



# UBEO

## Findings and Recommendations

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**City of Grass Valley**

2/10/2023

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***Business Analyst Division***

a **ubeo** company





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## 1 UBEO Introduction & SLG Clients

UBEO wants to thank City of Grass Valley for allowing us to look into operations unique to your company. As always in these types of engagements, there are many things learned and uncovered, as well as the realization that there are so many more opportunities to dig deeper and explore further.

We seek to effectively communicate to City of Grass Valley that we are the premier vendor partner to support its Vision of Every Child Succeeds. 46 years in business with a proven track-record of customer excellence, strategic alliances with the most respected manufacturers in the industry, like HP, Canon, and Xerox, and an infrastructure constructed to support large organizations like City of Grass Valley are some of the key reasons UBEO is the best choice for City of Grass Valley.

We hope to partner with City of Grass Valley to help them provide all students the opportunity to achieve the knowledge and skills necessary to become contributing citizens in our diverse society.

### **Manufacturer Agnostic Approach**

With UBEO's agnostic equipment approach, the recommended solutions are dictated by our analysis instead of those available to a specific manufacturer. This advantage is a critical differentiator and assures City of Grass Valley that the solutions recommended are neither biased nor limited.

In addition, our authorized dealer status with multiple manufacturers empowers us the ability to properly maintain a diverse fleet of devices, again not limited to a specific brand. For instance, we can support an MFD fleet of either HP or Canon, a production line of Xerox or Canon, plus desktop standardization or a City of Grass Valley owned desktop printer fleet of HP, Dell, Lexmark, etc., or any mix of the above.

With the information we have obtained thus far and to keep City of Grass Valley's options open for further discussion, we may submit 2 different recommendations: Ricoh and Canon with their respective software solutions to exceed City of Grass Valley's requirements.

### **Best in Class Service Delivery**

UBEO's goal is to provide the best customer experience in the industry. Our Service Delivery Teams and Methodology are core to that mission. Our Elite Employee Focus is designed to build a site team of talented professionals capable of providing unrivaled, client focused customer service. As such, our Team Members are well compensated and provided outstanding benefits. This is critical to retaining great talent. Our employees are the reason customers choose us, so we invest in them heavily.

UBEO follows a service methodology, to ensure consistent delivery. This methodology focuses on key fundamental areas: Service Area Analysis and Design Strategies, Implementation Process, Operational Best Practices, Employee focus, and Customer Strategy and Collaboration.

Ultimately, in partnering with UBEO, Denver Public Schools will benefit by receiving: a Customized Solution tailored to your business needs and requirements; Measurable Results in real-time that will drive performance; Best in Class Customer Service from dedicated service delivery professionals; and a Solution driven Partnership with flexibility to meet your changing business objectives, industry practices and new technologies.







## SLG Experience

UBEO is extremely familiar with “City Of” clients due to the large amount of relationships we’ve built with municipalities throughout California and now nationally. We understand the unique challenges that state and local government clients face in their business technology needs. Here is a list of some of our other local government clients.

- ✓ City of Alturas
- ✓ City of Anderson
- ✓ City of Angels Camp
- ✓ City of Arcata
- ✓ City of Atwater
- ✓ City of Boulder
- ✓ City of Calistoga
- ✓ City of Carson
- ✓ City of Ceres
- ✓ City of Corning
- ✓ City of Crescent
- ✓ City of Dinuba
- ✓ City of Dunsmuir
- ✓ City of Elk Grove
- ✓ City of Firebaugh
- ✓ City of Fortuna
- ✓ City of Fresno
- ✓ City of Gustine
- ✓ City of Hughson
- ✓ City of Huron
- ✓ City of Jackson
- ✓ City of Lafayette
- ✓ City of Lodi
- ✓ City of Manteca
- ✓ City of Mill Valley
- ✓ City of Modesto
- ✓ City of Montague
- ✓ City of Morgan Hill
- ✓ City of Morro Bay
- ✓ City of Nevada
- ✓ City of Oakdale
- ✓ City of Oroville
- ✓ City of Patterson
- ✓ City of Pittsburg
- ✓ City of Pleasanton
- ✓ City of Rancho Cordova
- ✓ City of Riverbank
- ✓ City of San Leandro
- ✓ City of San Rafael
- ✓ City of Selma
- ✓ City of South Lake
- ✓ City of Sparks
- ✓ City of Stockton
- ✓ City of Susanville
- ✓ City of Taft
- ✓ City of Tehachapi
- ✓ City of Tulare
- ✓ City of Turlock
- ✓ City of Vallejo
- ✓ City of Weed
- ✓ City of Wheatland
- ✓ City of Willows
- ✓ City of Woodlake
- ✓ City of Yreka
- ✓ El Dorado County Superior Courts
- ✓ Los Angeles County
- ✓ Shasta County
- ✓ Siskiyou County
- ✓ Kern County
- ✓ Tulare County
- ✓ San Joaquin County
- ✓ Washoe County
- ✓ Amador County
- ✓ Sacramento County General Services  
Printing Department
- ✓ Sutter County
- ✓ San Luis Obispo County
- ✓ Trinity County
- ✓ Modoc County
- ✓ Plumas County
- ✓ Madera County
- ✓ Butte County



## 2 Current State – Business Print

### Business Print (Fleet)

UBEO performed a walkthrough of the main locations for the City of Grass Valley multifunction devices. With the help of Taylor Day, we were able to identify areas of need/consolidation with printing and scanning equipment. An inventory was also taken of all devices that were within the scope of our assessment.

Due to the location being a completely new building, there are currently no costs associated to compare against.

### Fleet Information

Location	Make	Model	Staple	Punch	Fax	CFU	CLR	Speed
Mail Room	KM	C558	External	Yes	Yes	High Cap	Yes	55
Main Printer	KM	C558	External	Yes	Yes	High Cap	Yes	55
PD Dispatch	Canon	C5235	Internal	No	No	4 Tray	Yes	35
PD Dispatch	HP	M501dn	No	No	No	No	No	45
PD Dispatch	HP	4250	No	No	No	No	No	45
Next to Squadroom	HP	MFP 586	No	No	No	No	Yes	50
Squadroom	HP	4250	No	No	No	No	No	45
Detectives Printer	HP	M553	No	No	No	No	Yes	40
Engineering	HP	M454dn	No	No	No	2nd Tray	Yes	28
Finance Vault	HP	M553	No	No	No	No	Yes	40

## Fleet Metrics

Location	BW Volume	CLR Volume
Mail Room	800	600
Main Printer	800	600
PD Dispatch	300	150
PD Dispatch	300	150
PD Dispatch	200	50
Next to Squadroom	200	50
Detectives Printer	200	50
Squadroom	200	50
Engineering	200	50
Finance Vault	200	50

## Walkthrough Observations & Notes

- Mail Room and Main Room redundancy important due to being highest use machines.
- Finance vault volume enough to worry business class multifunction/scanning benefit would help workflow
- Wide Format working fine since part replacement, no need to replace for now
- Wide Format with scanner not needed due to offline wide format scanner downstairs
- Detectives could use upgraded business class MFP
- PD Dispatch currently has a scanner right next to printer, can be combined into one MFP
  - PD Dispatch constantly scanning/printing without being able to get up
  - PD Dispatch current scanner max 50 pages, usually do larger jobs on MFP behind them



### 3 Recommendations

#### **Business Print**

UBEO Managed Services offers our City of Grass Valleys a managed option where we take over responsibility for all business print. We offer our City of Grass Valleys consolidated invoicing for all print related technologies.

- ✓ A comprehensive management solution built to not only apply innovative technology, but one that also leverages best in class service, and UBEO subject matter expertise.
- ✓ The UBEO follows a continuous improvement service methodology, to ensure consistent collaboration. This methodology steers us towards a successful partnership that enhances the customer experience.

#### **UBEO assumes responsibility for managing all print technology financial billing under one UBEO managed program.**

UBEO will continue to collaborate with City of Grass Valley to maintain a complete understanding of City of Grass Valley's financial, technology and business goals.

#### **Benefits of our Managed program:**

1. Program management for all document related services
2. New best in class document technology for all Business and Production print
3. Relationship management
  - a. Monthly performance reporting
    - i. Machine performance
    - ii. Service Performance
  - b. Quarterly/Annual Business Review
    - i. What is working
    - ii. What needs improvement
    - iii. Checkpoints to maintain alignment with your goals
    - iv. New Technologies
    - v. Budget status
      1. Forecast vs actual
  - c. Annual Customer Strategy
    - i. Align our service with your goals and objectives
    - ii. Budget road mapping





## Equipment Recommendation

With the help of Taylor Day in narrowing down what features would be needed in the new machines and how much volume each would handle, UBEO recommends the following equipment.

New Model	Location	Unit Speed	CFU	Finisher/Tray	Fax	Punch
C5850	Mail Room	50	HC CFU	Tray		
C5850	Main Printer	50	HC CFU	Tray	Yes	Yes
C3835	PD Dispatch	35	CFU	Tray	Yes	
C3835	Firehouse 5 Main	35	CFU	Tray		
IC 1127C	PD Dispatch	28	Desktop			
IC 1127C	PD Dispatch	28	Desktop			
IC 1127C	Next to Squad room	28	Desktop			
IC 1127C	Detectives Printer	28	Desktop			
E50145	Squad room	45	Desktop			
E55040dn	Engineering	28	Desktop			
C357	Finance Vault	36	Desktop			
C357	Firehouse 1	36	Desktop			
C357	Firehouse 2	36	CFU			
C357	Firehouse 5 BC Office	36	Desktop			
C357	Animal Control	40.09	Desktop			
HP DJ		Owned				

All recommended state of the art Color MFD's with the following features

- Scan to via SMTP
- Scan to desktop folder
- Scan to network folder
- Reporting
- Usage reports
  - Machine usage
  - Department usage
  - Individual Usage

## Pricing

60 Month FMV Lease Payment: **\$1,032.73**

Estimated Monthly Service: **\$268.77** (usage billed in arrears, CPC pay for what you print only)





## Canon Hardware

Canon is known as the premiere MFD brand on the market today. BLI, a 3rd party print device testing and advisory organization, is the most comprehensive source of independent research and data in our industry. They run all print devices through a rigorous hands-on testing period of several weeks and compare manufacturers and their devices against one another, and give awards based on their findings.

BLI Technicians report service issues, misfeeds, error codes, and consumable wear as well as image quality defects throughout the test cycle. Other tests are designed to capture the ease of use of the user interface for copy, scan functions, job management, administration, and maintenance. Productivity and multitasking are also tested to help identify performance and workflow issues that may exist.

Some of the reasons behind these awards include:

- ✓ “Remarkable reliability”
- ✓ “Unbeatable and universal ease of use”
- ✓ “Extensive gamut of solutions...workflows”



## BLI Awards from Keypoint Intelligence

  <b>BLI 2022 A3 Line of the Year Award</b> From Keypoint Intelligence  <b>WINNER for 5 of the LAST 7 YEARS</b>  <b>0 MISFEEDS</b> in over <b>1 MILLION IMPRESSIONS</b> across <b>6 MODELS</b> tested in 2021	  <b>BLI 2022 - 2024 Most Reliable Brand</b> From Keypoint Intelligence  <b>ONLY 6 JAMS</b> out of nearly <b>4.5 MILLION PAGES</b> <i>(That's a rate of 1 in 742,500)</i> and <b>ONLY 2 SERVICE CALLS</b> across all <b>23 DEVICES</b> in a <b>5-YEAR PERIOD</b>	  <b>BLI 2022 Pick Outstanding Cloud Management Solution</b> From Keypoint Intelligence  <b>WINNER for 4 of the LAST 4 YEARS</b>  <b>THANKS TO ITS:</b> <ul style="list-style-type: none"><li>• Support for Hybrid Work</li><li>• Output Management Features</li><li>• Capture Features</li><li>• Cloud Service Integration</li></ul>
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## 4 Service Delivery

### Field Service

All RMC technicians are manufacture trained and certified. They carry car stock to reduce the amount of call back visits. Focusing on **first call fixes** is key to maintaining the uptime you require when a field technician is needed.



### Preventing Copier Emergencies

Gone are the days of shaking toner cartridges because someone forgot to order replacements on time! With Ray Morgan Company's **Proactive Maintenance and Automatic Replenishment**, problems are taken care of *before* they become an office emergency. Similar to routine maintenance for your car, Proactive Maintenance keeps equipment in optimal shape and prevents additional service calls, which can reduce copier downtime. And so long as it's connected to the network, Ray Morgan Company's Automatic Replenishment system enables office equipment to take care of itself!

### Answering the Call

All calls are handled by a **LIVE** operator during business hours. Placing a service/supply call is quick and easy since all phone operators are cross-trained, thus eliminating the need for your call to be transferred. Toll Free 866-754-7677. Or use your personal web portal.

### Service SLAs

We guarantee a 4-hours response time. We also guarantee our service technician will call the end user that placed the request within 1-hour.

Our technicians are bonused on "copies between calls", thus every call is a PM call. During a service call, the technician will run a scan on all consumable parts. If its determined that a part will need to be replaced prior to the time that the technician should be back out again, they will replace the part at that time. This increases uptime.

### Automatic Meter Reporting & Toner Replenishment

RMC uses FMAudit to deliver an enterprise class managed print solution to report meters & replenish toner. SNMP is a network protocol that facilitates the exchange of information between network devices extracting data from the Management Information Base (MIB) and other locations within the print device. The MIB holds data such as the model name, toner levels, & meters. This information is communicated to RMC by sending an encoded and obfuscated XML stream over port 443 using the SOAP over HTTPS protocol.

