

**Canon**

**Canon Color Image Scanner  
CanoScan FB620U**

**Hardware  
Guide**



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# How to Use the Product Guide

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This guide provides in-depth information on individual topics related to the CanoScan FB620U 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 of the Product Guide

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 2 sections.

### Placement and Connection

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

### Appendices

Troubleshooting tips, care and maintenance.

- References to Windows in this guide refer to Windows 98.



## Conventions Used in this Guide

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

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# Features of the CanoScan FB620U

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This scanner is a flatbed color scanner with 600 dpi optical resolution incorporating the following features.

- **Compact Footprint**

Ultracompact body [10.1 x 14.7 x 2.5 inches (256 x 372.5 x 63 millimeters)] for an A4/letter-size scanner. Weighing only 2.0 kilograms (4.4 pounds), this scanner is so light that it can easily be placed or moved to suit your convenience.

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

Consumes only 2.5 watts at standby and only 5 watts at full operation. The standby feature means the scanner is always ready to use.

- **Fine Color Tones and High Resolution**

Employs proprietary Canon LIDE scanning technology in an ultrahigh-sensitivity CIS (Contact Image Sensor). Reading 12 bits (4096 colors) per red, green and blue (RGB) channel, the scanner offers 8-bit output that reproduces brilliant tones at high resolution.

- **Convenient Start Button**

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



**WARNING**

- *It is illegal to reproduce currency, bills, negotiable securities and other prohibited documents. Reproduction of such items may be subject to criminal prosecution.*
- *It is illegal to reproduce legal certificates, licenses, travel tickets, and certain public and private documents prohibited from reproduction. Reproduction of such items may be subject to criminal prosecution.*
- *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** Indicates a warning concerning operations that may lead to death or injury to persons if not performed correctly. In order to use the equipment safely, always pay attention to these warnings.
-  **CAUTION** Indicates a caution concerning operations that may lead to injury to persons or damage to property if not performed correctly. In order to use the equipment safely, always pay attention to these cautions.

### About Locations

#### WARNING

- Do not place equipment near flammable liquids such as alcohol or thinners. If the internal electrical parts come in contact with flammable liquids, fire or electric shocks may result.
- Do not place the following objects on top of the equipment. If the internal electrical parts come in contact with these objects, fire or electric shocks may result.
  - metallic objects, such as necklaces
  - containers with liquid, such as cups, vases and flower potsIf any of these objects or liquids enter the equipment, immediately unplug the AC adapter and contact your retailer or Canon Customer Care Center.

## CAUTION

- Do not place the equipment in the following areas. Fires or electric shocks may result.
  - Areas with high humidity
  - Areas subject to direct sunlight
  - Areas with high temperatures
  - Areas near flame sources
- Do not place 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 fire or electric shocks.
- Do not plug/unplug the AC adapter with wet hands. You may be electrocuted.
- Do not connect excessive numbers of plugs into one electrical outlet. It could cause fires or electric shocks.
- Do not twist or tie electrical cords together. It could cause fires or electric shocks.
- Always plug power cords or AC adapters in all the way. If not plugged in completely, they may cause fires or electric shocks.
- As a rule, do not use electrical extension cords. They could cause fire or electric shocks. If the use of an extension cord is necessary, do not use one longer than 15 ft. (5 m). Make sure that the extension cord is not twisted, the connection between the power

cord and the extension cord is secure and the AC adapter is fully plugged in. Do not use multiple extension cords.

- Do not use extension cords in high traffic areas where they can be stepped on or tripped over, which may damage the cords. Damaged wires could cause fires or electric shocks.

### CAUTION

- Do not use unavailable voltage outlet. It could cause fires or electric shocks.
- When unplugging the AC adapter, always pull on the main body of the adapter. Do not pull the AC adapter out by the cord, which may damage the wires and lead to fire or electric shock.
- Do not place objects around the AC adapter in case it needs to be unplugged during emergencies.

## General Handling Precautions

### WARNING

- Do not take apart or modify the equipment. There are high voltage parts within that could cause fire or electric shocks if exposed.
- If you hear unusual noises, see smoke, feel excessive heat or smell anything unusual, immediately unplug the AC adapter and contact your retailer or 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, liquids, or flammable liquids on the equipment. If these fluids enter this equipment and contact the electrical parts, fires or electric shock may result. If anything enters the equipment, immediately unplug the AC adapter and contact your retailer or Canon Customer Care Center.



