ATTACHMENT NO. IX-B: Copiers

Motion: Approve the copier purchase with Canon Solutions
                              America for $88,048 along with the 5 year copy cost
                              of 0.034 for color and 0.0034 for black and white.

Recommended Action: Approve the motion

Currently North Boone is in a copier lease with rkdixon for about $3,133.40 per month for the copier and print costs. We have 16 copiers in the district with 1 of those being color. The final proposal amount includes 17 copiers with 2 being color.

North Boone conducted the RFP process on April 8th for the copiers for the District. We had 6 companies submit bids to consider.

In collaboration with the technology department it is being recommended that the District award the purchase to Cannon Solutions America.

Purchase Option: To purchase the copiers it would cost $88,048. The District would still be required to pay for the copy costs which includes a 5 year maintenance agreement. Color cost per page is 0.034 and black and white cost is 0.0034 per page. The maintenance agreement includes preventative maintenance, access to service technicians and a help desk.

Lease Option. The total cost for 5 years is $98,894.40 plus the copy costs at 0.034 for color and 0.0034 for black and white.

Purchasing the copiers would save the district $10,846.40 over the course of 5 years.

Below is an overview of the bids

Name	Copier Costs	Copy Costs BW	Copy Costs Color	Total
		370,000 per month	3,500 per month	
Gordon Flesch	$ 1,755.26	$ 1,875.00	$ 175.00	$ 3,805.26
rkdixon	$ 1,305.06	$ 1,875.00	$ 175.00	$ 3,355.06
Marco	$ 1,752.35	$ 1,200.00	$ 105.00	$ 3,057.35
Cannon	$ 1,527.00	$ 1,275.00	$ 119.00	$ 2,921.00
Stan's	$ 1,731.88	$ 1,462.50	$ 129.50	$ 3,323.88
Imagetec	$ 2,562.13	$ 1,803.75	$ 112.00	$ 4,477.88

The new copiers will be installed at the District during the summer months.

SMART CHANGE STARTS HERE.

ORIGINAL

**North Boone Community Unified
School District 200**

Thursday, April 8, 2021
Prepared by Steve Verdung
Major Account Executive
Canon Solutions America, Inc.
P: 847.706.3958
E: sverdung@csa.canon.com

Canon Solutions America
One Canon Park
Melville, NY 11747

Request for Proposal
Digital Multi-Function Devices

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April 7, 2021

Melissa Geyman
Director of Business Services CSBO
North Boone Community Unit District #200
6248 N. Boone School Rd.
Poplar Grove, IL 61065

Dear Melissa Geyman:

On behalf of Canon Solutions America, Inc., I would like to thank you for allowing us to respond to your Request for Proposal for Digital Multi-Function Devices. I believe that you will find our company, products and services to be of considerable value to your organization. Furthermore, we wish to express our commitment to provide North Boone Community Unit District #200 with the highest level of customer satisfaction.

Regarding contractual terms and conditions, we propose the use of the OMNIA Partners, Public Sector Cooperative Purchasing Program ("OMNIA Partners Program"), which provides members with favorable, negotiated terms and significant pricing discounts. The OMNIA Partners Program utilizes the University of California Contract No: 2020002755 with Canon Solutions America, Inc. ("Master Contract"). The Program can be used by any public, educational and non-profit entity which is also a OMNIA Partners Program member. Currently there is no fee to become a member of OMNIA Partners Program. We would be happy to discuss with you our experience with the OMNIA Partners Program and its advantages.

Our agreement, if you decide to award the contract to us, would be based on the terms and conditions of the Master Contract, except as otherwise stated in our proposal. The OMNIA Partners Program and the Master Contract are available at: https://www.omniapartners.com/publicsector. Please note that certain changes to the Master Contract may be permitted based on your requirements, with any final agreement to be mutually agreed to by the parties.

Enclosed, please find our proposal. I am pleased to designate Steve Verdung, Major Account Executive of Canon Solutions America as the main contact for North Boone Community Unit District #200. Should you have any questions or concerns, Steve can be contacted by phone at 847.706.3958 or by email at sverdung@csa.canon.com.

We look forward to hearing from you.

Sincerely,

Dawn Rouse

Dawn Rouse
Sr. Director, Strategic Pricing and Sales Operations

Strategic
Pricing
Review & Approval
By: OD   Date: 4.7.2021

Table of Contents

North Boone Community Unified School District 200

Request for Proposal
Digital Multi-Function Devices

Supplemental Documentation
Additional Information to Support Response

Response to Request for Proposal

Response to Section B. Networking

B. Networking:

All digital copiers/printers shall have the ability for a network connection using Ethernet TCP/IP protocol and meeting the following requirements:

1. The networked digital copiers/printers will be connected to the District's network using the TCP/IP protocol. Bandwidth speeds are capable of up to 1000 Mbps; depending upon location.

Agreed and Understood.

2. Networked digital copiers/printers shall allow printing from any desktop computer (Windows based) from within the Districts' networks. Printing from Google Workspace/Chromebooks is not a requirement but RFP's with this capability will get additional consideration. If additional hardware/software is required for this functionality, it will be detailed in the RFP.

Agreed and Understood. We can accommodate Chromebook printing.

3. If device driver software is necessary for computers to gain access to all the digital copier's/printer's functions device drivers for Windows shall be available.

Agreed and Understood.

4. Upon being properly authenticated to the networked digital copier/printer, each device shall be able to be managed over the network using a browser.

Agreed and Understood. This is standard on all proposed devices.

5. The device's browser management interface will be completely HTML5 compliant. Additional browser plugins/extensions (e.g. Java) will not be required to access the interface or to enable functionality. The remote management interface will grant access to all configuration settings and logs, as well as to maintenance tasks like shutdown/reboot and applying firmware updates to the device.

Agreed and Understood.

6. The responder shall specify all electrical requirements, including the necessity for special electrical receptacles, dedicated lines, surge protection, etc.

Agreed and Understood.

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7. Web based printer management software for centralized control of all devices will be provided to District by responder.

Agreed and Understood. Included with our proposal is the Remote User Interface and the Remote Operations Viewer. Both solutions will meet this requirement.

8. All proposed equipment will be guaranteed to not interfere with any networked device of any kind currently installed within the District.

Agreed and Understood.

9. Responder will specify the manufacturer's firmware/software update release cycle (e.g., quarterly, annually, as needed) and if these updates are publicly available for download by the District or secured behind a paywall such as a maintenance contract.

Agreed and Understood.

10. Additional consideration will be given to bids that contain printers/copiers that are compatible with HID Prox card format H10302 and can communicate with an external source, either through a plugin or LDAP, for secure print validation. Details on how this integration would be established will be provided by responder.

Agreed and Understood.

With uniFLOW Online Express, administrators can secure Canon devices against unauthorized access and usage though device authentication. uniFLOW Online Express is a free, easy to install, secure cloud-based solution designed to upgrade document security, increase productivity, and facilitate central control of copying and scanning.

We can discuss this free option further or look at other offerings we can provide to the District to satisfy your needs.