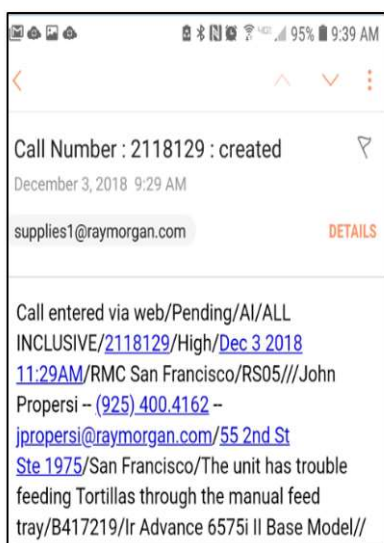
Automatic toner shipments occur once the device reports 20% life is left. Here are samples of what detail are included in the shipment (department/division, model, ID#):

## Canon IWR

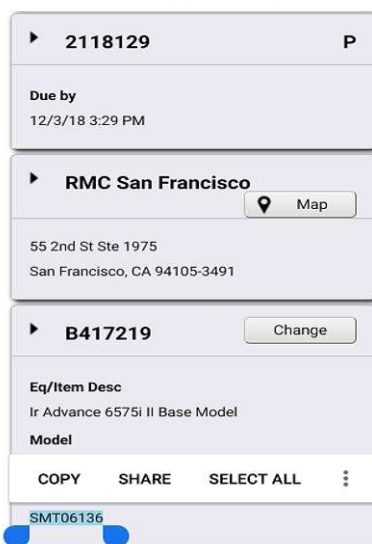
Canon's IWR solutions allow the Canon MFD to securely communicate to Canon's Universal GateWay (UGW) server. Information that is reported consists of meters, errors, jams, alarm notifications, toner levels, & part life cycles. SnapShot is the website that enables our authorized/Canon certified technicians to see all the information reported to the UGW server. This tool maximizes a technician's ability to best serve our customers.

Once a service ticket is generated (whether it is by personnel in our dispatch center or automatically through our webportal), the service technician receives an email on their mobile device:

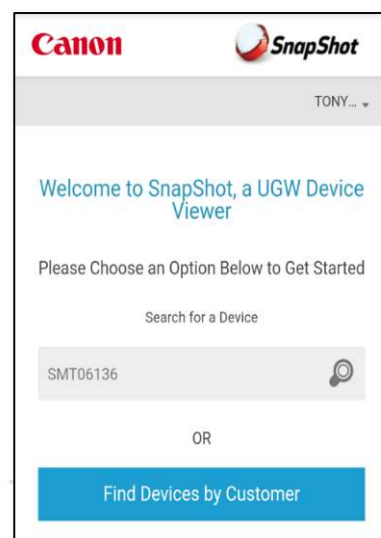
1. The technician receives the email with service ticket information:



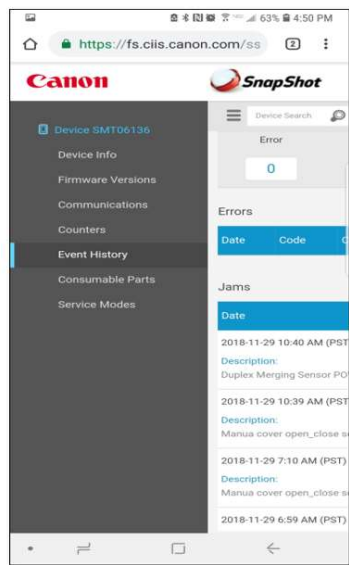
2. The technician opens the service ticket and copies the serial #



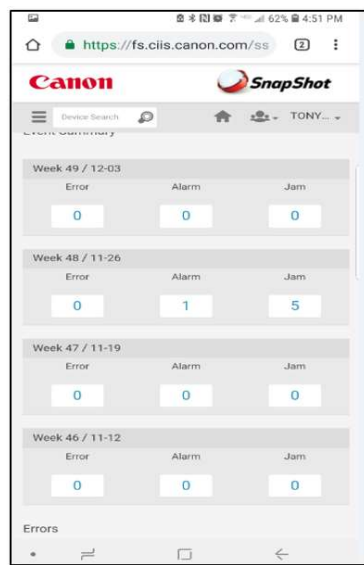
3. The technician pastes the serial # into SnapShot to view UGW



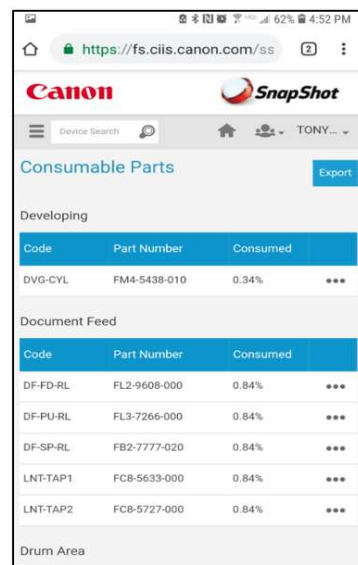
4. The technician accesses the MFD to view details



5. The technician remotely reviews event history



6. The technician views parts yield to best prepare for service call (PM)

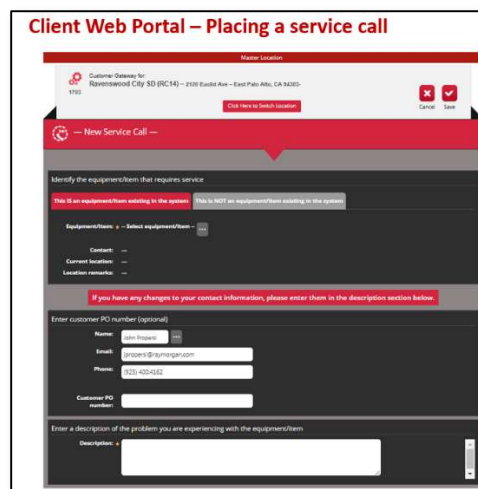
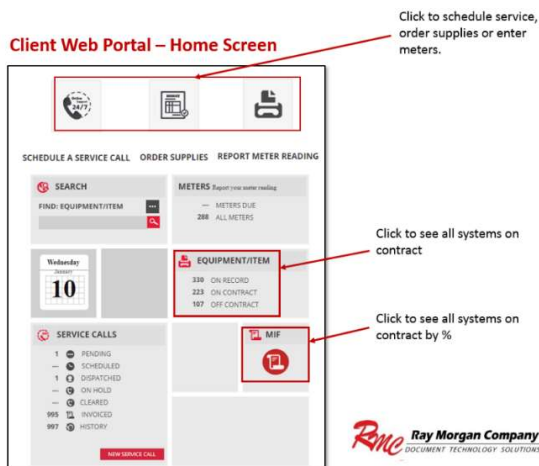


**Service Ticket Request:** When needing support for hardware or software systems, RMC has provided clients with multiple methods to request service.

- ✓ Phone: live operators will take the request.
- ✓ RMC Web Portal: (See the overview below) Each department can have their own customized web portal to log a service request. Once set up, the user will have a passcode that will bring them to a dashboard that will have their contact information already uploaded. All that is needed is the RMC ID# and the issue to be resolved.
- ✓ Email: The customer enters the RMC service address ([service@raymorgan.com](mailto:service@raymorgan.com)), ID# and issue. The sender information will also be logged for follow up communication.

### Online Webportal

One of the most appreciated services that RMC provides clients is our online web portal. Users will have the ability to log into a secure web portal to access information on their account, view billing, request service and supplies and view usage by machine. The RMC customer web portal is the preferred method of managing the unit. All critical device information is available 24/7 and updated real-time.



**Service Call Communication:** Once the service call is logged the end user will receive an email confirmation. We also email an optional survey once a call has been completed to rate our performance.

## Pre-Installation Preparation

The UBEO approach is very systematic with respect to implementation. Once again, communication is the cornerstone. City of Grass Valley's IT management will be included in all aspects of implementation as well as the lead power-users (if applicable). Below is an outline of how UBEO can develop an implementation for larger accounts. It is important that City of Grass Valley understands that UBEO is using a proven project management methodology.

UBEO created a spreadsheet that was collaborative and accessible to all key stakeholders within UBEO and City of Grass Valley that contained every important data-point to the successful replacement and deployment of new devices. Location, contact, old unit model and serial, IP address configuration and many more metrics were all included.

The spreadsheet starts out with empty columns which makes it very clear what information is needed. Leaving no missing elements is the goal. Having a real-time shared resource document makes is very clear where we are in the preparation timeline. The spreadsheet is the final resting point for deployment data. To ensure that everyone is aware of their role in the deployment process, UBEO has created implementation checklists and milestone documents. Setting clear expectations makes the process go smoothly.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Record #	Proj Tech	Deliv. Days	Trainer	Location	New Model	New Serial	New RMC ID#	Old Make	Old Serial	IP Address	Queue Name/DNS Name (Site-Location)	Print Server Name										
72	Complete	11/28/2017	Caesarine	Andrew Hill High School	6565i	SMJ04328	B416844	none	n/a	10.52.15.3	AH-WorkRm	UNIFLOWQ										
73	Complete	11/28/2017	Caesarine	Andrew Hill High School	8585i	SWN02767	B416815	PROB1105	E813C760064	10.25.15.5	AH-Cafeteria	UNIFLOWQ										
74	Complete	11/28/2017	Caesarine	Andrew Hill High School	C7565i	WFN04185	B416810	MP7502SP	W872LA00101	10.25.15.4	AH-Counseling	UNIFLOWQ										
55	Complete	11/28/2017	Rick / Clarissa	Apollo High School	C5540i	WXE12819	B416765	MP3352SP	W433L700787	10.40.15.8	AP-Office-CLR	UNIFLOWQ										
56	Complete	11/28/2017	Rick / Clarissa	Apollo High School	4551i	UMW04152	B416771	MP5002SP	W533L900360	10.40.15.6	AP-Office	UNIFLOWQ										
28	Complete	11/29/2017	Rick / Clarissa	Calero Alt HS	C7565i	WFN03958	B416843	MP5002SP	W533L800544	10.15.15.3	CH-FrontOffice	UNIFLOWQ										
29	Complete	11/29/2017	Rick / Clarissa	Calero Alt HS	6565i	SMJ04490	B416833	PROB1105	E813C760060	10.15.15.6	CH-CopyRm	UNIFLOWQ										
104	Complete	11/27/2017	Ryan/ Peter	District Office	C7565i	WFN03944	B416806	CS1005	E253C700321	10.52.15.32	EC-Supt	UNIFLOWQ										
105	Complete	11/27/2017	Ryan/ Peter	District Office	4551i	UMW04630	B416775	MP5002SP	W533L800904	10.52.15.35	EC-IT	UNIFLOWQ										
106	Complete	11/27/2017	Ryan/ Peter	District Office	4551i	UMW04631	B416753	MP5002SP	W533LA00755	10.52.15.17	EC-StudSvcs	UNIFLOWQ										
107	Complete	11/27/2017	Ryan/ Peter	District Office	4551i	UMW04617	B416776	MP5002SP	W533L800905	10.52.15.8	EC-Transport	UNIFLOWQ										
108	Complete	11/27/2017	Ryan/ Peter	District Office	4551i	UMW04089	B416752	MP5002SP	W533L800834	10.52.15.11	EC-Nutrition	UNIFLOWQ										
109	Complete	11/27/2017	Ryan/ Peter	District Office	4551i	UMW04135	B416755	MP7502SP	W873L700254	10.52.15.2	EC-HR	UNIFLOWQ										
110	Complete	11/27/2017	Ryan/ Peter	District Office	4551i	UMW04222	B416757	MP7502SP	W873L600276	10.52.15.6	EC-InstrctSvcs	UNIFLOWQ										
111	Complete	11/27/2017	Ryan/ Peter	District Office	4551i	UMW04149	B416762	MP7502SP	W873700314	10.52.15.7	EC-SpecialEd	UNIFLOWQ										

UBEO understands that in a large deployment a specific scope of work is required for the implementation and installation of the devices and the software (if any) required to connect the units to the network. The goal is to make sure that we set the correct expectations and completion dates for the tasks required by individual assignment. These documents are introduced at the initial "kickoff" meeting and are completed as the project unfolds.



### **Equipment Installation**

Prior to devices loading on the truck for delivery, each unit is configured and tested at the UBEO warehouse. Every function (copy, scan, staple, collate, etc.) is tested with supervisor sign-off. Once all hardware and software has been configured and tested, the delivery dates can be confirmed. UBEO publishes all the forms and spreadsheets used in the implementation phase. In addition to the forms listed above, UBEO will create a Gantt Chart schedule to ensure that all timelines are transparent and discussed. There is a lot of preparation logistically inside each activity on the Gantt chart. The scheduling piece works hand-in-hand with the Implementation Checklist to expose all facets of the project.

### **Training**

UBEO will have dedicated training staff to support City of Grass Valley. There will be no cost for initial and follow up training. UBEO has a database of training resources that will be used to support City of Grass Valley. The curriculum will focus on:

#### **End User Training:**

- Hardware program & usage
- Scanning capabilities
- Print driver properties & capabilities
- Paper path interruption & supply management
- How to get help - accessing UBEO Support & trouble tickets
- Key Operators / Power Users
- More in depth focus on job processing features
- Escalation for paper issues

#### **Technical Training for IT:**

- Assessing web server for the devices to configuration adjustments
- Escalation process for print, scan, and authentication issues
- All server-based software as part of the UBEO solution. This training will be based on the degree that City of Grass Valley wants to be part of the first level support.

