

**Canon**



**Canon**  
**Service Strategy & Support**  
**Professional Services**



# Canon Professional Services Team

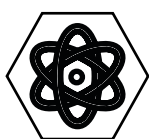
The Canon Professional Services team offers a variety of software and production hardware installation and training services of any size to you and your customers.

Equipped with the latest technologies and systems, the Professional Services team can help ensure a successful implementation that satisfies the requirements of your customers.

In addition, our team can help educate your solutions engineers on how to optimize an implementation so they can be better prepared going forward.

We know you want nothing more than a satisfied customer. With the Professional Services team by your side, we are dedicated to making that happen.

The below icons will be found throughout this brochure and will serve as indication of the type of service being offered.



Installation/  
Implementation Services



End-user Training



Support Service

For more information on Canon Professional Services or education and training, contact your Canon U.S.A. Solutions Sales Analyst.

For more information on Canon Prisma Installation & Training Professional Services, contact your Canon U.S.A. Production Print Architect.

For information on Canon's Service and Support for office equipment, please visit [usa.canon.com/businessserviceandsupport](http://usa.canon.com/businessserviceandsupport)

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# uniFLOW Software



uniFLOW is designed to save your organization time and money by providing effective controls over your entire printer and multifunction printer (MFP) fleet. With its modular design, the uniFLOW solution can scale to fit any size organization, and can be customized to fit your organization's specific needs.

Canon offers a variety of services and training to enable successful installation and configuration of uniFLOW solutions to your customer.

## uniFLOW Professional Service Package

Item code: 3575B622AA



The uniFLOW Professional Service package covers remote installation and configuration of uniFLOW at your customer's site for up to ten devices. This package also includes training for your customer's administration team to identify key components and functions of the application.

### Package Includes:

- Installation of uniFLOW software
- Configuration to support the following:
  - Secure Print
  - Statistics
  - Mobile Print
  - Canon MEAP Devices
  - Networked Single Function Print Devices
  - Remote Print Server, if applicable
- Up to four hours of training, for three users (train the trainer methodology)

## Basic uniFLOW End-user Technical Training\*

Item Code: 4181C001AA



Canon's Basic uniFLOW End-user IT and Help Desk Technical Training is delivered by Canon's Education and Training team. This basic training is delivered in a four-hour Virtual Instructor Led session to your customer and provides an opportunity for the administrator to work with the application in a more hands-on fashion.

### Course Outline:

- Hands-on navigation and review of:
  - Interface, features and functionality
  - Monitoring Remote Print Server status
  - Use of Universal Driver
  - Price Profiles and Cost Centers
  - Use of Print Wizards

\*This package is only available when used in conjunction with the uniFLOW Professional Services package.



Professional Service Package for uniFLOW Online  
Item Code: 3575B697AA



The uniFLOW Online Professional Service package covers remote configuration of uniFLOW Online for your customers. This package also includes training for your customer's administration team to identify key components and functions of the solution.

Package Includes:

- Remote configuration of uniFLOW Online including:
  - One customer tenant
  - Up to ten Canon MEAP devices
  - Authentication
  - Secure Print
  - Scanning
  - Mobile Print
- Administrative training conducted for up to three users simultaneously on the overall administrative functionality for up to four hours (train the trainer methodology.)

Extensive uniFLOW End-user Technical Training  
Item Code: 3575B687AA



Canon's Extensive uniFLOW End-user IT and Help Desk Technical Training course offers an expanded and comprehensive training for your customer's administration team. This is a hands-on virtual offering delivered for two consecutive days, six hours a day. This course is designed to provide your customer with the knowledge required to support the application as installed at their site.

