

BERTL

HIGHLY RECOMMENDED

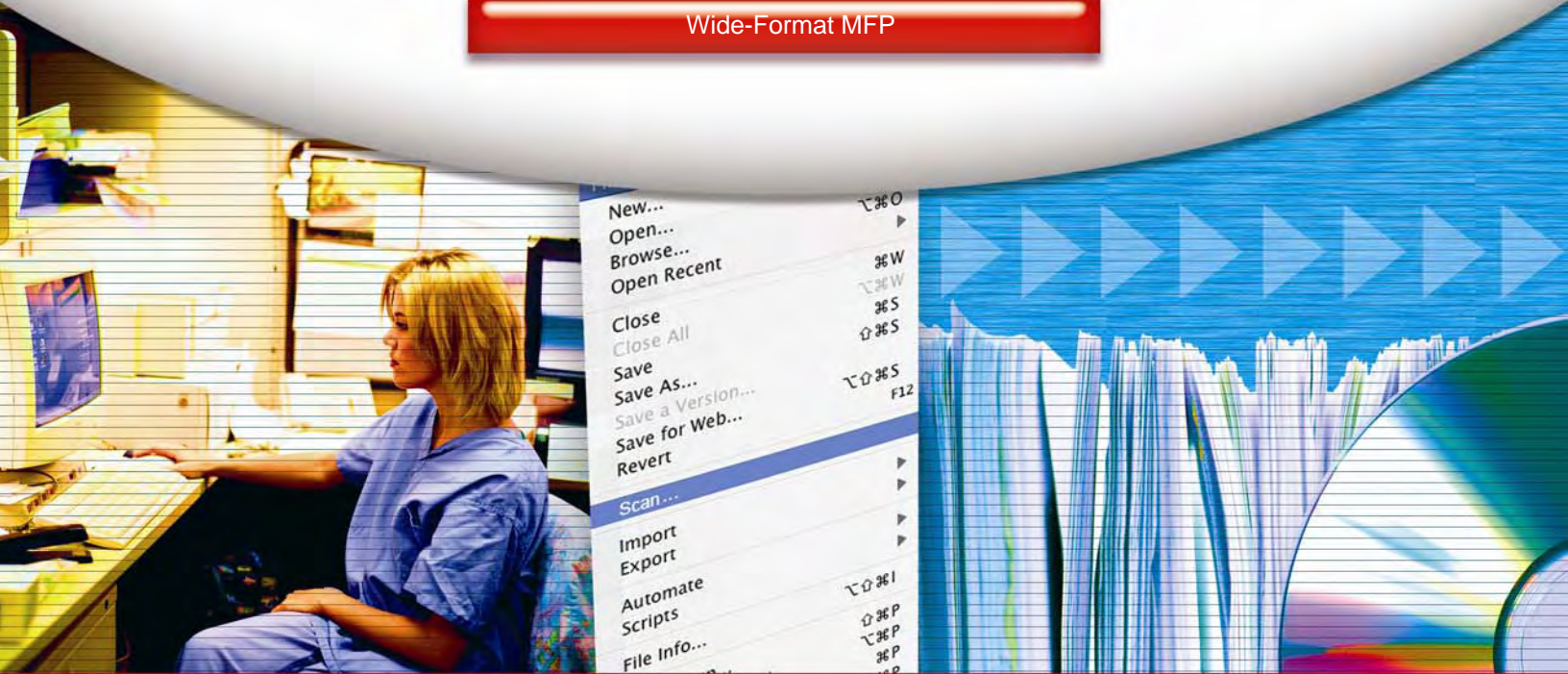


Paradigm Imaging Group EIS Supra



659 ft²/hour printing; 2 ips color scanning

Wide-Format MFP



100% INDEPENDENT ANALYSIS

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WIDE FORMAT

The EIS Supra color MFP solution was introduced by Paradigm Imaging Group in early 2007 as the company's debut into the wide-format color MFP market. With its 36" wide printing and scanning capability, the EIS Supra color MFP is a mid-sized, performance MFP system aimed at the facility management, CAD/GIS, and reprographics markets.

Paradigm is relatively new to the color MFP world, but within the last one-and-a-half years, the company has created a series of professional black and white and color MFP solutions spanning the gamut from less than \$8,000 systems to systems costing more than \$30,000. This impressive range makes some of the other big vendors' single or dual offerings pale in comparison to Paradigm's solutions.

Paradigm History

The company was originally founded in 1989 as a large-format scanning service bureau specializing in the conversion of paper-based engineering documentation to CAD format.

In the early 1990s, Paradigm's business approach evolved from document imaging services only to a two-pronged approach of providing services and/or a product solution.

In the mid-1990s, Paradigm became a distributor of large-format scanning solutions and then later began developing its own wide format printers by building on its expertise in the wide-format industry.

Seeing a need to fill gaps that current large-format scanning and printing solutions didn't fill, Paradigm began to develop solutions using "best-of-breed" components that addressed evolving market needs. Since 2005, the company has developed and delivered quality wide-format MFP solutions to the market in the United States and Canada.

Paradigm EIS Supra

The EIS Supra consists of *best-of-breed* equipment:

- A Canon iPF710 36" wide printer.
- A Graphtec SK200 36" wide color scanner.
- Paradigm's Rocket scanner and printer controller.
- ImageFLOW scanning, printing, and copying software.
- A combined ergonomic stand for the scanner, printer, and Rocket controller with keyboard and touch screen monitor.
- One-year on-site warranty in the United States and Canada.

Device Features Summary

List Price	\$16,995
Color Printing Speed	659 ft ² /hour in draft mode 337 ft ² /hour in standard mode 79 ft ² /hour in best mode
Monochrome Scanning Speed	6 ips at 200 dpi
Color Scanning Speed	2 ips at 200 dpi
Maximum Printing Resolution	2,400 x 1,200 dpi
Maximum Scanning Resolution	1200 dpi
Print heads	5 color (CMYK + [2] matte black) One long-life color print head: 2560 nozzles per color for a total of 15,360 nozzles
Droplet size	4 Pico Liters (pl) (all colors)
Document Size	Scanning and printing width up to 36"/915 mm; unlimited scan length; printing is limited to 59 ft
Interface	Printer: USB 2, 10/100 BaseT/Tx Ethernet Scanner: USB 2.0

Note: Price includes the Graphtec SK200 scanner, MFP ERGO stand, Canon iPF710 printer, Paradigm's Rocket controller, ImageFLOW software, and one-year on-site warranty in the United States.

ips = inches per second; ft² = square feet



The Canon iPF710 Printer

The Canon iPF710 printer is designed for the technical market: CAD, AEC, and GIS, as well as front-office environments and graphic-intensive workflows.

The Canon iPF710 is a 36" wide printer with a resolution of 2,400 x 1,200 dpi and is equipped with one print head containing 15,360 nozzles configured as 2,560 nozzles per CMYK color, and 5,120 nozzles for matte black color for a total of 5 colors. The Canon iPF710 droplet size is 4 Pico liters (pl), enabling it to print the finest details. Each ink tank contains 130 mL of ink. Media handling is performed through one roll in the back, and the media size is automatically detected by the iPF710. Furthermore the iPF710 has cut-sheet paper capability. The iPF710 can handle a wide range of different media types, including plain paper, coated, semi-gloss, and high-gloss paper. A detailed report on the iPF700 series is also available from BERTL.



The Canon iPF710 printer

The iPF710 printer is fast, with a rated speed of 659 ft²/hour in draft mode, 337 ft²/hour in standard mode, and 79 ft²/hour in best mode. This high level of performance is due to the larger nozzle size for each color, which results in fewer passes required to print.

The Graphtec SK 200 Scanner

The Graphtec SK 200 scanner is a 36" wide color scanner with 600 dpi optical resolution. It is only bundled with one of Paradigm Imaging EIS MFP solutions, and is not sold as a standalone scanner. The scanner is based on Contact Image Sensor (CIS) technology and uses RGB LED light for illumination. One advantage of the LED light illumination source is that the scanner requires no warm-up time, so you can literally walk up to the scanner, turn it on, scan, and turn it off again, thereby saving energy.

Scanner performance is in the mid-range, with a rated color speed of 2 ips at 200 dpi and black and white speed of 6 ips at 200 dpi. One of the first things BERTL noticed is that, contrary to Graphtec's other scanners, the CIS sensors are located in the top lid of the scanner, so document loading is done face up. This is better than

placing documents face down where you can't see the image you are loading.



The Graphtec SK200 is only sold bundled with the EIS MFP solutions.

The Graphtec SK200 scanner cannot be used for scanning thick media, which is a rarely needed requirement anyway. If your needs do call for thick media scanning, you should consider the Paradigm Imaging EIS Ultima II or EIS Flex solutions that have options for thick-media scanning. Another noticeable difference with this scanner is that the paper handling has been optimized to for one-way feeding. So if you need to re-scan an image, you would need to reload the paper manually instead of just rewinding the paper from the back end of the scanner. The Graphtec SK200 scanner is equipped with a USB 2 interface.

The Rocket Controller

Paradigm's Rocket controller is the glue that makes the scanner and the printer work together as a coherent solution. The Rocket controller is a pre-configured PC running Microsoft Windows XP/SP2 Professional and powered by a 3 GHz Intel Pentium 4 processor with 1 GB of memory and 80 GB hard disk. It has a built-in combination CD-RW and DVD-ROM drive and connects through a 100 MB fast Ethernet connection. It includes a mini keyboard with touch pad and a 17" LCD touch screen monitor.

According to Paradigm Imaging, the EIS Supra combines:

"...best-of-breed technology from Graphtec, Canon, and Paradigm Imaging to produce a state-of-the-art solution for facility management, CAD/GIS, and reprographics. Manage and electronically distribute wide-format documents for technical and graphic arts solutions with our array of EIS wide-format copiers, scanners, printers, and document imaging workflow software. The EIS Supra large-format scan, copy, and print solution provides maximum flexibility to meet your needs at an affordable price."

Paradigm Support & Upgrade Policy

Paradigm provides a toll-free phone number and e-mail address for customers to obtain support for the EIS Supra solution, as well as free firmware upgrades.

Paradigm Imaging Family of EIS MFP Solutions

The Paradigm Imaging MFP family consists of a versatile range of EIS MFP solutions all addressing different needs and price points in the market. This family consists of:

- EIS Quatra
- EIS Supra
- EIS Ultima II
- EIS Turbo
- EIS Flex
- EIS Solo

The EIS Quatra is the entry-level, monochrome MFP solution starting at approximately \$7,500, but it can be upgraded to a color version for an additional \$1,500.

The EIS Supra, which is reviewed in this report, is a 36" wide mid-range color MFP solution.

The EIS Ultima II is the high-end model combining a Canon iPF8000S graphics printer with a fast 42" wide Graphtec color scanner.

The EIS Turbo combines a 36" Graphtec scanner with a fast Seiko 36" wide monochrome LP printer.

The EIS Flex and EIS Solo solutions allow the customer to combine their own scanner and printer solutions into a cohesive MFP system with the ImageFLOW software.

What BERTL Tested

BERTL tested the EIS Supra color MFP model with the ERGO stand and the ImageFLOW MFP software. The price for the tested equipment was \$16,995.

BERTL uses its own standardized test procedure to test all wide-format MFPs, ensuring uniform and independent treatment of wide-format MFPs across the industry.

Our MFP testing procedures focus on features that provide the most benefit for the operator, and we avoid going too deep into the inner features and operations of the actual scanner and printer that form the MFP system. For a detail report of scanner and printer components, please consult BERTL's detailed reports for wide-format scanners and printers.

Setting Up the System

The EIS Supra MFP system arrives in several different cardboard boxes, and each major component can be set up and installed individually.

BERTL started with the ERGO stand, which is Paradigm's own universal MFP stand that is both flexible enough to provide a versatile solution for diverse office environments. Scanner height and monitor/keyboard height and angle are adjustable and versatile enough to fit different scanner and printers in the market.

The combined ERGO stand for the scanner and the Rocket controller is easy to set up. The ERGO stand is contained in two cardboard boxes with well-documented assembly instructions. Setting up the stand took about 20 minutes. On top of that, you must set up the Canon printer and the Graphtec SK200 scanner.

The Graphtec SK200 scanner sits on the table-top and the printer slides under the scanner stand. You can adjust the angle height and tilt of the Supra stand to accommodate other printers, the touch screen, and the keyboard.

Within an hour, the full EIS Supra system was ready to use. The Graphtec SK200 scanner, weighing in at only 53 lbs., is light compared to other scanners in the market. The Canon iPF710 printer weighs 141 lbs. with the stand. Although there are several hardware components to be installed, it is easy enough for most users to complete installation. The EIS Supra has a footprint of only 59" high x 77" long x 36" wide and weighs a total of 249 lbs.

Although the scanner, ERGO stand, and printer setup instructions are found in three different manuals, BERTL found that the directions are clear and easy to follow.

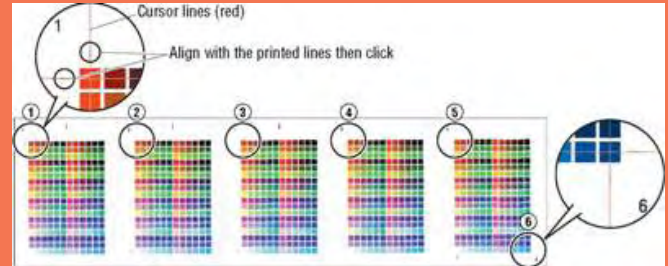
Driver and Utility Installation

The Rocket controller is preloaded with Microsoft Windows XP/SP2 Professional, scanner and printer drivers, as well as the ImageFLOW application that runs the color MFP solution. The only tasks left are to connect the Rocket controller to the Ethernet network interface and finalize the scanner and printer setup, including calibration. The Rocket controller is available with other combinations of scanners and printers.

