

Canon

 imageRUNNER
ADVANCE
6575i / 6565i / 6555i



Service Guide

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I. Product Overview and Configuration

A. Overview

The imageRUNNER ADVANCE 6500 Series (imageRUNNER ADVANCE 6575i, imageRUNNER ADVANCE 6565i, and imageRUNNER ADVANCE 6555i) is a family of high-speed, high-performance black-and-white digital imaging devices developed as successors to the imageRUNNER ADVANCE6200 Series.

These devices are intended for mid-high office range.

These models bring the following capabilities to end-users:

- The imageRUNNER ADVANCE 6575i is a Segment 5 device that prints and copies B&W (Black and White) (Letter sized sheets) at speeds of up to 75-ppm (pages per minute).
- The imageRUNNER ADVANCE 6565i and imageRUNNER ADVANCE 6555i are Segment 4 devices that print and copy B&W (Letter sized sheets) at speeds of up to 65-ppm and 55-ppm respectively.
- A standard Single-Pass Duplexing Automatic Document Feeder (ADF) with a capacity of up to 300-sheets (20 lb bond (80 g/m²)).
- A 250 GB hard disk drive (HDD) expandable to a 1 TB HDD and 3 GB of RAM (Random Access Memory)
- Standard Single Pass Duplexing Automatic Document Feeder and Color Image Reader with a scanning speed of Up to 240 ipm (B&W) @ 300 dpi
- Standard paper sources include two (2) paper drawers, two (2) paper cassettes and one multi-purpose tray that can hold a up to 4,200 sheets of paper. Optional paper input options increase the paper capacity to up to 7,700 sheets.
- Supports a maximum paper size of up to 11" x 17".
- Standard USB 2.0/USB 3.0 high-speed connectivity are available for scanning to or printing from USB memory media. One is on the front of the unit left of the Control Panel, and another on the back right of the main unit.
- Standard Tab Feeding attachment Kit-B1
- Embedded 10.1" Color Wide Super VGA high-resolution TFT screen with pinch and flick operability and touchscreen technology similar to that used on many smartphones.
- Standard Color Universal Send enables documents to be scanned to digital data and "pushed" to various destinations. Additionally Enables the user to make PDF (Compact), PDF (OCR), Trace & Smooth PDF, Searchable PDF/XPS and Office open XML (Scan to PPT and Word).
- Standard UFR II/PCL/PS Printing.
- The ability to activate optional software products via the LMS (License Management System). Refer to the [LMS](#) section herein for further details.
- Universal Login Manager (ULM) is standard. ULM is a server-less solution that provides device authentication and simple usage tracking.

- 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.
- The Remote Operator Software Kit is a standard feature for the imageRUNNER ADVANCE. The Remote Operator Software Kit enables the end-user to access the machine's control panel and specify settings or process jobs remotely from a computer (located on the same network as the machine).
- Wireless LAN Support for IEEE 802.11 b,g,n is available as a standard feature.
- HDD Encryption Kit encrypts image data and device settings before storing them on the HDD.
- All imageRUNNER ADVANCE 6500 Series machines are ENERGY STAR certified.¹

¹ If any options are installed, the device may no longer be ENERGY STAR certified.

B. 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 ISG Central Web Site (<http://isgcentral.cusa.canon.com/>) or the (CNA) Canon Network Access Web site (www.cna.cusa.canon.com) for the most up-to-date Item Numbers.

Table 1 – Product Configuration

Item	Item Number ²
 imageRUNNER ADVANCE 6575i with optional Saddle Finisher, and POD Deck Lite-C1	
Print Engine Standard Speed License	
imageRUNNER ADVANCE 6575i ^{3 4}	0293C002AA
imageRUNNER ADVANCE 6565i ^{3 4}	0294C002AA
imageRUNNER ADVANCE 6555i ^{3 4}	0295C002AA

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

³ Ships standard with 2 x 1,500-Sheet Paper Drawers, 2 x 550-sheet Paper Cassettes, Tab Feeding Attachment Kit, UFR II/PCL/PS Printing, Color Universal Send with PDF High Compression, Searchable PDF/XPS, OOXML (.docx/.pptx), Access Management System, HDD Data Erase, Data Encryption, IP Sec, Single Pass Duplexing Automatic Document Feeder, Color Image Reader, Ethernet 1000Base-T/100Base-TX/10Base-T, USB 3.0/USB 2.0 high speed connectivity, Wifi connectivity, Color Network ScanGear and Drum Units.

⁴ Requires Copy Tray-R1, Staple Finisher-V1 or Booklet Finisher-V1.

Table 2 – imagePASS Server and Software Options

imagePASS Server and Software Options	
Item	Item Number ²
imagePASS-Y1 ⁵	0184C001AA
Fiery Compose	2351B006AA
Fiery Impose	6596A042AA
Fiery Impose and Compose	6596A043AA
Fiery imageViewer	7752A035AA
Removable Hard Disk Drive Kit-B4	0134B006AA
Integrated Interface & Stand-B1 ⁶	1694V354

Table 3 – System Connectivity Accessories

System Connectivity Accessories		
Item	Item Number ²	eLAN Number ⁷
PCL International Font Set-A1	-	4821B003AA
Encrypted Secure Print Software-D1	-	1337B011AA
Barcode Printing Kit-D1	-	3999B004AA
MEAP Web Connection Kit	-	4848B033AE
Universal Send Trace & Smooth PDF Kit-A1	-	8581B002AA
Universal Send Security Feature Set-D1 ⁸	-	3406B006AA
Universal Send Digital User Signature Kit-C1	-	1326B013AA
Super G3 FAX Board-AS1	0166C002AA	-
Super G3 2nd Line Fax Board-AS1 ⁹	0167C002AA	-
Super G3 3rd/4th Line Fax Board-AS1 ¹⁰	0168C001AA	-
IP FAX Expansion Kit-B1 ¹⁰		0170C004AA
Remote FAX Kit-A1 ¹¹	-	3679B005AA
Secure Watermark-B1	-	1082B010AA
Document Scan Lock Kit-B1	3840B007AA	-
HDD Mirroring Kit-J1 ¹²	0180C001AA	-
Removable HDD Kit-AL1	0179C001AA	-
HDD Data Erase Scheduler V3.0	-	4164BP69AA
HDD Data Erase Scheduler V3.0 NFR ¹³	-	4164BP70AA
2.5inch/250GB HDD-N1 ¹⁴	0177C001AA	-
2.5inch/1TB HDD-P1	0178C001AA	-
Voice Guidance Kit-G1	0171C001AA	-
Voice Operation Kit-D1	0172C002AA	-

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

⁵ Ships standard with Hot Folder version 3, Secure Erase version 1.1, Paper Catalog Kit, and VDP-A1 Kit

⁶ Ships with 19" LCD monitor, keyboard and mouse.

⁷ The eLAN (Electronic License Access Number) is delivered via the CNA (Canon Network Access) Web site.

⁸ Contains multiple options. Current eLAN item (intangible) utilizes single eLAN to generate multiple license keys or files for activation.

⁹ Requires Super G3 FAX Board-AS1

¹⁰ Requires Super G3 FAX Board-AS1 and Super G3 2nd Line Fax Board-AS1.

¹¹ Cannot be installed with Super G3 FAX Board-AS1.

¹² 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.

¹³ Three NFR licenses per dealer location

¹⁴ 250 GB HDD for mirroring functionality only, cannot be used to increase storage.

Table 4 – Hardware Accessories

Hardware Accessories	
Item	Item Number ²
Paper Deck Unit-E1 ¹⁵	0162C002AA
POD Deck Lite-C1 ¹⁵	0163C002AA
Staple Finisher-V1 ¹⁶	0124C001AA
Booklet Finisher-V1 ¹⁶	0125C001AA
2/3 Hole Puncher Unit-A1 ¹⁷	0126C001AA
Document Insertion Unit-P1 ^{17, 18}	0104C001AA
Document Insertion / Folding Unit-J1 ^{17, 18}	0105C002AA
Copy Tray-R1 ¹⁶	0164C001AA
Printer Cover-H1 ¹⁹	0097C001AA
Tab Feeding Attachment Kit-B1 ²⁰	6793A004AA
Utility Tray-B1	0165C001AA
USB Key Board (Cherry) ²¹	1266V426
Copy Card Reader Attachment-A3	3730B003AA
Copy Card Reader-F1 ²²	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 ²³	3726B001AA
Convenience Stapler-A1	1348V957
Universal Keyboard Stand-A1	2212V477
Card Reader Assembly for Universal Keyboard Stand	2212V478

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

¹⁵ Paper Deck Unit-E1 and POD Deck Lite-C1 cannot be installed at the same time.

¹⁶ Staple Finisher-V1, Booklet Finisher-V1, and Copy Tray-R1 cannot be installed at the same time.

¹⁷ Requires Staple Finisher-V1 or Booklet Finisher-V1.

¹⁸ Document Insertion Unit-P1 and Document Insertion/Folding Unit-J1 cannot be installed at the same time.

¹⁹ Requires removing the standard Single Pass Duplexing ADF and Reader.

²⁰ Additional Tab Feeding Attachment for cassettes 3 or 4.

²¹ When installing USB Keyboard, it is recommended to install the Universal Keyboard Stand-A1 or the Utility Tray-B1.

²² Requires the Copy Card Reader Attachment Kit-A3.

²³ Cannot be installed if Card Reader-F1 is installed.

Table 5 – imageRUNNER ADVANCE Solutions

imageRUNNER ADVANCE Solutions		
Item	Item Number ²	eLAN Item Number ⁷
imageRUNNER ADVANCE Desktop V4.0 1L with 3 yrs Software Maintenance	-	4140B764AA
imageRUNNER ADVANCE Desktop V4.0 5L with 3 yrs Software Maintenance	-	4140B765AA
imageRUNNER ADVANCE Desktop V4.0 20L with 3 yrs Software Maintenance	-	4140B766AA
imageRUNNER ADVANCE Desktop V4.0 10L NFR ²⁴	-	4140B767AA
Workflow Composer w/ MEAP Connectors V2.4 1L (1 to 4 licenses) ²⁵	-	4165B136AA
Workflow Composer w/ MEAP Connectors V2.4 1L (5 to 19 licenses) ²⁶	-	4165B137AA
Workflow Composer w/ MEAP Connectors V2.4 1L (20 or more licenses) ²⁷	-	4165B138AA
Workflow Composer w/ MEAP Connectors V2.4 1L NFR	-	4165B139AA
MEAP Connector for SharePoint Server v1.1 (1 Device) ²⁸	-	4165B036AB
Direct Print and Scan for Mobile V2.3 1L ²⁹	-	4164BM80AA
Direct Print and Scan for Mobile V2.3 NFR 1L ^{29, 30}	-	4164BM81AA
imageWARE Document Server V2.0E 1L with 3 yrs Software Maintenance ³¹	-	4143B039AB
imageWARE Document Server V2.0E 1L NFR	-	4143B045AB
Client Access License for imageWARE Document Server V2.0 5CAL	-	4143B046AB
Client Access License for imageWARE Document Server V2.0 20CAL	-	4143B047AB
Client Access License for imageWARE Document Server V2.0 100CAL	-	4143B048AB
Client Access License for imageWARE Document Server V2.0 10CAL NFR	-	4143B049AB
imageWARE Scan Manager DS V1.1E 1L with 3 yr Software Maintenance ³¹	-	4144B177AA
imageWARE Scan Manager DS V1.1E 1L NFR ³²	-	4144B180AA
imageRUNNER ADVANCE Desktop V4 1L with 1 year Software Maintenance Extension ³³	-	4140B775AA
imageRUNNER ADVANCE Desktop V4 5L with 1 year Software Maintenance Extension ³³	-	4140B776AA
imageRUNNER ADVANCE Desktop V4 10L with 1 year Software Maintenance Extension ³³	-	4140B777AA
imageRUNNER ADVANCE Desktop V4 20L with 1 year Software Maintenance Extension ³³	-	4140B778AA
imageRUNNER ADVANCE Desktop V4 50L with 1 year Software Maintenance Extension ³³	-	4140B779AA
imageWARE Document Server 1L with 1 year Software Maintenance Extension ³³	-	4143B409AA
imageWARE Scan Manager DS V1.0/1.1 EFS 1L with 1 year Software Maintenance Extension ³³	-	4144B182AA

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

⁷ The eLAN (Electronic License Access Number) is delivered via the CNA Web Site.

²⁴ Expires one year after installation

²⁵ This item requires an order of 1 units or more. No Split Purchases.

²⁶ This item requires an order of 5 units or more. No Split Purchases.

²⁷ This item requires an order of 20 units or more. No Split Purchases.

²⁸ Workflow Composer needs to be installed. MEAP Connector for SharePoint Server

²⁹ Requires Direct Print Kit (for PDF/XPS)-H1 or PS Printer Kit-AV1

³⁰ One NFR license per dealer showroom location

³¹ imageWARE Document Server Software and imageWARE Scan Manager DS Software ships standard with three year Software Maintenance.

³² Up to three (3) NFR packages per showroom location are available.

³³ Software Maintenance Extensions can be purchased and registered up to 5 years in advance.

Table 5 – imageRUNNER ADVANCE Solutions Continued

imageRUNNER ADVANCE Solutions		
Item	Item Number ²	eLAN Item Number ⁷
imageWARE Scan Manager DS V1.0/1.1 EFS 5L with 1 year Software Maintenance Extension ³³	-	4144B183AA
Universal Login Manager - 1 Device License	3575B372AA	-
Universal Login Manager - 5 Device Licenses	3575B373AA	-
Universal Login Manager - 10 Device Licenses	3575B374AA	-
MiCard PLUS SC ³⁴	3575B353AA	-
AA-PRINT MFP V1.5 G3 ³⁵	-	4164BP83AB
AA-PRINT MFP V1.5 G3 NFR ³⁵	-	4164BP84AB
MEAP Web Connection Kit	-	4848B033AE
MEAP Web Connection Kit NFR	-	4848B039AE

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

7 The eLAN (Electronic License Access Number) is delivered via the CNA Web Site.

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

Table 6 – Supplies and Consumables

Supplies and Consumables	
Item	Item Number ²
Stamp Ink CRG -C1	1857B001AA
Staple Cartridge-X1 (for Staple Finisher-V1 & Booklet Finisher-V1) ³⁶	0146C001AA
Staple Cartridge-Y1 (for Booklet Finisher-V1) ³⁷	0148C001AA

2 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-37/38 Black Drum Unit (6M impressions)	3765B003AA
GPR-38 - Black Toner (56,000 impressions @ 6% coverage)	3766B003AA

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

34 MiCard PLUS SC supports 35 different proximity cards types. Refer to ISG Central for a complete list of supported card frequencies.

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

36 Used for corner/double stapling only. 3 cartridges per case. 5,000 staples per cartridge.

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

C. Estimated Performance Standard

The EPS (Estimated Performance Standard) is an estimate of the maximum print and scan volume the machine can achieve during its performance life.

The EPS is based on:

- Regular service by a Canon authorized service technician
- The use of recommended media
- The use of Genuine Canon service and consumable parts

The actual performance of the machine may vary, based on customer usage factors, the physical environment in which the machine is installed, the types of jobs performed, and the types of media used.

The following EPS values are for reference purposes only, and are based on the use of LTR size paper.

Item	Estimated Performance Standard
Reader Assembly	Up to 400,000 scans (LTR: fixed reading) Up to 2,000,000 sheets (LTR: stream reading), or 5 years, whichever is earlier (including when the machine is powered ON for a whole day)
imageRUNNER ADVANCE 6500 Series Main Engine	Up to 6,000,000 pages (LTR), or 5 years, whichever is earlier (including when the machine is powered ON for a whole day)

D. Monthly Copy 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 – Monthly Copy Volume

Model	Optimum Performance Range (based on LTR sized paper)	Maximum Monthly Volume (based on LTR sized paper)
imageRUNNER ADVANCE 6575i	Approximately 30,000 to 150,000	Up to 350,000
imageRUNNER ADVANCE 6565i	Approximately 25,000 to 110,000	Up to 280,000
imageRUNNER ADVANCE 6555i	Approximately 20,000 to 70,000	Up to 230,000

II. Hardware Accessory Options

Canon Branded paper feed, accessories and finishers for the imageRUNNER ADVANCE 6500 Series.

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

A. Printer Cover-H1

- Printer Cover-H1 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. Paper Deck Unit-E1

- Provides an additional paper capacity of approximately 3,500 sheets (20 lb bond (80 g/m²))
- Supports LTR-sized paper only
- Supports paper weights up to 140 lb index (256 g/m²).
- Cannot be installed with the POD Deck Lite-C1

C. POD Deck Lite-C1

- Provides an additional paper capacity of approximately 3,500 sheets (20 lb bond (80 g/m²))
- Supports paper sizes up to 11" x 17"
- Supports paper weights up to 140 lb Index (256 g/m²).
- Cannot be installed with the Paper Deck Unit-E1

D. Tab Feeding Attachment Kit-B1

- Enables printing on tab paper from Paper Drawer 3 or Paper Drawer 4
- One Tab Feeding Attachment Kit is included with the imageRUNNER ADVANCE.

E. Copy Card Reader-F1

- Enables Department ID Management with the machine. End-users are required to authenticate themselves using a control card before starting an operation.
- Supports up to 200 departments or users.
- Requires the optional Copy Card Reader Attachment-A2.

F. Copy Tray-R1

- Simple Tray for Basic output
- 250-sheet output capacity @ 20 lb bond (80 g/m²)
- Cannot be installed with the Staple Finisher-V1 or Booklet Finisher-V1

G. Staple Finisher-V1

- Finisher provides stacking for up to 3,500 sheets (LTR @ 20 lb bond (80 g/m²)).
- Supports corner or double staple up to 65 sheets of paper (@ 20 lb bond (80 g/m²))
- Supports Staple Free stapling and staple on demand.
- Supports paper weights up to 140 lb Index (256 g/m²).