- When cleaning the equipment, always unplug the AC adapter. Otherwise you could cause 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. If a flammable liquid enters the inner electrical parts, it may cause fires or electric shocks.

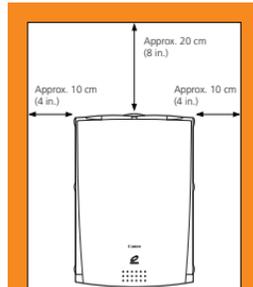
### CAUTION

- Carefully close the document cover in order not to pinch your hands.
- Do not press heavily on the document cover. The document glass may break and injure you.
- When not in use for extended periods, such as long weekends, unplug the equipment for safety.
- When transporting the equipment, be extremely careful. Dropping it could cause an injury.
- Wait until the equipment has cooled before placing a cover over it. Otherwise it may cause a fire.
- Do not use the supplied CD-ROM in regular CD players. It produces excessively loud sound that may cause hearing damage.
- Unplug the AC Adapter from the outlet at least once a year, and clean the area around the base of the AC Adapter's metal pins to ensure all dust is removed. If dust accumulates in this area, it may result in a fire.

# Setup and Use

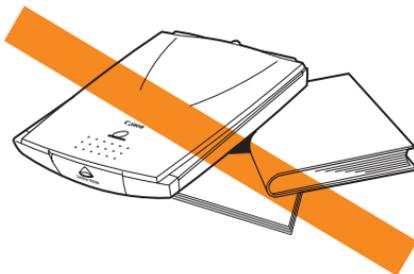
In order to use this scanner safely, please obey the following warnings at all times.

- Please use in an area where the following temperature and humidity conditions can be met.  
Surrounding temperature: 41 - 95 degrees F (5 degrees - 35 degrees C)  
Surrounding humidity: 10% - 90% RH (without condensations)
- Please use where the electrical conditions (normal home outlets) can be met in your country.
- Make certain there is plenty of clear space around the scanner.  
(Below is a diagram looking straight down on the scanner).

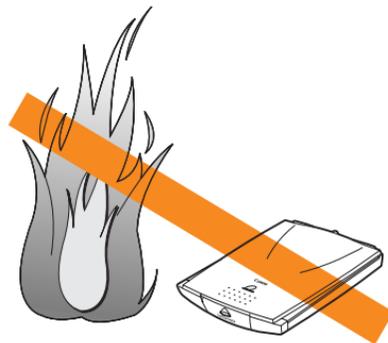


- The supplied cable is approximately 3ft (1m) long. Set up the scanner so that the cable reach from the scanner to the electrical outlet.
- Do not set up in areas where there is an excessive fluctuation in temperature or humidity. Also do not move the equipment from high humidity areas to low humidity areas. Condensation may cause image errors. After moving from high humidity areas to low humidity areas, leave the scanner enough time to gradually adapt to the new conditions before use.
- Do not use the scanner in areas subject to direct sunlight. The humidity may rise inside the equipment and cause damage or decrease image quality. If you have to use the scanner in direct sunlight, make sure to use a thick curtain to block the light.
- Locations to Avoid

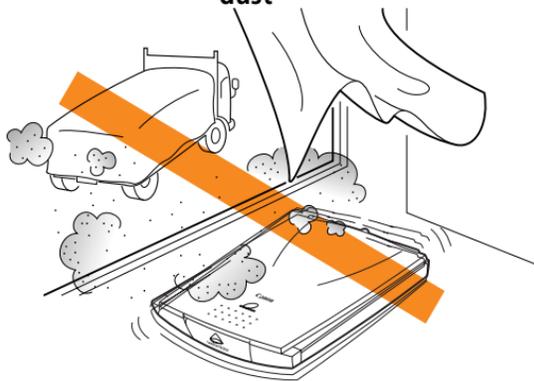
#### Uneven or stepped surfaces



#### High-temperature environments



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



**Locations near TVs or devices generat-  
ing strong magnetic fields**



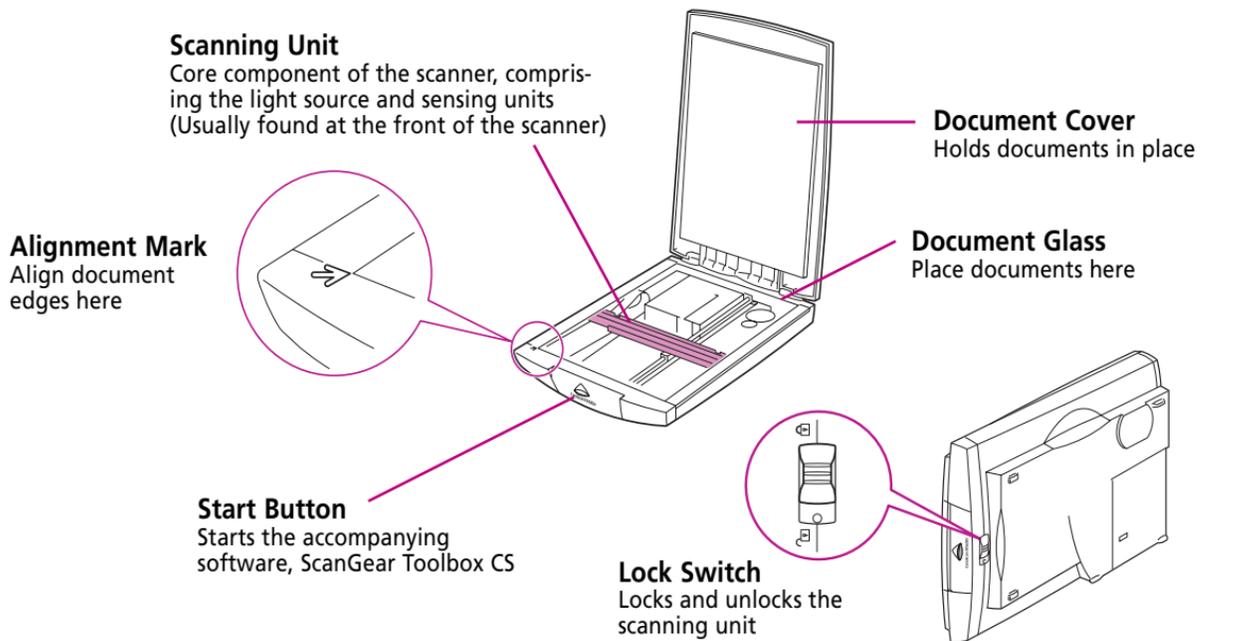
**Environments in which the air is salty or  
greasy**



**Locations subject to strong direct  
sunlight**



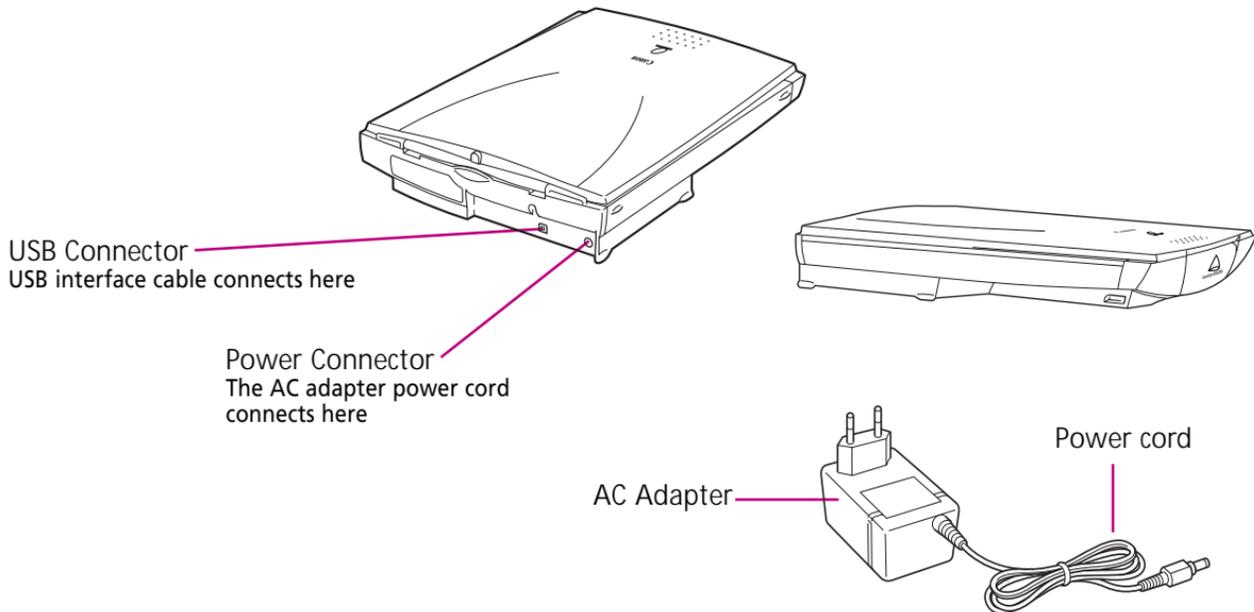
# Components Guide



## WARNING

- Do not tilt the scanner more than 90 degrees when checking or operating the lock.
- 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 the scanner (See Quick Start Guide).