SK200 Scanner And Calibration

For optimal scanner image quality, calibrate your new scanner before use. The Graphtec SK200 scanner is equipped with black and white point calibration sheet as well as a color calibration sheet. Color calibration is a semi-automated process: after scanning the color calibration sheet, you mark six reference points on the sheet to make sure that the calibration utility knows the exact locations of each of the 1,080 color patches. The

scanner calibration process is smooth and should not present any problems for customers. BERTL completed basic calibrations in less than five minutes.



The Graphtec SK200 scanner color calibration sheet.

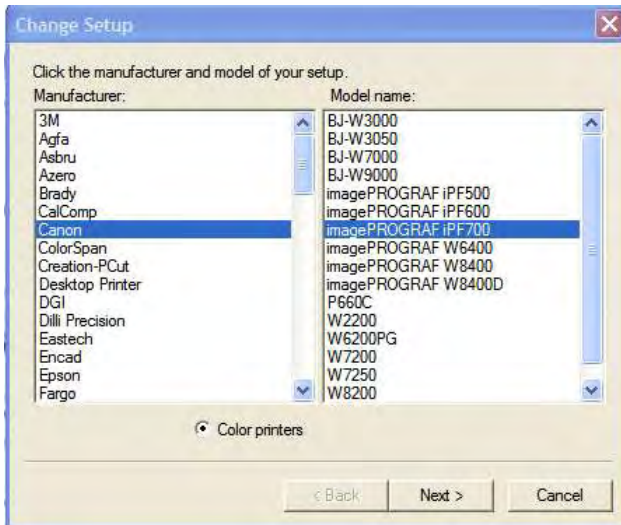
The Graphtec SK200 uses the latest CIS technology with 42-bits of internal color capturing (14-bit grayscale) parsing the best 24-bit color (8-bit grayscale) to the Rocket controller for further processing. The scan line consists of five CIS sensors, each approximately 8.5" wide to provide a 36" wide scanning capability at up to 600 dpi resolution. You place the scanning materials with the image upwards when feeding the scanner. It's very nice that you can see the drawing while feeding it into the scanner. The top scanning speed is 6 ips in black and white at 200 dpi and 2 ips in color also at 200 dpi.

Canon iFP700 Printer & Calibration

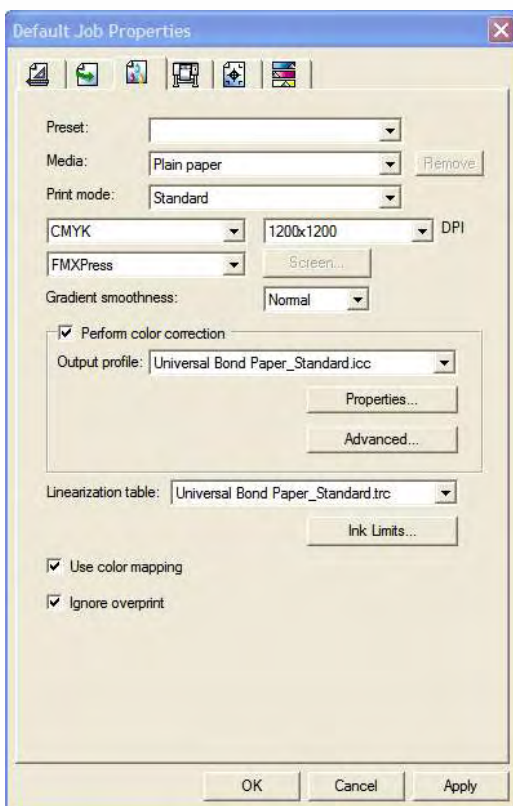
The Canon iFP700 printer is a 36" wide, five-color inkjet printer. It contains five 1" print heads with a total of 15,360 nozzles (2,560 nozzles for each CMYK color and 5,120 nozzles for the matte black color). Ink wells have a maximum capacity of 130 mL each. Installation is straightforward as with most printers. You connect the Canon iPF710 printer directly to the Rocket controller through a USB cable or to via Ethernet network interface. The printer is calibrated through the GARO Status Monitor application using the "Maintenance Tab," or directly at the iPF710 printer's control panel.

ImageFLOW PhotoPrint Application

Last, you configure the ImageFLOW software with the combination of scanner and printer in the ImageFLOW PhotoPrint setup and with the printer's Internet Protocol (IP) address (if the printer is not attached locally via the USB interface). ImageFLOW PhotoPrint supports more than 550+ different printers on the market.



Finding and selecting the right printer out of more than the 550 printers supported is easy.



Setting up the correct media type and color profiles is easy.

What We Liked

- BERTL liked the ERGO stand for the combined solutions and found it to be very versatile, fitting virtually all possible combination of scanners and printers.
- The installation procedure is easy to follow even though it is found in three different setup manuals. It can be performed by anyone in an organization who has average experience in installing new software and hardware on a computer.
- Instructions for assembly and installation are easy to follow with plenty of drawings and instructions.
- Typical setup and assembly time for the complete MFP solution is 60 minutes.

What We Would Like To See

- BERTL would like to see an overall setup assembly instruction manual.
- BERTL would like the scanner calibration to be more fully automated, e.g., automatically find the 6 patch coordinates, instead of requiring the operator to do it manually.
- Instead of having to feed two calibrations sheets into the scanner, BERTL would like to see a single calibration sheet for doing this job.
- The ImageFLOW user manual could be more detailed.

ImageFLOW

The ImageFLOW software is a new all-in-one package that enables user to scan, preview, print, and copy images. It's included with the Supra solutions at no additional charge. This software enhances the experience for the operator. All buttons are logically placed, with the view/preview on the left and controls on the right. In the lower right corner you can find the three main functions:

- Scanning
- Printing
- Copying

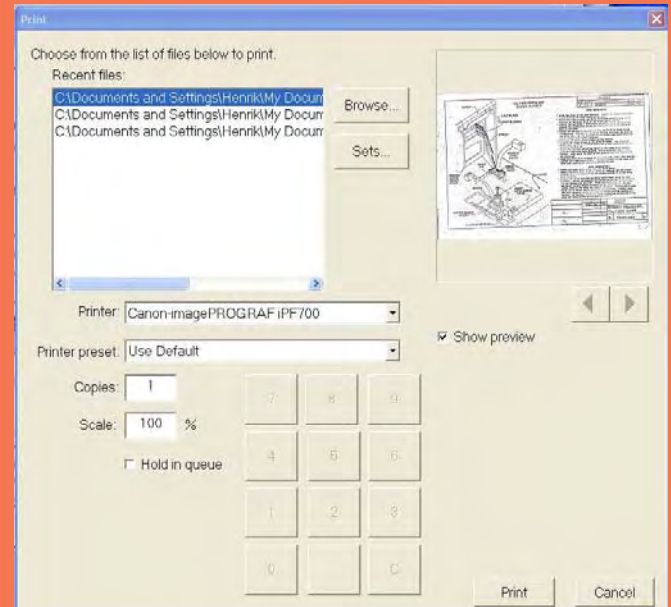
ImageFLOW supports and comes with a touch screen as well as the typical keyboard and mouse interface, making input easy.



ImageFLOW has a user-friendly interface that is appropriate for the novice, intermediate, and experienced operator.

