

# **Remote Communication Gate**

**Type BN1/BM1**  
**(Machine Code: A768/A769)**

## **SERVICE MANUAL**

24 May 2005  
Ver 1.0 Revised

## **IMPORTANT SAFETY NOTICES**

### **PREVENTION OF PHYSICAL INJURY**

1. Before you start any of the procedures in this manual, disconnect all power cables, network cables and FAX lines.
2. The wall outlet should be near the Remote Communication Gate and easily accessible.
3. If any adjustment or operation check has to be made with exterior covers off or open while the main switch is turned on, keep hands away from electrified or mechanically driven components.
4. The inside and the metal parts of the Remote Communication Gate may become extremely hot during operation. Be careful to avoid touching those components with your bare hands.
5. Before you start any of the procedures in this manual, touch a grounded object or put on an anti-static wristband. This is to prevent static electricity from damaging the internal components.

### **OBSERVANCE OF ELECTRICAL SAFETY STANDARDS**

1. The Remote Communication Gate and its peripherals must be installed and maintained by a customer service representative who has completed the training course on those models.
2. DO NOT replace or try to recharge the lithium battery. If the battery does not operate, replace the entire RC Gate mainframe. This is because the battery can explode if it is replaced incorrectly.

### **SAFETY AND ECOLOGICAL NOTES FOR DISPOSAL**

1. Dispose of replaced parts in accordance with local regulations.
2. When keeping used lithium batteries in order to dispose of them later, do not put more than 100 batteries per sealed box. Storing larger numbers or not sealing them apart may lead to chemical reactions and heat build-up.

**IMPORTANT: This Service Manual should be read thoroughly to maintain RC Gate.**

This manual uses several symbols.

<b>Symbol</b>	<b>What it means</b>
	Refer to section number
	Screw
	Connector
	Clip ring

# TABLE OF CONTENTS

<b>1. INSTALLATION .....</b>	<b>1</b>
1.1 REQUIREMENTS.....	1
1.1.1 ENVIRONMENT .....	1
1.2 PREPARATION ITEMS.....	2
1.3 INSTALLATION PROCEDURES.....	3
1.3.1 INSTALLING RC GATE WITH A CROSS CABLE .....	3
1.3.2 INSTALLING THE WIRELESS LAN BOARD .....	4
<b>2. REPLACEMENT AND ADJUSTMENT.....</b>	<b>6</b>
2.1 REPLACEABLE PARTS.....	6
2.2 REPLACING THE WIRELESS LAN BOARD.....	6
2.3 REPLACING THE MODEM BOARD .....	7
2.4 REPLACING THE RC GATE WITH A NEW ONE .....	8
SD Card Backup Data.....	9
2.5 MOVING THE RC GATE TO A NEW LOCATION .....	10
Setting the New IP Address .....	11
2.6 IF THE CUSTOMER RETURNS THE RC GATE .....	14
<b>3. TROUBLESHOOTING .....</b>	<b>15</b>
3.1 TACT SWITCH.....	15
3.2 DIP SWITCHES.....	16
3.2.1 NORMAL OPERATION .....	16
3.2.2 MEMORY CLEAR.....	17
3.3 ERROR CODES.....	18
3.4 CONNECTION RECOVERY .....	43
3.4.1 OVERVIEW .....	43
3.4.2 RECOVERY PROCEDURES .....	43
RC Gate Disconnection (BN1 with HTTPS connection only).....	43
Device Disconnection .....	47
<b>4. COMPONENTS.....</b>	<b>49</b>
4.1 OVERVIEW .....	49
4.2 LED .....	50
During Initializing.....	50
During Operation.....	51
<b>5. CHANGING SETTINGS ON THE RC GATE .....</b>	<b>52</b>
5.1 ACCESSING CE MODE.....	52
5.2 CHANGING THE MODEM TYPE .....	53
5.2.1 CHANGING TO A NETWORK TYPE RC GATE.....	53
5.2.2 CHANGING BACK TO A MODEM TYPE RC GATE .....	54
5.3 REGISTERED INFORMATION .....	55
5.3.1 OVERVIEW .....	55
5.3.2 BASIC.....	57
SMTP.....	57

HTTPS .....	58
5.3.3 DATE / TIME .....	58
SMTP/HTTPS .....	58
5.3.4 NETWORK .....	59
SMTP/HTTPS .....	59
5.3.5 E-MAIL .....	61
SMTP/HTTPS .....	61
5.3.6 COMMUNICATION METHOD .....	63
SMTP .....	63
5.3.7 CONNECTION DETAILS .....	64
5.3.8 AUTO DISCOVERY SETTINGS .....	65
SMTP/HTTPS .....	65
5.3.9 EDIT AUTO DISCOVERY RANGE .....	65
SMTP/HTTPS .....	65
5.3.10 ADD AUTO DISCOVERY RANGE .....	66
SMTP/HTTPS .....	66
5.3.11 DELETE AUTO DISCOVERY RANGE .....	66
SMTP/HTTPS .....	66
5.3.12 COMMON MANAGEMENT .....	67
HTTPS .....	67
5.3.13 REGISTERED DEVICE LIST .....	69
HTTPS .....	69
5.3.14 DETAILS .....	69
HTTPS .....	69
5.3.15 UPDATE DEVICE FIRMWARE .....	71
HTTPS .....	71
5.3.16 RESTART RC GATE .....	71
SMTP .....	71
HTTPS .....	72
5.3.17 SERVICE TEST CALL .....	72
HTTPS .....	72
5.3.18 DEVICE CHECK REQUEST CALL .....	72
HTTPS .....	72
5.3.19 RESTORE .....	72
HTTPS .....	72
5.3.20 LOGSETUP .....	73
SMTP/HTTPS .....	73
5.3.21 SYSTEM LOG .....	73
SMTP/HTTPS .....	73
5.3.22 COMMUNICATION LOG .....	73
HTTPS .....	73
5.3.23 SERVICE CALL .....	74
SMTP/HTTPS .....	74
5.3.24 SYSTEM STATUS .....	74
HTTPS .....	74
5.3.25 PASSWORD .....	74
SMTP/HTTPS .....	74
5.3.26 PERMISSION .....	75
SMTP/HTTPS .....	75

5.3.27 ACCESS LOG .....75  
    SMTP/HTTPS..... 75  
5.3.28 FORMAT RC GATE..... 75  
    SMTP..... 75

**SPECIFICATIONS.....76**

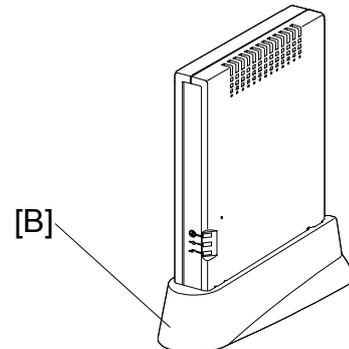
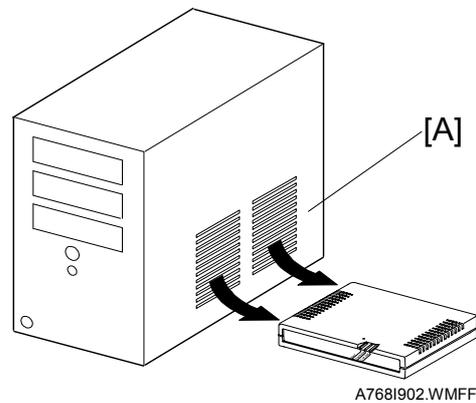
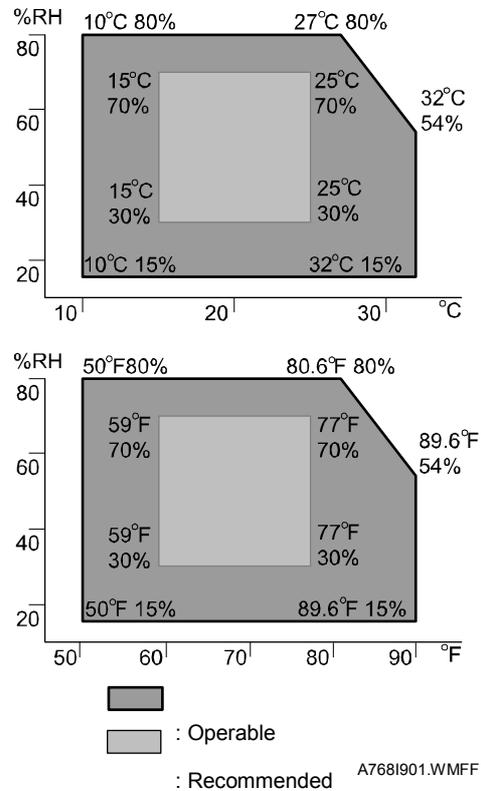
**APPENDIX .....77**

# 1. INSTALLATION

## 1.1 REQUIREMENTS

### 1.1.1 ENVIRONMENT

1. Temperature: 10°C ~ 32°C, 50°F ~ 89.6°F
2. Humidity: 15 ~ 80% RH
3. Space requirement: 1 cm (0.4") or more from front, back, left, right, and top
4. Do not shake or hit the Remote Communication Gate (RC Gate), and keep it away from vibrations.
5. Keep the RC Gate away from direct sunlight.
6. Keep the RC Gate away from corrosive gas.
7. Do not install the RC Gate in a area where water is used.
8. Do not install the RC Gate on a floor. Foreign materials can cause damage to the RC Gate.
9. Keep the RC Gate away from cold, cool, warm, or hot air currents. Make sure that the exhaust from other machines [A] does not get to the RC Gate.
10. Use the stand [B] when you put the RC Gate on its side.



## 1.2 PREPARATION ITEMS



1. To install the RC Gate, make sure to bring the following items to the customer site:

- RC Gate mainframe
  - Network Type or Modem Type
- Customer survey
  - Make sure the request number from the @Remote Center is written on the survey.
- Laptop computer
  - Make sure the computer has an RJ-45 100BASE-TX/10BASE-T network port.
  - Make sure the computer has Internet Explorer 5.0 or newer.
  - If you cannot bring a laptop computer, you can use the customer's computer.
- Network cross cable for laptop computers

2. Preparation at the Customer Site

To do the installation procedure, make sure you can use the following at the customer site:

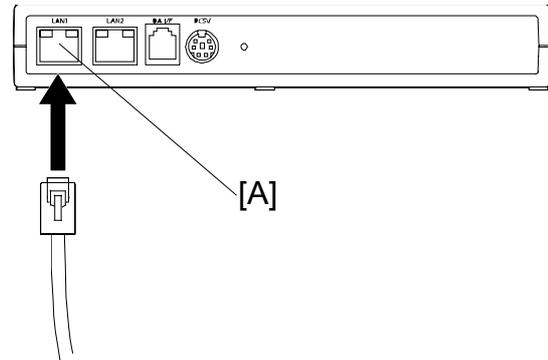
- 1) A power outlet for the RC Gate power cord: 1
- 2) An open port on the HUB (router): 1

## 1.3 INSTALLATION PROCEDURES

### 1.3.1 INSTALLING RC GATE WITH A CROSS CABLE

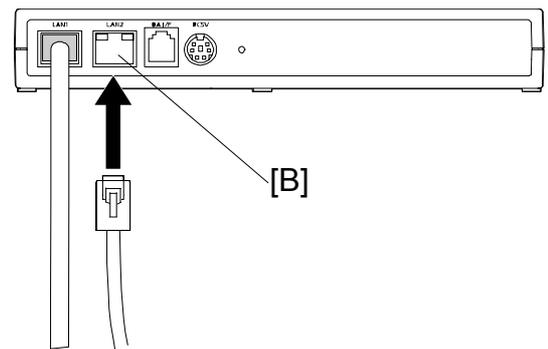
Use a cross cable if there is only one available hub port on the customer's network.

1. Connect one end of the cross cable to your laptop computer, and the other end to the LAN 1 port [A].



A7681965.WMFF

2. Connect one end of the LAN cable to the network hub, and the other end to the LAN 2 port [B].



A7681967.WMFF

3. Set your computer's IP address and subnet mask as follows:  
**NOTE:** "x" is a whole number between 2 and 254.
  - IP address: 192.168.10.x
  - Subnet mask: 255.255.255.0

4. To enable the new IP address and subnet mask, reboot your computer.
5. Access the RC Gate User Interface at: <https://192.168.10.1>

### 1.3.2 INSTALLING THE WIRELESS LAN BOARD

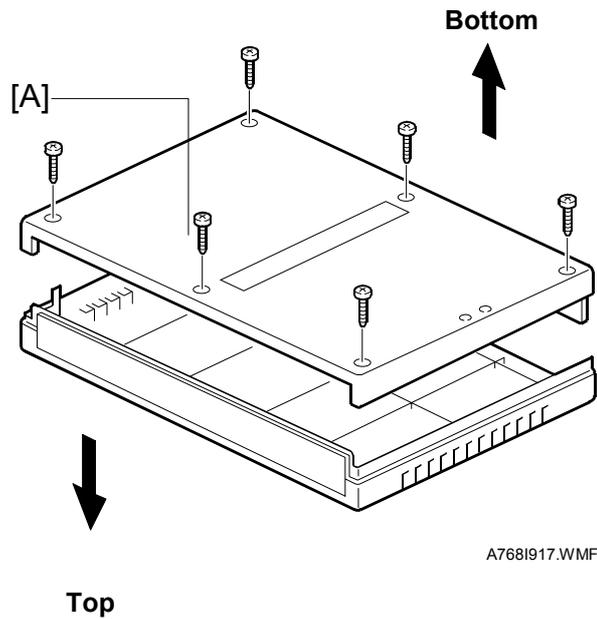
**Note:**

- The Wireless LAN Board option can only be used with RC Gate Type BN1.
- The Wireless LAN Board option has two slots for wireless LAN cards.

**IMPORTANT:**

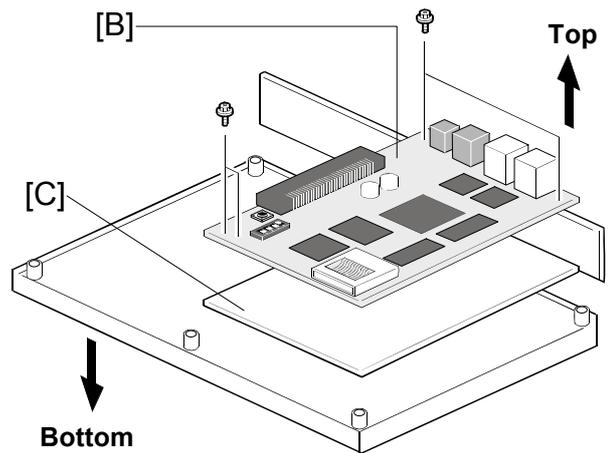
Before you start this procedure, disconnect all power cables, network cables and fax lines.

1. Remove the lower cover [A] (⚙️ x 6).



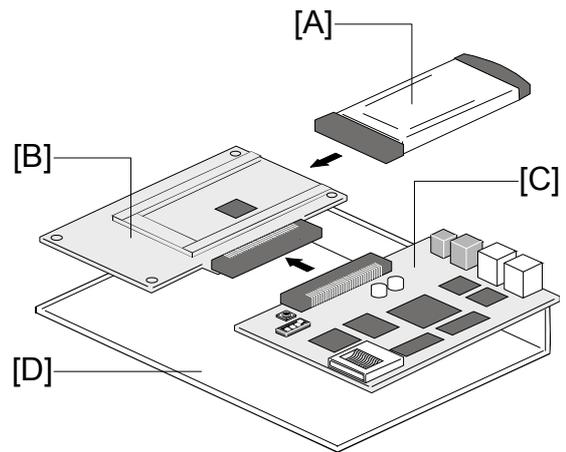
A768I917.WMFF

2. Remove the main board [B] (⚙️ x 3).
3. Remove the main board bracket [C] (⚙️ x 1).



A768I956.WMFF

4. Attach the bracket [D] for the wireless LAN board to the lower cover (⚙️ x 1).
5. Connect the main board [C] to the wireless LAN board [B].
6. Attach the wireless LAN board and main board to the bracket [D] for the wireless LAN board (⚙️ x 7).
7. Attach the lower cover (⚙️ x 6).
8. Install the wireless LAN card [A] in the slot on the wireless LAN board [B].
9. Refer to O/I for how to set up.



