

Canon



**imageRUNNER
ADVANCE**

**C5255 / C5250
C5240A / C5235A**



Service Guide

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

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REVISION HISTORY

Revision	Date	Sections	Details
	October 2012	All	Release of the imageRUNNER ADVANCE C5200 Series Service Guide.
1	January 2013	All	Update to the ColorPASS GX400
2	May 2013	II	Update Hardware Accessory Options
3	March 2014	All	Addition of the imageRUNNER ADVANCE C5240A and imageRUNNER ADVANCE C5235A

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I. Product Overview and Configuration

A. Overview

The Canon imageRUNNER ADVANCE C5200 Series consists of the imageRUNNER ADVANCE C5255/C5250/C5240A/C5235A and the imageRUNNER ADVANCE C5240 Printer Model. These models are the successor models to the imageRUNNER ADVANCE C5051/C5045/C5035 and C5030 models.

These models bring the following capabilities to users in a mid- to low-volume office environment:

- Print and Copy Speeds using LTR (letter-sized) paper:

	imageRUNNER ADVANCE C5255	imageRUNNER ADVANCE C5250	imageRUNNER ADVANCE C5240A	imageRUNNER ADVANCE C5235A
B&W (Black and White)	Up to 55 ppm (pages-per-minute)	Up to 50 ppm	Up to 40 ppm	Up to 35 ppm
Color	Up to 51 ppm	Up to 45 ppm	Up to 35 ppm	Up to 30 ppm

- The imageRUNNER ADVANCE C5255/C5250 include the Single-Pass Duplexing Automatic Document Feeder (ADF) with a 150-sheet capacity (20 lb bond (80 g/m²)).
- The imageRUNNER ADVANCE C5240A/C5235A are the successor to the imageRUNNER ADVANCE C5240/C5235 and includes the Single-Pass Duplexing ADF with a 150-sheet capacity (20 lb bond (80 g/m²)).
- The imageRUNNER ADVANCE C5240 Printer Model is a printer only version of the imageRUNNER ADVANCE C5240A and includes a printer cover in place of the ADF.
- Standard 160 GB hard disk drive (HDD) that is expandable to a 1 TB HDD and 2 GB of RAM (Random Access Memory) expandable to 2.5 GB.
- A maximum paper size of 12" x 18" is supported. The standard paper sources (two paper cassettes and one multi-purpose tray) can hold a maximum of 1,200 sheets of paper. Adding the optional Cassette Feeding Unit-AD2 and Paper Deck Unit-B2, the device can hold a maximum of 5,000 sheets.
- Standard USB memory support. Two USB ports (one is on the right side of the control panel, and another on the back right of the main unit) are available for scanning to or printing from USB memory media. SD memory cards, SDHC memory cards, CF (Compact Flash) cards, Microdrives, Memory Stick, Memory Stick PRO, and other types of memory media can be used if the optional Multimedia Reader/Writer is installed.
- Advanced RAPID Fusing Technology for quick warm up times and first copy output times.
- Compact E-Drum increases halftone density for print quality consistency.
- Standard Color Send and UFR II printing.

- All imageRUNNER ADVANCE C5200 Series machines are ENERGY STAR qualified.¹
- The ability to activate optional software products via the License Management System. Refer to the [LMS \(License Management System\)](#) section for further details.

Table 1 - imageRUNNER ADVANCE C5200 Series Comparison

Feature			imageRUNNER ADVANCE			
			C5255	C5250	C5240A	C5235A
Copy / Print Speed (ppm) (LTR)		B&W	Up to 55	Up to 50	Up to 40	Up to 35
		Color	Up to 51	Up to 45	Up to 35	Up to 30
Optimum Copy Volume (copies/prints) (Approximately)			12,000 – 60,000	10,000 – 50,000	8,000 – 45,000	5,000 – 30,000
Scan Speed (LTR, 300 dpi)	Simplex	B&W	75 ipm (images per minute)			
		Color				
	Duplex	B&W	120 ipm			
		Color				
Scan Speed (LTR, 600 dpi) ²	Simplex	B&W	75 ipm			
		Color	51 ipm			
	Duplex	B&W	75 ipm			
		Color	51 ipm			
Resolution		Scan	Up to 600 x 600 dpi			
		Copy				
		Print	Up to 1,200 x 1,200 dpi			
ADF (Automatic Document Feeder)			Single-Pass Duplexing ADF (Standard)			
ADF Capacity (20 lb bond (80 g/m ²))			Up to 150 sheets			
Maximum Paper Size	Cassette 1		12" x 15 3/8"			
	Cassette 2, 3, and 4 ³		12" x 18"			
	Multi-Purpose Tray		12 5/8" x 18"			
Paper Weight	Cassettes		14 lb bond to 80 lb cover (52 to 220 g/m ²)			
	Multi-Purpose Tray		14 lb bond to 140 lb index (52 to 256 g/m ²)			
Paper Capacity (Standard)	Cassettes		Up to 550 sheets (20 lb bond (80 g/m ²)) x 2			
	Multi-Purpose Tray		Up to 100 sheets (20 lb bond (80 g/m ²))			
Paper Capacity	Standard		Two Paper Cassettes: Up to 550 sheets each Multi-Purpose Tray: Up to 100 sheets			
	Optional		Two Paper Cassettes: Up to 550 sheets each Paper Deck Unit-B2: Up to 3,500 sheets			
	Maximum		Up to 5,000 sheets			
Multiple Copies			1 to 999 sheets			
Printer Memory	Standard		2 GB			
	Maximum		2.5 GB			
Hard Disk Drive	Standard		160 GB			
	Maximum		1 TB			
Warm Up Time (at a room temp. of 68°F (20°C))	From Power On		Approximately 31 seconds			
	From Sleep Mode		Approximately 18 seconds		Approximately 15 seconds	

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

2 Requires the optional Additional Memory Type-D (512 MB).

3 Paper drawers 3 and 4 are optional with the Cassette Feeding Unit-AD2.

Table 1 - imageRUNNER ADVANCE C5200 Series Comparison (Continued)

Feature		imageRUNNER ADVANCE			
		C5255	C5250	C5240A	C5235A
FCOT (First Copy Output Time)	B&W	Approximately 3.9 seconds		Approximately 5.4 seconds	
	Color	Approximately 6.0 seconds		Approximately 8.1 seconds	
Toner Yield (LTR)	B&W	Approximately 44,000 images		Approximately 36,000 images	
	Color	Approximately 38,000 images		Approximately 27,000 images	
Drum Yield (LTR)	B&W	Approximately 171,000		Approximately 169,000	
	Color	Approximately 85,000		Approximately 59,000	
Copy		Standard			
Store	Mail Box	Standard			
	Advanced Box	Standard			
	USB Media Support	Standard (Scan) ⁴			
Print	imagePASS (Embedded)	Optional imagePASS-B2 ^{5, 6}			
	ColorPASS (Server)	Optional ColorPASS-GX400 ^{5, 6, 7, 8}			
	UFR II	Standard			
	PCL	Optional: - PCL Printer Kit-AR1 ⁹ - imagePASS-B2 ^{5, 6}			
	Direct Print	Standard: (JPEG, TIFF)			
		Optional: - Direct Printer Kit (for PDF/XPS)-H1 ⁶, (PDF, XPS) - PS Printer Kit-AR1 ^{5, 6} , (PDF only)			
	PostScript	Optional: - PS Printer Kit-AR1 ^{6, 9} - imagePASS-B2 ^{5, 6} - ColorPASS-GX400 ^{5, 6, 7, 8}			
Send	Universal Send	Standard			
	PDF High Compression	Standard			
	Searchable PDF	Standard			
	OOXML	Standard			
	PDF Advanced Feature Set	Optional ¹⁰			
	PDF Security Feature Set	Optional ¹¹			
	PDF Digital User Signature	Optional			

⁴ The optional Multimedia Reader/Writer adds support for SD Card, Compact Flash, Memory Stick, and Micro Drive.

⁵ PCL Printer Kit-AR1, PS Printer Kit-AR1. imagePASS-B2 and ColorPASS-GX400 cannot be installed at the same time.

⁶ Requires Additional Memory Type D (512MB).

⁷ Can be attached to the imageRUNNER ADVANCE C5255 only

⁸ Not available at the time of the imageRUNNER ADVANCE C5200 Series product launch

⁹ Cannot be installed with ColorPASS-GX400 or imagePASS-B2 controller.

¹⁰ Includes Trace & Smooth PDF, and PDF with Adobe Reader Extensions format support.

¹¹ Includes Digital Device Signature (PDF/XPS) and Encrypted PDF modes.

Table 1 - imageRUNNER ADVANCE C5200 Series Comparison (Continued)

Feature		imageRUNNER ADVANCE			
		C5255	C5250	C5240A	C5235A
Fax	Single Line	Optional w/Super G3 FAX Board-AE2			
	2 nd Line	Optional w/Super G3 2 nd Line Fax Board-AE1			
	3 rd /4 th Line	Optional w/Super G3 3 rd /4 th Line Fax Board-AE1			
	Remote Fax	Optional w/Remote Fax Kit-A1			
Network		Standard Ethernet 1000Base-T/100Base-TX/10Base-T Optional Wireless LAN w/Wireless LAN Kit			
Remote UI		Standard			
MEAP Capability		Standard			
AMS (Access Management System)		Standard			

B. Configuration

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

Table 2 – Configuration

Item	Part Number ¹²
imageRUNNER ADVANCE C5255 with the optional Saddle Finisher and External 2/3 Hole Puncher 	
imageRUNNER ADVANCE C5255 Base Model ¹³	5558B003AA
imageRUNNER ADVANCE C5250 Base Model ¹³	5559B003AA
imageRUNNER ADVANCE C5240A Base Model ¹³	5560B055AA
imageRUNNER ADVANCE C5235A Base Model ¹³	5561B066AA
imageRUNNER ADVANCE C5240 Printer Model ¹⁴	5560B012AA

¹² Part numbers are subject to change without notice.

¹³ Ships standard with 2 x 550-sheet Paper Cassettes, UFR II Printing, Color Universal Send with PDF High Compression, Searchable PDF/XPS, OOXML (Scan to Word and PPT), Access Management System, HDD Data Erase, IP Sec, Single Pass Duplexing Automatic Document Feeder, Color Image Reader, Ethernet 1000Base-T/100Base-TX/10Base-T, USB 2.0 high speed connectivity, Color Network ScanGear and Drum Units.

¹⁴ Ships standard with 2 x 550-sheet Paper Cassettes, UFR II Printing, Access Management System, Printer Cover, Ethernet 1000Base-T/100Base-TX/10Base-T, USB 2.0 high speed connectivity and Drum Units. Please note Printer Cover is shipped separately.

Table 3 – Hardware Accessories

Hardware Accessories	
Item	Part Number ¹²
Cassette Feeding Unit-AD2 ¹⁵	3654B007AA
Cabinet Type-B1 ¹⁵	4363B001AA
Paper Deck Unit-B2 ¹⁶	3655B004AA
Inner 2-way Tray-F1 ¹⁷	3661B001AB
Inner Finisher-E1 ¹⁷	5589B001AA
Inner Finisher Additional Tray-A1	3662B001AB
Staple Finisher-J1 (Includes the Buffer Pass Unit-G1) ¹⁷	5587B002AA
Booklet Finisher-J1 (Includes the Buffer Pass Unit-G1) ¹⁷	5588B002AA
External 2/3 Hole Puncher-B2 ¹⁸	3660B006AA
FL Cassette-AG1 ¹⁹	3663B001AA
FL Cassette-AH1 ²⁰	3664B001AA
Envelope Feeder Attachment-D1 ²¹	3665B001AB
Tab Feeding Attachment Kit-B1 ^{21 22}	6793A004AA
Copy Tray-J1 ²³	8815A001AB
Utility Tray-A2	3723B002AA
USB Key Board (Cherry) ²⁴	1266V426
Key Switch Unit-A2	8203A002AA
Copy Card Reader-F1 ²⁵	4784B001AA
Copy Card Reader Attachment Kit-B3	3684B003AA
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 ²⁶	3726B001AA
Convenience Stapler-B1	1727V838
Universal Keyboard Stand-A1	2212V477
Card Reader Assembly for Universal Keyboard Stand	2212V478

¹² Part numbers are subject to change without notice.

¹⁵ The Cassette Feeding Unit-AD2 and Cabinet Type-B1 cannot be installed at the same time.

¹⁶ Cassette Feeding Unit-AD2 is required to install the Paper Deck Unit-B2.

¹⁷ The Staple Finisher-J1, Booklet Finisher-J1, Inner Finisher-E1, and Inner 2-Way Tray-F1 cannot be installed at the same time.

¹⁸ Requires the Staple Finisher-J1 or Booklet Finisher-J1.

¹⁹ Optional replacement 12" x 18" cassette for Paper Drawers 2, 3, and 4.

²⁰ Optional replacement LGL (Legal) cassette for Paper Drawer 1.

²¹ Can only be installed in Paper Drawer 2.

²² If the Inner Finisher-E1 is installed, Copy Tray-J1 is required for tab output.

²³ Cannot be installed with Staple Finisher-J1 or Booklet Finisher-J1.

²⁴ When installing USB Keyboard it is recommended to install the Utility Tray-A2 or Universal Keyboard Stand-A1

²⁵ Requires the Copy Card Reader Attachment Kit-B3

²⁶ Cannot be installed if Copy Card Reader-F1 is installed.

Table 4 – System Accessories

System Accessories		
Item	Box Part Number ¹²	eLAN Number ²⁷
PCL Printer Kit-AR1 ²⁸	5592B002AA	5592B005AA
PCL International Font Set-A1 ²⁹	4821B001AA	4821B003AA
PS Printer Kit-AR1 ²⁸ 6	5593B002AA	5593B005AA
Direct Printer Kit (for PDF/XPS)-H1 6 ³⁰	3674B002AA	3674B004AA
Encrypted Secure Print Software-D1	1337B006AB	1337B011AA
Barcode Printing Kit-D1 ²⁹	3999B001AA	3999B004AA
Web Access Software-H1 ³¹	2738B006AA	2738B007AA
Universal Send Advanced Feature Set-F1 ³⁰	3405B015AA	3405B016AA
Universal Send Security Feature Set-D1 ³⁰	3406B002AA	3406B006AA
Universal Send Digital User Signature Kit-C1 ³²	1326B010AA	1326B013AA
Super G3 FAX Board-AE2	3675B012AA	-
Super G3 2 nd Line Fax Board-AE1 ³³	3676B002AA	-
Super G3 3 rd /4 th Line Fax Board-AE1 ³⁴	3677B002AA	-
Remote Fax Kit-A1 ³⁵	3679B002AA	3679B005AA
Secure Watermark-B1	1082B006AA	1082B010AA
USB Device Port-E3	5594B003AA	-
Multimedia Reader/Writer-A2 ³⁶	3721B002AA	-
Additional Memory Type D (512 MB) ³⁷	5595B001AA	-
Document Scan Lock Kit-B1	3840B007AA	-
HDD Data Encryption & Mirroring Kit-C7 ³⁸ 39	3718B004AA	-
Removable HDD Kit-AC1 ⁴⁰	3715B001AA	-
HDD Data Erase Scheduler V2.2 ⁴¹	-	4164BJ92AA

12 Part numbers are subject to change without notice.

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

28 Cannot be installed with ColorPASS-GX400 or imagePASS-B2 controller.

29 Requires the PCL Printer Kit-AR1.

30 Contains multiple options. Current (tangible) item requires multiple LANs to generate multiple license keys for activation. New eLAN item (intangible) utilizes single eLAN to generate multiple license keys or files for activation.

31 Requires the PS Printer Kit-AR1 or Direct Print Kit (for PDF/XPS)-H1 to print PDF files.

32 SSO-H settings are required.

33 Requires the optional Super G3 FAX Board-AE2.

34 Requires the Super G3 FAX Board-AE2, Super G3 2nd Line Fax Board-AE2, and Additional Memory Type D (512 MB).

35 Cannot be installed with the Super G3 FAX Board-AE2.

36 Requires the optional USB Device Port-E3.

37 Required for 600 dpi color scanning and the 3rd/4th fax line.

38 HDD Mirroring feature requires two hard drives, either one additional 2.5inch/160GB HDD-G1 with standard 160GB HDD or two 2.5 inch/1TB HDD-H1 replacing standard 160GB HDD.

39 HDD Encryption function can be enabled without HDD Mirroring. Second HDD is not required for HDD Encryption.

40 Cannot be configured with the 2.5inch/1TB HDD-H1.

41 Requires firmware V 17.10 or higher

Table 4 – System Accessories (Continued)

System Accessories		
Item	Box Part Number ¹²	eLAN Number ²⁸
2.5 inch/160 GB HDD-G1 ⁴²	5596B001BA	-
2.5 inch/1 TB HDD-H1	5597B001AA	-
Voice Guidance Kit-F2 ⁴³	3681B003AA	-
Voice Operation Kit-C2 ⁴³	3682B004AB	-
Remote Operators Software Kit-B1	4001B002AA	4001B004AA
iR-ADV Security Kit-C1 for IEEE 2600.1 Common Criteria Certification Set	5598B006AA	-
Silex Wireless Bridge SX-2500CG	8034B002AA	-

¹² Part numbers are subject to change without notice.

²⁷ The eLAN (Electronic License Access Number) is delivered via the CNA (Canon Network Access) Web Site.

Table 5 – System Connectivity Accessories

System Accessories		
Item	Box Part Number ¹²	eLAN Number ²⁸
imagePASS-B2 ⁵ ⁶	5348B001AA	-
Hot Folder v3 (for imagePASS-B2)	0123B004AA	-
Graphic Arts Productivity package	7752A025AA	-
ColorPASS-GX400 ⁵ ⁶ ⁴⁴ , ⁴⁵	5829B001AA	-
SeeQuence Impose (for imagePASS-B2 & ColorPASS-GX400)	6596A035AA	-
SeeQuence Compose	2351B003AA	-
SeeQuence Suite	7752A025AA	-
Removable Hard Disk Drive Kit-B1 (for ColorPASS-GX400)	0134B003AA	-
Graphic Arts Package, Premium Edition, V.2.2 (for ColorPASS-GX400)	7752A022AA	-
X-Rite Eye-One (for ColorPASS-GX400)	8002A004AA	-
Integrated Interface & Stand-A1 (for ColorPASS-GX400) ⁴⁶	1099V652	-

⁵ PCL Printer Kit-AR1, PS Printer Kit-AR1. imagePASS-B2 and ColorPASS-GX400 cannot be installed at the same time.

⁶ Requires Additional Memory Type D (512MB).

¹² Part numbers are subject to change without notice.

²⁷ The eLAN (Electronic License Access Number) is delivered via the CNA (Canon Network Access) Web Site.

⁴² For the HDD Mirroring function only. Cannot be used to increase storage capacity.

⁴³ The Voice Guidance Kit-F2 and Voice Operation Kit-C2 cannot be installed together.

⁴⁴ Ships standard with Hot Folder, Graphic Arts Feature Set. Paper Catalog Kit, Secure Erase and VDP Kit.

⁴⁵ For the imageRUNNER ADVANCE C5255 only.

⁴⁶ Comes with 22" LCD monitor, keyboard, mouse and stand.

Table 6 – Supplies and Consumables

Supplies and Consumables	
Item	Part Number ¹²
Stamp Ink CRG-C1	1857B001AA
Staple-J1 (for Staple Finisher-J1 & Booklet Finisher-J1 & Inner Finisher-E1) ⁴⁷	6707A001AC
Staple Cartridge-D2 (for Booklet Finisher-J1) ⁴⁸	0250A002AD

¹² Part numbers are subject to change without notice.

Table 7 – Drum and Toner

Drum and Toner	
Item	Part Number ¹²
GPR-30 Black Drum Unit ⁴⁹	2776B004BA
GPR-30 Color Drum Unit ⁴⁹	2777B004BA
GPR-31 Black Drum Unit ⁵⁰	2778B004BA
GPR-31 Color Drum Unit ⁵⁰	2779B004BA
GPR-30 Black Toner ⁴⁹	2789B003AA
GPR-30 Cyan Toner ⁴⁹	2793B003AA
GPR-30 Magenta Toner ⁴⁹	2797B003AA
GPR-30 Yellow Toner ⁴⁹	2801B003AA
GPR-31 Black Toner ⁵⁰	2790B003AA
GPR-31 Cyan Toner ⁵⁰	2794B003AA
GPR-31 Magenta Toner ⁵⁰	2798B003AA
GPR-31 Yellow Toner ⁵⁰	2802B003AA

¹² Part numbers are subject to change without notice.

⁴⁷ Used for corner/double stapling only. Three (3) cartridges per case, 5,000 staples per cartridge.

⁴⁸ Used for booklet finishing only. Three (3) cartridges per case, 2,000 staples per cartridge.

⁴⁹ For the imageRUNNER ADVANCE C5255 and C5250 only.

⁵⁰ For the imageRUNNER ADVANCE C5240A and C5235A only.

Table 8 – imageRUNNER ADVANCE Solutions

imageRUNNER ADVANCE Solutions		
Item	Box Part Number ¹²	eLAN Number ²⁷
imageRUNNER ADVANCE Desktop V3.0 1L with 3 yrs Software Maintenance	-	4140B397AA
imageRUNNER ADVANCE Desktop V3.0 5L with 3 yrs Software Maintenance	-	4140B398AA
imageRUNNER ADVANCE Desktop V3.0 20L with 3 yrs Software Maintenance	-	4140B399AA
imageRUNNER ADVANCE Desktop V3.0 10L NFR ⁵¹	-	4140B400AA
Workflow Composer w/ MEAP Connectors V2.2 1L (1 to 4 licenses) ⁵²	-	4165B073AA
Workflow Composer w/ MEAP Connectors V2.2 1L (5 to 19 licenses) ⁵³	-	4165B074AA
Workflow Composer w/ MEAP Connectors V2.2 1L (20 or more licenses) ⁵⁴	-	4165B075AA
Workflow Composer w/ MEAP Connectors V2.2 1L NFR	-	4165B079AA
imageRUNNER ADVANCE Tracker V1.3 1L (1 to 4 licenses) ⁵²	-	4148B396AA
imageRUNNER ADVANCE Tracker V1.3 1L (5 to 19 licenses) ⁵³	-	4148B397AA
imageRUNNER ADVANCE Tracker V1.3 1L (20 or more licenses) ⁵⁴	-	4148B398AA
imageRUNNER ADVANCE Tracker V1.3 1L NFR	-	4148B407AA
MEAP Connector for SharePoint Server v1.1 (1 Device) ⁵⁵	-	4165B036AB
AA PROX V2.3 with WFC & MEAP Connectors	-	5105B036AA
AA PROX V2.3 with Tracker	-	5105B037AA
AA PROX V2.3 Software Only ^{56 57}	-	4164BF13AA
AA PROX V2.3 NFR Software Only ^{56 57}	-	4164BF14AA
AA PROX V2.3 Starter Package ^{56 58}	5105B030AA	-
AA PROX V2.3 NFR Starter Kit ^{56 58}	5105B031AA	-
Authorized Send Kit V5.0 (1 License) ⁵⁶	-	4164BE36AA
Authorized Send Kit V5.0 (10 Licenses) ⁵⁶	-	4164BE37AA
Authorized Send Kit V5.0 (100 Licenses) ⁵⁶	-	4164BE38AA
Authorized Send Kit V5.0 (1 License NFR) ⁵⁶	-	4164BE39AA
imageWARE Document Server V2.0E 1L with 3 yrs Software Maintenance ⁵⁹	-	4143B039AB
imageWARE Document Server V2.0E 1L NFR	-	4143B045AB

¹² Part numbers are subject to change without notice.

⁵¹ This NFR License expires one (1) year from the date of registration.

⁵² This item requires an order of one (1) units or more. No Split Purchases.

⁵³ This item requires an order of one (5) units or more. No Split Purchases.

⁵⁴ This item requires an order of one (20) units or more. No Split Purchases.

⁵⁵ Workflow Composer must be installed. MEAP Connector for SharePoint Server 2007/2010 does not have Software Maintenance.

⁵⁶ AA PROX and Authorized Send Kit Jar file will be attained through download only from <http://www.canon.com/fau/downloads/>

⁵⁷ Software only. Supported RF IDEas pcProx Card Reader is required.

⁵⁸ Starter Package includes AA-PROX (1 License). RF IDEas pcProx Card Reader for HID Prox and HID Prox Sample Card Set (10 Cards). Device Port option is required.

⁵⁹ imageWARE Document Server Software and imageWARE Scan Manager DS Software ships standard with three years Software Maintenance.

Table 8 – imageRUNNER ADVANCE Solutions (Continued)

imageRUNNER ADVANCE Solutions		
Item	Box Part Number ¹²	eLAN Number ²⁷
Client Access License for imageWARE Document Server V2.0 5CAL	-	4143B046AB
Client Access License for imageWARE Document Server V2.0 20CAL	-	4143B047AB
Client Access License for imageWARE Document Server V2.0 100CAL	-	4143B048AB
Client Access License for imageWARE Document Server V2.0 10CAL NFR	-	4143B049AB
imageWARE Document Server 1L 1 yr Software Maintenance Extension ⁶⁰	7494A696AA	-
imageWARE Document Server V1.1 1L & DT 5L 1 yr Software Maintenance Extension ⁶⁰	7494A766AA	-
imageRUNNER ADVANCE Desktop 1L 1yr Maintenance Extension ⁶⁰	7494A752AA	-
imageRUNNER ADVANCE Desktop 5L 1 yr Software Maintenance Extension ⁶⁰	7494A689AA	-
imageRUNNER ADVANCE Desktop 20L 1yr Maintenance Extension ⁶⁰	7494A751AA	-
imageWARE Scan Manager DS V1.1E 1L with 3 yrs Software Maintenance ⁵⁹	7494A698AB	-
imageWARE Scan Manager DS V1.0/1.1 EFS 1L 1 yr Software Maintenance Extension ⁶⁰	7494A699AA	-
imageWARE Scan Manager DS V1.1E 1L NFR ⁶¹	7494A700AB	-

¹² Part numbers are subject to change without notice.

²⁷ The eLAN (Electronic License Access Number) is delivered via the CNA (Canon Network Access) Web Site.

⁶⁰ Software Maintenance Extensions can be purchased and registered up to 5 years in advance.

⁶¹ Up to three (3) NFR packages per showroom location are available.

II. Hardware Accessory Options

A. Duplex Color Image Reader Unit-E1

- Standard on the imageRUNNER ADVANCE C5255/C5250/5240A/5235A
- 2-Sided Single Pass
- 150-sheet capacity
- Scanning speed: Up to 120 ipm B&W and color duplex in 300 dpi

B. Cassette Feeding Unit-AD2



- 2 drawers that hold up to 550 sheets (20 lb bond (80 g/m²)) each
- Maximum paper size: 12" x 18"
- Paper weight: 14 lb bond to 80 lb cover (52 to 220 g/m²)
- The optional Paper Deck Unit-B2 can be attached.

C. Cabinet Type-B1



- Provides additional storage space for supplies
- The optional Cassette Feeding Unit-AD2 and Cabinet Type-B cannot be installed at the same time
- The optional Paper Deck Unit-B2 cannot be attached

D. Paper Deck Unit-B2



- Holds up to 2,700 sheets (@ 20 lb bond (80 g/m²))
- Supports LTR-sized paper only
- Paper weight: 14 lb bond to 80 lb cover (52 to 220 g/m²)
- Requires the Cassette Feeding Unit-AD2
- Cannot be installed with the Cabinet Type-B1

E. Tab Feeding Attachment Kit-B1

- Installed in the 2nd paper drawer of the Main Engine
- Enables printing on tab paper from the cassette tray
- The Tab Feeding Attachment Kit-B1 cannot be installed with the Envelope Feeder Attachment-D1

F. Envelope Feeder Attachment-D1



- Installed only in the 2nd paper drawer of the Main Engine
- Holds up to 50 envelopes (or envelopes stacked to approximately 1.18" (30 mm) in height)
- The Envelope Feeder Attachment-D1 cannot be installed with the Tab Feeding Attachment Kit-B1

G. Inner 2-Way Tray-F1



Provides two trays with a capacity of up to 350-sheets (up to 250-sheets for the upper tray and up to 100-sheets for the lower tray).

H. Inner Finisher-E1



- Contains one tray, which holds up to 500-sheets (80 g/m²)
- Can corner or double staple approximately 50 sheets of paper (LTR, 14 to 21 lb bond (52 to 81 g/m²)).
- Paper weight: 14 lb bond to 140 lb index (52 to 256 g/m²)

I. Inner Finisher Additional Tray-A1

- Adds an additional output tray to the Inner Finisher-E1
- When attached the Inner Finisher-E1 holds up to 100-sheets on the upper tray and up to 200-sheets on the lower tray

J. Staple Finisher-J1



- Contains two trays, which holds up to 3,000 sheets (1,300 sheets for top tray, 1,700 sheets for lower tray).
- Can corner or double staple up to 50 sheets of paper.
- Paper weight: 14 lb bond to 140 lb index (52 to 256 g/m²)
- Supports the optional External 2/3 Hole Puncher-B2 to provide hole punch capabilities.

K. Booklet Finisher-J1



- Contains two trays, which holds up to 3,000 sheets (1,300 sheets for top tray, 1,700 sheets for lower tray).
- Can corner or double staple up to 50 sheets of paper.
- Paper weight: 14 lb bond to 140 lb index (52 to 256 g/m²).
- 16-Sheet saddle stitch up to 12' X 18".
- Saddle stitch booklet capacity up to 25 sets
- V-Fold (1-Sheet Only)
- Supports the optional External 2/3 Hole Puncher-B2 to provide hole punch capabilities.

L. Copy Tray-J1



- 100-sheet output capacity
- Required for tab output when configured with Inner Finisher Additional Tray-A1

M. External 2/3 Hole Puncher-B2



- Provides 2-hole and 3-hole punch capabilities
- 2 hole punch for LGL, LTRR
- 3 hole punch for 11x17, LTR
- Supports 14 lb bond to 140 lb index (52 g/m² to 256 g/m²)
- The External 2/3 Hole Puncher-B1 requires the Staple Finisher-J1 or the Booklet Finisher-J1

N. Copy Card Reader-F1



- Supports up to 200 departments or users.
- Performs Department ID Management automatically. Users must insert a control card to access the machine.
- Requires the optional Copy Card Reader Attachment-B3.

O. 2.5 inch/160 GB HDD-G1

- Required for the HDD Mirroring function when the HDD Data Encryption & Mirroring Kit is installed.
- Does not increase the overall storage capacity of the machine.

P. 2.5 inch/1 TB HDD-H1

- Required to replace the machine's standard 160 GB hard disk drive to increase the HDD capacity to 1 TB.
- If the machine is configured with the optional HDD Data Encryption & Mirroring Kit, an additional 2.5 inch/1 TB HDD must be added to enable the Mirroring capability of the primary drive.

III. System Features and Options

A. Copy and Print Options

The functionality of the imageRUNNER ADVANCE C5200 Series can be expanded by installing the following system related optional accessories.

1. 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.
- PCL Printer Kit-AR1
- Supports the PCL5c/6 emulation printing solutions.
- Supports printing in true 1,200 x 1,200 dpi resolution with the Canon PCL6 Printer Driver.
- Requires license activation via the LMS.

2. PS Printer Kit-AR1

- Supports the PostScript printing solution.
- Supports printing in true 1,200 x 1,200 dpi resolution.
- Requires license activation via the LMS.
- Requires the Additional Memory Type D (512 MB).

3. PCL International Font Set-A1

- Provides Andale 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-AR1.
- Requires license activation via the LMS.

4. Barcode Printing Kit-D1

- Provides the ability to print 1D and 2D barcodes on output.
- Requires the PCL Printer Kit-AR1.
- Requires license activation via the LMS

5. **imagePASS-B2**

- A printer controller that attaches to the back of the imageRUNNER ADVANCE C5200 Series.
- The imagePASS-B2 supports Adobe PostScript 3, PCL5c, and PCL6.
- Suited for office environments where large print volumes are frequently processed, or for users who use Adobe PostScript or other PostScript applications.
- The imageRUNNER ADVANCE C5200 Series must have the optional Additional Memory Type D (512 MB) installed.
- UFR II (Ultra Fast Rendering II) is not supported.
- The imagePASS-B2 cannot be used with the Encrypted Secure Print Software-D1.
- The imagePASS-B2 cannot be installed with the ColorPASS-GX400.

6. **ColorPASS-GX400**

- An external print controller for the imageRUNNER ADVANCE C5255 only.
- The ColorPASS GX400 is positioned for CRD and Print-For-Pay markets that require print on demand functions or high-speed RIPs with workflow utilities. This controller is also suitable for users that require color adjustment functions.
- This controller offers extensive, variable data printing support and superior workflow management.
- The ColorPASS print controller supports Adobe PostScript 3.
- The ColorPASS print controller produces true 1,200 x 1,200 dpi print quality, and features the PostScript 3 print language.
- The ColorPASS-GX400 is packaged with Command Workstation 5.3 software.
- The imageRUNNER ADVANCE 5255 must have the optional Additional Memory Type D (512 MB) installed.
- UFR II (Ultra Fast Rendering II) is not supported.
- The ColorPASS-GX400 cannot be used with the Encrypted Secure Print Software-D1.
- The ColorPASS-GX400 cannot be installed with the imagePASS-B2.

7. Direct Printer Kit (for PDF/XPS)-H1

- Enables the user to print PDF and XPS files directly from the Remote UI Memory Media and the Advanced Box.
- Users can also print PDF files from memory media and the Advanced Box.
- Requires license activation via the LMS.
- Requires the Additional Memory Type D (512 MB).

8. Additional Memory Type D (512 MB)

- Expands the memory Capacity of the machine to 2.5 GB.
- Required to enable the functions of the optional PS Printer Kit-AR1, Direct Print Kit-H1 (for PDF/XPS), imagePASS-B2, and ColorPASS-GX400.

B. Universal Send / Fax Features and Options

1. Universal Send Advanced Feature Set-F1

- 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-AE2

- 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-AE1

- Provides two lines to send and receive fax documents.
- Requires the Super G3 FAX Board-AE2.

6. Super G3 3rd/4th Line Fax Board-AE1

- Provides up to four lines to send and receive fax documents.
- Requires the Super G3 FAX Board-AE2, Super G3 2nd Line Fax Board-AE1.

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.

8. Adobe LiveCycle Rights Management ES Server Integration

- Enables Administrators to set automatic document privileges and apply security policies by creating Policy Protected PDF files on the imageRUNNER ADVANCE Device, even after document creation, using the Adobe LiveCycle Rights Management ES Server.
- Upon attempt by an end-user to open a protected Policy Protected PDF document, the Rights Management Server is contacted to check the latest authorized users, expiration, auditing, and watermarking policies set by the administrator.
- These latest policies are then enforced by that application to ensure the information in that document remains secure.



IMPORTANT

- To generate a PDF file linked with the 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.

C. Document Storage Capabilities

The imageRUNNER ADVANCE C5200 Series machines offer two built-in storage methods and two external links for storing scanned documents and accessing stored files.



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 23.
- It is strongly recommended to back up the data stored on the hard disk drive.

1. 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.

2. 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.

Documents can be scanned with this machine, stored in the PDF, JPEG, or TIFF XPS and OOXML 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.

a. Shared Folders

An open access storage space. Ideal as a shared storage space by multiple users (for example, team, group, or department members).

- Subfolders can be created.
- Up to 1,000 files/folders (main and sub) can be saved in each level.

b. Personal Folders

Access is restricted to the set user only. Authentication must be set up to enable a personal folder.

- Subfolders can be created.
- Up to 1,000 files/folders (main and sub) can be saved in each level.



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.

3. Network Storage

The imageRUNNER ADVANCE C5200 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.

4. Memory Media Storage

USB memory media can be inserted into the USB port located on the side of the control panel. Memory Media storage enables end-users to scan and store paper based information into memory media as electronic files (PDF, JPEG, TIFF, XPS and OOXML file formats).

From the device control panel the end-user is able to prints files from memory media at any time with the desired print settings. In addition, the end-user is able to sort folders/files, check the details of a selected folder/file, and preview the content of a selected file in memory media from the device control panel. End-users can also delete, rename and create folders/files in memory media from the device control panel.

If the optional USB Device Port-E3 and Multimedia Reader/Writer-A2 are installed, an SD card, Memory Stick, Compact Flash card, and Microdrive can be used. For more information, see USB Device Port-E3 and Multimedia Reader/Writer-A2.

D. Connectivity Options

1. Web Access Software-H1

- Enables the end-user to view web pages from the machine touch panel display.
- If PDF files are registered on the web page, the user can print them from the machine without using a computer. Moreover, if a Web page or special content is created, and then registered as a PDF file, the Web page or special content can be shared with other users.
- To print PDF files from Web pages, the optional PS Printer Kit or Direct Print Kit (for PDF/XPS) must be installed.

2. USB Device Port-E3

Adds two USB ports to the machine so a third-party card reader or the optional Multimedia Reader/Writer-A2 can be used for additional media support.

3. Multimedia Reader/Writer-A2

Enables the end-user to use SD, Compact Flash, Memory Stick, and Micro Drive memory media for direct print and scan to store operations.

4. Remote Operator's Software Kit-B1

- Enables the user to access the machine's control panel and specify settings or process jobs from a computer (located on the same network as the machine) remotely.
- Requires license activation via the LMS.

E. Security Features and Options

The imageRUNNER ADVANCE C5200 Series machines include a comprehensive set of security features, such as Device Authentication, Data Security, Document Security, and Network Security.

1. Device Authentication and Usage Management

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

a. 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.

b. SSO-H

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

c. Card Reader Solutions

The imageRUNNER ADVANCE system supports card authentication solutions. These solutions can be combined with Department ID management and the SSO-H login service.

d. Access Management System

The Access Management System (AMS), is preinstalled on the imageRUNNER ADVANCE C5200 Series devices. The AMS is administrator-controlled and can restrict access to the device. There are two levels;

- Device level login. The administrator can assign device feature access to end-users in conjunction with the SSO-H login service and the user role assigned by the administrator. (five (5) user roles are available)
- Function level login. The administrator may allow or disallow access to a specific device function such as Copy, Print, Send, Fax, Mail Box, Web Access, Advanced Box, MEAP applications, and so on, in conjunction with the SSO-H login service.

2. Network Security

The imageRUNNER ADVANCE C5200 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.

a. IPSec

IPSec (IP security) software is supported as a standard feature on the imageRUNNER ADVANCE C5200 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.

b. Filtering by Port Number

Using the Address Filter system administrators can grant or deny access to the imageRUNNER ADVANCE 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.

c. Wireless Security

The imageRUNNER ADVANCE Series supports IEEE 802.1X, which is an IEEE standard for port-based Network Access Control, primarily designed to enhance the security of wireless local area networks (WLANs). An access point, known as the authenticator, requests the identity of users who request access to the access point and forwards the identity information to the authentication server, which authenticates users and returns an accept or deny message back to the access point. The access point then accepts or denies access.

d. IPv6

The imageRUNNER ADVANCE 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 Series.

3. Data Management and Security

The imageRUNNER ADVANCE C5200 Series machines offer several ways to protect and secure data. It is strongly recommended that a back up and security system is in place, along with an antivirus protection system to make sure that no data on the hard disk drives are lost, stolen, or compromised.

There are several security methods available from Canon USA that appropriately addresses a customer's needs for securing data:

- imageRUNNER ADVANCE Trusted Platform Module
- Customer Accessible HDD Initialization Function (Initialize All Data/Settings)
- Optional Document Scan Lock Kit (Available in a future release)
- Optional Security Kits (HDD Data Erase Kit and HDD Encryption & Mirroring Kit)
- Optional Removable Hard Disk Kit

CAUTION

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

a. TPM (Trusted Platform Module)

TPM is a standard security chip (tamper resistant hardware) installed in the imageRUNNER ADVANCE C5200 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 USA is not liable. (See [DISCLAIMER](#), on p. ii for further details.)

IMPORTANT

- If the TPM setting is activated and the TPM chip fails, the confidential information stored on the chip can only be recovered if Canon's service representative replaces the TPM chip and restores the original TPM key to the new chip. Immediately, back up the TPM key on a USB memory stick, after the TPM setting is activated.
- Only the 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.

b. HDD Password Lock Function

The HDD password lock feature further heightens the confidentiality of highly sensitive information stored on the hard disk. The password is managed by the imageRUNNER ADVANCE main unit. When the device is turned ON, the password is unlocked.

IMPORTANT

HDD Lock function prevents the access to the user data but the data itself still exist on the HDD. Therefore, if the password is revealed, the data can be exposed. HDD encryption and/or HDD erase option is recommended for further protection.

c. 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.

d. Quick Menu Log-in Screen

After end-users login to the imageRUNNER ADVANCE device, they can choose the default Quick Menu screen (Shared or Personal) in the Restrict Quick Menu Use screen accessible from Settings/Registration (Personal is the default Quick Menu). By setting Personal as the default, access from general or unauthorized users can be restricted to ensure a high level of protection for personal data.

e. 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 function performs the following procedure deletes the FAT (File Allocation Table) and overwrites the target HDD data area with "0" (zeros) one time

f. HDD Data Encryption & Mirroring Kit-C7

- Includes both encryption and mirroring capabilities.
- Encrypts all image data and device settings before storing them on the HDD. Including documents stored in Mail Boxes.
- The mirroring function 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 HDD Data Encryption & Mirroring Kit-C7 is equipped with the Canon MFP Security Chip 1.50 which has acquired Common Criteria Certification of Evaluation Level 3 (EAL3).
- Requires the optional 2.5 inch/160 GB HDD-G1 or 2.5 inch/1 TB HDD-H1 for the mirroring capability.

CAUTION

If the HDD Data Encryption & Mirroring Kit-C7 is installed after the Main unit is installed then the HDD must be backed up before installing the Kit or a loss of data may occur. If this occurs, an E602 error code may appear and the System Software will need to be reloaded onto the engine.

g. Document Scan Lock Kit-B1

- Enables the administrator to embed an invisible code over the entire surface of a printed document, to identify which printer printed the document, and enables the administrator to track who printed the document.
- The Document Scan Lock system is tamper resistant, and if someone tries to copy the document, the Document Scan Lock system checks to see if the person has the proper permissions to reproduce it.
- A password may be required to enable the reproduction of the document.
- 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.

h. Removable Hard Disk Kit-AC1

- Enables the hard disk of the machine to be removed while the machine is unattended or not in use.
- Provides a layer a data security for government agencies and corporate enterprises who need to ensure that the data stored on the hard disk is physically secured when the machine is not in use.
- The Removable Hard Disk Kit includes a carrying case and a key to enable easy removal and storage.
- The Removable Hard Disk Kit cannot be used with the optional 2.5 inch/1 TB HDD-H1.
- Customers with concerns about data security may want to consider having a Removable Hard Disk Kit-AC1 available that only contains the machine system software. The technician would utilize this HDD during maintenance visits.

i. Removable Hard Disk Drive Kit-B1

- The optional Removable Hard Disk Drive Kit available for the ColorPASS-GX400 only.
- Enables the HDD of the ColorPASS to be removed for secure storage while the machine is unattended or not in use.
- Provides a layer a data security for government agencies and corporate enterprises who need to ensure that the data stored on the HDD is physically secured when the machine is not in use.

