

**Canon**

Canon Color Image Scanner  
CanoScan FB630U/FB636U

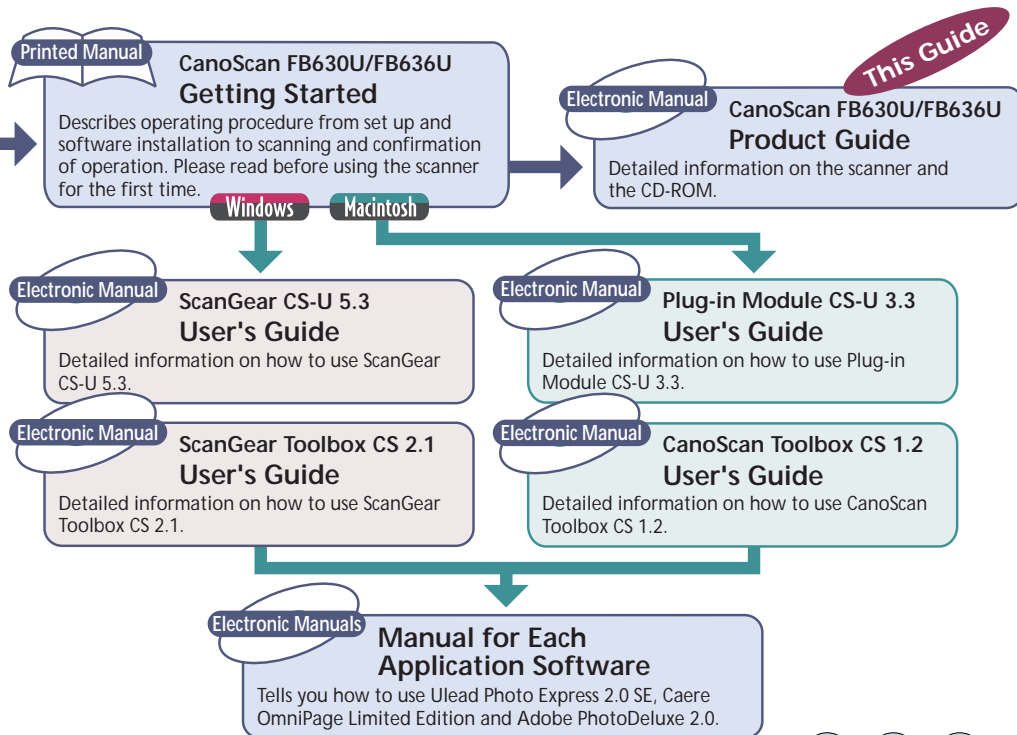
# Product Guide



# How to Make Best Use of the Manuals

When you open the box

Read  Safety Precautions in the Product Guide first.



# How to Use the Product Guide

This guide provides in-depth information on individual topics related to the CanoScan FB630U/FB636U color image scanner and the accompanying software CD-ROM. If you haven't already read the [Getting Started] 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 *Getting Started 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.

### Chapter 1 How to Use the Scanner

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

### Chapter 2 How to Use the CanoScan Setup Utility CD-ROM

How to use the software CD-ROM and the electronic manuals.

### 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 EMC Directive.**

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# Features of the CanoScan FB630U/FB636U

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

- **Simple USB Connection, No AC Adapter Required**

Scanner draws power via a single USB cable, dispensing with AC adapters. Connect or disconnect the cable at will even while your computer is running (a process called hot swapping). Absolutely no need for complex connection settings.

- **Compact Footprint**

Ultracompact body [256 x 372.5 x 39 millimeters (10.1 x 14.7 x 1.5 inches)] for an A4/letter-size scanner. Weighing only 1.5 kilograms (3.3 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 12.5 milliwatts at standby and only 2.5 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 2.1 or CanoScan Toolbox CS 1.2).





**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 pots

If any of these objects or liquids enter the equipment, immediately unplug the USB cable and contact your retailer or Canon Customer Support Help Desk.

## 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 USB cable. Do not place heavy objects on, pull or excessively bend the USB cable. Damaged wires may cause fire or electric shocks.
- Do not twist or tie the USB cable together. It could cause fires or electric shocks.
- Always plug USB cable in all the way. If not plugged in completely, they may cause fires or electric shocks.

## 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 USB cable and contact your retailer or Canon Customer Support Help Desk. 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 USB cable and contact your retailer or Canon Customer Support Help Desk.
- When cleaning the equipment, always unplug the USB cable. 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.

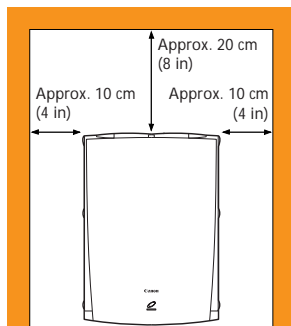
### CAUTION

- 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 USB cable 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.

# Setup and Use

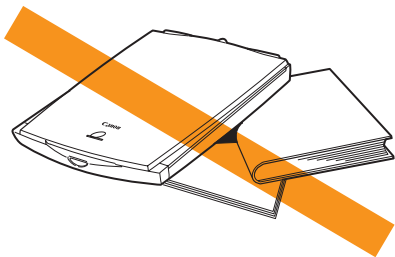
In order to use this scanner safely, please obey the following warnings at all times.

- Please use in an area where the following temperature and humidity conditions can be met.  
Surrounding temperature: 5 degrees - 35 degrees C (41 degrees - 95 degrees F)  
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)

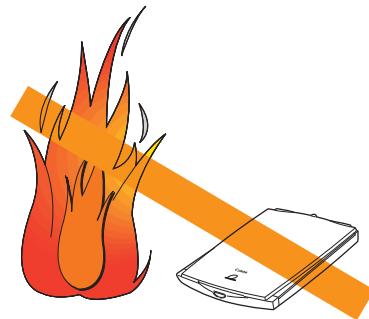


- Set up the scanner so that the cable reach from the scanner to the electrical outlet.
- Do not set up in areas where there is an excessive fluctuation in temperature or humidity. Also do not move the equipment from high humidity areas to low humidity areas. Condensation may cause image errors. After 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