All training, curriculum and scheduling will be reviewed and approved by City of Grass Valley. As the users get experience with the devices, it may become apparent that not all users retained the information from the initial training sessions. UBEO will communicate with departments on what areas need additional attention and create an updated curriculum for the follow-up training. UBEO will review the contents and arrange the follow up instruction. UBEO has a production facility where training videos are created.





## UBEO Total Performance Guarantee

At UBEO we measure our success by one standard: **TOTAL CUSTOMER SATISFACTION**. Every one of our employees are committed to insuring that this is not just a marketing slogan but part of our every day company culture.

As part of the above commitment we are pleased to extend to all of our customers who purchase a new or reconditioned product from us the following Performance Guarantee:



- If at any time and for a period of up to 5 years from the date of purchase of any copier equipment from UBEO, and as long as the unit is continually covered under a UBEO Maintenance Agreement, we will, at your request and for cause, replace the machine in question with another one of same or similar model, age or newer and meter at absolutely no cost to you.
- All we ask is that you will provide us with a written description of what your equipment complaint is and give us 30 days to resolve the problem to your satisfaction. Should we fail with a remedy within the stated timeframe we will then promptly exchange the machine in question.

This Performance Guarantee is extended only to the original purchaser and is not transferable to a third party should the original purchaser relinquish title of the equipment in question. Additionally, acts of God or other damages or acts of user negligence not covered under UBEO's Maintenance Agreements are not included.





CANON SOLUTIONS AMERICA

imageRUNNER  
ADVANCE DX  
C357iF  
C257iF

## imageRUNNER ADVANCE DX C357iF Series

Print up to 36 ppm (BW/color)

Scan up to 200 ipm (300 dpi) (BW/color, duplex)

Print up to 8-1/2" × 14"

2,300-sheet maximum paper capacity

Canon's comprehensive portfolio of imageRUNNER ADVANCE DX multifunction printers and integrated solutions can help **simplify** the end user experience and management of technology, better **control** sensitive information and print-related costs, and help ensure that technology investments proactively **evolve** with changing needs.

Color  
Compact  
Multifunction



### WORKFLOW EFFICIENCY

- 10.1" intuitive touch screen with smartphone-like usability.
- A unique, customized experience tailored to individual preferences using My ADVANCE.
- Supports mobile solutions and integration with many popular cloud services like Google Drive.<sup>1</sup>
- Scan and convert documents to searchable digital files in a variety of file formats.
- Integration with Canon and various third-party software with embedded application platform.
- Hot Folders allow users to drag and drop a file into a hot folder and automatically print with pre-defined settings such as number of copies and finishing requirements.



### SECURITY

- Advanced standard security feature set to help safeguard sensitive information and assist in regulatory compliance.
- Integrates with existing, third-party SIEM<sup>\*2</sup> systems to help provide real-time, comprehensive insights into potential threats to the network and printers.
- Technology to verify that the device boot process, firmware, and applications initialize without alteration at startup. McAfee Embedded Control<sup>3</sup> utilizes a whitelist to protect against malware and tampering of firmware and applications.
- Security policy settings can be controlled with a dedicated password, configured from a central location, and exported to other supported devices.
- Control access to the device and specific features, using a host of flexible authentication methods—PIN code, user name/password, or card access.<sup>4</sup>



### QUALITY AND RELIABILITY

- Canon's signature reliability and engine technologies help keep productivity high and minimize the impact on support resources.
- Outstanding imaging technologies and toner allow for consistently striking images, thanks to Canon's V<sup>2</sup> color profile.
- Designed to achieve maximum uptime with status notifications that help keep supplies replenished plus intuitive maintenance videos for consumables replacement.
- imageRUNNER ADVANCE models have received many awards and recognition from leading industry analysts, often referencing strong reliability.

<sup>\*</sup> Security Information and Event Management



## DEVICE AND FLEET MANAGEMENT

- Designed for quick, easy deployment.
- Remote diagnostics and parts life management for proactive maintenance and rapid fixes.
- Easy and intuitive to monitor device status and consumable levels, turn off devices remotely, observe meter readings, manage settings, and implement security policies.
- Common firmware and regular updates with Unified Firmware Platform (UFP) for continuous improvements and consistency across a fleet.



## COST MANAGEMENT

- Track and assess print, copy, scan, and fax usage and allocate costs to departments or projects.
- Apply print policies and restrict usage by user to help reduce unnecessary printing and contribute to cost efficiency.
- Standard cloud-based solution provides a centralized dashboard with up-to-the-minute insights into printer activity.
- Upgrade to uniFLOW server or cloud-based solutions for full accounting and reporting for compatible Canon and third-party devices, pull printing, job routing, and powerful scan workflows.



## SUSTAINABILITY

- A combination of fusing technologies and low-melting-point toner minimizes power requirements and helps achieve low energy consumption.
- Encourage environmentally conscious work practices by enabling multiple settings that can help save paper and energy.
- ENERGY STAR® certified and rated EPEAT® Gold.<sup>5</sup>

## CONFIGURATION OPTIONS



### STAPLE FINISHER-Z1

- One tray, 500-sheet capacity
- Corner stapling, up to 30 sheets



### CASSETTE FEEDING UNIT-AJI

- 550-sheet capacity and cabinet for storage
- Supports up to Legal
- Supports 16 lb. Bond to 60 lb. Cover



### CASSETTE FEEDING UNIT-AKI

- 1,650-sheet capacity
- Supports up to Legal
- Supports 16 lb. Bond to 60 lb. Cover



### CASSETTE MODULE-AEI

- Desktop configuration
- 550-sheet capacity
- Supports up to Legal
- Supports 16 lb. Bond to 60 lb. Cover

## SPECIFICATIONS

### Main Unit

#### Type

Color Laser Multifunctional

#### Core Functions

Print, Copy, Scan, Send, Store, Fax

#### Processor

1.75GHz Dual Core Processor

#### Control Panel

10.1" TFT LCD WSVGA Color Touch-panel

#### Memory

3.0 GB RAM

#### Hard Disk Drive

320 GB (available disk space: 200 GB)

#### Interface Connection

Network: 1000Base-T/100Base-TX/10Base-T,  
Wireless LAN (IEEE 802.11 b/g/n)  
Bluetooth Low Energy

Optional:  
Others

Standard: USB 2.0 x1 (Host), USB 3.0 x1 (Host),  
USB 2.0 x1 (Device)

Optional: Serial Interface, Copy Control Interface

#### Paper Capacity (LTR, 20 lb. Bond)

Standard: 650 Sheets

Maximum: 2,300 Sheets

#### Paper Sources (LTR, 20 lb. Bond)

Standard: 550-sheet Paper Cassette, 100-sheet  
Multi-Purpose Tray

Optional: 550-sheet Paper Cassette (CASSETTE  
MODULE-AE1), 550-sheet Paper Cassette  
with cabinet (CASSETTE FEEDING UNIT-  
AJ1), Triple 550-sheet Paper Cassettes  
(CASSETTE FEEDING UNIT-AK1)

#### Paper Output Capacity (LTR, 20 lb. Bond)

Standard: 250 Sheets

Maximum: 500 Sheets (with STAPLE FINISHER-Z1)

#### Finishing Capabilities

Standard: Collate, Group

With External

Finisher: Collate, Group, Offset, Staple

#### Supported Media Types

Multi-Purpose Thin, Plain, Heavy, Recycled, Color,  
Tray: Transparency, Pre-punched, Bond,  
Label, Envelope

Paper Thin, Plain, Heavy, Recycled, Color,  
Cassette: Pre-punched, Bond, Envelope

#### Supported Media Sizes

Standard Size: Legal, Letter, Executive, Statement  
Custom Size: 3-7/8" x 5-7/8" to 8-1/2" x 14"  
(98.0 x 148.0 mm to 216.0 x 355.6 mm)

Envelopes: COM10 No.10, Monarch, DL, ISO-C5  
Envelope 3-7/8" x 5-7/8" to 8-1/2" x 14"  
Custom Size: (98.0 x 148.0 mm to 216.0 x 355.6 mm)

#### Paper Cassette

Standard size: Legal, Letter, Executive, Statement  
Custom Size: 3-7/8" x 7-1/2" to 8-1/2" x 14"  
(98.0 x 190.5 mm to 216.0 x 355.6 mm)

Envelopes: COM10 No.10, Monarch, DL, ISO-C5

#### Supported Media Weights

Cassettes: 16 lb. Bond to 60 lb. Cover (60 to 163 g/m<sup>2</sup>)

Multi-Purpose 16 lb. Bond to 80 lb. Cover (60 to 220 g/m<sup>2</sup>)

Tray:

Duplexing: 16 lb. Bond to 60 lb. Cover (60 to 163 g/m<sup>2</sup>)

#### Print/Copy Speed (BW and Color)

C357iF: Up to 36 ppm (Letter);  
Up to 29 ppm (Legal)

C257iF: Up to 26 ppm (Letter);  
Up to 21 ppm (Legal)

#### Warm-up Time

From Power Approx. 10 Seconds<sup>6</sup>

On:

From Sleep Approx. 10 Seconds<sup>7</sup>

Mode:

Quick Startup Approx. 4 Seconds<sup>8</sup>

Mode:

#### Dimensions (W x D x H)

Standard 20-1/2" x 25-7/8" x 25-1/8"

(Desktop): (519 mm x 658 mm x 638 mm)

#### Installation Space (W x D)

Basic: 33-1/2" x 35-3/4" (852 mm x 908 mm)  
(with Paper Cassette Open + Multi-Purpose  
Tray Extended)

Fully 55-3/8" x 35-3/4" (1407 mm x 908 mm)

Configured: (with Staple Finisher-Z1 + Paper Cassette  
Open + Multi-Purpose Tray Extended)

#### Weight<sup>9</sup>

Standard

(Desktop): Approx. 108 lb. (49 kg)

### Print Specifications

#### Print Resolution (dpi)

1200 x 600

#### Standard Page Description Languages

UFR II, PCL<sup>®</sup> 6, Adobe<sup>®</sup> PS<sup>®</sup> 3

#### Supported File Types

PDF, TIFF, JPEG, EPS, XPS

#### Printing from Mobile Devices and Cloud-based Services

A range of standard and optional software and MEAP-based solutions (including AirPrint, Mopria, Universal Print by Microsoft<sup>®</sup>, Canon PRINT Business, and uniFLOW Online) are available to provide printing from mobile devices or internet-connected devices and cloud-based services depending on your requirements. Please contact your sales representative for further information.

#### Fonts

PCL: 93 Roman, 10 Bitmap fonts, 2 OCR fonts,  
Andalé Mono WT J/K/S/T (Japanese,  
Korean, Simplified and Traditional Chinese),<sup>10</sup>  
Barcode Fonts<sup>11</sup>

PS: 136 Roman

#### Operating System<sup>12</sup>

UFR II/PS: Windows<sup>®</sup> 7/8.1/10/Server 2008/  
Server 2008 R2/Server 2012/  
Server 2012 R2/Server 2016 /  
Server 2019, Mac OS X (10.10 or later)  
PCL: Windows<sup>®</sup> 7/8.1/10/Server 2008/Server  
2008 R2/Server 2012/Server 2012 R2/  
Server 2016/Server 2019  
PPD: Windows<sup>®</sup> 7/8.1/10, Mac OS X (10.9 or later)

### Copy Specifications

#### First-Copy-Out Time (LTR)

C357iF: As fast as 5.1 seconds (BW)/  
6.9 seconds (Color)

C257iF: As fast as 6.9 seconds (BW)/  
9.4 seconds (Color)

#### Copy Resolution (dpi)

With Platen: 600 x 600

With DADF: 300 x 600

#### Multiple Copies

Up to 999

#### Magnification

25%-400% (1% Increments)

#### Preset Reduction/Enlargement:

25%, 50%, 64%, 78%, 100% (1:1), 129%, 200%, 400%

### Scan Specifications

#### Type

Single-pass Duplexing Automatic Document Feeder<sup>13</sup>

#### Document Feeder Paper Capacity

Up to 100 Sheets (20 lb. Bond)

#### Document Feeder Supported Media Sizes

Legal, Letter, Statement

Custom Size: 1-7/8" x 5" to 8-1/2" x 14" (48.0 mm x  
128.0 mm to 216.0 mm x 355.6 mm)

Business Card: 1-7/8" x 3-3/8" to 2-1/8" x 3-5/8" (48.0 mm x  
85.0 mm to 55.0 mm x 91.0 mm)

#### Document Feeder Supported Media Weights

One-Sided 13.3 to 34 lb. Bond (50 to 128 gsm) (BW), 17 to

Scanning: 34 lb. Bond (64 to 128 gsm) (CL)

Two-Sided 13.3 to 34 lb. Bond (50 to 128 gsm) (BW), 17 to

Scanning: 34 lb. Bond (64 to 128 gsm) (CL)

Note:

Business Card: 21.3 lb bond to 80 lb cover (80 to 220 gsm)

#### Platen Acceptable Originals

Sheet, Book, 3-Dimensional Objects

#### Pull Scan

Color Network ScanGear2 for both Twain and WIA

Supported OS: Windows<sup>®</sup> 7/8.1/10/Server 2008/

Server 2008 R2/Server 2012/

Server 2012 R2/Server 2016

#### Scan Resolution (dpi)

Scan for Copy: 600 x 600

Scan for Send: (Push) 600 x 600 (SMB/FTP/WebDAV/IFAX),  
(Pull) 600 x 600

Scan for Fax: 600 x 600

#### Scan to Mobile Devices and Cloud-based Services

A range of solutions is available to provide scanning to compatible mobile devices and certain cloud-based services depending on your requirements.

