

Canon

**imageRUNNER
ADVANCE DX
C5760i / C5750i
C5740i / C5735i**



Service Guide

Published by
Canon U.S.A., Inc.
 One Canon Park
 Melville, NY 11747-3336
 1-800-OK-CANON
 E-Mail: serviceplanning@cusa.canon.com

Canon U.S.A. Homepage: <http://www.usa.canon.com>
 Canon U.S.A. Internet e-Support Center Website: <http://www.support.cusa.canon.com>
 Canon Partner Portal Website: <https://www.partners.usa.canon.com>

Distributed in the United States by Canon U.S.A., Inc.

IMPORTANT

THIS SERVICE GUIDE INCLUDES THE INFORMATION RELATING TO THE imageRUNNER ADVANCE DX C5760i, imageRUNNER ADVANCE DX C5750i, imageRUNNER ADVANCE DX C5740i, and imageRUNNER ADVANCE DX C5735i.

SPECIFICATIONS AND OTHER INFORMATION CONTAINED HEREIN MAY VARY SLIGHTLY FROM ACTUAL DEVICE VALUES OR THOSE FOUND IN ADVERTISING AND OTHER PRINTED MATTER.

USE OF THIS SERVICE GUIDE SHOULD BE STRICTLY SUPERVISED TO AVOID DISCLOSURE OF CONFIDENTIAL INFORMATION.

ALL PRICES LISTED ARE SUBJECT TO CHANGE WITHOUT NOTICE.

PART NUMBERS LISTED MAY BE CHANGED WITHOUT NOTICE TO REFLECT ENGINEERING REVISIONS.

REVISION HISTORY

Revision	Date	Sections	Details
	June 2020	All	imageRUNNER ADVANCE DX C5700 Series Service Guide
1	July 2020	I VI	<ul style="list-style-type: none"> • Adds the Item Codes for the imageRUNNER ADVANCE DX C5760i and imageRUNNER ADVANCE DX C5740i • Removes imageRUNNER ADVANCE Desktop • Adds mxHero Secure Scan to Email
2	July 2020	II	The required equipment to install the Paper Deck Unit-F1 is corrected.
3	September 2020	I	Adds the Item Code for the imageRUNNER ADVANCE DX C5735i model
4	October 2020	I	Introduces Unified Firmware Platform V3.11 and its features, and updates the productivity tables
5	March 2021	I	Update Unified Firmware Platform references to the UFP Features Reference Manual

COPYRIGHTS AND TRADEMARKS

This Service Guide is the property of Canon U.S.A., Inc.

© Canon U.S.A., Inc. 2021. All rights reserved.

Canon, imageRUNNER, and Always Ask for Canon Genuine Toner, Parts & Supplies are registered trademarks of Canon Inc. imageWARE is a registered trademark of Canon U.S.A., Inc.

All other company names and product names may be trademarks or registered trademarks of their respective owners, and are hereby acknowledged.

LEGAL NOTICES

The information contained in this Service Guide constitutes confidential information of Canon U.S.A., Inc.

Pursuant to the authorized Service Agreement with Canon U.S.A., Inc., this Service Guide is solely for reference purposes and may be used only by an authorized Service Provider of Canon U.S.A., Inc. No part of this Service Guide may be reproduced or transmitted in any form by any means, electronic or mechanical, for any purpose without the prior written consent of Canon U.S.A., Inc., except as expressly permitted herein.

Pursuant to the authorized Service Agreement with Canon U.S.A., Inc., the Service Provider agrees to indemnify Canon U.S.A., Inc. and to hold it harmless from and against any and all claims arising out of Service Provider's possession, use, or misuse of this Service Guide.

As an authorized Canon dealership for the imageRUNNER ADVANCE DX C5760i/C5750i/C5740i/C5735i you agree that the imageRUNNER ADVANCE DX C5760i/C5750i/C5740i/C5735i and its related hardware/software accessories will not be exported from the United States except in strict accordance with the Export Administration Regulations of the U.S. Department of Commerce and other U.S. laws and regulations controlling exports from the United States.

Canon U.S.A., Inc. from time to time updates this online Service Guide and may modify the information and/or specifications contained in it at any time without notice. Additionally, all prices and availability dates listed herein are subject to change without notice. The latest version is available online at the [Canon Partner Portal Website](#) and [e-Support Center Website](#) noted above. Please make certain that you are using the latest version. Specimens of Web pages included herein are for illustration purposes only.

DISCLAIMER

NEITHER CANON NOR ITS SUPPLIERS NOR ANY AUTHORIZED SERVICE PROVIDER SHALL BE LIABLE FOR PERSONAL INJURY OR PROPERTY DAMAGE (UNLESS CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY AUTHORIZED SERVICE PROVIDER), LOSS OF REVENUE OR PROFIT, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, EXPENDITURES FOR SUBSTITUTE EQUIPMENT OR SERVICES, LOSS OR CORRUPTION OF DATA, INCLUDING, WITHOUT LIMITATION, DATA STORED ON THE PRODUCT'S HARD DISK DRIVE, STORAGE CHARGES OR OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE PRODUCT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED AND EVEN IF CANON OR ITS SUPPLIERS OR ANY AUTHORIZED SERVICE PROVIDER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST CANON OR ITS SUPPLIERS OR ANY AUTHORIZED SERVICE PROVIDER BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, THE PURCHASER ASSUMES ALL RISKS AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO PERSONS AND THE PROPERTY OF THE PURCHASER OR OTHERS ARISING OUT OF THE POSSESSION, USE, MISUSE, OR INABILITY TO USE THE PRODUCT NOT CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY AUTHORIZED SERVICE PROVIDER.

Contents

- I. Introduction 1**
 - A. Overview 1
 - B. Features 3
 - 1. Unified Firmware Platform 3
 - 2. imageRUNNER ADVANCE DX Series Platform improvements 3
 - C. Configuration 4
 - D. Optimum Performance Range and Monthly Copy/Print Volume 10
 - 1. The Optimum Performance Range 10
 - 2. Maximum Monthly Copy/Print Volume 10
- II. Hardware Accessory Options 11**
 - A. Platen Cover-Y2 11
 - B. High Capacity Cassette Feeding Unit-A1 11
 - C. Cassette Feeding Unit-AM1 11
 - D. Cabinet Type-N 11
 - E. Paper Deck Unit-F1 11
 - F. Tab Feeding Attachment Kit-F1 12
 - G. Copy Card Reader-F1 12
 - H. Numeric Keypad-A1 12
 - I. Copy Tray-J2 12
 - J. Booklet Finisher-Y1 and Staple Finisher-Y1 12
 - K. 2/3 Hole Puncher Unit-A1 12
 - L. Inner Finisher-H1 13
 - M. Inner 2Way Tray-J1 13
 - N. Inner 2/3 Hole Puncher-B1 13
- III. System Features and Options 15**
 - A. Copy and Print Options 15
 - 1. imagePASS-P2 V1.1 15
 - 2. Barcode Printing Kit-D1 15
 - 3. Secure Watermark 15
 - 4. PCL International Font Set-A1 15
 - B. Universal Send 16
 - 1. Universal Send Trace & Smooth PDF 16
 - 2. Universal Send Security Feature 16
 - 3. Universal Send Digital User Signature 16
 - C. Fax Options 16
 - 1. Super G3 FAX Board-AS2 16
 - 2. Super G3 2nd Line Fax Board-AS2 16
 - 3. Super G3 3rd/4th Line Fax Board-AS2 16
 - 4. IP FAX Expansion Kit-B1 16
 - 5. Remote Fax Kit-A1 17
 - D. Accessibility Options 17
 - 1. Voice Guidance Kit-G1 17
 - 2. Voice Operation Kit-D1 17
 - 3. ADF Access Handle-A1 17
- IV. Document Storage Capabilities 18**
 - A. Mail Box 18
 - B. Network 18
 - C. Memory Media 19
 - D. Advanced Box 19

V. Security Features and Options	20
A. Authentication and Usage Management.....	20
1. Universal Login Manager.....	20
2. Department ID Management	20
3. UA (Universal Authentication).....	20
4. Card Reader Solutions.....	21
5. Access Management System	21
6. uniFLOW Online	21
7. uniFLOW Online Express	22
B. Data Management and Security	23
1. Initialize All Data/Settings Function	23
2. TPM (Trusted Platform Module)	24
3. HDD Data Erase	24
4. HDD Data Erase Scheduler.....	25
5. HDD Data Encryption Kit.....	25
6. HDD Mirroring Kit-J1.....	25
C. Document Security.....	26
1. Adobe LiveCycle Rights Management ES Server Integration.....	26
2. PDF/XPS Visible Digital Signature	26
3. Encrypted Secure Print Software.....	26
4. iR-ADV Security Kit-AK1 for IEEE 2600 Common Criteria Certification.....	27
D. Network Security	28
1. IPsec	28
2. Filtering by Port Number.....	28
3. IPv6.....	28
4. Wired / Wireless Security and Authentication.....	28
E. Device Security	29
1. Security Policy Settings	29
2. Restrict Service Representative Access Function.....	29
3. Verify System at Startup	30
4. SIEM (Security Information and Event Management) Integration	30
5. McAfee Embedded Control.....	30
VI. Software Solutions	31
A. Document Management and Binding.....	31
1. Therefore	31
2. eCopy PDF Pro Office	31
B. Scan Management Software.....	32
1. Authorized Send	32
2. eCopy ShareScan.....	32
3. uniFLOW (Scanning)	32
4. uniFLOW Online	32
5. uniFLOW Online Express	32
C. Print/Output Management Software.....	33
1. Direct Print & Scan for Mobile.....	33
2. uniFLOW.....	33
3. uniFLOW Online	33
4. uniFLOW Online Express	33
5. AA-PRINT (Advanced Anywhere Print)	34
6. EFI PrintMe	34
7. Canon Mobile Printing.....	34

- D. Device Security and Management Software..... 35
 - 1. uniFLOW Device Security & Management 35
 - 2. uniFLOW Serverless Secure Print..... 35
 - 3. uniFLOW Online 35
 - 4. uniFLOW Online Express 35
 - 5. AA-PROX (Advanced Authentication – Proximity Card)..... 36
 - 6. imageWARE Enterprise Management Console and Plug-ins 36
 - 7. imageWARE Secure Audit Manager Express 36
 - 8. MEAP Web Connection Kit..... 36
 - 9. MDS Cloud..... 36
- E. Business Workflow Software 37
 - 1. Forms and Print Services for Salesforce 37
 - 2. Enterprise Imaging Platform 37
- VII. Dealer Sales/Service Authorization and Educational Training..... 38**
 - A. Learning Path for Technicians with imageRUNNER ADVANCE C5500 III Series Certification.... 38
 - B. Learning Path for New Technicians 38
 - C. Foundational Prerequisites 39
 - D. Certification 39
 - E. Who Should Attend 39
 - F. uniFLOW Online and uniFLOW Online Express Training Courses 40
 - 1. uniFLOW Online 40
 - 2. uniFLOW Online Express 40
 - G. Data Backup Service Training Course..... 40
 - H. Training Facilities 41
 - 1. Online Courses 41
 - 2. Classroom Training Facilities..... 41
 - I. Course Equipment 41
 - J. Service Materials..... 41
- VIII. Servicing Notes 42**
 - A. Power and Plug Requirements 42
 - B. Installation Weight & Dimensions 44
 - C. Installation Space Requirements 45
 - D. Estimated Installation Times 47
 - E. Recommended System Engineer Requirements..... 49
 - F. Canon Remote Services 50
 - 1. imageWARE Remote..... 50
 - 2. Optional Integration Applications..... 51
 - 3. UGW SnapShot 51
 - 4. Device Management Tool..... 51
 - 5. Dealer Dashboard..... 51
 - 6. Content Delivery System 52
 - 7. Remote Operator’s Software Kit 53
 - G. Device Configuration Management..... 54
 - 1. Device Configuration Manager 54
 - 2. Device Migration Navigator..... 54
 - H. Data Backup Service..... 55
 - I. Firmware Upgrade 56
 - 1. Service Support Tool 56
 - 2. Content Delivery System 56
 - J. LMS (License Management System)..... 57
 - K. Content Delivery System Website 57
 - L. Hard Disk Drive Handling..... 58
 - M. Special Tools, Solvents & Oils 58

N. Consumables	59
1. Toner	60
2. Drum	61
O. Consumable Parts.....	62
P. Periodically Replaced Parts	66
Q. Periodic Maintenance.....	66
R. Soft Counter	68
S. MEAP Counter	69
T. Toner Bottle Counter.....	70
IX. Limited Warranty Support	71
A. imageRUNNER ADVANCE DX C5700 Series Limited Warranty Conditions	71
B. GPR-55 Drum Unit Limited Warranty.....	71
C. Warranty Programs	71
D. Service Parts Availability	72
X. Product Technical Support Offerings	73
A. Canon USA Technical Support Center	73
B. Technical Support Escalation	73
C. Internet Support	75
1. Canon USA's e-Support Center Website.....	75
2. Canon USA's Partner Portal Website	75
XI. Appendix	76
A. Registered Paper Types and Weight	76
B. Specifications	78
C. Canon imageRUNNER ADVANCE DX C5760i/C5750i/C5740i/C5735i LIMITED WARRANTY ...	99
D. List of Tables.....	100
E. List of Figures.....	101

I. Introduction

This section contains the product overview, features, configurations, estimated performance standards, and monthly print volume.

A. Overview

The Canon imageRUNNER ADVANCE DX C5700 Series consists of the imageRUNNER ADVANCE DX C5760i, imageRUNNER ADVANCE DX C5750i, imageRUNNER ADVANCE DX C5740i, and imageRUNNER ADVANCE DX C5735i.

The Canon imageRUNNER ADVANCE DX C5700 Series is a family of high-speed, high-performance color digital imaging devices. The imageRUNNER ADVANCE DX platform features enhancements focused on Workflow Efficiency, Device & Fleet Management Efficiency, Security, Cost Management, Sustainability, and Reliability.

The imageRUNNER ADVANCE DX C5700 Series is the successor to the imageRUNNER ADVANCE C5500 III Series.

These models bring the following capabilities to end-users in small- to mid-size offices:

Note: For a detailed list of specifications and differences between the models, please refer to the [Specifications](#) section in the [Appendix](#).

- The imageRUNNER ADVANCE DX C5760i and imageRUNNER ADVANCE DX C5750i are Segment 4 devices that print and copy Color and B&W (Black and White) (Letter sized sheets) at speeds of up to 60-ppm (pages per minute) and 50-ppm, respectively.
- The imageRUNNER ADVANCE DX C5740 and imageRUNNER ADVANCE DX C5735 are Segment 3 devices that print and copy Color and B&W (Letter sized sheets) at speeds of up to 40-ppm and 35-ppm respectively.
- Standard Single-Pass Duplexing Automatic Document Feeder (ADF) and Color Image Reader with a scanning speed of up to 270 ipm (images per minute) (Color) at 300 dpi (dots per inch) and a capacity of up to 200-sheets (20 lb bond (80 g/m²)).
- A 250 GB hard disk drive (HDD) expandable to a 1 TB HDD, and 4 GB of RAM (Random Access Memory)
- Standard paper sources include two (2) paper cassettes, and one multi-purpose tray that can hold up to 1,200 sheets of paper (20 lb bond (75 g/m²)). Optional paper input options increase the paper capacity to up to 6,350 sheets (20 lb bond (75 g/m²)).
- Supports a maximum paper size of up to 12" x 18".

- Standard USB 3.0 high-speed connectivity is available on the rear-right side of the machine for connecting devices such as an external Hard Disk. Standard USB 2.0 high-speed connectivity is available on the front-right side of the machine for scanning to or printing from USB memory media.
- Standard Color Universal Send.
- Standard UFR II, PCL 5, PCL6, Adobe PostScript 3, and PDF/XPS/TIFF/JPEG Direct Printing.
- The main unit includes a motion sensor designed to reduce the perceived waiting time for the device to recover from sleep mode. The device is able to detect an approaching user, predict the user's intent, and recover from sleep mode accordingly. Likewise, the device can predict when the user is finished using the device and returns to sleep mode. Three (3) sensitivity settings are available and, the motion sensor can be turned off allowing the device to transition to and from sleep mode like predecessor models.
- Standard wireless LAN Support for IEEE 802.11 b,g,n.
- Standard security features available with imageRUNNER ADVANCE DX C5700 Series include:
 - SIEM Integration
 - Verify System at Startup
 - McAfee Embedded Control
 - HDD Data Encryption
 - HDD Data Erase
 - HDD Initialize
 - Forced Hold Printing
 - Encrypted Secure Print
 - Encrypted PDF
 - Digital Signature PDF (Device and User Signature)
 - IPsec
 - SMB 3.0
 - TLS 1.3
- The imageRUNNER ADVANCE DX C5700 Series includes the UFP (Unified Firmware Platform), which provides a common firmware base for the imageRUNNER ADVANCE DX devices and imageRUNNER ADVANCE.
- The imageRUNNER ADVANCE DX C5700 Series machines are ENERGY STAR certified.

B. Features

1. Unified Firmware Platform

The UFP (Unified Firmware Platform) provides a common firmware base across all Third Generation imageRUNNER ADVANCE devices. This makes it possible to unify development, and reflect the same functions and the latest specifications in all supported Third Generation imageRUNNER ADVANCE devices.

UFP updates are performed on a regular basis, and include new specifications and enhancements. Critical bug fix firmware updates are released as needed.

The UFP offers the following features and benefits to the Third Generation imageRUNNER ADVANCE devices.

- Consistent firmware updates across the Third Generation imageRUNNER ADVANCE devices in your fleet.
- New features and error fixes are applied to all Third Generation imageRUNNER ADVANCE devices in your fleet at one time.

See the *Unified Firmware Platform Features Reference Manual* available on the Partner Portal and e-Support for the latest UFP release available for this model series, and the new features introduced with that release.

2. imageRUNNER ADVANCE DX Series Platform improvements

UI (User Interface) improvements:


- The standard embedded 10.1" Color Wide Super VGA high-resolution TFT screen with flick, pinch, and drag and drop operability¹. The UI provides familiar smartphone-like functionality with an operational soft-key keypad added to the touchscreen UI.
- With the introduction of the imageRUNNER ADVANCE DX models, on-screen soft-key support is now standard. The Home screen is comprised of Main Menu buttons and Timeline. The Home screen consolidates the Quick Menu and Main Menu functions. The Timeline displays the settings of the previous 10 jobs performed (copy, scan and send, store, access to stored files, and fax).

¹ Flick is not available on the following screens: one touch menu, [Options] menu in Copy/Box/Send, Settings/Registration. Pinch can be used on any menu or function screen. Default is off, and can be turned on in Settings/Registration -> Preferences -> Accessibility Settings -> Enable Screen Magnification. Drag and Drop to rearrange the button layout in the Quick Menu. Toggle on-off in the bottom right corner.

C. Configuration

Note: All Configurations shown are for reference purposes only and are subject to change without notice. Please refer to the Dealers Price List on the Partner Portal Website (<https://www.partners.usa.canon.com>) for the most up-to-date Item Numbers.

Table 1 – Main Engine

Item	Item Number ²
<p style="text-align: center;">imageRUNNER ADVANCE DX C5760i with Paper Deck-F1 and Booklet Finisher-Y1</p> 	
Print Engine	
imageRUNNER ADVANCE DX C5760i ^{3, 4}	4300C002AA
imageRUNNER ADVANCE DX C5750i ^{3,4}	4301C002AA
imageRUNNER ADVANCE DX C5740i ^{3,4}	4302C002AA
imageRUNNER ADVANCE DX C5735i ^{3,4}	4303C002AA

2 Item Numbers and Part Numbers are subject to change without notice.
 3 Ships standard with 200-sheet Single Pass Duplexing Automatic Document Feeder, 2 x 550-sheet Paper Cassettes, Envelope Feeder Attachment, UFR II/PCL/PS Printing, Direct PDF/XPS Printing, Color Universal Send with PDF High Compression, Encrypted PDF, Digital Signature PDF (Device and User Signature), Trace and Smooth PDF, Searchable PDF/XPS, OOXML (Scan to PPT and Word), Universal Login Manager (Requires Download), uniFLOW Online Express, Access Management System, HDD Data Erase, Data Encryption (FIPS-140-2), IP Sec, Encrypted Secure Print, Secure Watermark, Web Browser, Single Pass Duplexing Automatic Document Feeder, Color Image Reader, Ethernet 1000Base-T/100Base-TX/10Base-T, USB 2.0/3.0 High Speed Connectivity, Wifi Connectivity, Remote Operator's Software Kit, Color Network ScanGear and Drum Units
 4 For proximity card use, DX platform devices come standard with iC Card Reader Box. Any configuration requiring a Proximity Card Reader is an additional purchase. (ex. uniFLOW MiCard PLUS).

Table 2 – Hardware Accessories

Item	Item Number ²
High Capacity Cassette Feeding Unit-A1 ⁵	0610C002AA
Cassette Feeding Unit-AM1 ⁵	0609C002AA
Cabinet Type-N ⁵	1770C001AB
Paper Deck Unit-F1 ⁶	0607C002AA
Inner 2way Tray-J1 ⁷	9611B001AA
Inner Finisher-H1 ⁷	0615C002AA
Inner 2/3 Hole Puncher-B1 ⁸	0618C002AA
Staple Finisher-Y1 ^{7,9}	0613C002AA
Booklet Finisher-Y1 ^{7,9}	0614C002AA
Buffer Pass Unit-L1	0619C002AA
2/3 Hole Puncher Unit-A1 ¹⁰	0126C001AA
Tab Feeding Attachment-F1 ^{11,}	8930B001AA
Copy Tray-J2	8815A003AA
Utility Tray-B1 ¹²	0165C001AA
Platen Cover-Y2 ¹³	3818C002AA
USB Key Board (Cherry) ¹⁴	1266V426
Copy Card Reader Attachment-B7	3684B009AA
Copy Card Reader-F1 ¹⁵	4784B001AA
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
Braille Label Kit-F1	7518A004AA
ADF Access Handle-A1	1095B001AA
Copy Control Interface Kit-A1 ¹⁶	3726B001AA
Convenience Stapler-A1 (White)	1348V957
Universal Keyboard Stand-A1	2212V477
Card Reader Assembly for Universal Keyboard Stand	2212V478
Attachment Kit for Reader ¹²	4067C002AA

² Item Numbers, eLAN Item Numbers and Part Numbers are subject to change without notice.

- ⁵ The High Capacity Cassette Feeding Unit-A1, Cassette Feeding Unit-AM1 and Cabinet Type-N cannot be installed at the same time.
- ⁶ High Capacity Cassette Feeding Unit-A1 or Cassette Feeding Unit-AM1 is required to install the Paper Deck Unit-F1.
- ⁷ The Staple Finisher-Y1, Booklet Finisher-Y1, Inner Finisher-H1, and Inner 2-Way Tray-J1 cannot be installed at the same time.
- ⁸ Requires Inner Finisher-H1
- ⁹ Requires Buffer Pass Unit-L1
- ¹⁰ Requires Staple Finisher-Y1 or Booklet Finisher-Y1.
- ¹¹ Can only be installed in Cassette 2.
- ¹² When installing Utility Tray, Voice Guidance Kit, or Voice Operation Kit, Attachment Kit for Reader is required. For C5700/6000 series, 4067C001AA cannot be attached. Please purchase this (4067C002AA) and use.

