

Customer Environment

Canon Environment

Device Direct Method

via
Device Embedded
Agents



CCA / eRDS



CCA / eRDS



CCA / eRDS

Firewall



Internet



UGW2*

* Universal Gateway 2

Device Basic Information
Counter Information
Error Information
Alarm Information



Automatic Toner
Replenishment



Remote Monitoring and
Proactive Dispatch



Automated Meter
Reading

CCA : Cloud Connection Agent
eRDS : embedded Remote Diagnostics System