# CANON SMART SERVICES

Advanced Service Products Designed for Optimal Device Performance

OVERVIEW OF CANON SMART SERVICES

Canon Smart Services are designed to help service Canon equipment throughout the device management cycle. These services allow technicians to respond to issues quickly and deliver a high level of device performance while saving time. Smart Services allow for many processes to be automated so that you can devote your resources to more strategic tasks that are important to your business.
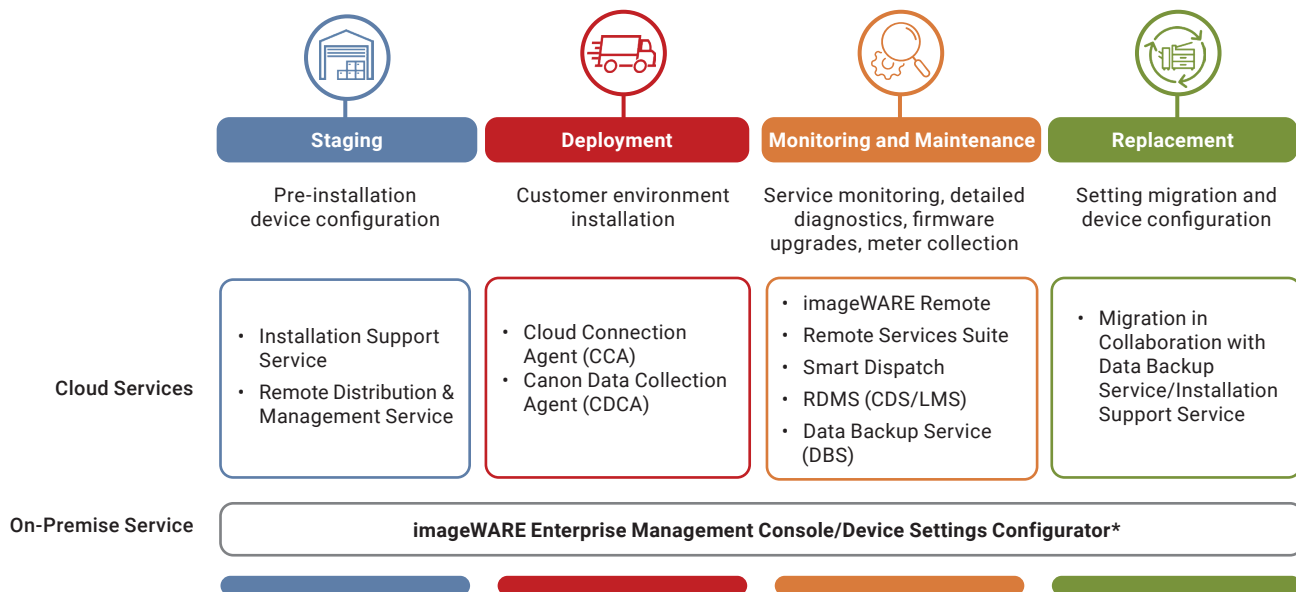
4. Replacement

1. Staging

DEVICE MANAGEMENT CYCLE

3. Monitoring and Maintenance

2. Deployment
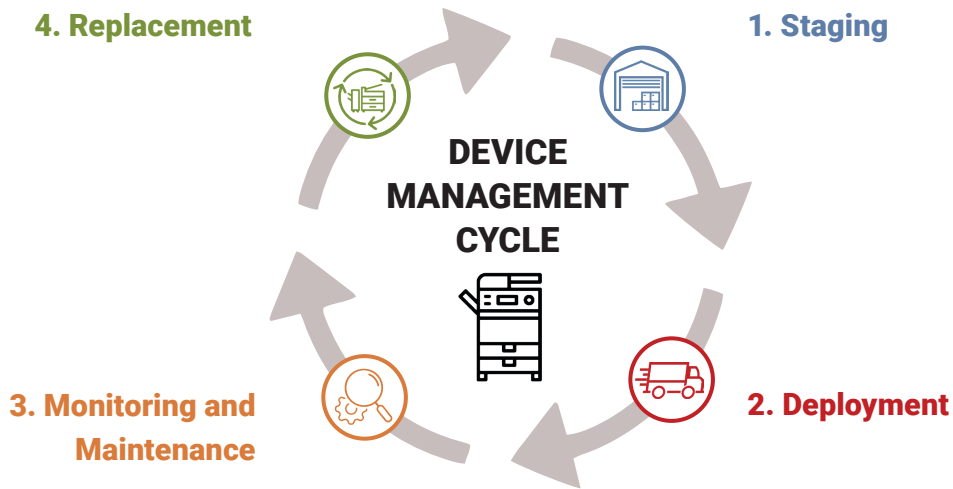
Dealer Benefits:
- Automate Billing Process
- Proactive and Responsive Service Details
- Streamlined Setup and Service
- Consumables Management

