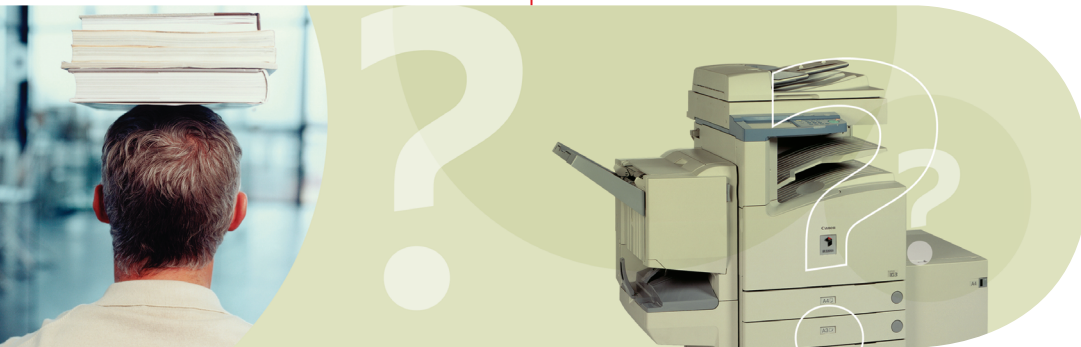


you can
Canon

e-Maintenance

*Taking control of your
Canon devices*



e-Maintenance is a new service concept from Canon. A solution that allows you to take complete control of all your Canon devices. Whilst simultaneously reducing administration burdens, increasing up-time for your printers and copiers, and helping you to optimise the productivity of your Canon equipment.



Welcome to a pro-active service

If you are the key administrator for printing, faxing, copying and scanning devices, Canon e-Maintenance is here to save you time, headaches and budget. It's a new concept in service that allows you to concentrate on more important things rather than having to resolve problems such as the accounts department running out of toner at a crucial time.

TAKING CONTROL 24-7

e-Maintenance is based on Canon's Remote Diagnostics System (RDS), which gives you, the customer, all the information you need about all of your connected Canon machines 24-7*.

Most importantly, e-Maintenance gives it to you online, in real-time, via a standard internet browser. Simultaneously, the RDS alerts your service provider. So if any error occurs, your service provider will be notified the minute** it happens, and will be able to respond faster than ever before. We get the message, you get the service.

REMOTE DIAGNOSTICS

The system will immediately send an alert if a fault occurs, or when a device is not performing according to pre-determined conditions. For example, if the number of paper-jams exceeds a given number, your service provider will be alerted by email. And error statistics will be automatically collated and delivered to the administrator.

* For more information on what models are supported please contact your supplier.

** Speed depends on the environment, type of email system and type of internet connection.

CONSUMABLES MANAGEMENT

e-Maintenance includes consumables management to assist with order planning and stock control. That means you never have to run out of toner or stock-pile to avoid running low.

e-Maintenance helps you to order what you need, when you need it.

CREATING THE RIGHT BALANCE

Canon's unique Remote Diagnostics System (RDS) allows the central administrator to monitor the status, workload and usage pattern for each individual device creating reports that give an overview of how devices are performing.

SECURE AND SIMPLE

e-Maintenance lives up to very high security standards. The communication between the system and the outside world is email based, encrypted and mainly out-bound. It uses a customer's existing email infrastructure, and follows the customer's email security policies.





LESS ADMINISTRATION AND ERRORS

The e-Maintenance system automatically reports the counter readings to your service provider. No manual reporting means less administration. It also means that counter reporting errors are virtually eliminated, resulting in the accurate billing of service.

e-MAINTENANCE: TOTAL CONTROL

- delivers device performance and usage data on-line in real-time
- automatic meter reading reporting eliminates administration and errors
- service provider automatically notified of faults, errors and parts lifetime
- automatic management of consumables stock
- reduces admin to virtually nil
- pro-active service puts you in complete control
- easy web-based interface
- creates reports that allows you to optimise the use of your machines

INCREASING UP-TIME

The e-Maintenance system will contact your service provider immediately and automatically, 24/7, in case of a faulty device. Together with the fault notification, it provides valuable information, so that service can be carried out faster and more efficiently, minimising down time.

To put it simply - the right technician can be sent to the right place at the right time.

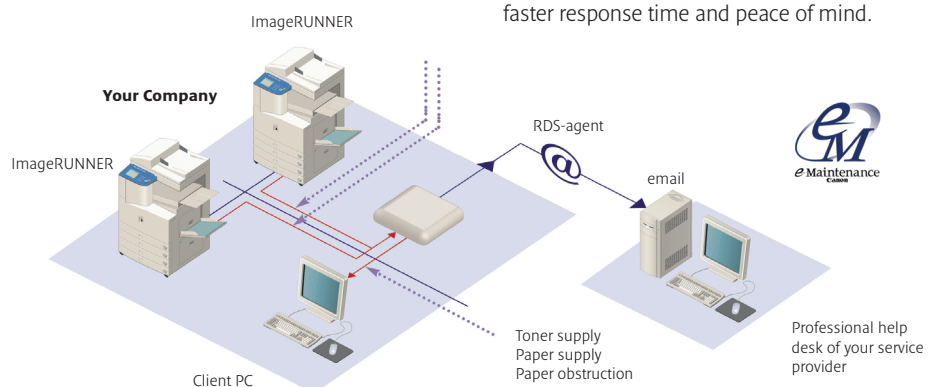
And less down time means that you can carry out your business more effectively.

e-Maintenance works with most Canon copiers, printers and multifunctionals. For more information on what models are supported, please contact your supplier.

The RDS functions can be provided in two ways:

- Using the RDS Agent Box which is connected onto the LAN.
- Embedded technology within the new intelligent Canon multifunctional printers.

Both variations of RDS work to maximise your uptime, and ensure an unrivalled service support, faster response time and peace of mind.



Canon e-Maintenance specifications summary

Type of service	Remote monitoring of Canon-devices. The service provides counter reading reporting, consumables management, device usage information, automatic service request and error notification when an error occurs	Number of devices per e-Maintenance agent box	For fully supported devices, maximum 10 devices per agent box .
Supported environment	Canon devices*, connected to the LAN (Remote Diagnostics System) installed on a dedicated server or RDS Agent box . Email system and Internet connection with IE5.5 or higher.	Customer interface	Web-browser (MS IE 5.5 or higher)
Supported Canon devices	Canon iR-range* Canon iRC-range* Canon CLC-range*	Customer information	Fault notification, consumables replacement and inventory management
		Communication method	Encrypted one-way email with attachment
		Data sent to service provider	Fault notification, service data, counter data for invoicing

* For information on which devices are supported, please contact your Canon supplier



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