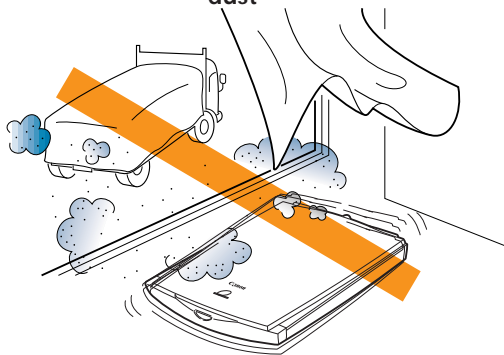
#### Uneven or stepped surfaces



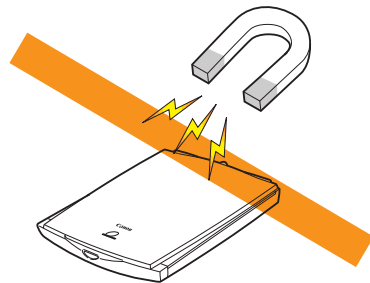
#### High-temperature environments



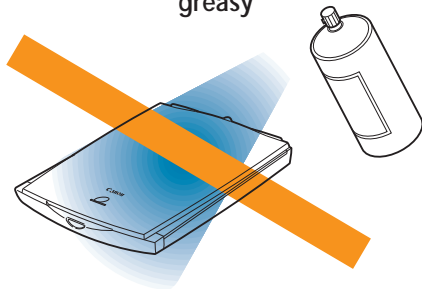
Environments subject to shocks,  
smoke, noxious fumes, water vapor or  
dust



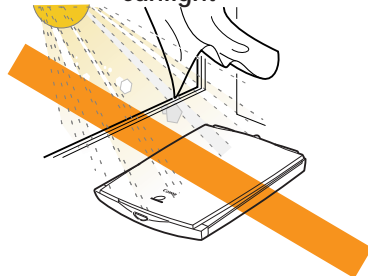
Locations near TVs or devices  
generating strong magnetic fields



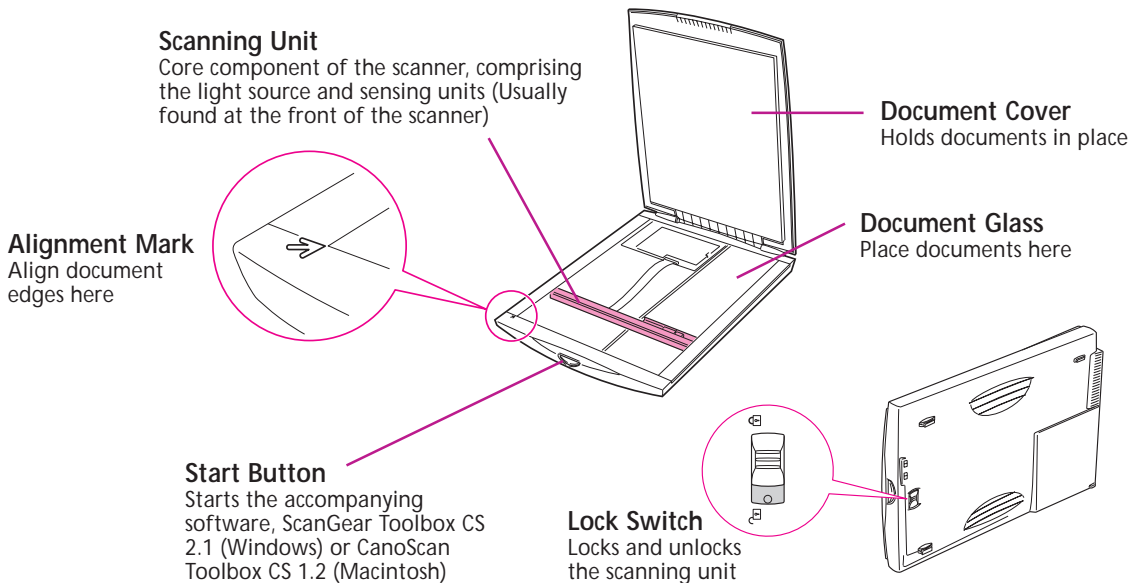
Environments in which the air is salty or  
greasy



Locations subject to strong direct  
sunlight



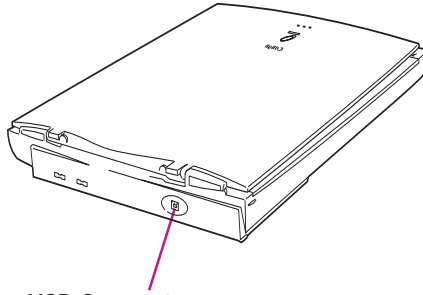
# Components Guide



## WARNING

- Do not tilt the scanner more than 90 degrees when checking or operating the lock.
- Do NOT connect the scanner to your computer until you have unlocked the carriage lock. See "Unlocking the Scanning Unit" on page 5 in the Getting Started guide.
- Lock the scanning unit before transporting the scanner (p. 23).





**USB Connector**

USB interface cable connects here

**NOTE**

- *This scanner draws its power via the USB cable. Accordingly, there is no power switch and no other power cords or AC adapters to attach.*



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# Chapter 1

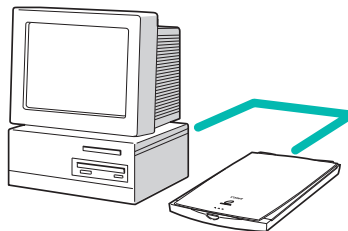
## How to Use the Scanner

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# Connecting to the Computer

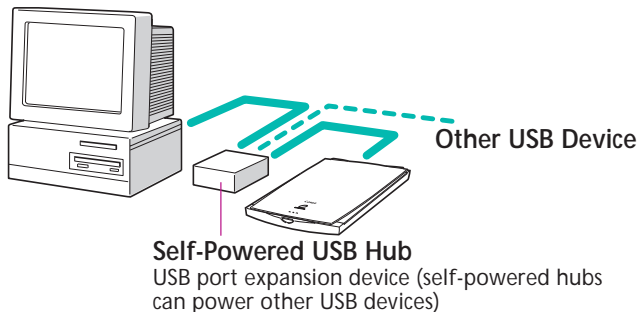
Connect the scanner to your computer using the supplied USB interface cable. The USB interface allows three basic configurations. The scanner can be connected directly to the USB connector on the computer, directly to a USB hub that is connected to the computer, or to a throughput USB connector on another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

## Configuration 1 Scanner Directly Connected to Computer



## Configuration 2 Scanner Directly Connected to HUB

Use a USB hub when there are no free USB ports on your computer for connecting the scanner and other USB devices. Use a self-powered USB hub with a 500-milliampere (mA) bus power supply.