Customer Benefits:
- Eliminate the Need to Provide Meters
- Increased Uptime
- Fewer Service Visits
- Optimal Performance

	Staging	Deployment	Monitoring and Maintenance	Replacement
	Pre-installation device configuration	Customer environment installation	Service monitoring, detailed diagnostics, firmware upgrades, meter collection	Setting migration and device configuration
Cloud Services	• Installation Support Service • Remote Distribution & Management Service	• Cloud Connection Agent (CCA) • Canon Data Collection Agent (CDCA)	• imageWARE Remote • Remote Services Suite • Smart Dispatch • RDMS (CDS/LMS) • Data Backup Service (DBS)	• Migration in Collaboration with Data Backup Service/Installation Support Service
On-Premise Service	imageWARE Enterprise Management Console/Device Settings Configurator*			

* Replacement Phase.

2

STAGING

Be efficient and consistent during the device pre-installation process.

The **Installation Support Service (ISS)** provides a consistent and time-saving method of applying settings, firmware, and select MEAP® applications to devices during the staging process.

> **Dealer Benefits:**
> - Cost reduction in the staging process
> - Stronger and more simple collaboration within an organization
> - Up-to-date Installation Model
>
> **Customer Benefits:**
> - Consistency across all devices
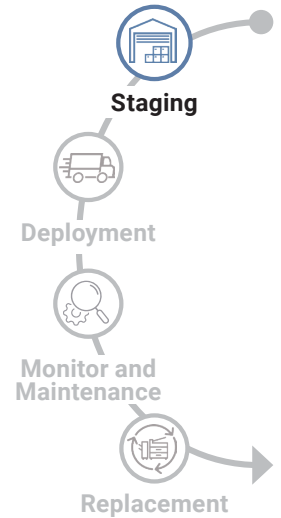
REMOTE DISTRIBUTION & MANAGEMENT SERVICE

The Software Distribution (CDS) functionality of Remote Distribution & Management Service (RDMS) distributes and installs firmware and MEAP® applications to imageRUNNER ADVANCE, imageRUNNER ADVANCE DX, and select imagePRESS and imageFORCE devices that are connected to the internet. Scheduling via RDMS for firmware updates ensures that you are always using the latest versions of firmware on the devices you service, thereby optimizing uptime.

> **Dealer Benefits:**
> - Maintain fleet firmware versions with less effort
> - Ensures you're always using the latest firmware
> - Optimizing uptime
>
> **Customer Benefits:**
> - Apply the latest features and security updates
> - Consistency across fleet

Staging

Deployment

Monitor and Maintenance

Replacement
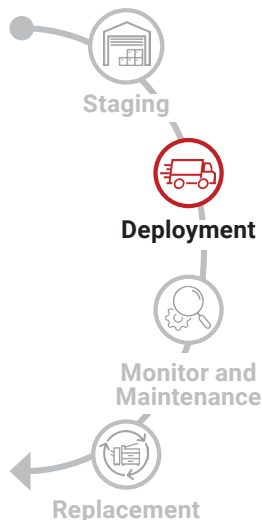
DEPLOYMENT

Deploy devices at the customer's site quickly.

CLOUD CONNECTION AGENT

Cloud Connection Agent (CCA) only communicates with a domestic cloud server. CCA allows you to perform a single COM TEST for multiple smart service products, such as Data Backup Service, and future services and features to come.

CANON DATA COLLECTION AGENT (CDCA)

Communicates with all Canon devices on your network and serves as the single point of contact to our domestic cloud server.