Table 3 – System Connectivity Accessories

Item	Item Number ²	eLAN Number ¹⁷
PCL International Font Set-A1	-	4821B003AA
Barcode Printing Kit-D1	-	3999B004AA
MEAP Web Connection Kit V5.6	-	4848B117AA
Super G3 FAX Board-AS2	0166C007AA	-
Super G3 2nd Line Fax Board-AS2 ¹⁸	0167C007AA	-
Super G3 3rd/4th Line Fax Board-AS2 ¹⁹	0168C004AA	-
IP FAX Expansion Kit-B1 ¹⁹		0170C004AA
Remote FAX Kit-A1 ²⁰	-	3679B005AA
HDD Mirroring Kit-J1 ²¹	0180C001AA	-
HDD Data Erase Scheduler V3.1.3	-	4164BV44AC
HDD Data Erase Scheduler V3.1.3 NFR	-	4164BV45AC
2.5inch/250GB HDD-N1 ²²	0177C001BA	-
2.5inch/1TB HDD-P1	0178C001AA	-
Numeric Keypad-A1	4036C001AA	-
IC Card Reader Box for Numeric Keypad-A1 ²³	4040C001AA	
Voice Guidance Kit-G1 ^{24, 25}	0171C001AA	-
Voice Operation Kit-D1 ^{24, 25}	0172C002AA	-
iR-ADV Security Kit-AK1 for IEEE 2600 Common Criteria Certification ²⁶	Available Later	-
Connection Kit-A2 for Bluetooth LE	4041C001AA	-
NFC KIT-E1	4029C001AA	-

² Item Numbers, eLAN Item Numbers and Part Numbers are subject to change without notice.

- 13 Requires removing the standard Single Pass Duplexing ADF and Reader.
- 14 When installing USB Keyboard, it is recommended to install the Universal Keyboard Stand-A1 or the Utility Tray-B1
- 15 Requires the Copy Card Reader Attachment Kit-B7.
- 16 Cannot be installed if Card Reader-F1 is installed.
- 17 The eLAN (Electronic License Access Number) is delivered via the CNA section of the [Partner Portal Website](#).
- 18 Requires Super G3 FAX Board-AS2
- 19 Requires Super G3 FAX Board-AS2 and Super G3 2nd Line Fax Board-AS2.
- 20 Cannot be installed with Super G3 FAX Board-AS2.
- 21 HDD Mirroring feature requires two hard drives, either one additional 2.5inch/250GB HDD-N1 with standard 250GB HDD or two 2.5 inch/1TB HDD-P1 replacing standard 250GB HDD.
- 22 250 GB HDD for mirroring functionality only, cannot be used to increase storage.
- 23 When using IC Card with Numeric Keypad A1, Numeric Keypad will take standard iC Card place. It is recommended to install IC Card Reader Box when using IC Card and Numeric Keypad A1 together. This configuration will require the purchase of a Proximity Card Reader (ex. uniFLOW MiCard PLUS).
- 24 Voice Guidance Kit-G1 and Voice Operation Kit-D1 cannot be installed at the same time.
- 25 Requires the Numeric Keypad-A1.
- 26 Includes iR-ADV Security Kit-AK1 for IEEE 2600 Common Criteria Certification. Specified configurations and settings need to be applied to the device in order to achieve and maintain IEEE2600 CC Certification. Cannot be configured with MEAP Web Connection Kit G3, Remote Fax Kit-A1, imagePASS-P2 V1.1, IP FAX Expansion Kit-B1 Copy Card Reader-F1, NFC KIT-E1, Connection Kit-A2 for Bluetooth LE, some imageWARE options or some MEAP applications.

Table 4 – System Connectivity Accessories - imagePASS

Item	Item Number ²
imagePASS-P2 V1.1 ²⁷	4309C001AA
Hot Folders License	0123B006AA
Productivity Package Web Activate ²⁸	7752A029AA
Fiery Compose	2351B006AA
Fiery Impose	6596A042AA
Fiery Impose and Compose	6596A043AA
X-Rite i1 (for imagePASS-P2)	8002A004AB
i1 Publish (i1 Profiler) Software ²⁹	3438B025AA
Fiery Color Profiler Suite ^{30, 31}	3077B130AA
Fiery Color Profiler Suite Annual Maintenance ³²	3077B131AA

² Item Numbers, eLAN Item Numbers and Part Numbers are subject to change without notice.

²⁷ Ships standard with Secure Erase and Paper Catalog Kit.

²⁸ Includes Hot Folders, Graphic Arts and Advance Job Management.

²⁹ Service, support and technical assistance are handled directly through X-Rite.

³⁰ Requires maintenance agreement. Includes 1st year of maintenance.

³¹ A supported spectrophotometer device is required to activate the software license for Color Profiler Suite.

³² For extension from 2nd year. Multiple years of maintenance can be ordered to match a lease contract term.

Table 5 – imageRUNNER ADVANCE Solutions

Item	Item Number ²	eLAN Number ¹⁷
Authorized Send V7.1 (1 License) ³³	-	4224C009AB
Authorized Send V7.1 (10 Licenses) ³³	-	4224C010AB
Authorized Send V7.1 (100 Licenses) ³³	-	4224C011AB
Authorized Send V7.1 (1 License NFR) ³³	-	4224C012AB
Authorized Send To Fax V7.1 (1 License) e-LAN	-	4224C014AB
Authorized Send V7.1 Add-on Option (1 License) e-LAN	-	4224C015AA
Authorized Send V7.1 Worldox Add-on Option (1 License) e-LAN	-	4224C016AA
Authorized Send V7.1 Bar Code Recognition Add-on Option (1 License) e-LAN	-	4224C017AA
Authorized Send V7.1 Fax Server Add-on Option (1 License) e-LAN	-	4224C018AA
MiCard PLUS SC ³⁴	3575B504AA	-
AA-PRINT MFP V1.5 Gen3 ³³	-	4164BT59AA
AA-PRINT MFP V1.5 Gen3 NFR ³³	-	4164BT60AA
MEAP Web Connection Kit V5.6	-	4848B117AA
PaperCut Gen3+ MEAP License	-	4224C027AA
Object Generator (for AS400 printing) License with 3 year Maintenance	-	4223C001AA
Object Generator Additional 1 year Maintenance	-	4223C002AA
mxHero Secure Scan to Email ^{35, 36, 37}	-	2659C060AA

² Item Numbers, eLAN Item Numbers and Part Numbers are subject to change without notice.

¹⁷ The eLAN (Electronic License Access Number) is delivered via the CNA section of the [Partner Portal Website](#).

³³ The Application/Jar file can be attained through download only from <http://www.canon.com/fau/downloads/>.

³⁴ MiCard PLUS SC supports 35 different proximity cards types. Refer to the [Partner Portal Website](#) for a complete list of supported card frequencies

³⁵ mxHero license is only available for purchase on the Canon Business Services

³⁶ mxHero Secure Scan to Email licenses are sold per device, per year, while prorated by month. All purchases are paid up-front. Minimum license purchase term is 1 year, and Maximum License purchase term is 5 years.

³⁷ mxHero can be ordered by any Dealership without engaging Canon U.S.A. Professional Services (CIIS), as long as at least one Systems Engineer from the Dealership has completed the mxHero Training course, and passed the certification test. Training is available at the Service Training Solutions section of the [eSupport Center Website](#).

Table 6 – Supplies and Consumables

Supplies and Consumables	
Item	Item Number ²
Staple-P1 ³⁸	1008B001AA
Staple Cartridge-Y1 (for Booklet Finisher-Y1) ³⁹	0148C001AA

² Item Numbers, eLAN Item Numbers and Part Numbers are subject to change without notice.

Table 7 – Toner and Drum

Toner, Starter and Drum	
Item	Item Number ²
GPR-55 Drum Unit (x 4)	0488C003BA
GPR-55 Toner Black (69,000 impressions at 5% coverage)	0481C003AB
GPR-55 Toner Cyan (60,000 impressions at 5% coverage)	0482C003AB
GPR-55 Toner Magenta (60,000 impressions at 5% coverage)	0483C003AB
GPR-55 Toner Yellow (60,000 impressions at 5% coverage)	0484C003AB
GPR-55L Toner Cyan (26,000 impressions at 5% coverage)	0485C003AB
GPR-55L Toner Magenta (26,000 impressions at 5% coverage)	0486C003AB
GPR-55L Toner Yellow (26,000 impressions at 5% coverage)	0487C003AB

² Item Numbers, eLAN Item Numbers and Part Numbers are subject to change without notice.

Notes:

- GPR-55 Color Toner is available in two capacities, regular and low capacity (approximately 43% of the regular toner bottle capacity).
 - The regular capacity toner bottle has a higher yield, a higher cost and a lower cost per copy.
 - The low capacity toner bottle has a lower yield, a lower cost and a higher cost per copy.
- The servicing dealer can use the regular and low capacity toner bottles to suit the print volume and print environment of customers. The Service Revenue/Profit Calculator references both toner bottle capacities and is available to determine how best to incorporate the regular and low capacity toner bottles.

³⁸ Used for corner/double stapling only. 2 cartridges per case. 5,000 staples per cartridge.

³⁹ Used for booklet finishing only. 2 cartridges per case. 2,000 staples per cartridge.

D. Optimum Performance Range and Monthly Copy/Print Volume

1. The Optimum Performance Range

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

Running the equipment within this range ensures that no undue stress is placed on components, and it allows time for the proper servicing and maintenance of the equipment.

2. Maximum Monthly Copy/Print Volume

The maximum monthly copy/print 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.

Sustained use of the machine at this level will significantly impact the long term performance and durability of the machine. You should expect an increase in the number of service calls and down time during periods of Maximum production use.

Table 8 – Optimum Performance Range and Monthly Copy/Print Volume

Model	Optimum Performance Range (based on LTR sized paper)	Maximum Monthly Volume (based on LTR sized paper)
imageRUNNER ADVANCE DX C5760i	Approximately 12,000 to 60,000	Up to 240,000
imageRUNNER ADVANCE DX C5750i	Approximately 10,000 to 50,000	Up to 185,000
imageRUNNER ADVANCE DX C5740i	Approximately 8,000 to 45,000	Up to 140,000
imageRUNNER ADVANCE DX C5735i	Approximately 5,000 to 30,000	Up to 125,000

II. Hardware Accessory Options

Canon-Branded paper feed, accessories and finishers for the imageRUNNER ADVANCE DX C5700 Series.

Refer to the Appendix to see the specifications for the hardware accessory options.

A. Platen Cover-Y2

- Platen Cover-Y2 is installed in place of the Duplex Image Reader when this machine is used as a printer model.
- This option requires removing the standard Single Pass Duplexing Automatic Document Feeder and Color Image Reader.

B. High Capacity Cassette Feeding Unit-A1

- 1 paper drawer that holds up to 2,450 sheets (20 lb bond (80 g/m²)).
- Supports LTR-sized paper only.
- Supports paper weights up to 140 lb Index (256 g/m²).
- The optional Paper Deck Unit-F1 can be attached.
- Cannot be installed with the Cassette Feeding Unit-AM1 or the Cabinet Type-N.

C. Cassette Feeding Unit-AM1

- 2 drawers that hold up to 550 sheets (20 lb bond (80 g/m²)) each.
- Maximum paper size: 12" x 18".
- Supports paper weights up to 140 lb Index (256 g/m²).
- The optional Paper Deck Unit-F1 can be attached.
- Cannot be installed with the High Capacity Cassette Feeding Unit-A1 or the Cabinet Type-N.

D. Cabinet Type-N

- Adjusts the height of the imageRUNNER ADVANCE DX C5700 Series.
- Provides a space to store toner or additional paper supply.
- The optional Paper Deck Unit-F1 can be attached.
- Cannot be installed with the High Capacity Cassette Feeding Unit-A1 or Cassette Feeding Unit-AM1.

E. Paper Deck Unit-F1

- Provides an additional paper capacity of approximately 2,700 sheets (20 lb bond (75 g/m²)).
- Supports LTR-sized paper only.
- Supports paper weights up to 140 lb index (256 g/m²).
- Requires the High Capacity Cassette Feeding Unit-A1, or Cassette Feeding Unit-AM1.

F. Tab Feeding Attachment Kit-F1

- Enables printing on tab paper from Cassette 2.

G. Copy Card Reader-F1

- Enables Department ID Management using a control card. End-users are required to authenticate using a control card before starting an operation.
- Up to 1,000 Department IDs can be registered.

H. Numeric Keypad-A1

- The Numeric Keypad enables the end user to use hard keys instead of the equivalent soft key buttons available on the User Interface.
- The Voice Guidance Kit and Voice Operation Kit options requires the Numeric Keypad-A1 to operate.

I. Copy Tray-J2

- Simple Tray for Basic output.
- Output capacity up to 100 sheets (20 lb bond (80 g/m²)).

J. Booklet Finisher-Y1 and Staple Finisher-Y1

- Finisher provides stacking for up to 3,250 sheets of LTR paper (20 lb bond (80 g/m²)).
- Supports corner or double staple up to 50 sheets of LTR paper (20 lb bond (80 g/m²)).
- Supports Staple Free Binding for up to 4-sheets of paper (20 lb bond (80 g/m²)).
- Supports paper weights up to 140 lb Index (300 g/m²).
- Saddle Stitch Booklet finishing capability for up to 20-sheets (20 lb bond (80 g/m²)) or 80 imaged sides.
- Supports Saddle folding up to 3 sheets.
- Requires the Buffer Pass Unit-L1.

K. 2/3 Hole Puncher Unit-A1

- Inner puncher provides 2-hole and 3-hole punch capabilities.
- Supports paper sizes up to 11" x 17".
- Supports paper weights up to 140 lb Index (300 g/m²).
- Requires the Staple Finisher-Y1 or the Booklet Finisher-Y1.

L. Inner Finisher-H1

- Finisher provides stacking for up to 545 sheets LTR paper (20 lb bond (80 g/m²)).
- Supports corner or double staple up to 50 sheets of paper LTR paper (20 lb bond (80 g/m²)).
- Supports Staple-free stapling and Staple On Demand.
- Supports paper weights up to 110 lb cover (300 g/m²).
- Supports optional Inner 2/3 Hole Puncher-B1.

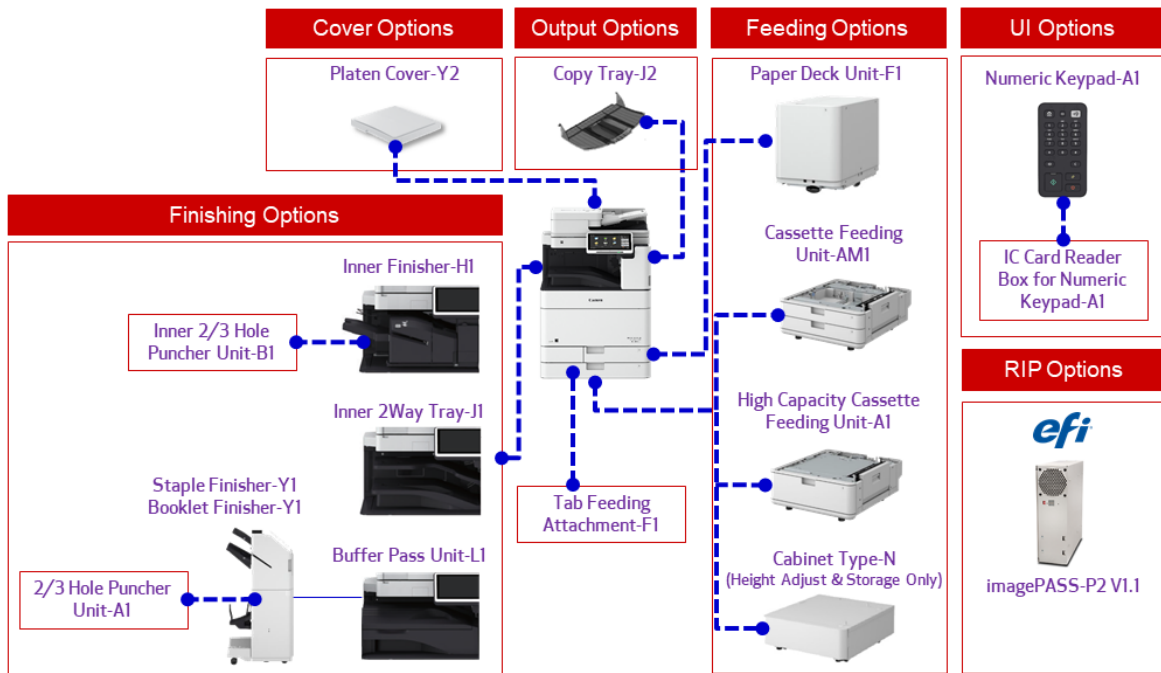
M. Inner 2Way Tray-J1

- The Inner 2Way Tray provides stacking for up to 350 sheets LTR paper (20 lb bond (80 g/m²)).
- Supports paper weights up to 110 lb cover (300 g/m²).

N. Inner 2/3 Hole Puncher-B1

- Inner puncher provides 2-hole and 3-hole punch capabilities.
- Supports paper sizes up to 11" x 17".
- Supports paper weights up to 110 lb cover (300 g/m²).
- Requires the Inner Finisher-H1.

Figure 1 – Hardware Configuration Chart



III. System Features and Options

The functionality of the imageRUNNER ADVANCE DX C5700 Series can be expanded by installing the following system related optional accessories and software.

A. Copy and Print Options

1. imagePASS-P2 V1.1

- An external piggyback print controller for the imageRUNNER ADVANCE DX C5700 Series machines
- Supports Adobe Genuine PostScript 3, PCL5e and PCL6.
- Suited for office environments in which larger print volumes are frequently processed, or for users who use Adobe PostScript or other PostScript applications.
- Optional software available for the imagePASS-P2 V1.1 is Fiery Compose, Fiery Impose, and Fiery ImageViewer.
- The optional removable Hard Disk Drive kit and the integrated interface & Stand are available.

2. Barcode Printing Kit-D1

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

3. Secure Watermark

This Standard Feature 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.

4. PCL International Font Set-A1

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

B. Universal Send

The Universal Send features are available as a standard with the main engine.

1. Universal Send Trace & Smooth PDF

- Enables the user to make Trace & Smooth PDF, and Adobe Reader Extensions PDF files.

2. Universal Send Security Feature

- 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.

3. Universal Send Digital User Signature

- 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.

C. Fax Options

1. Super G3 FAX Board-AS2

- 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.

2. Super G3 2nd Line Fax Board-AS2

- Provides two lines to send and receive fax documents.
- Requires the Super G3 FAX Board-AS2.

3. Super G3 3rd/4th Line Fax Board-AS2

- Provides up to four lines to send and receive fax documents.
- Requires the Super G3 FAX Board-AS2, Super G3 2nd Line Fax Board-AS2.

4. IP FAX Expansion Kit-B1

- Enables faxing over VoIP lines that support the T.38 Transmission Control Protocol.
- Requires the Super G3 FAX Board-AS2.
- Cannot be installed with the Super G3 2nd Line Fax Board-AS2.
- Requires license activation via the LMS.

5. Remote Fax Kit-A1

- The Remote Fax Kit-A1 enables an imageRUNNER ADVANCE DX Device without a Fax board installed (the client device) to utilize the Super G3 Fax board installed in another imageRUNNER ADVANCE DX Device (the fax server) to send and receive fax documents via the server.
- The client imageRUNNER ADVANCE DX Device and the fax server imageRUNNER ADVANCE DX Device must be on the same network.
- The Remote Fax Kit-A1 requires license activation via the LMS.
- The Remote Fax Kit and the Super G3 FAX Board cannot be installed together.

D. Accessibility Options

1. Voice Guidance Kit-G1

- The Voice Guidance Kit provides visually-impaired users to hear voice navigation instructions when operating the machine.
- The Numeric Keypad-A1 is required to use this option.

2. Voice Operation Kit-D1

- The Voice Operation Kit provides visually impaired users to hear voice navigation instructions when operating the machine.
- The Voice Operation Kit also includes a voice recognition function, which enables users to set the various functions of the machine using their voice.
- The Numeric Keypad-A1 is required to use this option.

3. ADF Access Handle-A1

The ADF Access Handle attaches to the Automatic Document Feeder to enable seated users to open the document feeder.

IV. Document Storage Capabilities

The imageRUNNER ADVANCE DX C5700 Series machines offer methods to store and access scanned documents and files via built-in storage and external storage.

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

IMPORTANT

- Canon U.S.A., Inc. (hereinafter referred to as “Canon USA”) 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 backup plan. Canon USA offers several security options to enhance document handling and storage security needs. See [Security Features and Options on Page 20](#).
- It is strongly recommended to back up data stored on the hard disk drive.

A. Mail Box

The Mail Box is a data storage area that provides the ability to store files temporarily for on-demand printing or reprint purposes.

The Mail Box function enables users to store files that are scanned with this machine, or data sent from a personal computer via the printer driver. The stored files can be printed (or reprinted) anytime using the desired user settings. When combined with the Send Function the file format of the scanned documents can be converted into another file format (PDF, JPEG, and TIFF), and sent via e-mail or fax or sent to a file server or another mailbox. Up to 100 files in the mailbox at a time can be selected to send. The files in Mailbox can be edited. Files can be incorporated into other files in the mailbox, duplicated, or have pages deleted. The Mailbox privacy allows password protection for each Mailbox or labeling the Mailbox for individual users. In addition, various editing features are available, such as merging separately stored files, duplication or deleting pages from a file.

B. Network

The imageRUNNER ADVANCE DX C5700 Series machines are equipped with a collaboration function that enables them to be connected to other imageRUNNER ADVANCE and imageRUNNER ADVANCE DX 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 DX C5700 Series machines. Users can attach a USB memory stick to the USB port to scan and store documents in the PDF, JPEG, TIFF, XPS or OOXML file format. Users can also print files stored in the memory media from an imageRUNNER ADVANCE DX C5700 Series machine at any time with the desired print settings.

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

D. Advanced Box

Advanced Box is a storage area in the 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. Multiple users can access shared space folders. (a team, group, or department members). A single user can access personal space folders. Up to 1,000 files/folders (main folder and subfolders) can be saved in each level.

Documents can be scanned with this machine, stored in the PDF, JPEG, TIFF (B&W), XPS and OOXML (.docx/.pptx) file format, and can also be printed on this machine at any time with the desired print settings. Additionally, the user can search for files in the Advanced Box.

The Advanced Box can be opened to the public as an SMB (Server Message Block) server or WebDAV (Distributed Authoring and Versioning) server. This enables the end-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 and Options

The imageRUNNER ADVANCE DX C5700 Series machines include a comprehensive set of security features, such as Device Authentication, Data Security, Document Security, and Network Security.

A. Authentication and Usage Management

1. Universal Login Manager

ULM (Universal Login Manager) is a MEAP application, developed by NT-ware, that provides log in management capabilities, such as simple user authentication, Local Authentication, and Domain Authentication for Canon imageRUNNER ADVANCE DX Devices. These user authentication methods use Picture Log In, PIN Codes, or Proximity Card Log In methods to gain access to the machine. Although, ULM is a server-less authentication solution, it can also integrate with the Access Management System for advanced security. Furthermore, ULM can be upgraded to the full uniFLOW platform, which provides mobile printing, secure printing, advanced security, and scanning workflow capabilities, along with a fully-automated statistics and reporting suite.