**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.*

**WARNING**

- *Please note that some USB hubs will only function correctly if they are directly connected to a USB port on the computer.*
- *The CanoScan FB630U/FB636U draws its power via the USB cable. Accordingly, a self-powered USB hub is required if you are using a hub and other USB devices are going to be connected simultaneously with the scanner.*

# About the USB Interface

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The USB (Universal Serial Bus) interface is a new standard for connecting peripheral devices to computers. This interface can accommodate a wide array of devices, including scanners, keyboards, joysticks, printers and modems. Up to 127 devices can be connected to one USB controller, providing excellent expansibility. The interface is an improvement over previous popular interfaces for several reasons. A USB port supports two-way communication at speeds faster than a parallel port (12 megabits per second versus 1) or a serial port. It also 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. Moreover, it 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. Driver support is built into the latest versions of the System.

# Positioning the Documents

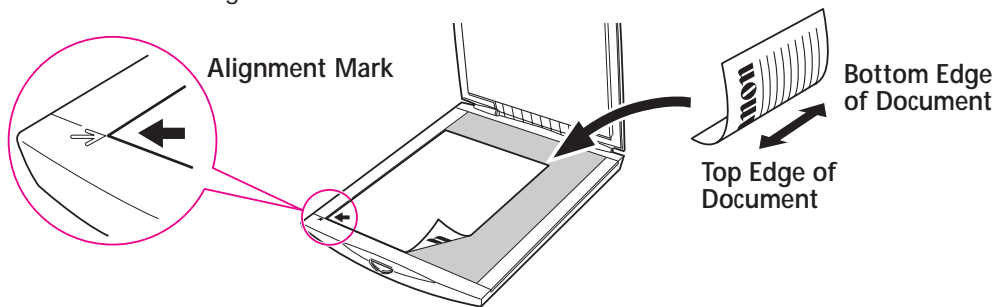
Position documents for scanning on the document glass, using the alignment mark as a guide.

1. Lift the document cover.

**WARNING** • Do NOT open the document cover forcefully. Rough handling may damage 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 216 x 297 mm (8.5 x 11.69 inches), 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.*

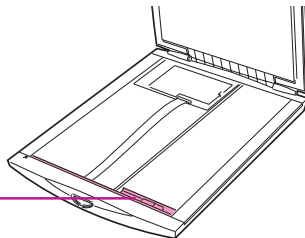
# Transporting the Scanner

Always engage the lock before transporting the scanner.

1. **Disconnect the USB cable from the computer.**

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

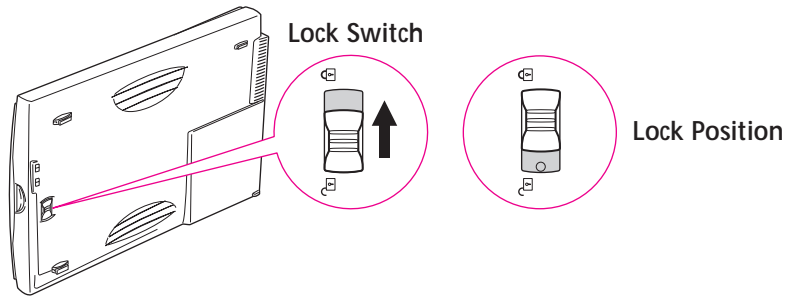
If the scanning unit has not returned to the home position, ensure that there are no items on the document glass (platen), close the document cover and then connect the USB cable to the computer's USB port. Check to see that the scanning unit has correctly returned to the front of the scanner, then disconnect the USB cable from the computer.



**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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## Chapter 2

# How to Use the CanoScan Setup Utility CD-ROM

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# How to Use the CanoScan Setup Utility CD-ROM

The CanoScan Setup Utility CD-ROM included in the scanner package contains software and electronic manuals that will maximize your use of this scanner. This section explains how to use the CD-ROM.

## **WARNING**

• Please note that separate CD-ROMs are provided for the Windows and Macintosh versions of the CanoScan Setup Utility. Ensure that you use the correct version for your computer.

## Start the CanoScan Setup Utility

Windows: Click this button for the Windows platform



Windows

Macintosh: Click this button for the Macintosh platform



Macintosh

## Starting the CanoScan Setup Utility for Windows

Language select window will display to select your language, then the following window will automatically display.



Menu Window of the CanoScan Setup Utility CD-ROM (Windows)

## If Nothing Appears on the Screen

1. Double-click the [My Computer] icon on the Windows desktop.



2. Double-click the [CanoScan] CD-ROM icon in the next window.

Although a "(D:)" appears after the CD-ROM title in this example, indicating the name of the drive, it may be labeled with a different letter on your system. This letter may be ignored for the purposes of this procedure.

- The CanoScan Setup Utility menu window will display.

## Starting the CanoScan Setup Utility for Macintosh

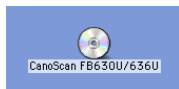
Language select window will display to select your language, then the following window will automatically display.



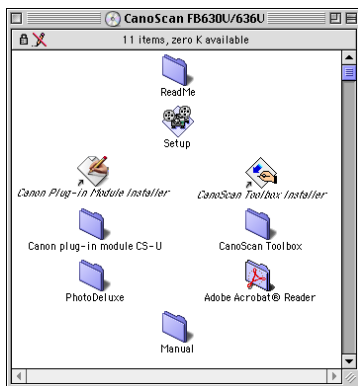
Menu Window of the CanoScan Setup Utility CD-ROM (Macintosh)

## If Nothing Appears on the Screen

1. Double-click the [CanoScan FB630U/636U] CD-ROM icon.



2. Double-click the [Setup] icon.
  - The CanoScan Setup Utility menu window will display.



## About the Menu Window

The following items appear on the menu.

- **Install/Uninstall Software (Windows)**

- **Install Software (Macintosh)**

Click this to install the software onto your computer for operating the scanner. For installation instructions, please read *Installing the Software* in the *Getting Started* guide (p. 8). You can also uninstall (delete) the software with this option for windows.

- **View the Electronic Manuals**

Click this to read the electronic manuals contained on the CD-ROM (p. 33).

- **Display the CD-ROM Contents (Windows)**

Click this to read a directory of the files contained on the CD-ROM (p. 43). This item is only applicable to the Windows platform.

- **Troubleshooting**


Click this to see suggestions for diagnosing and solving common problems with the equipment and scanning process (p. 45).

- **Exit**

Exit the CanoScan Setup Utility (p. 46).