#### Scan Speed (LTR)

Send: Automatic Color Select "OFF" (300 x 300 dpi):

Single-Sided Scanning: 100 ipm

Double-Sided Scanning: 200 ipm

Automatic Color Select "ON" (300 x 300 dpi):

Single-Sided Scanning: 50 ipm

Double-Sided Scanning: 100 ipm

Copy: Scan Speed priority (300 x 600 dpi):

Single-Sided Scanning: 50 ipm

Double-Sided Scanning: 100 ipm

Image Quality priority (600 x 600 dpi):

Single-Sided Scanning: 30 ipm

Double-Sided Scanning: 50 ipm

### Send Specifications

#### Destination

Email/Internet Fax (SMTP), SMB v3.0, FTP, WebDAV, Mail  
Box, Super G3 Fax, IP Fax (Optional)

#### Address Book

LDAP (2,000)/Local (1,600)/Speed Dial (200)

#### Send Resolution (dpi)

Push: Up to 600 x 600

Pull: Up to 600 x 600

#### Communication Protocol

File: FTP (TCP/IP), SMB v3.0, WebDAV

Email: SMTP, POP3

#### File Format

TIFF, JPEG, PDF (Compact, Searchable, Apply policy,  
Optimize for Web, PDF A/1-b, Trace & Smooth, Encrypted,  
Device Signature, User Signature), XPS (Compact,  
Searchable, Device Signature, User Signature), Office  
Open XML (PowerPoint, Word)

## Fax Specifications

### Maximum Number of Connection Lines

2

### Modem Speed

Super G3: 33.6 Kbps  
G3: 14.4 Kbps

### Compression Method

MH, MR, MMR, JBIG

### Resolution (dpi)

400x400 (Ultra Fine), 200x400 (Super Fine), 200x200 (Fine), 200x100 (Normal)

### Sending and Recording Size

Statement to Legal

### Fax Memory

Up to 30,000 Pages (2,000 jobs)

### Speed Dials

Max. 200

### Group Dials/Destinations

Max. 199 Dials

### Sequential Broadcast

Max. 256 Addresses

### Memory Backup

Yes

## Store Specifications

### Mail Box (Number Supported)

100 User In-boxes, 1 Memory RX Inbox, 50 Confidential Fax In-boxes, Maximum 10,000 Pages (2,000 jobs) Stored

### Advanced Box

Communication SMB or WebDAV

Protocol:

Supported Windows (Windows 8.1/10)  
Client PC:

Concurrent Connections (Max.)

SMB: 64

WebDAV: 3 (Active Sessions)

### Advanced Box Available Disc Space

Approx. 16 GB

## Security Specifications

### Authentication

Standard: Universal Login Manager, uniFLOW Online Express,<sup>14</sup> User Authentication, Department ID Authentication, Access Management System, Device and Function Level Log-in uniFLOW

Optional:

### Data

Standard: Trusted Platform Module (TPM), Hard Disk Password Lock, Hard Disk Drive Erase, Mail Box Password Protection, Hard Disk Drive Encryption (FIPS140-2 Validated), Verify System at Startup,<sup>3</sup> McAfee Embedded Control<sup>13</sup>  
Optional: IEEE 2600.2 Common Criteria Certification, Data Loss Prevention (Requires uniFLOW)

### Network

Standard: Encrypted Secure Print, IP/Mac Address Filtering, IPsec, TLS Encrypted Communication (v1.0/1.1/1.2/1.3), SNMP V3.0, IEEE 802.1X, IPv6, SMTP Authentication, POP Authentication before SMTP, S/MIME, SIEM Integration

### Document

Standard: Secure Watermarks, Secure Print, Adobe LiveCycle® Rights Management ES2.5 Integration, Encrypted PDF, Encrypted Secure Print, Device Signature  
Optional: User Signatures

## Environmental Specifications

### Operating Environment

Temperature: 50 to 86 °F

Humidity: 20 to 80% RH (Relative Humidity)

### Power Requirements

110-127V AC 60 Hz, 6.9 A

### Plug (Main Unit)

NEMA 5-15P

### Power Consumption

Maximum: Approx. 1,500 W

Standby: Approx. 38.9 W<sup>15</sup>

Sleep Mode: Approx. 0.8 W or Less<sup>16</sup>

Typical Electricity Consumption (TEC) Rating<sup>17</sup>

C357iF: 0.36 kWh

C257iF: 0.25 kWh

### Standards

ENERGY STAR® Certified

Rated EPEAT® Gold<sup>5</sup>

## Consumables

### Toner

NPG-58 Toner

### Toner Yield (Estimated @ 5% Coverage)

Black: 23,000 Pages

Color (C, M, Y): 18,000 Pages

<sup>1</sup> Subscription to a third-party cloud service required. Subject to third-party cloud service providers' Terms and Conditions.

<sup>2</sup> Third-party SIEM system required. Subject to third-party SIEM system's Terms and Conditions. Canon cannot ensure compatibility with all third-party SIEM systems.

<sup>3</sup> This feature is off by default and must be turned on by the user. Warm-up times are affected once turned on.

<sup>4</sup> Requires additional option.

<sup>5</sup> For current EPEAT rating (Gold/Silver/Bronze), please visit [www.epeat.net](http://www.epeat.net).

<sup>6</sup> Time from device power-on until copy ready (not print reservation).

<sup>7</sup> Time from exiting Sleep Mode to when printing is operational.

<sup>8</sup> Time from device power ON to when the copy icon appears and is enabled to operate on the touch panel display.

<sup>9</sup> Includes consumables.

<sup>10</sup> Requires the optional PCL International Font Set-A1.

<sup>11</sup> Requires the optional Barcode Printer Kit-D1.

<sup>12</sup> Other operating systems and environments, including AS/400, UNIX, Linux, and Citrix may be supported. Some of these solutions are chargeable. SAP Device Types are available via the SAP Market Place. For more information, contact your authorized sales representative.

<sup>13</sup> Multi-Sheet Feed Detector Supported.

<sup>14</sup> No charge for this solution; however, activation is required.

<sup>15</sup> Reference value (measured one unit).

<sup>16</sup> 0.8 W Sleep Mode not available in all circumstances due to certain settings.

<sup>17</sup> Based on ENERGY STAR Product Specification for Imaging Equipment Version 3.0.

For more information,  
call 1.800.815.4000  
or visit [csa.canon.com/enterprisesolutions](http://csa.canon.com/enterprisesolutions)



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1221R3-iRAC3575RSB-PDF-IH



To learn about Canon's many awards, visit  
[ess.csa.canon.com/awards](http://ess.csa.canon.com/awards).

## Color imageCLASS X MF1127C

Print up to 28 ppm (Color)

Print up to 8-1/2" x 14"

850-sheet maximum paper capacity

Supports uniFLOW and uniFLOW Online

Designed for small workgroups within an office, or home environments used as part of an organization's extended print fleet, the Canon Color imageCLASS X MF1127C offers feature-rich capabilities with high-quality imaging and minimal maintenance. Print, copy, scan, and fax capabilities help you accomplish necessary tasks with just one machine. A 5" color touchscreen delivers an intuitive user experience and can be customized by a device administrator to simplify many daily tasks.



### WORKFLOW EFFICIENCY

- 5" intuitive color touchscreen with smartphone-like usability.
- A unique, customized device experience with Application Library.
- Supports certain compatible mobile solutions for printing and scanning.<sup>1</sup>
- Scan and convert documents to searchable digital files through a single-pass, duplex document feeder.
- Designed for small print jobs with first-print-out time as fast as 7.5 seconds.
- Provides consistency with the imageRUNNER ADVANCE DX Series.



### SECURITY FEATURES

- Helps reduce the risk of confidential information loss, since documents are only stored in short-term memory.
- With imageWARE Enterprise Management Console Device Configuration Manager Plug-in, security settings can be captured and exported to other devices on the same network.<sup>2</sup>
- Remotely control device access and set rules via optional uniFLOW or uniFLOW Online.
- Limit document distribution by implementing Send-to-Myself-only.
- Verify System at Startup is a process to help verify the validity of the device firmware and Application Library from unauthorized modifications.



### COST MANAGEMENT

- Leverage optional uniFLOW or uniFLOW Online for full accounting and reporting for Canon and third-party devices, pull printing, and job routing.
- Service parts are designed for machine's life cycle to help minimize the need for proactive maintenance and potentially reduce service calls.
- High-capacity, all-in-one cartridge helps reduce overall supply costs.
- Out-of-the-box, standard, two-sided printing plus the ability to print multiple pages onto one sheet help to reduce paper consumption.





## DEVICE AND FLEET MANAGEMENT

- Designed for quick, easy deployment.
- Remote diagnostics for rapid service response.
- Easily monitor device status and consumable levels, observe meter readings, manage settings, and implement security settings.



## QUALITY AND RELIABILITY

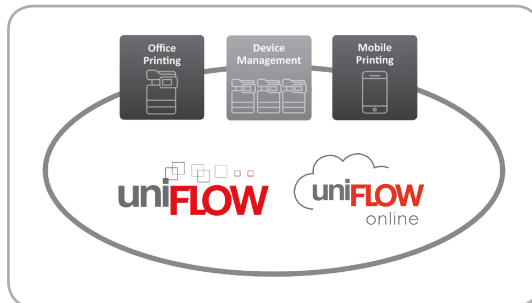
- Canon's signature reliability and engine technologies help keep productivity high and minimize the impact on support resources.
- Designed to achieve maximum uptime with status notifications to help keep supplies replenished.
- Intuitive maintenance videos for common tasks like consumables replacement.



## SUSTAINABILITY

- A combination of fusing technologies and low-melting-point toner minimizes power requirements and helps achieve lower energy consumption.
- Encourages environmentally conscious work practices by enabling multiple settings that can help save paper and energy.
- ENERGY STAR® certified and currently rated EPEAT® Silver.<sup>3</sup>

### KEY FEATURES



## MANAGE OUTPUT WITH uniFLOW SOFTWARE

The optional uniFLOW portfolio offers an on-premise or cloud solution that imageCLASS devices can utilize with flexible authentication. With either card-based or PIN-code-based authentication, imageCLASS devices can help secure output management, track costs with reporting, and operate mobile printing—one platform for your print, scan, and device management.



## FLEET MANAGEMENT TOOLS

imageWARE Enterprise Management Console can be used by a device administrator to centrally manage the Canon printer fleet, including consumables, status notifications, meters, and configuration settings. imageWARE Remote software allows for the service provider to manage devices proactively, including remote diagnosis and reporting. Local Content Delivery System facilitates remote firmware download at the device level.



## FAST, SINGLE-PASS DUPLEX SCANNING

The Color imageCLASS X MF1127C model leverages a single-pass document feeder for two-sided scanning at up to 51 images per minute (ipm) in black-and-white or up to 27 ipm in color. Easily scan directly to PC, USB, email, or the network. Scanned files can be converted into multiple file formats, including Hi-Compression PDF and Searchable PDF (OCR).



## EASY TO USE WITH APPLICATION LIBRARY

Unique to the Canon product line, the Application Library platform allows for one-touch button creation of key functions: Print Template, Standby Slide (screen saver), Scan-to-Preset Destination, ID Card Copy, Consumables Information, Copy (Eco), Copy (Bleed Reduce), Passport Copy, Fax and Store, Name and Scan, Copy (Enhanced Text), and Language.