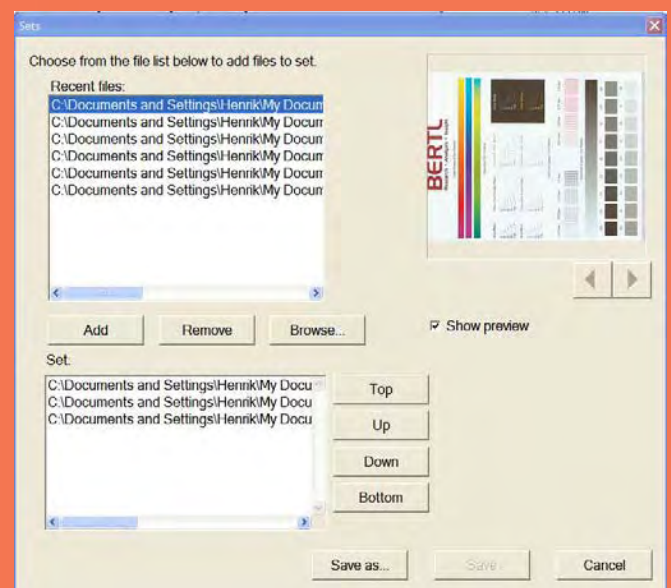
ImageFLOW is not just another scan, print, and copy application. Its base technology comes from the reprographics world and is based on PhotoPrint 5 from SA International. ImageFLOW supports more than 550 printers, making it easy to fit into your workflow. In addition, print jobs from other users and software can be integrated into ImageFLOW and are organized into a print RIP and queue system so you can create sets and manipulate the queue, providing you with a comprehensive company-wide queue and print system.

Printing with ImageFLOW



The Print dialog box is easy to use and supports the touch screen interface

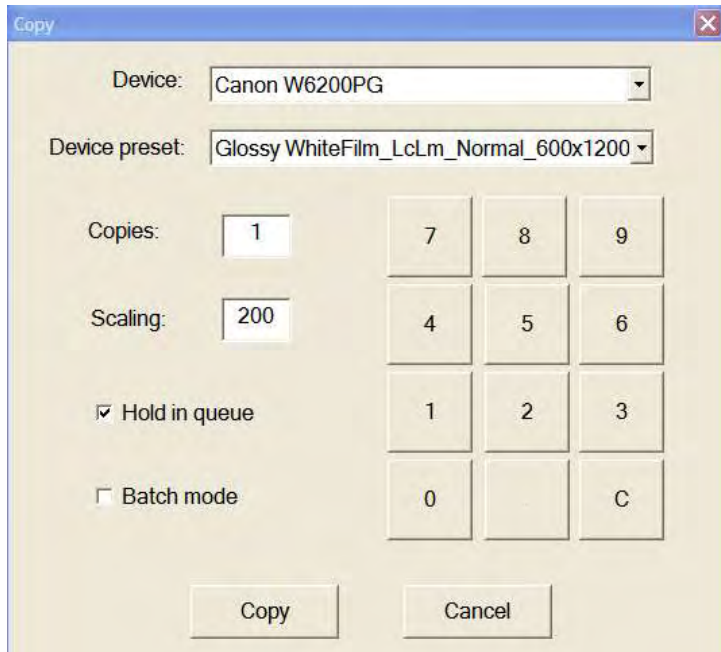
To print files previously scanned or already in the system, users can just click the Print button. In the Print dialog box you can add files using the standard browser and select the printing device with a preset printer paper profile, set the scaling, and select the number of copies to make. You can also hold print jobs in the queue for later release and build complex sets of prints. Just select the Sets button to create, rearrange, and manage sets.



Creating a print set is easy with the ImageFLOW interface.

Copying with ImageFLOW

To copy, simply select the number of copies needed, set the scale, and press the Copy button. This is simple and efficient. You can also select Batch Mode so that the scanner continuously scans, prints, and ejects the drawings without interruption.



The Copy button supports the walk-up copy function.

Scanning with ImageFLOW

Scanning is simple:

- Select the scanning mode (Color, Grayscale, or Black and White) by clicking on the appropriate tabs at the top.
- Select one of the eight presets or click the Edit button to customize scan settings.
- Click the Size button for selecting scanning sizes.
- Click the Scan button, and select file format and destination file.

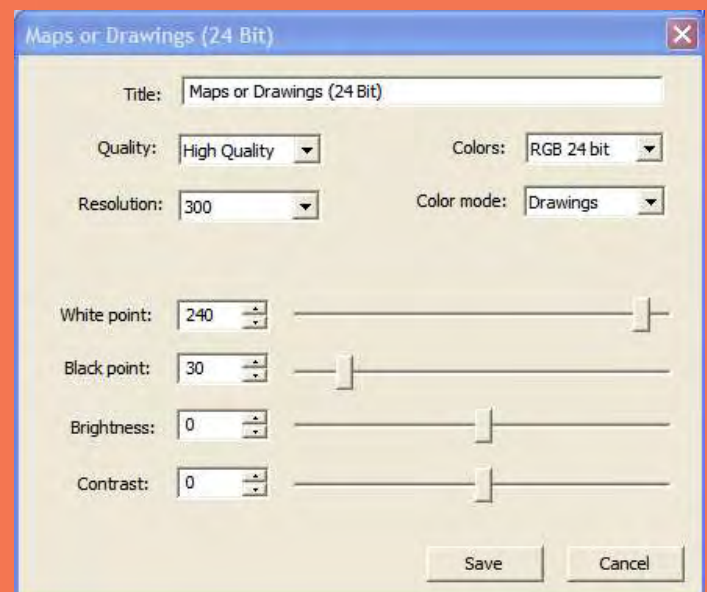
Scan Modes



Use the preprogrammed scan modes or make your own.

To begin, choose from one of the eight preset modes or select the Edit button to change the scan settings. For all scanning modes, you can choose normal, high-quality, or high-speed scanning quality, and then adjust the scanning resolution. Furthermore, you can set the black and white point or let the software do this automatically. Finally, set contrast and brightness.

There are also a few individual parameters to set, such as edge sharpening for grayscale, auto-despeckle for black and white, and 24-bit or 8-bit color.



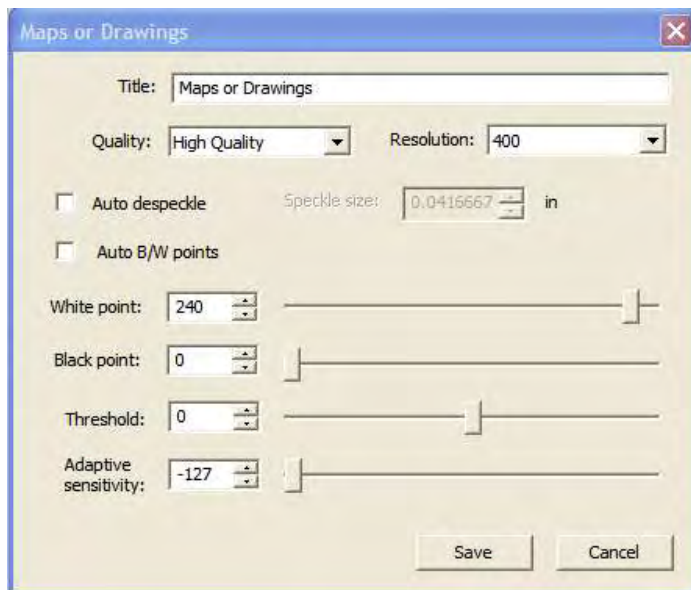
In color scanning mode, the black and white points, brightness, and contrast can be changed.