**NOTE**

• *This scanner does not have a power switch.*

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# Placement and Connection

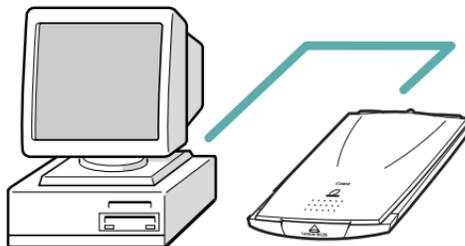
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# Connecting to the Computer

Connect the scanner to your computer using the supplied USB interface cable. The USB interface allows three basic configurations. The scanner can be connected directly to the USB connector on the computer, directly to a USB hub that is connected to the computer, or to a throughput USB connector on another device that supports the USB interface. The three configurations are shown below.

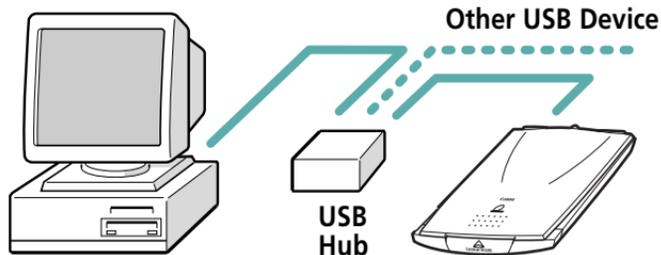
## Configuration 1

Scanner Directly Connected to Computer

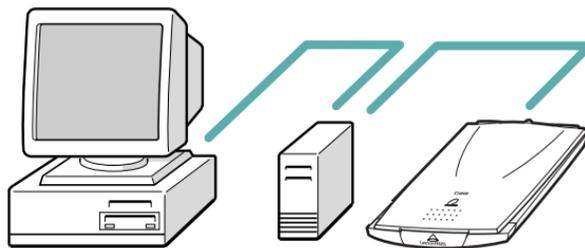


## Configuration 2

Scanner Directly Connected to HUB



### Configuration 3 Scanner Connected to Another USB Device



1. Attach the PC end of the USB interface cable to the computer's USB connector, a USB connector on a USB hub or the throughput USB connector on another USB device.
2. Attach the scanner end of the USB interface cable to the scanner's USB connector (the rectangular connector labeled USB on the back panel).

#### NOTE

- *Most USB-compatible computers have 2 USB ports. Other devices, such as keyboards, may be equipped with an additional USB port. The scanner may be connected to any of these ports.*

# About the USB Interface

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The USB (Universal Serial Bus) interface is a new standard for connecting peripheral devices to computers. The USB interface offers these benefits:

- Accommodates a wide array of devices, including scanners, keyboards, joysticks, printers and modems.
- Provides excellent expansibility, allowing up to 127 devices to be connected to one USB controller.
- Supports two-way communication at speeds faster than a parallel port (12 megabits per second versus 1) or a serial port.
- Supports 'hot swapping,' which is the ability to add or remove devices without turning off the computer, an improvement over the SCSI interface that makes it easy to share devices between computers.
- Supports true 'plug-and-play,' eliminating the need to set IRQ settings, set DIP switches or reconfigure the computer's system each time a peripheral device is added.

