

SmartBase MPC600F

SmartBase MPC400

SERVICE MANUAL

REVISION 0

SmartBase MPC600F	H12-2194	230V	ENG
SmartBase MPC600F	H12-2195	230V	GER
SmartBase MPC600F	H12-2197	230V	FRN
SmartBase MPC400	H12-2204	230V	EC

Canon

NOV. 2001

HY8-10AT-000

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Application

This manual has been issued by Canon Inc. for qualified persons to learn technical theory, installation, maintenance, and repair of products. This manual covers all localities where the products are sold. For this reason, there may be information in this manual that does not apply to your locality.

Corrections

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DTP System

This manual was produced on a Windows98®, personal computer, final pages were printed on AGFA SelectSet Avantra 25.

All graphics were produced with Adobe Illustrator 9.0J®.

All documents and all page layouts were created with Adobe PageMaker 6.5®.

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I. MEANING OF MARKS

The marks used in this manual have the following meanings.

Mark	Meaning
	States a precaution to be taken to prevent danger to personnel, damage to the product, or damage to electronic components by discharge of static electricity. for example.
	States a precaution to be taken to prevent damage to electronic components by electrostatic discharge.
	If the following mark is used, following the directions given.
	Informs you of fire-related cautions.
	Informs you that the plug must be removed from the power outlet before starting an operation.
 NOTE	Gives useful information to understand descriptions.
 REFERENCE	Indicates sections to be read to obtain more detailed information.

II. ABOUT THIS MANUAL

This manual is divided into five parts, and contains information required for servicing the product.

Each of the above parts is further divided into the following four chapters:

Chapter 1: General Description

This part explains product specifications and the how to service the unit safely. It is very important, so please read it.

Chapter 2: Technical Reference

This part explains the technical theory the product.

Chapter 3: Assembly and Disassembly

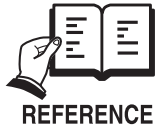
This part explains the assembly and disassembly of the product.

Chapter 4: Maintenance and Service

This part explains how to maintain the products for adjustment and troubleshooting and service operations and service switches.

Chapter 5: Appendix

This part explains the informations of the optional products and user data flow.



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- For more details of user operations and user reports, see the separate volume of *USER'S GUIDE*.
 - Detailed description of each SSSW/parameter is not given in this manual except the new SSSWs/parameters added to this model.
See *G3 Facsimile Service Data Handbook (supplied separately)* for details them.
 - See the *G3/G4 Facsimile Error Code List (Rev.2, supplied separately)* for details of the error codes not shown in this manual.
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III. REVISION HISTORY

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Chapter 1

General Description

1. FEATURES

1.1 Overview

This product is a G3 transreceiving facsimile based on the ITU-T recommendations. It can be used in telephone networks.

Picture Quality Color Printer

High quality printing can be accomplished with the Canon Bubble Jet (BJ) method using the maximum 2400dpi × 1200dpi resolution. Various kinds of media can be printed with the high speed of a maximum 17 pages per minute. The printing paper tray can hold up to 100 sheets of plain paper, 30 sheets of transparencies film, or 10 envelopes.

Plain paper fax which can transmit/receive in color *1

Conforming to ITU-T recommendations, this fax is able to transmit/receive in color. Due to containing extremely high-speed 33.6kbps modems, transmission time can be shortened. Pictures and photographs can both be send and received clearly by UHQ (Ultra High quality), Canon's vivid image processing technology. Up to 30 letter, A4 and legal size sheets, can be set in the ADF *1. 9 one-touch dial entries and 100 speed dial entries can be registered, and group dial and broadcasting transmission can also be done. When paper and ink run out, the data is saved to memory, so there is no worry. When a external-phone is attached, fax communication and normal telephone reception are possible due to FAX/TEL switching.

Out-of-Ink Function

This machine has a function which detects when ink has run out. It also detects when the cartridges of machines equipped with color communications are out of ink. The presence/absence of ink in the ink chamber is detected by reflecting ink sensor.

Copy Function

This machine can be used as a 1200dpi × 1200dpi high resolution full color copier. With a monochrome document (including half-tone), up to 99 pages can be copied at one time at the speed of a maximum of 17 pages/minute.

Full Color & 256 Gradation Grayscale Scanner

Using graphics or OCR software which conforms to the TWAIN standard, full color and 256-gradation grayscale images with a quality of 40 ~ 9600 dpi can be read into a computer.

PC Fax *1

By connecting this machine to a computer, a fax can be transmitted from the included MultiPASS Suite or from a Windows application, and a received image can be saved to the computer as-is without printing it out.

*1 SmartBase MPC600F only

2. SPECIFICATIONS

2.1 General Specification

Type	Desktop
Body colour	Cool White
Power source	180 ~ 264V AC, 48 ~ 62 Hz
Power consumption	Standby 5.8 W (SmartBase MPC400) 8.0 W (SmartBase MPC600F) Max. 41.8 W
Usage environment.	50.0° F ~ 90.5° F (10° C ~ 32.5° C), 20% ~ 80% RH, 570 ~ 760 mmHg (760 ~ 1013 hPa) Horizontal ±3° or less
Operating noise	Measured in accordance with ISO standards Operating :50 dB(A) or less
Dimensions (W × D × H)	17.32" × 20.59" × 8.89" (440 mm × 523 × 228 mm) SmartBase MPC400 17.32" × 20.59" × 11.85" (440 mm × 523 × 301 mm) SmartBase MPC600F (Not including trays)
Weight	22.05 lbs (10.0 kg) SmartBase MPC400 27.34 lbs (12.4 kg) SmartBase MPC600F (including trays)

2.2 Communication Specification (SmartBase MPC600F only)

Applicable lines	PSTN (Public Switched Telephone Network)
Applicable Services	NET SWITCH (Australia) Own Ringing (Fin) FAX ABILITY (New zealand)
Handset	None
Transmission method	Half-duplex
Transmission control protocol	ITU-T T30 binary protocol/ECM protocol/ ITU-T V.8 protocol/V.34 protocol/ECM protocol
Modulation method	
G3 image signals	ITU-T V.27ter (2.4k, 4.8k bps) ITU-T V.29 (7.2k, 9.6k bps) ITU-T V.17 (TC7.2k, TC9.6k, 12k, 14.4k bps) ITU-T V.34 (2.4k, 4.8k, 7.2k, 9.6k, 12k, 14.4k, 16.8k, 19.2k, 21.6k, 24k, 26.4k, 28.8k, 31.2k, 33.6k bps)
G3 procedure signals	ITU-T V.21 (No.2) (300bps) ITU-T V.8 300bps ITU-T V.34 600 bps, 1200 bps (With automatic fallback function)
Coding	Black/white ITU-T T.4 Coding method (MH, MR) ITU-T T.6 Coding method (MMR) ITU-T T.82/T.85 Coding method (JBIG) Color ITU-T T.81 Coding method (JPEG)

Error correction	ITU-T T30 (ECM)		
Time required for transmission protocol			
Protocol Mode	Pre-message Protocol *1	Post-message Protocol *2 (between pages)	Post-message *3 (after pages)
G3 standard	approx.12 sec.	approx.4 sec.	approx.3.5 sec.
V.8/V.34	approx.9 sec.	approx.1 sec.	approx.1 sec.
<p>*1 Time from when other facsimile is connected to the line until image transmission begins.</p> <p>*2 Post-message (between pages): Time from after one document has been sent until transmission of the next document starts if several pages are transmitted.</p> <p>*3 Post-message (after last pages): Time from after image transmission is completed until line is switched from facsimile to telephone.</p>			
Minimum transmission time	10 msec (G3), 0 msec (G3, ECM)		
Transmission output level	From 0 to -15 dBm		
Receive input level	From -3 to -43 dBm		
Modem IC	FM336		

2.3 Color Communication Specification (SmartBase MPC600F only)

ITU-T recommendation	ITU-T T.30 ANNEX E (JPEG Color Fax) T.4 ANNEX E (JPEG Header) T.42 (Color space for Color Fax) T.81 (JPEG)
Scanning Document size	A4
Printing paper size	A4
Resolution	200×200 dpi
Picture element	8 bit
Coding	JPEG
Color space	CIELAB
Illuminant Data	CIE Standard Illuminant D50
Sub sample	4:1:1 (=Lab)

2.4 Scanner Specification

Type	Book Sheet (SmartBase MPC600F only)
ADF capacity	Max. 30 sheets (A4/Letter/Legal)
Effective scanning width	Letter/Legal 8.42" (214 mm) A4 8.19" (208 mm)
Scanning method	Contact Image sensor scanning method
Scanning resolution	600 × 1200 dpi
Scanning speed	
Mode	Scanning speed
Text	5.3 second/page
Gray scale	5.3 second/page
Full color	15.8 second/page
Memory Scanning	Canon FAX Standard Chart No.1 scanning Max. approx. 270 sheet
Scanner gradations	Grayscale; 8 bit, 256 gradations Color; R,G,B (8 bits each) full color capability
TWAIN	Yes
Scanning density adjustment	9 density level
Image modes	Halftone (PHOTO mode)
Halftone (fax and copy)	64-gradation error diffusion system (UHQ)
Prescan	Yes

Scanning range

Sheet dimensions (W × L)

SmartBase MPC600F

ADF Maximum 8.50" × 39.3" (216 mm × 1000 mm)

ADF Minimum 4.13" × 5.83" (105 mm × 148 mm)

Document glass 8.50" × 11.7" (216 mm × 297 mm)

