

**Canon**

 **imageRUNNER**  
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# *Service Guide*

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### REVISION HISTORY

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## I. Product Overview, Accessories, and Configuration

### A. Overview

The Canon imageRUNNER LBP3580 brings the following capabilities to users in a small to mid-size office or workgroup environment:

- Prints in B&W (Black-and-White) in speeds of up to 42 ppm (pages-per-minute) using LTR (letter-sized) paper.
- Standard front-loading paper cassette with a capacity of up to 500 sheets and a multi-purpose tray with a capacity of up to 100 sheets (LTR, 20 lb bond (80 g/m<sup>2</sup>)). Up to two optional paper cassettes can be added with a capacity of up to 500 sheets available each for a total paper capacity of 1,600 sheets.
- Features a 5-line LCD display and intuitive control panel. The distinctive control panel features on-screen navigation to facilitate device setup, animations to help guide operations, at-a-glance consumable levels, and the status of current print jobs.
- Standard duplex printing capabilities.
- First print time of approximately 7.9 seconds.
- Standard MEAP (Multifunctional Embedded Application Platform) functionality, enables the installation of applications that run alongside your machine's native Print function, and enhance the capabilities of your machine.
- Handles a maximum paper size of 8 1/2" x 14" (LGL).
- Includes a front-mounted USB 2.0 high-speed port for printing from USB memory<sup>1</sup>.
- Meets the ENERGY STAR guidelines for energy efficiency. Approximately 1 W of energy is used in Deep Sleep mode.
- Standard UFR II, PCL, and Adobe PostScript 3 printing.
- Built-in network connectivity that supports network printing.
- Options include an 8 GB SD Card (for activation of Mail Box, Secured Print and e-mail Print features) and a Barcode Printing ROM.

### B. Box Contents

**Note:** The box contents shown below are for reference purposes only, and are subject to change without notice.

**Table 1 – imageRUNNER LBP3580 Box Contents**

- |                            |                          |
|----------------------------|--------------------------|
| • imageRUNNER LBP3580      | • User Software (CD-ROM) |
| • Power Cord               | • User Manual (CD-ROM)   |
| • Quick Setup Guide        | • CST Instruction Sheet  |
| • Starter Cartridge GPR-40 | • Warranty Card          |

<sup>1</sup> Requires the Windows 7, Vista, XP/2000, or Mac OS X operating system.

**C. Configuration**

**Note:** All configurations shown are for *reference purposes only*, and are subject to change without notice. Please refer to the Dealer Price List on the ISG Central Web site at <http://www.isgcentral.cusa.canon.com> for the most up-to-date item numbers.

**Table 2 – Configuration**

Item	Item Number <sup>2</sup>
<p><b>imageRUNNER LBP3580</b></p> 	
imageRUNNER LBP3580	6469B007AA
<b>Supplies and Consumables</b>	
GPR-40 Black Toner (Yields approximately 12,500 pages (LTR) <sup>3</sup> )	3482B005AA
<b>Accessory Option</b>	
Paper Feeder Unit PF-45 (500-Sheet Cassette Pedestal)	4098B001AA
<b>System Accessories</b>	
Barcode Printing Kit-F1	0660A018AA
SD Card-B1	0655A002AA
<b>Service Materials and Parts Catalog</b>	
imageRUNNER LBP3580 Service Manual	Available for download from the <a href="#">e-Support Center</a> Web site
imageRUNNER LBP3580 Parts Catalog	

<sup>2</sup> Item numbers and part numbers are subject to change without notice.

<sup>3</sup> Yield based on the ISO/IEC (International Organization for Standardization/International Electrotechnical Commission) standard 19752.

## **D. Hardware Accessory and System Options**

The functionality of the imageRUNNER LBP3580 can be expanded by installing the following hardware and system-related optional accessories.

### **1. Paper Feeder Unit PF-45**



- Holds up to 500 sheets (20 lb bond (80 g/m<sup>2</sup>))
- Maximum paper size: LGL (8 1/2" x 14")
- Up to two can be added to the LBP3580

### **2. Barcode Printing Kit-F1**

- Enables you to print Barcode fonts.
- Barcode Fonts available
  - OCR-B
  - Symb. FontInform
  - Symbole stethos
  - BarDIMM
  - USPS ZEBRA+4Stat

### **3. SD Card-B1**

- 8 GB SD Card
- Enables Mail Box, Secured Print and e-mail Print features



## E. User Inbox Storage Capability

- User Inboxes are data storage areas that store and handle files for printing, as long as the optional SD Card-B1 is inserted into the machine.
- The Store mode enables users to store files that are printed by this machine and saved, or data sent from a personal computer via the printer driver. The stored files can be printed anytime using the desired settings from the Control Panel or Remote UI.
- Up to 100 user inboxes can be used, and a name can be set for each user inbox.



### IMPORTANT

- Canon U.S.A., Inc. is not responsible for any damages caused to user data that is stored on the optional SD Card. It is the customer's responsibility to create and maintain a data back-up plan.
- It is strongly recommended to back up the data stored on the optional SD Card.
- The optional SD Card-B1 must be installed to print to user inboxes.

## F. Security Features

The imageRUNNER LBP3580 machines include a comprehensive set of security features, such as Department ID Management, Document Security, and Network Security.

### 1. Department ID Management

Register a Department ID and password for each department, and manage the machine by limiting its use to only those who enter the correct Department ID and password. Department IDs and passwords for up to 300 departments can be registered. Use Department ID Management to keep track of the print totals for each department.

### 2. Data Security

The Secure Print function enables the user to save a print job on the optional SD Card-B1, assign the job a password, and output it later, only if the user enters the correct password. Encrypted Secured Print is also included with the SD Card-B1.



### IMPORTANT

The optional SD Card-B1 must be installed to use the Secured Print function.

### 3. Network Security

The imageRUNNER LBP3580 machines secure network communications by using MAC (Media Access Control) Address filters, IP Address Filters, IPSec (Internet Protocol Security), SNMPv3 protocol, and IEEE 802.1x authentication.

#### a. MAC Address Filters

A MAC address is a computer's unique hardware number. The MAC Address Filter permits or rejects access to the machine for up to 50 MAC addresses. It is useful for environments that use DHCP (Dynamic Host Configuration Protocol) for IP address assignments. If DHCP leases expire and a new IP address is issued to a certain system, the filter can still identify the system's MAC address, and permit or reject access to the machine. MAC addresses can easily be added, edited, or deleted through the Remote UI.

#### b. IP Address Filters

The IP Address Filter permits or rejects incoming print data from up to 16 IP addresses or ranges of IP addresses. This minimizes the risk of data being sent out of the company to systems that are not trusted.

#### c. IPSec

IPSec (Internet Protocol Security) is a protocol that maintains security by protecting IP packets transmitted over the IP network from threats, such as theft, falsification, and spoofing. IPSec can be used to add a security function to the basic IP (Internet Protocol) without it being dependent on software or network configuration.

#### d. SNMPv3

SNMPv3 (Simple Network Management Protocol Version 3) is an Internet-standard protocol for managing devices on IP networks. Devices that typically support SNMP include routers, switches, servers, workstations, and printers. Use SNMP to restrict the users who can specify and browse the settings via the Remote UI.

#### e. IEEE 802.1x Authentication

IEEE 802.1x provides port-based authentication. Authentication involves communications between a supplicant, authenticator, and authentication server. The supplicant is authentication software on a client device. The client device (the imageRUNNER LBP3580 machine) needs the supplicant to provide credentials, such as user names/passwords or digital certificates, to the authenticator (a wireless access point). The authenticator then forwards the credentials to the authentication server (generally a RADIUS database) for verification. If the credentials are valid in the authentication server database, the client device is allowed to access resources located on the protected side of the network.

**II. Dealer Sales/Service Authorization**

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

### III. Educational Training

#### A. Training Program Overview

The imageRUNNER LBP3580/ imageCLASS LBP6780 Online Training e-Learning course provides the technician with the knowledge required for installing, upgrading, servicing, and maintaining the imageRUNNER LBP3580/ imageCLASS LBP6780 devices in the field.

The e-Learning course focuses on the features and functions, functional systems, disassembly, component identification, troubleshooting, and servicing procedures to support these devices in standalone and networked environments.

The imageRUNNER LBP3580/imageCLASS LBP6780 online course is available via [e-Support Center](#) Training Web site.

#### B. Certification

Technicians, who successfully complete the imageRUNNER LBP3580/LBP5280 online course and pass the certification exam, are authorized to service and support the imageRUNNER LBP3580/ imageCLASS LBP6780.

#### C. Who Should Complete

All service technicians responsible for installing and supporting the imageRUNNER LBP3580 and imageCLASS LBP6780 printers must successfully complete this training to receive technical support and dealer authorization to sell these products.

**Note:** Our current support policy dictates that only those technicians who have completed the training program are entitled to live, phone-based support through our TSC (Technical Support Center). However, self-service support (software downloads, knowledgebase articles, support forums, technical publications) is available through the Canon U.S.A., Inc. (hereinafter referred to as ("Canon USA")) e-Support Center Web site for all technicians. (Refer to the Technical Support section on the e-Support Center Web site for entitlement details.)

#### D. Training Facilities

The online course is located in the e-Learning center on the Canon USA e-Support Center Web site: <http://www.support.cusa.canon.com>. Certification maps on the e-Support Center Web site provide easier access to the training. This e-Learning course can be conducted at any Dealer facility that is suitable for online student learning. An imageRUNNER LBP3580 device must be available to complete the labs.

## E. Prerequisites

There are no prerequisites of this training course.

It is highly recommended a service technician have:

- Prior experience with Canon devices
- Experience with taking eLearning courses
- Familiarity with common hand tools to disassemble and service Canon devices

## F. Course Format

This lesson and topic-based online course covers installation, maintenance, and disassembly of the imageRUNNER LBP3580 and imageCLASS LBP6780 with regard to troubleshooting and proactive servicing.

A print version of the course is available through file download. Learning resources used during training are available through file download, and include the service manuals quick setup guide, e-Manual User Guide and parts catalogs for each device in PDF format.

This course takes approximately 2 hours to complete. It is important that a quiet, non-distracting learning area be set up by the student beforehand to effectively take this training and complete the assessment exam.

## G. Course Equipment

- Windows-based Web browser with access to Canon's e-Support Center Training Web site
- Flash Player Plug-in
- Enabling file downloads via the Web browser is required to download the documents supplied within the course.

Note: When downloading files using Internet Explorer 8, the file download option is disabled by default. To enable file downloading follow these steps:

1. Open Internet Explorer and click on the [Tools] menu and then [Internet Options].
2. Select the [Security] tab and then click [Custom Level...].
3. Scroll down in the Security Settings list until you see the [Downloads] section.
  - Enable Automatic prompting for file downloads
  - Enable File Download
4. Click OK until you close all dialog boxes. Then close and reopen your Internet Explorer browser.

**H. Service Materials**

The materials required for the imageRUNNER LBP3580/LBP5280 Online Training program are listed in the table below.

**Table 3 – Service Materials**

Model/Accessory	Item	Location
imageRUNNER LBP3580 and imageCLASS LBP6780	e-Learning Training Program	Conducted online
	Service Manual	Downloadable from the Download Center on the <a href="#">e-Support Center Web site</a> and from within the online course.
	Parts Catalog	

**IV. Servicing Notes**

**A. Power and Plug Requirements**

The imageRUNNER LBP3580 device requires a NEMA 5-15 receptacle for proper operation. Before installation, confirm that a proper NEMA receptacle is available for this device. It is not necessary to have a dedicated line.

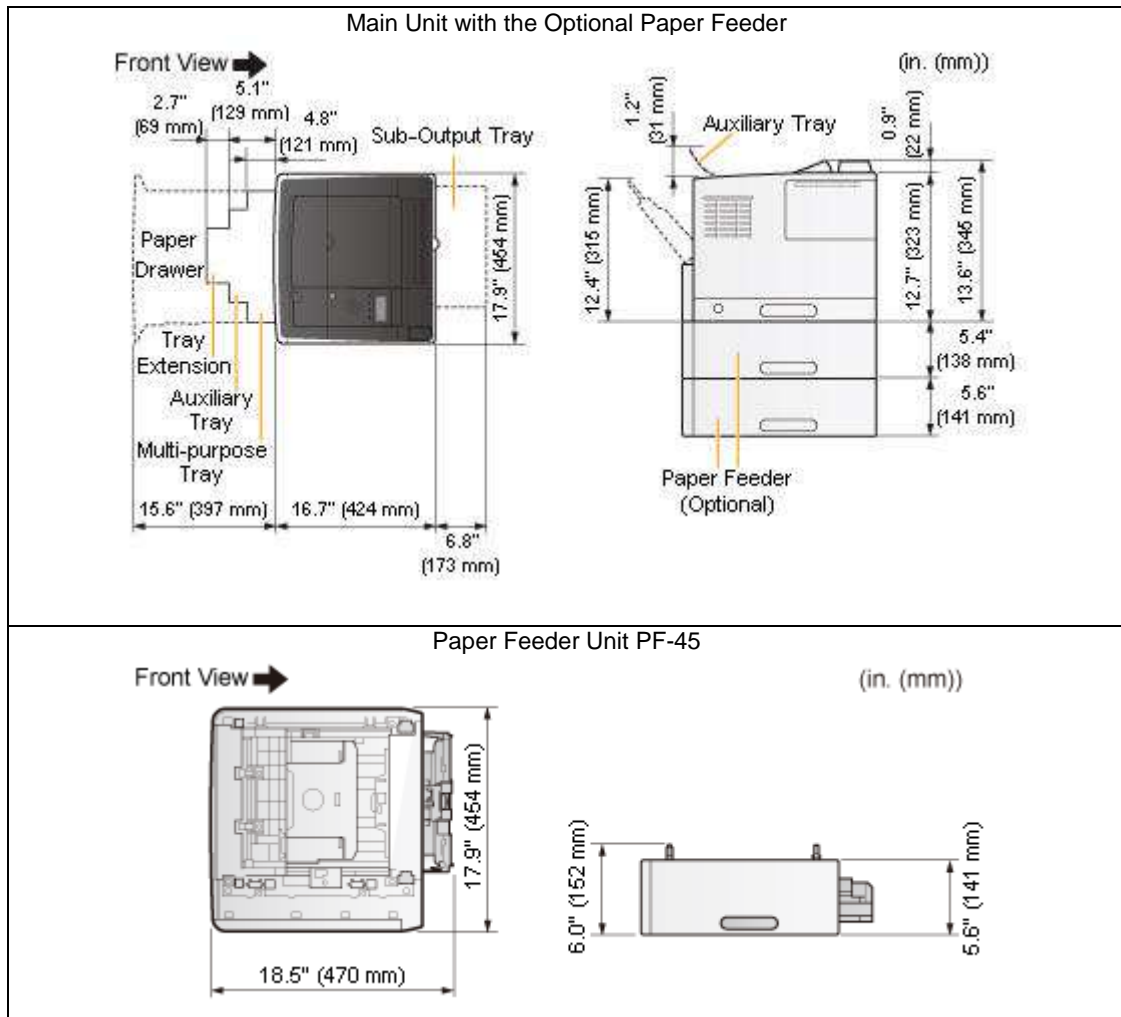
**Table 4 – Power and Plug Requirements**



### B. Installation Space Requirements

The approximate installation space requirements for the imageRUNNER LBP3580 are shown below. Always ensure that there is enough space for service and operation of the device.

**Table 5 – Main Unit Installation Space Requirements**



### C. Estimated Installation Times

The table below indicates the estimated length of time needed to unpack and install the machine and optional paper cassette. The estimated installation times are based on one (1) experienced technician or end-user.

**Table 6 – Estimated Installation Times**

Description	Estimated Time
imageRUNNER LBP3580	4.5 minutes
Paper Feeder Unit PF-45	1 minute



## D. Remote Support Services

Remote support services consist of imageWARE Remote, the CDS (Content Delivery System), and iWEMC (imageWARE Enterprise Management Console).

### 1. imageWARE Remote

The imageWARE Remote service collects meter readings (page counter data, service part counter data) and service alerts (alarm, jam, and error codes) from Canon devices and third-party devices.

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

The optional Remote Diagnostic System 4 (RDS) Plug-in to the imageWARE Enterprise Management Console retrieves meter readings select service alerts and supplies usage data from up to 1,000 Canon printers, Canon multifunction devices and third-party devices utilizing the standard printer Management Information Base (MIB). The RDS Plug-in transmits the collected data directly to the UGW database. In addition, the plug-in can register devices to the UGW database.

The dealership can retrieve the meter reading and service alert data via a Web portal or using an optional integration applications to communicate the data to your dealership's back-end device management system.

imageWARE Remote provides the following labor cost reduction benefits:

- Retrieve meter readings for billing, which reduces the need for an on-site meter read or a phone call to the customer to read the meters.
- Anticipate part requirements by monitoring the imageRUNNER LBP meter readings. Monitoring the page counter and service part counter data, the service technician can anticipate when a part requires replacement and have the part available during the next scheduled service visit.
- Investigate machine issues before visiting the customer site by monitoring service alerts. The notification settings can be adjusted by your dealership within the Web Portal or the integration application.
  - This enables the service technician to visit the customer with service alert information and necessary parts, thereby, reducing revisits by the service technician due to the unavailability of service parts.
  - Resolve simple issues over the phone, which reduces the need for an on-site service visit.

