

Canon

**imageRUNNER
ADVANCE DX
4751i / 4745i
4735i / 4725i**



Service Guide

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—	March 2020	All	Release of the imageRUNNER ADVANCE DX 4700 Series Service Guide.
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2	May 2020	All	Introduces the availability of the imageRUNNER ADVANCE DX 4745i and 4735i.
3	October 2020	I	Introduces Unified Firmware Platform V3.11 and its features.
4	March 2021	I	Introduces Unified Firmware Platform V3.12 and its features.

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Contents

- I. Product Overview, New Features, Configuration, and Monthly Print/Copy Volume - 1**
 - A. Overview ----- 1
 - B. Unified Firmware Platform----- 2
 - C. imageRUNNER ADVANCE DX Series Platform Improvements ----- 3
 - D. Data Backup Service ----- 4
 - E. Configuration ----- 5
 - F. Monthly Copy/Print Volume----- 11

- II. Hardware Accessory Options-----12**
 - A. Single Pass DADF-C1 -----12
 - B. DADF-BA1 -----12
 - C. Platen Cover Type-Y2 -----12
 - D. Cassette Feeding Unit-AN1 -----12
 - E. High Capacity Cassette Feeding Unit-B1 -----12
 - F. Cabinet Type-Q-----12
 - G. Paper Deck Unit-F1 -----13
 - H. Envelope Feeding Attachment-D1 -----13
 - I. Staple Finisher-Y1-----13
 - J. Booklet Finisher-Y1-----13
 - K. 2/3 Hole Puncher Unit-A1 -----13
 - L. Inner Finisher-J1-----14
 - M. Inner 2/3 Hole Puncher-C1-----14
 - N. Inner 2Way Tray-L1 -----14
 - O. Card Reader-F1-----14
 - P. Numeric Keypad-A1 -----14
 - Q. IC Card Reader Box for Numeric Keypad-A1 -----14

- III. System Options-----15**
 - A. Copy and Print Options -----15**
 - 1. PCL International Font Set-A1-----15
 - 2. Barcode Printing Kit-D1 -----15
 - B. Fax Options -----16**
 - 1. Super G3 FAX Board-BF1-----16
 - 2. Super G3 2nd Line Fax Board-BF1 -----16
 - 3. Super G3 3rd/4th Line Fax Board-AS2-----16
 - 4. IP FAX Expansion Kit-B1 -----16
 - 5. Remote Fax Kit-A1 -----16
 - C. Data Security and Wireless Options -----17**
 - 1. iR-ADV Security Kit-AN1 for IEEE 2600.1 Common Criteria Certification -----17
 - 2. HDD Mirroring Kit-J1-----17
 - 3. 2.5 inch/250 GB HDD-N1 -----17
 - 4. 2.5 inch/1 TB HDD-P1-----17
 - 5. Connection Kit for Bluetooth LE-----18
 - 6. NFC Kit-E1 -----18
 - D. Accessibility Options -----19**
 - 1. Voice Guidance Kit-G1 -----19
 - 2. Voice Operation Kit-D1 -----19
 - 3. ADF Access Handle-A1 -----19

IV. Storage Capabilities	20
A. Mail Box	20
B. Advanced Box	21
1. Shared Folders	21
2. Personal Folders	21
C. Network	22
D. Memory Media	22
V. Security Features	23
A. Device Authentication	23
1. ULM (Universal Login Manager)	23
2. Department ID Management	23
3. UA (Universal Authentication)	24
4. Access Management System	24
5. uniFLOW Online Express	24
B. Device Security	25
1. Verify System at Startup	25
2. SIEM (Security Information and Event Management) Integration	25
3. McAfee Embedded Control	25
4. Security Policy Function	26
C. Data Security	27
1. Initialize All Data/Settings Function	27
2. TPM (Trusted Platform Module)	28
3. HDD Data Erase Kit	29
4. HDD Data Encryption Kit	29
5. HDD Mirroring Kit	29
6. Digital User Signature PDF	29
7. Encrypted Secure Print	29
D. Document Security	30
1. PDF Visible Digital Signature	30
2. Adobe LiveCycle Rights Management ES Server Integration	30
3. Secure Watermark	31
4. Force Print of Recognition Information	31
E. Network Security	32
1. IP Address and MAC Address Filters	32
2. Encryption and Authentication	33
3. Network Port and Application Access Control	33
VI. Software Solutions	34
A. Document Management and Binding Software	34
1. imageRUNNER ADVANCE Desktop	34
2. imageRUNNER ADVANCE Quick Printing Tool	34
3. Therefore	35
4. eCopy PDF Pro Office	35
B. Scan Management Software	36
1. Authorized Send	36
2. uniFLOW (Scanning)	36
3. Cloud Portal for imageRUNNER ADVANCE DX	36
4. eCopy ShareScan	36
C. Print/Output Management Software	37
1. Direct Print & Scan for Mobile	37
2. uniFLOW	37
3. uniFLOW Online	38
4. AA-PRINT (Advanced Anywhere-Print)	38
5. EFI PrintMe	39
6. Canon Mobile Printing	39

- D. Device Security and Management Software** -----40
 - 1. imageWARE Enterprise Management Console and Plug-ins-----40
 - 2. uniFLOW Device Security & Management -----40
 - 3. uniFLOW Serverless Secure Print-----40
 - 4. imageWARE Secure Audit Manager Express -----41
 - 5. MEAP Web-----41
- E. Business Workflow Software**-----42
 - 1. Forms and Print Services for Salesforce-----42
 - 2. Enterprise Imaging Platform -----42
- VII. Dealer Sales/Service Authorization** -----43
- VIII. Educational Training** -----43
 - A. Training Program Overview** -----43
 - B. imageRUNNER ADVANCE DX 4700 Series Training** -----43
 - 1. Learning Path for New Service Technicians -----43
 - 2. Learning Path for Technicians with imageRUNNER ADVANCE 4000 and 4200 Certification -----43
 - 3. Recommended Training for Technicians with imageRUNNER ADVANCE 4500 III Certification-----44
 - C. Certification** -----44
 - D. Who Should Attend** -----44
 - E. Course Format**-----44
 - F. Training Facilities** -----45
 - G. Course Equipment** -----45
 - H. Service Materials** -----45
 - I. uniFLOW Online Training**-----45
 - J. uniFLOW Online Express Training** -----46
 - K. Data Backup Service Training**-----46
- IX. Servicing Notes** -----47
 - A. Power and Plug Requirements**-----47
 - B. Installation Space Requirements**-----49
 - C. Estimated Installation Times** -----51
 - D. Serviceability** -----52
 - E. Remote Services**-----53
 - 1. imageWARE Remote -----53
 - 2. Content Delivery System-----55
 - 3. Remote Services Suite -----58
 - F. Device Configuration Management**-----59
 - 1. DCM (Device Configuration Manager)-----59
 - 2. Device Migration Navigator-----59
 - G. LMS (License Management System)**-----60
 - H. Content Delivery System Website** -----61
 - I. Recommended System Engineer Requirements**-----62
 - J. Firmware Upgrades Using the Service Support Tool**-----63
 - L. Hard Disk Drive Handling** -----64
 - M. Special Tools, Solvents and Oils**-----65
 - N. Consumables** -----65
 - O. Consumable Parts**-----66
 - P. Periodic Replacement Parts** -----70
 - Q. Periodic Maintenance** -----71

R. Counters -----	73
1. Soft Counters -----	73
2. MEAP Counter -----	75
3. Toner Bottle Counters -----	76
X. Limited Warranty Support -----	77
A. Limited Warranty Conditions -----	77
B. GPR-57 Drum Unit Limited Warranty -----	77
C. Warranty Programs -----	78
1. Flat-Rate Program-----	78
2. Warranty Parts for Repair-----	78
3. e-Tag-----	78
4. Parts Support Program-----	78
XI. Product Technical Support Offerings -----	79
A. Canon USA Technical Support Center -----	79
B. Technical Support Escalation -----	80
C. Internet Support -----	81
D. Canon USA’s Partner Portal Website -----	81
XII. Appendix -----	82
A. Specifications -----	82
B. Canon imageRUNNER ADVANCE DX 4700 Series Limited Warranty -----	97
C. List of Tables -----	98
D. List of Figures -----	99

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

A. Overview

The Canon imageRUNNER ADVANCE DX 4700 Series consists of the imageRUNNER ADVANCE DX 4751i, 4745i, 4735i, and 4725i.

The imageRUNNER ADVANCE DX 4700 Series machines come standard-equipped with UFP V3.10.

The imageRUNNER ADVANCE DX 4700 Series prints in B&W (Black-and-White), and brings the following capabilities to users in a mid- to low-volume office environment:

- Prints in speeds of up to 51 ppm (pages-per-minute), 45 ppm, 35 ppm, or 25 ppm, on LTR (letter-sized) paper, depending on the model purchased.
- 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, HDD Encryption Kit, and Scan to Word and PowerPoint (OOXML).
- A 200-sheet (LTR) capacity, single-pass, automatic duplex, document feeder (standard on the imageRUNNER ADVANCE DX 4751i and 4745i; optional for the imageRUNNER ADVANCE 4735i and 4725i) 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.
- Standard 250 GB hard disk drive, with an option to expand the machine's hard disk drive to 1 TB.
- A maximum paper size of 11 3/4" x 17" is supported. Multiple paper sources can hold a maximum of 6,350 sheets.
- 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 4700 Series comes standard-equipped with UFP V3.10, and can be updated to 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 features 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 Hard Disk 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 4751i with the optional Inner Finisher-J1 and High Capacity Cassette Feeding Unit-B1</p> 	
imageRUNNER ADVANCE DX 4751i ^{3, 4}	4053C002AA
imageRUNNER ADVANCE DX 4745i ^{3, 4}	4054C003AA
imageRUNNER ADVANCE DX 4735i ^{3, 5}	4055C002AA
imageRUNNER ADVANCE DX 4725i ^{3, 5}	4056C002AA

- 2 Part numbers are subject to change without notice.
- 3 Ships standard with 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) Trace and Smooth PDF, Searchable PDF/XPS, OOXML (Scan to PPT and Word), Universal Login Manager (requires download), uniFLOW Online Express, Access Management System, HDD Data Erase, Data Encryption (FIPS-140-2), IP Sec, Encrypted Secure Print, Secure Watermark, Web Browser, Color Image Reader, Ethernet 1000Base-T/100Base-TX/10Base-T, USB 2.0/3.0 High Speed Connectivity, Wi-Fi Connectivity, Remote Operator's Software Kit, Color Network ScanGear and Drum Unit.
- 4 Ships standard with Single Pass DADF-C1.
- 5 Choose one of following three options: Single-Pass DADF-C1, DADF-BA1, or Platen Cover Type-Y2.

Table 2 – Hardware Accessories

Item	Part Number ²
Single Pass DADF-C1 ⁶	4063C001AA
DADF-BA1 ⁷	3813C001AA
Platen Cover Type-Y2 ⁸	3818C002AA
Cassette Feeding Unit-AN1 ⁹	1419C002AA
High Capacity Cassette Feeding Unit-B1 ⁹	1420C002AA
Cabinet Type-Q ⁹	2299C001AA
Envelope Feeder Attachment-D1 ¹⁰	3665B001AB
Paper Deck Unit-F1 ¹¹	0607C002AA
Staple Finisher-Y1 ^{12 13 14}	0613C002AA
Booklet Finisher-Y1 ^{12 13 15}	0614C002AA
2/3 Hole Puncher Unit-A1 ¹⁶	0126C001AA
Buffer Pass Unit-N1	1426C001AA
Inner Finisher-J1 ^{12 14}	1423C002AA
Inner 2/3 Hole Puncher-C1 ¹⁷	1424C002AA
Inner 2Way Tray-L1 ¹²	1422C001AA
Utility Tray-B1 ¹⁸	0165C001AA
Numeric Keypad-A1	4036C001AA
IC Card Reader Box for Numeric Keypad-A1	4040C001AA

² Part numbers are subject to change without notice.