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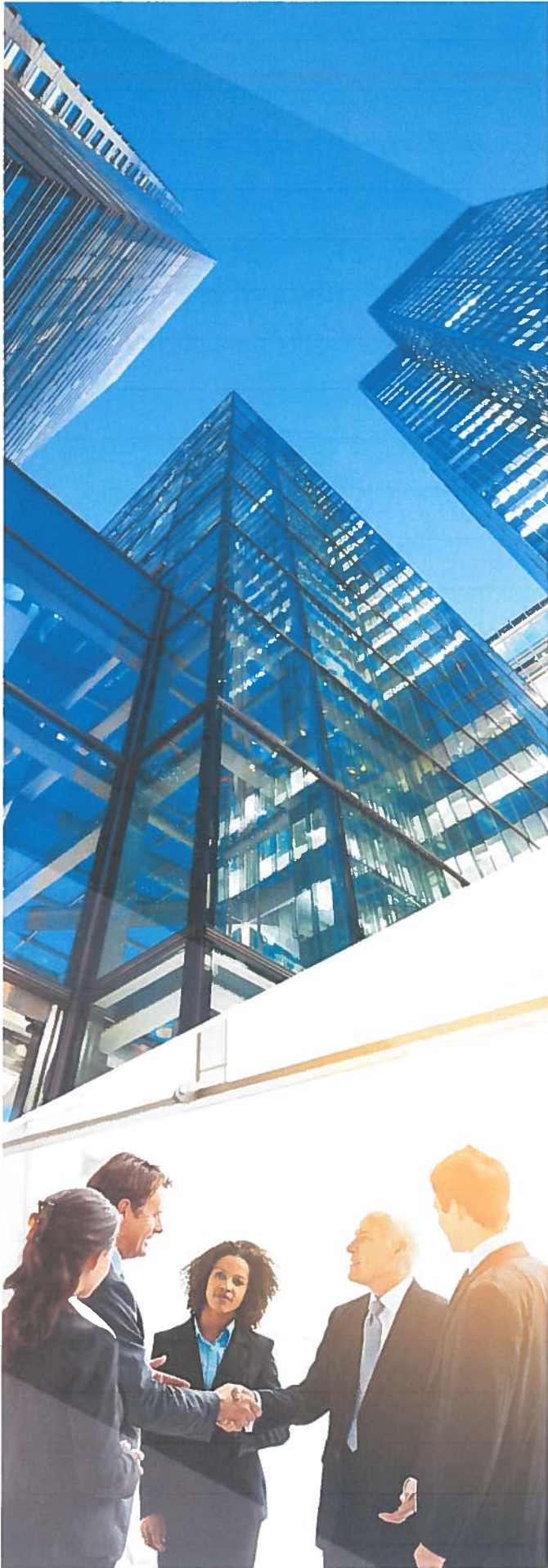
Pricing

Pricing

All pricing requirements are included as stated in the RFP. We propose the use of the OMNIA Partners, Public Sector Cooperative Purchasing Program ("OMNIA Partners Program"), which provides members with favorable, negotiated terms and significant pricing discounts. The OMNIA Partners Program utilizes the University of California Contract No: 2020002755 with Canon Solutions America, Inc. ("Master Contract").

60 Month FMV Lease $1,527 per month

All black and white impressions billed at .0034 and color at .034

Service Organization Overview

Service Organization Overview

As a sales and service subsidiary of Canon U.S.A., Inc., Canon Solutions America, Inc. is part of a larger support network and can provide extensive support to you. Our service and support division is the backbone of our company's success. At Canon Solutions America, we take great pride in our comprehensive support structure which allows our customers to enjoy a blanket of technical service coverage that ensures their ongoing satisfaction.

Geographic Reach

Canon Solutions America provides geographic coverage in major metropolitan areas throughout the United States. Each region is supported by a comprehensive web of service professionals who provide best-in-class technical support to our growing base of customers. Beyond these critical regions, a network of independent Canon-authorized service companies stands ready to support your needs. All servicing entities must adhere to strict performance guidelines and must be fully certified to provide technical assistance on your Canon product.

The strength of the Canon service delivery program is the over 1,000 locations across the United States that are all certified to meet Canon standards. There are over 7,500 factory-trained technicians who help solve technical and equipment problems wherever your site may be. All authorized service centers are required to submit a detailed business plan describing prospective territory and staffing plans as well as financials. They must agree to use only genuine Canon parts, and they must consent to unscheduled observations by Canon management.

Service Hours

Canon Solutions America's standard service hours are Monday through Friday, 8:30 AM to 5:00 PM EST, excluding weekends and holidays.

Extended Service Hours

Canon Solutions America offers the flexibility of extended service hours. Should you require service outside of the scope of our standard service hours, we can accommodate your request by contracting on a device or location basis as required. We can also provide a dedicated technician to be on standby, should you have critical uptime or volume issues. Extended service is not available in all locations.

Service Requests and Alerts

There are multiple options for placing a service call:
- Call the toll-free number located directly on your Canon equipment.
- Place a request online at http://www.csa.canon.com.
- Via your myCSA account.

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Secure Account Management

myCSA is a self-service portal available 24 hours a day, 7 days a week that provides an efficient way to handle day-to-day functions related to your Canon devices. Upon enrollment you can take advantage of the many features of myCSA, such as the ability to view your current fleet status, enter Meter Reads, place Service Requests, order Contract Supplies,[1] or manage machines on our Auto Toner program and retrieve account information from any tablet, laptop, or desktop. myCSA works seamlessly with imageWARE Remote, so you can easily request service for your equipment online. You can also check the status of active service requests as well as review closed requests.

imageWARE Remote

imageWARE Remote is firmware that is embedded in our imageRUNNER products. The function of imageWARE Remote is to automatically provide accurate meter reads without the need for customer intervention. It helps reduce administrative costs and increase accuracy. The meters are automatically read every day for the most up-to-date reporting capabilities. The Service Monitoring portion of this tool automatically notifies our Dispatch Department of a hardware/software error. This feature allows our Dispatch Representatives to proactively call you to confirm that service is required. Devices which utilize imageWARE Remote can also be set up on our Auto Toner program.

imageWARE Enterprise Management Console

The imageWARE Enterprise Management Console delivers an easy-to-use centralized point of control for all devices installed across your organization. This expandable console helps reduce downtime by directing low toner, paper jams, and device management alerts via email messages to the designated resource(s) within your organization. It's designed for easy implementation and simplified expandability.

Help Desk Triage

Canon Solutions America delivers the remote technical support needed to resolve disruptive workflow issues quickly, so critical systems can resume normal operations as soon as possible. **Our Help Desk services provide a single point of contact for all incidents and service requests.**

- Help Desk availability from 8:30 AM to 8:00 PM EST Monday to Friday.
- Toll-free phone and email access to support staff.
- Dispatch service.
- Call logging and ticket generation.
- Incident management.
- Escalation management.
- Extended Help Desk support 24/7/365 available.[2]

The Help Desk covers a wide spectrum of hardware, software, network connectivity, application, and workflow issues. It is the interconnectivity of these areas that sometimes creates challenging scenarios that require intelligent troubleshooting. The Help Desk is uniquely qualified to provide that type of assistance.

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[1] Requires an active service contract with Canon Solutions America, Inc.
[2] 24/7/365 Extended Solutions Support is currently available for uniFLOW, Therefore, IRIS, and IDEAS enterprise solutions only.

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Help Desk services are delivered via the National Consulting and Support (NCS) customer helpdesk with escalation to Canon U.S.A. and partner support desks, if necessary. With expert assistance, Canon Solutions America delivers remote technical support to help resolve issues quickly.

Service Escalation

For technical issues that require further escalation, we have a rigid escalation process to help ensure reduced downtime and increased productivity.

Supplies Replenishment

If your machines utilize imageWARE Remote, they are eligible to be put on our Auto Toner Program. When on Auto Toner, you no longer need to worry about ordering toner. The device sends a notification when toner is getting low and an order is automatically created. An established supply contact for the machine will receive an email when an order is created and another when it ships (including tracking) so you are always informed. Seeing and managing machines that are enrolled in Auto Toner is made easy through myCSA.

