

Canon

**imageRUNNER
ADVANCE DX
C3835i / C3830i
C3826i**



Service Guide

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I. Product Overview, New Features, Configuration, and Monthly Print/Copy Volume

A. Overview

The Canon imageRUNNER ADVANCE DX C3800 Series consists of the imageRUNNER ADVANCE DX C3835i, C3830i, and C3826i.

The imageRUNNER ADVANCE DX C3800 Series machines come standard-equipped with UFP V3.12, and bring the capabilities to users in a mid- to low-volume office environment:

- Prints in color and B&W (Black-and-White) in speeds of up to 35 ppm (pages-per-minute) for the imageRUNNER ADVANCE DX C3835i, 30 ppm for the imageRUNNER ADVANCE DX C3830i, and up to 26 ppm for the imageRUNNER ADVANCE DX C3826i (using LTR (letter-sized) paper).
- Standard Universal Send, ULM (Universal Login Manager)¹, UFR II, PCL6, Adobe PostScript 3, PDF/XPS/TIFF/JPEG Direct Printing, Remote Operator's Software Kit, Wireless LAN support, and Scan to Word and PowerPoint (OOXML).
- A standard 200-sheet (LTR) capacity, single-pass, automatic duplex, document feeder with two-sided B&W and color scanning speeds of up to 270 ipm (images per minute), at a scanning resolution of 300 dpi.
- A 10.1" WSVGA with soft keys, flat, adjustable control panel with flick and pinch and drag-and-drop actions, similar to the technology used on smartphones. The flat control panel supports video guidance for maintenance.
- A maximum paper size of 12 5/8" x 18" is supported. Multiple paper sources can hold a maximum of 2,300 sheets.
- Standard 250 GB storage drive, with an option to expand the machine's storage drive to 1 TB.
- Standard Remote Operator's Software Kit, which enables the control panel screens to be emulated on a networked computer, so users (with a physical impairment, for example), can specify settings, and access the control panel remotely.
- uniFLOW Online and uniFLOW Online Express support.
- An Authentication System that enables users to personalize and customize their displays, settings, and functions.
- Direct connection to the machine from mobile devices through the Wireless LAN.

¹ ULM is available as a download, and the customer must have an Internet connection. To download ULM, contact a local authorized Canon dealer.

B. Unified Firmware Platform

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

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

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

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

The latest UFP version is 3.12, and its features are described on the next page.

Note: The imageRUNNER ADVANCE DX C3800 Series comes standard-equipped with UFP V3.12.

C. imageRUNNER ADVANCE DX Series Platform Improvements

The UFP has been designed for advanced functionality, high-reliability, and ease of operation. The UFP enables digital-business communications, such as imaging technology, cloud connectivity, and mobile solutions to work together.

The UFP V3.12 design improvements include:

- **User Interface Improvements**

- The User Interface now allows a four medium/small-sized button layout on the home screen.
- Function Shortcut display is supported on the home screen. The shortcuts are pinned to the same position on the home screen and each function screen.

- **Optical Character Recognition (OCR) Improvements** – .OCR dark background scanning is now supported with more PDF file types besides Compact PDF.

- **SMTP/POP Server Name Expansion** – Maximum permissible length for the SMTP/POP Server name is expanded to 255 characters.

- **SMB 1.0 Disabled by Default** – SMB 1.0 is disabled as a default setting for both client and server. This encourages users to enable less vulnerable communication protocols.

Refer to the *imageRUNNER ADVANCE V3.12 System Service Manual* for details on all UFP V3.12 supported features.

D. Data Backup Service

The Data Backup Service automatically backs up data to a cloud-based server that is hosted by Canon Business Imaging Online. The end-user administrator can execute the Data Backup Service. The Data Backup Service backs up the imageRUNNER ADVANCE DX Series device's User mode settings, Address Book, Registration Settings, Quick Menu Settings, Main Menu Settings, Box Settings, Universal Data Settings, Personal Settings, and Service Mode Settings. Customer data is not backed up to the Data Backup Service, with the exception of the Address Book.


The service technician can restore the address book and settings listed above from the cloud-based server to the existing or replaced storage drive of the imageRUNNER ADVANCE DX Series device.

Training is required for the servicing dealer to enroll in the Data Backup Service, and for the service technician to receive support from the Technical Support Center. Refer to the Canon USA's e-Support Center Website Training Center for details.

E. 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 Partner Portal for the most up-to-date item numbers.

Table 1 – Configuration

Item	Part Number ²
<p>imageRUNNER ADVANCE DX C3835i with the optional Cassette Feeding Unit and Inner Finisher</p> 	
imageRUNNER ADVANCE DX C3835i ³	4912C002AA
imageRUNNER ADVANCE DX C3830i ³	4913C002AA
imageRUNNER ADVANCE DX C3826i ³	4914C002AA

² Part numbers are subject to change without notice.

³ Ships standard with 200-sheet Single Pass Duplexing Automatic Document Feeder, Envelope Feeder Attachment, 100-sheet stack bypass, 2 x 550-sheet Paper Cassettes, UFR II/PCL/PS Printing, Direct PDF/XPS Printing, Color Universal Send with PDF High Compression, Encrypted PDF, Digital Signature PDF (Device and User Signature), Trace and Smooth PDF, Searchable PDF/XPS, OOXML (Scan to PPT and Word), Universal Login Manager (Requires Download), uniFLOW Online Express, Access Management System, SSD Data Initialize, Data Encryption (FIPS-140-2), IP Sec, Encrypted Secure Print, Secure Watermark, Web Browser, 3.5GB RAM, 256GB SSD, Color Image Reader, Ethernet 1000Base-T/100Base-TX/10Base-T, USB 2.0/3.0 Connectivity, Wifi Connectivity, Remote Operator's Software Kit, Color Network ScanGear and Drum Units.

Table 2 – Hardware Accessories

Item	Part Number ²
Platen Cover-Y3 ⁴	3818C003AA
Cassette Feeding Unit-AW1 ⁵	4917C002AA
Cabinet Type-W ^{5 6}	5634C001AA
Staple Finisher-AE1 ^{7 8 9}	4921C001AA
Booklet Finisher-AE1 ^{7 8 10}	4922C001AA
2/3 Hole Puncher Unit-A1 ¹¹	0126C001AA
Inner Finisher-L1 ^{7 9}	4000C002BA
Inner 2-Way Tray-M1 ⁷	4034C001AA
Utility Tray-B1 ¹²	0165C001AA
Copy Tray-T1 ¹³	4918C001AA
Copy Card Reader-F1 ¹⁴	4784B001AA
Copy Card Reader Attachment-B7	3684B009AA
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 ¹⁵	3726B001AA
USB Keyboard (Cherry) ¹⁶	1266V426
Universal Keyboard Stand-A1	2212V477
Card Reader Assembly for Universal Keyboard Stand	2212V478
Convenience Stapler-A1 ¹⁷	1348V957
Attachment Kit for Reader	4067C002AA
Numeric Keypad-A2	4036C002AA
IC Card Reader Box for Numeric Keypad-A2	4040C001AA

² Part numbers are subject to change without notice.

- 4 Requires removing the standard Single Pass Duplexing ADF.
- 5 The Cassette Feeding Unit-AW1 and Cabinet Type-W cannot be installed at the same time.
- 6 The Cabinet Type-W cannot be installed with the Staple Finisher-AE1 or Booklet Finisher-AE1
- 7 The Staple Finisher-AE1, Booklet Finisher-AE1, Inner Finisher-L1, and Inner 2Way Tray-M1 cannot be installed at the same time.
- 8 Includes the Buffer Pass Unit.
- 9 Includes one (1) staple cartridge that contains 5,000 staples.
- 10 Includes one (1) staple cartridge that contains 5,000 staples, and two (2) cartridges for booklet finishing that contain 2,000 staples per cartridge.
- 11 Requires the Staple Finisher-AE1 or Booklet Finisher-AE1.
- 12 Requires the Option Attachment Kit for Reader.
- 13 Cannot be installed with the Staple Finisher-AE1 or Booklet Finisher-AE1.
- 14 Requires the Copy Card Reader Attachment Kit-B7.
- 15 Cannot be installed if the Card Reader-F1 is installed.
- 16 If the USB Keyboard is installed, it is recommended to install the Utility Tray-B1 or Universal Keyboard Stand-A1.
- 17 A standalone stapler that corner or double staples up to 50 sheets. Uses Staple-P1 (1008B001AA), which includes two (2) cartridges per case, and 5,000 staples per cartridge.

Table 3 – System Connectivity Accessories

Item	Box Part Number ²	eLAN Number ¹⁸
Super G3 FAX Board-BH1	4919C001AA	-
Super G3 2nd Line Fax Board-BH1 ¹⁹	4920C002AA	-
IP FAX Expansion Kit-B1 ^{19,20}	-	0170C004AA
Remote Fax Kit-A1 ²¹	-	3679B005AA
PCL International Font Set-A1	-	4821B003AA
Barcode Printing Kit-D1	-	3999B004AA
1 TB SSD-A1	-	4874C001BA
Voice Guidance Kit-G1 ^{22 23}	0171C001AA	-
Voice Operation Kit-D1 ^{22 23}	0172C002AA	-
NFC Kit-E2	4029C002AA	-
Connection Kit-A3 for Bluetooth LE	4041C002AA	-

² Part numbers are subject to change without notice.

18 The eLAN (Electronic License Access Number) is delivered via the CNA (Canon Network Access) section of the Partner Portal.

19 Requires the optional Super G3 FAX Board-BH1.

20 Cannot be installed with the Super G3 2nd Line Fax Board-BH1.

21 Cannot be installed with the Super G3 FAX Board-BH1.

22 The Voice Guidance Kit-G1 and Voice Operation Kit-D1 cannot be installed together.

23 Requires the optional Numeric Keypad-A2 and Option Attachment Kit for Reader.

Table 4 – imageRUNNER ADVANCE DX Integrated Solutions

Item	Box Part Number ²	eLAN Number ¹⁸
Authorized Send V7.2 (1 License) ^{24, 25}	-	4224C062AA
Authorized Send V7.2 (10 Licenses) ^{24, 25}	-	4224C063AA
Authorized Send V7.2 (100 Licenses) ^{24, 25}	-	4224C064AA
Authorized Send V7.2 (1 License NFR) ^{26 24, 25}	-	4224C065AA
Authorized Send to Fax V7.2 (1 License) ^{24, 25}	-	4224C066AA
Authorized Send V7.2 Add-On Option (1 License) ^{24, 25}	-	4224C015AA
Authorized Send V7.2 Worldox Add-On Option (1 License) ^{24, 25}	-	4224C016AA
Authorized Send V7.2 Barcode Recognition Option (1 License) ^{24, 25}	-	4224C017AA
Authorized Send V7.2 Fax Server Add-On Option (1 License) ^{24, 25}	-	4224C018AA
AA-PRINT V1.5 Gen3 ²⁴	-	4164BT59AA
AA-PRINT V1.5 1L Gen3 NFR ²⁶	-	4164BT60AA
MiCard PLUS SC ²⁷	3575B504AA	-
MEAP Web Connection Kit V5.7	-	4848B120AA
MEAP for PaperCut Gen3+ License	-	4224C027AA
Object Generator (for AS400 Printing) License with 3 Year Maintenance ²⁸	-	4223C001AA
Object Generator Additional 1 Year Maintenance	-	4223C002AA
mxHero Secure Scan to Email ^{29 30 31 32}	-	2659C060AA

² Part numbers are subject to change without notice.

¹⁸ The eLAN (Electronic License Access Number) is delivered via the CNA (Canon Network Access) section of the Partner Portal.

²⁴ The Jar file can only be attained via download from <http://www.canon.com/fau/downloads>.

²⁵ The software or kit must be installed via CDS.

²⁶ One NFR license per dealer showroom.

²⁷ Supports 35 different proximity card types. Go to the Partner Portal for a complete list of supported card frequencies.

²⁸ Software provided via e-Support.

²⁹ mxHero license is only available for purchase on the Canon Business Services.

³⁰ mxHero Secure Scan to Email licenses are sold per device, per year, while prorated by month. All purchases are paid up-front.

³¹ Minimum license purchase term is 1 year, and Maximum License purchase term is 5 years.

³² This item can be ordered by any Dealership without engaging Canon U.S.A. Professional Services (CIIS), as long as at least one Systems Engineer from the Dealership has completed the mxHero Training course and passed the certification test.

Table 5 – Supplies and Consumables

Item	Part Number ²
GPR-53 Drum Unit	8528B004AA
GPR-53 Black Toner	8524B003AA
GPR-53 Cyan Toner	8525B003AA
GPR-53 Magenta Toner	8526B003AA
GPR-53 Yellow Toner	8527B003AA
GPR-53L Cyan Toner	1391C003AA
GPR-53L Magenta Toner	1392C003AA
GPR-53L Yellow Toner	1393C003AA
Staple Cartridge-Y1 (for the Booklet Finisher-AE1 only) ³³	0148C001AA
Staple-P1 ³⁴	1008B001AA

² Part numbers are subject to change without notice.

³³ Used for booklet finishing only. Contains two cartridges per case and 2,000 staples per cartridge.

³⁴ Used for corner and double stapling only. Contains two cartridges per case and 5,000 staples per cartridge.

F. 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 6 – Monthly Copy/Print Volume

Model	Optimum Performance Range	Maximum Monthly Copy/Print Volume
imageRUNNER ADVANCE DX C3835i	Approximately 2,000 to 30,000	Up to 150,000 copies/prints
imageRUNNER ADVANCE DX C3830i	Approximately 2,000 to 16,000	Up to 130,000 copies/prints
imageRUNNER ADVANCE DX C3826i		Up to 115,000 copies/prints

II. Hardware Accessory Options

This chapter provides an overview of the optional hardware accessories that can be attached to the machine. For more detailed information on these accessories, see [“Specifications.”](#) on p. 79.

A. Platen Cover-Y3

- Option for scanning from the platen glass.
- Holds an original in place on the platen glass.

B. Cassette Feeding Unit-AW1

- Holds up to 550 sheets x 2 cassettes (20 lb bond (80 g/m²))
- Maximum paper size: 12 x 18”
- Paper weight: 16 lb bond to 80 lb cover (60 to 220 g/m²)

C. Staple Finisher-AE1

- Contains two trays, which hold approximately 1,675 sheets total.
- Corner- or double-staples approximately 50 sheets of paper (LTR, 14 to 24 lb bond (52 to 90 g/m²)).
- Attach the optional 2/3 Hole Puncher Unit-A1 to provide hole punch capabilities.
- Supports Staple-free stapling and Staple On Demand (up to 8 sheets).

D. Booklet Finisher-AE1

- Contains two trays, which hold approximately 3,250 sheets total.
- Corner- or double-staples approximately 50 sheets of paper (LTR, 14 to 24 lb bond (52 to 90 g/m²)).
- Supports Staple-free stapling and Staple On Demand (up to 8 sheets).
- Can saddle stitch booklets containing 20 sheets x 10 sets (22 lb bond (81 g/m²)), including one cover sheet up to 140 lb index (256 g/m²).