-
- 6 Standard on the imageRUNNER ADVANCE DX 4751i and 4745i, and optional on the imageRUNNER ADVANCE DX 4735i and 4725i.
 - 7 Option for the imageRUNNER ADVANCE DX 4735i and 4725i only.
 - 8 Option for scanning from the platen glass for the imageRUNNER ADVANCE DX 4735i and 4725i only.
 - 9 The High Capacity Cassette Feeding Unit-B1, Cassette Feeding Unit-AN1 and Cabinet Type-Q cannot be installed at the same time.
 - 10 Can only be installed in Paper Drawer 2.
 - 11 Requires the Cassette Feeding Unit-AN1 or High Capacity Cassette Feeding Unit-B1.
 - 12 The Staple Finisher-Y1, Booklet Finisher-Y1, Inner Finisher-J1, and Inner 2Way Tray-L1 cannot be installed at the same time.
 - 13 Requires the Buffer Pass Unit-N1.
 - 14 Includes one (1) staple cartridge that contains 5,000 staples.
 - 15 Includes one (1) staple cartridge that contains 5,000 staples, and two (2) cartridges for booklet finishing that contain 2,000 staples per cartridge.
 - 16 Requires the Staple Finisher-Y1 or Booklet Finisher-Y1.
 - 17 Requires the Inner Finisher-J1.
 - 18 Requires the Option Attachment Kit for Reader-A1.

Table 2 – Hardware Accessories Continued

Item	Part Number ²
Copy Card Reader-F1 ¹⁹	4784B001AA
Copy Card Reader Attachment-B6	3684B008AA
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 ²⁰	3726B001AA
USB Keyboard (Cherry) ²¹	1266V426
Universal Keyboard Stand-A1	2212V477
Card Reader Assembly for Universal Keyboard Stand	2212V478
Convenience Stapler-A1 (White) ²²	1348V957
Option Attachment Kit for Reader-A1	4067C001AA

² Part numbers are subject to change without notice.

¹⁹ Requires the Copy Card Reader Attachment Kit-B6.

²⁰ Cannot be installed if the Card Reader-F1 is installed.

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

²² A standalone stapler that can corner- or side-page staple for up to 50 sheets (LTR). 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 ²³
Super G3 FAX Board-BF1	4378C005AA	-
Super G3 2nd Line Fax Board-BF1 ²⁴	4379C005AA	-
Super G3 3rd/4th Line Fax Board-AS2 ²⁵	0168C004AA	-
IP FAX Expansion Kit-B1 ^{24, 26}	-	0170C004AA
Remote Fax Kit-A1 ²⁷	-	3679B005AA
PCL International Font Set-A1	-	4821B003AA
Barcode Printing Kit-D1	-	3999B004AA
Voice Guidance Kit-G1 ^{28 29}	0171C001AA	-
Voice Operation Kit-D1 ^{28 29}	0172C002AA	-
HDD Mirroring Kit-J1 ³⁰	0180C001AA	-
2.5 inch/250 GB HDD-N1 ³¹	0177C001BA	-
2.5 inch/1 TB HDD-P1	0178C001AA	-
NFC Kit-E1	4029C001AA	-
Connection Kit-A2 for Bluetooth LE	4041C001AA	-
iR ADV Security Kit-AN1 for IEEE 2600.1 Common Criteria Certification ³²	Available Later	-

² Part numbers are subject to change without notice.

²³ The eLAN (Electronic License Access Number) is delivered via the CNA (Canon Network Access) section of the Partner Portal.

²⁴ Requires the optional Super G3 FAX Board-BF1.

²⁵ Requires the Super G3 FAX Board-BF1 and Super G3 2nd Line Fax Board-BF1.

²⁶ Cannot be installed with the Super G3 2nd Line Fax Board-BF1.

²⁷ Cannot be installed with the Super G3 FAX Board-BF1.

²⁸ The Voice Guidance Kit-G1 and Voice Operation Kit-D1 cannot be installed together.

²⁹ Requires the optional Numeric Keypad-A1 and Option Attachment Kit for Reader-A1.

³⁰ The HDD mirroring feature requires two hard drives. Either one additional 2.5 inch/250 GB HDD-N1 to go with the standard 250 GB HDD, or two 2.5 inch/1 TB HDD-P1s, which replace the standard 250 GB HDD.

³¹ For the HDD Mirroring function only. Cannot be used to increase storage capacity.

³² Includes the iR ADV Security Kit-AN1 for IEEE 2600.1 Common Criteria Certification. Specified configurations and settings need to be applied to the device to achieve and maintain IEEE 2600.1 CC Certification. Cannot be configured with the MEAP Web Connection Kit, Remote Fax Kit-A1, IP FAX Expansion Kit-B1, Copy Card Reader-F1, NFC Kit-E1, Connection Kit-A2 for Bluetooth LE, and some imageWARE or MEAP applications.

Table 4 – imageRUNNER ADVANCE DX Integrated Solutions

Item	Box Part Number ²	eLAN Number ²³
imageRUNNER ADVANCE Desktop V4.3 1L with 3 Years Software Maintenance	-	4140B764AA
imageRUNNER ADVANCE Desktop V4.3 5L with 3 Years Software Maintenance	-	4140B765AA
imageRUNNER ADVANCE Desktop V4.3 20L with 3 Years Software Maintenance	-	4140B766AA
imageRUNNER ADVANCE Desktop V4.3 10L NFR ³³	-	4140B767AA
imageRUNNER ADVANCE Desktop V4 1L with 1 Year Software Maintenance Extension ³⁴	-	4140B775AA
imageRUNNER ADVANCE Desktop V4 5L with 1 Year Software Maintenance Extension ³⁴	-	4140B776AA
imageRUNNER ADVANCE Desktop V4 10L with 1 Year Software Maintenance Extension ³⁴	-	4140B777AA
imageRUNNER ADVANCE Desktop V4 20L with 1 Year Software Maintenance Extension ³⁴	-	4140B778AA
imageRUNNER ADVANCE Desktop V4 50L with 1 Year Software Maintenance Extension ³⁴	-	4140B779AA
Authorized Send V7.0 (1 License) ^{35, 36}	-	4224C009AA
Authorized Send V7.0 (10 Licenses) ^{35, 36}	-	4224C010AA
Authorized Send V7.0 (100 Licenses) ^{35, 36}	-	4224C011AA
Authorized Send V7.0 (1 License NFR) ^{35, 36, 37,}	-	4224C012AA
Authorized Send to Fax V7.0 (1 License) ^{35, 36}	-	4224C014AA
Authorized Send to V7.0 Add-On Option (1 License)	-	4224C015AA
Authorized Send V7.0 Worldox Add-On Option (1 License)	-	4224C016AA
Authorized Send V7.0 Barcode Recognition Add-On Option (1 License) ^{35, 36}	-	4224C017AA
Authorized Send V7.0 Fax Server Add-On Option (1 License) ^{35, 36}	-	4224C018AA
Direct Print and Scan for Mobile V2.3.2 1L ^{35, 36, 38}	-	4164BM80AB
Direct Print and Scan for Mobile V2.3.2 NFR ^{1, 38, 39}	-	4164BM81AB
HDD Data Erase Scheduler V3.1.3	-	4164BV44AC
HDD Data Erase Scheduler V3.1.3 NFR ³⁷	-	4164BV45AC
MiCard PLUS SC ⁴⁰	3575B504AA	-
AA-PRINT V1.5 Gen3 ³⁵	-	4164BT59AA
AA-PRINT V1.5 1L Gen3 NFR	-	4164BT60AA
MEAP Web Connection Kit V5.6 for DX	-	4848B117AA
Object Generator (for AS400 Printing) License with 3 Year Maintenance ⁴¹	-	4223C001AA
Object Generator Additional 1 Year Maintenance	-	4223C002AA

² Part numbers are subject to change without notice.

²³ The eLAN (Electronic License Access Number) is delivered via the CNA (Canon Network Access) section of the Partner Portal.

³³ Licenses expire in one (1) year.

³⁴ Software Maintenance Extensions can be purchased and registered up to 5 years in advance.

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

³⁶ The software or kit must be installed via CDS.

³⁷ Up to three (3) NFR packages per showroom location are available.

³⁸ No longer available for purchase.

³⁹ Only one (1) NFR package per showroom location is available.

⁴⁰ Supports 35 different proximity card types. Go to Partner Portal for a complete list of supported card frequencies.

⁴¹ Software provided via e-Support.

Table 5 – Supplies and Consumables

Item	Part Number ²
GPR-57 Drum Unit	0475C003AA
GPR-57 Black Toner	0473C003AA
Staple Cartridge-Y1 (for the Booklet Finisher-Y1 only) ⁴²	0148C001AA
Staple-P1 (for the Inner Finisher-J1, Staple Finisher-Y1, and Booklet Finisher-Y1) ⁴³	1008B001AA

² Part numbers are subject to change without notice.

⁴² Used for booklet finishing only. Contains two cartridges per case and 2,000 staples per cartridge.

⁴³ 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 4751i	Approximately 5,000 to 65,000	Up to 215,000 copies/prints
imageRUNNER ADVANCE DX 4745i	Approximately 5,000 to 65,000	Up to 170,000 copies/prints
imageRUNNER ADVANCE DX 4735i	Approximately 5,000 to 45,000	Up to 135,000 copies/prints
imageRUNNER ADVANCE DX 4725i	Approximately 3,000 to 40,000	Up to 95,000 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. 82.

A. Single Pass DADF-C1

- Standard equipment on the imageRUNNER ADVANCE DX 4751i and 4745i. Optional for the imageRUNNER ADVANCE DX 4735i and 4725i.
- 200-sheet capacity, LTR (20 lb bond (80 g/m²))
- Scan speed: Up to 270 ipm (LTR, B&W and color, 2-sided, in 300 dpi).

B. DADF-BA1

- Optional for the imageRUNNER ADVANCE DX 4735i and 4725i only.
- Scan speed: Up to 70 ipm (B&W and color, 1-sided, in 300 dpi). Up to 35 ipm (B&W and color, 2-sided, in 300 dpi)
- 100-sheet capacity, LTR (20 lb bond (80 g/m²))

C. Platen Cover Type-Y2

- Option for scanning from the platen glass for the imageRUNNER ADVANCE DX 4735i and 4725i only.
- Holds an original in place on the platen glass.

D. Cassette Feeding Unit-AN1

- Holds up to 550 sheets x 2 cassettes (20 lb bond (80 g/m²))
- Maximum paper size: 11 3/4" x 17"
- Paper weight: 16 to 34 lb bond (64 to 128 g/m²)
- The optional Paper Deck Unit-F1 can be attached.

E. High Capacity Cassette Feeding Unit-B1

- Holds up to 2,450 sheets x 1 cassette (20 lb bond (80 g/m²))
- Maximum paper size: LTR
- Paper weight: 16 to 34 lb bond (64 to 128 g/m²)
- The optional Paper Deck Unit-F1 can be attached.

F. Cabinet Type-Q

- Used to adjust the height of the device with the standard paper-feeding configuration.
- Cannot be installed with the Cassette Feeding Unit-AN1 or High Capacity Cassette Feeding Unit-B1.

G. Paper Deck Unit-F1

- Provides an additional paper capacity of approximately 2,700 sheets (20 lb bond (80 g/m²))
- Supports LTR-size paper only
- Supports paper weights up to 16 to 34 lb bond (64 to 128 g/m²).
- Requires either the High Capacity Cassette Feeding Unit-B1 or Cassette Feeding Unit-AN1
- Cannot be installed with the optional Cabinet Type-Q

H. Envelope Feeding Attachment-D1

- Can only be installed in Paper Drawer 2.
- Holds up to 50 envelopes (or envelopes stacked to approximately 1.18" (30 mm) in height).

I. Staple Finisher-Y1

- Contains two trays, which hold approximately 4,875 sheets.
- 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.
- Requires the optional Cabinet Type-Q, Cassette Feeding Unit-AN1, or High Capacity Cassette Feeding Unit-B1.
- Supports Staple-free stapling and Staple On Demand.
- Supports paper weights up to 80 lb cover (220 g/m²).

J. Booklet Finisher-Y1

- Contains two trays, which hold approximately 4,875 sheets.
- Corner- or double-staples approximately 50 sheets of paper (LTR, 14 to 24 lb bond (52 to 90 g/m²)).
- Requires the optional Cabinet Type-Q, Cassette Feeding Unit-AN1, or High Capacity Cassette Feeding Unit-B1.
- Supports Staple-free stapling and Staple On Demand.
- Supports paper weights up to 80 lb cover (220 g/m²).
- Can saddle stitch booklets containing 20 sheets x 10 sets (22 lb bond (81 g/m²)), including one cover sheet up to 80 lb cover (220 g/m²).

K. 2/3 Hole Puncher Unit-A1

- Provides 2- to 3-hole punch capabilities for the optional Staple Finisher-Y1 or Booklet Finisher-Y1.
- Can only be attached to either the optional Staple Finisher-Y1 or Booklet Finisher-Y1.

L. Inner Finisher-J1

- Contains one tray, which holds approximately 1,000 sheets
- Corner- or double-staples approximately 50 sheets of paper (LTR, 24 lb bond (90 g/m²)).