H. Booklet Finisher-V1

- Finisher provides stacking for up to 3,500 sheets (LTR @ 20 lb bond (80 g/m²)).
- Supports corner or double staple up to 65 sheets of paper (@ 20 lb bond (80 g/m²))
- Supports Staple Free stapling and staple on demand.
- Supports paper weights up to 140 lb Index (256 g/m²).
- Saddle Stitch Booklet finishing capability for up to 25-sheets (@ 20 lb bond (80 g/m²)) or 100 imaged sides
- Supports V-fold (1 sheet only)

I. 2/3 Hole Puncher-A1

- Inner puncher provides 2-hole and 3-hole punch capabilities for either the Staple Finisher-V1 or Booklet Finisher-V1
- Supports 2-hole punch for LGL and LTRR paper and 3-hole punch for 11" x 17" and LTR
- Supports paper weights up to 140 lb Index (256 g/m²).
- Requires the Staple Finisher-V1 or the Booklet Finisher-V1

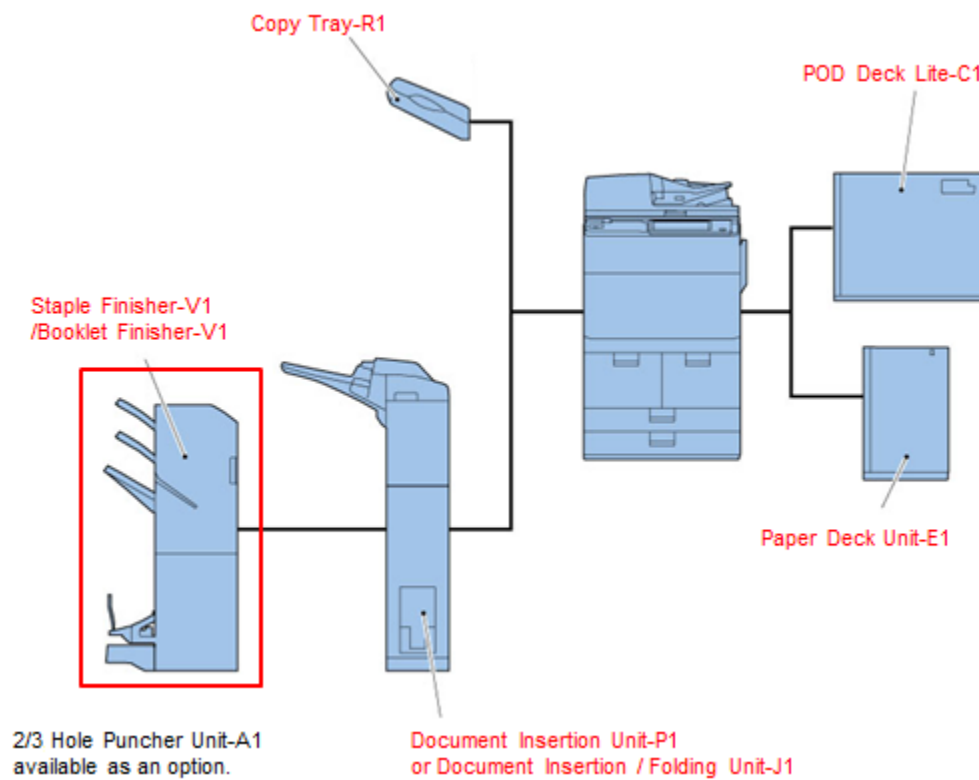
J. Document Insertion Unit-P1

- Inserts pre-printed cover sheets or insertion sheets for binding
- The paper feed tray has a capacity of up to 100 sheets each (@ 20 lb bond (80 g/m²))
- Supports paper weights up to 140 lb Index (256 g/m²).

K. Document Insertion/Folding Unit-J1

- Inserts pre-printed cover sheets or insertion sheets up to 140 lb Index (256 g/m²) for binding.
- The paper feed tray has a capacity of up to 100 sheets each (@ 20 lb bond (80 g/m²))
- Provides support to Z-fold, Inner C-fold, Outer C-fold, and Half-fold documents up to 28 lb bond (105 g/m²)
- Supports paper weights from 16 lb.

Figure 1 – Hardware Configuration Chart



III. System Features and Options

The functionality of the imageRUNNER ADVANCE 6500 Series can be expanded by installing the following system related optional accessories and software.

A. Copy and Print Options

1. imagePASS-Y1

- An external print controller for the imageRUNNER ADVANCE 6500 Series machines, and 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-Y1 is Fiery Compose, Fiery Impose, and Fiery ImageViewer.
- The optional removable Hard Disk Drive kit and the integrated interface & Stand are available.

2. Secure Watermark-B1

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

3. Barcode Printing Kit-D1

- Provides the ability to print 1D and 2D barcodes on output.
- Requires the PCL Printer Kit-AV1.
- Requires license activation via the LMS.

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 the PCL Printer Kit-AV1.
- Requires license activation via the LMS.

B. Universal Send and Fax Options

1. Universal Send Trace & Smooth PDF Kit-A1

- Enables the user to make Trace & Smooth PDF, and Adobe Reader Extensions PDF files.
- Requires license activation via the LMS.

2. Universal Send Security Feature Set-D1

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

3. Universal Send Digital User Signature Kit-C1

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

4. Super G3 FAX Board-AS1

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

5. Super G3 2nd Line Fax Board-AS1

- Provides two lines to send and receive fax documents.
- Requires the Super G3 FAX Board-AS1.

6. Super G3 3rd/4th Line Fax Board-AS1

- Provides up to four lines to send and receive fax documents.
- Requires the Super G3 FAX Board-AS1, Super G3 2nd Line Fax Board-AS1.

7. Remote Fax Kit-A1

- The Remote Fax Kit-A1 enables an imageRUNNER ADVANCE device without a Fax board installed (the client device) to utilize the Super G3 Fax board installed in another imageRUNNER ADVANCE device (the fax server) to send and receive fax documents via the server.
- The client imageRUNNER ADVANCE device and the fax server imageRUNNER ADVANCE 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.

C. Accessibility Options

1. Voice Guidance Kit-B2

The Voice Guidance Kit provides visually impaired users to hear voice navigation instructions when operating the machine.

2. 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 6500 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 18](#).
- 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 6500 Series machines are equipped with a collaboration function that enables them to be connected to other imageRUNNER ADVANCE machines via the SMB/WebDAV protocol. When one machine is connected to another machine, a user can select an Advanced Box in the other machine (if it is on the network) to store files or print a file that is stored in the other machine on this machine.

C. Memory Media

Scan to USB memory media support is standard on the imageRUNNER ADVANCE 6500 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 6500 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.

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 6500 Series machines include a comprehensive set of security features, such as Device Authentication, Data Security, Document Security, and Network Security.

Options available for the imageRUNNER ADVANCE 6500 with the imagePASS Server attached

A. Authentication and Usage Management

There are two ways to authenticate users at the device: via Department ID Management and UA (Universal Authentication).

1. 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.

2. 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.

3. Card Reader Solutions

The imageRUNNER ADVANCE 6500 Series supports card authentication solutions. These solutions can be combined with Department ID management and the UA login service.

4. Access Management System

The AMS (Access Management System) works with the UA login service, and is standard on the imageRUNNER ADVANCE 6500 Series machines. The AMS enables a System Administrator to restrict access to the device via a user's device-level login or a function-level login credentials.

- Device level login. The system administrator assigns end-users access to device features based their individual roles (System Administrator, Power User, General User, Limited User, and Guest). Users must enter their login credentials at the machine to gain access. Up to 1,000 users can be registered.
- Function level login. The system administrator assigns users access to specific device functions such as Copy, Print, Send, Fax, Mail Box, Web Access, Advanced Box, and MEAP applications. The user can access the machine, but is restricted to only the functions assigned by the System Administrator.

B. 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 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 comes pre-installed on all Third Generation imageRUNNER ADVANCE devices. To activate the ULM, the PC/Workstation used for activation must have access to the Internet.

C. Data Management and Security

The imageRUNNER ADVANCE 6200 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)
- Optional Document Scan Lock Kit (Available in a future release)
- imageRUNNER ADVANCE Trusted Platform Module
- Data Encryption Kit
- Optional Security Kits (HDD Data Erase Kit and Mirroring Kit)
- Optional Removable Hard Disk 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. Document Scan Lock Kit-B1

- The Document Scan Lock Kit enables a user to embed an invisible code on the printed document to restrict unauthorized copying.
- The scan lock system is system is tamper resistant. If someone tries to copy the document, the Document Scan Lock system checks to see if the person has the proper permissions to reproduce it. A password may be required to enable the reproduction of the document.
- Tracking information enables users to embed hidden user information on copies that can track who made the copy/print, when and with which device.
- Enforces the policies written to track information embedded in the document to prevent users from performing restricted tasks, such as copying, sending, scanning, or storing specific documents (Scan Lock function), and identifies the user that output the document (Tracking function).
- Requires license activation via the LMS.
- Cannot be used with the optional Secure Watermark-B1 and the Job Hold function.

3. TPM (Trusted Platform Module)

TPM is a standard security chip (tamper resistant hardware) installed in the imageRUNNER ADVANCE 6200 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.

4. HDD Data Erase

The HDD Data Erase feature is available as standard for the imageRUNNER ADVANCE 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.

5. HDD Data Erase Scheduler

HDD Data Erase scheduler is an optional MEAP application available for supported imageRUNNER ADVANCE 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.

6. HDD Data Encryption Kit

The HDD Data Encryption Kit is a standard feature for the imageRUNNER ADVANCE 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.

7. HDD Data Mirroring Kit-J1

The HDD Data 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.

8. Removable Hard Disk Kit-AL1

The optional Removable Hard Disk Drive Kit provides the capability to remove the hard disk drive from the machine so it may be placed in a secure location. The hard disk drive can easily be removed for secure storage on a frequent basis, and can easily be reinstalled for normal machine use. This option provides another layer of data security for government agencies and corporate enterprises that need to ensure that data stored on the hard disk is physically secure when the machine is not in use.



IMPORTANT

- A lock is not included with the "Removable HDD Kit." Purchase a lock that is commercially available for security.
- Customers with concerns about data security may want to consider having a Removable Hard Disk Kit-AL1 available that only contains the machine system software. The technician would utilize this HDD during maintenance visits

D. Document Security

The imageRUNNER ADVANCE 6500 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. iR-ADV Security Kit-M1 for IEEE 2600 Common Criteria Certification

The optional imageRUNNER ADVANCE Security Kit-F1 ³⁸ certifies that the imageRUNNER ADVANCE 6200 Series complies with IEEE standard 2600 ³⁹. 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-M1 enables an administrator to configure security settings that are required to comply with the IEEE 2600 standard.

Notes:

- This feature is not available at the time of initial product launch.
- The iR ADV Security Kit-M1 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 used with the imagePASS-Y1, Super G3 Fax Board (2nd and 3rd/4th lines), Remote Fax Kit, IP FAX Expansion Kit-B1, Remote Operators Software Kit, Web Access Software, Copy Card Reader-F1 and some MEAP applications.



IMPORTANT

- The imageRUNNER ADVANCE Security Kit-M1 for IEEE 2600 Common Criteria Certification ships device firmware that complies with IEEE 2600.1 certification when installed to the imageRUNNER ADVANCE 6500 Series machines.
- Once the imageRUNNER ADVANCE Security Kit-M1 for IEEE 2600 Common Criteria Certification is installed, imageRUNNER ADVANCE 6500 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.

³⁸ Not available at the time of the imageRUNNER ADVANCE 6500 Series product launch

³⁹ A protection profile of the evaluation assurance level "EAL3+ALC_FLR.2"

E. Network Security

The imageRUNNER ADVANCE 6500 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 6500 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 6500 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

The imageRUNNER ADVANCE 6500 Series supports Internet Protocol Version 6 (IPv6), which 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 6500 Series.

4. Wireless Security and Authentication

The imageRUNNER ADVANCE 6500 Series machines support IEEE 802.1x and, which provide port-based authentication and security to WLANs (Wireless Local Area Networks).

The wireless LAN security that is supported by the machine is 128 (104)/64 (40) bit WEP, WPA-PSK (TKIP/AES-CCMP), and WPA2-PSK (TKIP/AES-CCMP).

F. 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 6500 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 6500 Series Service Manual for more details and a list of service mode restrictions.

VI. Software Solutions

The optional software applications available for purchase to enhance the end-user experience and interaction with imageRUNNER ADVANCE 6500 devices.

A. Document Management and Binding

1. imageRUNNER ADVANCE Desktop

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

2. imageRUNNER ADVANCE Quick Printing Tool

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

3. imageWARE Document Server

imageWARE Document Server is an office document sharing server application. it connects multiple imageRUNNER ADVANCE Desktop utilities for end-users to collaborate and share information over the network. imageWARE Document Server features document management capabilities such as check-in/check-out, version control, full text search, audit trail, and user index search. imageWARE Document Server is a Web-based document management server that runs on Microsoft Windows SharePoint Foundation.

4. imageWARE Scan Manager DS

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

5. eCopy PDF Pro Office

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

B. Scan Management Software

1. Workflow Composer and Connectors

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

2. Authorized Send

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

3. uniFLOW (Scanning)

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

4. ADVANCE Cloud Portal

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

6. eCopy ShareScan

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

C. Print/Output Management Software

1. Direct Print & Scan for Mobile

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

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

2. uniFLOW

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

3. AA-PRINT (Advanced Anywhere Print)

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

4. EFI PrintMe

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

D. Device Security and Management Software

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

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

2. uniFLOW Device Security & Management

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

3. uniFLOW Serverless Secure Print

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

4. imageWARE Enterprise Management Console and Plug-ins

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

The capabilities of imageWARE Enterprise Management Console can be expanded by using optional plug-in applications. The optional plug-ins are available for IT managers and dealers through <http://www.imageware.com>, or to the dealer only through Canon U.S.A.'s e-Support Center Web site www.support.cusa.canon.com.

5. imageWARE Secure Audit Manager Express

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

6. MEAP Web Connection Kit

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

7. MDS Cloud

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

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

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

2. Enterprise Imaging Platform

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

VII. Dealer Sales/Service Authorization

To become authorized to sell, service and maintain the imageRUNNER ADVANCE 6500 Series a dealership must have at least two (2) technicians who have successfully completed at least one (1) of the learning paths below:

- For technicians certified on the imageRUNNER ADVANCE 8000/8200 and 6000/6200 Series Hardware, complete the imageRUNNER ADVANCE 8500 and 6500 Series Hardware Update Online Course
- For technicians not already certified on the imageRUNNER ADVANCE 8000/8200 and 6000/6200 Series Hardware, complete the imageRUNNER ADVANCE 8000/8200/8500 and 6000/6200/6500 Series Hardware 5-Day Blended Course.

VIII. Educational Training

The blended training program is offered to leverage online training to maximize hands-on time with the machines in the classroom.

The formats are as follows:

- Online Training – students must complete online material before attending an Instructor-led session
- Instructor-led Training (ILT) – available at each of our Canon Regional Training Facilities

A. imageRUNNER ADVANCE 6500 Training

The learning path for the imageRUNNER ADVANCE 6500 Series Devices has 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.

1. Learning Path for New Service Technicians

This training path is a comprehensive blended learning program, which will prepare the new service technician to setup and service the imageRUNNER ADVANCE 6500 Series devices.

Table 9 – imageRUNNER ADVANCE 6500 New Technician Training

Course Name ⁴⁰	Course Code ⁴⁰
Applied Technology (Canon Foundations) Online Training	19TCFAT00O
Applied Technology (Canon Foundations) Classroom	19TCFAT01C
Systems Technology Online Training	19TSYST00O
Systems Technology Virtual Classroom	19TSYST01V
imageRUNNER ADVANCE Systems Online Training	19IRTADVSYS00O
imageRUNNER ADVANCE Systems Classroom	19IRTADVSYS01C
Universal Login Manager (for imageRUNNER ADVANCE)	18SOFUNLM01E
imageRUNNER ADVANCE 8000/8200/8500 and 6000/6200/6500 Series Online Training	19IRT85000O
imageRUNNER ADVANCE 8000/8200/8500 and 6000/6200/6500 Series Classroom	19IRT85000C

2. Learning Path for Technicians with imageRUNNER ADVANCE 8000/8200 and 6000/6200 Series Certification

This training path is an online Hardware Update Course that will prepare technicians currently trained on the imageRUNNER ADVANCE 8000/8200 and 6000/6200 Series to setup and service the imageRUNNER ADVANCE 6500 Series devices.

Table 10 – imageRUNNER ADVANCE 6500 Training for Technicians with imageRUNNER ADVANCE 6000/6200 Certification

Course Name ⁴⁰	Course Code ⁴⁰
imageRUNNER ADVANCE 8500 and 6500 Series Update Online Training	19IRT85000O

⁴⁰ Course Names and Course Codes are subject to change without notice.

B. Certification

- imageRUNNER ADVANCE 8595i, 8585i, 8505i
- imageRUNNER ADVANCE 6575i, 6565i, 6555i

The successful completion of the imageRUNNER ADVANCE 8000/8200/8500 and 6000/6200/6500 Blended Training programs and passing of the final assessment exam are required to sell this product.

⁴⁰ Course Names and Course Codes are subject to change without notice.