**WARNING**

- Do not remove the CD-ROM from the drive while using the CanoScan Setup Utility unless the program prompts you to do so.
- Before you remove the CD-ROM from the drive, click the [Exit] button on the menu window to close the CanoScan Setup Utility. Windows users can also exit by clicking the  icon in the upper right corner of the window.



# View the Electronic Manuals

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You can view electronic manuals contained on the CanoScan Setup Utility CD-ROM.

## What is an Electronic Manual?

Electronic manuals are provided in digital format for viewing on your computer monitor. They offer a variety of features not possible with printed manuals, such as the ability to jump to different topics with a single mouse click on a hyperlink, table of contents item or index item. The manuals also support keyword search functions. You can, of course, also print them out on your printer.

## Contents of the Electronic Manuals for Windows

The following electronic manuals are included on the CanoScan Setup Utility CD-ROM.

### Windows

- **Product Guide (This document)**
- **ScanGear CS-U**  
ScanGear CS-U 5.3 operating manuals. For a detailed explanation of the operation of ScanGear CS-U 5.3, please read this manual. (ScanGear CS-U 5.3 is hereafter referred to as ScanGear CS-U.)
- **ScanGear Toolbox CS**  
Operating manual for ScanGear Toolbox CS 2.1. For a detailed explanation of the operation of ScanGear Toolbox CS 2.1, please read this manual. (ScanGear Toolbox CS 2.1 is hereafter referred to as ScanGear Toolbox CS.)



- **Ulead Photo Express 2.0 SE**  
Operating manual for Ulead Photo Express 2.0 SE. For a detailed explanation of the operation of Ulead Photo Express 2.0 SE, please read this manual.
- **Caere OmniPage Limited Edition**  
Operating manual for Caere OmniPage Limited Edition. For a detailed explanation of the operation of Caere OmniPage Limited Edition, please read this manual.

## Contents of the Electronic Manuals for Macintosh

The following electronic manuals are included on the CanoScan Setup Utility CD-ROM.

### Macintosh

- **Product Guide (This Document)**
- **Plug-in Module CS-U**  
Operating manual for Plug-in Module CS-U 3.3. (Plug-in Module CS-U 3.3 is hereafter referred to as Plug-in Module CS-U.)
- **CanoScan Toolbox CS**  
Operating manual for CanoScan Toolbox CS 1.2. For a detailed explanation of the operation of CanoScan Toolbox CS 1.2, please read this guide. (CanoScan Toolbox CS 1.2 is hereafter referred to as CanoScan Toolbox CS.)
- **Adobe PhotoDeluxe 2.0**  
Operating manual for Adobe PhotoDeluxe 2.0. For a detailed explanation of the operation of Adobe PhotoDeluxe 2.0, please read this guide.

## Reader Software for the Electronic Manuals

The Adobe Acrobat Reader 3.0 program is required to view the electronic manuals. It should already be installed in your computer. If not, please see *Installing the Software* in the *Getting Started* guide (p. 8) for instructions.

### NOTE

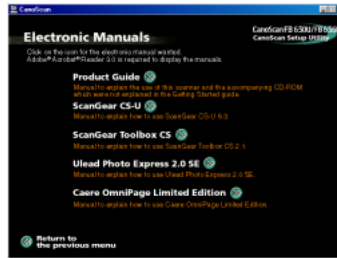
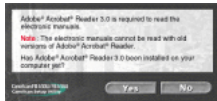
- Please read *Guide to the Software* (p. 44) in the *Getting Started* guide for a summary of the software, including ScanGear CS-U, Ulead Photo Express 2.0 SE, Caere OmniPage Limited Edition, Plug-in Module CS-U and Adobe PhotoDeluxe 2.0.
- Please read *Trying Out the Scanner's Start Button* in the *Getting Started* guide for a summary of ScanGear Toolbox CS and CanoScan Toolbox CS.



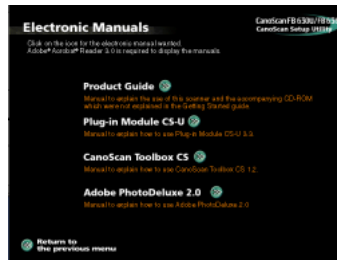
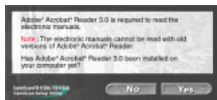
# Viewing Electronic Manuals

1. Click the [View the Electronic Manuals] button on the menu window.  
The following window will display.

## Windows




## Macintosh



2. **Click the button of the manual you wish to view.**

Adobe Acrobat Reader 3.0 will automatically start and display the manual.

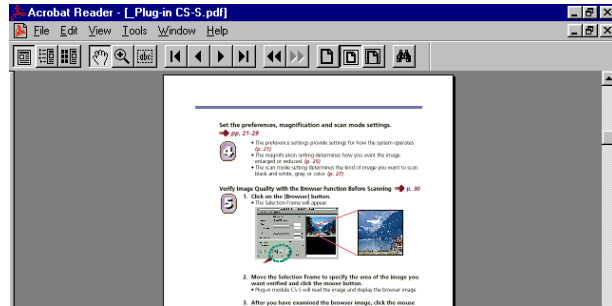
3. **When you are finished reading the electronic manual, click the  icon at the upper right of the Adobe Acrobat Reader 3.0 window. Then click on the [Return to the previous menu] button.**

For Macintosh, click on the [File] menu and select [Quit].  
The CanoScan Setup Utility menu window will display.

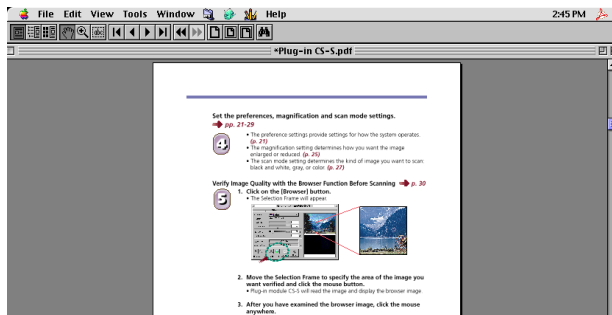
# Using the Electronic Manuals

Here is a simple explanation of how to read the electronic manuals.  
The procedures are similar for both the Windows and Macintosh platforms.