M. Inner 2/3 Hole Puncher-C1

- Provides 2- to 3-hole punch capabilities for the optional Inner Finisher-J1.
- Can only be installed inside the optional Inner Finisher-J1.

N. Inner 2Way Tray-L1

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 250 sheets, and the lower tray holds up to 100 sheets.

O. 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-B6.

P. Numeric Keypad-A1

- 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.

Q. IC Card Reader Box for Numeric Keypad-A1

Enables the customer to use IC cards for authentication when the optional Numeric Keypad-A1 is attached.

III. System Options

The functionality of the imageRUNNER ADVANCE DX 4700 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-BF1

- 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-BF1

- Provides two lines to send and receive fax documents.
- Requires the Super G3 FAX Board-BF1.

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

- Provides up to four lines to send and receive fax documents.
- Requires the Super G3 FAX Board-BF1 and Super G3 2nd Line Fax Board-BF1.

4. IP FAX Expansion Kit-B1

- Enables faxing over VoIP lines that support the T.38 Transmission Control Protocol.
- Requires the Super G3 FAX Board-BF1.
- Cannot be installed with the Super G3 2nd Line Fax Board-BF1.
- Requires license activation via the LMS.

5. 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-BF1 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-BF1 cannot be installed together.

C. Data Security and Wireless Options

1. iR-ADV Security Kit-AN1 for IEEE 2600.1 Common Criteria Certification

- Enables the user to configure security settings that are required to comply with the IEEE 2600.1 standard.
- Includes the IEEE 2600 License Certificate, Bootable CD with certified system software, IEEE 2600 User Manual CD, Installation Manual, and HDD Mirroring Kit-J1.
- Cannot be used with the Super G3 Fax Board (2nd and 3rd/4th lines) and some MEAP applications.
- Available later.

2. HDD Mirroring Kit-J1

- Provides mirroring (redundancy) capabilities, only when used with an additional hard disk drive of the same storage capacity.
- Requires two hard disk drives, either one additional 2.5inch/250 GB HDD-N1 with the standard 250 GB HDD, or two 2.5inch/1TB HDD-P1s (replaces the standard 250 GB HDD).



IMPORTANT

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

3. 2.5 inch/250 GB HDD-N1

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

4. 2.5 inch/1 TB HDD-P1

- Required to replace the machine's standard 250 GB hard disk drive to increase the HDD capacity to 1 TB.
- If the machine is configured with the optional HDD Mirroring Kit, and the 2.5 inch/1 TB HDD, an additional 2.5 inch/1 TB HDD must be added to enable the mirroring capability of the primary drive.

5. Connection Kit for Bluetooth LE

Enables Bluetooth communication between the machine and mobile devices.

6. NFC Kit-E1

Enables the customer to hold up a mobile device (with NFC capability) to the machine to print files.

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-A1 and Option Attachment Kit for Reader-A1.

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-A1 and Option Attachment Kit for Reader-A1.

3. ADF Access Handle-A1

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

IV. Storage Capabilities

The imageRUNNER ADVANCE DX 4700 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 hard disk drive of the machine. It is the customer's responsibility to create and maintain a data back up plan. Canon U.S.A., Inc. offers several security options to enhance document handling and storage security needs. See ["System Options,"](#) on p. 15.
- It is strongly recommended to back up the data stored on the hard disk drive.

A. Mail Box

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. In addition, the file format of the scanned documents can be converted into another format, such as TIFF, PDF, and JPEG, to send via e-mail using the Send function. 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 30,000 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 2.5 inch/1 TB HDD is installed.

C. Network

The imageRUNNER ADVANCE DX 4700 Series machines are equipped with a collaboration function that enables them to be connected to other imageRUNNER ADVANCE DX machines via the SMB/WebDav protocol. When one machine is connected to another machine, a user can select an Advanced Box in the other machine (if it is on the network) to store files or print a file that is stored in the other machine on this machine.

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, 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 4700 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:

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 4700 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, an HDD 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 4700 Series machines offer several ways to protect and secure data. It is strongly recommended that a back up and security system is in place, along with an antivirus protection system to make sure that no data on the hard disk drives are lost, stolen, or compromised.

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

1. Customer Accessible HDD Initialization Function (Initialize All Data/Settings)
2. imageRUNNER ADVANCE DX Trusted Platform Module
3. Standard HDD Data Erase Kit
4. Standard HDD Encryption Kit
5. Optional HDD Mirroring Kit-J1³⁰
6. Standard Digital User Signature PDF
7. Standard Encrypted Secure Print

30 The HDD mirroring feature requires two hard drives. Either one additional 2.5 inch/250 GB HDD-N1 to go with the standard 250 GB HDD, or two 2.5 inch/1 TB HDD-P1s, which replaces the standard 250 GB HDD.

CAUTION

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

1. Initialize All Data/Settings Function

The Initialize All Data/Settings function is a standard function on all Canon devices. This setting is available in the Management Mode, to which the system administrator must authenticate. Performing this function, erases all user information on the hard disk drive of the machine (e.g., contact information, 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 HDD data area with “0” (zeros) one time.

2. TPM (Trusted Platform Module)

TPM is a standard security chip (tamper resistant hardware) installed in the imageRUNNER ADVANCE DX 4700 Series machines. The TPM provides a facility for the secure generation of cryptographic keys, encrypts information stored on the internal HDD, and decrypts information read from the internal HDD. The public keys to encrypt confidential information are securely controlled by the TPM chip, and they can only be decrypted if the TPM releases the associated decryption key. If the HDD is removed from the machine, it will be difficult to retrieve data off that HDD since the encryption key for that data is stored in a separate location within the TPM.

CAUTION

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



IMPORTANT

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

3. HDD Data Erase Kit

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



IMPORTANT

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

4. HDD Data Encryption Kit

The HDD Data Encryption Kit is standard, and is FIPS validated. The machine is equipped with the Canon MFP Security Chip 2.10, which complies with the FIPS 140-2 security standard, established by the United States government. The Canon MFP Security Chip 2.10 is certified as a cryptographic module under the CMVP (Cryptographic Module Validation Program), established by the United States and Canada, as well as the JCMVP (Japan Cryptographic Module Validation Program).

5. HDD Mirroring Kit

The optional mirroring function provides redundancy when used with an additional hard disk drive of the same storage capacity. This preserves company data if one hard disk drive fails. For more information on the HDD Mirroring Kit, see [“HDD Mirroring Kit-J1,”](#) on p. 17.

6. 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.

7. 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 4700 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 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.

4. Force Print of Recognition Information

The machine can print identification information on all output about the current user when making prints or copies. This identifies the user who created every document, and can discourage unauthorized printing and duplication.

E. Network Security

The imageRUNNER ADVANCE DX 4700 Series machines secure network communications by using IP Address and MAC (Media Access Control) Address filters, encryption and authentication, and network port and application access control.

1. IP Address and MAC Address Filters

IP Address Filter performs a function similar to many firewalls. It permits or rejects incoming packets from up to 16 IP addresses or ranges of IP addresses. Also, IP address filters to outbound connections can be applied. For example, if such functions as Remote Copy and Universal Send are used, system administrators can block or restrict users from sending files to specific IP addresses. This helps to minimize the risk of data being sent out of the company to systems that are not trusted.

MAC Address Filter permits or rejects access for up to 100 MAC addresses. It is useful for environments that use DHCP (Dynamic Host Configuration Protocol) for IP address assignments. If DHCP leases expire and a new IP address is issued to a certain system, the filter can still identify the system's MAC address, and permit or reject access to the machine. MAC addresses can be easily added, edited, or deleted through the Remote UI. MAC Address Filter takes a higher priority than IP Address Filter, which prevents unknown systems from attacking the machine.

2. Encryption and Authentication

TLS (Transport Layer Security)⁴⁴ 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 4700 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 4700 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.

3. 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, SNTTP, 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.

⁴⁴ TLS V1.3 is supported by the imageRUNNER ADVANCE DX 4700 Series; however, MEAP applications, uniFLOW, imageWARE Remote, and the CDS only support up to TLS V1.2.

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. imageRUNNER ADVANCE Desktop

A client-based device dashboard application to operate document publishing, management, and printing from an end-user's PC.

imageRUNNER ADVANCE Desktop consists of these components:

- Desktop Browser
- Document Binder
- Object Layout Editor (Sub Module of Document Binder)
- Annotation Editor
- Variable Editor

2. imageRUNNER ADVANCE Quick Printing Tool

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

3. **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.

4. **eCopy PDF Pro Office**

ePPO (eCopy PDF Pro Office³⁸) is a network to desktop office scanning solution that enables end-users to create and share PDFs, edit PDF files, and convert PDF files into searchable, editable, and fully-formatted Microsoft Office or Corel WordPerfect files. ePPO also enables the user to tag PDF files for accessibility and Section 508 compliance.

³⁸ No longer available for purchase.

B. Scan Management Software

1. Authorized Send

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

2. 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. Cloud Portal for imageRUNNER ADVANCE DX

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

4. 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. Direct Print & Scan for Mobile

Direct Print & Scan for Mobile³⁸ is a combination of a MEAP application that runs on an imageRUNNER ADVANCE DX device and a client mobile application that runs on certain BlackBerry smartphones, Android smartphones and tablets, and Apple iPhone and iPad devices.

The Direct Print & Scan for Mobile³⁸ application enables users to connect mobile devices to an imageRUNNER ADVANCE DX machine to print documents, e-mail messages, attachments, and images, as well as load scanned data from the imageRUNNER ADVANCE DX machine to their mobile device.

³⁸ No longer available for purchase.

2. uniFLOW

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



IMPORTANT

uniFLOW only supports TLS V1.2 and earlier.

3. uniFLOW Online

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

4. 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.

5. 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.

6. 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. imageWARE Enterprise Management Console and Plug-ins

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

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

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

2. uniFLOW Device Security & Management

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

3. uniFLOW Serverless Secure Print

uniFLOW Serverless Secure Print is a secure printing and follow-me printing option that utilizes the end-user's client PC to store secure print jobs until the end-user can authenticate and release the secure print jobs at an imageRUNNER ADVANCE 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.

4. 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.

5. 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. Forms and Print Services for Salesforce

Forms and Print Services for Salesforce³⁸ is a cloud service that enables users to print and store reports and graphic sales data directly to their imageRUNNER ADVANCE DX machine without the need for print drivers.

³⁸ No longer available for purchase.

2. Enterprise Imaging Platform

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

VII. Dealer Sales/Service Authorization

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 4700 Series Online Hardware Update course identifies the universal imageRUNNER ADVANCE DX platform enhancements, Unified Firmware Platform V3.10 service-related enhancements for DX series devices, and the hardware modifications and enhancements required to successfully service the imageRUNNER ADVANCE DX 4700 Series machines in the field.

B. imageRUNNER ADVANCE DX 4700 Series Training

1. Learning Path for New Service Technicians

New service technicians are required to complete the learning path below to obtain certification on this product:

Table 7 – Learning Path Courses for New Service Technicians

Course Name ⁴⁵	Course Code ⁴⁵
Canon Foundations Online Training	19TCF00O
Canon Foundations Classroom	19TCF01C
imageRUNNER ADVANCE 4000/4200/4500 Series Online Training	18IRTA424500O

2. Learning Path for Technicians with imageRUNNER ADVANCE 4000 and 4200 Certification

This training path consists of three (3) online Hardware Update courses that prepare technicians who are currently certified on the imageRUNNER ADVANCE 4000 and 4200 Series to setup and service the imageRUNNER ADVANCE DX 4700 Series devices.

Table 8 – Learning Path for Technicians with imageRUNNER ADVANCE 4000 and 4200 Certification

Course Name ⁴⁵	Course Code ⁴⁵
imageRUNNER ADVANCE DX 4500 Series Update Online Training	18IRTA45U00O
imageRUNNER ADVANCE 4500 III Series Update Online Training	18IRTA45IIIIUP00O
imageRUNNER ADVANCE DX 4700 Series Online Hardware Update Training	18IRTA47U00O

⁴⁵ Course names and course codes are subject to change without notice.

3. Recommended Training for Technicians with imageRUNNER ADVANCE 4500 III Certification

An optional online Hardware Update course is available that prepares technicians who are currently certified on the imageRUNNER ADVANCE 4000, 4200, 4500, 4500 II, and 4500 III Series to setup and service the imageRUNNER ADVANCE DX 4700 Series devices.

Table 9 – Recommended Training for Technicians with imageRUNNER ADVANCE 4500 III Certification

Course Name ⁴⁵	Course Code ⁴⁵
imageRUNNER ADVANCE DX 4700 Series Hardware Update Online Training	18IRTA47U00O

⁴⁵ Course names and course codes are subject to change without notice.