MONITORING AND MAINTENANCE

Easily monitor and maintain workflows using Canon tools that can be viewed on your mobile device and/or desktop.

imageWARE Remote

imageWARE Remote comes standard in Canon devices. Once activated, it can be used by Authorized Canon Service providers to:

- Automate meter reads
- Responsively monitor device condition
- Help automate supply replenishment to reduce administrative burden
- Streamline service delivery
- Help improve the operational performance of machines
- Consumables Management

Staging

Deployment

Monitor and Maintenance

Replacement

Dealer Benefits:
- Streamline service delivery
- Help improve the operational performance

Customer Benefits:
- Eliminate the need to manually provide meters and unnecessary service calls

Staging

Deployment

Monitor and Maintenance

Replacement

REMOTE DISTRIBUTION & MANAGEMENT SERVICE

The Software Distribution (CDS) functionality of Remote Distribution & Management Service (RDMS) distributes and installs firmware and MEAP® applications to imageRUNNER ADVANCE devices, and select imagePRESS and imageFORCE devices, that are connected to the internet. Using RDMS for firmware updates ensures that you are always using the latest versions of firmware on the devices you service, thereby optimizing uptime.

Dealer Benefits:
- Maintain fleet firmware versions with less effort
- Ensures you're always using the latest firmware
- Optimizing uptime

Customer Benefits:
- Apply the latest features and security updates

Remote Services Suite

In an effort to assist Canon service providers in using imageWARE Remote, Canon U.S.A. has created the Remote Services Suite (RSS), consisting of key tools that can help streamline a service partner's workflow.

SnapShot

Canon's SnapShot tool gives authorized dealer service technicians direct access to equipment service data right from their compatible mobile devices. This can help them identify the issue before arriving on-site, so that they come prepared with the correct tools and parts. Once on-site, technicians can also use SnapShot to access a database of service documentation that they can reference as needed. As a result, problems are typically resolved fast and can help reduce service calls.
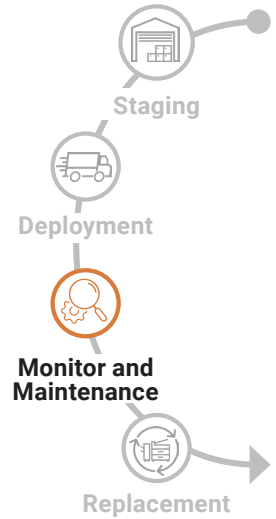
Dealer Benefits:
- Quick and easy one button access for everyone
- Identify issue before arriving on-site OR see if problem can be resolved remotely
- Determine what parts may be needed proactively before site visit

Customer Benefits:
- Remote resolution possible based on service data
- Dealers have granular service data prior to site visit
- Dealer visibility to device counters for billing purposes
- View remaining toner percentage
- View toner usage history

Staging

Deployment

Monitor and Maintenance

Replacement

Device Management Tool

This tool enables Canon's service partners to register and manage devices and group them by customer, either one at a time or in batches. Service partners can also remotely set adjustments to issue toner alarms.
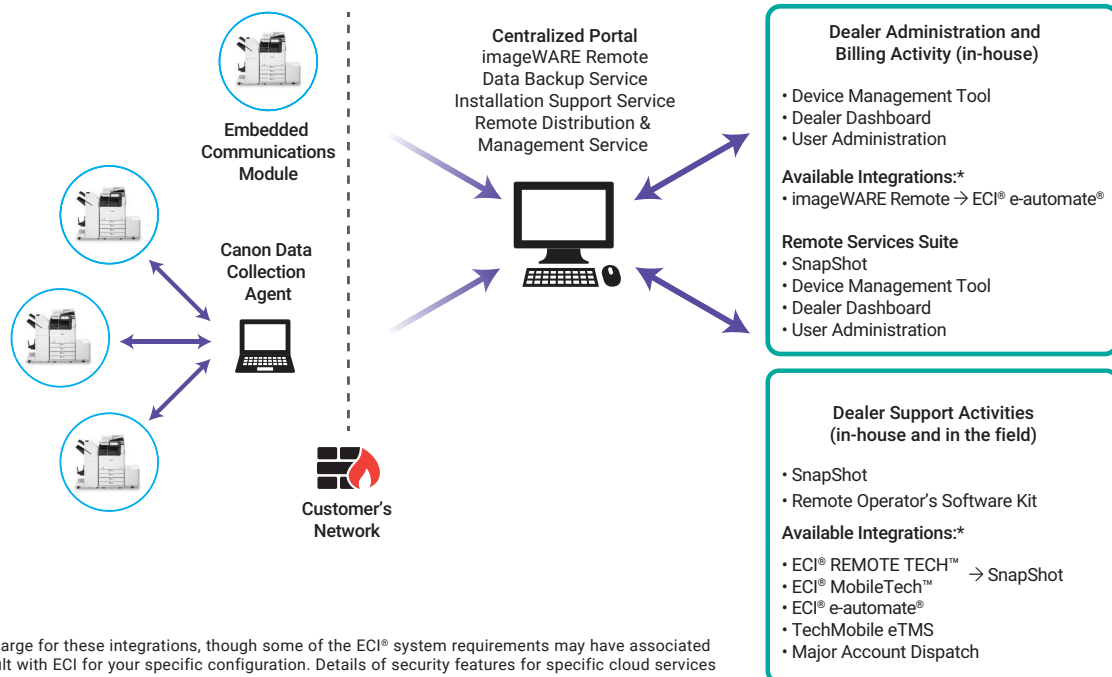
Dealer Dashboard

