

**Canon**



**imageRUNNER  
ADVANCE**

# UNIVERSAL DESIGN GUIDE



# We intend to provide products and services with a sense of empathy and compassion for all our customers everywhere

Since our founding, at Canon we have been creating ever-better technologies to improve people's lives, and since 1988 we have expressed this ideal as *kyosei*\*. The concept of universal design, to provide easy access and utility for all, is exactly the spirit of *kyosei*, which is our aim when developing our products. Our ideas about universal design and the work we do to realize them at Canon are introduced here.

We appreciate your ongoing understanding and support of our efforts.

Canon Inc.

\* A concise definition of this word would be "Living and working together for the common good," but our definition is broader: "All people, regardless of race, religion or culture, harmoniously living and working together into the future."



## Universal Design by Canon

The idea of universal design at Canon is to anticipate and recognize the various problems that customers may encounter when using our products, and resolve them through extensive innovation.

Doing this allows all people everywhere to use our products with ease.

This is the universal design that all of us at Canon strive to achieve.



## Designing People into Designs

Feeling stress while using a product is never good; no matter how great the performance.

Universal design considers the way people use a product. So we have taken

“Designing customers into designs” as our watchword in the work we do.

By observing people’s normal activities before, during, and after using our products, we are able to discover a variety of issues that would remain unseen by merely looking at a product.

These issues and our efforts to resolve them are introduced here.

# Easy for Everyone

## We mind the details, and keep the details in mind

Improvements introduced are a result of listening to customers and conducting many usability tests.

We consider the different conditions of our customers and develop our products so they are easy to use for as many people as possible.

### Regarding the body and movement



#### Too high to reach

People in wheelchairs, children, the elderly, and short people may have trouble reaching what they need. Innovations are needed so everyone can reach.



#### One hand only

In the office, people hold documents with one hand and make copies with their other hand. It is important to be able to operate the device with only one hand.



#### Using a cane or crutches

The use of canes to assist walking is increasing. Some people with broken bones use crutches. It is important to be able to operate the device with only one hand.



#### Cannot use fingers

Operations must not be too exacting as there are people with injured fingers or long fingernails.



#### Lack of strength

Some people are not as strong as others. Opening and closing the doors and levers on multifunction printers and copiers must be easy.

### Regarding emotions



#### Awareness of others

People waiting as you make copies causes tension. Removing emotional tension while working is one important function.



#### Irritation

Investing a lot of time and not getting the desired results is irritating. An operation panel, manuals, and support system that are easy to understand are all needed functions.

## Regarding sight and hearing



### Blurred vision

People with weak vision need panels that are easy to see, and it also helps to have procedures that do not rely on vision.



### Cannot see well or at all

The operation panel of a multifunction printer or copier can be difficult to see in a dark room or in direct sunlight near a window. It is necessary to consider various installation environments and develop innovations to make it easy to see.



### Cannot see small things

Operation panels need large text so elderly and nearsighted people can use them without trouble.



### Cannot visually differentiate

There are people who can not differentiate certain colors. Also, it can be difficult for people to differentiate words in a long list of terminology. Innovations are needed to make differentiating easy.



### Difficult to hear

There are deaf people and elderly people that are hard of hearing. Also, if the surrounding area is noisy, anyone can have trouble hearing small sounds. Volume adjustment and innovations other than using sound to communicate with the user are needed.

## Regarding cognition



### Cannot remember

It is necessary to eliminate stress from the perplexity caused by exposure to many unfamiliar words, as well as that from the inability to recall how to use a product despite previous experience.



### Cannot learn

Complex systems are difficult to understand. It is difficult to remember information if we do not understand the context. It is necessary to devise things that we can operate naturally, without the need to learn how.



### Unclear cause and effect relationships

Thinking, "How did this happen?" is stressful. Ways to easily show and describe cause and effect, as well as ways to eliminate problems where the user does not know what to do, are needed.