Windows



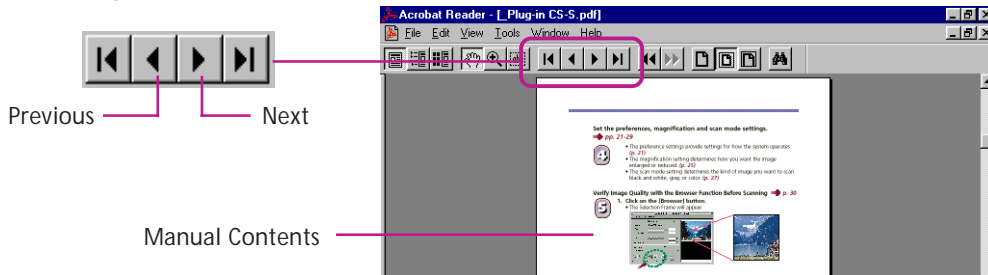
Macintosh



Windows screens are shown in these examples.

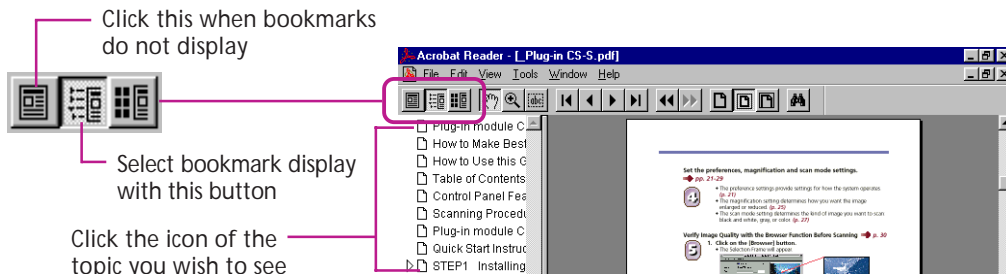
## • Changing Pages

Move a page ahead or back with these buttons.



## • Bookmark Display

The bookmark display shows an overview area in which each topic and subtopic is bookmarked. Click on a bookmark to jump directly to that topic.

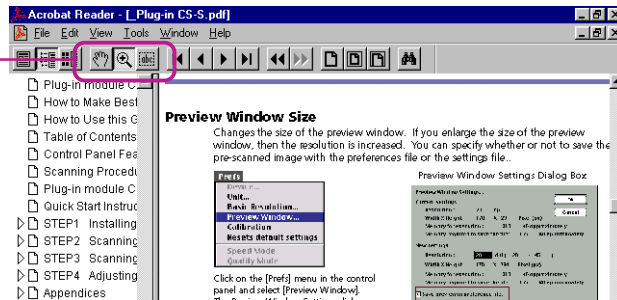


## • Zoom In/Out

Zoom a page in or out.



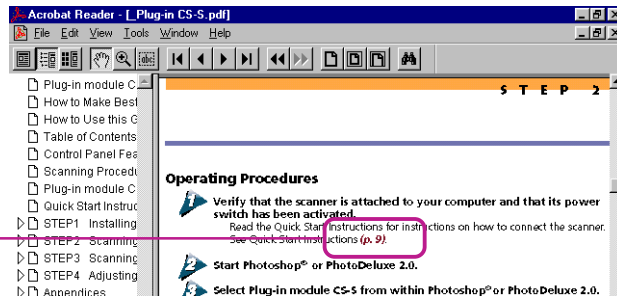
Click this icon to select the zoom tool, then click the area you wish to magnify. To zoom out, press and hold the [Ctrl] key then click inside the page. The display will zoom out (Macintosh: [option] key)



## • Click a Page Reference to Jump to a Topic

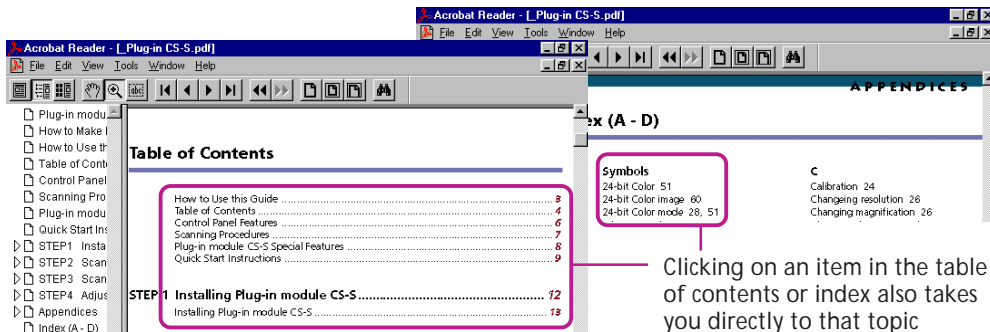
Clicking on a page reference (hyperlink) takes you directly to that topic.

Clicking on a page reference takes you directly to that topic





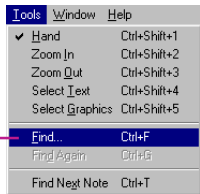
Clicking on an item in the table of contents or index also takes you directly to that topic.



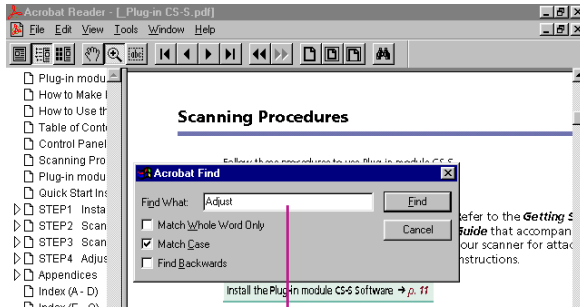
Clicking on an item in the table of contents or index also takes you directly to that topic

## • Jump to a Topic with a Keyword Search

Entering a keyword into the Find dialog takes you to the associated topic.



Click the [Tools] menu and select [Find] to initiate a search



Enter a keyword and click the [Find] button

Refer to the **Getting Started** section of the **Getting Started** guide that accompanies our scanner for attack instructions.



## • Exiting Adobe Acrobat Reader 3.0

Windows: Click the close box (  ) to exit Adobe Acrobat Reader.

Macintosh: Click the [File] menu and select [Quit].

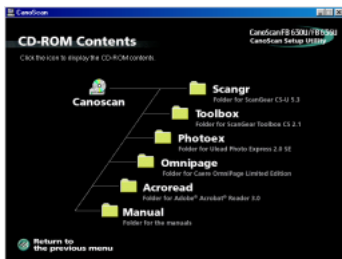
### NOTE


- *Some manuals may not contain bookmark references, or may not jump to the selected topic when a page reference, table of contents item or index item is clicked.*
- *For more information on Adobe Acrobat Reader, click the [Help] menu in Adobe Acrobat Reader and select [Reader Online Guide].*

# Displaying the CD-ROM Contents Windows

You can view a list of the folders and files contained on the CanoScan Setup Utility CD-ROM. This function is available only on the Windows platform.

