Canon

Business Solutions
SERVICE& SUPPORT
Expertise. Commitment. Results.

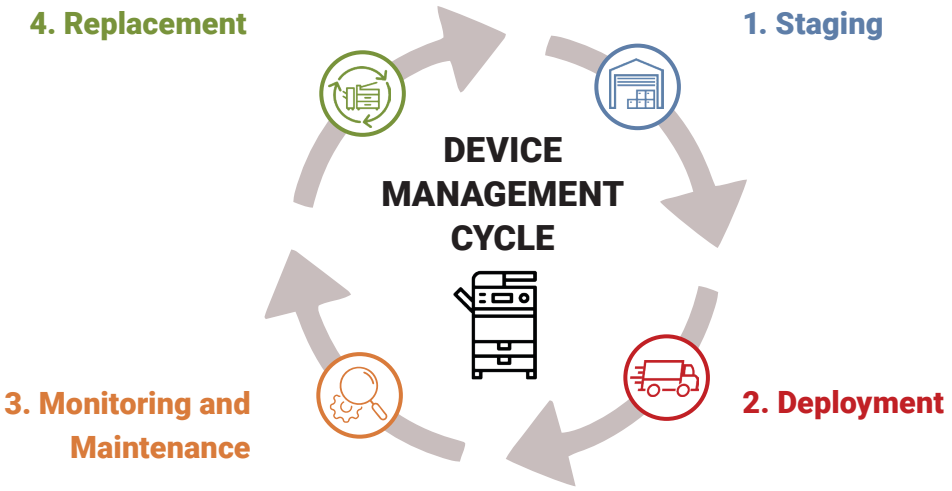


CANON SMART SERVICES

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.



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 • 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*			

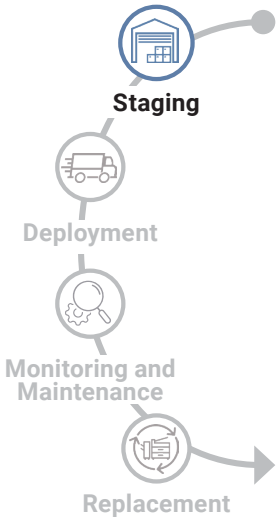
* Replacement Phase.

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

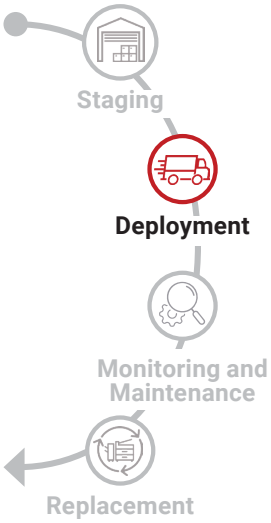
The software distribution (CDS/LMS) functionality of Remote Distribution & Management Service (RDMS) distributes and installs firmware and MEAP® applications to imageRUNNER ADVANCE, imageRUNNER ADVANCE DX, and select imagePRESS and imageFORCE devices that are connected to the internet. Scheduling via 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



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



Dealer Benefits:

- Streamline service delivery
- Help improve the operational performance

Customer Benefits:

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



REMOTE DISTRIBUTION & MANAGEMENT SERVICE

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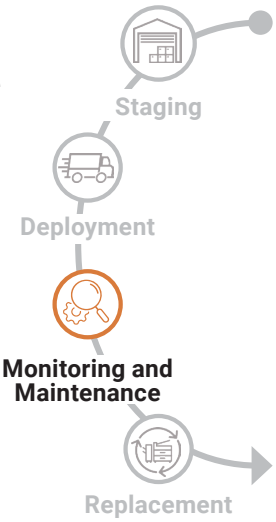


Remote Services Suite

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. This helps resolve problems quickly and the need for service calls is reduced.



Dealer Benefits:

- Quick and easy one button access for everyone
- Identify issue before arriving on-site or see if problem can be resolved remotely
- Proactively determine what parts may be needed 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

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.