You can set the default resolution and scan quality. You also can overwrite it in the main screen, but the predefined settings are very helpful for the novice operator to get the job done fast. We found the Gamma adjustment was

missing, which is found on all higher-level professional MFP systems. Paradigm explained Gamma was left out because ImageFLOW is for users with mid to low levels of experience and the EIS Supra really is targeted as a walk-up copier solution. By adding a Gamma adjustment and other high-end features, the user interface gets complicated, making it harder to operate and learn. The company didn't feel the trade-off met its goal to make the interface intuitive and easy to use.

There are eight possible default settings for each scanning mode that the operator can customize to meet their needs.

Scanning in black and white for the CAD/GIS market is also supported. Both the simple scanning threshold and the more advanced Adaptive sensitivity threshold are supported, making the Supra solution well-adapted to scan clean, as well as deteriorated engineering or GIS maps.



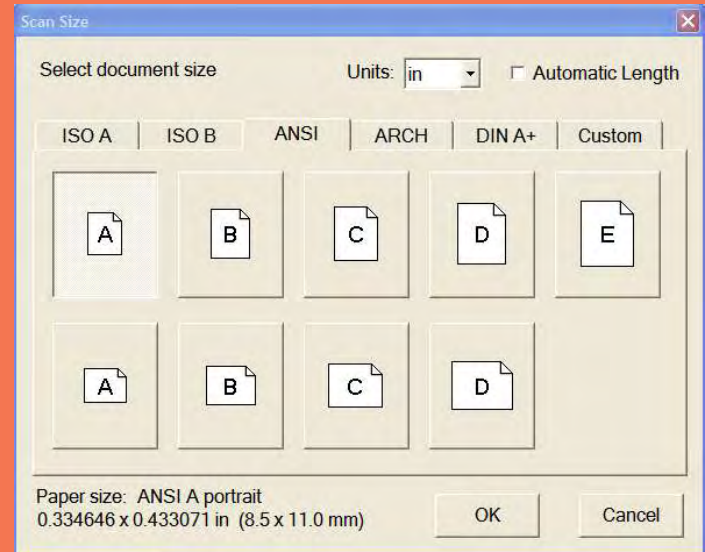
Black and white scanning has Adaptive thresholding for cleaning up faded or deteriorated drawings. This feature is often missing on black and white MFP systems.

Document Size

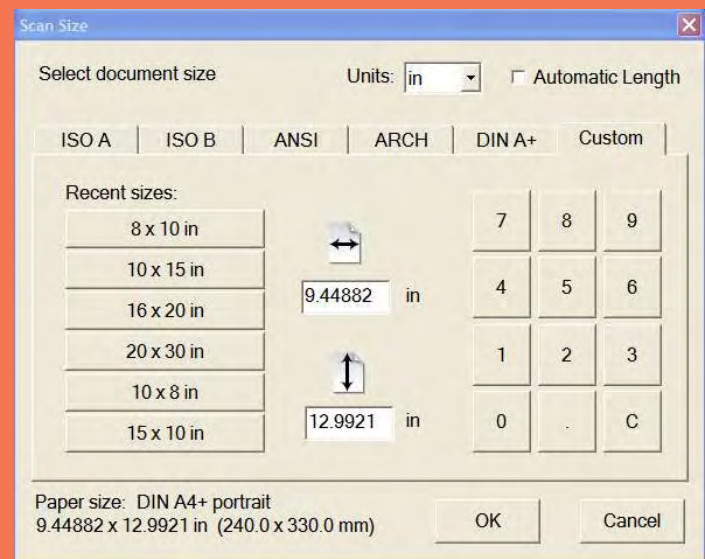
Next set your scan size. In the Document Size dialog box, choose ISO, ANSI, or ARCH preset sizes or set your own custom sizes. ImageFLOW tracks recent sizes that you've used for future scans.

In the Document Size dialog box, you can also let ImageFLOW manage your scan size information. This feature is very handy when scanning in batch mode where drawings' paper sizes can vary with each scan. Simply select Auto Width, and the program takes over. You can also select Auto Deskew so the program automatically

deskews tilted images, helping make the scanning process more efficient.



Choose between standard document sizes in both landscape and portrait mode.



Any document size can be selected in custom mode. ImageFLOW keeps track of the most recent custom sizes.

Start Scanning

Once you specify a filename, you are ready to scan. ImageFLOW supports single and multiple-page TIFF, PDF, and PostScript formats so you can scan drawings into the same file. This is a very welcome and convenient feature that other copy system software programs don't offer.

Previewing with ImageFLOW

Not all drawings are created equal, and sometimes you need to change the scanning process in order to end up with an acceptable scan. You can use the scanner preview function prior to performing the actual scan in order to make adjustments.

ImageFLOW also supports previewing and cropping.



Previewing and cropping is easy with ImageFLOW.

What We Liked

- BERTL liked the easy-to-use and well-designed ImageFLOW interface that enables the novice user to use it as a walk-up copier.
- We also liked that ImageFLOW enables operators to customize the color mode default settings.

What We Would Like To See

- After previewing, we would prefer not to have to reload the paper in the scanner to make the final scan. Currently the scanner can't rewind the document, instead, it has to be re-loaded.
- More features like Gamma for photocopying would be helpful, but not at the expense of the easy-to-use interface.
- When the unit of measuring is in inches, ISO and DIN document size standards should disappear (and vice versa for millimeters with the ANSI and ARCH standards) to reduce overall screen clutter.
- We would like a better and more precise way to crop images using the touch screen.
- An improved scanner reaction time from touching the scan button to seeing the image on the screen would also be helpful.

Consumables



BERTL found the Graphtec scanner easy to repair, with plenty of room for replacement of circuit boards.

Like any other peripheral, both the scanner and the Canon iPF710 printer have consumable parts. For the Canon iPF710, it's the paper, ink, and overflow reservoir. All consumables are easy to replace, and the Canon iPF710 display panel guides the operator through the consumable-replacement process. Furthermore, the printer warns the operator about low ink levels, ink-tank replacement, and if there is not enough media to complete a job.

Maintenance

Besides changing media rolls and calibrating the printer and scanner, the most common maintenance is replacing the Canon iPF710 printer's print head, inks, and ink tank reservoir. All three tasks are easy to perform.

If a print job has been sent to the printer and the printer does not have enough ink to complete the job, the print job will be held until the problem is resolved. In addition to the warning on the printer display, the person sending the document for printing will be notified of the problem by the GARO Status Monitor software.



The display menu identifies the ink that needs to be replaced.

Ink tanks are very easy to replace. The control panel provides a short series of onscreen illustrations and directions that guide users through the ink-replacement process, making it an easy task even for novice users.