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

- Schedule firmware downloads to one or more imageRUNNER LBP devices via the CDS (Content Delivery System), which reduces the need for an on-site firmware upgrade.

## 2. Content Delivery System

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

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

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

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

**Table 7 – CDS Firmware Delivery Methods**

Method		Download Firmware	Install Firmware	Frequency	Cost Savings
<b>A</b>	Scheduled Update (at device)	Automatic	Automatic	Recurring periodically	Fully unattended updates after initial one-time setup (less than 5 minutes)
<b>B</b>	Update (remotely through UGW + CDS)	13 hours to 7 days in advance	Automatic	One time as scheduled	Eliminate technician visits
			Manual		Reduce duration of technician visit
<b>C</b>	Update (at device)	Up to 7 days in advance	Automatic	One time as scheduled	Fully unattended update after configuring (less than 5 minutes), when using automatic installation.
			Manual	One time on demand	

**Method A** – This method ensures that the device will always have the latest version of firmware installed. After a one-time setup by the service technician, the imageRUNNER LBP will automatically download and install new firmware as it becomes available. No further visits are necessary for firmware updates.

**Method B** – This method enables the dealership to schedule a firmware download to the imageRUNNER LBP via the UGW. This method also provides the option to install the firmware automatically without a service technician on-site or manually with a service technician on-site.

**Method C** – This method provides service technician with access to the most recent version of firmware on demand at the machine as well as having the flexibility to schedule the installation for a later time. A service technician visit is required for each firmware update (as compared to the one-time setup with Method A). However, the service technician no longer needs to maintain a library of firmware versions.

### 3. imageWARE Enterprise Management Console and Plug-ins

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

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

The imageWARE Enterprise Management Console and many plug-ins are available at no charge. The imageWARE Enterprise Management Console and optional plug-ins are available for the customer and/or dealer through Canon U.S.A.'s [www.imageware.com](http://www.imageware.com) website or to the dealer only through Canon U.S.A.'s e-Support Center website [www.support.cusa.canon.com](http://www.support.cusa.canon.com).

**E. Serviceability**

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

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

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

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

## F. LMS (License Management System)

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

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

**Figure 1 – License Management System**

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

### Notes:

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

**G. Recommended System Engineer Requirements**

A System Engineer (SE)<sup>5</sup> is recommended to work with Canon’s networked devices, and should have the following basic job functions:

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

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

- Computer Hardware (IBM-compatible and Macintosh)
- Computer Networking
  - Hubs/Switches/Routers
  - Cabling
- Network Communication Protocols:
  - TCP/IP v4/v6
  - TCP over NetBIOS
- Currently Supported Operating Systems from :
  - Microsoft Windows
  - Mac OS X
  - UNIX/LINUX
  - Novell Netware
- Computer Software (Microsoft/Adobe/PageMaker)
- Printing Architectures
  - Print Server – Point & Print
  - Printer Ports - Standard TCP/IP – RAW/LPR
  - UFRII/PCL/PS
- Scanning (TWAIN/ISIS)

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

- Other computer platforms (mainframe)
- Basic electronics

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

- Novell CNA\CNE, Microsoft MCTS\MCITP\MSCE\Cisco CCNA\CCNE
- Two years of experience being a Canon Copier Service Technician (training centered on connectivity products)

<sup>5</sup> An SE (System Engineer) is a professional title often used by hardware vendors for individuals who perform systems related tasks, such as analysis, design, and programming. System Engineers are also often involved in pre-sales activities.

- A degree in Computer Science or Engineering, or a computer technician with two years of experience is required in the above areas.

## H. Firmware Upgrades Using the User Support Tool

Firmware can be downloaded by the end-user or service technician via a USB cable or a network cable that is connected to a computer. Firmware is available for download on the Canon USA public Web site (<http://www.usa.canon.com/cusa/support/consumer/>). When servicing the machine, make sure to go to the Canon USA public Web site, and download the most recent firmware.

### Notes:

- A computer and the most recent UST (User Support Tool) file are required to install upgraded firmware.
- The UST and firmware are included in the firmware package download from the Canon USA public Web site.

## I. Computer Requirements for Downloading Firmware

The recommended desktop PC or laptop requirements<sup>6</sup> to download the firmware are:

- Memory: 128 MB of RAM or more
- Free HDD Capacity: 100 MB or more of available hard disk space
- High-Speed USB 2.0 (recommended) or 1.1 port
- Display: 640 x 480 resolution or better, 256 colors or more
- Operating System (any of the following):
  - Microsoft Windows 2000 Server/Professional Edition
  - Microsoft Windows XP Professional or Home Edition
  - Microsoft Windows Server 2003 (32-bit or 64-bit)
  - Microsoft Windows Server 2008 (32-bit or 64-bit)
  - Microsoft Windows Vista (32-bit or 64-bit)
  - Microsoft Windows 7 (32-bit or 64-bit)
  - Mac OS X 10.4.x or 10.5 or later
- Necessary Cables: High-Speed USB 2.0-compliant cable (as short as possible to avoid connection problems).

**Note:** Do not use extension cables.

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<sup>6</sup> Specifications are subject to change without notice.

## J. Service Support Tools

The tools listed in the table below are necessary for the proper service of the machine.

**Table 8 – Installation Tools**

Tool Name	Part Number <sup>2</sup>	Usage/Remarks
Tool Case	TKN-0001	—
Jumper Wire	TKN-0069	With clip.
Clearance Gauge	CK-0057	0.02 mm to 0.3 mm
Compression Spring Scale	CK-0058	Used to check the paper cassette's spring pressure (0 to 600 g).
Philips Screwdriver	CK-0101	M4, M5 length: 363 mm
	CK-0104	M3, M4 length: 155 mm
	CK-0105	M4, M5 length: 191 mm
	CK-0106	M4, M5 length: 85 mm
Flat-Blade Screwdriver	CK-0111	—
Precision Flat-Blade Screwdriver Set	CK-0114	Six-piece set
Allen Wrench Set	CK-0151	Five-piece set
File - Fine	CK-0161	—
Allen (Hex) Screwdriver	CK-0170	M4 length: 107 mm
Diagonal Cutting Pliers	CK-0201	—
Needle-Nose Pliers	CK-0202	—
Pliers	CK-0203	—
Retaining Ring Pliers	CK-0205	Applied to the axis ring.
Crimper	CK-0218	—
Tweezers	CK-0302	—
Ruler	CK-0303	Employed to measure 150 mm.
Mallet, Plastic Head	CK-0314	—
Brush	CK-0315	—
Penlight	CK-0327	—
Plastic Bottle	CK-0328	100 cc
Lint-Free Cloth	CK-0336	500 SH/PKG
Oiler	CK-0349	30 cc
Plastic Jar	CK-0351	30 cc
Digital Multimeter	FY9-2032	—

<sup>2</sup> Item numbers and part numbers are subject to change without notice.



The special solvents and oils in the table below should also be carried to ensure that the imageCLASS LBP3580 is serviced properly. For more information on the solvents and oils below, see the *imageCLASS LBP3580 Service Manual*.

**Table 9 – Solvents and Oils**

Type	Part Number <sup>2</sup>	Usage/Remarks
Alcohol	None (Purchase locally)	<ul style="list-style-type: none"> <li>• For cleaning metal parts, grease, and toner</li> <li>• Keep away from flammable materials.</li> </ul>
Lubricant	HY9-0007	<ul style="list-style-type: none"> <li>• Apply to gears.</li> <li>• Molykote EM-50L is made by the Dow Corning Corporation.</li> </ul>

<sup>2</sup> Item numbers and part numbers are subject to change without notice.

## K. Cleaning

The parts in the table below require cleaning during a service visit. Follow the procedure listed in the table to clean the corresponding part of the machine.

A diagram of the inside of the machine with the location of the parts in the table below is provided in the *imageCLASS LBP3580 Service Manual*.

**Table 10 – Parts That Require Cleaning**

Part	Cleaning Procedure
Pickup Roller	Wipe with a lint-free cloth. If dirt cannot be removed, dampen the lint-free cloth with alcohol.
Separation Pad	
Registration Roller	
Registration Arm Unit	
Transfer Guide Unit	Wipe with a soft and dry flannel cloth.
Media Feed Belt	Wipe with a lint-free cloth. If dirt cannot be removed, dampen the lint-free cloth with alcohol.
Media Feed Guide Unit	
Fixing Inlet Guide	Wipe with an alcohol-dampened flannel cloth.

**L. Consumables**

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

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

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

**Table 11 – Main Unit Consumables List**

Description	Part Number <sup>2</sup>	Quantity	Estimated Life (prints) <sup>7</sup>	Remarks
Canon GPR-40 Black Toner	3482B005AA	1	12,500	Based on the ISO/IEC standard.