Note: ULM is available as a download for the imageRUNNER ADVANCE DX device from the [e-Support Center Website](#) or via the NT-Ware Website. To activate the ULM, the PC/Workstation used for activation must have access to the Internet.

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. UA (Universal Authentication)

A user authentication system that enables the functions of the machine and MEAP applications to be used by a user after being authenticated once. UA 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. Administrators can use one of these two systems or both at the same time. The Access Management System is a subset of the UA system.

4. Card Reader Solutions

The imageRUNNER ADVANCE DX C5700 Series supports card authentication solutions. These solutions can be combined with Department ID management and the UA login service.

5. Access Management System

The Access Management System (AMS) enables system administrators to restrict various Copy, Print, fax, Scan, Mail Box/Advanced Box, and Send functions that each user can use. Once the AMS is activated, a Function Level Log-In can be used to authenticate users for specific device features only. SSO-H and AMS must be activated to use Function Level Log-In.

6. uniFLOW Online

uniFLOW Online is a cloud-based secure printing and cost tracking solution. It is used to help businesses manage their print environment without having to invest in a print server infrastructure, and enables them to keep control of the full printing and scanning process.

uniFLOW Online contains these features:

- Flexible authentication (for example, PIN Code or Card)
- Secure Printing
- Send Print Jobs from Anywhere (mobile printing)
- Simple document scanning (for example, Scan to My E-Mail, Google Drive, OCR PDF, and image enhancement)
- Track print, copy, scan, and fax costs
- Cloud-based infrastructure

A uniFLOW trial is available at no charge, and includes all the features of uniFLOW Online. At the conclusion of the trial, and if the full uniFLOW Online solution has not been purchased, the following features will no longer be accessible:

- Secure Printing
- Send Print Jobs from Anywhere (mobile printing)
- A part of Simple document scanning (for example, image enhancement)

IMPORTANT

uniFLOW Online only supports TLS V1.2 and earlier.

Note: To purchase a license of uniFLOW Online, training is required. Training is required to obtain support for uniFLOW Online or the uniFLOW Online trial from Canon's Technical Support Center. For more information on uniFLOW Online training, go to the Service Training Solutions section on the [e-Support Center Website](#).

7. uniFLOW Online Express

uniFLOW Online Express is a cloud-based authentication and cost tracking solution. It is used to help businesses manage their print environment without having to invest in a print server infrastructure, and enables them to keep control of the printing and scanning process.

uniFLOW Online Express comes with the following features:

- Flexible authentication (for example, PIN Code or Card)
- Simple document scanning (for example, Scan to My E-Mail and Google Drive)
- Track print, copy, scan, and fax costs
- Cloud-based infrastructure

IMPORTANT

uniFLOW Online Express only supports TLS V1.2 and earlier.

Note: To install uniFLOW Online Express, training is not required. However, uniFLOW Online Express training is required to receive uniFLOW Online Express support from Canon's Technical Support Center. Dealers which have taken uniFLOW Online training are automatically certified for uniFLOW Online Express. For more information on uniFLOW Online and uniFLOW Online Express training, go to the Service Training Solutions section on the [e-Support Center Website](#).

B. Data Management and Security

The imageRUNNER ADVANCE DX C5700 Series machines offer several ways to protect and secure data. It is strongly recommended that a backup 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)
- imageRUNNER ADVANCE Trusted Platform Module
- Data Encryption Kit
- Optional Security Kits (HDD Data Erase Kit and Mirroring Kit)

CAUTION

Canon U.S.A., Inc. is not liable for any damages resulting from the loss or corruption of data. (See the [DISCLAIMER](#), on page [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, Advance Box and Mail Box data, network settings, and image data). The initialize All Data/Settings feature is enhanced to support up to nine (9) times data erase. This process may take more than 30 minutes to complete.

IMPORTANT

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

2. TPM (Trusted Platform Module)

TPM is a standard security chip (tamper resistant hardware) installed in the imageRUNNER ADVANCE DX C5700 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 the [DISCLAIMER](#), on page [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 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 backup data in a safe place.
- For the backup 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 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.

3. HDD Data Erase

The HDD Data Erase feature is available as standard for the imageRUNNER ADVANCE DX Series for environments requiring additional data security measures. This feature will automatically overwrite and erase image data immediately after the job is completed; therefore, no trace of the data remains on the hard disk. It will perform an overwrite of up to three (3) times with random data for maximum-security protection depending on preferences set by the system administrator.

4. HDD Data Erase Scheduler

HDD Data Erase scheduler is an optional MEAP application available for supported imageRUNNER ADVANCE DX models that aids in safeguarding information and supporting security compliance. The solution enables system administrators to schedule HDD overwrite on Canon devices at a set time (daily, weekly and monthly) or Overwrite HDD data on-demand. System administrators receive a printed confirmation report upon execution of scheduled or on-demand overwriting.

5. HDD Data Encryption Kit

The HDD Data Encryption Kit is a standard feature for the imageRUNNER ADVANCE DX Series designed to protect all temporary data and stored documents on the internal disk drive through industry-standard encryption algorithms. The HDD Data Encryption Kit encrypts all image data and device settings before storing them on the hard drive

6. HDD Mirroring Kit-J1

The HDD Mirroring Kit backs up the data on the hard disk drive to the optional HDD. (The engine HDD and the HDD used for mirroring must be of the same storage capacity).

The optional 2.5 inch/250 GB HDD-N1 or 2.5 inch/1 TB HDD-P1 is required for mirroring.

C. Document Security

The imageRUNNER ADVANCE DX C5700 Series machines offer several document security modes to protect printed and distributed documents.

1. 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.

2. PDF/XPS Visible Digital Signature

The PDF/XPS Visible Signatures mode enables the user to view the device signature and user signature on PDF/XPS files. Visible digital signatures and user signatures are displayed on the first page of the PDF/XPS file to account for the origin of the document. The system administrator of the machine can set the Visible Signatures mode for all PDF/XPS documents or certain PDF/XPS 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.

3. Encrypted Secure Print Software

This standard function enables the user to encrypt print data sent from a computer by using the Secured Print function, and then decrypt it at the device.

4. iR-ADV Security Kit-AK1 for IEEE 2600 Common Criteria Certification

The optional imageRUNNER ADVANCE Security Kit-AL1 certifies that the imageRUNNER ADVANCE DX C5700 Series complies with IEEE standard 2600⁴⁰. IEEE 2600 is a standard to protect hardcopy devices in a commercial information-processing environment where a moderate level of document security, network security, and security assurance are required. The iR-ADV Security Kit-AK1 enables an administrator to configure security settings that are required to comply with the IEEE 2600 standard.

IMPORTANT

- The iR-ADV Security Kit-AK1 for IEEE 2600 Common Criteria Certification ships device firmware that complies with IEEE 2600 certification when installed to the imageRUNNER ADVANCE DX C5700 Series machines.
- Once the iR-ADV Security Kit-AK1 for IEEE 2600 Common Criteria Certification is installed, imageRUNNER ADVANCE DX C5700 Series machines can only be upgraded with firmware versions certified for the IEEE standard 2600. Upgrading to non-certified firmware invalidates the IEEE standard 2600 certification, although the machine will continue to operate properly.

Notes:

- This feature is not available at the time of initial product launch.
- The iR-ADV Security Kit-AK1 includes the IEEE 2600 License Certificate, Bootable CD with certified system software, IEEE 2600 User Manual CD, Installation Manual and Mirroring Kit. The HDD Data Encryption Kit and the Data Erase Kit are available as standard.
- Cannot be configured with MEAP Web Connection Kit G3, Remote Fax Kit-A1, imagePASS-P2 V1.1, IP FAX Expansion Kit-B1, Copy Card Reader-F1, NFC KIT-E1, Connection Kit-A2 for Bluetooth LE, imageWARE options and all MEAP applications.

⁴⁰ A protection profile of the evaluation assurance level "EAL3+ALC_FLR.2"

D. Network Security

The imageRUNNER ADVANCE DX C5700 Series machines secure network communications by using IP Address and MAC (Media Access Control) Address filters, encryption and authentication, and network port and application access control.

1. IPsec

IPsec (IP security) software is supported as a standard feature on the imageRUNNER ADVANCE DX Series to ensure information privacy and security for Internet Protocol (IP) communications over the network. It encrypts all inbound and outbound network traffic to protect against malicious attacks such as eavesdropping, alternation, and impersonation.

2. Filtering by Port Number

Using the Address Filter system administrators can grant or deny access to the imageRUNNER ADVANCE DX Series for specific groups or users via Port numbers (MAC Addresses). Port Number filtering permits or rejects incoming packets from IP addresses or ranges of IP addresses. In addition, 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 being sent out of the company to systems that are not trusted.

3. IPv6

Internet Protocol Version 6 (IPv6) is a network layer protocol designated as the successor to IPv4 for general use on the Internet. Support for IPv6 adds extended business value to the imageRUNNER ADVANCE DX Series.

4. Wired / Wireless Security and Authentication

The imageRUNNER ADVANCE DX Series machines support IEEE 802.1X, which provides port-based authentication and security for wired connections. IEEE 802.1X is also available for wireless connections.

E. Device Security

1. Security Policy Settings

The security policy function is used to collectively configure the security-related settings into one security policy. The security policy settings are managed by a system administrator who serves as a security administrator. The system administrator who serves as a security administrator accesses the security policy function is only available via the Remote User Interface.

The security policy setting function can be protected with a security policy password to distinguish between system administrators and system administrators who serve as security administrators.

A Security Administrator can reflect policy settings that comply with the security policies of his/her company in the devices under his/her charge to restrict people, other than the security administrator, from using functions that do not comply with the policies, or from changing the security policy setting values.

The information configured in the security policy can be exported or imported by using the Device Configuration Management function or the imageWARE Enterprise Management Console Device Configuration Management Plug-In, and can be copied to multiple devices.

Refer to the imageRUNNER ADVANCE DX C5700 Series Service Manual for more details

2. Restrict Service Representative Access Function

The Restrict Service Representative Access Function is available for the system administrator to prevent leakage and loss of user information by restricting operations related to user information and security due to unauthorized use of service mode. This setting can be enabled from the Local User Interface or Remote User Interface.

There are three settings available:

- 'Off' - All the items in service mode can be executed. (default setting)
- 'Off (Auth. Needed)' – The settings related to user assets in service mode can be configured/executed by performing system administrator authentication before accessing the service mode.
- 'On' - The settings related to user assets in service mode can no longer be configured/executed. The Restrict Service Representative Access setting will need to be changed for access to settings related to user assets in service mode.

Refer to the imageRUNNER ADVANCE DX C5700 Series Service Manual for more details and a list of service mode restrictions.

 **IMPORTANT**

In the event that the system administrator password becomes unavailable, the password can be cleared by the service technician using service mode if the Restrict Service Representation Access Function is set to 'Off'.

If the Restrict Service Representation Access function is set to 'On' or 'Off (Auth. Needed)', then a license key is required to initialize the device administrator password. The service technician will need to contact the Technical Support Center to request a license key to initialize the device administrator password (the device serial number is required). Once entered, the license key will clear the administrator password from the device. A new administrator password will need to be set.

3. Verify System at Startup

imageRUNNER ADVANCE DX machines support Verify System at Startup. Verify System at Startup uses RoT (Root of Trust) functions to protect the device from unauthorized modification of the BIOS, firmware, and applications. Verify System at Startup stops the unverified processes and produces an error code for system servicing.

Note: Verify System at Startup is disabled by default and, when activated, may increase device warm-up time by 20 to 40 seconds, depending on the model.

4. SIEM (Security Information and Event Management) Integration

Enables the device to automatically send audit logs to SIEM systems for analysis and detection of security violations. Examples of the audit logs sent via the Syslog protocol (RFC5424 and RFC5426) include those for user authentication, mailbox operation, network authentication, and print jobs. Sending audit logs via TLS encryption (RFC5425) is also supported.

5. McAfee Embedded Control

Protects the machine's firmware, programs, and operating system from potential threats and malware. All firmware and applications are checked against a whitelist that enables only trusted firmware and applications to launch. This helps to prevent malware, and mitigates zero-day attacks.

Note: This function is set to 'Off' by default, and must be set to 'On' within the device settings. In addition, Verify System at Startup must be set to 'On' within the device settings.

VI. Software Solutions

The optional software applications available for purchase to enhance the end-user experience and interaction with imageRUNNER ADVANCE DX C5700 Series devices.

A. Document Management and Binding

1. Therefore

Therefore is an information management solution that enables users to securely store electronic information. Stored documents can be quickly and easily found, and customized document workflows may be created to increase efficiency and profitability. Documents that are saved to Therefore are classified by categories (the primary means of document classification in Therefore). Index data in a category is associated with each saved document.

Therefore includes tools for keyword dictionary searching, configuration of security and permissions, and primary and backup storage. Therefore also supports document scanning with Canon multi-functional devices with its Therefore MFP Application, as well as with scanners that have ISIS/TWAIN drivers. Users may connect to Therefore by way of the Internet, or with Therefore Web Access and Mobile Access to manage documents wherever they are.

2. eCopy PDF Pro Office

ePPO (eCopy PDF Pro Office⁴¹) 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.

⁴¹ No longer available for purchase.

B. Scan Management Software

1. 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.

2. eCopy ShareScan

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

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. uniFLOW Online

uniFLOW Online is a cloud-based secure printing and cost tracking solution. It is used to help businesses manage their print environment without having to invest in a print server infrastructure, and enables them to keep control of the full printing and scanning process.

Refer to the Authentication and Usage Management Section on page 20 for details.

5. uniFLOW Online Express

uniFLOW Online Express is a cloud-based authentication and cost tracking solution. It is used to help businesses manage their print environment without having to invest in a print server infrastructure, and enables them to keep control of the printing and scanning process.

Refer to the Authentication and Usage Management Section on page 20 for details.

IMPORTANT

uniFLOW Online and uniFLOW Online Express only support TLS V1.2 and earlier.

C. Print/Output Management Software

1. Direct Print & Scan for Mobile

Direct Print & Scan⁴¹ for Mobile is a combination of a MEAP application that runs on an imageRUNNER ADVANCE DX Device and a client mobile application that runs on certain BlackBerry smartphones, Android, and Apple iPhone and iPad devices.

The Direct Print & Scan⁴¹ for Mobile application enables users to connect mobile devices to an imageRUNNER ADVANCE DX machine to print documents, e-mail messages, attachments, and images, as well as load scanned data from the imageRUNNER ADVANCE DX machine to their mobile device.

⁴¹ No longer available for purchase.

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. uniFLOW Online

uniFLOW Online is a cloud-based secure printing and cost tracking solution. It is used to help businesses manage their print environment without having to invest in a print server infrastructure, and enables them to keep control of the full printing and scanning process.

Refer to the Authentication and Usage Management Section on page 20 for details.

4. uniFLOW Online Express

uniFLOW Online Express is a cloud-based authentication and cost tracking solution. It is used to help businesses manage their print environment without having to invest in a print server infrastructure, and enables them to keep control of the printing and scanning process.

Refer to the Authentication and Usage Management Section on page 20 for details.



IMPORTANT

uniFLOW Online and uniFLOW Online Express only support TLS V1.2 and earlier.

5. **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.

6. **EFI PrintMe**

EFI PrintMe is a cloud-based mobile print solution for the imageRUNNER ADVANCE DX Series that enables end-users to print electronic files from their mobile devices, such as smartphones, tablets, and laptops to a Canon imageRUNNER ADVANCE DX 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 DX Device that is connected to the Internet.

7. **Canon Mobile Printing**

The Canon Mobile Printing application provides simple mobile print functionality. The Canon Mobile Print app is available for a free download on the Apple iPhone and iPad devices, or Android smartphones and tablets, and supports a wide variety of Canon devices.

Expanded support includes Apple AirPrint and Mopria.

D. Device Security and Management Software

1. 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.

2. 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 DX Device. The imageRUNNER ADVANCE DX 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.

3. uniFLOW Online

uniFLOW Online is a cloud-based secure printing and cost tracking solution. It is used to help businesses manage their print environment without having to invest in a print server infrastructure, and enables them to keep control of the full printing and scanning process.

Refer to the [Authentication and Usage Management](#) Section on page 20 for details.

4. uniFLOW Online Express

uniFLOW Online Express is a cloud-based authentication and cost tracking solution. It is used to help businesses manage their print environment without having to invest in a print server infrastructure, and enables them to keep control of the printing and scanning process.

Refer to the [Authentication and Usage Management](#) Section on page 20 for details.

IMPORTANT

uniFLOW Online and uniFLOW Online Express only support TLS V1.2 and earlier.

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

The AA-PROX⁴¹ 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-PROX⁴¹ 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 Tracker⁴¹ to track usage and enforce access control to system functions.

⁴¹ No longer available for purchase.

6. 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. The optional plug-ins are available for IT managers and dealers through <http://www.imageware.com>, or to the dealer only through the [e-Support Center Website](#).

7. 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.

8. MEAP Web Connection Kit

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

9. 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 Salesforce⁴¹ is a cloud service that enables users to print and store reports and graphic sales data directly to their imageRUNNER ADVANCE DX machine without the need for print drivers.

⁴¹ No longer available for purchase.

2. Enterprise Imaging Platform

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

VII. Dealer Sales/Service Authorization and Educational Training

To become authorized to sell, service and maintain the imageRUNNER ADVANCE DX C5700 Series a dealership must have at least one (1) technician who has successfully completed the imageRUNNER ADVANCE C5000/C5200/C5500 Series training.

The optional imageRUNNER ADVANCE DX C5700 Series Online Hardware Update training includes the imageRUNNER ADVANCE DX platform enhancements, Unified Firmware Platform V3.10 service-related enhancements for DX series devices, and the hardware modifications and enhancements required to successfully service the imageRUNNER ADVANCE DX C5700 Series machine in the field.

The learning path for the imageRUNNER ADVANCE DX C5700 Series Devices have been designed to build the knowledge and skills of your support professionals that will affect your customers in the most positive manner, both in the support of the product and the solutions you offer.

A. Learning Path for Technicians with imageRUNNER ADVANCE C5500 III Series Certification

Service technicians certified on the imageRUNNER ADVANCE C5500 III Series must complete the imageRUNNER ADVANCE DX C5700 Series Online Hardware Update Training to obtain certification on this product:

Table 9 – Learning Path for Existing Technicians

Course Name	Course Code ⁴²	Required
imageRUNNER ADVANCE DX C5700 Series Online Hardware Update Training	19IRTADVC57U000	No

B. Learning Path for New Technicians

Service Technicians not currently trained on the imageRUNNER ADVANCE C5500 III Series must complete the blended curriculum in addition to Canon's Foundational training. See the Service Training Solutions site for offerings at the [e-Support Center Website](#).

Table 10 – Learning Path for New Technicians

Course Name	Course Code ⁴²	Required
imageRUNNER ADVANCE C5000/C5200/C5500 Series Online Training (MUST COMPLETE FOUNDATIONAL TRAINING)	19IRTADVC525000	Yes
imageRUNNER ADVANCE C5000/C5200/C5500 ILT Classroom	19IRTADVC52501C	Yes
imageRUNNER ADVANCE DX C5700 Series Online Hardware Update Training	19IRTADVC57U000	No

⁴² Course names and course codes are subject to change without notice.

C. Foundational Prerequisites

New Technicians must complete Canon's Foundational Training Program, which includes online and blended programs. See the Service Training Solutions site at the [e-Support Center Website](#).

- Canon Foundations or Equivalent Curriculum
- Systems Technology Curriculum
- imageRUNNER ADVANCE Systems Curriculum
- Universal Login Manager/ eULM Curriculum

D. Certification

- imageRUNNER ADVANCE DX C5760
- imageRUNNER ADVANCE DX C5750
- imageRUNNER ADVANCE DX C5740
- imageRUNNER ADVANCE DX C5735

The successful completion of the training programs and passing of the final assessment exam are required to sell this product.

E. Who Should Attend

It is required that any technician responsible for installing, servicing, or supporting the imageRUNNER ADVANCE DX C5700 Series machines successfully complete the blended training course 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 Website](#) for all technicians. (Refer to the Technical Support section on the [e-Support Center Website](#) for entitlement details.)

F. uniFLOW Online and uniFLOW Online Express Training Courses

1. uniFLOW Online

The uniFLOW Online eLearning course will prepare technicians with the knowledge required for setting up and configuring uniFLOW Online in the field.

Notes:

- Service technicians who completed the uniFLOW Online training are entitled to live, phone-based support through the Canon USA TSC.
- uniFLOW Online training provides certification for uniFLOW Online and uniFLOW Online Express.

2. uniFLOW Online Express

The uniFLOW Online Express eLearning course will prepare technicians with the knowledge required for setting up and configuring uniFLOW Online Express in the field.

Notes:

- Service technicians who completed the uniFLOW Online or uniFLOW Online Express Training are entitled to live, phone-based support through the Canon USA TSC.
- uniFLOW Online Express training does not provide certification for uniFLOW Online.

Table 11 – uniFLOW Online and uniFLOW Online Express Training

Course Name	Course Code ⁴²
uniFLOW Online Training	18SOFUFONL000
uniFLOW Online Express Training	18SOFUFONEX000

⁴² Course Names and Course Codes are subject to change without notice.

G. Data Backup Service Training Course

The Data Backup Service eLearning course will prepare technicians with the knowledge required for setting up and configuring Data Backup Service in the field. Training is required to allow the servicing dealer to enroll in Data Backup Service. Service technicians who complete the Data Backup Service training are entitled to live, phone-based support through the Canon USA TSC.

Table 12 – Data Backup Service Training

Course Name	Course Code ⁴²
Data Backup Service Training	18SOFDBS000

⁴² Course Names and Course Codes are subject to change without notice.

H. Training Facilities

1. Online Courses

The online courses are located in the Service Training Solutions site on the [e-Support Center Website](#). The online courses can be conducted at any dealer facility that is suitable for online student learning.

2. Classroom Training Facilities

Classroom training is available in each of the five Canon Regional Training Centers:

- Jamesburg, New Jersey
- Norcross, Georgia
- Irving, Texas
- Itasca, Illinois
- Irvine, California

I. Course Equipment

- Windows workstation (Windows 7 or higher)
- Microsoft Internet Explorer v11.0 or higher
- Applicable accessories (hardware and software)

J. Service Materials

The materials required for the imageRUNNER ADVANCE DX C5700 Series Training Program are listed in the table below.

Table 13 – Service Materials

Model	Item	Location
imageRUNNER ADVANCE DX C5700 Series	e-Learning Training Program	Conducted online
	Service Manual	Downloadable from within the e-Learning course and the e-Support Center Website
	Parts Catalog	

VIII. Servicing Notes


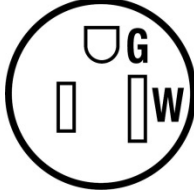
A. Power and Plug Requirements

Canon USA Inc. strongly suggests dedicated and properly grounded outlets be provided for these imageRUNNER ADVANCE DX Devices.