1. Click [Display the CD-ROM Contents] in the CanoScan Setup Utility menu. The following window will display.



2. Click a folder icon to view its contents. The contents of the selected folder will display. To close the window, click its close box (  ) at the upper right.
3. When you have finished viewing the folder contents, click [Return to the previous menu]. The menu window will display.

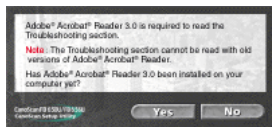
For intermediate and advanced computer users, we have listed some important files that are included on the CD-ROM. The information increases in detail from left to right. (F) denotes folders.

Readme_e	_____	Lists updated information for the CD-ROM			
Setup	_____	The installer for the CanoScan Setup Utility			
Bin (F)	_____	Lists files for the CanoScan Setup Utility			
Acroread (F)	English	Ar32e301	_____	The installer for Adobe Acrobat Reader 3.0	
Photoex (F)	_____	Setup	_____	The installer for Ulead Photo Express 2.0 SE	
Omnipage(F)	Disk 1 (F)	_____	Setup	_____	The installer for Caere OmniPage Limited Edition
Manual (F)	English (F)	Product	_____	Product Guide electronic manual	
		Scangear	_____	ScanGear CS-U electronic manual	
		Toolbox	_____	ScanGear Toolbox CS electronic manual	
		Pe2	_____	Ulead Photo Express 2.0 SE electronic manual	
		Omnipage	_____	Caere OmniPage Limited Edition electronic manual	
Scangr (F)	English	_____	Readme	_____	Lists updated information for ScanGear CS-U
Toolbox (F)	English	Disk 1 (F)	Readme	_____	Lists updated information for ScanGear Toolbox CS
			Setup	_____	Installer for ScanGear Toolbox CS

# Troubleshooting

The troubleshooting facility is intended to assist you in diagnosing and solving common problems with the equipment and scanning tasks.

1. Click [Troubleshooting] in the CanoScan Setup Utility menu window.  
The following window will display.



2. Click the heading you wish to read. Click the ◀◀ button to return to the previous screen.
3. Click the [Return to the previous menu] button after you have finished with [Troubleshooting].  
The menu window will display.



# Exiting the CanoScan Setup Utility

1. Return to the menu window by pressing the [Return to the previous menu] button from any other window.



2. Click the [Exit] button.  
The menu window will close.
3. Remove the CanoScan Setup Utility CD-ROM from the drive.  
Handle the disk with care and store it in a safe place.

---

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# Troubleshooting

---

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 problem or your problem is not listed, consult your Canon retailer or the nearest Canon Customer Support Help Desk listed at the end of this manual.

## NOTE

- *When you contact a Customer Support Help Desk, our technicians need to know about the computer connected to the scanner. Please take time now to fill in the System Information of the Getting Started guide. Keep this information in a safe place for future reference.*
- *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

---

### *Scanner appears as an "Unknown Device" not a "CanoScan FB630U" (Windows)*

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 (includes Windows 98 upgraded from Windows 95). 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

---

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

---

### *[...because it needs more power...] message is displayed (Macintosh)*

Cause: Scanner is connected to a keyboard or a throughput USB connector on another device (scanner not supplied with an efficient 500 milliampere (mA) power)

Solution 1: Connect the scanner directly to the USB connector on the computer

Solution 2: Connect the scanner directly to a self-powered USB hub with a 500 milliampere (mA) bus power supply

---



### ***Nothing happens***

Cause 1: Incorrectly connected USB cable

Solution: Check the USB cable to ensure that it is correctly attached (*See Getting Started guide*)

---

Cause 2: For Windows: Scanner not supplied with an efficient 500 milliampere (mA) power

Solution: Connect the scanner directly to a self-powered USB hub with a 500 milliampere (mA) bus power supply

---

## **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 *Getting Started guide*, for the required hard disk space

---

Cause 3: For Macintosh: Plug-in Module CS-U is already installed

Solution: Empty trash and reinstall Plug-in Module CS-U

---

### ***Installation does not seem to be working (Windows)***

Solution: Manually install the software by clicking the [Start] button, selecting [Run] and typing one of the command lines below into the box. If your CD-ROM drive is labeled other than [D:], substitute the appropriate letter, such as [E:] or [F:], in the lines below

CanoScan Setup Utility for Windows CD-ROM includes:

To install ScanGear Toolbox CS 2.1: [D:\Toolbox\English\Disk1\Setup.exe]

To install Ulead Photo Express 2.0 SE: [D:\Photoex\Setup.exe]

To install Caere OmniPage Limited Edition: [D:\Omnipage\Disk1\Setup.exe]

To install Adobe Acrobat Reader 3.0: [D:\Acroread\English\Ar32e301.exe]

- You must restart the computer after Ulead Photo Express 2.0 SE installation is complete

Also, when viewing the electronic manuals included in the CanoScan Setup Utility for Windows CD-ROM, open the individual PDF files in the [D:\Manual] folders

---

### ***Installation does not seem to be working (Macintosh)***

Solution: Please double-click the following icons, then install manually

CanoScan Setup Utility for Macintosh CD-ROM includes:

To install Plug-in Module CS-U 3.3: Canon Plug-in Module Installer

To install CanoScan Toolbox CS 1.2: CanoScan Toolbox Installer

To install Adobe PhotoDeluxe 2.0: PhotoDeluxe\English\Adobe PhotoDeluxe™ Installer

To install Adobe Acrobat Reader 3.0: Adobe Acrobat® Reader\English\Reader 3.01 Installer

- You must restart the computer after Plug-in Module CS-U installation is complete

To view the electronic manuals included on the CanoScan Setup Utility for Macintosh CD-ROM, open the PDF files in the folders in the [Manual] folder

---

## **Problems Starting Software Programs**

---

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

Cause: 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 *Getting Started guide*)

---



***Problems starting ScanGear CS-U as a TWAIN driver from within another application (Windows)***

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

Solution: Close other programs and start ScanGear CS-U

---

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 Getting Started guide*)

---

Cause 4: Application program is not TWAIN\_32 compatible

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

---

Cause 5: The scanner not selected

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

---

***Problems starting Plug-in Module CS-U as a plug-in from within another program (Macintosh)***

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

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

---

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

Solution: Install Plug-in Module CS-U (*See Getting Started guide*)