<sup>2</sup> Item numbers and part numbers are subject to change without notice.

**M. Consumable Parts**

The imageRUNNER LBP3580 does not have consumable parts.

**N. Periodic Replacement Parts**

The imageRUNNER LBP3580 does not have parts that require periodic replacement.

<sup>7</sup> Value is based on LTR paper with the factory default print density setting.

**O. Soft Counter**

The imageRUNNER LBP3580 uses soft counters to track the total number of prints. The control panel displays one counter on the Counter Check screen (when the “Setting” key on the control panel is pressed).

The table below indicates the default counter configuration of the imageRUNNER LBP3580 machine displayed on the Counter Check screen.

**Table 12 – Soft Counter Configuration**

Counter	Description	Default Display	Default Switch
1	101: Total 1	On	Fixed

Counter 1 cannot be changed under any circumstances.

The print usage can be checked by the following:

- Operation Panel
- Print out (from “status print”)
- From 3rd vendor software (using the standard MIB)
- imageWARE Enterprise Management Console with Meter capture Plug-in
- imageWARE Accounting Manager
- uniFLOW

**V. End-User Customer Service Offerings**

**A. Monthly Print Volume**

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

The maximum monthly print volume is the maximum number of pages the machine can produce within a one (1) month period (based on LTR paper). It is recommended not to use the device to produce the maximum number of pages, or a greater volume, on a consistent monthly basis.

**Table 13 – Monthly Print Volume**

Model	Optimum Performance Range	Maximum Monthly Print Volume
imageRUNNER LBP3580	1,000 to 4,000 sheets	Up to 100,000 sheets

**B. Limited Warranty Support**

**1. End-User Limited Warranty Conditions**

The Canon imageRUNNER LBP3580 Limited Warranty is effective for a period of ninety (90) days following the delivery of the machine to the original purchaser or 6,000 prints, or a combination of both, whichever comes first.

- The Limited Warranty also covers the product accessories.
- There is no warranty on any consumables, such as paper.
- For detailed warranty information, refer to the Limited Warranty located in the [Appendix](#).

**2. GPR-40 Limited Warranty**

Full Credit:	30 days from the date of the original purchase.
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For detailed warranty information, please refer to the GPR-40 Toner Assembly Limited Warranty located in the [Appendix](#).

### 3. Flat-Rate Program

The Flat-Rate Program provides a flat-rate credit to Canon USA's full-line dealers as compensation for warranty expenses that they may incur. Dealers who purchase an imageRUNNER LBP3580 device will receive a Flat-Rate Program credit during the month following their purchase. This credit covers the dealer's cost of defective parts and drums with a dealer cost **under \$300.00** that have been replaced during the term of the end-user's limited warranty.

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

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

To request a part reimbursement credit, complete the e-Tag warranty claim form in the Warranty section of the e-Support Center Web site at <http://www.support.cusa.canon.com>. Refer to the [e-Tag](#) section of this Service Guide for further details and instructions.

Additional information on the Flat-Rate Program is located on the Canon USA e-Support Center Web site at <http://www.support.cusa.canon.com>, as shown in Figure 2 – e-Support: Flat-Rate Program.

Figure 2 – e-Support: Flat-Rate Program

The screenshot shows the Canon e-Support Center website. At the top, there is a red header with the 'e-support center' logo and the Canon logo with 'Systems & Technical Support Division'. Below the header is a navigation menu with tabs for Home, Tech Support, Field Support, Training, ATSP, Warranty, Communication Center, and Management Center. Under the Warranty tab, there are sub-links for Info Center, Flat-Rate Program, e-Tag, Part Repair Facilities, Refurbished Subassembly Program, ASCR, and Product Advisories. The main content area has a purple header for 'Flat-Rate Program'. The text on the page describes the program: 'Once per month, Canon's Systems & Technical Support Division issues credit under the Flat-Rate warranty program to cover the cost of defective parts with a dealer cost under \$300.' It also includes sections for 'Flat-Rate Program Links' (with links to program changes and FAQs), 'Flat-Rate Reference Table', 'Covered Products' (listing various copier models like Graphics Color, Monochrome, Business Color, and imagePASS), and 'Non-Covered Products' (listing models like Facsimile, ImageCLASS, and imagePRESS). At the bottom, there are links for Terms of Use, Privacy Statement, Site Help, and Canon USA Website.

**4. Warranty Parts for Repair**

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

Parts specified on the Canon USA Repairable Parts List must be prepaid and shipped directly to one of the following Authorized Parts Repair Facilities. Log on to the Canon USA e-Support Center Web site at <http://www.support.cusa.canon.com> to view the Canon USA Repairable Parts List. Go to the Warranty tab, Part Repair Facilities, Repairable Parts List. See [Figure 3 – e-Support: Authorized Parts Repair Facilities](#) for more details.

<p><b>Hytec Dealer Services, Inc.</b>                  3600 Vineland Road (Suite 121)                  Orlando, FL 32811</p>	<p><b>Nation-Wide Repair Service, Inc.</b>                  16151 Foster Street                  Overland Park, KS 66085</p>
<p>Telephone: 1-407-297-1001                  Customer Service: 1-800-883-1001                  Technical Support: 1-888-883-2001                  Fax: 1-407-297-4310</p>	<p>Customer Service: 1-866-655-8676                  Technical Support: 1-800-798-1814                  Fax: 1-913-631-8372</p>

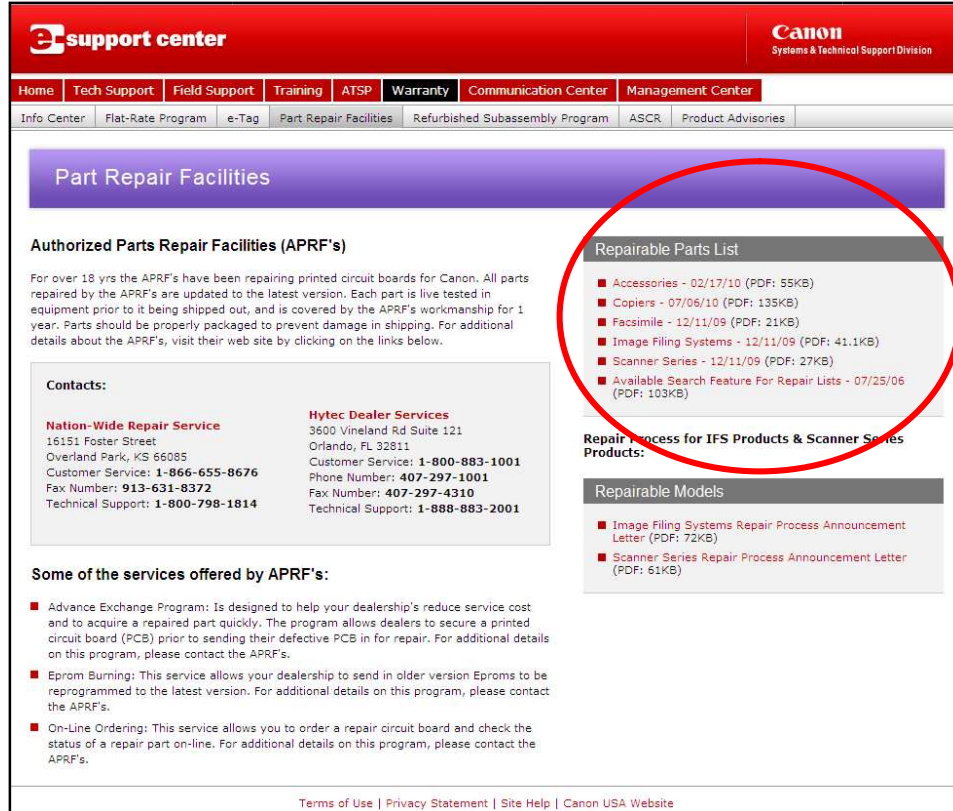
Repairable parts (under warranty) are repaired free-of-charge by the APRFs. Usually, the turnaround time is approximately five (5) business days. Once repaired and tested, the parts are shipped back to your dealership via UPS Ground.

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

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

The Repairable Parts List index is in the Warranty section of the e-Support Center Web site at <http://www.support.cusa.canon.com>. Select from the Repairable Parts List, as shown below, for the most current list.

Figure 3 – e-Support: Authorized Parts Repair Facilities



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

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

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

The service history log must include the following:

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



## 5. e-Tag

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

The e-Tag warranty claim form can be accessed in the Warranty section of the e-Support Center Web site at <http://www.support.cusa.canon.com>.

Figure 4 – e-Support: e-Tag

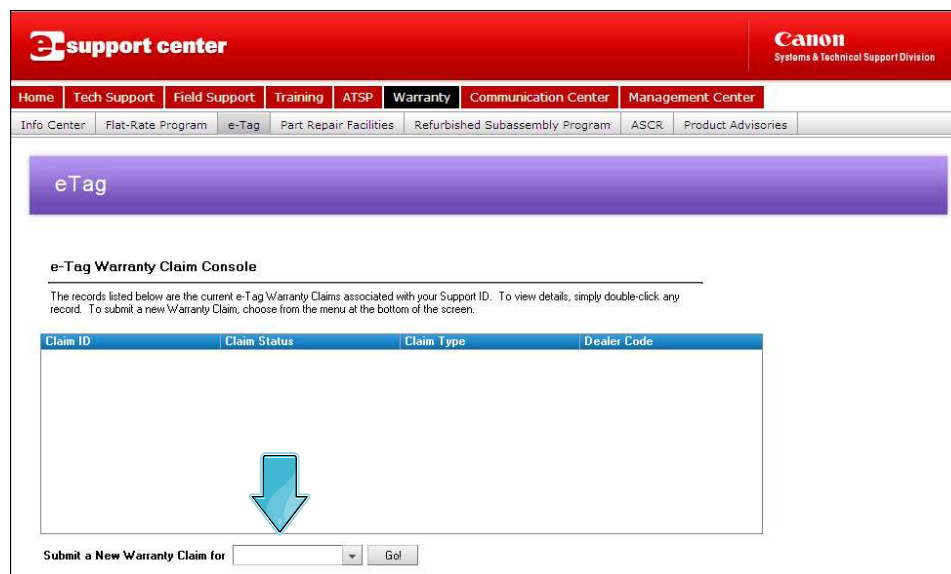
The screenshot shows the 'e-Tag' page on the Canon e-Support Center. The navigation bar includes 'Home', 'Tech Support', 'Field Support', 'Training', 'ATSP', 'Warranty', 'Communication Center', and 'Management Center'. The 'Warranty' tab is active. Below the navigation bar, the page title is 'e-Tag'. The main content area is divided into several sections:

- What is e-Tag?**: A section explaining that the Warranty Control Section is dedicated to improving and speeding up the warranty claims process through the use of an online warranty form. It mentions that the web form is designed to help dealerships better manage and process ISG warranty claims.
- Get The Guide!**: A section with three links: 'e-Tag User Guide (PDF: 856KB)', 'e-Tag FAQ's - 11/09/07 (PDF: 22KB)', and 'FAQ's Viewing e-Tag Credits on CNA - 11/09/07 (PDF: 14KB)'. A blue arrow points to the 'e-Tag User Guide' link.
- Attention!**: A section with two important notices:
  - e-Tag is NOT to be used for PC Copier claims. It is used for processing Color Laser Copier (CLC), imageRUNNER (IR), Color imageRUNNER (CIR), imageRUNNER ADVANCE (IR ADV), and imagePRESS products claims.
  - To view on-line e-Tag warranty credits, log onto the ISG Central website at [www.isgcentral.cusa.canon.com](http://www.isgcentral.cusa.canon.com), Go to the Canon Network Access (CNA) site and select Warranty Credit Inquiry -> e-Tag Warranty Claims Reimbursement.
- Attention: Please read the following messages prior to submitting an e-Tag Claim Form.**: A section with two paragraphs:
  - An e-Tag claim form should only be used to submit Warranty claims for ORIGINAL parts that failed from the machine. This form should not be used if the part was purchased from the parts center (CNA). Please use the RA return procedure available on CNA for parts purchased from the parts center.
  - NOTE - Full-line dealers:** If the defective part / drum has a dealer cost less than \$300.00, please do not submit an e-Tag Claim Form. The item is covered under the Flat Rate Reimbursement Program.
- Click here to start your e-Tag Warranty Claim now!**: A link with a blue arrow pointing to the right.

At the bottom of the page, there are links for 'Terms of Use', 'Privacy Statement', 'Site Help', and 'Canon USA Website'.

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

**Figure 5 – e-Support: e-Tag Claim Console**



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

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

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

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

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

## 6. Online Limited Warranty Credit Inquiry

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

### a. e-Tag Inquiry

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

Figure 6 – ISG Central



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

Figure 7 – CNA: Warranty Credit Inquiry



Figure 8 – CNA: e-Tag Warranty Claims Search



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

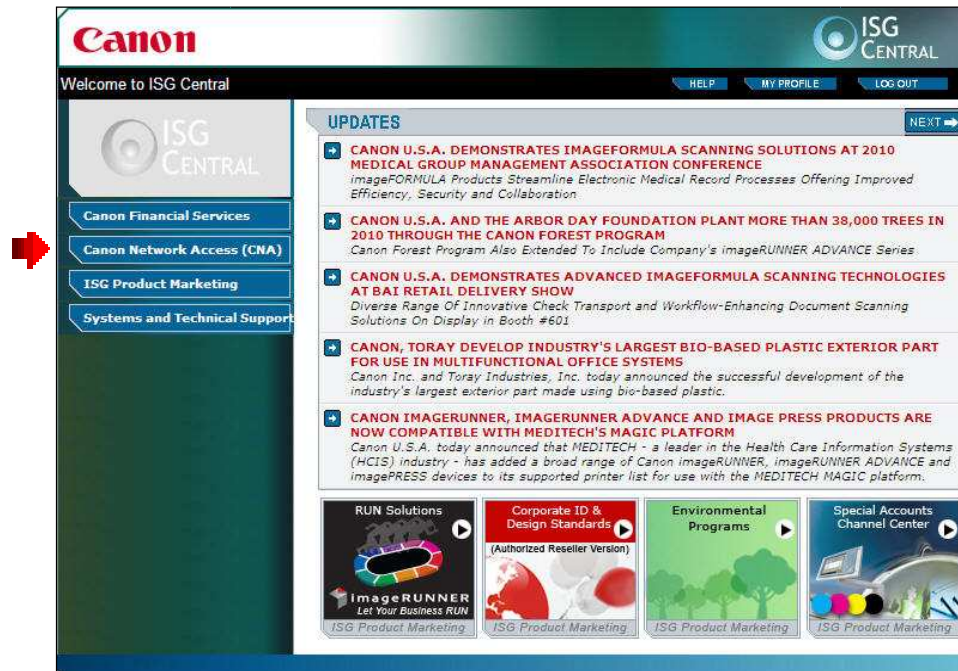
Go to the e-Tag Warranty Claim Console, as shown at the bottom of the screen shot in [Figure 5 – e-Support: e-Tag Claim Console](#). This console enables you to check the status of your claims. To view the details of the e-Tag limited warranty claim form, double-click any record.

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

**b. Flat-Rate Inquiry**

To view your Flat-Rate warranty reimbursements online, log on to the Canon USA ISG Central Web site at <http://www.isgcentral.cusa.canon.com>, and select “Canon Network Access (CNA),” as shown below.

**Figure 9 – ISG Central**



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

Figure 10 – CNA: Warranty Credit Inquiry

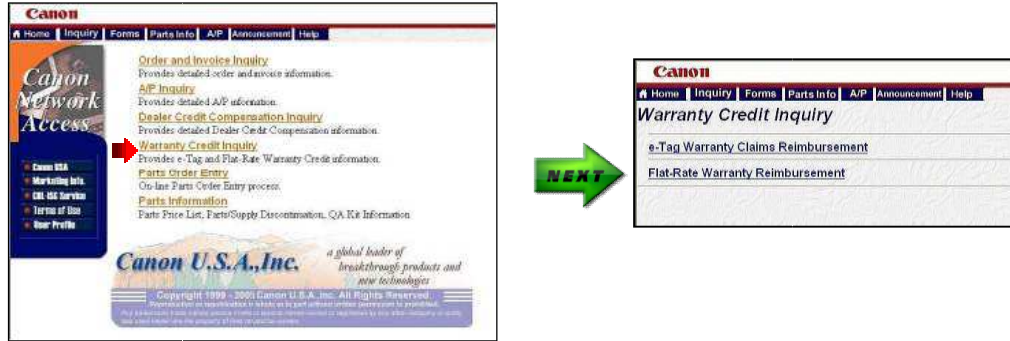


Figure 11 – CNA: Flat-Rate Warranty Reimbursement Search



## VI. Product Technical Support Offerings

### A. Dealer Support Requirements

imageRUNNER LBP3580 Technical Training is required to receive technical support for these machines. Refer to the [Canon USA Technical Support Center](#) section for further details.

