dry cloth.**

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

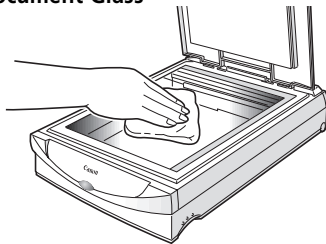
Outer Casing



Document Cover



Document Glass



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



Major Specifications

CanoScan FB1200S		
Scanner Type		Flatbed (stationary document type)
Scanning Element		CCD 3 line color
Light Source		Cold cathode fluorescent lamp
Optical Resolution		1200 x 1200 dpi
Selectable Resolution		50-9600 dpi (ScanGear CS-S) 25-9600 dpi (Plug-in Module CS-S)
Scanning Bit Depth	Color	12-bit input/12-bit or 8-bit output per RGB channel
	Grayscale	12-bit input/12-bit or 8-bit output
Preview Speed		15 sec
Start Button		Yes
Interface		SCSI
Connectors		Half Pitch 50-Pin (1), D-Sub 25-Pin (1)
Terminator		Onboard
Scanning Area	Reflectives	8.5 x 11.7 in. (216 x 297 mm) (Letter/A4)
	Transparencies	8.0 x 10.8 in. (203 x 274 mm)
Operating Range	Temperature	41° to 95° F (5° to 35° C)
	Humidity	10% to 90% (without condensation formation)
Power Requirements		AC adapter (depends on the area where the scanner is used)
Power Consumption		35 watts or lower maximum
		Standby 12 watts or lower (provided AC adapter used)
Dimensions		11.4 x 18.0 x 3.7 in. (291 x 459 x 94 mm)
Weight		8.8 lbs. (Approximately 4.0 kg)
Options		FAU-S10 Film Adapter Unit, ADF-S9 Automatic Document Feeder

Automatic Document Feeder (ADF-S9)

Acceptable Paper Sizes	A4, B5, Letter, Legal (Width: 7.2-8.5 in) (Length: 10.1-14.0 in) *Cannot feed transparencies	
Colors	Black and white (2 colors)	
Maximum Sheets	20 sheets of 20 lb. bond (80 g/m ²) paper, stacked .08" (2 mm) high	
Paper Thickness	16 to 28 lb. bond (60-105 g/m ²)	
Power Requirements	100-120VAC, 50-60MHz	
Dimensions (w x l x h)	ADF Unit Only	11.3 x 16.3 x 2.3 in. (286 x 413 x 58 mm)
	Assembled	11.5 x 18.1 x 5.3 in. (291 x 459 x 135 mm)
Approximate Weight	4.9 lb. (2.2 kg)	

*Transfer time to computer is not included.

- Product specifications are subject to change without notice.

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Canon Technical Support

Canon Computer Systems, Inc. offers a full range of technical support options* including:

- 24-hour, 7-day-a-week, toll-free automated support
for troubleshooting issues on most current products (1-800-423-2366)
- Speak to a technician free of service charge
(currently Monday through Friday,
8:00 a.m.–10:00 p.m. EST and Saturday,
12:00 p.m.–6:00 p.m. EST, excluding holidays)
for products still under warranty** (1-757-413-2848)
- Speak to a technician (currently \$24.99 per call)
during holidays and days/hours not listed above
regarding urgent product questions or for
products no longer under warranty (1-800-423-2366)
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\$2.50 per minute, to a maximum of \$25.00 per call (1-900-246-1200)
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* Support program specifics to change without notice.

** Refer to individual product information for warranty details.