A7681958.WMFF

---

## **2. REPLACEMENT AND ADJUSTMENT**

### **2.1 REPLACEABLE PARTS**

There are some replaceable parts in this product (see the Parts Catalog).

#### Basic replacement policy for hardware problems

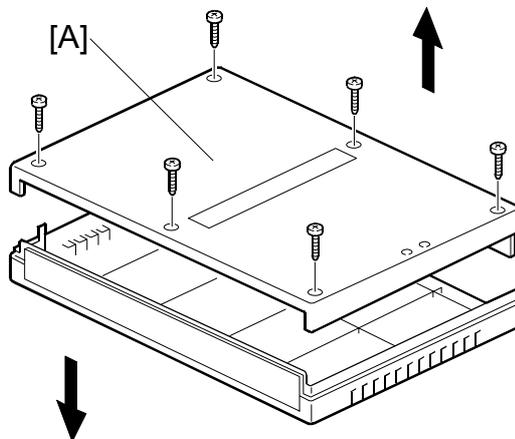
1. Do an MC Call (☛ 3.4.2 – Device Disconnection, step 4).
2. If this does not repair the problem, reboot the machine with the TACT switch (☛ 3.1).
3. If this does not repair the problem, do a memory clear with the dip switch (☛ 3.2.2).
4. If this does not repair the problem, replace the RC Gate.

### **2.2 REPLACING THE WIRELESS LAN BOARD**

See the installation procedures (☛1.3). Note that you must make the network settings.

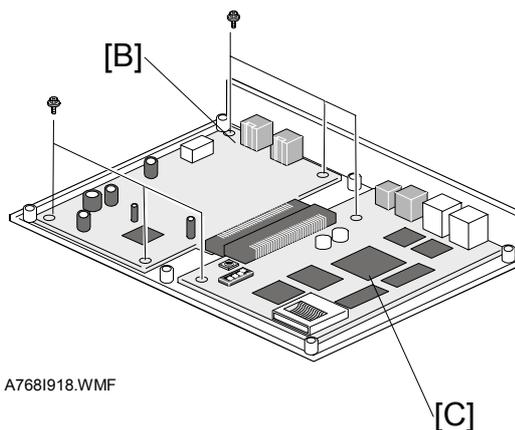
## 2.3 REPLACING THE MODEM BOARD

1. Remove the lower cover [A] (⚙ x 6).



A768I917.WMFF

2. Remove the modem board [B] and main board [C] together (⚙ x 6).  
**NOTE:** These two boards are connected.
3. Disconnect the modem board from the main board.
4. Connect the new modem board to the main board.
5. Attach the new modem board and main board together.
6. Attach the lower cover.



A768I918.WMF

## 2.4 REPLACING THE RC GATE WITH A NEW ONE

Do the following procedure if you replace the RC Gate with a new one.

1. Contact @Remote Center and tell them that you will replace the RC Gate.
2. Replace the RC Gate.
3. Input the new request number as follows (see the screenshot below):
  - Use the serial number of the old RC Gate
  - Put a “#” at the beginning
  - Put **6 spaces** after the prefix and after the last digit

Example:

Old RC Gate serial number: J7741000012

New RC Gate request number: #J77 41000012

6 spaces

Intelligent Remote Management System Top Page

RC Gate Registration Wizard: RC Gate Information Enter Remote Communication Gate Information items, then click [Next].

< Back > Next

● Request No. : #J77 41000012

● RC Gate ID :

● Model name :

● Time zone : (GMT+09:00)Osaka,Sapporo,Tokyo

### Note:

- When you replace the RC Gate, it is not necessary to get a new request number from the @Remote Center.
- After you finish this procedure, the @Remote communication server will send the SD card backup data to the new RC Gate automatically (see the table below).

**SD Card Backup Data**

Information	Backup Data
RC Gate Information	Time zone
	RC Gate installation site
	Email address of the server administrator
	Name of dealer/depot performing service for the RC Gate
	Telephone number of dealer/depot
	Inquiry result
	Registration result
	User interface display language
Device Information	Device ID (model, serial number)
	IP address
	MAC address
	Model name
	Type of connection
	SNMP community name
	RSS device ID
	Installation site
	Meter reading date
	Email address of device manager
	Email address of person in charge of ordering supplies
	Name of consumables supplier
	Telephone number of consumables supplier
	Name of dealer/service depot
	Telephone number of dealer/service depot
	Device name
	Method for assigning IP address
	Machine serial number
FTP login ID	
FTP password	
Auto Discovery Settings	Auto Discovery setting (Enabled or Disabled)
	Auto Discovery start schedule (daily, weekly, monthly)
Auto Discovery Segment Information	Network segment
	Sub network
	Auto Discovery setting (Enabled or Disabled)
	Segment name
	Comments

## 2.5 MOVING THE RC GATE TO A NEW LOCATION

The RC Gate and its devices must have new IP addresses after you move them to a new installation location.

**NOTE:** This is true when you move to a new location in the same network segment and when you move to a new network segment.

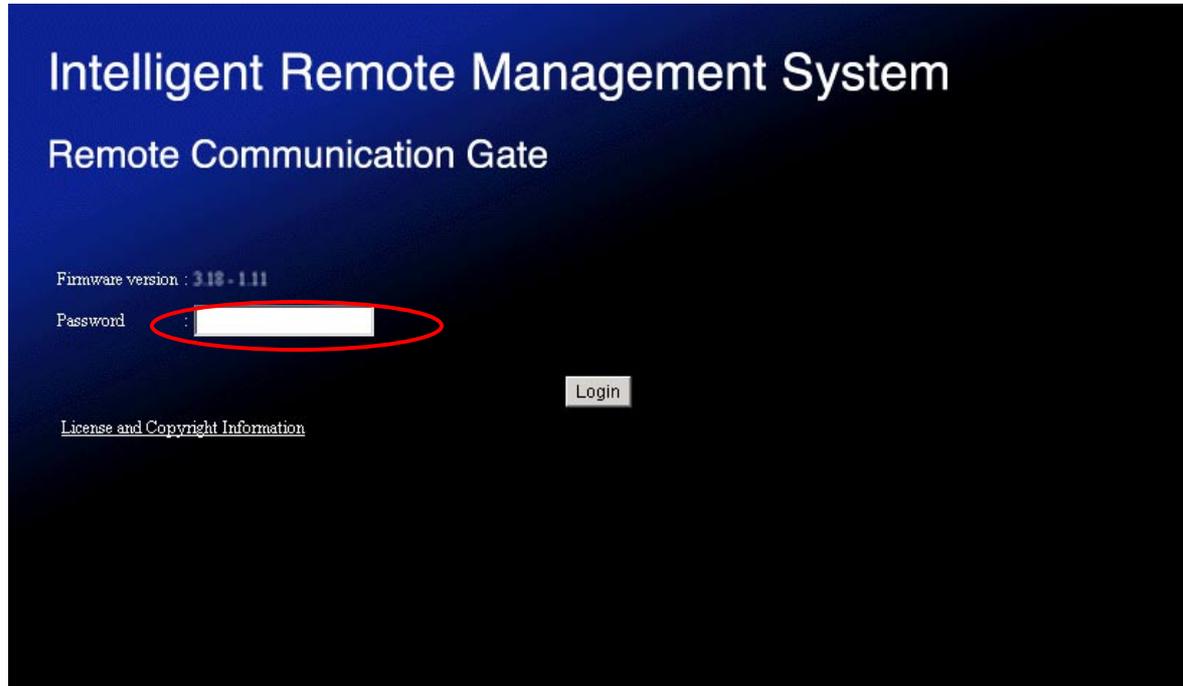
See the following table and do the action required.

<b>DHCP or Fixed IP</b> (Device and RC Gate)	<b>Manual or Automatic IP Address Change, Action Required</b>
<b>DHCP</b>	<p><b><u>AUTOMATIC</u></b> The IP address is changed to the new one automatically.</p> <p><b>Action required:</b> After the IP address is changed to the new one, turn the main power Off/On.</p>
<b>Fixed IP</b>	<p><b><u>MANUAL</u></b> The IP address must be changed to the new one manually.</p> <p><b>Action required:</b></p> <ul style="list-style-type: none"> <li>• <u>RC Gate</u>: Do the “Setting the New IP Address” procedure on the next page.</li> <li>• <u>Device</u>: Do the procedure to set the new IP address; see the documentation for the printer or copier.</li> </ul>

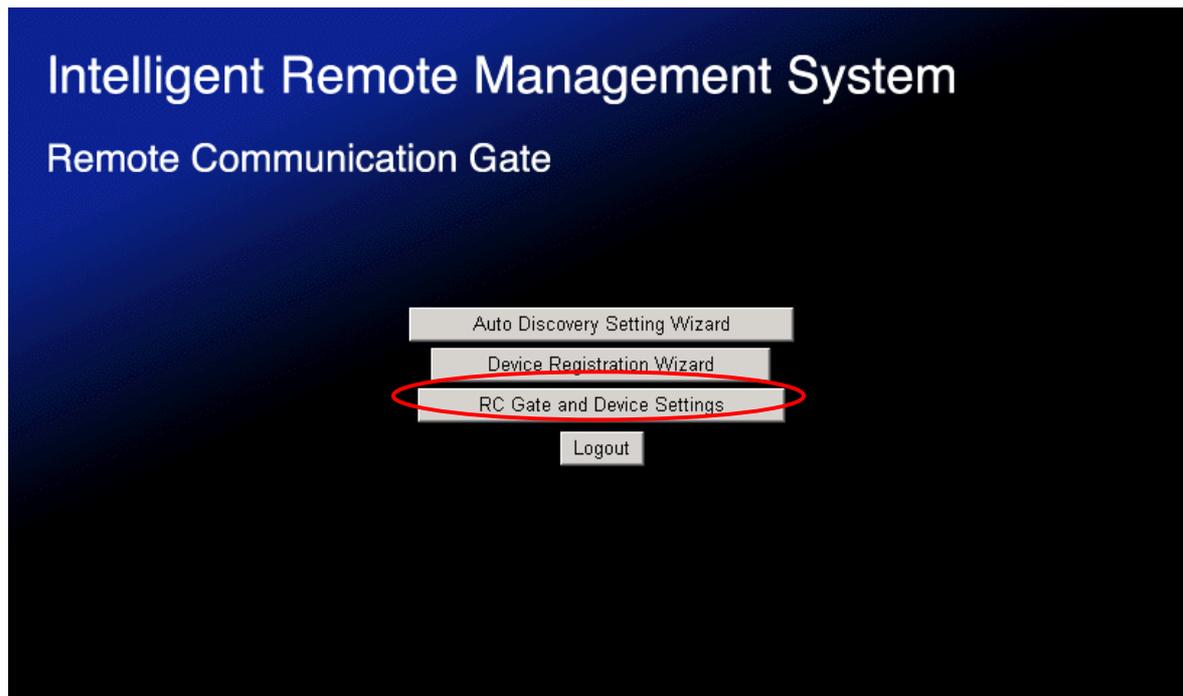
### Setting the New IP Address

1. Login to RC Gate as CE mode: (Please refer to other documentation for how to access CE mode and password).

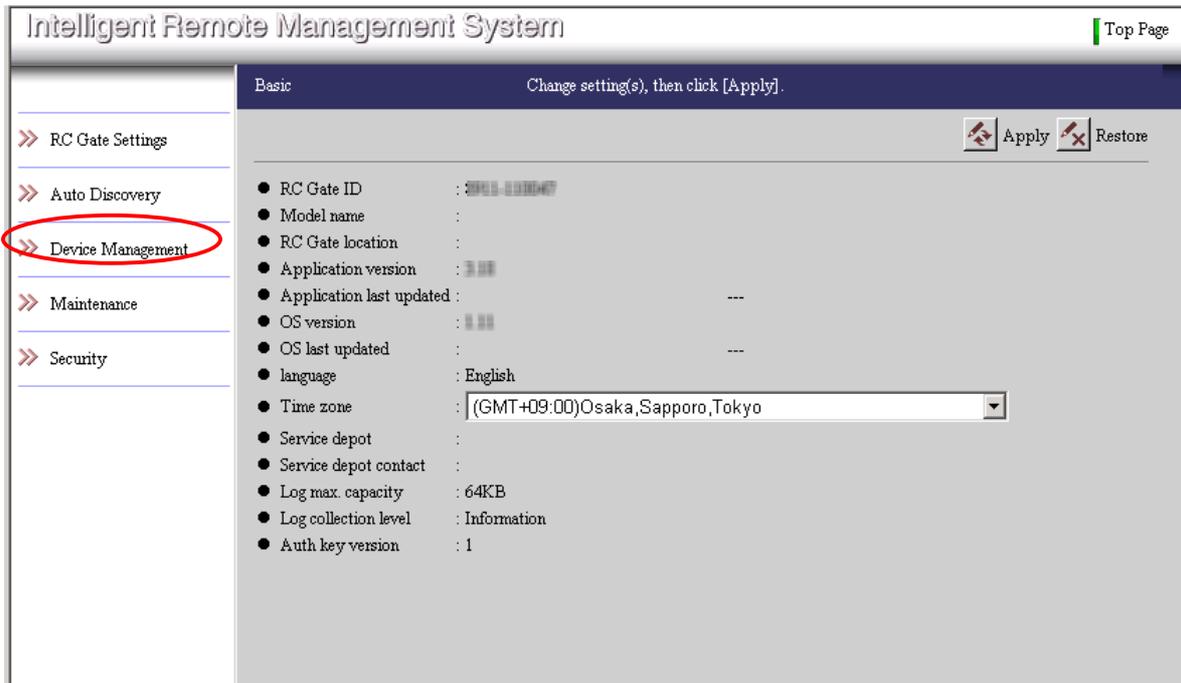
**IMPORTANT: Before login to RC Gate as CE mode, the customer engineer must ask “Administrator” to give permission.**



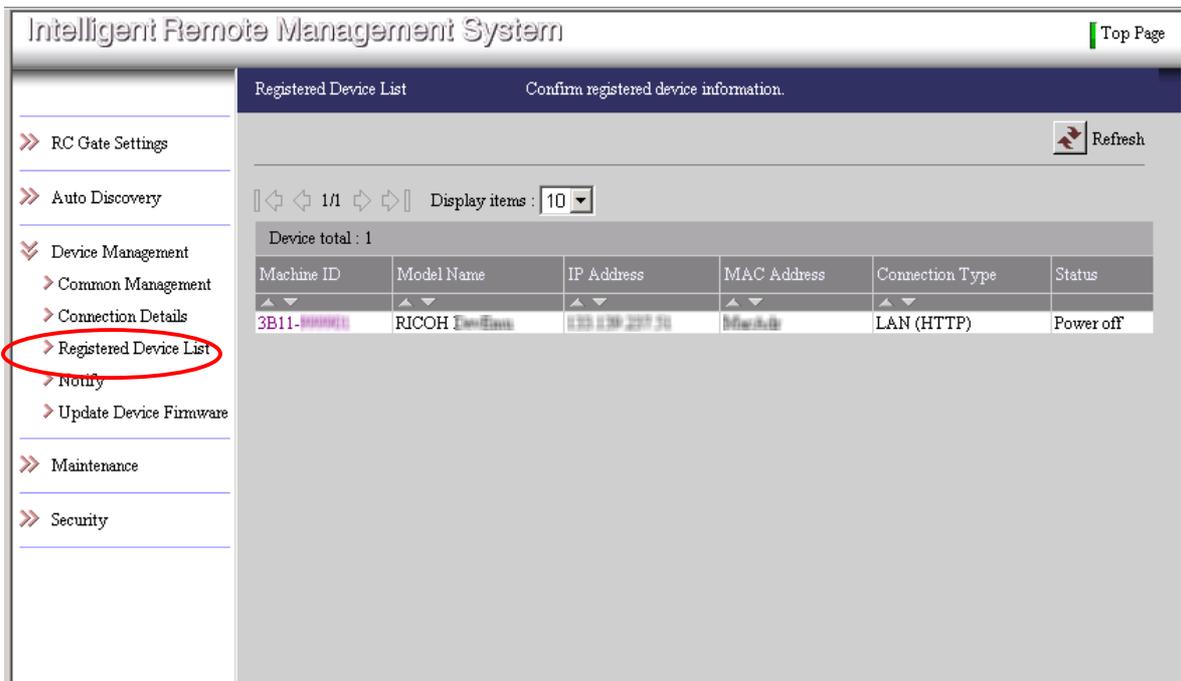
2. Click “RC Gate and Device Settings” in this screen:



3. Click “Device Management” on the left side of the screen.



4. Click “Registered Device List.”



5. Select a Machine ID from the Registered Device List.
6. Enter the IP address.
7. Click “Apply” to apply this change.

Intelligent Remote Management System Top Page

Details Change setting(s), then click [Apply].