C. Certification

Students must complete the imageRUNNER ADVANCE 4000, 4200, and 4500 Training programs successfully, and pass the final assessment exam to sell this product.

Note: Technicians with a previous certification on the imageRUNNER ADVANCE DX 4700 Series, are automatically certified on the imageRUNNER ADVANCE DX 4700 Series.

Certification includes the following devices:

- imageRUNNER ADVANCE DX 4725i/4735i/4745i/4751i
- imageRUNNER ADVANCE 4051/4251/4551i II/4551i III
- imageRUNNER ADVANCE 4045/4245/4545i II/4545i III
- imageRUNNER ADVANCE 4035/4235/4535i II/4535i III
- imageRUNNER ADVANCE 4025/4225/4525i II/4525i III

D. Who Should Attend

It is recommended that any technician responsible for installing, servicing, or supporting the imageRUNNER ADVANCE DX 4700 Series machines, and who have been certified on the imageRUNNER ADVANCE 4500 III Series machines, successfully complete the imageRUNNER ADVANCE DX 4700 Series Online Hardware Update training course.

E. Course Format

The imageRUNNER ADVANCE DX 4700 Series Online Hardware Update course is a self-paced online course, which requires approximately 60 minutes 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 easy access to the training. This online course can be conducted at any dealer facility that is suitable for online student learning.

G. Course Equipment

- Windows 7 or higher
- Google Chrome (recommended) or Microsoft Internet Explorer 8 or higher
- imageRUNNER ADVANCE DX 4751i device (recommended)

H. Service Materials

The materials required for the imageRUNNER ADVANCE DX 4700 Series Online Hardware Update course are listed in the table below.

Table 10 – Service Materials

Model	Item	Location
imageRUNNER ADVANCE DX 4700 Series	Service Manual	Downloadable from the e-Support Center Website
	Parts Catalog	

I. uniFLOW Online Training

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

Note:

- Service technicians, who have 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 have 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 prepares technicians with the knowledge required for setting up and configuring the Data Backup Service in the field. Training is required, so that the servicing dealer can 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

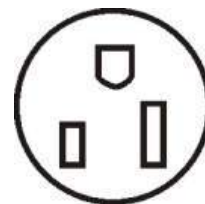
A. Power and Plug Requirements

Canon USA strongly suggests dedicated and properly grounded outlets be provided for the imageRUNNER ADVANCE DX 4700 Series devices.

The imageRUNNER ADVANCE DX 4700 Series devices require a NEMA 5-15 receptacle for proper operation. Before installation, confirm that the proper dedicated NEMA receptacles are available for these devices.

Table 11 – Main Unit Power and Plug Requirements

imageRUNNER ADVANCE DX 4700 Series with the Optional High Capacity Cassette Feeding Unit-B1



NEMA 5-15 Receptacle

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

Part or Accessory	Power Supply	Power Supply Cord/Plug Specifications	Length of Power Cord
Main Unit	1-120 V/15 A outlet	NEMA 5-15	8.5' (2.6 m)
Single Pass DADF-C1	From the main unit	—	—
DADF-BA1	From the main unit	—	—
Paper Deck Unit-F1	From the main unit	—	—
Cassette Feeding Unit-AN1	From the main unit	—	—
High Capacity Cassette Feeding Unit-B1	From the main unit	—	—
Staple Finisher-Y1	From the main unit	—	—
Booklet Finisher-Y1	From the main unit	—	—
Buffer Pass Unit-N1	From the main unit	—	—
External 2/3 Hole Puncher Unit-A1	From the main unit	—	—
Inner Finisher-J1	From the main unit	—	—
Inner 2/3 Hole Puncher-C1	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 4700 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 4700 Series machines or any computer controlled office equipment requires.
- Before installation, confirm that all necessary receptacles are available.

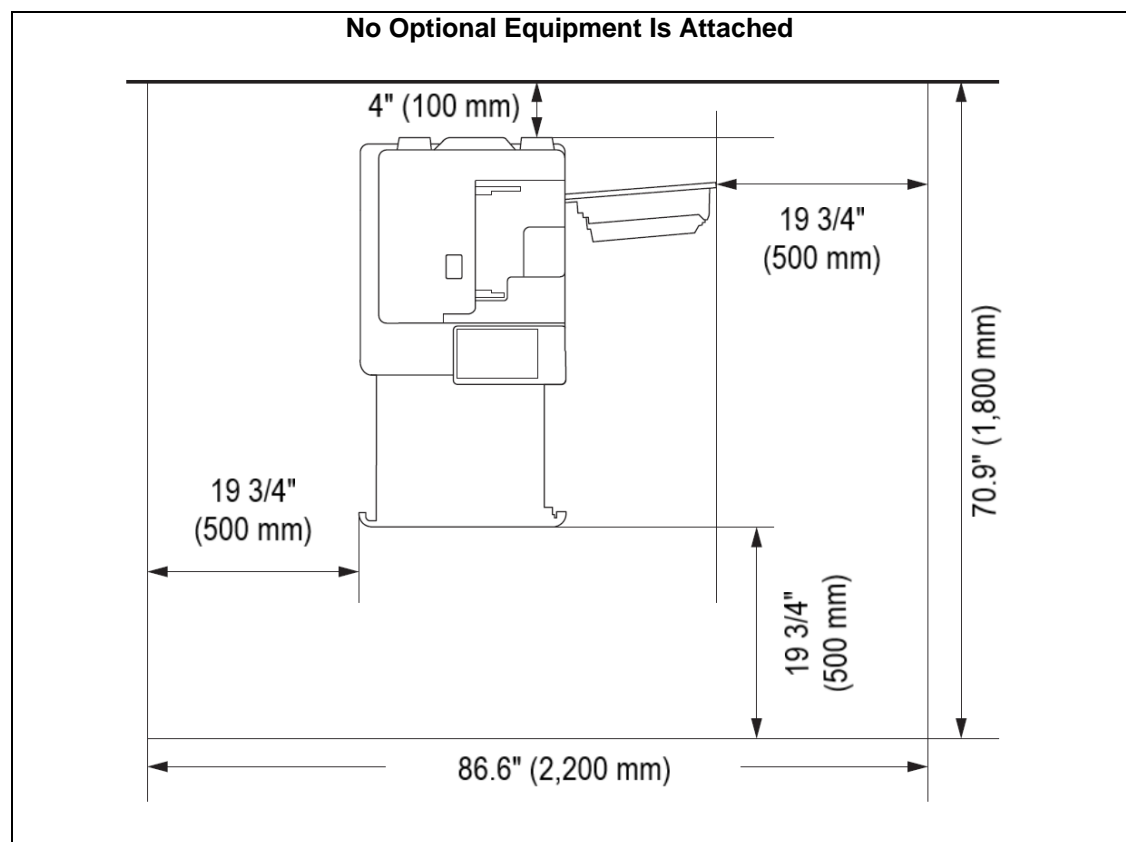
B. Installation Space Requirements

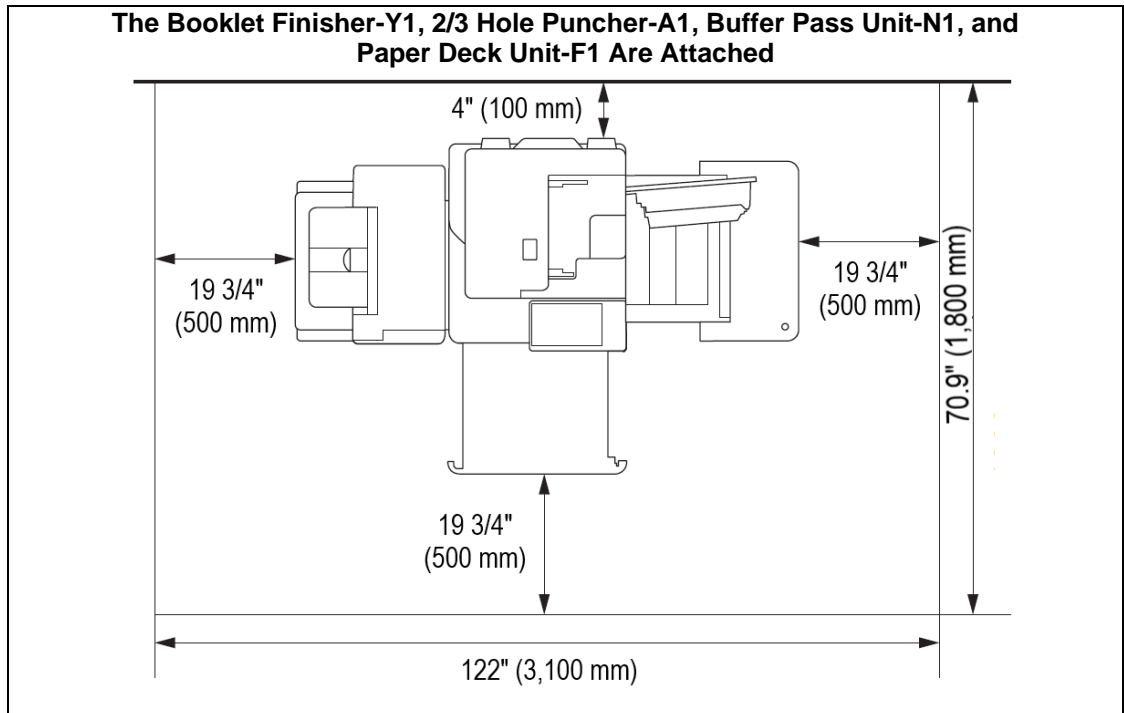
The installation site must provide enough space for unrestricted operation, maintenance work, and proper ventilation. The machine dimensions are in diagrams on the following pages. Every attempt should be made to install the equipment in a room that allows for the proper servicing and maintenance of 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 13 – 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 14 – Estimated Installation Times

Description		Estimated Time
Main Unit		19 minutes
Single Pass DADF-C1		27 minutes
DADF-BA1		9 minutes
Platen Cover Type-Y2	When Removing the Single Pass DADF-C1	16 minutes
	When Removing the DADF-BA1	7 minutes
Paper Deck Unit-F1		15 minutes
Cassette Feeding Unit-AN1		10 minutes
High Capacity Cassette Feeding Unit-B1		9 minutes
Inner 2Way Tray-L1		2 minutes
Staple Finisher-Y1		10 minutes
Booklet Finisher-Y1		12 minutes
Buffer Pass Unit-N1		8 minutes
2/3 Hole Puncher Unit-A1		11 minutes
Inner Finisher-J1		11 minutes
Inner 2/3 Hole Puncher-C1 (including the Inner Finisher-J1)		24 minutes
Envelope Feeder Attachment-D1		4 minutes
Utility Tray-B1		5 minutes
Copy Control Interface Kit-A1		7 minutes
Super G3 FAX Board-BF1		11 minutes
Super G3 2nd Line Fax Board-BF1		20 minutes
Super G3 3rd/4th Line Fax Board-AS2		12 minutes
Copy Card Reader-F1 (Including the Copy Card Reader Attachment Kit-B6 and Option Attachment Kit for Reader-A1)		22 minutes
Voice Guidance Kit-G1 and Option Attachment Kit for Reader-A1		21 minutes
Voice Operation Kit-D1 and Option Attachment Kit for Reader-A1		27 minutes
2.5 inch/250 GB HDD-N1 and Mirroring Kit-J1		27 minutes
2.5 inch/250 GB HDD-N1		15 minutes
2.5 inch/1 TB HDD-P1		5 minutes
HDD Mirroring Kit-J1		15 minutes
IC Card Reader Box for Numeric Keypad-A1		17 minutes
Numeric Keypad-A1		14 minutes
NFC Kit-E1		17 minutes
Connection Kit-A2 for Bluetooth LE		6 minutes

D. Serviceability

The imageRUNNER ADVANCE DX Series 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 the 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. 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).

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 15 – CDS Firmware Delivery Methods

Method	Download Firmware	Install Firmware	Frequency	Cost Savings	
Method A	Scheduled Update (at device)	Automatic	Automatic	Rekurs periodically	Full, automatic and unattended firmware updates after an initial one-time setup (fewer than 5 minutes).
Method B	Remote Update via UGW + CDS	Up to 13 hours to 7 days in advance	Automatic	One time as scheduled	Eliminates technician visits.
			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 Partner Portal and e-Support Websites), 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 V2.0 and Device Management Tools V1.0.

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

F. 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 4700 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 to 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 4700 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.