Course Outline:

- uniFLOW interface, features and functionality
- Installation and configuration of:
  - LDAP
  - Statistics
  - Secure Print
  - Mobile Print
  - Cost Center
  - Remote Print Server
- ACL\_RESET.asp
- Configuring LDAP connector and the related synchronization task

uniFLOW Online End-user Technical Training  
Item Code: 4181C006AA



Canon's uniFLOW Online End-user IT and Help Desk Technical Training is delivered by Canon's Education and Training team. This training is delivered in a single, six-hour Virtual Instructor Led session to your customer and provides an opportunity for the customer to work with the application in a more hands-on fashion.

Course Outline:

- Accessing the tenants
- Configure a tenants' location
- User Management
- Device Management
- Scan Profiles
- Reporting Engine

uniFLOW Canon Customer Support  
Item Code: 4181C010AA



Canon Customer Support is an optional service available for uniFLOW Online and uniFLOW Hybrid installations performed by Canon U.S.A. Support is provided via a phone call placed to the Canon U.S.A. Technical Support Center for technical issues related to the operation of the licensed software with an active subscription. Customer's key contact(s) must have completed the uniFLOW Online and/or uniFLOW Hybrid training.

Package Includes:

- Services provided by Canon U.S.A. Technical Support Center, Software Engineering and Field Solutions Support Engineer

# Production and Large Format Installation and Training

Canon provides Production Professional Service offerings to support the implementation of Production imagePRESS and varioPRINT solutions. These offerings are designed to help dealers with initial installation and training on these products as well as provide support for critical installations.

The Professional Service is currently offered on the following products:

varioPRINT 6000 TITAN

varioPRINT 140 Series

imagePRESS C10000/8000/10010VP/9010VP

imagePRESS C910/810/710/710CA/Lite C165

imagePRESS/varioPRINT Installation and Training Professional Service  
Item Code: 3340B147AA



Canon's Professional Service is delivered on site at your customer's location working alongside your technicians to properly install and configure production equipment.

Package Includes:

- Prior to Installation - via remote support:
  - Review and Confirm Dealer Provided Machine Configuration
  - Review and Confirm Dealer Completed Site Inspection Report
  - Review Power and Network requirements
- Perform Base Level Production Installations Service:
  - Complete Hardware Engine and Standard Accessory Installation
  - Complete Hardware PrismaSync / Fiery RIP Installation
  - Optimized Calibration, Image Adjustment and Environmental Setting
- Perform Customer Operator Training:
  - Operator Specific Adjustments and Maintenance, Drawer Media Assignment, Paper Loading, Toner Install, Jam Removal

Production Accessory Installation and Training Professional Service  
Item Code: 3340B148AA



Canon's Professional Service is delivered on site at your customer's location working alongside your technicians to properly install and configure production accessory equipment.

Package Includes:

- Perform Installation of Third-party Accessories
- Perform test of end-to-end production equipment
- Perform Key Operator Training on accessory

# Colorado Installation and Training

Canon provides Installation and Training Professional Service offerings to support the implementation of Colorado devices. This offering is designed to help dealers with the initial installation and training, providing support for critical installations.

Colorado Installation and Training Professional Service  
Item Code: 4561V744



Canon's Professional Service is delivered on site at your customer's location, working alongside your technicians to properly install and configure Colorado equipment.

- Prior to Installation - via remote support:
  - Review and Confirm Dealer Provided Machine Configuration
  - Review and Confirm Dealer Completed Site Inspection Report
  - Review Power and Network requirements
- Perform Base Level Device Installations Service:
  - Complete Hardware Engine Installation
  - Optimized Calibration, Image Adjustment, and Environmental Settings
- Perform Customer Operator Training:
  - Operator Specific Adjustments and Maintenance, Drawer Media Assignment, Paper Loading, Ink Install, Jam Removal

## PRISMA Suite

PRISMA is the Canon suite of workflow applications, and printer monitoring and management tools for in-house print centers and commercial printers up to high-volume print factories.



PRISMA

PRISMAprepare Implementation  
Professional Service  
Item Code: 3340B119AA



The PRISMAprepare Professional Services package is for a predefined number of units. All work for PRISMAprepare, including installation, configuration, and training (train the trainer methodology), will be performed remotely. Any work effort outside of the defined scope will require further assessment and a professional services estimate.