E. 2/3 Hole Puncher Unit-A1

- Provides 2- to 3-hole punch capabilities for the optional Staple Finisher-AE1 or Booklet Finisher-AE1.
- Can only be attached to either the optional Staple Finisher-AE1 or Booklet Finisher-AE1.

F. Inner Finisher-L1

- Contains two trays, which hold approximately 600 sheets total.
- Corner- or double-staples approximately 50 sheets of paper (LTR, 24 lb bond (90 g/m²)).
- Supports Staple-free stapling and Staple On Demand (up to 8 sheets).
- Supports optional Internal 2/3 Hole Puncher-D1.

G. Inner 2Way Tray-M1

Provides two trays with a capacity of up to 350 sheets (14 lb bond to 80 lb cover (52 to 220 g/m²)). The upper tray can hold approximately 100 sheets, and the lower tray holds up to 250 sheets.

H. Card Reader-F1

- Supports up to 1,000 departments or users.
- Performs Department ID Management automatically. Users must insert a control card to access the machine.
- Requires the optional Copy Card Reader Attachment-B7.

I. Numeric Keypad-A2

- Provides a hard alphanumeric keypad to enter characters and numbers, adjust the volume, reset the machine, and start machine operations.
- Required to use the Voice Navigation mode.

J. IC Card Reader Box for Numeric Keypad-A2

Enables the customer to use IC cards for authentication when the optional Numeric Keypad-A2 is attached.

III. System Options

The functionality of the imageRUNNER ADVANCE DX C3800 Series can be expanded by installing the following system related optional accessories.

A. Copy and Print Options

1. PCL International Font Set-A1

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

2. Barcode Printing Kit-D1

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

B. Fax Options

1. Super G3 FAX Board-BH1

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

2. Super G3 2nd Line Fax Board-BH1

- Provides two lines to send and receive fax documents.
- Requires the Super G3 FAX Board-BH1.

3. IP FAX Expansion Kit-B1

- Enables faxing over VoIP lines that support the T.38 Transmission Control Protocol.
- Requires the Super G3 FAX Board-BH1.
- Cannot be installed with the Super G3 2nd Line Fax Board-BH1.
- Requires license activation via the LMS.

4. Remote Fax Kit-A1

- Enables the user to share the Fax function, if there is an imageRUNNER ADVANCE DX machine (with the Remote Fax Kit installed) and another imageRUNNER ADVANCE DX machine (that has the Super G3 FAX Board-BH1 installed), on the same network.
- If the above condition is true, then fax documents can be sent and received remotely between the two machines.
- The Remote Fax Kit-A1 requires license activation via the LMS.
- The Remote Fax Kit and the Super G3 FAX Board-BH1 cannot be installed together.

C. Data Security and Wireless Options

1. 1 TB SSD-A1

Required to replace the machine's standard 250 GB solid state drive to increase the storage capacity to 1 TB.

2. Connection Kit-A3 for Bluetooth LE

- Enables the user to connect their mobile devices to the machine via Bluetooth.
- The machine's Bluetooth setting and the Bluetooth setting on the user's mobile device must be enabled.

3. NFC Kit-E2

- Enables the user to connect their Android mobile devices to the machine via NFC (Near Field Communications).
- The Canon PRINT Business app must be installed and started on the user's Android device, and the "Use NFC Card Emulation" setting on the machine must be enabled.

D. Accessibility Options

1. Voice Guidance Kit-G1

- Provides visually impaired users to hear voice navigation instructions when operating the machine.
- Requires the optional Numeric Keypad-A2 and Option Attachment Kit for Reader.

2. Voice Operation Kit-D1

- Provides visually impaired users to hear voice navigation instructions when operating the machine.
- Includes a voice recognition function, which enables the user to set various functions of the machine by using their own voice.
- Requires the optional Numeric Keypad-A2 and Option Attachment Kit for Reader.

3. ADF Access Handle-A1

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

4. Braille Label Kit-F1

The Braille Label Kit includes labels written in Braille to help visually-impaired users identify parts of the machine, such as the control panel hard keys, and which paper size is loaded in a paper drawer.

IV. Storage Capabilities

The imageRUNNER ADVANCE DX C3800 Series machines offer four built-in storage methods with flexible linkage to external systems for storing scanned documents and accessing stored files.

- Mail Box
- Advanced Box
- Network
- Memory Media



IMPORTANT

- Canon U.S.A., Inc. is not responsible for any damages caused to user data that is stored on the storage drive of the machine. It is the customer's responsibility to create and maintain a data backup plan. Canon U.S.A., Inc. offers several security options to enhance document handling and storage security needs. See "[System Options,](#)" on p. 13.
- It is strongly recommended to back up the data stored on the storage drive.

A. Mail Box

The Mail Box is a standard data storage area that stores and handles files for printing.

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 previewed or printed anytime using the desired settings. Up to 100 mailboxes can be used, and a name or password can be set for each mailbox. In addition, various editing features are available, such as merging separately stored files into one file, and erasing unnecessary pages from a file. Each mail box can store up to 10,000 pages.

B. 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.

1. 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.

2. 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.

Documents can be scanned with this machine, stored in the PDF, JPEG, or TIFF file format, and can also be printed on this machine at any time with the desired print settings. Starting with UFP V3.10, the user can search for files in the Advanced Box.

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

The standard storage space for the Advanced Box is approximately 16 GB. However, the Advanced Box storage capacity can be increased to 480 GB if the optional 1 TB SSD is installed.

C. Network

The imageRUNNER ADVANCE DX C3800 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.

D. Memory Media

Memory Media can be inserted into the USB port on the side of the device. A document can be scanned with this machine and stored in memory media in the PDF, JPEG, EPS, XPS, OOXML, or TIFF file format, and then the file stored in the memory media can be printed on this machine at any time with the desired print settings.

When printing files from memory media, the maximum file size is 2 GB. Up to six (6) files on the memory media can be printed at the same time. The maximum number of files on the USB memory media that can be displayed or stored is 1,000 (including folders).

V. Security Features

The imageRUNNER ADVANCE DX C3800 Series machines include a comprehensive set of security features, such as Device Authentication, Device Security, Data Security, Document Security, and Network Security.

A. Device Authentication

There are several ways to authenticate users at the device. However, only one Log In application can be used at a time. The customer must decide which Log In application is the best for their company's needs.

1. ULM (Universal Login Manager)

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

NOTE

ULM is available as a download, and the customer must have access to the Internet.

2. Department ID Management

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

- Turn Department ID Management 'On' or 'Off'.
- Register the Department ID and password.
- Set page limits for scans, prints, and copies.
- Set whether to use Department ID Management for the Mail Box, Send, and Network Scan functions. If the Copy function is specified, it is automatically restricted when Department ID Management is set.
- Set up copy, scan, and print restrictions.

3. UA (Universal Authentication)

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

4. Access Management System

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

5. uniFLOW Online Express

uniFLOW Online Express comes with the following features:

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



IMPORTANT

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

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

B. Device Security

The imageRUNNER ADVANCE DX C3800 Series offers several ways to protect and secure the device, as described below.

1. Verify System at Startup

Verify System at Startup is a process that protects the device's BIOS, firmware, and MEAP applications from unauthorized modifications.

NOTE

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

2. SIEM (Security Information and Event Management) Integration

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

3. McAfee Embedded Control

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

NOTE

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

4. Security Policy Function

The security policy function is used to collectively configure the security-related settings into one security policy. These settings can be protected by a dedicated password to achieve a high-level of security.

An Administrator can implement policy settings that comply with the security policies of his/her company in the devices under his/her charge to restrict people, other than the Administrator and end users, from using functions that do not comply with the policies, or from changing the setting values.

The information configured in the security policy can be exported or imported by using the DCM function or the iWEMC DCM Plug-In, and can be copied to multiple devices.



IMPORTANT

- Only an Administrator, who knows the security password, can disable the Security function or Service Mode password.
- Proper management and workflows are necessary for users who use the Security Policy function, and for machines that support this function.
- If an Administrator must log on to access the machine, it is necessary to notify the service technicians and the Call Center of support of these security policies, in case the Administrators or users forget their passwords. Therefore, a service technician must make an appointment with the Administrator, before a visit, so that the Security function can be disabled. Also, it is important to verify and establish a system to issue license keys.
- Users can also lock the Service Mode of the machine, and the Administrator must release it with their password.
- The passwords of the Administrator can be cleared from the Service Mode. However, if the Security Policy is set to restrict access to the Service Mode, then the Service Technician cannot clear passwords from the Service Mode. If the Administrator forgot his/her password, a storage device clear (clears many Settings/Registration settings and Service Mode settings) can be performed, or the Administrator can request a new password license from a local authorized Canon dealer. It is necessary to explain to the Administrator about the risk of any security policy specified, and request to manage the passwords.

C. Data Security

The imageRUNNER ADVANCE DX C3800 Series machines offer several ways to protect and secure data. It is strongly recommended that a backup and security system is in place, along with an antivirus protection system to make sure that no data on the storage drives are lost, stolen, or compromised.

There are several security methods available from Canon U.S.A., Inc. that appropriately addresses a customer's need for securing data. If a customer has any data security concerns, please contact the dealer for more information.

- Customer Accessible SSD Initialization Function (Initialize All Data/Settings)
- imageRUNNER ADVANCE DX Trusted Platform Module
- Standard SSD Encryption
- Standard Digital User Signature PDF
- Standard Encrypted Secure Print

CAUTION

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

1. Initialize All Data/Settings Function

The Initialize All Data/Settings function is a standard function on all Canon devices. This setting is available in the Management Mode, to which the system administrator must authenticate. Performing this function, erases all user information on the storage drive of the machine (e.g., contact information, Advance Box and Mail Box data, network settings, and image data).



IMPORTANT

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

2. TPM (Trusted Platform Module)

TPM is a standard security chip (tamper resistant hardware) installed in the imageRUNNER ADVANCE DX C3800 Series machines. The TPM provides a facility for the secure generation of cryptographic keys, encrypts information stored on the internal storage drive, and decrypts information read from the internal storage drive. 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 storage drive is removed from the machine, it will be difficult to retrieve data off that storage drive since the encryption key for that data is stored in a separate location within the TPM.

CAUTION

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



IMPORTANT

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

3. Data Encryption Kit

The standard SSD Encryption feature is another security tool available for environments requiring additional data security measures, and can be used in conjunction with the SSD Data Erase feature to provide even greater security for data stored on the internal drive. The SSD encryption chip is Common Criteria Certified (EAL level 2), and applies 256-bit AES (Advanced Encryption Standard) encryption to all data prior to being written on the SSD. This adds an additional layer of security to files stored on the SSD.

4. Digital User Signature PDF

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.

5. Encrypted Secure Print

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

D. Document Security

The imageRUNNER ADVANCE DX C3800 Series machines offer several document security modes to protect printed and distributed documents.

1. PDF Visible Digital Signature

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

2. Adobe LiveCycle Rights Management ES Server Integration

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



IMPORTANT

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

3. Secure Watermark

When the Secure Watermark mode is enabled (with the standard Secure Watermark kit), the machine embeds invisible text in the background of printed or copied documents. The embedded text becomes visible when the documents are copied, alerting users to unauthorized duplication or information leakage. The embedded text can be customized in the machine settings.

E. Network Security

The imageRUNNER ADVANCE DX C3800 Series machines secure network communications by using IPsec (IP Security), filtering by port number, encryption and authentication, and network port and application control.

1. IPsec

The IPsec protocol is standard on the imageRUNNER ADVANCE DX C3800 Series machines. It ensures that information and communications over the network remain private by encrypting all inbound and outbound network traffic.

2. Filtering by Port Number

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

3. Encryption and Authentication

TLS (Transport Layer Security)³⁵ protects data transferred over the network by encrypting file names and formats. The System Administrator can also add IPsec capabilities to secure Internet Protocol (IP) communications from lower layer protocols, such as TCP (Transmission Control Protocol) and UDP (User Datagram Protocol) by authenticating and encrypting each IP packet of a data stream across the Internet.

Additionally, the imageRUNNER ADVANCE DX C3800 Series supports IEEE 802.1X, which provides port-based authentication. Authentication involves communications between a supplicant, authenticator, and authentication server. The supplicant is authentication software on a client device. The client device (the imageRUNNER ADVANCE DX C3800 Series) needs the supplicant to provide credentials, such as user names/passwords or digital certificates, to the authenticator (a wireless access point). The authenticator then forwards the credentials to the authentication server (generally a RADIUS database) for verification. If the credentials are valid in the authentication server database, the client device can access resources located on the protected side of the network.

³⁵ TLS V1.3 is supported by the imageRUNNER ADVANCE DX C3800 Series; however, MEAP applications, uniFLOW, imageWARE Remote, and the CDS only support up to TLS V1.2.

4. Network Port and Application Access Control

Network Port and Application Access Control enables system administrators to set up only the necessary protocols, such as IPP, FTP, FTPS (UFP V3.10 and above), SNT, SNMP, RAW, LPD, and others for transferring data. These protocols can be switched ON and OFF. The administrator can also disable unneeded services, protocols, ports, and the potential paths of attack so that attacks on the machine can be minimized.

VI. Software Solutions

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

A. Document Management and Binding Software

1. Therefore

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

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

B. Scan Management Software

1. Authorized Send

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

2. uniFLOW (Scanning)

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



IMPORTANT

uniFLOW only supports TLS V1.2 and earlier.

3. eCopy ShareScan

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

C. Print/Output Management Software

1. uniFLOW

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



IMPORTANT

uniFLOW only supports TLS V1.2 and earlier.

2. uniFLOW Online

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

uniFLOW Online contains these features:

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

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

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

To purchase a license of uniFLOW Online, training is required. Training is required for uniFLOW Online or the uniFLOW Online trial from Canon's Technical Support Center. For more information on uniFLOW Online training, go to the Training section on the e-Support Center Website.



IMPORTANT

uniFLOW Online only supports TLS V1.2 and earlier.

3. AA-PRINT (Advanced Anywhere-Print)

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

4. EFI PrintMe

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

5. Canon Mobile Printing

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

Expanded support includes Apple AirPrint and Mopria.

D. Device Security and Management Software

1. uniFLOW Device Security & Management

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

2. uniFLOW Serverless Secure Print

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



IMPORTANT

uniFLOW only supports TLS V1.2 and earlier.

3. imageWARE Secure Audit Manager Express

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

4. MEAP Web

MEAP Web is a MEAP application that serves as an online client management tool. MEAP Web helps end-users configure and manage imageRUNNER ADVANCE DX Series hardware and software resources via the Web Access Software. MEAP Web also enables development partners to create customized applications that connect imageRUNNER ADVANCE DX devices to business applications and workflows by communicating through standard Web services and HTML protocols.

E. Business Workflow Software

1. Enterprise Imaging Platform

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

VII. Dealer Sales/Service Authorization

To obtain and maintain authorization to sell or service an imageRUNNER 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](#).

VIII. Educational Training

A. Training Program Overview

The imageRUNNER ADVANCE DX C3800 Series Hardware Update Training Program is for service technicians who are already trained and certified on the imageRUNNER ADVANCE DX C3700 Series models. This update course enables technicians to identify the new features of the imageRUNNER ADVANCE DX C3800 Series. It also provides the knowledge required for servicing and maintaining the imageRUNNER ADVANCE DX C3800 Series devices and respective accessories in the field.