## Main Unit

### Core Functions

Standard: Print, Copy, Scan, Fax, Send (Lite)

### Processor

Canon Custom Processor

### Control Panel

5" Color Touch Panel

### Memory

1 GB

### Standard Interface Connection

USB 2.0 x2 (Host), USB 2.0 x1 (Device) High-Speed,  
10/100/1000Base-T Ethernet (Network), Wi-Fi 802.11b/g/n,  
Wi-Fi® Direct Connection, Near Field Communication

### Paper Capacity (Letter, 20 lb. Bond)

Standard: 300 Sheets  
Maximum: 850 Sheets

### Paper Sources (Letter, 20 lb. Bond)

Standard: 250-sheet Paper Cassette,  
50-sheet Stack Bypass  
Optional: 550-sheet Paper Cassette  
(Cassette Unit AF-1)

### Paper Output Capacity (Letter, 20 lb. Bond)

Standard: 75 Sheets

### Supported Media Types

Cassettes: Thin, Plain, Recycled, Color, Thick, Coated,  
Label, Letter, Envelope (10 Envelopes)  
Stack Bypass: Thin, Plain, Recycled, Color, Thick, Coated,  
Label, Letter, Envelope (1 Envelope)

### Supported Media Sizes

Cassettes: Letter, Legal, Statement, Executive,  
Envelope: COM10, Monarch, C5, DL,  
Custom (Min. 3" x 5" to Max. 8.5" x 14")  
Stack Bypass: Letter, Legal, Statement, Executive  
Envelope: COM10, Monarch, C5, DL  
Custom (Min. 3" x 5" to Max. 8.5" x 14")

### Supported Media Weights

Cassettes: 16 lb. Bond to 53 lb. Bond  
(60 to 200 g/m<sup>2</sup>)  
16 lb. Bond to 53 lb. Bond  
Stack Bypass: (60 to 200 g/m<sup>2</sup>)

### Warm-Up Time

From Power On: 13 Seconds or Less  
From Sleep Mode: 6.1 Seconds or Less

### Dimensions (W x D x H)

Standard: 18.8" x 18.8" x 18.4"  
(Desktop): (478 mm x 478 mm x 467 mm)  
Box: 24.0" x 23.0" x 23.2"  
(610 mm x 584 mm x 589 mm)

### Installation Space (W x D x H)

Standard: 21.4" x 43.8" x 29"  
(Desktop): (544 mm x 1113 mm x 736 mm)  
Fully Configured: 21.4" x 43.8" x 34.1"  
(544 mm x 1113 mm x 866 mm)

### Weight<sup>4</sup>

Unit: Approx. 64 lb. (29 kg)  
Boxed Weight: Approx. 76 lb. (35 kg)

### Supported OS

Windows® 7/Windows 8.1/Windows 10/Windows Server  
2008/Windows Server 2008 R2/Windows Server 2012/  
Windows Server 2012 R2/Windows Server 2016/Mac OS X  
v10.9.5 (or later)

## Print Specifications

### Printing Method

Laser Beam Printing

### Print Speed (Color)<sup>5</sup>

Up to 28 ppm (Letter); Up to 22.9 ppm (Legal)

### First-Print-Out Time

Approx. 7.5 Seconds

### Recommended Monthly Page Volume

750 - 4,000 Pages

### Print Resolution (dpi)

600 x 600

### Standard Page Description Languages

UFR II, PCL®6, PCL®5, Adobe PostScript® 3™

### Double-Sided Printing

Automatic (Standard)

### Direct Print

Available from USB Memory (JPEG, TIFF, PDF)

### Printing from Mobile and Cloud-based Services<sup>1</sup>

Apple® AirPrint®, Canon PRINT Business, Mopria™ Print  
Service, Optional uniFLOW Secure Mobile Printing

### Fonts

PCL: 93 Fonts  
PS: 136 Fonts

### Print Features

Secure Print, Page Border, Header/Footer, Page Layout,  
Two-sided Printing, Collating, Booklet Printing, Grouping,  
Mixed Paper Sizes/Orientations

## Copy Specifications

### Copy Speed

Up to 28 ppm (Letter); Up to 22.9 ppm (Legal)

### First-Copy-Out Time (Letter)

Platen: 11.2 seconds/13.1 seconds (BW/Color)  
ADF: 9.9 seconds/11.8 seconds (BW/Color)

### Copy Resolution (dpi)

600 x 600

### Copy Size

Platen: Up to Letter  
ADF: Up to Legal

### Multiple Copies

Up to 999 Copies

### Magnification

25% - 400% (1% Increments)

### Preset Reductions

25%, 50%, 64%, 78%

### Preset Enlargements

129%, 200%, 400%

### Copy Features

Paper Setting, Favorite Setting, Two-sided, Original Type  
Selection, Cancel, N-on-1, Density Adjustment, Sharpness,  
Erase Frame, Collate, Copy ID Card

## Scan Specifications

### Type

Single-Pass Duplexing Automatic Document Feeder

### Document Feeder Paper Capacity

50 Sheets (20 lb. Bond)

### Document Feeder Supported Media Sizes

Legal, Letter, Statement

### Document Feeder Supported Media Weights

13-28 lb. Bond (50-105 g/m<sup>2</sup>)

### Platen Acceptable Originals

Sheet, Book

### Pull Scan

ScanGear MF for TWAIN, and WIA

### Scan Resolution (dpi)

Push Scan: Up to 300 x 600  
Pull Scan: Up to 600 x 600

### Scan-to-Mobile Devices

Canon PRINT Business

### Scan Speed (Letter)

Single-sided: 14/28 ipm (300 x 600 dpi) (Color/BW)  
Double-sided: 27/51 ipm (300 x 600 dpi) (Color/BW)

### Memory Media

Standard USB Memory (JPEG, TIFF, PDF)

## Send Specifications

### Destination

Email/Internet FAX (SMTP), SMB, FTP

### Address Book

LDAP (50)/Local (300)/Speed Dial (281)

### Send Resolution (dpi)

600 x 600 (Pull Scan), 196 x 204 (iFax), 300 x 300 (Other)

### Communication Protocol

File: FTP, SMB  
Email/iFax: SMTP, POP3, iFax (Simple)

### File Format

Standard: TIFF, JPEG, PDF (Compact, Searchable)  
Optional: PDF (Encrypted, Digital Signature)

## Fax Specifications

### Modem Speed

Super G3: 33.6 Kbps  
G3: 14.4 Kbps

### Compression Method

MH, MR, MMR, JBIG

### Resolution (dpi)

400 x 400, 200 x 400, 200 x 200, 200 x 100

### Sending/Recording Size

Statement to Legal

### Fax Memory

Up to 512 Pages

### Speed Dials

Max. 281

### Group Dials/Destinations

Max. 299 Dials

### Sequential Broadcast

Max. 310 Addresses

### Memory Backup

Yes

### Fax Features

RX Mode, Resolution, Two-sided Original, Density, Sharpness,  
Favorite Settings, Duplex Fax

## Security Specifications

### Authentication

Standard: Embedded Universal Login Manager,  
Department ID Authentication  
Optional: uniFLOW, uniFLOW Online

### Data

Standard: Verify System at Startup

### Network

Standard: IP/MAC Address Filtering, IPSEC, TLS  
Encrypted Communication, SNMP V3.0,  
IEEE 802.1X (Wired Only), IPv6, SMTP  
Authentication, POP Authentication, POP  
Authentication before SMTP

### Document

Standard: Secure Print

### Wi-Fi Authentication Methods

Wi-Fi: WEP 64/128 bit, WPA-PSK (TKIP/AES),  
Infrastructure WPA2-PSK (AES)  
Mode:  
Wi-Fi Access: WPA2-PSK (AES)  
Point:

## Environmental Specifications

### Operating Environment

Temperature: 50 to 86°F  
Humidity: 20 to 80% RH (No Condensation)

### Power Requirements

AC 120-127 V: 6.5 A, 60 Hz

### Power Consumption

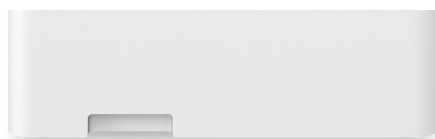
Maximum: Approx. 1470 W  
Standby: Approx. 20.5 W  
Sleep Mode: Approx. 0.6 W  
Typical: 0.31 kWh

Electricity  
Consumption  
(TEC) Rating:

### Standards

ENERGY STAR® Qualified, Rated EPEAT Silver<sup>3</sup>

## CONFIGURATION AND ACCESSORIES



OPTIONAL CASSETTE AF-1

### Accessories

#### Card Readers<sup>6</sup>

**MiCard Readers<sup>7</sup>**  
Proximity card reader designed to be used with uniFLOW for card authentication.

**Copy Card Reader-F1**  
Department ID authentication with Canon magnetic stripe cards.

#### Print/Scan Accessories

**Barcode Print Kit-E1**  
Installs bar code fonts for bar code printing.

**Send PDF Security Kit-E1**  
Send encrypted PDFs and add digital device signatures.

#### Extended Service Packs

**Canon eCarePAK**  
Canon Extended Service Plans offer coverage beyond the standard one-year limited warranty<sup>8</sup> up to four years.

### GENUINE<sup>®</sup> CONSUMABLES

Always look for the Canon anti-counterfeiting hologram on your Canon GENUINE product packaging.



Toner T09 Black	Yields 7,600 Pages
Toner T09 Cyan	Yields 5,900 Pages
Toner T09 Magenta	Yields 5,900 Pages
Toner T09 Yellow	Yields 5,900 Pages

Use of Canon GENUINE toner cartridges helps provide longer equipment life, high yields, reliable performance, high-quality output, and minimal jamming or issues. Black Toner (yielding 2,300 pages) and C/M/Y Toners (yielding 2,100 pages each) are included in the box.

<sup>1</sup> Canon PRINT Business is a free app available on the App Store<sup>®</sup> and Google Play<sup>™</sup> Store. For more information, including compatibility, please visit <https://www.usa.canon.com/mobile-app>. Please see the respective websites for Apple AirPrint and Mopria Print Service for compatibility and additional information.

<sup>2</sup> Please reference user manuals for details on settings available to export.

<sup>3</sup> For latest EPEAT ratings (Gold/Silver/Bronze), please visit [www.epeat.net](http://www.epeat.net).

<sup>4</sup> Includes consumables.

<sup>5</sup> Print speed is based on internal testing. Print speed may vary, depending on the number of copies selected as well as the settings for size, type, and orientation of paper.

<sup>6</sup> Attachment kit required.

<sup>7</sup> Ask your Canon Solutions America sales representative for reader compatibility information.

<sup>8</sup> Limited warranty program is subject to certain conditions and restrictions. See warranty card for details.

For more information,  
call 1.800.815.4000  
or visit [csa.canon.com](http://csa.canon.com)

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CANON SOLUTIONS AMERICA



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CSA-20-0901-4995

0920-iCXMFI127C-PDF-IH





imageRUNNER  
ADVANCE DX  
C3835i/C3830i  
C3826i

## imageRUNNER ADVANCE DX C3800 Series

Print up to 35 ppm (BW/color)

Scan up to 270 ipm (300 dpi) (BW/color, duplex)

Print up to 12" × 18"

2,300-sheet maximum paper capacity

Canon's comprehensive portfolio of imageRUNNER ADVANCE DX multifunction printers and integrated solutions can help **simplify** the end user experience and management of technology, better **control** sensitive information and print-related costs, and help ensure that technology investments proactively **evolve** with changing needs.

Color  
Low- to Mid-volume  
Multifunction



### WORKFLOW EFFICIENCY

- 10.1" intuitive touchscreen with smartphone-like usability.
- A unique, customized experience tailored to individual preferences using My ADVANCE.
- Supports mobile solutions and integration with many popular cloud services like Google Drive!
- Scan and convert documents to searchable digital files in a variety of file formats.
- Integration with Canon and various third-party software with embedded application platform.
- Hot Folders allow users to drag and drop a file into a hot folder, and automatically print with predefined settings such as number of copies and finishing requirements.



### SECURITY

- Advanced standard security feature set to help safeguard sensitive information and assist in regulatory compliance.
- Integrates with existing, third-party SIEM\*<sup>2</sup> systems to help provide real-time, comprehensive insights into potential threats to the network and printers.
- Technology to verify that the device boot process, firmware, and applications initialize without alteration at startup. McAfee Embedded Control<sup>3</sup> utilizes a whitelist to protect against malware and tampering of firmware and applications.
- Security policy settings can be controlled with a dedicated password, configured from a central location, and exported to other supported devices.
- Control access to the device and specific features, using a host of flexible authentication methods—PIN code, user name/password, or card access.<sup>4</sup>



### QUALITY AND RELIABILITY

- Canon's signature reliability and engine technologies help keep productivity high and minimize the impact on support resources.
- Outstanding imaging technologies and toner allow for consistently striking images, thanks to Canon's V<sup>2</sup> color profile.
- Designed to achieve maximum uptime with status notifications that help keep supplies replenished and intuitive maintenance videos for consumables replacement.
- imageRUNNER ADVANCE models have received many awards and recognition from leading industry analysts, often referencing strong reliability.

\* Security Information and Event Management



## DEVICE AND FLEET MANAGEMENT

- Designed for quick, easy deployment.
- Remote diagnostics and parts life management for proactive maintenance and rapid fixes.
- Easy and intuitive to monitor device status and consumable levels, turn off devices remotely, observe meter readings, manage settings, and implement security policies.
- Common firmware and regular updates with Unified Firmware Platform (UFP) for continuous improvements and consistency across a fleet.



## COST MANAGEMENT

- Track and assess print, copy, scan, and fax usage and allocate costs to departments or projects.
- Apply print policies and restrict usage by user to help reduce unnecessary printing and contribute to cost efficiency.
- Standard cloud-based solution provides a centralized dashboard with up-to-the-minute insights into printer activity.
- Upgrade to uniFLOW server or cloud-based solutions for full accounting and reporting for compatible Canon and third-party devices, pull printing, job routing, and powerful scan workflows.