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

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

## **B. Canon USA Support Offerings**

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

### **1. Canon USA Technical Support Center**

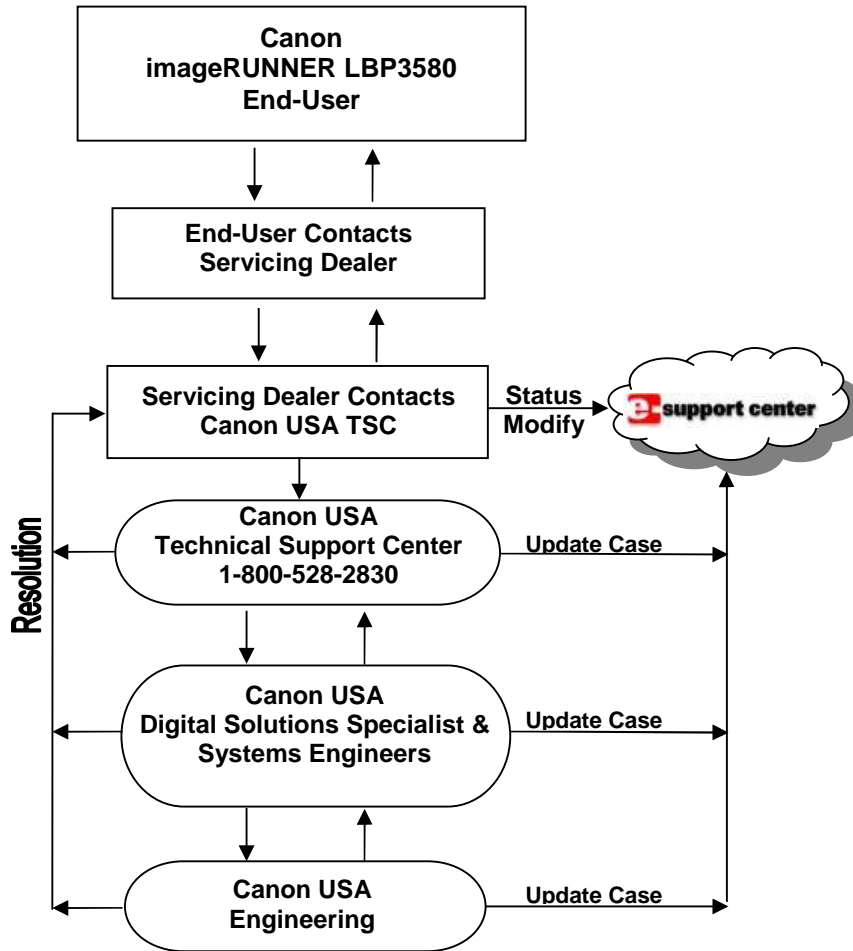
Canon USA provides a time-sensitive call escalation process for all authorized imageRUNNER LBP3580 dealers. The TSC is the single-point of entry for this process. Once a call is placed to the TSC and information is logged into the call management system, a case number is assigned to the call. Every effort is made to resolve the problem during the call. Calls that cannot be resolved during the initial call and require escalation, must follow the process below. The status of all escalated cases can be viewed via e-Support or by calling the TSC.

The Canon USA TSC support responsibilities are as follows:

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



**Table 14 – Canon USA Support Escalation Flow Chart**



2. Internet Support

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

The Canon USA Systems and Technical Support Division provides high-quality e-Support via the Internet, and is only available for the Canon USA Authorized Servicing Dealers.

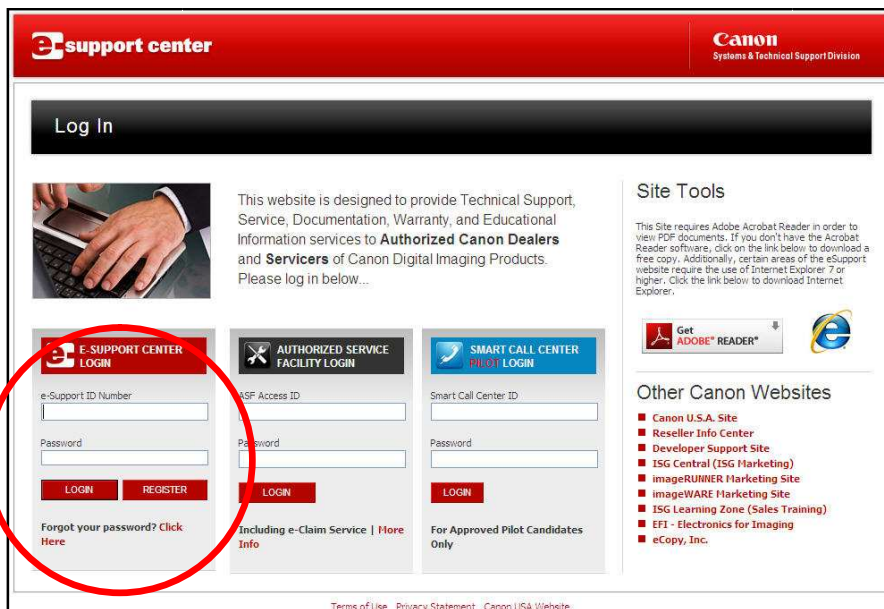
Canon USA e-Support is designed to provide Systems Engineers and Technicians access to technical support information via the Worldwide Web.

The following functions and information can be accessed:

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

To access e-Support, you must first register for an e-Support ID Number. To register for an e-Support ID number, go to the Canon USA e-Support Center Web site at <http://www.support.cusa.canon.com>. Click on the “Register” button, and follow the instructions. This service is available at no additional charge to all authorized dealers.

Figure 12 – e-Support: Login Screen

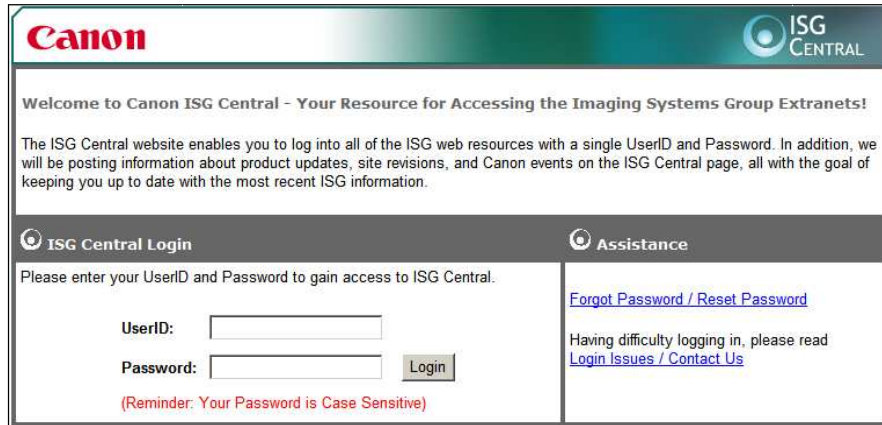


**b. Canon USA’s ISG Central Web Site**

Complete Service Guide versions are available on the Canon USA ISG Central Web site (<http://isgcentral.cusa.canon.com>).

Access is limited to an Authorized Dealer’s Management staff, please contact your Dealer Administrator to request access to the Systems and Technical Support section of ISG Central.

**Figure 13 – ISG Central: Login Screen**

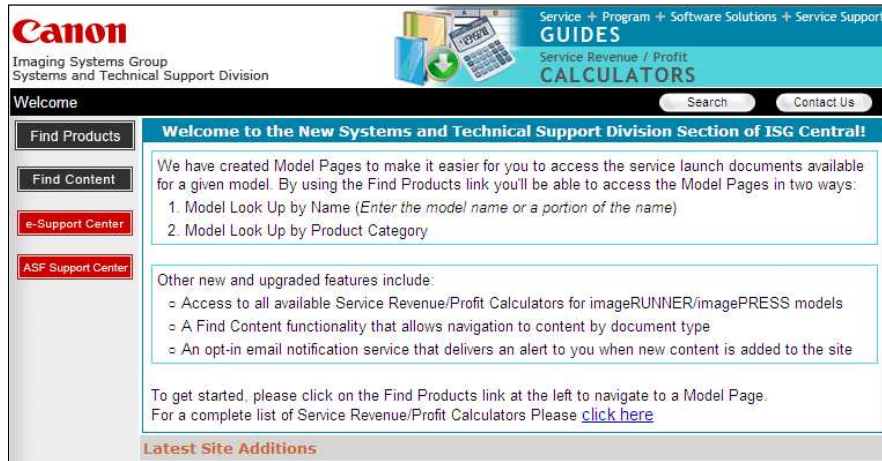


When the dealer logs on to the ISG Central Web site, the dealer must select the “Systems and Technical Support” button to access the Service Guides area of the Web site, as shown below.