Apply Restore

● Machine ID	: 3B11-000001
● Device name	: <input type="text"/>
● Model name	: RICOH RC-485
● IP address	: 192.168.227.61
● MAC address	: <input type="text"/>
● Meter Reading Date (Time)	: 30 (1:5)
● Connection type	: LAN(HTTP)
● Device ID (RS-485)	: 0
● Method to assign IP address	: <input type="radio"/> Specify <input checked="" type="radio"/> Auto-Obtain (DHCP)
● SNMP community name	: <input type="text"/>
● Device location	: Ricoh Co. Chitose, Tokyo, Japan
● Machine administrator's E-mail address	: <input type="text"/>
● Supply ordering person's E-mail address	: test@test.mosh.co.jp
● Service depot	: TestServiceShop
● Service depot contact	: 03-5742-5603
● Supply order from	: TestSupplyShop
● Supply order phone No.	: 03-5742-5603
● Status	: Power off

## 2.6 IF THE CUSTOMER RETURNS THE RC GATE

Do this procedure if the customer wants to return the RC Gate (no replacement):

1. Call the @Remote Center and tell them that the customer wants to return the RC Gate.  
**Note:** The @Remote Center will do a remote initialization of the RC Gate.
2. Call the @Remote Center and make sure the remote initialization is finished.
3. Remove the RC Gate from the customer site.

### **Important:**

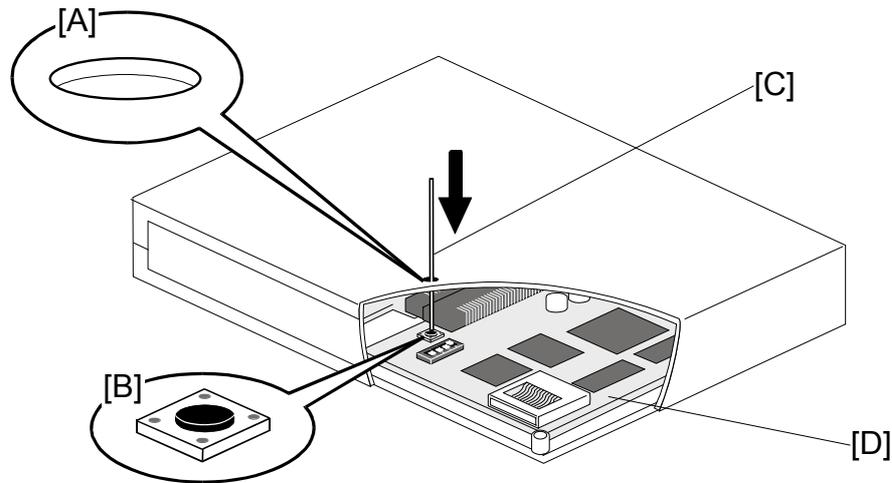
If the @Remote Center cannot do the remote initialization, reset the memory on the RC Gate with the dip switch (☛ 3.2.2). After that, remove the RC Gate from the customer site.

## 3. TROUBLESHOOTING

### 3.1 TACT SWITCH

**⚠ CAUTION**

Use caution not to damage the components when you insert an object to push the tact switch. Do not insert a foreign object into the Remote Communication Gate for any other purpose.



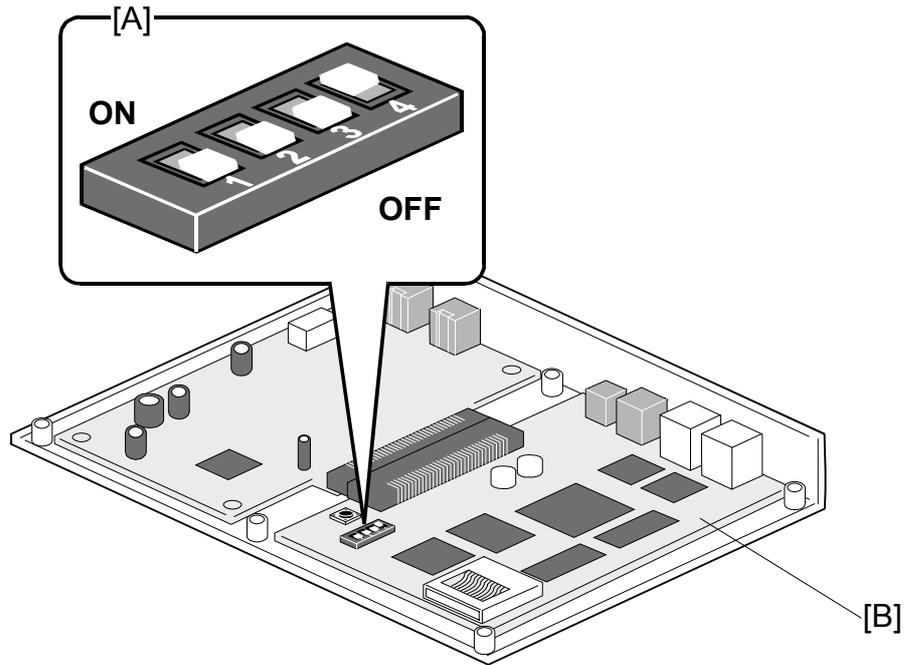
A768I916.WMFF

There is a tact switch [B] on the main board [D]. You can restart the Remote Communication Gate if you push this switch. To push the switch, insert a pin [C] into the opening [A] in the upper cover of the Remote Communication Gate. Do not use this switch during everyday operation.

### 3.2 DIP SWITCHES

**⚠ CAUTION**  
**Make sure that the dipswitch is set correctly. The data in the SD card may be erased if the switch is set incorrectly.**

#### 3.2.1 NORMAL OPERATION



A768I915.WMFF

The main board [B] has dip switches [A]. The dip switches must be set as shown in the table. Number 4 is the switch for the lithium battery. If you turn off this switch, the data in the SD card is erased.

Number 1	Off
Number 2	Off
Number 3	Off
Number 4	On

### 3.2.2 MEMORY CLEAR

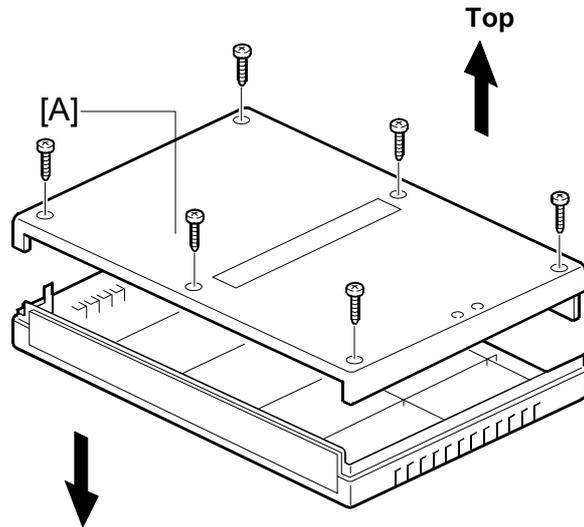
**⚠ CAUTION**  
 The only dip switch settings permitted are shown below. **DO NOT** change the dip switches to any other settings. If you do, the certification/ID2 can be erased and the @Remote communication server will not detect the RC Gate.



This procedure erases all the settings that you input at RC Gate installation. It does not erase the certification/ID2.

1. Disconnect the RC Gate.
2. Remove the bottom cover [A].
3. Set the dip switches as shown in the table, to erase the memory.
4. Make sure that the network cable is firmly connected (if any).
5. Connect the RC Gate.

	Switch			
	1	2	3	4
To reset IP Address	On	Off	Off	On
To erase all memory	Off	On	Off	On



A768I917.WMFF

6. Check that the LEDs turn on and off as follows:
  - 1) All: On
  - 2) Red/yellow: Blink
  - 3) Yellow/red: Blink

**NOTE:** This can continue for several minutes.

7. Disconnect the RC Gate.
8. Set the dip switches as shown in the table.
9. Assemble the RC Gate.
10. Connect the RC Gate.
11. Check the operation.

	Switch			
	1	2	3	4
For usual operation	Off	Off	Off	On

### 3.3 ERROR CODES

These error codes can appear on the user interface on the PC. **Some of these error codes can appear at the same time as an SC code.**

Error Code	Symptom	Required Action
-1000 (SC 901)	DB: Table definition cannot be obtained	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-1002 (SC 901)	DB: No access files	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-1012 (SC 700)	DB is broken	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-1202 (SC 900)	Scheduler: Processing connection error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-1311 (SC 100)	System management: Cannot read startup files	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-1315 (SC 100)	System management: No definition of environment variable	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>

DB:Data Base

<b>Error Code</b>	<b>Symptom</b>	<b>Required Action</b>
-1316 (SC 900)	System management: Illegal system down	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-1320 (SC 300)	System management: LED device, open error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-1321 (SC 300)	System management: LED device, ioctl error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-1329 (SC 300)	System management: No LED device files	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-1340 (SC 300)	System management: Reset SW device open error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-1341 (SC 300)	System management: Reset SW device ioctl error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-1342 (SC 300)	System management: Reset SW device select error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>



<b>Error Code</b>	<b>Symptom</b>	<b>Required Action</b>
-1349 (SC 300)	System management: No reset SW device files	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-1390 (SC 900)	System management: Application down of DB, service, notification, counter and scheduler	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-1391 (SC 901)	System management: Application down of DipSW, network settings, Apache rapper, RC Gate firmware revise and image I/O device firmware revise	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-1405	Call management: No request can be accepted because system mode is down	Contact supervisor
-1407	Call management: Call request queue error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-1408	Call management: Request ID creation error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-1409	Call management: DB operation error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-1701 (SC 901)	Server management: Execution error of command request	Contact supervisor
-1702 (SC 901)	Server management: Received illegal null pointer	Contact supervisor

<b>Error Code</b>	<b>Symptom</b>	<b>Required Action</b>
-1703	Server management: RC Gate registration is already over	<ol style="list-style-type: none"> <li>1. Move on to top page</li> <li>2. Confirm RC Gate registration</li> <li>3. If RC Gate has already registered, you can ignore this error code</li> </ol>
-1802 (SC 200)	Device management: Can not copy request information data	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-1803 (SC 200)	Device management: Can not write request information data	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-1804 (SC 200)	Device management: Can not add request information data	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2202 (SC 300)	RSS: Serial line error	<ol style="list-style-type: none"> <li>1. Check the physical cable connection for RC Gate and device</li> </ol>
-2204 (SC 300)	RSS: System is not working well	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2300 (SC 201)	Unable to create the XML file	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2301	FMT file is abnormal or cannot be found.	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>

RSS: Remote Service System

Error Code	Symptom	Required Action
-2302 (SC 201)	Memory error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2303	Unable to send notification	<ol style="list-style-type: none"> <li>1. Make sure all cables are connected correctly (e.g. LAN cable).</li> <li>2. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2304 (SC 700)	Internal Database error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2305	Unable to create file in Temp directory	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2306	Database default setting(s) are abnormal.	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2307 (SC 901)	Unable to initialize with processing interface	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2310	Internal program error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>

Error Code	Symptom	Required Action
-2311	An operator tries to change the connection method to "Continuous connection" while the machine is trying to establish a dial-up connection.	<ol style="list-style-type: none"> <li>1. If you want to try an https connection, do this <u>after</u> the machine finishes making the PSTN connection.</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-2312	Not enough definition files or image resources.	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2320	An operator tries to register a device after the limit for the number of devices is reached.	<ol style="list-style-type: none"> <li>1. Check the number of managed devices. There cannot be more than 100 devices.</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-2323	The operator tries to do a device registration but does not select the target device	<ol style="list-style-type: none"> <li>1. Select the target device.</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-2324	Device selection error	<ol style="list-style-type: none"> <li>1. Select the target device.</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-2325	Device selection error	<ol style="list-style-type: none"> <li>1. Select the target device.</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-2328	The operator made an incorrect request.	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2329	RC Gate internal communication error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2340	RC Gate cannot connect to the communication server (https).	<ol style="list-style-type: none"> <li>1. Check the connection between RC Gate and the communication server.</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-2341	Cookies disabled on the PC	Enable cookies in the PC's browser.

