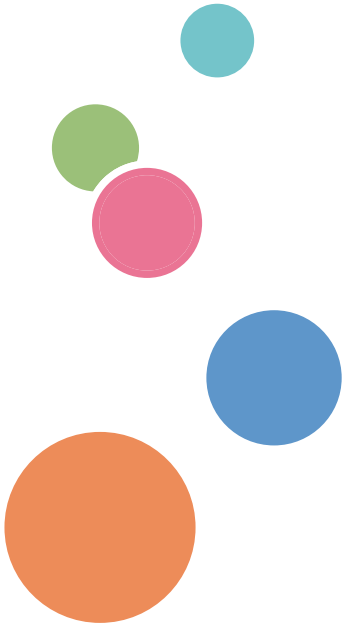
RemoteConnect Support

Operating Instructions

User's Guide



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1. Introduction

Overview of RemoteConnect Support

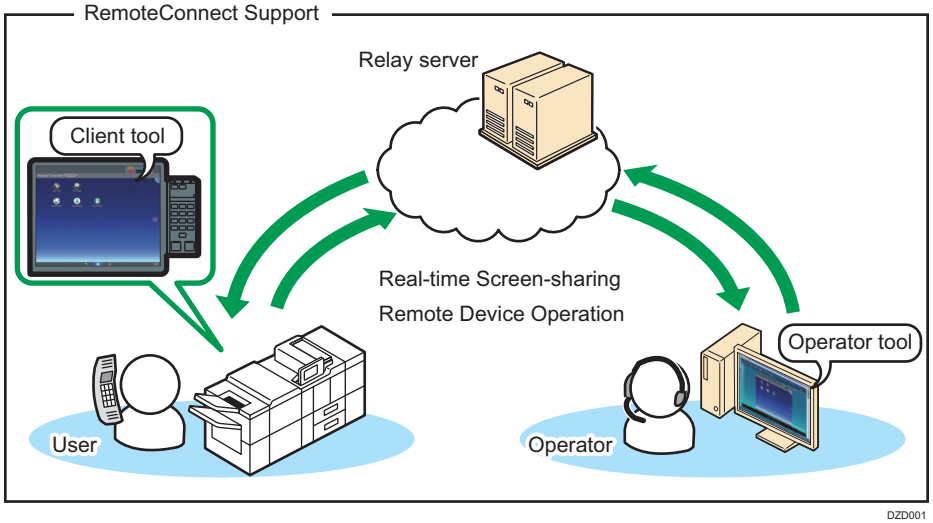
Important

- To use RemoteConnect Support, you need to configure settings to connect to the Internet.
- Configuring an environment to connect to the Internet.
  - In an environment where a proxy server is used, configure the proxy settings as follows:
    [Proxy Settings] in [WIRELESS & NETWORKS] in [Screen Features]
    [RC Gate Proxy Server] in [Configuration] in [Device Management] of Web Image Monitor
  - DNS Configuration
    [DNS Configuration] in [Network] in [Interface Settings] in [System Settings] in [Machine Features]
- To receive remote services, contact your dealer or distributor.

RemoteConnect Support is a remote control system that enables screen sharing and remote operations with a device in a remote location.

RemoteConnect Support consists of a client tool that runs on the user's device, an operator tool that runs on the operator's computer, and a relay server that connects the client tool and operator tool.

The RemoteConnect Support client tool allows a user to receive support by talking with an operator on the telephone while following the operator's onscreen instructions, so problems can be resolved quickly.



Note

- For details about the machine settings, see the manual provided with the machine.

- For details about Web Image Monitor, see Web Image Monitor Help.

How to Read This Manual

Symbols

This manual uses the following symbols:

Important

Indicates a situation that may result in property damage or malfunction if instructions are not followed. Be sure to read the instructions.

Note

Indicates supplementary relevant information.

[ ]

Indicates the names of keys that appear on the computer screen.

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.

In no event will the manufacturer be responsible for any documents created by you using this product or any results from the data executed by you.