4. Document Management and Security

The imageRUNNER ADVANCE C5200 Series machines offer several document security modes to protect printed and distributed documents.

a. Document Scan Lock & Tracking

This feature can embed Track and Lock Code (TL Code as dots or QR Code as 2D matrix codes) within copied or printed documents to restrict unauthorized copying, sending, and faxing of these documents as well as to track the origin of these documents.

b. Policy Protected PDF

Policy protected PDF files control access and usage rights to protect sensitive and high-value information against inadvertent or malicious disclosure. See [Adobe LiveCycle Rights Management ES Server Integration](#) on [page 19](#) for more details.

c. 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.

d. imageWARE Secure Audit Manager Express

imageWARE Secure Audit Manager Express is an optional solution that captures and archives the contents and attributes of all jobs performed on imageRUNNER ADVANCE devices to provide an audit trail. Administrators have the ability to continuously track and archive network wide activity details. This information is stored in a Window's folder. When integrated with uniFLOW, imageWARE Secure Audit Manager Express monitors activities to track specific keywords set by the administrator and automatically alerts the administrator via e-mail whenever these keywords are printed, copied, scanned, faxed, or sent.

5. Audit Log

An audit log is a chronological sequence of audit records that automatically tracks every action undertaken by end-users, developers, and administrators for the system (Who does what and when). These records are used to monitor system usage to determine compliance with regulations, security standards, enterprise policies, etc., as well as to prove usage effectiveness as audit trails.

6. iR-ADV Security Kit-C1 for IEEE 2600.1 Common Criteria Certification

The optional imageRUNNER ADVANCE Security Kit-C1 certifies that the imageRUNNER ADVANCE C5200 Series complies with IEEE standard 2600.1⁶². 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-C1 enables an administrator to configure security settings that are required to comply with the IEEE 2600.1 standard.

Notes:

- The iR ADV Security Kit-C1 includes the IEEE 2600 License Certificate, Bootable CD with certified system software, IEEE 2600 User Manual CD, Installation Manual, HDD Data Encryption & Mirroring Kit-C7. The Data Erase Kit (is available as standard).
- Cannot be used with the imagePASS-B2, Super G3 Fax Board (2nd and 3rd/4th lines), Remote Fax Kit, Direct Print Kit, Remote Operators Software Kit, Web Access Software, Multimedia Reader/Writer, and some MEAP applications.



IMPORTANT

- The imageRUNNER ADVANCE Security Kit-C1 for IEEE 2600.1 Common Criteria Certification ships device firmware that complies with IEEE 2600.1 certification when installed to the imageRUNNER ADVANCE C5200 Series machines.
- Once the imageRUNNER ADVANCE Security Kit-C1 for IEEE 2600.1 Common Criteria Certification is installed, imageRUNNER ADVANCE C5200 Series machines can only be upgraded with firmware versions certified for the IEEE standard 2600.1. Upgrading to non-certified firmware invalidates the IEEE standard 2600.1 certification, although the machine will continue to operate properly.

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

IV. Software Solutions

The optional software applications are designed to enhance the end-user experience and interaction with imageRUNNER ADVANCE machines.

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 new imageWARE Document Server application in cases where customers want to share documents that are managed across workgroups or departments.

2. imageRUNNER ADVANCE Quick Printing Tool

The imageRUNNER ADVANCE Quick Printing Tool can operate without the need to launch imageRUNNER ADVANCE Desktop to enable the end-user to print, fax, convert documents to PDF files, or open documents in Desktop Binder via a drag-and-drop action. The Quick Printing Tool also enables the end-user to monitor the status of inbound and outbound print and fax jobs.

Print templates can automatically be applied to a job through the print function of the Quick Printing Tool, or documents can be previewed 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. It is a reliable collaboration platform, making system deployment easy, and allowing IT administrators to easily manage and configure the system from a PC using a web browser.

4. imageWARE Scan Manager DS

imageWARE Scan Manager DS is a document capture solution, featuring powerful and intelligent transaction document archiving capabilities. It can be personalized according to the scan volume and skill level of each user.

imageWARE Scan Manager DS includes an advanced indexing system that simplifies batch scanning and indexing. As the front-end data capturing and indexing application, imageWARE Scan Manager DS transforms paper documents to electronic business information and then releases it to imageWARE Document Server, for storage, management, and retrieval or to local folders if the imageWARE Document Server is not utilized. imageWARE Scan Manager DS includes an intuitive user interface, wizard tools for many functions and enables office users to perform sophisticated indexing functions with ease.

The combined use of imageRUNNER ADVANCE Desktop, imageWARE Document Server, and imageWARE Scan Manager DS delivers a powerful solution for effectively and efficiently managing both transaction documents and every office documents.

5. eCopy PDF Pro Office

eCopy PDF Pro Office (ePPO) is a Network to Desktop Office Scanning Solution that enables end-users to create, convert, and collaborate.

With ePPO, end-users can create and share PDFs, edit PDF files and convert PDF files into searchable, editable and fully-formatted Microsoft Office or Corel WordPerfect files.

B. Scan Management

1. Workflow Composer and Connectors

imageRUNNER ADVANCE workflow processes can be simplified 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 models, while connectors for imageWARE Document Server and SharePoint Server 2007 are available as options.

2. Authorized Send

Authorized Send is an intuitive 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 paper size, resolution, brightness, and file format.

3. uniFLOW (Scanning)

uniFLOW, a MEAP application developed by NT-ware, offers a wide range of advanced scanning capabilities. uniFLOW scanning functions can be linked with print activities to result in customized, automated, and secure scan workflows.

4. Cloud Portal for imageRUNNER ADVANCE

imageRUNNER ADVANCE office system end-users have access to Google Docs cloud services from the User Interface. End-users can scan hard-copy documents into Google Docs as well as print documents stored in Google Docs. To scan, store, or print documents, users need to log-in to the cloud service from the front panel of an imageRUNNER ADVANCE office system—no PC or laptop is required.

Note:

- The Direct Printer Kit (for PDF/XPS)-H1 or PS Printer Kit-AR1 is required to print
- The optional Additional Memory Type D (512 MB) is required to use the Direct Printer Kit (for PDF/XPS)-H1 or PS Printer Kit-AR1

5. eCopy ShareScan

The eCopy ShareScan is an enterprise-ready, office scanning software solution that enables the Canon imageRUNNER ADVANCE devices to turn paper documents into digital information that for integration into an end-user's communication, collaboration, workflow, and business applications. Paper-based information can be integrated with an end-users backend repository alleviating the burden of manually re-keying information or filing paper documents.

C. Print/Output Management

1. Canon Mobile Printing

Canon Mobile Printing is an application available for the Apple iPhone and iPad that enables mobile printing to imageRUNNER ADVANCE devices as well as Canon Multi-Function and Single Function devices. The Canon Mobile Printing application includes print and finishing options for the mobile end-user. This application is available at no charge and does not require additional accessories or MEAP applications to operate.

The Canon Mobile Printing application is ideal for corporate and SMB environment end-users that require a method to print without the need to disrupt current print workflows or add hardware or software. Canon Mobile Printing supports a variety of file formats including image, photo, PDF, document files and web page file formats.

2. Direct Print and Scan for Mobile

Direct Print and Scan for Mobile is a peer-to-peer mobile solution, which provides mobile print and scan functionality between mobile devices (iPhone, iPad and BlackBerry smart phones) and Canon imageRUNNER ADVANCE Devices.

Direct Print and Scan for Mobile is a combination of a MEAP application that runs on a Canon imageRUNNER ADVANCE device and a client mobile application that resides on the mobile device. Together, the applications provide communication between the mobile devices and Canon imageRUNNER ADVANCE device to allow users to perform print and scan functions.

Note:

- The Direct Printer Kit (for PDF/XPS)-H1 or PS Printer Kit-AR1 is required to print
- The optional Additional Memory Type D (512 MB) is required to use the Direct Printer Kit (for PDF/XPS)-H1 or PS Printer Kit-AR1

3. 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 have printing productivity, secure follow-me printing, cost management, document capture, device management, mobile printing and other capabilities available in the core features and add-on modules.

uniFLOW is designed to save time and expenses by providing effective controls over its entire print fleet. Organizations will be able to identify and manage the cost of printing, copying, scanning, and faxing across your enterprise. uniFLOW is capable of identifying users' printing behaviors and address their needs to improve the overall efficiency of printing and security.

4. Advanced Anywhere Print (AA-PRINT)

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

5. Universal Login Manager

The Universal Login Manager (ULM) is a MEAP application developed by NT-ware for imageRUNNER ADVANCE devices to provide a server-less solution for simple user authentication with image login and proximity card login support. The ULM application helps to utilize the native capabilities of the imageRUNNER ADVANCE for personalization, and delivers basic usage and cost reporting functionality. The ULM also utilizes the Access Management System for additional control of access per end-user. Additionally, the ULM is used as login application for AA-Print.

Key Features, Functionality, & Benefits of ULM

- **Login** – Provides login manager functionality to lock devices before use. ULM offers users the ability to login by image login, PIN code, Active Directory, or Proximity Card.
- **Personalization** – Provides customization capabilities for the device to enable end-users to automate commonly performed tasks for enhanced productivity.
- **Security** – ULM integrates with Canon's Access Management System functionality for advanced security, where it can control physical access to the device, per user and function.
- **Usability** – Provides pass-through login for other device functions.
- **Accountability** – ULM provides simple tracking capabilities for cost visibility through usage reporting on up to 10 devices.
- **Upgradable** – ULM can be upgraded to the uniFLOW server. ULM can be installed without a uniFLOW server. When a uniFLOW server is available, the ULM acts as an original login manager. Larger organizations and environments that are more demanding can access enterprise-level control, management, and Data Loss Prevention services through Canon's uniFLOW platform solution.

6. EFI PrintMe

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

End-users have three methods to upload files to the EFI PrintMe Server:

- E-mail. An end-user can e-mail a file as an attachment (or forward an e-mail with an attachment) to the EFI PrintMe (print@printme.com) Cloud Service. The end-user will receive a confirmation e-mail with a Document ID Code.
- Web upload. An end-user can upload files directly to the EFI PrintMe Server from the EFI PrintMe Web Site (www.printme.com). The end-user will see a popup window which will include the Document ID Code as well as receive a confirmation e-mail with the Document ID Code.
- PrintMe printer driver. Available from www.printme.com, the printer driver enables end-users to upload files from a laptop or workstation to the EFI PrintMe Server. The end-user will see a popup window, which will include the Document ID Code.

Note:

- The Direct Printer Kit (for PDF/XPS)-H1 or PS Printer Kit-AR1 is required to print
- The optional Additional Memory Type D (512 MB) is required to use the Direct Printer Kit (for PDF/XPS)-H1 or PS Printer Kit-AR1

D. Device Security and Management

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

Advanced Authentication Proximity Card (AA-PROX) solution is a login platform that authenticates walk up end-users to access the features of the imageRUNNER ADVANCE device via a registered proximity card and/or entering a user name and password. The AA-PROX authenticates against Active Directory or Local User Database on devices and can be combined with Access Management System (AMS) based functional level login and imageWARE ADVANCE Tracker for usage tracking and control, to enforce access control to system functions. AA-PROX can allow/disallow users to create user-defined personalized Quick Menu, Workflow Composer favorites keys or access Advanced Box.

2. imageRUNNER ADVANCE Tracker

imageRUNNER ADVANCE Tracker is a serverless output tracking and cost recovery solution designed specifically for the imageRUNNER ADVANCE Series. It tracks per-user device usage on a per function basis through department IDs and Windows logon names. imageRUNNER ADVANCE Tracker allows for monitoring, managing, and allocating cost of usage to prevent inefficient and wasteful usage.

Copy, print, scan, and fax tracking can be done by device, user, and department ID.

3. imageWARE Enterprise Management Console and Plug-ins

imageWARE Enterprise Management Console is a web-based network device management utility that enables centralized installation and management of network devices installed across enterprises.

imageWARE Enterprise Management Console provides the customer with the ability to discover devices, view device status, manage device settings using tasks, and notify end-users of device errors via e-mail. The capabilities of imageWARE Enterprise Management Console are expanded using optional plug-in applications.

The imageWARE Enterprise Management Console and many plug-ins are available at no charge. The imageWARE Enterprise Management Console and optional plug-ins are available for the customer and/or dealer through Canon USA's www.imageware.com Web Site or to the dealer only through Canon USA's e-Support Center Web Site (<http://www.support.cusa.canon.com>).

4. uniFLOW Device Security & Management

uniFLOW, the print/output management solution, includes multiple authentication methods to enable an organization to restrict access to an imageRUNNER ADVANCE on a per user basis. In addition, uniFLOW authentication methods can restrict access to imageRUNNER ADVANCE features on a per user basis. uniFLOW, end-users can be required to authenticate themselves in one or more of the following methods:

- Entering the end-user usernames, codes, and passwords
- Using various smart, proximity, or magnetic cards

5. 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.

6. MEAP Web

MEAP Web is a MEAP application that serves as an online thin client management tool. End-users manage MEAP Web using Web Access Software. MEAP Web configures and manages imageRUNNER ADVANCE hardware and software resources.

V. Dealer Sales/Service Authorization

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

VI. Educational Training

A. Training Program Overview

The learning path for the new imageRUNNER ADVANCE products has been designed to build the knowledge and skills of your support professionals in way that will impact your customers in the most positive manner, both in the support of the product and the solutions you offer.

The learning path for service technicians without a certification for the imageRUNNER ADVANCE C5200/C5000 Series product (see [Figure 1 below](#)) start with a comprehensive blended imageRUNNER ADVANCE Systems program to build the foundation of the user interfaces and the expanded product functionality, then concludes with a blended program focused on the hardware knowledge and skills needed for your technicians.

Service technicians with a certification on the imageRUNNER ADVANCE C5000 Series would need to follow the Certified Technician learning path (see [Figure 2 below](#)) by completing an online imageRUNNER ADVANCE Systems Update Course followed by the imageRUNNER ADVANCE C5200 Hardware Update online Course.

Figure 1 – Learning Path for Service Technicians not certified on the imageRUNNER ADVANCE 5000 Series

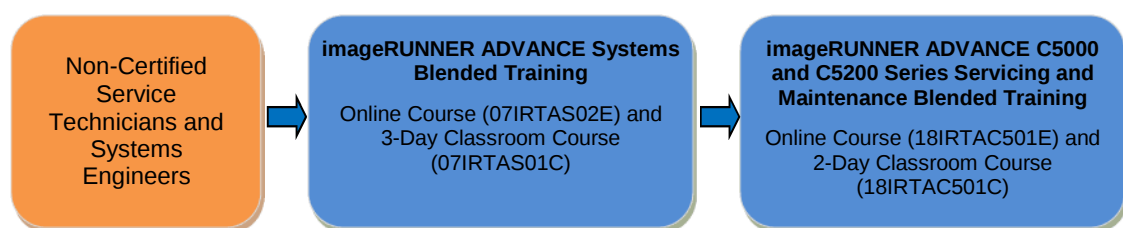
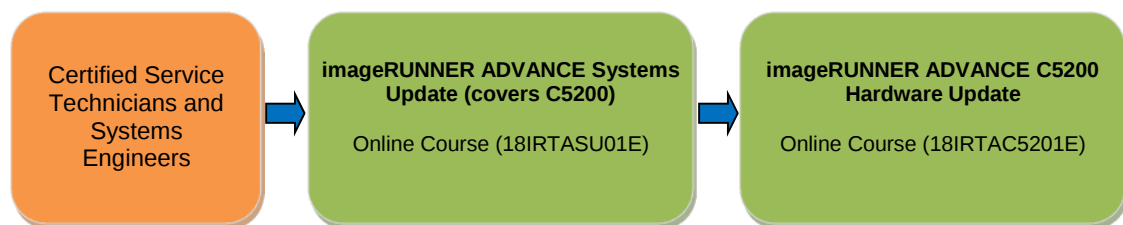


Figure 2 – Learning Path for Certified imageRUNNER ADVANCE C5000 Series technicians



B. Certification

The successful completion of the imageRUNNER ADVANCE C5200 Series Training program and passing of the final assessment exam are required to sell this product.

Certification includes the following models:

- imageRUNNER ADVANCE C5255
- imageRUNNER ADVANCE C5250
- imageRUNNER ADVANCE C5240A/C5240 Printer Model
- imageRUNNER ADVANCE C5235A

C. Who Should Attend

It is highly recommended that any technician responsible for installing, servicing, or supporting the imageRUNNER ADVANCE C5200 Series machines successfully complete the e-Learning 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 Web Site for entitlement details.)

D. Learning Path for Service Technicians not certified on the imageRUNNER ADVANCE 5000 Series

1. Online Courses – Technician Training

The online Systems and Hardware modules are available on e-Support. You can view the course overview of each course for more detailed information pertaining to the content of each course. You can also view the estimated time for completion of each module on the course content page. Each of the courses below are designed to teach theory, which will be reinforced during the hands-on activities in the classroom and will provide your Technicians and Systems Engineers with the complete knowledge required for the installation, configure, and support of the imageRUNNER ADVANCE C5200 Series.

Table 9 – Online Modules

Course Name	Course Code	Required
imageRUNNER ADVANCE Systems	07IRTAS02E	Yes
imageRUNNER ADVANCE C5000 and C5200 Series Servicing and Maintenance	18IRTAC501E	Yes

2. Classroom – Technician Training

Building on the eLearning modules, there is a 3-day Systems, and a 2-day C5200 hardware classroom program. The Classroom courses will blend information taught online with the hands-on and practical application in the classroom. Each student will have an opportunity to practice disassembly and installation of key components as well as the practical exercises for troubleshooting many areas of the machine and accessories. This hands-on approach will focus on giving each Technician and Systems Engineer the ability to support the imageRUNNER ADVANCE C5000 and meet the needs of your customers.

Table 10 – Classroom Courses

Course Name	Course Code	Required
imageRUNNER ADVANCE Systems	07IRTAS01C	Yes
imageRUNNER ADVANCE C5000 and C5200 Series Servicing and Maintenance	18IRTAC501C	Yes

3. Prerequisites

Prior to enrolling into the blended technician training program, each student will have to successfully achieve a certification of the Applied Technologies (or equivalent) course.

Table 11 – Prerequisite Courses

Course Name	Course Code	Required
Applied Technologies Online Course	07TAT00ONEW	Yes
Applied Technologies Classroom Course	07TAT01CNEW	Yes

E. Learning Path for Service Technicians certified on the imageRUNNER ADVANCE 5000 Series

Table 12 – Update Courses

Course Name	Course Code	Required
imageRUNNER ADVANCE Systems	18IRTASU01E	Yes
imageRUNNER ADVANCE C5200 Hardware Update	18IRTAC5201E	Yes

F. Training Facilities

1. Classroom

Classroom training is available in each of the five Canon regional training centers.

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

2. e-Learning

The e-Learning course is located in the e-Learning center on Canon USA [e-Support Center Web Site](#). Certification maps on the e-Support Web Site provide easier access to the training. This e-Learning course can be conducted at any Dealer facility that is suitable for online student learning. An imageRUNNER ADVANCE C5200 Series device must be available to complete the labs.

G. Course Equipment

- Windows workstation (Vista, XP, 2007, or higher)
- Microsoft Internet Explorer v7.0 or higher
- imageRUNNER ADVANCE C5200 Series device
- Applicable accessories (hardware and software)

H. Service Materials

Printed Service Manuals and Parts Catalogs will be provided for reference use during the classroom course. An electronic PDF file of the Service Manuals will be made available to each student as part of the online course and at the conclusion of the classroom course. The student will be provided a printed Technical Reference Guide at the conclusion of the classroom course.

Service Manuals will be available in electronic format via download as part of the eLearning course and the Canon [e-Support Web Site](#).

Table 13 – Service Materials

Model	Item	Location
imageRUNNER ADVANCE C5200 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	

VII. Servicing Notes

A. Power and Plug Requirements

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

- The imageRUNNER ADVANCE C5255/C5250 Main Unit requires a dedicated single-phase 120V/20A NEMA 5-20R receptacle for proper operation
- The imageRUNNER ADVANCE C5240A/C5235A Main Unit requires a dedicated single-phase 120V/15A NEMA 5-15R receptacle for proper operation.

