

Canon



**imageRUNNER
ADVANCE
C3330i / C3325i**



Service Guide

Published by
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Canon U.S.A. Homepage: <http://www.usa.canon.com>
Canon U.S.A. Internet e-Support Center Web site: <http://www.support.cusa.canon.com>
Canon U.S.A. ISG Central Web site: <http://www.isgcentral.cusa.canon.com>
Canon Network Access (CNA) Web site: <http://www.cna.cusa.canon.com>

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REVISION HISTORY

Revision	Date	Sections	Details
—	May 2015	All	Release of the imageRUNNER ADVANCE C3300 Series Service Guide.

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Contents

I.	Product Overview and Configuration -----	1
A.	Overview -----	1
B.	Features -----	2
C.	Main Unit Box Contents -----	5
D.	Configuration -----	6
II.	Hardware Accessory Options -----	12
A.	Cassette Feeding Unit-AL1 -----	12
B.	Cabinet Type-J -----	12
C.	FL Cassette-AX1 -----	12
D.	FL Cassette-AY1 -----	12
E.	Staple Finisher-U1 -----	13
F.	Booklet Finisher-U1 -----	13
G.	Inner Finisher-G1 -----	13
H.	Inner 2Way Tray-J1 -----	14
I.	Copy Tray-J2 -----	14
J.	Copy Card Reader-F1 -----	14
III.	System Options -----	15
A.	Copy and Print Options -----	15
1.	Barcode Printing Kit-D1 -----	15
2.	Secure Watermark-B1 -----	15
3.	PCL International Font Set-A1 -----	15
B.	Universal Send and Fax Options -----	16
1.	Universal Send Trace & Smooth PDF Kit-A1 -----	16
2.	Universal Send Security Feature Set-D1 -----	16
3.	Universal Send Digital User Signature Kit-C1 -----	16
4.	Super G3 FAX Board-AR1 -----	16
5.	Super G3 2nd Line Fax Board-AR1 -----	16
6.	Remote Fax Kit-A1 -----	16
C.	Connectivity Options -----	17
1.	Web Access Software-H1 -----	17
2.	USB Device Port-E4 -----	17
D.	Data Security and Wireless Options -----	17
1.	Encrypted Secure Print Software-D1 -----	17
2.	iR-ADV Security Kit-L1 for IEEE 2600.1 Common Criteria Certification Set (Not Available at Launch) -----	17
3.	HDD Data Encryption Kit-C9 -----	17
4.	Removable HDD Kit-AK1 -----	18
5.	Document Scan Lock Kit-B1 -----	18
E.	Accessibility Options -----	18
1.	Voice Guidance Kit-F2 -----	18
2.	Voice Operation Kit-C2 -----	18
3.	ADF Access Handle-A1 -----	18
IV.	Document Storage Capabilities -----	19
A.	Mail Box Simple -----	19
B.	Network -----	19
C.	Memory Media -----	20
D.	Advanced Box Client -----	20

V.	Security Features	21
	A. Device Authentication	21
	1. User Authentication	21
	2. Department ID Management	22
	3. SSO-H	22
	B. Data Security	23
	1. Initialize All Data/Settings Function	23
	2. HDD Data Erase Kit	24
	3. Document Scan Lock Kit	24
	4. TPM (Trusted Platform Module)	25
	5. HDD Data Encryption Kit	26
	6. Removable Hard Disk Drive Kit	26
	7. HDD Data Erase Scheduler	26
	C. Document Security	27
	1. PDF Visible Digital Signature	27
	2. Adobe LiveCycle Rights Management ES Server Integration	27
	D. Network Security	28
	1. IPsec	28
	2. Filtering by Port Number	28
	3. Wireless Security and Authentication	28
	4. Network Port and Application Access Control	28
VI.	Software Solutions	29
	A. Document Management and Binding Software	29
	1. imageRUNNER ADVANCE Desktop	29
	2. imageRUNNER ADVANCE Quick Printing Tool	29
	3. imageWARE Document Server	29
	4. imageWARE Scan Manager DS	30
	5. eCopy PDF Pro Office	30
	B. Scan Management Software	31
	1. Workflow Composer and Connectors	31
	2. Authorized Send	31
	3. uniFLOW (Scanning)	31
	4. ADVANCE Cloud Portal	31
	5. eCopy ShareScan	31
	C. Print/Output Management Software	32
	1. Direct Print & Scan for Mobile	32
	2. uniFLOW	32
	3. AA-PRINT (Advanced Anywhere Print)	32
	4. EFI PrintMe	32
	D. Device Security and Management Software	33
	1. AA-PROX (Advanced Authentication – Proximity Card)	33
	2. uniFLOW Device Security & Management	33
	3. uniFLOW Serverless Secure Print	33
	4. imageWARE Enterprise Management Console and Plug-ins	33
	5. imageWARE Secure Audit Manager Express	34
	6. MEAP Web	34
	7. MDS Cloud	34
	E. Business Workflow Software	35
	1. Forms and Print Services for Salesforce	35
	2. Enterprise Imaging Platform	35
VII.	Dealer Sales/Service Authorization	36

VIII.	Service Training	36
	A. Training Program Overview	36
	B. Online Course Module	36
	C. Prerequisites	37
	D. Certification	37
	E. Who Should Attend	37
	F. Online Course Training Facilities	38
	G. Course Equipment	38
	H. Service Materials	38
IX.	Servicing Notes	39
	A. Power and Plug Requirements	39
	B. Installation Space Requirements	41
	C. Estimated Installation Times	43
	D. Remote Support Services	44
	1. imageWARE Remote	44
	2. Content Delivery System	44
	E. Serviceability	47
	F. Less Maintenance Strategy	48
	G. Device Configuration Management	49
	1. DCM (Device Configuration Manager)	49
	2. Device Migration Navigator	49
	H. LMS (License Management System)	50
	I. Content Delivery System Web Site	51
	J. Recommended System Engineer Requirements	52
	K. Firmware Upgrades Using the Service Support Tool	53
	L. Computer Requirements for Downloading Firmware	54
	M. Hard Disk Drive Handling	54
	N. Special Tools	55
	O. Consumables	56
	P. Consumable Parts	58
	Q. Periodically Replaced Parts	60
	R. Periodic Maintenance	60
	S. Counters	62
	T. MEAP Counter	64
X.	Suggested End-User Customer Service Offerings	65
	A. Monthly Copy/Print Volume	65
	B. Limited Warranty Support	65
	1. End-User Limited Warranty Conditions	65
	2. GPR-53 Drum Unit Limited Warranty	65
	3. Flat-Rate Program	66
	4. Warranty Parts for Repair	68
	5. e-Tag	70
	6. Online Limited Warranty Credit Inquiry	72
XI.	Product Technical Support Offerings	76
	A. Dealer Support Requirements	76
	B. Canon USA Support Offerings	78
	1. Canon USA Technical Support Center	78
	2. Internet Support	80

XII. Appendix -----	83
A. Specifications -----	83
B. Main Unit Limited Warranty -----	95
C. List of Tables -----	96
D. List of Figures -----	97

I. Product Overview and Configuration

A. Overview

The Canon imageRUNNER ADVANCE C3300 Series consists of the imageRUNNER ADVANCE C3330i/C3325i. These models bring the following capabilities to users in a low-volume, medium to small size, or remote office environment:

- Speeds of up to 30 ppm (pages per minute) (LTR, Color and Black-and-White).
- Duplexing document feeder with two-sided color and black-and-white scanning speeds of up to 27.5 ipm (images per minute) at 300 dpi, and 100-sheet capacity.
- A 7" full-color WVGA LCD display (640 x 480 pixels), tilting control panel.
- Finishing options, such as an inner finisher, staple finisher, or booklet finisher.
- A maximum paper size of 12" x 18" is supported. Multiple paper sources, including an optional cassette feeding unit, can hold up to 2,300 sheets of paper.
- Prints in 600 x 600 dpi at the engine's rated speed.
- Standard HDD (Hard Disk Drive) Data Erase feature.
- The ability to continue printing in B&W when there is a CMY drum error.
- Inter-device link functionality enables imageRUNNER ADVANCE C3300 machines with a network connection to connect to other imageRUNNER ADVANCE host models with an Advanced Box. This enables the imageRUNNER ADVANCE C3300 Series machine to act as a client, and share the Scan and Print functions from the Advanced Box of the host imageRUNNER ADVANCE machine. Client imageRUNNER ADVANCE C3300 Series machines can also share remote address books, send and receive fax documents using the Remote Fax function (provided the Remote Fax Kit is installed on the imageRUNNER ADVANCE C3300 Series device).
- RAPID Fusing Technology enables quick warm up times and first copy output times.
- OPC drum technology improves longevity, which results in lower operating costs and reduced downtime.
- Reduced toner soiling with new toner supply system.
- Standard Universal Send and UFR II printing.
- Standard USB memory support. Use the USB memory port to scan to or print from a USB memory stick.
- "Less-Maintenance" design – Some customers are able to replace a few components that require regular replacement.
- All imageRUNNER ADVANCE C3300 Series machines are EPEAT (Electronic Product Environmental Assessment Tool) qualified.
- The ability to activate optional software products via the LMS (License Management System). Refer to the [LMS](#) section herein for further details.

B. Features

The imageRUNNER ADVANCE C3300 Series machines offer the following new system, performance, and environmental features:

- On-screen device maintenance videos.
- Advanced imageCHIP System Architecture – A dual CPU design for image processing, and maintains concurrent UI and network connection responses.
- Enhanced user authentication capabilities.
- OOXML Scan to PowerPoint and Word support with enhanced authentication for Send.
- Quick startup and high-speed RIP.
- Energy Saver LED key and improved handling of originals.
- Remote/Auto Shutdown and Weekly Shutdown Timer support.
- Toner signal alarm (pre-toner low alarm and toner bottle count up alarm).
- Ability to detect when a new toner bottle, drum unit, and fixing unit has been installed.
- The ability to continue printing in B&W when there is a CMY drum error.
- Faster firmware upgrade time with the Parallel Update feature.
- Ability to duplicate the same settings on one machine, and then install these settings on multiple other machines.
- Use of a temporary data storage function by making a backup in the Service mode.
- Use of automatic pull-in cassettes.

Table 1 - imageRUNNER ADVANCE C3300 Series Comparison

Feature		imageRUNNER ADVANCE	
		C3330i	C3325i
Print Speed (ppm) (LTR, B&W and Color)		Up to 30	Up to 25
Optimum Copy Volume (copies/prints)		Approximately 2,000 to 16,000	
Scan Speed (LTR, 300 dpi, B&W/Color)	Simplex	Approximately 55 ipm/55 ipm	
	Duplex	Approximately 27.5 ipm/27.5 ipm	
Scan Speed (LTR, 600 dpi, B&W/Color)	Simplex	Approximately 30 ipm/30 ipm	
	Duplex	Approximately 15 ipm/15 ipm	
Automatic Document Feeder		Standard	
Feeder Capacity		Up to 100 sheets (20 lb bond (80 g/m ²))	
Resolution	Reading	Up to 600 x 600 dpi	
	Writing	Up to 1,200 x 1,200 dpi	
Maximum Paper Size		12" x 18"	
Maximum Paper Weight	Paper Drawer	80 lb cover (220 g/m ²)	
	Multi-Purpose Tray	140 lb index (256 g/m ²)	
Paper Capacity	Paper Drawers	Up to 640 sheets (17 lb bond (64 g/m ²)) Up to 550 sheets (20 lb bond (80 g/m ²))	
	Multi-Purpose Tray	Up to 100 sheets (20 lb bond (80 g/m ²))	
Multiple Copies		1 to 999 sheets	
Printer Memory		2 GB	
Hard Disk Drive ¹		Approximately 250 GB (Used Space: 215 GB)	
Warm Up Time (at a room temp. of 68°F (20°C)) ²	After Power ON ³	Approximately 34 seconds	
	From Sleep Mode	Approximately 10 seconds	
	From the Quick Startup Settings for Main Power Mode ⁴	Approximately 7 seconds	
FCOT (First Copy Output Time)	Full Color	Approximately 8.2 seconds	
	B&W	Approximately 5.9 seconds	
Power Consumption ⁵	Maximum	Approximately 1.5 kW	
	In the Sleep Mode	Approximately 0.8 W	
	Quick Startup Settings for Main Power Mode is 'Off'	Approximately 0.19 W	
	Quick Startup Settings for Main Power Mode is 'On'	Approximately 0.45 W	
Power Requirements		120V AC, 60 Hz, 7.5 A	
Plug Type		NEMA 5-15P	

1 The hard disk capacity is subject to change in a future release.

2 Activation time may vary, depending on the environment and conditions under which the machine is used.

3 The Quick Startup Settings for Main Power mode is set to 'Off'.

4 Even if the Quick Startup Settings for Main Power mode is set to 'On', the Warm-Up time may be longer, depending on the conditions under which the machine is used.

5 These values may differ, depending on the system and conditions of use.

Table 1 – imageRUNNER ADVANCE C3300 Series Comparison Continued

Feature		imageRUNNER ADVANCE	
		C3330i	C3325i
Toner Yield (at 5% Coverage (LTR))	Black	Approximately 36,000 pages	
	Color (CMY)	Approximately 19,000 pages	
Drum Yield (LTR)	Black ⁶	Approximately 97,000 pages	Approximately 86,300 pages
	Color (CMY) ⁷	Approximately 82,700 pages	Approximately 72,600 pages
Copy		Standard	
Store	Mail Box Simple	Standard	
	Advanced Box	As a client only	
	Memory Media Support	Standard (USB)	
Print	UFR II, PCL, and Adobe PS (PostScript)	Standard	
	imagePASS (External)	Not Available	
Send	Color Universal Send	Standard	
	Scan to USB/Print from USB	Standard	
	Trace & Smooth PDF Kit	Optional ⁸	
	PDF Security Feature Set	Optional ⁹	
	PDF Digital User Signature	Optional	
Fax	Single Line	Optional w/Super G3 FAX Board-AR1	
	2 nd Line	Optional w/Super G3 2 nd Line Fax Board-AR1	
	Remote Fax	Optional w/Remote Fax Kit-A1 (As client only)	
Network		Standard Ethernet 10/100/1000Base-TX	
Remote UI		Standard	
Remote Operator's Software		Standard	
MEAP/MEAP Web Capability		Standard	
AMS (Access Management System)		Standard	

6 Based on 25% color ratio and LTR size paper.

7 Based on 100% color ratio and LTR size paper.

8 Includes Trace & Smooth PDF format support.

9 Includes Digital Device Signature (PDF/XPS) and Encrypted PDF modes.

C. Main Unit Box Contents

Note: The box contents shown below are for *reference purposes only*, and are subject to change without notice.


Table 2 – imageRUNNER ADVANCE C3300 Series Box Contents

Contents	imageRUNNER ADVANCE	
	C3330i	C3325i
Main Unit	✓	✓
Support Guide	✓	✓
Quick Operation Guide	✓	✓
e-Manual	✓	✓
AMS Kit Software/Manual CD	✓	✓
Features of AMS	✓	✓
Notice for Latest Software (CS/PS)	✓	✓

D. Configuration

Note: All configurations shown are for *reference purposes only*, and are subject to change without notice. Please refer to the Dealer Price List on the ISG Central Web site for the most up-to-date item numbers.

Table 3 – Configuration

Item	Part Number ¹⁰
<p>imageRUNNER ADVANCE C3330i with the optional Cassette Feeding Unit-AL1</p> 	
imageRUNNER ADVANCE C3330i ¹¹	8477B004AA
imageRUNNER ADVANCE C3325i ¹¹	8478B004AA

¹⁰ Part numbers are subject to change without notice.

¹¹ Ships standard with one 100-sheet capacity Duplexing Automatic Document Feeder, standard UFR II, PCL, PS, and direct printing, two 550-sheet paper cassettes, 100-sheet multipurpose tray, Color Universal Send, OOXML support (.docx, .pptx), 2 GB RAM, 250 GB HDD, 1000Base-T/100Base-TX/10Base-T, USB 2.0 connectivity, drum units, Remote Operator's Software Kit, Access Management System, HDD Data Erase, IP Sec, and Color Network ScanGear.

Table 4 – Hardware Accessories

Item	Part Number ¹⁰
Cassette Feeding Unit-AL1 ¹²	8786B002AA
Cabinet Type-J ^{12, 13}	0988C001AA
Staple Finisher-U1 (Includes the Buffer Pass Unit) ¹⁴	8473B001AA
Booklet Finisher-U1 (Includes the Buffer Pass Unit) ¹⁴	8474B001AA
Inner 2Way Tray-J1 ¹⁴	9611B001AA
Inner Finisher-G1 ^{14, 15}	8472B001AA
FL Cassette-AX1 ¹⁶	8476B001AA
FL Cassette-AY1 ¹⁷	8476B002AA
Copy Tray-J2	8815A003AA
Utility Tray-A2	3723B002AB
USB Keyboard (Cherry) ¹⁸	1266V426
Universal Keyboard Stand-A1	2212V477
Card Reader Assembly for Universal Keyboard Stand ¹⁹	2212V478
Copy Card Reader-F1 ²⁰	4784B001AA
Copy Card Reader Attachment Kit-B4	3684B004AA
Canon Card Set-A1 (1-30)	4781B001AA
Canon Card Set-A2 (31-100)	4781B002AA
Canon Card Set-A3 (101-200)	4781B003AA
Canon Card Set-A4 (201-300)	4781B004AA
Canon Card Set-A5 (301-500)	4781B005AA
Canon Card Set-A6 (501-1000)	4781B006AA
ADF Access Handle-A1	1095B001AA
Braille Label Kit-F1	7518A004AA
Copy Control Interface Kit-A1 ²¹	3726B001AA
Convenience Stapler-B1	1727V838

¹⁰ Part numbers are subject to change without notice.

- 12 The Cassette Feeding Unit-AL1 and Cabinet Type-J cannot be installed at the same time.
- 13 The Cabinet Type-J cannot be installed with the Staple Finisher-U1 or Booklet Finisher-U1.
- 14 The Staple Finisher-U1, Booklet Finisher-U1, Inner Finisher-G1, and Inner 2Way Tray-J1 cannot be installed together.
- 15 Includes two trays as standard.
- 16 A replacement cassette for Paper Drawer 1.
- 17 A replacement cassette for Paper Drawers 2, 3, and 4.
- 18 When installing the USB Keyboard, it is recommended to install the Utility Tray-A2 or Universal Keyboard Stand-A1.
- 19 Attaches to the Universal Keyboard Stand-A1 for card reader authentication.
- 20 Requires the Copy Card Reader Attachment Kit-B4.
- 21 Cannot be installed if the Copy Card Reader-F1 is installed.

Table 5 – System Accessories

Item	Box Part Number ¹⁰	eLAN Number ²²
Super G3 FAX Board-AR1	8480B002AA	-
Super G3 2nd Line Fax Board-AR1 ²³	8481B002AA	-
Remote Fax Kit-A1 ²⁴	-	3679B005AA
Encrypted Secure Print Software-D1	-	1337B011AA
Secure Watermark-B1	-	1082B010AA
Barcode Printing Kit-D1	-	3999B004AA
Web Access Software-H1	-	2738B007AA
Removable HDD Kit-AK1	8957B001AA	-
Universal Send Trace & Smooth PDF Kit-A1	-	8581B002AA
Universal Send Security Feature Set-D1 ²⁵	-	3406B006AA
Universal Send Digital User Signature Kit-C1 ²⁶	-	1326B013AA
HDD Data Encryption Kit-C9	8956B002AA	-
USB Device Port-E4	5594B004AA	-
Document Scan Lock Kit-B1	3840B007AA	-
iR ADV Security Kit-L1 for IEEE 2600.1 Common Criteria Certification Set ^{27, 28}	TBD	-
Voice Guidance Connection Kit for iR-ADV C3300 Series	9999B001AA	-
Voice Guidance Kit-F2 ^{29, 30}	3681B003AA	-
Voice Operation Kit-C2 ²⁹	3682B004AB	-
PCL International Font Set-A1	4821B003AA	-
Silex Wireless Bridge SX-4600WAN	8034B003AA	-

10 Part numbers are subject to change without notice.

22 The eLAN (Electronic License Access Number) is delivered via the CNA (Canon Network Access) Web site.

23 Requires the optional Super G3 FAX Board-AR1.

24 Cannot be installed with the Super G3 FAX Board-AR1.

25 Contains multiple options. Uses a single eLAN to generate multiple license keys or files for activation.

26 SSO-H settings must be enabled.

27 Not available at the time of device launch.

28 Includes the HDD Data Encryption Kit-C9. Specified configurations and settings need to be applied to the device to achieve and maintain IEEE 2600.1 Common Criteria Certification. Cannot be used with the Super G3 2nd Line Fax Board-AR1, Remote Fax Kit-A1, Web Access Software-H1, some MEAP applications, and imageWARE options.