Figure 1 – Learning Path for Technicians with DX C3700 Series Certification



Figure 2 – Learning Path for New Technicians



B. Foundational Prerequisites

Prior to taking the imageRUNNER ADVANCE DX C3800 Series Training program, technicians must successfully complete Canon’s Foundational Training Program. The training includes online and blended programs. See the Service Training Solutions site for offerings at <http://www.support.cusa.canon.com>.

Table 7 – Prerequisite Courses

Course Names ³⁶	
• Canon Foundations or Equivalent Curriculum	• Systems Foundations
• Basic Color Principles	• Universal Login Manager/eULM Curriculum
• Basic Computers & Networking	

C. Certification

The successful completion of the imageRUNNER ADVANCE DX C3800 Series Hardware Update Training program is required to sell this product.

Certification includes the following models:

- imageRUNNER ADVANCE DX C3835i
- imageRUNNER ADVANCE DX C3830i
- imageRUNNER ADVANCE DX C3826i
- imageRUNNER ADVANCE DX C3730i
- imageRUNNER ADVANCE DX C3725i
- imageRUNNER ADVANCE C3530i III
- imageRUNNER ADVANCE C3530i II
- imageRUNNER ADVANCE C3530i
- imageRUNNER ADVANCE C3525i III
- imageRUNNER ADVANCE C3525i II
- imageRUNNER ADVANCE C3525i

³⁶ Course names and course codes are subject to change without notice.

D. Who Should Attend

It is highly recommended that any technician responsible for installing, servicing, or supporting the imageRUNNER ADVANCE DX C3800 Series machines successfully complete the imageRUNNER ADVANCE DX C3800 Series Hardware Update Training program.

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

E. Course Format

The imageRUNNER ADVANCE DX C3800 Series Hardware Update Training program takes approximately 3 hours to complete.

F. Training Facilities

The online course is located in the e-Learning center on the Canon USA e-Support Center Website: <http://www.support.cusa.canon.com>. Certification maps on the e-Support Center Website provide easier access to the training. This Update course can be conducted at any dealer facility that is suitable for online student learning.

G. Course Equipment

- An imageRUNNER ADVANCE DX C3800 Series machine (recommended)
- Windows 7 or higher
- Google Chrome (recommended) or Microsoft Internet Explorer 7, 8, or 9
- Applicable accessories (recommended)

H. Service Materials

The materials required for the imageRUNNER ADVANCE DX C3800 Series Training Program are listed in the table below.

Table 8 – Service Materials

Model	Item	Location
imageRUNNER ADVANCE DX C3800 Series	Service Manual	Downloadable from the e-Support Center Website
	Parts Catalog	
	Installation Manual	

I. uniFLOW Online Training

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

Note:

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

J. uniFLOW Online Express Training

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

Note:

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

K. Data Backup Service Training

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

IX. Servicing Notes

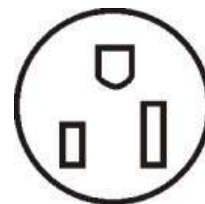
A. Power and Plug Requirements

Canon USA strongly suggests dedicated and properly grounded outlets be provided for the imageRUNNER ADVANCE DX C3800 Series devices.

The imageRUNNER ADVANCE DX C3800 Series devices require a NEMA 5-15 receptacle for proper operation. Before installation, confirm that the proper dedicated NEMA receptacles are available for these devices.

Table 9 – Main Unit Power and Plug Requirements

imageRUNNER ADVANCE DX C3800 Series Main Unit with the Optional Inner Finisher-L1 and Cassette Feeding Unit-AW1



NEMA 5-15 Receptacle

Table 10 – Power Requirements for the Main Unit and Optional Accessories

Part or Accessory	Power Supply	Power Supply Cord/Plug Specifications	Length of Power Cord
Main Unit	1-120 V/15 A outlet	NEMA 5-15	8.5' (2.6 m)
Single Pass DADF	From the main unit	—	—
Cassette Feeding Unit-AW1	From the main unit	—	—
Staple Finisher-AE1	From the main unit	—	—
Booklet Finisher-AE1	From the main unit	—	—
Inner 2-Way Tray-M1	From the main unit	—	—
Inner Finisher-L1	From the main unit	—	—
Inner 2/3 Hole Puncher-A1	From the main unit	—	—
Card Reader-F1	From the main unit	—	—

**IMPORTANT**

- We recommend an additional standard 120V/15 A outlet for service tools, such as a laptop computer or vacuum that may be used when servicing or configuring the machine.
- Use only dedicated and properly grounded outlets for the main unit. It is also strongly suggested to use dedicated and properly grounded outlets for each optional accessory. Do not use extension cords. The ground connection serves to provide the internal electronics with a reference voltage. Faulty or poor ground sources will cause this reference voltage to fall into a range that no longer serves as a reliable reference voltage. The internal logic and programming of the imageRUNNER ADVANCE DX C3800 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 DX C3800 Series machines or any computer controlled office equipment requires.
- Before installation, confirm that all necessary receptacles are available.

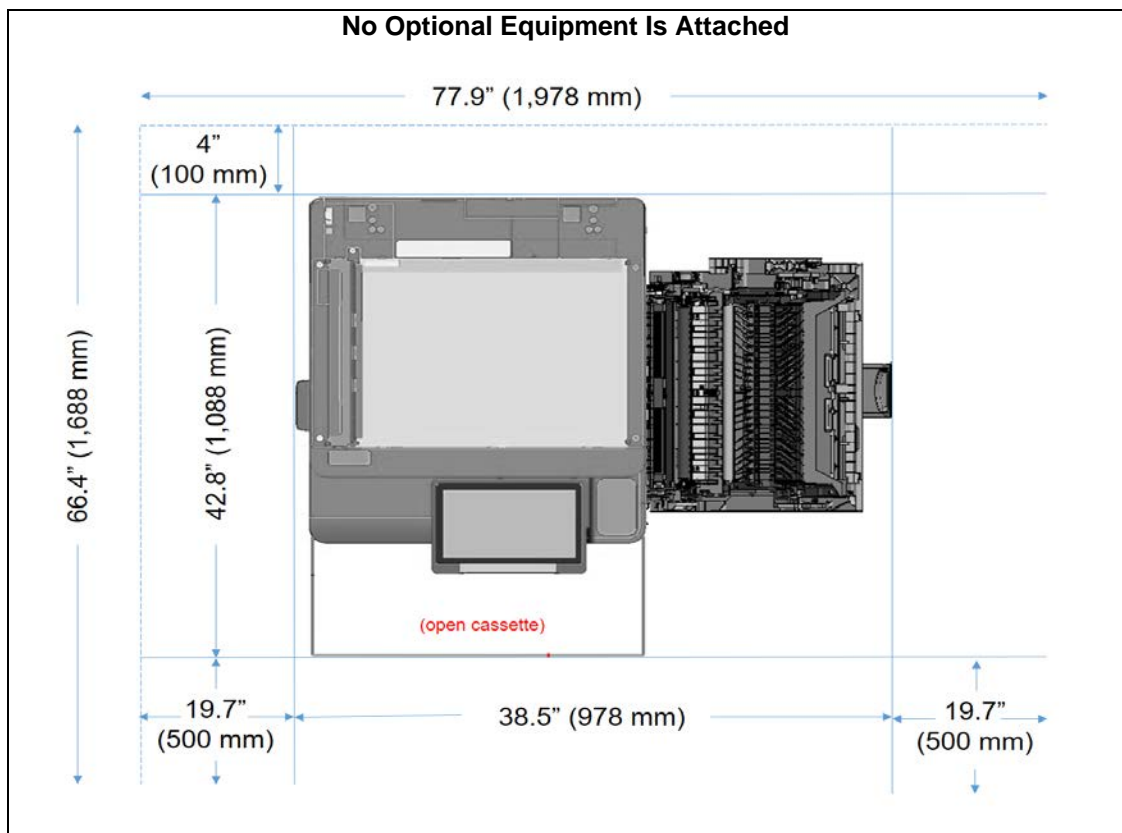
B. Installation Space Requirements

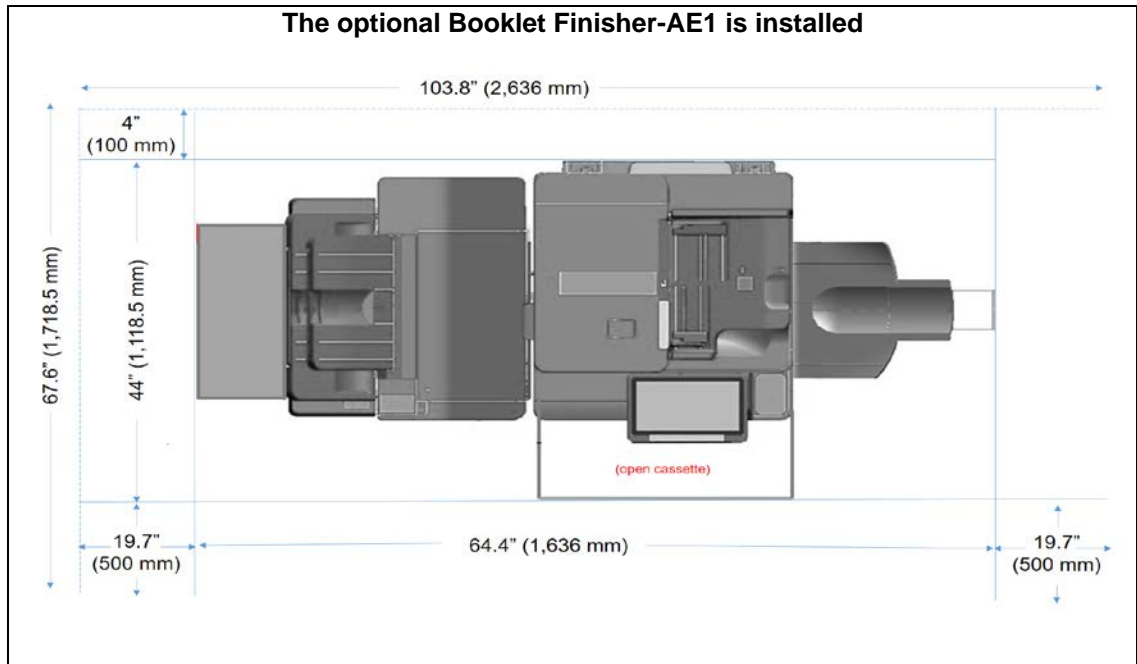
The installation site must provide enough space for unrestricted operation, maintenance work, and proper ventilation. The machine dimensions are in diagrams on the following pages. Every attempt should be made to install the equipment in a room that allows for the proper servicing and maintenance of the equipment, and ensures that issues, such as ventilation, odors, and dust accumulation are not a concern.

IMPORTANT

- Keep the back of the machine at least 4" (100 mm) away from a wall, and make sure that approximately 19 3/4" (500 mm) of space is left around the front, left, and right sides of the machine for the proper servicing of the equipment.
- The floor must be level (with no bows) and flat for the stabilization and support of the machine.

Table 11 – Installation Space Requirements





C. Estimated Installation Times

The table below indicates the estimated length of time needed to install the main unit and optional accessories from the time the machine is unpacked to when it is installed, and then calculated from the average amount of labor hours. The estimated installation times are based on up to two (2) experienced technicians.

Table 12 – Estimated Installation Times

Description		Estimated Time
Main Unit		17.1 minutes
Single Pass DADF-C1		22.7 minutes
Platen Cover-Y3	When Removing the Single Pass DADF-C1	10.8 minutes
	When There Is No ADF	2.5 minutes
Cassette Feeding Unit-AW1		6.8 minutes
Copy Tray-T1		5.3 minutes
Inner 2Way Tray-M1		2.4 minutes
Staple Finisher-AE1 (Including the Buffer Pass Unit)		16.3 minutes
Booklet Finisher-AE1 (Including the Buffer Pass Unit)		18.3 minutes
2/3 Hole Puncher Unit-A1		11.5 minutes
Inner Finisher-L1		9.6 minutes
Inner 2/3 Hole Puncher Unit-D1		6 minutes
Utility Tray-B1 with Option Attachment Kit for Reader		9 minutes
Copy Control Interface Kit-A1		6.2 minutes
Super G3 FAX Board-BH1		8.5 minutes
Super G3 2nd Line Fax Board-BH1		13.9 minutes
Copy Card Reader-F1 (Including the Copy Card Reader Attachment Kit-B7)		19.2 minutes
Voice Guidance Kit-G1 and Option Attachment Kit for Reader		18.6 minutes
Voice Operation Kit-D1 and Option Attachment Kit for Reader		21.2 minutes
250 GB SSD-A1 with Memory Mirroring Kit-A1	With Single-Pass DADF-C1	19.3 minutes
1 TB SSD-A1		3.1 minutes
Numeric Keypad-A2		14.9 minutes
IC Card Reader Box for Numeric Keypad-A2 with Numeric Keypad-A2		17.3 minutes
NFC Kit-E2		16.6 minutes
Connection Kit-A3 for Bluetooth LE		10.1 minutes

D. Serviceability

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

E. Less Maintenance Strategy

The imageRUNNER ADVANCE DX C3800 Series machines are designed for ease of installation and parts replacement, thereby reducing dealer labor costs. Serviceability improves because these machines are equipped with the potential to reduce service operation costs for the dealer. The customer also maintains uptime by enabling a nontechnical person (end-user) to perform installation and replace parts. This includes trained delivery people, the person responsible for daily maintenance at the customer site, and end-users.

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

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

The imageRUNNER ADVANCE DX C3800 Series machines provide dealers with more options for easy installation and parts replacement. The Less Maintenance strategy is solely at the discretion of the dealer, however, Canon USA encourages dealers to utilize this strategy as an opportunity to reduce service costs and maintain uptime for their customers.

The following parts are candidates for user replacement:

- Fixing Unit
- ITB Unit
- Waste Toner Bottle
- Black Drum Unit
- Cyan Drum Unit
- Magenta Drum Unit
- Yellow Drum Unit
- ADF Maintenance Kit

F. Remote Services

Remote support services consist of imageWARE Remote, the CDS (Content Delivery System), and the Remote Services Suite tools.

1. imageWARE Remote

imageWARE Remote is a service that collects page counter, service parts counter, and alarm, jam and error code data from Canon devices with the eRDS (Embedded Remote Diagnostic System) or the optional RDS (Remote Diagnostic System) Plug-in to the imageWARE Enterprise Management Console.

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

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

The RDS plug-in retrieves meter readings, select service alerts, and supplies usage data from up to 1,000 Canon printers, Canon multifunction devices, and third-party devices. These devices use the standard printer MIB (Management Information Base) to transmit 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 use an optional integrated application to communicate the data to the dealership's back-end device management system.