C. Who Should Attend

It is required that any technician responsible for installing, servicing, or supporting the imageRUNNER ADVANCE 6500 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 Web Site](#) for all technicians. (Refer to the Technical Support section on the e-Support Center Web site for entitlement details.)

D. Training Facilities

1. Online Courses

The online courses are located in the e-Learning center on the Canon USA [e-Support Center Web Site](#). Certification maps on the e-Support Center Web Site provide easy access to the training. The online courses can be conducted at any dealer facility that is suitable for online student learning.

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

E. Course Equipment

- Windows workstation (Vista, XP, 2007, or higher)
- Microsoft Internet Explorer v7.0 or higher
- Applicable accessories (hardware and software)

F. Service Materials

The materials required for the imageRUNNER ADVANCE 6500 Training Program are listed in the table below.

Table 11 – Service Materials

Model	Item	Location
imageRUNNER ADVANCE 6500 Series	e-Learning Training Program	Conducted online
	Service Manual	Downloadable from within the e-Learning course and the e-Support Center Web Site
	Parts Catalog	
	User Guides	

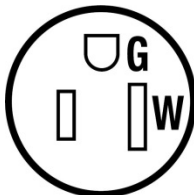
IX. Servicing Notes

A. Power and Plug Requirements

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

The imageRUNNER ADVANCE 6500 Main Unit requires a dedicated single phase 120V/20A NEMA 5-20R receptacle for proper operation

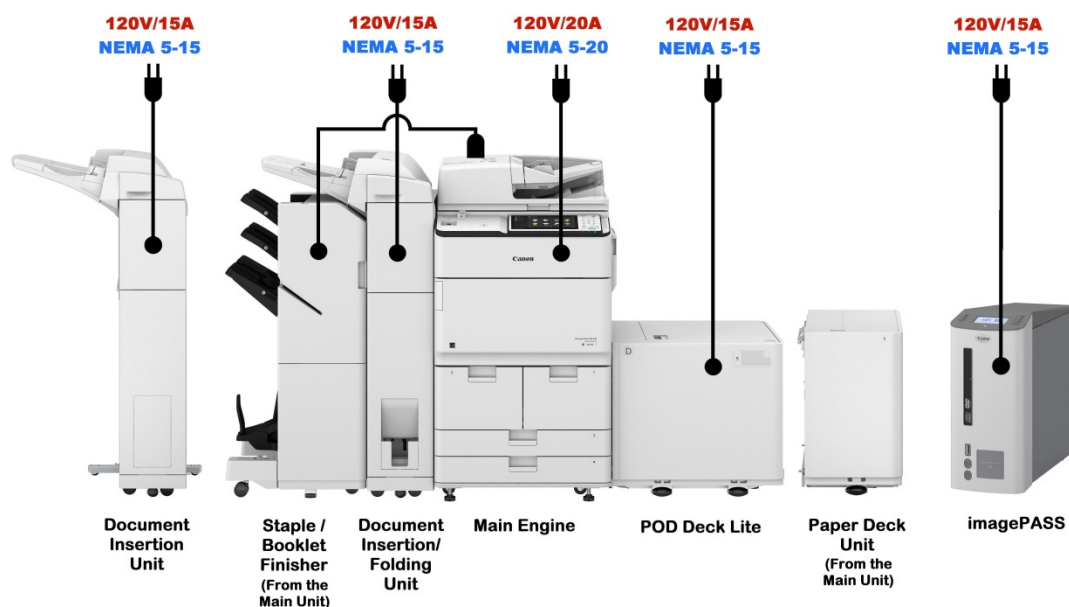
Table 12 – Power Receptacle

imageRUNNER ADVANCE 6500 Main Unit
 NEMA 5-20 Receptacle
POD Deck Lite-C1, Document Insertion Unit-P1, Document Insertion/Folding Unit-J1, and Controller
 NEMA 5-15 Receptacle



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 and imagePASS Controllers. 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 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 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 13 – Power and Plug Requirements for Main Unit and Accessories

Description	Power Supply	Power Supply Specifications
imageRUNNER ADVANCE 6500	120V / 20A outlet	NEMA 5-20
Staple Finisher-V1	From the Main Unit	N/A
Booklet Finisher-V1		
POD Deck Unit-E1		
2/3 Hole Puncher Unit-A1	From the Staple Finisher-V1 or Booklet Finisher-V1	
POD Deck Lite-C1	120V / 15A outlet	NEMA 5-15
Document Insertion Unit-P1		
Document Insertion/Folding Unit-J1		
imagePASS-Y1 ⁴¹		

⁴¹ The Integrated Interface & Stand-A1 requires an additional 120V / 15A NEMA 5-15 receptacle for the monitor.

B. Installation Weight & Dimensions

The imageRUNNER ADVANCE 6500 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 14 – Dimensions

Unit	Height		Width		Depth	
imageRUNNER ADVANCE 6500 Series	48"	1,220 mm	26 3/8"	670 mm	30 5/8"	779 mm
Paper Deck Unit-E1	22 1/2"	570 mm	14 1/4"	363 mm	24 7/8"	630 mm
POD Deck Lite-C1	22 1/2"	570 mm	25 7/8"	656 mm	27"	686 mm
Staple Finisher-V1 ⁴²	45 3/4"	1,163 mm	24 3/4"	627 mm	24 1/2"	623 mm
Booklet Finisher-V1	45 3/4"	1,163 mm	24 3/4"	627 mm	24 1/2"	623 mm
2/3-Hole Puncher Unit-A1	Inside of the Staple Finisher-V1 / Booklet Finisher-V1					
Document Insertion Unit-P1	48 7/8"	1,242 mm	26 1/8"	662 mm	26 3/4"	679 mm
Document Insertion/Folding Unit-J1	48 7/8"	1,242 mm	26 1/8"	662 mm	26 3/4"	679 mm
Copy Tray-R1	6 7/8"	175 mm	16 1/2"	420 mm	15"	382 mm
Copy Card Reader-F1	1 5/8"	40 mm	3 1/2"	88 mm	3 13/16"	96 mm

Table 15 – Weight

Component	Approximate Weight	
imageRUNNER ADVANCE 6500 Series	516 lb	234 kg
Paper Deck Unit-E1	81.6 lb	37 kg
POD Deck Lite-C1	149.9 lb	68 kg
Staple Finisher-V1	77.2 lb	35 kg
Booklet Finisher-V1	129.7 lb	58 kg
2/3-Hole Puncher Unit-A1	6.7 lb	3 kg
Document Insertion Unit-P1	88.2 lb	40 kg
Document Insertion/Folding Unit-J1	168 lb	76 kg
Copy Tray-R1	2.4 lb	1.1 kg
Copy Card Reader-F1	7.1 oz	200 g

42 With the Auxiliary Tray extended

C. Installation Space Requirements

The imageRUNNER ADVANCE 6500 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.



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.
- With the accessories attached, provide at least 31 1/2" (800 mm) behind the machine to the wall for unrestricted operation, including the opening of the main unit and accessory 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.
- Do not place anything around the machine. Especially, do not place anything around the breaker, as doing so may prevent access to the breaker in an emergency, possibly resulting in personal injury.

Table 16 – Installation Space

Main Unit with the Copy Tray–R1 attached 4" (100 mm) or more*1 53" 1/4 (1,353 mm) 60" 3/8 (1,533 mm) 500 mm (19 3/4") or more 500 mm (19 3/4") or more 500 mm (19 3/4") or more
Main Unit with the Document Insertion/Folding Unit-J1, Booklet Finisher-V1, Upright Control Panel, and Paper Deck Unit-E1 31" 1/2 (800 mm) or more*2 53" 1/4 (1,353 mm) 94" 3/4 (2,407 mm) 500 mm (19 3/4") or more 500 mm (19 3/4") or more 500 mm (19 3/4") or more

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 6500 Main Unit can take longer than the estimated total times below.

Table 17 – Estimated Installation Times

Estimated Installation Times			
Description	Estimated Unpack Time	Estimated Installation Time	Estimated Total Time
imageRUNNER ADVANCE 6500 Series	8 minutes	30 minutes	38 minutes
Paper Deck Unit-E1	2 minutes	8 minutes	10 minutes
POD Deck Lite-C1	3 minutes	10 minutes	13 minutes
Staple Finisher-V1	7 minutes	5 minutes	12 minutes
Copy Tray-R1	1 minutes	.1 minutes	1.5 minutes
Booklet Finisher-V1	7 minutes	6 minutes	13 minutes
2/3 Hole Puncher-A1	2 minutes	6 minutes	8 minutes
Document Insertion Unit-P1	7 minutes	14 minutes	21 minutes
Document Insertion / Folding Unit-J1	4 minutes	15 minutes	19 minutes
Utility Tray-B1	1 minute	4 minutes	5 minutes
Copy Card Reader-F1	1 minute	12 minutes	13 minutes
Copy Card Reader Attachment-A3	1 minute	4 minutes	5 minutes
Super G3 FAX Board- AS1	1 minute	5 minutes	6 minutes
Super G3 2nd Line Fax Board- AS1	1 minute	7 minutes	8 minutes
Super G3 3rd/4th Line Fax Board- AS1	1 minute	6 minutes	7 minutes
Voice Guidance Kit- G1	1 minute	11 minutes	12 minutes
Voice Operation Kit-D1	2 minutes	10 minutes	12 minutes
HDD Mirroring Kit-J1	1 minutes	18 minutes	19 minutes
Removable HDD Kit-AL1	1.5 minutes	16 minutes	17.5 minutes

Table 17 – Estimated Installation Times Continued

Estimated Installation Times			
Description	Estimated Unpack Time	Estimated Installation Time	Estimated Total Time
Image Data Analyzer Board-B1	1 minute	5 minutes	6 minutes
Serial Interface Kit-K2	1 minute	8 minutes	9 minutes
Copy Control Interface Kit-A1	1 minute	7 minutes	8 minutes
2.5inch/250GB HDD-N1 2.5inch/ 1TB HDD-P1	1.5 minutes	9 minutes	10.5 minutes
imagePASS Y1 ⁴³	1 minute	20 minutes	21 minutes

⁴³ Total installation time including test print and others to a copying machine and the controller. The time does not include patch file installation or System reinstallation.

E. Recommended System Engineer Requirements

An SE (System Engineer)⁴⁴ 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 of customers and dealership personnel
- Advanced Troubleshooting responsibilities

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 7, 8, 10
 - Mac OS
 - Linux
 - VMware virtualization
3. Server Operating Systems:
 - Windows Server 2008, 2012
 - Mac OS X Server
4. Protocols/Services:
 - TCP/IP
 - SSL
 - Active Directory
5. Printing
 - Print Driver (PCL, PS, UFR)
 - Print processor
 - Print spooler
 - Print queue
6. Scanning

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

- Remote Support Tools – (Webex, Teamviewer, Windows RDC)
- Other computer platforms (mainframe and UNIX)

⁴⁴ An SE (System Engineer) is a professional title often used by hardware vendors for individuals who perform systems related tasks, such as analysis, design, and programming. System Engineers are also often involved in pre-sales activities.

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

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

F. Remote Serviceability

Remote Services are systems, tools and best practices that Canon USA provides to dealers to help maximize efficiency, possibly prevent site visits or help prepare for necessary visits.

For more information about Remote Services go to the [Canon eSupport Center Web site](#), reference the Tech Support Tab and then the Remote Services sub tab.

1. imageWARE Remote

The imageWARE Remote service collects meter readings (page counter data, service part counter data) and service alerts (alarm, jam, and error codes) from Canon devices and third-party devices.

An imageRUNNER ADVANCE 6500 device, with the embedded Remote Diagnostic System enabled, transmits meter readings and service alerts directly to the UGW (Universal Gateway) database. Note: imageWARE Remote is available for the imageRUNNER ADVANCE 6500 with the imagePASS Server attached.

The optional Remote Diagnostic System ⁴⁵ (RDS) Plug-in to the imageWARE Enterprise Management Console retrieves meter readings select service alerts and supplies usage data from up to 1,000 Canon printers, Canon multifunction devices and third-party devices utilizing the standard printer Management Information Base (MIB). The RDS Plug-in transmits the collected data directly to the UGW database. In addition, the plug-in can register devices to the UGW database.

The dealership can retrieve the meter reading and service alert data via a Web portal or using an optional integration applications to communicate the data to your dealership's back-end device management system.

imageWARE Remote provides the following labor cost reduction benefits:

- 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.

⁴⁵ 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 eSupport Center Web site](#).

- Anticipate part requirements by monitoring the imageRUNNER ADVANCE device meter readings. Monitoring the page counter and service part counter data, the service technician can 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 by monitoring service alerts. The notification settings can be adjusted by your dealership within the Web Portal or the integration application.
 - This enables the service technician to visit the customer with service alert information and necessary parts, thereby, reducing revisits by the service technician due to the unavailability of service parts.
 - Resolve simple issues over the phone, which reduces the need for an on-site service visit.
- Schedule firmware downloads to one or more imageRUNNER ADVANCE devices via the CDS (Content Delivery System), which reduces the need for an on-site firmware upgrade.

2. 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 utilize this tool to check device status prior to a service call.

Refer to the [Canon eSupport Center Web site](#), reference the Tech Support Tab and then the SnapShot sub tab for more information about UGW SnapShot and to access to the tool.

3. Content Delivery System

The CDS is Canon's next generation system for the delivery and installation of firmware and MEAP (Multifunction Embedded Application Platform) applications to imageRUNNER ADVANCE 6500 devices with the imagePASS Server attached. The advantages of the CDS include reduced service costs (labor and travel), and improved first-call resolution and having the latest version of firmware always available to download and install on the imageRUNNER ADVANCE 6500 devices.

However, the value of using the CDS is realized when updating multiple imageRUNNER ADVANCE devices. You can save up to 40 minutes per machine for firmware downloading and installation.

There are three methods, which helps you to deliver firmware updates to imageRUNNER ADVANCE 6500 devices:

Table 18 – CDS Firmware Delivery Methods

Method		Download Firmware	Install Firmware	Frequency	Cost Savings
	Scheduled Update (at device)	Automatic	Automatic	Recurring periodically	Fully unattended updates after initial one-time setup (less than 5 minutes)
	Update (remotely through UGW + CDS)	13 hours to 7 days in advance	Automatic	One time as scheduled	Eliminate technician visits
	Update (at device)	Up to 7 days in advance	Manual	One time as scheduled	Reduce duration of technician visit
			Automatic	One time on demand	Fully unattended update after configuring (less than 5 minutes), when using automatic installation.
	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 – This method ensures that the device will always have the latest version of firmware installed. After a one-time setup by the service technician, the imageRUNNER ADVANCE 6500 will automatically download and install new firmware as it becomes available. No further visits are necessary for firmware updates.

Method B – This method enables the dealership to schedule a firmware download to the imageRUNNER ADVANCE 6500 via the UGW. This method also provides the option to install the firmware automatically without a service technician on-site or manually with a service technician on-site.

Method C – This method provides service technician with access to the most recent version of firmware on demand at the machine as well as having the flexibility to schedule the installation for a later time. A service technician visit is required for each firmware update (as compared to the one-time setup with Method A). However, the service technician no longer needs to maintain a library of firmware versions.

Note: The Content Delivery System is available for the imageRUNNER ADVANCE device with the imagePASS Server attached.

4. 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 control panel and hard keys on a computer screen, thereby allowing end-users to operate all system functions—including copy, print, fax, scan, and send—from a network connected computer.

Service technicians and helpdesk applications can use the Remote Operator's Software Kit for remote management, troubleshooting, and support, including access to the device service mode. Additionally as a training tool, the Remote Operator's Software Kit can be used to demonstrate device features to end-users.

Notes:

- Canon USA recommends that when performing operations using the Remote Operator Software Kit with end-users that the procedure to enter service mode not be shown to the end-user. Access to the Service Mode by the end-user could allow for changes that may cause the device to alter normal operation resulting in additional Service calls.
- The Remote Operator's Software Kit is a standard feature for the imageRUNNER ADVANCE 6500 with the imagePASS Server attached.

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 6500 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 [Canon e-Support Center Web site](#) Download Center.
- Available for the imageRUNNER ADVANCE 6500 with the imagePASS Server attached
- This process is not to be confused with the process to back up or restore RAM Data

H. Firmware Upgrade

The imageRUNNER ADVANCE 6500 Series devices supports firmware downloads from the SST (Service Support Tool), USB memory stick and the Content Delivery System. Refer to the imageRUNNER ADVANCE 6500 Service Manual for details.

1. Service Support Tool

The Service Support Tool ⁴⁶ (version 4.75 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 Web Site](#) 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 Monitor⁴⁷ is available via the Canon USA [e-Support Center Web site](#). The tool will enable the service technician to monitor the download progress of firmware to device.

⁴⁶ Check the e-Support Center Download Center for the most current version of the Service Support Tool

⁴⁷ Check the e-Support Center Download Center for the most current version of the SST Download Progress Monitor.

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 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 devices with the imagePASS Server attached. Refer to the Content Delivery System [Section](#) on [page 46](#).

I. LMS (License Management System)

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

J. Content Delivery System Web Site

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

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

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

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

Figure 4 – Content Delivery System Web Site

Canon

Content Delivery System Language: English

Application/Option/Manual Download Close

License Access Number Entry

Enter the License Access Number of the Canon product you purchased.

License Access Number [] - [] - [] - []

[Download Operating Manual](#)

Next →

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

K. Hard Disk Drive Handling

The imageRUNNER ADVANCE 6500 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 6500 Series Service Manual* for further details.

L. 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 6500 Series Service Manual.

M. 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.

Note:

- 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.