The display panel provides directions for the ink-replacement procedure.

Print heads can be replaced at any time. Print-head life can vary, and it depends on the amount of ink being released through the print head. The display panel guides the user through easy-to-follow steps to replace or install a print head. The ink head contains all five colors (CMYK and matte black) with sealed ink lines that connect to ink lines from the ink tanks.

Once the head is inserted and the covers are put back in place, the machine does its adjustments, and then it is ready to print.



Print-head replacement is easy to perform.

What We Liked

- We like the advanced control over basic maintenance issues for the iPF710 printer, and using the GARO Status Monitor software helps operators resolve print issues without having to call a service technician, or visit the printer itself and try to resolve the issue.

What We Would Like To See

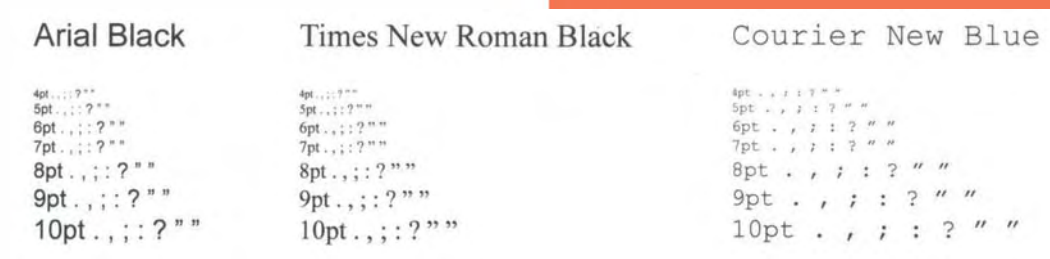
- BERTL would like to see a more user-friendly way of replacing the scanner's consumables.

Copying Accuracy

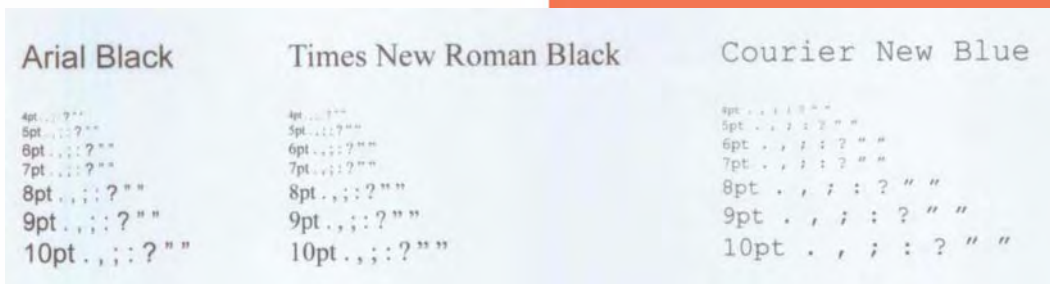
BERTL performed a series of quality tests with the combined scanner and printer. We usually conduct these tests by first scanning the test image and then printing it. This testing method is more demanding than using preconfigured files for printing because it results in a real-life scenario where a person walks up to the scanner, scans the image, and then prints it out using the built-in RIP in the Supra ImageFLOW software.

Text Details

Text details are another important test where we look at the impact of scanning small text size in different colors and then print them.



Black text scanned



Black text copied then scanned



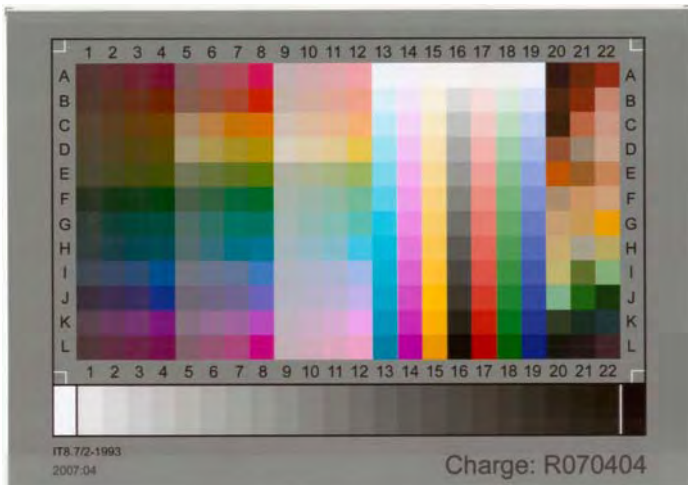
Blue text scanned



Blue text copied then scanned

The text samples shown on the previous page indicate that even when scanning, printing, and then scanning again, the small text is still readable. The black text shows up sharper than the blue text. No doubt the iPF710 printer's 4 pl droplet size helps.

Color Accuracy



The scanned IT8 test chart

For our color accuracy test, we used the well-known ANSI IT8 test chart that is used to calibrate many color devices.

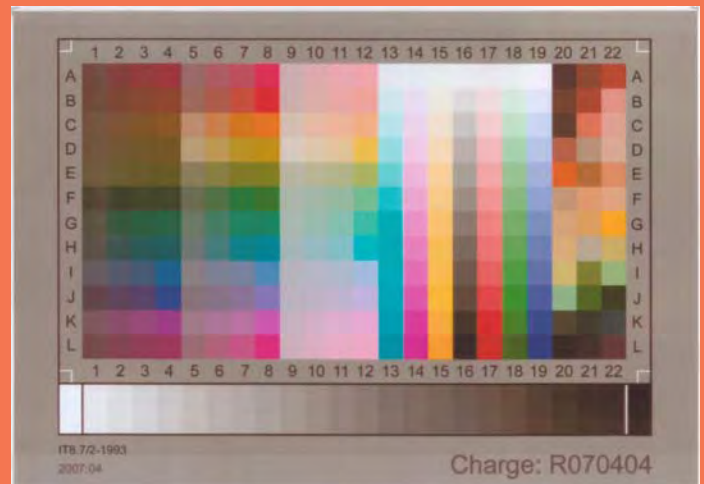
We scanned the test chart at 300 dpi using the sRGB color space and a Gamma of 2.2 (sRGB default). We then read each patch and compared them with the reference patches of true color value and determined the ΔE value indicating how accurately the scanned colors match the reference chart. The color accuracy score for the SK200 is excellent, and we contribute this fact to the Graphtec color-adjustment calibration procedure.

SK200	ANSI IT8.7 Color Matching	
Test Result	$\Delta E=3.4$	Average
	$\Delta E=10.9$	Worst Case
	$\Delta E=7.4$	95%

We then printed the scanned IT8 test chart using the printer's best mode and glossy photo paper, and rescanned the printed version of the ANSI IT8 test chart. We measured the results again.