SmartBase MPC400

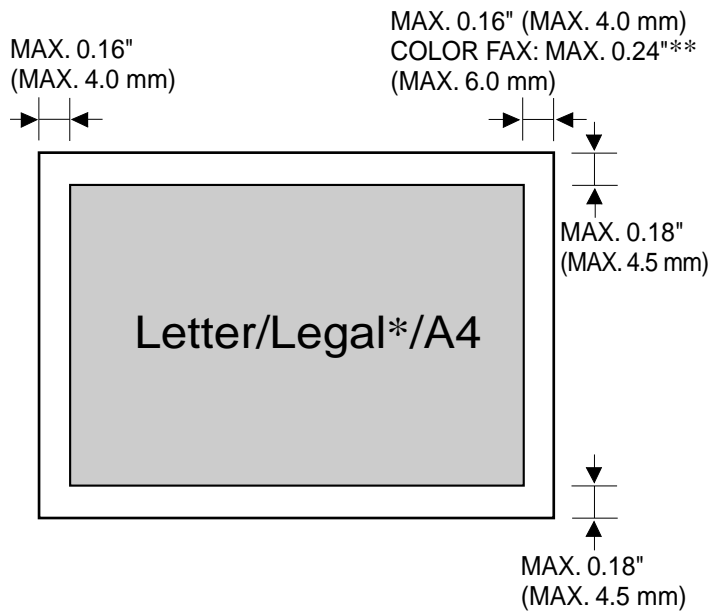
Document glass 8.50" × 14.0" (216 mm × 356 mm)

Thickness

ADF 0.002" ~ 0.005" (0.06 mm ~ 0.13 mm)

50~90 g/m²

Document glass 0.79" (20 mm)



* When using legal-size documents with the SmartBase MPC600F, load them into the ADF.

**SmartBase MPC600F only

Figure 1-1 Scanning Range



NOTE

Document scanning width "A4/LTR" is set in service data #1 SSSW SW06, bit4.

2.5 Printer Specification

Printing method	Bubble-jet ink on-demand
BJ Cartridge	
Structure	Detachable ink tanks for each color and BK/CI (C, M, Y) integrated head
Head	BK: 320 nozzles, 2-column vertical array CI: 256 nozzles/color, 2-column vertical array/color
Ink colors	Pigment BK, dyes C, M, Y
Ink tanks	BCI-3eBK, BCI-3eC, BCI-3eM, BCI-3eY
Weight	BK: 32 g CI (C, M, Y): 11 g
Ink Tank	
Products name	BCI-3eBK/BCI-3eC/BCI-3eM/BCI-3eY
Product code	F47- 3131 / F47- 3141/ F47- 3151/ F47- 3161
Weight	32g (BCI-3eBK)/11g (others)
Ink detection	Optical LOW-Ink sense
Printing speed	Black Approx. 17 pages/minute (in case of character print) Color Approx. 12 page/minute
Printing resolution	2400 dpi × 1200 dpi
Paper output tray stacking	Approx. 50 sheets (when using the recommended paper)
Paper tray	
Paper supply method	ASF (Auto Sheet Feeder)
Number of paper tray	1tray : Legal/Letter/A4/A5/B5 (Universal)
Paper capacity	Max. 0.40" (10 mm) thickness plain paper (Approx. 100 sheets)
Weight	64 ~ 105 g/m ²
Recommended paper	
KANGAS	
Weight	80 g/m ²
Paper size	A4
Manufactured by	KANGAS
NEUSIEDLER Canon Paper	
Weight	80 g/m ²
Paper size	A4
Manufactured by	NEUSIEDLER

Printing range (Black & White FAX)

Paper dimensions (W × L)

Letter	8.50" × 10.98" (216 mm × 279 mm)
Legal	8.50" × 14.02" (216 mm × 356 mm)
A4	8.27" × 11.69" (210 mm × 297 mm)

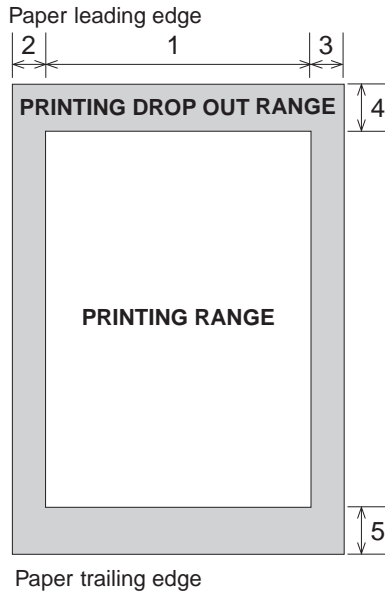


Figure 1-2 Printing Range

Item	A4	Letter	Legal
1 Effective printing width	8.00" (203.2 mm)	8.00" (203.2 mm)	8.00" (203.2 mm)
2 Left margin	0.13"±0.06" (3.4±1.5 mm)	0.25"±0.06" (6.4±1.5 mm)	0.25"±0.06" (6.4±1.5 mm)
3 Right margin	0.13"±0.06" (3.4±1.5 mm)	0.25"±0.06" (6.4±1.5 mm)	0.25"±0.06" (6.4±1.5 mm)
4 Top margin	0.12"±0.06" (3.0±1.5 mm)	0.12"±0.06" (3.0±1.5 mm)	0.12"±0.06" (3.0±1.5 mm)
5 Bottom margin	0.20"±0.12" (5.0±3.0 mm)	0.20"±0.12" (5.0±3.0 mm)	0.20"±0.12" (5.0±3.0 mm)

Units are inches with mm shown in parentheses.