The imageRUNNER ADVANCE DX C5700 Series Main Unit requires a dedicated single phase 120V/20A NEMA 5-20R receptacle for proper operation

- The imageRUNNER ADVANCE DX C5760i / C5750i Main Units require a dedicated single-phase 120V/20A NEMA 5-20R receptacle for proper operation.
- The imageRUNNER ADVANCE DX C5740i / C5735i Main Units require a dedicated single-phase 120V/15A NEMA 5-15R receptacle for proper operation.

Table 14 – Power Receptacle

imageRUNNER ADVANCE DX C5760i / C5750i Main Unit	imageRUNNER ADVANCE DX C5740i / C5735i Main Unit
 <p data-bbox="483 1073 732 1100">NEMA 5-20 Receptacle</p>	 <p data-bbox="1031 1073 1279 1100">NEMA 5-15 Receptacle</p>

IMPORTANT

- We recommend an additional standard 120 V/15 A NEMA 5-15 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 DX machines will not perform reliably if 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 DX machines or any computer controlled office equipment requires.
- Before installation, confirm that all necessary receptacles are available.
- Phase converters and step down transformers are not supported

Figure 2 – Power and Plug Requirements

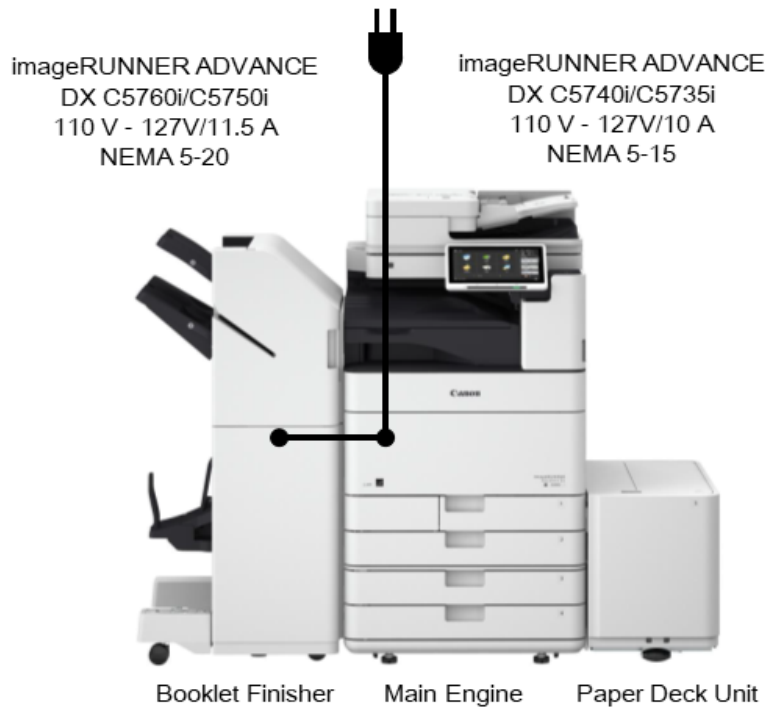


Table 15 – Power and Plug Requirements for Main Unit and Accessories

Description	Power Supply	Power Supply Specifications
imageRUNNER ADVANCE DX C5760i / C5750i	120V / 20A outlet	NEMA 5-20
imageRUNNER ADVANCE DX C5740i / C5735i	120V / 15A outlet	NEMA 5-15
Cassette Feeding Unit-AM1	From the Main Unit	N/A
High Capacity Cassette Feeding Unit-A1	From the Main Unit	N/A
Paper Deck Unit-F1	From the Main Unit	N/A
Inner Finisher-H1	From the Main Unit	N/A
Staple Finisher-Y1	From the Main Unit	N/A
Booklet Finisher-Y1	From the Main Unit	N/A
2/3-Hole Puncher Unit-A1	From the Main Unit	N/A
Inner 2/3-Hole Puncher-B1	From the Main Unit	N/A
Inner 2 Way Tray-J1	From the Main Unit	N/A

B. Installation Weight & Dimensions

The imageRUNNER ADVANCE DX C5700 Series approximate weight and dimensions differ depending on its configuration with the optional accessories. The dimensions are for reference only and should not be confused with the required space for installation.

Table 16 – Dimensions

Unit	Width		Depth		Height	
Main Unit	24 3/8"	620 mm	28 1/2"	722 mm	36 7/8"	937 mm
Cassette Feeding Unit-AM1	24 3/8"	620 mm	27 5/8"	700 mm	9 7/8"	251 mm
High Capacity Cassette Feeding Unit-A1	24 3/8"	620 mm	27 5/8"	700 mm	9 7/8"	251 mm
Cabinet Type-N	24 3/8"	620 mm	27 5/8"	700 mm	9 7/8"	251 mm
Paper Deck Unit-F1	15 3/4"	400 mm	24 7/8"	630 mm	17 3/8"	440 mm
Inner Finisher-H1	18 3/8"	466 mm	20 5/8"	525 mm	8 7/8"	225 mm
Staple Finisher-Y1 ⁴³	25 1/8"	637 mm	24 1/2"	623 mm	45"	1,142 mm
Booklet Finisher-Y1 ⁴³	25 1/8"	637 mm	24 1/2"	623 mm	45"	1,142 mm
Buffer Pass Unit-L1	19 1/4"	489 mm	19 3/8"	493 mm	7 1/4"	184 mm
2/3-Hole Puncher Unit-A1	Inside of the Staple Finisher-Y1 / Booklet Finisher-Y1					
Inner 2/3-Hole Puncher-B1	Inside of the Inner Finisher-H1					
Inner 2 Way Tray-J1	16 1/2"	420 mm	16"	407 mm	3"	76 mm
Copy Tray-J2 ⁴³	10 1/8"	258 mm	14 3/4"	373 mm	4 1/8"	103 mm
Copy Card Reader-F1	3 1/2"	88 mm	3 13/16"	96 mm	1 5/8"	40 mm
imagePASS-P2 V1.1	11 1/4"	285 mm	3 5/8"	93 mm	11 5/8"	295 mm

Table 17 – Weight

Component	Approximate Weight	
Main Unit (Toner bottle excluded)	302 lb	137 kg
Cassette Feeding Unit-AM1	49.6 lb	22.5 kg
High Capacity Cassette Feeding Unit-A1	66.1 lb	30 kg
Paper Deck Unit-F1	68.3 lb	31 kg
Inner Finisher-H1	19 lb	8.6 kg
Staple Finisher-Y1	68.3 lb	31 kg
Booklet Finisher-Y1	125.7 lb	57 kg
Buffer Pass Unit-L1	9.9 lb	4.5 Kg
2/3-Hole Puncher Unit-A1	5 lb	2.3 kg
Inner 2/3-Hole Puncher-B1	9.3 lb	4.2 kg
Inner 2 Way Tray-J1	1.5 lb	0.7 kg
Copy Tray-J2	1.1 lb	0.5 kg
Copy Card Reader-F1	7.1 oz	200 g
imagePASS-P2 V1.1 ⁴⁴	11 lb	5 kg

43 With the Auxiliary Tray extended

44 Weight of imagePASS unit only (with plate). Weight of imagePASS unit with accessory is 12.3 lb (5.6 kg)

C. Installation Space Requirements

The imageRUNNER ADVANCE DX C5700 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 servicing and operation of the main unit and configuration, including the opening of the main unit and accessory doors.

⚠ WARNING

Do not place anything around the machine or the breaker, as doing so may prevent access to the breaker in an emergency, possibly resulting in personal injury or damage to the machine.

👤 IMPORTANT

Rear Space:

- With the main unit only, provide at least 4" (100 mm) behind the machine to the wall for unrestricted operation, including the opening of the main unit doors.

Front and Side Space:

- Make sure that at least 19 3/4" (500 mm) of space is available around the front, left, and right sides of the Main Unit.

Additional Space Requirements

- The machine should not be moved once it is in place.

Table 18 – Installation Space Main Unit Without Options

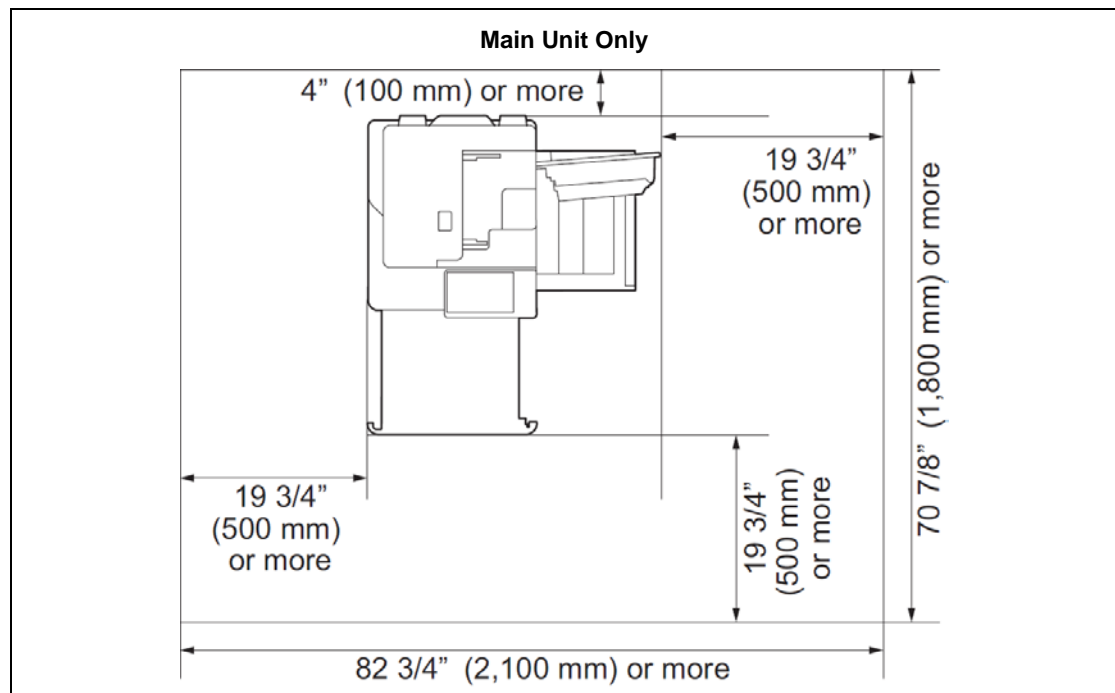
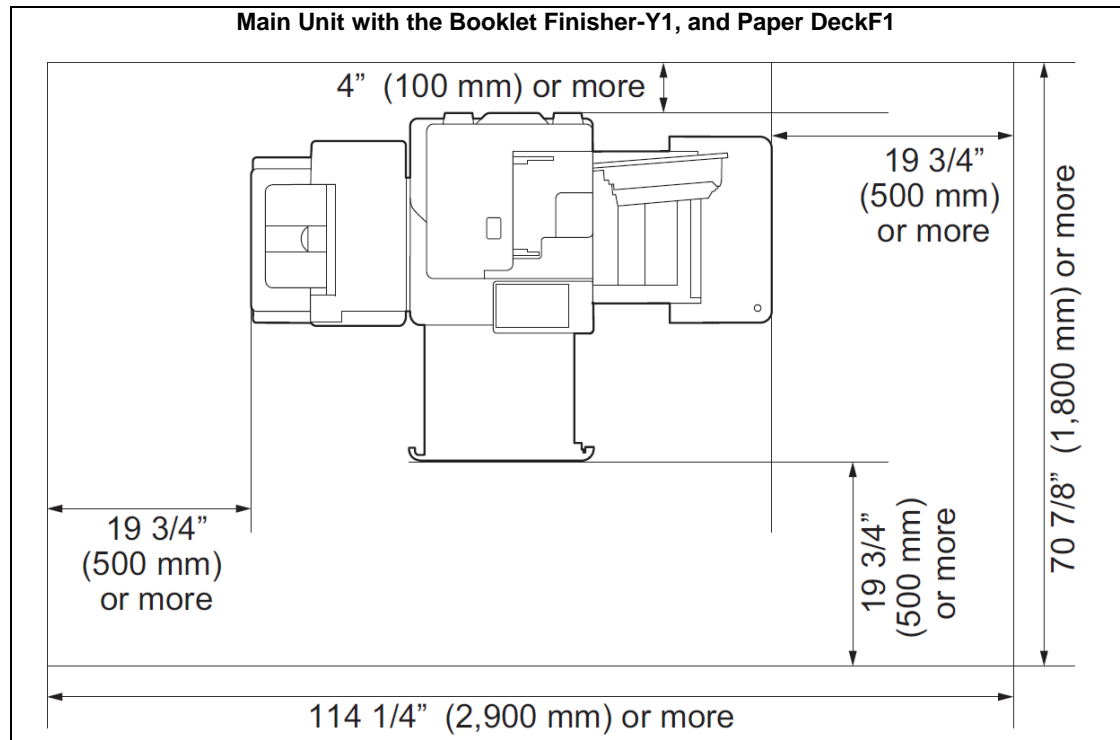


Table 19 – Installation Space – Main Unit with Finishing and Paper Feed Options



D. Estimated Installation Times

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

 **IMPORTANT**

Setup time varies due to many factors, most of which the installation technician has little control over. Some obstacles may include:

- Forklift availability and its operator
- Narrow hallways or a need to remove doors to enter rooms
- Uneven or damaged floors making leveling equipment difficult and time consuming

With the above-mentioned obstacles considered, an installation of imageRUNNER ADVANCE DX C5700 Series Main Unit can take longer than the estimated total times below.

Table 20 – Estimated Installation Times

Estimated Installation Times	
Description	Estimated Total Time
Main Unit (includes installing toner)	33 minutes
Platen Cover-Y2	8 minutes
NFC Kit-E1	15 minutes
Paper Deck Unit-F1	15 minutes
Cassette Feeding Unit-AM1	10 minutes
High Capacity Cassette Feeding Unit-A1	9 minutes
Copy Tray-J2	2 minutes
Inner 2Way Tray-J1	2 minutes
Staple Finisher-Y1	12 minutes
Inner Finisher-H1	9 minutes
Inner Finisher-H1 + Inner 2/3 Hole Puncher-B1	21 minutes
Booklet Finisher-Y1	13 minutes
2/3 Hole Puncher Unit-A1	12 minutes
Buffer Pass Unit-L1	6 minutes
Paper Deck Heater Unit-C1	16 minutes
Utility Tray-B1 + Attachment kit for Reader-A2	9 minutes
Copy Card Reader-F1 + Copy Card Reader Attachment-B7	20 minutes
Numeric Keypad-A1	13 minutes
Super G3 FAX Board-AS2	7 minutes
Super G3 2nd Line Fax Board-AS2	21 minutes
Super G3 3rd/4th Line Fax Board-AS2	16 minutes
imagePASS-P2 V1.1	10 minutes

Table 20 – Estimated Installation Times Continued

Estimated Installation Times	
Description	Estimated Total Time
Voice Guidance Kit-G1 + Attachment kit for Reader-A2	20 minutes
Voice Operation Kit-D1 + Attachment kit for Reader-A2	23 minutes
Serial Interface Kit-K3	8 minutes
Copy Control Interface Kit-A1	5.5 minutes
HDD Mirroring Kit-J1+ 2.5inch/250GB HDD-N1	17 minutes
2.5inch/1TB HDD-P1	5 minutes
IC Card Reader Box for Numeric Keypad-A1	16 minutes
Connection Kit-A2 for Bluetooth LE	6 minutes

E. Recommended System Engineer Requirements

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

- Systems Integration (pre-sales, professional services and post-sales)
- Technical Education
- Advanced Troubleshooting

To perform the above tasks successfully, it is crucial that the SE have strong software solutions, IT infrastructure and working knowledge in the following areas:

1. Major computer platforms (PC and Mac based)
2. Operating systems:
 - Windows
 - Mac OS
 - Linux
3. Protocols/Services:
 - TCP/IP
 - SMTP/SMB/FTP
 - SNMP
 - TLS/IPSEC
 - Active Directory
4. Printing
 - Print Driver (PCL, PS, UFR)
 - Print processor
 - Print spooler
 - Print queue
5. Scanning

It is also important that the SE have computer skills and working knowledge in Remote Support Tools – (WebEx, TeamViewer, Windows RDC)

The Education/Training of a successful Canon dealership's SE include:

1. CompTIA A+/Network +/Security +
2. Microsoft Certified
3. Two years of experience as a Computer Technician, Network Administrator or related software support position.
4. A degree in Computer Science or Networking Technology or two years of extensive experience in the above areas.

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.

F. Canon Remote Services

Canon Remote Services are a suite of tools and best practices that Canon USA provides to dealers to help maximize efficiency and reduce labor costs.

Canon Remote Services provide the following benefits to customers and dealerships:

- Retrieve meter readings for billing, which reduces the need for an on-site meter read or a phone call to the customer to read the meters.
- Anticipate part requirements by monitoring the service meters. The service technician can monitor the page counter and service part counter data to anticipate when a part requires replacement and have the part available during the next scheduled service visit.
- Investigate machine issues before visiting the customer site. Service alerts and service meters can be used so that the service technician can visit the customer with the necessary information and parts to reduce revisits due to the unavailability of service parts.
- Monitoring service alert data provides the ability to resolve simple issues over the phone, which may reduce the need for an on-site service visit.

For more information about Canon Remote Services, refer to the Remote Services page on the [e-Support Center Website](#).

1. imageWARE Remote

imageWARE Remote is a service that facilitates the automatic collection of page counter, service parts counter, alarm, jam, and error code data. This information is transmitted to the UGW (Universal Gateway) Server from Canon devices equipped with the eRDS (embedded Remote Diagnostic System), or with the optional RDS (Remote Diagnostic System) Plug-In for imageWARE Enterprise Management Console.

A servicing dealer has access to the UGW Web Portal, an interface to view and retrieve collected meter and service data. Additionally, the UGW Web Portal can be used to monitor and manage the use of consumables.

IMPORTANT

- To register the machine in the UGW, the main engine serial number must be used.
- imageWARE Remote only supports TLS V1.2 and earlier.

a. **Embedded Remote Diagnostic System**

eRDS is a function that is built into the device that allows the device to communicate meter and service information to the UGW.

eRDS must be enabled and a successful COM-TEST must be performed before a device can report to the UGW.

b. Remote Diagnostic System Plug-in

The optional RDS ⁴⁶ Plug-In for the imageWARE Enterprise Management Console retrieves meter and service information from up to 1,000 Canon printers, Canon multifunction devices and third-party devices using the standard printer MIB (Management Information Base). The RDS Plug-In transmits the collected data directly to the UGW.

Note: eRDS-capable devices can also be monitored using the RDS Plug-in.

2. Optional Integration Applications

Optional integration applications are available to automatically download meter and service alert data to your dealership's back-end device management system. For more information, refer to the Remote Services page on the [e-Support Center Website](#).

3. UGW SnapShot

The UGW SnapShot tool consolidates commonly used data from the UGW into a format accessible from an Internet capable device (mobile phone, tablet, or a personal computer).

Service technicians can use this tool to check device status prior to a service call.

For more information, refer to the Remote Services page on the [e-Support Center Website](#).

4. Device Management Tool

The Device Management Tool is a Web application that can be used to register, manage, and unregister individual or multiple devices in the UGW.

The Device Management Tool can create customer profiles, contract information, and associate devices with a customer.

5. Dealer Dashboard

The Dealer Dashboard displays key device and user activity for the Remote Services tools. The information helps our Service Partners monitor the devices in a fleet (including total registered devices, actively reporting devices, not reporting devices, and devices without a COM TEST) and the user status (including active and inactive users, and remote services tool activity). The Dealer Dashboard includes an option to send regular reports via e-mail to specified users. For more information, refer to the Remote Services page on the Canon USA's [e-Support Center Website](#).

⁴⁶ The imageWARE Enterprise Management Console and Remote Diagnostic System Plug-in are available at no charge. For more information, refer to the Technical Publication TP10 360 available from the [Canon e-Support Center Website](#).

6. Content Delivery System




The CDS (Content Delivery System) is a system that delivers and installs firmware and MEAP (Multifunction Embedded Application Platform) applications. The advantages of the CDS include reduced service costs (labor and travel), improved first-call resolution, and provides access to the latest version of firmware.

IMPORTANT

Content Delivery System only supports TLS V1.2 and earlier.

There are three methods to deliver firmware updates:

Table 21 – CDS Firmware Delivery Methods

Method	Download Firmware	Install Firmware	Frequency	Cost Savings	
 A	Scheduled Update (at device)	Automatic	Automatic	Recurring periodically	Fully unattended updates after initial one-time setup (less than 5 minutes)
 B	Update (remotely through UGW + CDS)	13 hours to 7 days in advance	Automatic	One time as scheduled	Eliminate technician visits
			Manual		Reduce duration of technician visit
 C	Update (at device)	Up to 7 days in advance	Automatic	One time as scheduled	Fully unattended update after configuring (less than 5 minutes), when using automatic installation.
			Manual	One time on demand	

Method A – Ensures that the device always has the latest version of firmware installed. After a one-time setup by the service technician, the machine automatically downloads and installs new firmware as it becomes available. Further visits may not be necessary for firmware updates.

Method B – Enables the dealership to schedule a firmware download to the machine via the UGW. This method also provides the option to install the firmware either automatically (without a service technician on-site), or manually by a service technician.

Method C – Provides a service technician with access to the latest firmware while at the machine. A service technician also has the option to schedule the installation at a later time. Although a site visit is required for each firmware update, the service technician does not need to bring the firmware to the site.

7. Remote Operator's Software Kit

The Remote Operator's Software Kit provides alternative access for end-users with mobility or dexterity impairments. This software emulates the device's control panel and hard keys on a computer screen, allowing end-users to operate all system functions (copy, print, fax, scan, and send) from a network-connected computer.

Service technicians and helpdesk personnel can use the Remote Operator's Software Kit for remote management, troubleshooting, and support. The Remote Operator's Software Kit can also provide access to Service Mode. Additionally, it can be used to demonstrate device features and functions to end-users.

Note: The procedure to enter Service Mode using the Remote Operator's Software Kit should not be shown to the end-user.

G. Device Configuration Management

1. Device Configuration Manager

DCM (Device Configuration Management) is a function to migrate the device settings information (Settings/Registration Basic Information and Service Mode Settings) as backup data, installation (replacement/mass installation) to the same model or installation to a different model.

The settings can be imported/exported using Remote UI, service mode, or imageWARE Enterprise Management Console DCM Plug-in.

Backup data can be stored to the PC via Remote UI and to USB memory media or the HDD via the service mode

Refer to the imageRUNNER ADVANCE DX C5700 Series Service Manual for details.

2. Device Migration Navigator

The Device Migration Navigator is an application that can help the service technician select the best tool (Remote UI, USB Memory Media) to migrate device settings for installation (replacement/mass installation) and/or data backup/restoration.

Notes:

- Available at no charge from the [e-Support Center Website](#) Download Center.
- This process is not to be confused with the process to back up or restore RAM Data

H. Data Backup Service

The Data Backup Service provides automatic data backup periodically to a cloud-based server hosted at Canon Business Imaging Online (CBIO). The end-user administrator can execute the Data Backup Service. The Data Backup Service backs up the imageRUNNER ADVANCE DX device user mode settings, Address Book, Registration Settings, Quick Menu Settings, Main Menu Settings, Box Settings, Universal Data Settings, Personal Settings, and Service Mode Settings. Customer data is not backed up to the Data Backup Service, the exception is the Address Book.