If a machine is not on our Auto Toner program, the District may call the toll-free Customer Service Department to speak to a Customer Service Representative who will place the supply order. This department is available Monday through Friday, 8:30 AM to 8:00 PM EST, to accommodate our customers with offices nationwide. The toll-free number is located directly on the Canon equipment. The representative will verify a contact person, address, and serial number, inquire about the number of toners needed, and provide a confirmation number.

The District may also place a supply order via myCSA, a web-based account management tool included with an active Canon Solutions America, Inc. service agreement, and online at http://www.csa.canon.com.

At the District's request, Canon Solutions America can maintain a standard stock of parts and supplies onsite, provided there is a secure location for storage. Maintaining a consistent supply of toner and additional supplies onsite helps improve the uptime of your Canon equipment.

Meter Read Management

Canon Solutions America offers a variety of meter read submission methods. the District may submit them manually by calling our Customer Service Department's toll-free number; however, we encourage you to use our automated submissions tools, myCSA and imageWARE Remote, which are free of charge.

Service Technicians

Through thousands of certified field service engineers nationwide, our service organization utilizes a single "Total Service Process." Our customers have access to local, regional, and national level engineers, ensuring Service Level Agreement compliance regardless of location. Mobile technology allows our field technicians and industry certified engineers to handle customer calls quickly and efficiently, to help minimize downtime.

Canon Solutions America service technicians average 15 years' experience and are factory trained on Canon's equipment as well as the network support systems and software that drive its sophisticated technology. Our primary service objective is to resolve the problem on our first visit and eliminate the need for additional calls for the same problem.

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To accomplish this, our service organization:

- Offers unparalleled, manufacturer direct service and support.
- Delivers an average response time of four hours.
- Utilizes a state-of-the-art Automated Dispatching System:
  - Live person responds to caller.
  - Service technician receives text page with customer information.
  - Service technician calls customer with expected arrival time and, if applicable, troubleshooting occurs over the phone.

Our service technicians are measured on machine reliability—not on the number of calls per day. As a result, customers are assured that the technician is dedicated to increasing productive time for their Canon equipment. For the customer this means one service call, one technician.

All new technicians attend an extensive new-hire training program called **Printing and Digital Imaging Foundations** (PDIF), which provides the technicians tools to maintain, troubleshoot, and repair Canon products. During this time, the new hire service technicians receive classroom-based training and hands-on training in the field. The technician, upon successful completion, is certified on a specific Canon model, which is based on territory demand, and has received critical skill courses that enable the technician to be a successful service technician in the field. The critical skills portion of their training includes the following: Customer Satisfaction Skills, Basic Network Install, Complete Call Process, Troubleshooting, Communication, and Technology. Ongoing product training and certifications are provided continually and are based on new technology and field territory growth.

The **Association of Technical Service Professionals** (ATSP) program is designed by Canon U.S.A. to uphold the high performance standards intended to support the needs and expectations of Canon customers. The ATSP program provides assurance that its certified members have attained a level of knowledge and performance that is second to none in our competitive business. The program sets out strict guidelines to which service technicians must adhere, ensuring customers receive best-in-class service. Canon Solutions America is proud of its high volume of certified professionals currently in our organization.

Preventative Maintenance

We establish preventative maintenance schedules to aggressively address technical issues before they become an operational problem that might result in equipment downtime. Service technicians will perform a Complete Call Process in which they service the unit to a preventative maintenance standard each time the unit is repaired. The technician will clean all optics and remove, inspect, and clean all assemblies of the machine and its accessories. This Complete Call Process ensures a consistent level of service at all times.

Cycle Clinic Preventative Maintenance

With our Cycle Clinic automated preventative maintenance program, Canon Solutions America is able to increase customer satisfaction utilizing revolutionary product design enhancements that will help significantly improve unscheduled downtime, minimize machine failures, and maximize copy quality. The device will be able to send a service call into our system prior to the end user needing service. Additionally, all networked devices will place service calls with Canon Solutions America when durables (customer replaceable components) near their end of life. This will allow the technician to be proactive with the parts required, prior to arriving, resulting in fewer emergency calls and a much higher first-call fix ratio. With Service approval, the Cycle Clinic automated preventative maintenance program is optional, at no additional cost.

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Equipment Overview

Equipment Overview

imageRUNNER ADVANCE DX 4700 Series

[Product Brochure](#)

The four models of the imageRUNNER ADVANCE DX 4700 series comprise the monochrome mid-volume office offerings of Canon's enterprise lineup. Ideal for small to mid-size businesses that require fast and reliable A3 print, copy, and scanning, and for enterprise environments looking for a consistent user experience across their fleet.

Designed to support the goals of business and to adapt to the fast-changing world we live in, the imageRUNNER ADVANCE DX platform is built to complement every stage of the document lifecycle: from creation to management, output to archival, while aiming to support customers' security and environmental goals. This platform is positioned to be the core of digital business communications where imaging technology, cloud connectivity, and mobile solutions converge.

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.

Main Unit	
Speed (BW; LTR)	imageRUNNER ADVANCE DX 4751i: Up to 51 ppm imageRUNNER ADVANCE DX 4745i: Up to 45 ppm imageRUNNER ADVANCE DX 4735i: Up to 35 ppm imageRUNNER ADVANCE DX 4725i: Up to 25 ppm
Control Panel	10.1" TFT LCD WSVGA Color Soft Key Flat-panel
Document Feeder	Single Pass Duplexing Automatic Document Feeder (Up to 200 sheets; 20 lb. bond)
Memory and Storage	3.0 GB RAM; 250 GB HDD (standard); 1 TB Maximum (optional)
Standard Paper Source	1,200 Sheets (2 x 550-sheet Paper Cassettes; 100-sheet stack bypass) Maximum paper size supported in cassette 1: 11-3/4" x 8-1/2"
Maximum Paper Size:	Print up to 11 3/4" x 17"
Optimum Zone	imageRUNNER ADVANCE DX 4751i: 5-65K imageRUNNER ADVANCE DX 4745i: 5-65K imageRUNNER ADVANCE DX 4735i: 5-45K imageRUNNER ADVANCE DX 4725i: 3-40K
Maximum Volume	imageRUNNER ADVANCE DX 4751i: 215K

imageRUNNER ADVANCE DX 4745i: 170K
imageRUNNER ADVANCE DX 4735i: 135K
imageRUNNER ADVANCE DX 4725i: 95K

Note: The maximum monthly volume print/copy represents the maximum number of pages the machine can produce within a one-month period. It is not recommended to operate the machine at or beyond this volume on a consistent monthly basis.