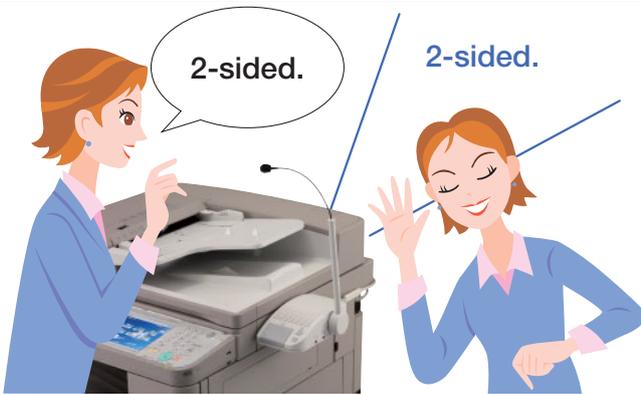
**An introduction to the specific innovations of the imageRUNNER ADVANCE series begins on the next page.**

**The icons above are used to show which issues the various functions address.**

# Universal Design for Multifunction Copiers

Introducing the myriad innovations of the imageRUNNER ADVANCE series.

## Voice Guidance and Voice Operation



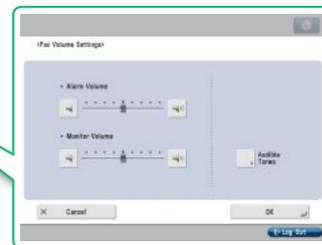
Audio instructions are provided for basic functions, such as copy and fax. This helps people who have problems seeing or using the touch panel. They can also use basic functions with voice recognition.

## Volume Adjustment



The volume adjustment screen is accessed simply by pressing a button.

This is useful to quickly lower the volume for incoming faxes, etc.



## Easy-to-Hear Notifications



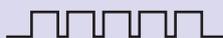
### Entry Tone

Pressing keys  
Single beep sound



### Extra Warning Tone

Replace toner cartridge  
Continuous beep sound



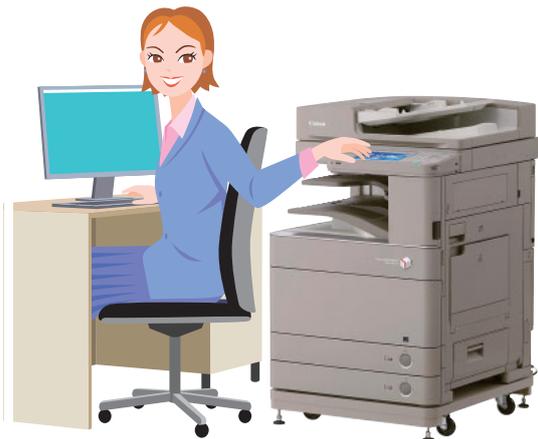
The visually impaired can also differentiate between the urgency of the notifications, because the tones used to indicate the device status are clearly understandable. An example is shown on the left.

## ADF Access Handle



People in wheelchairs can easily close the auto document feeder (ADF). They can operate the device without difficult contortions or losing their balance as they stretch out a hand.

## Dolly with Casters



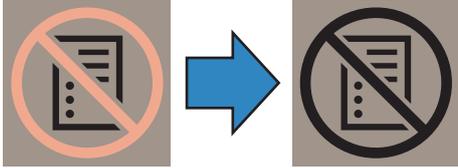
The imageRUNNER ADVANCE sits on this base plate. It is possible to operate the device while sitting at your desk.

## Improved Power Switch



The device shuts down normally even if the power switch is turned off unexpectedly. The switch has been moved to the front so it is easy to reach, and a protective cover has been added.

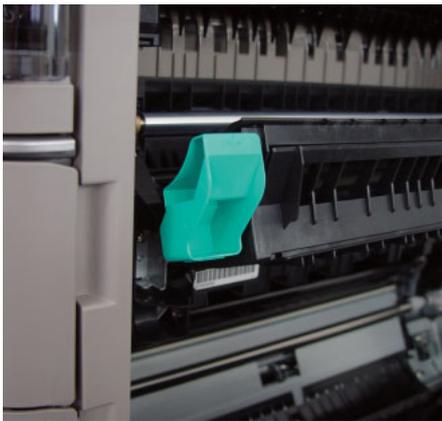
# Color Perception



We choose colors for the operation panel, labels, and interior levers with consideration for people who see colors differently. The colors used are based on what users can distinguish visually, regardless of individual color perception.

For some, differentiating the color of the left symbol from the brown background is difficult. Therefore, we use colors that can be distinguished by all people.

