

# 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)

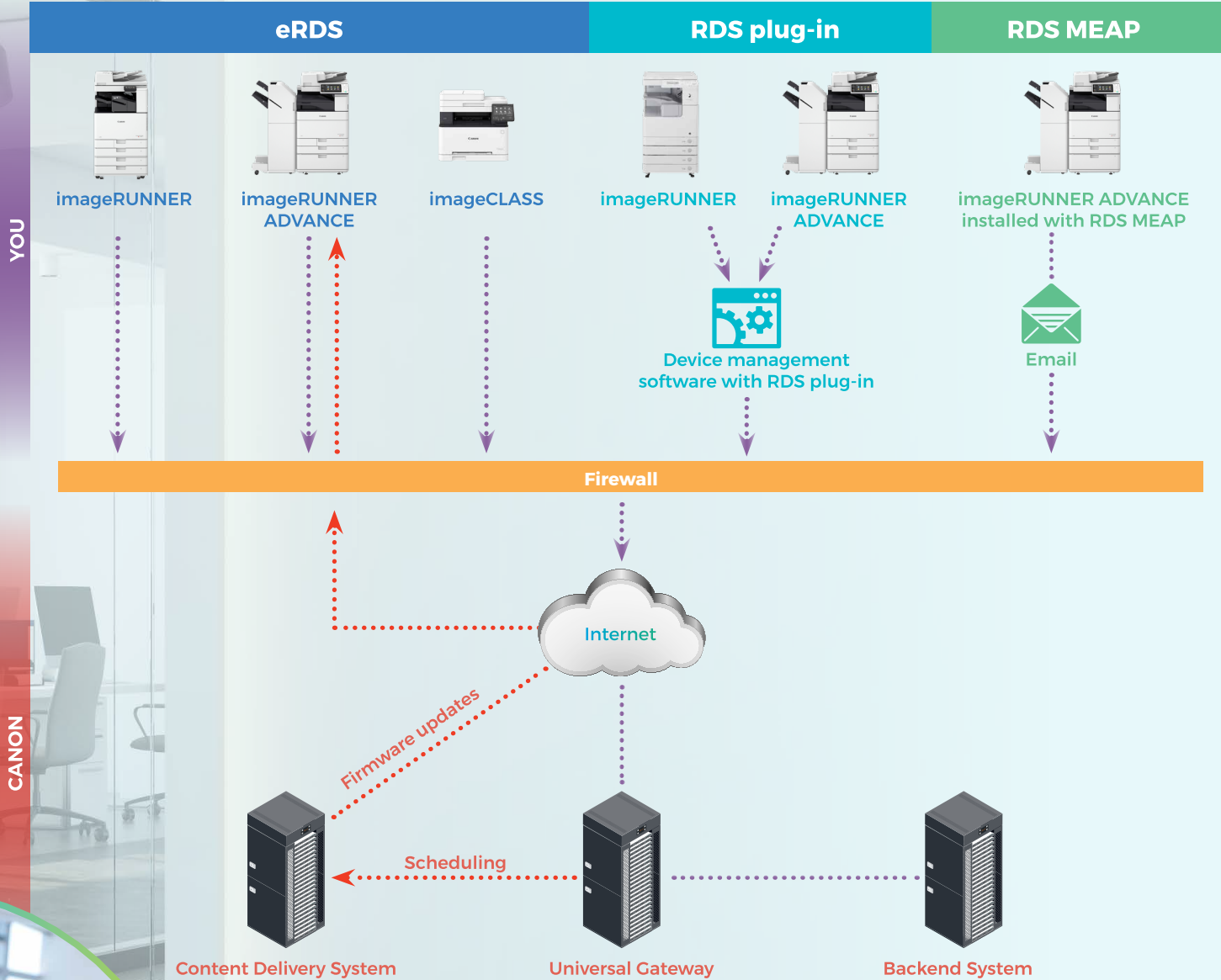
is an add-on for device management software. This enables information from each device to be obtained via network and sends it to the UGW.

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.