Package Includes:

- Installation of PRISMAprepare on up to three workstations
- Configure the following functionality:
  - Create up to 20 media definitions
  - Connect up to six printers
  - Connect up to two external PDF applications
  - Create up to two VDP (variable data) documents
  - Create up to three automation templates
- Provide operator training session:
  - Single session at one location for up to three people
  - Topics based on product modules sold

## PRISMAprepare End-user Technical Training

Item Code: 3340B145AA

Canon's PRISMAprepare End User Technical Training is delivered in two, six-hour Virtual Instructor Led sessions to your customer and provides an opportunity for the operator to work with the application in a more hands-on fashion.

### Course Outline:

- Accessing the PRISMAprepare folder
- Backup and Restore
- Workspace views (Document, Pages, VDP, Print Dialog)
- Creating documents with media, tabs, captions, and chapters with a soft proof
- Creating a Booklet job
- Creating a Perfect Bound job
- Imposing business cards
- Adobe AcrobatPro "Set Page Boxes" tool
- Creating a Folded job
- Creating a binder with multiple documents
- Document Workspace
- Scanning
- Managing the contents of a document
- Managing colors in a document
- Applying automation templates
- VDP
- Hot Folder automation

## PRISMAdirect Implementation Professional Service

Item Code: 3340B120AA



Due to the individuality of each end-user's environment, each PRISMAdirect implementation requires an assessment of the solution so that a custom quote and a Statement of Work can be generated.

### Package Includes:

- Installation of PRISMAdirect Software in a single domain
  - May include one Central Server and up to two Web Servers
- Configuration of the following PRISMAdirect functionality
  - One authentication method (AD, uniFLOW, or custom)
- Connection to customer's mail server
- Create electronic job Ticket
  - Up to 15 ticket items
  - Up to 10 values of type "Choice" per item
- Create up to eight Products (electronic job ticket item)
- Create up to eight pricing formulas
- Create up to two Web Shops
- Create up to two Web Shop Themes
  - Up to one logo, one Rich Text frame, three colors each
- Connect up to eight printers with up to 50 media definitions
- Configure various modules with customer provided accounts
  - Shipping (with formulas)
  - Payment (PayPal, etc.)
  - File hosting via Dropbox
  - Tax service
  - Budget approval
- Administration and operator training
  - Single session at one location for up to three people
  - Topics based on product modules sold



## PRISMAdirect End-user Technical Training

Item code: 3340B146AA



Canon's PRISMAdirect End-user Technical Training is delivered by Canon's Education and Training team. This training is delivered in two, six-hour Virtual Instructor Led sessions to your customer and provides an opportunity for the operator to work with the application in a more hands-on fashion.

### Course Outline:

- Interface Overview
- Web Dashboard (Order Manager)
- Order view
- Print Shop Labeling
- Automated Template
- Print Order Ticket
- Test Quick Print
- Print
- Job Work flow
- Job View
- Web Shop
- Theme Editor
- Reporting

## PRISMA Canon Customer Support

Item code: 3340B177AA



Canon Customer Support is an optional service available for PRISMA installations performed by Canon U.S.A. The service consists of remote support provided to a customer's key contact(s) via email or online web submission. Support will be provided for technical issue related to the operation of the licensed software with active maintenance.

### Package Outline:

- Services will be provided by Canon U.S.A. Technical Support Center, Software Engineering, and Field Solutions Support Engineers.
- Canon U.S.A. must have performed installation.
- The maintenance contract must be in place with the end-user customer.
- The customer's primary contact must have completed the PRISMAdirect and/or PRISMAprepare training provided by the Canon U.S.A. Professional Services group.

## PRISMAsync Key Operator Training

Item code: 3340B150AA



Canon's PRISMAsync Key Operator Training is delivered remotely/on site at your customer's location. This training is delivered in two days to a maximum of three operators. This training will prepare the customer to operate the device in the most efficient and effective manner.