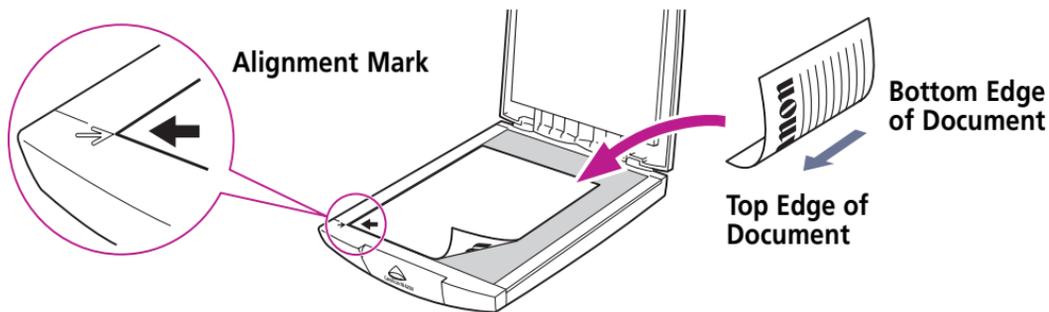
# Positioning the Documents

Position documents for scanning on the document glass, using the alignment mark as a guide.

1. **Lift the document cover.**

2. **Place the document.**

Place the document face down on the document glass with its top edge at the front of the scanner (the edge farthest away from the document cover hinge). Align the edges of the document with the alignment mark.



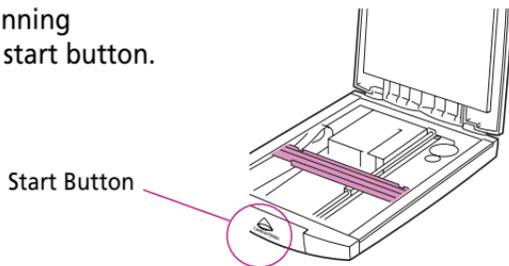
3. **Close the document cover, being careful not to dislodge the document.**

**WARNING**

- *The maximum allowable size for scanning is 8.5 x 11.69 inches (216 x 297 mm), up to A4 or letter size.*
- *This scanner is equipped with an ultra-sensitive scanning unit. Opening the document cover during scanning or improperly closing it may not produce proper results. When the document cover cannot be closed because you are scanning thick documents, such as books, cover the document glass with a dark cloth to prevent ambient light from affecting the scan.*

# How to Use the Start Button

You can increase the efficiency of scanning by making good use of the scanner's start button.



## The Smart Button and ScanGear Toolbox CS

Pressing the scanner's start button sends a signal that tells the computer something like "hey, the start button's been pressed!" When the computer receives this signal, it starts ScanGear Toolbox CS.



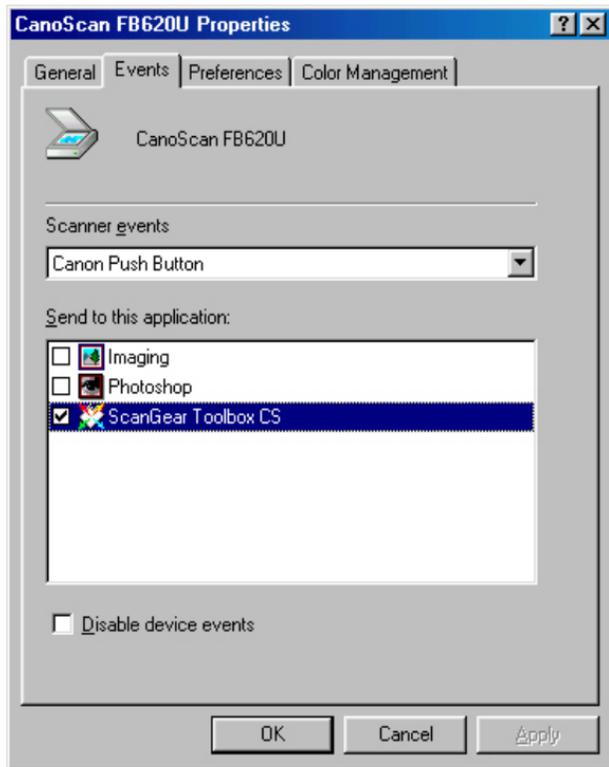
As explained in the Quick Start Guide, ScanGear Toolbox CS is a software utility that simplifies the scanning process. Its default settings include several preset buttons, such as the Save button, which automatically initiates a scan and saves the image when clicked. It also has several buttons that can be easily set to work with other programs. For example, it can automatically start a program, initiate a scan, save the image and load it into the program for editing. Please read the ScanGear Toolbox CS User's Guide electronic manual for instructions to set up the buttons.

## Changing the Start Button Functions

The start button was programmed to start ScanGear Toolbox CS if you selected the standard installation option. If you wish to change this to have it start another program or to have the option of selecting which program is started when the button is pressed, follow the procedures below. For details, see the ScanGear CS-U User's Guide.