Error Code	Symptom	Required Action
-2342	User access error	<ol style="list-style-type: none"> <li>1. Wait one minute.</li> <li>2. Login with the correct password</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2343	Wrong user access error	<ol style="list-style-type: none"> <li>1. Logout from RC Gate user interface</li> <li>2. Login again with the correct password</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2344	Internal log error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2385	Communication server error (incorrect international dial prefix)	<ol style="list-style-type: none"> <li>1. Make sure the country code you programmed is correct.</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-2387	Service management site does not give approval to the exchange of RC Gate.	Contact supervisor
-2388	Center error; Result code is null.	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2389	Communication server system error	Contact the communication server system administrator
-2390	Communication server system error	Contact the communication server system administrator
-2391	Communication server error (same device is registered in more than one RC Gate)	<ol style="list-style-type: none"> <li>1. Remove the device so that it is registered in only <u>one</u> RC Gate. <b>Note:</b> Each device can only be registered in one RC Gate.</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-2392	Communication server system error	Contact the Communication Server and make sure RC Gate's request number is correct.
-2393	Communication server error (Non registered RC Gate)	<ol style="list-style-type: none"> <li>1. Do an RC Gate initialization.</li> <li>2. Contact supervisor if the error code still appears</li> </ol>

Error Code	Symptom	Required Action
-2394	Communication server error (Non registered Device)	<ol style="list-style-type: none"> <li>1. Do an RC Gate initialization.</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-2395	Communication server error (Illegal RC Gate S/N)	<ol style="list-style-type: none"> <li>1. Replace the RC Gate.</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-2396	Communication server error (Illegal device ID2)	<ol style="list-style-type: none"> <li>1. Ask the Communication Server to check if the device's ID2 is correct. <b>Note:</b> ID2 = Device serial number with 6 spaces in the middle.</li> <li>2. If the ID2 is incorrect, ask the Communication Server to re-write the ID2.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2397	Communication server error (Incorrect ID2 format)	<ol style="list-style-type: none"> <li>1. Check the device serial number.</li> <li>2. If there is an incorrect ID2 stored in the device, rewrite the ID2 for the target device from the Communication Server.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2398	Communication server error (Incorrect request No. format)	Contact the Communication Server and make sure RC Gate's request number is correct.
-2399	Communication server system error	Contact the communication server system administrator
-2400 (SC 901)	Memory management: processing connection error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2401 (SC 901)	Memory management: Processing disconnection error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2402 (SC 700)	Memory management: DB reading error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>

Error Code	Symptom	Required Action
-2403 (SC 700)	Memory management: DB writing error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2406 (SC 700)	Memory management: DB connection error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2420 (SC 900)	Memory management: Lack of inner memory area (reboot is required)	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2430 (SC 200)	Memory management: Lack of SD memory area	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2512 (SC 201)	@Remote Device: Compression error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2513 (SC 201)	@Remote Device: Decompression error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2514 (SC 200)	@Remote Device: Cannot get processing files	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>

<b>Error Code</b>	<b>Symptom</b>	<b>Required Action</b>
-2518 (SC 201)	@Remote Device: Lack of SD RAMDISK memory area	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2600	Request management: Memory allocation error	<ol style="list-style-type: none"> <li>1. Wait a few minutes</li> <li>2. Try to continue for action</li> <li>3. Replace the RC Gate if the error code still appears.</li> </ol>
-2601	Request management: Internal error: Incomplete message	<ol style="list-style-type: none"> <li>1. Wait a few minutes</li> <li>2. Try to continue for action</li> <li>3. Replace the RC Gate if the error code still appears.</li> </ol>
-2603	Request management: Connection error	Confirm network connection between RC Gate and Communication Server
-2604	Request management: Response error between RC Gate and communication server	Confirm network connection between RC Gate and Communication Server
-2605	Request management: Request error between RC Gate and Communication Server	Confirm network connection between RC Gate and Communication Server
-2606	Request management: Retry error	<ol style="list-style-type: none"> <li>1. Wait a few minutes</li> <li>2. Try to continue for action</li> <li>3. Replace the RC Gate if the error code still appears.</li> </ol>
-2607	Request management: illegal state	<ol style="list-style-type: none"> <li>1. Wait a few minutes</li> <li>2. Try to continue for action</li> <li>3. Replace the RC Gate if the error code still appears.</li> <li>4. Contact supervisor if the error code still appears</li> </ol>
-2610	Request management: SSL connection unsuccessful	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2611	Request management: SSL connection unsuccessful with new one	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>

<b>Error Code</b>	<b>Symptom</b>	<b>Required Action</b>
-2612	Request management: Communication Server authentication error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2620	Request management: Proxy authentication unsuccessful.	<ol style="list-style-type: none"> <li>1. Make sure the RC Gate proxy information is correct.</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-2650	Request management: RC Gate Internal error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2651	Request management: SOAP fault receiving	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2670	Request management: Unable to establish PPP link.	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the modem board.</li> <li>3. Replace the RC Gate.</li> <li>4. Contact supervisor if the error code still appears</li> </ol>
-2671	Request management: PPP authentication unsuccessful.	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the modem board.</li> <li>3. Replace the RC Gate.</li> <li>4. Contact supervisor if the error code still appears</li> </ol>
-2680	Request management: Same request ID in the pool	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2690 (SC 700)	Request management: Box ID error (cannot get RC Gate ID from DB)	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>

<b>Error Code</b>	<b>Symptom</b>	<b>Required Action</b>
-2691 (SC 300)	Request management: Settings error of date and time (cannot set hardware clock)	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2698	Request management: Beyond memory restriction (XML memory max error)	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-2699	Request management: Remaining messages in the pool	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-3108 (SC 201)	Device detecting service: Writing file error of device detection ending	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-3303 (SC 700)	Notify management: service: DB error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5001 (SC 900)	Notify application: processing connection error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5002 (SC 900)	Notify application: DB reading error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>

Error Code	Symptom	Required Action
-5003 (SC 900)	Notify application: DB writing error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5300	Internal parameter error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5301	Process error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5302	RC Gate internal error	<ol style="list-style-type: none"> <li>1. Contact the Communication Server and make sure RC Gate's request number is correct.</li> <li>2. Make sure the RC Gate settings you programmed at installation are correct.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5303	Communication server-IPC connection	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5305	Unable to read from the database	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5306 (SC 200)	Unable to write to the database	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>

<b>Error Code</b>	<b>Symptom</b>	<b>Required Action</b>
-5307	Internal process error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5309	Registering application: Mail delivering error	<ol style="list-style-type: none"> <li>1. Confirm mail server setting</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-5310	Registering application: Another communication process is running	<ol style="list-style-type: none"> <li>1. Wait a few minutes</li> <li>2. Try to continue for action</li> <li>3. Replace the RC Gate if the error code still appears.</li> <li>4. Contact supervisor if the error code still appears</li> </ol>
-5404 (SC 400)	Certificate controller: certificates reading error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5405 (SC 400)	Certificate controller: certificates writing error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5408 (SC 901)	Certificate controller :Processsing error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5409 (SC 500)	Certificate controller: connection error using rescue certificates and rescue URL	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5498 (SC 500)	Certificate controller: Illegal certificate	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>

<b>Error Code</b>	<b>Symptom</b>	<b>Required Action</b>
-5500 (SC 900)	Counter application: Processing connection error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5501 (SC 901)	Counter application: DB reading error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5502 (SC 900)	Counter application: DB writing error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5600 (SC 901)	Apache rapper: Processing connection error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5601 (SC 901)	Apache rapper: Processing disconnection error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5602 (SC 700)	Apache rapper: DB reading error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5603 (SC 700)	Apache rapper: DB writing error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>

<b>Error Code</b>	<b>Symptom</b>	<b>Required Action</b>
-5605 (SC 400)	Apache rapper: FROM flag reading error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5606 (SC 400)	Apache rapper: FROM flag writing error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5607 (SC 400)	Apache rapper: certificates reading error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5608 (SC 400)	Apache rapper: certificates writing error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5609 (SC 901)	Apache rapper: execution error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5610 (SC 901)	Apache rapper: start up error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5700 (SC 901)	Network settings: Processing connection error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>

<b>Error Code</b>	<b>Symptom</b>	<b>Required Action</b>
-5701 (SC 901)	Network settings: Processing disconnection error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5702 (SC 700)	Network settings: DB reading error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5703 (SC 700)	Network settings: DB writing error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5730 (SC 500)	Network settings: certificates reading error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5731 (SC 500)	Network settings: certificates writing error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5732 (SC 500)	Network settings: certificates searching error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5733 (SC 500)	Network settings: certificates MAC check error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>

<b>Error Code</b>	<b>Symptom</b>	<b>Required Action</b>
-5740 (SC 400)	Network settings: FROM reading error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5741 (SC 400)	Network settings: FROM writing error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5800 (SC 901)	Dip SW audit: Processing connection error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5801 (SC 901)	Dip SW audit: Processing disconnection error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5802 (SC 700)	Dip SW audit: DB reading error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5803 (SC 700)	Dip SW audit: DB writing error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5804 (SC 700)	Dip SW audit: DB initializing error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>

Error Code	Symptom	Required Action
-5806 (SC 400)	Dip SW audit: certificates initializing error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5850 (SC 300)	Dip SW device open error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5851 (SC 300)	Dip SW device ioctl error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5859 (SC 300)	No Dip SW device files	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5909 (SC 901)	Backup restore: Processing connection\ error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5911 (SC 700)	Backup processing DB reading error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-5912 (SC 700)	Backup processing DB writing error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>

<b>Error Code</b>	<b>Symptom</b>	<b>Required Action</b>
-6000 (SC 901)	Device firmware update: Processing connection error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-6001 (SC 700)	Device firmware update: DB reading error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-6002 (SC 700)	Device firmware update: DB writing error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-6003 (SC 700)	Device firmware update: DB deleting error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-6502 (SC 700)	Auto discovery: DB error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-6506 (SC 900)	Auto discovery: PROCESSING connection error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-7100	Request management for HTTP: 100 Continue Request management task error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>



Error Code	Symptom	Required Action
-7101	Request management for HTTP: 101 Switching Protocols Request management task error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-7200	Request management for HTTP: 200 OK Request management task error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-7201	Request management for HTTP: 201 Created Request management task error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-7202	Request management for HTTP: 202 Accepted Request management task error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-7203	Request management for HTTP: 203 Non-Authoritative Information Request management task error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-7204	Request management for HTTP: 204 No Content Request management task error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-7205	Request management for HTTP: 205 Reset Content Request management task error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>



Error Code	Symptom	Required Action
<del>-7200</del>	<del>Request management for HTTP: 206 Partial Content Request management task error</del>	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-7300	Request management for HTTP: 300 Multiple Choices Request management task error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-7301	Request management for HTTP: 301 Moved Permanently Request management task error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-7302	Request management for HTTP: 302 Found Request management task error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-7303	Request management for HTTP: 303 See Other Request management task error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-7304	Request management for HTTP: 304 Not Modified Request management task error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-7305	Request management for HTTP: 305 Use Proxy Request management task error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>

Error Code	Symptom	Required Action
-7306	Request management for HTTP: 306 (Unused) Request management task error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-7307	Request management for HTTP: 307 Temporary Redirect Request management task error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-7400	Request management for HTTP: 400 Bad Request Center connection error	<ol style="list-style-type: none"> <li>1. Confirm network connection between RC Gate and Communication Server</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-7401	Request management for HTTP: 401 Unauthorized Center connection error	<ol style="list-style-type: none"> <li>1. Confirm network connection between RC Gate and Communication Server</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-7402	Request management for HTTP: 402 Payment Required Center connection error	<ol style="list-style-type: none"> <li>1. Confirm network connection between RC Gate and Communication Server</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-7403	Request management for HTTP: 403 Forbidden Center connection error	<ol style="list-style-type: none"> <li>1. Confirm network connection between RC Gate and Communication Server</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-7404	Request management for HTTP: 404 Not Found Center connection error	<ol style="list-style-type: none"> <li>1. Confirm network connection between RC Gate and Communication Server</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-7405	Request management for HTTP: 405 Method Not Allowed Center connection error	<ol style="list-style-type: none"> <li>1. Confirm network connection between RC Gate and Communication Server</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-7406	Request management for HTTP: 406 Not Acceptable Center connection error	<ol style="list-style-type: none"> <li>1. Confirm network connection between RC Gate and Communication Server</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-7407	Request management for HTTP: 407 Proxy Authentication Required Center connection error	<ol style="list-style-type: none"> <li>1. Confirm network connection between RC Gate and Communication Server</li> <li>2. Contact supervisor if the error code still appears</li> </ol>

<b>Error Code</b>	<b>Symptom</b>	<b>Required Action</b>
-7408	Request management for HTTP: 408 Request Timeout Center connection error	<ol style="list-style-type: none"> <li>1. Confirm network connection between RC Gate and Communication Server</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-7409	Request management for HTTP: 409 Conflict Center connection error	<ol style="list-style-type: none"> <li>1. Confirm network connection between RC Gate and Communication Server</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-7410	Request management for HTTP: 410 Gone Center connection error	<ol style="list-style-type: none"> <li>1. Confirm network connection between RC Gate and Communication Server</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-7411	Request management for HTTP: 411 Length Required Center connection error	<ol style="list-style-type: none"> <li>1. Confirm network connection between RC Gate and Communication Server</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-7412	Request management for HTTP: 412 Precondition Failed Center connection error	<ol style="list-style-type: none"> <li>1. Confirm network connection between RC Gate and Communication Server</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-7413	Request management for HTTP: 413 Request Entity Too Large Center connection error	<ol style="list-style-type: none"> <li>1. Confirm network connection between RC Gate and Communication Server</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-7414	Request management for HTTP: 414 Request-URI Too Long Center connection error	<ol style="list-style-type: none"> <li>1. Confirm network connection between RC Gate and Communication Server</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-7415	Request management for HTTP: 415 Unsupported Media Type Center connection error	<ol style="list-style-type: none"> <li>1. Confirm network connection between RC Gate and Communication Server</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-7416	Request management for HTTP: 416 Request Range Not Satisfiable Center connection error	<ol style="list-style-type: none"> <li>1. Confirm network connection between RC Gate and Communication Server</li> <li>2. Contact supervisor if the error code still appears</li> </ol>
-7417	Request management for HTTP: 417 Expectation Failed Center connection error	<ol style="list-style-type: none"> <li>1. Confirm network connection between RC Gate and Communication Server</li> <li>2. Contact supervisor if the error code still appears</li> </ol>

Error Code	Symptom	Required Action
-7500	Request management for HTTP: 500 Internal Server Error Center error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-7501	Request management for HTTP: 501 Not Implemented Center error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-7502	Request management for HTTP: 502 Bad Gateway Center error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-7503	Request management for HTTP: 503 Service Unavailable Center error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-7504	Request management for HTTP: 504 Gateway Timeout Center error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>
-7505	Request management for HTTP: 505 HTTP Version Not Supported Center error	<ol style="list-style-type: none"> <li>1. Disconnect the power cable from RC Gate, and then re-connect it.</li> <li>2. Replace the RC Gate if the error code still appears.</li> <li>3. Contact supervisor if the error code still appears</li> </ol>

## 3.4 CONNECTION RECOVERY

### 3.4.1 OVERVIEW

RC Gate disconnection: If @Remote Center detects disconnect status with RC Gate over 3 hours, RC Gate disconnect call will be appeared at @Remote Center GUI.

Device disconnection: RC Gate sends to the @Remote Center if RC Gate and one of its devices are out of communication for 36 hours. Also, RC Gate sends an additional call to the @Remote Center if RC Gate and the device are out of communication for 60 hours.

### 3.4.2 RECOVERY PROCEDURES

#### *RC Gate Disconnection (BN1 with HTTPS connection only)*

1. Check the status of the LEDs and then follow the instructions in the **Action** column below:

	LED	RC Gate Condition	Action
	Only the <b>green</b> LED is ON (steady)	Normal condition	Go to <b>Step 2</b> below.
Case 1	<b>All</b> LED's are OFF	The AC power cord is not connected.	1. Connect the AC power cord. 2. Go to <b>Step 4</b> below (Service Test Call).
Case 2	<b>All</b> LED's are blinking	(see Action)	1. Turn the main power OFF/ON. 2. Wait 10 minutes. 3. If all LED's are still blinking, replace the RC Gate.
Case 3	The <b>red</b> and <b>green</b> LED's are ON (steady).	(see Action)	1. Turn the main power OFF/ON. 2. Wait 10 minutes. 3. If all LED's are still blinking, replace the RC Gate.
Case 4	The <b>yellow</b> and <b>green</b> LED's are ON (steady).	RC Gate and @Remote Center have been out of communication for a long time.  <b>Note:</b> If the connection recovers, only the yellow LED will be ON (green LED turns OFF).	Go to <b>Step 3</b> below.