G. 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 1 – 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.

H. Content Delivery System Website

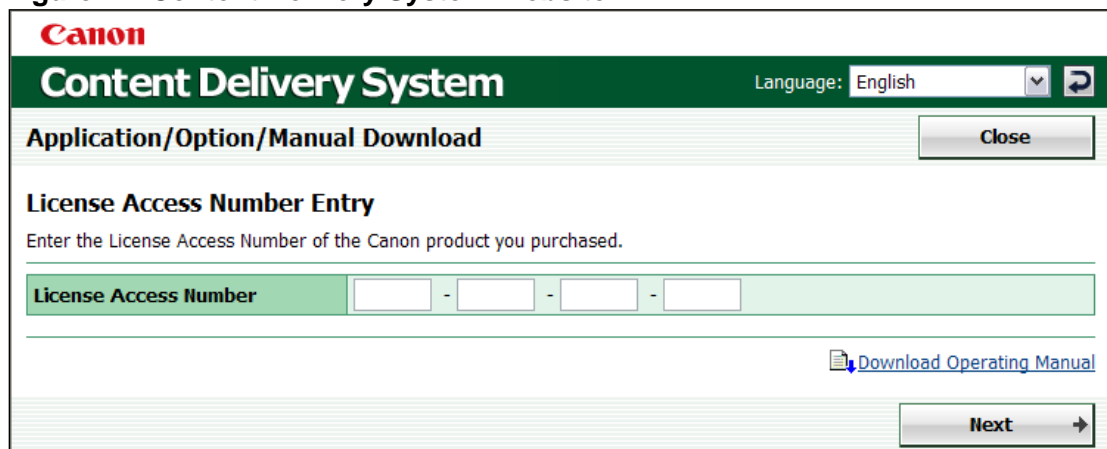
The CDS Website enables end-users to download, install, and activate select MEAP applications (.jar and license files) via the imageRUNNER ADVANCE DX device directly, without the need to go through the LMS and Service Management Service.

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 2 – 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.

I. Recommended System Engineer Requirements

An SE (System Engineer)⁴⁶ 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

⁴⁶ 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.

J. 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 HDD
- Firmware for the optional Staple Finisher-Y1, Booklet Finisher-Y1, and External 2/3 Hole Puncher-A1
- MEAP Contents
- Language
- HDD Format
- RUI (Remote User Interface) stored on the HDD
- BootROM stored on a FDIMM (Flash Double Inline Memory Module) on the Main Controller PCB (Printed Circuit Board)

The imageRUNNER ADVANCE DX 4700 Series devices support firmware downloads from the SST, a USB memory stick, and the CDS. When the hard disk drive is replaced, the SST is used to format the new HDD and load software.



IMPORTANT

- The imageRUNNER ADVANCE Security Kit-AN1 for IEEE 2600.1 Common Criteria Certification ships with certified device firmware to enable the imageRUNNER ADVANCE DX 4700 Series machines to be IEEE 2600.1 certified.
- Once the imageRUNNER ADVANCE Security Kit-AN1 for IEEE 2600.1 Common Criteria Certification is installed, you can only upgrade imageRUNNER ADVANCE DX 4700 Series machines with firmware versions certified for the IEEE standard 2600.1-2009. Upgrading to non-certified firmware invalidates the IEEE standard 2600.1 certification, although the machine will continue to operate properly.

L. Hard Disk Drive Handling

The imageRUNNER ADVANCE DX 4700 Series machines use an HDD (Hard Disk Drive) for storing firmware and image data. The HDD is easily affected by shock, vibration, and static charge. Therefore, its handling requires special care. When transporting an HDD, which is available as a service part, it must be kept in its original package until it is installed in a machine.

CAUTION

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



IMPORTANT

If an HDD must be replaced due to a fault, all MEAP application files stored on it will be lost, requiring all applications and their license files to be reinstalled, in addition to replacing the HDD. Refer to the *imageRUNNER ADVANCE DX 4700 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 4700 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 16 – Main Unit Consumables List

Description		Part Number ²	Quantity	Estimated Life (copies/prints) ⁴⁷	Remarks
GPR-57 Drum Unit	4751i	0475C003AA	1	Approximately 346,000	Based on 6% toner coverage.
	4745i			Approximately 322,000	
	4735i			Approximately 277,000	
	4725i			Approximately 319,000	
GPR-57 Black Toner	4751i	0473C003AA	1	Approximately 42,100	
	4745i				
	4735i				
	4725i				

² Part numbers are subject to change without notice.

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

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 17 – Main Unit Consumable Parts List

Description	Part Number ²	Quantity	Estimated Life ⁴⁷	Remarks
Transfer Roller	FE8-2935-000	1	300,000 pages	
Separation Static Eliminator	FM3-9296-000	1	240,000 pages	
Developing Assembly	FM1-J148-000	1	500,000 pages	
Multi-Purpose Tray Pickup Roller	FL3-1352-000	1	150,000 sheets	
Multi-Purpose Tray Separation Pad	FL3-3469-000	1	150,000 sheets	
Fixing Assembly	FM1-J020-000	1	240,000 pages	For the imageRUNNER ADVANCE DX 4751i
	FM1-J023-000	1	240,000 pages	For the imageRUNNER ADVANCE DX 4745i/4735i/4725i
Pickup Roller (Cassettes 1 and 2)	FB6-3405-000	1 each	150,000 sheets	
Feed Roller (Cassettes 1 and 2)	FC0-5080-000	1 each	150,000 sheets	
Separation Roller (Cassettes 1 and 2)	FC6-6661-000	1 each	120,000 sheets	
Waste Toner Container	FM3-9276-000	1	80,000 pages	Based on 6% toner coverage

² Part numbers are subject to change without notice.

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

Table 18 – Single Pass DADF-C1 Consumable Parts List

Description	Part Number ²	Quantity	Estimated Life ⁴⁷	Remarks
Pickup Roller Unit	FM1-T417-000	1	80,000 sheets	User-replaceable with the ADF Maintenance Kit DR-205 (Part Number: FM2-A273)
Separation Roller	FM1-T423-000	1	80,000 sheets	
Stamp	FC7-5465-000	1	7,000 times	Replace when the stamp gets too light.

² Part numbers are subject to change without notice.

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

Table 19 – DADF-BA1 Consumable Parts List

Description	Part Number ²	Quantity	Estimated Life ⁴⁷	Remarks
Pickup Roller Unit	FM1-D470-000	1	80,000 sheets	User-replaceable with the ADF Maintenance Kit DR-202 (Part Number: 4Y8-3044)
Separation Roller (DADF)	FM1-D471-000	1	80,000 sheets	
Left Hinge	FE3-5484-000	1	150,000 times	
Stamp	FB5-9410-000	1	7,000 times	Replace when the stamp gets too light.

² Part numbers are subject to change without notice.

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

Table 20 – Cassette Feeding Unit-AN1 Consumable Parts List

Description	Part Number ²	Quantity	Estimated Life ⁴⁷	Remarks
Pickup Roller (Cassettes 3 and 4)	FB6-3405-000	1 each	150,000 sheets	
Feed Roller (Cassettes 3 and 4)	FC6-7083-000	1 each	150,000 sheets	
Separation Roller (Cassettes 3 and 4)	FC6-6661-000	1 each	120,000 sheets	

² Part numbers are subject to change without notice.

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

Table 21 – High Capacity Cassette Feeding Unit-B1 Consumable Parts List

Description	Part Number ²	Quantity	Estimated Life ⁴⁷	Remarks
High Capacity Cassette Pickup Roller	FL0-4002-000	1	500,000 sheets	
High Capacity Cassette Feed Roller	FL0-2885-000	1	500,000 sheets	
High Capacity Cassette Separation Roller	FL0-1674-000	1	500,000 sheets	

² Part numbers are subject to change without notice.

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

Table 22 – Paper Deck Unit-F1 Consumable Parts List

Description	Part Number ²	Quantity	Estimated Life ⁴⁷	Remarks
Pickup Roller	FL0-4500-000	1	1,000,000 sheets	Replace based on the actual number of papers fed.
Separation Roller	FC0-9631-000	1	1,000,000 sheets	
Feed Roller	FC0-9450-000	1	1,000,000 sheets	

² Part numbers are subject to change without notice.

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

Table 23 – Inner Finisher-J1 Consumable Parts List

Description	Part Number ²	Quantity	Estimated Life ⁴⁷	Remarks
Staple Unit	FM1-N381-000	1	500,000 times	
Staple-Free Staple Unit	FM1-C429-000	1	30,000 times	

² Part numbers are subject to change without notice.

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

Table 24 – Booklet Finisher-Y1, Staple Finisher-Y1, and 2/3 Hole Puncher Unit-A1 Consumable Parts List

Description	Part Number ²	Quantity	Estimated Life ⁴⁷	Remarks
Staple Unit	FM1-L281-000	1	500,000 times	
Stitcher Unit	FL0-6966-000	1	100,000 times	For the Booklet Finisher only
Staple-Free Staple Unit	FM1-K422-000	1	30,000 times	
Stacking Tray Torque Limiter	FE3-9778-000	2	200,000 sheets	
Paddle Unit	FE3-6957-000	4	1,000,000 sheets	
Stack Delivery Lower Roller Clutch	FK4-1312-000	1	1,000,000 sheets	
Escape Feed Clutch	FK4-1312-000	1	1,000,000 sheets	
Static Eliminator (Stacking Tray Delivery Assembly)	FL0-5052-000	1	1,000,000 sheets	
Static Eliminator (Escape Delivery Assembly)	FL0-5056-000	1	1,000,000 sheets	
Static Eliminator (Saddle Delivery Assembly)	FL0-2207-000	2	1,000,000 sheets	For the Booklet Finisher only
Puncher Unit	-	1	1,000,000 times	Set as a part only.

² Part numbers are subject to change without notice.

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

P. Periodic Replacement Parts

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

Table 25 – Periodic Replacement Parts List

Description	Part Number ²	Quantity	Estimated Life ⁴⁷	Remarks
Air Filter	FC0-3078-000	2	240,000 pages	

² Part numbers are subject to change without notice.

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

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 26 – Periodic Maintenance List – Main Unit

Item	Maintenance Interval			Remarks
	120,000 Sheets	As Needed	240,000 Sheets	
Transfer Guide	Clean	—	—	Wipe with a dry cloth.
Developing Push-On Roller	Clean	—	—	Wipe with a dry cloth.
Fixing Inlet Guide	Clean	—	—	Wipe with a dry cloth. If the dirt does not come off, wipe with alcohol.
Pre-Registration Guide (Static Elimination Fabric)	—	Clean	—	Wipe with a dry, lint-free cloth.
Air Filter	—	—	Replace	

Table 27 – Periodic Maintenance List – Reader

Item	Maintenance Interval	Remarks
	As Needed	
Front and Back sides of the Platen Glass (Large)	Clean	Wipe with a dry cloth when soiling is significant. (Including the back side of the White Plate)
Front and Back sides of the Platen Glass (Small)	Clean	
Scanning Mirrors (1 to 5)	Clean	Wipe with a dry, lint-free cloth.

Table 28 – 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, 2, and 3	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	

Table 29 – Periodic Maintenance List – DADF-BA1

Item	Maintenance Interval	Remarks
	As Needed	
ADF Pickup Roller Unit (Contains the Pickup Roller and Feed Roller)	Clean	Wipe with a tightly wrung-out cloth with water or a neutral detergent. Then, wipe with a dry, lint-free cloth.
Separation Roller	Clean	
Registration Roller	Clean	
Pickup Roller	Clean	
Retard Roller	Clean	
Feed Guide/Rib	Clean	
Delivery Roller/Rib	Clean	
Rollers/Slave Rollers	Clean	
Scrapers	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 4700 Series machines use soft counters to track their functional copy use. The control panel displays up to six counters on the Counter Status Check screen (when the Counter Check key on the control panel is pressed). By default, the imageRUNNER ADVANCE DX 4700 Series machines display 4 out of 6 counters on the Counter Status Check screen.

The table below describes the different counters that are available on the imageRUNNER ADVANCE DX 4700 Series machines Counter Status Check screen. A service technician can switch the Counters in the Service Mode.

- The Type 1 counters (default counters): the 101 Counter (counter 1) and 103 Counter (counter 2) count one click for every letter or large paper.
- The Type 2 counters (alternative counters): the 102 Counter (counter 1) and 202 Counter (counter 2) count one click for letter paper and two clicks for large paper.

For more information on the soft counter configurations, see the *imageRUNNER ADVANCE DX 4700 Series Service Manual*.

Table 30 – Soft Counter Configuration

Counter	Description		Default Display	Default Switch
	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.
2	103: Total (Large ⁴⁸)	202: Copy (Total 2)	On	May be changed via the Service Mode setting to any available counter.
3	201: Copy (Total 1)		On	
4	203: Copy (Large ⁴⁸)		On	
5	Not displayed		Off	
6	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 202 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 output before making this change.