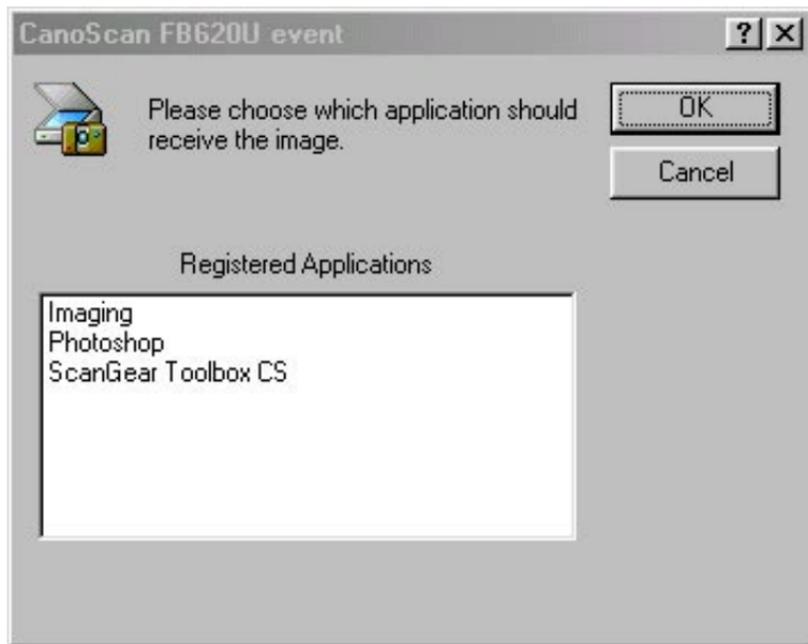
1. Click the Windows [Start] menu and select [Settings] and [Control Panel].
2. Double-click the [Scanners and Cameras] icon.
3. Select [CanoScan FB620U] from the Devices tab.
4. Click the [Properties] button.
5. Click the [Events] tab.

The window shown to the right will display.



6. Confirm that [Canon Push Button] is selected in the [Scanner events] section.
7. Beneath that, you can select the name of the application that the start button will initiate. Place a check mark beside the name of an application you wish to select.

If you select more than one application, you'll see this dialog box when you press the scanner start button. Select an application to receive the image and click OK.



# Transporting the Scanner

Always engage the lock before transporting the scanner.

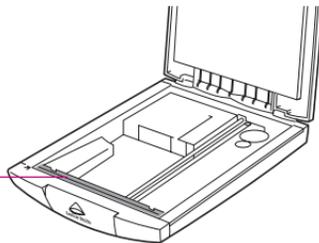
1. **Unplug the scanner's AC adapter from the electrical outlet.**

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

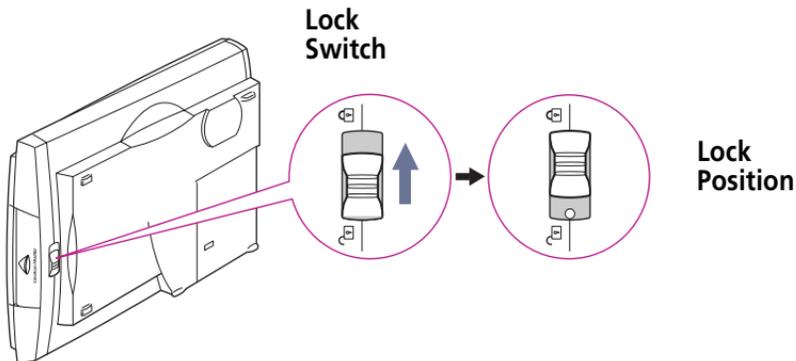
If the scanning unit is not at the front, remove all documents from the document glass, close the document cover, and plug in the power cord. Then plug the AC adapter into the electrical outlet. Check to see that the scanning unit has correctly returned to the front of the scanner, then unplug the AC adapter from the electrical outlet. Lastly, unplug the power cord plug from the scanner.

## Scanning Unit

Confirm that the scanning unit is in this position



3. Lock the scanning unit by pushing the lock switch toward the lock mark (  ).



**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.

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# Troubleshooting

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Please read the suggestions below when scanning isn't proceeding as expected or when you encounter a problem operating the scanner. If the remedies suggested below do not solve your problems, Canon Computer Systems, Inc. offers a full range of technical support options to assist you. Please refer to the Canon Technical Support information listed at the end of this manual.