### Course Outline:

- The User Interface
  - Control Panel (navigation)
  - Driver
  - Remote Manager (PDF only workflow)
  - Remote Control (phone app)
  - Remote Match (cloud cluster)
  - Settings Editor
- Getting Started with the Device
- Device Defaults
- Using the Media Catalog
- Paper Tray Assignments
- Print Jobs
  - Select/Move/Forward/Delete Print Jobs
  - Job Settings
  - Print Delivery
  - Printer Driver
  - Remote Manager
  - Waiting / Schedules Jobs
- Doc Box
- Printed Jobs (Copy job to queue)
- Find/Filter Jobs
- Copy Jobs
  - Copy Templates
  - Scan Templates
  - Save as Template
- Workflows
  - Hot folder
  - Print Driver
  - Remote Manager
  - Control Panel
- Calibration
  - Printer Calibration
  - Auto Gradation Adjustment
  - Shading Correction
  - Calibration Indicator
  - Media for Calibration
  - Media Family Calibration

# Fiery Server



Canon's imagePRESS Server line, powered by Fiery, offers amazing efficiency and versatility. These print servers drive production from prepress to finishing, helping to significantly impact the daily output of a print shop.

## Canon imagePRESS powered by Fiery Server Operator Technical Training

**Item Code: 7968A855AA**



Canon's imagePRESS Fiery Server Operator Technical Training is delivered by Canon's Education and Training team. This training is delivered in three, six-hour Virtual Instructor Led session to a Dealer's customer and provides an opportunity for the operator to work with the application in a more hands on fashion.

### Course Outline:

- Job Submission and Automation
- Print Management and Remote Access
- Document Assembly and Media Library
- Color Management
- Impose/Compose and VDP



## PRISMA Cloud Professional Service

**Item Code: 5454C010AA**



PRISMA Cloud Professional Service offerings provides assistance for your dealership to configure the various workflow applications and tools for monitoring and tracking your printer performance. The PRISMA Home portal provides central and unified access to all your PRISMA cloud-connected workflow applications and tools. Included options are based on activated sold subscription modules.

### Package Includes:

- Assist Dealer with Configuring the customer's PRISMA Cloud Solutions Tenant
  - The Canon U.S.A. Professional Services Engineer will be granted administrator rights for the length of the implementation.
  - Review Products and Tools available in PRISMA Home
  - Add supported devices via the Cloud Proxy Client
- PRISMA Configurator
  - Review Subscription Options and Expiration
  - Add users and configure required roles (Limit of 10)
  - Download and install the Cloud Proxy Client (link available under "Devices")
  - Add and configure supported devices (Limit of 10)
- Customer Training
  - Conduct Administrative Training:
    - Up to three (3) users simultaneously on the overall functionality of the subscription software
    - Training will last for up to four (4) hours
    - Training will be train-the-trainer methodology
    - Conduct remote follow-up training (Q&A) session within 30 days for up to two (2) hours (if required)

## PRISMAprepare Go



- Review and configure options based on customer requirements:
  - Job intake (Job submission)
  - Job processing (Job Editor - settings for print production)
  - Customer management (Edit and send PRISMAprepare Go customer invitations)
  - Configuration (Set options for user notifications, preflight and other settings)
  - Shop design (Configure PRISMAprepare Go appearance)
  - Device configuration (Set options for supported devices)

## PRISMAlytics Accounting



- Review available reports and options
- Review report archive options
- Review and edit PRISMAlytics "Configuration":
  - Users and User groups
  - Devices and Device groups
  - Application Settings (General settings, Report synchronization, Report email options)
  - Retrieval results

## PRISMAcolor Manager:



- Install the PRISMAcolor Manager Cloud Connector:
  - Install/configuration of accessories (spectrophotometer) and test operation
  - Cover operation of the connector
  - Run calibration
  - Validate color quality
  - Check color across multiple devices (if applicable)
  - View reports and overviews



The following options are either license-based on the printer or a mobile device app. PRISMAlytics Dashboard is licensed on the machine settings and then viewed in the cloud portal. PRISMAremote Monitoring is mobile/device based. Professional Services and associated fees would be considered an hourly rate due to the effort involved.