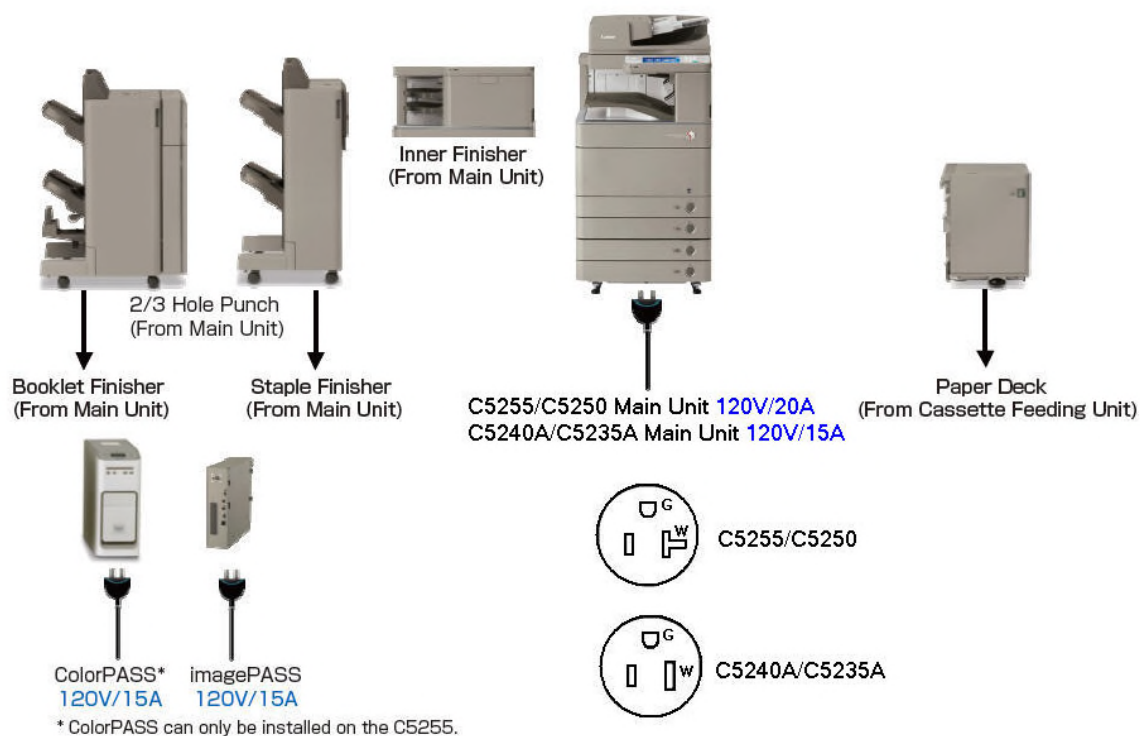
Table 14 – Power Receptacle

imageRUNNER ADVANCE C5255/C5250	imageRUNNER ADVANCE C5240A/C5235A
 NEMA 5-20 Receptacle	 NEMA 5-15 Receptacle



IMPORTANT

- We recommend an additional standard 120 V/15 A outlet for service tools, such as a laptop computer or vacuum that may be used when servicing or configuring the machine.
- Use only dedicated and properly grounded outlets for the main unit and imagePASS or ColorPASS Controllers. 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 Series machines will not perform reliably because there is an insufficient difference between the internal operating signal voltages and the poor ground reference signal. A qualified electrician can measure and provide the ground source that the imageRUNNER ADVANCE Series 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 3 – Power and Receptacle Requirements

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

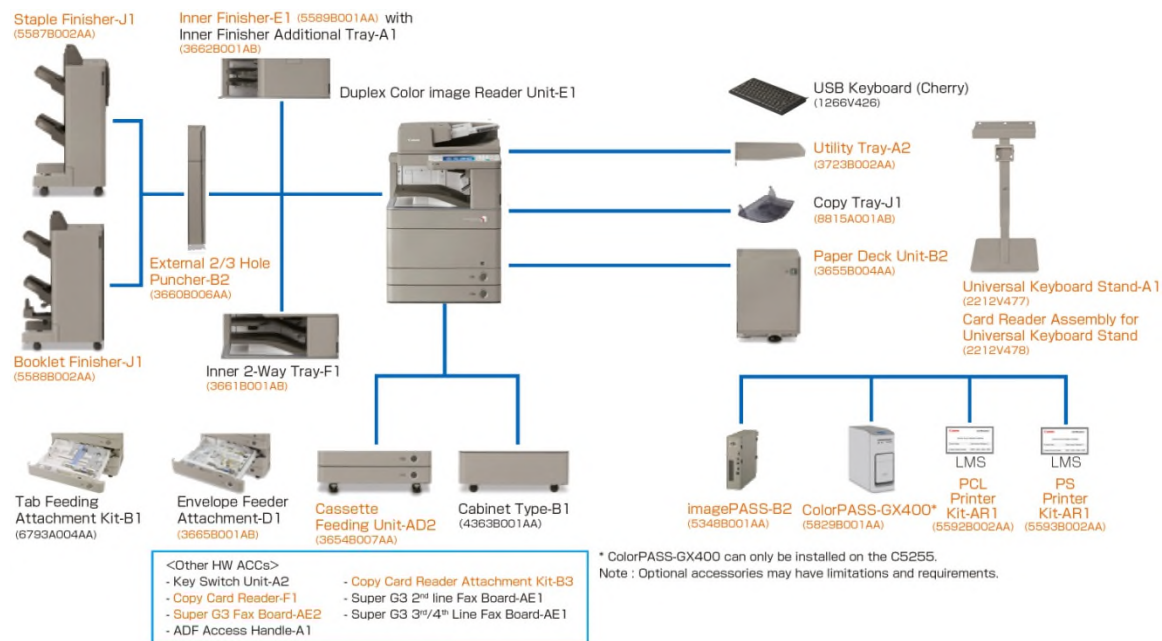
Description	Power Supply	Power Receptacle
imageRUNNER ADVANCE C5255/C5250 Main Unit	120 V/20 A	NEMA 5-20R
imageRUNNER ADVANCE C5240A/C5235A Main Unit	120 V/15 A	NEMA 5-15R
Cassette Feeding Unit-AD2	From the Main Unit	N/A
Booklet Finisher-J1	From the Main Unit	N/A
Staple Finisher-J1	From the Main Unit	N/A
Inner Finisher-E1	From the Main Unit	N/A
Paper Deck Unit-B2	From the Main Unit	N/A
External 2/3 Hole Puncher-B2	From the Main Unit	N/A

Table 16 – Power and Receptacle Requirements for Controllers

Description	Power Supply	Power Receptacle
ColorPASS-GX400 (imageRUNNER ADVANCE C5255 Only)	120 V/15 A	NEMA 5-15R
imagePASS-B2	120 V/15 A	NEMA 5-15R

B. Hardware Configuration Chart

Figure 4 – Hardware Configuration Chart



C. Installation Weight & Dimensions

The imageRUNNER ADVANCE C5200 Series approximate weight and dimensions differ depending on how it is configured with the optional accessories. The dimensions are for reference only and should not be confused with the required space for installation.

Table 17 – Approximate Weight

Component	Approximate Weight	
imageRUNNER ADVANCE C5255/C5250/C5240A/C5235A w/Duplex Color Image Reader-E1	346 lb	157 kg
imageRUNNER ADVANCE C5240 Printer Model	326 lb	148 kg
Cassette Feeding Unit-AD2	61.7 lb	28 kg
Paper Deck Unit-B2	81.6 lb	37 kg
Inner Finisher-E1 ⁶³	28.7 lb	13 kg
Staple Finisher-J1	101 lb	46 kg
Booklet Finisher-J1	165 lb	75 kg
External 2/3 Hole Puncher-B2	15.9 lb	7.2 kg
Envelope Feeder Attachment-D1	2.6 lb	1.2 kg
Inner Finisher Additional Tray-A1	3.1 lb	1.4 kg
Inner 2 Way Tray-F1	1.3 lb	574 g
Copy Tray-J1	1 lb	438 g
Buffer Pass Unit-G1	8.8 lb	4 kg
Copy Card Reader-F1	7.1 oz	200 g

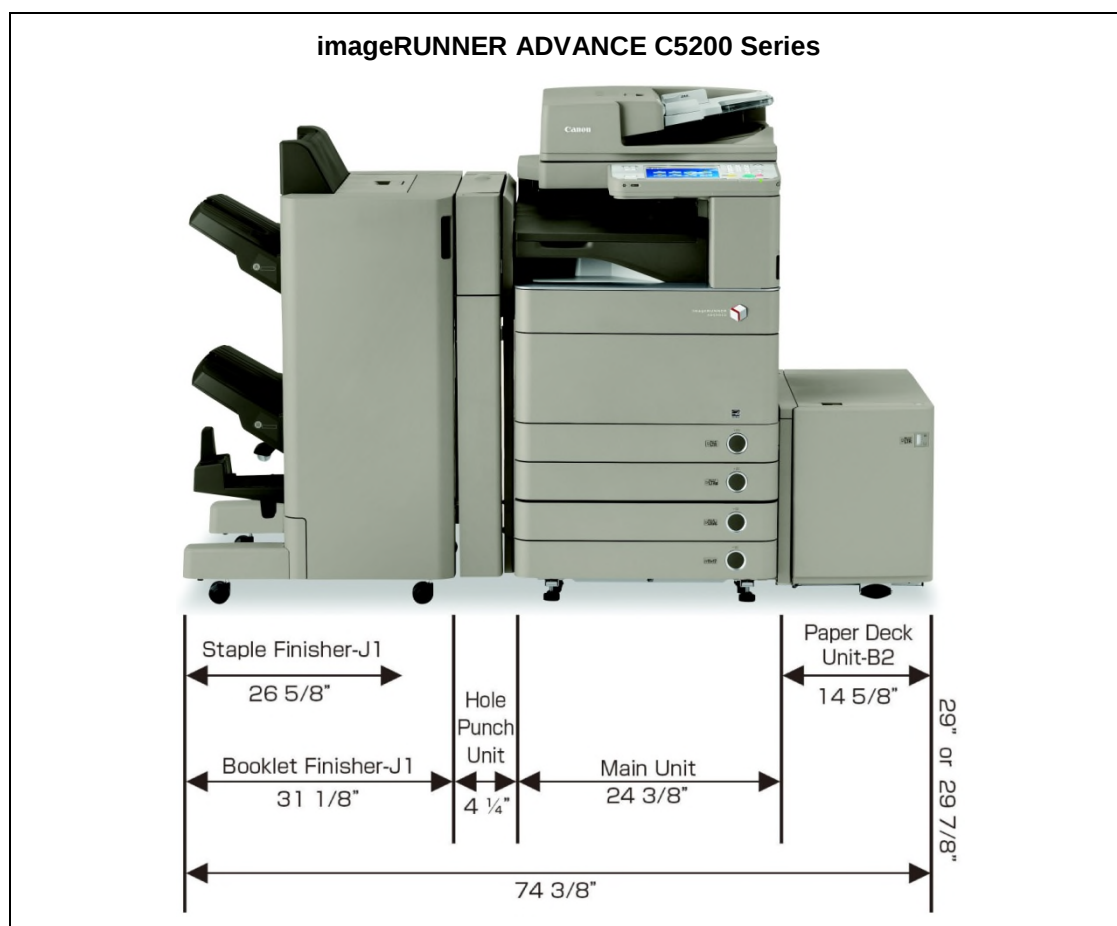
Table 18 – Dimensions

Unit	Height		Width		Depth	
imageRUNNER ADVANCE C5255/C5250 w/Duplex Color Image Reader-E1	37 3/8"	950 mm	24 3/8"	620 mm	28 1/8"	715 mm
imageRUNNER ADVANCE C5240 Printer Model	36 5/8"	931 mm	24 3/8"	620 mm	28"	712 mm
Cassette Feeding Unit-AD2	9 7/8"	251 mm	24 3/8"	620 mm	27 5/8"	700 mm
Paper Deck Unit-B2	18 5/8"	473 mm	14 5/8"	372 mm	23 3/4"	603 mm
Inner Finisher-E1 ⁶⁴	9 1/4"	234 mm	34 1/8"	865 mm	21 1/4"	540 mm
Staple Finisher-J1 ⁶⁴	43 1/4"	1,097 mm	26 5/8"	677 mm	25 1/2"	646 mm
Booklet Finisher-J1 ⁶⁴	43 1/4"	1,097 mm	31 1/8"	789 mm	25 1/2"	646 mm
External 2/3 Hole Puncher-B2	35 3/4"	908 mm	4 1/4"	107 mm	24 1/2"	623 mm
Envelope Feeder Attachment-D1	3 1/4"	81 mm	17 1/4"	439 mm	12 1/8"	307 mm
Inner Finisher Additional Tray-A1	2 1/4"	57 mm	8 1/8"	207 mm	17 3/4"	450 mm
Inner 2 Way Tray-F1	3"	76 mm	16 3/4"	426 mm	16"	407 mm
Copy Tray-J1 ⁶⁴	5 5/8"	144 mm	14 3/8"	365 mm	14 3/4"	373 mm
Buffer Pass Unit-G1	7 1/4"	184 mm	19 1/4"	489 mm	19 3/8"	493 mm
Copy Card Reader-F1 ⁶⁵	1 5/8"	40 mm	3 1/2"	88 mm	3 3/4"	96 mm

⁶³ When the optional Inner Finisher Additional Tray-A1 is attached.

⁶⁴ With The auxiliary tray extended.

⁶⁵ The attachment kit and cable are included.

Table 19 – Dimensions Diagram


D. Installation Space Requirements

The imageRUNNER ADVANCE C5200 Series machine approximate installation space requirements may differ, depending on how the machine is configured and the optional accessories attached. Always ensure that there is enough space for service and operation of the device.

Notes:

- Provide at least 19 3/4" (500 mm) on the sides and the front of the machine for unrestricted operation, including the opening of the main unit and accessory doors.
- 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.
- 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 20 – Installation Space Requirements (Minimum Configuration)

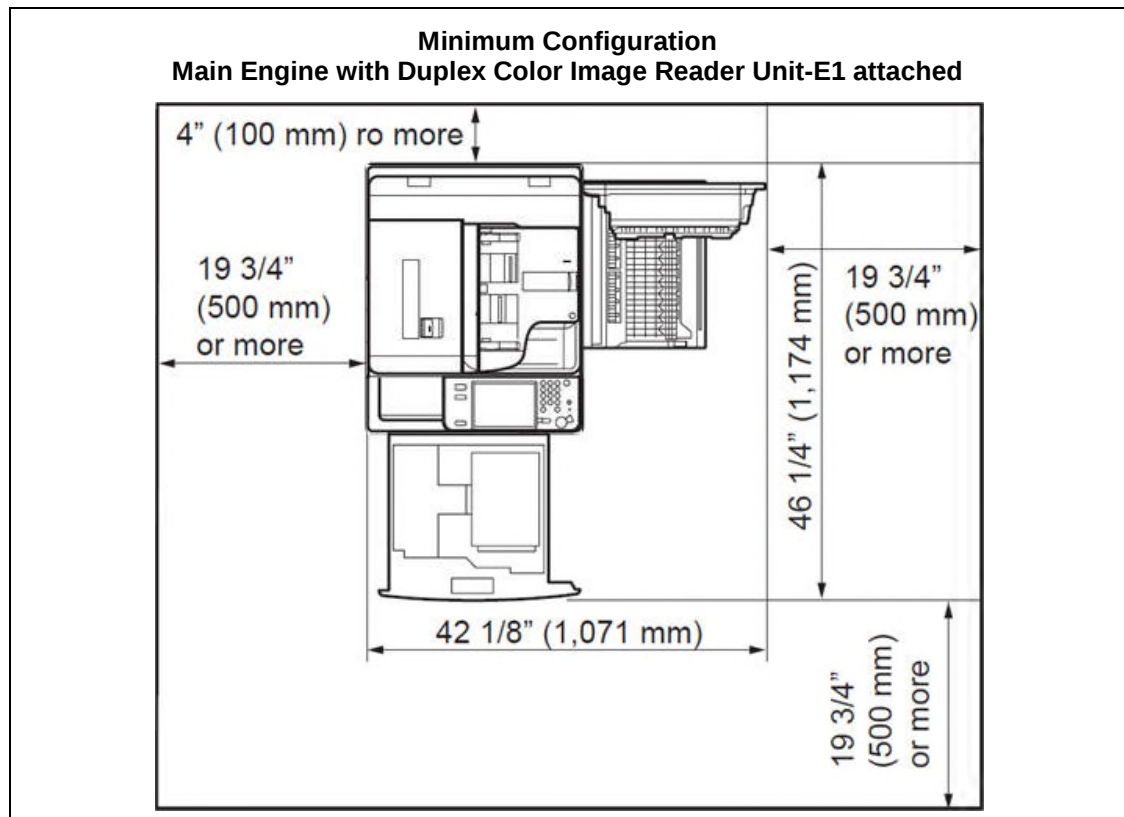


Table 21 – Installation Space Requirements (Typical Configuration)

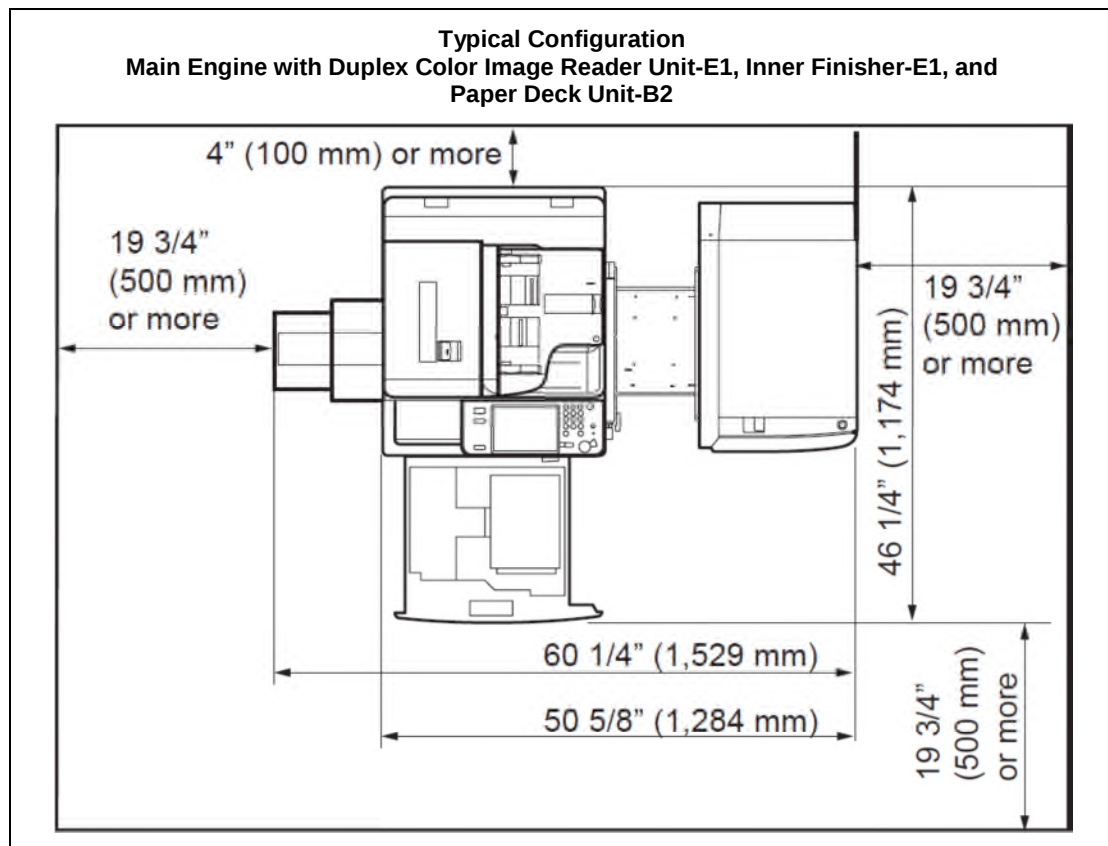
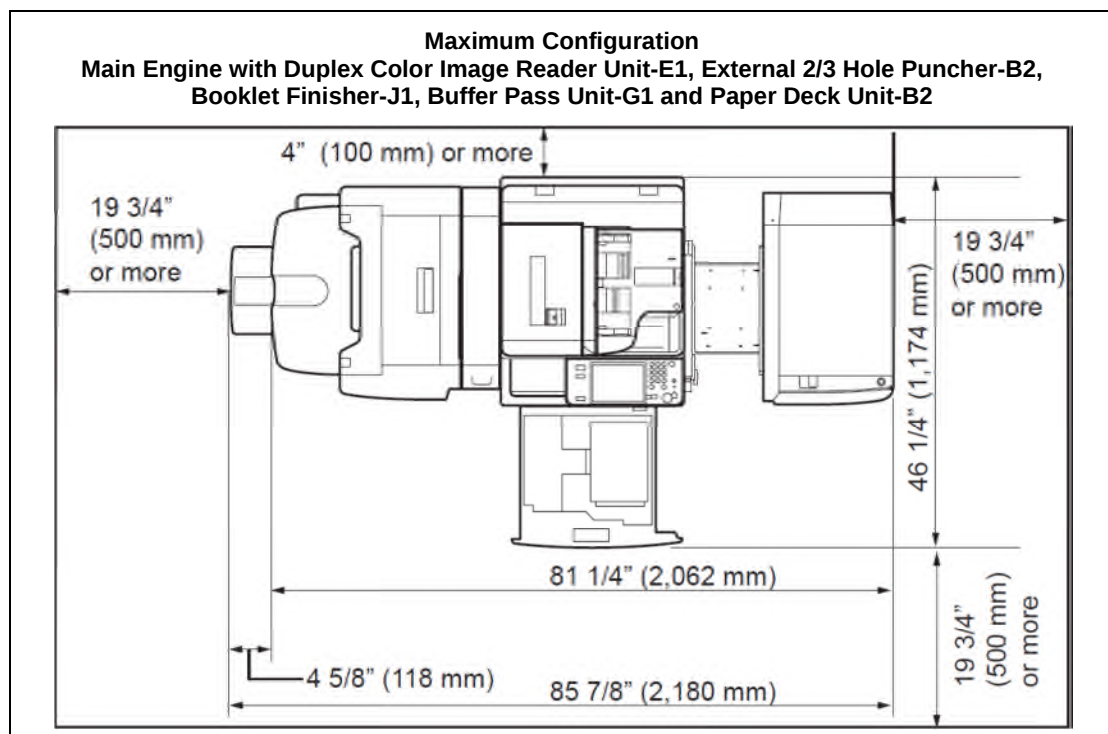


Table 22 – Installation Space Requirements (Maximum Configuration)



E. 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 up to two (2) experienced technicians.

Note: when installing the Main Unit to the cassette pedestal or the cabinet, up to four (4) people are required

Table 23 – Estimated Installation Times

Estimated Installation Times			
Description	Estimated Unpack Time	Estimated Installation Time	Estimated Total Time
imageRUNNER ADVANCE C5200 Series Main Unit ⁶⁶	6 minutes	20 minutes	26 minutes
Paper Deck Unit-B2	4 minutes	15 minutes	19 minutes
Cassette Feeding Unit-AD2	4 minutes	7 minutes	11 minutes
Envelope Feeder Attachment-D1	1 minutes	4 minutes	5 minutes
Copy Tray-J1	1 minutes	1 minutes	2 minutes
Staple Finisher-J1	7 minutes	6 minutes	13 minutes
Inner Finisher-E1	6 minutes	10 minutes	16 minutes
Booklet Finisher-J1	7 minutes	6 minutes	13 minutes
Inner Finisher Additional Tray-A1	2 minutes	1 minutes	3 minutes
External 2/3 Hole Puncher-B2	7 minutes	15 minutes	22 minutes
Inner 2way Tray-F1	1 minutes	2 minutes	3 minutes
Buffer Pass Unit-G1	2 minutes	4 minutes	6 minutes
Utility Tray-A2	1 minutes	4 minutes	5 minutes
Key Switch Unit-A2	1 minutes	16 minutes	17 minutes
Copy Card Reader-F1 Copy Card Reader Attachment-B3	1 minutes	12 minutes	13 minutes
Super G3 FAX Board-AE2	1 minutes	10 minutes	11 minutes
Super G3 2nd Line Fax Board-AE1	1 minutes	18 minutes	19 minutes
Super G3 3nd/4th Line Fax Board-AE1	1 minutes	29 minutes	30 minutes
Handset-G2	1 minutes	4 minutes	5 minutes
imagePASS-B2	1 minutes	14 minutes	15 minutes
ColorPASS-GX400	1 minutes	22 minutes	23 minutes
Voice Guidance Kit-F2	1 minutes	20 minutes	21 minutes
Voice Operation Kit-C2	2 minutes	11 minutes	13 minutes
HDD Data Encryption & Mirroring Kit-C7	1 minutes	24 minutes	25 minutes
USB Device Port-E3	2 minutes	14 minutes	16 minutes
Additional Memory Type B (512MB)	1 minutes	4 minutes	5 minutes
Removable HDD Kit-AC1	2 minutes	24 minutes	26 minutes
HDD Mirroring Kit-D2	2 minutes	9 minutes	11 minutes
2.5inch/160GB HDD-G1	1 minutes	9 minutes	10 minutes

⁶⁶ Installation time includes the DADF

Table 23 – Estimated Installation Times (Continued)

Estimated Installation Times			
Description	Estimated Unpack Time	Estimated Installation Time	Estimated Total Time
2.5inch/1TBHDD-H1	1 minutes	9 minutes	10 minutes
Expansion Bus-F2	1 minutes	15 minutes	16 minutes
Image Analysis Board-B1	1 minutes	8 minutes	9 minutes
Multimedia Reader/Writer-A2	1 minutes	14 minutes	15 minutes
iR-ADV Charging Connection Kit-A1	1 minutes	9 minutes	10 minutes
Serial Interface Kit-K1	1 minutes	8 minutes	9 minutes
Copy Control Interface Kit-A1	1 minutes	7 minutes	8 minutes
iR-ADV Security Kit-C1 for IEEE 2600.1 Common Criteria Certification	1 minutes	65 minutes	66 minutes

F. Recommended System Engineer Requirements

A System Engineer (SE)⁶⁷ is recommended to work with Canon's networked devices, and should have the following basic job functions:

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

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

- Computer Hardware (IBM-compatible and Macintosh)
- Computer Networking
 - Hubs/Switches/Routers
 - Cabling
- Network Communication Protocols:
 - TCP/IP v4/v6
 - TCP over NetBIOS
- Currently Supported Operating Systems from :
 - Microsoft Windows
 - Mac OS X
 - UNIX/LINUX
 - Novell Netware
- Computer Software (Microsoft/Adobe/PageMaker)

⁶⁷ 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.