The service technician can restore the address book and settings listed above from the cloud based server to the existing or replaced Hard Disk Drive of the imageRUNNER ADVANCE DX Device.

Training is required to allow the servicing dealer to enroll in Data Backup Service and for the service technician to receive support from the Technical Support Center. Refer to the Training Center at the [e-Support Center Website](#) Service Training Solutions section for details.

I. Firmware Upgrade

The imageRUNNER ADVANCE DX C5700 Series devices supports firmware downloads from the SST (Service Support Tool), USB memory stick and the Content Delivery System. Refer to the imageRUNNER ADVANCE DX C5700 Series Service Manual for details.

1. Service Support Tool

The Service Support Tool ⁴⁷ (version 4.81 or later) provides a graphical interface between the PC and the copier. Refer to the SST User Manual. The SST is available via Canon's [e-Support Center Website](#) and provides two main functions:

a. Flash Upgrade Function

The SST can upgrade the Flash Dual In-Line Memory Modules (FDIMM) firmware, BootROM, DCON and RCON. The SST is also capable of downloading to a HDD System, RUI (Remote User Interface), Key, SDICT, TTS, Browser, ASR, WebDAV, Media, Help and Language Files. Additionally, the SST can format a HDD and load software.

The SST Download Progress Monitor⁴⁸ is available via the [e-Support Center Website](#). The tool will enable the service technician to monitor the download progress of firmware to device.

b. Backup / Restore RAM Data

If replacing any PCBs with FDIMMs attached or initializing RAM, the SST can be used to create a backup of the FDIMM RAM data and saved to a PC. Once the PCB has been replaced, the RAM backup file can be restored to the imageRUNNER ADVANCE DX Device and factory settings restored.

2. Content Delivery System

The CDS is Canon's next generation system for the delivery and installation of firmware to imageRUNNER ADVANCE DX Devices. Refer to the [Content Delivery System](#), page 52

IMPORTANT

Content Delivery System only supports TLS V1.2 and earlier.

⁴⁷ Check the [e-Support Center Website](#) Download Center for the most current version of the Service Support Tool

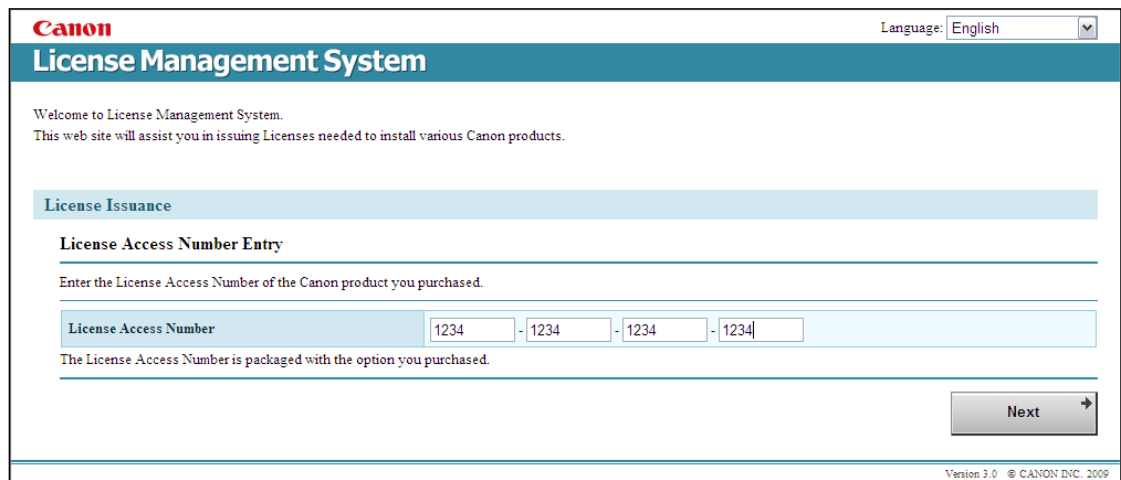
⁴⁸ Check the [e-Support Center Website](#) Download Center for the most current version of the SST Download Progress Monitor.

J. LMS (License Management System)

To activate optional software programs and features preinstalled on the imageRUNNER ADVANCE DX Device, 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 DX 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.

K. Content Delivery System Website

The CDS Website (<http://www.canon.com/fau/downloads>) enables end-users to download, select client applications and related manuals.

L. Hard Disk Drive Handling

The imageRUNNER ADVANCE DX C5700 Series machines use a 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 to not permanently store data on the HDD without having secured copies or printouts of such data. (Review the terms of the product's Limited Warranty for more details.)

IMPORTANT

If a 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 DX C5700 Series Service Manual for further details.

M. Special Tools, Solvents & Oils

In addition to the standard tools used to service these devices, a service technician should also carry special tools to maintain the machine. The service technician should carry specific solvents and oils for the cleaning and lubrication of key components of the machine. For more information on the special tools, solvents, and oils, see the imageRUNNER ADVANCE DX C5700 Series Service Manual.

N. 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 when the approximate yield expectancy of a consumable is determined, including paper size and the amount of coverage per page.

Notes:

- All consumables shown in the below table are estimates for reference purposes only and are subject to change without notice. Actual usage will vary.
- These models contain logic (a default setting) to help the dealer control costs by only allowing a toner bottle to be replaced by the end-user customer when approximately 5% of its content remains. However, this can be disabled in Service Mode thereby allowing replacement of a bottle at any time by the end-user customer. Please see the Service Manual for details.

1. Toner

Table 22 – GPR-55 Toner

Description	Part Number ²	Quantity	Estimated Life ⁴⁹	Remarks
GPR-55 Black Toner	0481C003AA	1	69,000 ⁵⁰ images	Based on 5% Toner Coverage, 100% Color Ratio 0% Large Ratio
GPR-55 Cyan Toner	0482C003AA	1	60,000 ⁵⁰ images	
GPR-55 Magenta Toner	0483C003AA	1	60,000 ⁵⁰ images	
GPR-55 Yellow Toner	0484C003AA	1	60,000 ⁵⁰ images	
GPR-55L Cyan Toner	0485C003AA	1	26,000 ⁵⁰ images	
GPR-55L Magenta Toner	0486C003AA	1	26,000 ⁵⁰ images	
GPR-55L Yellow Toner	0487C003AA	1	26,000 ⁵⁰ images	

² Item numbers and part numbers are subject to change without notice.

Notes:

- GPR-55 Color Toner is available in two capacities, regular and low capacity (approximately 43% of the regular toner bottle capacity).
 - The regular capacity toner bottle has a higher yield, a higher cost and a lower cost per copy.
 - The low capacity toner bottle has a lower yield, a lower cost and a higher cost per copy.

The servicing dealer can use the regular and low capacity toner bottles to suit the print volume and print environment of customers. The Service Revenue/Profit Calculator references both toner bottle capacities and is available to determine how best to incorporate the regular and low capacity toner bottles.

- These models contain logic (a default setting) to help the dealer control costs by only allowing a toner bottle to be replaced by the end-user customer when approximately 5% of its content remains. However, this can be disabled in Service Mode thereby allowing replacement of a bottle at any time by the end-user customer. Please see the Service Manual for details.

⁴⁹ Value is based on LTR sized paper. Estimated average values in the field, based on data from supplier. Data is subject to change depending upon many factors including, without limitation, monthly copy volume, environment, type of image printed and customer handling of the equipment.

⁵⁰ Estimated 5% toner coverage on LTR sized paper.

2. Drum

Table 23 – Main Unit Consumables List

Description	Part Number ²	Quantity	Estimated Life ⁴⁹				Remarks
			imageRUNNER ADVANCE DX				
			C5760i	C5750i	C5740i	C5735i	
GPR-55 Black Drum Unit	0488C003BA	1	480,000 pages	485,000 pages	417,000 pages	488,000 pages	imageRUNNER ADVANCE DX C5760i Average Monthly Volume of 11,000 pages, Color Ratio of 45%, and Job Length of 5
GPR-55 Color Drum Unit		3	392,000 pages	393,000 pages	336,000 pages	386,000 pages	imageRUNNER ADVANCE DX 5750i Average Monthly Volume of 9,000 pages, Color Ratio of 40%, and Job Length of 5 imageRUNNER ADVANCE DX C5540i Average Monthly Volume of 7,000 pages, Color Ratio of 35%, and Job Length of 5 imageRUNNER ADVANCE DX C5735i Average Monthly Volume of 5,500 pages, Color Ratio of 35%, and Job Length of 5

² Item numbers and part numbers are subject to change without notice.

⁴⁹ Value is based on LTR sized paper. Estimated average values in the field, based on data from supplier. Data is subject to change depending upon many factors including, without limitation, monthly copy volume, environment, type of image printed and customer handling of the equipment.

O. Consumable Parts

Consumable parts are 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 24 – Main Unit Consumable Parts

Description	Part Number ²	Quantity	Estimated Life ⁴⁹	Remarks
Dustproof Glass Cleaning Pad	FL2-9476-000	1	150,000 pages	
Fixing Film Unit (120 V)	FM2-A667-000	1	360,000 pages	A new product detection and parts counter reset are performed based on the installed memory.
Fixing Pressure Roller Unit (Fixing Pressure Roller + Shaft Support)	FM1-N252-000	1	360,000 pages	Replace the Fixing Pressure Roller and the bearing at the same time.
27T Gear (Fixing Unit)	FU2-1252-000	1	360,000 pages	
ITB	FM1-N265-000	1	720,000 pages	
ITB Cleaning Blade	FM4-7246-000	1	360,000 pages	
Primary Transfer Roller (Bk/C/M/Y)	FE8-3974-000	4	720,000 pages	
Secondary Transfer Inner Roller	FL0-4164-000	1	720,000 pages	
Secondary Transfer Outer Roller	FE4-8322-000	1	720,000 pages	Replace the two parts at the same time.
Transfer Separation Guide Unit	FM3-8893-000	1	720,000 pages	
Developing Unit (Y)	FM1-N370-000	1	720,000 pages	
Developing Unit (M)	FM1-N371-000	1	720,000 pages	
Developing Unit (C)	FM1-N372-000	1	720,000 pages	
Developing Unit (Bk)	FM1-N373-000	1	720,000 pages	

² Item Numbers, eLAN Item Numbers and Part Numbers are subject to change without notice.

⁴⁹ Value is based on LTR sized paper. Estimated average values in the field, based on data from supplier. Data is subject to change depending upon many factors including, without limitation, monthly copy volume, environment, type of image printed and customer handling of the equipment.

Table 24 – Main Unit Consumable Parts Continued

Description	Part Number ²	Quantity	Estimated Life ⁴⁹	Remarks
Pickup Roller (Cassette 1)	FL4-0762-000	1	500,000 sheets	Specified by the number of sheets
Pickup Roller (Cassette 2)		1		
Pickup Roller (Multi-purpose Tray)		1		
Feed Roller (Multi-purpose Tray)		1		
Separation Roller (Cassette 1)	FL0-1674-000	1	500,000 sheets	Specified by the number of sheets
Separation Roller (Cassette 2)		1		
Separation Roller (Multi-Purpose Tray)		1		
Feed Roller (Cassette 1)	FL4-0763-000	1	500,000 sheets	
Feed Roller (Cassette 2)		1		
Toner Filter	FM1-P236-000	1	100,000 pages	
Waste Toner Container	FM1-A606-000	1	900,000 pages	<ul style="list-style-type: none"> • 6% Toner Coverage • End-user can replace • Service Technician may empty
Pickup roller unit	FM1-T417-000	1	80,000 images	Duplexing Automatic Document Feeder
Separation roller	FM1-T423-000	1	80,000 images	
Stamp	FC7-5465-000	1	7,000 times	

² Item Numbers, eLAN Item Numbers and Part Numbers are subject to change without notice.

⁴⁹ Value is based on LTR sized paper. Estimated average values in the field, based on data from supplier. Data is subject to change depending upon many factors including, without limitation, monthly copy volume, environment, type of image printed and customer handling of the equipment.

Table 25 – Cassette Feeding Unit-AM1 Consumable Parts

Item	Part Number ²	Quantity	Estimated Life ⁴⁹	Remarks
Cassette 3 Pickup Roller	FL4-0762-000	1	500,000 sheets	Replaced based on the number of actually fed paper
Cassette 4 Pickup Roller		1		
Cassette 3 Separation Roller	FL0-1674-000	1	500,000 sheets	
Cassette 4 Separation Roller		1		
Cassette 3 Feed Roller	FL4-0763-000	1	500,000 sheets	
Cassette 4 Feed Roller		1		

² Item Numbers, eLAN Item Numbers and Part Numbers are subject to change without notice.

⁴⁹ Value is based on LTR sized paper. Estimated average values in the field, based on data from supplier. Data is subject to change depending upon many factors including, without limitation, monthly copy volume, environment, type of image printed and customer handling of the equipment.

Table 26 – High Capacity Cassette Feeding Unit-A1 Consumable Parts

Item	Part Number ²	Quantity	Estimated Life ⁴⁹	Remarks
High Capacity Cassette Pickup Roller	FL4-0762-000	1	500,000 sheets	Replaced based on the number of actually fed paper
High Capacity Cassette Separation Roller	FL0-1674-000	1	500,000 sheets	
High Capacity Cassette Feed Roller	FL4-0763-000	1	500,000 sheets	

² Item Numbers, eLAN Item Numbers and Part Numbers are subject to change without notice.

⁴⁹ Value is based on LTR sized paper. Estimated average values in the field, based on data from supplier. Data is subject to change depending upon many factors including, without limitation, monthly copy volume, environment, type of image printed and customer handling of the equipment.

Table 27 – Paper Deck Unit-F1 Consumable Parts List

Description	Part Number ²	Quantity	Estimated Life ⁴⁹	Remarks
Deck pickup roller	FL0-4500-000	1	1,000,000 sheets	Replaced based on the number of actually fed paper
Deck feed roller	FC0-9450-000	1	1,000,000 sheets	
Deck separation roller	FC0-9631-000	1	1,000,000 sheets	

² Item Numbers, eLAN Item Numbers and Part Numbers are subject to change without notice.

⁴⁹ Value is based on LTR sized paper. Estimated average values in the field, based on data from supplier. Data is subject to change depending upon many factors including, without limitation, monthly copy volume, environment, type of image printed and customer handling of the equipment.

Table 28 – Booklet Finisher-Y1 / Staple Finisher-Y1 Consumable Parts

Description	Part Number ²	Quantity	Estimated Life ⁴⁹	Remarks
Stapler Unit	FM1-L281-000	1	500,000 times	
Stitching Unit	FL0-6966-000	1	100,000 times	Booklet Finisher-Y1 only
Staple-free Staple Unit	FM1-K422-000	1	30,000 times	
Stack Tray Torque Limiter	FE3-9778-000	2	200,000 times	
Paddle Unit	FE3-6957-000	4	1,000,000 times	
Stack Delivery Lower Roller Clutch	FK4-1312-000	1	1,000,000 times	
Escape Feed Clutch		1		
Static Eliminator (Stacking Tray Delivery Assembly)	FL0-5052-000	1	1,000,000 sheets	
Static Eliminator (Upper Escape Delivery Assembly)	FL0-5056-000	1	1,000,000 sheets	
Static Eliminator (Saddle Delivery Assembly)	FL0-2207-000	2	1,000,000 sheets	Booklet Finisher-Y1 only

² Item Numbers, eLAN Item Numbers and Part Numbers are subject to change without notice.

⁴⁹ Value is based on LTR sized paper. Estimated average values in the field, based on data from supplier. Data is subject to change depending upon many factors including, without limitation, monthly copy volume, environment, type of image printed and customer handling of the equipment.

Table 29 – Inner Finisher-H1 Consumable Parts List

Description	Part Number ²	Quantity	Estimated Life ⁴⁹	Remarks
Stapler	FM1-N381-000	1	500,000 times	
Staple-free Staple Unit	FM1-C429-000	1	30,000 times	

² Item Numbers, eLAN Item Numbers and Part Numbers are subject to change without notice.

⁴⁹ Value is based on LTR sized paper. Estimated average values in the field, based on data from supplier. Data is subject to change depending upon many factors including, without limitation, monthly copy volume, environment, type of image printed and customer handling of the equipment.

P. Periodically Replaced Parts

Some parts of the machine must be maintained and replaced periodically to ensure a specific level of machine performance. These parts can affect the performance of the machine once they fail, even if there is no external change or damage. Whenever possible, plan to replace these parts during a scheduled service visit.

The imageRUNNER ADVANCE DX C5700 Series does not have any periodic replacement parts.

Q. Periodic Maintenance

Some parts of the machine must be checked and/or replaced on a periodic basis to ensure a specific level of machine performance. These parts are likely to affect the performance once they fail even in the absence of external change or damage. Whenever possible, plan their replacement so that it will coincide with a scheduled service visit.

Note: All periodic maintenance shown in the below table is for reference purposes only and are subject to change without notice. Refer to the Service Manual for additional information.

Table 30 – Main Unit Periodic Maintenance Items

Main Unit Periodic Maintenance			
Part Name	Estimated Interval ⁴⁹	Maintenance Task	Remarks
Secondary transfer	As necessary	Clean	Performed as needed during a visit for parts replacement.
Feed Contact Guide	As necessary	Clean	
Patch Sensor	As necessary	Inspect	
Registration Roller	As necessary	Clean	
Pre-registration Guide Assembly	As necessary	Clean	
Surface of the Transparency Sensor	As necessary	Clean	
First/Second/Third Delivery Roller	As necessary	Clean	
Duplex Feed Roller 1, 2	As necessary	Inspect	
Fixing Delivery Guide	As necessary	Clean	
Inner Delivery Roller	As necessary	Inspect	
Fixing Delivery Roller	As necessary	Inspect	
Shutter Cover	As necessary	Clean	Clean when replacing the Film Unit. Remove smear/foreign objects with alcohol and lint-free paper.
Fixing Separation Guide	As necessary	Clean	

⁴⁹ Value is based on LTR sized paper. Estimated average values in the field, based on data from supplier. Data is subject to change depending upon many factors including, without limitation, monthly copy volume, environment, type of image printed and customer handling of the equipment.

Table 31 – Reader / ADF Periodic Maintenance Items

Main Unit Periodic Maintenance			
Part Name	Estimated Interval ⁴⁹	Maintenance Task	Remarks
Reader			
Front and back sides of Copyboard Glass (Large)	As necessary	Clean	Clean when soiling is remarkable (including the back side White Plate)
Front and back sides of Copyboard Glass (Small)	As necessary	Clean	Clean when soiling is remarkable
Scanner Mirror (1 st to 5 th)	As necessary	Clean	
ADF			
Post-Separation Sensor	As necessary	Clean	Performed as needed during a visit for parts replacement.
Registration Roller	As necessary	Clean	
Lead Roller 1	As necessary	Clean	
Lead Roller 2	As necessary	Clean	
Delivery Roller	As necessary	Clean	
Pullout Roller	As necessary	Clean	
Rollers / Slave Roller	As necessary	Clean	
ADF height adjustment	As necessary	Adjust	
Original Tray Sensor	As necessary	Clean	
Double Feed Sensor (Transmission side)	As necessary	Clean	
Double Feed Sensor (Reception side)	As necessary	Clean	

⁴⁹ Value is based on LTR sized paper. Estimated average values in the field, based on data from supplier. Data is subject to change depending upon many factors including, without limitation, monthly copy volume, environment, type of image printed and customer handling of the equipment.

Table 32 – Inner Finisher-H1 / Staple Finisher-Y1 / Booklet Finisher-Y1 Periodic Maintenance Items

Main Unit Periodic Maintenance			
Part Name	Estimated Interval ⁴⁹	Maintenance Task	Remarks
Transmission Sensor	As necessary	Clean	
Rollers	As necessary	Clean	

⁴⁹ Value is based on LTR sized paper. Estimated average values in the field, based on data from supplier. Data is subject to change depending upon many factors including, without limitation, monthly copy volume, environment, type of image printed and customer handling of the equipment.

R. Soft Counter

The imageRUNNER ADVANCE DX C5700 Series uses soft counters to track its functional copy use. The control panel can display up to eight (8) counters on the counter status check screen (when the counter check key button on the control panel is pressed). By default, the imageRUNNER ADVANCE DX C5700 Series displays six (6) counters on the counter status check screen.

The Table below indicates the default counter configurations of the imageRUNNER ADVANCE DX C5700 Series on the counter status check screen.

Refer to the imageRUNNER ADVANCE DX C5700 Series Service Manual for complete details on the Soft Counter configurations.

Table 33 – Soft Counter

Counter	Counter Description (from Service Manual)	Default Display	Adjustability of Display
1	101: Total 1	On	May be Swapped to different Total Counter via Service Mode setting so that the counter will increment twice when large paper is used May be Changed via Service Mode setting to any available counter
2	108: Total (Black and White 1)	On	
3	229: Copy (Full Color + Single Color/Large)	On	
4	230: Copy (Full Color + Single Color/Small)	On	
5	321: Print (Full Color + Single Color/Large)	On	
6	322: Print (Full Color + Single Color/Small)	On	
7	Not Displayed	Off	
8	Not Displayed	Off	

⚠ CAUTION

- After performing a RAM clear, the counter will change to the default counter configurations above. As a result, the service technician must note the current soft counter settings before performing the RAM clear and return the soft counter settings after performing the RAM clear.
- If Counter 1 is changed to display the 102 counter (count two (2) clicks for large paper), Counter 2 may need to be changed to display the 109 counter (count two (2) clicks for large B&W paper) to match.

S. 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 DX Series machines. However, one of these 20 counters is used for Universal Send.

T. Toner Bottle Counter

The imageRUNNER ADVANCE DX machine has Toner Bottle Counters that increment after the machine recognizes that a new toner bottle has been inserted. These counters provide support when billing customers who order and consume a lot of toner. Toner units shipped can be compared against toner bottles actually installed in the machine.

For more information, refer to the Service Manual.

Table 34 – Toner Bottle Counters

	Toner Bottle Counter⁵¹	Premature Removal Counter⁵¹	Unidentified Toner Bottle Counter⁵¹
Counter Number	Black: 0071 Yellow: 0072 Magenta: 0073 Cyan: 0074	Black: 0081 Yellow: 0082 Magenta: 0083 Cyan: 0084	Black: 0181 Yellow: 0182 Magenta: 0183 Cyan: 0184
Description	Counts how many toner bottles are consumed throughout the life of the machine.	Counts how many toner bottles are removed prematurely throughout the life of the machine.	Counts how many unidentified toner bottles ⁵² are consumed.
Service Mode	COPIER > OPTION > USER > TNRB-SW (Level 2)		
Display on the Counter Check Screen	0: Not displayed 1: Toner Bottle counter is displayed 2: Not displayed 3: Toner bottle counter and unidentified toner counter are displayed 4: Premature toner bottle replacement counter, new replacement toner bottle counter and unidentified toner counter		
Remarks	Backed up three times		

51 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).

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

IX. Limited Warranty Support

A. imageRUNNER ADVANCE DX C5700 Series Limited Warranty Conditions

Ninety (90) days after delivery to the original purchaser or 60,000 prints/copies, or a combination of both, whichever comes first.

