

Canon

Delighting You Always



We look after your devices, so you can focus on your business

Canon eMaintenance (eM) is a service that manages your devices, reducing your administrative burden and improving machine uptime for maximum productivity. Canon monitors the status of your devices via a simple and secure connection, so you can focus on your business knowing that your devices will always be in excellent functionality to help you deliver the competitive edge.

Business Can Be Simple

HOW DOES eMAINTENANCE HELP YOUR BUSINESS?



You will never have to do manual counter reading and reporting again. eMaintenance automatically reports the counter readings to Canon, and delivers a more accurate billing.



You will never run out of toner, spend time to manage your toner stock or waste space to store excess toner. eMaintenance replenishes the toners you need, only when you need it.



Your Canon devices are automatically kept in tip-top condition to maximum up time. eMaintenance detects when a critical technical fault occurs, or when any devices is not performing up to standard, so timely support can be swiftly arranged.



Maintenance cost is reduced because diagnostics can be performed remotely to monitor the status, workload and usage pattern for each device. The information sent to the Internet Server, Universal Gateway (UGW), allows Canon backend or authorized partners to gather the necessary information for planning, predicting and servicing the device when required.



Reduce interruption to your operation with eMaintenance by scheduling firmware updates for your fleet of imageRUNNER ADVANCE devices in tandem during off peak hours.



Optimum print quality is assured with updates for all connected devices.

SECURE DATA TRANSFER

The eMaintenance system is designed to minimize the amount of data being carried by the network while ensuring your systems are up and running. Depending on the device type, setting and frequency, the monitoring equipment collects approximately 3MB of data per device a day.

Between the device and UGW, encryption of data in HTTPS or SMTP communication are performed. Thus, even if communication is intercepted in the transmission path, it will be not decrypted easily.

Only device related information are communicated, such as counter information, toner status, alarms, device firmware and etc.

Please refer to the eMaintenance security white paper for more details.



TYPE OF MONITORING EQUIPMENT

Embedded Remote Diagnostic System (eRDS)

is a monitoring program embedded in the device. When enabled, eRDS obtains its own device information and sends it to UGW.

No additional equipment setup required.

Remote Diagnostic System Plug-in (RDS Plug-in)

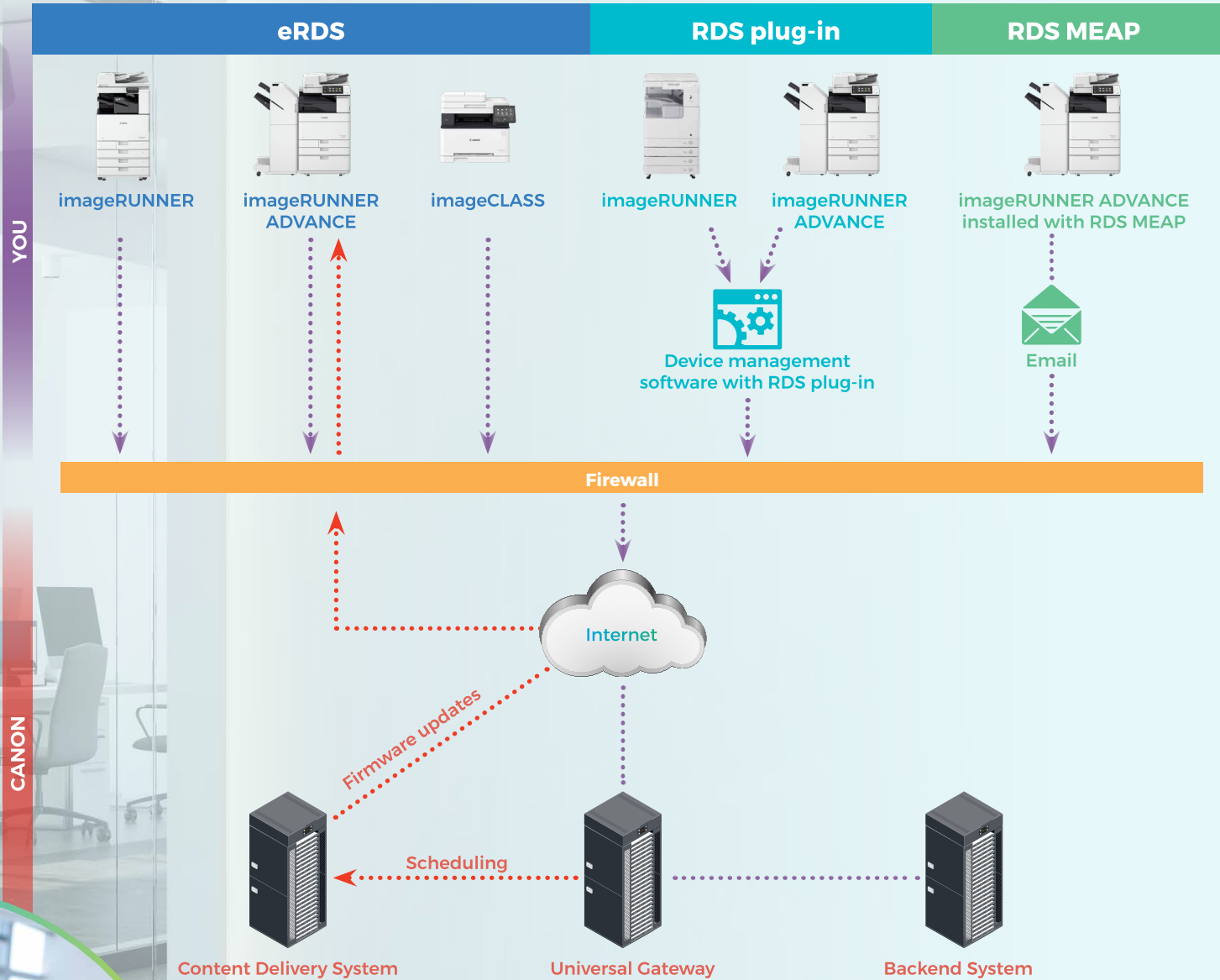
is an add-on for device management software. This enables information from each device to be obtained via network and sends it to the UGW.