Standard Security Features

- Access Management System
- User Authentication
- Department ID Authentication
- Universal Login Manager (Device and Function Level Log-in)
- Trusted Platform Module (TPM)
- Hard Disk Password Lock
- Hard Disk Drive Erase
- Mail Box Password Protection
- HDD Encryption (FIPS-140-2 Validated)
- IP Sec
- Encrypted Secure Print
- Secure Watermark
- Encrypted PDF
- User Signatures
- uniFLOW Online Express

- Adobe Live Cycle® Rights Management ES2.5 Integration
- Device Signature
- Verify System at Startup
- McAfee™ Embedded Control
- IP/MAC Address Filtering
- TLS Encrypted Communication (v1.0/1.1/1.2/1.3)
- SNMP V3.0
- IEEE 802.1X
- IPv6
- SMTP Authentication
- POP Authentication before SMTP, 5/MIME
- SIEM Integration

Standard Features

- 200-sheet Single Pass Duplexing Automatic Document Feeder (4751i/4745i models) OR Duplex Automatic Document Feeder OR Platen Cover ((4735i/4725i models)
- 2 x 550-sheet Paper Cassette, 100-sheet stack Bypass
- 3.0 GB RAM; 250 GB HDD
- UFR II, PCL®6, Adobe® PS®3 Printing
- Direct PDF/XPS Printing
- Color Universal Send with PDF High Compression
- Trace and Smooth PDF
- Searchable PDF/XPS
- OOXML (Scan to PPT and Word)
- Color Image Reader

- Web Browser
- Ethernet 1000Base-T/100Base-TX/10Base-T
- WiFi Connectivity (Wireless LAN IEEE 802.11b/g/n)
- USB 2.0/3.0 Connectivity
- Universal Login Manager (ULM) (Requires download)
- uniFLOW Online Express
- Remote Operator's Software Kit
- Color Network ScanGear
- Drum Units
- SMB 3.0 Support

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ADDITIONAL DEVICE OPTIONS AVAILABLE

Paper Sources (Maximum Capacity 2,300 sheets)	Cassette Feeding unit-AN1 (Dual 550-sheet paper cassettes) High Capacity Cassette Feeding Unit-B1 (2,450-sheet paper deck) Paper Deck Unit-F1 (2,700-sheet paper deck) Cabinet Type-Q Envelope Feeder Attachment-D1
Finishing/Output Options	Inner 2-Way Tray-L1 Inner Finisher-J1 Inner 2/3 Hole Puncher-C1 (for Inner Finisher-J1) Buffer Pass Unit-N1 Staple Finisher-Y1 (External – Requires Buffer Pass Unit-N1) Booklet Finisher-Y1 (External – Requires Buffer Pass Unit-N1) 2/3-Hole Puncher Unit-A1 (for External Finishers)
Accessories	Single Pass DADF-C1 DADF-BA1 Utility Tray-B1 Platen Cover-Y2 Copy Card Reader-F1 Copy Card Reader Attachment-B6 Canon Card Set-A1 (1-30) Canon Card Set-A2 (31-100) Canon Card Set-A3 (101-200) Canon Card Set-A4 (201-300) Canon Card Set-A5 (301-500) Canon Card Set-A6 (501-1000) Copy Control Interface Kit-A1 USB Keyboard Universal Keyboard Stand-A1 Card Reader Assembly for Universal Keyboard Stand Attachment Kit for Reader-A1 Convenience Stapler-A1 uniFLOW Express Welcome Kit for imageRUNNER ADVANCE (Only One (1) Kit per Account Required)
Connectivity Options	PCL International Font Set-A1 Barcode Printing Kit-D1 MEAP Web Connection Kit V5.6 for DX Super G3 Fax Board-BF1 Super G3 2nd Line Fax Board-BF1 Super G3 3rd/4th Line Fax Board-AS2 IP Fax Expansion Kit-B1 HDD Mirroring Kit-J1 Remote Fax Kit-A1 HDD Data Erase Scheduler V3.1.2 2.5 inch/250 GB HDD-N1 2.5 inch/1 TB HDD-P1 Numeric Keypad-A1

	IC Card Reader Box for Numeric Keypad-A1
	Connection Kit –A2 for Bluetooth LE
	NFC Kit-E1
	MiCard PLUS SC Reader

ADDITIONAL DEVICE OPTIONS AVAILABLE

Accessibility Options	Braille Label Kit-F1
	ADF Access Handle-A1
	Voice Guidance Kit-G1 (Requires Numeric Keypad-A1 & Option Attachment kit for Reader-A1)
	Voice Operation Kit-D1 (Requires Numeric Keypad-A1 & Option Attachment kit for Reader-A1)
Delivery and Installation	imageRUNNER ADVANCE DX 4751/4745 Install Pak
	imageRUNNER ADVANCE DX 4735/4725 Install Pak
	Low Volume Connectivity (Up to 30 ppm)
	Mid Volume Connectivity (30+ ppm up to 79 ppm)
	ESP Next Gen PCS Power Filter (120V/15A)
Services	imageRUNNER Project Management Services
	imageRUNNER ADVANCE Implementation Services by Local Systems Engineer
	Universal Send Professional Services by Local Systems Engineer
	Subscription Support Services (6 Unit to 1000 Unit Blocks)
Supplies	Staple-P1
	Staple Cartridge-Y1 for Booklet Finisher-Y1)
	GPR-57 Drum Unit
	(4751/4745 -334K impressions,4735/4725 – 298K impressions)
	GPR-57 Toner Black (42,100 impressions @ 6% coverage)
Event Sentry MFD Device Licenses	EventSentry DX MFD Device License – 5 Devices
	EventSentry DX MFD Device License – 10 Devices
	EventSentry DX MFD Device License – 25 Devices
	EventSentry DX MFD Device License – 50 Devices
	EventSentry DX MFD Device License – 100 Devices
	EventSentry DX MFD Device License – 250 Devices
	EventSentry DX MFD Device License – 500 Devices
	EventSentry DX MFD Device License – 1000 Devices

Optional accessories listed are not necessarily included in the proposed configuration or final price.
Additional accessories that are not listed may also be available.
Specifications subject to change without notice.

Equipment Overview

imageRUNNER ADVANCE DX C5700i Series

[Product Brochure](#)

The four models of the imageRUNNER ADVANCE DX C5700i series comprise the Segment 3 and Segment 4 color offerings of Canon's enterprise lineup. Ideal for small to mid-size office environments that require fast and reliable A3 color printing, copying, and scanning. Also appropriate for workgroups and departments within enterprise environments. Easily integrates with Canon's holistic business solutions and fleet environments featuring other imageRUNNER ADVANCE models.

Designed to support the goals of business and to adapt to the fast-changing world we live in, the imageRUNNER ADVANCE DX platform is built to complement every stage of the document lifecycle: from creation to management, output to archival, while aiming to support customers' security and environmental goals. This platform is positioned to be the core of digital business communications where imaging technology, cloud connectivity, and mobile solutions converge.

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.

Main Unit	
Speed (Color/BW; LTR)	imageRUNNER ADVANCE DX C5760i: Up to 60/60 ppm imageRUNNER ADVANCE DX C5750i: Up to 50/50 ppm imageRUNNER ADVANCE DX C5740i: Up to 40/40 ppm imageRUNNER ADVANCE DX C5735i: Up to 35/35 ppm
Control Panel	10.1" TFT LCD WSVGA Color Soft Key Flat-panel
Document Feeder	Single Pass Duplexing Automatic Document Feeder (Up to 200 sheets; 20 lb. bond)
Memory and Storage	4.0 GB RAM; 250 GB HDD (standard); 1TB Maximum (optional)
Standard Paper Source	1,200 Sheets (2 x 550-sheet Paper Cassettes; 100-sheet Stack Bypass) Maximum paper size supported in cassette 1: 12" x 18"
Maximum Paper Size:	Print up to 12-5/8" x 18"
Optimum Zone	imageRUNNER ADVANCE DX C5760i: 12K - 60K imageRUNNER ADVANCE DX C5750i: 10K - 50K imageRUNNER ADVANCE DX C5740i: 8K - 45K imageRUNNER ADVANCE DX C5735i: 5K - 30K
Maximum Volume	imageRUNNER ADVANCE DX C5760i: 240K imageRUNNER ADVANCE DX C5750i: 185K

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imageRUNNER ADVANCE DX C5740i: 140K
imageRUNNER ADVANCE DX C5735i: 125K

Note: The maximum monthly print/cop volume represents the maximum number of pages the machine can produce within a one-month period. It is not recommended to operate the machine at or beyond this volume on a consistent monthly basis.

Standard Security Features

- Access Management System
- HDD Data Erase
- HDD Data Encryption (FIPS-140-2)
- IP Sec
- Encrypted Secure Print
- Secure Watermark
- Encrypted PDF
- Digital Signature PDF (Device and User Signature)
- Verify System at Startup
- McAfee™ Embedded Control
- SIEM Integration
- Auto Certificate Update
- Port Management, IP Address & MAC Filtering
- Cipher Algorithm Selection
- TLS 1.3 Support and SLL3.0 Disabled

Standard Features

- 2 x 550-sheet Paper Cassettes; 100-sheet Stack Bypass
- 200-sheet Single Pass Duplexing Automatic Document Feeder
- Envelope Feeder Attachment
- 4.0 GB RAM; 250 GB HDD
- UFR II, PCL®6, Adobe® PS®3 Printing
- Direct PDF/XPS Printing
- Color Universal Send with PDF High Compression
- Trace and Smooth PDF
- Searchable PDF/XPS
- OOXML (Scan to PPT and Word)
- Color Image Reader
- Web Browser
- Ethernet 1000Base-T/100Base-TX/10Base-T
- WiFi Connectivity (Wireless LAN IEEE 802.11b/g/n)
- USB 2.0/3.0 Connectivity
- Universal Login Manager (ULM) (Requires download)
- uniFLOW Online Express
- Remote Operator's Software Kit
- Color Network ScanGear
- Drum Units
- SMB 3.0 Support

ADDITIONAL DEVICE OPTIONS AVAILABLE

Paper Sources (Maximum Capacity 9,300 sheets)	High Capacity Cassette Feeding Unit-A1 (2,450-sheet capacity)
	Cassette Feeding Unit-AM1 (Two 550-sheet cassettes)
	Paper Deck Unit-F1 (2,700-sheet capacity)
	Cabinet Type-N
	Copy Tray-J2
Finishing/Output Options	Staple Finisher-Y1 (requires Buffer Pass Unit-L1)
	Booklet Finisher-X1 (requires Buffer Pass Unit-L1)
	Buffer Pass Unit-L1
	2/3 Hole Puncher Unit-A1 (for Staple/Booklet Finisher-Y1)
	Inner 2-Way Tray-J1
	Inner Finisher-H1

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ADDITIONAL DEVICE OPTIONS AVAILABLE

Inner 2/3 Hole Puncher (for Inner Finisher-H1)

ADDITIONAL DEVICE OPTIONS AVAILABLE

Accessories	Tab Feeding Attachment-F1
	Utility Tray-B1
	Platen Cover-Y2
	USB Keyboard
	Copy Card Reader Attachment-B7
	Copy Card Reader-F1
	Canon Card Set-A1 (1-30)
	Canon Card Set-A2 (31-100)
	Canon Card Set-A3 (101-200)
	Canon Card Set-A4 (201-300)
	Canon Card Set-A5 (301-500)
	Canon Card Set-A6 (501-1000)
	Copy Control Interface Kit-A1
	Convenience Stapler-A1
	Universal Keyboard Stand-A1
	Card Reader Assembly for Universal Keyboard Stand
	uniFLOW Express Welcome Kit for imageRUNNER ADVANCE (Only One (1) Kit per Account Required)
Connectivity Options	PCL International Font Set-A1
	Barcode Printing Kit-D1
	MEAP Web Connection Kit V5.6 for DX
	Super G3 Fax Board-AS2
	Super G3 2nd Line Fax Board-AS2
	Super G3 3rd/4th Line Fax Board-AS2
	IP Fax Expansion Kit-B1
	Remote Fax Kit-A1
	HDD Mirroring Kit-J1
	HDD Data Erase Scheduler V3.1.3
	2.5 inch/250GB HDD-N1
	2.5 inch/1 TB HDD-P1
	Numeric Keypad -A1
	IC Card Reader Box for Numeric Keypad-A1
	Connection Kit –A2 for Bluetooth LE
	NFC Kit-E1
	MiCard PLUS SC Reader
imagePASS Options	imagePASS-P2 V1.1
	Hot Folders License
	Fiery Compose
	Fiery Impose

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ADDITIONAL DEVICE OPTIONS AVAILABLE

	Fiery Impose and Compose
	Productivity Package Web Activate
	X-Rite i1 spectrophotometer
	i1 Publish (i1 Profiler) Software
	Fiery Color Profiler Suite
	Fiery Color Profiler Suite Annual Maintenance
Accessibility Options	Braille Label Kit-F1
	ADF Access Handle-A1
	Voice Guidance Kit-G1 (Requires Numeric Keypad-A1)
	Voice Operation Kit-D1 (Requires Numeric Keypad-A1)
Delivery and Installation	imageRUNNER ADVANCE DX C5700 Install Pak
	Mid Volume Connectivity (30+ ppm up to 79 ppm)
	ESP Next Gen PCS Power Filter (208V/15A)
Services	imageRUNNER Project Management Services
	imageRUNNER ADVANCE Implementation Services by Local Systems Engineer
	imageRUNNER ADVANCE External Controller Premium Implementation Services by Local Systems Engineer
	Universal Send Professional Services by Local Systems Engineer
	Subscription Support Services (6 Unit to 1000 Unit Blocks)
Supplies	Staple Cartridge-Y1 (for Booklet Finisher-Y)
	Staple-P1
	GPR-55 Drum Unit *(iR-ADV C5760i – BW 480K/CL 392K impressions, iR-ADV C5750i – BW 485K/CL 393K impressions, iR ADV DX C5740i – BW 417K/CL 336K impressions, iR ADV DX C5735i – BW 488K/CL 386K impressions)*
	GPR-55 Toner BK *(69K impressions @ 5% coverage)*
	GPR-55 Toner C *(60K impressions @ 5% coverage)*
	GPR-55 Toner M *(60K impressions @ 5% coverage)*
	GPR-55 Toner Y *(60K impressions @ 5% coverage)*
	GPR-55L Toner C *(26K impressions @ 5% coverage)*
	GPR-55L Toner M *(26K impressions @ 5% coverage)*
	GPR-55L Toner Y *(26K impressions @ 5% coverage)*
EventSentry MFD Device Licenses	EventSentry DX MFD Device License – 5 Devices
	EventSentry DX MFD Device License – 10 Devices
	EventSentry DX MFD Device License – 25 Devices
	EventSentry DX MFD Device License – 50 Devices
	EventSentry DX MFD Device License – 100 Devices
	EventSentry DX MFD Device License – 250 Devices
	EventSentry DX MFD Device License – 500 Devices
	EventSentry DX MFD Device License – 1000 Devices

Optional accessories listed are not necessarily included in the proposed configuration or final price.
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Specifications subject to change without notice.

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Equipment Overview

imageRUNNER ADVANCE DX 6700 Series

Product Brochure

The three models of the imageRUNNER ADVANCE DX 6700 series comprise the monochrome mid- to high-volume office offerings of Canon's enterprise lineup. This series is ideal for all types of organizations, including legal and education as well as financial and manufacturing businesses, that require high-volume black-and-white printing and scanning, and diverse finishing needs. The imageRUNNER ADVANCE DX 6700 series is well-suited for document intensive workflows.

Designed to support the goals of business and to adapt to the fast-changing world we live in, the imageRUNNER ADVANCE DX platform is built to complement every stage of the document lifecycle: from creation to management, output to archival, while aiming to support security and environmental goals. This platform is positioned to be the core of digital business communications where imaging technology, cloud connectivity, and mobile solutions converge.

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

Main Unit	
Speed (BW; LTR)	imageRUNNER ADVANCE DX 6780i: Up to 80 ppm imageRUNNER ADVANCE DX 6765i: Up to 65 ppm imageRUNNER ADVANCE DX 6755i: Up to 55 ppm
Control Panel	10.1" TFT LCD WSVGA Color Soft Key Flat-panel
Document Feeder	Single Pass Duplexing Automatic Document Feeder (Up to 200 sheets; 20 lb. bond)
Memory and Storage	3.0 GB RAM; 250 GB HDD (standard); 1 TB Maximum (optional)
Standard Paper Source	4,360 Sheets (2 x 1,560-sheet Paper Drawers, 2 x 570-sheet Paper Cassettes; 100-sheet Multipurpose Tray) Maximum paper size supported in cassette 1: 11-3/4" x 8-1/2"
Maximum Paper Size:	Print up to 11 ¾" x 19 ¼"
Optimum Zone	imageRUNNER ADVANCE DX 6780i: 30 – 150K imageRUNNER ADVANCE DX 6765i: 25 – 110K imageRUNNER ADVANCE DX 6755i: 20 – 70K
Maximum Volume	imageRUNNER ADVANCE DX 6780i: 30 – 350K imageRUNNER ADVANCE DX 6765i: 25 – 280K imageRUNNER ADVANCE DX 6755i: 20 – 2300K

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Note: The maximum monthly volume print/copy represents the maximum number of pages the machine can produce within a one-month period. It is not recommended to operate the machine at or beyond this volume on a consistent monthly basis.

Standard Security Features

- Access Management System
- HDD Data Erase
- HDD Data Encryption (FIPS-140-2)
- IP Sec
- Encrypted Secure Print
- Secure Watermark
- Encrypted PDF
- Digital Signature PDF (Device and User Signature)

- Verify System at Startup
- McAfee™ Embedded Control
- SIEM Integration
- Auto Certificate Update
- Port Management, IP Address & MAC Filtering
- Cipher Algorithm Selection
- TLS 1.3 Support and SLL3.0 Disabled

Standard Features

- 2 x 1,560-sheet Paper Drawers, 2 x 570-sheet Paper Cassettes; 100-sheet Multipurpose Tray
- 3.0 GB RAM; 250 GB HDD
- UFR II, PCL®6, Adobe® PS®3 Printing
- Direct PDF/XPS Printing
- Color Universal Send with PDF High Compression
- Trace and Smooth PDF
- Searchable PDF/XPS
- OOXML (Scan to PPT and Word)
- Color Image Reader

- Web Browser
- Ethernet 1000Base-T/100Base-TX/10Base-T
- WiFi Connectivity (Wireless LAN IEEE 802.11b/g/n)
- USB 2.0/3.0 Connectivity
- Universal Login Manager (ULM) (requires download)
- uniFLOW Online Express
- Remote Operator's Software Kit
- Color Network ScanGear
- Drum Units
- SMB 3.0 Support

ADDITIONAL DEVICE OPTIONS AVAILABLE

Paper Sources (Maximum Capacity 8,020 sheets)	Paper Deck Unit-E1 (3,660-sheet paper deck)
	POD Deck Lite-C1 (3,660-sheet capacity)
	Copy Tray-R2
Finishing/Output Options	Staple Finisher-AC1
	Booklet Finisher-AC1
	Finisher Jogger Kit-A1
	2/3-Hole Puncher Unit-A1 (for External Finishers)
	Document Insertion Unit-P1 (for External Finishers)
	Document Insertion/Folding Unit-J1 (for External Finishers)
Accessories	Tab Feeding Attachment Kit-B1
	Utility Tray-B1
	Upright Control Panel-J1
	Printer Cover-H2

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	Copy Card Reader-F1
	Copy Card Reader Attachment-A4
	Canon Card Set-A1 (1-30)
	Canon Card Set-A2 (31-100)
	Canon Card Set-A3 (101-200)
	Canon Card Set-A4 (201-300)
	Canon Card Set-A5 (301-500)
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	Copy Control Interface Kit-A1
	USB Keyboard
	Universal Keyboard Stand-A1
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	MEAP Web Connection Kit V5.6 for DX
	Super G3 Fax Board-AS2
	Super G3 2nd Line Fax Board-AS2
	Super G3 3rd/4th Line Fax Board-AS2
	IP Fax Expansion Kit-B1
	HDD Mirroring Kit-J1
	Remote Fax Kit-A1
	HDD Data Erase Scheduler V3.1.2
	2.5 inch/250GB HDD-N1
	2.5 inch/1 TB HDD-P1
	Numeric Keypad -A1
	Connection Kit –A2 for Bluetooth LE
	NFC Kit-E1
	MiCard PLUS SC Reader
imagePASS Options	imagePASS-Y3 V1.1
	OS upgrade kit for Y3
	Fiery Compose
	Fiery Impose
	Fiery Impose and Compose
	Fiery Image Viewer
	Removable HDD Kit-B6
	Integrated Interface & Stand-NX One
Accessibility Options	Braille Label Kit-F1
	ADF Access Handle-A1
	Voice Guidance Kit-G1 (Requires Numeric Keypad-A1)
	Voice Operation Kit-D1 (Requires Numeric Keypad-A1)
Delivery and Installation	imageRUNNER ADVANCE DX 6700 Install Pak
	Mid Volume Connectivity (30+ ppm up to 79 ppm)
	High Volume Connectivity (Over 80 ppm)
	ESP Next Gen PCS Power Filter (120V/20A)

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Services	imageRUNNER Project Management Services (For 50+ engines)
	imageRUNNER ADVANCE Implementation Services by Local Systems Engineer
	imageRUNNER ADVANCE External Controller Premium Implementation Services by Local Systems Engineer
	Universal Send Professional Services by Local Systems Engineer
	Subscription Support Services (6 Unit to 1000 Unit Blocks)

ADDITIONAL DEVICE OPTIONS AVAILABLE

Supplies	Staple Cartridge-X1 (for Staple/Booklet Finisher-AC1)
	Staple Cartridge-Y1 (for Booklet Finisher-AC1)
	Staple-P1
	GPR-37/38 Black Drum Unit (6M impressions)
	GPR-38 Black Toner (56K impressions @ 6% coverage)
EventSentry MFD Device Licenses	EventSentry DX MFD Device License – 5 Devices
	EventSentry DX MFD Device License – 10 Devices
	EventSentry DX MFD Device License – 25 Devices
	EventSentry DX MFD Device License – 50 Devices
	EventSentry DX MFD Device License – 100 Devices
	EventSentry DX MFD Device License – 250 Devices
	EventSentry DX MFD Device License – 500 Devices
	EventSentry DX MFD Device License – 1000 Devices

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Additional accessories that are not listed may also be available.
Specifications subject to change without notice.

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 Security Information and Event Management (SIEM) 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 utilizes a whitelist to protect against malware and tampering of firmware and applications.

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- 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.

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 crisp text and consistent images in rich black-and-white tones.
- 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.

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.
- The imageRUNNER ADVANCE DX 6780i is ENERGY STAR® 3.0 certified and rated EPEAT® Gold (for current EPEAT rating [Gold/Silver/Bronze], please visit www.epeat.net.)

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Access Control Features

Access Management System

The Canon Access Management System allows you to configure users' access rights on a feature-by-feature basis on your imageRUNNER ADVANCE system. The Access Management System provides predefined roles for every business user: Administrator, Power User, Limited User, and Guest. Additional custom roles can be defined to work in conjunction with the predefined roles to fine-tune access control. To further enhance document security on your imageRUNNER ADVANCE system, the Access Management System can also restrict many frequently used features, such as access to Web browsing, email, and faxing.

Remote Operators Software Kit

Third generation imageRUNNER ADVANCE devices come standard with Remote Operators Software Kit (ROK). With the Remote Operators Software Kit, your IT staff or support desk can see the device UI from a computer screen, helping to diagnose issues remotely for reduced on-site visits or in-person help desk visits. The Remote Operator's Kit is also useful for training end-users, even when you're not physically located at that location.

Universal Login Manager

Universal Login Manager (ULM) is a server-less solution for all imageRUNNER ADVANCE devices, offering simple login and usage tracking functionality. It is designed to provide a solution for organizations that require device authentication and simple usage tracking in a customizable, easy-to-implement solution. It delivers convenient user authentication through picture logins, User Name/Password, or optional proximity cards, and allows organizations the ability to manage access and costs by controlling individual users' access and usage. Universal Login Manager can integrate with Access Management System for additional security features, and advanced features for enhanced device personalization, and provides an easy and simple upgrade path to uniFLOW. ULM is available as a free download for all imageRUNNER ADVANCE models. No license is required.

Verify System at Startup

Once enabled, the Verify System at Startup function runs a process during startup to verify that tampering or unauthorized modifications of boot code, OS, firmware, or MEAP applications has not occurred.

Note: This feature must be enabled.

uniFLOW Online Express

A free, easy to install, secure cloud-based solution designed to upgrade document security, increase productivity, and facilitate central control of copying and scanning. With uniFLOW Online Express, administrators can secure Canon devices against unauthorized access and usage though device authentication; take advantage of "Scan to Myself" and "Scan to Google Drive™" workflows from any connected imageRUNNER ADVANCE; and track printing, copying, faxing, and scanning costs to accurately allocate them to individual users, devices, or departments, as well as create reports and monitor use.

McAfee Embedded Control

McAfee Embedded Control on imageRUNNER ADVANCE devices allows only known programs contained in the dynamic whitelist to be executed on the MFP. Other programs not listed in the whitelist are considered unauthorized and will not be permitted to execute. This helps prevent worms, viruses, spyware, and other malware from compromising the device.

Note: This feature must be enabled by an administrator in Settings/Registration. Warm up times are affected once turned on.

myCSA

The myCSA secure account management portal is a self-service utility available 24 hours a day, 7 days a week to provide a simple and convenient solution for managing your devices. Upon enrollment, the Fleet Management dashboard gives additional business intelligence to proactively manage printing assets. Review all of your media status, toner status, and service alerts; submit meter reads; place service requests; order contracted supplies; retrieve account information; and enroll in automatic toner replenishment. The complimentary myCSA portal provides valuable flexibility and control for your Fleet Management needs.

Device Management Tools

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Device Management Tools

Canon *my* **CSA**
Secure Account Management
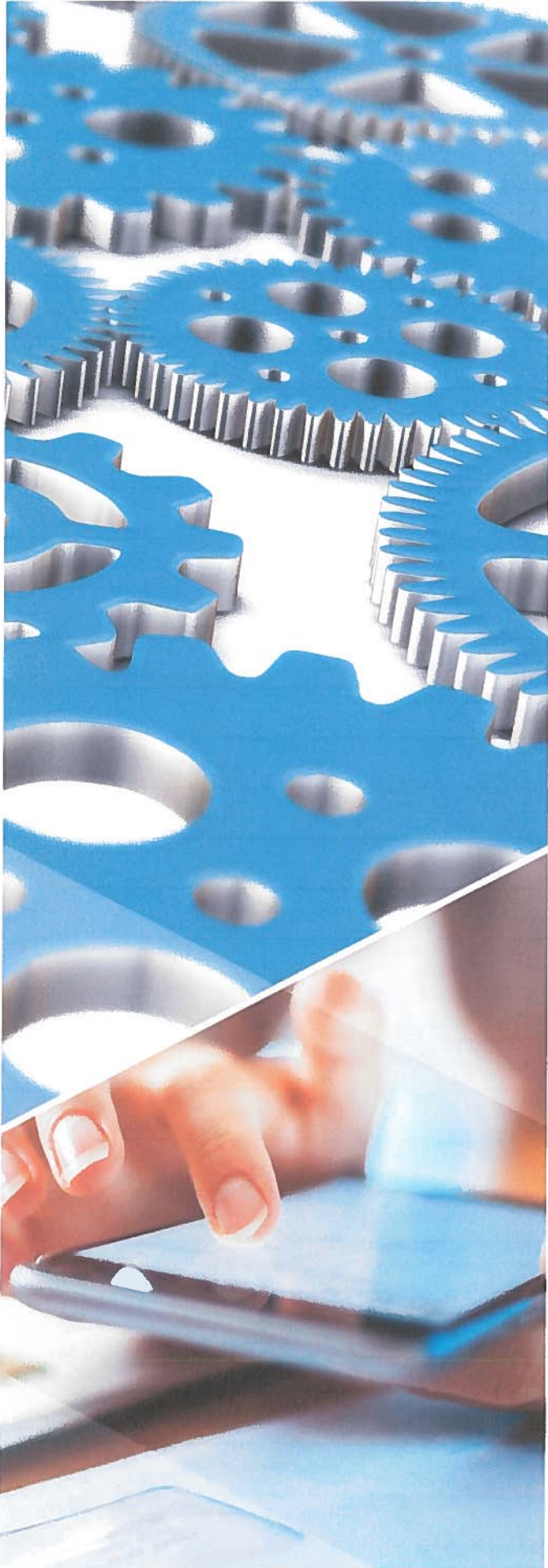
myCSA provides a simple and convenient solution to managing your devices online. The Secure Account Management Portal is a self-service utility available 24 hours a day, 7 days a week that provides an efficient way to handle day-to-day functions related to your Canon devices. Upon enrollment, you can take advantage of the many features of myCSA such as submitting meter reads, placing service requests, ordering contracted supplies*, and retrieving account information.

myCSA will help save you valuable time. With its robust set of features, you can:
- Access a business intelligence dashboard with usage information on all your devices.
- Quickly and easily submit meter reads and view meter read history.
- View and pay Canon Solutions America invoices.
- Download open and closed Canon Financial Services invoices.
- Order and track supplies.
- Manage machines enrolled in our Auto Toner program.
- Place and track service requests.
- Use quick action buttons to order supplies, enter meter reads, request service, and remove devices.
- Update your preferences and contact information.
- Easily manage your device environment with Fleet Management.

All on a mobile friendly design!

Business Intelligence Dashboards

The myCSA Secure Account Management Dashboard provides you with an overview of usage (last two billing periods) associated to the devices assigned to you.

Depending on your user role, it also allows you to quickly access overall customer account-related information such as invoicing, orders, and service requests
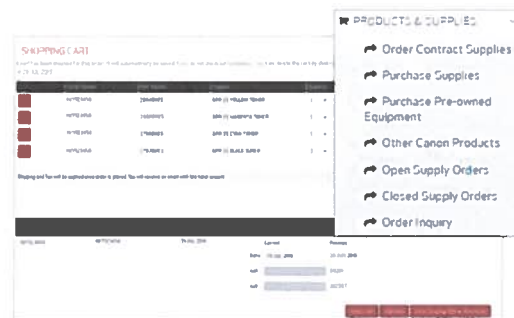

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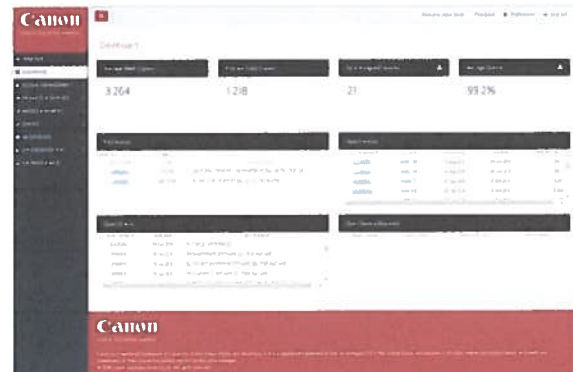
Meter Reads