**Figure 14 – ISG Central: Systems and Technical Support Web Page**



Figure 15 – ISG Central: Systems and Technical Support Service Guides Area



VII. Appendix

A. Specifications

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

**Table 15 – imageRUNNER LBP3580 Main Unit Specifications**

Item	Description				
Type	Desktop Page Printer				
Printing Method	Electrophoto Method ( RAPID Fusing System)				
Printer Languages	Canon UFR II, PCL5e/6, Adobe PostScript 3				
Maximum Print Size	8 1/2" x 14" (215.9 mm x 355.6 mm)				
Minimum Print Size	Paper Cassette: 4.1" x 5.8" (105 mm x 148 mm) Multi Purpose Tray: 3" x 5" (76.2 mm x 127 mm)				
Paper Type for the Cassette	Plain paper <sup>8</sup> (16.0 bond to 23.9 lb bond (60 g/m <sup>2</sup> to 90 g/m <sup>2</sup> )), Heavy paper (24.0 bond to 44.4 lb cover (91 g/m <sup>2</sup> to 120 g/m <sup>2</sup> ))				
Paper Type for the Multi-Purpose Tray	Plain paper <sup>8</sup> (16.0 bond to 23.9 lb bond (60 g/m <sup>2</sup> to 90 g/m <sup>2</sup> )), Heavy paper (24.0 bond to 73.6 lb cover (91 g/m <sup>2</sup> to 199 g/m <sup>2</sup> )) Transparency, Label, Index Card, Envelope				
Memory	768 MB				
Optional SD Card	Optional 8GB SD Card				
Print Speed <sup>9</sup>	Paper Size	Paper Cassette		Multi-Purpose Tray	
		Simplex	Duplex	Simplex	Duplex
	LTR	Up to 42	Up to 20.5	Up to 40	Up to 20.5
	LGL	Up to 34	Up to 18.5	Up to 33	Up to 18.5
Margin	Plain Paper/Heavy Paper/Transparency/Label/Index Card: UFR II/PS Printer Driver: Top/Bottom/Left/Right: 0.2" (5.0 mm) PCL5e/PCL6 Printer Driver: Top/Bottom: 0.2" (5.0 mm), Left/Right: 0.167" (4.2 mm)  Envelopes: Top/Bottom/Left/Right: 0.39" (10 mm)				
First Print Time (Simplex, Face Down, and LTR)	Approximately 8.5 seconds or less				
Warm Up Time (at a room temp. of 68°F (20°C))	From Power ON	Approximately 28 seconds or less			
	From Sleep Mode	Approximately 10 seconds or less			
Number of Tones	256 gradations				
Resolution	Up to 600 x 600 dpi (2,400 x 600 dpi equivalent)				
Maximum Monthly Print Volume	Up to 100,000 prints				
Duplexing (Automatic)	LGL and LTR				
Print Modes	Booklet, Poster, Watermark, Toner Saver				
Output Tray Capacity (LTR, Plain paper, 20 lb bond (80 g/m <sup>2</sup> ))	Face Down: Approximately 250 sheets Face Up: Approximately 50 sheet				

8 Recycled paper can be used as plain paper.

9 Print speed is ppm based on printing on LTR size plain paper (16 to 24 lb bond (60 to 90 g/m<sup>2</sup>)) continuously, and may vary, depending on the paper type, size, and paper feeding direction.

**Table 15 – imageRUNNER LBP3580 Main Unit Specifications Continued**

Item		Description
<b>Operating Environment</b>		Temperature Range: 50 to 86°F (10 to 30°C) Humidity Range: 20 to 80% RH (Relative Humidity) (No Condensation)
<b>LCD Display</b>		5-row backlit LCD
<b>Dimensions (H x W x D)</b>		imageRUNNER LBP3580 only: Approximately 13.6" x 17.9" x 16.7" (345 mm x 454 mm x 424 mm)  With one (1) Optional Paper Feeder Unit PF-45: Approximately 19.1" x 17.9" x 16.7" (484 mm x 454 mm x 424 mm)  With two (2) Optional Paper Feeder Unit PF-45: Approximately 24.6" x 17.9" x 16.7" (625 mm x 454 mm x 424 mm)
<b>Installation Space<sup>10</sup> (H x W x D)</b>		imageRUNNER LBP3580 only: Approximately 13.8" x 17.9" x 39.1" (351 mm x 454 mm x 994 mm)  With one (1) Optional Paper Feeder Unit PF-45: Approximately 19.3" x 17.9" x 39.1" (489 mm x 454 mm x 994 mm)  With two (2) Optional Paper Feeder Unit PF-45: Approximately 24.8" x 17.9" x 39.1" (630 mm x 454 mm x 994 mm)
<b>Weight</b>		Without cartridge: Approximately 36.4 lb (16.5 kg) With cartridge: Approximately 39.0 lb (17.7 kg)
<b>Power Requirements</b>		120 V - 127 V AC, 60 Hz, 15 A
<b>Plug</b>		NEMA 5-15
<b>Power Consumption</b>	<b>Maximum</b>	Approximately 1,500 W
	<b>Operation</b>	Approximately 700 W
	<b>Standby</b>	Approximately 14 W
	<b>Energy Saver</b>	Approximately 0.9 W
<b>Noise Level</b>	<b>During Operation</b>	Approximately 54.5 dB
	<b>During Standby</b>	Inaudible

**Table 16 – Paper Feeder Unit PF-45 Specifications**

Item	Description
<b>Paper Sizes</b>	Letter, Legal, Statement, Executive, Custom Sizes: 4.1" x 5.8" to 8.5" x 14.0" (105 mm x 148 mm to 215.9 mm x 355.6 mm)
<b>Paper Capacity</b>	500 sheets per drawer (20 lb bond (80 g/m <sup>2</sup> ))
<b>Power Source</b>	From the main unit
<b>Dimensions (H x W x D)</b>	Approximately 5.6" x 17.9" x 18.5" (141 mm x 454 mm x 470 mm)
<b>Weight</b>	Approximately 12.1 lb (5.5 kg)

<sup>10</sup> The paper cassette, tray extension, auxiliary tray, and multi-purpose tray are fully extended.

**Table 17 – Paper Handling Specifications**

Item		Description
<b>Paper Source/Capacity<sup>11</sup></b>		Paper Cassette: 500 sheet capacity Multi-Purpose Tray: 100 sheet capacity Optional Cassette: 500 sheet capacity
<b>Paper Output</b>	<b>Output Tray</b>	Approximately 250 sheets (face-down)
	<b>Sub Output Tray</b>	Approximately 50 sheets (face-up)
<b>Paper Weight</b>		16 to 32 lb bond (60 to 120 g/m <sup>2</sup> )
<b>Media Sizes<sup>12</sup></b>	<b>Paper Cassette</b>	Letter, Legal, Executive, Custom Sizes: 4.1" x 5.8" to 8.5" x 14" (105 mm x 148 mm to 215.9 mm x 355.6 mm)
	<b>Multi-Purpose Tray</b>	Letter, Legal, Statement, Executive, Index Cards, Envelopes, Custom Sizes: 3" x 5" to 8.5" x 14" (76.2 mm x 127 mm to 215.9 mm x 355.6 mm)
<b>Media Types</b>	<b>Paper Cassette</b>	Plain Paper, Heavy Paper
	<b>Multi-Purpose Tray</b>	Plain Paper, Heavy Paper, Transparency, Index Cards, Labels, Envelopes
<b>Envelope Capacity</b>		Multi-Purpose Tray: Up to 10 envelopes
<b>Envelope Types</b>		Multi-Purpose Tray: COM 10, DL, Monarch, ISO-C5

**Table 18 – Connectivity and Software Specifications**

Item	Description
<b>Standard Interfaces</b>	<ul style="list-style-type: none"> <li>• USB 2.0 High-Speed<sup>13</sup> (A USB cable is not included.)</li> <li>• 10/100/1000 Base-TX Ethernet (Network) (RJ-45)</li> </ul>
<b>Embedded Web Server</b>	Yes (Remote UI)
<b>Network Protocol</b>	TCP/IP, AppleTalk, NetWare and SMB (option)
<b>Bundled Software</b>	Canon drivers Drivers are available for download from <a href="http://www.usa.canon.com">www.usa.canon.com</a> .
<b>Supported Operating Systems</b>	<ul style="list-style-type: none"> <li>• Windows (Windows XP, Windows Vista, Windows 7, Windows 8, Windows Server 2003/2008, Windows Small Business Server 2011/2012)</li> <li>• Mac OS X (Versions 10.5.8 and later)</li> <li>• Citrix (Presentation Server 4.5, XenApp 5.0/6.0/6.5, XenDesktop 4.0/5.0/5.5/5.6)</li> <li>• VMware (vSphere 4, vSphere 5)</li> <li>• SAP</li> </ul>

11 Based on 20 lb bond (80 g/m<sup>2</sup>) paper.

12 If you are using the UFR II printer driver, you can load custom paper sizes 5.0" X 5.0" to 8.5" X 8.5" (127 mm x 215.9 mm to 127 mm x 215.9 mm), in both the portrait and landscape orientation.