The RDS plug-in offers the benefits described below:

- 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 DX device meter readings. Monitoring the page counter and service part counter data, the service technician can anticipate when a part requires replacement, and have the part available during the next scheduled service visit.
- Investigate machine issues before visiting the customer site by monitoring service alerts. The notification settings can be adjusted by your dealership within the Web Portal or an integrated application.
- This enables the service technician to visit the customer with service alert information and necessary parts, thereby, reducing revisits by the service technician.
- 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 DX devices via the CDS (Content Delivery System), which reduces the need for an on-site firmware upgrade.



IMPORTANT

imageWARE Remote only supports TLS V1.2 and earlier.

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 DX devices. The advantages of the CDS include reduced service costs (labor and travel), and improved first-call resolution. Another benefit is that the latest version of firmware is always available to download and install on the imageRUNNER ADVANCE DX devices.

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



IMPORTANT

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

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

Table 13 – CDS Firmware Delivery Methods

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

a. Method A – On-Site Scheduled Update

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

b. Method B – Remote Update

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

c. Method C – On Demand Update

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

Notes:

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

3. Remote Services Suite

The Remote Services Suite provides Web access to some of the more frequently-used UGW functions and status reports. The tools included in the suite are UGW SnapShot and Device Management Tool.

The Remote Services Suite tools provide:

- Mobile-friendly, simplified device status and information reports
- Simpler device registration, that includes bulk registration of multiple machines in one upload operation
- Ability to share credentials between e-Support and UGW

a. UGW SnapShot

SnapShot is a Web application for use on desktop PCs and mobile devices. SnapShot provides the ability to query device information from the imageWARE Remote UGW.

SnapShot is designed to perform the following functions:

- Display detailed device information, including counters, consumable statuses, firmware version, and events.
- Display summary screens of devices that are assigned to a specific customer.

b. Device Management Tool

The Device Management Tool is a Web application that replaces the Device Upload Tool for registering, managing, and unregistering devices in the UGW.

The Device Management Tool is designed to perform the following functions:

- Create customer profiles and contract information
- Register devices to a customer, either individually or in quantity
- Unregister devices from a customer, either individually or in quantity

c. Dealer Dashboard

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

G. Device Configuration Management

There are two tools to help a System Administrator manage device configuration settings from device to device, and they are standard tools on the imageRUNNER ADVANCE DX C3800 Series: DCM (Device Configuration Manager) and Device Migration Navigator.

1. DCM (Device Configuration Manager)

The DCM reduces the installation time for a new or replacement imageRUNNER ADVANCE DX device by exporting the user modes and service modes from the current device, and then importing them into a new or replacement device.

The settings can be imported and exported from the current device via the Remote UI or the Device Information Delivery Settings function, or via the Service Mode to USB memory media. For more information on the DCM, see the *imageRUNNER ADVANCE DX C3800 Series Service Manual*.

2. Device Migration Navigator

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

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

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

H. LMS (License Management System)

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

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

Figure 3 – License Management System

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

Notes:

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

I. Content Delivery System Website

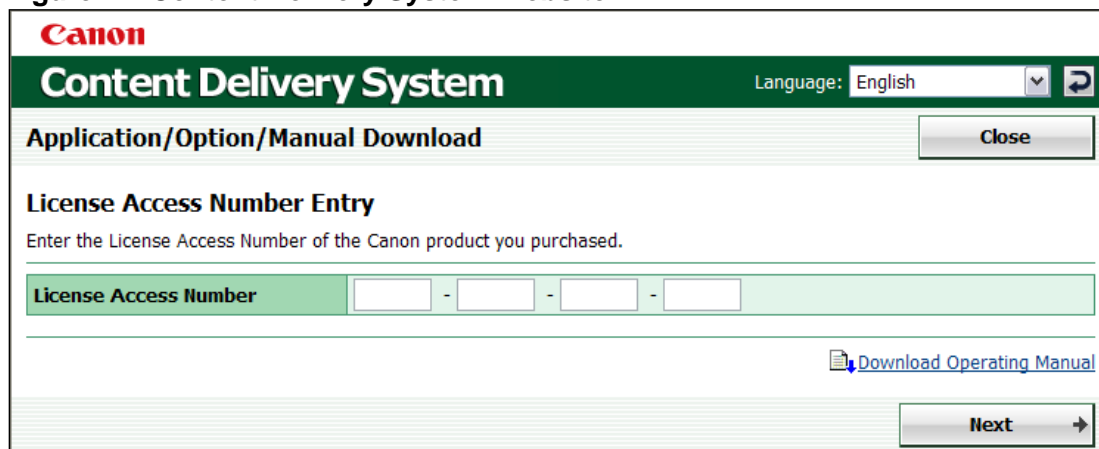
The CDS Website enables end-users to download, install, and activate select MEAP applications (.jar and license files) via the imageRUNNER ADVANCE DX device directly, without the need to go through the LMS and Service Management Service.

To manage licenses, register, and install MEAP applications, you can access the CDS directly from the imageRUNNER ADVANCE DX 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 Website located at: <http://www.canon.com/fau/downloads>.

Figure 4 – Content Delivery System Website



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

J. Recommended System Engineer Requirements

An SE (System Engineer)³⁷ is recommended to work with Canon's software solutions and networked devices, and should have the following basic job functions:

- Systems integration (pre-sales, Professional Services, and post-sales)
- Installation
- Education of customers and dealership personnel
- Troubleshooting

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

1. The major computer platforms (PC- and Mac-based)
2. Computer hardware (including cabling)
3. Computer software (including drivers (PCL, PS, UFR II))
4. Operating systems:
 - Windows 7, 8, 10
 - Mac OS
 - Linux
 - VMware virtualization
5. Server Operating Systems:
 - Windows 2008, 2012
 - Mac OS X Server
6. Protocols:
 - TCP/IP
 - SSL
 - Active Directory
7. Printing (drivers, processors, spoolers, and queues)
8. Scanning

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

- Other computer platforms (mainframe and UNIX)
- Remote Support Tools

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

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

³⁷ 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.

K. Firmware Upgrades Using the Service Support Tool

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

- System Software stored on the SSD
- Firmware for the optional Staple Finisher-AE1 and Booklet Finisher-AE1
- MEAP Contents
- Language
- SSD Format
- RUI (Remote User Interface) stored on the SSD
- BootROM stored on a FDIMM (Flash Double Inline Memory Module) on the Main Controller PCB (Printed Circuit Board)

The imageRUNNER ADVANCE DX C3800 Series devices support firmware downloads from the SST, a USB memory stick, and the CDS. When the storage drive is replaced, the SST is used to format the new storage drive and load software.

L. Solid State Drive Handling

The imageRUNNER ADVANCE DX C3800 Series machines use a SSD (Solid State Drive) for storing firmware and image data. The SSD is easily affected by shock, vibration, and static charge. Therefore, its handling requires special care. When transporting a SSD, 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 storage drive, 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 storage drive without having secured copies or printouts of such data. (Review the terms of the product's Limited Warranty for more details.)



IMPORTANT

If a SSD 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 SSD. Refer to the *imageRUNNER ADVANCE DX C3800 Series Service Manual* for further details.

M. Special Tools, Solvents and Oils

In addition to the standard tools used to service these devices, a service technician should also carry special tools to maintain the machine, and carry specific solvents and oils for the cleaning and lubrication of key components of the machine.

For more information on the special tools, solvents, and oils, see the *imageRUNNER ADVANCE DX C3800 Series Service Manual*.

N. Consumables

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

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

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

Table 14 – Main Unit Consumables List

Description		Part Number ²	Quantity	Estimated Life (copies/prints) ³⁸	Remarks	
GPR-53 Drum Unit Black	C3835i	8528B004AA	1	Approximately 96,400	Based on 5% toner coverage.	
	C3830i			Approximately 95,200		
	C3826i			Approximately 85,800		
GPR-53 Drum Unit Color	C3835i		3	Approximately 88,000		
	C3830i			Approximately 85,000		
	C3826i			Approximately 77,800		
GPR-53 Black Toner	All speed variants	8524B003AA	1	Approximately 36,000		Based on 5% toner coverage.
GPR-53 Cyan Toner	All speed variants	8525B003AA	1	Approximately 19,000		
GPR 53 Magenta Toner	All speed variants	8526B003AA	1			
GRP 53 Yellow Toner	All speed variants	8527B003AA	1			
GPR-53L Cyan Toner	All speed variants	1391C003AA	1	Approximately 8,500		
GPR 53L Magenta Toner	All speed variants	1392C003AA	1			
GRP 53L Yellow Toner	All speed variants	1393C003AA	1			

² Part numbers are subject to change without notice.

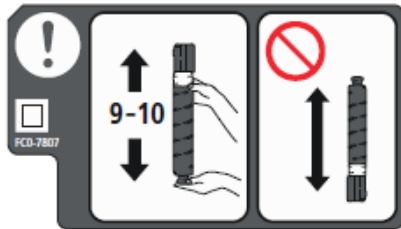
³⁸ Value is based on LTR paper. Estimated average values in the field are based on data from the supplier. Data is subject to change, depending on many factors, including, without limitation, the monthly copy volume, environment, type of image printed, type of media used, and how the customer handles the equipment.

Notes:

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



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



O. 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 15 – Main Unit Consumable Parts List

Description	Part Number ²	Quantity	Estimated Life ³⁸	Remarks
ITB Unit	FM1-A605-000	1	180,000 pages	
Secondary Transfer Outer Roller	FE3-4783-000	1	180,000 pages	
Fixing Assembly	FM2-B739-000	1	240,000 pages	User-replaceable
Developing Assembly Black	FM1-B267-000	1	240,000 images	
Developing Assembly Cyan	FM1-B266-000	1	240,000 images	
Developing Assembly Magenta	FM1-B265-000	1	240,000 images	
Developing Assembly Yellow	FM1-B264-000	1	240,000 images	
Pickup Roller (Cassette 1, Cassette 2, and Multi-Purpose Tray)	FL4-0762-000	3	500,000 pages	
Separation Roller (Cassette 1, Cassette 2, and Multi-Purpose Tray)	FL1-3762-000	3	500,000 pages	
Feed Roller (Cassette 1, Cassette 2, and Multi-Purpose Tray)	FL4-0763-000	3	500,000 pages	
Waste Toner Container	FM1-A606-000	1	100,000 images	User-replaceable

² Part numbers are subject to change without notice.

³⁸ Value is based on LTR paper. Estimated average values in the field are based on data from the supplier. Data is subject to change, depending on many factors, including, without limitation, the monthly copy volume, environment, type of image printed, type of media used, and how the customer handles the equipment.

Table 16 – Single Pass DADF-C1 Consumable Parts List

Description	Part Number ²	Quantity	Estimated Life ³⁸	Remarks
Pickup Roller Unit	FM1-T417-000	1	200,000 sheets	User-replaceable with the ADF Maintenance Kit DR-205 (Part Number: FM2-A273)
Separation Roller	FM1-T423-000	1	200,000 sheets	

² Part numbers are subject to change without notice.

³⁸ Value is based on LTR paper. Estimated average values in the field are based on data from the supplier. Data is subject to change, depending on many factors, including, without limitation, the monthly copy volume, environment, type of image printed, type of media used, and how the customer handles the equipment.

Table 17 – Cassette Feeding Unit-AW1 Consumable Parts List

Description	Part Number ²	Quantity	Estimated Life ³⁸	Remarks
Pickup Roller (Cassettes 3 and 4)	FL4-0762	2	500,000 sheets	
Separation Roller (Cassettes 3 and 4)	FL1-3762	2	500,000 sheets	
Feed Roller (Cassettes 3 and 4)	FL4-0763	2	500,000 sheets	

² Part numbers are subject to change without notice.

³⁸ Value is based on LTR paper. Estimated average values in the field are based on data from the supplier. Data is subject to change, depending on many factors, including, without limitation, the monthly copy volume, environment, type of image printed, type of media used, and how the customer handles the equipment.

Table 18 – Inner Finisher-L1 Consumable Parts List

Description	Part Number ²	Quantity	Estimated Life ³⁸	Remarks
Stapler	FM1-N381	1	500,000 times	
Staple-Free Binding Unit	FM2-B760	1	30,000 times	

² Part numbers are subject to change without notice.

³⁸ Value is based on LTR paper. Estimated average values in the field are based on data from the supplier. Data is subject to change, depending on many factors, including, without limitation, the monthly copy volume, environment, type of image printed, type of media used, and how the customer handles the equipment.

Table 19 – Booklet Finisher-AE1 Consumable Parts List

Description	Part Number ²	Quantity	Estimated Life ³⁸	Remarks
Stapler	FM1-L281	1	500,000 times	
Saddle Stitcher	FL0-6966	1	100,000 times	
Staple-Free Binding Unit	FM2-C175	1	30,000 times	
Tray Torque Limiter	FE3-9778	2	200,000 times	

² Part numbers are subject to change without notice.

³⁸ Value is based on LTR paper. Estimated average values in the field are based on data from the supplier. Data is subject to change, depending on many factors, including, without limitation, the monthly copy volume, environment, type of image printed, type of media used, and how the customer handles the equipment.

Table 20 – Staple Finisher-AE1 Consumable Parts List

Description	Part Number ²	Quantity	Estimated Life ³⁸	Remarks
Stapler	FM1-L281	1	500,000 times	
Staple-Free Binding Unit	FM2-C175	1	30,000 times	
Tray Torque Limiter	FE3-9778	2	200,000 times	

² Part numbers are subject to change without notice.

³⁸ Value is based on LTR paper. Estimated average values in the field are based on data from the supplier. Data is subject to change, depending on many factors, including, without limitation, the monthly copy volume, environment, type of image printed, type of media used, and how the customer handles the equipment.

P. Periodic Replacement Parts

The imageRUNNER ADVANCE DX C3800 Series does not have any periodically-replaced parts.

Q. Periodic Maintenance

The parts in the table below must be cleaned or adjusted periodically to ensure a specific level of machine performance. Clean or adjust the parts at the interval specified below.

Notes:

- If you have used solvent to clean a part, make sure to wait until the part is completely dry before placing it back into the machine.
- Unless otherwise instructed, do not use a wet cloth.

Table 21 – Periodic Maintenance List – Main Unit

Item	Maintenance Interval	Remarks
	As Needed	
Patch Sensor	Clean (As Needed and when ITB Replaced)	Clean with compressed air. If compressed air does not work, clean with a cotton swab.
Pre-Transfer Cover Sheet	Clean (As Needed and when ITB Replaced)	Wipe with a dry, lint-free cloth. If the dirt does not come off, wipe with alcohol.
Pre-Secondary Transfer Outer Guide	Clean	
Secondary Transfer Roller Guide Assembly	Clean	
Registration Roller	Clean	
Registration Assembly	Clean	
Vertical Path Roller	Clean	
Duplex Roller 1	Clean	
Duplex Roller 2	Clean	
Delivery Rollers (1 to 3)	Clean	
Copy Board Glass (Both Sides)	Clean	
Stream Reading Glass (Both Sides)	Clean	
Scanner Mirrors (1 to 5)	Clean	

Table 22 – Periodic Maintenance List – Single Pass DADF-C1

Item	Maintenance Interval	Remarks
	As Needed	
Post-Separation Sensor	Clean	Wipe with a dry, lint-free cloth. If the dirt does not come off, wipe with alcohol.
Registration Roller	Clean	
Lead Rollers 1 and 2	Clean	
Delivery Roller	Clean	
Pullout Roller	Clean	
Rollers/Slave Roller	Clean	
Original Tray Sensor	Clean	
Double Feed Sensor (Light Emitting Side)	Clean	
Double Feed Sensor (Light Receiving Side)	Clean	
Height of DADF	Adjust	

R. Counters

This section describes the soft counter, MEAP counter, and toner bottle counters.