- Printing Architectures
 - Print Server – Point & Print
 - Printer Ports - Standard TCP/IP – RAW/LPR
 - UFR II/PCL/PS
- Scanning (TWAIN/ISIS)

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

- Other computer platforms (mainframe)
- Basic electronics

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

- Novell CNA\CNE, Microsoft MCTS\MCITP\MSCE\Cisco CCNA\CCNE
- Two years of experience being a Canon Copier Service Technician (training centered on connectivity products)
- A degree in Computer Science or Engineering, or a computer technician with two years of experience is required in the above areas.

G. Serviceability

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

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

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

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

H. Remote Serviceability

Remote Serviceability consists of imageWARE Remote and the CDS.

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 device, with the embedded Remote Diagnostic System enabled, transmits meter readings and service alerts directly to the UGW (Universal Gateway) database.

The optional Remote Diagnostic System⁶⁸ (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.
- Anticipate part requirements by monitoring the imageRUNNER ADVANCE 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.

⁶⁸ The imageWARE Enterprise Management Console and Remote Diagnostic System Plug-in are available at no charge. For more information, refer to the Technical Publication TP10 360 available from the [Canon e-Support Center Web Site](#).

2. Content Delivery System

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

With the CDS end-users are able to download select MEAP applications (.jar files and license files) from the CDS server via the User Interface of the imageRUNNER ADVANCE device. Additionally, select client applications and related manuals are available from the CDS Web Site (<http://www.canon.com/fau/downloads>).

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

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

Table 24 – 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
			Manual		Reduce duration of technician visit
	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 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 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.

I. Device Configuration Management

The Device Configuration Manager (DCM) is a standard feature of the imageRUNNER ADVANCE C5200 series. The DCM can reduce the installation time for new or replacement imageRUNNER ADVANCE devices by exporting the user mode and service mode settings of a current imageRUNNER or imageRUNNER ADVANCE device for import to a new or replacement device.

The settings can be exported from the current devices using via Remote UI, Device Information Delivery Function or via the service mode to USB memory media.

The settings can be imported to a new or replacement device using the Remote UI, or from USB memory media via the service mode.

Refer to the imageRUNNER ADVANCE C5255/C5250/C5240A/C5235A Service Manual for details.

The Device Migration Navigator is an application that can help the service technician select the best migration tool (Remote UI, USB Memory Media) for device settings based on the source device, destination device, and settings to transfer. The Device Migration Manager delivers a printable report that will show the service technician the tool(s) to use, the migration procedure as well migration limitations. The Device Migration Navigator is available at no charge from the [Canon e-Support Center Web Site](#) Download Center.

Note: This process is not to be confused with the process to back up or restore RAM Data.

J. Firmware Upgrades Using the Service Support Tool

The SST (Service Support Tool) (version 4.72 or later) is available via Canon's [e-Support Center Web Site](#) for upgrading and backup/restore of RAM data.

1. Upgrade Functions:

The SST can upgrade the following system components:

- System Software stored on the HDD
- Main Engine Firmware
- Accessory Firmware (Refer to the Service Support Tool User Manual for a list of Supported Devices and Accessories)
- MEAP Contents
- Language
- HDD Format
- RUI (Remote User Interface) stored on the HDD
- BootROM stored on a FDIMM (Flash Double Inline Memory Module) on the Main Controller PCB (Printed Circuit Board)

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

2. Backup / Restore RAM Data

If replacing and PCBs with FDIMMs attached or initializing RAM, the Service Support Tool can be used to create a backup file of the RAM data on the FDIMMs and saved to a PC. Once the PCB has been replaced, the RAM backup file can be restored to the imageRUNNER ADVANCE and factory settings restored.

K. Computer Requirements for Downloading Firmware

The recommended desktop PC or laptop requirements⁶⁹ to download the firmware are:

- CPU: Celeron 400 MHz or higher (32-bit processor only)
- Memory: 512 MB of RAM or more
- Free HDD Capacity: 1 GB or more of available hard disk space
- High-Speed USB 2.0 (recommended) or 1.1
- Display: VGA 640 x 480 resolution or better, 256 colors or more
- Operating System (any of the following):
 - Microsoft Windows 2000 Server/Professional
 - Microsoft Windows XP Professional or Home Edition
- Network connection: 10Base-T/100Base-TX, or a PCMCIA slot for an Ethernet card
- Download Tool: SST version 4.72 or later
- Necessary Cables:
 - High-Speed USB 2.0-compliant cable (as short as possible to avoid connection problems).
 - **Note:** Do not use extension cables.
 - Cross-over Ethernet cable

⁶⁹ Specifications are subject to change without notice.

L. LMS (License Management System)

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

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

Figure 5 – 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.

M. 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 6 – Content Delivery System Web Site

The screenshot shows the Canon Content Delivery System web site interface. At the top, the Canon logo is on the left, and the text "Content Delivery System" is in the center. To the right of the title, there is a "Language:" dropdown menu set to "English" and a refresh icon. Below the title bar, there is a section titled "Application/Option/Manual Download" with a "Close" button to its right. Underneath, there is a section titled "License Access Number Entry" with the instruction "Enter the License Access Number of the Canon product you purchased." Below this instruction is a form for the "License Access Number" consisting of four input boxes separated by hyphens. To the right of the form is a link "Download Operating Manual" with a download icon. At the bottom right of the form area is a "Next" button with a right-pointing arrow.

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

N. Hard Disk Drive Handling

The imageRUNNER ADVANCE C5200 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.)

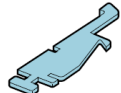
IMPORTANT

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 C5255/C5250/C5240A/C5235A Series Service Manual* for further details.

O. Special Tools, Solvents and Oils

In addition to the standard tools used to service these devices, the following special tools should also be carried by a service technician, according to the tool's rank. For more information on the special tools, solvents, and oils below, see the *imageRUNNER ADVANCE C5255/C5250/C5240A/C5235A Series Service Manual*.

Table 25 – Special Tools List

Description	Part Number ⁷	Rank	Appearance	Remarks
Digital Multimeter	FY9-2002-000	A		Use for electrical checks; for adjustment of laser power in combination with the laser power checker.
Door Switch	TKN-0093	A		
Tester Extension Pin	FY9-3038-000	A		Used as a probe extension when making electrical checks.
Tester Extension Pin (L Shaped)	FY9-3039-000	A		Used as a probe extension when making electrical checks.
CA-7 Test Sheet	FY9-9323-000	A		Used for adjusting/checking images.
Loupe	CK-0056	B		Used for checking images.
Cleaning Tool	N/A	A		To clean the feed guide (This is not a service tool) 1 is enclosed at shipment of the host machine.
Tospearl 240	FY9-6007-000	B		ITB cleaning blade lubricant
Rank Description				
A: Each service person is expected to carry one.				
B: Each five or so service persons are expected to carry one.				

¹² Part numbers are subject to change without notice.

Table 26 – Solvents and Oils

Type	Uses	Composition	Remarks
Alcohol	Cleaning glass, plastic, rubber, and external covers.	- Fluoride-family hydrocarbon - Alcohol - Surface activating agent - Water	- Keep away from flammable materials. - Purchase locally. - Substitute: IPA (Isopropyl Alcohol).
Solvent	Cleaning metal, oil, and toner stains.	- Fluoride-family hydrocarbon - Chlorine-family hydrocarbon - Alcohol	- Keep away from flammable materials. - Purchase locally. - Substitute: MEK (Methyl Ethyl Ketone)
Heat-resistant grease	Lubrication of the fixing drive areas.	- Mineral oil-family lithium soap - Molybdenum disulfide	MO-138S Tool No: CK-0427 (500 g/can)
Lubricating oil		Mineral oil (paraffin-family)	Tool No:CK-0524 (100 cc)
Lubricating oil	Lubrication of the drive areas and friction areas.	Silicone oil	Tool No:CK-0551(20 g)
Lubricating oil (EM-50L)	Lubrication of the gears.	- Special oil - Special solid lubricating agent - Lithium soap	Tool No:HY9-0007
Lubricating oil	Lubrication of the scanner rail.	SHC oil	Tool No: FY9-6029
Conducting grease	Lubrication of the edge of secondary transfer outer roller and drum heater sliding area.	- Fluorine poly wthyl - Polytetra fluorine ethylene	Tool No: FY9-6008
Conducting grease	Lubrication of the edge of secondary transfer inner roller	poly-α-olefin	Tool No: FY9-6006

P. Consumables

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

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

Notes:

- All consumables shown in the table below are estimates for reference purposes only, and are subject to change without notice.
- 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 27 – Main Unit Consumables List

Description	Part Number ¹²	Quantity	Estimated Life ⁷⁰	Remarks
GPR-30 Black Drum Unit	2776B004BA	1	171,000 pages	For imageRUNNER ADVANCE C5255/C5250
GPR-30 Color Drum Unit	2777B004BA	1	85,000 pages	
GPR-30 Black Toner	2789B003AA	1	44,000 ⁷¹ pages	
GPR-30 Cyan Toner	2793B003AA	1	38,000 ⁷¹ pages	
GPR-30 Magenta Toner	2797B003AA	1	38,000 ⁷¹ pages	
GPR-30 Yellow Toner	2801B003AA	1	38,000 ⁷¹ pages	
GPR-31 Black Drum Unit	2778B004BA	1	169,000 pages	For imageRUNNER ADVANCE C5240A/C5235A
GPR-31 Color Drum Unit	2779B004BA	1	59,000 pages	
GPR-31 Black Toner	2790B003AA	1	36,000 ⁷¹ pages	
GPR-31 Cyan Toner	2794B003AA	1	27,000 ⁷¹ pages	
GPR-31 Magenta Toner	2798B003AA	1	27,000 ⁷¹ pages	
GPR-31 Yellow Toner	2802B003AA	1	27,000 ⁷¹ pages	

⚠ CAUTION

- If your clothing or skin has come into contact with toner, wipe the toner off with a tissue; then, wash the remaining toner off with water.
- Do not use warm water, Warm water will cause the toner to jell and fuse permanently with the fibers of the clothing.
- Toner will react and adhere to plastic material, avoid contact with plastic.

⁷⁰ 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.

⁷¹ Estimated 5% toner coverage on LTR sized paper.

Q. Consumable Parts

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

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

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

Table 28 – Main Unit Consumable Parts List

Main Unit Consumable Parts List				
Description	Part Number ¹²	Quantity	Estimated Life ⁷⁰	Remarks
Film unit	FM3-5950-000	1	300,000 pages	
Pressure Roller	FC8-4906-000	1	300,000 pages	Replace the Roller Pressure and Fixing Bearing simultaneously
Bearing (Fixing Assembly)	XG9-0172-000	2	300,000 pages	
ITB	FM4-7241-000	1	500,000 pages	
ITB cleaning blade	FM4-7246-000	1	150,000 pages	
Dustproof Glass Cleaning Pad	FL2-9476-000	1	150,000 pages	
Primary transfer roller (Y/M/C/Bk)	FC0-0257-000	4	500,000 pages	
Secondary transfer inner roller	FC8-4402-000	1	500,000 pages	
Secondary transfer outer roller	FC0-4878-000	1	500,000 pages	Simultaneous replacement with Secondary Transfer Outer Roller
Transfer separation guide unit	FM3-8893-000	1	500,000 pages	
Developing Assembly (Y)	FM4-8351-000	1	500,000 pages	
Developing Assembly (M)	FM4-8352-000	1	500,000 pages	
Developing Assembly (C)	FM4-8353-000	1	500,000 pages	
Developing Assembly (Bk)	FM4-8354-000	1	500,000 pages	
Cassette feeding roller	FC6-7083-000	2	150,000 sheets	
Cassette separation roller	FC6-6661-000	2	150,000 sheets	
Multi-purpose Tray Feed roller	FB1-8581-000	1	120,000 sheets	
Multi-purpose Tray separation roller	FC6-6661-000	1	120,000 sheets	
Toner filter	FC6-9817-000	1	100,000 pages	
Waste Toner Container	FM4-8400-000	1	20,000 pages	• @ 100% Color Ratio • End-user can replace • Service Technician may empty

¹² Part Numbers are subject to change without notice.

⁷⁰ Value is based on LTR sized paper. Estimated average values in the field, based on data from supplier. Data is subject to change depending upon many factors including, without limitation, monthly copy volume, environment, type of image printed and customer handling of the equipment.

Table 29 – Color Image Reader Unit-E1 Consumable Parts List

Color Image Reader Unit-E1				
Description	Part Number ¹²	Quantity	Estimated Life ⁷⁰	Remarks
Pickup Roller	FL3-4619-000	1	80,000 sheets	
Separation Roller	FC5-3115-000	1	80,000 sheets	
Separation Pad Unit	FM4-6661-000	1	80,000 sheets	
Left Hinge	FC0-1204-000	1	150,000 times	
Right Hinge	FC0-1205-000	1	150,000 times	
Stamp	FC7-5465-000	1	7,000 pages	

12 Part Numbers are subject to change without notice.

70 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 30 – Color Image Reader Unit-F2 Consumable Parts List

Color Image Reader Unit-F2				
Description	Part Number ¹²	Quantity	Estimated Life ⁷⁰	Remarks
Pickup Roller Unit	FM0-1226-000	1	80,000 sheets	
Feed Guide	FL3-2942-000	1	40,000 sheets	
Separation Pad	FL3-5538-000	1	80,000 sheets	
Hinge Unit	FE2-1598-000	1	150,000 times	Reciprocation
Stamp	FC7-5465-000	1	7,000 pages	

12 Part Numbers are subject to change without notice.

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

Table 31 – Cassette Pedestal-AD2 Consumable Parts List

Cassette Pedestal-AD2				
Description	Part Number ¹²	Quantity	Estimated Life ⁷⁰	Remarks
Feed Roller	FC6-7083-000	1	150,000 sheets	
Separation Roller	FC6-6661-000	1	150,000 sheets	

12 Part Numbers are subject to change without notice.

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

Table 32 – Paper Deck Unit-B2 Consumable Parts List

Paper Deck Unit-B2				
Description	Part Number ¹²	Quantity	Estimated Life ⁷⁰	Remarks
Pickup Roller (Front)	FF5-7829-000	1	500,000 sheets	Actual use in terms of number of prints. 250,000 sheets in a HH environment (30 deg C, 80% RH)
Pickup Roller (Rear)	FF5-7830-000	1	500,000 sheets	
Feed Roller	FF5-7541-000	1	250,000 sheets	
Separation Roller	FB2-7777-000	1	250,000 sheets	
Pullout Roller	FB4-4868-000	1	250,000 sheets	

¹² Part Numbers are subject to change without notice.

⁷⁰ 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 33 – Inner Finisher-E1 Consumable Parts List

Inner Finisher-E1				
Description	Part Number ¹²	Quantity	Estimated Life ⁷⁰	Remarks
Stapler	FM4-2710-000	1	500,000 times	
Offset Roller	4A3-1121-000	2	1,000,000 sheets	
Shutter Unit	FL3-6043-000	1	1,000,000 sheets	Delivery Mouth Static Eliminator

¹² Part Numbers are subject to change without notice.

⁷⁰ 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 34 – Staple Finisher-J1 Consumable Parts List

Staple Finisher-J1				
Description	Part Number ¹²	Quantity	Estimated Life ⁷⁰	Remarks
Stapler	FM2-0665-000	1	500,000 times	Approx. 5,000 times stapled with 1 Cartridge
Delivery Static Eliminator (L)	4A3-5449-000	1	1,000,000 sheets	
Delivery Static Eliminator (R)	4A3-5450-000	1	1,000,000 sheets	
Inlet Static Eliminator	FL2-0822-000	1	1,000,000 sheets	
Swing Middle Static Eliminator	4F3-0929 -000	1	1,000,000 sheets	
Buffer Roller	FC5-3442-000	2	1,000,000 sheets	
Return Roller (Rear)	4A3-0950-000	1	1,000,000 sheets	Color: White
Return Roller (Front)	4A3-0951-000	1	1,000,000 sheets	Color: Black

¹² Part Numbers are subject to change without notice.

⁷⁰ 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 35 – Booklet Finisher-J1 Consumable Parts List

Booklet Finisher-J1				
Description	Part Number ¹²	Quantity	Estimated Life ⁷⁰	Remarks
Stapler	FM2-0665-000	1	500,000 times	Approx. 5,000 times stapled with 1 Cartridge
Delivery Static Eliminator (L)	4A3-5449-000	1	1,000,000 sheets	
Delivery Static Eliminator (R)	4A3-5450-000	1	1,000,000 sheets	
Inlet Static Eliminator	FL2-0822-000	1	1,000,000 sheets	
Swing Middle Static Eliminator	4F3-0929-000	1	1,000,000 sheets	
Buffer Roller	FC5-3442-000	2	1,000,000 sheets	
Return Roller (Rear)	4A3-0950-000	1	1,000,000 sheets	Color: White
Return Roller (Front)	4A3-0951-000	1	1,000,000 sheets	Color: Black
Stitcher	FL2-0846-000	2	100,000 times	Saddle Stitcher Assembly: Approx. 2,000 times stapled with 1 Cartridge

¹² Part Numbers are subject to change without notice.

⁷⁰ Value is based on LTR sized paper. Estimated average values in the field, based on data from supplier. Data is subject to change depending upon many factors including, without limitation, monthly copy volume, environment, type of image printed and customer handling of the equipment.

R. Periodic Replacement Parts

The imageRUNNER ADVANCE C5200 Series does not have any periodic replacement parts.

S. Periodic Maintenance

The parts in the table below must be periodically: replaced, cleaned, inspected or adjusted 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 periodic maintenance so that it will coincide with a scheduled service visit.

Table 36 – Main Unit Periodic Maintenance

Part Name	Estimated Interval						Remarks
	20,000	50,000	100,000	150,000	300,000	500,000	
●: Replacement	△: Cleaning			■: Inspection		□: Adjustment	
Dust-blocking glass		△					Clean with the dust-blocking glass cleaning tool
Dust-blocking glass cleaning pad				●			Clean when the ITB Cleaning Blade is replaced.
Developing unit (Y)						● □	
Developing unit (M)						● □	
Developing unit (C)						● □	
Developing unit (Bk)						● □	
Primary transfer roller (Color)						● □	
Primary transfer roller (Bk)						● □	
Secondary transfer inner roller						● □	Replace when the Secondary Transfer Outer Roller is replaced
Secondary transfer outer roller						● □	
Transfer separation guide unit						●	
ITB (intermediary transfer belt)						● □	
Patch sensor		■					Clean when the ITB is replaced. Clean with lint-free paper moistened with water 3 times in one direction
ITB cleaning blade				● □			
Film unit					●		
Pressure roller					●		
Fixing bearing					●		
Shutter cover					△		Clean when the Film Unit is replaced
Fixing separation guide					△		

Table 36 – Main Unit Periodic Maintenance (Continued)

Part Name	Estimated Interval						Remarks
	20,000	50,000	100,000	150,000	300,000	500,000	
●: Replacement	△: Cleaning		■: Inspection		□: Adjustment		
Cassette 1 feeding roller				●			
Cassette 2 feeding roller				●			
Cassette 1 separation roller				●			
Cassette 2 separation roller				●			
Multi-Purpose Tray Feed Roller			●*				*Replace at 120,000 Sheets
Multi-Purpose Tray Separation Roller			●*				
Pickup assembly idler gear				●			Replace when the Feed Roller and Separation Roller are replaced
First delivery roller		△					As needed clean with alcohol
Second delivery roller		△					
Third delivery roller		△					
Registration roller		△					
Post-fixing roller		■					
Fixing delivery roller		■					
Duplex feed upper roller		■					
Duplex feed lower roller		■					
Pre-registration guide		△					As needed clean with lint-free paper
Fixing delivery guide		△					
Transparency sensor		△					Clean with lint-free paper
Secondary transfer guide		△					
Feeding contact guide		△					
Vertical path sensor		△					
Lightproof Sheet		△					
Toner filter			●				
Recycle toner container	●						● @ 100% Color Ratio ● Replace when the message is displayed

T. The Waste Toner Container

The imageRUNNER ADVANCE C5200 Series uses a replaceable waste toner container, which collects waste toner during the printing process. The Service Technician can empty and clean the waste toner container for reuse.

