

# CANON REMOTE SERVICES OFFERINGS

ADVANCED SERVICE TOOLS DESIGNED FOR OPTIMAL DEVICE PERFORMANCE

Canon authorized service providers are equipped with a number of remote diagnostic tools to help them service Canon equipment so that they can respond to issues quickly, help save time, and deliver a high level of device performance.

## Automation of Time-Intensive Tasks

Canon can help minimize the time needed to obtain meter readings, resolve printing errors and paper jams, update and configure print devices, and monitor the status of supplies. Many of these processes can be automated so that you should be able to devote your resources to more strategic tasks that are important to your business.

## Greater First-Call Resolution

With Canon's Remote Services tools, authorized dealer technicians have access to machine service data right from their mobile devices. This often allows them to diagnose the problem and obtain the proper parts before arriving at your site. As a result, many problems can be addressed faster and resolved the first time.

## Optimum Device Performance

Using Canon's Remote Services tools, authorized dealer technicians are typically able to minimize downtime of equipment. These services help your Canon devices to provide consistent, reliable performance day in and day out.



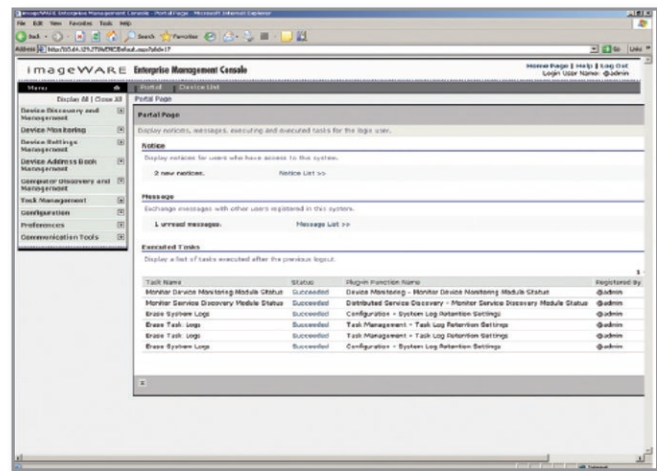
**REMOTE  
SERVICES**

# REMOTE SERVICES TOOLS

## imageWARE Enterprise Management Console (iW EMC)

iW EMC is an *optional*, browser-based network device management tool which allows you to centrally manage your Canon and non-Canon devices.\* It offers advanced, automated task management such as:

- Retrieving/distributing device settings
- Rebooting devices
- Retrieving/distributing address books
- Discovering new devices
- Sending email alerts regarding device errors



\* iW EMC capabilities may vary among non-Canon devices.



## Remote Operator's Software Kit

The Remote Operator's Software Kit, which comes standard with all third generation imageRUNNER ADVANCE devices, helps Canon authorized service providers in diagnosing issues remotely by being able to see the control panel of a device from a computer screen. The Remote Operator's Software Kit can also be used to train end-users when the service provider is not physically located at your location.

## SnapShot

Canon's *SnapShot* tool gives authorized dealer service technicians direct access to equipment service data right from their mobile devices. This can help them to identify the issue before arriving on-site, so that they go to your location 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 faster and require fewer service calls than in the past.