29 Requires the Voice Guidance Connection Kit for iR-ADV C3300 series.

30 The Voice Guidance Kit-F2 and Voice Operation Kit-C2 cannot be installed together.

Table 6 – Integrated and imageRUNNER ADVANCE Solutions

Item	Box Part Number ¹⁰	eLAN Number ²²
AA-PROX V2.6.2 Software Only ^{31, 32}	-	4164BP90AA
AA-PROX V2.6.2 NFR Software Only ^{31, 32}	-	4164BP91AA
HDD Data Erase Scheduler V3.0 ²⁷	-	TBD
HDD Data Erase Scheduler V3.0 NFR ^{27, 33}	-	TBD
Direct Print and Scan for Mobile V2.3 (1 License)	-	4164BM80AA
Direct Print and Scan for Mobile V2.3 NFR (1 License) ³⁴	-	4164BM81AA
Authorized Send Kit V5.4.3 (1 License) ³¹	-	4164BJ94AC
Authorized Send Kit V5.4.3 (10 Licenses) ³¹	-	4164BJ95AC
Authorized Send Kit V5.4.3 (100 Licenses) ³¹	-	4164BJ96AC
Authorized Send Kit V5.4.3 (1 License NFR) ³¹	-	4164BJ97AC
AA-PRINT for MFP V1.5 (1 License) ^{27, 31}	-	TBD
AA-PRINT for MFP V1.5 NFR (1 License) ^{27, 31}	-	TBD
MEAP for PaperCut V1.0.4 ²⁷	-	TBD
MEAP Web Connection Kit	-	4848B033
MEAP Web Connection Kit NFR	-	4848B039
ADVANCE Cloud Portal for Google Drive ^{35, 36}	-	0956C001AA
Universal Login Manager – 1 Device License ³⁷	3575B372AA	-
Universal Login Manager – 5 Device Licenses ³⁷	3575B373AA	-
Universal Login Manager – 10 Device Licenses ³⁷	3575B374AA	-
Upgrade to ULM to uniFLOW for SMB-MEAP ³⁷	3575B405AA	-
MiCard PLUS	3575B353AA	-
imageRUNNER ADVANCE Desktop V3.1.2 1L with 3 Years Software Maintenance	-	4140B397AA
imageRUNNER ADVANCE Desktop V3.1.2 5L with 3 Years Software Maintenance	-	4140B398AA
imageRUNNER ADVANCE Desktop V3.1.2 20L with 3 Years Software Maintenance	-	4140B399AA
imageRUNNER ADVANCE Desktop V3.1.2 10L NFR ³⁸	-	4140B400AA
imageRUNNER ADVANCE Desktop 1L with 1 Year Software Maintenance Extension ³⁹	7494A752AA	-
imageRUNNER ADVANCE Desktop 5L with 1 Year Software Maintenance Extension ³⁹	7494A689AA	-
imageRUNNER ADVANCE Desktop 10L with 1 Year Software Maintenance Extension ³⁹	7494A868AA	-
imageRUNNER ADVANCE Desktop 20L with 1 Year Software Maintenance Extension ³⁹	7494A751AA	-
imageRUNNER ADVANCE Desktop 50L with 1 Year Software Maintenance Extension ³⁹	7494A867AA	-

10 Part numbers are subject to change without notice.

22 The eLAN (Electronic License Access Number) is delivered via the CNA (Canon Network Access) Web site.

27 Not available at the time of device launch.

31 The Jar file can only be attained via download from <http://www.canon.com/fau/downloads>.

32 Requires a supported RF IDEas pcProx Card Reader.

33 Dealers can purchase up to three NFR packages per showroom.

34 One NFR license per dealer showroom location.

35 A license is required to connect the machine to the ADVANCE Cloud Portal Web Service.

36 Requires the MEAP Web Connection Kit and PDF Direct Print feature.

37 Software license only.

38 Licenses expire in one (1) year.

39 Software Maintenance Extensions can be purchased and registered up to 5 years in advance.

Table 6 – Integrated and imageRUNNER ADVANCE Solutions Continued

Item	Box Part Number ¹⁰	eLAN Number ²²
Workflow Composer with MEAP Connectors V2.3 1L (1 to 4 Licenses)	-	4165B114AA
Workflow Composer with MEAP Connectors V2.3 1L (5 to 19 Licenses)	-	4165B115AA
Workflow Composer with MEAP Connectors V2.3 1L (20 or More Licenses)	-	4165B116AA
Workflow Composer with MEAP Connectors V2.3 1L NFR	-	4165B117AA
imageRUNNER ADVANCE Tracker V1.5.3 1L (1 to 4 Licenses)	-	4148B533AA
imageRUNNER ADVANCE Tracker V1.5.3 1L (5 to 19 Licenses)	-	4148B534AA
imageRUNNER ADVANCE Tracker V1.5.31L (20 or More Licenses)	-	4148B535AA
imageRUNNER ADVANCE Tracker V1.5.3 1L NFR	-	4148B536AA
MEAP Connector for SharePoint Server V1.1 (1 Device) ⁴⁰	-	4165B036AB
Client Access License for imageWARE Document Server V2.0 5CAL	-	4143B046AB
Client Access License for imageWARE Document Server V2.0 20CAL	-	4143B047AB
Client Access License for imageWARE Document Server V2.0 100CAL	-	4143B048AB
Client Access License for imageWARE Document Server V2.0 10CAL NFR	-	4143B049AB
imageWARE Document Server V2.0E 1L with 3 Years Software Maintenance ⁴¹	-	4143B039AB
imageWARE Document Server V2.0E 1L NFR	-	4143B045AB
imageWARE Document Server 1L with 1 Year Software Maintenance Extension ³⁹	7494A696AA	-
imageWARE Document Server V1.1 1L and DT 5L with 1 Year Software Maintenance Extension ³⁹	7494A766AA	-
imageWARE Scan Manager DS V1.1E 1L with 3 Years Software Maintenance ⁴¹	7494A698AB	-
imageWARE Scan Manager DS V1.0/1.1 EFS 1L with 1 Year Software Maintenance Extension ³⁹	7494A699AA	-
imageWARE Scan Manager DS V1.0/1.1 EFS 5L with 1 Year Software Maintenance Extension ³⁹	7494A869AA	-
imageWARE Scan Manager DS V1.1E 1L NFR ³³	7494A700AB	-

10 Part numbers are subject to change without notice.

22 The eLAN (Electronic License Access Number) is delivered via the CNA (Canon Network Access) Web site.

33 Dealers can purchase up to three NFR packages per showroom.

39 Software Maintenance Extensions can be purchased and registered up to 5 years in advance.

40 Workflow Composer must be installed. MEAP Connector for SharePoint Server 2007/2010 does not come with software maintenance.

41 Ships standard with three year software maintenance.

Table 7 – Supplies and Consumables

Item	Part Number ¹⁰
GPR-53 Drum Unit	8528B004AA
GPR-53 Black Toner	8524B003AA
GPR-53 Cyan Toner	8525B003AA
GPR-53 Magenta Toner	8526B003AA
GPR-53 Yellow Toner	8527B003AA
Stamp Ink Cartridge-C1	1857B001AA
Stamp Unit-B1	1858B001AA
Staple Cartridge-D2 ⁴²	0250A002AD
Staple-P1 ⁴³	1008B001AA
Staple-J1 ⁴⁴	6707A001AC

¹⁰ Part numbers are subject to change without notice.

⁴² Used for Booklet Finishing only in the Booklet Finisher-U1. Three cartridges per case, and 2,000 staples per cartridge.

⁴³ Used for the Inner Finisher-G1. Two cartridges per case, and 5,000 staples per cartridge.

⁴⁴ Used for corner and double stapling only in the Staple Finisher-U1 or Booklet Finisher-U1. Three cartridges per case, and 5,000 staples per cartridge.

II. Hardware Accessory Options

A. Cassette Feeding Unit-AL1



- Provides two additional paper drawers with a total capacity of up to 1,100 sheets (20 lb bond (80 g/m²)).
- Supports paper sizes up to 12" x 18" (from 14 lb bond to 80 lb cover (52 to 220 g/m²)).
- No support for coated or tab paper, or double-feed detection.
- Cannot be installed with the Cabinet Type-J.

B. Cabinet Type-J



- Used to adjust the height of the device with the standard paper-feeding configuration.
- Cannot be installed with the Cassette Feeding Unit-AL1.

C. FL Cassette-AX1



- A replacement cassette for Paper Drawer 1.
- Holds up to 550 sheets (20 lb bond (80 g/m²)).
- Paper weight: 14 lb bond to 80 lb cover (52 to 220 g/m²).

D. FL Cassette-AY1



- A replacement cassette for Paper Drawers 2, 3, and 4.
- Holds up to 550 sheets (20 lb bond (80 g/m²)).
- Paper weight: 14 lb bond to 80 lb cover (52 to 220 g/m²).

E. Staple Finisher-U1



- Contains two trays, which hold approximately 1,000 sheets of LTR paper each with no finishing modes set.
- Can corner or double staple approximately 50 sheets of paper (LTR, 14 to 20 lb bond (52 to 80 g/m²)).
- Cannot be installed with the Booklet Finisher-U1, Inner Finisher-G1, or Copy Tray-J2.

F. Booklet Finisher-U1



- Contains two trays, which hold approximately 1,000 sheets of LTR paper each with no finishing modes set.
- Can corner or double staple approximately 50 sheets of paper (LTR, 14 to 20 lb bond (52 to 80 g/m²)).
- Can saddle stitch up to 16 sheets (10 sets) in LTRR, LGL, 11" x 17", and 12" x 18" paper sizes (16 to 21 lb bond (60 to 81 g/m²)).
- Cannot be installed with the Staple Finisher-U1, Inner Finisher-G1, or Copy Tray-J2.

G. Inner Finisher-G1



- The Inner Finisher-G1 has a compact footprint and provides two trays for corner and double stapling. The upper tray can hold up to 100 sheets of LTR paper with no finishing modes set. The lower tray can hold up to 500 sheets of LTR paper with no finishing modes set.
- Cannot be installed with the Staple Finisher-U1, Booklet Finisher-U1, or Inner 2Way Tray-J1.

H. Inner 2Way Tray-J1



- Connects to the main unit, and provides two trays for print output.
- When the Inner 2Way Tray is attached, prints can be delivered to both the main tray of the machine and the Inner 2Way Tray.
- Tray A of the Inner 2Way Tray holds approximately 250 sheets of LTR paper, and Tray B can hold approximately 100 sheets of LTR paper for a total capacity of 350 sheets.
- The Inner 2Way Tray cannot be used with the Inner Finisher-G1, Staple Finisher-U1, or Booklet Finisher-U1.

I. Copy Tray-J2



- Connects to the right side of the main unit, and has a total capacity of up to 100 sheets of LTR paper.
- Cannot be used with the Staple Finisher-U1 or Booklet Finisher-U1.

J. Copy Card Reader-F1



- Supports up to 1,000 departments or users.
- Performs Department ID Management automatically. Users must insert a control card to access the machine.
- Requires the optional Copy Card Reader Attachment Kit-B4.

III. System Options

The functionality of the imageRUNNER ADVANCE C3300 Series can be expanded by installing the following system related optional accessories.

A. Copy and Print Options

1. Barcode Printing Kit-D1

- Provides the ability to print 1D and 2D barcodes on output.
- Requires license activation via the LMS

2. Secure Watermark-B1

- Enables the user to embed hidden text in the background of copies. The embedded text becomes visible when copies of the document are made on a copier.
- Requires license activation via the LMS.
- Cannot be used with the Document Scan Lock Kit-B1.

3. PCL International Font Set-A1

- Provides Andalé font support for the PCL driver.
- Enables the user to print in four Asian languages: Japanese, Chinese (Simplified), Chinese (Traditional), and Korean.
- Requires license activation via the LMS.

B. Universal Send and Fax Options

1. Universal Send Trace & Smooth PDF Kit-A1

- Enables the user to convert the text and line drawings of a scanned image to scalable outline data. The outline data (Trace) can be extracted and used in Adobe Illustrator. The smoothing process smoothes out the text of the outline data to make it appear less jagged when viewed on a computer monitor or in print.
- Requires license activation via the LMS.

2. Universal Send Security Feature Set-D1

- Enables the user to encrypt PDF and Digital Device Signature PDF/XPS files, as well as set a password to send them safely to a file server or e-mail address.
- Enables the recipient of a PDF or Digital Device Signature PDF/XPS file to verify which device scanned the file.
- Requires license activation via the LMS.

3. Universal Send Digital User Signature Kit-C1

- Enables the user to add a digital user signature obtained from a certificate authority to a PDF or XPS file. This enables the recipient of a PDF or XPS file to verify which user signed it.
- Requires license activation via the LMS.

4. Super G3 FAX Board-AR1

- Provides a single line to send and receive fax documents.
- Documents that have been created in applications can also be sent directly from a computer via a network.

5. Super G3 2nd Line Fax Board-AR1

- Provides two lines to send and receive fax documents.
- Requires the Super G3 FAX Board-AR1.

6. Remote Fax Kit-A1

- Enables the user to share the Fax function, if there is an imageRUNNER ADVANCE machine (with the Remote Fax Kit installed) and another imageRUNNER ADVANCE machine (that has the Super G3 FAX Board installed) on the same network.
- If the above condition is true, then fax documents can be sent and received remotely between the two machines.
- The Remote Fax Kit-A1 requires license activation via the LMS.
- The Remote Fax Kit and the Super G3 FAX Board-AR1 cannot be installed together.

C. Connectivity Options

1. Web Access Software-H1

- Enables the user to view Web pages from the touch panel display of the machine.
- If PDF files are registered on the Web page, the user can print them from the machine without using a computer. Moreover, if a Web page or special content is created, and then registered as a PDF file, the Web page or special content can be shared with other users.
- Required for MEAP Web application development.

2. USB Device Port-E4

Adds two USB ports to the machine so a third-party card reader can be used for additional media support.

D. Data Security and Wireless Options

1. Encrypted Secure Print Software-D1

- Enables the user to encrypt print data sent from a computer by using the Secured Print function, and then decrypt it at the device.
- Requires license activation via the LMS.

2. iR-ADV Security Kit-L1 for IEEE 2600.1 Common Criteria Certification Set (Not Available at Launch)

- Enables the user to configure security settings that are required to comply with the IEEE 2600.1 standard.
- Includes the IEEE 2600 License Certificate, Bootable CD with certified system software, IEEE 2600 User Manual CD, Installation Manual, and HDD Data Encryption Kit.
- Cannot be used with the Super G3 Fax Board (1st and 2nd lines), Web Access Software, and some MEAP applications.

3. HDD Data Encryption Kit-C9

Encrypts all image data and device settings before storing them on the hard drive.



IMPORTANT

Installing the HDD Data Encryption Kit (after the machine is installed and operational), requires the machine's system software to be updated. This reformats the entire hard drive, and all data previously stored on the hard disk drive is deleted. Accordingly, it is strongly recommended that all of the data stored on the hard disk drive of the machine be backed up prior to installing the HDD Data Encryption Kit.

4. Removable HDD Kit-AK1

- Enables the hard disk of the machine to be physically removed while the machine is unattended or not in use.
- Provides a layer a data security for government agencies and corporate enterprises who need to ensure that the data stored on the hard disk is physically secured when the machine is no longer in use.
- Includes a carrying case and a key to enable easy removal and storage.

5. Document Scan Lock Kit-B1

- Enables the user to embed hidden user information or copy restriction information in the output when documents are copied or printed.
- Enforces the policies written to track information embedded in the document to prevent users from performing restricted tasks, such as copying, sending, scanning, or storing specific documents (Scan Lock function), and identifies the user that output the document (Tracking function).
- Requires license activation via the LMS.
- Cannot be used with the optional Secure Watermark-B1 and the Job Hold function.

E. Accessibility Options**1. Voice Guidance Kit-F2**

Provides visually impaired users to hear voice navigation instructions when operating the machine.

2. Voice Operation Kit-C2

- Provides visually impaired users to hear voice navigation instructions when operating the machine.
- Includes a voice recognition function, which enables the user to set various functions of the machine by using their own voice.

3. ADF Access Handle-A1

Attaches to the Automatic Document Feeder to enable seated users to open the document feeder.

IV. Document Storage Capabilities

The imageRUNNER ADVANCE C3300 Series machines offer four built-in storage methods with flexible linkage to external systems for storing scanned documents and accessing stored files.

- Mail Box Simple
- Network
- Memory Media
- Advanced Box Client



IMPORTANT

- Canon U.S.A., Inc. is not responsible for any damages caused to user data that is stored on the hard disk drive of the machine. It is the customer's responsibility to create and maintain a data back up plan. Canon U.S.A., Inc. offers several security options to enhance document handling and storage security needs. See "[System Options](#)," on p. 15.
- It is strongly recommended to back up the data stored on the hard disk drive.

A. Mail Box Simple

The Mail Box is a data storage location in the machine that stores and handles files for printing in a format exclusively supported by this machine.

It enables users to store files that are scanned with this machine, or data sent from a personal computer via the printer driver. You can print the stored document whenever necessary using the desired settings. Up to 100 mailboxes can be used, and a name or password can be set for each mailbox.

B. Network

The imageRUNNER ADVANCE C3300 Series machines are equipped with a collaboration function that enables them to be connected to other imageRUNNER ADVANCE machines via the SMB/WebDAV protocol. When one machine is connected to another machine, a user can select an Advanced Box in the other machine (if it is on the network) to store files or print a file that is stored in the other machine on this machine.

C. Memory Media

Scan to USB memory media support is standard on the imageRUNNER ADVANCE C3300 Series machines. Users can attach a USB memory stick to the USB port to scan and store documents in the PDF, JPEG, or TIFF file format. Users can also print files stored in the memory media from an imageRUNNER ADVANCE C3300 Series machine at any time with the desired print settings.

System Administrators can also restrict scanning to and printing from memory media independently to safeguard sensitive and confidential information.

D. Advanced Box Client

If an imageRUNNER ADVANCE C3300 Series device is using the Inter-Device Link, it can be used as an Advanced Box Client, and connect to the Advanced Box of another imageRUNNER ADVANCE device (host device). Client devices can connect to the Advanced Boxes of up to 20 registered host devices to print JPEG, TIFF, or PDF files, or store scanned documents.

The Advanced Box is a storage area in the host machine that stores scanned documents and Microsoft Office files that can be used on a computer. There are two types of storage in the Advanced Box: the Shared Space and the Personal Space.

For a client device to access the Advanced Box of the host device, the Advanced Box must be opened to the public as an SMB (Server Message Block) server or WebDAV (Distributed Authoring and Versioning) server. This enables the user to access the Advanced Box from a computer, and store and share files in their native format, such as MS Word, Excel, and PowerPoint. To view and print these native format files from the Advanced Box, the user must access them via a computer.



IMPORTANT

It is strongly recommended to protect the Advanced Box folders from viruses. If the user's computer system has an antivirus system in place, add the Advanced Box folders to its list of folders to scan and protect.

V. Security Features

The imageRUNNER ADVANCE C3300 Series machines include a comprehensive set of security features, such as Device Authentication, Data Security, Document Security, and Network Security.

A. Device Authentication

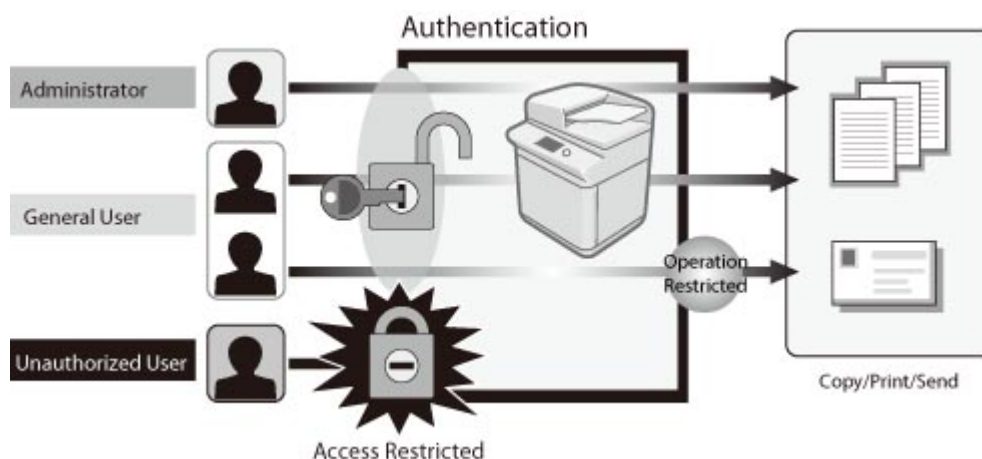
There are three ways to authenticate users at the device: via User Authentication, Department ID Management, and SSO-H (Single Sign-On H).

1. User Authentication

User Authentication is an authentication system that enables the Administrator of the machine to personalize user access (such as create personal buttons for the Quick Menu and store a user's password information), and improve security by limiting user access to functions. See [Figure 1](#) for more details.

When users use the machine, they must log on to the machine with a user account and password.

Figure 1 – User Authentication



IMPORTANT

To make full use of the User Authentication system, it is necessary to enable the Access Management System. For more information on the Access Management System, see the [SSO-H](#) section.

2. Department ID Management

Register a Department ID and password for each department, and manage the machine by limiting its use to only those who enter the correct Department ID and password. Department IDs and passwords for up to 1,000 departments can be registered. Use Department ID Management to keep track of the copy, scan, and print totals for each department.

3. SSO-H

A user authentication system that enables the functions of the machine and MEAP applications to be used by a user after being authenticated once. SSO-H has two compatible user authentication systems (Domain Authentication and Local Device Authentication). Domain Authentication is linked to a domain controller in a Windows Active Directory environment on a network. Local Device Authentication uses a database inside the machine to authenticate users. System Administrators can use one of these two systems or both at the same time.

The AMS (Access Management System) works with the SSO-H login service, and is standard on the imageRUNNER ADVANCE C3300 Series machines. AMS requires that a System Administrator controls and restricts access to the device via a user's device-level login or a function-level login credentials.

Device-Level Login: The System Administrator assigns permissions to users, based on their individual roles (System Administrator, Power User, General User, Limited User, and Guest). Up to 1,000 users can be registered, and users must enter their login credentials at the machine to gain access.

Function-Level Login: The System Administrator assigns users privileges to access specific device functions, such as Copy, Print, Send, and Fax. The user can access the machine, but are restricted to using only certain functions that the System Administrator assigns.

B. Data Security

The imageRUNNER ADVANCE C3300 Series machines offer several ways to protect and secure data. It is strongly recommended that a back up and security system is in place, along with an antivirus protection system to make sure that no data on the hard disk drives are lost, stolen, or compromised.

There are several security methods available from Canon U.S.A., Inc. that appropriately addresses a customer's needs for securing data.

- Customer Accessible HDD Initialization Function (Initialize All Data/Settings) and standard HDD Data Erase Kit
- Optional Document Scan Lock Kit
- imageRUNNER ADVANCE Trusted Platform Module
- Optional Security Kit (HDD Data Encryption Kit)
- Optional Removable Hard Disk Kit
- Optional HDD Data Erase Scheduler

CAUTION

Canon U.S.A., Inc. is not liable for any damages resulting from the loss or corruption of data. (See [“DISCLAIMER,”](#) on p. ii for further details.)

1. Initialize All Data/Settings Function

The Initialize All Data/Settings function is a standard function on all Canon devices. This setting is available in the Management Mode, to which the System Administrator must authenticate. Performing this function erases all user information on the hard disk drive of the machine (e.g., contact information, Advanced Box client data, network settings, and image data), up to nine times, depending on the Administrator settings.

IMPORTANT

The Initialize All Data/Settings function deletes the FAT (File Allocation Table) and overwrites the target HDD data area with “0” (zeroes) one time.

2. HDD Data Erase Kit

The standard HDD Data Erase Kit is for environments that require additional data security measures. The HDD Data Erase Kit automatically overwrites image data that is written to the hard drive following each job performed at the machine. Image data is overwritten up to three times with random data, depending on the preferences set by the System Administrator. Other settings for the overwrite kit include the ability to overwrite once with null data and overwrite once with random data.



IMPORTANT

Increasing the amount of times the HDD Data Erase Kit overwrites data, results in a loss of job productivity.

3. Document Scan Lock Kit

The Document Scan Lock Kit embeds an invisible code over the entire surface of a printed document, which identifies which printer printed the document, and enables the user to track who printed the document. The Document Scan Lock system is tamper resistant, and if someone tries to copy the document, the Document Scan Lock system checks to see if the person has the proper permissions to reproduce it. A password may be required to enable the reproduction of the document. For more information on the Document Scan Lock Kit, see [“Document Scan Lock Kit-B1,”](#) on p. 18.

4. TPM (Trusted Platform Module)

TPM is a standard security chip (tamper resistant hardware) installed in the imageRUNNER ADVANCE C3300 Series machines. The TPM provides a facility for the secure generation of cryptographic keys, encrypts information stored on the internal HDD, and decrypts information read from the internal HDD. The public keys to encrypt confidential information are securely controlled by the TPM chip, and they can only be decrypted if the TPM releases the associated decryption key. If the HDD is removed from the machine, it will be difficult to retrieve data off that HDD since the encryption key for that data is stored in a separate location within the TPM.

CAUTION

Once the TPM setting is activated, if the end user fails to back up the TPM key, or if the end user loses the TPM key, it may result in permanent, unrecoverable data loss, for which Canon U.S.A., Inc. is not liable. (See [“DISCLAIMER,”](#) on p. ii for further details.)



IMPORTANT

- If the TPM setting is activated and the TPM chip fails, the confidential information stored on the chip can only be recovered if Canon's service representative replaces the TPM chip and restores the original TPM key to the new chip. Immediately, back up the TPM key on a USB memory stick, after the TPM setting is activated.
- Only the System Administrator of the machine can back up the TPM key.
- For security reasons, the TPM key can only be backed up once. Store the USB memory with the back up data in a safe place.
- For the back up of the TPM key, it is recommended that a USB memory stick (supported system file: FAT32) with free space of 10 MB or more is used.
- The TPM seals the hardware components associated with the data, and the data cannot be accessed unless the specific TPM key is issued by the TPM chip. Therefore, setting the TPM mode to 'On', may affect service procedures and service costs (if not handled properly). It is strongly recommended that the System Administrator who has access to the TPM key be present for all service calls to prevent the loss of data and productivity of the machine.

5. HDD Data Encryption Kit

The optional HDD Encryption feature is another security tool available for environments requiring additional data security measures, and can be used in conjunction with the HDD Data Erase feature to provide even greater security for data stored on the internal HDD. The HDD encryption chip is Common Criteria Certified (EAL level 3), and applies 256-bit AES (Advanced Encryption Standard) encryption to all data prior to being written on the HDD. This adds an additional layer of security to files stored on the HDD. For more information on the HDD Data Encryption Kit, see [“HDD Data Encryption Kit-C9,”](#) on p. 17.

6. Removable Hard Disk Drive Kit

The optional Removable Hard Disk Drive Kit provides the capability to remove the hard disk drive from the machine so it may be placed in a secure location. The hard disk drive can easily be removed for secure storage on a frequent basis, and can easily be reinstalled for normal machine use. This option provides another layer of data security for government agencies and corporate enterprises that need to ensure that data stored on the hard disk is physically secure when the machine is not in use. For more information on the Removable Hard Disk Drive Kit, see [“Removable Hard Disk Drive Kit-AK1,”](#) on p. 18.

7. HDD Data Erase Scheduler

The HDD Data Erase Scheduler is a customized MEAP application. It enables an authenticated System Administrator to manually overwrite the machine’s temporary image data on the hard disk drive, or to schedule a daily, weekly, or monthly time to have the machine automatically overwrite the temporary image data on the hard disk drive.

C. Document Security

The imageRUNNER ADVANCE C3300 Series machines offer several document security modes to protect printed and distributed documents.

1. PDF Visible Digital Signature

The PDF Visible Signatures mode enables the user to view the device signature and user signature on a PDF file. Visible digital signatures and user signatures are displayed on the first page of the PDF file to account for the origin of the document. The System Administrator of the machine can set the Visible Signatures mode for all PDF documents or certain PDF documents created on the machine. This mode differentiates from the Digital Signature mode in that instead of having to access digital signature information from the document properties from the File menu, this information is displayed prominently on the first page of the document in the background, and is printed along with the document data, thereby deterring improper distribution of sensitive documents.

2. Adobe LiveCycle Rights Management ES Server Integration

Adobe LiveCycle enables System Administrators to set automatic document privileges and apply security policies by creating Policy Protected PDF files on the machine, even after document creation, using the Adobe LiveCycle Rights Management ES Server. Once a Policy Protected PDF document is created on the machine with this feature enabled, the PDF extension in Adobe Reader, upon attempt by a user to open a protected PDF, contacts the Rights Management Server to check the latest authorized users, expiration, auditing, and watermarking policies set by the System Administrator. These latest policies are then enforced by that application to ensure the information in that document remains secure.



IMPORTANT

- To generate a PDF linked with Adobe LiveCycle Rights Management ES Server, the Adobe LiveCycle Rights Management ES Server must be licensed, pre-configured by a System Administrator, and the machine must be connected to the Intranet or Internet.
- Encrypted PDF and PDF/A-1b documents are not compatible with Adobe LiveCycle Rights Management ES Server.

D. Network Security

The imageRUNNER ADVANCE C3300 Series machines secure network communications by using IPsec (IP Security), filtering by port number, wireless security, and network port and application control.

1. IPsec

The IPsec protocol is standard on the imageRUNNER ADVANCE C3300 Series machines. It ensures that information and communications over the network remain private by encrypting all inbound and outbound network traffic.

2. Filtering by Port Number

Port number filtering permits or rejects data packets from entering specific port numbers or a range of port numbers. Also, IP address filters to outbound connections can be applied. For example, if functions, such as Remote Copy and Universal Send are used, System Administrators can block or restrict users from sending files to specific IP addresses. This minimizes the risk of data from being sent out of the company to systems that are not trusted.

3. Wireless Security and Authentication

The imageRUNNER ADVANCE C3300 Series machines support IEEE 802.1x and IEEE 2600.1 (optional), which provide port-based authentication and security to WLANs (Wireless Local Area Networks).

Authentication involves communications between a supplicant, authenticator, and authentication server. The supplicant is authentication software on a client device. The client device (the imageRUNNER ADVANCE C3300 Series machine) needs the supplicant to provide credentials, such as user names/passwords or digital certificates, to the authenticator (a wireless access point). The authenticator then forwards the credentials to the authentication server (generally a RADIUS database) for verification. If the credentials are valid in the authentication server database, the client device is allowed to access resources located on the protected side of the network.

4. Network Port and Application Access Control

Network Port and Application Access Control enables System Administrators to set up only the necessary protocols, such as IPP, FTP, SMTP, SNMP, RAW, LPD, and others for transferring data. These protocols can be switched on and off. The System Administrator can also disable unneeded services, protocols, ports, and the potential paths of attack so that attacks on the machine can be minimized.

VI. Software Solutions

This chapter describes the optional software solutions that can be purchased to enhance the end user's experience and interaction with imageRUNNER ADVANCE machines. The various software solutions include document management and binding software, scan management, print/output management, device security, and business workflow software.

A. Document Management and Binding Software

1. imageRUNNER ADVANCE Desktop

A client-based device dashboard application to operate document publishing, management, and printing from an end-user's PC. In addition, this desktop application can be used with Canon's new imageWARE Document Server application in cases where customers want to share documents that are managed across workgroups or departments.

2. imageRUNNER ADVANCE Quick Printing Tool

The imageRUNNER ADVANCE Quick Printing Tool is a standard feature within imageRUNNER ADVANCE Desktop. The Quick Printing Tool enables the end-user to print, fax, convert documents to PDF files, or open PDF documents in Desktop Binder via a drag-and-drop action without needing to open imageRUNNER ADVANCE Desktop. The user can also monitor the status of inbound and outbound print and fax jobs, as well as apply print templates automatically, or preview documents before printing via the Desktop Binder option.

3. imageWARE Document Server

imageWARE Document Server is an office document sharing server application. It connects multiple imageRUNNER ADVANCE Desktop utilities for end-users to collaborate and share information over the network. imageWARE Document Server provides the following functionalities:

- Document Management
 - Check-in/check-out
 - Version control
 - Full text and index search capabilities
- User Authentication
 - User/group management
 - Simple user access control
 - Full control for System Administrators, such as editing, modifying, and reading documents
- Record a history of who accessed which documents (audit trail)
- Web-based administration tools accessible via Internet Explorer

4. imageWARE Scan Manager DS

imageWARE Scan Manager DS is a document capture solution that features transaction document archiving capabilities, work distribution capabilities that can be personalized according to the scan volume and skill level of each user, and one-step capture, processing, and release operations.

5. eCopy PDF Pro Office

ePPO (eCopy PDF Pro Office) is a network to desktop office scanning solution that enables end-users to create and share PDFs, edit PDF files, and convert PDF files into searchable, editable, and fully-formatted Microsoft Office or Corel WordPerfect files. ePPO also enables the user to tag PDF files for accessibility and Section 508 compliance.

B. Scan Management Software

1. **Workflow Composer and Connectors**

Workflow Composer enables the user to simplify imageRUNNER ADVANCE workflow processes by customizing multiple-step workflow functions into one-button operations. The one-button operations are available from the Quick Menu of the UI (User Interface). MEAP connectors for SMB (Server Message Block) and FTP (File Transfer Protocol) file delivery, inclusive of document indexing, come standard on the new imageRUNNER ADVANCE models, while connectors for imageWARE Document Server and SharePoint Server 2007 are available as options.

2. **Authorized Send**

Authorized Send is a MEAP application, which enables walk-up users to distribute documents quickly and securely. Authorized Send is an adaptable solution that integrates and authenticates with a wide variety of authentication servers and enterprise systems using common protocols. Authorized Send permits only authorized users to scan and send documents to e-mail addresses, network file servers/folders, and fax servers. An end-user is able to specify scan settings, such as the paper size, resolution, brightness, and file format.

3. **uniFLOW (Scanning)**

uniFLOW enables users to capture and compress scanned data, customize workflows for each document type or per user, and archive documents.

4. **ADVANCE Cloud Portal**

imageRUNNER ADVANCE end-users have access to Google Docs and Microsoft SharePoint Online cloud services from the machine's UI. End-users can scan hard-copy documents into Google Docs or Microsoft SharePoint Online, as well as print documents stored in these programs. To scan, store, or print documents, users need to log on to the cloud service from the touch panel display of the imageRUNNER ADVANCE machine—no PC or laptop is required.

5. **eCopy ShareScan**

eCopy ShareScan is an enterprise-ready, office scanning software solution that enables imageRUNNER ADVANCE devices to turn paper documents into digital data that can be edited, managed, and stored electronically.

C. Print/Output Management Software

1. Direct Print & Scan for Mobile

Direct Print & Scan for Mobile is a combination of a MEAP application that runs on an imageRUNNER ADVANCE device and a client mobile application that runs on certain BlackBerry smartphones, Android, and Apple iPhone and iPad devices.

The Direct Print & Scan for Mobile application enables users to connect mobile devices to an imageRUNNER ADVANCE machine to print documents, e-mail messages, attachments, and images, as well as load scanned data from the imageRUNNER ADVANCE machine to their mobile device.

2. uniFLOW

uniFLOW is a print/output management solution that can be customized to meet the needs of an organization. uniFLOW offers an organization of any size, a way to track printing and copying costs, secure sensitive documents, and enable users to print from any available printer on the network.

3. AA-PRINT (Advanced Anywhere Print)

The AA-PRINT solution combines Universal Login Manager with secure anywhere printing. It is designed to provide a serverless print environment that enables end-users to print and track usage from anywhere within the network to any connected device by submitting their respective authentication credentials.

4. EFI PrintMe

EFI PrintMe is a cloud-based mobile print solution for the imageRUNNER ADVANCE Series that enables end-users to print electronic files from their mobile devices, such as smartphones, tablets, and laptops to a Canon imageRUNNER ADVANCE device through the EFI PrintMe Cloud Service. Files uploaded to the EFI PrintMe Cloud Server are secured with 128-bit encryption. Walk-up end-users can print documents from the EFI PrintMe Cloud Service to a registered imageRUNNER ADVANCE device that is connected to the Internet.

D. Device Security and Management Software

1. AA-PROX (Advanced Authentication – Proximity Card)

The AA-PROX solution is a login platform that authenticates walk-up end-users to the machine via a registered proximity card or by entering a user name and password. AA-PROX authenticates users against an Active Directory or local user database on devices, and can be combined with the AMS (Access Management System) and imageWARE ADVANCE Tracker to track usage and enforce access control to system functions.

2. uniFLOW Device Security & Management

uniFLOW, the print/output management solution, includes multiple authentication methods to enable an organization to restrict machine access and functions on a per user basis. uniFLOW end-users must authenticate themselves either by entering their user name and password, or by using a smart card, proximity or magnetic card.

3. uniFLOW Serverless Secure Print

uniFLOW Serverless Secure Print is a secure printing and follow-me printing option that utilizes the end-user's client PC to store secure print jobs until the end-user can authenticate and release the secure print jobs at an imageRUNNER ADVANCE device. The imageRUNNER ADVANCE device then pulls the print job from the end-user's client PC. uniFLOW Serverless Secure Print is scalable and upgradeable to the full version of uniFLOW.

4. imageWARE Enterprise Management Console and Plug-ins

iW EMC (imageWARE Enterprise Management Console) is a Web-based network device management utility that enables IT managers to control and manage all devices installed on the network from one central location. IT managers can discover devices, view device status, manage device settings, and notify users of device errors via e-mail.

The capabilities of imageWARE Enterprise Management Console can be expanded by using optional plug-in applications, such as the Address Book Management Plug-In (enables a System Administrator to retrieve an address book from one imageRUNNER ADVANCE device, and deliver it to other imageRUNNER ADVANCE devices across the network).

The optional plug-ins are available for IT managers and dealers through <http://www.imageware.com>, or to the dealer only through Canon U.S.A.'s e-Support Center Web site www.support.cusa.canon.com.

5. imageWARE Secure Audit Manager Express

imageWARE Secure Audit Manager Express captures and archives the contents and attributes of all jobs performed on the device. This enables System Administrators to continuously track and archive network activities.

6. MEAP Web

MEAP Web enables development partners to create customized applications, which connect imageRUNNER ADVANCE machines to business applications and business process workflows by communicating through standard Web services and HTML protocols.

7. MDS Cloud

The Canon MDS (Managed Document Services) Cloud is a PAAS (Platform as a Service) solution. It consists of an MDS Collection and Configuration Agent, which is installed at the customer's site, to discover devices and gather information from a customer's complete fleet of devices, such as meter reads, manage job logs, remotely configure devices, third party device support, and manage consumables.

E. Business Workflow Software**1. Forms and Print Services for Salesforce**

Forms and Print Services for Salesforce is a cloud service that enables users to print and store reports and graphic sales data directly to their imageRUNNER ADVANCE machine without the need for print drivers.

2. Enterprise Imaging Platform

Enterprise Imaging Platform enables users to automate document and image related business processes.

VII. Dealer Sales/Service Authorization

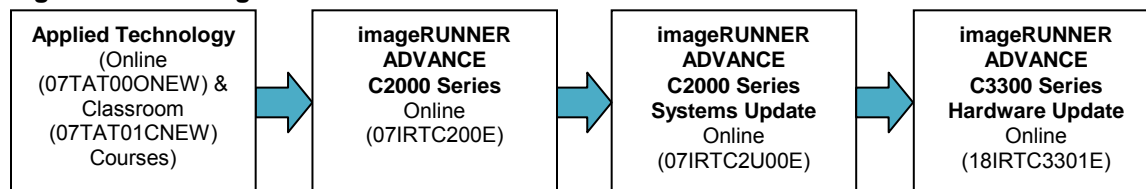
To obtain and maintain authorization to sell or service an imageRUNNER ADVANCE device, every Authorized Reseller’s location must have at least one employee who has successfully completed the appropriate imageRUNNER ADVANCE device-training program, and who has been certified, as described in [Service Training](#).

VIII. Service Training

A. Training Program Overview

The imageRUNNER ADVANCE C3300 Series Hardware Update Training Program is for service technicians who are already trained and certified on the imageRUNNER ADVANCE C2000 Series models. This update course enables technicians to identify the new features of the imageRUNNER ADVANCE C3300 Series, and provides the knowledge required for servicing and maintaining the imageRUNNER ADVANCE C3300 Series devices and respective accessories in the field.

Figure 2 – Learning Path for Technicians



B. Online Course Module

Technicians can be certified on the imageRUNNER ADVANCE C3300 Series machines by taking imageRUNNER ADVANCE C3300 Series Hardware Update course online.

The online Hardware course module is available on Canon USA’s e-Support Web site, and it provides technicians with the theoretical concepts to support the imageRUNNER ADVANCE C3300 Series machines.

Table 8 – Online Course Module

Course Name	Course Code	Required
imageRUNNER ADVANCE C3300 Series Hardware Update	18IRTC3301E	Yes

C. Prerequisites

Prior to taking the imageRUNNER ADVANCE C3300 Series Training program, technicians must successfully complete the Applied Technologies Learning course and the imageRUNNER ADVANCE C2000 Series course.

Table 9 – Prerequisite Courses

Course Name	Course Code	Required
Applied Technologies Online Course	07TAT00ONEW	Yes
Applied Technologies Classroom Course	07TAT01CNEW	Yes
imageRUNNER ADVANCE C2000 Series	07IRTC200E	Yes
imageRUNNER ADVANCE C2000 Series Systems Update	07IRTC2U00E	Yes

D. Certification

The successful completion of the imageRUNNER ADVANCE C3300 Series Hardware Update Training program and passing of the final assessment exam are required to sell this product.

Certification includes the following models:

- imageRUNNER ADVANCE C3330i
- imageRUNNER ADVANCE C3325i

E. Who Should Attend

It is highly recommended that any technician responsible for installing, servicing, or supporting the imageRUNNER ADVANCE C3300 Series machines successfully complete the imageRUNNER ADVANCE C3300 Series Hardware Update Training program and pass the final assessment exam.

Note: Our current support policy dictates that only those technicians who have completed the training program and pass the final assessment exam are entitled to live, phone-based support through our TSC (Technical Support Center). However, self-service support (software downloads, knowledgebase articles, support forums, technical publications) is available through our e-Support Center Web site for all technicians. (Refer to the Technical Support section on the e-Support Web site for entitlement details.)

F. Online Course Training Facilities

The online courses are located in the e-Learning center on Canon U.S.A., Inc.'s (hereinafter referred to as ("Canon USA")) e-Support Web site: <http://www.support.cusa.canon.com>. Certification maps on the e-Support Web site provide easy access to the training. The online courses can be conducted at any dealer facility that is suitable for online student learning. It is beneficial to have an imageRUNNER ADVANCE C3300 Series device available when taking the course.

G. Course Equipment

- Windows workstation (Vista, 7, or higher)
- Microsoft Internet Explorer V7.0 or higher
- imageRUNNER ADVANCE C3300 Series device
- Applicable accessories (hardware and software)

H. Service Materials

The materials required for the imageRUNNER ADVANCE C3300 Series Training Program are listed in the table below.

Table 10 – Service Materials

Model	Item	Location
imageRUNNER ADVANCE C3300 Series	e-Learning Training Program	Conducted online
	Service Manual	Downloadable from within the e-Learning course and the
	Parts Catalog	e-Support Center Web site

IX. Servicing Notes

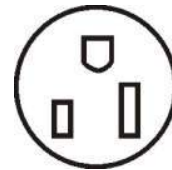
A. Power and Plug Requirements

Canon USA strongly suggests dedicated and properly grounded outlets be provided for the imageRUNNER ADVANCE C3300 Series devices.

The imageRUNNER ADVANCE C3300 Series devices require a NEMA 5-15 receptacle for proper operation. Before installation, confirm that the proper dedicated NEMA receptacles are available for these devices.

Table 11 – Main Unit Power and Plug Requirements

imageRUNNER ADVANCE C3300 Series Main Unit
--



NEMA 5-15 Receptacle



IMPORTANT

- We recommend an additional standard 120 V/15 A outlet for service tools, such as a laptop computer or vacuum that may be used when servicing or configuring the machine.
- Use only dedicated and properly grounded outlets for the main unit. It is also strongly suggested to use dedicated and properly grounded outlets for each optional accessory. Do not use extension cords. The ground connection serves to provide the internal electronics with a reference voltage. Faulty or poor ground sources will cause this reference voltage to fall into a range that no longer serves as a reliable reference voltage. The internal logic and programming of the imageRUNNER ADVANCE C3300 Series machines will not perform reliably because there is an insufficient difference between the internal operating signal voltages and the poor ground reference signal. A qualified electrician can measure and provide the ground source that the imageRUNNER ADVANCE C3300 Series machines or any computer controlled office equipment requires.
- Before installation, confirm that all necessary receptacles are available.

Table 12 – Power Requirements for the Main Unit and Optional Accessories

Part or Accessory	Power Supply	Power Supply Cord/Plug Specifications	Length of Power Cord
Main Unit	1-120V/15 A outlet	NEMA 5-15	8.5' (2.6 m)
Cassette Feeding Unit-AL1	From the main unit	—	—
Staple Finisher-U1	From the main unit	—	—
Booklet Finisher-U1	From the main unit	—	—
Inner Finisher-G1	From the main unit	—	—
Copy Card Reader-F1	From the main unit	—	—

B. Installation Space Requirements

The imageRUNNER ADVANCE C3300 Series machine approximate installation space requirements may differ, depending on how the machine is configured and the optional accessories attached. Always ensure that there is enough space for service and operation of the device.



IMPORTANT

- Make sure that approximately 19 3/4" (500 mm) of space is left around the front, left, and right sides of the machine for the proper servicing of the equipment.
- If the Copy Tray-J2 is attached to the machine, keep the back of the machine at least 10" (250 mm) away from a wall. For all other configurations, keep the back of the machine at least 4" (100 mm) away from a wall.
- The floor must be level (with no bows) and flat for the stabilization and support of the machine.
- The minimum doorway opening that the machine passes through prior to installation must be at least 30 1/2" wide.

Table 13 – Installation Space Requirements

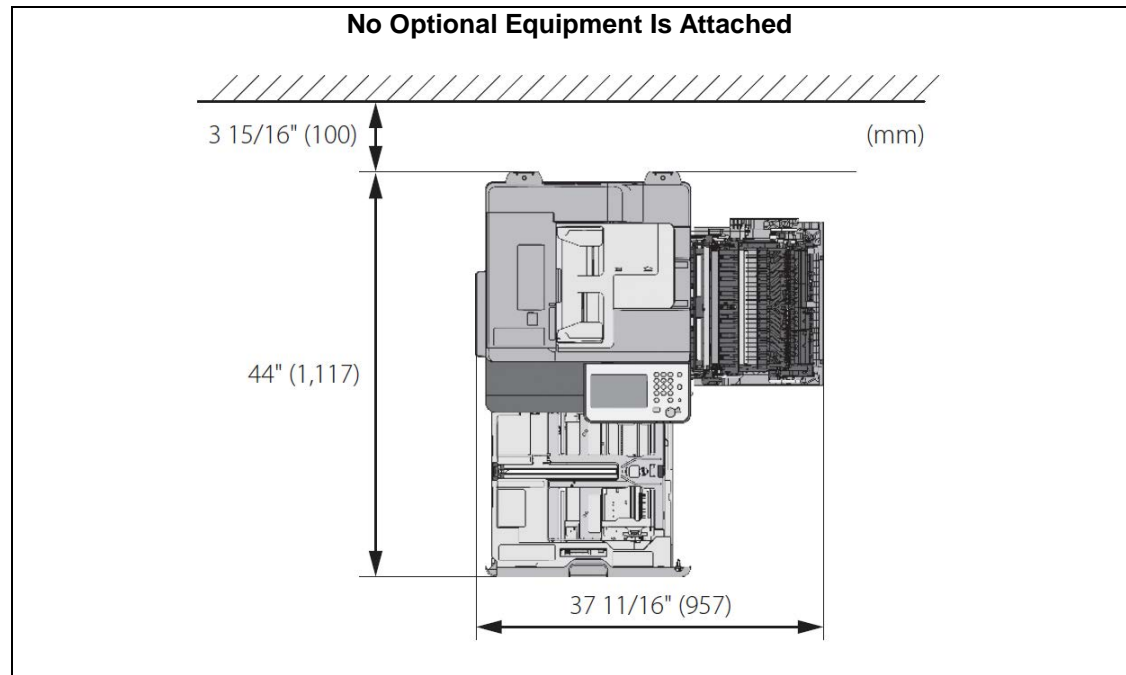
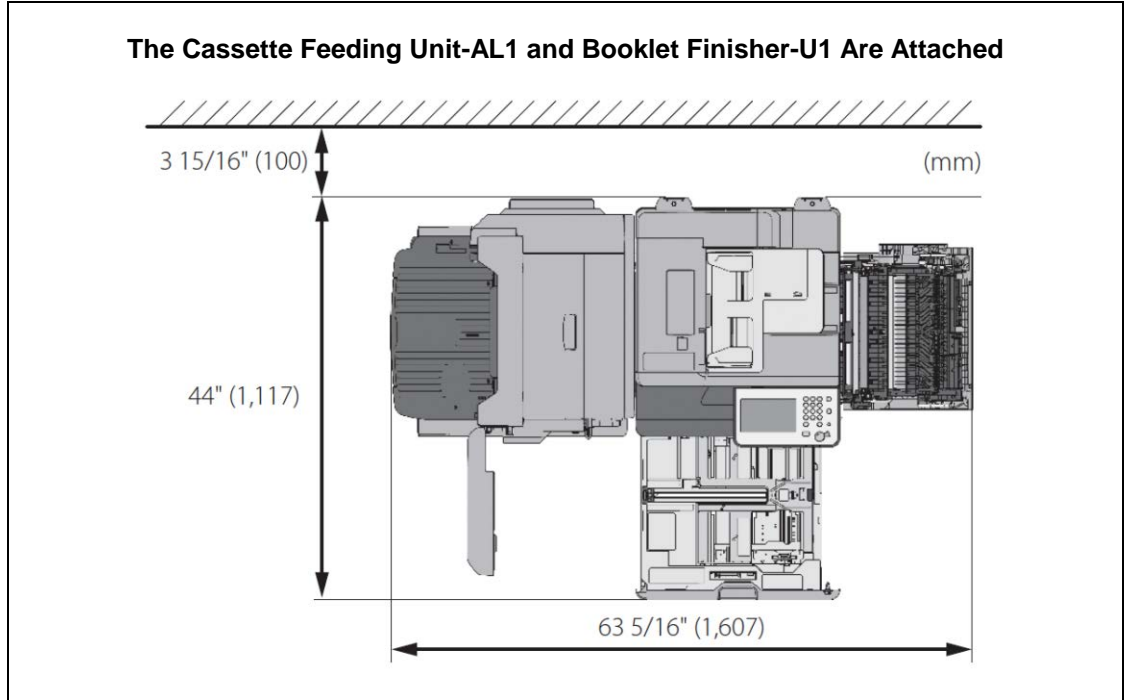


Table 15 – Installation Space Requirements Continued



C. Estimated Installation Times

The table below indicates the estimated length of time needed to unpack and install the main unit and optional accessories, and calculated from the average amount of labor hours. The estimated installation times are based on one (1) experienced technician.



IMPORTANT

The installation of the main unit on the optional Cabinet Type-J requires two or more technicians.

Table 14 – Estimated Installation Times

Description	Estimated Time
imageRUNNER ADVANCE C3300 Series Main Unit (Includes DADF-AQ1)	13 minutes
Stamp Unit-B1	3 minutes
Cassette Feeding Unit-AL1	7 minutes
Cabinet Type-J	5 minutes
FL Cassette-AX1	2 minutes
FL Cassette-AY1	3 minutes
Copy Tray-J2	1 minute
Staple Finisher-U1 with Buffer Pass Unit	16 minutes
Booklet Finisher-U1 with Buffer Pass Unit	17 minutes
Inner Finisher-G1	6 minutes
Inner 2Way Tray-J1	3 minutes
Utility Tray-A2	6 minutes
Copy Card Reader-F1 and Copy Card Reader Attachment Kit-B4	13 minutes
Cassette Heater Unit-41	6 minutes
Main Body Heater Unit-A1	3 minutes
Super G3 FAX Board-AR1	7 minutes
Super G3 2nd Line Fax Board-AR1	12 minutes
USB Device Port-E4	16 minutes
Voice Guidance Kit-F2 and Voice Guidance Connection Kit for iR-ADV 3300 Series	12 minutes
Voice Operation Kit-C2	16 minutes
HDD Data Encryption Kit-C9	10 minutes
Removable HDD Kit-AK1	14 minutes
Remote Fax Kit-A1	15 minutes
Copy Control Interface Kit-A1	9 minutes
Image Data Analyzer Board-B1	9 minutes

D. Remote Support Services

Remote support services consist of imageWARE Remote and the CDS (Content Delivery System).

1. imageWARE Remote

imageWARE Remote is a service that collects page counter, service parts counter, and alarm, jam, and error code data from Canon devices with the eRDS (Embedded Remote Diagnostic System).

The eRDS enables a device to transmit counter and error code data to a UGW (Universal Gateway) database that the dealership can retrieve via a Web portal. imageWARE Remote provides the following benefits to customers:

- The ability to communicate meter counter information to the UGW database for review by your dealership.
- The ability to communicate device alarm, jam, and error alert notifications to the UGW database. The notification settings can be adjusted by your dealership within the UGW.
- The ability to schedule a firmware download via the CDS (Content Delivery System).

2. Content Delivery System

The CDS is Canon's next generation system for the delivery and installation of firmware and MEAP (Multifunction Embedded Application Platform) applications to imageRUNNER ADVANCE devices. The advantages of the CDS include reduced service costs (labor and travel), and improved first-call resolution. Another benefit is that the latest version of firmware is always available to download and install on the imageRUNNER ADVANCE devices.

The CDS provides users the option to download select MEAP applications (.jar files and license files), select client applications, and related manuals from the CDS Web site (<http://www.canon.com/fau/downloads>). However, the value of using the CDS is realized when updating multiple imageRUNNER ADVANCE devices. You can save up to 40 minutes per machine for machine preparation and application downloads and installation.

There are three methods which helps you to deliver firmware updates and applications to imageRUNNER ADVANCE devices:

Table 15 – CDS Firmware Delivery Methods

Method		Download Firmware	Install Firmware	Frequency	Cost Savings
Method A	Scheduled Update (at device)	Automatic	Automatic	Rekurs periodically	Full, automatic and unattended firmware updates after an initial one-time setup (fewer than 5 minutes).
Method B	Remote Update via UGW + CDS	Up to 13 hours to 7 days in advance	Automatic	One time as scheduled	Eliminates technician visits. Reduces the duration of a technician's visit.
			Manual		
Method C	On Demand Update (at device)	Up to 7 days in advance	Automatic	One time as scheduled	Full, automatic and unattended firmware updates after configuring (fewer than 5 minutes). Requires a technician visit every time the firmware must be updated.
			Manual	One time on demand	

a. Method A – On-Site Scheduled Update

The On-site Scheduled Update method ensures that the device always has the latest version of firmware installed. After a one-time setup by a service technician, the imageRUNNER ADVANCE machine automatically downloads and installs new firmware as it becomes available. No further technician visits are required to update firmware.

b. Method B – Remote Update

The Remote Update method enables the dealership to arrange a scheduled firmware download to the imageRUNNER ADVANCE from the UGW, or it provides the option for a service technician to visit the site and upgrade the most recent firmware at the machine.

c. Method C – On Demand Update

The On Demand Update method provides the service technician with access to the most recent version of firmware on demand at the device. The technician also has the ability to schedule firmware installs. A service technician must visit the site every time the firmware must be updated; however, the technician does not need to maintain a library of firmware versions.

Notes:

- To utilize the CDS on an imageRUNNER ADVANCE, the device must have access to the Internet. The service technician should perform a communications test from the Service Mode of the device to validate the device's ability to communicate to the CDS Distribution Server.
- When using the Remote Update method, the service technician must enable eRDS and the CDS UGW switch on all imageRUNNER ADVANCE devices. In addition, the devices must be registered on the UGW. For more information on registering devices on the UGW, see the documentation that came with imageWARE Remote.
- The CDS Instruction Manual includes conditions for use and acceptance of the CDS Service. It also contains language to help the customer understand the conditions for use and acceptance of the third-party software that is embedded in the hardware. (These conditions are also addressed in the Limited Warranty for Embedded Software.)
- The Content Delivery System Software Solutions Guide (available on Canon USA's ISG Central and e-Support Web sites), contains additional language that Canon USA recommends your dealership include in the Maintenance Agreement with your customers as it pertains to the use of the CDS service.

E. Serviceability

The imageRUNNER ADVANCE products are designed to improve serviceability, quality, and deliver lower service costs, which result in increased dealer service profitability.

Enhanced serviceability, as part of the overall design of the imageRUNNER ADVANCE products, enables a reduction in the time required to service the machine's major components. Access to common parts and frequently-used components has been improved to enable technicians to perform tasks more efficiently.

In addition, technology improvements and the FRU (Field Replaceable Unit) Program have reduced parts pricing, improved the cost per copy, and reduced the price of the fixing roller.

Finally, the use of Remote Support Services provides your dealership with remote meter reading and service monitoring capabilities using imageWARE Remote, as well as the ability to maintain up-to-date machine firmware downloads remotely and unobtrusively by using the CDS. All of these factors combined, helps to reduce the overall cost per copy, and enables competitive suggested maintenance pricing and favorable margins.

F. Less Maintenance Strategy

The imageRUNNER ADVANCE C3300 Series machines are designed for ease of installation and parts replacement, thereby reducing dealer labor costs. Serviceability improves because these machines are equipped with the potential to reduce service operation costs for the dealer. The customer also maintains uptime by enabling a nontechnical person (end-user) to perform installation and replace parts. This includes trained delivery people, the person responsible for daily maintenance at the customer site, and end-users.

Canon USA suggests the following tasks as possible options designed to enable dealerships to reduce service costs and maintain uptime for the customer:

- Device installation by an end-user or a less-skilled person, such as a junior technician
- Select parts replacement by an end-user or a less-skilled person, such as a junior technician

The imageRUNNER ADVANCE C3300 Series machines provide dealers with more options for easy installation and parts replacement. The Less Maintenance strategy is solely at the discretion of the dealer, however, Canon USA encourages dealers to utilize this strategy as an opportunity to reduce service costs and maintain uptime for their customers.

G. Device Configuration Management

There are two tools to help a System Administrator manage device configuration settings from device to device, and they are standard tools on the imageRUNNER ADVANCE C3300 Series: DCM (Device Configuration Manager) and Device Migration Navigator.

1. DCM (Device Configuration Manager)

The DCM reduces the installation time for a new or replacement imageRUNNER ADVANCE device by enabling the user modes and service modes to be exported from the current device, and then imported to a new or replacement device.

The settings can be exported from the current device via the Remote UI or the Device Information Delivery Settings function, or via the Service Mode to USB memory media. To import these settings to a new or replacement device, use the Remote UI, or import them via the Service Mode from USB memory media. For more information on the DCM, see the *imageRUNNER ADVANCE C3300 Series Service Manual*.

2. Device Migration Navigator

The Device Migration Navigator is an application that helps the service technician select the best migration tool (Remote UI or USB memory media) to transfer device settings based on the source device, destination device, and the settings that need to be transferred.

The Device Migration Navigator delivers a printable report that shows the service technician the tools to use, the migration procedure, and the migration limitations. It is also available at no charge from CUSA's [e-Support Web site](#) Download Center.

Note: The Device Migration Navigator is only used to transfer device settings. It is not used to back up or restore RAM data.

H. LMS (License Management System)

To activate optional software programs, you must obtain a license through the LMS server. This replaces the need for additional hardware or dongles to activate new software.

The LMS is a server-based software license program. All purchased software application packages contain a license access number certificate with the documentation. The dealer must enter the license access number and the imageRUNNER ADVANCE device's serial number into the LMS server to generate a license key. The URL to access the LMS server is: <http://www.canon.com/lms/ir/>.

Figure 3 – License Management System

If there are activation or installation issues, contact the Technical Support Center. Be prepared to provide the product's serial number, license access number, and license key.

Notes:

- The license access number comes with the software. Keep the license access number in a secure location, as it cannot be replaced if it is lost.
- The machine's serial number can be found on the Counter Check screen on the machine's UI.
- Activated software programs are not impacted by normal service activity.

I. Content Delivery System Web Site

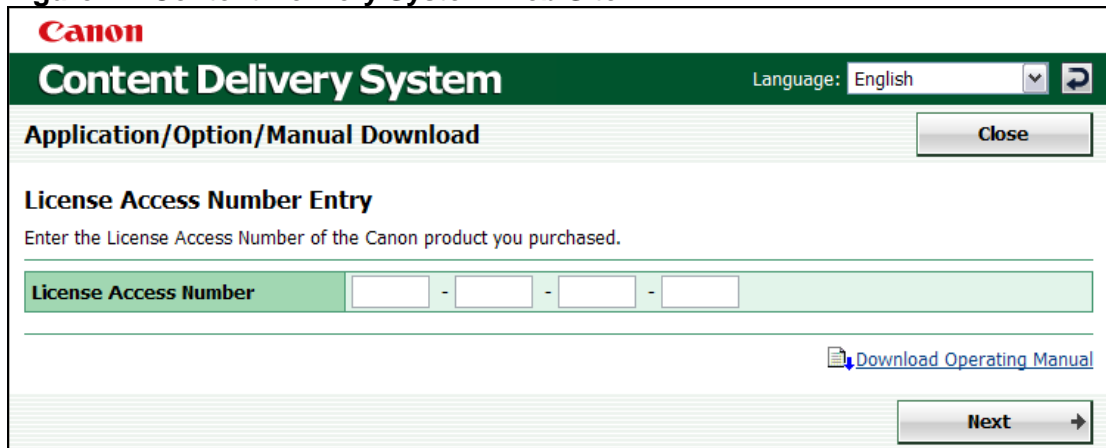
The CDS Web site enables end-users to download, install, and activate select MEAP applications (.jar and license files) via the imageRUNNER ADVANCE device directly, without the need to go through the LMS and Service Management Service.

To manage licenses, register, and install MEAP applications, you can access the CDS directly from the imageRUNNER ADVANCE device’s touch panel display, enter the LAN (License Access Number) of the MEAP application when prompted, and then follow the instructions on the touch panel display to install and register the MEAP application.

Some MEAP applications include a Software License Agreement to which you must agree before you can complete the installation and registration process.

Additionally, you can download select client applications and related manuals from the CDS Web site located at: <http://www.canon.com/fau/downloads>.

Figure 4 – Content Delivery System Web Site



If there are activation or installation problems, contact the Technical Support Center, and provide the product’s serial number and LAN.

J. Recommended System Engineer Requirements

An SE (System Engineer)⁴⁵ is recommended to work with Canon's networked devices, and should have the following basic job functions:

- Systems integration (pre-sale and post-sale)
- Installation
- Education of customers and dealership personnel
- Troubleshooting

To perform the above tasks successfully, it is crucial that the SE have strong computer skills and working knowledge in the following areas (listed in order of importance):

1. The major computer platforms (IBM-compatible and Macintosh)
2. Computer hardware (including cabling)
3. Computer software (including drivers)
4. Operating systems:
 - Windows 2000 Professional/Server/Advanced Server
 - Windows XP Professional/Home Edition (32 bit)
 - Windows XP Professional x64 (64 bit)
 - Windows Server 2003 (32 and 64 bit versions)
 - Windows Vista (32 bit)
 - Windows 7 or 8
 - Mac OS versions 10.1.5 and up (for PS/PCL), and versions 10.2.8 – 10.4.2 (for UFR II)
5. Network Operating Systems:
 - Novell NetWare 3.x, 4.x, 5.x, and 6.x
 - Windows NT/2000/2003
 - Mac OS X
6. Protocols:
 - TCP/IP
 - IPX/SPX
 - NetBIOS
 - AppleTalk
7. Printing
8. Scanning

It is also important that the SE have computer skills and working knowledge in the following areas:

- Other computer platforms (mainframe and UNIX)
- Networking
- Basic electronics

⁴⁵ An SE (System Engineer) is a professional title often used by hardware vendors for individuals who perform systems related tasks, such as analysis, design, and programming. System Engineers are also often involved in pre-sales activities.

The Education/Training (listed in preferred order) of a successful Canon dealership's SE include:

1. Novell CNA or Novell CNE or Microsoft MCSE certification
2. Two years of experience being a Canon Copier Service Technician (training centered on connectivity products)
3. A degree in Computer Science or Engineering, or a computer technician with two years of experience is required in the above areas.

K. Firmware Upgrades Using the Service Support Tool

The SST (Service Support Tool) (version 4.75 or later) is available via Canon's e-Support Center Web site (<http://www.support.cusa.canon.com>) for upgrading the following system components:

- System Software stored on the HDD
- Main engine firmware
- Accessory firmware (Refer to the SST User Manual for a list of supported devices and accessories.)
- MEAP Contents
- Language
- HDD Format
- Clear the service mode password
- Initialize the HDD Encryption Board
- Temporary back up and restore the Flash PCB (Printed Circuit Board) and SRAM settings on the Main Controller PCB 2.
- Initialize the standard area on the Flash PCB

The imageRUNNER ADVANCE C3300 Series devices support firmware downloads from the SST and a USB memory stick. When the hard disk drive is replaced, the SST is used to format the new HDD and load software.



IMPORTANT

- The imageRUNNER ADVANCE Security Kit-L1 for IEEE 2600.1 Common Criteria Certification ships with certified device firmware to enable the imageRUNNER ADVANCE C3300 Series machines to be IEEE 2600.1 certified. However, the imageRUNNER ADVANCE Security Kit-L1 for IEEE 2600.1 Common Criteria Certification is going to be available after launch.
- Once the imageRUNNER ADVANCE Security Kit-L1 for IEEE 2600.1 Common Criteria Certification is installed, you can only upgrade imageRUNNER ADVANCE C3300 Series machines with firmware versions certified for the IEEE standard 2600.1-2009. Upgrading to non-certified firmware, invalidates the IEEE standard 2600.1 certification, although the machine will continue to operate properly.

L. Computer Requirements for Downloading Firmware

The recommended desktop PC or laptop requirements⁴⁶ to download the firmware are:

- CPU: Celeron 400 MHz or higher (32-bit processor only)
- Memory: 512 MB of RAM or more
- Free HDD Capacity: 1 GB or more of available hard disk space
- High-Speed USB 2.0 (recommended) or 1.1
- Display: VGA 640 x 480 resolution or better, 256 colors or more
- Operating System (any of the following):
 - Microsoft Windows 2000 Server/Professional
 - Microsoft Windows XP Professional or Home Edition
- Network connection: 10Base-T/100Base-TX, or a PCMCIA slot for an Ethernet card
- Download Tool: SST version 4.75 or later
- Necessary Cables:
 - High-Speed USB 2.0-compliant cable (as short as possible to avoid connection problems). **Note:** Do not use extension cables.
 - Cross-over Ethernet cable

M. Hard Disk Drive Handling

The imageRUNNER ADVANCE C3300 Series machines use an HDD (Hard Disk Drive) for storing firmware and image data. The HDD is easily affected by shock, vibration, and static charge. Therefore, its handling requires special care. When transporting an HDD, which is available as a service part, it must be kept in its original package until it is installed in a machine.

CAUTION

Canon USA or any of its affiliates or dealers are not liable for any damages for loss of data received or stored on the hard disk, including loss arising from lost opportunity to use such data, even if Canon is informed of the possibility of such damages. Therefore, it is recommended not to store data on the HDD permanently without having secured copies or printouts of such data. (Review the terms of the product's Limited Warranty for more details.)



IMPORTANT

If an HDD must be replaced due to a fault, all MEAP application files stored on it will be lost, requiring all applications and their license files to be reinstalled, in addition to replacing the HDD. Refer to the *imageRUNNER ADVANCE C3300 Series Service Manual* for further details.

⁴⁶ Specifications are subject to change without notice.

N. Special Tools


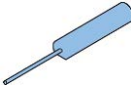
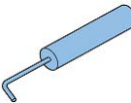

In addition to the standard tools used to service these devices, the following special tools should also be carried by a service technician, according to the tool's rank. For more information on the special tools, see the *imageRUNNER ADVANCE C3300 Series Service Manual*.



IMPORTANT

The imageRUNNER ADVANCE C3300 Series devices do not require any solvents or oils.

Table 16 – Special Tools List

Description	Appearance	Rank	Part Number ¹⁰	Remarks
Digital Multimeter		A	FY9-2002-000	Used for electrical checks and adjustment of laser power with the laser power checker.
Tester Extension Pin		A	FY9-3038-000	Used as a probe extension when making electrical checks.
Tester Extension Pin (L-shaped)		A	FY9-3039-000	Used as a probe extension when making electrical checks.
CA-7 Test Sheet		A	FY9-9323-000	Used for checking and adjusting images.
Rank Description				
A: Each service person must carry one.				

¹⁰ Part numbers are subject to change without notice.

O. Consumables

Consumables are all products and materials that are consumed with regular use and cannot be reused. Such consumables include but are not limited to paper, chemicals, and toner.

A number of factors are considered to determine the approximate yield expectancy of a consumable item, including paper size and the amount of coverage per page.

Note: All consumables shown in the table below are estimates for reference purposes only, and are subject to change without notice.

Table 17 – Main Unit Consumables List

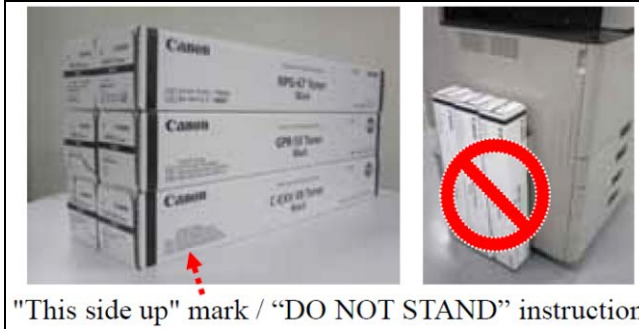
Description		Part Number ¹⁰	Quantity	Estimated Life (Pages) ⁴⁷		Remarks
				C3330i	C3325i	
GPR-53 Drum Unit	Black	8528B004AA	1	Approx. 97,000	Approx. 86,300	Based on a 25% color ratio.
	Color			Approx. 82,700	Approx. 72,600	
GPR-53 Black Toner		8524B003AA	1	Approximately 36,000		
GPR-53 Cyan Toner		8525B003AA	1	Approximately 19,000		
GPR-53 Magenta Toner		8526B003AA	1	Approximately 19,000		
GPR-53 Yellow Toner		8527B003AA	1	Approximately 19,000		

¹⁰ Part numbers are subject to change without notice.

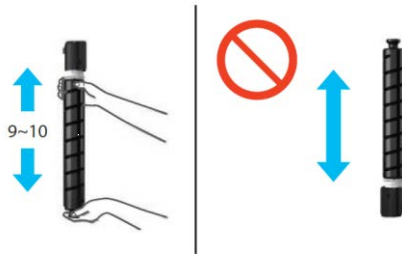
⁴⁷ Value is based on LTR paper. Estimated average values in the field are based on data from the supplier. Data is subject to change, depending on many factors, including, without limitation, the monthly copy volume, environment, type of image printed, and how the customer handles the equipment.

Notes:

- Make sure to store toner bottles horizontally with the proper side facing up.



- Before you use toner, hold each toner bottle vertically with the white portion on top, and then shake the toner bottle up and down approximately 10 times.



P. Consumable Parts

Consumable parts are defined as those parts having a limited life that will be reached during a customer’s specific machine operation, and should then be replaced as needed. Examples of consumable parts include, but are not limited to, feed rollers and cleaner blades.

An estimated consumable parts list is provided in the table below to assist in the initial parts/supplies planning. A consumable part’s life expectancy is directly related to usage factors, such as paper size, paper quality, environment, usage application, and machine maintenance. Therefore, consumable parts do not have a warranty, and Canon USA cannot guarantee a minimum life.

Note: All consumable parts shown in the table below are for reference purposes only, and are subject to change without notice.

Table 18 – Main Unit Consumable Parts List

Description	Part Number ¹⁰	Quantity	Estimated Life ⁴⁷	Factors That Affect Life	Remarks
ITB Unit (Parent)	FM1-A605-000	1	180,000 pages	Job Length, Color Ratio	
Secondary Transfer Outer Roller	FE3-4783-000	1	180,000 pages	Job Length, Color Ratio	
Fixing Unit (Parent)	FM1-D276-000	1	180,000 pages	Job Length	Customer replaceable, if dealer chooses to allow.

Table 18 – Main Unit Consumable Parts List Continued

Description	Part Number ¹⁰	Quantity	Estimated Life ⁴⁷	Factors That Affect Life	Remarks
Developing Unit (Bk)	FM1-B267-000	1	240,000 images	Job Length	
Developing Unit (C)	FM1-B266-000	1	240,000 images	Job Length	
Developing Unit (M)	FM1-B265-000	1	240,000 images	Job Length	
Developing Unit (Y)	FM1-B264-000	1	240,000 images	Job Length	
Waste Toner Container	FM1-A606-000	1	100,000 images	Color Ratio, Image Duty	<ul style="list-style-type: none"> • Intermittent printing of 3 sheets (LTR, plain paper) per job, at an image duty of 5% per color, and color ratio of 30% • Customer replaceable, if dealer chooses to allow.

¹⁰ Part numbers are subject to change without notice.

⁴⁷ Value is based on LTR paper. Estimated average values in the field are based on data from the supplier. Data is subject to change, depending on many factors, including, without limitation, the monthly copy volume, environment, type of image printed, and how the customer handles the equipment.

Table 19 – Feeder (DAF)-AQ1 Consumable Parts List

Description	Part Number ¹⁰	Quantity	Estimated Life ⁴⁷	Remarks
Pickup Roller Unit	FM1-D470-000	1	80,000 sheets	<ul style="list-style-type: none"> • Customer replaceable, if dealer chooses to allow.
Separation Roller	FM1-D471-000	1	80,000 sheets	<ul style="list-style-type: none"> • ADF Maintenance Kit DR-202 Part Number: 4Y8-3044-000
Stamp	FB5-9410-000	1	7,000 times	Replace when the stamp becomes light.
Hinge Unit (Left)	FE3-5484-000	1	150,000 times	

¹⁰ Part numbers are subject to change without notice.

⁴⁷ Value is based on LTR paper. Estimated average values in the field are based on data from the supplier. Data is subject to change, depending on many factors, including, without limitation, the monthly copy volume, environment, type of image printed, and how the customer handles the equipment.

Q. Periodically Replaced Parts

The imageRUNNER ADVANCE C3300 Series does not have any periodically replaced parts.

R. Periodic Maintenance

The following parts in the tables below must be cleaned or adjusted as needed to ensure a specific level of machine performance.



IMPORTANT

Make sure to disconnect the power plug from the outlet periodically, and remove the buildup of dust or dirt around the power plug and the outlet by using a dry cloth.

Table 20 – Periodic Maintenance List – Main Unit

Item	Maintenance Interval (Sheets)	Remarks
	As Needed	
Patch Sensor	✓	<ul style="list-style-type: none"> • Clean with a blower. If dirt cannot be removed, clean with a moist cotton swab. • Clean when replacing the ITB.
Pre-Transfer Cover Sheet	✓	<ul style="list-style-type: none"> • Clean with alcohol and a lint-free cloth. • Clean when replacing the ITB.
Pre-Secondary Transfer Outer Guide	✓	Clean with alcohol and a lint-free cloth.
Post-Secondary Transfer Roller Guide	✓	
Registration Roller	✓	
Registration Frame	✓	
Vertical Path Roller	✓	
Duplex Merging Roller	✓	
Reverse Vertical Path Rollers 1 and 2	✓	
Duplex Rollers 1 and 2	✓	
First Delivery Roller	✓	
Second Delivery Roller	✓	
Third Delivery Roller	✓	
Rowel	✓	
Tray Duct Assembly, Lower	✓	
Dustproof Glass	✓	

Table 21 – Periodic Maintenance List – Reader

Item	Maintenance Interval (Sheets)	Remarks
	As Needed	
Copyboard Glass (Both Sides)	✓	Clean with alcohol and a lint-free cloth (including the white plate on the back).
DF Scanning Glass (Both Sides)	✓	
Scanner Mirror (1st to 4th)	✓	
White Plate (Copyboard)	✓	
Vertical Size Plate	✓	

Table 22 – Periodic Maintenance List – Feeder

Item	Maintenance Interval (Sheets)	Remarks
	As Needed	
Pickup Roller	✓	Clean with alcohol and a lint-free cloth.
Separation Roller	✓	
Registration Roller	✓	
Feed Guide/Rib	✓	
Delivery Roller/Roller	✓	
Rollers/Slave Roller	✓	Adjust the height, if necessary.
Height of ADF	✓	

S. Counters

The imageRUNNER ADVANCE C3300 Series machines use soft counters to track their functional copy use. The control panel displays up to eight counters on the Counter Status Check screen (when the Counter Check key on the control panel is pressed). By default, the imageRUNNER ADVANCE C3300 Series machines display 6 out of 8 counters on the Counter Status Check screen.

The imageRUNNER ADVANCE C3300 Series machines also have a Toner Bottle Counter that counts up after the machines recognize that a new toner bottle has been inserted. There is also a Video Count Frequency Distribution Counter that determines a customer's image duty trend. These counters are installed to provide support for billing customers who order and consume a lot of toner. Toner units shipped can be compared against toner bottles actually installed in the machine.

The table below indicates the default counter configurations of the imageRUNNER ADVANCE C3300 Series machines displayed on the Counter Status Check screen. For more information on the soft counter configurations, see the *imageRUNNER ADVANCE C3300 Series Service Manual*. Specifically, refer to the Service Mode section of the Service Manual that covers the setting under COPIER > OPTION > USER.

Table 23 – Soft Counter Configuration

Counter	Description	Default Display	Default Switch
1	101: Total 1	On	Fixed
2	108: Total (Black 1)	On	Can be changed via Service Mode setting to any available counter.
3	229: Copy (Full Color + Single Color/Large ⁴⁸)	On	
4	230: Copy (Full Color + Single Color/Small ⁴⁹)	On	
5	321: Print (Full Color + Single Color/Large ⁴⁸)	On	
6	322: Print (Full Color + Single Color/Small ⁴⁹)	On	
7	Not displayed	Off	
8	Not displayed	Off	

The displayed counters can be changed, enabled, or disabled in the Service Mode, except for Counter 1. Counter 1 cannot be changed under any circumstances.

48 Refers to large size paper (when the paper length exceeds 14" (364 mm) in the paper feed direction).

49 Refers to small size paper (when the paper length is 14" (364 mm) or shorter in the paper feed direction).

Table 24 – Toner Bottle Counters

	Toner Bottle Counter ⁵⁰	Unidentified Toner Bottle Counter ⁵⁰	Video Count Frequency Distribution Counter
Counter Number	Bk: 71 Y: 72 M: 73 C: 74	Bk: 181 Y: 182 M: 183 C: 184	—
Description	Counts how many toner bottles are consumed for each color throughout the life of the machine.	Counts how many unidentified toner bottles ⁵¹ are consumed for each color.	The image duty is classified into three ranges: LOW, MEDIUM, and HIGH ⁵² . The count is based on LTR (A4) size.
Service Mode	COPIER > OPTION > USER > TNRB-SW (Level 2)		COPIER > COUNTER > V-CNTR > Y,M,C,BK,TOTAL (Level 1)
Display on the Counter Check Screen	0: Not displayed 1: Toner Bottle Counter is displayed 3: Toner Bottle Counter and Unidentified Toner Bottle Counter are displayed		Displayed in the Service Mode only.
Remarks	Backed up three times		Not backed up.

Note: Counter 2 is for the Toner Bottle Counter and Premature Removal Counter. Counter 2 is not displayed on the Counter Check screen, as the imageRUNNER ADVANCE C3300 Series machines do not support the Premature Removal Counter.

50 The counter is not advanced under these conditions after replacing the DC Controller PCB:
 - The DC Controller was replaced when the power was OFF, and a new toner bottle was installed before the power was turned ON.
 - The DC Controller was replaced when the power was OFF, the power was turned back ON, and then a new toner bottle was installed (old bottle was already removed or the front door was open).

51 A toner bottle whose IC tag information cannot be read.

52 LOW: 0% to 3%; MID: 3% to 7%; HIGH: 7% to 100%.

T. MEAP Counter

The MEAP application counter counts the number of prints and scans made per MEAP application. You can view the MEAP counter by logging on to the MEAP SMS (Service Management Service) Application/License Information page via a Web browser. (The computer you are using must be connected to the machine and network.) You can also view the MEAP counter from the MEAP device. Press the Counter Check button on the device's control panel, and then press the MEAP Counter key on the touch panel display.

There are three types of MEAP applications:

- Applet: Contains a user interface on the touch panel display of the device. Up to nine applet tabs can be displayed on the touch panel display of the device.
- Servlet: Contains a remote, programmable user interface for the application via a Web browser.
- Esplet: The application does not contain a user interface.

Each MEAP application has its own counter. There are 20 counters available for MEAP applications on the imageRUNNER ADVANCE C3300 Series machines. However, one of these 20 counters is used for Universal Send.

X. Suggested End-User Customer Service Offerings

A. Monthly Copy/Print Volume

The maximum print/copy monthly volume is the maximum number of pages the machine can produce within a one-month period (based on letter size paper). However, the device should not be used to produce the maximum number of pages, or a greater volume, on a consistent monthly basis.

The optimum performance range is the volume range that the equipment was intended to run on a regular basis to maintain a high-level of performance and print/copy quality.

Table 25 – Monthly Copy/Print Volume

Model	Optimum Performance Range	Maximum Monthly Copy/Print Volume
imageRUNNER ADVANCE C3330i	Approximately 2,000 to 16,000	Up to 110,000 copies/prints
imageRUNNER ADVANCE C3325i		Up to 95,000 copies/prints

B. Limited Warranty Support

1. End-User Limited Warranty Conditions

Ninety (90) days after delivery to the original purchaser or 30,000 prints/copies, or a combination of both, whichever comes first.

This limited warranty covers the compatible Canon brand product accessories. For detailed warranty information, please refer to the imageRUNNER ADVANCE C3330i/C3325i Series Limited Warranty located in the [Appendix](#).

Note: There is no warranty on any consumable items or consumable parts, such as paper, toner, chemicals, or pick-up rollers.

2. GPR-53 Drum Unit Limited Warranty

Full Credit:		30 days from the date of the original purchase, or 1,000 prints or copies (or a combination of both), whichever comes first.
Prorated Credit	Black Drum	120 days after delivery to the original purchaser, or 72,000 prints or copies (or a combination of both), whichever comes first.
	Color Drum	120 days after delivery to the original purchaser, or 61,000 prints or copies (or a combination of both), whichever comes first.

3. Flat-Rate Program

The Flat-Rate Program provides a flat-rate credit to Canon USA's full-line dealers as compensation for warranty expenses that they may incur. Dealers who purchase an imageRUNNER ADVANCE C3300 Series device will receive a Flat-Rate Program credit during the month after their purchase. This credit covers the dealer's cost of defective parts and drums with a dealer cost **under \$300.00** that have been replaced during the term of the end-user's Limited Warranty.

The Flat-Rate Program enables the dealer to return the more expensive machine parts to receive reimbursement for in-warranty part failures. The flat-rate credit is a percentage of your eligible machine purchases, drums, and accessories. Flat-rate credits are posted monthly in the CNA (Canon Network Access) section of Canon USA's ISG Central Web site. Refer to the [Online Limited Warranty Credit Inquiry](#) section for more information.

Original defective parts with a dealer cost **over \$300.00** that have been replaced during the term of the end-user warranty are eligible to receive reimbursement credit through the e-Tag process. Parts that are listed on the Canon USA Repairable Parts List should be sent to an APRF (Authorized Parts Repair Facility) to be repaired at no charge.

To request a part reimbursement credit, complete the e-Tag warranty claim form in the Warranty section of the e-Support Center Web site at <http://www.support.cusa.canon.com>. Refer to the [e-Tag](#) section of this Service Guide for further details and instructions.

Additional information on the Flat-Rate Program is located on the Canon USA's e-Support Web site at <http://www.support.cusa.canon.com>, as shown in Figure 5.

Figure 5 – e-Support: Flat-Rate Program

The screenshot shows the Canon e-Support Center website. At the top, there is a navigation bar with tabs for Home, Tech Support, Field Support, Training, ATSP, Warranty, Video, Communication Center, Major Accounts, and Management Center. Below this is a secondary navigation bar with links for Info Center, Flat-Rate Program, e-Tag, Part Repair Facilities, Refurbished Subassembly Program, ASCR, and Product Advisories. The main content area has a purple header for 'Flat-Rate Program'. The text on the page states: 'Once per month, Canon's Systems & Technical Support Division issues credit under the Flat-Rate warranty program to cover the cost of defective parts and drums with a dealer cost under \$300.' It also mentions that no documentation or part/drum returns are required. A section titled 'Flat-Rate Program Links' contains two links: 'Flat-Rate Warranty Reimbursement Program Changes 08/06/09 (PDF: 124KB)' and 'FAQ's Viewing Flat-Rate Credits on CNA 05/30/08 (PDF: 24KB)'. The 'Flat-Rate Reference Table' lists 'Covered Products' (imagePRESS (iP), Monochrome (iR), Business Color (iR), imageRUNNER ADVANCE (iR ADV), imagePASS A1, B1, B2, C1, C2, D1, E1, G1, H1, J1, imagePRESS Server T1) and 'Non-Covered Products' (Facsimile, ImageCLASS, Micrographics/DR Scanners/imageFORMULA, imagePROGRAF, imagePASS L-1, M-1, M-2, M-3, S-1, S-2, U-1, U-2, ColorPASS, GX-100, GX-200, GX-300, GX-400, imagePRESS Server Q1, Q2, A1100, A2000, A2100, A3000, A3100, A3200, J100, J200, imagePRESS Creo Server A7000, A7500).

4. Warranty Parts for Repair

The APRFs (Authorized Parts Repair Facilities) are authorized by Canon USA to repair circuit boards for various Canon products. The APRF program is designed to help your dealership reduce service costs by having circuit boards repaired instead of purchasing brand new boards. Each circuit board is live tested and updated to the latest firmware version prior to returning it to your dealership.

Parts specified on the Canon USA Repairable Parts List must be prepaid and shipped directly to one of the following Authorized Parts Repair Facilities. Log on to the Canon USA e-Support Web site at <http://www.support.cusa.canon.com> to view the Canon USA Repairable Parts List. Go to the Warranty tab, Part Repair Facilities, Repairable Parts List. See [Figure 6 – e-Support: Authorized Parts Repair Facilities](#) for more details.

<p>Hytec Dealer Services, Inc. 3600 Vineland Road (Suite 121) Orlando, FL 32811</p>	<p>Nation-Wide Repair Service, Inc. 16151 Foster Street Overland Park, KS 66085</p>
<p>Telephone: 1-407-297-1001 Customer Service: 1-800-883-1001 Technical Support: 1-888-883-2001 Fax: 1-407-297-4310</p>	<p>Customer Service: 1-866-655-8676 Technical Support: 1-800-798-1814 Fax: 1-913-631-8372</p>

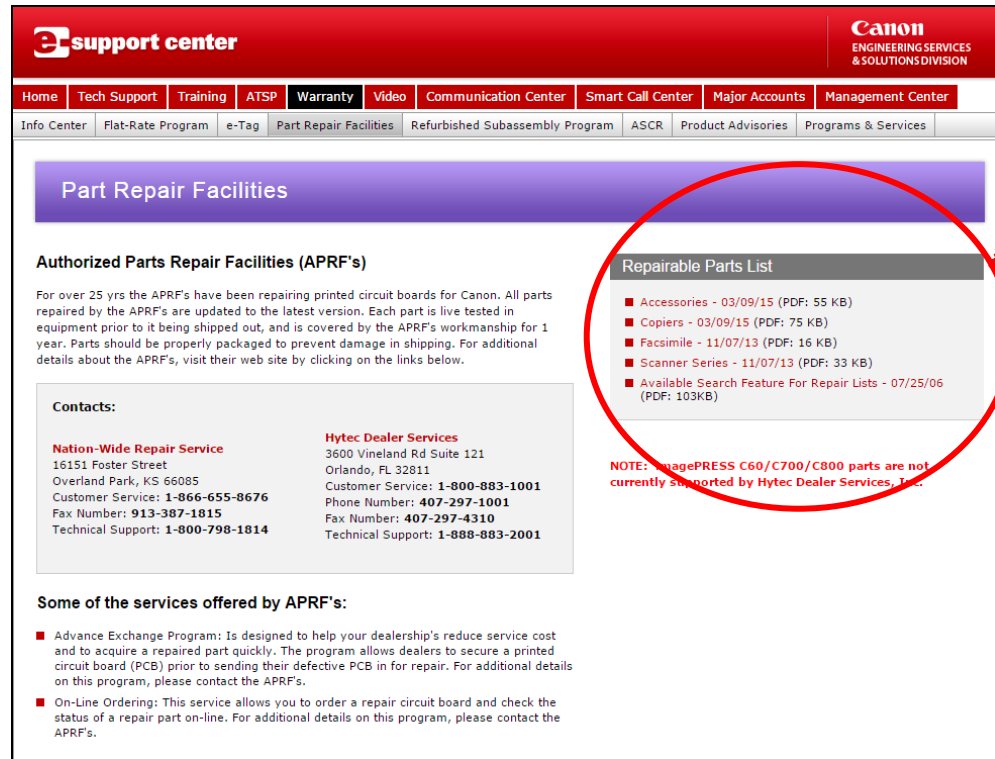
Repairable parts (under warranty) are repaired free-of-charge by the APRFs. Usually, the turnaround time is approximately five (5) business days. Once repaired and tested, the parts are shipped back to your dealership via UPS Ground.

If a part is not repairable, the APRF will contact your dealership, and Canon USA’s Warranty Control Section will issue a credit to your account.

To check the status of your part, please contact the APRF.

The Repairable Parts List index is in the Warranty section of the e-Support Center Web site at <http://www.support.cusa.canon.com> Select from the Repairable Parts List, as shown below, for the most current list.

Figure 6 – e-Support: Authorized Parts Repair Facilities



Warranty Parts over \$300.00 that are not on the Repairable Parts List

All original defective parts with a dealer cost valued over \$300.00, that are not specified on the Repairable Parts List, must be submitted to Canon Virginia, Inc. with a completed e-Tag warranty claim form, and a handwritten or computer-generated copy of the machine's service history.

Canon Virginia, Inc.
 12000 Canon Boulevard
 Newport News, VA 23606
 Attention: Warranty Returns

The service history log must include the following:

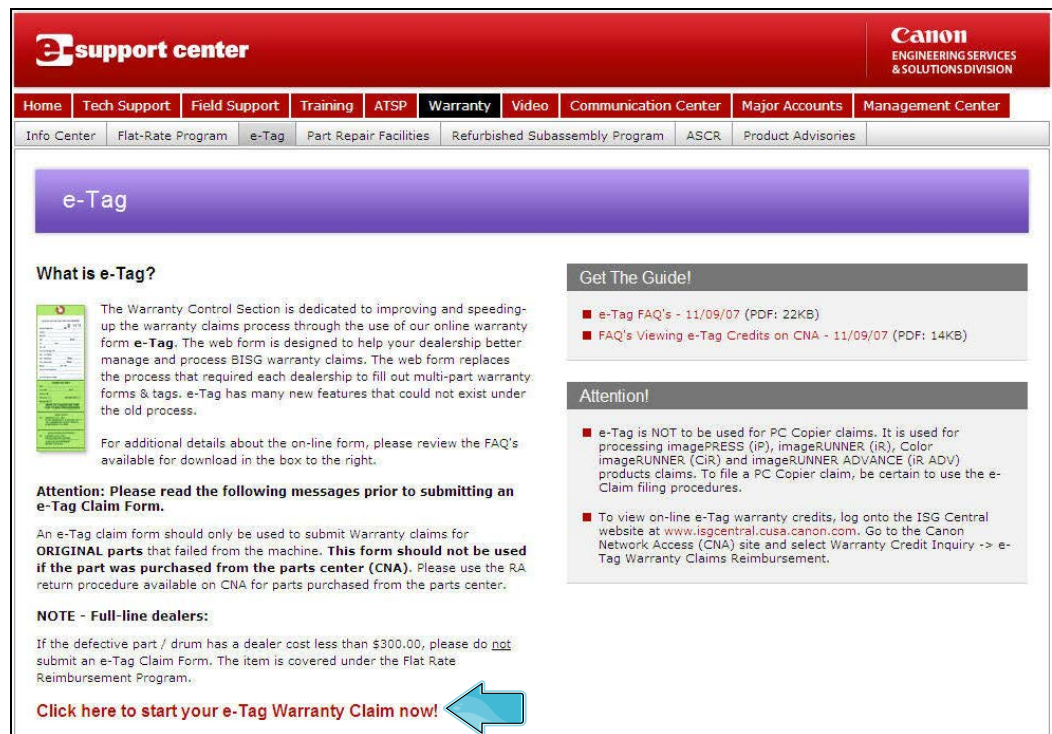
- Dealer Name
- Machine's Installation Date
- Machine's Serial Number
- Part Number
- Work Performed (Highlight Current Service Call)
- Part Description
- Date Part Was Removed
- Machine Copy Count
- Reason for Removal

5. e-Tag

e-Tag is an electronic limited warranty claim form that is completed online, printed out, and accompanied by the original defective part or defective drum that is being returned to the Warranty Control Section for warranty compensation.

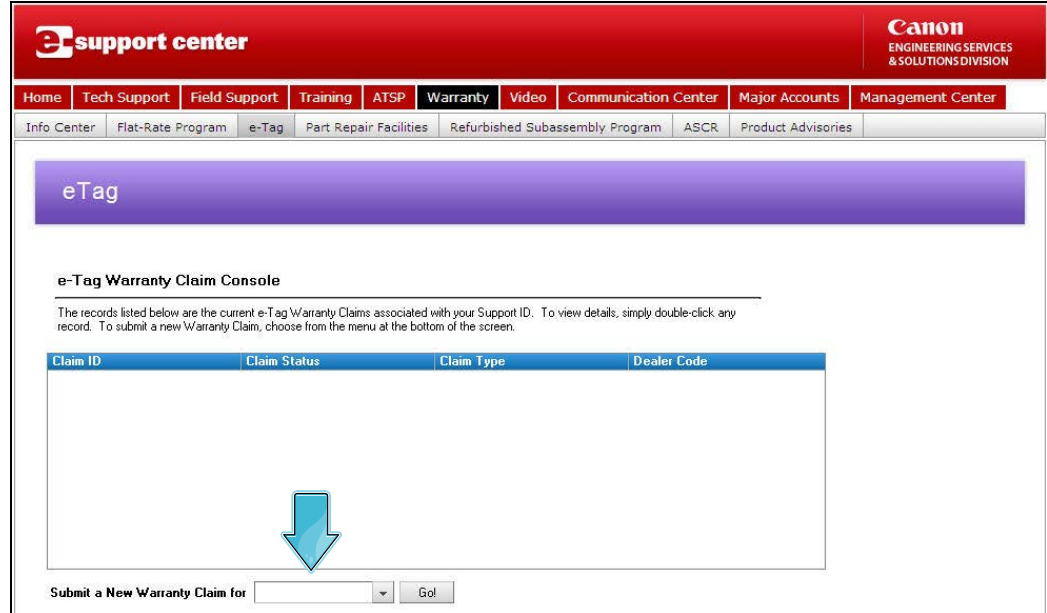
The e-Tag warranty claim form can be accessed in the Warranty section of the e-Support Center Web site at <http://www.support.cusa.canon.com>.

Figure 7 – e-Support: e-Tag



To submit a new warranty claim, select the type of claim from the drop-down list, shown below, and complete the required sections of the e-Tag limited warranty claim form.

Figure 8 – e-Support: e-Tag Claim Console



A copy of the e-Tag warranty claim form and the machine’s service history must be returned with the original defective parts to the address provided on the bottom of the e-Tag warranty claim form.

The service history log can be handwritten or computer-generated, and must include the following information:

- Dealer Name
- Machine’s Installation Date
- Machine’s Serial Number
- Part Number
- Work Performed (Highlight Current Service Call)
- Part Description
- Date Part Was Removed
- Machine Copy Count
- Reason for Removal

For defective drums, ship the drum to the address provided on the bottom of the e-Tag warranty claim form, accompanied by a copy of the e-Tag warranty claim form, the machine’s service history log, a “before” sample copy that depicts the problem, and an “after” sample copy that shows that the problem has been resolved.

After a claim form is authorized, parts, drums, and labor credits are posted on the CNA Web site the following business day.

6. Online Limited Warranty Credit Inquiry

The Online Warranty Credit Inquiry enables your dealership to check, download, and print the details of your e-Tag and Flat-Rate Program credits on the CNA (Canon Network Access) Web site.

a. e-Tag Inquiry

To view your e-Tag warranty claim credits online, log on to the ISG Central Web site at <http://www.isgcentral.cusa.canon.com>, and select “Canon Network Access (CNA)”, as shown below.

Figure 9 – ISG Central



On the CNA Web site, select “Warranty Credit Inquiry”, and then select “e-Tag Warranty Claims Reimbursement” to perform an e-Tag Warranty claims search, as shown in the following screen shots.

Figure 10 – CNA: Warranty Credit Inquiry



Figure 11 – CNA: e-Tag Warranty Claims Search



To check the status of the e-Tag warranty claims already submitted:

Go to the e-Tag Warranty Claim Console, as shown at the bottom of the screen shot in [Figure 8 – e-Support: e-Tag Claim Console](#). This console enables you to check the status of your claims. To view the details of the e-Tag limited warranty claim form, double-click any record.

Note: e-Tag warranty claims are connected to the e-Support ID number that is entered. Therefore, it is highly recommended that only one person enter and manage the e-Tag warranty claims from your dealership.

b. Flat-Rate Inquiry

To view your Flat-Rate warranty reimbursements online, log on to the ISG Central Web site at <http://www.isgcentral.cusa.canon.com>, and select “Canon Network Access (CNA)”, as shown below.

Figure 12 – ISG Central



On the CNA Web site, select “Warranty Credit Inquiry”, and then select “Flat-Rate Warranty Reimbursement” to perform a Flat-Rate Warranty claims search, as shown in the following screen shots.

Figure 13 – CNA: Warranty Credit Inquiry

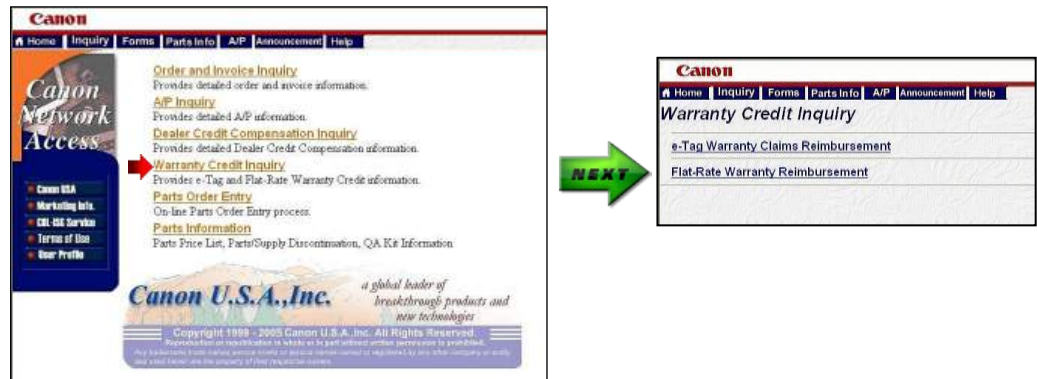


Figure 14 – CNA: Flat-Rate Warranty Reimbursement Search



XI. Product Technical Support Offerings

Note:

Please refer to the Technical Support Center section on the [e-Support Web Site](#) for the most current policies and procedures.

A. Dealer Support Requirements

To ensure that every dealer receives the highest level of support and help to resolve the end user's problems quickly and accurately, we recommend the following to maximize your technical support request:

- imageRUNNER ADVANCE C3300 Series Technical Training is required to receive technical support for these machines. Refer to the [Canon USA Technical Support Center](#) section for further details.
- Before calling the TSC, reference technical documentation (User Manuals, Parts Catalog, Technical Publications, and NAVI), and research problems on the e-Support Web site (24 hours a day, 7 days a week), since your concern may have already been addressed and documented.
- An assigned DES (Designated Escalation Specialist) is required for support escalations.
- The DES is a service technician who is assigned by the dealership in the model category of the imageRUNNER ADVANCE via the Management Center section on the [e-Support Web site](#). The DES must complete the training program and pass the final assessment exam for the imageRUNNER ADVANCE C3300 Series. See the Technical Support Center section on the [e-Support Web Site](#) for more details.
- Have your unique Support ID number ready when you call the TSC, and make sure that you have access to the engine or application. This significantly improves the TSC's ability to troubleshoot the problem, and eliminates the "guesswork" when answering a specific question. This also helps ensure more accurate answers and suggestions.

Dealer Support Requirements Continued

- Have the serial number of the installed engine or application that you want to troubleshoot.
- Be able to provide environment-specific information, and any other site-specific variables that may be requested by the TSC staff.
- Submit and update your profile information, such as cell phone number, e-mail address, and company address on the e-Support Web site in the Current Profile section. Accurate profile information is important to facilitate follow-up communication.
- Be cooperative and willing to troubleshoot the issue. Be prepared to follow instructions and provide the feedback requested by the TSC.
- Have the tools necessary to troubleshoot the issue. This may include, but is not limited to: laptop, crossover cable, meter, meter leads, analog telephone (for faxing-related issues), technical documentation, diagnostic software, flashing software and utilities. Not having these tools can affect or limit the ability to troubleshoot a technical issue. The TSC reserves the right to terminate the call until proper tools are obtained, or until the technician is prepared to troubleshoot the issue. See [Servicing Notes](#) and the *imageRUNNER ADVANCE C3300 Series Service Manual* for a list of equipment and special tools required to service these devices.
- If a ticket is left open and a solution has been confirmed, the technician should close the ticket on e-Support and indicate the resolution details. This information is helpful and enables a Support Specialist to assist other callers who may experience the same problem.

B. Canon USA Support Offerings

The following support offerings were established to deliver high-quality, timely technical support services, and product information to Canon dealerships. These support services cover areas, such as system and user software, networking and connectivity issues, electro-mechanical operations, and other hardware servicing.

1. Canon USA Technical Support Center

The TSC is the only way to resolve technical support issues on all BISG (Business Imaging Solutions Group) products. The hours of operation for live, nationwide, toll-free support are Monday to Friday, 9 AM to 8 PM EST (Eastern Standard Time) (hardware), and Monday to Friday, 9 AM to 6 PM EST (software and connectivity).