2. Make sure all LAN cables and fax cables are connected correctly:
  - RC Gate LAN Port 2: Check connection
  - Hub: Check connection and make sure the hub power is ON
  - If one of the cables is not connected correctly, fix the connection and go to **Step 4**. If all of the cables are connected correctly, go to **Step 3**.
  
3. Make sure that every item in the list is the same in the customer's network settings and in RC Gate.

If any of them are different:

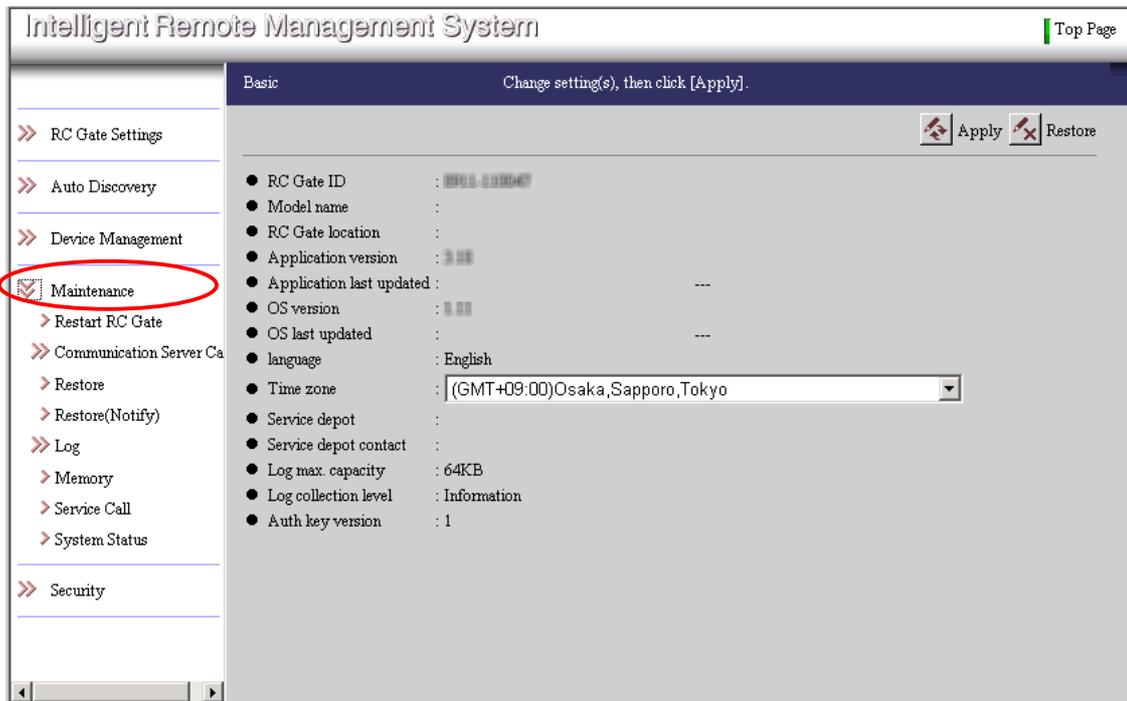
- 1) Ask the system administrator for the correct settings, then
- 2) Change the items in RC Gate to the correct settings.

**Note:**

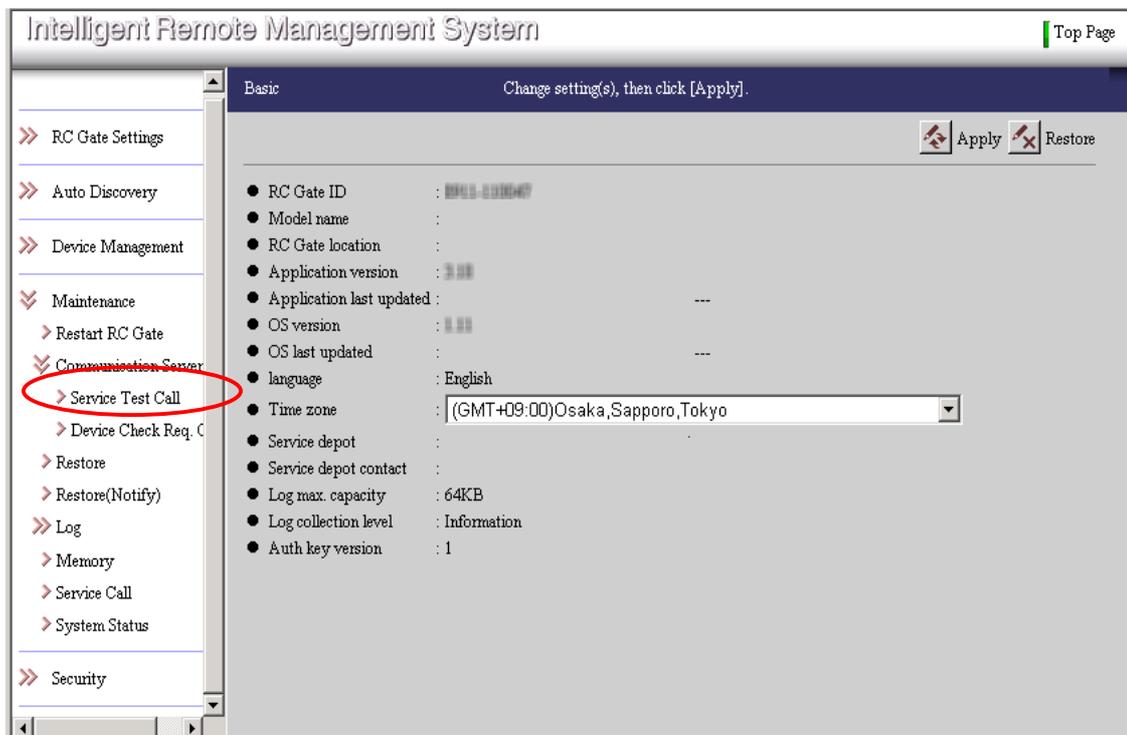
- See the Operating Instructions for the procedure.
- Settings for both the Network and Modem types:
  - IP address
  - Subnet mask
  - @Remote communication server address
- Settings for the Network type only:
  - Proxy server address
  - Proxy port number
  - Proxy use name
  - Proxy password
- Settings for the Modem type only:
  - Number of access points
  - RC Gate phone number

4. Do a Service Test Call from RC Gate.

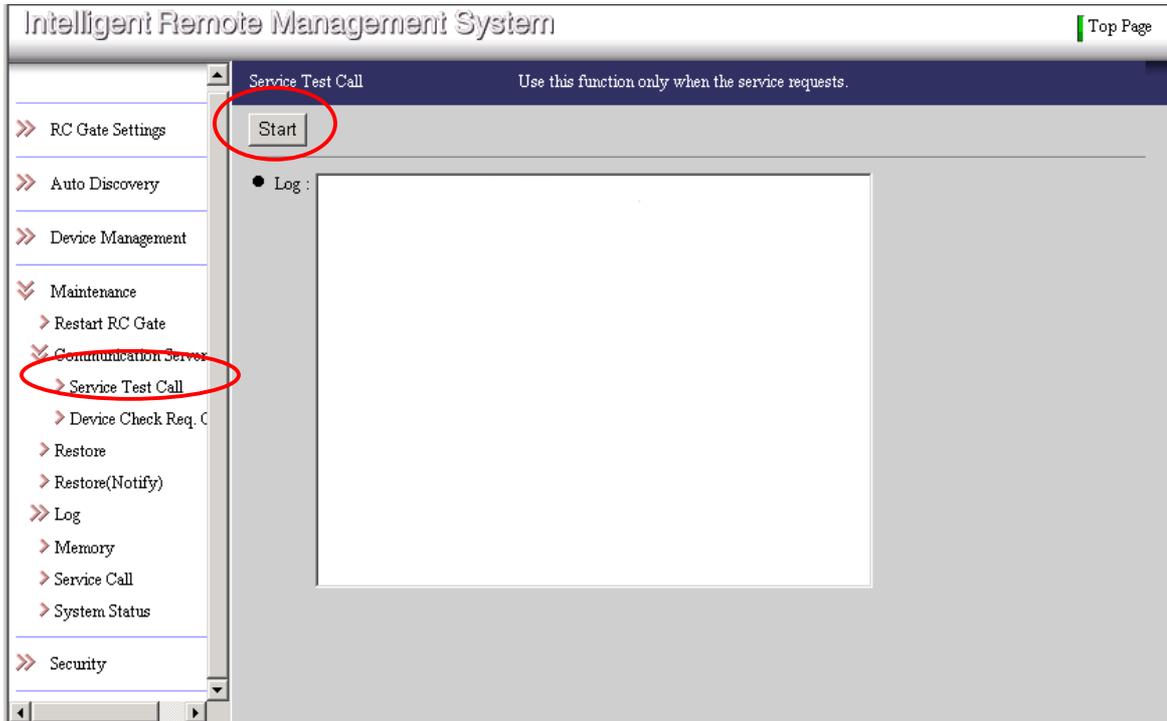
1) Click “RC Gate and Device Settings” and then click “Maintenance.”



2) Click “Communication Server Calls,” and then click “Service Test Call.”



## 3) Click "Start."

**For the Modem type only:**

5. After you finish the Service Test Call, contact the @Remote Center and ask the operator to do an RC Gate connection test.

**NOTE:** This test will make sure the @Remote Center can communicate with the Modem type RC Gate.

**Device Disconnection**

1. Check the network cables.
  - Http connection between RC Gate and device:  
Make sure the network cable between the device and HUB is connected correctly.
  - RS485 serial connection between RC Gate and device:  
Make sure the network cable between the device and RC Gate is connected correctly.
  - If any of the cables are disconnected, reconnect them and go to **Step 4**.
  - If all cables are connected correctly, go to **Step 2**.

2. Make sure the following SP modes are set to the correct values.

SP Title	SP No. (Copy SP)	SP Value
I/F Setting	5-816-001	2: @REMOTO device 1: RSS device 0: MIB device (Default)
Function Flag	5-816-003	1 (default 0)
RCG IP Address	5-821-002	(RC Gate address)
RSS-PI Device Code	5-821-001	Device PI code (default 0)

**NOTE:** See the RSS Set Up documentation for the procedure on how to set the RSS-PI device code.

- If any of the SP values is wrong, set them to the correct value and go to **Step 4**.
- If all the SP values are correct, go to **Step 3**.

3. Make sure the following IP addresses are the same:
  - The IP address for the device registered in RC Gate
  - The IP address for the device registered in the device

If they are different:

- 1) Ask the system administrator for the correct IP address, then
- 2) Change the wrong IP address to the correct IP address.

**NOTE:** See section 2.5 (Setting the New IP Address) for the procedure.

## 4. Do an MC Call:

1) Contact the @Remote Center and tell them that you will do an MC call.

**NOTE:** If you do not contact the center first, the operator will think the MC Call is a customer call.

In case of MFP

Press the Mode Clear Key.

Press the "0" (zero) key two times.

Press the Clear/Stop key and hold it down until the instructions are displayed on the operation panel.

**NOTE:** This takes about 5 seconds.

In case of LP

Keep hold the Escape key more 5 seconds

2) Follow the instructions on the operation panel.

3) Wait for the results message to be displayed on the operation panel.

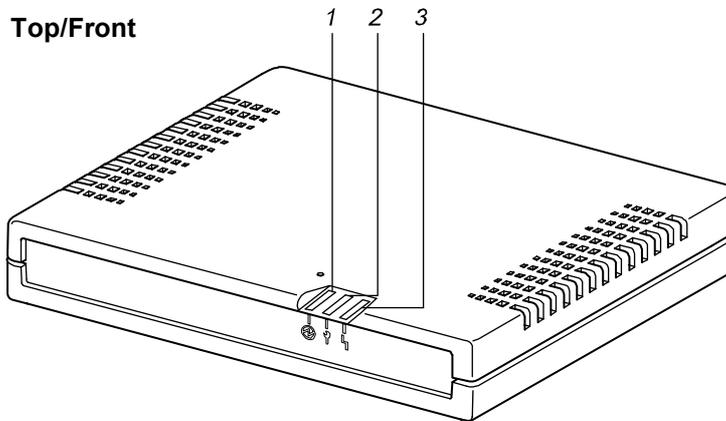
4) Call the @Remote Center and ask for the test results.

• If the results were not successful, try the following one by one:

- Try the MC Call again.
- Reboot the machine with the TACT switch (☛ 3.1).
- Do a memory clear with the dip switch (☛ 3.2.2).
- If none of these works, replace the RC Gate.

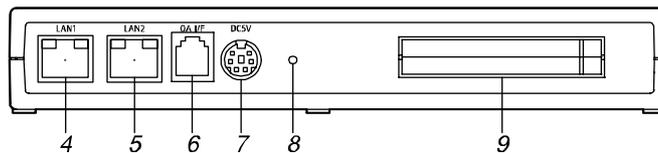
# 4. COMPONENTS

## 4.1 OVERVIEW



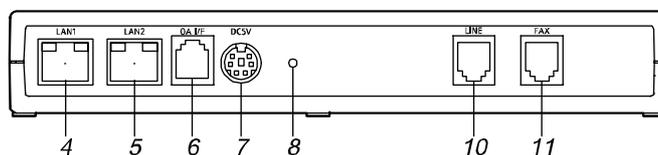
Back

Type BN1



(Equipment with wireless LAN option )

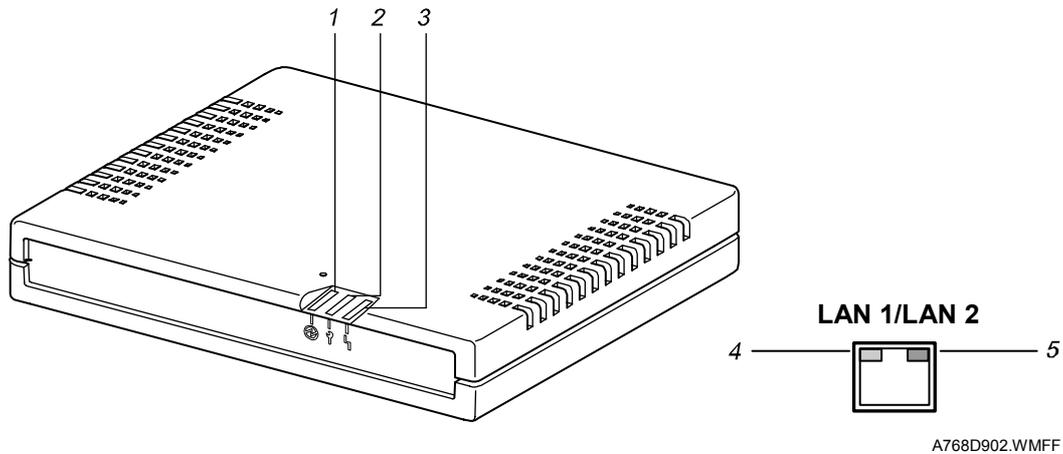
Type BM1



A768D901.WMFF

- |                            |  |
|----------------------------|--|
| 1. Power LED               | 7. Power Socket                                  |
| 2. System Error LED        | 8. Screw Hole                                    |
| 3. Communication Error LED | 9. Card Slot(Equipment with wireless LAN option) |
| 4. LAN 1 Port              | 10. LINE Port                                    |
| 5. LAN 2 Port              | 11. Fax Port                                     |
| 6. OA Interface            |  |

## 4.2 LED



### During Initializing

The LEDs lights or blinks as shown in the table after you plug in the RC Gate or after you push the tact switch (☛ 3.1).