1. Soft Counters

The imageRUNNER ADVANCE DX C3800 Series machines use soft counters to track their functional copy use. The control panel displays up to eight (8) counters on the Counter Status Check screen (when the Counter Check key on the control panel is pressed). By default, the imageRUNNER ADVANCE DX C3800 Series machines display six (6) out of eight (8) counters on the Counter Status Check screen.

The table below describes the different counters that are available on the imageRUNNER ADVANCE DX C3800 Series Counter Status Check screen. A service technician can switch the Counters in Service Mode.

- The Type 1 counters (default counters): the 101 Counter and 108 Counter count one click for every letter or large paper.
- The Type 2 counters (alternative counters): the 102 Counter and 109 Counter count one click for letter paper and two clicks for large paper.

Refer to the *imageRUNNER ADVANCE DX C3800 Series Service Manual* for complete details on the Soft Counter configurations.

Table 23 – Soft Counter Configuration

Counter	Counter Description		Default Display	Remarks
	Type 1	Type 2		
1	101: Total 1	102: Total 2	On	Use the Service Mode COPIER > OPTION > USER > CNT-SW to switch to the Type 2 counter. May be changed via the Service Mode setting to any available counter. Use the Service Mode COPIER > OPTION > USER > COUNTERX ("X" indicates 2 through 8)
2	108: Total (Black 1)	109: Total (Black 2)	On	
3	229: Copy (Full Color + Single Color/Large ³⁹)		On	
4	230: Copy (Full Color + Single Color/Small ⁴⁰)		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	



IMPORTANT

- After performing a RAM clear, the counter changes to the default counter configurations above. As a result, the service technician must note the current soft counter settings before performing the RAM clear, and then return the soft counter settings after performing the RAM clear.
- When Counter 1 is changed to display the 102 counter (count two (2) clicks for large paper), Counter 2 automatically changes to the 109 counter (count two (2) clicks for large B&W paper). You may need to confirm how your backend billing system and service history obtains the volume of color output before making this change.

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

40 Refers to small size paper (up to 14" (364 mm)) in the paper feed direction.

2. MEAP Counter

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

There are three types of MEAP applications:

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

Each MEAP application has its own counter. There are 20 counters available for MEAP applications on the imageRUNNER ADVANCE DX C3800 Series machines. However, one of these 20 counters is used for Universal Send.

3. Toner Bottle Counters

The imageRUNNER ADVANCE DX C3800 Series machines also have a Toner Bottle Counter that counts up after the machines recognize that a new toner bottle has been inserted. The toner bottle is installed to provide support for billing customers who order and consume a lot of toner. Toner units that are shipped can be compared against toner bottles actually installed in the machine.

Table 24 – Toner Bottle Counters

	Toner Bottle Counter⁴¹
Counter Number	Premature Black: 064 Premature Yellow: 065 Premature Magenta: 066 Premature Cyan: 067 New Black: 071 New Yellow: 072 New Magenta: 073 New Cyan: 074 Premature + New Black: 081 Premature + New Yellow: 082 Premature + New Magenta: 083 Premature + New Cyan: 084 Unidentified Black: 181 Unidentified Yellow: 182 Unidentified Magenta: 183 Unidentified Cyan: 184
Description	Counts how many toner bottles are consumed throughout the life of the machine.
Service Mode	COPIER > OPTION > USER > TNRB-SW (Level 2)
Display on the Counter Check Screen	0: Not displayed 1: Replaced New counter (70s) is displayed 2: Not used 3: Replaced New counter and Unidentified counter (70s, 180s) 4: Premature Replacement counter, Replaced New counter, & Unidentified counter (60s, 70s, 180s)
Remarks	Backed up three times

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

X. Limited Warranty Support

A. Limited Warranty Conditions

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

This limited warranty covers the product accessories. For detailed warranty information, please refer to the Limited Warranty located in the [Appendix](#).

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

B. GPR-53 Drum Unit Limited Warranty

Full Credit	1,000 prints or copies (or a combination of both) or 30 days after delivery to the original purchaser, whichever comes first.
Prorated Credit	72,000 prints or copies (or a combination of both) or 730 days after delivery to the original purchaser, whichever comes first.

C. Warranty Programs

Please refer to the “Warranty Programs” section on the [e-Support Center Website](#) to review the details of the warranty programs and offerings described in this section.

1. 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.

2. 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.

3. 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.

4. Parts Support Program

The Parts Support Program is designed to help reduce the service costs for controllers. By participating in the Parts Support Program, your dealership is not required to stock expensive parts.

XI. Product Technical Support Offerings

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

A. Canon USA Technical Support Center

The TSC (Technical Support Center) is the single-point of entry for all technical support issues on BICG (Business Information Communications Group) products. To ensure that every dealer receives the highest level of support and help to resolve the end user’s problems quickly and accurately, we recommend each service technician become familiar with the dealer support requirements and Canon USA support offerings.

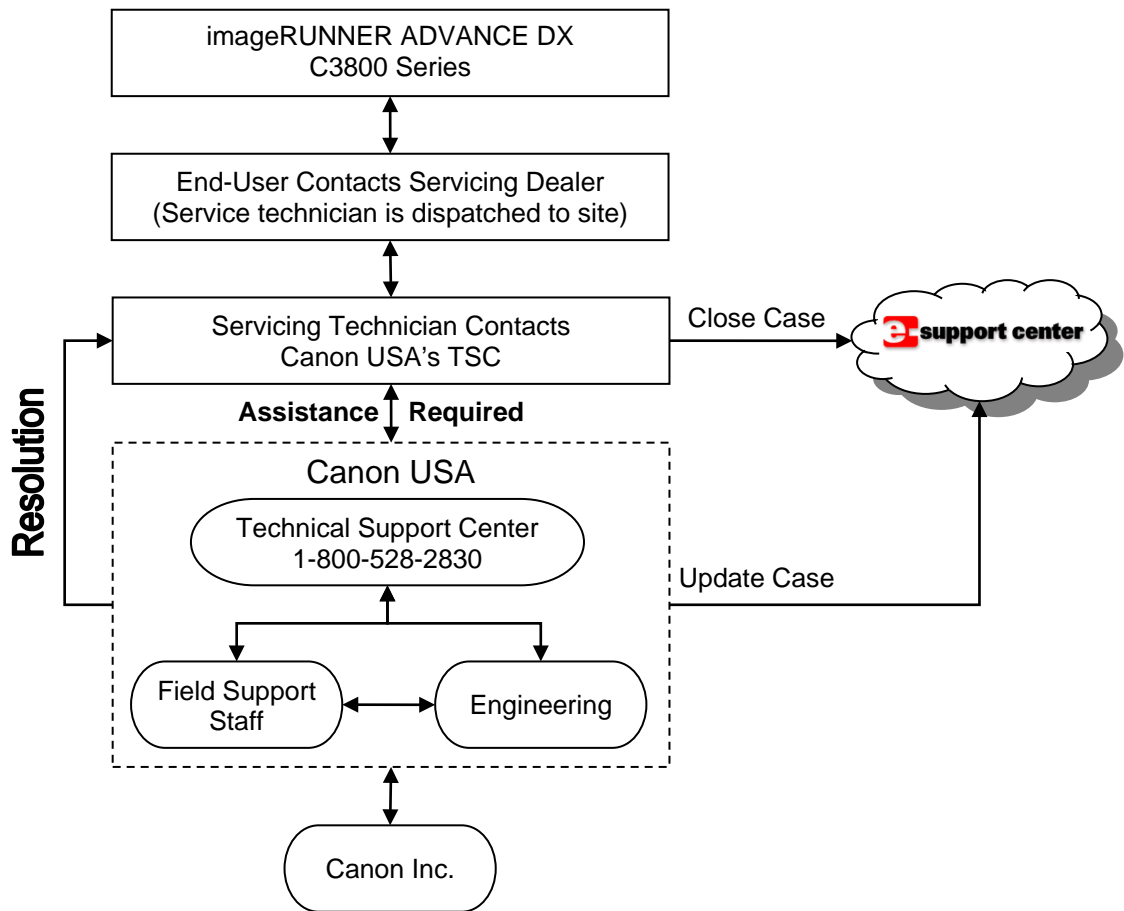
Please refer to the “Tech Support” tab on the [e-Support Center Website](#) to review the TSC’s policies and procedures, as well as, contacts and tickets.

B. Technical Support Escalation

The TSC, at its discretion, escalates a case to the Regional Field Support staff or Engineering group after all reasonable troubleshooting options have been exhausted. For hardware-related issues a DES (Designated Escalation Specialist) for the imageRUNNER ADVANCE DX Series is required to escalate issues to Field Support Staff. The DES must have worked on the problem directly before the TSC can escalate the issue to Field Support staff. See the Canon USA Support Escalation Flow Chart in [Figure 8 – Canon USA Support Escalation Flow Chart](#).

Note: For support escalation to the Field Support staff, a DES⁴² must contact the TSC and visit the site at least once.

Figure 5 – Canon USA Support Escalation Flow Chart



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

C. Internet Support

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

Canon USA's e-Support is designed to provide System 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 Website at <http://www.support.cusa.canon.com>.

D. Canon USA's Partner Portal Website

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

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

Access is limited to an Authorized Dealer's Management staff. Please contact your Dealer Administrator to request access to the Partner Portal.

XII. Appendix

A. Specifications

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

Table 25 – imageRUNNER ADVANCE DX C3800 Series Main Unit Specifications

Item		Specifications	
		imageRUNNER ADVANCE DX	
		C3835i	C3830i
Type		Color Laser Multifunctional	
Developing System		Dry, Two-Component Developer (ACR (Auto Carrier Refresh) Method)	
Fixing System		Elastic On Demand	
Memory Capacity	CPU	2 GB RAM	
	Image Processing	1 GB + 0.5 GB	
Solid State Drive	Standard	250 GB	
	Maximum	1 TB ⁴³	
First Copy Output Time (LTR)	B/W	Approximately 5.5 seconds	Approximately 6.1 seconds
	Color	Approximately 7.4 seconds	Approximately 8.4 seconds
Warm Up Time (at a room temp. of 68°F (20°C))	From Power ON	Approximately 24 seconds ⁴⁴	
	From Sleep Mode	Approximately 10 seconds	
	From Quick Startup Mode	Approximately 10 seconds	
Resolution for Reading		Up to 600 dpi x 600 dpi	
Resolution for Writing		Up to 1,200 dpi x 1,200 dpi (at half speed)	
Maximum Guaranteed Image Area		Other Than Long Length Paper: 11.8" x 17.7" (300 mm x 450.5 mm) Long Length Paper – Print: 11.8" x 47.0" (300 mm x 1,193.5 mm)	
Maximum Printable Area		Other Than Long Length Paper: 12" x 17.7" (305 mm x 450.5 mm) up to 221 g/m ² 11.8" x 17.7" (300 mm x 450.5 mm) 221 g/m ² and above Long Length Paper – Print: 12" x 47.0" (305 mm x 1,193.5 mm)	
Acceptable Originals		Platen: Sheet, book, three-dimensional objects (up to 4 lb (2 kg)) Paper Size: 11" x 17", LGL, LTR, LTRR, STMT, STMTR	
Paper Sizes	Cassette 1	LTR, STMTR, EXEC, Custom Size (4 1/8" x 5 7/8" to 11 3/4" x 8 1/2" (105 mm x 148 mm to 297 mm x 216 mm)), and Envelopes (ISO-C5)	
	Cassette 2	12" x 18", 11" x 17", LGL, LTR, LTRR, STMTR, EXEC, Custom Size (4 1/8" x 5 7/8" to 12" x 18" (105 mm x 148 mm to 305 mm x 457 mm)), and Envelopes (COM10, Monarch, DL)	
	Multi-Purpose Tray	12" x 18", 11" x 17", LGL, LTR, LTRR, STMT, STMTR, EXEC, Free Size and Custom Size (3 7/8" x 5 1/2" to 12 5/8" x 18" (99 mm x 140 mm to 320 mm x 457 mm)), Long original (3.9" x 18" to 12.6" x 47.2" (98.4 mm x 457.3 mm to 320 mm x 1,200 mm)), and Envelopes (COM10, Monarch, DL, ISO-C5), Custom Size Envelopes (3 7/8" x 3 7/8" to 12 5/8" x 18" (98 mm x 98 mm to 320 mm x 457 mm))	
Paper Weight	Cassettes 1 and 2	14 lb bond to 92 lb cover (52 to 250 g/m ²)	
	Multi-Purpose Tray	14 lb bond to 110 lb cover (52 to 300 g/m ²)	
	Duplex	14 lb bond to 80 lb cover (52 to 220 g/m ²)	

43 Requires the optional 1 TB SSD-A1.

44 When the Quick Startup Settings for Main Power mode is set to 'On'. If the Quick Startup Settings for Main Power mode is set to 'Off', the Warm Up Time from Power ON is approximately 30 seconds.

Table 25 – imageRUNNER ADVANCE DX C3800 Series Main Unit Specifications Continued

Item		Specifications		
		imageRUNNER ADVANCE DX		
		C3835i	C3830i	C3826i
Paper Types	Cassettes 1 and 2	Thin, Plain, Heavy, Color, Recycled, and Pre-Punched, Transparency, Bond, Postcard, Letterhead, and Envelopes		
	Multi-Purpose Tray	Thin, Plain, Heavy, Color, Recycled, Pre-Punched, Transparency, Tracing, Labels, Bond, Coated, Postcard, Letterhead, and Envelopes		
Paper Capacity (LTR, 20 lb bond)	Cassettes 1 and 2	Approximately 550 sheets x 2		
	Multi-Purpose Tray	Approximately 100 sheets		
	Inner Tray	Approximately 250 sheets		
Magnification	Reduction	25%, 50%, 64%, 73%, and 78% (Preset)		
	Enlargement	121%, 129%, 200%, and 400% (Preset)		
	Copy Ratio	25% to 400% (in 1% increments)		
Copy Speed ⁴⁵ (Except When Paper Is Fed from the Multi-Purpose Tray) (Sheets/Minute)		35 ipm	30 ipm	26 ipm
Margin		Leading Edge: Left Edge: Trailing Edge:	Approximately 3/16" (4.0 mm) Approximately 1/8" (2.5 mm) Approximately 1/8" (2.5 mm)	
Halftone		256 Gradations		
Multiple Copies		1 to 999 sheets		
Power Requirements		110 - 127 V AC, 60 Hz, 8.5 A		
Plug		NEMA 5-15		
Power Consumption	Maximum	Approximately 1.5 kW		
	Sleep Mode	Approximately 0.8 W ⁴⁶		
	Power OFF	When the Quick Startup Settings for Main Power is set to 'On': Approximately 0.4 W When the Quick Startup Settings for Main Power is set to 'Off': Approximately 0.3 W		
Dimensions (W x D x H)		Approximately 22 1/4" x 28 1/2" x 45" (565 mm x 722 mm x 1,145 mm)		
Installation Space (W x D)		With the right cover open + Multi-purpose tray extended + paper cassette open: Basic: 77.9" x 66.4" (1,978 x 1,688 mm) With the Staple Finisher-AE1/Booklet Finisher-AE1 + Copy Tray-T1 extended + paper cassette open: 103.8" x 67.6" (2,636 x 1,718 mm)		
Weight (Excluding the Toner Bottle)		Approximately 178.6 lb (81 kg)		

45 The copy speed may vary, depending on the paper type and paper size settings, and the sending method. When the machine is copying continuously, adjustments in machine temperature or image quality may cause machine operations to pause or slow down.