Table 19 – Main Unit Consumables List

Description	Part Number ²	Quantity	Estimated Life ⁴⁸	Remarks
GPR-37/38 Black Drum Unit	3765B003AA	1	6,000,000 pages	
GPR-38 Black Toner	3766B003AA	1	56,000 ⁴⁹ pages	

² Part numbers are subject to change without notice.

⁴⁸ 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.

⁴⁹ Estimated 6% toner coverage on LTR sized paper.

N. 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 20 – Main Unit Consumable Parts

Main Unit Consumable Parts List				
Description	Part Number ²	Quantity	Estimated Life ⁴⁸	Remarks
Primary Charging Assembly	FM3-7288-000	1	1,000,000 pages	
Pre-transfer Charging Assembly	FM4-7297-000	1	1,000,000 pages	
Developing Cylinder	FM4-5438-010	1	1,000,000 pages	High temperature/high humidity environment (30 deg C / 80%): 500,000 sheets
Developing Roller	FC0-2276-000	2	1,000,000 pages	
Drum Cleaning Blade	FL3-6291-000	1	600,000 pages	Blade is reversed @ 300,000 sheets
Drum Separation Claw	FB4-8018-010	3	500,000 pages	High temperature/high humidity environment (30 deg C / 80%): 250,000 sheets
Drum Front Side Seal	FC8-7086-000	1	500,000 pages	
Drum Rear Side Seal		1	500,000 pages	
Scraper	FC9-9153-000	2	500,000 pages	
ETB	FC8-7160-000	1	500,000 pages	
Transfer Roller	FC8-7159-000	1	500,000 pages	
Brush Roller	FC9-9022-000	1	500,000 pages	
ETB Cleaning Blade	FC6-1647-000	1	500,000 pages	
Fixing Web	FY1-1157-000	1	500,000 pages	
Fixing Roller	FC9-9163-000	1	500,000 pages	
Fixing Roller Insulating Brush	FC9-8069-000	2	500,000 pages	
Fixing Roller Thrust retainer	FC6-3501-020	2	500,000 pages	Change simultaneously with fixing roller
Pressure Roller Unit	FM4-3160-000	1	500,000 pages	

² Part numbers are subject to change without notice.

⁴⁸ 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 20 – Main Unit Consumable Parts Continued

Main Unit Consumable Parts List				
Description	Part Number ²	Quantity	Estimated Life ⁴⁸	Remarks
Pressure Roller Static Eliminator	FC7-4287-000	1	500,000 pages	
Upper Separation Claw	FB5-3625-000	6	500,000 pages	
Cassette 3 Pickup Roller	FC5-2524-000	1	500,000 sheets	
Cassette 4 Pickup Roller		1	500,000 sheets	
Right Deck Pickup Roller		1	500,000 sheets	
Left Deck Pickup Roller		1	500,000 sheets	
Cassette 3 Feed Roller	FC5-2526-000	1	500,000 sheets	
Cassette 4 Feed Roller		1	500,000 sheets	
Right Deck Feed Roller		1	500,000 sheets	
Left Deck Feed Roller		1	500,000 sheets	
Cassette 3 Separation Roller	FC5-2528-000	1	500,000 sheets	
Cassette 4 Separation Roller		1	500,000 sheets	
Right Deck Separation Roller		1	500,000 sheets	
Left Deck Separation Roller		1	500,000 sheets	
Multi-purpose Tray Separation Roller	FC6-6661-000	1	120,000 sheets	
Multi-purpose Tray Feed Roller	FB1-8581-000	1	120,000 sheets	
Pickup roller	FC8-5577-000	1	80,000 images	Duplexing Automatic Document Feeder
Feed roller 1	FL2-9608-000	1	80,000 images	
Separation roller	FB2-7777-020	1	80,000 images	
Dust-collecting	FC8-5633-000	2	80,000 images	
Dust-collecting type E	FC8-5727-000	8	80,000 images	
Stamp	FC7-5465-000	1	7,000 images	

² Part numbers are subject to change without notice.

⁴⁸ 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 21 – POD Deck Lite-C1 Consumable Parts

POD Deck Lite-C1 Consumable Parts				
Item	Part Number ²	Quantity	Estimated Life ⁴⁸	Remarks
Deck pickup roller	FL0-4500-000	1	1,000,000	
Deck feed roller	FC0-9631-000	1	1,000,000	
Deck separation roller	FC0-9450-000	1	1,000,000	

² Part numbers are subject to change without notice.

⁴⁸ 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 22 – Paper Deck Unit-E1 Consumable Parts List

Paper Deck Unit-E1 Consumable Parts List				
Description	Part Number ²	Quantity	Estimated Life ⁴⁸	Remarks
Deck pickup roller	FL0-4500-000	1	1,000,000	
Deck feed roller	FC0-9631-000	1	1,000,000	
Deck separation roller	FC0-9450-000	1	1,000,000	

² Part numbers are subject to change without notice.

⁴⁸ 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 23 – Booklet Finisher-V1 / Staple Finisher-V1 Consumable Parts

Booklet Finisher-V1 and Staple Finisher-V1 Consumable Parts List				
Description	Part Number ²	Quantity	Estimated Life ⁴⁸	Remarks
Stapler	FM1-H337-000	1	500,000 times	
Saddle Stapler	FL0-6966-000	1	100,000 times	Booklet Finisher-V1 only
Staple-free Stapler	FM1-K422-000	1	30,000 times	
Stack Tray Torque Limiter	FE3-9778-000	2	200,000 times	
Paddle	FE3-6957-000	4	1,000,000 times	
Swing Roller Clutch	FK4-1312-000	2	1,000,000 times	
Escape Feed Clutch	FK4-1312-000	1	1,000,000 times	
Movable Tray Delivery Static Eliminator	FL0-5052-000	1	1,000,000 sheets	
Saddle Static Eliminator	FL0-2207-000	2	1,000,000 sheets	
Fixed Tray 1 Delivery Static Eliminator	FL0-5056-000	1	1,000,000 sheets	
Fixed Tray 2 Delivery Static Eliminator	FL0-5056-000	1	1,000,000 sheets	

² Part numbers are subject to change without notice.

⁴⁸ 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 – Document Insertion Unit-P1 Consumable Parts

Document Insertion Unit-L1 Consumable Parts List				
Description	Part Number ²	Quantity	Estimated Life ⁴⁸	Remarks
Pickup roller (upper)	4A3-3870-000	2	100,000 sheets	
Separation roller (upper)	4A3-3868-000	1	100,000 sheets	
Feed roller (upper)	4A3-3869-000	1	100,000 sheets	
Torque limiter (upper)	4A3-3888-000	1	1,000,000 times	
Horizontal Feed Collar	FE3-7671-000	8	2,000,000 pages	

² Part numbers are subject to change without notice.

⁴⁸ 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 – Document Insertion / Folding Unit-J1 Consumable Parts

Document Insertion / Folding Unit-H1 Consumable Parts List				
Description	Part Number ²	Quantity	Estimated Life ⁴⁸	Remarks
Pickup roller (upper)	4A3-3870-000	2	100,000 sheets	
Separation roller (upper)	4A3-3868-000	1	100,000 sheets	
Feed roller (upper)	4A3-3869-000	1	100,000 sheets	
Torque limiter (upper)	4A3-3888-000	1	1,000,000 times	
Horizontal Feed Collar	FE3-7671-000	8	2,000,000 pages	
Z fold delivery roller	FE3-7671-000	10	2,000,000 pages	

² Part numbers are subject to change without notice.

⁴⁸ 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. 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.

Table 26 – Main Unit Periodic Replacement Parts

Main Unit Periodic Replacement Parts				
Description	Part Number ²	Quantity	Estimated Life ⁴⁸	Remarks
Primary Charging Wire Unit	FL3-4558-000	2	500,000 pages	All-in-one (Charging Wire + Spring) High temperature/high humidity environment (30 deg C / 80%): 250,000 pages
Primary Charging Wire	FB4-3687-000	AR	500,000 pages	High temperature/high humidity environment (30 deg C / 80%): 250,000 pages
Primary Charging Wire cleaner	FL2-4271-000	2	500,000 pages	
Pre-transfer Charging Wire cleaner holder	FL3-7560-000	2	500,000 pages	
Primary Grid Wire	FY1-0883-000	AR	500,000 pages	
Pre-transfer Charging Wire Unit	FL3-4559-000	1	500,000 pages	All-in-one (Charging Wire + Spring) High temperature/high humidity environment (30 deg C / 80%): 250,000 pages
Pre-transfer Charging Wire	FB4-3687-000	AR	500,000 pages	High temperature/high humidity environment (30 deg C / 80%): 250,000 pages
Pre-transfer Charging Wire cleaner	FL2-4271-000	1	500,000 pages	
Pre-transfer Charging Wire cleaner holder	FL3-7560-000	1	500,000 pages	
Main Thermistor Unit	FK2-7683-000	1	500,000 pages	
Sub Thermistor	FK2-7693-000	1	500,000 pages	
Ozone Filter	FL3-2134-000	1	6,000,000 pages	For exhausting from the rear lower side
Dustproof Filter	FC8-9564-000	1	2,000,000 pages	For primary charging

² Part numbers are subject to change without notice.

⁴⁸ 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. 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 27 – Periodic Maintenance Items

Main Unit Periodic Maintenance						
Part Name	Estimated Interval ⁴⁸					Remarks
	250,000	300,000	500,000	1,000,000	As needed	
Δ: Cleaning ×: Lubrication						
Dustproof Glass					Δ	Clean with lint-free paper moistened with alcohol.
Grid Wire			Δ			Clean when Primary Charging Wire is replaced.
Primary Charging Assembly Shield Plate			Δ			Clean with lint-free paper moistened with alcohol.
Pre-transfer Charging Assembly Shield Plate			Δ			In a high temperature/ humidity environment (30 deg C/80%), the interval is 250,000 sheets.
Drum Cleaning Unit Plate			Δ			Clean with lint-free paper moistened with alcohol.
Pre-exposure Plastic Sheet					Δ	
Toner collection area			Δ			Crumb toner clusters. In a high temperature/ humidity environment (30 deg C/80%), he interval is 250,000 sheets.
Separation Claw Mounting Base			Δ			Clean with lint-free paper moistened with alcohol.
Process Unit Rear Guide			Δ			
Drum Sliding Assembly					Δ ×	Apply lubricant at the Drum Sliding Assembly when abnormal sound is heard at the time of operation (FY9-6008).

⁴⁸ 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 – Periodic Maintenance Items Continued

Main Unit Periodic Maintenance						
Part Name	Estimated Interval ⁴⁸					Remarks
	250,000	300,000	500,000	1,000,000	As needed	
Δ: Cleaning ×: Lubrication						
Drum Face		Δ				Using lint-free paper, clean the drum with the drum cleaning powder (FY9-6024).
Drum Edge	Δ					Clean with lint-free paper moistened.
The host machine surface below the Developing Assembly					Δ	Remove toner, which was scattered at removal of Developing Assembly.
Developing Roller			Δ			Clean with lint-free paper moistened with alcohol.
Lower side of Cylinder			Δ			
Toner Receptacle Tray					Δ	Remove toner on the tray.
Waste Toner Container			Δ			Remove the waste toner and clean the container when the message is displayed. Expressed in terms of A4-size paper and image ratio at 5%.
ETB Drive Roller			Δ			Clean with lint-free paper moistened with alcohol.
ETB Idler Roller			Δ			
Fixing Cleaning Web Guide			Δ			
Fixing Inlet Guide			Δ			
Fixing Oil Receiver			Δ			Dry wiping
Fixing Right Stay			Δ			Clean with lint-free paper moistened with alcohol.
Dowel			Δ			
Dowel Holder			Δ			
Fixing Inlet Sensor Flag			Δ			
Inner Delivery Roller			Δ			
Upper Separation Claw			Δ			Clean this part when it is not replaced. Clean with lint-free paper moistened with alcohol.

⁴⁸ 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 – Periodic Maintenance Items Continued

Main Unit Periodic Maintenance						
Part Name	Estimated Interval ⁴⁸					Remarks
	250,000	300,000	500,000	1,000,000	As needed	
Δ: Cleaning ×: Lubrication						
Feed Guide			Δ			Remove paper lint with lint-free paper and cleaning tool.
Rollers/wheels			Δ			Clean with lint-free paper moistened with alcohol.
Separation Static Eliminator			Δ			Remove paper lint (toner) with Blower.
Duplex Unit Cleaning Brush			Δ			Using Blower, remove paper lint which was collected by Cleaning Brush.
Registration Unit Magnet			Δ			Clean with lint-free paper moistened with alcohol.
Scanner Sensor (Pickup Assembly)				Δ		Clean when replacing the Separation Roller.
Scanner Sensor (Feeding Assembly)				Δ		Remove paper lint with Blower. Vertical Path Sensor 1 (PS24), Multi-purpose Tray Last Paper Sensor (PS28), Left Deck Pickup Sensor 2(PS20), Registration Sensor (PS29), Reverse Vertical Path Sensor (PS65), Duplex Outlet Sensor (PS64), Duplex Merge Sensor (PS67), Duplex Left Sensor (PS66)
Post-separation Sensor 1	160,000 Sheets					Clean every 160,000 sheets or every 12 months.
Post-separation Sensor 2	160,000 Sheets					
Post-separation Sensor 3	160,000 Sheets					
Lead Sensor	160,000 Sheets					
Registration Sensor	160,000 Sheets					
Delivery Sensor	160,000 Sheets					
Double Feed Detection Sensor (Transmission)	160,000 Sheets					
Double Feed Detection Sensor (Reception)	160,000 Sheets					
Original Tray Sensor	160,000 Sheets					

⁴⁸ 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 – Periodic Maintenance Items Continued

Main Unit Periodic Maintenance						
Part Name	Estimated Interval ⁴⁸					Remarks
	250,000	300,000	500,000	1,000,000	As needed	
Δ: Cleaning ×: Lubrication						
Registration Roller	80,000 Sheets					Clean every 80,000 sheets or every 6 months.
Lead Roller 1	80,000 Sheets					
Lead Roller 2	80,000 Sheets					
Lead Roller 3	80,000 Sheets					
Pullout Roller	80,000 Sheets					
Feed Roller	80,000 Sheets					
Delivery Roller	80,000 Sheets					
Rollers/Slave Roller	80,000 Sheets					
Scrapers	80,000 Sheets					
Both sides of the back Platen Glass (built in the ADF)	80,000 Sheets					
Height adjustment of ADF	80,000 Sheets					
Both sides of the Original Glass (Large)					Δ	Including the White Plate area on the back side of the glass
Both sides of the Original Glass (Small)					Δ	
Scanner Rail					Δ ×	

Q. Soft Counter

The imageRUNNER ADVANCE 6500 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 6500 displays six (6) counters on the counter status check screen.

The Table below indicates the default counter configurations of the imageRUNNER ADVANCE 6500 Series on the counter status check screen.

Refer to the imageRUNNER ADVANCE 6500 Series Service Manual for complete details on the Soft Counter configurations.

Table 28 – 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
2	103: Total (Large)	On	May be Changed via Service Mode setting to any available counter
3	201: Copy (Total 1)	On	
4	203: Copy (Large)	On	
5	Not Displayed	On	
6	Not Displayed	On	

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. However, you may need to confirm how your backend billing system and service history obtains the volume of color outputs before making this change.

R. 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 6200 Series machines. However, one of these 20 counters is used for Universal Send.

S. Toner Bottle Counter

The imageRUNNER ADVANCE 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 29 — Toner Bottle Counters

	Toner Bottle Counter⁵⁰
Counter Number	Black: 0071
Description	Counts how many toner bottles are consumed for each color throughout the life of the machine.
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 Used
Remarks	Backed up three times

⁵⁰ The counter is not advanced under these conditions after replacing the DC Controller PCB:

- The DC Controller was replaced when the power was OFF, and a new toner bottle was installed before the power was turned ON.
- The DC Controller was replaced when the power was OFF, the power was turned back ON, and then a new toner bottle was installed (old bottle was already removed or the front door was open).

X. Limited Warranty Support

A. imageRUNNER ADVANCE 6575i/6565i/6555i Limited Warranty Conditions

Ninety (90) days after delivery to the original purchaser or 200,000 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 imageRUNNER ADVANCE 6575i/6565i/6555i Series Limited Warranty located in the [Appendix](#).

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

B. GPR-37/38 Drum Unit Limited Warranty

Table 30 – GPR-37/38 Drum Unit Limited Warranty

Full Credit:	100,000 prints or copies (or a combination of both) or 30 days after delivery to the original purchaser, whichever comes first.
Prorated Credit:	2,000,000 prints or copies (or a combination of both) or 1 year after delivery to the original purchaser, whichever comes first.

For detailed limited warranty information, please refer to the GPR-37/38 Drum Unit Limited Warranty located in the [Appendix](#).

C. Warranty Programs

Reference the Warranty Programs section on the [e-Support Center Web site](#) 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 options⁵¹ currently offered include:

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

Table 31 – 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 ⁵²	7:00 PM – 9:00 AM Eastern Standard Time	24 / 7 Call Center	800-263-9271
Saturday – Sunday ⁵² All National Holidays	24 Hours		

⁵¹ Shipment options are subject to change

⁵² 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.

XI. Sample Pricing, Potential Gross Profit Ratios, and Costs

This chapter explains the potential profitability of the imageRUNNER ADVANCE 6500 Series devices. Potential profitability is based on the total costs to service the device over a three (3) year period, and the pricing set by your dealership.