Additional setup and management of software is required.

Remote Diagnostic System MEAP SMTP (RDS MEAP)

connection is an additional method to obtain its own device information and sends it to the UGW via SMTP.

This requires an additional application to be installed into the device.



SCHEDULING OF FIRMWARE UPDATES

Content Delivery System (CDS) automates firmware download to prepare your imageRUNNER ADVANCE devices for updating and improving the quality of print output. Making it possible to update the entire fleet in a shorter time frame. When enabled, updates can be scheduled to take place during off-peak hours to further reduce interruptions. The contents are encrypted and added digital signature to avoid any tampering. Furthermore, hashed values are checked at the time of content distribution to prevent replacement with suppositious contents during downloads.



Delighting You Always

CANON SINGAPORE PTE. LTD.

1 Fusionopolis Place #15-10, Galaxis, Singapore 138522

Tel: 65-6799 8888 **Fax:** 65-6799 8882

<https://asia.canon>

<https://sg.canon>

CANON SALES OFFICES

INDIA

Tel: 91-124-416 0000

<https://in.canon>

MALAYSIA

Tel: 60-3-2267 7374

<https://my.canon>

TAIWAN

Tel: 886-2-6632 8888

<https://tw.canon>

VIETNAM

Tel: 84-8-38200 466

<https://vn.canon>

HONG KONG

Tel: 852-3191 2388

<https://hk.canon>

PHILIPPINES

Tel: 632-884 9000

<https://ph.canon>

THAILAND

Tel: 66-2-344 9999

<https://th.canon>

CANON BUSINESS PARTNERS

AFGHANISTAN

Megaplus Afghanistan Ltd

Street 3, House No. 83
District 10 Taimani
Kabul, Afghanistan

Tel: 93-700979510
93-700228832

BANGLADESH

Flora Limited

Rangs FC Enclave
Level-AB-9
Plot No. 6/A, Road No. 32
Gulshan Avenue,
Dhaka 1212, Bangladesh

Tel: 880-2-9899440

BRUNEI

Interhouse Company

No. 5-7 Bunut Jaya Complex
Spg 574 Jalan Tutong BF1320
P.O. Box 423, Seri Complex
Bandar Seri Begawan BA 1779
Brunei Darussalam

Tel: 673-2-653001

CAMBODIA

Royal Cambodia Co., Ltd

No.81, Trasak Paem St. (63)
corner of St. 158
Phnom Penh, Cambodia

Tel: 855-23-428955

INDONESIA

PT Datascrip

Jl. Selaparang Blok B-15
Kav 9, Gunung Sahari Selatan,
Kemayoran, Jakarta 10610,
Indonesia

Tel: 62-21-6127012

PT Samafitro

Jalan Ir. H Juanda No.8
Jakarta 10120, Indonesia

Tel: 62-21-3458989

MALDIVES

SIMDI Technology

Division of SIMDI Company
G faith, Majeedhee Magu,
Galolhu, Male 20-139,
Republic of Maldives

Tel: 960-3334421

MONGOLIA

Mogul Service & Support LLC

2nd Floor, Anun 2 Center,
3rd Khoroo, Khan-Uul District,
Ulaanbaatar, Mongolia

Tel: 976-77312424

MYANMAR

Myanmar Golden Rock
International Co., Ltd

Level 7, Building No. 18,
Myanmar ICT Park
Universities Hlaing Campus,
Hlaing Township
Yangon, Myanmar

Tel: 95-1-654810 to 654819,
95-1-654844 to 654848

NEPAL

International Electronics
Concern (Pvt) Ltd

Kha 14, 1st Floor
Haratibhawan Putalisadak
Ramshah Path,
Kathmandu, Nepal
P.O. Box 12588

Tel: 977-1-4421991

PAKISTAN

Shirazi Trading Compan
(Pvt) Limited

114-C, Al-Murtaza Commercial
Lane 3, Khayaban-e-Shaheen,
Off Khayaban-e-Iqbal, DHA
Phase 8, Karachi. 75500,
Pakistan

Tel: 92-21-38704830 - 49
(20 Lines)

SRI LANKA

Metropolitan Office (Pvt) Ltd

12, Magazine Road
Colombo 08, Sri Lanka

Tel: 94-114-700200



Canon, Inc.
eMaintenance
Outstanding MPS Solution

Dealer's Stamp: