



NEW ENHANCEMENTS FROM SMART SERVICES

POWERED BY SNAPSHOT

As devices evolve, so do our Smart Service offerings. The Power of Next represents Canon's latest phase of ambitious and advanced print innovation with the comprehensive line-up of imageFORCE technology. We're building on this with the introduction of new features powered by SnapShot; Remote Connect, Remote Firmware Update, and SnapShot Chat.

WORK SMARTER WITH SMART SERVICES

WHAT ARE SMART SERVICES?

Canon Smart Services are designed to help service Canon equipment throughout the device management cycle. These services enable technicians to respond to issues quickly and deliver a high level of device performance while saving time. Smart Services allow for many processes to be automated so that you can devote your resources to more strategic tasks that are important to your business.

This next generation builds upon our previous service offerings by enhancing features that help support easy operation, increased serviceability, quicker installation, and improved reliability.



REMOTE SERVICES SUITE

To help Canon service providers maximize imageWARE Remote, Canon U.S.A. developed the Remote Services Suite (RSS). This suite features essential tools like SnapShot, designed to streamline service partner workflows.



WHAT'S NEW?

As organizations adopt new technologies and adapt to their customers' needs, staying informed and embracing emerging trends—such as artificial intelligence and enhanced remote support capabilities—is crucial for success. To support this journey, Canon is launching new enhancements to the Remote Services Suite including **Remote Connect**, **Remote Firmware Update** and **SnapShot Chat**. These advancements strengthen the power of imageFORCE, providing even more robust solutions for businesses looking to streamline their operations and improve customer satisfaction.

REMOTE CONNECT

Remote Connect helps eliminate the need to dispatch a technician to visit a customer site to perform simple tasks. With both desktop and mobile access, you can effortlessly connect to devices in real time, making service operations smoother and more efficient.



SECURITY FIRST

Feel confident and secure knowing that your device is protected from unauthorized access, ensuring that no one can access your device without your knowledge.



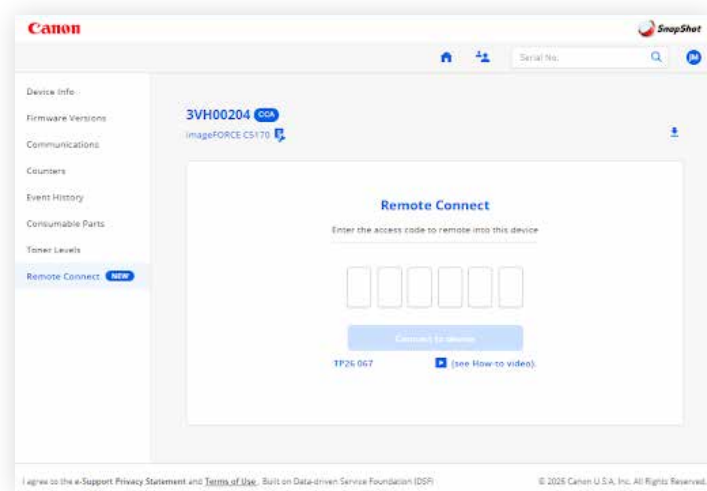
MINIMIZE DISPATCHES

Streamline support with a significant reduction in Field Service time and improved customer experience.



SIMPLIFY REMOTE ACCESS

Conveniently access this feature directly through an easy-to-use button on the device user interface, providing a convenient and efficient experience.



REMOTE FIRMWARE UPDATE

Easily schedule firmware updates across multiple devices! Remote Firmware Update simplifies your tasks by automating firmware updates, ensuring your firmware is always reliable and up-to-date. With the flexibility to schedule updates from 13 hours to 7 days, giving you flexibility and control over your devices.

Benefits:

- Enhanced Security Compliance
- Meet customer needs without disruption



Schedule firmware update

Main Controller (MN-CONT)

Current Version72.18

New Version75.18

Date

mm/dd/yyyy

Time

12:00 PM

Please note: The time/day must be no less than 13 hours and no later than 7 days from the current time

Thurs, Mar 17

March 2026

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		



SNAPSHOT

Canon's SnapShot tool gives authorized dealer service technicians direct access to equipment service data right from their compatible mobile devices. This can help them identify the issue before arriving on site, so that they come prepared with the correct tools and parts. Once on site, technicians can also use SnapShot to access a database of service documentation that they can reference. As a result, problems are typically resolved quickly, and service call times can be reduced.



DEVICE MANAGEMENT TOOL

Devices are easy to deploy and designed for proactive maintenance through remote diagnostics and parts management, helping to ensure maximum uptime. Intelligent engineering enables quick part replacement and simple upgrades.

SNAPSHOT CHAT

SnapShot Chat is your go-to tool for quickly gathering essential information about any device. It offers step-by-step guidance to help you diagnose issues and implement effective solutions. With real-time support and easy-to-follow instructions, you can resolve problems efficiently, ensuring your equipment stays up and running.

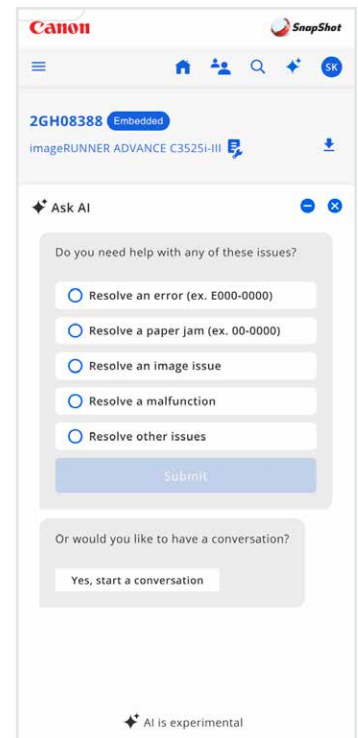
EASY AND INTUITIVE

SnapShot Chat is powered by an AI-database. Simply describe the hardware error you are experiencing, and the tool will provide the necessary information and solution to fix it, allowing work to proceed smoothly and information to be readily available regardless of your experience level. Snapshot Chat can be a valuable tool especially to those less-seasoned technicians.

REDUCE SERVICE TASK TIME

SnapShot Chat provides standardized, professional-level assistance to help you pinpoint root causes, understand the “why” behind an error, and support you with the information needed to resolve issues.

By streamlining the troubleshooting process, this tool empowers you to efficiently manage daily tasks regardless of your role or experience level.



BENEFITS



Understands the “why”
behind errors



Real-time resolution
instructions



Aid less-experienced
technicians

STREAMLINE YOUR EXPERIENCE WITH SMART SERVICES AND GEN AI





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