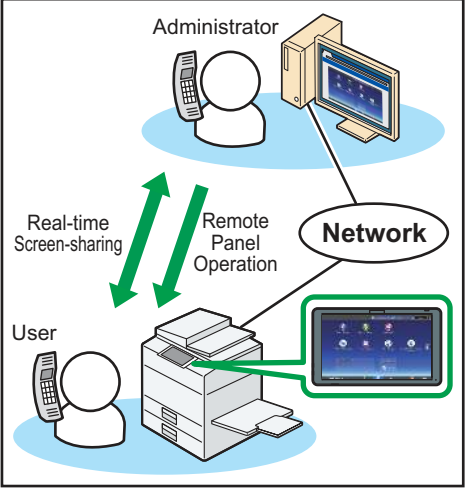


Operating Instructions (Remote Panel Operation)

Introduction

The administrator can use from a browser “Remote Panel Operation” to monitor or operate the device remotely within the administrator’s network.

The administrator can remotely check errors in the device, operate the device for the user, and change the settings of the device.



With “Remote Panel Operation”, the administrator can perform the following operations for the device:

- Monitor the screen
- Operate the device remotely
- Lock the screen operation
- Hide the screen

★ Important

- To use “Remote Panel Operation”, specify [Machine Network] in the interface setting on the control panel of the machine.
The procedure to display the setting screen varies depending on the machine. Use one of the following steps according to the item displayed on the setting screen.
 - [Screen Features] ► [WIRELESS & NETWORKS] ► [Interface Settings]
 - [Screen Features Settings] ► [Wireless & networks] ► [Interface Settings]
 - [System Settings] ► [Network/Interface] ► [Control Panel: LAN Type]
- When the user is not operating the device^{*1}, the Monitoring/remote operation request window does not appear the connection is ready.

- The following functions of the device are not active while the device is connected to the network:
 - Energy-saving function
 - System Reset Timer
- The connection between the administrator and the user is disconnected when any of the following conditions occur:
 - The administrator is not operating the device remotely for the time set for [Set Remote Connection Timeout]^{*2}.
 - The device is turned off.
 - The operation section is rebooting.
- The administrator can view the screen of the user’s device while the device is connected to the network. Exit from the remote panel operation temporarily when you enter an ID, password, and other confidential information, or to display something you do not want the administrator to view.

^{*1} This occurs when the user has not operated the machine for 180 seconds.
^{*2} The default value of [Set Remote Connection Timeout] is 30 minutes. For details about the setting, see “Device Setup”.

↓ Note

- The administrator can start the remote panel operation from the browser. The user cannot start it from the user’s device.

Recommended Web Browser

- The following Web browsers are recommended when using this function: Google Chrome 62 or later, Firefox 56 or later, Microsoft Edge 40 or later, Internet Explorer 11.0 or later (as of February 2022).
- Internet Explorer may not work properly in an IPv6 environment.

Disclaimer

To the maximum extent permitted by applicable laws, in no event will the manufacturer be liable for any damages whatsoever arising out of failures of this product, losses of documents or data, or the use or non-use of this product and operation manuals provided with it.

Make sure that you always copy or have backups of important documents or data. Documents or data might be erased due to your operational errors or malfunctions of the machine. Also, you are responsible for taking protective measures against computer viruses, worms, and other harmful software.

Notes

Some illustrations in this manual might be slightly different from the machine. Contents of this manual are subject to change without prior notice.

Receiving Remote Panel Operation Request

Starting Remote Panel Operation

The Monitoring/remote operation request window appears on the screen of the device when Remote Panel Operation starts.

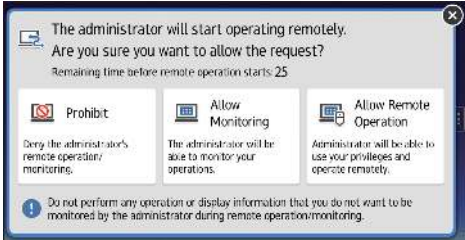
- When the administrator requests remote operation for the device:
Monitoring/remote operation request window (a) appears.
- When the administrator requires remote operation while monitoring the device:
Remote operation request window (b) appears.

To start remote panel operations, have the administrator monitor or operate the device remotely using the following procedures:

↓ Note

- The user cannot start remote panel operation.