Notes

Some illustrations in this manual might be slightly different from the machine.

Contents of this manual are subject to change without prior notice.

Terminology

This section defines the terminology used in this manual.

User

The user of the device. The user can receive remote support by using RemoteConnect Support.

Operator

The operator providing customer support. The operator uses RemoteConnect Support to support the user remotely.

Operator tool

Software necessary for an operator to provide remote support.

Client tool

Software necessary for a user to receive remote support.

Device

This refers to a printer or MFP on the network.

Command prompt

A function to command a computer and carry out various processing using text input.

Browser

Software to use the Internet.

(For example, Internet Explorer and Firefox.)

Trademarks

Firefox® is a registered trademark of the Mozilla Foundation.

Internet Explorer is a registered trademark of Microsoft Corporation in the United States and/or other countries.

Other product names used herein are for identification purposes only and might be trademarks of their respective companies. We disclaim any and all rights to those marks.

2. Using the Client Tool to Receive Support

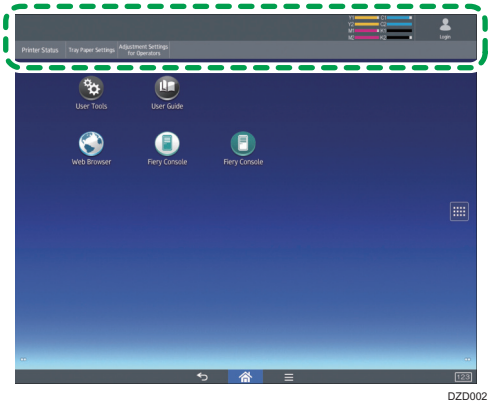
Start the client tool installed on your device to receive remote support from an operator.

Starting the Client Tool

Important

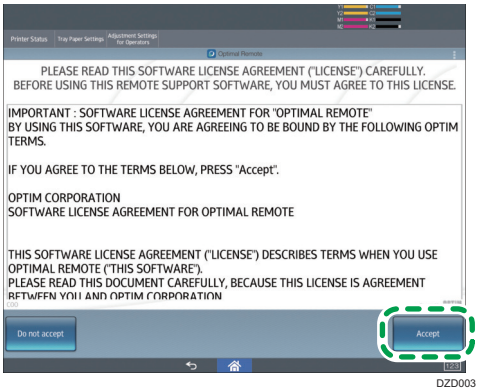
- The client tool does not start while:
  - The user's device warms up just after start-up
  - The Machine Features screen of the user's device is displayed
- The following device functions do not work while Remote Support Service is provided:
  - Energy-saving function
  - System Auto Reset Timer
- While Remote Support Service is provided, RemoteConnect Support is disconnected when:
  - The power of the device power is switched off
  - When 1 hour passes since the support starts

1. Tap and hold the bar at the top of the screen for at least 5 seconds.



DZD002

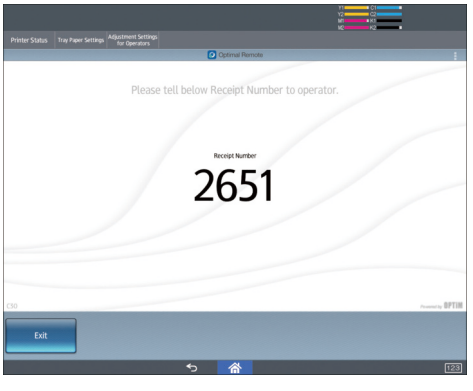
2. **If you accept the software license agreement, tap [Accept].**



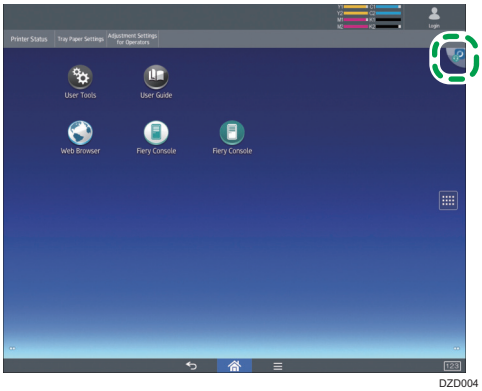
DZD003

"Connecting..." is displayed. Wait for the process to finish.