Status	LED			Time
	Green	Red	Orange	
Self-diagnosis A	On	On	On	11 s
Self-diagnosis B	On	Off	Blink	3 s
Self-diagnosis C	On	On	On	10 s
Self-diagnosis D	On	On	Blink	3 s
Operating-system initialization	On	On	On	36 s
Application-program initialization	On	Blink <sup>*1</sup>	Blink <sup>*1</sup>	63 s
Ready	On	Off	Off <sup>*2</sup>	—

\*1: The red and orange LEDs blink alternately.

\*2: The yellow LED keeps lit ① if the installation procedure is not complete or ② if the RC Gate cannot communicate with the @Remote Communication Server.

***During Operation***

1. Power (green): The LED turns on when power is supplied.
2. System Error (red): The LED turns on when a system error occurs. The LED is off during normal operation.
3. Communication Error (orange): The LED turns on when a communication error occurs during the communication with the @Remote Communication Server.
4. 100-Mbps Mode (orange): The LED turns on when the RC Gate communicates in the 100-Mbps mode over the LAN.
5. Networked (green): The LED turns on when the RC Gate is on the network.

**Note:**

- Before the RC Gate is registered at the @ Remote Center, the **green** and **orange** LED's will stay ON. The orange LED is ON, but this is not an error condition.
- After the RC Gate is registered at the @ Remote Center:
  - Internet encryption connection (HTTPS): Only the **green** LED will stay ON.
  - Email connection (SMTP): The **green** and **orange** LED's will stay ON. The orange LED is ON, but this is not an error condition.

---

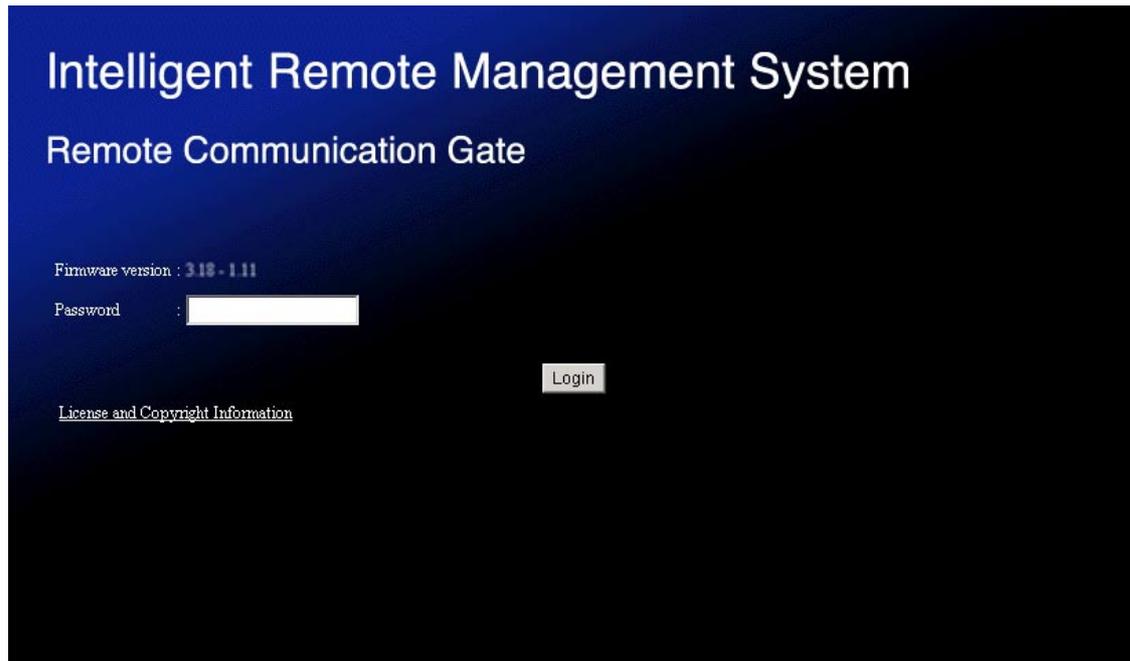
## 5. CHANGING SETTINGS ON THE RC GATE

### 5.1 ACCESSING CE MODE

1. Login to RC Gate as CE mode:(Please refer to other documentation for how to access CE mode and password).



**IMPORTANT: Before login to RC Gate as CE mode, the customer engineer must ask “Administrator” to give permission.**

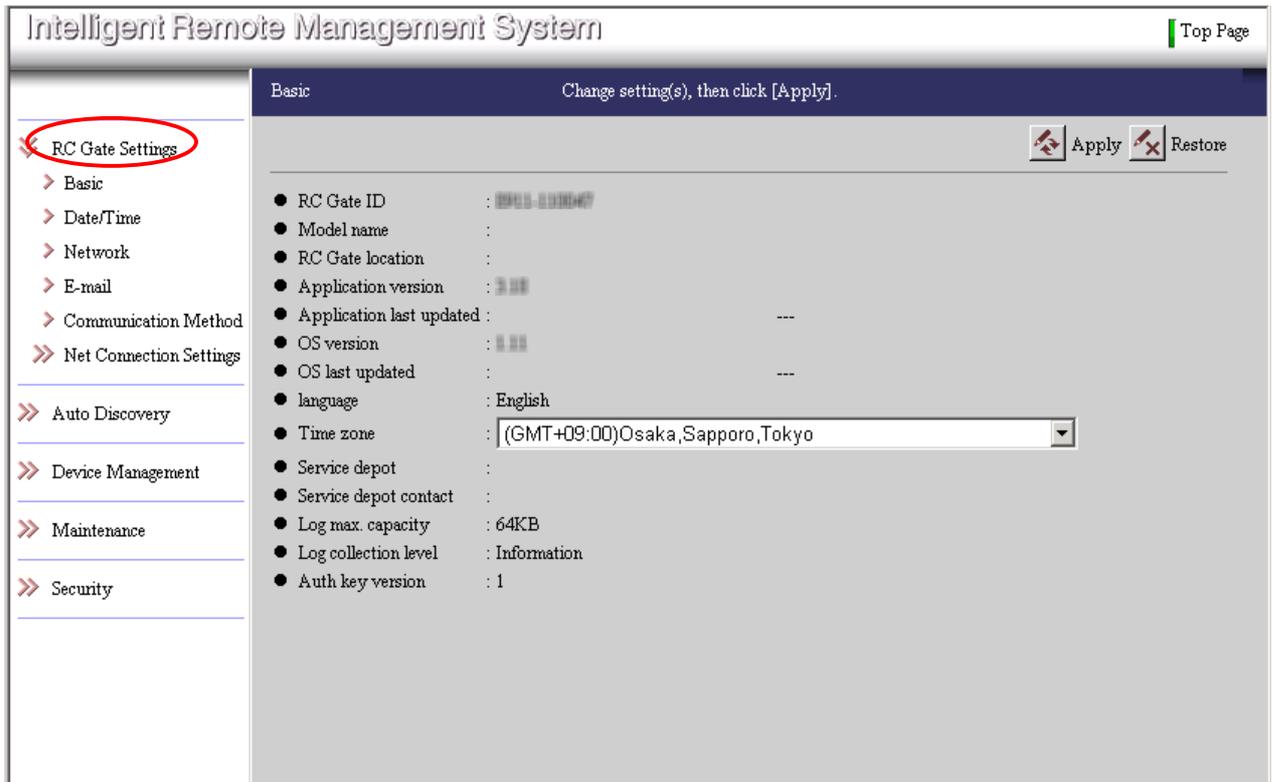


## 5.2 CHANGING THE MODEM TYPE

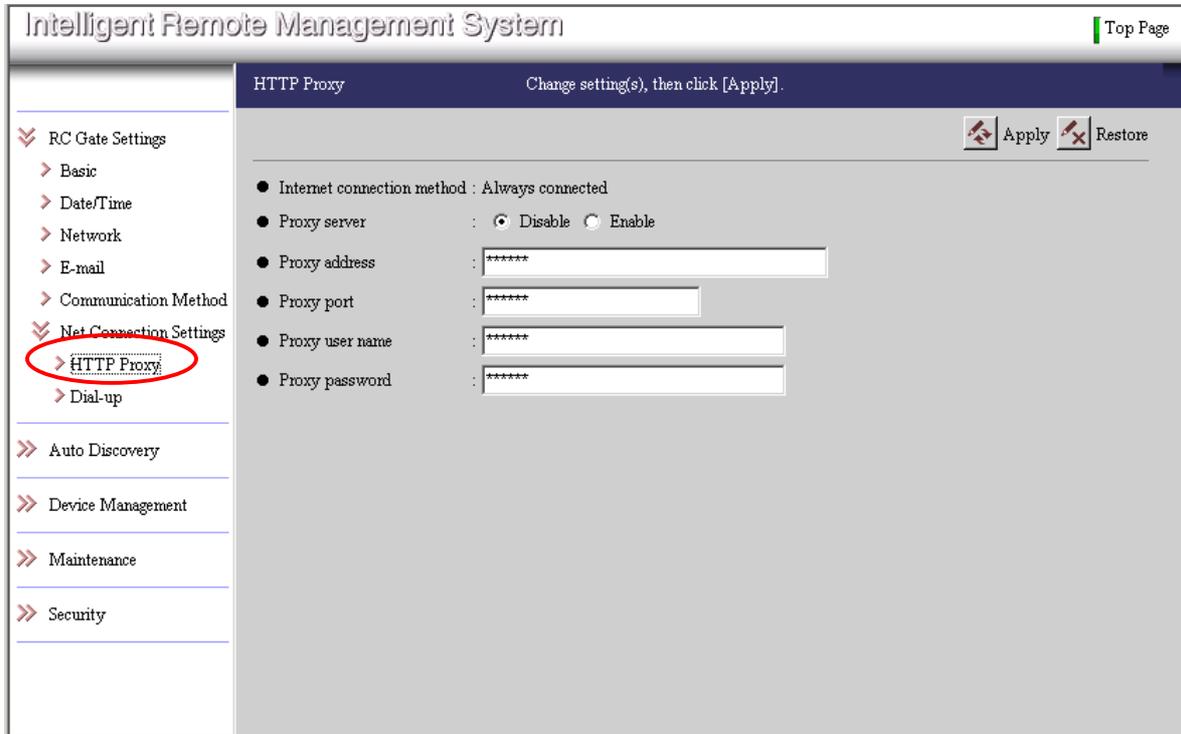
### 5.2.1 CHANGING TO A NETWORK TYPE RC GATE

Do this procedure if you want to use the RC Gate as a network type only.

1. Login to RC Gate as CE mode
2. Click “RC Gate and Device Settings” and then click “RC Gate Settings.”



3. Click “>Net Connection Settings”, and then click “>HTTP Proxy.”
4. Click “Apply.”



## 5.2.2 CHANGING BACK TO A MODEM TYPE RC GATE

1. Click “Dial-up” in the “Net Connection Settings” menu.
2. Click “Apply.”

## 5.3 REGISTERED INFORMATION

The following are the locations of the RC Gate readable and adjustable settings.

### 5.3.1 OVERVIEW

The following tables show the types of settings and whether or not they are displayed. For more details, see section 5.3.2 - 5.3.28.

- Settings are read-only, read/write or not displayed, depending on the access privileges (see **Admin**, **Registrant** and **CE** columns in the table).
- Some menus and screens are different, depending on the connection type (SMTP or HTTPS).
- Consider "RC Gate administrator" as "Admin", "RC Gate registrant" as "Registrant" in the list below.

#### SMTP

D: Displayed N: Not displayed

Main Menus	Screen Names	Description	Admin	Registrant	CE
RC Gate Settings	Basic	Shows the details of the equipment.	D	D	D
	Date/Time	Adjusts the clock inside the equipment.	D	D	D
	Network	Sets the network for the equipment.	D	D	D
	E-mail	Sets the E-mail for the equipment.	D	D	D
	Communication Method	Shows the method to send the collected information to the Communication Server.	D	D	D
Auto Discovery	Auto Discovery Settings	Sets basic items for Auto Discovery. e.g.; performing period	D	D	D
	Edit Auto Discovery Range	Sets the range for performing Auto Discovery.	D	D	D
Maintenance	Restart RC Gate	Rebooting the equipment.	N	D	D
	<b>Log</b>				
	Logsetup	Shows the log level which the equipment collects. Levels are; Errors, Warnings, Operation, Information.	N	D	D
	System Log	Shows the system log with the Communication Server.	N	N	D
	Memory	Shows the Used RAM area, Free RAM area, Used storage area, Free storage area	N	N	D

	Service Call	Shows the substance of the errors.	D	D	D
Security	Password	Changing the password for logging on the RC Gate Monitor.	D	D	D
	Permissions	Limits the login of the customer engineer.	D	N	N
	Access Log	shows the access logs to the RC Gate Monitor.	D	D	D
	Format RC Gate	Deletes all of the settings and returns the equipment to the factory default value.	D	N	D

**HTTPS**

D: Displayed N: Not displayed

Main menus	Screen names	Description	Admin	Registrant	CE	
RC Gate Settings	Basic	Shows the details of the equipment.	D	D	D	
	Date/Time	Adjusts the clock inside the equipment.	D	D	D	
	Network	Sets the network for the equipment.	D	D	D	
	E-mail	Sets the E-mail for the equipment.	D	D	D	
	Communication Method	Shows the method to send the collected information to the Communication Server.	D	D	D	
	<b>Net Connection Settings</b>					
	Connection Details	Sets HTTP proxy on Type BN1. Sets Dial-up for Type BM1.	D	D	D	
Auto Discovery	Auto Discovery Settings	Sets basic items for Auto Discovery. e.g.; performing period	D	D	D	
	Edit Auto Discovery Range	Sets the range for performing Auto Discovery.	D	D	D	
Device Management	Common Management	Shows settings common to all devices managed by the equipment.	D	D	D	
	Registered Device List	Displays the information of the devices managed by the equipment.	D	D	D	
	Update Device Firmware	When a notice comes from the Communication Server, updates the firmware of the devices managed by the equipment.	D	D	D	
Maintenance	Restart RC Gate	Rebooting the equipment.	N	D	D	
	<b>Communication Server Calls</b>					
	Service Test Call	Tests communications with the Communication Server.	N	D	D	

Main menus	Screen names	Description	Admin	Registrant	CE
	Device Check Req. Call	Tests communications with the Communication Server and sends the results to the Communication Server.	D	D	D
	Restore	Shows the latest date of the backup and restore.	D	D	D
	<b>Log</b>				
	Logsetup	Shows the log level which the equipment collects. Levels are; Errors, Warnings, Operation, Information.	N	D	D
	System Log	Shows the system log with the Communication Server.	N	N	D
	Communication Log	Shows the communication log with the Communication Server.	D	D	D
	Memory	Shows the Used RAM area, Free RAM area, Used storage area, Free storage area	N	N	D
	Service Call	Shows the substance of the errors.	D	D	D
	System Status	Shows the system status of the equipment.	D	D	D
Security	Password	Changing the password for logging on the RC Gate Monitor.	D	D	D
	Permissions	Limits the login of the customer engineer and updates the device firmware from the Communication Server.	D	N	N
	Access Log	Shows the access logs to the RC Gate Monitor.	D	D	D

### 5.3.2 BASIC

#### SMTP

○: Adjustable      △: Displayed only      -: Not displayed

Items	Description	Admin	Registrant	CE
RC Gate ID	A serial number to identify the equipment. A unique ID is set to each equipment.	△	△	△
Model name	A model name for the equipment.	△	△	△
Application version	The current application version of the equipment.	△	△	△
OS version	The current operating system version of the equipment.	△	△	△
Language	Language display	-	-	△
Time zone	The standard time of the place where the equipment is set. (Time difference from the Greenwich mean time is set.)	○	○	○

Log max. capacity	The maximum value of the log file which the equipment collects.	–	△	△
Log collection level	The log level which the equipment collects. Levels are; Errors, Warnings, Operation, Information.	–	△	△

**HTTPS**

○: Adjustable      △: Displayed only      –: Not displayed

Items	Description	Admin	Regist rant	CE
RC Gate ID	A serial number to identify the equipment. A unique ID is set to each equipment.	△	△	△
Model name	A model name for the equipment.	△	△	△
RC Gate location	A place/section where the equipment is set.	△	△	△
Application version	The current application version of the equipment.	△	△	△
Application last updated	The latest date and time of the application update for the equipment.	△	△	△
OS version	The current operating system version of the equipment.	△	△	△
OS last updated	The latest date and time of the operating system update for the equipment.	△	△	△
Language	Language display	–	–	△
Time zone	The standard time of the place where the equipment is set. (Time difference from the Greenwich mean time is set.)	○	○	○
Service depot	The service depot of the equipment.	△	△	△
Service depot contact	The phone number of the service depot.	△	△	△
Log max. capacity	The maximum value of the log file which the equipment collects.	–	△	△
Log collection level	The log level which the equipment collects. Levels are; Errors, Warnings, Operation, Information.	–	△	△
Auth key version	The certificate version display.	–	–	△

**5.3.3 DATE / TIME****SMTP/HTTPS**

○: Adjustable

Items	Description	Admin	Regist rant	CE
Set date	Set the current date of the place where the equipment is set. Set it to today.	○	○	○
Set time	Set the current time of the place where the equipment is set. Set it to now.	○	○	○

## 5.3.4 NETWORK

### SMTP/HTTPS

○: Adjustable      △: Displayed only

●: Adjustable (value displayed as “\*”)

\*: Displayed when the optional wireless LAN card for Type BN1 is installed.