## PRISMAlytics Dashboard



- Review and configure options based on customer requirements:
  - Assist with connection of devices
  - Overview of Admin page and explanation of information displayed

## PRISMAremote Monitoring



- Assist with install and configuration of options of mobile app
- Assist with configuration of PRISMAremote Monitoring in settings editor
- Assist with explanation and setup of notification options
- Overview of features including:
  - Monitor notifications of the device
  - View printer status and events

# Therefore



Therefore information management software enables you to store, manage, and process all aspects of business information efficiently, economically, and with security features throughout your organization.

Canon Professional Service Package for Therefore Online  
Item Code: 3340B115AA



The Therefore Online Professional Service package provides remote configuration for Therefore Online. This package also includes training for your customer's administration team to identify key components of the solution.

## Package Includes:

- Create administrative access via the Security Settings (Therefore Designer)
- Create Base Therefore:
  - Up to two folders
  - Five Categories with up to six Index Fields and one Key Word list per category
  - Five Therefore Users (Two Capture Profiles (does not include scripting))
  - One Workflow with up to Five tasks (no scripting)
- Conduct Administrative Training for approximately one hour
  - Two users simultaneously on the overall administrative functionality
- Conduct End-user Training for approximately one hour
  - Four users simultaneously on saving and accessing information

Therefore End-user Technical Training  
Item Code: 4181C003AA



Canon's Therefore End-user Admin Technical Training Course is a two-day Virtual Instructor led offering designed to prepare your customer's IT and/or Help Desk to support the product on a daily basis.

## Course Outline:

- Setup and Configure Categories
- Index Fields
- Storage and Retention Policies
- Capture Client
- Navigator and Viewer
- Creation of Workflows
- Generating Reports
- Document Loader and Portal Service
- Disaster Recovery

# Tungsten Automation



Organizations that deploy Tungsten Automation Solutions can help address strategic workflow challenges while helping with enhancing document security features and overall productivity.

eCopy ShareScan Professional Service Package  
Item Code: 3340B118AA



The eCopy ShareScan Professional Service package covers remote installation and configuration of eCopy ShareScan at your customer's site for up to ten devices. This package also includes training for your customer's administration team to identify key components and functions of the application.

Package Includes:

- Installation of one ShareScan Server
- Configure the following functionality:
  - Scan-to-File Locations and File Naming Requirements
  - Scan-to-Email Scenarios integrating with Microsoft Exchange, Exchange Online, and LDAP
  - CloudPack integration support for Google Drive, Box, Dropbox, Microsoft OneDrive, and OneDrive for Business
  - Set up eCopy ShareScan to scan to up to three destinations from the following choices:
  - Box | OneDrive | OneDrive for Business | Dropbox | Email (Exchange/SMTP) | Folder | FTP | Google Drive | WebDAV

## IRIS



IRIS provides fully integrated document management solutions that Canon enable intelligent routing of inbound documents to the right department. It seamlessly connects with back-end systems to help efficiently and effectively run your business.

IRIS Powerscan Professional Service Package  
Item Code: 4181C002AA



The IRIS Powerscan Professional Services package covers remote installation and configuration of IRIS Powerscan at your customer's site for up to ten devices. This package also includes training for your customer's administration team to identify key components and functions of the application.

Package Includes:

- Create seven templates
  - e.g. AP Workflow – five Vendor Templates, one Check Remittance Template, one Journal Template
- Create up to six fields per template (Invoice #, Invoice Date, etc.)
- Compress output as PDF
- Create naming scheme for output based on captured metadata from template fields
- Create storage scheme for processed documents consisting of one location

# Canon



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