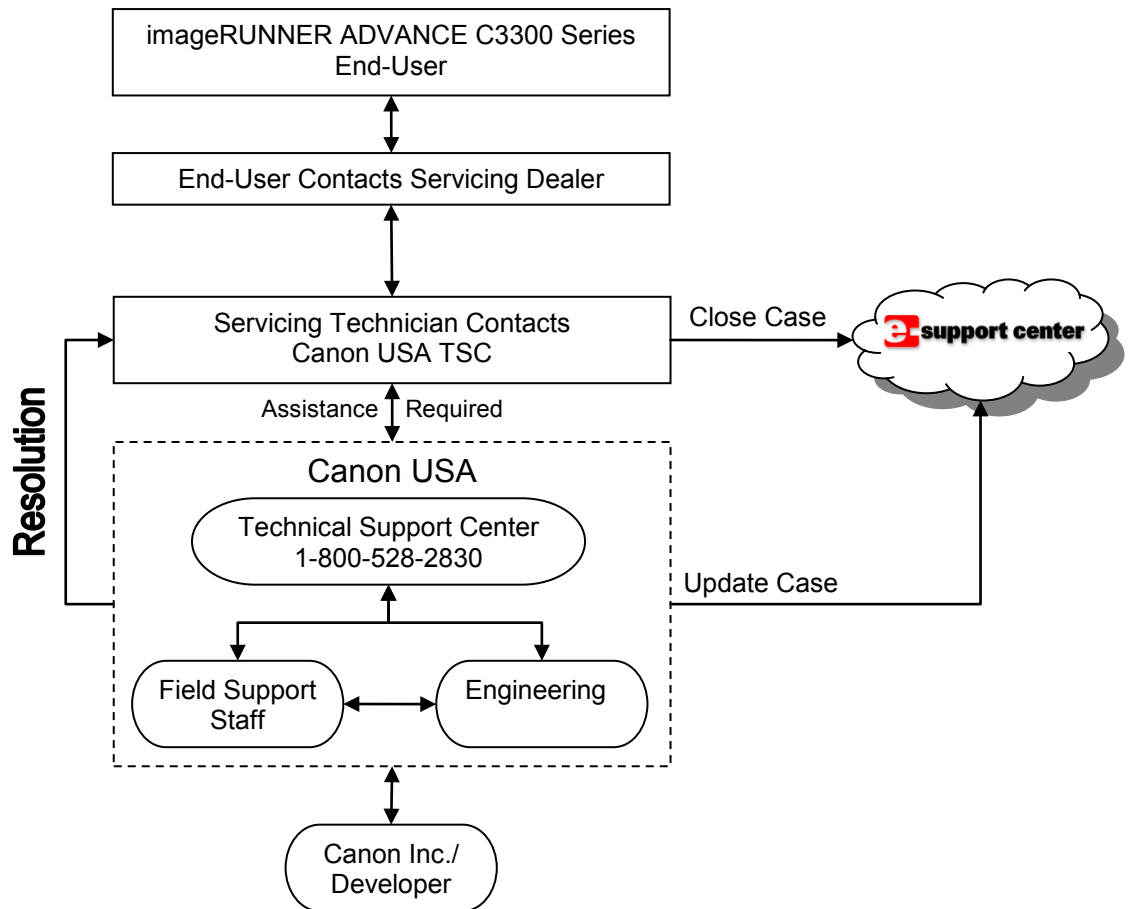
To facilitate support, the TSC strives to meet these expectations:

- Deliver quality support to authorized dealerships by providing assistance to trained Systems Engineers and Technicians. Then, it is the responsibility of the authorized dealer to provide all technical support for the end-user. The TSC does not engage the end-user directly.
- Collaborate with the caller to gather all the details that pertain to the issue, provide technical information, guidance, and troubleshooting information. The TSC documents every interaction in the Customer Relationship Management System.
- Make every effort, and use all available resources, to resolve the issue in the most efficient and timely manner.
- The TSC may, at its discretion, escalate a case to the Regional Field Support Staff or Engineering group after all reasonable troubleshooting options have been used. For hardware-related issues, a DES for the imageRUNNER ADVANCE C3300 Series is required to escalate issues to Field Support Staff. The DES must have worked on the problem directly before the TSC can escalate the issue to the Field Support Staff. See [Table 26 – Canon USA Support Escalation Flow Chart](#), on p. 79.

Note:

To escalate issues to the Field Support Staff, a DES must contact the TSC and visit the site at least once.

Table 26 – Canon USA Support Escalation Flow Chart



2. Internet Support

a. Canon USA's e-Support Center Web Site

Canon USA's Engineering Services and Solutions Division provides high-quality e-Support via the Internet, and is only available for Canon USA's Authorized Servicing Dealers.

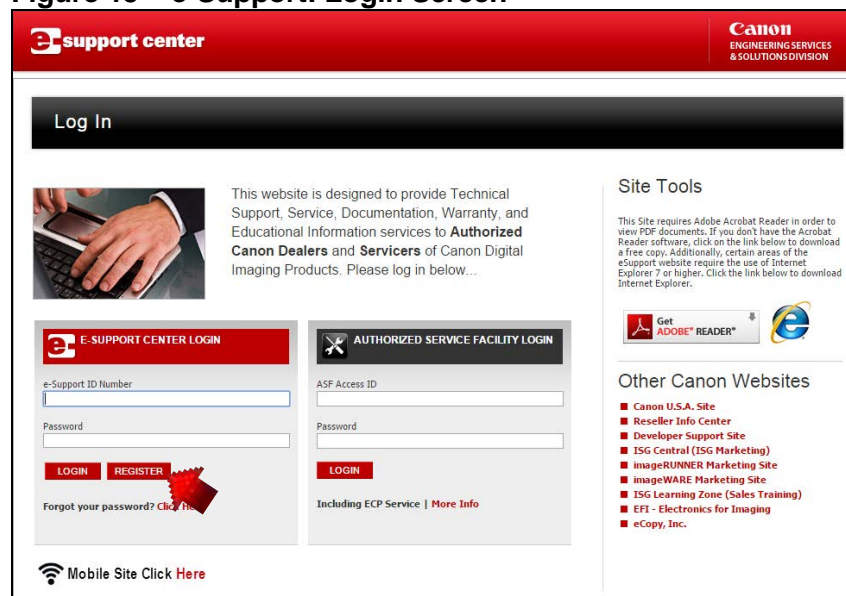
Canon USA's e-Support is designed to provide Systems Engineers and Technicians access to technical support information via the World Wide Web.

The following functions and information can be accessed:

- Proactive notification of new releases, patches, Technical Publications, and other information via e-mail message
- Search for technical solutions with the Integrated Knowledge Management System through a natural language query
- Read or download on-line documentation
- Download patches and their Readme files
- Download firmware and software drivers
- Track and modify logged cases
- Review all open cases

To access e-Support, you must first register for an e-Support ID Number. To register for an e-Support ID number, go to the Canon USA's e-Support Center Web site at <http://www.support.cusa.canon.com>. Click on the "Register" button, and follow the instructions. This service is available at no additional charge to all authorized dealers.

Figure 15 – e-Support: Login Screen

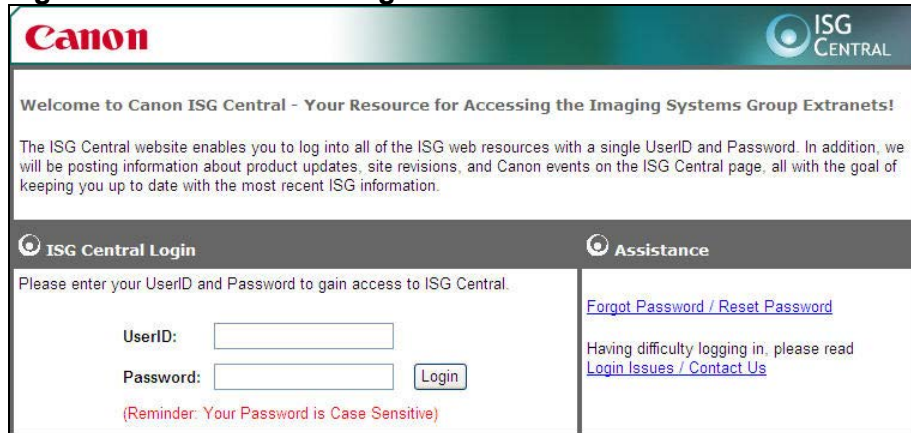


b. Canon USA’s ISG Central Web Site

Complete Service Guide versions are available on the Canon USA’s ISG Central Web site (<http://isgcentral.cusa.canon.com>).

Access is limited to an Authorized Dealer’s Management staff. Please contact your Dealer System Administrator to request access to the Engineering Services and Solutions section of ISG Central.

Figure 16 – ISG Central: Login Screen

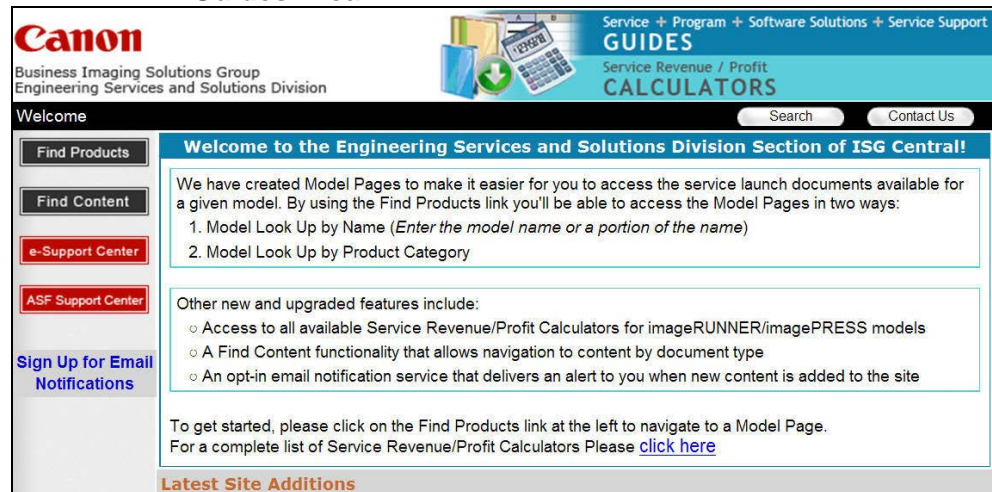


When an end-user logs on to the ISG Central Web site, he/she must select the “Engineering Services & Solutions” button to access the Service Guides area of the Web site, as shown below.

Figure 17 – ISG Central: Engineering Services & Solutions Web Page



Figure 18 – ISG Central: Engineering Services and Solutions Service Guides Area



XII. Appendix

A. Specifications

Note: All specifications are for reference purposes only, and are subject to change without notice.

Table 27 – imageRUNNER ADVANCE C3300 Series Main Unit Specifications

Item	Specifications	
	imageRUNNER ADVANCE	
	C3330i	C3325i
Type	Reader-printer separated, desktop	
Developing System	Dry, Dual-Component Development System	
Fixing System	On-Demand	
Printer Memory	2 GB RAM	
Hard Disk Drive ¹	250 GB (Used Space: 215 GB)	
First Copy Output Time (LTR)	Full Color	Up to 8.2 seconds
	B&W	Up to 5.9 seconds
Warm Up Time (at a room temp. of 68°F (20°C))	From Power ON ⁴	Quick Startup Settings for Main Power is set to 'Off': Up to 34 seconds Quick Startup Settings for Main Power is set to 'On': Up to 7 seconds
	From Sleep Mode	Up to 10 seconds
Resolution for Writing	Up to 1,200 dpi x 1,200 dpi	
Resolution for Reading	Up to 600 dpi x 600 dpi	
Halftone	256 Gradations	
Acceptable Originals	Sheet, book, three-dimensional objects (up to 4.4 lb (2 kg))	
Paper Sizes	Paper Drawer 1	LTR, STMTR, EXEC, Custom Size: (5 1/2" x 7 1/8", to 11 3/4" x 8 1/2" (139.7 mm x 182 mm to 297 mm x 215.9 mm)), and Envelopes (ISO-C5, Nagagata 3, and Younagagata 3)
	Paper Drawer 2	12" x 18", 11" x 17", LGL, LTR, LTRR, STMTR, EXEC, Custom Size (5 1/2" x 7 1/8" to 12" x 18" (139.7 mm x 182 mm to 304.8 mm x 457.2 mm)), and Envelopes (COM10 No. 10, DL, Monarch, Nagagata 3, Younagagata 3, and Kakugata 2)
	Multi-Purpose Tray	12" x 18", 12 5/8" x 17 11/16", 11" x 17", LGL, LTR, LTRR, STMTR, STMT, EXEC, Custom Size (3 7/8" x 5 1/2", to 12 5/8" x 18" (99 mm x 139.7 mm to 320 mm x 457.2 mm)), and Envelopes ⁵³

- ¹ The hard disk capacity is subject to change in a future release.
- ⁴ Even if the Quick Startup Settings for Main Power mode is set to 'On', the Warm-Up time may be longer, depending on the conditions under which the machine is used.

⁵³ Kakugata 2 envelopes can only be loaded horizontally.

Table 27 – imageRUNNER ADVANCE C3300 Series Main Unit Specifications Continued

Item		Specifications	
		imageRUNNER ADVANCE	
		C3330i	C3325i
Paper Weight/Type	Paper Drawers	Weight: 14 lb bond to 80 lb cover (52 to 220 g/m ²) Type: Thin (14 to 16 lb bond (52 to 63 g/m ²)), Plain 1 (17 to 20 lb bond (64 to 75 g/m ²)), Plain 2 (21 to 24 lb bond (76 to 90 g/m ²)), Plain 3 (25 to 28 lb bond (91 to 105 g/m ²)), Recycled 1, 2, 3 (17 to 28 lb bond (64 to 105 g/m ²)), Color, Pre-Punched, Bond, Heavy 1, 2, 3 (29 lb bond to 80 lb cover (29 to 220 g/m ²)), Transparency, and Envelopes	
	Multi-Purpose Tray	Weight: 14 lb bond to 140 lb index (52 to 256 g/m ²) Type: Thin (14 to 16 lb bond (52 to 63 g/m ²)), Plain 1 (17 to 20 lb bond (64 to 75 g/m ²)), Plain 2 (21 to 24 lb bond (76 to 90 g/m ²)), Plain 3 (25 to 28 lb bond (91 to 105 g/m ²)), Recycled 1, 2, 3 (17 to 28 lb bond (64 to 105 g/m ²)), Color, Pre-Punched, Bond, Heavy 1, 2, 3, 4 (29 lb bond to 140 lb index (29 to 256 g/m ²)), Tracing, Coated, Labels, Transparencies, and Envelopes	
Paper Capacity	Paper Drawer 1	Approximately 640 sheets (17 lb bond (64 g/m ²)) Approximately 550 sheets (20 lb bond (80 g/m ²))	
	Multi-Purpose Tray	Approximately 100 sheets (20 lb bond (80 g/m ²))	
Copy Speed ⁵⁴ (Except When Paper Is Fed from the Multi-Purpose Tray) (Sheets/Minute)	12" x 18"	7	7
	11" x 17"	15	15
	LGL	15	15
	LTR	30	25
	EXEC	20	15
Margin	Top: 3/16" (4.0 mm) Left/Right: 1/8" (2.5 mm) Bottom: 1/8" (2.5 mm)		
Multiple Copies	1 to 999 sheets		
Magnification	Reduction	1:0.78 (LGL → LTR) 1:0.73 (11" x 17" → LGL, 11" x 15" → LTR) 1:0.64 (11" x 17" → LTR) 1:0.50 (11" x 17" → STMT) 1:0.25	
	Enlargement	1:1.21 (LGL → 11" x 17") 1:1.29 (LTR → 11" x 17") 1:2.00 (STMT → 11" x 17") 1:4.00	
	Copy Ratio	25% to 400% (in 1% increments)	

54 The copy speed may vary, depending on the settings for the paper type, paper size, and sending method. Copying continuously may slow the copy speed, as adjustments are made to the machine's temperature and image quality.

Table 27 – imageRUNNER ADVANCE C3300 Series Main Unit Specifications Continued

Item	Specifications	
	imageRUNNER ADVANCE	
	C3330i	C3325i
Power Requirements	120V AC, 60 Hz, 7.5 A	
Plug	NEMA 5-15	
Power Consumption ⁵	Maximum	Approximately 1.5 kW
	In the Sleep Mode	Approximately 0.8 W
	Main Power Is OFF	Quick Startup Settings for Main Power is set to 'On': Approximately 0.45 W Quick Startup Settings for Main Power is set to 'Off': Approximately 0.19 W
Dimensions (H x W x D)	34 5/8" x 22 1/4" x 27 5/16" (878 mm x 565 mm x 693 mm)	
Weight	Approximately 163.4 lb (74.1 kg) (with consumables)	
Installation Space (W x D)	When the Multi-Purpose tray is extended: 35 1/4" x 44" (894 mm x 1,117 mm)	

⁵ These values may differ, depending on the system and conditions of use.

Table 28 – Feeder (DADF-AQ1)

Item	Specifications	
Original Feeding Mechanism	Automatic Document Feeder	
Size and Weight of Originals	Size	11" x 17", LGL, LTR, LTRR, STMT, and STMTR
	Weight	13 to 34 lb bond (50 to 128 g/m ²)
Original Tray Capacity	Up to 100 sheets (20 lb bond (80 g/m ²))	
Original Scanning Speed (LTR, Sheets/Minute)	Copying	1-sided scanning (B&W/Full Color at 600 dpi): Approximately 30
	Scanning	1-sided scanning (B&W/Full Color at 300 dpi): Approximately 55

Table 29 – Cassette Feeding Unit-AL1 (Optional) Specifications

Item	Specifications
Paper Sizes	12" x 18", 11" x 17", LGL, LTR, LTRR, STMTR, EXEC, and Custom Size (5 1/2" x 7 1/8" to 12" x 18" (140 mm x 182 mm to 304.8 mm x 457.2 mm))
Paper Drawer Capacity	550 sheets (20 lb bond (80 g/m ²))
Power Source	From the main unit
Maximum Power Consumption	Approximately 30 W
Dimensions (H x W x D)	9 13/16" x 22 1/4" x 24 1/4" (248 mm x 565 mm x 615 mm)
Weight	Approximately 35.5 lb (16.1 kg)

Table 30 – Inner Finisher-G1 (Optional) Specifications

Item	Specifications
Paper Size/Weight/Type	<p>Size: 12 5/8" x 17 11/16", 12" x 18", 11" x 17", LGL, LTR, LTRR, STMT, STMT, EXEC, Custom Size (3 7/8" x 5 1/2", to 12 5/8" x 18" (99 mm x 139.7 mm to 320 mm x 457.2 mm)), and Envelopes</p> <p>Weight: 14 lb bond to 140 lb index (52 to 256 g/m²)</p> <p>Type: Thin (14 to 16 lb bond (52 to 63 g/m²)), Plain 1 (17 to 20 lb bond (64 to 75 g/m²)), Plain 2 (21 to 24 lb bond (76 to 90 g/m²)), Plain 3 (25 to 28 lb bond (91 to 105 g/m²)), Recycled 1, 2, 3 (17 to 28 lb bond (64 to 105 g/m²)), Color, Pre-Punched, Bond, Heavy 1, 2, 3, 4 (29 lb bond to 140 lb index (29 to 256 g/m²)), Tracing, Coated, Labels, Transparencies, and Envelopes</p>
Capacity Per Tray (Upper)	<p>No Finishing Modes, Collate, Group Mode Set LTR, EXEC, STMT, STMT: 100 sheets (or 7/16" (10.4 mm) in height)</p> <p>12" x 18", 12 5/8" x 17 11/16", 11" x 17", LGL, LTRR: 50 sheets (or 1/4" (5.2 mm) in height)</p> <p>No Finishing Modes Set, Collate, Group Modes with Different Paper Sizes 50 sheets (or 1/4" (5.2 mm) in height)</p>
Capacity Per Tray (Lower)	<p>No Finishing Modes, Collate, Group, Collate + Offset, and Group + Offset Mode Set LTR: 500 sheets (or 2 1/16" (52 mm) in height)</p> <p>11" x 17", LGL, LTRR: 250 sheets (or 1 1/16" (26 mm) in height)</p> <p>Staple Mode Set 11" x 17", LGL, LTR, LTRR: 30 sets (or 1 1/16" (26 mm) in height)</p> <p>Staple Mode with Different Paper Sizes 30 sets (or 1 1/16" (26 mm) in height)</p> <p>No Finishing Modes Set, Collate, Group Modes with Different Paper Sizes 250 sheets (or 1 1/16" (26 mm) in height)</p>
Maximum Stapling Capacity/Available Staple Size ⁵⁵	<p>Corner Staple: LTR and EXEC: 50 sheets (14 to 21 lb bond (52 to 81 g/m²)) 30 sheets (22 to 28 lb bond (82 to 105 g/m²)) 2 sheets (29 lb bond to 140 lb index (106 to 256 g/m²))</p> <p>11" x 17", LGL, and LTRR: 30 sheets (14 to 21 lb bond (52 to 81 g/m²)) 20 sheets (22 to 28 lb bond (82 to 105 g/m²)) 2 sheets (29 lb bond to 140 lb index (106 to 256 g/m²))</p> <p>Staple-Free (Eco): All Sizes: 5 sheets (14 to 17 lb bond (52 to 64 g/m²)) 4 sheets (18 to 21 lb bond (65 to 81 g/m²)) 3 sheets (22 to 28 lb bond (82 to 105 g/m²))</p> <p>Manual Staple: All Sizes: 40 sheets (21 lb bond (80 g/m²))</p>

⁵⁵ The maximum stapling capacity may vary, depending on the paper type and weight.