46 When the Sleep Mode Energy Use mode is set to 'Low'.

Table 26 – imageRUNNER ADVANCE DX C3835i Productivity: Simplex

Paper Type	Size	Productivity					
		Cassettes			Multi-Purpose Tray		
		Tray 1	Tray 2	Tray 3	Tray 1	Tray 2	Tray 3
Thin paper 1-2 (52 – 63 g/m ²) Plain paper 1-2 (64 – 90 g/m ²) Color paper (64 – 81 g/m ²) Recycled paper 1-2 (64 – 90 g/m ²) Punched paper 1-2 (64 – 90 g/m ²) Tracing (64 – 81 g/m ²) Letterhead 1-2 (64 – 90 g/m ²)	EXEC	35	35	17	26	26	17
	STMTR	35	35	17	26	26	17
	LTR	35	35	17	26	26	17
	EXECCR	23	23	11	17	17	11
	LTRR	23	23	11	17	17	11
	LGL	17	17	8	12	12	8
	11" x 17"	17	17	8	12	12	8
	12" x 18"	7	7	-	5	5	-
	Long (up to 630 mm)	-	-	-	9	9	-
	Long (up to 900 mm)	-	-	-	5	5	-
	Long (up to 1,200 mm)	-	-	-	4	4	-
	Plain Paper 3 (91 – 105 g/m ²) Recycled Paper 3 (91 – 105 g/m ²) Letterhead 3 (91 – 105 g/m ²)	EXEC	35	35	17	26	26
STMTR		35	35	17	26	26	17
LTR		35	35	17	26	26	17
EXECCR		23	23	11	17	17	11
LTRR		23	23	11	17	17	11
LGL		17	17	8	12	12	8
11" x 17"		17	17	8	12	12	8
12" x 18"		7	7	-	5	5	-
Long (up to 630 mm)		-	-	-	9	9	-
Long (up to 900 mm)		-	-	-	5	5	-
Long (up to 1,200 mm)		-	-	-	4	4	-
Heavy 1 -3 (106 – 150 g/m ²) Bond Letterhead 4-6 (106 – 163 g/m ²)		EXEC	15	15	7	11	11
	STMTR	15	15	7	11	11	7
	LTR	15	15	7	11	11	7
	EXECCR	10	10	5	7	7	5
	LTRR	10	10	5	7	7	5
	LGL	7	7	3	5	5	3
	11" x 17"	7	7	3	5	5	3
	12" x 18"	7	7	-	5	5	-
	Long (up to 630 mm)	-	-	-	4	4	-
	Long (up to 900 mm)	-	-	-	2	2	-
	Long (up to 1,200 mm)	-	-	-	2	2	-

imageRUNNER ADVANCE DX C3835i Productivity: Simplex (cont'd)

Paper Type	Size	Productivity					
		Cassettes			Multi-Purpose Tray		
		Tray 1	Tray 2	Tray 3	Tray 1	Tray 2	Tray 3
Heavy 4-5 (164 – 220 g/m ²) Letterhead 7 (164 – 180 g/m ²)	EXEC	15	15	7	11	11	7
	STMTR	15	15	7	11	11	7
	LTR	15	15	7	11	11	7
	EXECR	10	10	5	7	7	5
	LTRR	10	10	5	7	7	5
	LGL	7	7	3	5	5	3
	11" x 17"	7	7	3	5	5	3
	12" x 18"	3	3	-	3	3	-
	Long (up to 630 mm)	-	-	-	4	4	-
	Long (up to 900 mm)	-	-	-	2	2	-
	Long (up to 1,200 mm)	-	-	-	2	2	-
Heavy 6 (221 – 256 g/m ²)	EXEC	15	15	-	11	11	-
	STMTR	15	15	-	11	11	-
	LTR	15	15	-	11	11	-
	EXECR	10	10	-	7	7	-
	LTRR	10	10	-	7	7	-
	LGL	7	7	-	5	5	-
	11" x 17"	7	7	-	5	5	-
	12" x 18"	3	3	-	3	3	-
	Long (up to 630 mm)	-	-	-	4	4	-
	Long (up to 900 mm)	-	-	-	2	2	-
	Long (up to 1,200 mm)	-	-	-	2	2	-
Single-Sided Coated 1-2 (106 – 163 g/m ²) Double-Sided Coated 1-2 (106 – 163 g/m ²)	EXEC	-	-	-	11	11	-
	STMTR	-	-	-	11	11	-
	LTR	-	-	-	11	11	-
	EXECR	-	-	-	7	7	-
	LTRR	-	-	-	7	7	-
	LGL	-	-	-	5	5	-
	11" x 17"	-	-	-	5	5	-
	12" x 18"	-	-	-	5	5	-
	Long (up to 630 mm)	-	-	-	4	4	-
	Long (up to 900 mm)	-	-	-	2	2	-
	Long (up to 1,200 mm)	-	-	-	2	2	-

imageRUNNER ADVANCE DX C3835i Productivity: Simplex (cont'd)

Paper Type	Size	Productivity					
		Cassettes			Multi-Purpose Tray		
		Tray 1	Tray 2	Tray 3	Tray 1	Tray 2	Tray 3
Heavy 7 (257 – 300 g/m ²) Single-Sided Coated 3-5 (164 – 300 g/m ²) Double-Sided Coated 3-5 (164 – 300 g/m ²)	EXEC	-	-	-	11	11	-
	STMTR	-	-	-	11	11	-
	LTR	-	-	-	11	11	-
	EXECR	-	-	-	7	7	-
	LTRR	-	-	-	7	7	-
	LGL	-	-	-	5	5	-
	11" x 17"	-	-	-	5	5	-
	12" x 18"	-	-	-	3	3	-
	Long (up to 630 mm)	-	-	-	4	4	-
	Long (up to 900 mm)	-	-	-	2	2	-
Label	LTR	-	-	-	11	11	-
	LTRR	-	-	-	7	7	-
Transparency Clear Film	LTR	15	15	-	11	11	-
Postcard	All	15	15	-	11	11	-
Envelope	Monarch			-	11	11	-
	COM10	15	15	-	11	11	-
	DL	15	15	-	11	11	-
	ISO-C5	15	15	-	11	11	-
	Monarch (Landscape)	15	15	-	11	11	-
	DL (Landscape)	10	10	-	7	7	-
	ISO-C5 (Landscape_	10	10	-	7	7	-
	COM10 (Landscape)	10	10	-	7	7	-

Table 27 – imageRUNNER ADVANCE DX C3835i Productivity: Duplex

Paper Type	Size	Productivity					
		Cassettes			Multi-Purpose Tray		
		Tray 1	Tray 2	Tray 3	Tray 1	Tray 2	Tray 3
Thin paper 1-2 (52 – 63 g/m ²) Plain paper 1-2 (64 – 90 g/m ²) Color paper (64 – 81 g/m ²) Recycled paper 1-2 (64 – 90 g/m ²) Punched paper 1-2 (64 – 90 g/m ²) Tracing (64 – 81 g/m ²) Letterhead 1-2 (64 – 90 g/m ²)	EXEC	17	13	8	13	10	5
	STMTR	17	13	8	13	10	5
	LTR	17	13	8	13	10	5
	EXECCR	11	8	5	8	5	5
	LTRR	11	8	5	8	5	5
	LGL	8	5	4	4	4	4
	11" x 17"	8	5	4	4	4	4
	12" x 18"	2	2	-	1	1	-
	Long (up to 630 mm)	-	-	-	-	-	-
	Long (up to 900 mm)	-	-	-	-	-	-
	Long (up to 1,200 mm)	-	-	-	-	-	-
Plain Paper 3 (91 – 105 g/m ²) Recycled Paper 3 (91 – 105 g/m ²) Letterhead 3 (91 – 105 g/m ²)	EXEC	17	13	8	13	10	5
	STMTR	17	13	8	13	10	5
	LTR	17	13	8	13	10	5
	EXECCR	11	8	5	8	5	5
	LTRR	11	8	5	8	5	5
	LGL	8	5	4	4	4	4
	11" x 17"	8	5	4	4	4	4
	12" x 18"	2	2	-	1	1	-
	Long (up to 630 mm)	-	-	-	-	-	-
	Long (up to 900 mm)	-	-	-	-	-	-
	Long (up to 1,200 mm)	-	-	-	-	-	-
Heavy 1 -3 (106 – 150 g/m ²) Bond Letterhead 4-6 (106 – 163 g/m ²)	EXEC	7	5	3	5	4	2
	STMTR	7	5	3	5	4	2
	LTR	7	5	3	5	4	2
	EXECCR	5	3	2	3	2	2
	LTRR	5	3	2	3	2	2
	LGL	3	2	1	2	2	1
	11" x 17"	3	2	1	2	2	1
	12" x 18"	2	2	-	1	1	-
	Long (up to 630 mm)	-	-	-	-	-	-
	Long (up to 900 mm)	-	-	-	-	-	-
	Long (up to 1,200 mm)	-	-	-	-	-	-

imageRUNNER ADVANCE DX C3835i Productivity: Duplex (cont'd)

Paper Type	Size	Productivity					
		Cassettes			Multi-Purpose Tray		
		Tray 1	Tray 2	Tray 3	Tray 1	Tray 2	Tray 3
Heavy 4-5 (164 – 220 g/m ²) Letterhead 7 (164 – 180 g/m ²)	EXEC	7	5	3	5	4	2
	STMTR	7	5	3	5	4	2
	LTR	7	5	3	5	4	2
	EXECR	5	3	2	3	2	2
	LTRR	5	3	2	3	2	2
	LGL	3	2	1	2	2	1
	11" x 17"	3	2	1	2	2	1
	12" x 18"	1	1	-	1	1	-
	Long (up to 630 mm)	-	-	-	-	-	-
	Long (up to 900 mm)	-	-	-	-	-	-
	Long (up to 1,200 mm)	-	-	-	-	-	-

Table 28 – imageRUNNER ADVANCE DX C3830i Productivity: Simplex

Paper Type	Size	Productivity					
		Cassettes			Multi-Purpose Tray		
		Tray 1	Tray 2	Tray 3	Tray 1	Tray 2	Tray 3
Thin paper 1-2 (52 – 63 g/m ²) Plain paper 1-3 (64 – 105 g/m ²) Color paper (64 – 81 g/m ²) Recycled paper 1-3 (64 – 105 g/m ²) Punched paper 1-2 (64 – 90 g/m ²) Tracing (64 – 81 g/m ²) Letterhead 1-3 (64 – 105 g/m ²)	EXEC	30	30	15	23	23	15
	STMTR	30	30	15	23	23	15
	LTR	30	30	15	23	23	15
	EXECCR	20	20	10	15	15	10
	LTRR	20	20	10	15	15	10
	LGL	15	15	7	11	11	7
	11" x 17"	15	15	7	11	11	7
	12" x 18"	7	7	-	5	5	-
	Long (up to 630 mm)	-	-	-	8	8	-
	Long (up to 900 mm)	-	-	-	5	5	-
	Long (up to 1,200 mm)	-	-	-	4	4	-
	Heavy 1 -3 (106 – 150 g/m ²) Bond Letterhead 4-6 (106 – 163 g/m ²)	EXEC	15	15	7	11	11
STMTR		15	15	7	11	11	7
LTR		15	15	7	11	11	7
EXECCR		10	10	5	7	7	5
LTRR		10	10	5	7	7	5
LGL		7	7	3	5	5	3
11" x 17"		7	7	3	5	5	3
12" x 18"		7	7	-	5	5	-
Long (up to 630 mm)		-	-	-	4	4	-
Long (up to 900 mm)		-	-	-	2	2	-
Long (up to 1,200 mm)		-	-	-	2	2	-
Heavy 4-5 (164 – 220 g/m ²) Letterhead 7 (164 – 180 g/m ²)		EXEC	15	15	7	11	11
	STMTR	15	15	7	11	11	7
	LTR	15	15	7	11	1	7
	EXECCR	10	10	5	7	7	5
	LTRR	10	10	5	7	7	5
	LGL	7	7	3	5	5	3
	11" x 17"	7	7	3	5	5	3
	12" x 18"	3	3	-	3	3	-
	Long (up to 630 mm)	-	-	-	4	4	-
	Long (up to 900 mm)	-	-	-	2	2	-
	Long (up to 1,200 mm)	-	-	-	2	2	-

imageRUNNER ADVANCE DX C3830i Productivity: Simplex (cont'd)

Paper Type	Size	Productivity					
		Cassettes			Multi-Purpose Tray		
		Tray 1	Tray 2	Tray 3	Tray 1	Tray 2	Tray 3
Heavy 6 (221 – 256 g/m ²)	EXEC	15	15	-	11	11	-
	STMTR	15	15	-	11	11	-
	LTR	15	15	-	11	11	-
	EXECR	10	10	-	7	7	-
	LTRR	10	10	-	7	7	-
	LGL	7	7	-	5	5	-
	11" x 17"	7	7	-	5	5	-
	12" x 18"	3	3	-	3	3	-
	Long (up to 630 mm)	-	-	-	4	4	-
	Long (up to 900 mm)	-	-	-	2	2	-
	Long (up to 1,200 mm)	-	-	-		2	-
Single-Sided Coated 1-2 (106 – 163 g/m ²) Double-Sided Coated 1-2 (106 – 163 g/m ²)	EXEC	-	-	-	11	11	-
	STMTR	-	-	-	11	11	-
	LTR	-	-	-	11	11	-
	EXECR	-	-	-	7	7	-
	LTRR	-	-	-	7	7	-
	LGL	-	-	-	5	5	-
	11" x 17"	-	-	-	5	5	-
	12" x 18"	-	-	-	5	5	-
	Long (up to 630 mm)	-	-	-	4	4	-
	Long (up to 900 mm)	-	-	-	2	2	-
	Long (up to 1,200 mm)	-	-	-	2	2	-
Heavy 7 (257 – 300 g/m ²) Single-Sided Coated 3-5 (164 – 300 g/m ²) Double-Sided Coated 3-5 (164 – 300 g/m ²)	EXEC	-	-	-	11	11	-
	STMTR	-	-	-	11	11	-
	LTR	-	-	-	11	11	-
	EXECR	-	-	-	7	7	-
	LTRR	-	-	-	7	7	-
	LGL	-	-	-	5	5	-
	11" x 17"	-	-	-	5	5	-
	12" x 18"	-	-	-	3	3	-
	Long (up to 630 mm)	-	-	-	4	4	-
	Long (up to 900 mm)	-	-	-	2	2	-
	Long (up to 1,200 mm)	-	-	-	2	2	-

imageRUNNER ADVANCE DX C3830i Productivity: Simplex (cont'd)