Groups	Items	Description	Admin	Registrant	CE
Maintenance Port	IP address	An IP address for the LAN1 port. If you cannot use 192.168.10.1 for the LAN1 port in your environment, it is possible to change it to 192.168.1.1 or 192.168.250.1.	△	○	○
	MAC address	A MAC address for the LAN1 port.	△	△	△
	Subnet mask	A subnet mask for the LAN1 port.	△	△	△
LAN Port	LAN type*	Select Wired or Wireless when using the optional Wireless LAN board.	○	○	○
	DHCP	Select “Enable” for the environment using the DHCP server.	○	○	○
	IP address	An IP address for the equipment (LAN2 port). If “Enable” is selected for the DHCP, an IP address which the DHCP server assigned will be shown.	○	○	○
	MAC address	A MAC address of the equipment (LAN2 port).	△	△	△
	Subnet mask	A subnet mask for the equipment. If “Enable” is selected for the DHCP, a subnet mask which the DHCP server assigned will be shown.	○	○	○
	Default Gateway address	Default Gateway address for the equipment. If “Enable” is selected for the DHCP, an IP address which the DHCP server assigned will be shown.	○	○	○
	Ethernet speed	The Ethernet speed of the equipment (LAN2 port).	○	○	○
Wireless LAN	MAC address*	The MAC address of the wireless LAN card.	△	△	△
	SSID*	Enter SSID for wireless LANs within 30 characters.	○	○	○
Wireless LAN	Transmission speed*	Select the communication speed of wireless LANs from among Auto Select, 1 Mbps Only, 2 Mbps Only, 5.5 Mbps Only and 11 Mbps Only.	○	○	○
	WEP (encryption) *	Select “Enable” to encrypt the communication data.	○	○	○

Groups	Items	Description	Admin	Registrant	CE
	WEP key*	A encryption key when you set "Enable" for WEP (encryption). If you use 40 bit data (64 bit WEP), enter 5 characters or 10 digits as a hexadecimal number. Enter 13 characters or 26 digits as a hexadecimal number for 128 bit WEP	○	○	●
	Wireless LAN signal*	This shows the conditions of the wireless LAN signals. <ul style="list-style-type: none"> <li>• Good: -40dBm or more</li> <li>• Fair: from -80 to -61dBm</li> <li>• Poor: from -100 to -81dBm</li> <li>• Unavailable: -101dBm or under</li> </ul>	△	△	△
	Check Wireless LAN Signal (button)*	Refreshes <b>[Wireless LAN signal]</b> .	○	○	○
DNS Server	Main DNS server	Enter the IP address of the DNS server which the equipment mainly uses. Enter the IP address in "x.x.x.x" format ("x" stands for a number from 0 to 255). This is not required when you enter the proxy server or SMTP server by its IP address and not by its name.	○	○	●
	Sub DNS server	Enter the IP address of the Sub DNS server, if you have a secondary DNS server, a server to use where the <b>[Main DNS server]</b> cannot be used for some reason. Enter the IP address in "x.x.x.x" format ("x" stands for a number from 0 to 255).	○	○	●

## 5.3.5 E-MAIL

### SMTP/HTTPS

○: Adjustable      △: Displayed only      -: Not displayed

●: Adjustable (value displayed as “\*”)

\*1: only SMTP

\*2: only HTTPS



Items	Description	Admin	Registrant	CE
Send Test E-mail (button)	A button to send a test E-mail to check the settings. The equipment will send a test mail when you click <b>[RC Gate admin's E-mail address]</b> .	○	○	○
RC Gate E-mail address (for sender)	An E-mail address for the equipment. “rc_gate” is set to default. In the “E-mail (SMTP)” method, the E-mail address is used to send the collected information to Communication Server. In the “Internet encryption communication (HTTPS)” method, the E-mail address is used to send E-mail to the RC Gate admin's E-mail address when events (for example, error, updating firmware of the devices, stop/recovery of the Communication Server) occurs. Set the E-mail address within 126 characters.	○	○	○
RC Gate E-mail address (for receiver)	An E-mail address to send a reply E-mail to from the equipment. You can set a different E-mail address from the RC Gate E-mail address (for sender). You can set multiple addresses by dividing each E-mail address with a comma (.). Set them within 255 characters.	○	○	○
Communication Server E-mail address	Confirm the communication server E-mail address setting	-	-	○*1
RC Gate admin's E-mail address	In the “E-mail (SMTP)” method, device information found by Auto Discovery will be sent to this address as well as to the Communication Server. You can set multiple addresses by dividing each E-mail address with a comma (.). Set them within 255 characters. In the “Internet encryption communication (HTTPS)” method, an E-mail is sent to this address when an event (for example, error) occurs. When in the “Internet encryption communication (HTTPS)” method, this button will not appear till the registration of the equipment occurs.	○*1 △*2	○*1 △*2	○*1 -*2
Number of times to resend E-mail	Set the number of retries to the SMTP server when an E-mail transmission fails. Set it from 1 to 10.	○	-	○
Resend E-mail interval time	Set the period of retries to the SMTP server when an E-mail transmission fails. Set it from 1 to 60 seconds.	○	-	○
SMTP server address	This is the IP address or name of the SMTP server (a server to send E-mails). It is required to enter this when using the “E-mail (SMTP)” method.	○	○	●

Items	Description	Admin	Registrant	CE
SMTP server port	This is a port number for the SMTP server. Usually set at 25.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
SMTP AUTH	Select "Enable" if your SMTP Server uses SMTP authentication. Select "Disable" if your SMTP does not use SMTP authentication or uses POP before SMTP authentication.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SMTP AUTH authentication method	Set this item when <b>[SMTP_AUTH]</b> is set to "able". Select from among Auto, DIGEST MD5, CRAM-MD5, LOGIN and PLAIN.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
User name	This is the user name (User ID) used for SMTP_AUTH authentication. Usually, the same E-mail address with <b>[RC Gate E-mail address (for sender)]</b> is applied, but it may be different for security reasons.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Password	A password for <b>[User name]</b> used for SMTP_AUTH authentication. Usually, the same password for <b>[RC Gate E-mail address (for sender)]</b> is applied, but it may be different for security reasons.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
POP before SMTP	Select "Enable" if your SMTP uses POP before SMTP authentication. Select "Disable" if your server does not use SMTP authentication or uses SMTP_AUTH authentication.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
POP server address	This is the IP address or the name of the POP server when using "POP before SMTP" authentication.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
POP server port	This is the number of the POP server port when using "POP before SMTP" authentication. Usually set at 110.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
User name	This is the user name (User ID) used for POP before SMTP authentication. Usually, the same E-mail address with <b>[RC Gate E-mail address (for sender)]</b> is applied, but it may be different for security reasons.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Password	This is the password used for <b>[User name]</b> when using POP before SMTP authentication. Usually, the same E-mail address with <b>[RC Gate E-mail address (for sender)]</b> is applied, but it may be different for security reasons.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Wait time after authentication	Set the wait time longer if an error occurs with POP before SMTP authentication. Set the time at 0 to 30 seconds.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 5.3.6 COMMUNICATION METHOD

#### SMTP

△: Displayed –: Not displayed

Items	Description	Admin	Registrant	CE
Communication method	Shows the communication method, whether it is "E-mail (SMTP)" or "Internet encryption communication (HTTPS)."	△	△	△
Internet connection method	Shows the connection method, whether it is "Always connected" or "Dial-up" when using the "Internet encryption Communication (HTTPS)" method.	–	–	–

#### HTTPS

△: Displayed only –: Not displayed

Items	Description	Admin	Registrant	CE
Communication method	Shows the communication method, whether it is "E-mail (SMTP)" or "Internet encryption communication (HTTPS)."	–	–	△
Internet connection method	Shows the connection method, whether it is "Always connected" or "Dial-up" when using the "Internet encryption Communication (HTTPS)" method.	△	△	△

### 5.3.7 CONNECTION DETAILS

#### *HTTPS with Type BN1 (Always connected)*

○: Adjustable      △: Displayed only

●: Adjustable (value displayed as “\*”)

Items	Description	Admin	Regist rant	CE
Internet connection method	This shows that “Always connected” is selected.	△	△	△
Proxy server	This can be set to enable the HTTP proxy or not. Set the items below when “Enable” is selected. If “Disable” is selected, there is no need to set the items below.	○	○	○
Proxy address	Enter the HTTP proxy server name.	○	○	●
Proxy port	Enter the port number of the HTTP proxy.	○	○	●
Proxy user name	Enter the user name for HTTP proxy authentication, within 30 characters.	○	○	●
Proxy password	Enter the password for HTTP proxy authentication, within the 30 characters.	●	●	●

#### *HTTPS with Type BM1 (Dial-up)*

○: Adjustable      △: Displayed only

●: Adjustable (value displayed as “\*”)

Items	Description	Admin	Regist rant	CE
Internet connection method	This shows that “Dial-up” is selected.	△	△	△
Access point	Select the access point from the list.	△	○	○
RC Gate phone No.	This is the telephone number for the equipment. Enter the telephone number from the country code with numerals, -, # and *. Do not use ( ). For example: 810312345678	△	○	○
Line connection	Select the line type for the equipment, whether it is “RC Gate exclusive line” (the telephone line only for the equipment) or “RC Gate and fax shared line” (the telephone line shared with an existing facsimile). If you select “RC Gate and fax shared line”, “Fax” port on Type BM1 will be enabled.	△	○	○
Pulse/Tone dialing line	Select the dial type of the telephone line. Select from “Tone dialing phone”, “Pulse dialing phone (10PPS)” and “Pulse dialing phone (20PPS).”	△	○	○
Outside access No.	The numbers or characters (#, * or comma) to connect outside. If a pause is needed after the outside access number, add comma. A comma gives a 2 second pause.	△	○	○

### 5.3.8 AUTO DISCOVERY SETTINGS

#### SMTP/HTTPS

○: Adjustable      △: Displayed only      -: Not displayed

Items	Description	Admin	Regist rant	CE
Auto Discovery	Shows whether to use Auto Discovery, or not.	△	△	△
Permit setting of Auto Discovery from Communication Server	This is shown only with the "Internet encryption communication (HTTPS)" method. Set "Do not permit" if you do not want to have settings made for Auto Discovery from the Communication Server. If you want, select "Permit."	○	○	-
Auto Discovery Server Address	This is shown only with the "Internet encryption communication (HTTPS)" method. Confirm the auto discovery server address	-	-	△
Max. E-mail size	This is shown only with the "E-mail (SMTP)" method. Select the maximum capacity for each E-mail from the Communication Server. The E-mail contains the results of Auto Discovery.	○	○	△
Auto Discovery start schedule	Set the period of time to run Auto Discovery.	○	○	○
SNMP community name	Enter an SNMP community name within 30 characters if there are SMTP correspondent devices in the target devices of Auto Discovery. Input <b>[SNMP community name]</b> in the order of higher usage frequency. Remove <b>[SNMP community name]</b> you do not use.	○	○	○

### 5.3.9 EDIT AUTO DISCOVERY RANGE

#### SMTP/HTTPS

○: Adjustable/Operation can be performed      △: Displayed only

Items	Description	Admin	Regist rant	CE
Total	Shows the total of the registered Range.	△	△	△
Range	The network address to use Auto Discovery. Enter the IP address in "x.x.x.x" format ("x" stands for a number from 0 to 255).	○	○	○
Subnet Mask	The subnet mask to determine the enable range for the Range. Enter the subnet mask in "x.x.x.x" format ("x" stands for a number from 0 to 255).	○	○	○
Discovery	Select to set Auto Discovery enable for the device or not.	○	○	○
Range Name	The network address name entered for the IP address in <b>[Range]</b> .	○	○	○
Comment	You can enter comments for each <b>[Range]</b> within 61 characters.	○	○	○
Add(button)	Adds new <b>[Range]</b> . <b>[Add Auto Discovery Range]</b> appears when you click <b>[Add]</b> .	○	○	○

Delete(button)	Deletes <b>[Range]</b> . <b>[Delete Auto Discovery Range]</b> appears when you click <b>[Delete]</b> .	○	○	○
----------------	---	---	---	---

### 5.3.10 ADD AUTO DISCOVERY RANGE

#### SMTP/HTTPS

○: Adjustable      △: Displayed only

Items	Description	Admin	Regist rant	CE
Remaining	Shows the remaining amount of Range which you can register.	△	△	△
Range	The network address to use Auto Discovery. Enter the IP address in "x.x.x.x" format ("x" stands for a number from 0 to 255).	○	○	○
Subnet Mask	The subnet mask to determine the enable range for the Range. Enter the subnet mask in "x.x.x.x" format ("x" stands for a number from 0 to 255).	○	○	○
Discovery	Select to set Auto Discovery enable for the device or not.	○	○	○
Range Name	The network address name entered for the IP address in <b>[Range]</b> .	○	○	○
Comment	You can enter comments for each <b>[Range]</b> within 61 characters.	○	○	○

### 5.3.11 DELETE AUTO DISCOVERY RANGE

#### SMTP/HTTPS

○: Adjustable/Operation can be performed      △: Displayed only

Items	Description	Admin	Regist rant	CE
Total	Shows all of the registered Range.	△	△	△
Range	The network address permitted to use Auto Discovery.	△	△	△
Subnet Mask	The subnet mask used to determine the enable range for Range.	△	△	△
Discovery	Select to set Auto Discovery enable for the device or not.	△	△	△
Range Name	The network address name entered for the IP address in <b>[Range]</b> .	△	△	△
Comment	This is a comment for the <b>[Range]</b> .	△	△	△
Delete	Select and make the check on for the line you want to delete.	○	○	○
Clear All (button)	Click to clear all of the checks on <b>[Delete]</b> including devices not shown on the current page.	○	○	○
Select All (button)	Click to make a check for every item affected by of the <b>[Delete]</b> including devices not shown on the current page.	○	○	○