⁴⁸ Refers to large size paper (when the paper length exceeds 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 4700 Series machines. However, one of these 20 counters is used for Universal Send.

3. Toner Bottle Counters

The imageRUNNER ADVANCE DX 4700 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 31 – Toner Bottle Counters

Toner Bottle Counter ⁴⁹	
Counter Number	Black: 071
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 Toner Bottle Counter (70s) is displayed 2: Not used 3: Replaced New counter & Unidentified counter (70s, 180s) 4: Premature Replacement counter, Replaced New counter, & Unidentified counter (60s, 70s, 180s)
Remarks	Backed up three times

⁴⁹ 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 100,000 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 imageRUNNER ADVANCE DX 4751i, 4745i, 4735i, and 4725i 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-57 Drum Unit Limited Warranty

Full Credit	27,000 prints or copies (or a combination of both) or 30 days after delivery to the original purchaser, whichever comes first.
Prorated Credit	240,000 prints or copies (or a combination of both) or 1 year 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.

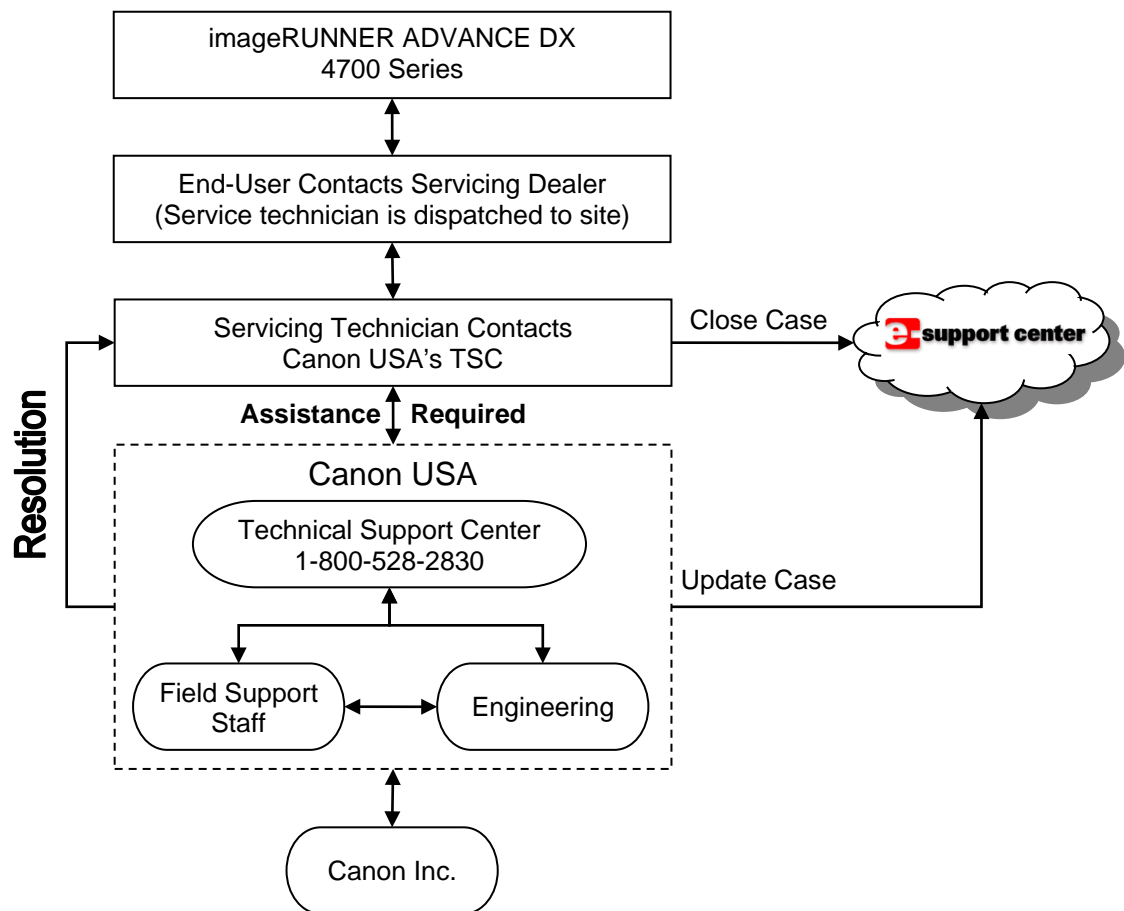
Please refer to the “Tech Support” tab on the [e-Support Center Website](#) to review the TSC’s policies and procedures, as well as, contacts and tickets.

B. Technical Support Escalation

The TSC, at its discretion, escalates a case to the Regional Field Support staff or the 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 3 – Canon USA Support Escalation Flow Chart](#)

Note: For support escalation to the Field Support staff, a DES⁵⁰ must contact the TSC and visit the site at least once.

Figure 3 – Canon USA Support Escalation Flow Chart



50 The Designated Escalation Specialist is a service technician who is assigned by the dealership in the model category of the imageRUNNER ADVANCE DX 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 DX 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 32 – imageRUNNER ADVANCE DX 4700 Series Main Unit Specifications

Item	Specifications			
	imageRUNNER ADVANCE DX			
	4751i	4745i	4735i	4725i
Type	Monochrome Laser Multifunctional			
Developing System	Dry Single-Component Projection Developing System			
Fixing System	On Demand			
Memory Capacity	CPU	2 GB RAM		
	Image Processing	1 GB		
Hard Disk Drive	Standard	250 GB		
	Maximum	1 TB ⁵¹		
First Copy Output Time (LTR)	Approximately 3.7 seconds	Approximately 3.8 seconds		Approximately 5.2 seconds
Warm Up Time (at a room temp. of 68°F (20°C))	From Power ON	Approximately 24 seconds ⁵²		
	From Sleep Mode	Approximately 10 seconds		
	Key operations from Quick Startup Mode	Approximately 4 seconds		
Resolution for Reading	Up to 600 dpi x 600 dpi			
Resolution for Writing	Up to 1,200 dpi x 1,200 dpi			
Maximum Guaranteed Image Area	11.5" x 16.9" (293 mm x 428 mm)			
Maximum Printable Area	Other than Long Paper	11.5" x 16.9" (293 mm x 428 mm)		
	Long Length Paper	Print:	11.5" x 24.5" (293 mm x 622.5 mm)	
		Copy:	11.5" x 24.6" (293 mm x 625.5 mm)	
Halftone	256 Gradations			
Acceptable Originals	Sheet, book, three-dimensional objects (up to 4 lb (2 kg))			
Paper Sizes	Cassette 1	LGL, LTR, LTRR, STMTR, EXEC, and Custom Size (5 1/2" x 7 1/8" to 11 3/4" x 15 3/8" (140 mm x 182 mm to 297 mm x 390 mm))		
	Cassette 2	11" x 17", LGL, LTR, LTRR, STMTR, EXEC, and Custom Size (5 1/2" x 7 1/8" to 11 3/4" x 17" (140 mm x 182 mm to 297 mm x 432 mm))		
	Multi-Purpose Tray	11" x 17", LGL, LTR, LTRR, STMTR, EXEC, Custom Size (3 7/8" x 5 7/8" to 11 3/4" x 17" (99 mm x 148 mm to 297 mm x 432 mm)), and Envelopes		
Paper Weight	Cassettes 1 and 2	16 lb to 80 lb cover (60 to 220 g/m ²)		
	Multi-Purpose Tray	14 lb bond to 80 lb cover (52 to 220 g/m ²)		
	Duplex	16 to 28 lb bond (60 to 105 g/m ²)		
Paper Types	Cassettes 1 and 2	Thin, Plain, Thick, Color, Recycled, and Pre-Punched		
	Multi-Purpose Tray	Thin, Plain, Heavy, Color, Recycled, Pre-Punched, Transparencies, Tracing, Labels, Bond, 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		

51 Requires the optional 2.5 inch/1 TB HDD-P1.

52 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 32 – imageRUNNER ADVANCE DX 4700 Series Main Unit Specifications Continued

Item		Specifications			
		4751i	4745i	4735i	4725i
Magnification	Reduction	1:0.78 (LGL → LTR) 1.0.73 (11" x 17" → LGL, 11" x 15" → LTR) 1.0.64 (11" x 17" → LTR) 1.0.50 (11" x 17" → STMT) 1.0.25			
	Enlargement	1.1.21 (LGL → 11" x 17") 1.1.29 (LTR → 11" x 17") 1.2.00 (STMT → 11" x 17") 1.4.00			
	Copy Ratio	25% to 400% (in 1% increments)			
Copy Speed ⁵³ (Except When Paper Is Fed from the Multi-Purpose Tray) (Sheets/Minute)	LTR and EXEC	51	45	35	25
	LGL	25	25	25	13
	LTRR	37	32	32	17
	STMTR	20	20	20	17
	11" x 17"	25	22	22	15
Margin	Top: 3/16" (4.0 mm) Left: 1/8" (2.5 mm) Right: 1/32" (0.5 mm) Bottom: 1/8" (2.5 mm) or Custom Size: 1/4" (5.5 mm)				
Multiple Copies	1 to 9,999 sheets				
Noise (When Printing)	Simplex	Approximately 7.0 dB	Approximately 6.9 dB	Approximately 6.8 dB	Approximately 6.6 dB
	Duplex	Approximately 7.3 dB	Approximately 7.2 dB	Approximately 7.1 dB	Approximately 6.9 dB
Power Requirements	120 V AC, 60 Hz, 10.4 A		120 V AC, 60 Hz, 9.3 A		120 V AC, 60 Hz, 7.0 A
Plug	NEMA 5-15				
Power Consumption	Maximum	Approximately 1.5 kW			
	Standard	Approx. 899 W	Approx. 883 W	Approx. 787 W	Approx. 635
	Sleep Mode	Approximately 0.9 W ⁵⁴			
	Power OFF	When the Quick Startup Settings for Main Power is set to 'On': Approximately 0.45 W When the Quick Startup Settings for Main Power is set to 'Off': Approximately 0.3 W			
Dimensions (W x D x H)	With Single Pass DADF-C1 ⁶	Approximately 23 1/8" x 28 1/2" x 36 3/4" (587 mm x 722 mm x 932 mm)			
	With DADF-BA1 ⁷	Approximately 23 1/8" x 28 3/8" x 36 1/2" (587 mm x 719 mm x 926 mm)			
Installation Space (W x D)	When the Single Pass DADF-C1 is attached, and multi-purpose tray is extended: Approximately 35" x 28 1/2" (889 mm x 722 mm) When the DADF-BA1 is attached, and multi-purpose tray is extended: Approximately 35" x 28 3/8" (889 mm x 719 mm)				
Weight (Including the Toner Bottle)	With Single Pass DADF-C1 ⁶	Approximately 193.8 lb (87.9 kg)			
	With DADF-BA1 ⁷	Approximately 179.5 lb (81.4 kg)			

6 Standard on the imageRUNNER ADVANCE DX 4751i and 4745i, and optional on the imageRUNNER ADVANCE DX 4735i and 4725i.

7 Option for the imageRUNNER ADVANCE DX 4735i and 4725i only.

53 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.

54 When the Sleep Mode Energy Use mode is set to 'Low' and Consider Network Connection is set to 'Enable', 19 W of power is used.

Table 33 – Single Pass DADF-C1 Specifications

The Single Pass DADF-C1 is standard equipment on the imageRUNNER ADVANCE DX 4751i and 4745i, and optional for the imageRUNNER ADVANCE DX 4735i and 4725i.