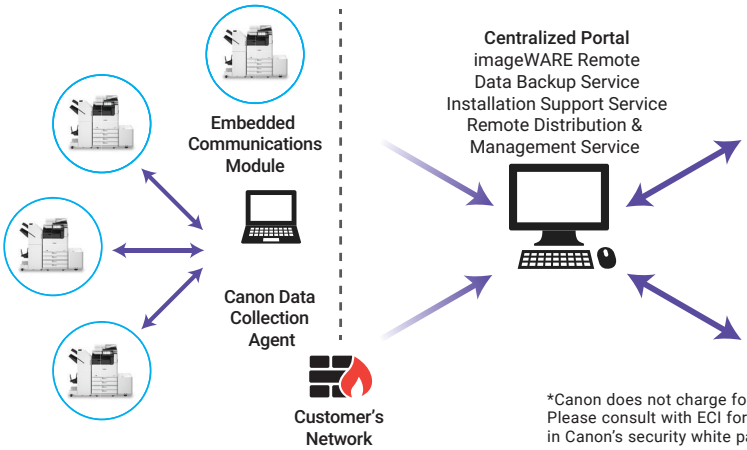
Dealer Dashboard

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



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

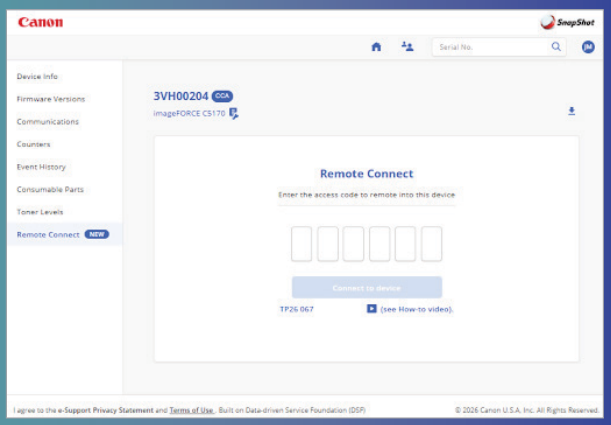
Available Integrations:*
- ECI® REMOTE TECH™
- ECI® MobileTech™ → SnapShot
- ECI® e-automate®
- TechMobile eTMS

*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.

NEW FEATURE ENHANCEMENTS FROM REMOTE SERVICES SUITE

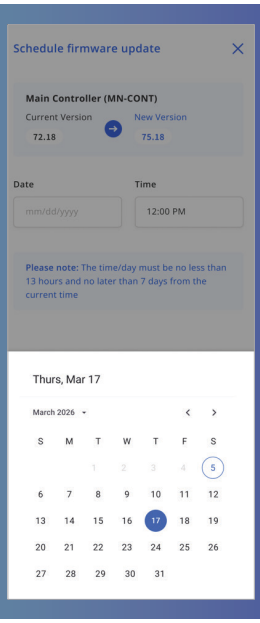
REMOTE CONNECT

Remote Connect helps eliminate the need to dispatch a technician to visit a customer site to perform simple tasks. With both desktop and mobile access, you can effortlessly connect to devices in real time, making service operations smoother and more efficient.



REMOTE FIRMWARE UPDATE

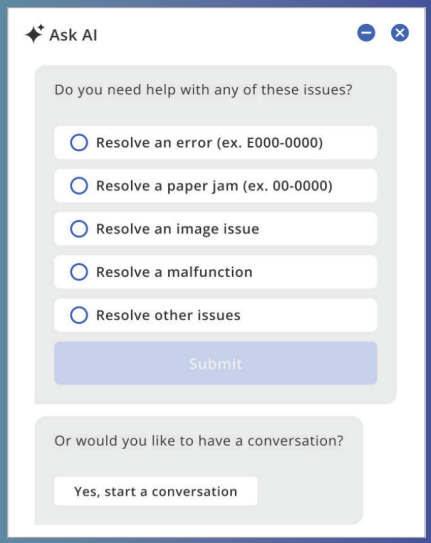
Easily schedule firmware updates across multiple devices! Remote Firmware Update simplifies your tasks by automating firmware updates, ensuring your firmware is always reliable and up-to-date. With the flexibility to schedule updates from 13 hours to 7 days, giving you flexibility and control over your devices.