# Shapes and Colors of Levers

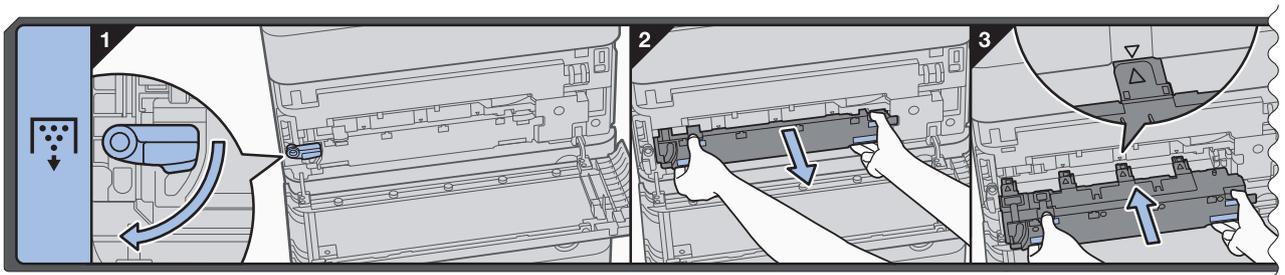


Levers for resolving paper jams are green, and handles for replacing consumables are blue. They stand out, are easy to grip, and have built-in safety features.

# Visual Directions



Illustrations are easy to understand. They are placed near the levers and have the same colors, so what needs to be done is obvious.



## Easy-to-Read Operation Panel



The large, bright, full-color touch panel improves readability. Text is easy to read.

Common buttons have distinct colors and bumps that can be understood by touch.

## Tilting Operation Panel



The angle of the operation panels can be adjusted, allowing people that may have trouble reaching, such as users in

wheelchairs, to operate the device easily. It also helps reduce glare on the screen.



## Easy Solutions to Paper Jams



Doors open wide for stress-free access to jammed paper. All the doors are designed to be easy to open with little effort.

## Easy Toner Cartridge Replacement



The imageRUNNER ADVANCE C5000, C7000, and C9000 series have toner covers that open from the panel when the toner cartridge is empty. No worries about replacing still-full cartridges, and they can be changed on the fly for better productivity.

## Animated Explanations



Removing jammed paper or replacing consumables can be accomplished simply by following the animated instructions. There is no need to memorize procedures.

## Simple Paper Settings



Paper guides in the drawers can be moved with only one hand. The device automatically detects the paper size when the paper guide is aligned with the paper to help save time.

## IC Card for Printing



The imageRUNNER ADVANCE series can use IC cards for management. Jobs are stored, and then printed after authorization. This helps contain classified information. The visually impaired can be sure of picking up their own printouts.

## Job Done Notice



The device can send e-mail to a mobile phone or computer to indicate when a job has been completed. Available retail software can also be used to read the e-mail out loud as an audio announcement of finished jobs.

# Customizable Menus



The touch panel can be customized. Popular functions can be made easier to find to improve productivity. Displaying only functions that are

used often can make it easier to remember operations.



# One-Touch Quick Menu Operation



Combinations of settings can be assigned to a single button and accessed with a touch. This can reduce workload when used for common settings. Customized menus and the menu background can be linked to individual users.

# Remote Touch Panel Interface



The device can be controlled remotely through a network using a computer, with the same interface as the touch panel. Operations are streamlined as managers can work remotely, and people with limited mobility can work from their desk.

# Remote UI

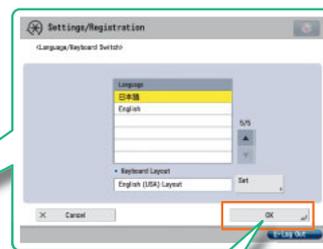


Job progress and remaining toner and paper can be checked, destinations can be easily registered, and settings can be changed without spending time at the device. The Remote UI (User Interface) uses a web browser, so no extra software is needed.

# Languages



The on-screen language can be switched to Japanese or English and so on. This is an advantage given the continuing internationalization of workplaces.