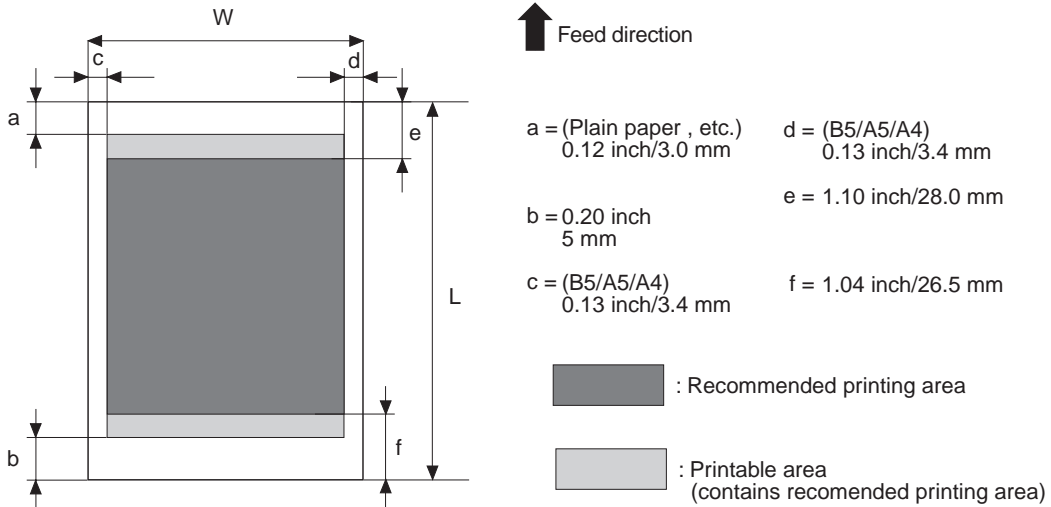
NOTE

- The shaded area is included in the left and right margin errors of the paper trailing edge.
- The printing range is set in user data "PRINTER SETTINGS", "PAPER SIZE".

Printing range (Color FAX & Printer mode)

Plain paper and Special media (Color FAX & Printer mode)

W × L = Min. 7.17 × 10.12 inch(182 × 257 mm)
 Max. 8.5 × 14.0 inch(216 × 356 mm)



Envelopes

W × L = (COM #10)
 9.48 × 4.17 inch(241 × 106 mm)
 (DL)
 8.66 × 4.33 inch(220 × 110 mm)

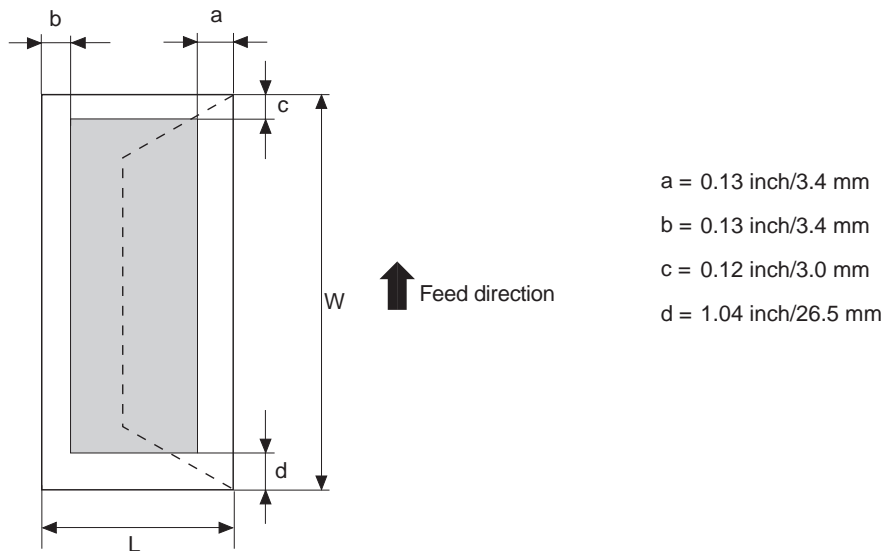
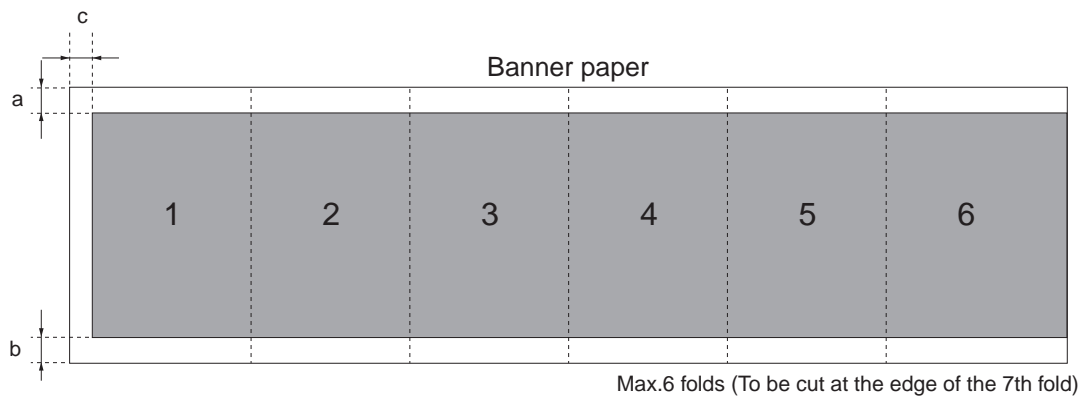


