



May 12, 2008

To: All Canon imagePROGRAF Resellers

Subject: Introduction of the Large Format Product Training Programs

Canon's Educational Services Department is pleased to announce the introduction of the new Large Format Product training programs. These changes to the educational offering from the Systems & Technical Support Division are designed to more closely link the training of each Technician with the needs of their customers and their organization, and help deliver a high level of customer satisfaction through improved product support. The two new product-based training programs, imagePROGRAF 710/720/610 and imagePROGRAF 8000S/8100/9000S/9100, will be available May 12th, 2008. The introduction of these programs will mark the discontinuation of the Wide Format Technology programs.

Each product-based program will contain much of the material covered in the current Wide Format Technology programs, along with updated information that brings more relevance to the current landscape of large format products. The new training programs will offer more details about each product to the Technicians and will include downloadable labs that provide critical hands-on experience. These programs will provide your Technicians with the foundation they need to be successful on Canon Large Format products. Additionally, we are creating a new Large Format Color Theory Certification that will group five of our color fundamental courses together. This certification is intended to give the participants a strong foundation to troubleshoot customer concerns about print quality and color reproduction.

Course Information:

1. imagePROGRAF 710/720/610 Online Training Program

The imagePROGRAF 710/720/610 Series on-line course has been developed to introduce the student to the CAD market, as well as important features, functions, components, and maintenance procedures of this series of large format inkjet printer/plotters. This course will feature downloadable hands-on labs and "quick-tip" customer hand-outs that are designed to help each support professional make the most of each customer visit. Completion of this online course will result in certification on each of the products in this series.

2. *imagePROGRAF 8000S/8100/9000S/9100 Online Training Program*

The imagePROGRAF 8000S/8100/9000S/9100 Certification is comprised of one self-paced eLearning Course. This course introduces the students to the graphics large format market, as well as important features, functions, components, and maintenance procedures of this series of large format inkjet printer/plotters. This course will feature downloadable hands-on labs and “quick-tip” customer hand-outs that are designed to help each support professional make the most of each customer visit. Completion of this online course will result in certification on each of the products in this series.

3. *Large Format Color Theory Certification Map*

The Large Format Color Theory Certification Map is a collection of five online modules that teaches important technical fundamentals about color theory. Each online module is designed to be an interactive, self-paced course that will provide you with information and knowledge that you will need to identify and define the basic principles of color theory. The five programs are:

- *Basic Color Principles*
- *Color Models*
- *Graphic Data & File Formats*
- *Light & Objects*
- *The Observer*

Next Steps – Coming Soon:

In response to the feedback we have received from our Dealer, Reseller, and Authorized Servicer community, Educational Services is pleased to announce that on June 2nd, 2008 we will be launching two “in-house” Instructor-led training programs. These optional Instructor-led programs, which are being offered for \$895.00, are designed to provide opportunities for your technicians to gain additional insight on the maintenance and support of these large format printers. See the enclosed Large Format Brochure for the details on registration and payment information. The brochure is also available on e-Support website under Training>Forms>Announcements.

1. *imagePROGRAF 710/720/610 Applied Technologies Training Program \$895.00*

The imagePROGRAF 710/720/610 Applied Knowledge classroom course is offered at our Itasca, IL training center. It consist of a 3-day agenda that targets learning in each aspect of the large format devices, ranging from simple key-op to media handling to the proper procedures to maintain the print head and ink supply, among other aspects, such as printing techniques. This class is optional and is recommended to any student who wishes to receive hands-on training on the imagePROGRAF 710/720/610 products. This 3-day course requires the successful completion of the ***imagePROGRAF 710/720/610 Online Training Program*** prior to registration.

2. imagePROGRAF 8000S/8100/9000S/9100 Applied Technologies Training Program \$895.00

The imagePROGRAF 8000S/8100/9000S/9100 Applied Knowledge classroom course is offered at our Itasca, IL training center. It consists of a full 3-day agenda that targets learning about large format devices placed in customers that mainly print graphic-type deliverables. Each aspect of the large format devices is covered in this program, ranging from simple key-op to media handling to the proper procedures to maintain the print head and ink supply, among other aspects, such as printing techniques. This class is optional and is recommended to any student who wishes to receive hands-on training on the imagePROGRAF 8000S/8100/9000S/9100 products. This 3-day course requires the successful completion of the **imagePROGRAF 8000S/8100/9000S/9100 Online Training Program** prior to registration.

Key Points:

- ✓ *These new training programs will replace Wide Format Technologies programs, which will no longer be available after May 12th, 2008.*
- ✓ *If you have already successfully completed the Wide Format Technologies courses and the imagePROGRAF 5000 program, your certification of all products will remain. However, we suggest you complete these new programs to gain the additional information at your own pace.*
- ✓ *We have added the optional Large Format Product course to our training map and encourage every Technician supporting these devices to attend.*

For more details regarding the schedule, Technician prerequisites, and other pertinent information, please visit our e-Support website at www.support.cusa.canon.com. Enclosed with this announcement you will find a hand-out that will guide you through the process of accessing and completing these new programs. Please read through this information carefully. I hope you find the new features, like Certification Maps that enable quick access, and the FAQ's, will help each student have a successful online learning experience. We are committed to keeping our course material current so that support professionals are equipped with the knowledge and skills they need to provide exceptional customer service. These new large format courses bring added flexibility and up-to-date information to our Canon Education and Training programs that focus on helping you achieve a high level of customer satisfaction.

Thank you,

Donald R. Walker
Sr. Manager, Educational Services
Systems & Technical Support Division
Imaging Systems Group
Canon USA, Inc.