Table 30 – Inner Finisher-G1 (Optional) Specifications Continued

Item	Specifications
Power Source	From the main unit
Maximum Power Consumption	Approximately 36 W
Dimensions (H x W x D)	When the extension tray is extended: 7 7/16" x 23 13/16" x 20 11/16" (188 mm x 604 mm x 525 mm)
Weight	Approximately 15.9 lb (7.2 kg)
Installation Space (W x D) Including the Main Unit	When the multi-purpose tray is extended: 40 7/16" x 27 5/16" (1,026 mm x 693 mm)

Table 31 – Staple Finisher-U1 (Optional) Specifications

Item	Specifications
Paper Size/Weight/Type	<p>Size: 12 5/8" x 17 11/16", 12" x 18", 11" x 17", LGL, LTR, LTRR, STMT, STMTTR, EXEC, Custom Size (3 7/8" x 5 1/2", to 12 5/8" x 18" (99 mm x 139.7 mm to 320 mm x 457.2 mm))</p> <p>Weight: 14 lb bond to 140 lb index (52 to 256 g/m²)</p> <p>Type: Thin (14 to 16 lb bond (52 to 63 g/m²)), Plain 1 (17 to 20 lb bond (64 to 75 g/m²)), Plain 2 (21 to 24 lb bond (76 to 90 g/m²)), Plain 3 (25 to 28 lb bond (91 to 105 g/m²)), Recycled 1, 2, 3 (17 to 28 lb bond (64 to 105 g/m²)), Color, Pre-Punched, Bond, Heavy 1, 2, 3, 4 (29 lb bond to 140 lb index (29 to 256 g/m²)), Tracing, Coated, Labels, Transparencies, and Envelopes</p>
Capacity Per Tray	<p>No Finishing Modes, Collate, Group Mode Set LTR, EXEC, STMT, STMTTR: 1,000 sheets (or 5 3/4" (147 mm) in height)</p> <p>12" x 18", 12 5/8" x 17 11/16", 11" x 17", LGL, LTRR: 500 sheets (or 2 7/8" (73.5 mm) in height)</p> <p>With Different Paper Sizes: 500 sheets (or 2 7/8" (73.5 mm) in height)</p> <p>Collate + Offset, Group + Offset Modes Set LTR and EXEC: 1,000 sheets (or 5 3/4" (147 mm) in height)</p> <p>11" x 17", LGL, LTRR: 500 sheets (or 2 7/8" (73.5 mm) in height)</p> <p>Staple Mode Set LTR and EXEC: 50 sets (or 5 3/4" (147 mm) in height)</p> <p>11" x 17", LGL, LTRR: 50 sets (or 2 7/8" (73.5 mm) in height)</p> <p>With Different Paper Sizes: 50 sets (or 2 7/8" (73.5 mm) in height)</p>

Table 31 – Staple Finisher-U1 (Optional) Specifications Continued

Item	Specifications
Maximum Stapling Capacity/Available Staple Size ⁵⁵	LTR and EXEC: 50 sheets (14 to 21 lb bond (52 to 81 g/m ²)) 30 sheets (22 to 28 lb bond (82 to 105 g/m ²)) 2 sheets (29 lb bond to 140 lb index (106 to 256 g/m ²)) 11" x 17", LGL, and LTRR: 30 sheets (14 to 21 lb bond (52 to 81 g/m ²)) 20 sheets (22 to 28 lb bond (82 to 105 g/m ²)) 2 sheets (29 lb bond to 140 lb index (106 to 256 g/m ²))
Power Source	From the main unit.
Maximum Power Consumption	Approximately 106 W
Dimensions (H x W x D)	When the extension tray is extended 38 1/4" x 26 1/8" x 25 7/16" (971 mm x 662 mm x 646 mm)
Weight	Approximately 89.3 lb (40.5 kg)
Installation Space (W x D) Including the Main Unit	When the multi-purpose tray is extended 61 1/2" x 27 5/16" (1,561 mm x 693 mm)

⁵⁵ The maximum stapling capacity may vary, depending on the paper type and weight.

Table 32 – Booklet Finisher-U1 (Optional) Specifications

Item	Specifications
Paper Size/Weight/Type	<p>Size: 12 5/8" x 17 11/16", 12" x 18", 11" x 17", LGL, LTR, LTRR, STMT, STMTTR, EXEC, Custom Size (3 7/8" x 5 1/2", to 12 5/8" x 18" (99 mm x 139.7 mm to 320 mm x 457.2 mm))</p> <p>Weight: 14 lb bond to 140 lb index (52 to 256 g/m²)</p> <p>Type: Thin (14 to 16 lb bond (52 to 63 g/m²)), Plain 1 (17 to 20 lb bond (64 to 75 g/m²)), Plain 2 (21 to 24 lb bond (76 to 90 g/m²)), Plain 3 (25 to 28 lb bond (91 to 105 g/m²)), Recycled 1, 2, 3 (17 to 28 lb bond (64 to 105 g/m²)), Color, Pre-Punched, Bond, Heavy 1, 2, 3, 4 (29 lb bond to 140 lb index (29 to 256 g/m²)), Tracing, Coated, Labels, Transparencies, and Envelopes</p>
Capacity Per Tray	<p>No Finishing Modes, Collate, Group Mode Set LTR, EXEC, STMT, STMTTR: 1,000 sheets (or 5 3/4" (147 mm) in height)</p> <p>12" x 18", 12 5/8" x 17 11/16", 11" x 17", LGL, LTRR: 500 sheets (or 2 7/8" (73.5 mm) in height)</p> <p>With Different Paper Sizes: 500 sheets (or 2 7/8" (73.5 mm) in height)</p> <p>Collate + Offset, Group + Offset Modes Set LTR and EXEC: 1,000 sheets (or 5 3/4" (147 mm) in height)</p> <p>11" x 17", LGL, LTRR: 500 sheets (or 2 7/8" (73.5 mm) in height)</p> <p>Staple Mode Set LTR and EXEC: 50 sets (or 5 3/4" (147 mm) in height)</p> <p>11" x 17", LGL, LTRR: 50 sets (or 2 7/8" (73.5 mm) in height)</p> <p>With Different Paper Sizes: 50 sets (or 2 7/8" (73.5 mm) in height)</p>

Table 32 – Booklet Finisher-U1 (Optional) Specifications Continued

Item	Specifications
Maximum Stapling Capacity/Available Staple Size ⁵⁵	LTR and EXEC: 50 sheets (14 to 21 lb bond (52 to 81 g/m ²)) 30 sheets (22 to 28 lb bond (82 to 105 g/m ²)) 2 sheets (29 lb bond to 140 lb index (106 to 256 g/m ²)) 11" x 17", LGL, and LTRR: 30 sheets (14 to 21 lb bond (52 to 81 g/m ²)) 20 sheets (22 to 28 lb bond (82 to 105 g/m ²)) 2 sheets (29 lb bond to 140 lb index (106 to 256 g/m ²))
Maximum Saddle Stitch Capacity/Available Saddle Stitch Size	Size: 12" x 18", 11" x 17", LGL, and LTRR Saddle Stitch: 16 sheets/10 sets (16 to 21 lb bond (60 to 81 g/m ²)) 10 sheets/15 sets (22 to 28 lb bond (82 to 105 g/m ²)) 5 sheets/10 sets (29 to 31 lb bond (106 to 120 g/m ²)) Saddle Fold: 1 sheet/25 sets (16 to 28 lb bond (60 to 105 g/m ²)) 1 sheet/10 sets (29 lb bond to 140 lb index (106 to 256 g/m ²))
Power Source	From the main unit
Maximum Power Consumption	Approximately 220 W
Dimensions (H x W x D)	When the extension tray is extended: 38 1/4" x 30 3/8" x 25 7/8" (971 mm x 771 mm x 656 mm)
Weight	Approximately 149 lb (67.5 kg)
Installation Space Including the Main Unit (W x D)	When the multi-purpose tray is extended: 65 3/4" x 27 5/16" (1,670 mm x 693 mm)

⁵⁵ The maximum stapling capacity may vary, depending on the paper type and weight.

Table 33 – Inner 2Way Tray-J1 (Optional) Specifications

Item	Specifications
Paper Size/Weight/Type	Size: 12 5/8" x 17 11/16", 12" x 18", 11" x 17", LGL, LTR, LTRR, STMT, STMTR, EXEC, Custom Size (3 7/8" x 5 1/2", to 12 5/8" x 18" (99 mm x 139.7 mm to 320 mm x 457.2 mm)) Weight: 14 lb bond to 140 lb index (52 to 256 g/m ²) Type: Thin (14 to 16 lb bond (52 to 63 g/m ²)), Plain 1 (17 to 20 lb bond (64 to 75 g/m ²)), Plain 2 (21 to 24 lb bond (76 to 90 g/m ²)), Plain 3 (25 to 28 lb bond (91 to 105 g/m ²)), Recycled 1, 2, 3 (17 to 28 lb bond (64 to 105 g/m ²)), Color, Pre-Punched, Bond, Heavy 1, 2, 3, 4 (29 lb bond to 140 lb index (29 to 256 g/m ²)), Tracing, Coated, Labels, Transparencies, and Envelopes
Capacity Per Tray ⁵⁶	Tray A: 250 sheets (20 lb bond (80 g/m ²)) Tray B: 100 sheets (20 lb bond (80 g/m ²))
Dimensions (H x W x D)	3" x 16 13/16" x 16 1/16" (76 mm x 427 mm x 407 mm)
Weight	Approximately 1.3 lb (590 g)

⁵⁶ When LTR paper is used.

Table 34 – Copy Tray-J2 (Optional) Specifications

Item	Specifications
Paper Size/Weight/Type	Size: 11" x 17", LGL, LTR, LTRR, STMTR, EXEC, Custom Size: (5 1/2" x 7 1/8", to 11 3/4" x 17" (139.7 mm x 182 mm to 297 mm x 431.8 mm)) Weight: 14 lb bond to 80 lb cover (52 to 220 g/m ²) Type: Thin (14 to 16 lb bond (52 to 63 g/m ²)), Plain 1 (17 to 20 lb bond (64 to 75 g/m ²)), Plain 2 (21 to 24 lb bond (76 to 90 g/m ²)), Plain 3 (25 to 28 lb bond (91 to 105 g/m ²)), Recycled 1, 2, 3 (17 to 28 lb bond (64 to 105 g/m ²)), Color, Pre-Punched, Bond, Heavy 1, 2, 3 (29 lb bond to 80 lb cover (29 to 220 g/m ²))
Capacity ⁵⁶	Up to 100 sheets
Dimensions (H x W x D)	When the extension tray is extended: 6 15/16" x 17 1/2" x 14 11/16" (176 mm x 444 mm x 373 mm)
Weight	Approximately 1 lb (454 g)
Installation Space Including the Main Unit (W x D)	When the multi-purpose tray is extended: 39 3/4" x 27 5/16" (1,009 mm x 693 mm)

⁵⁶ When LTR paper is used.

Table 35 – Copy Card Reader-F1 (Optional) Specifications

Item	Specifications
Available Cards	Magnetic
Card Readout Method	Magnetic readout
Magnetic Card Reading Direction	Face up
Store/Replay	Replay
Power Source	From the main unit
Dimensions (H x W x D)	1 5/8" x 3 1/2" x 3 3/4" (40 mm x 88 mm x 96 mm) (Excludes the attachment kit and cable)
Weight	Approximately 7.1 oz (200 g) (Including the attachment kit and cable)

Table 36 – Super G3 FAX Board-AR1 (Optional) Specifications

These specifications are the same even when the Super G3 2nd Line Fax Board is installed.

Item	Specifications
Telephone Line Used ⁵⁷	Public Switched Telephone Network
Scan Line Density (Scan, Transmission)	Normal: 8 pels ⁵⁸ /mm x 3.85 line/mm Fine: 8 pels/mm x 7.7 line/mm Super-Fine: 8 pels/mm x 15.4 line/mm Ultra-Fine: 16 pels/mm x 15.4 line/mm
Transmission Speed	Super G3: 33.6 kbps G3: 14.4 kbps
Compression Method	MH, MR, MMR, JBIG
Transmission Type	Super G3, G3
Sending Original Sizes	11" x 17" to STMT
Receiving Original Sizes	11" x 17" to STMT
Transmission Times	ECM-MMR: Approximately 3.2 seconds G3 MR: Approximately 13 seconds G3 MH: Approximately 13 seconds JBIG: Approximately 2.6 seconds
Auto Dial Function	Address Book: 1,800 destinations (including destinations stored in one-touch buttons)
Image Memory	Approximately 6,000 pages

57 When using an IP telephone service, facsimile communication via an IP telephone line, may not be performed normally. It is recommended to use a general telephone (Public Switched Telephone Network) line for facsimile communication.

58 Pels stands for picture elements (pixels).

Table 37 – Send Function: Scan Specifications

Item		Specifications
Communication Protocol		FTP (TCP/IP), SMB (TCP/IP), WebDAV
Data Format		TIFF, JPEG, PDF, XPS, OOXML (PowerPoint and Word)
Resolution		100 x100 dpi, 150 x 150 dpi, 200 x 100 dpi, 200 x 200 dpi, 200 x 400 dpi, 300 x 300 dpi, 400 x 400 dpi, 600 x 600 dpi
System Environment		Windows Server 2012, Windows Server 2012 R2, Windows Vista (SP2), Windows 7, Windows 8, Windows 8.1, Windows Server 2003 R2 (SP2), Windows Server 2008 (SP2), Windows Server 2008 R2 (SP2) Mac OS X, 10.6.x, 10.7.x, 10.8.x, 10.9.x, Red Hat Linux 9, Solaris 10
Interface		1,000Base-T, 100Base-TX, 10Base-T
Color Mode		Automatic-Color Select (Full Color/Grayscale), Automatic-Color Select (Full Color/Black-and-White), Full Color, Grayscale, Black-and-White
Original Type		Text, Text/Photo, Photo
Other		Preview, Browse Windows (SMB) File Server
Optional PDF/XPS/OOXML Functions	PDF	Compact, Trace and Smooth, Encryption, OCR, Device Signature, User Signature, Optimization for Web ⁵⁹ , PDF/A-1b, Policy Applied
	XPS	Compact, Device Signature, User Signature
	OOXML	PowerPoint, Word, OCR

Table 38 – Send Function: E-Mail and I-Fax Specifications

Item		Specifications
Communication Protocol		SMTP, POP3
I-Fax Communication Mode		Simple, Full
Resolution	For Sending E-Mail (B&W and Color)	100 x100 dpi, 150 x 150 dpi, 200 x 100 dpi, 200 x 200 dpi, 200 x 400 dpi, 300 x 300 dpi, 400 x 400 dpi, 600 x 600 dpi
	For Sending I-Fax (B&W)	200 x 100 dpi, 200 x 200 dpi, 200 x 400 dpi ⁶⁰ , 300 x 300 dpi ⁶⁰ , 400 x 400 dpi ⁶⁰ , 600 x 600 dpi ⁶⁰
Format	E-Mail	TIFF, JPEG, PDF, XPS, OOXML (PowerPoint and Word)
	I-Fax (B&W)	TIFF (MH, MR ⁶⁰ , MMR ⁶⁰)
Original Size	E-Mail	11" x 17", LGL, LTR, STMT
	I-Fax	11" x 17", LGL ⁶¹ , LTR, STMT ⁶¹
Server Software		Microsoft Exchange 2003 (SP2) and 2007 (SP2), Microsoft Exchange 2010, Microsoft Exchange 2013, Sendmail 8.14.4, Lotus Domino R7.0
Other		Search for a destination via an LDAP Server, Preview
Optional PDF/XPS/OOXML Functions (E-Mail Only)	PDF	Compact, Trace and Smooth, Encryption, OCR, Device Signature, User Signature, Optimization for Web ⁵⁹ , PDF/A-1b, Policy Applied
	XPS	Compact, Device Signature, User Signature
	OOXML	PowerPoint, Word, OCR

59 PDF files optimized for Web viewing.

60 Available after setting the RX conditions for the destination.

61 Sent as LTR.

Table 39 – Network Environment Hardware and Software Specifications

Item		Specifications
Network Interface		1,000Base-T, 100Base-TX, 10Base-T (RJ-45)
TCP/IP	Frame Type	Ethernet II
	Print Applications	LPD, Raw, IPP, IPPS, FTP, WSD, SMB
AppleTalk	Frame Type	Ethernet SNAP
	Print Application	PAP (Printer Access Protocol)

Table 40 – Printer Settings Specifications

Item		Specifications
Operating Modes		Auto, PS, PCL, XPS, Imaging, and PDF
Resident Fonts	PCL	93 Scalable fonts, 2 OCR fonts, and AndaleFont ⁶² (Japanese, Korean, Simplified Chinese, and Traditional Chinese)
	PS	136 Scalable fonts
	Direct Print Kit	Japanese Fonts ⁶³ : 2 Canon Heisei fonts (Heisei Mincho W3 and Heisei Kaku Gothic W5) European Fonts ⁶³ : 136 fonts
Printable Area	PCL5c, PCL6	Reduced to 1/6" (4.23 mm) from the top, bottom, left, and right edges of the paper.
	PostScript 3	Reduced to 1/6" (4 mm) from the top, bottom, left, and right edges of the paper.

Notes:

- When printing in the Expand Print Region and Print mode, the printable area is enlarged. The upper margin becomes 1/6" (4 mm), the lower margin becomes 1/8" (2.5 mm), and the side margins become 1/8" (2.5 mm).
- When an original has data that extends all the way to the edges, even if you select the Expand Print Region and Print mode, the periphery of the data may be cut off. In this case, specify the reduction ratio in the printer driver, so that the data is not cut off, and try to print again.

62 The optional PCL International Font Set must be activated to use Andale and WorldType Collection, or Andale Mono WT fonts.

63 These fonts are for use with PDF files.

B. Main Unit Limited Warranty

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Defective parts must be returned to Canon or an Authorized Service Provider with all necessary documentation and will become the property of Canon.

THIS WARRANTY APPLIES TO PRODUCTS SOLD AND USED IN THE U.S.A. AND CANADA ONLY.

C. List of Tables

Table 1 - imageRUNNER ADVANCE C3300 Series Comparison.....3

Table 2 – imageRUNNER ADVANCE C3300 Series Box Contents.....5

Table 3 – Configuration6

Table 4 – Hardware Accessories.....7

Table 5 – System Accessories8

Table 6 – Integrated and imageRUNNER ADVANCE Solutions9

Table 7 – Supplies and Consumables 11

Table 8 – Online Course Module.....36

Table 9 – Prerequisite Courses37

Table 10 – Service Materials38

Table 11 – Main Unit Power and Plug Requirements.....39

Table 12 – Power Requirements for the Main Unit and Optional Accessories.....40

Table 13 – Installation Space Requirements41

Table 14 – Estimated Installation Times.....43

Table 15 – CDS Firmware Delivery Methods45

Table 16 – Special Tools List.....55

Table 17 – Main Unit Consumables List.....56

Table 18 – Main Unit Consumable Parts List58

Table 19 – Feeder (DADF)-AQ1 Consumable Parts List59

Table 20 – Periodic Maintenance List – Main Unit60

Table 21 – Periodic Maintenance List – Reader61

Table 22 – Periodic Maintenance List – Feeder61

Table 23 – Soft Counter Configuration62

Table 24 – Toner Bottle Counters.....63

Table 25 – Monthly Copy/Print Volume65

Table 26 – Canon USA Support Escalation Flow Chart79

Table 27 – imageRUNNER ADVANCE C3300 Series Main Unit Specifications83

Table 28 – Feeder (DADF-AQ1).....85

Table 29 – Cassette Feeding Unit-AL1 (Optional) Specifications85

Table 30 – Inner Finisher-G1 (Optional) Specifications.....86

Table 31 – Staple Finisher-U1 (Optional) Specifications87

Table 32 – Booklet Finisher-U1 (Optional) Specifications89

Table 33 – Inner 2Way Tray-J1 (Optional) Specifications90

Table 34 – Copy Tray-J2 (Optional) Specifications91

Table 35 – Copy Card Reader-F1 (Optional) Specifications91

Table 36 – Super G3 FAX Board-AR1 (Optional) Specifications92

Table 37 – Send Function: Scan Specifications93

Table 38 – Send Function: E-Mail and I-Fax Specifications.....93

Table 39 – Network Environment Hardware and Software Specifications94

Table 40 – Printer Settings Specifications94

D. List of Figures

Figure 1 – User Authentication	21
Figure 2 – Learning Path for Technicians	36
Figure 3 – License Management System	50
Figure 4 – Content Delivery System Web Site	51
Figure 5 – e-Support: Flat-Rate Program	67
Figure 6 – e-Support: Authorized Parts Repair Facilities	69
Figure 7 – e-Support: e-Tag	70
Figure 8 – e-Support: e-Tag Claim Console	71
Figure 9 – ISG Central.....	72
Figure 10 – CNA: Warranty Credit Inquiry.....	73
Figure 11 – CNA: e-Tag Warranty Claims Search	73
Figure 12 – ISG Central.....	74
Figure 13 – CNA: Warranty Credit Inquiry	75
Figure 14 – CNA: Flat-Rate Warranty Reimbursement Search	75
Figure 15 – e-Support: Login Screen.....	80
Figure 16 – ISG Central: Login Screen.....	81
Figure 17 – ISG Central: Engineering Services & Solutions Web Page.....	82
Figure 18 – ISG Central: Engineering Services and Solutions Service Guides Area	82