(a) When the Monitoring/ remote operation request window is displayed

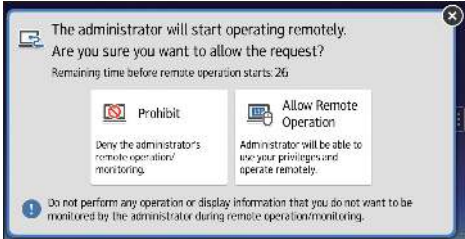


- To deny both monitoring and remote operation, tap [Prohibit].
- To allow monitoring only, tap [Allow Monitoring].
- To allow remote operation, tap [Allow Remote Operation].

↓ Note

- If 25 seconds elapse with no operation after the options appears, remote operation starts.

(b) When the remote operation request window appears



- To deny remote operation, tap [Prohibit].
- To allow remote operation, tap [Allow Remote Operation].

↓ Note

- If 25 seconds elapse with no operation after the options appears, remote operation starts.

Other Operations the Administrator Performs

The administrator can perform the following operations for the device while the device is connected to the network:

- Locking the screen operation
When operating the device remotely, the administrator may block the user’s operation on the screen.
- Hiding the screen
When operating the device remotely, the administrator may hide the screen as necessary.
When the screen is hidden, operations are locked.

When operations on the screen are locked

When operations are locked, the following message appears on the screen of the device.



The administrator has locked screen operation.
Please wait until they finish their remote operation.

When operations are unlocked, the following message appears on the screen of the device.



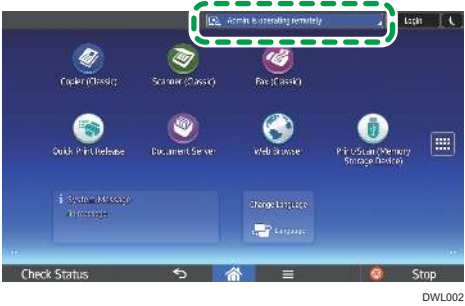
The administrator has unlocked screen operations.

When the screen is hidden

When the administrator hides the screen, it disappears without any message.
When the screen is released from being hidden, it is displayed again.

Confirming Status of Remote Panel Operation

The status of the remote panel operation by the administrator is shown as a system message during remote panel operation.



During monitoring

- A message appears indicating that the administrator is monitoring the screen.
- You can disable monitoring by tapping the system message.

During remote operations

- A message appears indicating that the administrator is performing remote panel operations.
- You can disable remote panel operations by tapping the system message.

During remote operations with the screen locked

- A message appears indicating that the administrator is performing remote panel operations.
- You cannot operate the device.

Device Setup

The setting items explained here are necessary to join in remote panel operations.

★ Important

- If “Remote panel operation/Monitoring functions” does not appear, contact a customer service representative at a dealer or shop.

Changing Setting Contents

To change the setting contents, perform the steps as follows:

1. **Tap the [Home] (🏠) icon at the bottom center of the screen.**
The procedure to display the setting screen differs depending on the user’s device.
In the following procedure, perform either of the steps below depending on the item displayed on the setting screen.
2. **Perform either of the following steps to display the setting screen:**
 - Tap the [User Tools] (⚙️) icon on the home screen.
 - Tap the [Settings] (⚙️) icon on the home screen.
3. **Perform either of the following steps to display the [Remote Panel Operation] setting screen:**
 - Tap [Remote Panel Operation] in [Basic Settings for Extended Devices].
 - Tap [Remote Panel Operation] in [Settings for Administrator] in [System Settings].

The setting items appear. Change the settings as necessary. For details about setting operation, see the operating manual of the device.

Remote Panel Operations/Monitoring Functions

Enable Monitoring and remote operations.
Factory setting: **Inactive**

Remote Connection URL

Display the connection URL required to connect to the device when the Remote Operation/Monitoring Functions are active.

Set Remote Connection Timeout

If the administrator does not operate the device during remote panel operations for the time set here, the remote connection is automatically disconnected. Set the time from 3 to 60 minutes.
Factory setting: **30 minutes**

Exiting Remote Panel Operations

To stop remote panel operations, perform the steps as follows:

1. **Tap the System Message.**
The System Message window appears.



2. **Tap [Disconnect].**
A message appears and remote panel operations stop.

↓ Note

- The administrator can stop remote panel operations.
- When screen operation is locked, you cannot stop remote panel operations on the screen of the device.