



Canon to launch upgraded CANON iMAGE GATEWAY service

February 4, 2020

Thank you for being a Canon Customer,

We are pleased to inform you that in March 2020, Canon will substantially revamp its existing CANON iMAGE GATEWAY online photography service, strengthen its connectivity and compatibility with products and other services, and provide services to help customers manage and use their images.

The revamped service will have a new name and improved functions – we will share further details with you in February 2020. To make way for this service, we will close the current CANON iMAGE GATEWAY service in mid March 2020 and later that month all of your image files and albums will be available for access with the upgraded service, so that you can experience the new benefits it will provide.

We would like to thank you for your continued support - we're excited to show you a new future and enhanced imaging experience with Canon.

- End of Service date for CANON iMAGE GATEWAY

Scheduled date:
Mid March 2020

- Start of the upgraded service

Scheduled date:
Late March 2020

Detailed information on the upgraded service and how to use it will be announced in February 2020.

- Cautionary points during the service transition period

Please be aware that you will not have access to your account and its data during the service transition period from mid March to late March 2020.

During the service transition period, the web service image transmission function on our Wi-Fi enabled cameras will be disabled. After the launch of the upgraded service, once you accept the new Terms of Use and reset the transmission function, it will be available again. Detailed information on how to reset the web service image transmission function in the upgraded service will be announced in February 2020.

For some cameras, web service image transmission function will be disabled even after the start of the upgraded service. Please see notice posted on September 26th for details.

<https://ps.ciggws.net/st/en/information.html>

- About customers' image data in CANON iMAGE GATEWAY

For customers using CANON iMAGE GATEWAY, all of your image files and albums will be accessible with the upgraded service. After conducting a simple procedure to accept the new Terms of Use, you will be able to start using the upgraded service and enjoy all of your image files and albums in our new platform. Please note that titles, comments and tags added to the images in CANON iMAGE GATEWAY will not be available for the upgraded service.

- If you do not wish to use the upgraded service

If you do not wish to use the upgraded service, please follow the instructions to cancel your CANON iMAGE GATEWAY account until service close of CANON iMAGE GATEWAY (mid March 2020).

For details, please refer to "Want to delete profile information and images" in the following Help.

<https://ps.ciggws.net/st/en/contact.html#help030103>

If you cancel your CANON iMAGE GATEWAY account, all of your data will be deleted. Web service image transmission function of Wi-Fi cameras will also be disabled. Please download all of your image files from CANON iMAGE GATEWAY before canceling your account.

CANON iMAGE GATEWAY access:

<http://www.canon.com/cig>

CANON iMAGE GATEWAY support:

www.cla.canon.com/support

Sincerely,

The CANON iMAGE GATEWAY team

Contact Information

Should you have any questions about this notice, you may [contact us](#) directly.