Item	Specifications				
Original Feeding Mechanism	Single-Pass Duplex Automatic Document Feeder				
Size and Weight of Originals	Size ⁵⁵		12" x 17", 11" x 17", LGL, LTR, LTRR, STMT, STMTR, and Custom: 2 3/4" x 5 1/2"		
	Different Document Size Combinations ⁵⁶	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)⁵⁷	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 1/4" x 21 3/8" x 5 3/4" (565 mm x 544 mm x 145 mm)				
Weight	Approximately 33.1 lb (15 kg)				

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

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

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

Table 34 – DADF-BA1 (Optional) Specifications

Item	Specifications				
Original Feeding Mechanism	Automatic Document Feeder				
Size and Weight of Originals	Size ⁵⁵			12" x 17", 11" x 17", LGL, LTR, LTRR, STMT, STMTR, and Custom: 5 1/2" x 5"	
	Different Document Size Combinations ⁵⁶		Same Width	11" x 17" and LTR, LTRR and LGL, LTRR and STMT, LGL and STMT.	
			Different Width	11" x 17" and LGL, LTR and LGL, LTR and STMT	
	Weight	1-Sided Scanning	B&W	13 lb to 34 lb bond (50 to 128 g/m ²)	
			Color	17 lb to 34 lb bond (64 to 128 g/m ²)	
			Long Sheet ⁵⁸	16 lb to 24 lb bond (60 to 90 g/m ²)	
		2-Sided Scanning	B&W	13 lb to 34 lb bond (50 to 128 g/m ²)	
Color	17 lb to 34 lb bond (64 to 128 g/m ²)				
Original Tray Capacity	100 sheets (20 lb bond (80 g/m ²))				
Original Scanning Speed (LTR)⁵⁹	Copying	1-Sided Scanning	B&W	600 dpi	51 ppm
			Color		
		2-Sided Scanning	B&W	600 dpi	25.5 ppm
			Color		
	Scanning	1-Sided Scanning	B&W	300 dpi	70 ppm
			Color		
		2-Sided Scanning	B&W	300 dpi	35 ppm
			Color		
Power Source	From the main unit				
Dimensions (W x D x H)	22 1/4" x 21 1/4" x 5 1/2" (565 mm x 540 mm x 139 mm)				
Weight	Approximately 18.1 lb (8.2 kg)				

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

56 Copying or scanning documents of differing widths, other than described in this section, may damage the documents or cause paper jams.

58 Can only place one sheet at a time.

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

Table 35 – Cassette Feeding Unit-AN1 (Optional) Specifications

Item		Specifications
Paper Specifications	Size	LGL, LTR, LTRR, STMTR, EXEC, and Custom Size (5 1/2" x 7 1/8" to 11 3/4" x 15 3/8" (140 mm x 182 mm to 297 mm x 390 mm))
	Weight	16 lb bond to 80 lb cover (60 to 220 g/m ²)
	Type	Thin 1, Plain 1 to 3, Heavy 1 to 5, Color, Recycled, Pre-Punched
Paper Capacity		550 sheets x 2 Cassettes (20 lb bond (80 g/m ²)) 680 sheets x 2 Cassettes (17 lb bond (64 g/m ²))
Power Source		From the main unit.
Maximum Power Consumption		Approximately 30 W
Dimensions (W x D x H) (Including the Main Unit)		22 1/4" x 25 5/8" x 9 3/4" (565 mm x 650 mm x 248 mm)
Weight		Approximately 51.8 lb (23.5 kg)

Table 36 – High Capacity Cassette Feeding Unit-B1 (Optional) Specifications

Item		Specifications
Paper Specifications	Size	LTR
	Weight	16 lb bond to 80 lb cover (60 to 220 g/m ²)
	Type	Thin 1, Plain 1 to 3, Heavy 1 to 5, Color, Recycled, Pre-Punched
Paper Capacity		2,700 sheets (20 lb bond (80 g/m ²)) 3,000 sheets (17 lb bond (64 g/m ²))
Power Source		From the main unit
Maximum Power Consumption		Approximately 30 W
Dimensions (W x D x H) (Including the Main Unit)		22 1/4" x 25 5/8" x 9 3/4" (565 mm x 650 mm x 248 mm)
Weight		Approximately 61.7 lb (28 kg)

Table 37 – Paper Deck Unit-F1 (Optional) Specifications

Item		Specifications
Paper Specification	Size	LTR
	Weight	16 to 34 lb bond (60 to 128 g/m ²)
	Type	Thin 1, Plain 1 to 3, Heavy 1, Color, Recycled, Pre-Punched
Paper Deck Capacity		2,450 sheets (20 lb bond (80 g/m ²)) 2,850 sheets (17 lb bond (64 g/m ²))
Power Source		From the main unit
Maximum Power Consumption		Approximately 61 W
Dimensions (W x D x H)		15 3/4" x 24 7/8" x 17 3/8" (400 mm x 630 mm x 440 mm)
Weight		Approximately 68.3 lb (31 kg)
Installation Space Including the Main Unit (W x D)		When the Single Pass DADF-C1 is attached: Approximately 36" x 28 1/2" (914 mm x 722 mm) When the DADF-BA1 is attached: Approximately 36" x 28 3/8" (914 mm x 719 mm)

Table 38 – Envelope Feeder Attachment-D1 (Optional) Specifications

Item	Specifications
Acceptable Envelopes	COM10 No. 10, Monarch, DL, ISO-C5
Capacity	Up to 50 envelopes (or envelopes stacked to approximately 1 1/4" (30 mm) high)
Feeding Speed	Approximately 10 copies per minute
Dimensions (H x W x D)	3 1/4" x 17 1/4" x 12 1/8" (81 mm x 439 mm x 307 mm)
Weight	Approximately 2.6 lb (1.2 kg)

Table 39 – Inner 2Way Tray-L1 (Optional) Specifications

Item	Specifications	
Paper Specifications	Size	Same as the Main Unit
	Weight	14 lb bond to 80 lb cover (52 to 220 g/m ²)
	Type	Same as the Main Unit
Capacity Per Tray	Lower Tray: Up to 250 sheets ⁶⁰ Upper Tray: Up to 100 sheets	
Dimensions (W x D x H)	16 3/4" x 16 1/4" x 4 1/4" (426 mm 413 x mm x 109 mm)	
Weight	Approximately 1.3 lb (590 g)	

⁶⁰ When LTR paper or smaller size paper is used.

Table 40 – Staple Finisher-Y1, Booklet Finisher-Y1, and 2/3 Hole Puncher Unit-A1 Specifications

Item		Specifications
Paper Specifications	Size	11" x 17", LGL, LTR, LTRR, STMT, STMTR, EXEC, Custom Size (3 7/8" x 5 7/8" to 11 3/4" x 18 and Envelopes)
	Weight	14 lb bond to 80 lb cover (52 to 220 g/m ²)
	Type	Same as the Main Unit.

Table 40 – Staple Finisher-Y1, Booklet Finisher-Y1, and 2/3 Hole Puncher Unit-A1 Specifications Continued

Item		Specifications	
Tray	Mode	Paper Size	
Capacity Per Tray ⁶¹	B (Upper)	No Collating, Collate and Group Modes Set	LTR, EXEC, STMT, and STMTR: 250 sheets (or 1 7/8" (47 mm) in height)
			11" x 17", LGL, LTRR: 125 sheets (or 1" (24 mm) in height)
		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)
		With Different Paper Sizes	125 sheets (or 1" (24 mm) in height)
		A (Lower)	No Collating, Collate and Group Modes Set
	11" x 17", LGL, LTRR: 1,500 sheets (or 8 1/2" (216 mm) in height)		
	Offset (Collate & Group)		LTR and EXEC: 3,000 sheets (or 16 5/8" (423 mm) in height) ⁶²
			11" x 17", LGL, and LTR: 1,500 sheets (or 8 1/2" (216 mm) in height)
	Corner/Double Staple		LTR and EXEC: Total of 200 sets or 3,000 sheets (or 16 5/8" (423 mm) in height)
			11" x 17", LGL and LTRR: Total of 100 sets or 1,500 sheets (or 8 1/2" (216 mm) in height)
	Staple-Free		LTR: 200 sets
			11" x 17": 100 sets
	C (Inner)	Up to 100 sheets (21.7 lb bond (81.4 g/m ²))	



IMPORTANT

- The Staple-Free mode can only be used with Thin, Plain, Color, Recycled, and Pre-Punched paper.
- The Staple Finisher-Y1 and Booklet Finisher-Y1 can staple any other paper type except, Transparencies, Tracing Paper, and Labels.

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

62 If the customer uses Thin Paper (14 to 15 lb bond (52 to 59 g/m²)), the tray can hold approximately 1,500 sheets (or 8 1/2" (216 mm) in height).

Table 40 – Staple Finisher-Y1, Booklet Finisher-Y1, and 2/3 Hole Puncher Unit-A1 Specifications Continued

Item		Specifications
Max. Stapling Capacity / Available Staple Size⁶³		<p>Corner and Double Staple: LTR, EXEC: 50 sheets (24 lb bond (90 g/m²)) 11" x 17", LGL, LTRR: 30 sheets (24 lb bond (90 g/m²))</p> <p>Staple-Free: 11" x 17" and LTR: 5 sheets (14 to 17 lb bond (52 to 64 g/m²)) 4 sheets (17.3 to 21.7 lb bond (65 to 81.4 gm²)) 3 sheets (21.8 to 28 lb bond (82 to 105 g/m²))</p> <p>Manual Staple: All Sizes: 50 sheets (24 lb bond (90 g/m²))</p>
Booklet Tray Capacity		<p>25 sets, up to 5 sheets: 14 to 28 lb bond (52 to 105 g/m²)</p> <p>15 sets, 6 to 10 sheets: 14 to 28 lb bond (52 to 105 g/m²)</p> <p>10 sets: 29 lb bond to 80 lb cover (106 to 220 g/m²)</p>
Max. Saddle Stitch and Saddle Fold Capacity⁶⁴ (For the Booklet Finisher Only)		<p>Saddle Stitch: 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 lb cover (151 to 209 g/m²)) 3 sheets (78 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)		11" x 17", LTRR, and LGL
2/3 Hole Puncher Unit-A1 (Optional)	Paper Sizes	Two or Three Holes: Maximum: 11" x 17" Minimum: EXEC
	Paper Weight	14 lb bond to 80 lb cover (52 to 220 g/m ²)
	Number of Punch Holes	2 or 3 holes
Power Source		From the main unit
Dimensions (W x D x H)		21 1/8" x 24 1/2" x 43 1/8" (537 mm x 623 mm x 1,095 mm) When the auxiliary tray is extended: 25 1/8" x 24 1/2" x 45" (637 mm x 623 mm x 1,142 mm)
Weight		Approximately 68.3 lb (31 kg)
Installation Space Including the Main Unit (W x D)		<p>When the Single Pass DADF-C1 is attached: Approximately 61 1/8" x 28 1/2" (1,551 mm x 722 mm)</p> <p>When the DADF-BA1 is attached: Approximately 61 1/8" x 28 3/8" (1,551 mm x 719 mm)</p>

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

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

Table 41 – Inner Finisher-J1 (Optional) Specifications

Item		Specifications	
Capacity Per Tray ⁶¹	Tray	Mode	Paper Size
	B (Upper)	No Collating, Collate and Group Modes Set	Approximately 45 sheets (or 1/4" (5.2 mm) in height)
		No Collating, Collate, and Group Modes with Different Paper Sizes	
	A (Lower)	No Collating, Collate and Group Modes Set	LTR, EXEC, STMT, and STMTR: 500 sheets (or 2 1/8" (52 mm) in height)
			11" x 17", LGL, LTRR: 250 sheets (or 1" (26 mm) in height)
			Envelopes: 10 sheets
		No Collating, Collate, and Group Modes with Different Paper Sizes	LTR: 500 sheets (or 2 1/8" in height) 11" x 17", LGL, LTRR: 250 sheets (or 1" (26 mm) in height)
			LTR and EXEC: 500 sheets (or 2 1/8" (52 mm) in height)
		Offset (Collate & Group)	11" x 17", LGL, LTRR: 250 sheets (or 1" (26 mm) in height)
			LTR and EXEC: 30 sets (or 2 1/8" (52 mm) in height)
Corner/Double Staple		11" x 17", LGL and LTRR: 30 sets (or 1" (26 mm) in height)	
	LTR: 30 sets (or 2 1/8" (52 mm) in height)		
Staple-Free	11" x 17": 30 sets (or 1" (26 mm) in height)		

⁶¹ Based on 20 lb bond (80 g/m²) paper. The capacity may vary, when other paper weights are used.