3. **A reception number is displayed. Tell the operator the number when required.**



When the operator performs the procedure for starting support using the operator tool, is displayed at the top right of the screen, and then the operator starts support.


Printer Status
Tray Paper Settings
Adjustment Settings for Operators
User Tools
User Guide
Web Browser
Fiery Console
Fiery Console

DZD004

Remote Support Functions

Important

- **The operator can view the screen of the user's device while providing Remote Support Service. If you will enter confidential information such as an ID or password or display a screen you do not want the operator to see, either exit the client tool or ask the operator to suspend remote support. For details about how to suspend remote support, see page 15 "Pause".**
- **While providing support, the operator may save screen shots from the user's device or movies of a series of operations to record the support details.**

Operators using RemoteConnect Support can use the following functions to provide customer support and give instructions.

- Pointer
- Red Marker
- Remote Operation
- Starting the browser to display the specified Web page (Send URL)
- Command Function
- Pause

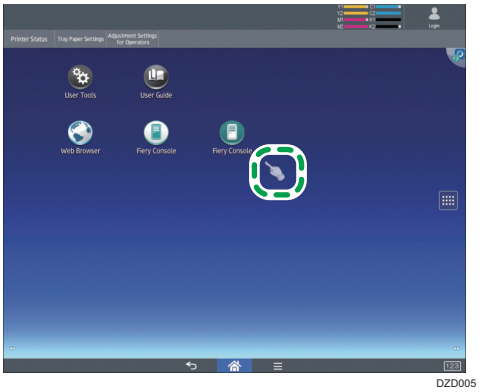
The following sections explain the details of the support functions and the screens of the user's device when an operator provides support.

Pointer

The operator provides support by displaying a pointing finger icon on the screen of your device indicating the location the operator wants you to tap.

When the operator uses the Pointer function, a pointing finger icon is displayed on your device.

Follow the instructions of the operator indicated by the Pointer function.

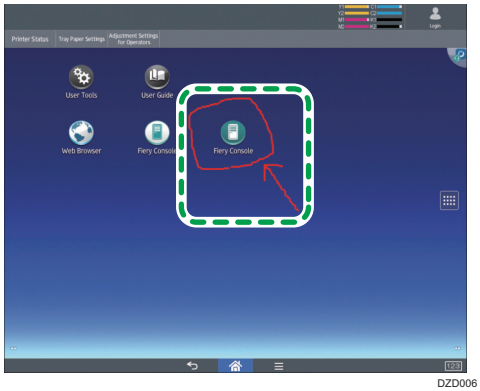


DZD005

Red Marker

The operator provides support by drawing and writing on the screen of the device using red lines.

When the operator uses the Red Marker function, the content written or drawn by the operator using the red marker is displayed on the screen of your device.



DZD006

Note

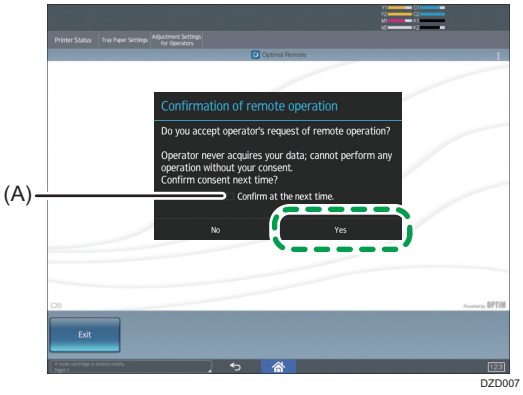
- The content that the operator writes or draws with the red marker is not saved.

Remote Operation

An operator operates your device remotely.