This limited warranty covers the product accessories. For detailed limited warranty information, please refer to the [Canon imageRUNNER ADVANCE DX](#), page [99](#).

Note: No warranty is given on any consumables or consumable parts, such as paper, toner, chemicals, or pick-up rollers.

B. GPR-55 Drum Unit Limited Warranty

Table 35 – GPR-55 Drum Unit Limited Warranty

Full Credit:	Black Drum Unit	1,000 prints or copies (or a combination of both) or 30 days after delivery to the original purchaser, whichever comes first.
	Color Drum Unit	1,000 prints or copies (or a combination of both) or 30 days after delivery to the original purchaser, whichever comes first.
Prorated Credit:	Black Drum Unit	370,000 prints or copies (or a combination of both) or 120 days after delivery to the original purchaser, whichever comes first.
	Color Drum Unit	300,000 prints or copies (or a combination of both) or 120 days after delivery to the original purchaser, whichever comes first.

C. Warranty Programs

Reference the Warranty Programs section on the [e-Support Center Website](#) to review details of the following warranty programs and offerings:

- 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.
- Canon USA Authorized Parts Repair Facilities that repair circuit boards for various Canon products.
- The e-Tag, an electronic limited warranty claim form, that is completed online, printed out, and accompanied by the original defective part that is being returned to the Warranty Control Section for warranty compensation
- The Parts Support Program is designed to help reduce your service costs for controllers. By participating in the Parts Support Program your dealership will not be required to stock expensive parts.

D. Service Parts Availability

Service parts ordering will be available 24 hours a day, 7 days a week, 365 days a year to provide the quickest possible response should the need arise for such parts. Canon USA will provide service parts for the key units, assemblies and consumables to cover the entire machine function, and this is designed to avoid potential machine downtime for the customer. Various shipment options⁵³ currently offered include:

- Next Flight Out (NFO)
- UPS (Ground, Next Day, Early AM)
- Pickup (Rush, Spot)

Table 36 – Parts Order Center Days and Hours of Operation

Days of Operation	Hours of Operation	Parts Order Center	Telephone Number
Monday – Friday	9:00 AM – 7:00 PM Eastern Standard Time	Canon Parts Order Center	866-481-2569
Monday – Friday ⁵⁴	7:00 PM – 9:00 AM Eastern Standard Time	24 / 7 Call Center	800-263-9271
Saturday – Sunday ⁵⁴ All National Holidays	24 Hours		

⁵³ Shipment options are subject to change

⁵⁴ Only authorized dealer personnel with a unique PIN access code will be allowed to utilize this service. Contact the Canon Parts Order Center (canonparts@cusa.canon.com) for more information.

X. Product Technical Support Offerings

Note: Please refer to the Technical Support Center on the [e-Support Center Website](#) for the most current policies and procedures.

A. Canon USA Technical Support Center

The Technical Support Center (TSC) is the single point of entry for all technical support issues on BICG products. 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 each service technician become familiar with the Dealer Support requirements and Canon USA support offerings.

Refer to the Tech Support tab of the [e-Support Center Website](#) and review the Technical Support Center Policies and Procedures as well as Contacts & Tickets.

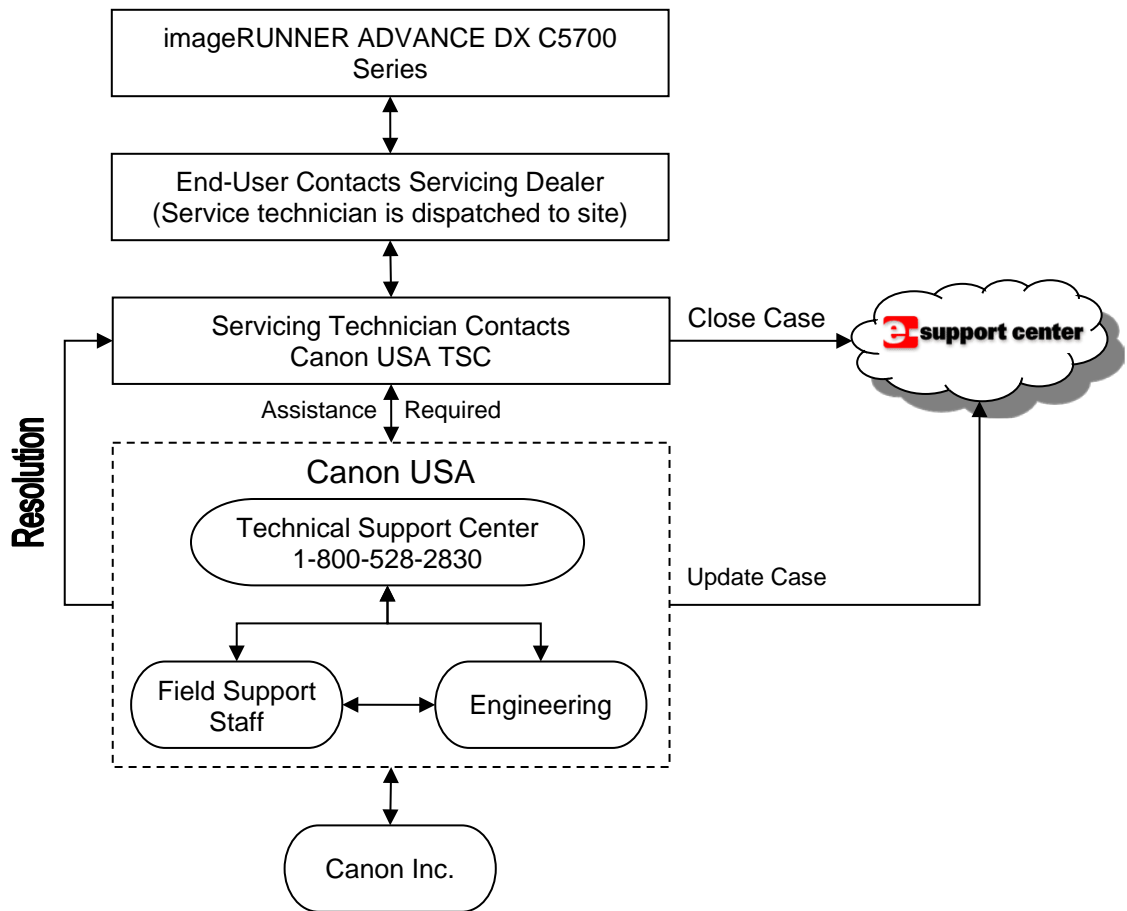
B. Technical Support Escalation

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 exhausted. For hardware-related issues a Designated Escalation Specialist for the imageRUNNER ADVANCE DX Series is required for an escalation to Field Support Staff. The DES must have worked on the problem directly before a TSC can escalate to Field Support Staff. See the Canon USA Support Escalation Flow Chart in [Figure 4 – Canon USA Support Escalation Flow Chart](#).

Note: For support escalation to the Field Support Staff, a Designated Escalation Specialist ⁵⁵ must contact the TSC and visit the site at least once.

⁵⁵ The Designated Escalation Specialist is a service technician assigned by the dealership in the model category of the imageRUNNER ADVANCE DX via the Management Center of the [e-Support Center Website](#). The Designated Escalation Specialist must complete the training program and pass the final assessment exam for the imageRUNNER ADVANCE DX Series. See the Technical Support Center on the [e-Support Center Website](#) for more details.

Figure 4 – Canon USA Support Escalation Flow Chart



C. Internet Support

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

1. Canon USA's e-Support Center Website

To access internet support, go to the [e-Support Center Website](#).

The [e-Support Center Website](#) 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 or close logged cases
- Review all open cases

2. Canon USA's Partner Portal Website

Canon USA's [Partner Portal Website](#) provides links to BICG Marketing and Service, Canon Network Access and the Learning Zone.

The Service and Support link provides access to view and download Service Guides, Customer Expectation Documents and Service Revenue/Profit Calculators.

Access is limited to an Authorized Dealer's Management staff. Please contact your Dealer Administrator to request access to the [Partner Portal Website](#).

XI. Appendix

A. Registered Paper Types and Weight

Table 37 – Registered Paper Types and Weight

Paper Type	Paper Weight
Thin 2	14 to 15 lb bond (52 to 59 g/m ²)
Thin 1	16 lb bond (60 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)
Heavy 1	29 to 34 lb bond (106 to 128 g/m ²)
Heavy 2	35 to 40 lb bond (129 to 150 g/m ²)
Heavy 3	56 to 60 lb cover (151 to 163 g/m ²)
Heavy 4	61 to 66 lb cover (164 to 180 g/m ²)
Heavy 5	67 to 80 lb cover (181 to 220 g/m ²)
Heavy 6	82 lb cover to 140 lb index (221 to 256 g/m ²)
Heavy 7	100 to 110 lb cover (257 to 300 g/m ²)
Recycled 1 ⁵⁶	17 to 20 lb bond (64 to 75 g/m ²)
Recycled 2 ⁵⁶	21 to 24 lb bond (76 to 90 g/m ²)
Recycled 3 ⁵⁶	25 to 28 lb bond (91 to 105 g/m ²)
Pre-Punched	17 to 21 lb bond (64 to 81 g/m ²)
Transparency ⁵⁷	32 lb bond to 80 lb cover (121 to 220 g/m ²)
Labels	31 lb bond to 68 lb cover (118 to 185 g/m ²)
Tab 1 ⁵⁸	25 to 28 lb bond (91 to 105 g/m ²)
Tab 2 ⁵⁸	29 to 34 lb bond (106 to 128 g/m ²)
Tab 3 ⁵⁸	35 to 40 lb bond (129 to 150 g/m ²)
Tab 4 ⁵⁸	56 to 80 lb cover (151 to 220 g/m ²)
Color	17 to 21 lb bond (64 to 81 g/m ²)
Letterhead	29 lb bond to 60 lb cover (106 to 163 g/m ²)
Bond	22 to 26 lb bond (82 to 99 g/m ²)
1-Sided Coated 1	29 lb bond to 60 lb cover (106 to 163 g/m ²)
1-Sided Coated 2	61 to 80 lb cover (164 to 220 g/m ²)
1-Sided Coated 3	82 lb cover to 140 lb index (221 to 256 g/m ²)
2-Sided Coated 1	29 lb bond to 60 lb cover (106 to 163 g/m ²)
2-Sided Coated 2	61 to 80 lb cover (164 to 220 g/m ²)
2-Sided Coated 3	82 lb cover to 140 lb index (221 to 256 g/m ²)

⁵⁶ You can use 100% recycled paper.

⁵⁷ Use only LTR or LTRR transparencies made especially for this machine.

⁵⁸ You can use LTR size paper.

Table 37 – Registered Paper Types and Weight Continued

Paper Type	Paper Weight
Tracing ⁵⁹	17 to 21 lb bond (64 to 81 g/m ²)
Envelope	20 to 28 lb bond (75 to 105 g/m ²)
Postcard	60 to 81 lb cover (164 to 220 g/m ²)

Note: Clear Film can be displayed as a paper type via a Service Mode Setting. See the imageRUNNER ADVANCE DX C5700 Series Service Manual.

 **IMPORTANT**

Clear Film image quality is not guaranteed.

⁵⁹ Some types of tracing paper cannot be used.

B. Specifications

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

Table 38 – imageRUNNER ADVANCE DX C5700 Series Specifications

Item		Specification			
		imageRUNNER ADVANCE DX			
		C5760i	C5750i	C5740i	C5735i
Type		Desktop			
Resolution for Reading		600 dpi x 600 dpi 600 dpi x 300 dpi 300 dpi x 300 dpi			
Resolution for Writing		1,200 x 1,200 dpi			
Number of Tones		256			
Acceptable Originals		Sizes of Original ⁶⁰ Up to 11 3/4" x 17" (297.0 mm x 431.8 mm)			
		Types of Original Sheet, book, and three dimensional objects			
		Automatically Detectable Sizes of Original ⁶¹ 11" x 17", LTR, LGL, LTRR, STMT and STMTR			
Paper Size	Paper Sizes	Paper Drawer 1: LTR, STMTR, EXEC, Envelope and Postcard (Custom size 3 7/8" x 5 7/8" to 11 3/4" x 8 1/2")			
		Paper Drawer 2: 12" x 18", 11" x 17", LGL, LTR, LTRR, STMTR, EXEC, Envelope and Postcard (Custom Size 3 7/8" x 7 1/8" to 12" x 18")			
		Multi-Purpose Tray: 12 5/8" x 18", 12" x 18", 11" x 17", LGL, LTR, LTRR, STMTR, EXEC, Envelope and Postcard (Custom Size 3 7/8" x 3 7/8" to 12 5/8" x 18")			
	Margin	Top: 3/16" (4 mm) Left and Right: 1/8" (2.5 mm) Bottom: 1/8" (2.5 mm)			
	Paper Weight	Paper Drawer: 14 lb bond to 140 lb index (52 to 256 g/m ²) Multi-Purpose Tray: 14 lb bond to 110 lb cover (52 to 300 g/m ²)			
	Paper Types ⁶²	Thin, Plain, Heavy, Recycled, Color, Pre-Punched, Transparency, Tracing, 1-Sided Coated, 2-Sided Coated, Labels, Bond, Tab, Envelope, Letterhead and Postcard			
Warm-Up Time ⁶³		After Powering ON: 30 seconds or less			
		Returning from the Sleep mode: 10 seconds or less			
First Copy Time	Color	Up to 4.5 seconds	Up to 5.2 seconds	Up to 6.1 seconds	Up to 7.4 seconds
	B&W	Up to 2.9 seconds	Up to 3.5 seconds	Up to 4.1 seconds	Up to 4.9 seconds

60 When using the <Fax>, <Scan and Send>, or <Scan and Store> function, you can scan the originals up to 11 7/8" x 16 3/4" (301 mm x 424 mm) (A3+) or 11 1/8" x 17 1/8" (283.4 mm x 435.8 mm) (11x17+).

61 When the <LTRR/STMT Original Selection> setting is used, the scanner is able to detect whether the original is LTRR or STMT.

62 Reference [Registered Paper Types and Weight](#) for the available paper weights.

63 If <Quick Startup Settings for Main Power> is set to "On", it takes 4 seconds until the key operation on the touch panel display is available after turning on the main power of the machine. Depending on the situations, the machine does not startup quickly.

**Table 38 – imageRUNNER ADVANCE DX C5700 Series Specifications
Continued**

Item	Specification			
	imageRUNNER ADVANCE DX			
	C5760i	C5750i	C5740i	C5735i
Paper Feeding System/Capacity	Cassette Upper 550 sheets (21 lb bond (80 g/m ²)) 550 sheets (20 lb bond (75 g/m ²)) 640 sheets (17 lb bond (64 g/m ²)) Transparency: 100 sheets Envelope: 25 sheets Paper other than above: 2 1/4" (57 mm) in height or less			
	Cassette Lower 550 sheets (21 lb bond (80 g/m ²)) 550 sheets (20 lb bond (75 g/m ²)) 640 sheets (17 lb bond (64 g/m ²)) Transparency: 100 sheets Envelope: 50 sheets (or 45 mm in height) Paper other than above: 2 1/4" (57 mm) in height or less			
	Multi-Purpose Tray 100 sheets (21 lb bond (80 g/m ²)) 100 sheets (20 lb bond (75 g/m ²)) 120 sheets (17 lb bond (64 g/m ²)) Envelope: 10 sheets (or 1/2" (11 mm) in height) Coated paper, Tracing: 1 sheet Paper other than above: 1/2" (11 mm) in height or less			
Inner Tray Capacity	1-Sided Printing <ul style="list-style-type: none"> • LTR, STMT, STMTR, A4, B5, A5, A5R, A6R, and 16K: 250 sheets (21 lb bond (80 g/m²) / 20 lb bond (75 g/m²) / 17 lb bond (64 g/m²)) • 12 5/8" x 17 11/16" (320 mm x 450 mm (SRA3)), 12" x 18" (305 mm x 457 mm), 11" x 17", LGL, LTRR, and EXEC: 100 sheets (21 lb bond (80 g/m²) / 20 lb bond (75 g/m²) / 17 lb bond (64 g/m²)) 			
	2-Sided Printing <ul style="list-style-type: none"> • LTR, STMT, STMTR, A4, B5, A5, A5R, A6R, and 16K: 200 sheets (21 lb bond (80 g/m²) / 20 lb bond (75 g/m²) / 17 lb bond (64 g/m²)) • 12 5/8" x 17 11/16" (320 mm x 450 mm (SRA3)), 12" x 18" (305 mm x 457 mm), 11" x 17", LGL, LTRR, and EXEC: 100 sheets (21 lb bond (80 g/m²) / 20 lb bond (75 g/m²) / 17 lb bond (64 g/m²)) 			
Multiple Copies	999 sheets			

**Table 38 – imageRUNNER ADVANCE DX C5700 Series Specifications
Continued**

Item	Specification			
	imageRUNNER ADVANCE DX			
	C5760i	C5750i	C5740i	C5735i
Magnification	<p>Regular paper size Same Ratio: Direct $\pm 0.5\%$</p> <p>Reduction 78% (LGL→LTR) 73% (11" x 17"→LGL, 11" x 15"→LTR) 64% (11" x 17"→LTR) 50% (11" x 17"→STMT) 25%</p> <p>Enlargement 121% (LGL→11" x 17") 129% (LTR→11" x 17") 200% (STMT→11" x 17") 400%</p> <p>Copy Ratio: 25% to 400% (in 1% increment)</p>			
Memory Capacity	Main CPU: 2 GB Image processing CPU: 2 GB			
Hard Disk Capacity	Standard: 250 GB Maximum: 1 TB (optional)			
Power Source	110 - 127 V AC, 60 Hz, 11.5 A			
Power Consumption (Depending on the system and conditions of use, these values may differ.)	<p>Maximum Power Consumption 1,800 W or less</p> <p>When the machine is in the Sleep mode 0.8 W or less</p> <p>When the main power switch is turned OFF When <Quick Startup Settings for Main Power> is set to:</p> <ul style="list-style-type: none"> • <Off>: 0.19 W • <On>: 0.45 W 			
Dimensions (W x L x H)	24 3/8" x 28 1/2" x 36 7/8" (620 mm x 722 mm x 937 mm)			
Weight (Excludes Toner)	Approximately 302 lb (137 kg)			
Installation Space (W x L)	37 1/8" x 28 1/2" (943 mm x 722 mm) (when the multi-purpose tray is extended)			

Table 39 – imageRUNNER ADVANCE DX C5760i Print/Copy Speeds

Item		Specification			
		Cassette		Multi Purpose Tray	
		Output Tray 1/2	Output Tray 3	Output Tray 1/2	Output Tray 3
Copy / Print Speed ⁶⁴ (1-sided / 2-sided)	LTR	60 / 60	30 / 30	52 / 52	26 / 26
	STMT	-	-	52 / -	-
	STMTR	60 to 5 / 60 to 5	30 to 5 / 30 to 5	52 to 5 / 52 to 5	26 to 5 / 26 to 5
	LTRR	36 / 36	18 / 18	31 / 31	15 / 15
	LGL	34 / 34	17 / 12	29 / 29	14 / 12
	11" x 17"	32 / 32	16 / 10	27 / 27	13 / 10
	12' x 18'	20 / 20	10 / 8	17 / 16	8 / 8
<p>Notes: The copy/print speeds above may not be achieved if the user copies/prints in the conditions below:</p> <ul style="list-style-type: none"> • If different paper types are used at the same time • If different paper sizes are used at the same time • If copying/printing as one- and two-sided documents at the same time. For example, the main document is copied/printed as one-sided, and the cover and sheet insertions are copied/printed as two-sided while bookbinding. <p>For detailed Print Speed Tables See the imageRUNNER ADVANCE DX C5700 Series Service Manual or Customer Expectations Document.</p>					

Table 40 – imageRUNNER ADVANCE DX C5750i Print/Copy Speeds

Item		Specification			
		Cassette		Multi Purpose Tray	
		Output Tray 1/2	Output Tray 3	Output Tray 1/2	Output Tray 3
Copy / Print Speed ⁶⁴ (1-sided / 2-sided)	LTR	50 / 50	25 / 25	43 / 43	21 / 21
	STMT	-	-	43 / -	-
	STMTR	50 to 4 / 50 to 4	25 to 4 / 24 to 4	42 to 4 / 42 to 4	21 to 4 / 21 to 4
	LTRR	30 / 30	15 / 15	25 / 25	12 / 12
	LGL	29 / 29	14 / 12	24 / 24	12 / 12
	11" x 17"	27 / 27	13 / 10	23 / 23	11 / 10
	12' x 18'	20 / 20	10 / 8	17 / 17	8 / 8
<p>Notes: The copy/print speeds above may not be achieved if the user copies/prints in the conditions below:</p> <ul style="list-style-type: none"> • If different paper types are used at the same time • If different paper sizes are used at the same time • If copying/printing as one- and two-sided documents at the same time. For example, the main document is copied/printed as one-sided, and the cover and sheet insertions are copied/printed as two-sided while bookbinding. <p>For detailed Print Speed Tables See the imageRUNNER ADVANCE DX C5700 Series Service Manual or Customer Expectations Document.</p>					

⁶⁴ Printing performance may not be optimal, depending on the original content and combination of settings. To give priority to the copy speed, select [Text] for [Original Type].

Table 41 – imageRUNNER ADVANCE DX C5740i Print/Copy Speeds

Item		Specification			
		Cassette		Multi Purpose Tray	
		Output Tray 1/2	Output Tray 3	Output Tray 1/2	Output Tray 3
Copy / Print Speed ⁶⁴ (1-sided / 2-sided)	LTR	40 / 40	20 / 20	34 / 34	17 / 17
	STMT	-	-	34 / -	-
	STMTR	40 to 4 / 40 to 4	20 to 4 / 20 to 4	34 to 4 / 34 to 4	17 to 4 / 17 to 4
	LTRR	24 / 24	15 / 15	20.5 / 20.5	12 / 12
	LGL	23 / 23	14 / 12	20 / 20	12 / 12
	11" x 17"	22 / 22	13 / 10	18.5 / 18.5	11 / 10
	12' x 18'	18 / 18	10 / 8	15.5 / 15.5	8 / 8
<p>Notes: The copy/print speeds above may not be achieved if the user copies/prints in the conditions below:</p> <ul style="list-style-type: none"> • If different paper types are used at the same time • If different paper sizes are used at the same time • If copying/printing as one- and two-sided documents at the same time. For example, the main document is copied/printed as one-sided, and the cover and sheet insertions are copied/printed as two-sided while bookbinding. <p>For detailed Print Speed Tables See the imageRUNNER ADVANCE DX C5700 Series Service Manual or Customer Expectations Document.</p>					

⁶⁴ Printing performance may not be optimal, depending on the original content and combination of settings. To give priority to the copy speed, select [Text] for [Original Type].