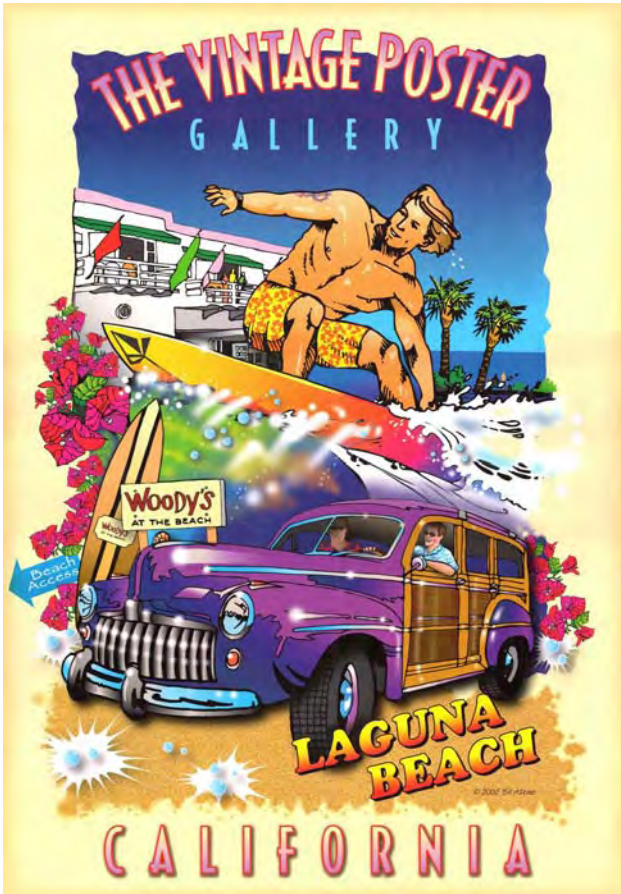
Scan->Print->Scan	ANSI IT8.7 Color Matching	
Test Result	$\Delta E=9.25$	Average
	$\Delta E=20.17$	Worst Case
	$\Delta E=16.51$	95%

We should, of course, expect a much lower value since we need to take into consideration the color inaccuracy of the scanner, printer, and then the scanner again. However the result is actually good.



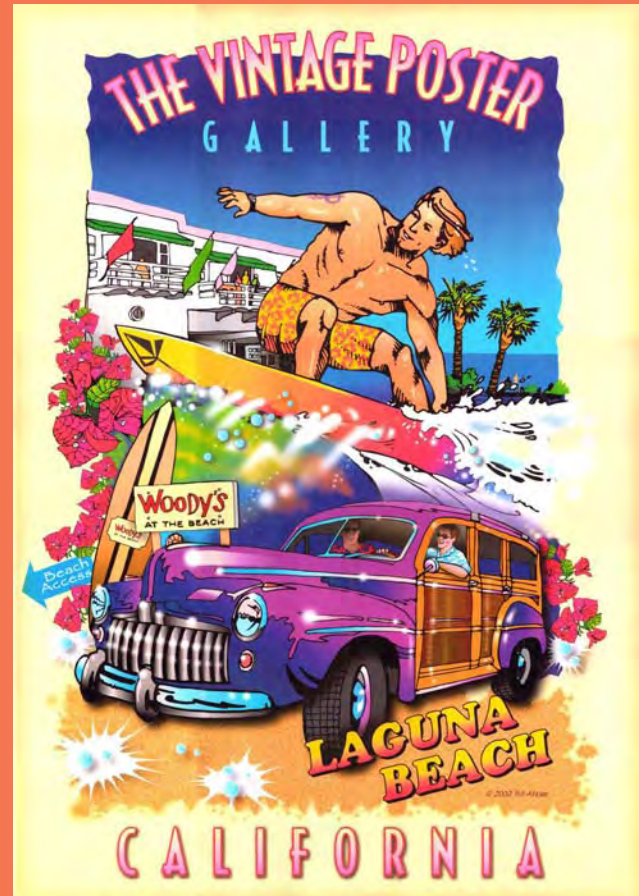
ANSI IT8 after printing and scanning.

Poster Copying



Scanned poster image

In this test we look for the overall copy quality using posters. The overall copying process is very accurate; however, the colors are slightly less vivid. When considering that this is only a 5-color printer, the result is good.



Scanned, printed, and re-scanned poster image

Art Copying



Scanned original of artwork

Using a different sample of artwork, we saw a slight color shift in the rescanned image. Again the result is acceptable, considering that the iPF710 printer has only 5 colors.



Scanned, printed, and re-scanned artwork

CAD Copying with Adaptive Thresholding

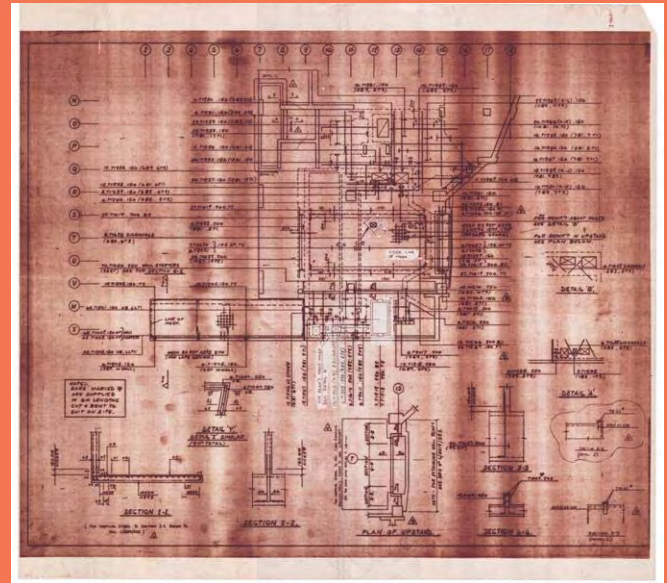
Adaptive thresholding is a scanning technology that cleans up engineering blueprints and other deteriorated drawings. Working with deteriorated CAD and AEC drawings is standard work for a MFP copy system.

We tested the MFP's ability to clean up the drawing and print it, both in terms of the result and how easy it is to quickly find the best settings for this process.

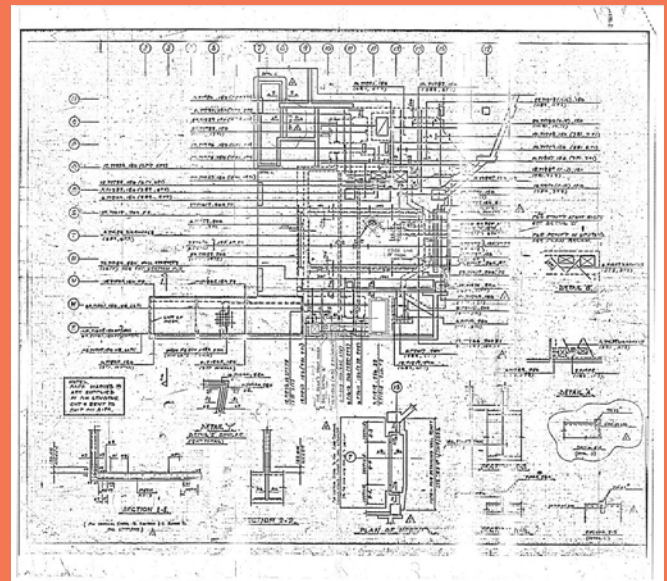
With Adaptive thresholding, scoring is based on a subjective scale from:

- **Best** – The best available in the industry in terms of clean up and ease of use.
- **Good** – Good clean-up result, better than average and easy to use.
- **Average** – Average clean-up result and average ease of use.
- **Poor** – The clean up result is poor, and it is difficult find the best setting.
- **N.A.** – Adaptive clean up is not available.