13 Requires the Windows 7, Vista, XP, Server 2003, Server 2008, or Mac OS X operating system

## B. Warranty

### 1. Main Unit Limited Warranty

#### CANON imageRUNNER LBP3580 LIMITED WARRANTY

Canon U.S.A., Inc. and Canon Canada, Inc. (collectively "Canon") warrant the imageRUNNER LBP 3580 product and Canon brand options designed for use with the imageRUNNER LBP 3580 product (collectively the "Product") to be free from defects in workmanship and materials under normal use and service for a period of 90 days after delivery to the original purchaser ("Purchaser") or 6,000 prints or copies (or a combination of both), whichever comes first. During such warranty period, Canon shall replace, without charge, in its sole discretion, any defective part with a new or comparable rebuilt part. This warranty shall not extend to consumables, such as paper, as to which there shall be no warranty or replacement. Warranty replacement shall not extend the original warranty period of the Product.

THIS LIMITED WARRANTY DOES NOT COVER THE CANON DRUM UNIT FOR WHICH A SEPARATE WARRANTY IS GIVEN. PLEASE CONTACT CANON IMMEDIATELY IF YOU HAVE NOT RECEIVED A COPY OF THE CANON GPR-40 TONER ASSEMBLY LIMITED WARRANTY.

This warranty shall only apply if the Product is used in conjunction with compatible computers, peripheral equipment and software. Canon shall have no responsibility for such items except for compatible Canon brand peripheral equipment covered by a separate warranty ("Separate Warranty"). Repairs of such Canon brand peripheral equipment shall be governed by the terms of the Separate Warranty.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES AND CONDITIONS REGARDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, RELATING TO THE USE OR PERFORMANCE OF A PRODUCT. NO OTHER EXPRESS WARRANTY, CONDITION OR GUARANTY, EXCEPT AS MENTIONED ABOVE, GIVEN BY ANY PERSON, FIRM OR CORPORATION WITH RESPECT TO THE PRODUCT SHALL BIND CANON OR ANY AUTHORIZED SERVICE PROVIDER. NO WARRANTY IS GIVEN ON ANY USED PRODUCT.

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

ANY SYSTEM SOFTWARE (WHETHER FACTORY LOADED ON THE PRODUCT OR CONTAINED ON THE SOFTWARE DISKETTES OR CD-ROM'S ENCLOSED WITH, OR ACCOMPANYING, THE PRODUCT), AND ANY UTILITY SOFTWARE, DISTRIBUTED WITH OR FOR THE PRODUCT, IS SOLD "AS IS" AND WITHOUT WARRANTY BY CANON. THE SOLE WARRANTY WITH RESPECT TO SUCH SOFTWARE IS CONTAINED IN THE SOFTWARE MANUFACTURER'S LICENSE AGREEMENT DISTRIBUTED THEREWITH, INCLUDING ANY LIMITATIONS AND DISCLAIMERS THEREON. PLEASE CONTACT CANON IMMEDIATELY IF YOU HAVE NOT RECEIVED A COPY OF THE SOFTWARE MANUFACTURER'S LICENSE AGREEMENT

NEITHER CANON NOR ANY AUTHORIZED SERVICE PROVIDER SHALL BE LIABLE FOR PERSONAL INJURY OR PROPERTY DAMAGE (UNLESS CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY AUTHORIZED SERVICE PROVIDER), LOSS OF REVENUE OR PROFIT, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, LOSS OR CORRUPTION OF DATA INCLUDING, WITHOUT LIMITATION, DATA STORED ON THE PRODUCT'S HARD DISK DRIVE, EXPENDITURES FOR SUBSTITUTE EQUIPMENT OR SERVICES, LOSS OR CORRUPTION OF DATA, STORAGE CHARGES OR OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE PRODUCT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED AND EVEN IF CANON OR ANY AUTHORIZED SERVICE PROVIDER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST CANON OR ANY AUTHORIZED SERVICE PROVIDER BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, THE PURCHASER ASSUMES ALL RISKS AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO PERSONS AND PROPERTY OF THE PURCHASER OR OTHERS ARISING OUT OF THE POSSESSION, USE, MISUSE, OR INABILITY TO USE THE PRODUCT NOT CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY AUTHORIZED SERVICE PROVIDER. THIS WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THE PRODUCT AND STATES SUCH PURCHASER'S EXCLUSIVE REMEDY.

#### CONDITIONS OF WARRANTY

Defective parts must be returned to Canon or a Dealer with all necessary documentation and will become the property of Canon.

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





## 2. GPR-40 Toner Assembly Limited Warranty

### CANON GPR-40 LIMITED WARRANTY

Canon U.S.A., Inc. and Canon Canada Inc., (collectively "Canon") warrant to the original purchaser ("the Purchaser") of the Canon GPR-40 Toner Assembly packaged with this limited warranty (the "GPR-40"), when used in a compatible Canon-brand product (the "Product") to be free from defects in workmanship and materials under normal use and service for a period of thirty (30) days from the date of original purchase. A defective GPR-40 returned to Canon U.S.A., Inc., Canon Canada, Inc. or a Canon U.S.A., Inc. or Canon Canada, Inc. authorized Dealer within the thirty (30) day warranty period and proven to be defective upon inspection will be exchanged for a new GPR-40. The warranty period for any replacement GPR-40 shall begin upon its shipment, but will in no event exceed the remaining warranty period of the defective GPR-40.

When returning any GPR-40 under this limited warranty, you must pack the GPR-40 in its original carton with a copy of the bill of sale (or invoice of purchase), together with a complete explanation of the problem and return it to Canon U.S.A., Inc., Canon Canada, Inc. or to the Canon U.S.A., Inc. or Canon Canada, Inc. authorized Dealer from whom you purchased the GPR-40. Shipping charges, if any, must be prepaid. If your GPR-40 is covered by this limited warranty, a new GPR-40 will be returned to you without charge by Canon U.S.A., Inc., Canon Canada, Inc. or the Canon U.S.A., Inc. or Canon Canada, Inc. authorized Dealer from whom you purchased the GPR-40.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES AND CONDITIONS REGARDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, RELATING TO THE USE OR PERFORMANCE OF THE GPR-40. NO OTHER EXPRESS WARRANTY, CONDITION OR GUARANTY, EXCEPT AS MENTIONED ABOVE, GIVEN BY ANY PERSON OR ENTITY WITH RESPECT TO THE GPR-40 SHALL BIND CANON OR ANY SERVICE PROVIDER. NO WARRANTY IS GIVEN ON ANY USED GPR-40.

This limited warranty does not apply to, and does not guarantee, any particular toner yield (i.e., number of copies per GPR-40). Toner yield will vary depending on average density of originals copied and other factors.

This warranty is void and of no force and effect if the GPR-40 is damaged as a result of (a) abuse, neglect, mishandling, or alteration of the GPR-40, a Product Accessory or a Product in which the GPR-40 is incorporated, electric current fluctuation, exposure to light, or accident, (b) improper use, including failure to follow operating, maintenance and environmental conditions prescribed in Canon's documentation, (c) installation or repair by other than service representatives qualified by Canon who are acting in accordance with Canon's service bulletins, or (d) use of supplies or parts (other than those distributed by Canon) which damage the GPR-40 or cause abnormally frequent service calls or service problems. Nor does this warranty extend to any GPR-40 on which the original lot numbers or dating have been defaced, removed, or altered.

NEITHER CANON NOR ANY SERVICE PROVIDER SHALL BE LIABLE FOR PERSONAL INJURY OR PROPERTY DAMAGE (UNLESS CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY SERVICE PROVIDER), LOSS OF REVENUE OR PROFIT, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, EXPENDITURES FOR SUBSTITUTE EQUIPMENT OR SERVICES, LOSS OR CORRUPTION OF DATA, STORAGE CHARGES OR OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE GPR-40, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED AND EVEN IF CANON OR ANY SERVICE PROVIDER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST CANON OR ANY SERVICE PROVIDER BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE GPR-40 CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, THE PURCHASER ASSUMES ALL RISKS AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO PERSONS AND PROPERTY OF THE PURCHASER OR OTHERS ARISING OUT OF THE POSSESSION, USE, MISUSE, OR INABILITY TO USE ANY GPR-40 SOLD BY CANON NOT CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY SERVICE PROVIDER. THIS WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THE GPR-40.

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

THIS WARRANTY APPLIES TO GPR-40s SOLD AND USED IN THE U.S.A. AND CANADA ONLY.

**CAUTION:**

Keep out of reach of children.  
Keep from contact with oxidizing materials.  
Refer to instructions for handling and storing.



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