# Various Operating Information

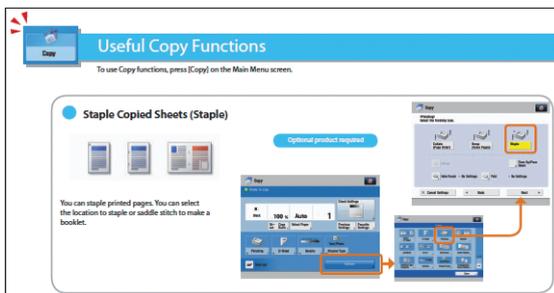


Operating information is available for the imageRUNNER ADVANCE series based on various problems that the user might encounter.



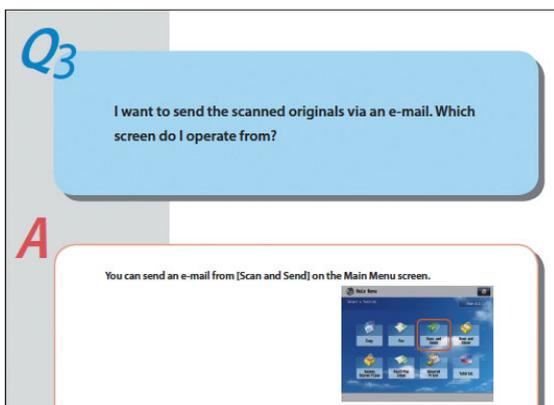
## Tutorials for Useful Functions

The main functions can be checked on-screen.



## Quick Reference

The main functions can be checked on paper.



## Frequently Asked Questions

Descriptions of problems that often occur are available.



## Full-text Search

Desired functions can be found using a full-text search function with HTML format manuals.

## Products and Their Features

Feature	Standard/Option	imageRUNNER ADVANCE					
		C2000 Series	C5000 Series	6000 Series	C7000 Series	8000 Series	C9000 Series
Voice Guidance	Option	✓	✓	✓	✓	✓	✓
Voice Operation	Option	✓	✓	—	✓	—	✓
Volume Adjustment	Standard	✓	✓	✓	✓	✓	✓
Easy-to-Hear Notifications	Standard	✓	✓	✓	✓	✓	✓
ADF Access Handle	Option	✓	✓	✓	✓	✓	✓
Dolly with Casters	Option	✓	✓	✓	✓	✓	✓
Improved Power Switch	Standard	✓	✓	✓	✓	✓	✓
Color Perception	Standard	✓	✓	✓	✓	✓	✓
Shapes and Colors of Levers	Standard	✓	✓	✓	✓	✓	✓
Visual Directions	Standard	✓	✓	✓	✓	✓	✓
Easy-to-Read Operation Panel	Standard	✓	✓	✓	✓	✓	✓
Tilting Operation Panel	Standard/Option	—	✓	✓*1	✓*1	✓	✓
Easy Solutions to Paper Jams	Standard	✓	✓	✓	✓	✓	✓
Toner Cover Auto-Open	Standard	—	✓	—	✓	—	✓
On-the-Fly Toner Replacement	Standard	—	✓	✓	✓	✓	✓
Animated Explanations	Standard	✓	✓	✓	✓	✓	✓
Simple Paper Settings	Standard	✓	✓	✓	✓	✓	✓
IC Card for Printing	Option	✓	✓	✓	✓	✓	✓
Job Done Notice	Standard	✓	✓	✓	✓	✓	✓
Customizable Menus	Standard	✓	✓	✓	✓	✓	✓
One-Touch Quick Menu Operation	Standard	✓	✓	✓	✓	✓	✓
Remote Touch Panel Interface	Option	✓	✓	✓	✓	✓	✓
Remote UI	Standard	✓	✓	✓	✓	✓	✓
Languages	Standard	✓	✓	✓	✓	✓	✓
Tutorials for Useful Functions	Standard	✓	✓	✓	✓	✓	✓
Quick Reference	Standard	✓*2	✓	✓	✓	✓	✓
Frequently Asked Questions	Standard	✓*2	✓	✓	✓	✓	✓
Full-text Search	Standard	✓	✓*3	✓	✓*3	✓	✓*3

\*1 Possible to adjust angle of operation panel with addition of optional upright panel.

\*2 Same information is available in Basic Operation Guide.

\*3 Search function available for names of functions and titles only.