Table 42 – imageRUNNER ADVANCE DX C5735i Print/Copy Speeds

Item		Specification			
		Cassette		Multi Purpose Tray	
		Output Tray 1/2	Output Tray 3	Output Tray 1/2	Output Tray 3
Copy / Print Speed ⁶⁴ (1-sided / 2-sided)	LTR	35 / 35	17 / 17	30 / 30	15 / 15
	STMT	-	-	30 / -	-
	STMTR	35 to 4 / 35 to 4	17 to 4 / 17 to 4	30 to 4 / 34 to 4	15 to 4 / 15 to 4
	LTRR	23 / 23	11 / 15	19 / 20.5	9 / 9
	LGL	21 / 22	10 / 8	18 / 18	9 / 8
	11" x 17"	18 / 18	9 / 7	15 / 15	7 / 7
	12' x 18'	17 / 17	8 / 5	14 / 14	7 / 5
<p>Notes: The copy/print speeds above may not be achieved if the user copies/prints in the conditions below:</p> <ul style="list-style-type: none"> • If different paper types are used at the same time • If different paper sizes are used at the same time • If copying/printing as one- and two-sided documents at the same time. For example, the main document is copied/printed as one-sided, and the cover and sheet insertions are copied/printed as two-sided while bookbinding. <p>For detailed Print Speed Tables See the imageRUNNER ADVANCE DX C5700 Series Service Manual or Customer Expectations Document.</p>					

⁶⁴ Printing performance may not be optimal, depending on the original content and combination of settings. To give priority to the copy speed, select [Text] for [Original Type].

Table 43 – Feeder Specifications

Item	Specifications
Original Feeding Mechanism	Automatic Document Feeder
Size and Weight of Originals	<p>Size Maximum: 12" x 17" (304.8 x 431.8 mm) * Minimum: 2 3/4" x 5 1/2" (70.0 mm x 139.7 mm) Long Original: 17" to 39" (431.8 mm to 990 mm)</p> <p>Weight 13 lb bond to 80 lb cover (50 g/m² to 220 g/m²)</p> <p>Automatically Detectable Sizes of Original 11" x 17", LTR, LGL, LTRR, STMT, STMTR</p> <p>Combinations of document sizes 11" x 17" and LTR, LTRR and LGL, LTRR and STMT, LGL and STMT (Copying/scanning with a combination other than described may cause damage to the documents or paper jams)</p>
Original Tray Capacity	250 sheets (17 lb bond (64 g/m ²)) 200 sheets (20 lb bond (80 g/m ²) / 20 lb bond (75 g/m ²))
Original Scanning Speed (LTR)	<p>1-sided scanning Scanning (300 dpi x 300 dpi)* • Full Color: 135 pages/minute • Black-and-White: 135 pages/minute Copying (600 dpi x 600 dpi) • Full Color: 80 pages/minute • Black-and-White: 80 pages/minute</p> <p>2-sided scanning Scanning (300 dpi x 300 dpi)* • Full Color: 270 pages/minute • Black-and-White: 270 pages/minute Copying (600 dpi x 600 dpi) • Full Color: 90 pages/minute • Black-and-White: 160 pages/minute</p> <p>* The scanning speed may vary, depending on the scanning mode and original type.</p>

Table 44 – Cassette Feeding Unit-AM1

Item	Specification
Paper Sizes	12"x18", 11"x17", LGL, LTR, LTRR, STMTR, EXEC, and Custom size (3 7/8" x 5 1/2" to 12 5/8" x 18" (98 x 139.7 mm to 320 x 457.2 mm))
Paper Weight	14 lb bond to 140 lb index (52 to 256 g/m ²)
Paper Types ⁶⁵	Thin, Plain 1, Plain 2, Recycled, Color, Heavy 1, Heavy 2, Heavy 3, Heavy 4, Heavy 5, Heavy 6, Recycled, Color, Pre-punched, Transparency, Bond, Letterhead, Envelope, and Postcard
Paper Cassette Capacity	550 sheets x 2 (21 lb bond (80 g/m ²)) 550 sheets x 2 (20 lb bond (75 g/m ²)) 640 sheets x 2 (17 lb bond (64 g/m ²)) Transparency: 100 sheets Paper other than above: 2 1/4" (57 mm) in height or less
Power Source / Maximum Power Consumption	From the main unit/Approximately 30W
Dimensions (W x D x H)	Approximately: 24 3/8" x 27 5/8" x 9 7/8" (620 mm x 700 mm x 251 mm)
Weight	Approximately 49.6 lb (22.5 kg)

Table 45 – High Capacity Cassette Feeding Unit-A1

Item	Specification
Paper Sizes	LTR
Paper Weight	14 lb bond to 140 lb index (52 to 256 g/m ²)
Paper Types ⁶⁵	Thin, Plain 1, Plain 2, Recycled, Color, Heavy 1, Heavy 2, Heavy 3, Heavy 4, Heavy 5, Heavy 6, Recycled, Color, Pre-punched, Bond, and Letterhead
Paper Cassette Capacity	2,450 sheets (21 lb bond (80 g/m ²)) 2,450 sheets (20 lb bond (75 g/m ²)) 2,850 sheets (17 lb bond (64 g/m ²)) Paper other than above: Right side of the cassette: 5 1/4" (134 mm) in height or less Left side of the cassette: 4 7/8" (122 mm) in height or less
Power Source / Maximum Power Consumption	From the main unit/Approximately 30W
Dimensions (W x D x H)	Approximately: 24 3/8" x 27 5/8" x 9 7/8" (620 mm x 700 mm x 251 mm)
Weight	Approximately 66.1 lb (30 kg)

⁶⁵ Reference Registered Paper Types and Weight for the available paper weights.

Table 46 – Paper Deck Unit-F1 Specifications

Item	Specifications
Required Equipment	High Capacity Cassette Feeding Unit-A1 or Cassette Feeding Unit-AM1
Paper Size	LTR
Weight	14 lb bond to 140 lb index (52 to 256 g/m ²)
Paper Types ⁶⁵	Thin, Plain 1, Plain 2, Recycled, Color, Heavy 1, Heavy 2, Heavy 3, Heavy 4, Heavy 5, Heavy 6, Recycled, Color, Pre-punched, Bond, and Letterhead
Paper Deck Capacity	2,700 sheets (21 lb bond (80 g/m ²) / 20 lb bond (75 g/m ²)) 3,000 sheets (17 lb bond (64 g/m ²)) Height 11 3/4" (297 mm)
Power Source/Maximum Power Consumption	From the main unit/Approximately 44 W
Dimensions (W x D x H)	15 3/4" x 24 7/8" x 17 3/8" (400 mm x 630 mm x 440 mm)
Weight	Approximately 68.3 lb (31 kg)
Installation Space Including the Main Unit (W x D)	38" x 28 1/2" (964 mm x 722 mm)

Table 47 – Inner Finisher H1 Specifications

Item	Specifications
<p>Paper Size/Weight/Type 62</p>	<p>Size 12 5/8" x 17 3/4", 12"x18", 11"x17", LGL, LTR, LTRR, STMTR, EXEC, and Custom size (3 7/8" x 5 1/2" to 12 5/8" x 18" (98.0 mm x 139.7 mm to 320.0 mm x 457.2 mm))</p> <p>Weight 14 lb Bond to 110 lb cover (52 g/m² to 300 g/m²)</p> <p>Type Thin, Plain, Heavy, Recycled, Color, Pre-Punched, Transparency, Tracing, 1-Sided Coated, 2-Sided Coated, Matte Coated, Textured, Labels, Bond, Tab, Envelope, Letterhead</p> <p>You cannot use Thin paper (14 lb bond to 15 lb bond (52 g/m² to 59 g/m²)) for two-sided copying/printing, paper with width of 8 1/2" (216 mm) or more (100 lb cover (257 g/m²) or more), and tab paper.</p>
<p>Capacity Per Tray 66</p>	<p>Upper Tray (Tray B) No Collating/Collate/Group mode:</p> <ul style="list-style-type: none"> • 45 sheets (21 lb bond (80 g/m²)) (or 1/4" (5.2 mm) in height) • 50 sheets (20 lb bond (75 g/m²) / 17 lb bond (64 g/m²)) (or 1/4" (5.2 mm) in height) <p>Lower Tray (Tray A) No Collating/Collate/Group mode:</p> <ul style="list-style-type: none"> • LTR, STMT, STMTR, EXEC: 500 sheets (or 2 1/8" (52 mm) in height) • 12 5/8" x 17 11/16" (320 mm x 450 mm (SRA3)), 12" x 18" (305 mm x 457 mm), 11" x 17", LGL, LTRR: 250 sheets (or 1" (26 mm) in height) • Envelopes: 10 sheets <p>No Collating/Collate/Group mode with different paper sizes:</p> <ul style="list-style-type: none"> • LTR: 500 sheets (or 2 1/8" (52 mm) in height) • All other combinations: 250 sheets (or 1" (26 mm) in height) <p>Collate + Offset and Group + Offset mode:</p> <ul style="list-style-type: none"> • LTR, EXEC: 500 sheets (or 2 1/8" (52 mm) in height) • 11" x 17", LGL, LTRR: 250 sheets (or 1" (26 mm) in height) <p>Staple (Corner/Double):</p> <ul style="list-style-type: none"> • LTR, EXEC: 30 sets (or 2 1/8" (52 mm) in height) • 11" x 17", LGL, LTRR, A3, B4, A4R, and 8K: 30 sets (or 1" (26 mm) in height) <p>Staple-Free (Eco):</p> <ul style="list-style-type: none"> • LTR: 30 sets (or 2 1/8" (52 mm) in height) • 11" x 17": 30 sets (or 1" (26 mm) in height)

62 Reference [Registered Paper Types and Weight](#) for the available paper weights.

66 For 21 lb bond (80 g/m²) / 20 lb bond (75 g/m²) / 17 lb bond (64 g/m²) paper only. Capacity varies in other cases.

Table 47 – Inner Finisher H1 Specifications Continued

<p>Maximum Stapling Capacity/Available Staple Size⁶⁷</p>	<p>Staple (Corner/Double):</p> <ul style="list-style-type: none"> • LTR, EXEC, A4, B5, and 16K: 50 sheets (14 lb bond to 24 lb bond (52 g/m² to 90 g/m²)) 30 sheets (25 lb bond to 28 lb bond (91 g/m² to 105 g/m²)) 2 sheets (29 lb bond to 140 lb index (106 g/m² to 256 g/m²)) • 11" x 17", LGL, LTRR, A3, B4, A4R, and 8K: 30 sheets (13.8 lb bond to 24 lb bond (52 g/m² to 90 g/m²)) 20 sheets (25 lb bond to 28 lb bond (91 g/m² to 105 g/m²)) 2 sheets (29 lb bond to 140 lb index (106 g/m² to 256 g/m²)) • Coated paper: 2 sheets <p>Staple (Eco) :</p> <ul style="list-style-type: none"> • 11" x 17", LTR, A3, B4, A4, B5, 8K and 16K: 5 sheets (13.8 lb bond to 17 lb bond (52 g/m² to 64 g/m²)) 4 sheets (17.3 lb bond to 21.7 lb bond (65 g/m² to 81.4 g/m²)) 3 sheets (22 lb bond to 28 lb bond (82 g/m² to 105 g/m²)) <p>Manual Staple:</p> <ul style="list-style-type: none"> • All sizes: Approximately 50 sheets (14 lb bond (52 g/m²)) Approximately 45 sheets (17 lb bond (64 g/m²)) Approximately 40 sheets (21 lb bond (80 g/m²) / 20 lb bond (75 g/m²))
<p>Inner 2/3 Hole Puncher Unit-A1 (When the puncher unit is attached)</p>	<p>Paper Sizes:</p> <ul style="list-style-type: none"> • 2 Holes: 11" x 17", LGL, LTRR, LTR, and EXEC • 3 Holes: 11" x 17", LTR, and EXEC <p>Paper Weight: 14 lb bond to 140 lb index (52 g/m² to 256 g/m²)</p> <p>Punch Holes: 2/3 Holes</p>
<p>Dimensions (W x D x H)</p>	<p>18 3/8" x 20 5/8" x 8 7/8" (466 mm x 525 mm x 225 mm)</p>
<p>Weight</p>	<p>Approximately 19 lb (8.6 kg)</p>
<p>Installation Space Including the Main Unit (W x L)</p>	<p>Approximately 42" x 28 1/2" (1,066 mm x 722 mm) (when the auxiliary tray is extended)</p>

67 When the standard staple cartridge is attached. (The maximum stapling capacity may vary, depending on the paper type and weight.)

Table 48 – Booklet Finisher Y1 and Staple Finisher-Y1 Specifications

Item	Specifications
<p>Paper Size/Weight/Type 62</p>	<p>Size 12 5/8" x 17 3/4", 12"x18", 11"x17", LGL, LTR, LTRR, STMTR, EXEC, and Custom size (3 7/8" x 5 1/2" to 12 5/8" x 18" (98.0 mm x 139.7 mm to 320.0 mm x 457.2 mm))</p> <p>Weight 14 lb Bond to 110 lb cover (52 g/m² to 300 g/m²)</p> <p>Type Thin, Plain, Heavy, Recycled, Color, Pre-Punched, Transparency, Tracing, 1-Sided Coated, 2-Sided Coated, Matte Coated, Textured, Labels, Bond, Tab, Envelope, Letterhead</p> <p>Excluding duplexing thin paper 14 lb bond to 15 lb bond (52 to 59 g/m²).</p>
<p>Capacity Per Tray 68</p>	<p>Upper Tray (Tray A)</p> <p>No Collating/Collate/Group mode:</p> <ul style="list-style-type: none"> • LTR, STMT, STMTR, EXEC: 250 sheets (or 1 7/8" (47 mm) in height) • 12 5/8" x 17 11/16" (320 mm x 450 mm (SRA3))*3, 12" x 18" (305 mm x 457 mm)⁶⁹, 11" x 17", LGL, LTRR: 125 sheets (or 1" (24 mm) in height) <p>No Collating/Collate/Group mode with different paper sizes:</p> <ul style="list-style-type: none"> • LTR: 250 sheets (or 1 7/8" (47 mm) in height) • All other combinations: 125 sheets (or 1" (24 mm) in height) ⁷⁰ <p>Collate + Offset, Group + Offset mode:</p> <ul style="list-style-type: none"> • LTR, EXEC: 250 sheets (or 1 7/8" (47 mm) in height) • 11" x 17": 125 sheets (or 1" (24 mm) in height) <p>Lower Tray (Tray B)</p> <p>No Collating/Collate/Group mode:</p> <ul style="list-style-type: none"> • LTR, STMT, STMTR, EXEC: 3,000 sheets (or 16 5/8" (423 mm) in height) ⁷¹ • 12 5/8" x 17 11/16" (320 mm x 450 mm (SRA3)), 12" x 18" (305 mm x 457 mm), 11" x 17", LGL, LTRR: 1,500 sheets (or 8 1/2" (216 mm) in height) • Envelope: 30 sheets (Monarch) / 100 sheets (excluding Monarch) <p>No Collating/Collate/Group mode with different paper sizes:</p> <ul style="list-style-type: none"> • LTR: 3,000 sheets (or 16 5/8" (423 mm) in height) • Combinations: 250 sheets (14 lb bond to 28 lb bond (52 g/m² to 105 g/m²)) or 50 sheets (29 lb bond to 110 lb cover (106 g/m² to 300 g/m²)) • All other combinations: 1,500 sheets (or 8 1/2" (216 mm) in height) <p>Collate + Offset and Group + Offset mode:</p> <ul style="list-style-type: none"> • LTR, EXEC: 3000 sheets (or 16 5/8" (423 mm) in height)*5 • 11" x 17", LGL, LTRR: 1500 sheets (or 8 1/2" (216 mm) in height)

62 Reference [Registered Paper Types and Weight](#) for the available paper weights.

68 For 21 lb bond (80 g/m²) / 20 lb bond (75 g/m²) / 17 lb bond (64 g/m²) paper only. Capacity varies in other cases.

69 Thin: 30 sheets

70 12 5/8" x 17 11/16" (320 mm x 450 mm (SRA3)), 12" x 18" (305 mm x 457 mm): 30 sheets.

71 Thin (14 lb bond to 16 lb bond (52 g/m² to 63 g/m²)): 1,500 sheets (or 8 1/2" (216 mm) in height)

Table 48 – Booklet Finisher Y1 and Staple Finisher-Y1 Specifications Continued

Item	Specifications
<p>Capacity Per Tray⁶⁸</p>	<p>Lower Tray (Tray B)</p> <p>Staple (Corner/Double):</p> <ul style="list-style-type: none"> • LTR, EXEC: 200 sets/total 3,000 sheets (or 16 5/8" (423 mm) in height) • 11" x 17", LGL, LTRR: 100 sets/total 1,500 sheets (or 8 1/2" (216 mm) in height) <p>Staple-Free (Eco):</p> <ul style="list-style-type: none"> • LTR: 200 sets • 11" x 17": 100 sets
<p>Capacity Per Booklet Tray (Booklet Finisher-Y1 Only)</p>	<p>Paper from 14 lb bond to 21.7 lb bond (from 52 g/m² to 81.4 g/m²) in weight:</p> <ul style="list-style-type: none"> • 25 sets (2 sheets to 5 sheets) • 15 sets (6 sheets to 10 sheets) • 10 sets (11 sheets to 20 sheets) <p>Paper from 21 lb bond to 28 lb bond (from 82 g/m² to 105 g/m²) in weight:</p> <ul style="list-style-type: none"> • 25 sets (2 sheets to 5 sheets) • 15 sets (6 sheets to 10 sheets) <p>Paper from 29 lb bond to 80 lb cover (from 106 g/m² to 220 g/m²) in weight:</p> <ul style="list-style-type: none"> • 10 sets (2 sheets to 5 sheets)
<p>Maximum Stapling Capacity/Available Staple Size⁷²</p>	<p>Staple (Corner/Double)*:</p> <ul style="list-style-type: none"> • LTR and EXEC: 50 sheets (14 lb bond to 24 lb bond (52 g/m² to 90 g/m²)) • 11" x 17", LGL and LTRR: 30 sheets (14 lb bond to 24 lb bond (52 g/m² to 90 g/m²)) <p>Staple (Eco):</p> <ul style="list-style-type: none"> • 11" x 17" and LTR: <ul style="list-style-type: none"> - 5 sheets (13.8 lb bond to 17 lb bond (52 g/m² to 64 g/m²)) - 4 sheets (17.3 lb bond to 21.7 lb bond (65 g/m² to 81.4 g/m²)) - 3 sheets (22 lb bond to 28 lb bond (82 g/m² to 105 g/m²)) <p>Manual Staple:</p> <ul style="list-style-type: none"> • All sizes: 50 sheets <p>* Staple up to two sheets for the coated paper, regardless of the paper weight or size.</p>
<p>2/3 Hole Puncher Unit-A1 (When the puncher unit is attached)</p>	<p>Paper Sizes:</p> <ul style="list-style-type: none"> • 2 Holes: 11" x 17", LGL, LTRR, LTR, and EXEC • 3 Holes: 11" x 17", LTR, and EXEC <p>Paper Weight: 14 lb bond to 140 lb index (52 g/m² to 256 g/m²)</p> <p>Punch Holes: 2/3 Holes</p>

72 When the standard staple cartridge is attached. (The maximum stapling capacity may vary, depending on the paper type and weight.)

Table 48 – Booklet Finisher Y1 and Staple Finisher-Y1 Specifications Continued

Item	Specifications	
Saddle Stitch/Fold (Booklet Finisher-Y1 Only)	<p>Size 12" x 18" (305 mm x 457 mm), 11" x 17", LGL, LTRR, and Custom Size (7 3/4" x 10 5/8" to 12" x 18" (195.0 mm x 270.0 mm to 304.8 mm x 457.2 mm))</p> <p>Paper Weight</p> <ul style="list-style-type: none"> • Text Weight: 14 lb bond to 80 lb cover (52 g/m² to 220 g/m²) • Cover Weight: 14 lb bond to 140 lb index (52 g/m² to 256 g/m²)⁷³ <p>Maximum Saddle Stitching Capacity (excluding coated paper)⁷⁴ 20 sheets (14 lb bond to 21.7 lb bond (52 g/m² to 81.4 g/m²)) 10 sheets (21.8 lb bond to 28 lb bond (82 g/m² to 105 g/m²)) 5 sheets (29 lb bond to 55.5 lb cover (106 g/m² to 150 g/m²)) 4 sheets (55.8 lb cover to 77.3 lb cover (151 g/m² to 209 g/m²)) 3 sheets (77.7 lb cover to 80 lb cover (210 g/m² to 220 g/m²))</p> <p>Maximum Saddle Stitching Capacity (Coated paper)⁷⁴ 5 sheets (22.6 lb bond to 55.5 lb cover (85 g/m² to 150 g/m²)) 4 sheets (55.8 lb cover to 77.3 lb cover (151 g/m² to 209 g/m²)) 3 sheets (77.7 lb cover to 80 lb cover (210 g/m² to 220 g/m²))</p> <p>Maximum Saddle Folding Capacity 3 sheets (14 lb bond to 28 lb bond (52 g/m² to 105 g/m²)) 1 sheets (29 lb bond to 140 lb index (106 g/m² to 256 g/m²))</p>	
Power Source/Maximum Power Consumption	From the main unit	
Dimensions (W x D x H)	Approximately 21 1/8" x 24 1/2" x 43 1/8" (537 mm x 623 mm x 1,095 mm) When the auxiliary tray is extended Approximately 25 1/8" x 24 1/2" x 45" (637 mm x 623 mm x 1,142 mm)	
Weight	Staple FinisherY1	Approximately 68.3 lb (31 kg)
Installation Space Including the Main Unit (W x L)	Booklet Finisher-Y1	Approximately 125.7 lb (57 kg)
Installation Space Including the Main Unit (W x L)	Approximately 62 3/8" x 28 1/2" (1,585 mm x 722 mm) (when the auxiliary tray is extended)	

73 For the cover, use a paper that is at least as heavy as the paper used for the text.

74 including 1 cover sheet up to 140 lb index (256 g/m²)

Table 49 – Inner 2Way Tray-J1 Specifications

Item	Specifications
Paper Size/Weight/Type ⁶²	<p>Size 12 5/8" x 17 3/4", 12"x18", 11"x17", LGL, LTR, LTRR, STMTR, EXEC, and Custom size (3 7/8" x 5 1/2" to 12 5/8" x 18" (98.0 mm x 139.7 mm to 320.0 mm x 457.2 mm))</p> <p>Weight 14 lb Bond to 110 lb cover (52 g/m² to 300 g/m²)</p> <p>Type Thin, Plain, Heavy, Recycled, Color, Pre-Punched, Transparency, Tracing, 1-Sided Coated, 2-Sided Coated, Matte Coated, Textured, Labels, Bond, Tab, Envelope, Letterhead</p>
Capacity	<p>1-sided</p> <ul style="list-style-type: none"> LTR, STMT and STMTR: 100 sheets (21 lb bond (80 g/m²) / 20 lb bond (75 g/m²) / 17 lb bond (64 g/m²)) 12 5/8" x 17 11/16" (320 mm x 450 mm (SRA3)), 12" x 18" (305 mm x 457 mm), 11" x 17", LGL, LTRR and EXEC: 50 sheets (21 lb bond (80 g/m²) / 20 lb bond (75 g/m²) / 17 lb bond (64 g/m²)) <p>2-sided</p> <ul style="list-style-type: none"> LTR, STMT and STMTR: 70 sheets (21 lb bond (80 g/m²) / 20 lb bond (75 g/m²) / 17 lb bond (64 g/m²)) 12 5/8" x 17 11/16" (320 mm x 450 mm (SRA3)), 12" x 18" (305 mm x 457 mm), 11" x 17", LGL, LTRR and EXEC: 50 sheets (21 lb bond (80 g/m²) / 20 lb bond (75 g/m²) / 17 lb bond (64 g/m²))
Dimensions (W x D x H)/	Approximately 16 1/2" x 16" x 3" (420 mm x 407 mm x 76 mm)
Weight	Approximately 1.5 lb (0.7 kg)

Table 50 – Copy Tray-J2 Specifications

Item	Specifications
Paper Sizes	<p>Max: 12" x 18" (304.8 x 457.2 mm) Min: 5 1/2" x 7 1/8" (139.7 x 182 mm)</p>
Paper Weight	14 lb bond to 80 lb cover (52 g/m ² to 220 g/m ²)
Capacity	<p>LTR, STMT, and STMTR: 100 sheets (21 lb bond (80 g/m²) / 20 lb bond (75 g/m²) / 17 lb bond (64 g/m²))</p> <p>13" x 19" (330 mm x 483 mm), 12 5/8" x 17 11/16" (320 mm x 450 mm (SRA3)), 11" x 17", LGL, LTRR and EXEC: 75 sheets (21 lb bond (80 g/m²) / 20 lb bond (75 g/m²) / 17 lb bond (64 g/m²))</p>
Dimensions (W x D x H)	Approximately 10 1/8" x 14 3/4" x 3 7/8" (258 x 373 x 97 mm)
Weight	Approximately 1.1 lb (0.5 kg)
Installation Space Including the Main Unit (W x D)	42" x 28 1/2" (1,067 mm x 722 mm) (when the auxiliary tray is extended)

Table 51 – Copy Card Reader-F1 Specifications

Item	Specifications
Available Cards	Magnetic
Card Readout Method	Magnetic readout
Magnetic Card Reading Direction	Insertion Direction
Store/Replay	Replay
Power Source	From the main unit
Dimensions (W x L x H)	3 1/2" x 3 13/16" x 1 5/8" (88 x 96 x 40 mm) (excluding the attachment kit and cable)
Weight	Approximately 7.1 oz (200 g) (including the attachment kit and cable)

Table 52 – Super G3 Fax Board-AS2 Specifications

Note: Specifications remain the same even when the Super G3 2nd Line Fax Board-AS2 or Super G3 3rd/4th Line Fax Board-AS2 is installed.