Enter meter reads individually, or upload meter reads for multiple devices from a Microsoft Excel spreadsheet—even if they are on different contracts. Receive email alerts to notify you when meter read due dates are approaching. Readily access past meter reads to monitor monthly usage.
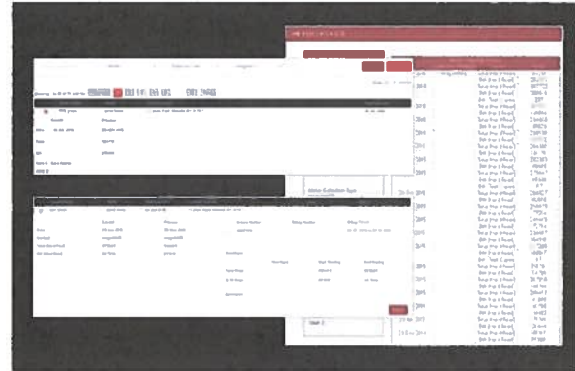
*Requires an active service contract with Canon Solutions America, Inc.

Order Supplies Online

Easily order supplies included in your toner-inclusive or Managed Print Services contract including toner, staples, waste containers, drums, and more. You'll have visibility into open and closed supply orders along with tracking information by order number or date range. Receive email confirmations when supply orders are placed.

Manage Machines Enrolled in our Auto Toner Program

You can add eligible machines to our Auto Toner Program and manage the contact and shipping information associated with those machines

Purchase Other Canon Products

Easily purchase other Canon products for your business. Within myCSA, you can purchase Canon cameras, lenses, flashes, camcorders, and projectors.

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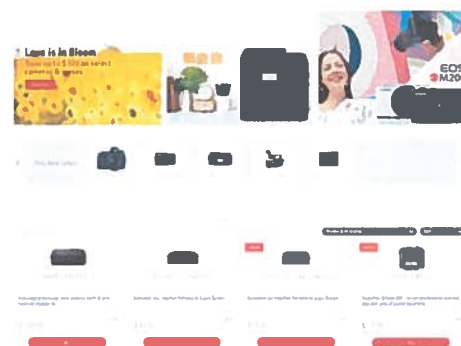
Purchase Non-Contracted Products

You can purchase products that are not included in your contract through myCSA, such as staples, drums, toner, pre-owned equipment, and more.

Service and Support

Save time by requesting service for equipment online. You will receive an email to confirm your request. Also view the status of active service requests and past service requests.

Account Management

Efficiently designate who has access to myCSA and define which features and devices each person has access to. Enter requests to make changes to your account, such as removing devices from a contract or modifying meter reads.
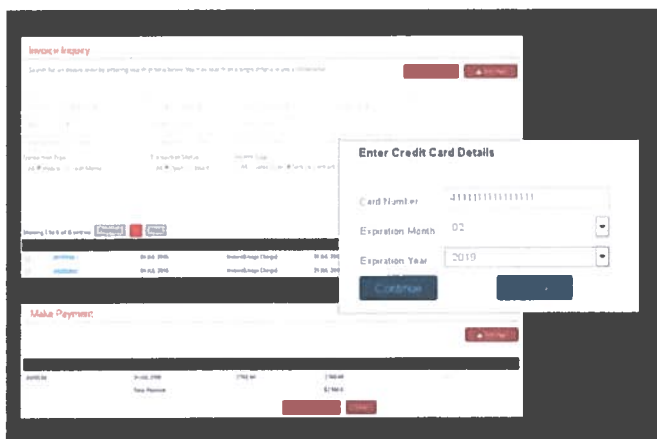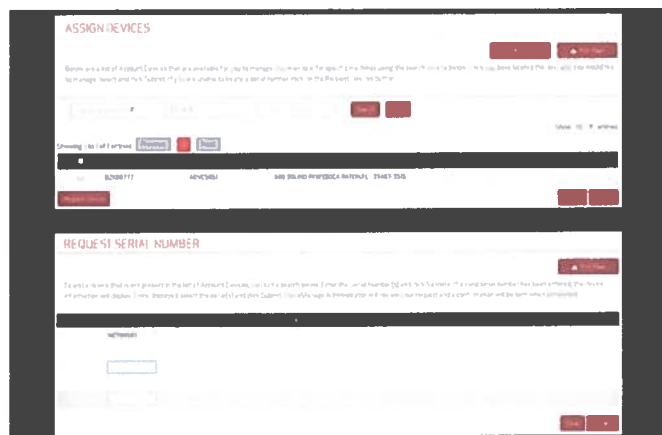
Invoices and Payments

Conveniently view and download Canon Solutions America and Canon Financial Services invoices. Pay Canon Solutions America invoices online. Easily view contract invoices, or download them into Microsoft Excel to manipulate the data as you require.

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Fleet Management *

Business intelligence you need to manage your print assets. This portal gives authorized users access to comprehensive, data-rich reporting and device status reporting, all inside of myCSA.

- Toner levels.
- Paper levels.
- Service and supplies alert status.
- Remote support.
- System administration.

*Requires the download and set up of MDS Cloud Portal.

Consumables Status

- Display toner levels.
- Display paper levels.
- Display alert status.

Remote Support

- Remotely diagnose from myCSA.
- Trouble-shoot devices from one central location.

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Remote Operators Kit

- Control devices remotely.
- View control panel.
- Better support end users.

System Administration

- Link to admin console of on premise and cloud-based systems.
- User defined link address.

Request Print Assessment

- The Canon Solutions America Managed Print Services (MPS) program can help you gain control of your printing costs by turning print data into actionable intelligence.
- Use to optimize your entire print environment.

imageWARE Remote

imageWARE Remote is firmware that is embedded in Canon imageRUNNER products. The function of imageWARE Remote is to automatically provide accurate meter reads. It helps reduce administrative costs and increase accuracy. The meters are automatically read every day for the most up-to-date reporting capabilities. The Service Monitoring portion of this tool automatically notifies our Dispatch Department of a hardware/software error. This feature allows our Dispatch Representatives to proactively call the customer to confirm that service is required. If you are enrolled in our Auto Toner Program, imageWARE Remote will notify Canon Solutions America when the machine is low on toner, so we can automatically ship toner to you.

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imageWARE Enterprise Management Console

Canon's imageWARE Suite of utilities expands the resources available to manage and monitor the imageRUNNER devices on your network. One component, imageWARE Enterprise Management Console, is a platform-independent, web-based application capable of installing and managing Canon networked systems on most customer networks.

- Monitor device conditions (jams, paper level, toner, etc.).
- Monitor any job on the network.
- Deliver administrator alerts.

Monitoring ability includes:

- Remote device status.
- Jobs in the queue.
- Job status/error messages.
- Paper levels by drawer.
- Paper drawer configuration (paper size).
- Counter information (meter reads—includes breakdown of color versus black-and-white).
- Key contact information by device (allows for automatic email notification to key contacts when problems occur).

For added convenience, imageWARE Enterprise Management Console is also capable of monitoring third-party printers that comply with the standard printer MIB, thereby consolidating network device management via one utility. Using the map view feature of imageWARE Enterprise Management Console, administrators can create logical representations of their actual printing environments. imageWARE Enterprise Management Console ships standard with all Canon imageRUNNER products. While the imageWARE Enterprise Management Console comes free with an imageRUNNER or color imageRUNNER device, the implementation of the solution is fee-based.

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