This chapter includes these topics:

- Device Usage Factors
- The cost to service the imageRUNNER ADVANCE 6500 Series devices and accessories
- Sample pricing with an estimated profit margin
- Sample pricing for accessories
- Data sheet
- Methods to reduce cost
- Large Media Consideration

A. Device Usage Factors

The device usage factors are how end-users use the imageRUNNER ADVANCE device and the environment in which the device is located. These factors include:

- The maintenance agreement term
- Monthly print/copy volume
- Toner Coverage – The amount of toner that covers each page
- Large Paper Ratio – The amount of Large sheets to letter size sheets
- Attached accessories

Table 32 - imageRUNNER ADVANCE 6500 Series Sample Device Usage

	imageRUNNER ADVANCE 6575i	imageRUNNER ADVANCE 6565i	imageRUNNER ADVANCE 6555i
Maintenance Agreement Term ⁵³	36 Months		
Monthly Print/Copy Volume	30,000	25,000	20,000
Large Sheet Ratio	0%	0%	0%
Toner Coverage	6%	6%	6%
Accessories	Staple Finisher-V1		

⁵³ Based on a standard work week operation of 8 AM to 5 PM, Monday – Friday.

B. Service Revenue/Profit Calculator

The Service Revenue/Profit Calculator is a Microsoft Excel spreadsheet developed by Canon USA to enable your dealership to estimate revenue and costs for imageRUNNER products. Based on your pricing and cost data, the Service Revenue/Profit Calculator can help you to adjust the maintenance agreement rates, business expenses, and estimate your customer's expected usage factors.

The Service Revenue/Profit Calculator worksheets are available on the Canon USA ISG Central Web site (<http://www.isgcentral.cusa.canon.com>) in the Engineering Services & Solutions tab. The management staff of an authorized dealer (with access to the Engineering Services & Solutions section of the ISG Central Web site) can download the worksheets.

If you experience any problems downloading the Service Revenue/Profit Calculators from the ISG Central Web site, contact the Canon USA Service Planning Department via e-mail at serviceplanning@cusa.canon.com.

C. Estimated Costs

Estimated costs are calculated using the sample device usage information Table 32 - imageRUNNER ADVANCE 6500 Series Sample Device Usage and represent the estimated costs to service and maintain a typical configuration of the imageRUNNER ADVANCE device. A typical configuration includes:

- One (1) Main Unit (service parts⁵⁴, drum, labor, and toner),
- Duplex Color Image Reader
- Staple Finisher-V1



IMPORTANT

Estimated costs for service parts, drum, labor, and toner vary, depending on the device use. Use the Service Revenue/Profit Calculator to determine the estimated costs for your customer's device use.

1. Parts and Drum Cost

The costs of parts and drum units are based on the estimated yield and use of periodically replaced parts, consumable parts, and the drum.

2. Estimated Labor Cost

The labor cost is a calculation using the burdened labor rate to travel to and work on the imageRUNNER ADVANCE 6500 device.

The burdened labor rate is a calculation of the service technician's salary, the estimated business overhead expenses, and the direct service expenses required to maintain the business (for example, call center, rent, fuel, tolls, automobile, and training).

To align more closely with the labor costs in various business environments, Canon USA calculates the Estimated Labor cost to service the device using a burdened hourly labor rate⁵⁵ of \$45 per hour and \$60 per hour. The Service Revenue/Profit Calculator is available to set the Burdened Labor Rate according to your business expenses.

The Estimated Labor cost includes a yearly salary increase of 3% in the technician's salary.

3. Toner Cost

The device usage determines the cost of toner for an imageRUNNER device. Toner cost calculations are based on the toner coverage for each page, the yield of the toner bottle, and the dealer cost of the toner bottle.

⁵⁴ The estimated parts costs do not include the costs associated with supplying the customer with replacement consumable (merchandise) parts.

⁵⁵ The burdened hourly labor rates used in the calculations are current as of the latest date of this Service Guide and are subject to change without notice.

Table 33 – Estimated Cost imageRUNNER ADVANCE 6575i

30,000 Prints/Month	FIRST YEAR	SECOND YEAR	THIRD YEAR	TOTAL (3 Years)	3 Year Average
Estimated Parts Cost ⁵⁶	\$ 139	\$ 280	\$ 309	\$ 728	\$ 243
Estimated Drum Cost ⁵⁶	\$ -	\$ -	\$ -	\$ -	\$ -
Estimated Labor Cost	\$ 454	\$ 482	\$ 499	\$ 1,435	\$ 478
Estimated Toner Cost	\$ 459	\$ 459	\$ 459	\$ 1,377	\$ 459
Total	\$ 1,051	\$ 1,221	\$ 1,267	\$ 3,540	\$ 1,180
Estimated Cost per Copy/Print	\$ 0.0029	\$ 0.0034	\$ 0.0035	\$ 0.0033	
Conditions: Monthly Print/Copy Volume 30,000 Large Sheet Ratio 0% Toner Coverage for each Color 6% Burdened Labor Rate \$60 per hour					

Table 34 – Estimated Cost imageRUNNER ADVANCE 6565i

25,000 Prints/Month	FIRST YEAR	ECOND YEAR	THIRD YEAR	TOTAL (3 Years)	3 Year Average
Estimated Parts Cost ⁵⁶	\$ 90	\$ 193	\$ 223	\$ 506	\$ 169
Estimated Drum Cost ⁵⁶	\$ -	\$ -	\$ -	\$ -	\$ -
Estimated Labor Cost	\$ 412	\$ 431	\$ 446	\$ 1,289	\$ 430
Estimated Toner Cost	\$ 383	\$ 383	\$ 383	\$ 1,148	\$ 383
Total	\$ 884	\$ 1,007	\$ 1,051	\$ 2,942	\$ 981
Estimated Cost per Copy/Print	\$ 0.0029	\$ 0.0034	\$ 0.0035	\$ 0.0033	
Conditions: Monthly Print/Copy Volume 25,000 Large Sheet Ratio 0% Toner Coverage for each Color 6% Burdened Labor Rate \$60 per hour					

⁵⁶ Part and Drum costs vary depending on the type of media used. The imageRUNNER ADVANCE 6500 Estimated Costs are calculated based on 100% plain paper usage. When establishing a pricing plan, consider the media the customer will use. The imageRUNNER ADVANCE 6500 Series Service Revenue/Profit calculator is available to estimate costs based on media.

Table 35 – Estimated Cost imageRUNNER ADVANCE 6555i

20,000 Prints/Month	FIRST YEAR	ECOND YEAR	THIRD YEAR	TOTAL (3 Years)	3 Year Average
Estimated Parts Cost ⁵⁶	\$ 61	\$ 139	\$ 182	\$ 381	\$ 127
Estimated Drum Cost ⁵⁶	\$ -	\$ -	\$ -	\$ -	\$ -
Estimated Labor Cost	\$ 372	\$ 388	\$ 402	\$ 1,162	\$ 387
Estimated Toner Cost	\$ 306	\$ 306	\$ 306	\$ 918	\$ 306
Total	\$ 738	\$ 833	\$ 890	\$ 2,461	\$ 820
Estimated Cost per Copy/Print	\$ 0.0031	\$ 0.0035	\$ 0.0037	\$ 0.0034	
Conditions: Monthly Print/Copy Volume 20,000 Large Sheet Ratio 0% Toner Coverage for each Color 6% Burdened Labor Rate \$60 per hour					

⁵⁶ Part and Drum costs vary depending on the type of media used. The imageRUNNER ADVANCE 6500 Estimated Costs are calculated based on 100% plain paper usage. When establishing a pricing plan, consider the media the customer will use. The imageRUNNER ADVANCE 6500 Service Revenue/Profit calculator is available to estimate costs based on media.

D. Sample Pricing

Canon USA offers sample pricing by carefully analyzing the total costs to service the device over a three-year period using the sample device usage in Table 32 - imageRUNNER ADVANCE 6500 Series Sample Device Usage. The sample pricing contains examples of pricing, so that dealers can achieve a favorable profit margin over the maintenance agreement term.

IMPORTANT

SAMPLE PRICING IS OFFERED AS AN EXAMPLE ONLY. CANON USA DOES NOT REPRESENT OR WARRANT THAT AN AUTHORIZED DEALER WILL OPERATE AT ANY LEVEL OF PROFITABILITY. CANON USA DOES NOT SET MAINTENANCE AGREEMENT RATES TO BE CHARGED TO CUSTOMERS AND THE AUTHORIZED DEALER IS FREE TO SET ITS OWN RATES.

Sample pricing for the imageRUNNER ADVANCE 6500 Series devices is based on the sample device usage and includes costs for:

- One (1) Main Unit (service parts⁵⁷, drum, labor, and toner)
- Duplex Color Image Reader
- Staple Finisher-V1
- All service visits
- Replacement parts
- Replacement drums
- Replacement toner

IMPORTANT

The Sample Pricing in the tables below represents a fixed pricing throughout the maintenance agreement term; however, if a dealer increases the Color and B&W pricing annually, the dealership may yield a higher profit ratio over the term of the maintenance agreement. By annually increasing the Color and B&W pricing, your dealership may generate revenue to account for an increase in service costs for parts and labor following the first year. Use the Service Revenue/Profit Calculator to determine the estimated costs using your customer's device use, and to estimate revenue if you increase the pricing annually.

⁵⁷ The estimated parts costs do not include the costs associated with supplying the customer with replacement consumable (merchandise) parts.

The estimated profit margin in the matrix below is calculated based on the estimated costs (including the burdened hourly labor rate) and the Sample Pricing. The Gross profit for each sample price is calculated using two methods for parts cost logic:

- Theoretical Maintenance: Based on changing all parts at the time recommended by the part yield. This is the method recommended by Canon USA.
- Practical Maintenance: Mechanically the imageRUNNER ADVANCE 6500 Series is similar to the predecessor models imageRUNNER ADVANCE 6200/6000. The actual maintenance costs of the predecessor models were used to estimate the costs of the current model. This may result in lower labor and part costs.

Table 36 — imageRUNNER ADVANCE 6575i Sample Pricing/Gross Profit Matrix

Parts Cost Logic		Theoretical		Practical	
Burdened Hourly Labor Rate		\$45	\$60	\$45	\$60
Sample Pricing	\$0.0060	51%	45%	57%	51%
	\$0.0062	52%	47%	58%	53%
	\$0.0064	54%	49%	59%	55%
	\$0.0066	55%	50%	61%	56%
	\$0.0068	56%	52%	62%	57%
Sample Device Usage					
Maintenance Agreement Term		36 Months			
Monthly Print/Copy Volume		30,000			
Large Sheet Ratio		0%			
Toner Coverage		6.0%			
Accessories		Staple Finisher-V1			
A click charge of \$0.0064 may yield an estimated gross profit of 54% with Practical Maintenance.					

Table 37 — imageRUNNER ADVANCE 6565i Sample Pricing/Gross Profit Matrix

Parts Cost Logic		Theoretical		Practical	
Burdened Hourly Labor Rate		\$45	\$60	\$45	\$60
Sample Pricing	\$0.0066	56%	50%	60%	55%
	\$0.0068	57%	52%	61%	56%
	\$0.0070	58%	53%	62%	57%
	\$0.0072	59%	55%	63%	59%
	\$0.0074	61%	56%	64%	60%
Sample Device Usage					
Maintenance Agreement Term		36 Months			
Monthly Print/Copy Volume		25,000			
Large Sheet Ratio		0%			
Toner Coverage		6.0%			
Accessories		Staple Finisher-V1			
A click charge of \$0.0064 may yield an estimated gross profit of 54% with Practical Maintenance.					

Table 38 — imageRUNNER ADVANCE 6555i Sample Pricing/Gross Profit Matrix

Parts Cost Logic		Theoretical		Practical	
Burdened Hourly Labor Rate		\$45	\$60	\$45	\$60
Sample Pricing	\$0.0072	58%	53%	62%	56%
	\$0.0074	59%	54%	63%	57%
	\$0.0076	60%	55%	64%	58%
	\$0.0078	61%	56%	65%	59%
	\$0.0080	62%	57%	65%	60%
Sample Device Usage					
Maintenance Agreement Term		36 Months			
Monthly Print/Copy Volume		20,000			
Large Sheet Ratio		0%			
Toner Coverage		6.0%			
Accessories		Staple Finisher-V1			
A click charge of \$0.0064 may yield an estimated gross profit of 54% with Practical Maintenance.					

E. Sample Pricing for Accessories

Canon USA offers Sample Pricing for Accessories by carefully analyzing the total costs to service the accessories over a three-year period using the sample device usage in [Device Usage Factors](#). The Sample Pricing is examples of pricing so that our dealers may achieve a favorable profit margin over the maintenance agreement term.



IMPORTANT

- The cost to service the Paper Deck Unit-E1, and Staple Finisher-V1 are already included in the sample pricing for the Main Unit
- Service Revenue/Profit Calculator is available to add estimated costs for select accessories.

Table 39 – Suggested Maintenance Agreement Rates for Accessories

Accessory	Suggested Annual Fees
Staple Finisher-V1	\$ 150.00
Booklet Finisher-V1	\$ 250.00
Paper Deck Unit-E1	\$ 100.00
POD Deck Lite-C1	\$ 200.00
Document Insertion Unit-P1	\$ 150.00
Document Insertion/Folding Unit-J1	\$ 400.00

Table 40 – imagePASS-Y1 Suggested Annual Maintenance Rates

Description	Annual Fee	Monthly Fee
Installation & 1st Year Support Plan	\$ 500.00	\$ 45.00
2nd Year & beyond Support Plan	\$ 1,000.00	\$ 90.00

F. Scan Charge Plan

While the DADF of the imageRUNNER ADVANCE device is not intended for use as a high volume document scanner, some customers may choose to use the scanner to convert large volumes of data into digital format. This may result in an increase to the cost of parts and labor to service the scanning components of the imageRUNNER ADVANCE device. To compensate Canon USA has developed a Scan Charge Plan with sample pricing for scanning.

An indicator that a scan charge plan is required is if there is a high Scan Ratio, the number of scans as compared to one print or copy. The Scan ratio is calculated as: Counter 501 (total scans)/Counter 101 (total print/copies).

Counter 501 is a total counter that increments when one page is scanned. This includes copies, scans, send scans, fax scans, scan to box, and scan to USB.

- The Soft Counter of the device can be configured to display the Counter 501 when the counter check key button on the control panel is pressed. Refer to the Service Manual for complete details on the Soft Counter configurations.
- imageWARE Remote is available to remotely capture both the Counter 101 and Counter 501. This requires a billing system to interface with imageWARE Remote at the dealership site.

Scan Charge Plan is not required if the following conditions exist:

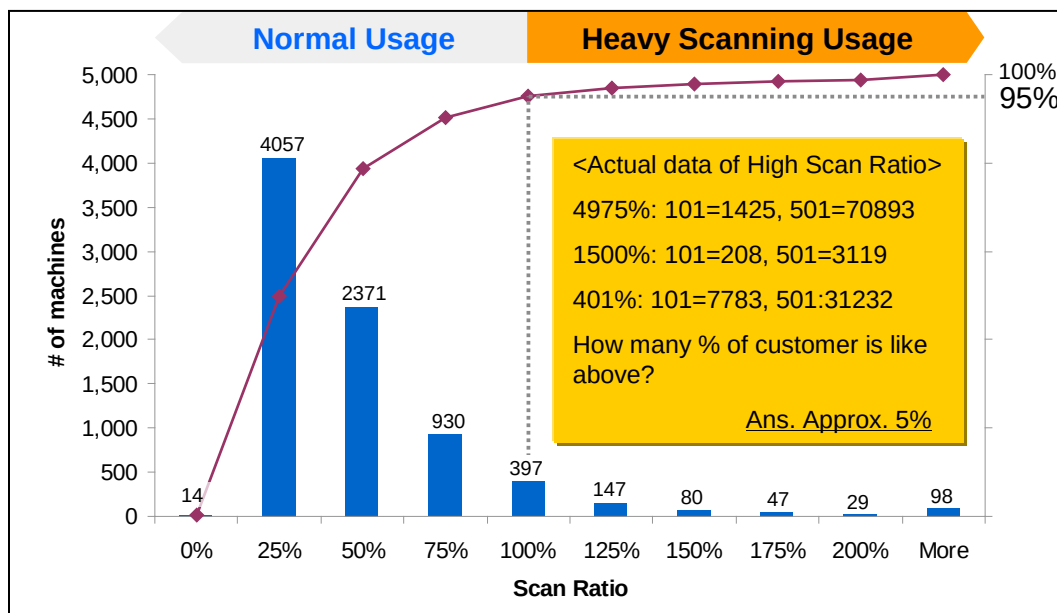
- The Scan Ratio is less than 100%. This indicates that the number of prints and copies exceed the number of scanned pages. In this case, the costs associated with copy scans are offset by the revenue secured from the standard copy click charge.
- Scan service is provided by a print shop. Since Counter 501 captures the meters for both copy scans and scans without paper output, a scan only count cannot be captured and used separately.
- The machine is in a low print volume environment. A Scan Charge Plan is not designed to compensate for revenue reductions that may occur in low copy/print volume environments.

Table 41 – Scan Ratio Example

Example	Counter 101	Counter 501	Scan Ratio	Comments
1	1,000	1,000	100%	One (1) scan for every print. A Scan charge plan is not recommended.
2	1,000	5,000	500%	Five (5) scans for every print. A Scan charge plan is recommended.
3	1,000	250	25%	One (1) scan for every four (4) prints. A Scan charge plan is not recommended.

Figure 5 below indicates that approximately 95% of devices have a scan ratio of 100% or less. Therefore, approximately 5% of devices have a scan usage greater than 100%. Canon USA recommends a Scan Charge Plan for these devices.

Figure 5 – Scan Ratio Distribution Chart



1. Scan Charge Plan Options

Canon USA recommends a Base Charge Plan or a Per Click Scan Charge Plan to collect revenue for high volume scanning:

- **Base Charge Plan** – If a Base charge is used in the maintenance agreement rate for prints and copies, the price for high volume scanning can be included in the base charge.
- **Per Scan Charge Plan** – A per scan charge plan to collect revenue for each scan of the device that is not related to a copy scan.