This provides metrics on a dealership's user activity with these applications as well as device communications and verify toner alarm settings.

User Administration

This allows the dealer's Remote Services Suite administrator to grant select users access to each of these applications.

COMMUNICATION OVERVIEW

Embedded Communications Module

Canon Data Collection Agent

Customer's Network

Centralized Portal
imageWARE Remote
Data Backup Service
Installation Support Service
Remote Distribution &
Management Service

Dealer Administration and Billing Activity (in-house)

- Device Management Tool
- Dealer Dashboard
- User Administration

Available Integrations:*
- imageWARE Remote → ECI® e-automate®

Remote Services Suite
- SnapShot
- Device Management Tool
- Dealer Dashboard
- User Administration

Dealer Support Activities (in-house and in the field)

- SnapShot
- Remote Operator's Software Kit

Available Integrations:*

- ECI® REMOTE TECH™
- ECI® MobileTech™   → SnapShot
- ECI® e-automate®
- TechMobile eTMS
- Major Account Dispatch

*Canon does not charge for these integrations, though some of the ECI® system requirements may have associated costs, Please consult with ECI for your specific configuration. Details of security features for specific cloud services are available in Canon's security white paper.

![Smart Dispatch logo] **Smart Dispatch**

Smart Dispatch is designed to help to alert and prepare technicians when a device requires service and accurately predict service needs in advance.

Dealer and Customer benefits:
- Improve service efficiency.
- Reduce service costs.
- Enhance first-call efficiency.
- Promote time savings.
- Boost customer satisfaction.

![Data Backup Service logo]

Data Backup Service (DBS) performs periodic data backup from supported imageRUNNER ADVANCE, imageFORCE, and imagePRESS models to the cloud to help preserve data integrity and easily restore device settings to one of your three (3) latest backed-up configurations if needed. Among those settings are User mode, Service mode, Configuration, and Address Book.

Dealer Benefits:
- Automated scheduled backup
- Expedite device restoration process
- Improved loaner program

Customer Benefits:
- Safely save device data for customer
- Increase customer device uptime
- Faster replacement times

USEFUL TOOLS FOR MONITORING AND MAINTENANCE

REMOTE UI
Remote UI allows you to remotely manage a machine using a web browser. With the Remote UI, you can check the status of documents waiting to be printed or check the status of the machine. The Remote UI also allows you to manage various machine settings. All of this can be done without leaving your desk, making system management easier.
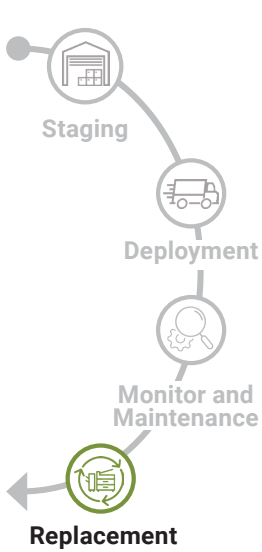
REMOTE OPERATOR'S SOFTWARE KIT
The **Remote Operator's Software Kit** helps Canon's authorized service providers in diagnosing issues remotely by allowing them to see the control panel of a device from a computer screen. Standard with all third-generation imageRUNNER ADVANCE, select imageFORCE devices, and recent imagePRESS devices, the Remote Operator's Software Kit can also be used to train end users when the service provider is not physically at a location.
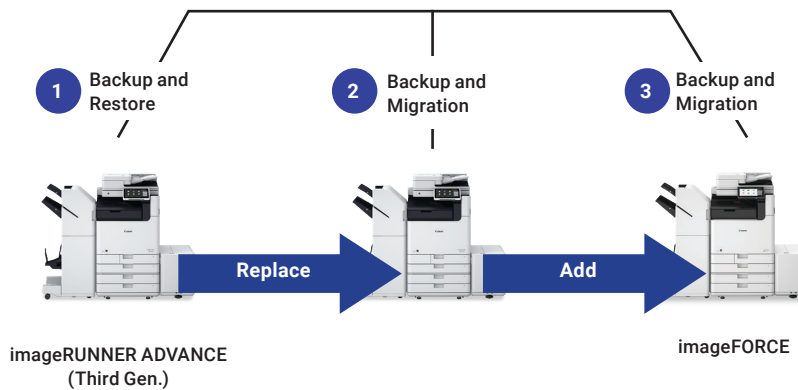
Staging