### 5.3.12 COMMON MANAGEMENT

#### HTTPS

○: Adjustable      △: Displayed only      -: Not displayed

Groups	Items	Description	Admin	Registrant	CE
Information Retrieval Management	Interval time to retrieve device information	The period of time to receive the information from devices.	△	△	△
	Interval time to re-retrieve device information	The period of time to retry when the equipment could not receive information from devices.	△	△	△
	Number of times to re-retrieve device information	The number of times to retry when the equipment could not receive information from devices.	△	△	△
	Interval time to retrieve device counter information	The period of time to receive counter data from devices.	△	△	△
	Interval time to re-retrieve device counter information	The period of time to retry when the equipment could not receive counter information from devices.	△	△	△
	Number of times to re-retrieve device counter information	The number of times to retry when the equipment could not receive counter information from devices.	△	△	△
Network Connection Management	Interval time to refresh device connection (HTTP)	The period of time to check the connection to devices communicated to with HTTP protocol.	△	-	△
	Interval time to refresh device connection (SNMP)	The period of time to check the connection to devices communicated to with SNMP protocol.	△	-	△
	Interval time to detect device warning (SNMP)	The period of time to detect the warnings from devices communicated to with SNMP protocol.	△	-	△
	Interval time to start repeat search function for devices (HTTP and SNMP)	The period of time to start searching again for lost devices connected to the network.	△	-	△
	Interval time to start repeat search devices (HTTP and SNMP)	The period of time to start searching again for lost devices connected to the network.	△	-	△

Groups	Items	Description	Admin	Registrant	CE
Network Connection Management	Time lapse before devices are considered temporarily suspended (HTTP and SNMP)	The period of time to decide on lost devices connected to the network being suspended for a short time.	△	-	△
	Time lapse before devices are considered suspended (HTTP and SNMP)	The period of time to decide on lost devices connected to the network being suspended.	△	-	△
	Devices to repeat search (HTTP and SNMP)	Select the target device on the network on which to repeat searching from "Only auto-obtained (DHCP) IP address(es)" and "Auto-obtained (DHCP) and specified IP address(es)."	○	-	○
RS-485 Connection Management	Interval time to refresh device connection (RS-485)	The period of time to start searching again for devices connected to the RS-485.	△	-	△
	Time lapse before devices are considered temporarily suspended (RS-485)	The period of time to decide on lost devices connected to the RS-485 being suspended for a short time.	△	-	△
	Time lapse before devices are considered suspended (RS-485)	The period of time to decide on lost devices connected to the RS-485 being suspended.	△	-	△
	Time lapse before devices are considered disconnected (RS-485)	The period of time to decide on lost devices connected to the RS-485 being disconnected.	△	-	△

### 5.3.13 REGISTERED DEVICE LIST

#### HTTPS

○: Operation can be performed

△: Displayed only

Items	Description	Admin	Registrant	CE
Machine ID	The machine ID for the device.	○	○	○
Model name	The model name of the device. If the equipment could not collect the model name, it will be shown with "---."	△	△	△
IP Address	The IP address for the device. "---" will be shown for the devices connected by RS-485.	△	△	△
MAC Address	The MAC address of the device for which the information is collected by SMTP protocol. "---" will be shown for HTTP and RS-485 connected devices.	△	△	△
Connection Type	The connecting type of the device. <ul style="list-style-type: none"> <li>LAN (HTTP): Devices connected on a network from which information is collected by the HTTP protocol.</li> <li>LAN (SNMP): Devices connected on the network from which information is collected by the SNMP protocol.</li> <li>RS-485: Devices connected to OA I/F by RS-485 cable.</li> </ul>	△	△	△
Status	Shows the current status of the devices. <ul style="list-style-type: none"> <li>Power on</li> <li>Disconnected</li> <li>Power off</li> <li>Suspended</li> </ul>	△	△	△

### 5.3.14 DETAILS

#### HTTPS

○: Adjustable

△: Displayed only

–: Not displayed

●: Adjustable (value displayed as "\*")

Items	Description	Admin	Registrant	CE
Machine ID	The machine ID for the device.	△	△	△
Device name	This is the name for the device. Enter the name within 30 characters.	△	○	○
Model Name	This is the model name of the device.	△	△	△
IP Address	This is the IP address of the equipment.	○	○	○
MAC Address	This is the MAC address of the equipment.	△	△	△
Meter Reading Date (Time)	This is the date and time when the equipment reads the counter of the device.	△	△	△

Items	Description	Admin	Registrant	CE
Connection Type	The shows the connection type of the device. <ul style="list-style-type: none"> <li>LAN (HTTP): Devices connected on the network from which information is collected by the HTTP protocol.</li> <li>LAN (SNMP): Devices connected on the network from which information is collected by the SNMP protocol.</li> <li>RS-485: Devices connected to OA I/F by RS-485 cable.</li> </ul>	△	△	△
Device ID (RS-485)	The ID for the device which is connected by RS-485. "0" will be shown for the devices on the network.	△	△	△
Method to assign IP address	The method to assign IP address for the devices on the network. Select from "Specify" and "Auto-Obtain (DHCP)."	—	○	○
SNMP community name	The community name for SMTP correspondent devices. Enter within 30 characters.	△	○	△
Device location	The name of the place where the device is located. Enter within 30 characters.	○	○	○
Machine administrator's E-mail address	The E-mail address for the device administrator. Notice E-mails such as "Updating device firmware" and "device suspension" are sent to this address. Enter within 120 characters.	○	○	●
Supply ordering person's E-mail address	The E-mail address for the person responsible for keeping supplies. Enter within 120 characters. This function is not available.	○	○	○
Service depot	Your service representative.	△	△	○
Service depot contact	The phone number of your service representative.	△	△	○
Supply order from	Your supply representative. This function is not available.	△	△	○
Supply order phone No.	The phone number of your supply representative. This function is not available.	△	△	○
Status	Shows the current status of the devices. <ul style="list-style-type: none"> <li>Power on</li> <li>Disconnected</li> <li>Power off</li> <li>Suspended</li> </ul>	△	△	△

### 5.3.15 UPDATE DEVICE FIRMWARE

#### HTTPS

○: Operation can be performed    △: Displayed only

Items	Description	Admin	Registrant	CE
Update (button)	Click to update the firmware. The button will not appear when there is no update scheduled, when the schedule update is running, or before the update is scheduled.	○	○	○
Previous Update Details (button)	Click to show the results of the latest update. Click <b>[Previous Update Device List]</b> to show the information of the previous update such as the ID, status, date, and the latest result of the updated devices. If there is no previous update, only <b>[Back]</b> will be shown.	○	○	○
List of Device(s) to Update (button)	Click to show the ID of the device which one is able to update, and the updating status (For example, Preparing to update and Updated). If updating is finished, the date and results of the update will be shown. The button will not appear if there is no updating scheduled.	○	○	○
Update allowable	Shows the date and time when the device will be able to update.	△	△	△
Update allowable period	Shows the time period when the firmware can be updated, starting from the first day when the firmware is able to update. If the update is not executed in this period, it will be considered that the update has failed.	△	△	△
URL to download firmware(s)	Shows where the firmware is downloaded from.	△	△	△
Message	Shows the message from the Communication Server.	△	△	△

### 5.3.16 RESTART RC GATE

#### SMTP

○: Adjustable/Operation can be performed

Items	Description	Admin	Registrant	CE
Restart (button)	Click to reboot the equipment. It will take a few minutes to complete. Restart your operation after confirming whether the green "Power" indicator has lit and red "Call Service" and the yellow "Communication Error" indicator is off.	○	○	○

**HTTPS**

O: Adjustable/Operation can be performed    -: Not displayed

Items	Description	Admin	Registrant	CE
Restart (button)	Click to reboot the equipment. It will take a few minutes to complete. Restart your operation after confirming whether the green "Power" indicator has lit and red "Call Service" and the yellow "Communication Error" indicator is off.	-	O	O

**5.3.17 SERVICE TEST CALL****HTTPS**

O: Adjustable    Δ: Displayed only    -: Not displayed

Items	Description	Admin	Registrant	CE
Start (button)	Click to start a test call to the Communication Server.	-	O	O
Log	Shows the status message from the Communication Server for the results of the test call.	-	Δ	Δ

**5.3.18 DEVICE CHECK REQUEST CALL****HTTPS**

O: Operation can be performed

Items	Description	Admin	Registrant	CE
Start (button)	Click to start a test call to the Communication Server.	O	O	O

**5.3.19 RESTORE****HTTPS**

Δ: Displayed only

Items	Description	Admin	Registrant	CE
Last backup date/time	The date and time of the latest update of the settings for the equipment.	Δ	Δ	Δ
Last restoration date/time	The date and time of the latest restoration of the back up settings for the equipment to the Communication Server.	Δ	Δ	Δ
Restoration result	Shows the results of the restoration.	Δ	Δ	Δ

### 5.3.20 LOGSETUP

#### SMTP/HTTPS

○: Adjustable      △: Displayed only      -: Not displayed

Items	Description	Admin	Registrant	CE
Communication log max. capacity	Shows communication log max. capacity.	-	-	△
Log max. capacity	Shows log max. capacity.	-	-	△
Log collection level	Selects the log level which the equipment collects. Levels are; Errors, Warnings, Operation, Information.	-	-	○

### 5.3.21 SYSTEM LOG

#### SMTP/HTTPS

△: Displayed only      -: Not displayed

Items	Description	Admin	Registrant	CE
Log	The contents of system log are in order of, collection level, date/time, error code application and contents. Collection level, date and time, error code application and contents. Date and time will be shown by UTC, similar to Greenwich mean time.	-	-	△

### 5.3.22 COMMUNICATION LOG

#### HTTPS

△: Displayed only

Items	Description	Admin	Registrant	CE
Log	The log is shown sorted by time. The contents are in the order of; IP address, communication date and time, sent or received and communication contents. Date and time will be shown by UTC, similar to Greenwich mean time.	△	△	△

### 5.3.23 SERVICE CALL

#### SMTP/HTTPS

△: Displayed only

Items	Description	Admin	Regist rant	CE
(The Status of the equipment)	If the error occurs with the equipment, "Error(s) have occurred." is shown. During a normal operation, "No error has occurred." is shown and items below will not appear.	△	△	△
SC code	This is a SC code.	△	△	△
Detail code	This is a detailed code of the error.	△	△	△
Occurrence date/time	This shows the date and time when the error has occurred.	△	△	△
Communication Server notification	This shows the status of the notification to the Communication Server. <ul style="list-style-type: none"> <li>• Unnecessary</li> <li>• Notifying</li> <li>• Notified</li> <li>• Failed</li> </ul>	△	△	△
Service depot	Your service representative. .(Only HTTPS)	△	△	△
Service depot contact	The telephone number of your service representative.(Only HTTPS)	△	△	△

### 5.3.24 SYSTEM STATUS

#### HTTPS

△: Displayed only

Items	Description	Admin	Regist rant	CE
(Status of the equipment)	Shows if the equipment is in operation or in suspension. If the equipment is operating, the items below will not be shown.	△	△	△
Reason	Shows the major reason of suspension and action.	△	△	△
Date/Time of suspension	Shows the date and time when the suspension has occurred.	△	△	△

### 5.3.25 PASSWORD

#### SMTP/HTTPS

○ : Adjustable (value displayed as "\*")

Items	Description	Admin	Regist rant	CE
Current password	Enter the current password.	○	○	○
New password	Enter the new password in 8 to 13 alphabets, numerals and symbols.	○	○	○

Confirm password	Enter the new password again for confirmation.	○	○	○
------------------	--	---	---	---

### 5.3.26 PERMISSION

#### SMTP/HTTPS

○: Adjustable      -: Not displayed

Items	Description	Admin	Registrant	CE
Permit access by service	Select "Do not permit" for the customer engineer not to give permission to access the equipment. To give permission, select "Permit."	○	-	-
Permit updating of Firmware from Communication Server	Shown with "Internet encryption communication (HTTPS)" method only. To not permit the updating of firmware from the Communication Server, select "Do not permit." To give permission, select "Permit."	○	-	-

### 5.3.27 ACCESS LOG

#### SMTP/HTTPS

△: Displayed only

Items	Description	Admin	Registrant	CE
Log	Access time (in UTC), IP address, User (permission name), and login results will be shown. When access has been forbidden, the log will be shown in red. When access has been restricted, the log will be shown in blue.	△	△	△

### 5.3.28 FORMAT RC GATE

#### SMTP

○: Operation can be performed      -: Not displayed

Items	Description	Admin	Registrant	CE
Format (button)	Initializes all of the information registered with the "E-mail (SMTP)" method.	○	-	○

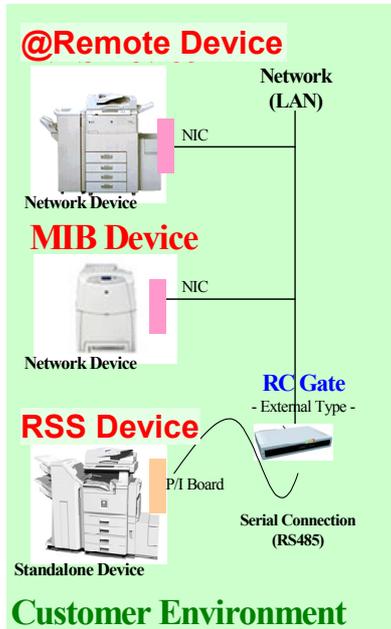
# SPECIFICATIONS

Model name	Remote Communication Gate Type BN1	Remote Communication Gate Type BM1*1
Type	Box type	
Interface	Ethernet interface x2 (10BASE-T or 100BASE-TX) OA I/F x1	
	-	Modular interface x2 (LINE/FAX)
Modem	-	ITU-T V.34 (max. 33,600bps)
Option	Wireless LAN Card (Type-2 PC card interface x2, IEEE802.11b card x1)	-
Indicator	LED x3	
Protocols	TCP/IP, SNMP, HTTPS, SOAP, SMTP, DHCP	
Managing devices	Digital MFPs, copiers, and laser printers correspondent to the service	
Maximum number of devices to be connected	<ul style="list-style-type: none"> <li>• Internet encryption communication (HTTPS) Method                             <ul style="list-style-type: none"> <li>• Controlled devices registered to the Communication Server 100 devices (including a maximum of 5 devices connected to the RS-485 interface)</li> <li>• Auto Discovery 500 devices (including those registered to the Communication Server on the Network)</li> </ul> </li> <li>• E-mail (SMTP) Method                             <ul style="list-style-type: none"> <li>• Auto Discovery 500 devices</li> </ul> </li> </ul>	
Environment	10-32°C (50-89.6°F), 15-80%RH	
Power	AC100-240V, 50/60Hz	
Power Consumption	20W or less	
DC resistance	-	350
Dimensions	Width 203mm (8.0") /Depth 145mm (5.8") /Height 31.5mm (1.2")	
Weight	Under 1kg (2.2lbs)	

\*1: You may not be able to use the equipment according to your telephone line environment and for regional reasons.

---

# APPENDIX



## Device Configuration

### @Remote Device:

- Network connected
- Security / @\_Remote module installed

### MIB Device:

- Network connected
- Non-@\_Remote device
- Applicable models: Ricoh devices produced before Fall 2003, competitor models.

### RSS Device:

- RS485 connection
- Applicable models: Ricoh copiers with a copy speed of 20cpm or higher.