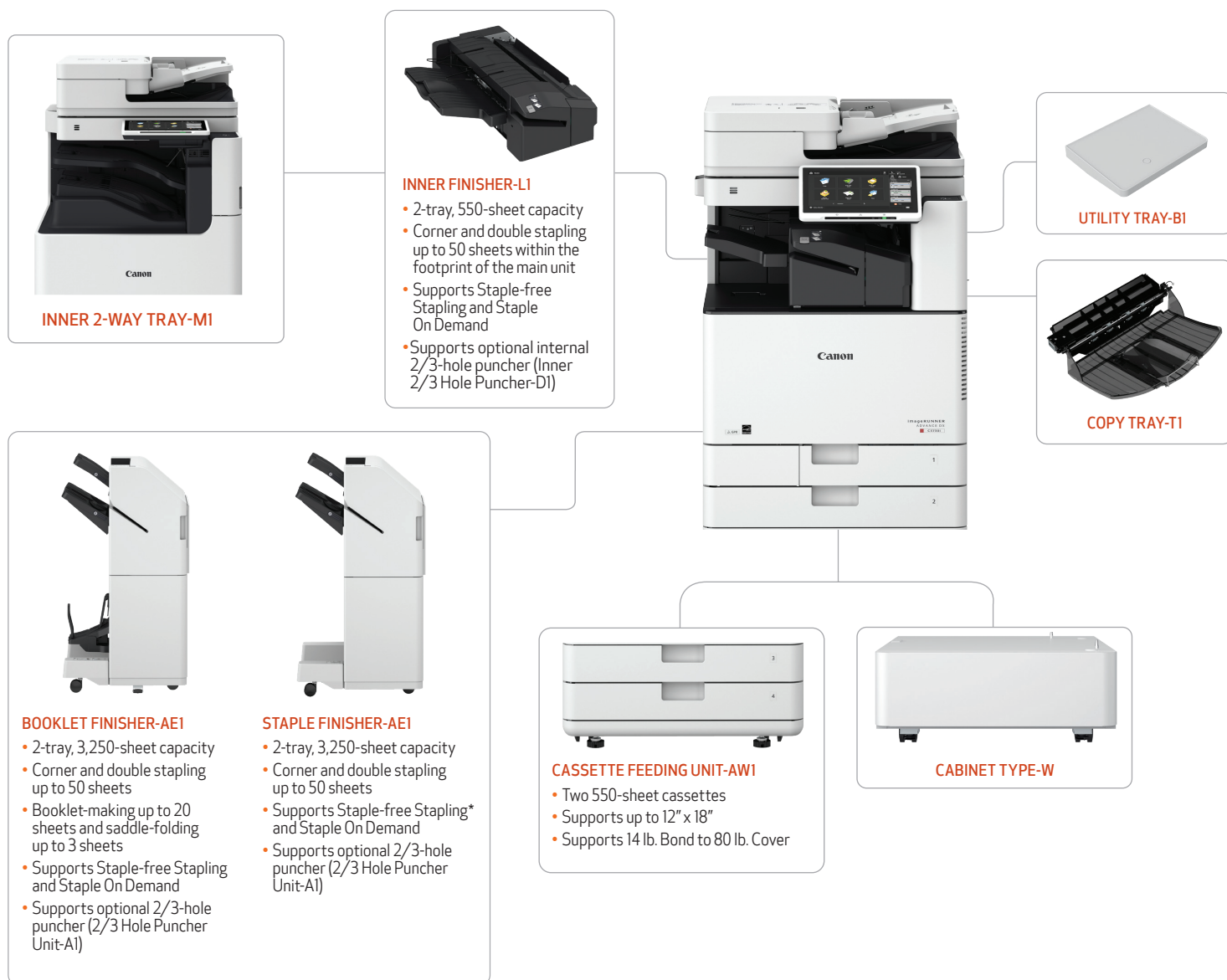


## SUSTAINABILITY

- A combination of fusing technologies and low-melting-point toner minimizes power requirements and helps achieve low energy consumption.
- Encourage environmentally conscious work practices by enabling multiple settings that can help save paper and energy.
- ENERGY STAR® certified and rated EPEAT® Gold.<sup>5</sup>

## CONFIGURATION OPTIONS

## imageRUNNER ADVANCE DX C3800 Series



\* Staple-Free stapling, up to 10 pages of 17 lb. Bond.

## Main Unit

### Type

Color Laser Multifunctional

### Core Functions

Standard: Print, Copy, Scan, Send, Store  
Optional: Fax

### Processor

1.8 GHz Dual Core Processor

### Control Panel

10.1" TFT LCD WSVGA Color Touch-panel

### Memory

3.5 GB RAM

### Solid State Drive

Standard: 256 GB/Maximum: 1 TB

### Interface Connection

Network: 1000Base-T/100Base-TX/10Base-T,  
Wireless LAN (IEEE 802.11 b/g/n)  
Optional: NFC, Bluetooth Low Energy

### Others

Standard: USB 2.0 x1 (Host), USB 3.0 x1 (Host),  
USB 2.0 x1 (Device)  
Optional: Copy Control Interface

### Paper Capacity (LTR, 20 lb. Bond)

Standard: 1,200 Sheets  
Maximum: 2,300 Sheets

### Paper Sources (LTR, 20 lb. Bond)

Standard: Dual 550-sheet Paper Cassettes, 100-sheet  
Multipurpose Tray  
Optional: Dual 550-sheet Paper Cassettes  
(Cassette Feeding Unit-AW1)

### Paper Output Capacity (LTR, 20 lb. Bond)

Standard: 250 Sheets  
Maximum: 3,450 Sheets  
(with Staple Finisher-AE1/Booklet Finisher-AE1 and Copy Tray-T1)

### Finishing Capabilities

Standard: Collate, Group  
With Finishers: Collate, Group, Offset, Staple, Saddle-Stitch,  
Hole Punch, Eco Staple, Staple On Demand

### Supported Media Types

Multi-purpose Tray: Thin, Plain, Heavy, Recycled, Coated, Color,  
Tracing, Bond, Transparency, Label, Pre-punched, Envelope, Letterhead  
Upper Cassette: Thin, Plain, Heavy, Recycled, Color, Tracing,  
Bond, Transparency, Pre-punched, Envelope, Letterhead  
Lower Cassette: Thin, Plain, Heavy, Recycled, Color, Bond,  
Transparency, Pre-punched, Envelope<sup>6</sup>, Letterhead

### Supported Media Sizes

Multi-purpose Tray: 12"x18", 11"x17", Legal, Letter, Letter-R,  
Executive, Statement, Statement-R  
Custom Size/Free Size: 4" x 5-7/8" to 12" x 18", Envelopes (COM10 No.10, Monarch, ISO-C5, DL), Envelope Custom Size (3-7/8" x 3-7/8" to 12-5/8" x 18")  
Upper Cassette: Letter, Executive, Statement-R  
Custom Size (4-1/8" x 5-7/8" to 11-3/4" x 8-1/2"), Envelopes (ISO-C5)  
Lower Cassette: 12" x 18", 11" x 17", Legal, Letter, Letter-R, Executive, Statement-R, Custom Size (4-1/8" x 5-7/8" to 12" x 18"), Envelopes<sup>6</sup> (COM10 No.10, Monarch, DL)

### Supported Media Weights

Cassettes: 14 lb. Bond to 140 lb. Index (52 to 256 g/m<sup>2</sup>)  
Multipurpose Tray: 14 lb. Bond to 110 lb. Cover (52 to 300 g/m<sup>2</sup>)  
Tray: Duplexing: 14 lb. Bond to 80 lb. Cover (52 to 220 g/m<sup>2</sup>)

### Print/Copy Speed (BW and Color)

C3835i: Up to 35 ppm (Letter); Up to 23 ppm (Letter-R); Up to 17 ppm (Legal/11" x 17")  
C3830i: Up to 30 ppm (Letter); Up to 20 ppm (Letter-R); Up to 15 ppm (Legal/11" x 17")  
C3826i: Up to 26 ppm (Letter); Up to 20 ppm (Letter-R); Up to 15 ppm (Legal/11" x 17")

### Warm-up Time

From Power On: Approx. 10 Seconds<sup>7</sup>  
From Sleep: Approx. 10 Seconds<sup>8</sup>  
Mode:  
Quick Startup: Approx. 4 Seconds<sup>9</sup>  
Mode:

### Dimensions (W x D x H)

22-1/4" x 28-1/2" x 35-3/8" (565 mm x 722 mm x 897 mm)<sup>10</sup>

### Installation Space (W x D)

Basic: 38-1/2" x 44-1/8" (978 mm x 1119 mm)<sup>11</sup>  
Fully Configured: 65" x 44-1/8" (1651 mm x 1119 mm)<sup>12</sup>

### Weight

Approx. 185.2 lb. (84 kg)<sup>13</sup>

## Print Specifications

### Print Resolution (dpi)

1200 x 600, 1200 x 1200

### Standard Page Description Languages

UFR II, PCL<sup>®</sup> 6, Adobe<sup>®</sup> PS<sup>®</sup> 3

### Supported File Types

PDF, TIFF, JPEG, EPS, XPS

### Printing from Mobile Devices and Cloud-based Services

A range of standard and optional software and MEAP-based solutions (including AirPrint, Mopria, Universal Print by Microsoft<sup>®</sup>, Canon PRINT Business, and uniFLOW Online) are available to provide printing from mobile devices or internet-connected devices and cloud-based services depending on your requirements. Please contact your sales representative for further information.

### Fonts

PCL: 93 Roman, 10 Bitmap fonts, 2 OCR fonts, Andale Mono WT J/K/S/T (Japanese, Korean, Simplified and Traditional Chinese);<sup>14</sup> Barcode Fonts<sup>15</sup>  
PS: 136 Roman

### Operating System<sup>16</sup>

UFR II/PS: Windows<sup>®</sup> 8.1/10/Server 2012/Server 2012 R2/Server 2016/Server 2019, Mac OS X (10.11 or later)  
PCL: Windows<sup>®</sup> 8.1/10/Server 2012/Server 2012 R2/Server 2016/Server 2019  
PPD: Windows<sup>®</sup> 8.1/10, Mac OS X (10.11 or later)

## Copy Specifications

### First-Copy-Out Time (LTR)

C3835i: Approx. 5.5 seconds (BW)/  
7.4 seconds (Color)  
C3830i/ C3826i: Approx. 6.1 seconds (BW)/  
8.4 seconds (Color)

### Copy Resolution (dpi)

600 x 600

### Multiple Copies

Up to 999

### Magnification

25%-400% (1% Increments)

### Preset Reduction/Enlargement

25%, 50%, 64%, 73%, 78%, 100% (1:1), 121%, 129%, 200%, 400%

## Scan Specifications

### Type

Single-pass Duplexing Automatic Document Feeder<sup>17</sup>

### Document Feeder Paper Capacity

Up to 200 Sheets (20 lb. Bond)

### Document Feeder Supported Media Sizes

11" x 17", Legal, Letter, Letter-R, Statement, Statement-R, Custom Size: 2-3/4" x 5-1/2" to 12" x 17" (69.9 mm x 139.7 mm to 304.8 mm x 431.8 mm)

### Document Feeder Supported Media Weights

BW/Color  
Original: 13.3 lb. Bond to 80 lb. Cover (50 to 220 g/m<sup>2</sup>)

### Platen Acceptable Originals

Sheet, Book, 3-Dimensional Objects

### Platen Maximum Scanning Size

Up to 11-3/4" x 17" (297.0 mm x 431.8 mm)

### Pull Scan

Color Network ScanGear2 for both Twain and WIA  
Supported OS: Windows<sup>®</sup> 8.1/10/Server 2012/Server 2012 R2/Server 2016

### Scan Resolution (dpi)

Scan for Copy: 600 x 600  
Scan for Send: Push (600 x 600), SMB/FTP/WebDAV,  
Pull (600 x 600)  
Scan for Fax: 600 x 600

### Scan to Mobile Devices and Cloud-based Services

A range of solutions is available to provide scanning to mobile devices and cloud-based services depending on your requirements.

### Scan Speed (LTR) (BW/CL)

Single-sided: 135 ipm (300 dpi)/80 ipm (600 dpi)  
Scanning:  
Double-sided: 270 ipm (300 dpi)/160/90 ipm (600 dpi)  
Scanning:

## Send Specifications

### Destination

Standard: E-mail/Internet FAX (SMTP), SMB 3.0, FTP,  
WebDAV, Mail Box  
Optional: Super G3 FAX, IP Fax

### Address Book

LDAP (2,000)/Local (1,600)/Speed Dial (200)

### Send Resolution (dpi)

Push: Up to 600 x 600 dpi  
Pull: Up to 600 x 600 dpi

### Communication Protocol

File: FTP (TCP/IP), SMB 3.0 (TCP/IP), WebDAV  
Email: SMTP, POP3

### File Format

TIFF, JPEG, PDF (Compact, Searchable, Apply Policy, Optimize for Web, PDF/A-1b, Trace & Smooth, Encrypted, Device Signature, User Signature), XPS (Compact, Searchable, Device Signature, User Signature), Office Open XML (PowerPoint, Word)

## Fax Specifications

### Maximum Number of Connection Lines

2

### Modem Speed

Super G3: 33.6 Kbps  
G3: 14.4 Kbps

### Compression Method

MH, MR, MMR, JBIG

### Resolution (dpi)

400 x 400, 200 x 400, 200 x 200, 200 x 100

### Sending/Receiving Size

Statement-R to 11" x 17"

### Fax Memory

Up to 30,000 Pages (2,000 Jobs)

### Speed Dials

Max. 200

### Group Dials/Destinations

Max. 199 Dials

### Sequential Broadcast

Max. 256 Addresses

### Memory Backup

Yes



## Store Specifications

### Box (Number Supported)

100 User In-boxes, 1 Memory RX In-box, 50 Confidential Fax In-boxes, Maximum 10,000 Pages (2,000 Jobs Stored)

### Advanced Box

Communication Protocol: SMB or WebDAV  
Supported  
Client PC: Windows (Windows 8.1/10)  
Concurrent Connections (Max.):  
SMB: 64  
WebDAV: 3 (Active Sessions)

### Advanced Box Available Disc Space

Standard: 16 GB (With Option: max. 480 GB)