Deployment

Monitor and Maintenance
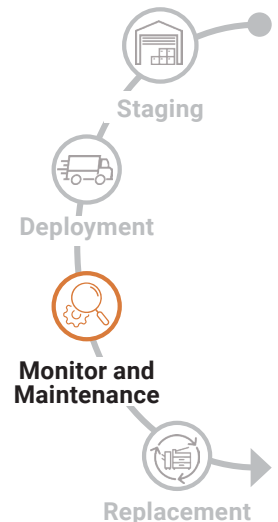
Replacement

REPLACEMENT

Save time when replacing devices in the field with Canon's Replacement Services.

Data Backup Service

Installation Support Service

Reduce device replacement time and easily migrate information from one device to another with Canon's Data Backup Service (DBS) and Installation Support Service (ISS)

DBS provides a method for migrating data from one supported Canon device to another, making switching devices efficient and providing a consistent user experience across models when applying using ISS.

Staging

Deployment

Monitor and Maintenance

Replacement

1 Backup and Restore

2 Backup and Migration

3 Backup and Migration

Replace

Add

imageRUNNER ADVANCE
(Third Gen.)

imageFORCE

Dealer Benefits:
- Remote collection of the existing device data
- Streamline the device replacement process

Customer Benefits:
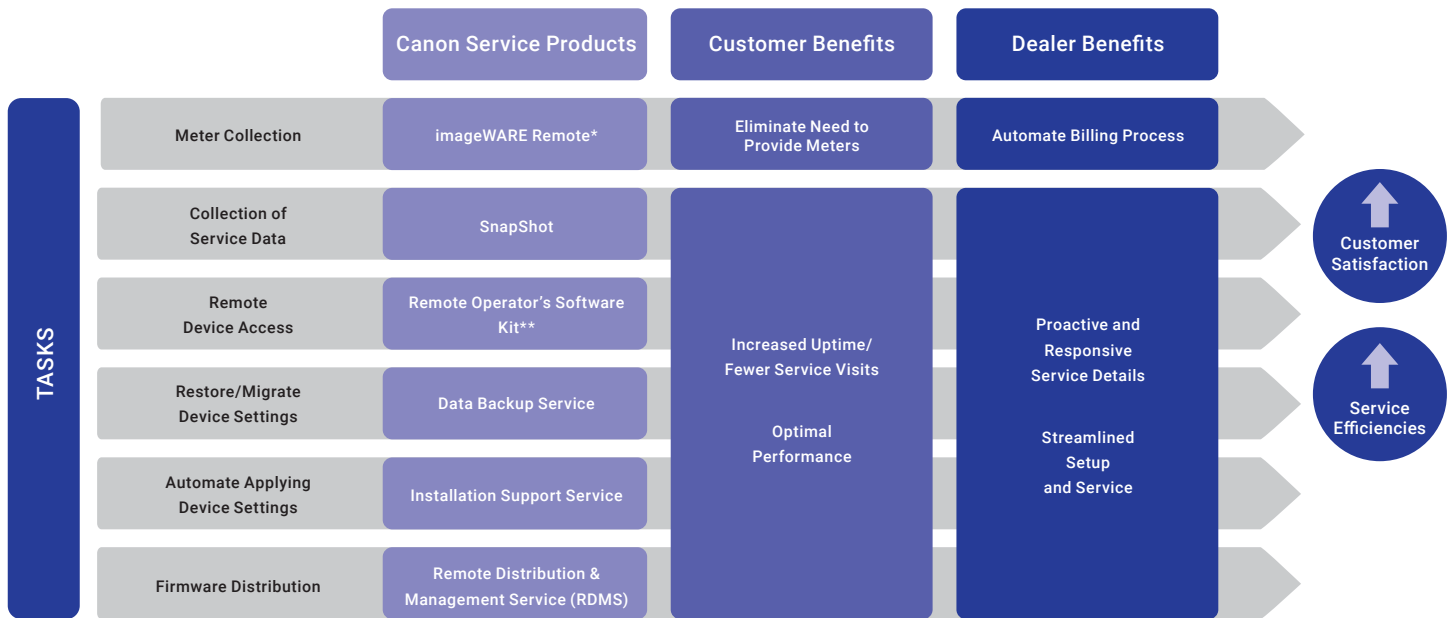- Consistency across all devices