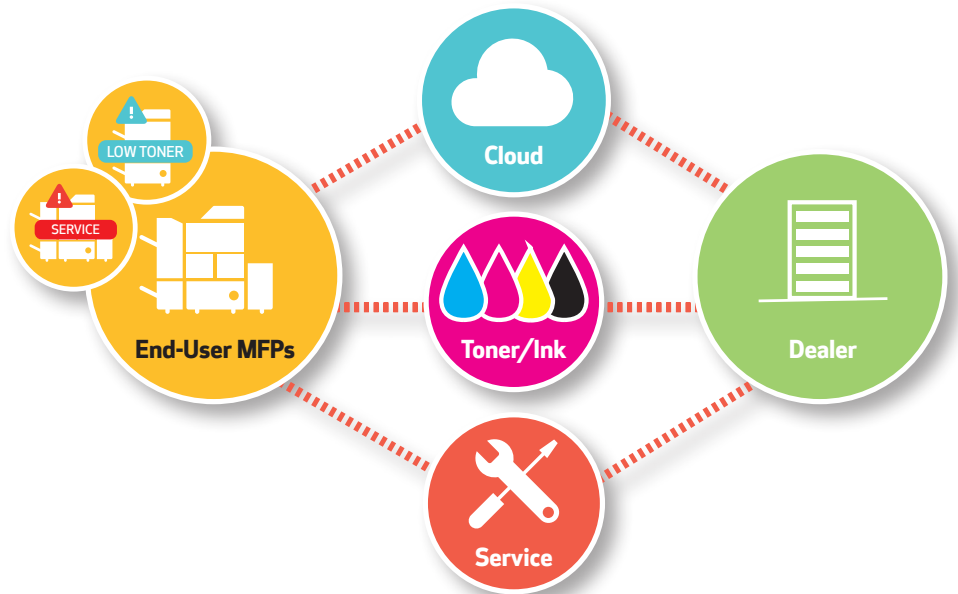
*SnapShot works on most web-capable devices, including phones, tablets, and computers.*

## imageWARE Remote

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

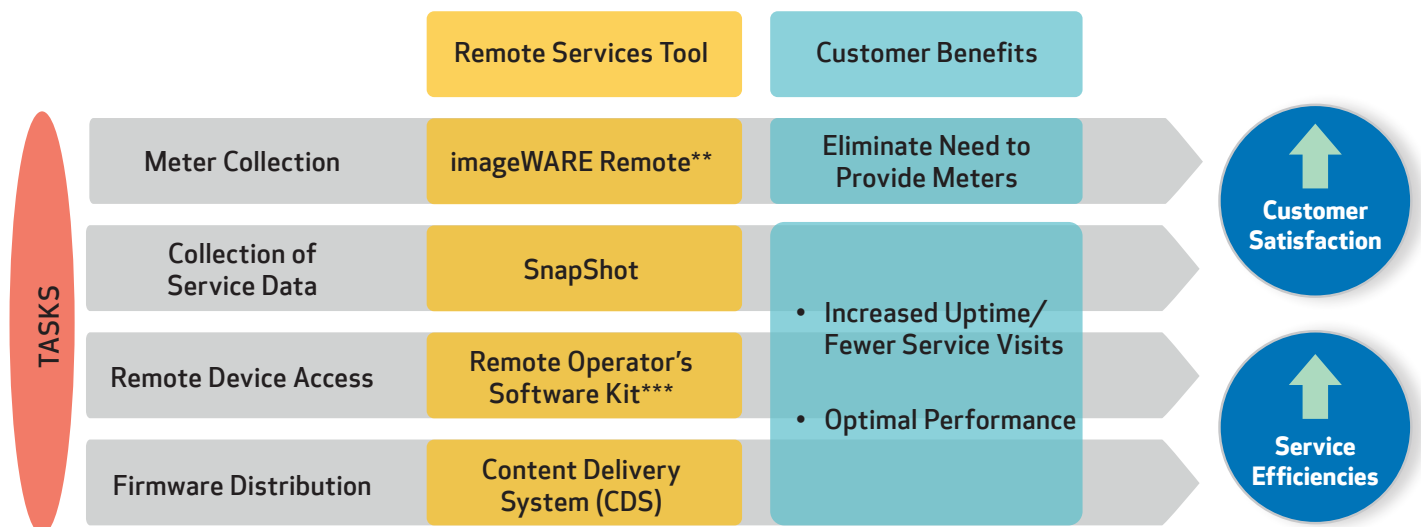
- Automate meter reads
- Responsively monitor device condition
- Help automate supply replenishment to reduce administrative burden
- Streamline service delivery
- Help improve the operational performance of machines

And, when used in combination with Canon's Content Delivery System (CDS), service providers can also update device firmware remotely, or, using the Local Content Delivery System (LCDS), can update device firmware within your network, all during a time of day that's the least disruptive to your business.



Example of iW EMC with iW Remote delivering a proactive solution for high availability and automated problem resolution.

## Overview of Canon's Remote Services



\*\* Via the UGW web portal and imageWARE Remote Integration for e-automate.

\*\*\* Requires additional remote access software.

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