The operator (or service technician) should replace the waste toner container when approximately 20,000 sheets of LTR paper (@ 100% Color Ratio and at 5% toner coverage) have been printed. When the message indicating that the waste toner container is full is displayed, up to an additional 1,000 sheets of LTR paper (@ 100% Color Ratio and at 5% toner coverage) can be printed before the waste toner container must be replaced.

When the waste toner container becomes completely full, the imageRUNNER ADVANCE C5200 Series stops. The operator or service technician can replace the full waste toner container with an empty waste toner container.

Only a service technician is authorized to empty and clean a full waste toner container. Instructions for emptying and cleaning the waste toner container will be published in a separate service document.

If new waste toner containers are always used, it is recommended that the customer maintain a supply of waste toner containers for replacement when necessary.

If recycled waste toner containers are used, Canon USA recommends that the customer have at least one spare container available as a replacement while the service technician is contacted to recycle the full waste toner container.

Refer to Technical Publication TP12 330 available from the [Canon e-Support Center Web Site](#) for the process to empty and clean the waste toner container.

Notes:

- Disposal of the waste toner or waste toner container must be in a manner that is applicable to the laws in the geographical area where the machine is located.
- If emptied and cleaned properly, the waste toner container can be reused repeatedly. However, dealers should purchase new waste toner container if the current container breaks.

CAUTION

- Canon USA cannot be held responsible for quality issues and/or customer claims caused by the waste toner container if the waste toner container is not properly emptied and cleaned.
- Canon USA cannot be held responsible for customer claims of property damage caused by the process to empty and clean the waste toner container.

U. Soft Counter

The imageRUNNER ADVANCE C5200 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 C5000 Series displays eight (8) counters on the counter status check screen.

The Table below indicates the default counter configurations of the imageRUNNER ADVANCE C5200 Series on the counter status check screen.

Refer to the imageRUNNER ADVANCE C5255/C5250/C5240A/C5235A Series Service Manual for complete details on the Soft Counter configurations.

Table 37 – Soft Counter Configuration

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
2	108: Total (Black 1)	On	May be Changed via Service Mode setting to any available counter
3	229: Copy (Full Color + Single Color/Large)	On	
4	230: Copy (Full Color + Single Color/Small)	On	
5	321: Print (Full Color + Single Color/Large)	On	
6	322: Print (Full Color + Single Color/Small)	On	
7	Not Displayed	Off	
8	Not Displayed	Off	

V. 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 C5200 Series machines. However, one of these 20 counters is used for Universal Send.

VIII. Suggested End-User Customer Service Offerings

A. Monthly Copy/Print Volume

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

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

Table 38 – Monthly Copy/Print Volume

Model	Optimum Performance Range (based on LTR sized paper)	Maximum Monthly Volume (based on LTR sized paper)
imageRUNNER ADVANCE C5255	Approximately 12,000-60,000	Up to 210,000
imageRUNNER ADVANCE C5250	Approximately 10,000-50,000	Up to 165,000
imageRUNNER ADVANCE C5240A	Approximately 8,000-45,000	Up to 120,000
imageRUNNER ADVANCE C5235A	Approximately 5,000-30,000	Up to 100,000

Table 39 – Monthly Print Copy Volume Definitions

Monthly PCV Type	Description
Optimum PCV	This is the print/copy volume range that the equipment was 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.
Maximum Monthly Copy/Print Volume	On occasion, the machine can produce up to the above prints/copies. However, 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.

B. Limited Warranty Support

1. End-User Limited Warranty Conditions

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

This limited warranty covers the product accessories. For detailed limited warranty information, please refer to the imageRUNNER ADVANCE C5255/C5250/C5240A/C5235A 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.

2. GPR-30/31 Drum Unit Limited Warranty

Table 40 - GPR-30/31 Drum Unit Limited Warranty

Full Credit:	Black Drum Unit	120,000 prints or copies (or a combination of both) or 30 days after delivery to the original purchaser, whichever comes first.
	Color Drum Unit	50,000 prints or copies (or a combination of both) or 30 days after delivery to the original purchaser, whichever comes first.
Prorated Credit:	Black Drum Unit	90,000 prints or copies (or a combination of both) or 120 days after delivery to the original purchaser, whichever comes first.
	Color Drum Unit	20,000 prints or copies (or a combination of both) or 120 days after delivery to the original purchaser, whichever comes first.

For detailed limited warranty information, please refer to the GPR-30 and/or the GPR-31 Drum Unit Limited Warranty located in the [Appendix](#).

3. Flat-Rate Program

The Flat-Rate Program provides a flat-rate credit to Canon USA's full-line dealers as compensation for warranty expenses that they may incur. Dealers who purchase an imageRUNNER ADVANCE C5200 Series device will receive a Flat-Rate Program credit during the month following their purchase. This credit covers the dealer's cost of defective parts and drums with a dealer cost **under \$300.00** that have been replaced during the term of the end-user's Limited Warranty.

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

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

To request a part reimbursement credit, complete the e-Tag warranty claim form in the Warranty section of the [e-Support Center Web Site](#). Refer to the [e-Tag](#) section of this Service Guide for further details and instructions.

Additional information on the Flat-Rate Program is located on the Canon USA's [e-Support Center Web Site](#), as shown in [Figure 7](#).

Figure 7 – e-Support: Flat-Rate Program

e-support center Canon ENGINEERING SERVICES & SOLUTIONS DIVISION

Home Tech Support Field Support Training ATSP **Warranty** Video Communication Center Major Accounts Management Center

Info Center Flat-Rate Program e-Tag Part Repair Facilities Refurbished Subassembly Program ASCR Product Advisories

Flat-Rate Program

Once per month, Canon's Systems & Technical Support Division issues credit under the Flat-Rate warranty program to cover the cost of defective parts and drums with a dealer cost under \$300.

No documentation or part/drum returns are required in order to receive the monthly Flat-Rate credit. This credit is calculated using purchases of machines, accessories and drums from the previous month. For example, May 2012 represents credit for purchases made in April 2012.

Product shipments to dealers of National Account and Government Marketing Division placements are treated as if the dealer had purchased the machine. They are added to the total number of wholesale purchases the dealer made.

The Flat-Rate Program applies to full-line dealers of imagePRESS (IP), imageRUNNER (IR), Color imageRUNNER (CIR), imageRUNNER ADVANCE (IR ADV), Color imageRUNNER ADVANCE (CIR ADV) and Océ VarioPrint products.

To view on-line Flat-Rate warranty credits, log onto the ISG Central website at www.isgcentral.usa.canon.com. Go to the Canon Network Access (CNA) site and select Warranty Credit Inquiry -> Flat Rate Warranty Reimbursement.

Flat-Rate Program Links

- Flat-Rate Warranty Reimbursement Program Changes 08/06/09 (PDF: 124KB)
- FAQ's Viewing Flat-Rate Credits on CNA 05/30/08 (PDF: 24KB)

Flat-Rate Reference Table

Covered Products

- imagePRESS (IP)
- Monochrome (IR)
- Business Color (CIR)
- imageRUNNER ADVANCE (IR ADV)
- imagePASS A1, B1, B2, C1, C2, D1, E1, G1, H1, J1
- imagePRESS Server T1

Non-Covered Products

- Facsimile
- ImageCLASS
- Micrographics/DR Scanners/imageFORMULA
- imagePROGRAF
- imagePASS L-1, M-1, M-2, M-3, S-1, S-2, U-1, U-2
- ColorPASS, GX-100, GX-200, GX-300, GX-400
- imagePRESS Server Q1, Q2, A1100, A2000, A2100, A3000, A3100, A3200, J100, J200
- imagePRESS Creo Server A7000, A7500

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4. Warranty Parts for Repair

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

Parts specified on the Canon USA Repairable Parts List must be prepaid and shipped directly to one of the following Authorized Parts Repair Facilities. Log on to the Canon USA [e-Support Center Web Site](#) to view the Canon USA Repairable Parts List. Go to the Warranty tab, Part Repair Facilities, Repairable Parts List. See [Figure 8 – e-Support: Authorized Parts Repair Facilities](#) for more details.

Table 41 – Authorized Part Repair Facilities

Hytec Dealer Services, Inc. 3600 Vineland Road (Suite 121) Orlando, FL 32811 Telephone: 1-407-297-1001 Customer Service: 1-800-883-1001 Technical Support: 1-888-883-2001 Fax: 1-407-297-4310	Nation-Wide Repair Service, Inc. 16151 Foster Street Overland Park, KS 66085 Customer Service: 1-866-655-8676 Technical Support: 1-800-798-1814 Fax: 1-913-631-8372
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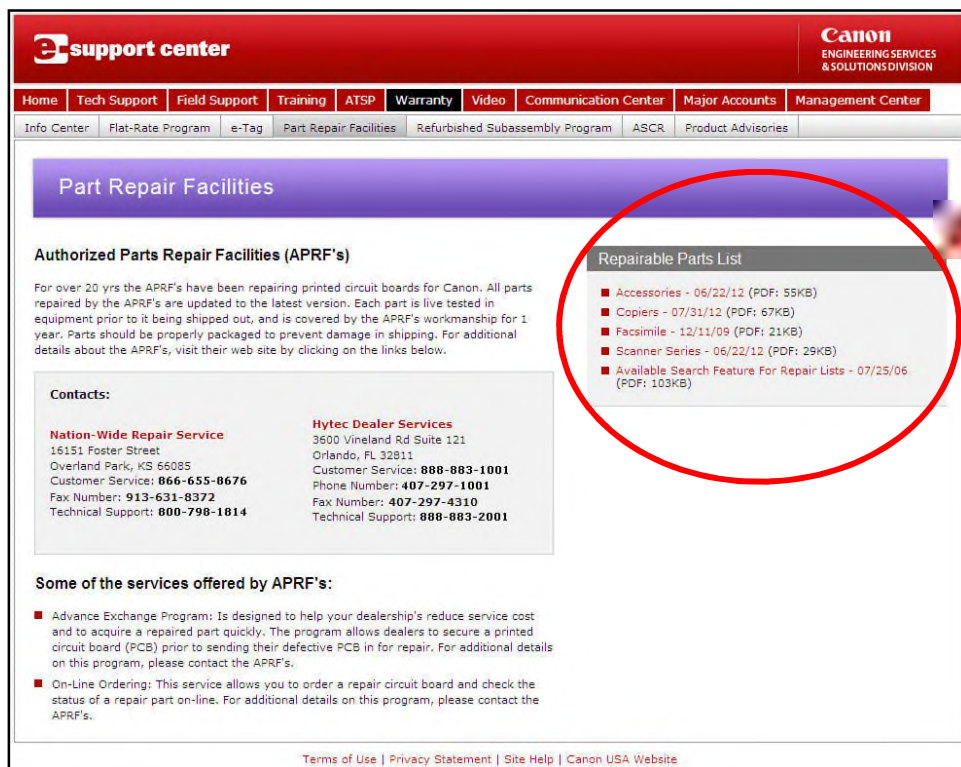
Repairable parts (under warranty) are repaired free-of-charge by the APRFs. Usually, the turnaround time is approximately five (5) business days. Once repaired and tested, the parts are shipped back to your dealership via UPS Ground.

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

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

The Repairable Parts List index is in the Warranty section of the [e-Support Center Web Site](#), select from the Repairable Parts List, as shown below, for the most current list.

Figure 8 – e-Support: Authorized Parts Repair Facilities



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

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

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

The service history log must include the following:

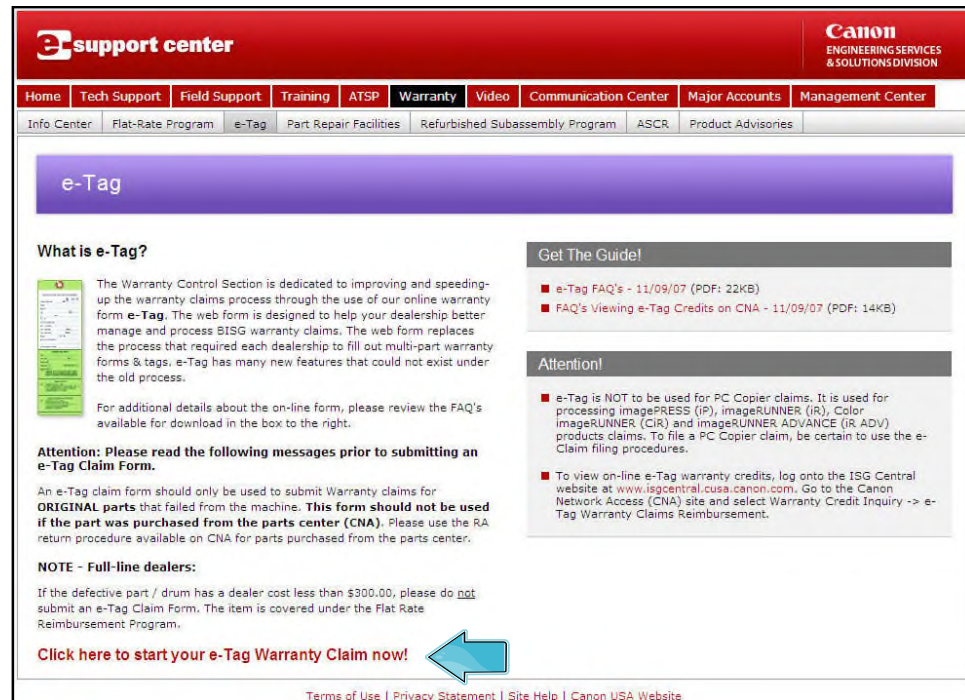
- Dealer Name
- Machine's Installation Date
- Machine's Serial Number
- Part Number
- Work Performed (Highlight Current Service Call)
- Part Description
- Date Part Was Removed
- Machine Copy Count
- Reason for Removal

5. e-Tag

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

The e-Tag warranty claim form can be accessed in the Warranty section of the [e-Support Center Web Site](#).

Figure 9 – e-Support: e-Tag



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

Figure 10 – e-Support: e-Tag Claim Console

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

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

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

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

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

6. Online Limited Warranty Credit Inquiry

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

a. e-Tag Inquiry

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

Figure 11 – ISG Central



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

Figure 12 – CNA: Warranty Credit Inquiry



Figure 13 – CNA: e-Tag Warranty Claims Search



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

Go to the e-Tag Warranty Claim Console, as shown at the bottom of the screen shot in [Figure 10 – e-Support: e-Tag Claim Console](#). This console enables you to check the status of your claims. To view the details of the e-Tag limited warranty claim form, double-click any record.

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

b. Flat-Rate Inquiry

To view your Flat-Rate warranty reimbursements online, log on to the [ISG Central Web Site](#), and select “Canon Network Access (CNA)”, as shown below.

Figure 14 – ISG Central



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

Figure 15 – CNA: Warranty Credit Inquiry



Figure 16 – CNA: Flat-Rate Warranty Reimbursement Search



IX. Product Technical Support Offerings

A. Dealer Support Requirements

imageRUNNER ADVANCE C5200 Series Technical Training is required to receive technical support for these machines. Refer to the [Canon USA Technical Support Center](#) section for further details.

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

- Your support personnel should check technical documentation (User Manuals, Technical Publications, etc.) and the e-Support Web Site (24 hours a day, 7 days a week) before calling Canon USA's TSC (Technical Support Center), since your concern may have already been addressed and documented.
- Have your Support ID number ready when you call the TSC, and make sure that you are where the engine or application is located and accessible. This dramatically improves the TSC's ability to help troubleshoot the problem, and eliminate the "guesswork" when answering a specific question. This also helps to supply you with answers that are more accurate.
- Provide the serial number of the installed engine or application you want to troubleshoot. While the serial number is required to access support, it also provides the Support Specialist with information about previous calls for support.
- Make sure to provide environment-specific information, and any other site-specific variables.
- Submit and update your profile information, such as cell phone number, e-mail address, and company address on the e-Support Web Site in the Current Profile section. You can also call Canon USA's TSC. Accurate profile information enables you to contact support personnel faster, and is necessary, if more information is required from the caller later.
- At the completion of each call, a ticket number is provided. If the Support Specialist does not provide a number, the caller should ask for it.
- Have a Dealer Technician or Systems Engineer call Canon USA with what resolved your issue. This information is helpful, and enables a Support Specialist to assist other callers who may have the same problem.

B. Canon USA Support Offerings

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

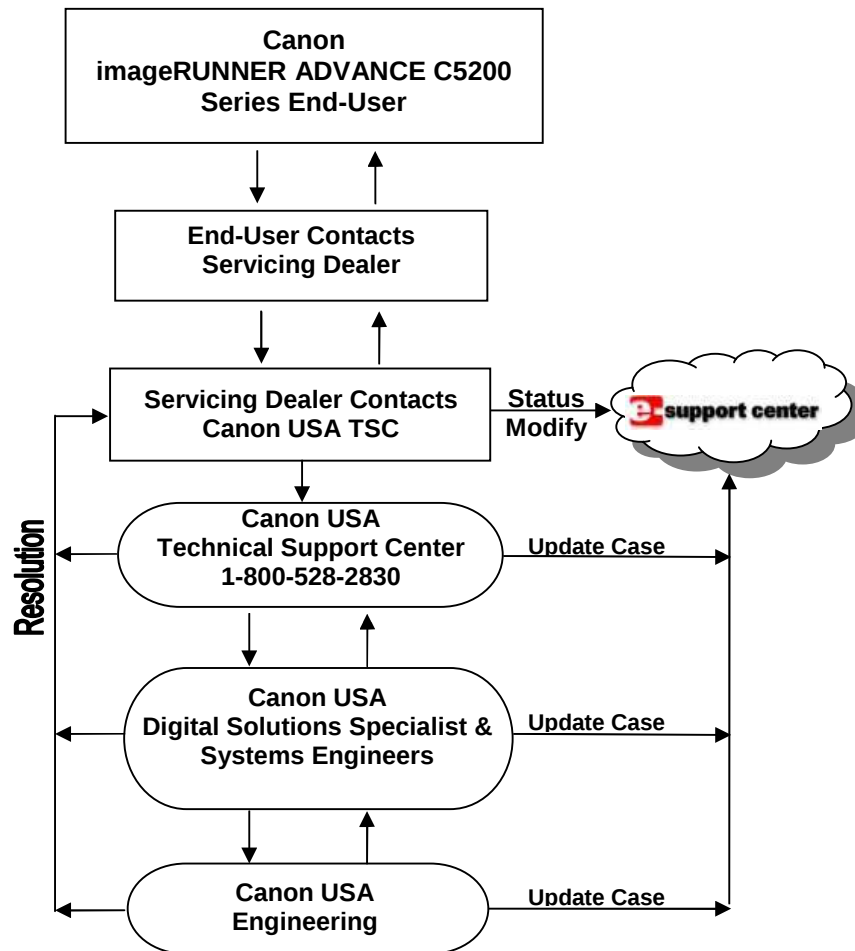
1. Canon USA Technical Support Center

Canon USA provides a time-sensitive call escalation process for all authorized imageRUNNER ADVANCE C5200 Series dealers. The TSC is the single-point of entry for this process. Hours of Operation for live nationwide toll free support are Monday – Friday 9:00am to 8:00pm Eastern Time (9:00am to 6:00pm Eastern Time for connectivity support). Once a call is placed to the TSC and information is logged into the call management system, a case number is assigned to the call. Every effort is made to resolve the problem during the call. Calls that cannot be resolved during the initial call and require escalation must follow the process below. The status of all escalated cases can be viewed via e-Support or by calling the TSC.

Canon USA's TSC support responsibilities are as follows:

- The contracted servicing dealer solely provides all technical support for the end-user.
- The Canon USA TSC is the central contact/escalation for the reporting of all known outstanding hardware and software issues to Canon USA's engineering and software development groups.
- The Canon USA TSC is available to all Authorized Dealers, Systems Engineers, and Technicians who have successfully completed the training program.
- The TSC provides technical information regarding all Canon associated hardware and software products.
- The TSC deploys, as required through proper escalation procedures, all on-site Canon USA Digital Solutions Specialists and Systems Engineers.