---

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

Solution: Plug-in Module CS-U is a plug-in. If the other program does not have Plug-in Module CS-U installed, it will not work. Install Plug-in Module CS-U (*See Getting Started guide*)

---



***Scanner is connected but the [Scanner not connected!] message is displayed (Macintosh)***

Cause: Scanning unit locked

Solution: Unlock scanning unit by setting lock switch to unlocked position

---

## Problems with the Scanner

---

### ***Scanner not identified***

Cause: 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 FB630U/FB636U" 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 FB630U/FB636U" item is missing from the list. If either is missing, you must restart the installation from the beginning (See *Getting Started guide*)

---

### ***Scanner will not operate when connected to a USB hub***

Cause: The scanner may not work when connected to a USB hub if there is a compatibility problem between the computer and the hub or if the hub is subject to quality problems

Solution: Connect via a recommended hub (See p. 18)

---

## Problems with Scanning

---

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

Cause 1: Scanning unit locked

Solution: Unlock scanning unit by setting lock switch to unlocked position *(See p. 15)*

---

Cause 2: Software incorrectly installed

Solution: Reinstall software *(See Getting Started guide)*

---

Cause 3: For Windows: ScanGear CS-U not installed. Ulead Photo Express 2.0 SE or Caere OmniPage Limited Edition are insufficient by themselves to scan images. ScanGear CS-U is required

Solution: Install ScanGear CS-U *(See Getting Started guide)*

---

Cause 4: For Macintosh: Plug-in Module CS-U is not properly installed. Adobe PhotoDeluxe 2.0 is insufficient by itself to perform scans. Plug-in Module CS-U is required

Solution: Install Plug-in Module CS-U *(See Getting Started guide)*

---

### ***Scanning Unit has not returned to the home position at the front of the scanner***

Cause: USB cable was disconnected during scanning process

Solution: Empty the document glass (platen) of all items, close the document cover, temporarily disconnect the USB cable and then reconnect it

---

### ***Scan quality is poor***

Cause 1: Document cover is open

Solution: Close the document cover

---

Cause 2: Original document floating on document glass

Solution: Gently press down on the document cover to prevent the document from 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. 59*)

---

Cause 5: Incorrect scan settings  
Solution: Rescan with adjusted settings (*See the ScanGear CS-U or Plug-in Module CS-U User's Guide electronic manual*)

---

Cause 6: A USB cable or a computer's power cord is too close to the scanner  
Solution: Move the USB cable or the computer's power cord 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: Try changing the position of the photo on the document glass

Solution 3: Clean the document glass (*See p. 59*)

---

### ***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). The appearance of this effect is dependent upon particular combinations of screen line densities and scanning resolutions

Solution: Rescan at different resolutions or turn on the [Descreen] option. Scanning with the descreen function may take sometime (*See the ScanGear CS-U or Plug-in Module CS-U User's Guide electronic manual*)

---



### ***Edges whitened on image scanned from thick book***

Cause: Scanner employs an ultra-sensitive scanning unit that picks up light from around the edges of the book if the document cover cannot be completely closed

Solution: Cover the book and document glass with a dark cloth to prevent ambient light from affecting the scan

---

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

Cause 1: Resolution is set higher than necessary

Solution: Lower the resolution (*See the ScanGear CS-U or Plug-in Module CS-U User's Guide electronic manual*)

---

Cause 2: The descreen mode is on

Solution: Click off the descreen check box in the FB630U/FB636U tab

---

## **Other questions**

---

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

Answer: No

---

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

Answer: No

---





### *How does one delete the ScanGear CS-U (TWAIN Driver) program? (Windows)*

Follow the procedures below if you should need to uninstall ScanGear CS-U (TWAIN Driver) for some reason (Only individuals well acquainted with computers should attempt this)

#### **Procedures**

1. Double-click the [Scanners and Cameras] icon in the Windows Control Panel.
2. In the [Devices] tab, select [CanoScan FB630U] or [CanoScan FB636U] and click the [Remove] button.
3. Click the [OK] button.
4. Click the Windows [Start] button and select [Programs] and [Explorer] to start Explorer.
5. Navigate to the [Windows], [Inf] and [Other] folders in succession. Select and delete the [Canon Inc.FB630U.INF] or [Canon Inc.FB636U.INF] file.
6. Navigate to the [Windows] and [Twain\_32] folders in succession. Select and delete the [FB63U] folder.

Since the [Inf] folder is a Hidden folder, it may be necessary to change its status in its Properties dialog before it can be opened. Moreover, the [Canon Inc.FB630U.INF] or [Canon Inc.FB636U.INF] file may be automatically deleted with Step 2 on some computers. In this case, you do not need to carry out the deletion in Step 5

# Care and Maintenance

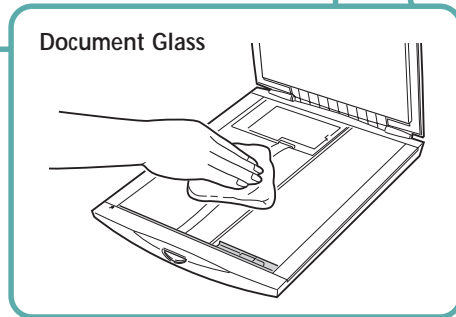
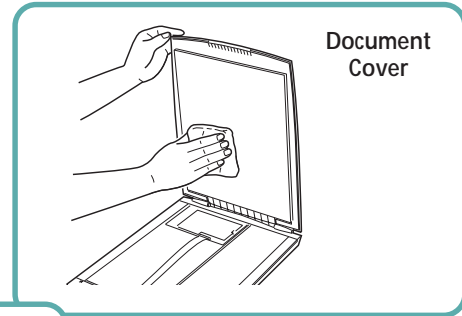
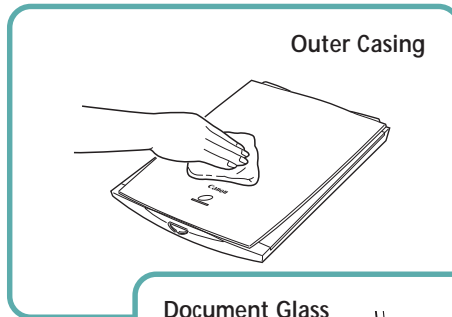
---

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. **Detach the USB interface cable from the computer.**
2. **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.