## NOTE

- *When you contact a Canon Customer Care Center, our technicians need to know about the computer connected to the scanner.*
- *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 the Initial Connection of the Scanner to a USB Port

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### *Scanner Appears as an Unknown Device Not a Scanner*

Cause 1: Computer or computer operating system is incompatible with the scanner, or the USB interface has not been enabled in the BIOS

Solution: The performance guarantee for this scanner and its software is limited to its operation with computers running Windows 98 that are equipped with a built-in USB port. Computers running Windows 95 with a USB port on an optional expansion card fall outside the limits of the guarantee.

Computers with operating systems that have been upgraded to Windows 98 may have the USB interface setting set to Off in the system BIOS. You must change the BIOS settings to enable the USB interface. Please refer to the manual that accompanied your computer for these instructions.

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Cause 2: Incorrectly connected USB cable

Solution: An incorrect connection to a USB hub or another USB device will prevent the scanner from working. Check the USB cables to ensure that they are correctly attached. (See p. 19)

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## Problems with Software Installation

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### *Installation is unsuccessful*

Cause 1: Insufficient memory to run the installer program  
Solution: Close other software programs that are running and reinstall

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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 free hard disk space.

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### *Nothing displays when the CanoScan Setup Utility CD-ROM is placed in the drive*

Cause: CD-ROM will not automatically run the menu program  
Solution: Start the menu program manually (See *Quick Start Guide*)

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## Problems Starting Software Programs

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### *[TWAIN problem] message is displayed (Windows)*

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

Solution: Plug the AC adapter securely into the electrical outlet (See *Quick Start Guide*)

---

Cause 2: Scanner not detected because the power cord plug is not correctly connected to the scanner

Solution: Reconnect the power cord to the scanner (See *Quick Start Guide*)

---

Cause 3: Scanner not detected because the USB interface cable is not correctly connected to the computer or the scanner.

Solution: Reconnect the USB interface cable to the scanner or the computer (See *Quick Start Guide*)

---



### ***Problems starting ScanGear CS-U as a TWAIN driver from within another application***

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

Solution: Close other programs and start ScanGear CS-U

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Cause 2: ScanGear CS-U already running as a TWAIN driver within another application

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

---

Cause 3: ScanGear CS-U is not installed

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

---

Cause 4: Application program is not TWAIN\_32 compatible

Solution: Start ScanGear CS-U from within a TWAIN\_32 compatible program

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Cause 5: The scanner not selected

Solution: Select scanner following the directions included in the application manual

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## Problems with the Scanner

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### *Scanner not identified*

Cause 1: Scanner not powered on when computer is started

Solution: Plug in the AC adapter to an outlet

---

Cause 2: USB interface cable is disconnected or loose

Solution: Securely connect USB interface cable (See *Quick Start Guide*)

---

Cause 3: Computer has not correctly recognized scanner

Solution: Use the following procedures to have the computer recognize the scanner

1. Click the Windows [Start] menu and select [Settings] and [Control Panel].
2. Look for an icon labeled [Scanners and Cameras]. Double-click it.
3. Confirm that "CanoScan FB620U" appears in the list of installed devices.

The computer will not detect the scanner correctly if the Scanners and Cameras icon is missing or the respective "CanoScan FB620U" item is missing from the list. If either is missing, you must restart the installation from the beginning. (See *Quick Start Guide*)

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## Problems with Scanning

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### ***Scanner will not scan***

Cause 1: Scanner not powered up  
Solution: Securely connect the AC adapter to the scanner and electrical outlet  
(See *Quick Start Guide*)

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Cause 2: Scanning unit locked  
Solution: Unlock scanning unit by setting lock switch to unlocked position  
(See *Quick Start Guide*)

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Cause 3: Software incorrectly installed  
Solution: Reinstall software (See *Quick Start Guide*)

---

### ***Scanning unit fails to return to ready position (front of scanner)***

Cause: AC adapter out of contact with electrical outlet or scanner while scanning unit in motion  
Solution: Clear all documents and objects from the document glass, close the document cover, unplug the AC adapter 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

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Cause 2: Original document floating on document glass

Solution: Gently press down on the document cover to prevent the document from floating

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Cause 3: Improperly closed or floating document cover

Solution: Hold document cover down with hand during scan

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Cause 4: Dirty document glass or document cover