Table 41 – Inner Finisher-J1 (Optional) Specifications Continued

Item	Specifications
<p>Maximum Stapling Capacity/Available Staple Size⁶³</p>	<p>Corner Staple and Double Staple Mode:</p> <p>LTR and EXEC: 50 sheets (14 to 24 lb bond (52 to 90 g/m²)) 30 sheets (24.2 to 28 lb bond (91 to 105 g/m²)) 2 sheets (29 to 80 lb cover (106 to 220 g/m²))</p> <p>11" x 17", LGL, and LTRR: 30 sheets (14 to 24 lb bond (52 to 90 g/m²)) 20 sheets (24.2 to 28 lb bond 91 to 105 g/m²)) 2 sheets (29 to 80 lb cover (106 to 220 g/m²))</p> <p>Staple Free: 5 sheets (14 to 17 lb bond (52 to 64 g/m²)) 4 sheets (17.3 to 21.7 lb bond (65 to 81.4 g/m²)) 3 sheets (21.8 to 28 lb bond (82 to 105 g/m²))</p> <p>Manual Staple (All Sizes): 50 sheets (14 lb bond (52 g/m²)) 45 sheets (17 lb bond (64 g/m²)) 40 sheets (20 lb bond (80 g/m²))</p>
<p>Power Source</p>	<p>From the main unit</p>
<p>Maximum Power Consumption</p>	<p>Approximately 49 W</p>
<p>Dimensions (W x D x H)</p>	<p>19 1/8" x 20 5/8" x 8 1/8" (486 mm x 525 mm x 205 mm)</p>
<p>Weight</p>	<p>Approximately 16.1 lb (7.3 kg)</p>
<p>Installation Space Including the Main Unit (W x D)</p>	<p>imageRUNNER ADVANCE DX 4751i/4745i: 41 1/2" x 29 1/8" (1,054 mm x 740 mm) (When the auxiliary tray is extended.)</p> <p>44 7/8" x 29 1/8" (1,140 mm x 740 mm) (When the optional Inner 2/3 Hole Puncher-C1 is attached, and the and auxiliary tray is extended.)</p> <p>imageRUNNER ADVANCE DX 4735i/4725i: 41 1/2" x 29 1/2" (1,054 mm x 750 mm) (When the auxiliary tray is extended.)</p> <p>44 7/8" x 29 1/2" (1,140 mm x 750 mm) (When the optional Inner 2/3 Hole Puncher-C1 is attached, and the auxiliary tray is extended.)</p>

⁶³ When the standard staple cartridge is attached, the maximum stapling capacity may vary, depending on the paper type and weight.

Table 42 – Inner 2/3 Hole Puncher-C1 (Optional) Specifications

Item	Specifications
Paper Size/Weight/Type	Size: Two Holes: 11" x 17" ,LGL, LTRR, LTR, EXEC Three Holes: 11" x 17" and LTR Weight: 14 lb bond to 80 lb cover (52 to 220 g/m ²) Type: Same as the Main Unit.
Punch Hole Quantity and Diameter	Two Holes: 1/4" (6.5 mm) Three Holes: 3/8" (8 mm)
Distance between Punch Holes	Two Holes: 2 3/4" (70 mm) Three Holes: 4 1/4" (108 mm)
Punch Waste Tray Capacity	Two Holes: Approximately 2,500 sheets (17 lb bond (64 g/m ²)) Three Holes: Approximately 1,500 sheets (20 lb bond (75 g/m ²))
Power Source	From the main unit.
Maximum Power Consumption	Approximately 37 W
Dimensions (H x W x D)	8 1/2" x 5 5/8" x 20 7/8" (216 mm x 144 mm x 531 mm)
Weight	Approximately 15.2 lb (6.9 kg)

Table 43 – Copy Card Reader-F1 (Optional) Specifications

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

Table 44 – Super G3 FAX Board-BF1 (Optional) Specifications

These specifications are the same even when the Super G3 2nd Line Fax Board or Super G3 3rd/4th Line Fax Board is installed.

Item	Specifications
Telephone Line Used ⁶⁵	Public Switched Telephone Network
Scan Line Density (Scan, Transmission)	Normal: 8 pels ⁶⁶ /mm x 3.85 line/mm Fine: 8 pels/mm x 7.7 line/mm Super-Fine: 8 pels/mm x 15.4 line/mm Ultra-Fine: 16 pels/mm x 15.4 line/mm
Transmission Speed	Super G3: 33.6 kbps G3: 14.4 kbps
Compression Method	MH, MR, MMR, JBIG
Transmission Type	Super G3, G3
Sending Original Sizes	11" x 17" to STMTR
Receiving Original Sizes	11" x 17" to STMTR
Transmission Times	ECM-MMR: Approximately 3.2 seconds G3 MR: Approximately 13 seconds G3 MH: Approximately 13 seconds JBIG: Approximately 2.6 seconds
Auto Dial Function	Address Book: 1,800 destinations (including destinations stored in one-touch buttons)
Image Memory	Approximately 20,000 pages

Table 45 – Send Function: Scan Specifications

Item	Specifications	
Communication Protocol	FTP (TCP/IP), SMB (TCP/IP), WebDAV	
Data Format	TIFF, JPEG, PDF, XPS, OOXML (PowerPoint)	
Resolution	100 x100 dpi, 150 x 150 dpi, 200 x 100 dpi, 200 x 200 dpi, 200 x 400 dpi, 300 x 300 dpi, 400 x 400 dpi, 600 x 600 dpi	
System Environment	Windows 7, Windows 8.1, Windows 10, Windows Server 2008/2008 R2, Windows Server 2012/2012 R2, Windows Server 2016	
Interface	1,000Base-T, 100Base-TX, 10Base-T (IEEE 802.3 compliant)	
Color Mode	Automatic-Color Select (Full Color/Grayscale), Automatic-Color Select (Full Color/Black-and-White), Full Color, Grayscale, Black-and-White	
Original Type	Text, Text/Photo, Photo	
Other	Preview, Browse Windows (SMB) File Server	
Optional PDF/XPS/OOXML Functions	PDF	Compact, Trace and Smooth, Encryption, OCR, Device Signature, User Signature, Optimization for Web ⁶⁷ , PDF/A-1b, Policy Applied
	XPS	Compact, OCR, Device Signature, User Signature
	OOXML	PowerPoint, OCR

65 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.

66 Pels stands for picture elements (pixels).

67 PDF files optimized for Web viewing.

Table 46 – Send Function: E-Mail and I-Fax Specifications

Item		Specifications
Communication Protocol		SMTP ⁶⁸ , POP3 ⁶⁹
I-Fax Communication Mode		Simple, Full (ITU-T T.37 and W-NET FAX compliant)
Resolution	For Sending E-Mail	100 x100 dpi, 150 x 150 dpi, 200 x 100 dpi, 200 x 200 dpi, 200 x 400 dpi, 300 x 300 dpi, 400 x 400 dpi, 600 x 600 dpi
	For Sending I-Fax (B&W)	200 x 100 dpi, 200 x 200 dpi, 200 x 400 dpi ⁷⁰ , 300 x 300 dpi ⁷⁰ , 400 x 400 dpi ⁷⁰ , 600 x 600 dpi ⁷⁰
Format	For Sending E-Mail	TIFF, JPEG, PDF, XPS, OOXML (PowerPoint)
	For Sending I-Fax (B&W)	TIFF (MH, MR ⁷¹ , MMR ⁷¹)
Original Size	E-Mail	11" x 17", LGL, LTR, LTRR, STMT, STMTR
	I-Fax	11" x 17", LGL ⁷¹ , LTR, LTRR, STMT ⁷¹ , STMTR ⁷¹
Server Software		Microsoft Exchange 2003 SP2, Microsoft Exchange 2007 SP2, Microsoft Exchange 2010 SP2, Sendmail 8.14.4, Lotus Domino R7.0
Other		Search for a destination via an LDAP Server, Preview
Optional PDF/XPS/OOXML Functions (E-Mail Only)	PDF	Compact, Trace and Smooth, Encryption, OCR, Device Signature, User Signature, Optimization for Web ⁶⁷ , PDF/A-1b, Policy Applied
	XPS	Compact, OCR, Device Signature, User Signature
	OOXML	PowerPoint, OCR

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

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

70 Available after setting the RX conditions for the destination.

71 Sent as LTR.

Table 47 – Network Environment: Wired LAN Specifications

Item		Specifications
Network Interface		1,000Base-T, 100Base-TX, 10Base-T (RJ-45)
TCP/IP	Frame Type	Ethernet II
	Print Applications	LPD, Raw, IPP, IPPS, FTP, WSD, SMB, Mopria, AirPrint, Windows 10 Mobile Print
IPX/SPX	Frame Type	Ethernet II, Ethernet 802.2, Ethernet 802.3, Ethernet SNAP, Auto Detect
	Print Applications	Bindery PServer, NDS PServer, RPrinter, NPrinter
AppleTalk	Frame Type	Ethernet SNAP
	Print Application	PAP (Printer Access Protocol)
Resident Fonts	PCL	93 Scalable fonts, 2 OCR fonts, and 10 Bitmap fonts, Andale fonts ⁷² (Japanese, Korean, Simplified Chinese, Traditional Chinese)
	PS	136 Scalable fonts
Printable Area	PCL5e, PCL6	Reduced to 1/6" (4.23 mm) from the top, bottom, left, and right edges of the paper.
	PostScript 3	Reduced to 1/6" (4 mm) from the top, bottom, left, and right edges of the paper.

Table 48 – Network Environment: Wireless LAN Specifications

Item		Specifications
Interface		IEEE 802.11 g/b/n
Transmission Scheme		DS-SS System and OFDM System
Frequency Range		2.412 to 2.462 GHz
Maximum Radio-Frequency Power Transmitted		18.21 dBm
Communication Modes		Infrastructure Mode, Access Point Mode, and Wi-Fi Direct Mode
Security (Encryption Method)	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	
Connection Method		WPS (Wi-Fi Protected Setup), Manual setup

⁷² The optional PCL International Font Set must be activated to use the Andale and WorldType Collection fonts, or the Andale Mono WT font.

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

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

C. List of Tables

Table 1 – Configuration 5

Table 2 – Hardware Accessories..... 6

Table 3 – System Connectivity Accessories 8

Table 4 – imageRUNNER ADVANCE DX Integrated Solutions 9

Table 5 – Supplies and Consumables 10

Table 6 – Monthly Copy/Print Volume 11

Table 7 – Learning Path Courses for New Service Technicians..... 43

Table 8 – Learning Path for Technicians with imageRUNNER ADVANCE 4000 and 4200 Certification..... 43

Table 9 – Recommended Training for Technicians with imageRUNNER ADVANCE 4500 III Certification..... 44

Table 10 – Service Materials 45

Table 11 – Main Unit Power and Plug Requirements 47

Table 12 – Power Requirements for the Main Unit and Optional Accessories..... 47

Table 13 – Installation Space Requirements 49

Table 14 – Estimated Installation Times..... 51

Table 15 – CDS Firmware Delivery Methods 56

Table 16 – Main Unit Consumables List..... 65

Table 17 – Main Unit Consumable Parts List..... 66

Table 18 – Single Pass DADF-C1 Consumable Parts List..... 67

Table 19 – DADF-BA1 Consumable Parts List 67

Table 20 – Cassette Feeding Unit-AN1 Consumable Parts List..... 67

Table 21 – High Capacity Cassette Feeding Unit-B1 Consumable Parts List 68

Table 22 – Paper Deck Unit-F1 Consumable Parts List 68

Table 23 – Inner Finisher-J1 Consumable Parts List 68

Table 24 – Booklet Finisher-Y1, Staple Finisher-Y1, and 2/3 Hole Puncher Unit-A1 Consumable Parts List..... 69

Table 25 – Periodic Replacement Parts List..... 70

Table 26 – Periodic Maintenance List – Main Unit..... 71

Table 27 – Periodic Maintenance List – Reader 71

Table 28 – Periodic Maintenance List – Single Pass DADF-C1 72

Table 29 – Periodic Maintenance List – DADF-BA1..... 72

Table 30 – Soft Counter Configuration..... 74

Table 31 – Toner Bottle Counters 76

Table 32 – imageRUNNER ADVANCE DX 4700 Series Main Unit Specifications..... 82

Table 33 – Single Pass DADF-C1 Specifications 84

Table 34 – DADF-BA1 (Optional) Specifications..... 85

Table 35 – Cassette Feeding Unit-AN1 (Optional) Specifications 86

Table 36 – High Capacity Cassette Feeding Unit-B1 (Optional) Specifications 86

Table 37 – Paper Deck Unit-F1 (Optional) Specifications 86

Table 38 – Envelope Feeder Attachment-D1 (Optional) Specifications..... 87

Table 39 – Inner 2Way Tray-L1 (Optional) Specifications..... 87

Table 40 – Staple Finisher-Y1, Booklet Finisher-Y1, and 2/3 Hole Puncher Unit-A1 Specifications 88

Table 41 – Inner Finisher-J1 (Optional) Specifications 91

Table 42 – Inner 2/3 Hole Puncher-C1 (Optional) Specifications..... 93

Table 43 – Copy Card Reader-F1 (Optional) Specifications..... 93

Table 44 – Super G3 FAX Board-BF1 (Optional) Specifications..... 94

Table 45 – Send Function: Scan Specifications 94

Table 46 – Send Function: E-Mail and I-Fax Specifications 95

Table 47 – Network Environment: Wired LAN Specifications..... 96

Table 48 – Network Environment: Wireless LAN Specifications..... 96

D. List of Figures

Figure 1 – License Management System	60
Figure 2 – Content Delivery System Website.....	61
Figure 3 – Canon USA Support Escalation Flow Chart	80