## Security Specifications

### Authentication and Access Control

User Authentication (Picture Login, Picture and PIN Login, Card Login, Username and Password Login, Function Level Login, Mobile Login), Department ID Authentication (Department ID and PIN Login, Function Level Login), uniFLOW Online Express<sup>18</sup> (PIN Login, Picture Login, Picture and PIN Login, Card Login, Card and PIN Login, Username and Password Login, Department ID and PIN Login, Function Level Login), Access Management System (Access Control)

### Document Security

Print Security (Secure Print, Encrypted Secure Print, Forced Hold Printing, uniFLOW Secure Print<sup>19</sup>), Receive Data Security (Confidential Fax Inbox Forwarding Received Documents Automatically), Scan Security (Encrypted PDF, Device Signature PDF/XPS, User Signature PDF/XPS, Adobe LiveCycle<sup>®</sup> Rights Management ES2.5 Integration), BOX Security (Mail Box Password Protected, Advanced Space Access Control), Send Data Security (Setting for requesting password input per transmission, Restricted E-mail/File send functions, Confirming FAX number, Allow/Restrict Fax Driver Transmissions, Allow/Restrict Sending from History, S/MIME Support), Document Tracking (Secure Watermark)

### Network Security

TLS 1.3, IPSec, IEEE802.1X authentication, SNMP V3.0, Firewall Functionality (IP/MAC Address Filtering), Dual Network Support (Wired LAN/Wireless LAN, Wired LAN/Wired LAN), Disabling Unused Functions (Enabling/Disabling Protocols/Applications, Enabling/Disabling Remote UI, Enabling/Disabling USB Interface), Communication Line Separation (G3 FAX, USB Port, Advanced Space, Scan and Send-Virus Concerns for E-mail Reception)

### Device Security

Protecting SSD Data [SSD Data Encryption (FIPS140-2 Validated), SSD Lock], Standard SSD Initialize, Trusted Platform Module (TPM), Job Log Conceal Function, Protecting MFP Software Integrity, Checking MFD Software Integrity (Verify System at Startup, Runtime Intrusion Detection)

### Device Management and Auditing

Administrator Password, Digital Certificate and Key Management, Audit Log, Cooperating with External Security Audit System (Security Information and Event Management), Image Data Logging, Security Policy Setting

## Environmental Specifications

### Operating Environment

Temperature: 50 to 86 °F  
Humidity: 20 to 80 % RH (Relative Humidity)

### Power Requirements

110V-127V, 60Hz, 8.5A

### Power Consumption

Maximum: Approx. 1,500 W  
Standby: Approx. 43.9 W<sup>20</sup>  
Sleep Mode: Approx. 0.8 W<sup>21</sup>  
Typical Electricity Consumption (TEC) Rating<sup>22</sup>  
C3835i: 0.38 kWh  
C3830i: 0.34 kWh  
C3826i: 0.30 kWh

### Standards

ENERGY STAR<sup>®</sup> Certified  
Rated EPEAT<sup>®</sup> Gold<sup>5</sup>

## Consumables

### Toner<sup>23</sup>

GPR-53 Toner BK/C/M/Y  
GPR-53L Toner C/M/Y

### Toner Yield (Estimated @ 5% Coverage)

GPR-53 Toner  
BK: 36,000 pages  
GPR-53 Toner  
C/M/Y: 19,000 pages  
GPR-53L Toner  
C/M/Y: 8,500 pages

- <sup>1</sup> Subscription to a third-party cloud service required. Subject to third-party cloud service providers' Terms and Conditions.  
<sup>2</sup> Third-party SIEM system required. Subject to third-party SIEM system's Terms and Conditions. Canon cannot ensure compatibility with all third-party SIEM systems.  
<sup>3</sup> This feature is off by default and must be turned on by the user. Warm-up times are affected once turned on.  
<sup>4</sup> Requires additional option.  
<sup>5</sup> For current EPEAT rating (Gold/Silver/Bronze), please visit [www.epeat.net](http://www.epeat.net).  
<sup>6</sup> Envelope Feeder Attachment A (standard) is required.  
<sup>7</sup> Time from device power-on until copy ready (not print reservation).  
<sup>8</sup> Time from exiting Sleep mode to when printing is operational.  
<sup>9</sup> Time from device power-on to when the copy icon appears and is enabled to operate on the touch panel display.  
<sup>10</sup> Includes Single Pass DADF.  
<sup>11</sup> With right cover open + Multi-purpose tray extension extended + paper cassette open.  
<sup>12</sup> Includes Staple Finisher-AE1/Booklet Finisher-AE1 + Copy Tray-T1 extension extended + paper cassette open.  
<sup>13</sup> Includes toner.  
<sup>14</sup> Requires the optional PCL International Font Set-A1.  
<sup>15</sup> Requires the optional Barcode Printer Kit-D1.  
<sup>16</sup> Other operating systems and environments, including AS/400, UNIX, Linux, and Citrix, may be supported. Some solutions are chargeable. SAP Device Types are available via the SAP Market Place. For more information, contact your sales representative.  
<sup>17</sup> Detect Feeder Multi Sheet Feed is supported.  
<sup>18</sup> No charge for this solution; however, activation is required.  
<sup>19</sup> Requires uniFLOW Online/uniFLOW.  
<sup>20</sup> Reference value (measured one unit).  
<sup>21</sup> 0.8 W Sleep mode not available in all circumstances due to certain settings.  
<sup>22</sup> Based on ENERGY STAR Product Specification for Imaging Equipment Version 3.0.  
<sup>23</sup> GPR-53L Toner also available for Color (C, M, Y). Yield (estimated @ 5% coverage) is 8,500 images.



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CANON SOLUTIONS AMERICA

imageRUNNER  
ADVANCE DX  
C5870i / C5860i  
C5850i / C5840i

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Print up to 70 ppm (BW/color)

Scan up to 270 ipm (300 dpi) (BW/color, duplex)

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Color  
Mid-volume  
Multifunction



### WORKFLOW EFFICIENCY

- 10.1" intuitive touchscreen with smartphone-like usability.
- A unique, customized experience tailored to individual preferences using My ADVANCE.
- Supports mobile solutions and integration with many popular cloud services like Google Drive.<sup>1</sup>
- Scan and convert documents to searchable digital files in a variety of file formats.
- Integration with Canon and various third-party software with embedded application platform.
- Hot Folders allow users to drag and drop a file into a hot folder and automatically print with pre-defined settings such as number of copies and finishing requirements.



### SECURITY

- Advanced standard security feature set to help safeguard sensitive information and assist in regulatory compliance.
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- Technology to verify that the device boot process, firmware, and applications initialize without alteration at startup. McAfee Embedded Control<sup>3</sup> utilizes a whitelist to protect against malware and tampering of firmware and applications.
- Security policy settings can be controlled with a dedicated password, configured from a central location, and exported to other supported devices.
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- Easy and intuitive to monitor device status and consumable levels, turn off devices remotely, observe meter readings, manage settings, and implement security policies.
- Common firmware and regular updates with Unified Firmware Platform (UFP) for continuous improvements and consistency across a fleet.



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- Track and assess print, copy, scan, and fax usage and allocate costs to departments or projects.
- Apply print policies and restrict usage by user to help reduce unnecessary printing and contribute to cost efficiency.
- Standard cloud-based solution provides a centralized dashboard with up-to-the-minute insights into printer activity.
- Upgrade to uniFLOW server or cloud-based solutions for full accounting and reporting for compatible Canon and third-party devices, pull printing, job routing, and powerful scan workflows.



## SUSTAINABILITY

- A combination of fusing technologies and low-melting-point toner minimizes power requirements and helps achieve low energy consumption.
- Encourage environmentally conscious work practices by enabling multiple settings that can help save paper and energy.
- ENERGY STAR® certified and rated EPEAT® Gold<sup>5</sup>

## CONFIGURATION OPTIONS

## imageRUNNER ADVANCE DX C5800 Series



### STAPLE FINISHER-AB1

- 2-tray, 3,250-sheet capacity
- Corner and double stapling up to 50 sheets
- Supports Staple-free Stapling and Staple On Demand
- Supports optional internal 2/3-hole puncher (2/3 Hole Puncher Unit-A1)



### BOOKLET FINISHER-AB1

- 2-tray, 3,250-sheet capacity
- Corner and double stapling up to 50 sheets
- Booklet-making up to 20 sheets and saddle-folding up to 3 sheets
- Supports Staple-free Stapling and Staple On Demand
- Supports optional internal 2/3-hole puncher (2/3 Hole Puncher Unit-A1)



### INNER FINISHER-L1\*

- 2-tray, 550-sheet capacity
- Corner and double stapling up to 50 sheets within the footprint of the main unit
- Supports Staple-free\*\* Stapling and Staple on Demand
- Supports optional internal 2/3-hole puncher (Inner 2/3 Hole Puncher-D1)



### INNER 2-WAY TRAY-M1



### HIGH CAPACITY CASSETTE FEEDING UNIT-C1

- 2,450-sheet capacity
- Supports up to 12" x 18"
- 14 lb. Bond to 140 lb. Index

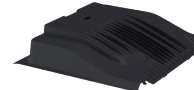


### CASSETTE FEEDING UNIT-AQ1

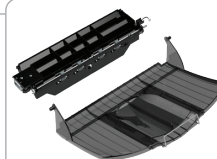
- Two 550-sheet cassettes
- Supports up to 12" x 18"
- 14 lb. Bond to 140 lb. Index



### CABINET TYPE-V



### INNER TRAY\*



### COPY TRAY KIT



### PAPER DECK UNIT-F1

- 2,700-sheet capacity
- 14 lb. Bond to 140 lb. Index
- Supports Letter



### imagePASS-R1

- Delivers fast processing speed, outstanding image quality, and time-saving workflow
- Personalized printing with the built-in, entry-level Fiery FreeForm™ or with the supported variable data printing (VDP) formats

\* Inner Finisher-L1 not available on imageRUNNER ADVANCE DX C5870i.

\*\* Staple-free stapling, up to ten pages of 17 lb. Bond.

▪ Required when Staple Finisher-AB1 or Booklet Finisher-AB1 is not installed.

## Main Unit

### Type

Color Laser Multifunctional

### Core Functions

Standard: Print, Copy, Scan, Send, Store  
Optional: Fax

### Control Panel

10.1" TFT LCD WSVGA Color Flat-panel

### Memory

5.0 GB RAM

### Solid State Drive

Standard: 256 GB  
Optional: 1 TB

### Interface Connection

Network: 1000Base-T/100Base-TX/10Base-T,  
Wireless LAN (IEEE 802.11 b/g/n)  
Optional: Bluetooth Low Energy

### Others

Standard: USB 2.0 (Host) x1, USB 3.0 (Host) x1,  
USB 2.0 (Device) x1  
Optional: Copy Control Interface

### Paper Output Capacity (LTR, 20 lb. Bond)

Standard: 250 Sheets  
Maximum: 3,450 Sheets  
(with Staple Finisher-AB1 or Booklet Finisher-AB1 and 3rd Copy Tray Kit-A1)

### Paper Sources (LTR, 20 lb. Bond)

Standard: Dual 550-sheet Paper Cassettes,  
100-sheet Stack Bypass  
Optional: Dual 550-Sheet Paper Cassettes  
(Cassette Feeding Unit-AM1), 2,450-Sheet  
High Capacity Paper Cassette (High  
Capacity Cassette Feeding Unit-C1),  
2,700-Sheet Paper Deck  
(Paper Deck Unit-F1)

### Paper Capacity (LTR, 20 lb. Bond)

Standard: 1,200 Sheets  
Maximum: 6,350 Sheets

### Finishing Capabilities

Standard: Collate, Group  
With Options: Collate, Group, Offset, Staple, Saddle-Stitch,  
Hole Punch, Staple Free Stapling, Staple On  
Demand<sup>6</sup>

### Supported Media Types

Multi-Purpose Tray: Thin, Plain, Recycled, Color, Heavy, Coated,  
Tracing, Bond, Transparency, Label,  
Pre-punched, Letterhead, Tab, Envelope  
Paper: Thin, Plain, Recycled, Color, Heavy, Bond,  
Cassettes: Transparency, Pre-punched, Letterhead,  
Envelope<sup>7</sup>

### Supported Media Sizes

Upper Cassette: Letter, Executive, Statement-R, Envelope  
[No.10 (COM10), Monarch, DL, ISO-C5],  
Custom Size (3-7/8" x 5-7/8" to 11-3/4" x  
8-1/2")  
Lower Cassette: 12" x 18", 11" x 17", Legal, Letter, Letter-R,  
Executive, Statement-R, Envelope  
[No.10 (COM10), Monarch, DL, ISO-C5],  
Custom Size (3-7/8" x 5-7/8" to 12" x 18")  
Multi-Purpose Tray: 12" x 18", 11" x 17", Legal, Letter, Letter-R,  
Executive, Statement, Statement-R,  
Envelope [No.10 (COM10), Monarch, DL,  
ISO-C5], Envelope Custom Size (3-7/8" x  
3-1/2" to 12-5/8" x 18"), Custom Size/  
Free Size (3-7/8" x 5-1/2" to 12-5/8" x 18")

### Supported Media Weights

Cassettes: 14 lb. Bond to 140 lb. Index (52 to 256 g/m<sup>2</sup>)  
Stack Bypass: 14 lb. Bond to 110 lb. Cover (52 to 300 g/m<sup>2</sup>)  
Duplexing: 14 lb. Bond to 140 lb. Index (52 to 256 g/m<sup>2</sup>)