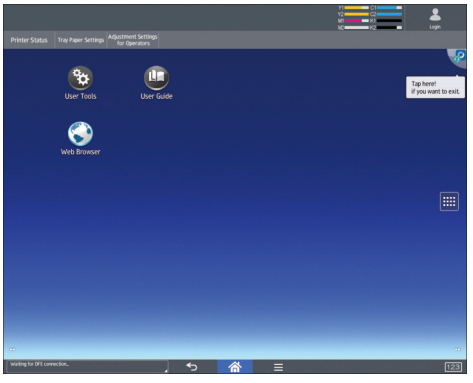
When performing a remote operation, the operator asks you to allow in advance that the operator operates your device remotely. Use the following procedure to allow it.

1. **The "Confirmation of remote operation" screen is displayed. Tap [Yes] to allow the operation.**



DZD007

The operator starts operating your device remotely.

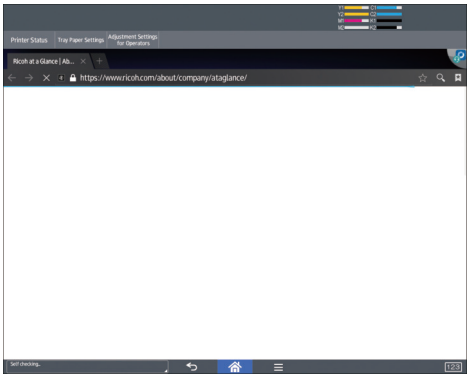


Note

- If the [Confirm at the next time.] check box (A) in the dialog box is selected, the "Confirmation of remote operation" screen is displayed each time a remote operation is necessary. If this check box is not selected, remote operations will be performed without user confirmation for the rest of the support session.

Send URL

The operator starts the browser of the user's device.



The Web page specified by the operator is displayed.

Command Function

Using the command prompt, the operator collects information about the user's device.

The collecting status is not displayed on the screen of the user's device.

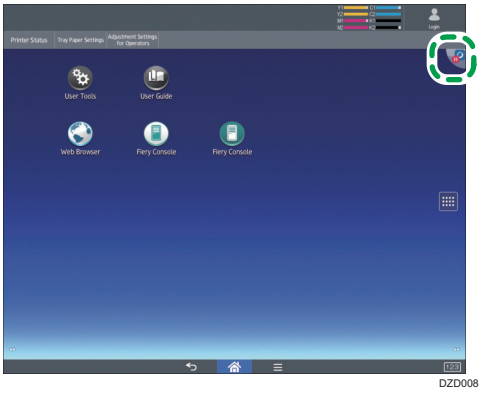
Pause

When the operator suspends remote support, reenter into remote support mode by the following procedure:

Note

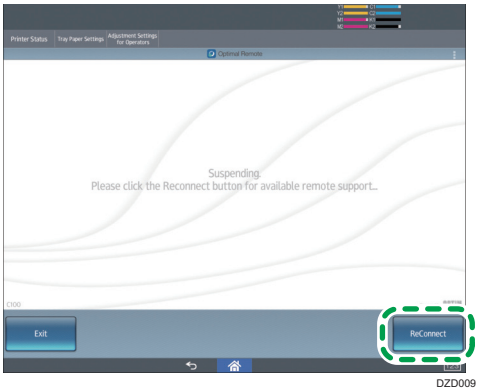
- When remote support is suspended, the icon at the top right of the screen changes to .
- When remote support is suspended, the operator cannot view the screen of the user's device.

1. **Tap that is displayed at the top right of the screen.**



DZD008

2. To reenter into remote support mode, tap [ReConnect].



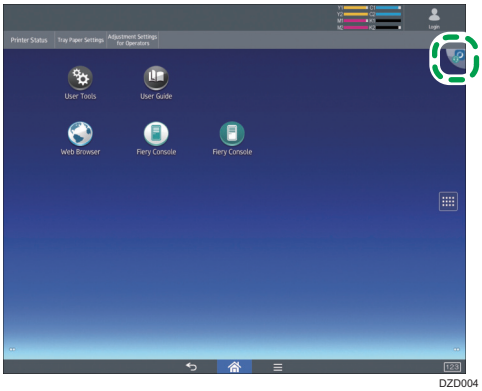
DZD009

The icon at the top right of the screen changes to .