Paper Type	Size	Productivity					
		Cassettes			Multi-Purpose Tray		
		Tray 1	Tray 2	Tray 3	Tray 1	Tray 2	Tray 3
Label	LTR	-	-	-	11	11	-
	LTRR	-	-	-	7	7	-
Transparency Clear Film	LTR	15	15	-	11	11	-
Postcard	All	15	15	-	11	11	-
Envelope	Monarch	-	-	-	11	11	-
	COM10	15	15	-	11	11	-
	DL	15	15	-	11	11	-
	ISO-C5	15	15	-	11	11	-
	Monarch (Landscape)	15	15	-	11	11	-
	DL (Landscape)	10	10	-	7	7	-
	ISO-C5 (Landscape)	10	10	-	7	7	-
	COM10 (Landscape)	10	10	-	7	7	-

Table 29 – imageRUNNER ADVANCE DX C3830i Productivity: Duplex

Paper Type	Size	Productivity					
		Cassettes			Multi-Purpose Tray		
		Tray 1	Tray 2	Tray 3	Tray 1	Tray 2	Tray 3
Thin paper 1-2 (52 – 63 g/m ²) Plain paper 1-3 (64 – 105 g/m ²) Color paper (64 – 81 g/m ²) Recycled paper 1-3 (64 – 105 g/m ²) Punched paper 1-2 (64 – 90 g/m ²) Tracing (64 – 81 g/m ²) Letterhead 1-3 (64 – 105 g/m ²)	EXEC	15	11	7	11	9	4
	STMTR	15	11	7	11	9	4
	LTR	15	11	7	11	9	4
	EXECCR	10	7	4	7	4	4
	LTRR	10	7	4	7	4	4
	LGL	7	4	3	4	4	3
	11" x 17"	7	4	3	4	4	3
	12" x 18"	2	2	-	1	1	-
	Long (up to 630 mm)	-	-	-	-	-	-
	Long (up to 900 mm)	-	-	-	-	-	-
	Long (up to 1,200 mm)	-	-	-	-	-	-
	Heavy 1 -3 (106 – 150 g/m ²) Bond Letterhead 4-6 (106 – 163 g/m ²)	EXEC	7	5	3	5	4
STMTR		7	5	3	5	4	2
LTR		7	5	3	5	4	2
EXECCR		5	3	2	3	2	2
LTRR		5	3	2	3	2	2
LGL		3	2	1	2	2	1
11" x 17"		3	2	1	2	2	1
12" x 18"		2	2	-	1	1	-
Long (up to 630 mm)		-	-	-	-	-	-
Long (up to 900 mm)		-	-	-	-	-	-
Long (up to 1,200 mm)		-	-	-	-	-	-
Heavy 4-5 (164 – 220 g/m ²) Letterhead 7 (164 – 180 g/m ²)		EXEC	7	5	3	5	4
	STMTR	7	5	3	5	4	2
	LTR	7	5	3	5	4	2
	EXECCR	5	3	2	3	2	2
	LTRR	5	3	2	3	2	2
	LGL	3	2	1	2	2	1
	11" x 17"	3	2	1	2	2	1
	12" x 18"	1	1	-	1	1	-
	Long (up to 630 mm)	-	-	-	-	-	-
	Long (up to 900 mm)	-	-	-	-	-	-
	Long (up to 1,200 mm)	-	-	-	-	-	-

Table 30 – imageRUNNER ADVANCE DX C3826i Productivity: Simplex

Paper Type	Size	Productivity					
		Cassettes			Multi-Purpose Tray		
		Tray 1	Tray 2	Tray 3	Tray 1	Tray 2	Tray 3
Thin paper 1-2 (52 – 63 g/m ²) Plain paper 1-3 (64 – 105 g/m ²) Color paper (64 – 81 g/m ²) Recycled paper 1-3 (64 – 105 g/m ²) Punched paper 1-2 (64 – 90 g/m ²) Tracing (64 – 81 g/m ²) Letterhead 1-3 (64 – 105 g/m ²)	EXEC	26	26	15	23	23	15
	STMTR	26	26	15	23	23	15
	LTR	26	26	15	23	23	15
	EXECCR	20	20	10	15	15	10
	LTRR	20	20	10	15	15	10
	LGL	15	15	7	11	11	7
	11" x 17"	15	15	7	11	11	7
	12" x 18"	7	7	-	5	5	-
	Long (up to 630 mm)	-	-	-	8	8	-
	Long (up to 900 mm)	-	-	-	5	5	-
	Long (up to 1,200 mm)	-	-	-	4	4	-
	Heavy 1 -3 (106 – 150 g/m ²) Bond Letterhead 4-6 (106 – 163 g/m ²)	EXEC	15	15	7	11	11
STMTR		15	15	7	11	11	7
LTR		15	15	7	11	11	7
EXECCR		10	10	5	7	7	5
LTRR		10	10	5	7	7	5
LGL		7	7	3	5	5	3
11" x 17"		7	7	3	5	5	3
12" x 18"		7	7	-	5	5	-
Long (up to 630 mm)		-	-	-	4	4	-
Long (up to 900 mm)		-	-	-	2	2	-
Long (up to 1,200 mm)		-	-	-	2	2	-
Heavy 4-5 (164 – 220 g/m ²) Letterhead 7 (164 – 180 g/m ²)		EXEC	15	15	7	11	11
	STMTR	15	15	7	11	11	7
	LTR	15	15	7	11	11	7
	EXECCR	10	10	5	7	7	5
	LTRR	10	10	5	7	7	5
	LGL	7	7	3	5	5	3
	11" x 17"	7	7	3	5	5	3
	12" x 18"	3	3	-	3	3	-
	Long (up to 630 mm)	-	-	-	4	4	-
	Long (up to 900 mm)	-	-	-	2	2	-
	Long (up to 1,200 mm)	-	-	-	2	2	-

imageRUNNER ADVANCE DX C3826i Productivity: Simplex (cont'd)

Paper Type	Size	Productivity					
		Cassettes			Multi-Purpose Tray		
		Tray 1	Tray 2	Tray 3	Tray 1	Tray 2	Tray 3
Heavy 6 (221 – 256 g/m ²)	EXEC	15	15	-	11	11	-
	STMTR	15	5	-	11	11	-
	LTR	15	15	-	11	11	-
	EXECR	10	10	-	7	7	-
	LTRR	10	10	-	7	7	-
	LGL	7	7	-	5	5	-
	11" x 17"	7	7	-	5	5	-
	12" x 18"	3	3	-	3	3	-
	Long (up to 630 mm)	-	-	-	4	4	-
	Long (up to 900 mm)	-	-	-	2	2	-
	Long (up to 1,200 mm)	-	-	-	2	2	-
Single-Sided Coated 1-2 (106 – 163 g/m ²) Double-Sided Coated 1-2 (106 – 163 g/m ²)	EXEC	-	-	-	11	11	-
	STMTR	-	-	-	11	11	-
	LTR	-	-	-	11	11	-
	EXECR	-	-	-	7	7	-
	LTRR	-	-	-	7	7	-
	LGL	-	-	-	5	5	-
	11" x 17"	-	-	-	5	5	-
	12" x 18"	-	-	-	5	5	-
	Long (up to 630 mm)	-	-	-	4	4	-
	Long (up to 900 mm)	-	-	-	2	2	-
	Long (up to 1,200 mm)	-	-	-	2	2	-
Heavy 7 (257 – 300 g/m ²) Single-Sided Coated 3-5 (164 – 300 g/m ²) Double-Sided Coated 3-5 (164 – 300 g/m ²)	EXEC	-	-	-	11	11	-
	STMTR	-	-	-	11	11	-
	LTR	-	-	-	11	11	-
	EXECR	-	-	-	7	7	-
	LTRR	-	-	-	7	7	-
	LGL	-	-	-	5	5	-
	11" x 17"	-	-	-	5	5	-
	12" x 18"	-	-	-	3	3	-
	Long (up to 630 mm)	-	-	-	4	4	-
	Long (up to 900 mm)	-	-	-	2	2	-
	Long (up to 1,200 mm)	-	-	-	2	2	-

imageRUNNER ADVANCE DX C3826i Productivity: Simplex (cont'd)

Paper Type	Size	Productivity					
		Cassettes			Multi-Purpose Tray		
		Tray 1	Tray 2	Tray 3	Tray 1	Tray 2	Tray 3
Label	LTR	-	-	-	11	11	-
	LTRR	-	-	-	7	7	-
Transparency Clear Film	LTR	15	15	-	11	11	-
Postcard	All	15	15	-	11	11	-
Envelope	Monarch	-	-	-	11	11	-
	COM10	15	15	-	11	11	-
	DL	15	15	-	11	11	-
	ISO-C5	15	15	-	11	11	-
	Monarch (Landscape)	15	15	-	11	11	-
	DL (Landscape)	10	10	-	7	7	-
	ISO-C5 (Landscape)	10	10	-	7	7	-
	COM10 (Landscape)	10	10	-	7	7	-

Table 31 – imageRUNNER ADVANCE DX C3826i Productivity: Duplex

Paper Type	Size	Productivity					
		Cassettes			Multi-Purpose Tray		
		Tray 1	Tray 2	Tray 3	Tray 1	Tray 2	Tray 3
Thin paper 1-2 (52 – 63 g/m ²) Plain paper 1-3 (64 – 105 g/m ²) Color paper (64 – 81 g/m ²) Recycled paper 1-3 (64 – 105 g/m ²) Punched paper 1-2 (64 – 90 g/m ²) Tracing (64 – 81 g/m ²) Letterhead 1-3 (64 – 105 g/m ²)	EXEC	13	10	7	11	9	4
	STMTR	13	10	7	11	9	4
	LTR	13	10	7	11	9	4
	EXECCR	10	7	4	7	4	4
	LTRR	10	7	4	7	4	4
	LGL	7	4	3	4	4	3
	11" x 17"	7	4	3	4	4	3
	12" x 18"	2	2	-	1	1	-
	Long (up to 630 mm)	-	-	-	-	-	-
	Long (up to 900 mm)	-	-	-	-	-	-
	Long (up to 1,200 mm)	-	-	-	-	-	-
	Heavy 1 -3 (106 – 150 g/m ²) Bond Letterhead 4-6 (106 – 163 g/m ²)	EXEC	7	5	3	5	4
STMTR		7	5	3	5	4	3
LTR		7	5	3	5	4	3
EXECCR		5	3	2	3	2	2
LTRR		5	3	2	3	2	2
LGL		3	2	1	2	2	1
11" x 17"		3	2	1	2	2	1
12" x 18"		2	2	-	1	1	-
Long (up to 630 mm)		-	-	-	-	-	-
Long (up to 900 mm)		-	-	-	-	-	-
Long (up to 1,200 mm)		-	-	-	-	-	-
Heavy 4-5 (164 – 220 g/m ²) Letterhead 7 (164 – 180 g/m ²)		EXEC	7	5	3	5	4
	STMTR	7	5	3	5	4	2
	LTR	7	5	3	5	4	2
	EXECCR	5	3	2	3	2	2
	LTRR	5	3	2	3	2	2
	LGL	3	2	1	2	2	1
	11" x 17"	3	2	1	2	2	1
	12" x 18"	1	1	-	1	1	-
	Long (up to 630 mm)	-	-	-	-	-	-
	Long (up to 900 mm)	-	-	-	-	-	-
	Long (up to 1,200 mm)	-	-	-	-	-	-

Table 32 – Single Pass DADF-C1 Specifications

Item	Specifications				
Original Feeding Mechanism	Single-Pass Duplex Automatic Document Feeder				
Size and Weight of Originals	Size ⁴⁷		11" x 17", LGL, LTR, LTRR, STMT, STMTR, and Custom: 2 3/4" x 5 1/2"		
	Different Document Size Combinations ⁴⁸	Same Width	11" x 17" and LTR, LTRR and LGL, LTRR and STMT, LGL and STMT.		
	Weight		13 lb bond to 80 lb cover (50 to 220 g/m ²)		
Original Tray Capacity	200 sheets (20 lb bond (80 g/m ²))				
Original Scanning Speed (LTR)⁴⁹	Copying	1-Sided Scanning	B&W	600 dpi	80 ppm
			Color		
		2-Sided Scanning	B&W	600 dpi	160 ppm
			Color		90 ppm
	Scanning	1-Sided Scanning	B&W	300 dpi	135 ppm
			Color		
		2-Sided Scanning	B&W	300 dpi	270 ppm
			Color		
Power Source	From the main unit				
Dimensions (W x D x H)	22.2" x 21.2" x 5.4" (565 mm x 540 mm x 138.3 mm)				
Weight	Approximately 32.2 lb (14.6 kg)				

47 Supports long-sheet originals from 17" to 39" (431.8 mm to 990 mm).

48 Copying or scanning documents of differing widths, may damage the documents or cause paper jams.

49 The scanning speed may vary, depending on the scanning mode and original type.

Table 33 – Cassette Feeding Unit-AW1 (Optional) Specifications

Item		Specifications
Paper Specifications	Size	12" x 18", 11" x 17", LGL, LTR, LTRR, EXEC, STMTR Custom: 4.1" x 5.8" to 12" x 18" (105 mm x 148 mm to 305 mm x 457 mm)
	Weight	14 lb bond to 91 lb cover (52 to 250 g/m ²)
	Type	Thin, Plain, Heavy, Color, Recycled, Pre-Punched, Transparency, Bond, Letterhead
Paper Capacity		550 sheets ⁵⁰ x 2 Cassettes (20 lb bond (80 g/m ²))
Power Source		From the main unit.
Dimensions (W x D x H) (Including the Main Unit)		22.2" x 25" x 9.8" (565 mm x 635 mm x 248 mm)
Weight		Approximately 35.3 lb (16 kg)

Table 34 – Inner 2-Way Tray-M1 (Optional) Specifications

Item		Specifications
Paper Specifications	Size	Same as the Main Unit.(except Long Original)
	Weight	Same as the Main Unit
	Type	Same as the Main Unit.
Capacity Per Tray		Lower Tray: Up to 250 sheets ⁵¹ Upper Tray: Up to 100 sheets
Dimensions (W x D x H)		16.8" x 15.9" x 3.4" (428 mm 404.5 x mm x 87.1 mm)
Weight		Approximately 1.5 lb (0.7 kg)

50 Up to 100 sheets for transparencies.

51 When LTR paper or smaller size paper is used.

Table 35 – Staple Finisher-AE1, Booklet Finisher-AE1, and 2/3 Hole Puncher Unit-A1 Specifications