### Print/Copy Speed (BW and Color)

C5870i: Up to 70 ppm (Letter); Up to 42 ppm  
(Letter-R); Up to 40 ppm (Legal);  
Up to 35 ppm (11" x 17")  
C5860i: Up to 60 ppm (Letter); Up to 36 ppm  
(Letter-R); Up to 34 ppm (Legal);  
Up to 32 ppm (11" x 17")  
C5850i: Up to 50 ppm (Letter); Up to 30 ppm  
(Letter-R); Up to 29 ppm (Legal);  
Up to 27 ppm (11" x 17")  
C5840i: Up to 40 ppm (Letter); Up to 24 ppm  
(Letter-R); Up to 23 ppm (Legal);  
Up to 21 ppm (11" x 17")

### Warm-up Time

From Power On: Approx. 6 Seconds<sup>8</sup>

From Sleep Mode<sup>9</sup>

C5870i: Approx. 7 Seconds  
C5860i/ C5850i/ C5840i: Approx. 6 Seconds

Quick Startup Mode: Approx. 4 Seconds<sup>10</sup>

### Dimensions (W x D x H)

24-3/8" x 28-1/2" x 36-7/8" (620 x 722 x 937 mm)<sup>11</sup>

### Installation Space (W x D)

Basic: 44-7/8" x 45-3/4" (1,138 x 1,162 mm)  
(Right Cover Open with Multi-purpose  
tray extended + Cassette Drawers Open)  
Fully Configured: 73-1/2" x 45-3/4" (1,866 x 1,162 mm)  
(Staple Finisher-AB1 or Booklet Finisher-AB1  
with the extension tray extended + Paper  
Deck Unit-F1 + Cassette Drawers open)

### Weight<sup>12</sup>

C5870i: Approx. 238.1 lb. (108 kg)  
C5860i/ C5850i: Approx. 231.5 lb. (105 kg)  
C5840i: Approx. 229.3 lb. (104 kg)

## Print Specifications

### Print Resolution (dpi)

1200 x 1200

### Standard Page Description Languages

UFR II, PCL6, Adobe PS 3

### Supported File Types

PDF, TIFF, JPEG, EPS,<sup>13</sup> XPS

### Printing from Mobile Devices and Cloud-based Services

A range of standard and optional software and MEAP-based solutions (including AirPrint, Mopria, Universal Print by Microsoft®, Canon PRINT Business, and uniFLOW Online) are available to provide printing from mobile devices or internet-connected devices and cloud-based services depending on your requirements. Please contact your sales representative for further information.

### Fonts

PCL: 93 Roman, 10 Bitmap fonts, 2 OCR fonts,  
Andalé Mono WT J/K/S/T (Japanese,  
Korean, Simplified and Traditional Chinese),<sup>14</sup>  
Barcode Fonts<sup>15</sup>  
PS: 136 Roman

### Operating System<sup>16</sup>

UFR II/PS: Windows® 7/8.1/10/Server2008/  
Server2008 R2/Server2012/Server2012  
R2/Server2016/Server2019, Mac OS X  
(10.11 or later)  
PCL: Windows® 7/8.1/10/Server2008/  
Server2008 R2/Server2012/Server2012  
R2/Server2016/Server2019  
PPD: Windows® 7/8.1/10, Mac OS X(10.10 or later)

## Copy Specifications

### First-Copy-Out Time

C5870i: As fast as 2.7 seconds (BW)/  
3.7 seconds (Color)  
C5860i: As fast as 2.9 seconds (BW)/  
4.2 seconds (Color)  
C5850i: As fast as 3.3 seconds (BW)/  
4.9 seconds (Color)  
C5840i: As fast as 4.1 seconds (BW)/  
6.1 seconds (Color)

### Copy Resolution (dpi)

600 x 600

### Multiple Copies

Up to 999

### Magnification

25%-400% (1% Increments)

### Preset Reductions/Enlargements

25%, 50%, 64%, 73%, 78%, 100% (1:1), 121%, 129%,  
200%, 400%

## Scan Specifications

### Type

Single-Pass Duplexing Automatic Document Feeder

### Document Feeder Paper Capacity

Up to 200 Sheets (20 lb. Bond)

### Document Feeder Supported Media Sizes

11" x 17", Legal, Letter, Letter-R, Statement, Statement-R,  
Custom Size: 2-3/4" x 5-1/2" to 12" x 17"

### Document Feeder Supported Media Weights

Single-Sided Scanning: 13.3 lb. Bond to 80 lb. Cover (50 to 220 gsm)  
(BW, CL)  
Double-Sided Scanning: 13.3 lb. Bond to 80 lb. Cover (50 to 220 gsm)  
(BW, CL)

### Platen Acceptable Originals

Sheet, Book, 3-Dimensional Objects

### Pull Scan

Color Network ScanGear2 for both Twain and WIA  
Supported OS: Windows® 7/8.1/10/Server 2008/  
Server 2008 R2/Server 2012/  
Server 2012 R2/Server 2016

### Scan Resolution (dpi)

Scan for Copy: 600 x 600  
Scan for Send: (Push) 600 x 600 (SMB/FTP/WebDAV/  
IFAX), (Pull) 600 x 600  
Scan for Fax: 600 x 600

### Scan to Mobile Devices and Cloud-based Services

A range of solutions is available to provide scanning to compatible mobile devices and certain cloud-based services depending on your requirements.

### Scan Speed (LTR) (BW/CL)

Single-sided Scanning: 135/135 (300 dpi), 80/80 (600 dpi)  
Double-sided Scanning: 270/270 (300 dpi), 160/90 (600 dpi)

## Send Specifications

### Destination

Standard: E-mail/Internet FAX (SMTP), SMB3.0, FTP,  
WebDAV, Mail Box  
Optional: Super G3 FAX, IP Fax

### Address Book

LDAP (2,000)/Local (1,600)/Speed Dial (200)

### Send Resolution (dpi)

Push: Up to 600 x 600  
Pull: Up to 600 x 600

### Communication Protocol

File: FTP(TCP/IP), SMB3.0 (TCP/IP), WebDAV  
Email: SMTP, POP3

### File Format

Standard: TIFF, JPEG, PDF (Encrypted, Compact,  
Searchable, Apply Policy, Optimize for  
Web, User Signature, PDF A/1-b, Limited  
Color, Device Signature, User Signature),  
XPS (Compact, Searchable, Device Signature,  
User Signature), Office Open XML  
(PowerPoint, Word)

## Fax Specifications (Optional)

### Modem Speed

Super G3: 33.6 Kbps  
G3: 14.4 Kbps

### Compression Method

MH, MR, MMR, JBIG

### Resolution (dpi)

400 x 400, 200 x 400, 200 x 200, 200 x 100

### Sending/Recording Size

Statement-R to 11" x 17"

### Fax Memory

Up to 30,000 Pages (2,000 jobs)

### Speed Dials

Max. 200

### Group Dials/Destinations

Max. 199 Dials

### Sequential Broadcast

Max. 256 Addresses

### Memory Backup

Yes

## Store Specifications

### Mail Box (Number Supported)

100 User In-boxes, 1 Memory RX In-box, 50 Confidential Fax In-boxes, Maximum 10,000 Pages (2,000 jobs) Stored

### Advanced Box

Communication Protocol: SMB or WebDAV

Supported

Client PC: Windows (Windows 8.1/10)

Concurrent Connections (Max.)

SMB: 64

WebDAV: 3

### Advanced Box Available Disc Space

Approx. 16 GB (Standard HDD)

Approx. 480 GB (With Optional 1 TB HDD)

## Security Specifications

### Authentication and Access Control

User Authentication (Picture Login, Picture and PIN Login, Card Login, Username and Password Login, Function Level Login, Mobile Login), Department ID Authentication (Department ID and PIN Login, Function Level Login), uniFLOW Online Express<sup>17</sup> (PIN Login, Picture Login, Picture and PIN Login, Card Login, Card and PIN Login, Username and Password Login, Department ID and PIN Login, Function Level Login), Access Management System (Access Control)

### Document Security

Print Security (Secure Print, Encrypted Secure Print, Forced Hold Printing, uniFLOW Secure Print<sup>18</sup>), Receive Data Security (Confidential Fax Inbox Forwarding Received Documents Automatically), Scan Security (Encrypted PDF, Device Signature PDF/XPS, User Signature PDF/XPS, Adobe LiveCycle<sup>®</sup> Rights Management ES2.5 Integration), BOX Security (Mail Box Password Protected, Advanced Box Access Control), Send Data Security (Setting for requesting password input per transmission, Restricted E-mail/File send functions, Confirming FAX number, Allow/Restrict Fax Driver Transmissions, Allow/Restrict Sending from History, S/MIME Support), Document Tracking (Secure Watermark)

### Network Security

TLS 1.3, IPsec, IEEE802.1X authentication, SNMP V3.0, Firewall Functionality (IP/MAC Address Filtering), Dual Network Support (Wired LAN/Wireless LAN, Wired LAN/Wired LAN), Disabling Unused Functions (Enabling/Disabling Protocols/Applications, Enabling/Disabling Remote UI, Enabling/Disabling USB Interface), G3 FAX separation from LAN, USB Port separation from LAN, Prohibit the execution of files stored in Advanced Box in the MFP, Scan and Send-Virus Concerns for E-mail Reception

### Device Security

Protecting SSD Data [SSD Data Encryption (FIPS140-2 Validated), SSD Lock], Standard SSD Initialize, Trusted Platform Module (TPM), Job Log Conceal Function, Protecting MFD Software Integrity, Checking MFD Software Integrity (Verify System at Startup, Runtime Intrusion Detection)

### Device Management and Auditing

Administrator Password, Digital Certificate and Key Management, Audit Log, Cooperating with External Security Audit System (Security Information and Event Management), Image Data Logging, Security Policy Setting

## Environmental Specifications

### Operating Environment

Temperature: 50 to 86°F

Humidity: 20 to 80% RH (Relative Humidity)

### Power Requirements

C5870i/ C5860i/ 110-127V, 60Hz, 12A

C5850i: 110-127V, 60Hz, 10A

### Power Consumption

Maximum: Approx. 1,800 W

Standby: Approx. 56.1 W<sup>19</sup>

Sleep Mode: Approx. 0.8 W<sup>20</sup>

Typical Electricity Consumption (TEC) Rating<sup>21</sup>

C5870i: 0.86 kWh

C5860i: 0.71 kWh

C5850i: 0.57 kWh

C5840i: 0.47 kWh

### Standards

ENERGY STAR<sup>®</sup> Certified

Rated EPEAT<sup>®</sup> Gold

## Consumables

### Toner<sup>22</sup>

GPR-61 Toner BK/C/M/Y

GPR-61L Toner C/M/Y

### Toner Yield (Estimated @ 5% Coverage)

GPR-61 Toner

BK: 71,000 Pages

GPR-61 Toner

C/M/Y: 60,000 Pages

GPR-61L Toner

C/M/Y: 26,000 Pages

<sup>1</sup> Subscription to a third-party cloud service required. Subject to third-party cloud service providers' Terms and Conditions.

<sup>2</sup> Third-party SIEM system required. Subject to third-party SIEM system's Terms and Conditions. Canon cannot ensure compatibility with all third-party SIEM systems.

<sup>3</sup> This feature is off by default and must be turned on by the user. Warm-up times are affected once turned on.

<sup>4</sup> Requires additional option.

<sup>5</sup> For current EPEAT rating (Gold/Silver/Bronze), please visit [www.epeat.net](http://www.epeat.net).

<sup>6</sup> Finishing capabilities vary depending on the options connected.

<sup>7</sup> Envelope Feeder Attachment (standard) is required.

<sup>8</sup> Time from device power-on, until copy ready (not print reservation).

<sup>9</sup> Time from exiting Sleep mode to when printing is operational.

<sup>10</sup> Time from device power-on to when the copy icon appears and is enabled to operate on the touch panel display.

<sup>11</sup> Includes main unit and either Cassette Feeding Unit-AQ1, High Capacity Cassette Feeding Unit-C1, or Cabinet Type-V.

<sup>12</sup> Includes main unit, consumables, and Cassette Feeding Unit-AQ1.

<sup>13</sup> EPS can be printed directly only from the Remote User Interface.

<sup>14</sup> Requires the optional PCL International Font Set-A1.

<sup>15</sup> Requires the optional Barcode Printer Kit-D1.

<sup>16</sup> Other operating systems and environments, including AS/400, UNIX, Linux, and Citrix may be supported. Some of these solutions are chargeable. SAP Device Types are available via the SAP Market Place. For more information, contact your sales representative.

<sup>17</sup> No charge for this solution; however, activation is required.

<sup>18</sup> Requires uniFLOW Online/uniFLOW.

<sup>19</sup> Reference Value (measured one unit).

<sup>20</sup> 0.8 W Sleep mode not available in all circumstances due to certain settings.

<sup>21</sup> Based on ENERGY STAR Product Specification for Imaging Equipment Version 3.0.

<sup>22</sup> GPR-61L Toner also available for Color (C, M, Y). Yield (estimated @ 5% coverage) is 26,000 images.

For more information,  
call 1.800.815.4000  
or visit [csa.canon.com](http://csa.canon.com)



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Canon imageRUNNER ADVANCE DX C5870i  
Outstanding 70-ppm A3 Color MFP

Canon imageRUNNER ADVANCE DX C5860i  
Outstanding 60-ppm A3 Color MFP

Canon imageRUNNER ADVANCE DX C5840i  
Outstanding 40-ppm A3 Color MFP