Item	Specifications
Telephone Line Used	Public Switched Telephone Network (When using an IP telephone service, facsimile communication may not be performed normally via an IP telephone line. It is recommended to use facsimile communication via a general telephone (Public Switched Telephone Network) line.)
Scan Line Density (Scan Transmission)	Normal: 8 pels (Picture elements (pixels).)/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, and JBIG
Transmission Type	Super G3 and G3
Sending Original Sizes	11" x 17", LGL, LTR, LTRR and STMTR
Receiving Paper Sizes	LGL, LTR, LTRR, STMTR and 11" x 17"
Number of Memory RX Jobs	Up to 320 jobs
Transmission Times	JBIG: Approximately 2.6 seconds (When sending LTR original paper, Normal 8 pels x 3.85 line/mm ECM (JBIG))

Table 53 – System Environment

Item	Specifications
WSD Scan	Windows 8.1 Windows 10
System requirements for the Remote UI	Windows <ul style="list-style-type: none"> • Internet Explorer 11 • Microsoft Edge • Google Chrome Mac OS <ul style="list-style-type: none"> • Safari 11 • Google Chrome
Compatible mail forwarding server software	Microsoft Exchange Server 2010 Microsoft Exchange Server 2013 Microsoft Exchange Server 2016 Microsoft Exchange Server 2019 Postfix v2.10.1 Dovecot v2.2.10
Compatible mail receiving server software	Microsoft Exchange Server 2010 Microsoft Exchange Server 2013 Microsoft Exchange Server 2016 Microsoft Exchange Server 2019 Postfix v2.10.1 Dovecot v2.2.10
File servers available as destinations for file transmission	FTP <ul style="list-style-type: none"> • Windows 7/Server 2008 SP2/Server 2008 R2 SP1: Internet Information Services 7.5 • Windows 8/Server 2012: Internet Information Services 8.0 • Windows 8.1/Server 2012 R2: Internet Information Services 8.5 • Windows 10/Server 2016: Internet Information Services 10 • Windows Server 2019 • Mac OS X 10.12 • Cent OS 7 Windows (SMB) <ul style="list-style-type: none"> • Windows 7 • Windows 8.1 • Windows 10 • Windows Server 2008 • Windows Server 2008 R2 SP1 • Windows Server 2012 • Windows Server 2012 R2 • Windows Server 2016 • Windows Server 2019 • Mac OS X 10.12 and later • Cent OS 7 WebDAV <ul style="list-style-type: none"> • Windows 7/Server 2008 SP1/Server 2008 R2 SP1: Internet Information Services 7.5 • Windows 8/Server 2012: Internet Information Services 8.0 • Windows 8.1/Server 2012 R2: Internet Information Services 8.5 • Windows 10/Server 2016: Internet Information Services 10 • Windows Server 2019 • Mac OS X 10.12 and later • Cent OS 7

Table 53 – System Environment Continued

Item	Specifications
Windows servers allowed for accessing	<p>SMB server</p> <ul style="list-style-type: none"> • Windows Server 2012 • Windows Server 2016 • Windows Server 2019 <p>WebDAV server</p> <ul style="list-style-type: none"> • Windows Server 2012: Internet Information Services 8.0 • Windows Server 2016: Internet Information Services 10.0 • Windows Server 2019
Client computers allowed for accessing the Advanced Box	<p>Windows 8.1 Windows 10</p>
Types of LDAP servers	<p>Windows Server 2008 SP2 with Active Directory Windows Server 2012 with Active Directory Windows Server 2012 R2 with Active Directory Windows Server 2016 with Active Directory Windows Server 2019 with Active Directory</p>
System requirements for the User's Guide	<p>Windows</p> <ul style="list-style-type: none"> • Internet Explorer 9 and later • Microsoft Edge • Firefox • Firefox ESR • Google Chrome (Online browsing only) <p>Linux</p> <ul style="list-style-type: none"> • Firefox <p>Mac OS</p> <ul style="list-style-type: none"> • Safari • Firefox • Chrome (Online browsing only) <p>iOS</p> <ul style="list-style-type: none"> • Safari (Online browsing only) <p>Android</p> <ul style="list-style-type: none"> • Google Chrome (Online browsing only)

Table 54 – Send Function (Push Scan)

Item	Specifications
Type	Color Scanner
Maximum Original Scanning Size	Depends on copy specifications
Resolution for Scan	100x100 dpi, 150x150 dpi, 200x100 dpi (Normal), 200x200 dpi (Fine), 200x400 dpi (Superfine), 300x300 dpi, 400x400 dpi (Ultrafine), 600x600 dpi
Scanning Speed	See the feeder specifications.
Interface	1000 Base-T/100 Base-TX/10 Base-T (IEEE 802.3 compliant)
Protocol Supported	File: FTP (TCP/IP), SMB (TCP/IP), WebDAV E-mail/I-Fax: SMTP (send), POP3 (receive)
Output Format	TIFF (MMR), JPEG*, PDF (Compact, OCR (Text Searchable), Apply Policy** Optimize PDF for Web, Format to PDF/A, Trace & Smooth, Encrypt), XPS (Compact), PDF/XPS (Device Signature, User Signature), Office Open XML (PowerPoint, Word) * Single-Page Only ** May not be available, depending on the region.

Table 55 – Send Function (Pull Scan)

Item	Specifications
Maximum Original Scanning Size	Depends on copy specifications
Color Mode	Color/Black-and-White Auto Switch, Color, Black-and-White, Grayscale
Resolution for Scan	75 dpi x 75 dpi to 600 dpi x 600 dpi (in 1 dpi increments)
Compatible OS	Windows 7/Windows 8.1/Windows 10/Windows Server 2008 /Windows Server 2008 R2/Windows Server 2012/Windows Server 2012 R2/Windows Server 2016
Interface	USB2.0High Speed, 1000Base-T/100Base-TX/10Base-T (IEEE 802.3 compliant)
Protocol Supported	TCP/IP
Driver	TWAIN compliant, WIA Compliant (Color Network ScanGear 2. For both TWAIN and WIA)

Table 56 – Send Function (Internet/Intranet Fax)

Item	Specifications
Communication Protocol	<p>Internet FAX SMTP (send*)/POP3 (receive**)</p> <p>Intranet FAX SMTP (send/receive*)</p> <p>* Supports SMTP authentication and encrypted communication (TLS) during SMTP send/receive</p> <p>** Supports APOP/POP before SMTP and encrypted communication (TLS) during POP RX</p>
Communication Mode	Simple mode, Full mode (ITU-T T.37 and W-NET FAX compliant)
Resolution	<p>Black-and-White 200 x 100 dpi, 200 x 200 dpi, 200 x 400 dpi*, 300 x 300 dpi*, 400 x 400 dpi*, 600 x 600 dpi*</p> <p>* Available depending on settings of the other party (capability setting of the receiving machine).</p>

Table 57 – Network Environment Wired LAN Specifications

Item	Specifications
Network Interface	10Base-T/100Base-TX/1000Base-T (RJ-45)
Protocol Supported	<p>TCP/IP</p> <ul style="list-style-type: none"> • Frame type: Ethernet II • Print applications: LPD/Raw/IPP/IPPS/FTP/WSD/Mopria/AirPrint/Windows 10 Mobile Print <p>AppleTalk</p> <ul style="list-style-type: none"> • Frame type: Ethernet SNAP • Print application: PAP (Printer Access Protocol)

Table 58 – Network Environment Wireless LAN Specifications

Item	Specifications
Standard	IEEE 802.11g, IEEE 802.11b, IEEE 802.11n
Transmission Scheme	IEEE 802.11b (Modulation system: DS-SS) IEEE 802.11g (Modulation system: OFDM method) IEEE 802.11n (Modulation system: OFDM method)
Frequency Range	2.412 to 2.462 GHz
Maximum Radio-Frequency Power Transmitted	18.21 dBm
Security	<p>Infrastructure Mode 128 (104)/64 (40) bit WEP WPA-PSK (TKIP/AES-CCMP) WPA2-PSK (TKIP/AES-CCMP) WPA-EAP (AES-CCMP) WPA2-EAP (AES-CCMP)</p> <p>Access Point Mode / Wi-Fi Direct Mode WPA2-PSK (AES-CCMP)</p>
Connection Method	WPS (Wi-Fi Protected Setup), Manual setup

Table 59 – Printer Settings

Item	Specifications
Type	Internal
Print Size	Depends on copy specifications
Print Speed	Depends on copy specifications
Data Processing Resolution	UFR II: 600 dpi x 600 dpi, 1200 dpi x 1200 dpi PCL 5: 600 dpi x 600 dpi PCL 6: 600 dpi x 600 dpi, 1200 dpi x 1200 dpi PS: 600 dpi x 600 dpi, 1200 dpi x 1200 dpi
Page Description Language (PDL)	UFR II, PCL5, PCL6, Adobe PostScript 3
Protocol Supported	TCP/IP (LPD/Port9100/IPP/IPPS/FTP/WSD)
Compatible OS	<p>UFR II</p> <ul style="list-style-type: none"> Windows 7/8.1/10/Server 2008/Server 2008 R2/Server 2012/Server 2012 R2/Server 2016/Server 2019 Mac OS X (10.10 or later) <p>PCL5, PCL6 Windows 7/8.1/10/Server 2008/Server 2008 R2/Server 2012/Server 2012 R2/Server 2016/Server 2019</p> <p>PS (Adobe PostScript 3) Driver</p> <ul style="list-style-type: none"> Windows 7/8.1/10/Server 2008/Server 2008 R2/Server 2012/Server 2012 R2/Server 2016/Server 2019 Mac OS X (10.10 or later) <p>PPD</p> <ul style="list-style-type: none"> Windows 7/8.1/10 Mac OS X (10.9 or later)
Resident Fonts	<p>UFR II None</p> <p>PCL5, PCL6 93 Roman, 10 Bitmap fonts, 2 OCR fonts, Andalé Mono WT J/K/S/T * (Japanese, Korean, Simplified Chinese, and Traditional Chinese), Barcode fonts **</p> <p>* Requires the optional PCL International Font Set ** Requires the optional Barcode Printer Kit</p> <p>PS (Adobe PostScript 3) 136 Roman</p>
Interface	USB 2.0 High Speed, 1000Base-T/100Base-TX/10Base-T (IEEE 802.3 compliant)

Table 60 – Advanced Box Functions

Item	Specifications
Storage Capacity	Standard: 16 GB Maximum: 480 GB (optional)
Maximum Path Length	256 characters
Maximum Number of Files a Single Directory Can Hold	1,000 (including folders)
Maximum Number of Files the Advanced Space Can Hold	100,000 (including folders)
Maximum Capacity per File	2 GB
Number of Clients Allowed for Accessing	SMB: 64 WebDAV: 3

Table 61 – Mail Box Functions

Item	Specifications
Number of Boxes	100 boxes
File Format for Storing	Proprietary format
Resolution for Storing	<p>Copy: (Black and White/Color) 600 dpi x 600 dpi</p> <p>Scan and Store: (Black and White/Color) 600 dpi x 600 dpi</p> <p>Scan and Send: (Black and White/Color) 100 dpi x 100 dpi, 150 dpi x 150 dpi, 200 dpi x 100 dpi, 200 dpi x 200 dpi, 200 dpi x 400 dpi, 300 dpi x 300 dpi, 400 dpi x 400 dpi, 600 dpi x 600 dpi</p> <p>Printer Driver: (Black and White/Color) 600 dpi x 600 dpi, 1200 dpi x 1200 dpi</p>
Disk Capacity	Standard: approximately 65 GB Maximum: 98 GB (optional)
Storage Capacity	2,000 files (30,000 pages)*1
Data Storage Period	3 days (can be changed from the Settings/Registration screen)

C. Canon imageRUNNER ADVANCE DX C5760i/C5750i/C5740i/C5735i LIMITED WARRANTY

Canon U.S.A., Inc. or Canon Canada Inc. (as applicable, "Canon") warrants the imageRUNNER ADVANCE DX C5760i/C5750i/C5740i/C5735i Series product and Canon brand options designed for use with the imageRUNNER product (collectively the "Product") to be free from defects in workmanship and materials under normal use and service for a period of 90 days after delivery to the original purchaser ("Purchaser") or 60,000 prints or copies (or a combination of both), whichever comes first. During such warranty period, Canon shall replace, without charge, any defective part with a new or comparable rebuilt part. This warranty shall not extend to consumables such as paper, chemicals, and toner as to which there shall be no warranty or replacement. Warranty replacement shall not extend the original warranty period of the Product.

This limited warranty shall only apply if the Product is used in conjunction with compatible computers, peripheral equipment and software. Canon shall have no responsibility for such items except for compatible Canon brand peripheral equipment covered by a separate warranty ("Separate Warranty"). Repairs of such Canon brand peripheral equipment shall be governed by the terms of the Separate Warranty. Non-Canon brand equipment that may be distributed with the Product is sold "AS IS" and without warranty of any kind by Canon, including any implied warranty regarding merchantability or fitness for a particular purpose, and all such warranties are disclaimed. The sole warranty, if any, with respect to such non-Canon brand items is given by the supplier or producer thereof. For further information on software, see below.

This warranty shall be void and of no force and effect if the Product is damaged as a result of (a) abuse, neglect, mishandling, alteration, electric current fluctuation or accident, (b) improper use, including failure to follow operating or maintenance instructions or environmental conditions prescribed in Canon's operator's manual or other documentation, (c) installation or repair by other than authorized service representatives qualified by Canon who are acting in accordance with Canon's service bulletins, (d) use of supplies or parts (other than those distributed by Canon) which damage the Product or cause abnormally frequent service calls or service problems, or (e) use of the Product with non-compatible computers, peripheral equipment or software, including the use of the Product in any system configuration not recommended in any manual distributed with the Product. Nor does this warranty extend to any Product on which the original identification marks or serial numbers have been defaced, removed, or altered.

ANY SOFTWARE THAT IS DISTRIBUTED WITH THE PRODUCT AND HAS AN ASSOCIATED END USER AGREEMENT IS LICENSED, WARRANTED AND PROVIDED ACCORDING TO THE TERMS OF THAT AGREEMENT, INCLUDING ANY LIMITATIONS AND DISCLAIMERS THEREIN. SUCH SOFTWARE IS SOLD WITHOUT WARRANTY OF ANY KIND BY CANON. PLEASE CONTACT CANON IMMEDIATELY IF YOU HAVE NOT RECEIVED A COPY OF THE SOFTWARE SUPPLIER'S END USER AGREEMENT. CANON RECOMMENDS THAT DATA STORED ON THE PRODUCT'S HARD DISK DRIVE BE DUPLICATED OR BACKED UP TO PREVENT ITS LOSS IN THE EVENT OF FAILURE OR OTHER MALFUNCTION OF THE HARD DISK DRIVE.

THE ABOVE WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES AND CONDITIONS REGARDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, RELATING TO THE USE OR PERFORMANCE OF A PRODUCT OR ANY ASSOCIATED COMPONENT, AND ALL SUCH OTHER WARRANTIES AND CONDITIONS ARE DISCLAIMED. NO OTHER EXPRESS WARRANTY, CONDITION OR GUARANTEE, EXCEPT AS MENTIONED ABOVE, GIVEN BY ANY PERSON, FIRM OR CORPORATION WITH RESPECT TO THE PRODUCT SHALL BIND CANON ANY SUPPLIER OR ANY AUTHORIZED SERVICE PROVIDER. NO WARRANTY IS GIVEN ON ANY USED PRODUCT.

NEITHER CANON OR ITS SUPPLIERS NOR ANY AUTHORIZED SERVICE PROVIDER SHALL BE LIABLE FOR PERSONAL INJURY OR PROPERTY DAMAGE (UNLESS CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY AUTHORIZED SERVICE PROVIDER), LOSS OF REVENUE OR PROFIT, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, EXPENDITURES FOR SUBSTITUTE EQUIPMENT OR SERVICES, LOSS OR CORRUPTION OF DATA, INCLUDING, WITHOUT LIMITATION, DATA STORED ON THE PRODUCT'S HARD DISK DRIVE, STORAGE CHARGES OR OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE PRODUCT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED AND EVEN IF CANON OR ITS SUPPLIERS OR ANY AUTHORIZED SERVICE PROVIDER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST CANON OR ITS SUPPLIERS OR ANY AUTHORIZED SERVICE PROVIDER BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, THE PURCHASER ASSUMES ALL RISKS AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO PERSONS AND PROPERTY OF THE PURCHASER OR OTHERS ARISING OUT OF THE POSSESSION, USE, MISUSE, OR INABILITY TO USE THE PRODUCT NOT CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY AUTHORIZED SERVICE PROVIDER. THIS WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THE PRODUCT AND STATES SUCH PURCHASER'S EXCLUSIVE REMEDY.

CONDITIONS OF WARRANTY

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.

D. List of Tables

Table 1 – Main Engine.....	4
Table 2 – Hardware Accessories	5
Table 3 – System Connectivity Accessories	6
Table 4 – System Connectivity Accessories - imagePASS.....	7
Table 5 – imageRUNNER ADVANCE Solutions.....	8
Table 6 – Supplies and Consumables.....	9
Table 7 – Toner and Drum	9
Table 8 – Optimum Performance Range and Monthly Copy/Print Volume.....	10
Table 9 – Learning Path for Existing Technicians.....	38
Table 10 – Learning Path for New Technicians	38
Table 11 – uniFLOW Online and uniFLOW Online Express Training	40
Table 12 – Data Backup Service Training.....	40
Table 13 – Service Materials	41
Table 14 – Power Receptacle	42
Table 15 – Power and Plug Requirements for Main Unit and Accessories	43
Table 16 – Dimensions.....	44
Table 17 – Weight	44
Table 18 – Installation Space Main Unit Without Options.....	45
Table 19 – Installation Space – Main Unit with Finishing and Paper Feed Options	46
Table 20 – Estimated Installation Times	47
Table 21 – CDS Firmware Delivery Methods	52
Table 22 – GPR-55 Toner	60
Table 23 – Main Unit Consumables List.....	61
Table 24 – Main Unit Consumable Parts.....	62
Table 25 – Cassette Feeding Unit-AM1 Consumable Parts	64
Table 26 – High Capacity Cassette Feeding Unit-A1 Consumable Parts.....	64
Table 27 – Paper Deck Unit-F1 Consumable Parts List	65
Table 28 – Booklet Finisher-Y1 / Staple Finisher-Y1 Consumable Parts	65
Table 29 – Inner Finisher-H1 Consumable Parts List	65
Table 30 – Main Unit Periodic Maintenance Items.....	66
Table 31 – Reader / ADF Periodic Maintenance Items.....	67
Table 32 – Inner Finisher-H1 / Staple Finisher-Y1 / Booklet Finisher-Y1 Periodic Maintenance Items	67
Table 33 – Soft Counter	68
Table 34 – Toner Bottle Counters	70
Table 35 – GPR-55 Drum Unit Limited Warranty.....	71
Table 36 – Parts Order Center Days and Hours of Operation	72
Table 37 – Registered Paper Types and Weight	76
Table 38 – imageRUNNER ADVANCE DX C5700 Series Specifications	78
Table 39 – imageRUNNER ADVANCE DX C5760i Print/Copy Speeds	81
Table 40 – imageRUNNER ADVANCE DX C5750i Print/Copy Speeds	81
Table 41 – imageRUNNER ADVANCE DX C5740i Print/Copy Speeds	82
Table 42 – imageRUNNER ADVANCE DX C5735i Print/Copy Speeds	82
Table 43 – Feeder Specifications.....	83
Table 44 – Cassette Feeding Unit-AM1	84
Table 45 – High Capacity Cassette Feeding Unit-A1	84
Table 46 – Paper Deck Unit-F1 Specifications.....	85
Table 47 – Inner Finisher H1 Specifications.....	86
Table 48 – Booklet Finisher Y1 and Staple Finisher-Y1 Specifications	88
Table 49 – Inner 2Way Tray-J1 Specifications.....	91
Table 50 – Copy Tray-J2 Specifications.....	91
Table 51 – Copy Card Reader-F1 Specifications.....	92
Table 52 – Super G3 Fax Board-AS2 Specifications	92
Table 53 – System Environment	93

Table 54 – Send Function (Push Scan)	95
Table 55 – Send Function (Pull Scan).....	95
Table 56 – Send Function (Internet/Intranet Fax)	96
Table 57 – Network Environment Wired LAN Specifications	96
Table 58 – Network Environment Wireless LAN Specifications	96
Table 59 – Printer Settings	97
Table 60 – Advanced Box Functions	98
Table 61 – Mail Box Functions.....	98

E. List of Figures

Figure 1 – Hardware Configuration Chart	14
Figure 2 – Power and Plug Requirements	43
Figure 3 – License Management System.....	57
Figure 4 – Canon USA Support Escalation Flow Chart	74