Table 42 – Canon USA Support Escalation Flow Chart



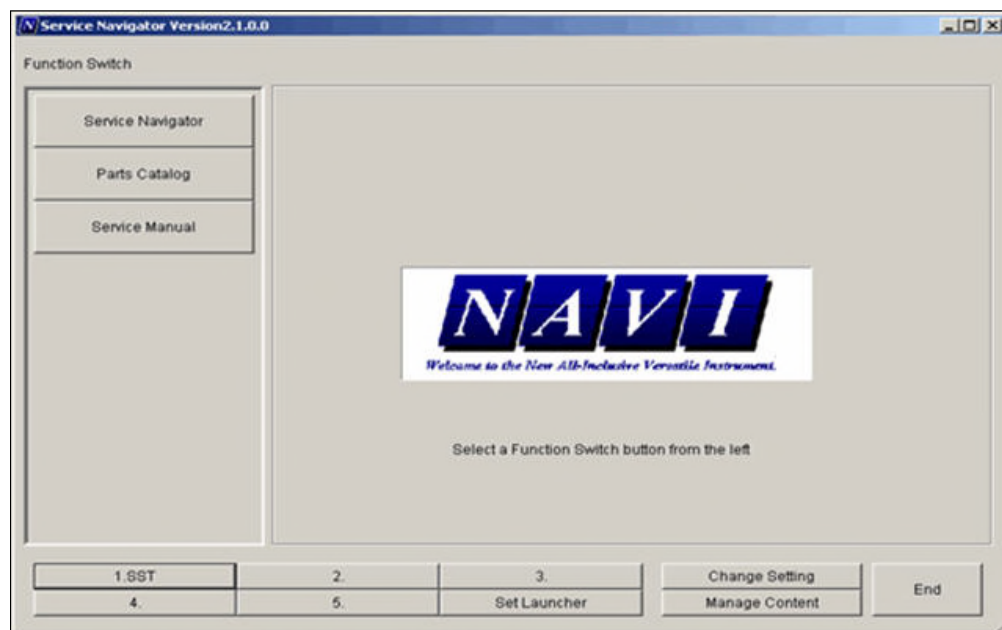
2. NAVI

NAVI is a computer-based application that is designed to function as both an information resource and diagnostic tool for Canon dealership technicians (equipped with a laptop) or dealer in-house help desk environments.

Figure 17 – NAVI: Login Screen



Figure 18 – NAVI: Main Screen



a. Benefits

- Improves the time to resolution for the more challenging technical situations faced in the field.
- Increases customer satisfaction by increasing the number of first visit problem resolutions, thereby reducing the number of required second visits.
- Reduces the chances of incorrect or unnecessary parts usage with NAVI's diagnostic abilities and reference information.
- Enables device engine reporting to aid in service costs forecasting.

b. Features

- Detects the device's engine status.
- Enables you to research a knowledge base of known problem case data to solve a current machine problem when connected directly to the machine or offline (connection to the machine has not been established).
- Provides access to model servicing information, such as work procedures and electromechanical component references.
- Provides a link to Canon Technical Documentation, which is offered to dealers for sale on a CD-ROM.
- Provides a link to Canon Service Tools, such as the SST (Service Support Tool) and PDL Downloader.
- Enables you to access the machine's Service Mode from a computer running the NAVI application, and perform the Auto Reset function (returns all machine settings back to their initial or default values).
- Enables you to adjust the machine's error and jam thresholds.
- Enables you to lookup replacement parts via a Web browser.

c. Getting Started with NAVI

(1) Participate in Training

The NAVI e-Learning course is available on e-Support for those technicians who have computer skills and use the SST. The NAVI e-Learning course is interactive, and contains guided simulations that show the technician how to use NAVI to service, maintain, and troubleshoot Canon devices. Technicians taking the NAVI e-Learning course will also learn how to make NAVI an integral part of their tool kit.

After the successful completion of the NAVI e-Learning course, technicians can begin to use NAVI as the tool to help them resolve field issues in a timely manner.

(2) Get the NAVI Files

There are two ways to get the files to start using NAVI:

- Download the necessary files from the e-Support Web Site free-of-charge. It is recommended to download these files via a high-speed Internet connection, as the files are large.
- Purchase the NAVI Catch-Up CD Set. The Catch-Up CD Set contains the basic NAVI program, documentation, and model files to add previously introduced models to a computer with NAVI installed.

(3) Install NAVI and Use the Program

Use the following procedure to install and use NAVI:

- Install the core NAVI program and any patches.
- Add model support, as necessary.
- Add any updated model case data.
- If you have previously issued technical documentation on CD-ROMs, you can link these files with NAVI.

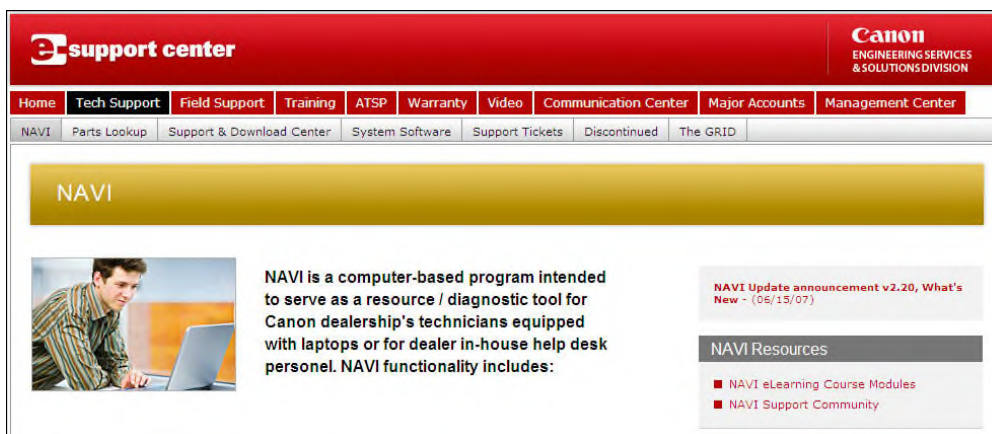
d. Updates

Continuous updates to each imageRUNNER ADVANCE model's Update Data Pack are available for download from the e-Support Web Site free-of-charge.

e. NAVI Support

For additional details and information on NAVI, refer to the NAVI mini-home page on the e-Support Web Site, located in the "Tech Support" tab.

Figure 19 – e-Support: NAVI's Mini-Home Page



3. Internet Support

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

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

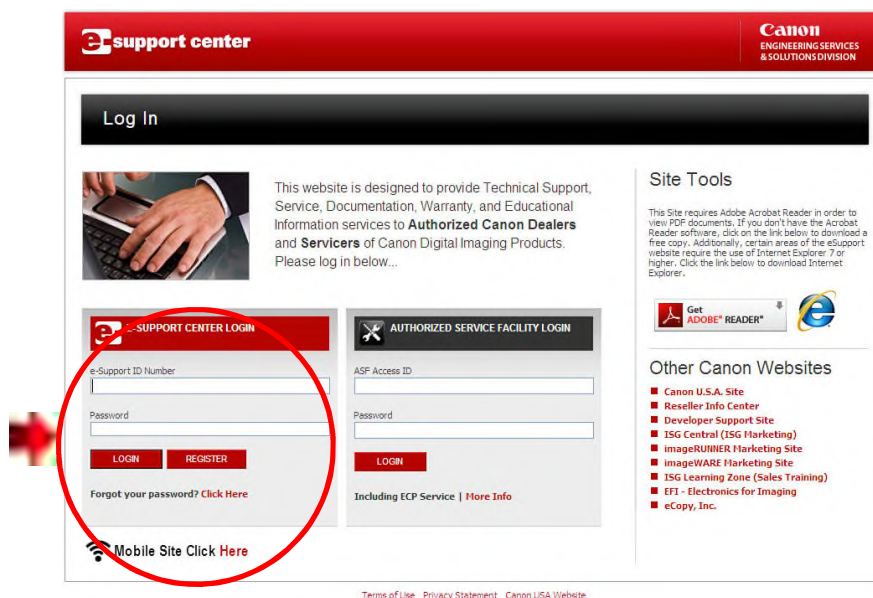
Canon USA's e-Support is designed to provide Systems Engineers and Technicians access to technical support information via the Worldwide Web.

The following functions and information can be accessed:

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

To access e-Support, you must first register for an e-Support ID Number. To register for an e-Support ID number, go to the Canon USA's [e-Support Center Web Site](#). Click on the "Register" button, and follow the instructions. This service is available at no additional charge to all authorized dealers.

Figure 20 – e-Support: Login Screen



b. Canon USA's ISG Central Web Site

Complete Service Guide versions are available on the Canon USA's [ISG Central Web Site](#).

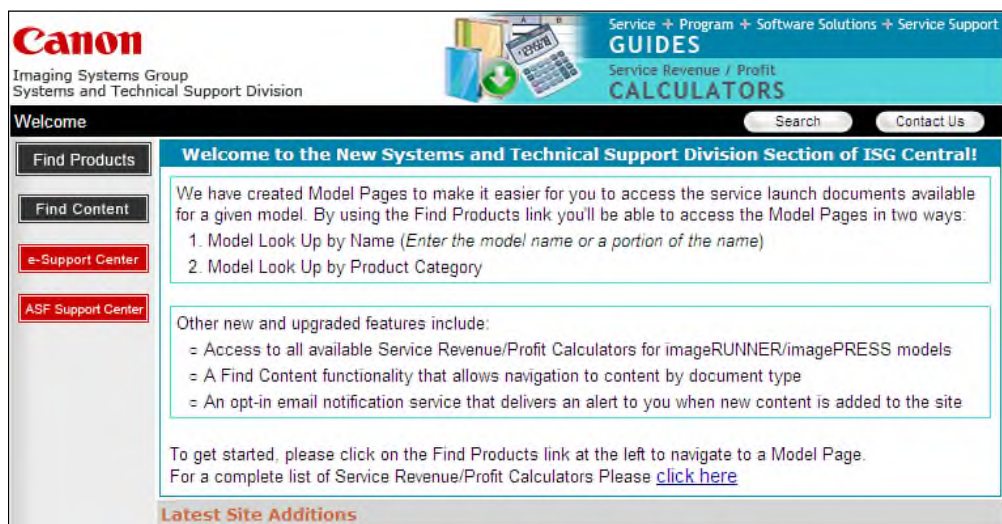
Access is limited to an Authorized Dealer's Management staff. Please contact your Dealer Administrator to request access to the Engineering Services and Solutions section of ISG Central.

Figure 21 – ISG Central: Login Screen

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

Figure 22 – ISG Central: Engineering Services and Solutions Web Page

Figure 23 – ISG Central: Engineering Services and Solutions Service Guides Area



X. Appendix

A. Registered Paper Types and Weight

Table 43 – Registered Paper Types and Weight

Paper Type	Paper Weight
Thin	14 to 16 lb bond (52 to 63 g/m ²)
Plain 1	17 to 21 lb bond (64 to 81 g/m ²)
Plain 2	22 to 28 lb bond (81 to 105 g/m ²)
Recycled	17 to 21 lb bond (64 to 81 g/m ²)
Color	17 to 21 lb bond (64 to 81 g/m ²)
Heavy 1	28 lb bond to 60 lb cover (106 to 163 g/m ²)
Heavy 2	61 to 80 lb cover (164 to 220 g/m ²)
Heavy 3	82 lb cover to 140 lb index (221 to 256 g/m ²)
1-Sided Coated 1	29 lb bond to 60 lb cover (106 to 163 g/m ²)
1-Sided Coated 2	61 to 80 lb cover (164 to 220 g/m ²)
2-Sided Coated 1	29 lb bond to 60 lb cover (106 to 163 g/m ²)
2-Sided Coated 2	61 to 80 lb cover (164 to 220 g/m ²)
Tracing	17 to 21 lb bond (64 to 81 g/m ²)
Transparency	40 lb bond to 110 lb index (151 to 209 g/m ²)
Pre-Punched	20 to 21 lb bond (75 to 81 g/m ²)
bond	22 to 24 lb bond (82 to 90 g/m ²)
Tab Paper	40 lb bond to 110 lb index (151 to 209 g/m ²)
Labels	40 lb bond to 110 lb index (151 to 209 g/m ²)
Letterhead	29 lb bond to 60 lb cover (106 to 163 g/m ²)
Envelope	20 to 28 lb bond (75 to 105 g/m ²)

B. Specifications

Table 44 – imageRUNNER ADVANCE C5255/C5250/C5240A/C5235A

Item		imageRUNNER ADVANCE			
		C5255	C5250	C5240A	C5235A
Type		Color Digital Multifunction Imaging System			
Copy Method		Laser Dry Electrostatic Transfer			
Developing System		Dry Dual Component Toner Projection			
Fixing System		Advanced Color RAPID Fusing Technology			
Maximum Original Size		11" ×17"			
Maximum Copy/Print Size		11" ×17" / 12" × 18"			
Minimum Copy Size		5 1/2" x 7 1/8"			
Memory		Standard 2 GB RAM, Maximum 2.5 GB RAM			
Hard Disk Drive		Standard 160 GB Hard Disk Drive, Maximum 1 TB Hard Disk Drive			
Standard Interfaces	Network	Standard Ethernet 1000Base-T/100Base-TX/10Base-T Optional Wireless LAN w/Wireless LAN Kit			
	Others	USB 2.0 ×2 (Host), USB 2.0 (Device) USB 2.0 ×2 (w/Optional Device Port), SD Card, SDHC Card, Compact Flash, Memory Stick, Microdrive (w/Optional Multimedia Reader/Writer)			
Copy/Print Speed (Letter)	B&W	Up to 55 ppm	Up to 50 ppm	Up to 40 ppm	Up to 35 ppm
	Color	Up to 51 ppm	Up to 45 ppm	Up to 35 ppm	Up to 30 ppm
FCOT	B&W	Approximately 3.9 seconds		Approximately 5.4 seconds	
	Color	Approximately 6.0 seconds		Approximately 8.1 seconds	
Warm Up Time (at room temp. of 20°C)	From Power On	Approximately 31 seconds			
	From Sleep Mode	Approximately 18 seconds		Approximately 15 seconds	
Engine Resolution		Up to 1,200 dpi ×1,200 dpi			
Halftone		256 Gradations (Continuous-Tone)			
Paper Capacity (20 lb bond)	Standard	Two Paper Cassettes: Up to 550 sheets each Multi-Purpose Tray: Up to 100 sheets			
	Optional	Two Paper Cassettes: Up to 550 sheets each Paper Deck: Up to 2,700 sheets			
	Maximum	Up to 5,000 sheets			
Paper Size	Cassette 1	LGL, LTR, LTRR, STMTR, EXEC, Custom Size (5 1/2" x 7 1/8" to 12" x 15 3/8")			
	Cassette 2/3/4	12"×18", 11" x 17", LGL, LTR, LTRR, STMTR, EXEC, Custom Size (5 1/2" x 7 1/8" to 12" x 18")			
	Multi-Purpose Tray	12"×18", 11" x 17", LGL, LTR, LTRR, STMT, STMTR, EXEC, Custom Size (3 7/8" x 5 1/2" to 12 5/8" x 18")			
Cassette	Paper Weight	14 lb bond to 80 lb cover (52 to 220 g/m ²)			
	Paper Type ⁷²	Thin, Plain 1, Plain 2, Heavy 1, Heavy 2, Recycled, Color, Pre-Punched, bond, Transparency, Tab ⁷³ , Letterhead, and Envelopes ⁷⁴			
Multi-Purpose Tray	Paper Weight	14 lb bond to 140 lb index (52 to 256 g/m ²)			
	Paper Type ⁷²	Thin, Plain 1, Plain 2, Heavy 1, Heavy 2, Heavy 3, Recycled, Color, Pre-Punched, bond, Tracing, Coated, Labels, Transparency, Tab, Letterhead, and Envelopes			
Duplexing		Standard Automatic Trayless Duplexing			
Standard Output Capacity (20 lb bond)		Inner Tray up to 250 sheets (Facedown)			

⁷² Reference [Registered Paper Types and Weight](#) for the available paper weights.

⁷³ From the second cassette with the optional Tab Feeding Attachment Kit.

⁷⁴ From the second cassette with the optional Envelope Feeding Attachment Kit.

Table 44 – imageRUNNER ADVANCE C5255/C5250/C5240A/C5235A (Continued)

Item		imageRUNNER ADVANCE			
		C5255	C5250	C5240A	C5235A
Dimensions (Main Unit + ADF) (H×W×D)		Approximately 37 3/8" x 24 3/8" x 28 1/8" (950 mm x 620 mm x 715 mm)			
Weight (includes ADF and consumables)		Approximately 346 lb (157 kg)			
Installation Space (W × D) (when the multi-purpose tray is extended)		imageRUNNER ADVANCE C5255/C5250/C5240A/C5235A: Approximately 33 1/2" x 28 1/8" (850 mm x 715 mm) imageRUNNER ADVANCE C5240 Printer Model: Approximately 33 1/2" x 28" (850 mm x 712 mm)			
Power Requirement		120V AC / 60Hz / 16A		120V AC / 60Hz / 10A	
Plug		NEMA 5-20P		NEMA 5-15P	
Power Consumption	Maximum	1.8 KW maximum		1.5 KW maximum	
	Sleep Mode	Approximately 0.8W			
Others	Energy Star Qualified	YES			

Table 45 – Duplex Color Image Reader Unit-E1

Duplex Color image Reader Unit-E1				
Item			Specification	
Original Feeding Mechanism			Single Pass Duplex Automatic Document Feeder	
Paper Size			11" x 17", LGL, LTR, LTRR, STMT, or STMTR	
Weight of Originals			1-Sided Scanning: 11 to 58 lb bond (42 to 157 g/m ²) 2-Sided Scanning: 13 to 58 lb bond (50 to 157 g/m ²)	
Original Tray Capacity			Up to 150 sheets (20 lb bond (80 g/m ²))	
Scan Speed	Scan @ 300 dpi	Color	Simplex Up to 75 ipm	Duplex Up to 120 ipm
		B&W	Up to 75 ipm	Up to 120 ipm
	Copy @ 600 dpi	Color	Up to 51 ipm	Up to 51 ipm
		B&W	Up to 75 ipm	Up to 75 ipm
Resolution for Reading			Up to 600 dpi x 600 dpi	
Acceptable Originals			Sheet, book, three dimensional objects (up to 4.4 lb (2 kg))	
Magnification			Regular paper size: Same Ratio 1:1 Reduction 1:0.78 (LGL → LTR) 1:0.73 (11" x 17" → LGL, 11" x 15" → LTR) 1:0.64 (11" x 17" → LTR) 1:0.50 (11" x 17" → STMT) 1:0.25 Enlargement 1:1.21 (LGL →11" x 17") 1:1.29 (LTR → 11" x 17") 1:2.00 (STMT → 11" x 17") 1:4.00 Copy Ratio: 25 to 400% (in 1% increments)	
Power Source/ Consumption			From the main unit / Approximately 120 W	
Dimensions (H x W x D)			Approximately: 6 1/8" x 22 1/4" x 20 7/8" (155 mm x 565 mm x 530 mm)	
Weight			Approximately 31.1 lb (14.1 kg)	

Table 46 – Cassette Feeding Unit-AD2

Cassette Feeding Unit-AD2	
Item	Specification
Paper Sizes	12"x18", 11"x17", LGL, LTR, LTRR, STMTR, EXEC, and Free size (5 1/2" x 7 3/16" to 12" x 18")
Paper Weight	14 lb bond to 80 lb cover (52 g/m ² to 220 g/m ²)
Paper Types ⁷²	Thin, Plain 1, Plain 2, Recycled, Color, Heavy 1, Heavy 2
Paper Cassette Capacity	Up to 550 sheets x 2 cassettes (20 lb bond (80 g/m ²))
Power Source / Maximum Power Consumption	From the main unit/Approximately 30W
Dimensions (H x W x D)	Approximately: 9 7/8" x 24 3/8" x 27 5/8" (251 mm x 620 mm x 700 mm)
Weight	Approximately: 61.7 lb (28 kg)

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

Table 47 – Paper Deck Unit-B2

Paper Deck Unit-B2	
Item	Specification
Paper Sizes	LTR
Paper Weight	14 lb bond to 80 lb cover (52 to 220 g/m ²)
Paper Types ⁷²	Thin, Plain 1, Plain 2, Recycled, Color, Heavy 1, Heavy 2
Paper Deck Capacity	Up to 3,000 sheets (@ 17 lb bond (64 g/m ²)) Up to 2,700 sheets (@ 20 lb bond (80 g/m ²))
Power Source / Maximum Power Consumption	From the main unit/Approximately 45 W
Dimensions (H x W x D)	18 5/8" x 14 5/8" x 23 3/4" (473 mm x 372 mm x 603 mm)
Weight	Approximately 81.6 lb (37 kg)
Installation Space (WxD)	imageRUNNER ADVANCE C5255/C5250/C5240A/C5235A: Approximately 39 1/8" x 28 1/8" (992 mm x 715 mm) imageRUNNER ADVANCE C5240 Printer Model: Approximately 39 1/8" x 28 (992 mm x 712 mm)

72 Reference [Registered Paper Types and Weight](#) for the available paperweights.

Table 48 – Envelope Feeder Attachment Kit-D1

Envelope Feeder Attachment-D1	
Item	Specification
Acceptable Envelopes	No.10 (COM10), Monarch, DL, ISO-C5
Capacity	Up to 50 sheets (or 1 1/4" (30 mm) in height)
Feeding Speed	Up to 10 cpm
Dimensions (H x W x D)	Approximately 3 1/4" x 17 1/4" x 12 1/8" (81 mm x 439 mm x 307 mm)
Weight	Approximately 2.6 lb (1.2 kg)

Table 49 – Inner 2-Way Tray-F1

Inner 2-way Tray-F1		
Item		Specification
Number of Trays		2
Paper Sizes		12"x18", 12 5/8"x 17 11/16", 11"x17", LGL, LTR, LTRR, STMT, STMTR, EXEC, Custom size (3 7/8" x 5 9/16" to 12 5/8" x 18"), and Envelopes
Paper Weight		14 lb bond to 140 lb index (52 g/m ² to 256 g/m ²)
Paper Types ⁷²		Thin, Plain 1, Plain 2, Recycled, Color, Heavy 1, Heavy 2, Heavy 3, Pre-Punched, Transparency, Tracing, Tab, Letterhead, Labels, bond, Coated, Envelope
Paper Capacity (LTR @ 20 lb bond)	Tray A	Up to 250 Sheets
	Tray B	Up to 100 Sheets
Dimensions (H×W×D)		Approximately 3" x 16 3/4" x 16" (76 mm x 426 mm x 407 mm)
Weight		1.3 lb (574 g)
Installation Space (W×D) (when the multi-purpose tray is extended)		imageRUNNER ADVANCE C5255/C5250/C5240A/C5235A: Approximately 33 1/2" x 28 1/8" (850 mm x 715 mm) imageRUNNER ADVANCE C5240 Printer Model: Approximately 33 1/2" x 28" (850 mm x 712 mm)

