



## imageWARE Remote

- proactive device maintenance
- automated meter reading
- assisted toner replenishment

SOFTWARE SOLUTIONS



## Intuitive Service that Keeps Your Business Running

### imageWARE Remote



imageWARE Remote is a remote service diagnostic system designed to simplify the management and service of both Canon and other-branded devices. With automated meter reads, proactive device error monitoring, and automated supply replenishment, imageWARE Remote reduces customer administrative burden, streamlines service delivery, and contributes to improved operational performance. Have your Authorized Canon Service Provider enable imageWARE Remote today and experience the benefits of remote service diagnostics.

#### Proactive Device Maintenance

imageWARE Remote allows your device to “call out for help” whenever service is required to keep it up and running. Through imageWARE Remote, your local service provider will receive an alert as soon as an issue arises. A technician will then be dispatched with all the appropriate parts to bring your device back to optimal performance. Less downtime means that you can carry out your business more effectively.

#### Automated Meter Reading

With imageWARE Remote, you'll no longer have to collect meter reads, as they're automatically reported for you in a timely manner. This reduces the administrative burden and ensures greater meter submission accuracy.

#### Assisted Toner Replenishment

imageWARE Remote is capable of delivering a notice when a cartridge is low on toner. Upon receiving the notice, your service provider can ship additional toner to you before it's completely depleted. Now, you won't run out of toner or need to stockpile a large inventory to keep your device up and running.

#### Secure and Simple

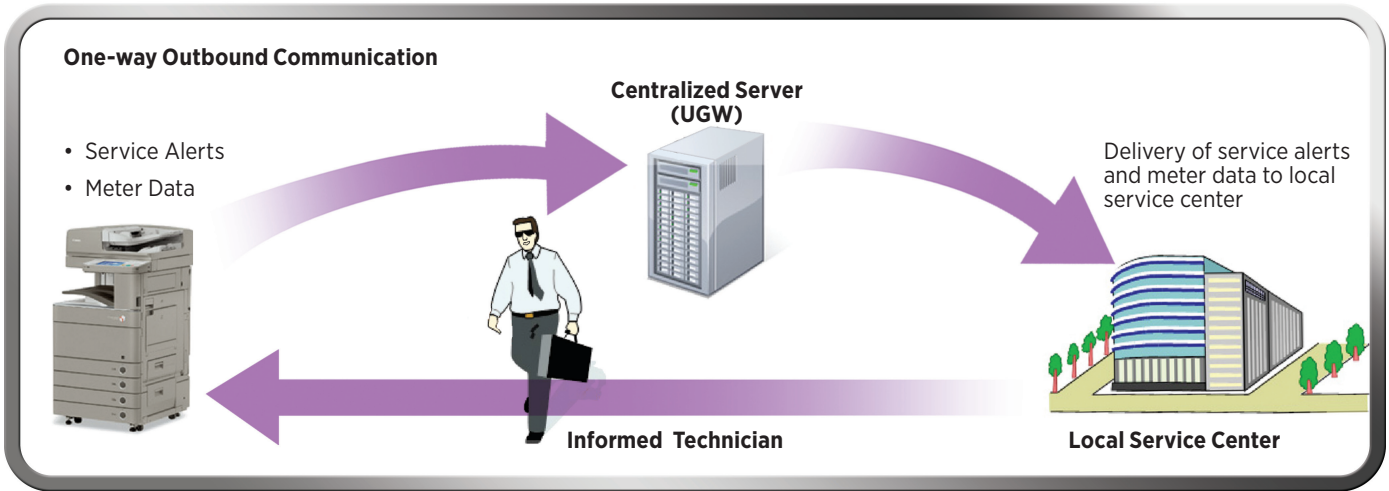
imageWARE Remote was designed with your security in mind. The data communication from the device is encrypted and outbound only. The data is also limited to only meter data, service alerts, and other diagnostic device information. For most environments, imageWARE Remote follows the existing Internet security policies and doesn't require any changes.

#### Safeguarding your data

Canon employs industry-standard SSL (Secure Socket Layer) technology to encrypt all communications between your Canon device and the Canon server. Both are designed to “talk” only to each other; the data cannot be sent to an unknown destination. What's more, imageWARE Remote sends only meter counter and service-related data, not image data, thereby eliminating the possibility of a security breach.

# imageWARE Remote

## imageWARE Remote Technical Overview



Web Interface	Canon Universal Gateway
Hardware/Software Installation	No additional software is needed; all necessary hardware is provided with the Canon device. Your Authorized Canon Service Technician simply activates the service already embedded in the device controller.
Number of Supported Canon Devices	Unlimited
Data Transmission	Outbound transmission of meter counter data and service-related data only (system is not capable of sending or receiving image data)
Data Transmission Frequency	Daily (service errors are communicated at the time of occurrence)
Communication Protocol	HTTPS
Server Authentication	SSL Encryption
Data Import/Export File Format	CSV

\* Please refer to the imageWARE Remote Security Whitepaper for the most current information.

## imageWARE Remote Frequently Asked Questions

- **Is it safe?** Designed with your security in mind, imageWARE Remote is a destination-specific outbound communication system. There's no inbound data, and all outbound data is limited to meters and service diagnostic information. Please note that the device always initiates all the connections to the server. In addition, the outbound data is protected by industry-standard SSL encryption. (For further details, please reference the imageWARE Remote Security Whitepaper.)
- **Will it clog my network?** imageWARE Remote compatible devices generate approximately 250Kb per transmission in a 16-hour period. For relative comparison, the front page of Yahoo.com is 843Kb.
- **What do I need to do to set up imageWARE Remote?** Nothing. Your Authorized Canon Service Provider will activate the embedded solution on your imageRUNNER, imageRUNNER ADVANCE, or imagePRESS system.
- **What software or hardware do I need to install?** None! For Canon devices, the imageWARE Remote component, called eRDS (embedded Remote Diagnostic System), is already embedded in the Canon device and only needs to be activated. However, for other-branded devices, it's still possible to collect meter and service information with the use of imageWARE Enterprise Management Console along with the RDS (Remote Diagnostic System) Plug-in.
- **How do I sign up for imageWARE Remote?** Please tell your Canon Authorized service provider that you're interested in activating imageWARE Remote. If not already authorized for this solution, your service provider can easily enroll in the program.



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