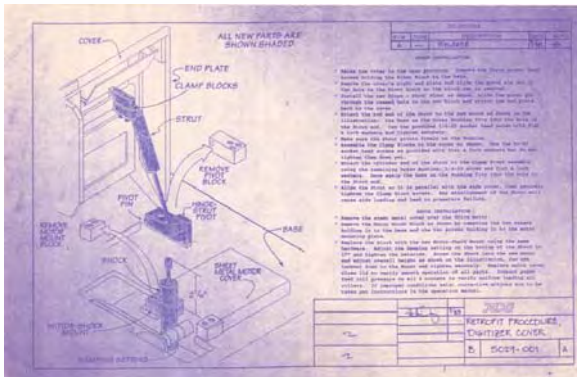
EIS Supra	Adaptive Thresholding
Test Result	Average



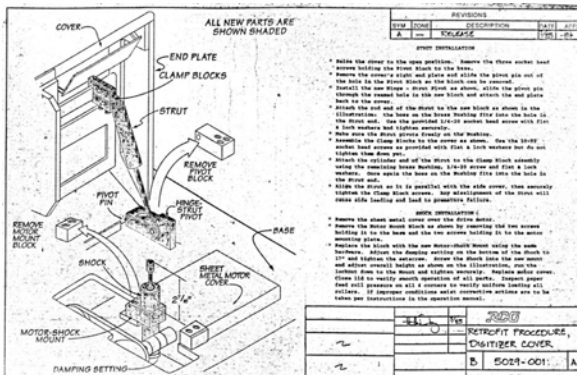
Original scanned in color



With adaptive thresholding



Original scanned in color



After adaptive scanning

What We Liked

- BERTL was pleased with the scanner's color quality.
- The copy system handled deteriorated black and white drawings well.
- We were surprised by the good results in the copying process despite the iPF710's limitation of 5 colors.

What We Would Like To See

- BERTL does not have any recommendation at this time.

The EIS Supra is a well-designed, quality MFP system available for only \$16,995. Both the Graphtec SK200 scanner and the Canon iPF710 printer are well matched for this mid-range MFP system. The ERGO stand is very functional and versatile, and it can accommodate a range of different scanners and printers. The Rocket controller is powerful enough to drive the combined solutions without any problem. Finally the ImageFLOW application binding all components together to create a coherent MFP solution was a pleasant surprise. Instead of focusing on making the solutions feature-rich and complex to operate, Paradigm instead chose simplicity and ease of use. This will limit the Supra in the top professional environment, however it will make it the preferred solution for companies with small-to-medium copying needs. The lower price point will also make it attractive.

If your needs call for higher performance and quality, Paradigm offers the EIS Ultima II solutions. If you still consider the \$16,995 price tag too high and are willing to sacrifice speed and performance, then Paradigm offers the EIS Quatra entry model for nearly half the price.

Recommendation

We recommend the EIS Supra due to its use of best-of-breed components and its relatively low price of \$16,995 for a complete color MFP solution. Although the solution is composed of different manufacturers' equipment, Paradigm takes full responsibility for the combined solutions and offers a one-year on-site warranty for the EIS Supra.

The EIS Supra color MFP solution is recommended for the facility management, CAD/GIS, and reprographics markets.

PROs	CONS
Ease of use and simple to operate.	May lack certain high-end features found in more expensive solutions.
Touch screen interface.	
Good for walk-up copying and occasional needs.	
One-year on-site warranty.	

What We Liked

- BERTL liked the ERGO stand for the combined solutions and found it to be very versatile, fitting virtually all possible combination of scanners and printers.
- The installation procedure is easy to follow even though it is found in three different setup manuals. It can be performed by anyone in an organization who has average experience in installing new software and hardware on a computer.
- Instructions for assembly and installation are easy to follow with plenty of drawings and instructions.
- Typical setup and assembly time for the complete MFP solution is 60 minutes.
- BERTL liked the easy-to-use and well-designed ImageFLOW interface that enables the novice user to use it as a walk-up copier.
- We also liked that ImageFLOW enables operators to customize the color mode default settings.
- We like the advanced control over basic maintenance issues for the iPF710 printer, and using the GARO Status Monitor software helps operators resolve print issues without having to call a service technician, or visit the printer itself and try to resolve the issue.
- BERTL was pleased with the scanner's color quality.
- The copy system handled deteriorated black and white drawings well.
- We were surprised by the good results in the copying process despite the iPF710's limitation of 5 colors.

What We Would Like To See

- BERTL would like to see an overall setup assembly instruction manual.
- BERTL would like the scanner calibration to be more fully automated, e.g., automatically find the 6 patch coordinates, instead of requiring the operator to do it manually.
- Instead of having to feed two calibrations sheets into the scanner, BERTL would like to see a single calibration sheet for doing this job.
- The ImageFLOW user manual could be more detailed.
- After previewing, we would prefer not to have to reload the paper in the scanner to make the final scan. Currently the scanner can't rewind the document, instead, it has to be re-loaded.
- More features like Gamma for photocopying would be helpful, but not at the expense of the easy-to-use interface.
- When the unit of measuring is in inches, ISO and DIN document size standards should disappear (and vice versa for millimeters with the ANSI and ARCH standards) to reduce overall screen clutter.
- We would like a better and more precise way to crop images using the touch screen.
- An improved scanner reaction time from touching the scan button to seeing the image on the screen would also be helpful.
- BERTL would like to see a more user-friendly way of replacing the scanner's consumables.

Summary

About BERTL

The success of an organization depends on its ability to manage its information and assets. An effective workflow process requires the complex integration of information, devices, software, and people.

IT managers, office managers, and other knowledge management professionals need to know what digital imaging devices would best serve their specialized workflow processes.

BERTL's services are designed around this real-world framework, delivering business consumers the independent analysis and insight needed to make critical decisions about digital imaging's role in their organization.

Independent Analysis and Insight

BERTL's reports, comparative data, and strategic guides look at digital imaging through the eyes of the business user. The research examines not only the technical features, but also vertical market applications, and business benefits. The impact on worker productivity is a primary concern.

BERTL is 100 percent independent. It receives no funding from manufacturers and all product evaluations and reports are published at BERTL's own expense for its subscribers. Business users worldwide trust BERTL for objective, unbiased analysis of digital imaging systems.

BERTL Services

Reports and Star Ratings

BERTL analysts provide detailed reports on the technical and practical benefits of thousands of color and monochrome workgroup, office, graphic arts, and production devices.

Product Specifications

DataCheck Gen II provides the most current competitive data on printers, copiers, MFPs, fax devices, wide format printers, scanners, and more.

News, Interviews, and Analysis

The ITchat online magazine provides insight into the dynamics and trends of the digital imaging marketplace through interviews, feature articles, and software reviews.

BERTL Awards

BERTL analysts recognize the leading devices and software solutions in the annual BERTL's Best awards. BERTL also honors the performance of manufacturers in the annual Readers' Choice selections.

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