DEVICE SETTING CONFIGURATOR (DSC)

Device Setting Configurator (DSC) provides an accurate and streamlined approach for migrating device-specific settings to the replacement device at the customer site.

Dealer and Customer Benefits:
- Retrieve device settings from an old device including Service Mode settings.
- Edit the retrieved device User Mode and Service Mode settings, if needed.
- Distribute edited device settings to new devices one at a time.
- Display the distribution results showing which device settings were successfully changed and which were not.
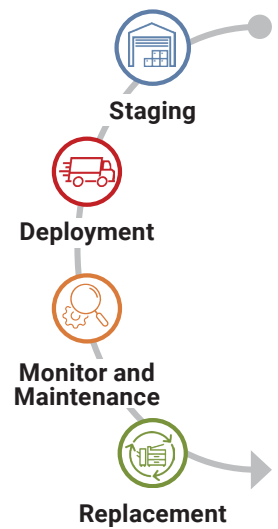
CUSTOMER AND DEALER BENEFITS

	Canon Service Products	Customer Benefits	Dealer Benefits	
TASKS				
Meter Collection	imageWARE Remote*	Eliminate Need to Provide Meters	Automate Billing Process	Customer Satisfaction
Collection of Service Data	SnapShot			
Remote Device Access	Remote Operator's Software Kit**	Increased Uptime/ Fewer Service Visits	Proactive and Responsive Service Details	Service Efficiencies
Restore/Migrate Device Settings	Data Backup Service	Optimal Performance	Streamlined Setup and Service	
Automate Applying Device Settings	Installation Support Service			
Firmware Distribution	Remote Distribution & Management Service (RDMS)			

*Using the imageWARE Remote Integration for e-automate module.
**Requires additional remote access software.

ALL PHASES OF THE DEVICE MANAGEMENT CYCLE

imageWARE
Enterprise Management Console

Canon **imageWARE Enterprise Management Console (iW EMC)** is a highly scalable, browser-based utility capable of installing and managing multiple Canon networked devices on customer networks. It offers automated task management features, including retrieving/distributing device settings, rebooting devices, retrieving/distributing address books, discovering new devices, and sending email alerts regarding device errors. iW EMC is designed for easy implementation and is easily extensible due to its distinctive framework.

Dealer Benefits:
- Simplify Device Management Operations
- Scalable to fit small to large fleet
- Streamline to meet customer's needs

Customer Benefits:
- Easy installation on the customer's network
- Increase uptime
- Provides real-time monitoring

Staging

Deployment

Monitor and Maintenance

Replacement

Index	Colorant	Type	Remaining (%)	Remaining	Maximum	Unit	Details
1	black	Toner	80.0%	80	100	Percent	Canon GPR-56 Black Toner
2	cyan	Toner	21.0%	21	100	Percent	Canon GPR-56 Cyan Toner
3	magenta	Toner	15.0%	15	100	Percent	Canon GPR-56 Magenta Toner
4	yellow	Toner	15.0%	15	100	Percent	Canon GPR-56 Yellow Toner
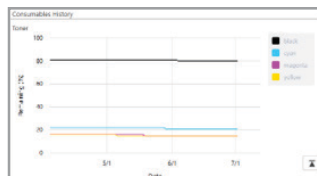
All Canon service products are available at no cost to dealers.

Canon

usa.canon.com/businessserviceandsupport