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Informational Bulletin: Copier-Printer-Scanner Security

All G-I Office Technologies' customers should know that Toshiba and G-I takes the security of end user sensitive personal information very seriously. They have been focused on the topic of copier hard drive security since the late '90s. Toshiba copiers and multifunction printers offer some of the most advanced security features in the industry. In fact, most multifunctional devices that Toshiba manufactures today include Hard Disk Encryption as a standard feature. If enabled, this feature will ensure that all images stored on the hard disk are secured from unauthorized access.

Toshiba was one of the first to make available specific programs and options for clients to secure their copiers. However, they recognize that this is a personal decision that each customer must make (based on the level of confidential information that passes through the copier); just like individual computer users disposing of an older computer or any other device with memory.

If you are concerned about the security of your data, and wish additional information, please don't hesitate to call or e-mail us. Today, Toshiba has the industries most comprehensive security program known as SecureMFP which addresses not only hard drive security, but other aspects of document and device security through the life of Toshiba products. We would be happy to discuss your security needs with regard to your Toshiba multi-functional device.

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Thank you for being a partner with G-I Office Technologies. We are committed to your success.

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Making Office Technologies Easy For Over 40 Years

Background Information and Frequently Asked Questions

Understanding copier hard drive security is an industry-wide concern, Toshiba began offering hard drive encryption as a product option in 2004, and as a standard feature on all new Toshiba-manufactured models containing hard disk drives in June 2008. Toshiba offers a variety of consumer information resources on document protection.

Toshiba places a high priority on the security of its customers' confidential information. For more information about hard drive security, please visit the Security section of the Toshiba Website at www.copiers.toshiba.com/usa/security/.

Q: Are my documents safe?

A: If you have installed and enabled either the Toshiba Scrambler Board/Encryption Kit and/or the Data Overwrite Kit for the life of the product, the answer is yes. If you haven't enabled these features, there is a possibility that stored documents can be retrieved by an individual with access to the machine.

For customers that have concerns about their data, we recommend that they contact their local authorized Toshiba dealer to discuss options.

Q: What do I do if I'm concerned about copier security?

A: There are several things consumers and Toshiba customers can do if they are concerned about copier security:

- a. Review the expansive written information available on the subject at www.copiers.toshiba.com/usa/security/ . Follow the link to the Encompass White Paper for an in-depth review of data security on all four levels, Device Security, Access Security, Document Security, and End of Life Security.
- b. Ask your G-I Office Tech representative for advice on your current installation and a possible appraisal of possible security risks and a tailored security plan for implementation.
- c. Check with the IT manager in charge of any specific copier you are concerned about to determine what, if any, security features have been enabled on that specific machine.

Q: What can I do to make my copier/MFP more secure?

A: There are several things people can do to make their Toshiba-manufactured copier/MFP more secure:

- a. If you have acquired a new copier/MFP, ask to have your standard encryption package enabled before beginning use. This will encrypt documents scanned into the hard drive and render them unreadable in the event the hard drive is hacked into.

- b. If you are looking to secure an existing copier/MFP that has been in use for some time, it is possible that Toshiba Advanced Encryption can be added and engaged on this device. Another option is to consider adding Toshiba's data overwrite kit that, on a go-forward basis, renders documents unretrievable as soon as they are printed or copied, leaving nothing for hackers to retrieve.
- c. If you are at the end of your lease on your copier/MFP, you can have the hard drive "scrubbed" to ensure all data ever stored is removed.

Please note that there may be a cost for some of these options or services. G-I Office Tech is happy to provide you with available options and their associated cost if any.

Q: If encryption is a standard feature (on Toshiba-manufactured models since June 2008) then why doesn't it come enabled?

A: The level of required security is the decision of the user/lessee. Engaging Encryption or Data Overwrite may have a small effect the device speed in some functions. For many customers this issue is not of significant concern. For others, a plan to deal with the issue at the end-of-use of the device is adequate.

Q: How much will it cost for me to ensure my copier/MFP is secure?

A: If there is a cost, a G-I Office Tech representative can provide you with a price quote specific to your copier/MFP model and security needs.

Q: Why do I have to pay to have my hard drive "scrubbed"?

A: There is a labor cost associated with the process of removing the drive, performing the erasure procedure, and doing this properly so and that required firmware is still intact and the device retains function.

Q: Can't I just erase all the files from the hard drive myself before returning it?

A: Only Toshiba factory-trained technicians have the tools and knowledge required to "scrub" the copier hard drive without potentially damaging the machine, voiding the warranty or breaching the terms of your service agreement. We therefore recommend that customers do not try to "scrub" their copier hard drives themselves

Q: What happened to the leased copiers we returned previously?

A: At the end of a lease, used copiers are returned to the leasing company (not Toshiba). We can't confirm whether any data remained accessible on the hard drive, nor whether or not information was erased.

Q: Isn't Toshiba responsible for the security of my copier?

A: Toshiba, like other copier manufacturers, does offer a wide variety of security-enhancing features that are available to customers as either standard features or options. Similar to a computer or cell phone, the level of copier security enabled is ultimately the decision of the owner/operator, based on need.

Model Categories with various Security Options

A. Advanced Encryption is included (turned off by default). The Data Overwrite option is available on these models.

e-205L/255/305
e-2500/3500/3510c
e-2330/2830/3530/4520c
e-555/655/755/855
e-355/455
e-5520/6520/6530c

B. Advanced Encryption and Data Overwrite are options that are available on these models.

e-202L
e-203L
e-233/283
e-281c/351c/451c
e-352/452
e-353/453
e-523/603/723/853
e-520/600/720/850
e-232/282

C. The Advanced Encryption option is available on these models.

e-230/280/350/450
e-3511/4511
e-200L