Solution: Clean document glass or document cover (*See p. 38*)

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Cause 5: Incorrect scan settings

Solution: Rescan with adjusted settings (*See the ScanGear CS-U User's Guide electronic manual*)

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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

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### ***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. 38*)

---



### ***Stripes appear on scan of publication***

Cause: Moiré effect from scan of publication at high resolution (print screen lines highlighted by optical interference, producing striped patterns). The appearance of this effect is dependent upon particular combinations of screen line densities and scanning resolutions

Solution: Rescan at different resolutions (See the ScanGear CS-U User's Guide electronic manual)

---

### ***Whitened edges on image scanned from thick book***

Cause: Scanner employs an ultra-sensitive scanning unit that picks up ambient light if document cover cannot stop light from 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

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### ***Slow scanning speed***

Cause: Resolution is set higher than necessary

Solution: Lower the resolution.

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## **Other questions**

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### ***Can a Film Adapter Unit be used with this scanner?***

Answer: No

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### ***Can Automatic Document Feeder be used with this scanner?***

Answer: No

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# Care and Maintenance

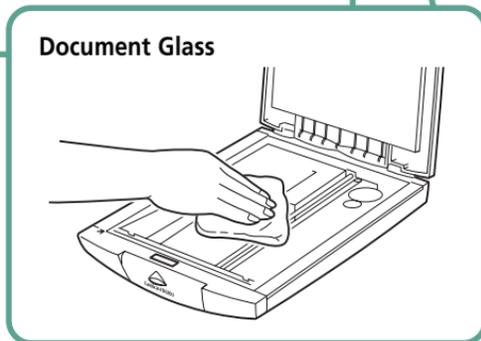
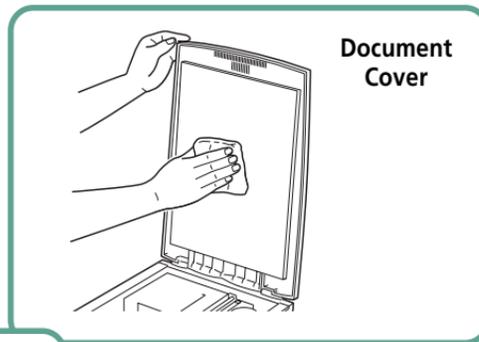
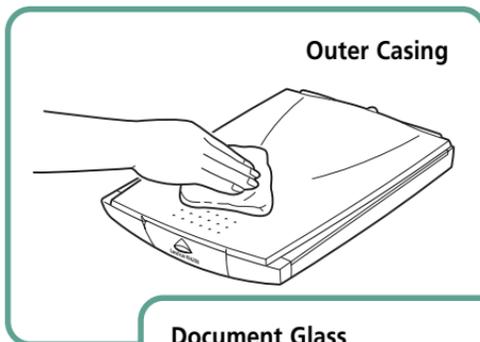
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Clean off the dirt and dust that adheres to the exterior, document glass and document cover of the scanner during the course of ordinary operation using the following procedures.

- 1. Power down the computer and peripheral devices.**
- 2. Unplug the AC adapter from the electrical outlet.**
- 3. Detach the USB interface cable from the scanner.**
- 4. 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. Use of these substances may deform, discolor or dissolve the casing.

5. **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 produce poor results.



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

# Major Specifications

CanoScan FB620U		
Scanner Type		Flatbed (stationary document type)
Scanning Element		CIS (Contact Image Sensor)
Light Source		Three-color RGB LED's
Optical Resolution		600 x 600 dpi
Selectable Resolution		2.5-2400 dpi
Scanning Bit Depth	Color	12 bit input/8 bit output for each color (RGB)
	Grayscale	12 bit input/8 bit output
Prescan Speed		15 sec
Start Button		Yes
Interface		USB
Maximum Document Size		A4/Letter, 8.5 x 11.7 in. (216 x 297 mm)
Operating Range	Temperature	41° to 95° F (5° to 35° C)
	Humidity	10% to 90% (without condensation formation)
Power Requirements		AC adapter (120V)
Power Consumption		5 watts maximum, stand-by 2.5 watts (Provided AC adapter used)
External Dimensions (w x l x h)		10.1 x 14.7 x 2.5 in. (256 x 372.5 x 63mm)
Weight		Approximately 4.4 lbs. (2 kg)

- 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)
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\*\*Refer to individual product information for warranty details.