Note: a soft counter is not available to capture scans only or extract scans from the copy scan meter included in Counter 501. Therefore, Canon USA recommends subtracting the value of Counter 101 from Counter 501. Since Counter 101 includes the total amount of prints and copies made, subtracting this value from the Counter 501 value yields a result that most closely represents the number of documents scanned.

Table 42 – Suggested Per Scan Charge

Per Scan Sample Pricing	\$0.0015
The Per Scan Charge includes Consumable/Accidental parts and labor costs related to the Reader and the DADF.	
Billing Method	(Counter 501 minus Counter 101) multiplied by \$0.0015

2. Recommendations to Include a Scan Charge Plan

- When devices are being replaced for an existing customers, scan usage for the new device can be estimated based on past device records. A Scan Charge Plan can be initiated upon a service contract sign up.
- Regardless of the scan ratio, implement a Scan Charge Plan upon the initial service contract sign up. Include terminology in the service contract, such as “If the Scan Ratio exceeds 100%, a scan charge will apply.” Alternatively, “If the Scan Ratio exceeds 100%, a scan charge will apply upon service contract renewal in the second year.” This will require your dealership to monitor the scan usage monthly.

G. Data Sheets

The Data Sheets below are what Canon USA uses to calculate a dealer's estimated costs, pricing, and profit margins using the sample device usage and business expense. The Service Revenue/Profit Calculator is available to adjust the Device Usage, Pricing, and Business Expense to reflect your customer's usage as well as your pricing and business expense.



IMPORTANT:

SERVICE PERFORMANCE DATA, SUCH AS WORKING TIME AND VISIT RATIO SHOWN BELOW, REPRESENT THE ESTIMATED AVERAGE FOR A FIVE-YEAR PERIOD. PERFORMANCE DATA FOR THE FIRST YEAR (FROM THE FIVE-YEAR AVERAGE) MAY FALL BELOW ESTIMATES.

ESTIMATES SHOWN ASSUME ADHERENCE TO CANON U.S.A., INC'S PUBLISHED SERVICE PROCEDURES AND THE USE OF GENUINE CANON PARTS AND MAY VARY.

PERIODIC MAINTENANCE MUST BE PERFORMED AT THE RECOMMENDED INTERVALS. FAILURE TO DO SO COULD RESULT IN SERVICE NEEDS IN EXCESS OF THESE ESTIMATED LEVELS.

Table 43 – Data Sheet

	Details	imageRUNNER ADVANCE		
		6575i	6565i	6555i
Device Usage Factors	Monthly Print Volume (Approximately)	30,000 sheets	25,000 Sheets	20,000 sheets
	Print Volume over a Three (3) Year Maintenance Agreement	Up to 1,080,000 sheets	Up to 900,000 sheets	Up to 720,000 sheets
	Large Ratio	0%		
	Toner Coverage for Each Color	6%		
	Configuration	• Main Unit • Duplex Color Image Reader • Staple Finisher-V1		
Labor	Working Time [Minutes/Visit] (Average amount of time a service technician needs to service the machine. This number may vary, based on the service technician's experience and the service required during each site visit.)	70 Minutes		
	Travel Time [Minutes/Visit] (Average amount of time a service technician takes to travel from site to site. This number may be higher or lower based on the local service map.)	35 Minutes		
	Estimated Technician's Annual Working Hours [Hours/Year] (Estimated number of active working hours annually, factoring in holidays, and breaks)	1,674 Hours		
Service	Average Copies Between Visits (CBV) (The estimated number of total sheets between service visits. The CBV takes into account all service visits throughout the term of the maintenance agreement. The actual CBV may vary based on the MCV, Large Paper Ratio, and service required. The CBV is calculated via Quality Assurance testing and careful consideration of the actual average CBV of the predecessor model with the improvements added to the current model.)	75,935 Sheets	68,728 Sheets	60,809 Sheets
	Visit Ratio [Visits/Month] [MCV divided by the CBV] The Visit Ratio is calculated as the MCV divided by the CBV. This displays the estimated number of visits per month.	0.40 Visits per Month	0.36 Visits per Month	0.33 Visits per Month
	Estimated number of machines a dedicated technician can manage [Machines/Technicians]. (Calculated as a single technician assigned to service only this product, and factors in the Labor and Service components, shown above.)	202	220	243

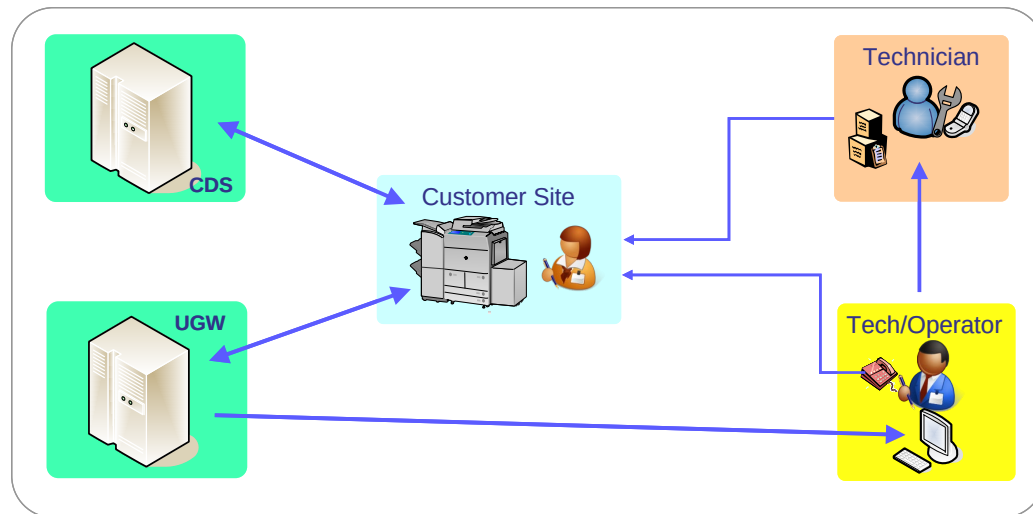
H. Methods to Reduce Costs

Canon USA strongly recommends that dealers consider introducing imageWARE Remote and the Content Delivery System as methods to increase a technician's performance and reduce labor costs. imageWARE Remote is a service support tool that can remotely monitor machine issues and usage through the Internet.

imageWARE Remote provides you with the following benefits:

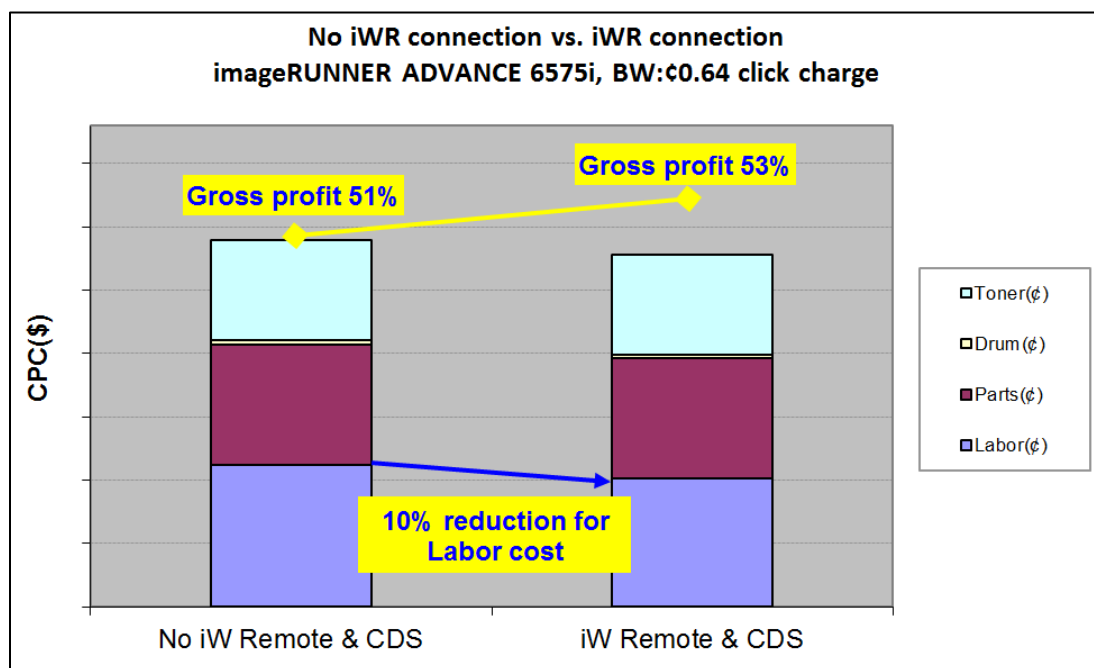
- Investigate machine issues by monitoring the details of, for example, a paper jam error, before visiting the customer site. This enables the service technician to visit the customer with the necessary parts in advance, thereby, reducing the number of times the service technician may have to revisit the site due to the unavailability of service parts.
- Simple issues can be resolved over the phone, which reduces the need for an on-site service visit.
- Firmware downloads and installation via the CDS can be performed, which reduces the need for an on-site firmware upgrade.

Figure 6 – imageWARE Remote Benefits



Canon USA estimates that if a dealership fully uses imageWARE Remote with the CDS, the dealership can benefit with reduce labor costs by approximately 10%. In response to the labor cost reductions, the estimated gross profit will improve by approximately two points. For example, consider the imageRUNNER ADVANCE 6575i with a click charge set at \$0.0068 for B&W).

Figure 7 – imageRUNNER ADVANCE 8500 Series Click Charge Example



I. Large Media Considerations

If media larger than Letter size (typically 11" x 17" or larger) is used, a higher toner consumption can be expected as well as a reduction in parts yield. When estimating the service costs for this machine, the extent of Large Paper Size usage or toner coverage must be carefully considered.

Canon USA suggests, where possible, dealerships utilize a double click plan to secure a satisfactory profit ratio regardless of the increased large paper usage.

XII. Product Technical Support Offerings

Note: Please refer to the Technical Support Center on the [e-Support Center Web site](#) 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 BISG 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 Web site](#) and review the Technical Support Center Policies and Procedures as well as Contacts & Tickets.

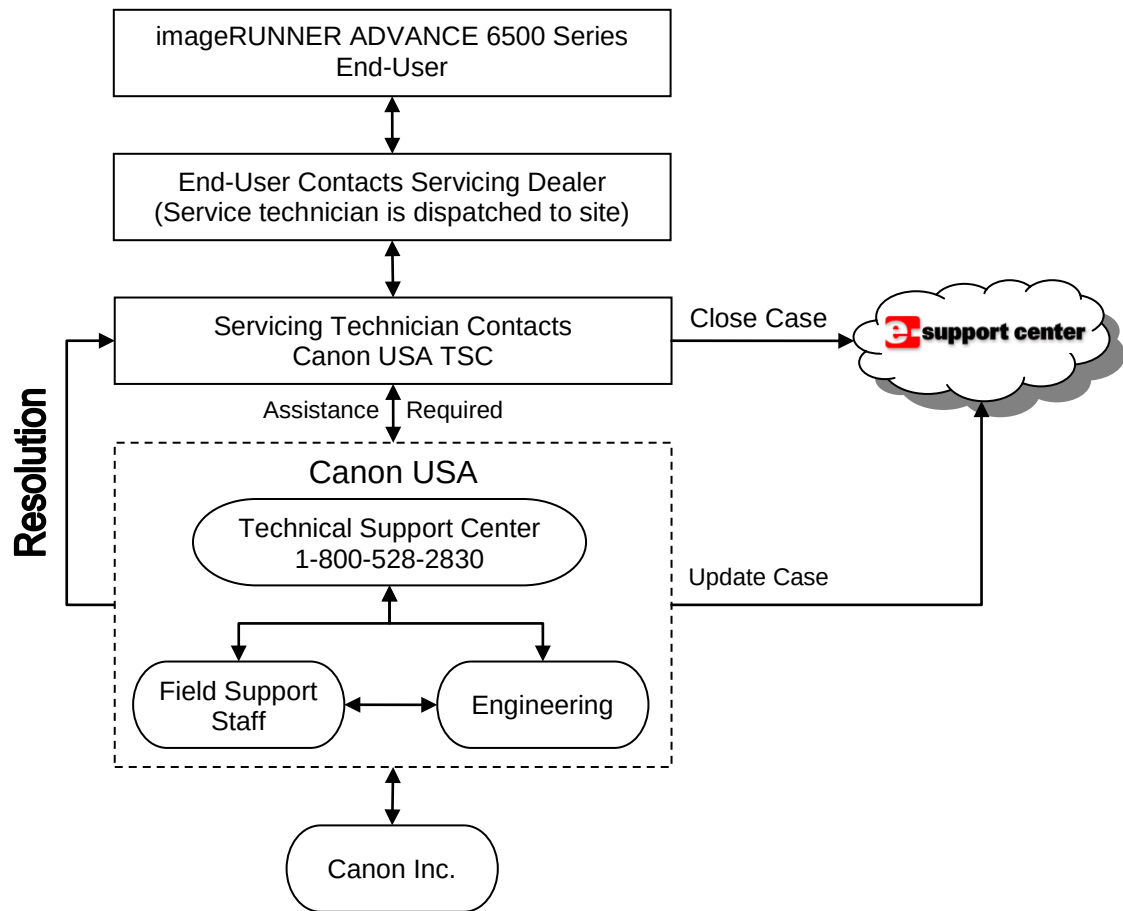
B. Technical Support Escalation

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 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 8 – Canon USA Support Escalation Flow Chart.

Note: For support escalation to the Field Support Staff, a Designated Escalation Specialist⁵⁸ must contact the TSC and visit the site at least once.

⁵⁸ The Designated Escalation Specialist is a service technician assigned by the dealership in the model category of the imageRUNNER ADVANCE via the Management Center of the e-Support Web site. The Designated Escalation Specialist must complete the training program and pass the final assessment exam for the imageRUNNER ADVANCE Series. See the Technical Support Center on the e-Support Center Web site for more details.

Figure 8 – Canon USA Support Escalation Flow Chart



1. Internet Support

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

To access e-Support, go to the Canon USA's e-Support Center Web site at <http://www.support.cusa.canon.com>.

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

The following functions and information can be accessed:

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

XIII. Appendix

A. Registered Paper Types and Weight

Table 44 – 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)
Color	17 to 24 lb bond (64 to 90 g/m ²)
Recycled ⁵⁹	17 to 24 lb bond (64 to 90 g/m ²)
Pre-Punched	17 to 24 lb bond (64 to 90 g/m ²)
Transparency ⁶⁰	56 to 66 lb cover (151 to 180 g/m ²)
Tracing ⁶¹	17 to 24 lb bond (64 to 90 g/m ²)
Labels	31.4 lb bond to 68.4 lb cover (118 to 185 g/m ²)
Tab	25 lb bond to 80 lb cover (91 to 220 g/m ²)
Bond	24 lb bond (90 g/m ²)
Letterhead	56 to 66 lb cover (151 to 180 g/m ²)
1-Sided Coated 1	29 lb bond to 66 lb cover (106 to 180 g/m ²)
1-Sided Coated 2	67 to 80 lb cover (181 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 66 lb cover (106 to 180 g/m ²)
2-Sided Coated 2	67 to 80 lb cover (181 to 220 g/m ²)
2-Sided Coated 3	82 lb cover to 140 lb index (221 to 256 g/m ²)

⁵⁹ You can use 100% recycled paper.

⁶⁰ Use only LTR or LTRR transparencies made especially for this machine.

⁶¹ 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 45 – imageRUNNER ADVANCE 6500 Specifications

Item		Specification		
		imageRUNNER ADVANCE		
		6575i	6565i	6555i
Type		Reader-Printer Separated, Console type		
Resolution for Reading		600 x 600 dpi		
Resolution for Writing		1,200 x 1,200 dpi		
Number of Tones		256		
Acceptable Originals		Sheet, book, and three dimensional objects (up to 4.4 lb (2 kg))		
Warm-Up Time ⁶²	After Powering ON	30 seconds or less		
	Returning from the Sleep mode	30 seconds or less		
	Returning from the Energy Saver mode	Approximately 20 seconds		
First Copy Time ⁶²		3.1 seconds or less	3.3 seconds or less	
Margin		Top: 1/8" (2.5 mm) Left and Right: 1/8" (2.5 mm) Bottom: 1/8" (2.5 mm)		
Magnification		Regular paper size Same Ratio Direct Reduction 1:0.78 (LGL→LTR) 1:0.73 (11" x 17"→LGL, 11" x 15"→LTR) 1:0.64 (11" x 17"→LTR) 1:0.50 (11" x 17"→STMT) 1:0.25 Enlargement 1:1.21 (LGL→11" x 17") 1:1.29 (LTR→11" x 17") 1:2.00 (STMT→11" x 17") 1:4.00 Copy Ratio: 25 to 400% (in 1% increment)		
Paper Feeding System/Capacity		Paper decks:1, 2 (Left/Right) 1,500 sheets x 2 paper decks (21 lb bond (80 g/m ²)) 1,700 sheets x 2 paper decks (17 lb bond (64 g/m ²)) Paper Drawer 1, 2 550 sheets x 2 cassettes (21 lb bond (80 g/m ²)) 680 sheets x 2 cassettes (17 lb bond (64 g/m ²)) Multi-Purpose Tray 100 sheets (21 lb bond (80 g/m ²)) 100 sheets (17 lb bond (64 g/m ²))		
Multiple Copies		9,999 sheets		

⁶² Activation time may vary, depending on the environment and conditions under which the machine is being used.