3. **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 FB630U/FB636U
Scanner Type		Flatbed (stationary document type)
Scanning Element		CIS (Contact Image Sensor)
Light Source		Three-color RGB LED's
Optical Resolution		600 x 1200 dpi
Selectable Resolution		50 - 9600 dpi (ScanGear CS-U), 12 - 9600 dpi (Plug-in Module CS-U)
Scanning Bit Depth	Color	12 bit input/8 bit output for each color (RGB)
	Grayscale	12 bit input/8 bit output
Scanning Speed* <sup>1</sup>	Color	17.1msec/line
	Grayscale	5.7msec/line
	B&W	5.7msec/line
Prescan Speed		15 sec
Start Button		Yes
Interface		USB
Maximum Document Size		A4/Letter, 216 x 297 mm (8.5 x 11.7 in.)
Operating Range	Temperature	5° to 35° C (41° to 95° F)
	Humidity	10% to 90% (without condensation formation)
Power Requirements		Supplied via USB port
Power Consumption		2.5 watts maximum, stand-by 12.5 milliwatts
Maximum Exteria Dimensions		256 x 372.5 x 39 mm (10.1 x 14.7 x 1.5 in.)
Weight		Approximately 1.5 kg (3.3 lbs.)

\*<sup>1</sup> Transfer time to computer is not included.

• Specifications are subject to change without notice.



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# Customer Support Help Desks

---

## **CANON (UK) LTD.**

Woodhatch, Reigate  
Surrey RH2 8BF, United Kingdom  
*For technical support, please contact Canon Helpdesk.*

### **Helpdesk:**

P.O. Box 431, Wallington, Surrey SM6 0XU  
TEL: (08705) 143 723  
FAX: (08705) 143 340  
For sales enquiries: (0121) 666-6262

## **CANON FRANCE S.A.**

17, quai du Président Paul-Doumer  
92414 Courbevoie Cedex, France  
Tél. 01 4199 7777 Fax. 01 4199 7951

### **Hotline:**

Tél. 01 4199 7070

## **CANON DEUTSCHLAND GmbH**

Europark Fichtenhain A10, 47807 Krefeld, Postfach 528,  
47705 Krefeld, Germany  
TEL: 02151/345-0 FAX: 02151/345-102

### **CANON- Hotline-Service**

Customer Support: 02151/349-555  
Info-Desk: 02151/349-566  
Mailbox: 02151/349-577  
Telefax: 02151/349-588

## **CANON ITALIA S.p.A**

Palazzo L, Strada 6, 20089  
Milanofiori-Rozzano (MI), Italy  
TEL: 02/8248. 1 FAX: 02/8248. 4604  
Pronto Canon 02/8249. 2000  
<http://www.canon.it>

## **CANON OY AB**

Kornetintie, 3, 00380 Helsinki, Finland  
Tel: 010 544 20  
Help Desk: 0600-0-22606  
Fax: 010 544 4382

## **CANON SVENSKA AB**

S-127 88, Skärholmen, Sweden

## **BRUHN A.S.**

Vasekær 12, DK-2730 Herlev, Denmark  
Hotline: 44 88 26 66  
<http://www.canon.dk>

## **CANON NORGE AS**

Hallagerbakken 110, Boks 33, Holmia 1201 Oslo 12, Norway  
Tlf: 2262 9321 FAX. 2262 0615

## **CANON BENELUX NEDERLAND B.V.**

Neptunusstraat 1, 2132 JA Hoofddorp  
The Netherlands

## **CANON BENELUX BELGIUM N.V./S.A.**

Bessenveldstraat 7, 1831 Diegem, Belgium

## **CANON GmbH**

Zetschegasse 11, 1232 Wien, Austria



**CANON (SCHWEIZ) A.G.**

Industriestrasse 12, CH-8305 Dietlikon  
Switzerland  
Tel: 01/83561 61 Fax: 01/835 68 60  
Hotline: 157 30 20

**CANON ESPAÑA S.A.**

C/Joaquin Costa No 41, 28002  
Madrid, Spain  
Teléfono de atención al cliente:  
901-301301  
Tel.: 91-5384500 Fax.: 91-4117780

**CANON AUSTRALIA PTY. LTD.**

1 Thomas Holt Drive, North Ryde, Sydney N.S.W. 2113,  
Australia  
Info-Line: (02)9805 2864

**CANON NEW ZEALAND LTD.**

Fred Thomas Drive, Takapuna  
P.O. Box 33-336 Auckland, New Zealand  
Info-Line: 0900-522666

**CANON HONG KONG CO., LTD.**

10/F, Lippo Sun Plaza, 28 Canton Road  
Tsimshatsui, Kowloon, Hong Kong  
Tel: (852)2739 0802 Fax: (852)2739 7701

**CANON SINGAPORE PTE. LTD.**

79 Anson Road #09-01/06  
Singapore 079906

**CANON MARKETING SERVICES PTE. LTD.**

2, Alexandra Road, #04-01A  
Delta House  
Singapore 159919  
Tel: 65 2735311 Fax: 65 2733317

**CANON MARKETING (MALAYSIA) SDN. BHD.**

13A, Jalan 219, 46100 Petaling Jaya  
Selangor Darul Ehsan  
Malaysia  
Tel: 603-7577210/7570707/7579666  
Fax: 603 7563802/7563012

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152 Wireless Road, Bangkok 10330  
Thailand  
Tel: 66-2-6514000 Fax: 66-2-6514096

**CANON MARKETING (PHILIPPINES) INC.**

Marvin Plaza Building,  
2153 Don Chino Roces Ave,  
Makati City  
Tel: 632-812-6047 Fax: 632-812-0067/810-9797

**CANON CANADA INC.**

6390 Dixie Road  
Mississauga, Ontario, L5T 1P7  
1-800 OK CANON (652-2666)  
<http://www.canon.ca>

**CANON LATIN AMERICA, INC.**

6505 Blue Lagoon Drive Suite 325  
Miami, Florida 33126, U.S.A.

**CANON EUROPA N.V.**

Bovenkerkerweg 59-61, P.O. Box 2262  
1180 EG Amstelveen, The Netherlands

**CANON INC.**

30-2 Shimomaruko 3-chome, Ohta-ku  
Tokyo 146-8501, Japan





## Free Manuals Download Website

<http://myh66.com>

<http://usermanuals.us>

<http://www.somanuals.com>

<http://www.4manuals.cc>

<http://www.manual-lib.com>

<http://www.404manual.com>

<http://www.luxmanual.com>

<http://aubethermostatmanual.com>

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<http://golfingnear.com>

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