Exiting the Client Tool

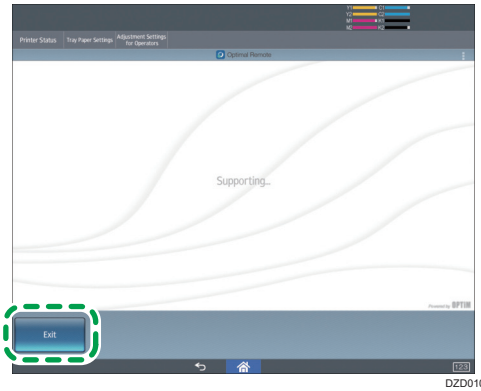
To stop remote support, use the following procedure to exit the client tool.

1. **Tap that is displayed at the top right of the screen.**



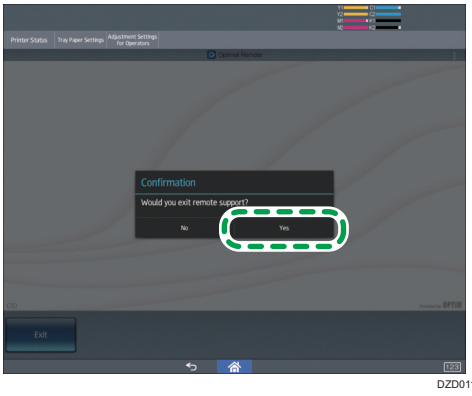
DZD004

2. **Tap [Exit].**



DZD010

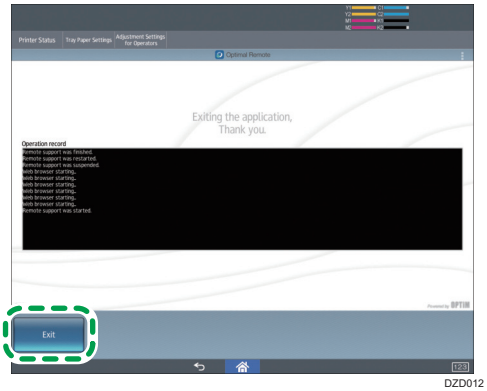
3. **Tap [Yes].**



DZD011

The Operation record list is displayed.

4. **Tap [Exit].**



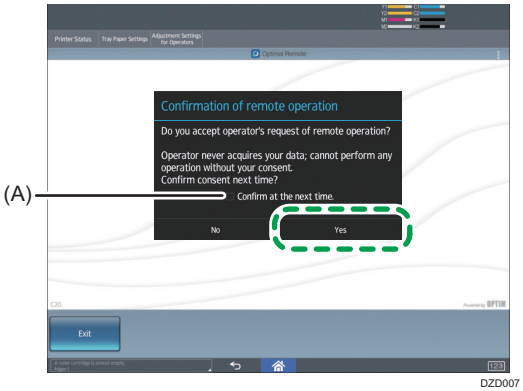
DZD012

Permission to Remote Control Request

When a Remote Operation Starts

The “Confirmation of remote operation” screen is displayed when a remote operation starts. When this screen is displayed, follow the procedure below:

1. **Tap [Yes].**



Note

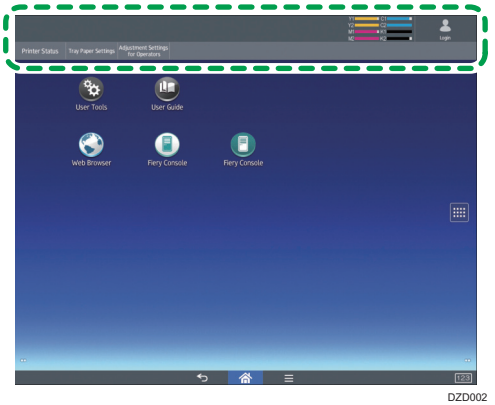
- If the [Confirm at the next time.] check box (A) in the dialog box is selected, the "Confirmation of remote operation" screen is displayed each time a remote operation is necessary. If this check box is not selected, remote operations will be performed without user confirmation for the rest of the support session.

Checking Client Tool Information

On the information screen, you can check the software license agreement and open source licenses for the client tool, its settings and version information.

Displaying the Information Screen

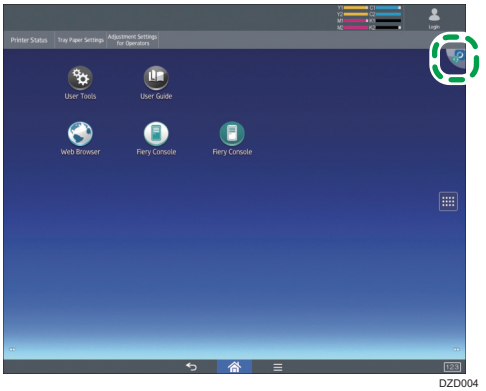
1. **Tap and hold the bar at the top of the screen for at least 5 seconds.**



DZD002

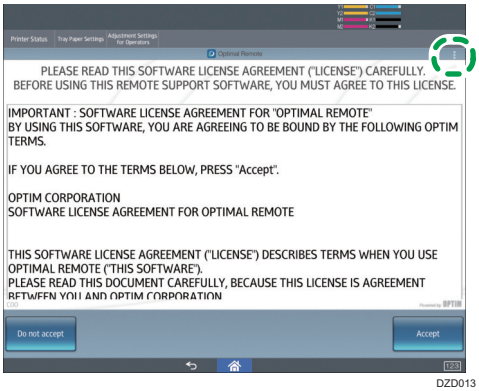
The software license agreement is displayed.

While Remote Support Service is provided, tap that is displayed at the top right of the screen. The software license is no longer displayed, and "Supporting..." is displayed.



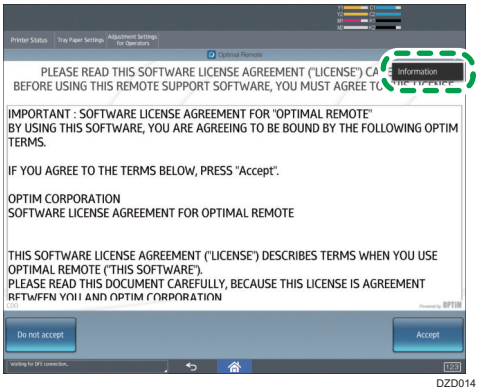
DZD004

2. Tap the menu icon.



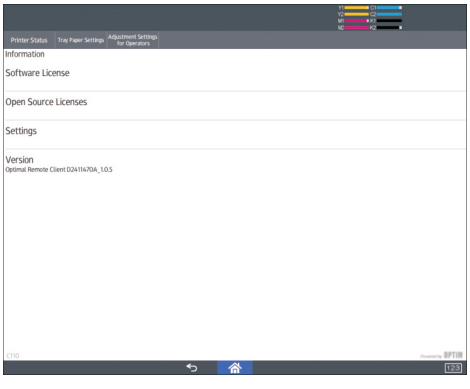
DZD013

3. Tap [Information].



DZD014

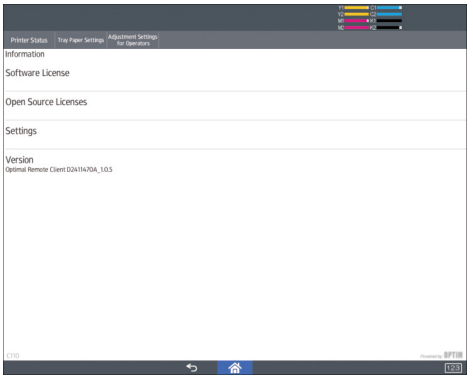
The Information screen is displayed.