Table 45 – imageRUNNER ADVANCE 6500 Specifications Continued

Item	Specification		
	imageRUNNER ADVANCE		
	6575i	6565i	6555i
Memory Capacity	3 GB		
Hard Disk Capacity*	250 GB or more (Used space: 250 GB)		
Power Source	120 - 127 V AC, 60 Hz, 16 A		
Power Consumption*	Maximum Power Consumption 2.1kW or less When the machine is in the Sleep mode 0.9 W or less When the main power switch is turned OFF When <Quick Startup Settings for Main Power> is set to <Off>): 0.5 W When <Quick Startup Settings for Main Power> is set to <On>): 0.5 W * Depending on the system and conditions of use, these values may differ.		
Dimensions (W x L x H)	26 3/8" x 30 5/8" x 48" (670 x 779 x 1,220 mm)		
Weight	Approximately 515.9 lb (234 kg) Including the toner bottle		
Installation Space (W x L)	60 3/8"*2 x 30 5/8" (1,533 x 779 mm) When the Copy Tray-R1 is attached the auxiliary tray is extended and the right cover of the main unit is opened..		

Table 46 – imageRUNNER ADVANCE 6500 Print/Copy Speeds

Item		Specification		
		imageRUNNER ADVANCE		
		6575i	6565i	6555i
Copy / Print Speed ⁶³	11" x 17"	37	32	32
	LGL	45	39	39
	LTR	75	65	55
	LTRR	58	50	43
	EXEC	75	65	55
	STMTR	35	35	35
The copy/print speeds above may not be achieved if the user copies/prints in the conditions below: • 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.				

63 Except when paper is fed from the Multi-Purpose Tray. 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 47 – Feeder Specifications

Item	Specifications
Type	Printer separated, Stream feed (Feeder), No stream (Reader)
Original Feeding Mechanism	Automatic Document Feeder
Size and Weight of Originals	Size 11" x 17", LGL, LTR, LTRR, STMT, and STMTR Weight 1-Sided Scanning (Black and White Original): 13 lb bond to 80 lb cover (50 to 220 g/m²) 1-Sided Scanning (Colour Original): 17 lb bond to 80 lb cover (64 to 220 g/m²) 2-Sided Scanning (Black and White Original): 13 lb bond to 80 lb cover (50 to 220 g/m²) 2-Sided Scanning (Colour Original): 17 lb bond to 80 lb cover (64 to 220 g/m²) The combinations of document sizes that you can copy/scan* Documents with the same width: 11" x 17" and LTR, or LTRR and STMT, etc. Documents with the different width: 11" x 17" and LGL, or LTR and STMT, etc. * Copying/scanning with a combination other than described above may cause damage to the documents or paper jams.
Original Tray Capacity	300 sheets (21 lb bond (80 g/m ²))
Original Scanning Speed (LTR)	Copying (1-sided scanning) 120 sheets/minute (in Black-and-White at 600 x 600 dpi) Copying (2-sided scanning) 75 sheets (150 pages)/minute (in Black-and-White at 600 x 600 dpi) Scanning (1-sided scanning)* 120 sheets/minute (in Black-and-White at 300 x 300 dpi) 120 sheets/minute (in Full Color at 300 x 300 dpi) 60 sheets/minute (in Full Color at 600 x 600 dpi) Scanning (2-sided scanning)* 120 sheets (240 pages)/minute (in Black-and-White at 300 x 300 dpi) 110 sheets (220 pages)/minute (in Full Color at 300 x 300 dpi) 30 sheets (60 pages)/minute (in Full Color at 600 x 600 dpi) * The scanning speed may vary, depending on the scanning mode and original type.

Table 48 –POD Deck Lite-C1 Specifications

Item	Specifications
Paper Size/Weight/Type	Size 11" x 17", LGL, LTR, LTRR, EXEC, STMTR, and Custom Size (5 1/2" x 7 1/8" to 11 3/4" x 17" (139.7 x 182 to 297 x 431.8 mm)) Weight 14 lb bond to 140 lb index (52 to 256 g/m ²) Type Thin, Plain, Heavy, Color, Recycled, Pre-Punched, Transparency, Labels, Tab, Bond, and Letterhead
Paper Deck Capacity	3,500 sheets (21 lb bond (80 g/m ²)), or 15 1/8" (385 mm) in height
Power Source/Maximum Power Consumption	120 - 127 V AC, 60 Hz, 2.2 A/480 W maximum
Dimensions (W x L x H)	25 7/8" x 27" x 22 1/2" (656 x 686 x 570 mm)
Weight	Approximately 149.9 lb (68 kg)
Installation Space Including the Main Unit (W x L)*1	67 1/8" x 30 5/8" (1,703 x 779 mm) *1 When the Copy Tray-R1 is attached, and the auxiliary tray is extended.

Table 49 – Paper Deck Unit-E1 Specifications

Item	Specifications
Paper Size/Weight/Type	Size LTR Weight 14 lb bond to 140 lb index (52 to 256 g/m ²) Type Thin, Plain, Heavy, Color, Recycled, Pre-Punched, Bond, and Letterhead
Paper Deck Capacity	3,500 sheets (21 lb bond (80 g/m ²))
Power Source/Maximum Power Consumption	From the main unit/Approximately 44 W
Dimensions (W x L x H)	14 1/4" x 24 7/8" x 22 1/2" (363 x 630 x 572 mm)
Weight	Approximately 75 lb (34 kg)
Installation Space Including the Main Unit (W x L)*1	55 1/2" x 30 3/8" (1,410 x 779 mm) *1 When the Copy Tray-R1 is attached, and the auxiliary tray is extended.

Table 50 – Copy Tray-R1 Specifications

Item	Specifications
Paper Size/Weight/Type	Paper available for the Main Unit
Paper Capacity	250 sheets (21lb bond (80 g/m ²))
Dimensions (W x L x H)	16 1/2" x 15" x 6 7/8" (420 x 382 x 175 mm) When the auxiliary tray is extended
Weight	Approximately 2.4 lb (1.1 kg)
Installation Space Including the Main Unit (W x L)*1	60 3/8" x 30 5/8" (1,533 x 779 mm) *1 When the auxiliary tray is extended and the right cover of the main unit is opened.

Table 51 – Document Insertion / Folding Unit-J1 Specifications

Item	Specifications
Paper Size/Weight/Type	Size Z-Fold: 11" x 17", LGL, and LTRR C-Fold: LTRR Insertion Unit: 11" x 17", LGL, LTR, LTR, and EXEC Weight Z-Fold: 16 to 28 lb bond (60 to 105 g/m²) C-Fold: 16 to 28 lb bond (60 to 105 g/m²) Insertion Unit: 16 lb bond to 140 lb index (60 to 256 g/m²) Type* C-Fold/Z-Fold: Thin (14 to 16 lb bond (52 to 63 g/m²)), Plain (17 to 28 lb bond (64 to 105 g/m²)), Color, and Recycled Insertion Unit: Thin (16 lb bond (60 to 63 g/m²)), Plain (17 to 28 lb bond (64 to 105 g/m²)), Heavy (29 lb bond to 140 lb index (106 to 256 g/m²)), Color, Recycled, Tab, Bond, Letterhead, and Coated
Capacity of the exit slot of the paper folding unit	Z-Fold Depends on the specifications of an output finisher C-Fold 40 sheets (21lb bond (80 g/m²)) or 2 3/8" (60 mm) in height
Document insertion unit capacity	100 sheets (21lb bond (80 g/m ²))
Power Source/Maximum Power Consumption	100 - 240 V AC, 50/60 Hz, 1.0 A/Approximately 120 W
Dimensions (W x L x H)	26 1/8" x 26 3/4" x 48 7/8" (662 x 679 x 1,242 mm)
Weight	Approximately 168 lb (76 kg)
Installation Space Including the Main Unit (W x L)	78 5/8" x 30 5/8" (1,997 x 779 mm) When the Booklet Finisher-V1 is attached, the auxiliary tray is extended and the right cover of the main unit is opened.

Table 52 – Document Insertion Unit-P1 Specifications

Item	Specifications
Paper Size/Weight/Type	Size: 11" x 17", LGL, LTR, LTRR, and EXEC Weight: 16 lb bond to 140 lb index (60 to 256 g/m²) Type: Thin (16 lb bond (60 to 63 g/m²)), Plain (17 to 28 lb bond (64 to 105 g/m²)), Heavy (29 lb bond to 140 lb index (106 to 256 g/m²)), Color, Recycled, Tab, Bond, Letterhead, and Coated
Paper Capacity	100 sheets (21lb bond (80 g/m ²))
Power Source/Maximum Power Consumption	100 - 240 V AC, 50/60 Hz, 1.0 A / Approximately 100 W
Dimensions (W x L x H)	26 1/8" x 26 3/4" x 48 7/8" (662 x 679 x 1,242 mm)
Weight	Approximately 88.2 lb (40 kg)
Installation Space Including the Main Unit (W x L)	78 1/2" x 30 5/8" (1,992 x 779 mm) When the Booklet Finisher-V1 is attached, the auxiliary tray is extended and the right cover of the main unit is opened.

Table 53 – Staple Finisher-V1 Specifications

Item	Specifications
Paper Size/Weight/Type	Size 11" x 17", LGL, LTR, LTRR, EXEC, STMTR, and Custom Size/Free Size (4" x 5 7/8" to 11 3/4" x 17" (100 x 148 mm to 297 x 431.8 mm)) Weight 14 lb bond to 140 lb index (52 to 256 g/m²) Type* Thin, Plain, Heavy, Color, Recycled, Pre-Punched, Transparency, Tracing, Labels, Tab, Bond, Letterhead, and Coated * Coated paper can be loaded from the insertion unit only. The Eco (Staple-Free) mode cannot be used for heavy paper, transparencies, tracing paper, labels, tab paper, bond paper, letterhead, or coated paper. You cannot staple transparencies, tracing paper, or labels.
Capacity Per Tray (Tray A)	No Collating/Collate/Group LTR, EXEC, and STMTR: 250 sheets (or 1 7/8" (47 mm) in height) 11"x17", LGL, LTRR: 125 sheets (or 1" (24 mm) in height) Offset mode (Collate/Group) LTR and EXEC: 250 sheets (or 7/8" (47 mm) in height) 11" x 17" and LTRR: 125 sheets (or 1" (24 mm) in height)
Capacity Per Tray (Tray B)	No Collating/Collate/Group LTR, EXEC, and STMTR: 250 sheets (or 1 7/8" (47 mm) in height) 11"x17", LGL, LTRR: 125 sheets (or 1" (24 mm) in height) Offset mode (Collate/Group) LTR and EXEC: 250 sheets (or 7/8" (47 mm) in height) 11" x 17" and LTRR: 125 sheets (or 1" (24 mm) in height)
Capacity Per Tray (Tray C)	No Collating/Collate/Group LTR, EXEC, and STMTR: 3,000 sheets (or 16 5/8" (423 mm) in height)* 11" x 17", LGL, and LTRR: 1,500 sheets (or 8 1/2" (216 mm) in height) No Collating/Collate/Group mode with different paper sizes 1,500 sheets (or 8 1/2" (216 mm) in height) Offset mode (Collate/Group) LTR and EXEC: 3,000 sheets (or 16 5/8" (423 mm) in height)* 11" x 17", LGL, and LTRR: 1,500 sheets (or 8 1/2" (216 mm) in height) Z-Fold mode (when the Document Insertion / Folding Unit-J1 is attached) 11" x 17": 30 sheets LGL and LTRR: 10 sheets

Table 53 – Staple Finisher-V1 Specifications Continued

Item	Specifications
Capacity Per Tray (Tray C)	Corner Stapling and Double Stapling LTR and EXEC: 200 sets (or 16 5/8" (423 mm) in height), or total 3,000 sheets 11" x 17", LGL, and LTRR: 100 sets (or 8 1/2" (216 mm) in height), or total 1,500 sheets Staple-Free (Eco) 11" x 17" and LTR: 200 sets * Thin (14 to 15 lb bond (52-59 g/m ²)): 1,500 sheets (or 8 1/2" (216 mm) in height)
Max. Stapling Capacity/Available Staple Size*	Corner Stapling and Double Stapling LTR and EXEC: 65 sheets (24 lb bond (90 g/m ²)) 11" x 17", LGL, and LTRR: 30 sheets (24 lb bond (90 g/m ²)) Staple-Free (Eco) 11" x 17" and LTR: 5 sheets (14 to 17 lb bond (52 to 64 g/m ²)) 4 sheets (17.3 to 21.7 lb bond (65 to 81.4 g/m ²)) 3 sheets (21.7 to 28 lb bond (81.5 to 105 g/m ²)) Manual Staple 65 sheets (24 lb bond (90 g/m ²)) * When the standard staple cartridge is attached. (The maximum stapling capacity may vary, depending on the paper type and weight.)
Power Source/Maximum Power Consumption	From the main unit/176 W or less (including the Puncher Unit)
Dimensions (W x L x H)	20 5/8" x 24 1/2" x 43 1/4" (525 x 623 x 1,099 mm) When the auxiliary tray is extended 24 3/4" x 24 1/2" x 45 3/4" (627 x 623 x 1,163 mm)
Weight	Approximately 77.2 lb (35 kg)
Installation Space Including the Main Unit (W x L)	68 3/4" x 2 x 30 5/8" (1,745 x 779 mm) When the auxiliary tray is extended and the right cover of the main unit is opened.

Table 54 – Booklet Finisher-V1 Specifications

Item	Specifications
Paper Size/Weight/Type	Size 11" x 17", LGL, LTR, LTRR, EXEC, STMTR, and Custom Size/Free Size (4" x 5 7/8" to 11 3/4" x 17" (100 x 148 mm to 297 x 431.8 mm) Weight 14 lb bond to 140 lb index (52 to 256 g/m²) Type* Thin, Plain, Heavy, Color, Recycled, Pre-Punched, Transparency, Tracing, Labels, Tab, Bond, Letterhead, and Coated * Coated paper can be loaded from the insertion unit only. The Eco (Staple-Free) mode cannot be used for heavy paper, transparencies, tracing paper, labels, tab paper, bond paper, letterhead, or coated paper. You cannot staple transparencies, tracing paper, or labels.
Capacity Per Tray (Tray A)	No Collating/Collate/Group LTR, EXEC, and STMTR: 250 sheets (or 1 7/8" (47 mm) in height) 11"x17", LGL, LTRR: 125 sheets (or 1" (24 mm) in height) Offset mode (Collate/Group) LTR and EXEC: 250 sheets (or 7/8" (47 mm) in height) 11" x 17" and LTRR: 125 sheets (or 1" (24 mm) in height)
Capacity Per Tray (Tray B)	No Collating/Collate/Group LTR, EXEC, and STMTR: 250 sheets (or 1 7/8" (47 mm) in height) 11"x17", LGL, LTRR: 125 sheets (or 1" (24 mm) in height) Offset mode (Collate/Group) LTR and EXEC: 250 sheets (or 7/8" (47 mm) in height) 11" x 17" and LTRR: 125 sheets (or 1" (24 mm) in height)
Capacity Per Tray (Tray C)	No Collating/Collate/Group LTR, EXEC, and STMTR: 3,000 sheets (or 16 5/8" (423 mm) in height)* 11" x 17", LGL, and LTRR: 1,500 sheets (or 8 1/2" (216 mm) in height) No Collating/Collate/Group mode with different paper sizes 1,500 sheets (or 8 1/2" (216 mm) in height) Offset mode (Collate/Group) LTR and EXEC: 3,000 sheets (or 16 5/8" (423 mm) in height)* 11" x 17", LGL, and LTRR: 1,500 sheets (or 8 1/2" (216 mm) in height) Z-Fold mode (when the Document Insertion / Folding Unit-J1 is attached) 11" x 17": 30 sheets LGL and LTRR: 10 sheets

Table 54 – Booklet Finisher-V1 Specifications Continued

Item	Specifications
Capacity Per Tray (Tray C)	Corner Stapling and Double Stapling LTR and EXEC: 200 sets (or 16 5/8" (423 mm) in height), or total 3,000 sheets 11" x 17", LGL, and LTRR: 100 sets (or 8 1/2" (216 mm) in height), or total 1,500 sheets Staple-Free (Eco) 11" x 17" and LTR: 200 sets * Thin (14 to 15 lb bond (52-59 g/m²)): 1,500 sheets (or 8 1/2" (216 mm) in height)
Max. Stapling Capacity/Available Staple Size*	Corner Stapling and Double Stapling LTR and EXEC: 65 sheets (24 lb bond (90 g/m²)) 11" x 17", LGL, and LTRR: 30 sheets (24 lb bond (90 g/m²)) Staple-Free (Eco) 11" x 17" and LTR: 5 sheets (14 to 17 lb bond (52 to 64 g/m²)) 4 sheets (17.3 to 21.7 lb bond (65 to 81.4 g/m²)) 3 sheets (21.7 to 28 lb bond (81.5 to 105 g/m²)) Manual Staple 65 sheets (24 lb bond (90 g/m²)) * When the standard staple cartridge is attached. (The maximum stapling capacity may vary, depending on the paper type and weight.)
Max. Saddle Stitch Capacity/Available Saddle Stitch Size*	Saddle Stitch 20 sheets/10 sets (22 lb bond (81 g/m²)) (including 1 cover sheet up to 140 lb index (256 g/m²)) Saddle Folding 3 sheets/25 sets (14 to 28 lb bond (52 to 105 g/m²)) Size 11" x 17", LGL, LTRR, and Custom Size (7 3/4" x 10 5/8" to 12" x 18" (195.0 x 270 mm to 304.8 x 457.2 mm)) Cover Weight Requires the paper weight of the main document (more than 17 lb bond (64 g/m²)) or more. * Available Saddle Stitch capacity may vary, depending on the paper type and weight.
Power Source/Maximum Power Consumption	From the main unit/176 W or less (including the Puncher Unit)
Dimensions (W x L x H)	20 5/8" x 24 1/2" x 43 1/4" (525 x 623 x 1,099 mm) When the auxiliary tray is extended 24 3/4" x 24 1/2" x 45 3/4" (627 x 623 x 1,163 mm)
Weight	Approximately 127.9 lb (58 kg)
Installation Space Including the Main Unit (W x L)*1	68 3/4" x 2 x 30 5/8" (1,745 x 779 mm) When the auxiliary tray is extended and the right cover of the main unit is opened.