Item		Specifications	
Paper Specifications	Size	Same as the Main Unit.	
	Weight	Same as the Main Unit	
	Type	Same as the Main Unit.	
Capacity Per Tray ⁵²	Tray	Mode	Paper Size
	A (Upper)	No Collating, Collate and Group Modes Set	LTR, EXEC, STMT, and STMTR: 250 sheets (or 1 7/8" (47 mm) in height)
			12 5/8" x 17 11/16, 12" x 18", 11" x 17", LGL, LTRR: 125 sheets (or 1" (24 mm) in height) ⁵³
		Offset (Collate & Group)	LTR and EXEC: 250 sheets (or 1 7/8" (47 mm) in height)
	11" x 17": 125 sheets (or 1" (24 mm) in height)		
	No Collating, Collate, and Group Modes With Different Paper Sizes ⁵³	LTR Combinations: 250 sheets (or 1 7/8" (47 mm) in height) Other Combinations: 125 sheets (or 1" (24 mm) in height)	
	B (Lower)	No Collating, Collate and Group Modes Set	LTR, EXEC, STMT, and STMTR: 3,000 sheets (or 16 5/8" (423 mm) in height) ⁵⁴
			12 5/8" x 17 11/16, 12" x 18", 11" x 17", LGL, LTRR: 1,500 sheets (or 8 1/2" (216 mm) in height)
		No Collating, Collate, and Group Modes With Different Paper Sizes ⁵³	LTR Combinations: 3,000 sheets (or 16 5/8" (423 mm) in height) Other Combinations: 1,500 sheets (or 8 1/2" (216 mm) in height)
			LTR and EXEC: 3,000 sheets (or 16 5/8" (423 mm) in height) ⁵⁴
		Offset (Collate & Group)	11" x 17", LGL, and LTR: 1,500 sheets (or 8 1/2" (216 mm) in height)
			LTR and EXEC: Total of 200 sets or 3,000 sheets (or 16 5/8" (423 mm) in height) ⁵⁴
	Staple Corner/Double	11" x 17", LGL and LTRR: Total of 100 sets or 1,500 sheets (or 8 1/2" (216 mm) in height)	
		LTR: 200 sets	
	Staple-Free	11" x 17": 100 sets	
Booklet Tray (For the Booklet Finisher Only)	14 to 21.7 lb bond (52 to 81.4 g/m²): 25 sets (2 to 5 sheets) 15 sets (6 to 10 sheets) 10 sets (11 to 20 sheets)		
	21.8 to 28 lb bond (82 to 105 g/m²): 25 sets (2 to 5 sheets) 15 sets (6 to 10 sheets)		
	29 to 81.4 lb bond (106 to 220 g/m²): 10 sets (2 to 5 sheets)		

52 Based on 20 lb bond (80 g/m²) paper. The capacity may vary, when other paper weights are used.

53 If the customer uses Thin Paper (14 to 17 lb bond (52 to 64 g/m²)), the tray can hold approximately 30 sheets of 12 5/8" x 18" and 12" x 18" paper only.

54 If the customer uses Thin Paper (14 to 17 lb bond (52 to 64 g/m²)), the tray can hold approximately 1,500 sheets (or 8 1/2" (216 mm) in height).

Table 35 – Staple Finisher-AE1, Booklet Finisher-AE1, and 2/3 Hole Puncher Unit-A1 Specifications Continued

Item	Specifications
Max. Stapling Capacity /Available Staple Size⁵⁵	<p>Corner and Double Staple: LTR, EXEC: 50 sheets (14 to 24 lb bond (52 to 90 g/m²)) 30 sheets (25 to 28 lb bond (91 to 105 g/m²)) 2 sheets (29 lb bond to 140 lb index (106 to 256 g/m²))</p> <p>LTRR: 40 sheets (14 to 24 lb bond (52 to 90 g/m²)) 30 sheets (25 to 28 lb bond (91 to 105 g/m²)) 2 sheets (29 lb bond to 140 lb index (106 to 256 g/m²))</p> <p>11" x 17", LGL : 30 sheets (14 to 24 lb bond (52 to 90 g/m²)) 20 sheets (25 to 28 lb bond (91 to 105 g/m²)) 2 sheets (29 lb bond to 140 lb index (106 to 256 g/m²))</p> <p>Staple-Free: 10 sheets (14 to 17 lb bond (52 to 64 g/m²)) 8 sheets (17.3 to 21.7 lb bond (65 to 81.4 gm²)) 6 sheets (21.8 to 28 lb bond (82 to 105 g/m²))</p> <p>Manual Staple: All Sizes: 50 sheets</p>
Max. Saddle Stitch and Saddle Fold Capacity⁵⁶ (For the Booklet Finisher Only)	<p>Saddle Stitch (Excludes Coated Paper): 20 sheets (14 to 21.7 lb bond (52 to 81.4 g/m²)) 10 sheets (21.8 to 28 lb bond (82 to 105 g/m²)) 5 sheets (29 to 40 lb bond (106 to 150 g/m²)) 4 sheets (56 to 77.3 lb cover (151 to 209 g/m²)) 3 sheets (78 to 80 lb cover (210 to 220 g/m²))</p> <p>Saddle Stitch (Includes Coated Paper): 1 sheets (22 to 80 lb cover (210 to 220 g/m²))</p> <p>Saddle Fold: 3 sheets (14 to 28 lb bond (52 to 105 g/m²)) 1 sheet (29 lb bond to 80 lb cover (106 to 220 g/m²))</p>
Available Saddle Stitch Size (For the Booklet Finisher Only)	12" x 18", 11" x 17", LGL, LTRR
2/3 Hole Puncher Unit-A1 (Optional)	Paper Sizes Two or Three Holes: Maximum: 11" x 17" Minimum: LTR
	Paper Weight 14 lb bond to 110 lb cover (52 to 300 g/m ²)
	Number of Punch Holes 2 or 3 holes
Power Source	From the main unit
Dimensions (W x D x H)	21.2" x 24.5" x 38.3" (537 mm x 623 mm x 974 mm)
Weight	Staple Finisher-AE1: Approximately 66.1 lb (30 kg) Booklet Finisher-AE1: Approximately 116.8 lb (53 kg)

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

56 For the cover sheet, use paper that is at least as heavy as the paper used for the main document.

Table 36 – Inner Finisher-L1 (Optional) Specifications

Item		Specifications		
Paper Specifications	Size	Same as the Main Unit.		
	Weight	14 lb bond to 110 lb cover (52 to 300 g/m ²)		
	Type	Same as the Main Unit.		
Capacity Per Tray ⁵²	Tray	Mode	Paper	
	B (Upper)	N/A	50 sheets (or 1/4" (5.2 mm) in height) up to 20 lb bond (75 g/m ²) 45 sheets (or 1/4" (5.2 mm) in height) up to 21 lb bond (80 g/m ²)	
	A (Lower)	No Collating, Collate and Group Modes Set	LTR, EXEC, STMT, and STMTR: 500 sheets (or 2 1/8" (52 mm) in height) 12 5/8" x 17 11/16, 12" x 18", 11" x 17", LGL, LTRR: 250 sheets (or 1" (26 mm) in height) Envelopes: 10 sheets	
			LTR, EXEC, STMT, and STMTR: 500 sheets (or 2 1/8" (52 mm) in height) 12 5/8" x 17 11/16, 12" x 18", 11" x 17", LGL, LTRR: 250 sheets (or 1" (26 mm) in height)	
		Offset (Collate & Group)	LTR and EXEC: 500 sheets (or 2 1/8" (52 mm) in height) 11" x 17", LGL, and LTR: 250 sheets (or 1" (26 mm) in height)	
			LTR and EXEC: 30 sets or 2 1/8" (52 mm) in height 11" x 17", LGL and LTRR: 30 sets or 1" (26 mm) in height	
		Staple Corner/Double	LTR: 30 sets or 2 1/8" (52 mm) in height	
			11" x 17": 30 sets or 1" (26 mm) in height	
		Staple-Free	LTR: 30 sets or 2 1/8" (52 mm) in height	
			11" x 17": 30 sets or 1" (26 mm) in height	

⁵² Based on 20 lb bond (80 g/m²) paper. The capacity may vary, when other paper weights are used.

Table 36 – Inner Finisher-L1 (Optional) Specifications Continued

Item	Specifications
Max. Stapling Capacity /Available Staple Size⁵⁵	<p>Corner and Double Staple:</p> <p>LTR, EXEC: 50 sheets (14 to 24 lb bond (52 to 90 g/m²)) 30 sheets (25 to 28 lb bond (91 to 105 g/m²)) 2 sheets (29 lb bond to 140 lb index (106 to 256 g/m²))</p> <p>LTRR: 40 sheets (14 to 24 lb bond (52 to 90 g/m²)) 30 sheets (25 to 28 lb bond (91 to 105 g/m²)) 2 sheets (29 lb bond to 140 lb index (106 to 256 g/m²))</p> <p>11" x 17", LGL : 30 sheets (14 to 24 lb bond (52 to 90 g/m²)) 20 sheets (25 to 28 lb bond (91 to 105 g/m²)) 2 sheets (29 lb bond to 140 lb index (106 to 256 g/m²))</p> <p>Staple-Free (All Sizes):</p> <p>10 sheets (14 to 17 lb bond (52 to 64 g/m²)) 8 sheets (17.3 to 21.7 lb bond (65 to 81.4 gm²)) 6 sheets (21.8 to 28 lb bond (82 to 105 g/m²))</p> <p>Manual Staple⁵⁷:</p> <p>50 sheets (14 lb bond (52 g/m²)) 45 sheets (17 lb bond (64 g/m²)) 40 sheets (20 lb bond (75 g/m²))</p>
Power Source	From the main unit
Dimensions (W x D x H)	18.5" x 20.7" x 8.9" (469 mm x 525 mm x 225 mm)
Weight	Approximately 20 lb (9.1 kg)
Installation Space Including the Main Unit (W x D)	<p>When the auxiliary tray is extended, and the paper drawers and multipurpose tray are opened:</p> <p>Approximately 50.6" x 28.4" (1,284 mm x 722 mm)</p>

⁵⁵ When the standard staple cartridge is attached, the maximum stapling capacity may vary, depending on the paper type and weight.

⁵⁷ The thickness of the paper must be up to 1/8" (4.0 mm).

Table 37 – Copy Card Reader-F1 (Optional) Specifications

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

Table 38 – Super G3 FAX Board-BH1 (Optional) Specifications

These specifications are the same for the optional Super G3 2nd Line Fax Board.

Item	Specifications
Telephone Line Used ⁵⁸	Public Switched Telephone Network
Scan Line Density (Scan, Transmission)	Normal: 8 pels ⁵⁹ /mm x 3.85 line/mm Fine: 8 pels/mm x 7.7 line/mm Super-Fine: 8 pels/mm x 15.4 line/mm Ultra-Fine: 16 pels/mm x 15.4 line/mm
Transmission Speed	Super G3: 33.6 kbps G3: 14.4 kbps
Compression Method	MH, MR, MMR, JBIG
Transmission Type	Super G3, G3
Sending Original and Receiving Paper Sizes	LTR, LTRR, LGL, 11" x 17", STMT, STMTR
Number of Memory RX Jobs	Up to 320 jobs

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

59 Pels stands for picture elements (pixels).

Table 39 – Send Function: Push Scan Specifications

Item	Specifications
Type	Color scanner
Resolution	100x100 dpi, 150x150 dpi, 200x100 dpi (Normal), 200x200 dpi (Fine), 200x400 dpi (Superfine), 300x300 dpi, 400x400 dpi (Ultrafine), 600x600 dpi
Interface	1000 Base-T/100 Base-TX/10 Base-T (IEEE 802.3 compliant)
Protocol Supported	File: FTP (TCP/IP), SMB (TCP/IP), WebDAV E-mail/I-Fax: SMTP (send), POP3 (receive)
Output Format	TIFF (MMR), JPEG ⁶⁰ , PDF (Compact, OCR (Text Searchable), Apply Policy, Optimize PDF for Web, Format to PDF/A, Trace & Smooth, Encrypt), XPS (Compact), PDF/XPS (Device Signature, User Signature), Office Open XML (PowerPoint, Word)

Table 40 – Send Function: Pull Scan Specifications

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

Table 41 – Send Function: I-Fax Specifications

Item	Specifications
Communication Protocol	SMTP ⁶¹ , POP3 ⁶²
I-Fax Communication Mode	Simple, Full (ITU-T T.37 and W-NET FAX compliant)
Resolution	Black-and-white: 200 x 100 dpi, 200 x 200 dpi, 200 x 400 dpi ⁶³ , 300 x 300 dpi ⁶³ , 400 x 400 dpi ⁶³ , 600 x 600 dpi ⁶³ Color: 100 x 100 dpi ⁶³ , 200 x 200 dpi, 300 x 300 dpi ⁶³ , 400 x 400 dpi ⁶³ , 600 x 600 dpi ⁶³

60 Single page only.

61 Supports SMTP authentication and encrypted communication (TLS) during SMTP send and receive.

62 Supports APOP and POP before SMTP and encrypted communication (TLS) during POP RX.

63 Available depending on settings of the other party (capability of the receiving machine).

Table 42 – Advanced Box Space Specifications

Item		Specifications
Storage Capacity		16 GB maximum
Maximum Path Length		256 characters
Maximum Number of Files In a Single Directory		1,000 (including folders)
Maximum Number of Files in Total		100,000 (including folders)
Maximum File Size		2 GB
Number of Clients Allowed to Access	SMB	64
	WebDAV	3

Table 43 – Mail Box Specifications

Item		Specifications
Number of Boxes		100
File Format for Storing		Proprietary
Resolution for Storing	Copy	B&W and Color: 600 dpi x 600 dpi
	Scan and Store	B&W and Color: 600 dpi x 600 dpi
	Scan and Send	B&W and Color: 100 dpi x 100 dpi, 150 dpi x 150 dpi, 200 dpi x 100 dpi, 200 dpi x 00 dpi, 200 dpi x 400 dpi, 300 dpi x 300 dpi, 400 dpi x 400 dpi, 600 dpi x 600 dpi
	Printer Driver	B&W and Color: 600 dpi x 600 dpi, 1,200 dpi x 1,200 dpi
Disk Capacity		Standard: Approximately 65 GB
Storage Capacity		2,000 files (10,000 pages) ⁶⁴
Data Storage Period		3 days (Can be changed from the Settings/Registration settings.)

⁶⁴ Includes documents stored in the Fax/I-Fax Inbox; however, these numbers may vary, depending on the remaining storage capacity.

Table 44 – Network: Wired LAN Specifications

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

Table 45 – Network: Wireless LAN Specifications

Item		Specifications
Standard		IEEE 802.11g/b/n
Transmission Scheme		DS-SS System and OFDM System
Frequency Range		2,412 to 2,462 GHz
Max. Radio-Frequency Power Transmitted		14.08 dBm
Security	Infrastructure Mode	128 (104), 64 (40) bit WEP WPA-PSK (TKIP/AES-CCMP) WPA2-PSK (TKIP/AES-CCMP) WPA-EAP (AES-CCMP) WPA2-EAP (AES-CCMP)
	Access Point Mode	WPA2-PSK (AES-CCMP)
	Wi-Fi Direct Mode	
Connection Method		WPS (Wi-Fi Protected Setup), Manual setup

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

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

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