Information Screen

Note

- For details about how to display the Information screen, see page 20 "Displaying the Information Screen".



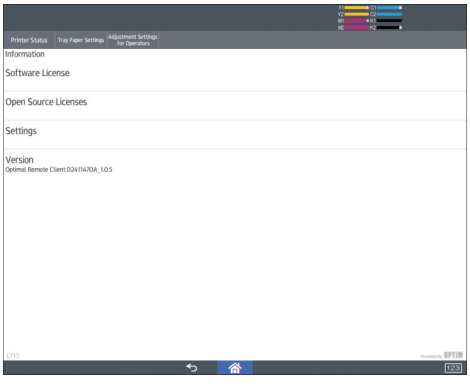
Menu	Description
Software License	Displays the software license agreement.
Open Source Licenses	Displays open source licenses.
Settings	Displays the Settings dialog box.
Version	Displays the version information of the client tool.

Changing Client Tool Settings

Displaying the Settings Dialog Box

Open the Settings dialog box, and then check the proxy connection settings of the client tool. Change them when necessary.

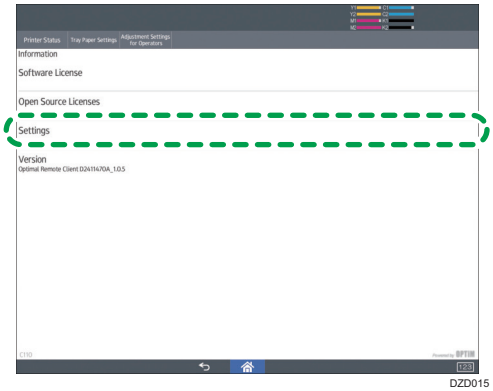
1. **Open the Information screen.**



Note

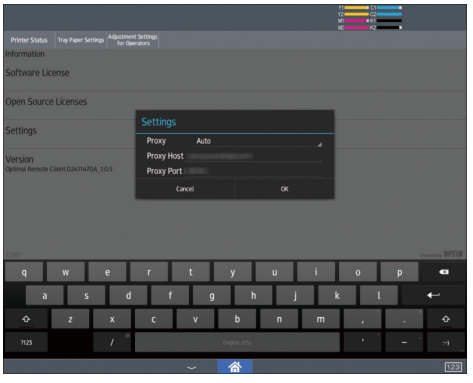
- For details about how to display the Information screen, see page 20 "Displaying the Information Screen".

2. **Tap [Settings].**



DZD015

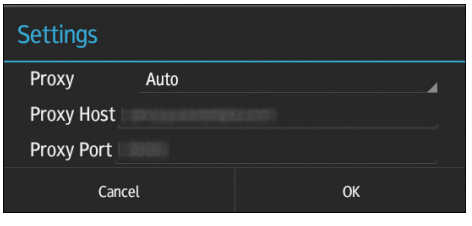
The Settings dialog box is displayed.



Settings Dialog Box

Note

- For details about how to display the Settings dialog box, see page 23 "Displaying the Settings Dialog Box".



Menu	Description
Proxy	Specify how to configure proxy connections. • If [Auto] is selected, the settings of the device are used. • If [Manual] is selected, the settings of the proxy host and the proxy port in the Settings dialog box are used.
Proxy Host	Enter the host name of the proxy server.
Proxy Port	Enter the port number of the proxy server.
Cancel	Discard changes to the Settings dialog box.
OK	Apply changes to the Settings dialog box. **Note** • If added while a remote support is provided, changes are applied when the next remote support connection starts.