Figure 1-3 Printing Range (1)



a=0.13 inch / 3.4 mm
 b=0.13 inch / 3.4 mm
 c=1.26 inch / 32 mm

Figure 1-4 Printing Range (2)

2.6 Copy Specification

Color copy	Yes	
Multiple copy	99 copies	
Copy mode	Black & white	DRAFT, TEXT, PHOTO
	Color	FAST, NORMAL, FINE
Copy resolution	Black & white	600 dpi × 600 dpi
	Color	1200 dpi × 1200 dpi
Copy magnification ratio	25~400%	
Fixed ratio	A4 → LTR, LGL → LTR, 4 × 6 inch → LTR	

2.7 Function

Dialling

Manual dialling	Numeric button
Auto dialing	Max. 120 digits
Group dial	One-touch:9, Coded speed:100, Numeric button:1
Redial	Max. 110 locations
	Numeric button redial function (Max. 120 digits)

Transmission

Broadcast transmission	Max. 110 locations (One-touch:9, Coded speed:100, Numeric button:1)
Delayed transmission	Yes (PC Assisted) Max. 30 reservation
Confidential Tx/Rx	None
Relay broadcasting originating	None
Relay broadcasting	None

Reception

Dual Access	Yes
FAX/TEL switching	Yes
Method	CNG detection
Message	None
Pseudo CI	None
Pseudo ring	Yes
Pseudo ringback tone	Yes
Reduction settings for reception	Yes
Automatic reduction of reception images	Yes (100% ~ 70%)
Built-in Answering machine	None
Answering machine connection	Yes (Telephone answering priority type)
Remote reception	Yes (Remote ID method)
Memory lock reception	None
Reception printing in reverse order	None

Polling

Polling transmission	None
Polling reception	Yes

Extended copy function

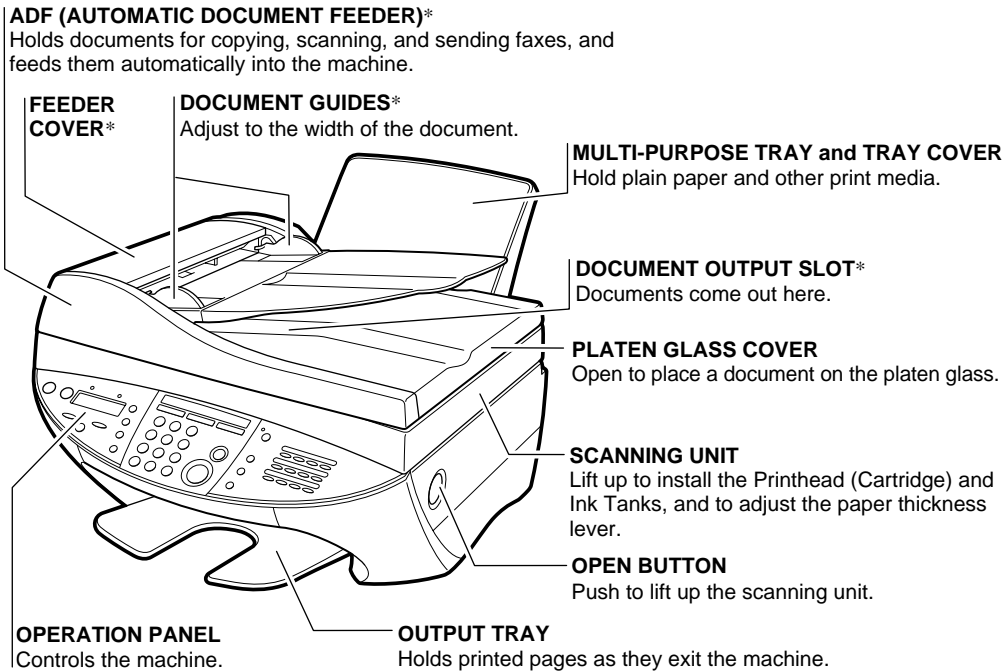
mirror	Yes
Image repeat	Yes
Entire document	Yes