SNAPSHOT CHAT

SnapShot Chat is your go-to tool for quickly gathering essential information about your device. It offers step-by-step guidance to help you diagnose issues and implement effective solutions. With real-time support and easy-to-follow instructions, you can resolve problems efficiently, ensuring your equipment stays up and running.

By streamlining the troubleshooting process, this tool empowers you to efficiently manage daily tasks regardless of your role or experience level.



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 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.

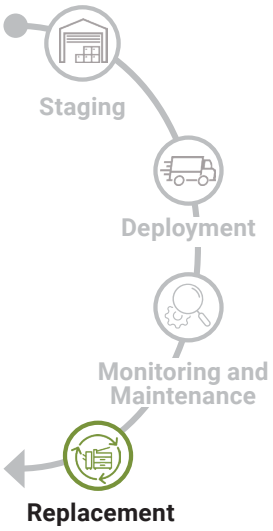
REMOTE OPERATOR'S SOFTWARE KIT

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 and select imageFORCE and 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.



REPLACEMENT

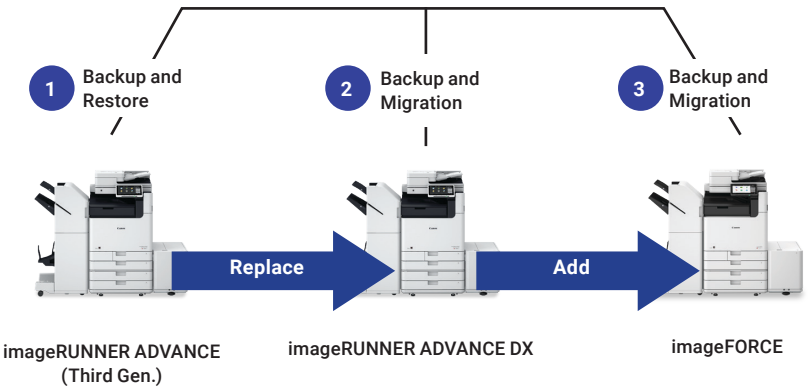
Save time when replacing devices in the field with Canon's Replacement Services.





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.



Dealer Benefits:

- Remote collection of the existing device data
- Streamline the device replacement process

Customer Benefits:

- Consistency across all devices

REPLACEMENT

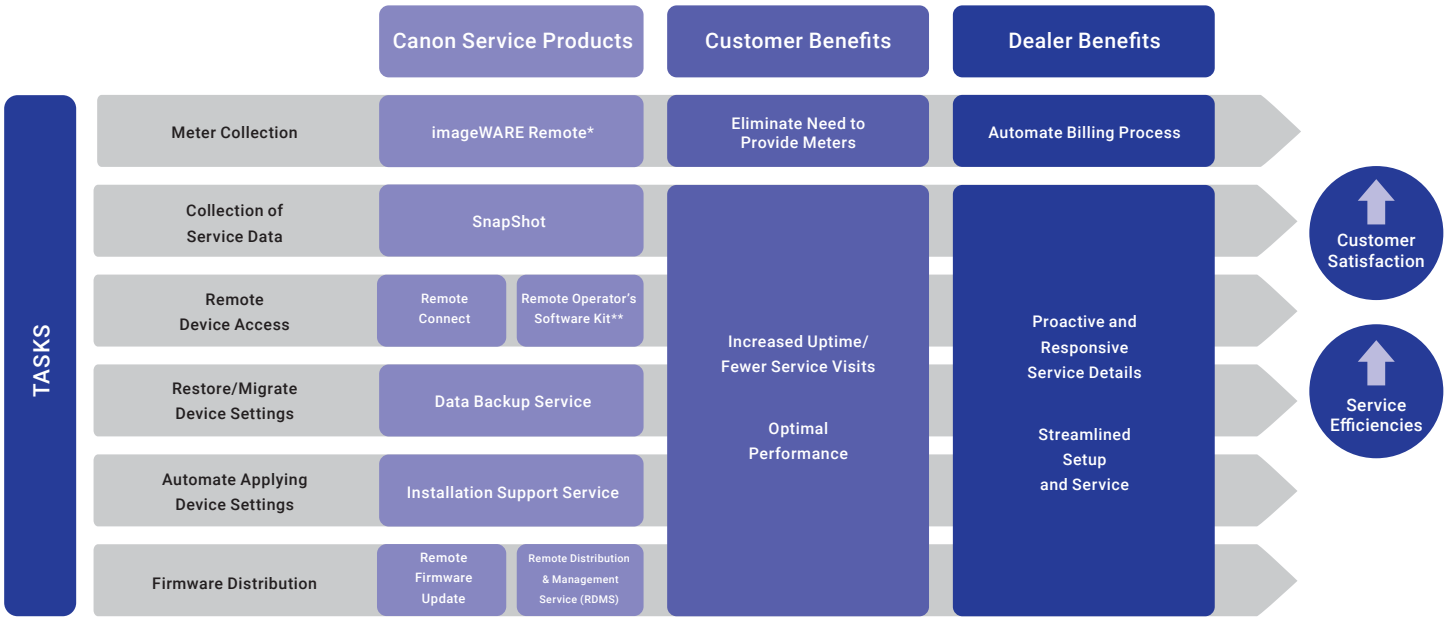
DEVICE SETTINGS CONFIGURATOR (DSC)

Device Settings 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 a Customer's existing device settings 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

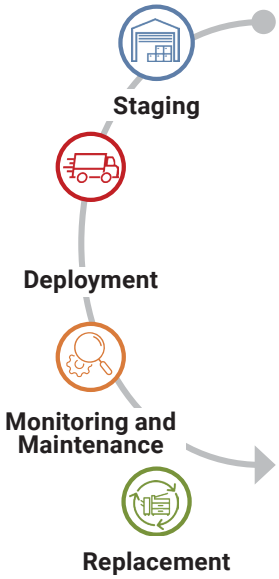


*Using the imageWARE Remote Integration for e-automate module.
**Requires additional remote access software.

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, unauthorized configuration changes, and sending email alerts regarding monitoring and device errors. iW EMC is designed for easy implementation and is easily extensible due to its distinctive framework.

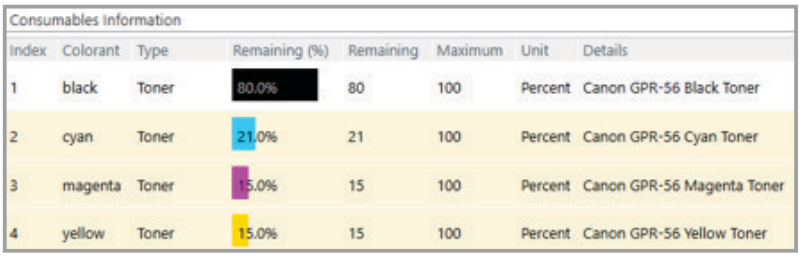


Dealer Benefits:

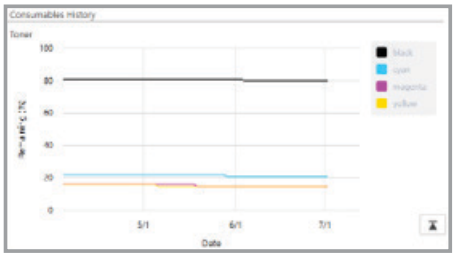
- Simplify device management operations
- Scalable to fit small to large fleet
- Streamline to meet customer's needs

Customer Benefits:

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


Consumables Information

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.





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