Table 55 – 2/3 Hole Puncher-A1 Specifications

Item	Specifications
Paper Size/Weight/Type	Size Two Holes: 11" x 17", LGL, LTR, LTRR, and EXEC Three Holes: 11" x 17", LTR, and EXEC Weight 14 lb bond to 140 lb index (52 to 256 g/m ²) Type Thin, Plain, Heavy, Color, Recycled, Pre-punched, Tab, Bond, Letterhead, and Coated
Punch Hole Quantity, Hole Diameter	Two or Three Holes: 3/8" (8 mm)
Distance between Punch Holes	Two Holes: 2 3/4" (70 mm) Three Holes: 4 1/4" (108 mm)
Punch Waste Tray Capacity*	Two Holes: Approximately 10,000 sheets (18.1 lb bond (68 g/m ²)) Three Holes: Approximately 3,000 sheets (20 lb bond (75 g/m ²)) *The figure may differ, depending on the surrounding environment, paper type, and paper weight.
Power Source	From the main unit
Dimensions (W x L x H)	Inside the finisher
Weight	Approximately 6.7 lb (3.0 kg)

Table 56 – Copy Card Reader-F1 Specifications

Item	Specifications
Available Cards	Magnetic
Card Readout Method	Magnetic readout
Magnetic Card Reading Direction	Face up
Store/Replay	Replay
Power Source	From the main unit
Dimensions (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 57 – Super G3 Fax Board-AS1 Specifications

NOTE: Specifications remain the same even when the Super G3 2nd Line Fax Board-AS1 or Super G3 3rd/4th Line Fax Board-AS1 is installed.

Item	Specifications
Telephone Line Used*1	Public Switched Telephone Network
Scan Line Density (Scan Transmission)	Normal: 8 pels*2/mm x 3.85 line/mm Fine: 8 pels*2/mm x 7.7 line/mm Super-Fine: 8 pels*2/mm x 15.4 line/mm Ultra-Fine: 16 pels*2/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" to STMTR
Receiving Paper Sizes	11" x 17" to STMTR
Transmission Times	JBIG: Approximately 2.6 seconds
Auto Dial Function	Address Book: 1,800 destinations (including destinations stored in one-touch buttons)
Image Memory	Approximately 6,000 pages

*1 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.

*2 Pels stands for picture elements (pixels).

Table 58 – System Environment

Item	Specifications
WSD Scan	Windows 7 SP1 Windows 8 Windows 8.1
System requirements for the Remote UI *	Windows OS(Operating System): Windows Vista SP2 Windows 7 SP1 Windows 8 Windows 8.1 Web Browser: Internet Explorer 8 and later Mac OS OS(Operating System): Mac OS X 10.7 Lion and later Web Browser: Safari 5.1 and later *Before changing the settings of the machine, set your Web browser to enable all cookies and use JavaScript.
Compatible mail forwarding server software	Microsoft Exchange Server 2003 SP2 Microsoft Exchange Server 2007 SP3 Microsoft Exchange Server 2010 Microsoft Exchange Server 2013 Lotus Domino R7.0 Sendmail 8.14.4
Compatible mail receiving server software	Microsoft Exchange Server 2003 SP2 Microsoft Exchange Server 2007 SP3 Microsoft Exchange Server 2010 Microsoft Exchange Server 2013 Lotus Domino R7.0 Qpopper 4.0.19
File servers available as destinations for file transmission	FTP Windows Vista SP2, Windows Server 2008 SP2: Internet Information Services 7.0 Windows 7: Internet Information Services 7.5 Windows 8, Windows Server 2012, Internet Information Services 8.0 Windows 8.1, Windows Server 2012 R2: Internet Information Services 8.5 Windows Server 2003 R2 SP2: Internet Information Services 6.0 Mac OS X 10.8/10.9/10.10 Solaris 10 Red Hat Linux 9 Windows (SMB) Windows Vista SP2 Windows 7 Windows 8 Windows 8.1 Windows Server 2003 R2 SP2 Windows Server 2008 R2 SP1 Windows Server 2012 Windows Server 2012 R2 Mac OS X 10.8/10.9/10.10 Red Hat Linux 9 WebDAV Windows Vista SP2, Windows Server 2008 SP1: Internet Information Services 7.0 Windows 7: Internet Information Services 7.5 Windows 8, Windows Server 2012: Internet Information Services 8.0 Windows 8.1, Windows Server 2012 R2: Internet Information Services 8.5 Windows Server 2003 R2 SP2: Internet Information Services 6.0 Mac OS X Server 10.8/10.9/10.10, Solaris 10, Red Hat Linux 9: Apache 2.0
Windows servers allowed for accessing	SMB server Windows Server 2008 Windows Server 2008 R2 Windows Server 2012 WebDAV server Windows Server 2008: IIS7.0 Windows Server 2008 R2: IIS7.5 Windows Server 2012: IIS8.0

Table 58 – System Environment Continued

Item	Specifications
Client computers allowed for accessing the Advanced Box	Windows Vista Windows 7 Windows 8 Windows 8.1
Types of LDAP servers	Windows Server 2003 R2 SP2 with Active Directory Windows Server 2008 SP2 with Active Directory Windows Server 2012 with Active Directory Windows Server 2012 R2 with Active Directory Lotus Notes Domino R7 and later
System requirements for the e-Manual	Internet Explorer 8.0/9.0/10.0/11.0 Firefox 24 ESR/26/29/30/31/31 ESR/32/33/34/35/36/37 Safari 7/8

Table 59 – Send Function (Scan Features)

Item	Specifications
Communication Protocol	FTP (TCP/IP), SMB (TCP/IP), and WebDAV
Data Format	TIFF, JPEG, PDF, XPS, and OOXML (PowerPoint, PowerPoint (OCR), and Word)
Resolution	100 x 100 dpi, 150 x 150 dpi, 200 x 100 dpi, 200 x 200 dpi, 200 x 400 dpi, 300 x 300 dpi, 400 x 400 dpi, 600 x 600 dpi
Interface	1000BASE-T, 100BASE-TX, and 10BASE-T
Colour Mode	Automatic-Colour Select (Full Colour/Grayscale), Automatic-Colour Select (Full Colour/Black-and-White), Full Colour, Grayscale, and Black-and-White
Original Type	Text, Text/Photo, and Photo
Other	Preview and Browse Windows (SMB) File Server
Optional PDF/XPS/OOXML Functions	PDF Compact, Trace and Smooth, Encryption, OCR, Device Signature, User Signature, Optimization for Web*1, and PDF/A-1b
	XPS Compact, Device Signature, and User Signature

*1 PDF files optimized for Web viewing.

Table 60 – Scan Function

Item	Specifications
Original Size	LTR
Scanning Side	Simplex
Color mode	Color
Resolution	300 dpi
File format	BMP, JPEG, PNG, TIFF

Table 61 – Send Function (E-Mail and I-Fax Features)

Item	Specifications
Communication Protocol	SMTP and POP3
I-Fax Communication Mode	Simple and Full
Resolution	For Sending E-mail 100 x 100 dpi, 150 x 150 dpi, 200 x 100 dpi, 200 x 200 dpi, 200 x 400 dpi, 300 x 300 dpi, 400 x 400 dpi, 600 x 600 dpi
	For Sending I-Fax 200 x 100 dpi, 200 x 200 dpi, 200 x 400 dpi*1, 300 x 300 dpi*1, 400 x 400 dpi*1, 600 x 600 dpi*1
Format	E-mail TIFF, JPEG, PDF, XPS, and OOXML (PowerPoint, PowerPoint (OCR), and Word)
	I-Fax TIFF (MH, MR*1, and MMR*1)
Original Size	E-mail 11" x 17", LGL, LTR, and STMT
	I-Fax 11" x 17", LGL*2, LTR, and STMT*2
Other	Searches a destination via the LDAP Server and Preview
Optional PDF/XPS/OOXML Functions (E-mail only)	PDF Compact, Trace and Smooth, Encryption, OCR, Device Signature, User Signature, Optimization for Web*3, and PDF/A-1b
	XPS Compact, Device Signature, and User Signature

*1 Available after setting RX conditions of the destination.

*2 Sent as LTR.

*3 PDF files optimized for Web viewing.

Table 62 – Network Environment Wired LAN Specifications

Item	Specifications
Network Interface	10Base-T/100Base-TX/1000Base-T (RJ-45)
Protocol Supported	TCP/IP Frame type: Ethernet II Print applications: LPD/Raw/IPP/IPPS/FTP/WSD/SMB
	AppleTalk Frame type: Ethernet SNAP Print application: PAP (Printer Access Protocol)

Table 63 – Network Environment Wireless LAN Specifications

Item	Specifications
Standard	IEEE 802.11g, IEEE 802.11b, IEEE 802.11n
Transmission Scheme	DS-SS System, OFDM System, Half Duplex
Frequency Range	2,412 to 2,472 GHz
Communication Mode	Infrastructure Mode Access Point Mode
Security	Infrastructure Mode 128 (104)/64 (40) bit WEP WPA-PSK (TKIP/AES-CCMP) WPA2-PSK (TKIP/AES-CCMP) Access Point Mode WPA2-PSK (AES-CCMP)
Connection Method	WPS (Wi-Fi Protected Setup), Manual setup

Table 64 – Printer Settings

Item	Specifications
Hardware Specifications	
Maximum Number of Files for Hold Queue	2,000 files (30,000 pages)
Software Specifications	
Operating Modes	Auto, PS, PCL, XPS, Imaging, and PDF
Resident Fonts	PCL: 93 Scalable fonts, 2 OCR fonts, and Andale Font*1 (Japanese, Korean, Simplified Chinese, and Traditional Chinese) PS: 136 Scalable fonts When using the Direct Print (for PDF/XPS): Japanese Fonts: 2 Heisei fonts*2 (Heisei Mincho W3/Heisei Kaku Gothic W5) European Fonts:136 fonts*2 *1 The optional PCL International Font Set needs to be activated to use Andale® and WorldType® Collection, or Andale Mono WT. *2 These fonts are included for use with PDF files.
Printable Area	PCL5c and PCL6: Reduced to 3/16" (4.2 mm) from the top, bottom, left, and right edges of the paper. PostScript 3: Reduced to 3/16" (4 mm) from the top, bottom, left, and right edges of the paper. When printing in the Expand Print Region and Print mode, the upper margin becomes 1/8" (2.5 mm), the lower margin becomes 1/8" (2.5 mm), and the side margins both become 1/8" (2.5 mm). The printable area is enlarged. When an original has data that extends all the way to the edges, even if you select [Expand Print Region and Print], the periphery of the data may be cut off when printing. In this case, specify the reduction ratio in the printer driver so that data is not cut off, and perform printing again.
File format	When using the Direct Print: PDF, PS/EPS, TIFF/JPEG, XPS

Table 65 – Storage Space Function - Advanced Box

Item	Specifications
Storage Capacity	Maximum capacity per file: 2 GB Maximum number of files (including folders) a single directory can hold: 1,000 Maximum number of files (including folders) the Advanced Box can hold: 100,000
Allocated Space	16 GB (can be expanded to 480 GB by an additional optional HDD)
Number of Documents Allowed for Storing	999 pages (1,000 pages when two-sided documents are scanned from the feeder)
Number of Clients Allowed for Accessing*	SMB: 64 WebDAV: 3 *Number of client machines allowed to access the Advanced Box at a time

Table 66 – Storage Space Function - Mail Box

Item	Specifications
Number of Boxes	100 boxes
File Format for Storing	Proprietary format
Storage Capacity	2,000 files (30,000 pages)
Data Storage Period	3 days (can be changed from the Settings/Registration screen)
Resolution Available when Sending Faxes/I-Faxes	600 dpi or less

C. Canon imageRUNNER ADVANCE 6575i/6565i/6555i Series Limited Warranty

CANON imageRUNNER ADVANCE 6575i/6565i/6555i SERIES LIMITED WARRANTY

Canon U.S.A., Inc. or Canon Canada Inc. (as applicable, "Canon") warrants the imageRUNNER ADVANCE 6575i/6565i/6555i 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 200,000 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.

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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 GUARANTY, 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. GPR-37/38 Drum Unit Limited Warranty

CANON GPR-37/38 DRUM LIMITED WARRANTY

Canon U.S.A., Inc. and Canon Canada, Inc. (collectively "Canon") warrant the GPR-37/38 Drum incorporated into the imageRUNNER ADVANCE product (the "Product") packaged with this Limited Warranty (the "Drum") to be free from defects in workmanship and materials under normal use and service, other than exterior defects, such as nicks, scratches, or dents, for 30 days after delivery to the original purchaser of the Drum or use of it to make 100,000 prints or copies, whichever comes first (the "Warranty Period"). If the Drum proves to be defective within this Warranty Period, Canon shall, at its sole option, replace it without charge.

Following the expiration of the 30-day Warranty Period and continuing for a period of one-year after delivery to the original purchaser of the Drum or use of it to make a maximum of 2,000,000 prints or copies, (or a combination of both) whichever comes first, Canon shall provide a credit ("Credit") to the original purchaser toward the purchase of a replacement Drum if the Drum fails to operate under normal use and service by reason of any defect in workmanship and materials, other than exterior defects, such as nicks, scratches, or dents. The Credit shall be a percentage of Canon's then current dealer price for the replacement Drum determined as set forth in the example below.

THIS WARRANTY IS 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 THE DRUM. NO OTHER EXPRESS WARRANTY, CONDITION OR GUARANTY, EXCEPT AS MENTIONED ABOVE, GIVEN BY ANY PERSON, FIRM OR CORPORATION WITH RESPECT TO THE DRUM SHALL BIND CANON OR ANY AUTHORIZED SERVICE DEALER. NO WARRANTY IS GIVEN ON ANY USED DRUM.

THIS WARRANTY SHALL BE VOID AND OF NO FORCE AND EFFECT IF THE DRUM IS DAMAGED AS A RESULT OF (A) ABUSE, NEGLIGENCE, MISHANDLING, OR ALTERATION OF THE DRUM, A PRODUCT ACCESSORY OR A PRODUCT IN WHICH THE DRUM IS INCORPORATED, ELECTRIC CURRENT FLUCTUATION, EXPOSURE TO LIGHT, OR ACCIDENT, (B) IMPROPER USE, INCLUDING FAILURE TO FOLLOW OPERATING OR MAINTENANCE INSTRUCTIONS IN, OR ENVIRONMENTAL CONDITIONS PRESCRIBED IN, CANON'S OPERATOR'S MANUAL OR OTHER DOCUMENTATION, (C) INSTALLATION OR REPAIR BY OTHER THAN SERVICE REPRESENTATIVES QUALIFIED BY CANON WHO ARE ACTING IN ACCORDANCE WITH CANON'S SERVICE BULLETINS, OR (D) USE OF SUPPLIES OR PARTS (OTHER THAN THOSE DISTRIBUTED BY CANON) WHICH DAMAGE THE DRUM OR CAUSE ABNORMALLY FREQUENT SERVICE CALLS OR SERVICE PROBLEMS. NOR DOES THIS WARRANTY EXTEND TO ANY DRUM ON WHICH THE ORIGINAL IDENTIFICATION MARKS OR SERIAL NUMBERS HAVE BEEN DEFACED, REMOVED, OR ALTERED.

NEITHER CANON NOR ANY CANON AUTHORIZED SERVICE DEALER SHALL BE LIABLE FOR PERSONAL INJURY OR PROPERTY DAMAGE (UNLESS CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY CANON AUTHORIZED SERVICE DEALER), LOSS OF REVENUE OR PROFIT, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, EXPENDITURES FOR SUBSTITUTE EQUIPMENT OR SERVICES, LOSS OR CORRUPTION OF DATA, STORAGE CHARGES OR OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE DRUM, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED AND EVEN IF CANON OR ANY AUTHORIZED SERVICE DEALER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST CANON OR ANY CANON AUTHORIZED SERVICE DEALER BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE DRUM 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 ANY DRUM NOT CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY CANON AUTHORIZED SERVICE DEALER. THIS WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THE DRUM AND STATES SUCH PURCHASER'S EXCLUSIVE REMEDY.

CONDITIONS OF WARRANTY

The defective Drum must be returned to your Canon Authorized Service Dealer, with all necessary documentation (machine log, a sample copy or other documents as required from time to time) to receive the Credit or replacement Drum. Credits will be based on the then current dealer price of the replacement Drum, and will be pro-rated based on the prints or copies made, or a combination of both, as described in the Example of Credit below.

EXAMPLE OF CREDIT

Drum inoperative after: 1,000,000 prints/copies in one-year or less after delivery to original purchaser.

Calculation of the Credit may be illustrated by the following example:

$$\text{Calculation: } \frac{2,000,000 - 1,000,000}{2,000,000} = \frac{1,000,000}{2,000,000} = 50\% \text{ of the dealer price of the replacement Drum}$$

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



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