Others	
Closed network	None
Direct mail prevention	None
Memory box	None
Memory backup	
Backup contents	Dial registration data, User data, Service data, Time
Backup IC	256 kbit SRAM for control
Backup device	Lithium battery 3.0V DC/220 mAh
Battery life	Approx. 5 years
Image data backup	None
Image Memory	Approx. 4.3 MB
Activity management	Yes
a) User report	
Activity management report (Every 20 transactions : always transmission and reception together)	
Activity report (sending/receiving)	
One-touch speed dialling list	
Coded speed dialling list	
Group dialling list	
Memory clear list	
User's data list	
Document memory list	
Multi activity report	
b) Service report	
System data list	
System dump list	
Error list	
Transmitting terminal identification	Yes
Time	
Management data	Year/month/date/day/hour/minute (24 hour display)
Precision	±90 sec per month
Display	2 row × 20 digits
Completion stamp	None
Program button	None
Hook button	Yes
Telephone exchange function	None
Speaker phone	None
Demo print function	None
HELP function	None

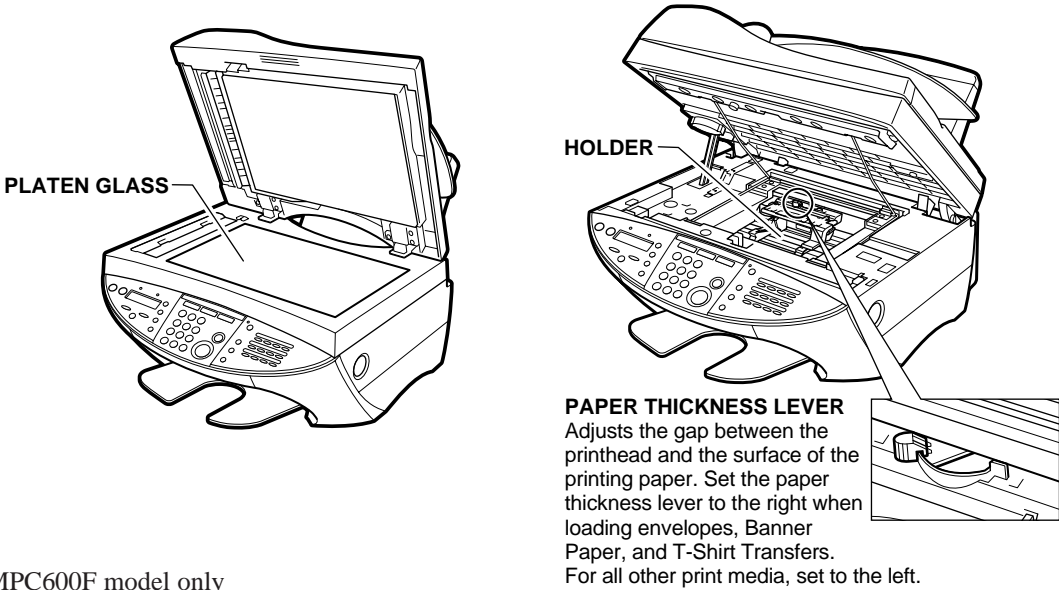
3. OVERVIEW

3.1 External View

Front View



Inside View



* MPC600F model only

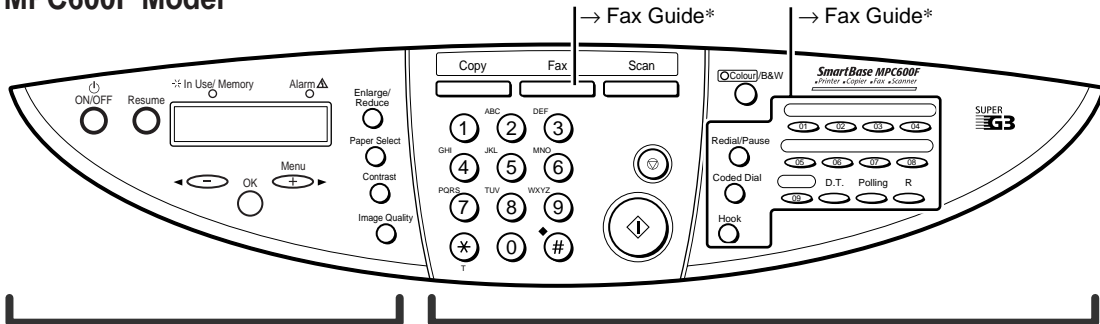
Figure 1-5 External View

3.2 Operation Panel

Operation Panel

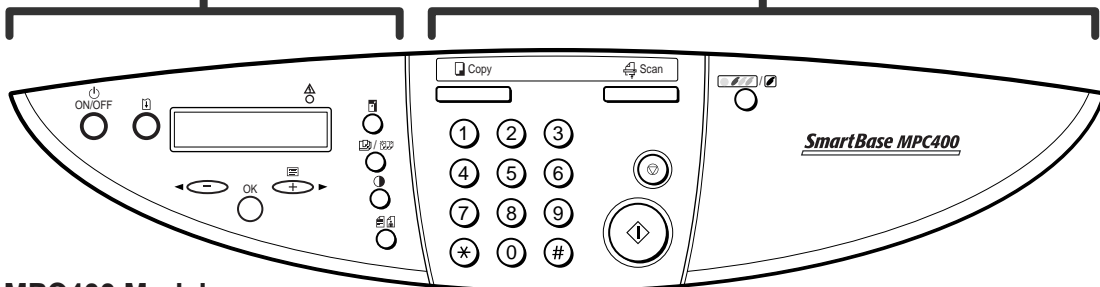
This section describes buttons used when making copies and scanning.

MPC600F Model



<p>ON/OFF Button Turns the machine on and off.</p> <p>Resume (⏮) Button Resumes printing after an error is corrected. Also ejects a document remaining in the ADF.*</p> <p>In Use/Memory Light* Lights during copying and scanning.</p> <p>Alarm (⚠) Light Flashes when an error occurs, or when the machine is out of paper or ink.</p> <p>LCD Displays messages and selections, and prompts during operation.</p> <p>◀ (-), ▶ (+) Buttons Scroll through selections.</p>	<p>Menu (☰) Button Displays the menu to customise operation of your machine.</p> <p>OK Button Selects and confirms settings.</p> <p>Enlarge/Reduce (⏏) Button Sets the enlargement or reduction ratio of a document.</p> <p>Paper Select (📄/📄) Button Selects the paper size and paper type when making copies.</p> <p>Contrast (⦿) Button Selects the copy contrast.</p> <p>Image Quality (🖨️) Button Selects the copy resolution.</p>
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<p>Copy (📄) Button Switches the standby display to Copy Mode.</p> <p>Scan (📄) Button Switches the standby display to Scan Mode. When the machine is connected to your PC, pressing this button starts scanning and sends the scanned data to your PC. In Scan Mode, pressing Start starts scanning. For details on scanning, → MultiPASS Suite User's Guide.</p> <p>Numeric Buttons Enter the copy quantity and other numerical values.</p> <p>⏏ (Stop/Reset) Button Cancels copying and other operations, and returns the machine to standby mode.</p> <p>⏏ (Start) Button Starts copying and scanning.</p> <p>Colour/B&W (🖨️/🖨️) Button Sets the machine for colour or black & white copying. For colour copying, press this button to turn on its light.</p>
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MPC400 Model

* MPC600F model only

Figure 1-6 Operation Panel (1)

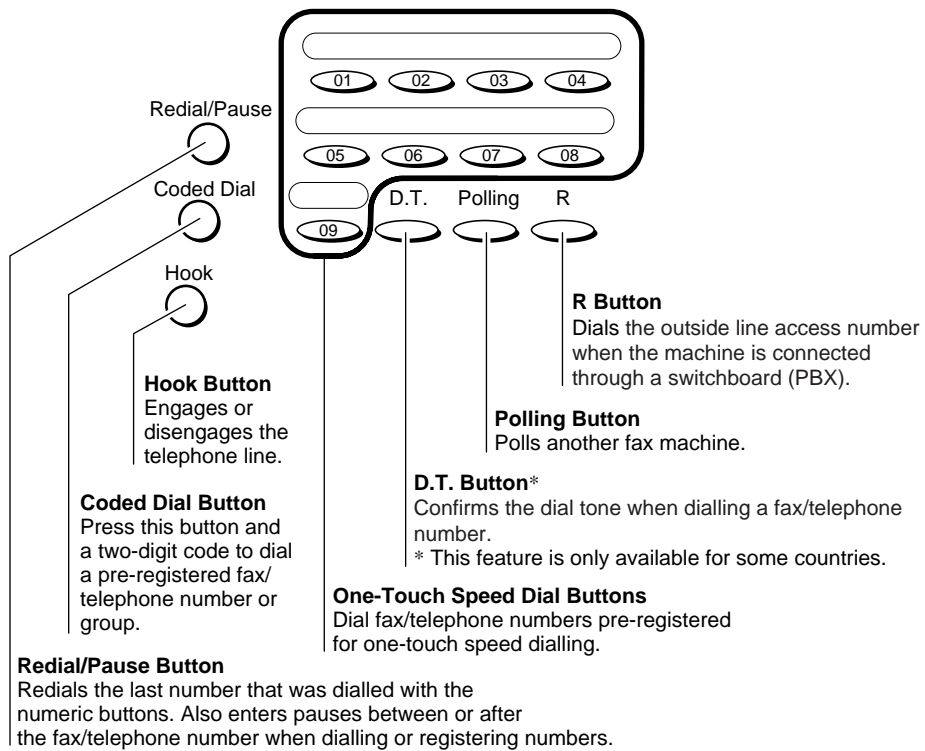
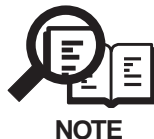


Figure 1-7 Operation Panel (2)

Guidelines for Entering Numbers, Letters, and Symbols

When you come to a step that requires you to enter a name or number, refer to the table below to determine which numeric button to press for the character you want:

Button	Uppercase Letter Mode (:A)	Lowercase Letter Mode (:a)	Number Mode (:1)
①			1
^{ABC} ②	ABCĂĂĂĂĂĂÆÇ	abcăăăăăăæç	2
^{DEF} ③	DEFĐĚĚĚĚĚ	defďěěěěě	3
^{GHI} ④	GHIİİİİ	ghiïïïï	4
^{JKL} ⑤	JKL	jkl	5
^{MNO} ⑥	MNOÑØÖÓÒÕÔ	mnoñøóóòõô	6
^{PQRS} ⑦	PQRSÞ	pqrsþ	7
^{TUV} ⑧	TUVÛÜÙÛÛ	tuvûúùûû	8
^{WXYZ} ⑨	WXYZÝ	wxyzý	9
⑩			0
Ⓜ	- . A # ! " , ; : ^ ` _ = / ' ? \$ @ % & + () [] { } < >		
Ⓧ T	↻ Uppercase Letter Mode (:A) → Lowercase Letter Mode (:a) → Number Mode (:1)		



- If you pause for more than two minutes between entering data, the machine will automatically return to standby mode.

NOTE

Figure 1-8 Operation Panel (3)

3.3 Consumables

3.3.1 BJ cartridge and ink cartridge

Ink Tanks



- For optimum printing results and to avoid printing problems, Canon recommends that you only use the Canon Ink Tanks described in this guide.

NOTE

There are four Ink Tanks: Black, cyan, magenta, and yellow.

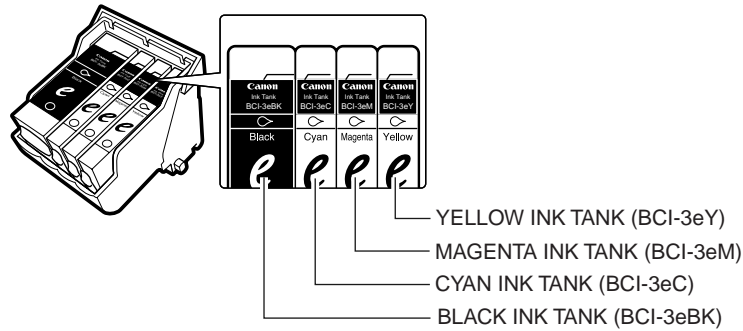


Figure 1-9 Consumables (1)

3.3.2 Print media

Description of print media

■ Plain Paper

The machine supports A5-, A4-, B5-, letter-, and legal-size paper in portrait orientation. You can use regular copier paper, cotton bond paper, or typical letterhead. Your machine does not require special ink jet paper. Always use paper without curls, folds, staples, or damaged edges. Look at the label on the package to see if the paper has a preferred side for printing.

■ Envelopes

The machine can print on European DL and U.S. Commercial No. 10 envelopes. You may be able to load other sizes, but Canon cannot guarantee consistent performance on these.

Do not use the following types of envelopes since they may cause problems:

- Envelopes with windows, holes, perforations, cutouts, and double flaps.
- Envelopes made with special coated paper or deeply embossed paper.
- Envelopes with peel-off sealing strips.
- Envelopes with letters enclosed.

■ Glossy Photo Paper GP-301

A high gloss, thick paper that produces the look and feel of a photograph.

■ Banner Paper BP-101

Specifically designed for printing one continuous sheet in a banner format. The connected sheets are divided by perforations and you can print from two to six sheets at a time.

■ High Resolution Paper HR-101/HR-101N

Designed to produce near-photographic quality print output with sharp and vivid graphics.

■ Bubble Jet Paper LC-301

Developed for high quality printing with minimal or no smearing when in contact with water or damp surfaces. This specially coated paper produces bright and vivid colours and stands up to normal office highlighters.

■ Transparencies CF-102

Produce excellent contrast, sharpness, and colour, creating crisp and professional overhead presentations.

Do not use normal transparencies in the machine as they do not absorb ink and may cause ink to run.

■ High Gloss Photo Film HG-201

A bright white finish film that lends striking visual power to charts, graphs, and photographic images. It creates a sharper and more vivid colour output than is possible with coated paper.

■ Glossy Photo Cards FM-101

Made from the same stock as Glossy Photo Paper, these cards allow you to print images over the entire area of the card. Print the image so that it extends beyond the perforations and then trim off the unwanted white margins.

■ **Photo Paper Pro PR-101/ PC-101S**

Photo Paper Pro PR-101 is thick paper with a treated surface that enhances gloss and provides superior colour reproduction. It is ideal for printing high quality photographs.

Photo Paper Pro PC-101S is made of the same material as Photo Paper Pro PR-101. This photo-size paper is intended for printing images that cover the entire surface of the card, without a white border. To take full advantage of PC-101S, make the images slightly larger than the area indicated by the perforations. This paper is ideal for printing high quality photographs.

■ **T-Shirt Transfers TR-201**

This paper is used to produce iron-on transfers.

Chapter 2

Technical Reference

Product: 2001 Canon SmartBase MPC600F/MPC400 Printer Service Repair Workshop Manual

Full Download: <https://www.arepairmanual.com/downloads/2001-canon-smartbase>

[-mpc600fmpc400-printer-service-repair-workshop-manual/](https://www.arepairmanual.com/downloads/2001-canon-smartbase-mpc600fmpc400-printer-service-repair-workshop-manual/)

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