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

Table 50 – Inner Finisher-E1

Inner Finisher-E1		
Item		Specification
Number of Trays		1 (2 Optional)
Paper Sizes		12"x18", 12 5/8"x17, 11"x17", LGL, LTR, LTRR, STMT, STMTR, EXEC, Custom size (3 7/8"x5 9/16" to 12 5/8"x18") and Envelopes
Paper Weight		14 lb bond to 140 lb index (52 g/m ² to 256 g/m ²)
Paper Types ⁷²		Thin, Plain1, Plain2, Heavy 1, Heavy 2, Heavy 3, Color, Recycled, Pre-Punched, Transparency, Tracing, Tab, Letterhead, Labels, bond, Coated, Envelope
Paper Capacity (20 lb bond)	Standard Tray	12"x18", 12 5/8"x17 11/16", 11"x17", LGL, LTR, LTRR, STMT, STMTR and EXEC: Up to 500 Sheets (Up to 200 Sheets when the additional tray is attached)
	Standard Tray Staple Mode	LTR: 30 Sets (or 2 1/2" in height) 11"x17", LGL, LTRR and EXEC: 30 Sets (or 1" in height)
	Inner Finisher Tray-A1	12"x18", 12 5/8"x17 11/16", 11"x17", LGL, LTR, LTRR, STMT, STMTR and EXEC: Up to 100 sheets (or 1/2" (12.5 mm) in height)
	Inner Finisher Tray-A1 Staple Mode	11" x 17", LGL, LTR, LTRR, and EXEC: 3/8" (8.1 mm) in height
Maximum Stapling Capacity		LTR and EXEC: Up to 50 Sheets (14 lb bond – 21 lb bond) Up to 30 Sheets (22 lb bond – 28 lb bond) Up to 2 Sheets (29 lb bond – 140 lb index) 11"x17", LGL, LTRR: Up to 30 Sheets (14 lb bond – 21 lb bond) Up to 20 Sheets (22 lb bond – 28 lb bond) Up to 2 Sheets (29 lb bond – 140 lb index)
Type of Staple		11"x17", LGL, LTR, LTRR and EXEC: Corner, Double
Power Source / Maximum Power Consumption		From the main unit/Approximately 40 W
Dimensions (H×W×D) (when the auxiliary tray is extended)		Approximately 9 1/4" x 34 1/8" x 21 1/4" (234 mm x 865 mm x 540 mm)
Weight		Approximately 28.7 lb (13 kg) (when the Inner Finisher Additional Tray-A1 is attached)
Installation Space (W×D) (when the multi-purpose tray and the auxiliary tray are extended)		imageRUNNER ADVANCE C5255/C5250/C5240A/C5235A Approximately 43 1/8" x 28 1/8" (1,095 mm x 715 mm) imageRUNNER ADVANCE C5240 Printer Model: Approximately 43 1/8" x 28" (1,095 mm x 712 mm)

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

Table 51 – Staple Finisher-J1

Staple Finisher-J1		
Item		Specification
Number of Trays		2
Paper Sizes		12 5/8" x 17 11/16", 12" x 18", 11" x 17", LGL, LTR, LTRR, STMT, STMTR, EXEC, Custom Size (3 7/8" x 5 9/16" to 12 5/8" x 18) and Envelopes
Paper Weight		14 lb bond to 140 lb index (52 g/m ² to 256 g/m ²)
Paper Types ⁷²		Thin, Plain 1, Plain 2, Heavy 1, Heavy 2, Heavy 3, Color, Recycled, Pre-Punched, Transparency, Tracing, Letterhead, Labels, bond, Coated, Envelope
Paper Capacity (20 lb bond)	Upper Tray	LTR, STMTR, EXEC: Up to 1,300 Sheets (or 7 3/8" in height) 11"x17", LGL, LTRR: Up to 650 Sheets (or 3 3/4" in height)
	Lower Tray	LTR, STMTR, EXEC: Up to 1,700 Sheets (or 9 5/8" in height) 11"x17", LGL, LTRR: Up to 650 Sheets (or 3 3/4" in height)
Paper Capacity of Staple Mode (20 lb bond)	Upper Tray	LTR, EXEC: Up to 1,300 Sheets/30 Sets (or 7 3/8" in height) 11"x17", LGL, LTRR: Up to 650 Sheets/30 Sets (or 3 3/4" in height)
	Lower Tray	LTR, EXEC: 1,700 Sheets/30 Sets (or 9 5/8" in height) 11"x17", LGL, LTRR: 650 Sheets/30 Sets (or 3 3/4" in height)
Maximum Stapling Capacity		LTR, EXEC: Up to 50 Sheets (14 lb bond to 21 lb bond) Up to 30 Sheets (22 lb bond to 28 lb bond) Up to 2 Sheets (29 lb bond to 140 lb index) 11"x17", LGL, LTRR: Up to 30 Sheets (14 lb bond to 21 lb bond) Up to 20 Sheets (22 lb bond to 28 lb bond) Up to 2 Sheets (29 lb bond to 140 lb index)
Staple Mode		11"x17", LGL, LTR, LTRR, EXEC: Corner, Double
Power Source / Maximum Power Consumption		From the main unit/Approximately 100 W
Dimensions (H×W×D)		43 1/4" x 26 5/8" x 25 1/2" (1,097 mm x 677 mm x 646 mm) (when auxiliary tray is extended)
Weight		Approximately 101 lb (46 kg)
Installation Space (W×D) (when the multi-purpose tray and the auxiliary tray are extended)		imageRUNNER ADVANCE C5255/C5250/C5240A/C5235A: 60 1/8" x 28 1/8" (1,527 mm x 715 mm) imageRUNNER ADVANCE C5240 Printer Model: 60 1/8" x 28" (1,527 mm x 712 mm)

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

Table 52 – Booklet Finisher-J1

Booklet Finisher-J1		
Item		Specification
Number of Trays		2
Paper Sizes		12 5/8" x 17 11/16", 12" x 18", 11" x 17", LGL, LTR, LTRR, STMT, STMTR, EXEC, Custom Size (3 7/8" x 5 9/16" to 12 5/8" x 18) and Envelopes
Paper Weight		14 lb bond to 140 lb index (52 g/m ² to 256 g/m ²)
Paper Types ⁷²		Thin, Plain 1, Plain 2, Heavy 1, Heavy 2, Heavy 3, Color, Recycled, Pre-Punched, Transparency, Tracing, Letterhead, Labels, bond, Coated, Envelope
Paper Capacity (20 lb bond)	Upper Tray	LTR, STMTR, EXEC: Up to 1,300 Sheets (or 7 3/8" in height) 11"x17", LGL, LTRR: Up to 650 Sheets (or 3 3/4" in height)
	Lower Tray	LTR, STMTR, EXEC: Up to 1,700 Sheets (or 9 5/8" in height) 11"x17", LGL, LTRR: Up to 650 Sheets (or 3 3/4" in height)
Paper Capacity of Staple Mode (20 lb bond)	Upper Tray	LTR, EXEC: Up to 1,300 Sheets/30 Sets (or 7 3/8" in height) 11"x17", LGL, LTRR: Up to 650 Sheets/30 Sets (or 3 3/4" in height)
	Lower Tray	LTR, EXEC: 1,700 Sheets/30 Sets (or 9 5/8" in height) 11"x17", LGL, LTRR: 650 Sheets/30 Sets (or 3 3/4" in height)
Maximum Stapling Capacity		LTR, EXEC: Up to 50 Sheets (14 lb bond to 21 lb bond) Up to 30 Sheets (22 lb bond to 28 lb bond) Up to 2 Sheets (29 lb bond to 140 lb index) 11"x17", LGL, LTRR: Up to 30 Sheets (14 lb bond to 21 lb bond) Up to 20 Sheets (22 lb bond to 28 lb bond) Up to 2 Sheets (29 lb bond to 140 lb index)
Staple Mode		11"x17", LGL, LTR, LTRR, EXEC: Corner, Double
Saddle Stitching	Paper Sizes	12" x 18", 11" x 17", LGL, LTRR
	Saddle Stitch Capacity	Up to 16 Sheets (14 lb bond to 20 lb bond) Up to 10 Sheets (22 lb bond to 28 lb bond)
	Saddle Folding	1 sheet (14 lb bond to 140 lb index (52 to 256 g/m ²))
	Tray Capacity	Up to 25 Booklets (5 Sheet Booklets)
Power Source / Maximum Power Consumption		From the main unit/Approximately 123 W
Dimensions (H×W×D)		Approximately 43 1/4" x 31 1/8" x 25 1/2" (1,097 mm x 789 mm x 646 mm) (when auxiliary tray is extended)
Weight		Approximately 165 lb (75 kg)
Installation Space (W×D) (when the multi-purpose tray and the auxiliary tray are extended)		imageRUNNER ADVANCE C5255/C5250/C5240A/C5235A Approximately 64 1/2" x 28 1/8" (1,639 mm x 715 mm) imageRUNNER ADVANCE C5240 Printer Model: Approximately 68 3/4" x 28 1/8" (1,639 mm x 712 mm)

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

Table 53 – External 2/3 Hole Puncher-B2

External 2/3 Hole Puncher-B2		
Item		Specification
Paper Sizes	3 Holes	LTR, 11"x17"
	2 Holes	LTRR, LGL
Paper Weight		14 lb bond to 140 lb index (52 g/m ² to 256 g/m ²)
Paper Type ⁷²		Thin, Plain1, Plain2, Heavy 1, Heavy 2, Heavy 3, Color, Recycled, Letterhead, Coated, bond
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		2 Holes: up to 10,000 sheets 3 Holes: up to 3,000 sheets
Power Source / Maximum Power Consumption		From the Main Unit
Dimensions (H×W×D)		Approximately 36" x 4 1/4" x 24 1/4" (915 mm x 107 mm x 615 mm)
Weight		Approximately 15.9 lb (7.2 kg)

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

Table 54 – Copy Tray-J1

Copy Tray-J1	
Item	Specification
Paper Sizes	11"x17", LGL, LTR, LTRR, STMTR and EXEC
Paper Weight	14 lb bond to 80 lb cover (52 g/m ² to 220 g/m ²)
Paper Type ⁷²	Thin, Plain1, Plain2, Heavy 1, Heavy 2, Color, Recycled, Pre-Punched, Tab, Letterhead, bond
Paper Capacity (20 lb bond)	100 Sheets
Dimensions (H×W×D)	Approximately 5 5/8" x 14 3/8" x 14 3/4" (144 mm x 365 mm x 373 mm) (when auxiliary tray is extended)
Weight	Approximately 1 lb (483g)
Installation Space (W×D) (when the multi-purpose tray is extended)	imageRUNNER ADVANCE C5255/C5250/C5240A/C5235A: Approximately 38 1/8" x 28 1/8" (967 mm x 715 mm) imageRUNNER ADVANCE C5240 Printer Model: Approximately 38 1/8" x 28" (967 mm x 712 mm)

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

Table 55 – Copy Card Reader-F1

Card Reader-F1	
Item	Specification
Available Cards	Magnetic
Card Readout Method	Magnetic readout
Magnetic Card Reading Direction	Face up
Store/Replay	Replay
Power Source	From the main unit.
Dimensions (H x W x D)	Approximately 1 5/8" x 3 1/2" x 3 3/4" (40 mm x 88 mm x 96 mm) (Excluding the attachment kit and cable)
Weight	Approximately 7.1 oz (200 g) (Including the attachment kit and cable)

Table 56 – Super G3 FAX Board-AE2

Super G3 Fax Board-AE2	
Item	Specification
Applicable Line	Public Switched Telephone Network ⁷⁵
Scan Line Density	Standard: 8 pels ⁷⁶ /mm x 3.85 line/mm Fine: 8 pels/mm x 7.7 line/mm Super-Fine: 8 pels/mm x 15.4 line/mm Ultra-Fine: 16 pels/mm x 15.4 line/mm
Transmission Time	JBIG: Approximately 2.6 seconds
Transmission Speed	Super G3: 33.6 kbps, G3: 14.4 kbps
Transmission Type	Super G3, G3
Compression Method	MH, MR, MMR, JBIG
Maximum Original Size	11"x 17" to STMTR
Receiving Paper Size	11"x 17" to STMTR
Memory Capacity	Approximately 6,000 pages
Auto Dial Function	Address Book: 1,800 destinations (including destinations stored in one-touch buttons)
Additional Options	Super G3 2nd Line Fax Board-AE1, Super G3 3rd/4th Line Fax Board-AE1, Remote Fax Kit-A1

Table 57 – imagePASS-B2

imagePASS-B2	
Item	Specification
Supported Devices	imageRUNNER ADVANCE C5255/C5250/C5240A/C5235A
CPU	Intel Pentium Processor E5300 (2M Cache, 2.60GHz, 800MHz FSB)
RAM	Standard: 2 GB
Interfaces (to LAN)	1000Base-T/100Base-TX/10Base-T
HDD	160 GB
F/W	System 10e
PostScript 3	Y
PCL6	Y
PCL5c	Y
Print Drivers	Adobe PS 3: • Windows (Windows 2000/XP/Server 2003/Server 2008/Windows Vista/Windows 7) • Macintosh® (OS X 10.3.9 or later) PCL 5c/6:: • Windows (Windows 2000/XP/Server 2003/Windows Vista)
Optional Items	• SeeSequence Suite • SeeSequence Impose • SeeSequence Compose • Hot Folders and Virtual Printers • X-Rite Eye-One • Productivity Package
Power Requirement	120V AC / 60Hz / 15A
Dimensions (H x W x D):	Approximately 11.6" x 13.2" x 3.7" (295 mm x 335 mm x 94 mm)

⁷⁵ Facsimile communications may not perform normally via an IP telephone line. It is recommended to use a general telephone (Public Switched Telephone Network) line for facsimile communications.

⁷⁶ Pels stands for picture elements (pixels)

Table 58 – ColorPASS-GX400

ColorPASS GX400	
Item	Specification
Supported Devices	imageRUNNER ADVANCE C5255
CPU	Intel® Core i5-660 Processor x 3.33GHz
RAM	Standard: 2 GB Maximum: 4 GB
Interfaces (to LAN)	10/100/1000Base-T (RJ-45)
HDD	500 GB
F/W	System 10
PostScript 3	Y
Print Drivers	- Windows 2000/XP/Server 2003/Server 2008/Windows Vista/Windows 7/Windows 8 - Macintosh OS X 10.5 or later
Optional Items	- Graphic Arts Package Premium Edition - SeeQuence Suite, Impose and Compose - Removable Hard Disk Drive Kit-B1 - Hot Folders and Virtual Printers - X-Rite Eye-One - Integrated Interface and Stand-A1 (Mouse, Monitor, Keyboard, and Stand)
Power Requirement	120V AC / 60Hz / 15A
Weight	Approximately 43.5 lb
Dimensions (H x W x D):	Approximately 19 1/8" x 8 1/2" x 19 1/8" (486 mm x 216 mm x 486 mm)

C. Warranty

1. Main Unit Limited Warranty

CANON imageRUNNER ADVANCE C5255/C5250/C5240/C5235 SERIES LIMITED WARRANTY

Canon U.S.A., Inc. or Canon Canada Inc. (as applicable, "Canon") warrants the imageRUNNER ADVANCE C5255/C5250/C5240/C5235 Series product and Canon brand options designed for use with the imageRUNNER ADVANCE 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 30,000 prints or copies (or a combination of both), whichever comes first. During such warranty period, Canon shall replace, without charge, any defective part with a new or comparable rebuilt part. This warranty shall not extend to consumables such as paper, chemicals, and toner as to which there shall be no warranty or replacement. Warranty replacement shall not extend the original warranty period of the Product.

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

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

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

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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.

2. GPR-30 Drum Unit Limited Warranty

CANON GPR-30 DRUM UNIT LIMITED WARRANTY

Canon U.S.A., Inc. and Canon Canada, Inc. (collectively "Canon") warrant the Drum Unit incorporated into the imageRUNNER ADVANCE Series product (the "Product") packaged with this Limited Warranty (the "Drum Unit") 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 a period of 30 days after delivery to the original purchaser of the Drum Unit or use of it to make 1,000 prints or copies (or a combination of both), whichever comes first. If the Drum Unit proves to be defective within this warranty period, Canon shall, at its sole option, replace it without charge.

For purchases of the Black Drum Unit, following the expiration of the 30 day warranty period, and continuing for a period of 120 days after delivery to the original purchaser of the Black Drum Unit or use of it to make 120,000 prints or copies (or a combination of both), and for purchases of the Color Drum Unit, following the expiration of the 30 day warranty period, and continuing for a period of 120 days after delivery to the original purchaser of the Color Drum Unit or use of it to make 50,000 prints or copies (or a combination of both), whichever comes first, Canon shall provide a credit ("Credit") to the original purchaser toward a respective replacement Drum Unit if the Drum Unit 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 Unit determined as set forth in the example below.

Warranty replacement shall not extend the original warranty period of the Drum Unit.

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

This warranty shall be void and of no force and effect if the Drum Unit is damaged as a result of (a) abuse, neglect, mishandling, or alteration of the Drum Unit, a Product Accessory or a Product in which the Drum Unit 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 Unit or cause abnormally frequent service calls or service problems. Nor does this warranty extend to any Drum Unit on which the original identification marks or serial numbers have been defaced, removed, or altered.

NEITHER CANON 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, STORAGE CHARGES OR OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE DRUM UNIT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED AND EVEN IF CANON OR ANY AUTHORIZED SERVICE PROVIDER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST CANON OR ANY AUTHORIZED SERVICE PROVIDER BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE DRUM UNIT 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 UNIT 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 DRUM UNIT AND STATES SUCH PURCHASER'S EXCLUSIVE REMEDY.

CONDITIONS OF WARRANTY

The defective Drum Unit must be returned to Canon, freight prepaid, in the original packaging with all necessary documentation (machine log, a sample copy, warranty claim tag or other documents as required from time to time) to receive the Credit or replacement Drum Unit.

Credits will be based on the then current dealer price for the replacement Drum Unit, and will be pro-rated based on the copies made as indicated by the service report submitted by the Canon Authorized Service Representative.

EXAMPLE OF CREDIT

Drum Unit inoperative after 30,000 prints or copies (or a combination of both) in less than 120 days of use.

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

Black Drum
Calculation: $\frac{120,000 - 30,000}{120,000} = \frac{90,000}{120,000} = 75\%$ of the dealer price of the replacement Drum

Color Drum
Calculation: $\frac{50,000 - 30,000}{50,000} = \frac{20,000}{50,000} = 40\%$ of the dealer price of the replacement Drum

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



3. GPR-31 Drum Unit Limited Warranty

CANON GPR-31 DRUM UNIT LIMITED WARRANTY

Canon U.S.A., Inc. and Canon Canada, Inc. (collectively "Canon") warrant the Drum Unit incorporated into the imageRUNNER ADVANCE Series product (the "Product") packaged with this Limited Warranty (the "Drum Unit") 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 a period of 30 days after delivery to the original purchaser of the Drum Unit or use of it to make 1,000 prints or copies (or a combination of both), whichever comes first. If the Drum Unit proves to be defective within this warranty period, Canon shall, at its sole option, replace it without charge.

For purchases of the Black Drum Unit, following the expiration of the 30 day warranty period, and continuing for a period of 120 days after delivery to the original purchaser of the Black Drum Unit or use of it to make 120,000 prints or copies (or a combination of both), and for purchases of the Color Drum Unit, following the expiration of the 30 day warranty period, and continuing for a period of 120 days after delivery to the original purchaser of the Color Drum Unit or use of it to make 50,000 prints or copies (or a combination of both), whichever comes first, Canon shall provide a credit ("Credit") to the original purchaser toward a respective replacement Drum Unit if the Drum Unit 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 Unit determined as set forth in the example below.

Warranty replacement shall not extend the original warranty period of the Drum Unit.

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

This warranty shall be void and of no force and effect if the Drum Unit is damaged as a result of (a) abuse, neglect, mishandling, or alteration of the Drum Unit, a Product Accessory or a Product in which the Drum Unit 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 Unit or cause abnormally frequent service calls or service problems. Nor does this warranty extend to any Drum Unit on which the original identification marks or serial numbers have been defaced, removed, or altered.

NEITHER CANON 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, STORAGE CHARGES OR OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE DRUM UNIT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED AND EVEN IF CANON OR ANY AUTHORIZED SERVICE PROVIDER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST CANON OR ANY AUTHORIZED SERVICE PROVIDER BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE DRUM UNIT 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 UNIT 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 DRUM UNIT AND STATES SUCH PURCHASER'S EXCLUSIVE REMEDY.

CONDITIONS OF WARRANTY

The defective Drum Unit must be returned to Canon, freight prepaid, in the original packaging with all necessary documentation (machine log, a sample copy, warranty claim tag or other documents as required from time to time) to receive the Credit or replacement Drum Unit.

Credits will be based on the then current dealer price for the replacement Drum Unit, and will be pro-rated based on the copies made as indicated by the service report submitted by the Canon Authorized Service Representative.

EXAMPLE OF CREDIT

Drum Unit inoperative after 30,000 prints or copies (or a combination of both) in less than 120 days of use.

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

Black Drum
Calculation: $\frac{120,000 - 30,000}{120,000} = \frac{90,000}{120,000} = 75\%$ of the dealer price of the replacement Drum

Color Drum
Calculation: $\frac{50,000 - 30,000}{50,000} = \frac{20,000}{50,000} = 40\%$ 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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