Connecting via a Proxy Server

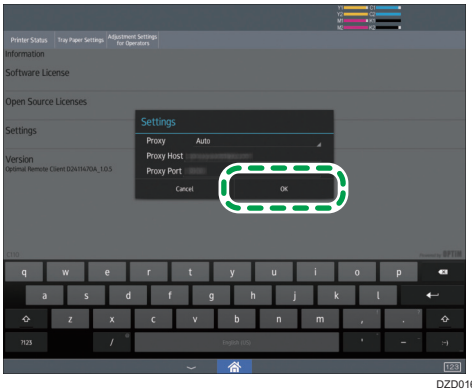
The client tool connects to an operator via a proxy server after the proxy server is configured.

1. **Open the Settings dialog box.**

   Note

   - For details about how to display the Settings dialog box, see page 23 "Displaying the Settings Dialog Box".

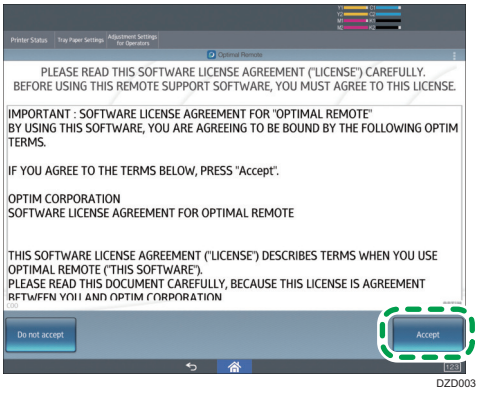
2. **Configure the proxy server, and then tap [OK].**



DZD016

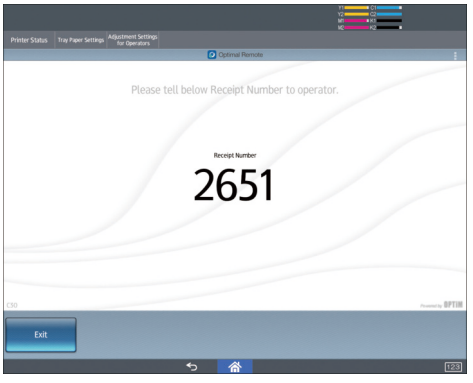
   The Information screen is displayed.

3. **Tap to return to the software license agreement. If you accept the software license agreement, tap [Accept].**



DZD003

   After a while, a reception number is displayed.



User Authentication for the Proxy Server

1. **Open the Settings dialog box.**

   Note

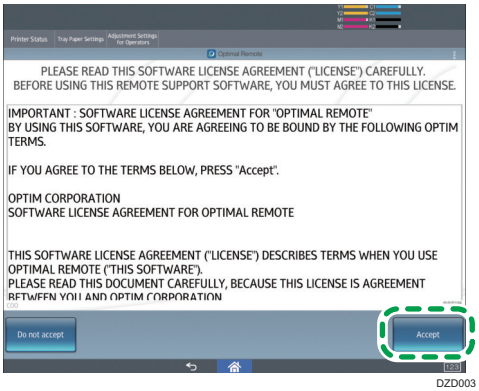
   - For details about how to display the Settings dialog box, see page 23 "Displaying the Settings Dialog Box".

2. **Configure the proxy server, and then tap [OK].**

DZD016

The Information screen is displayed.

3. **Tap to return to the software license agreement. If you accept the software license agreement, tap [Accept].**

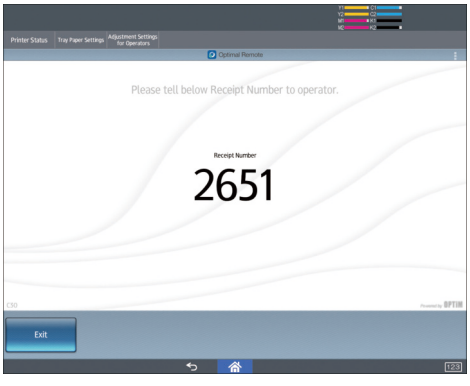


DZD003

The User authentication dialog box is displayed.

4. **Enter the username and password for the proxy server, and then tap [OK].**

After a while, a reception number is displayed.



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