

User's Guide

Remote Panel



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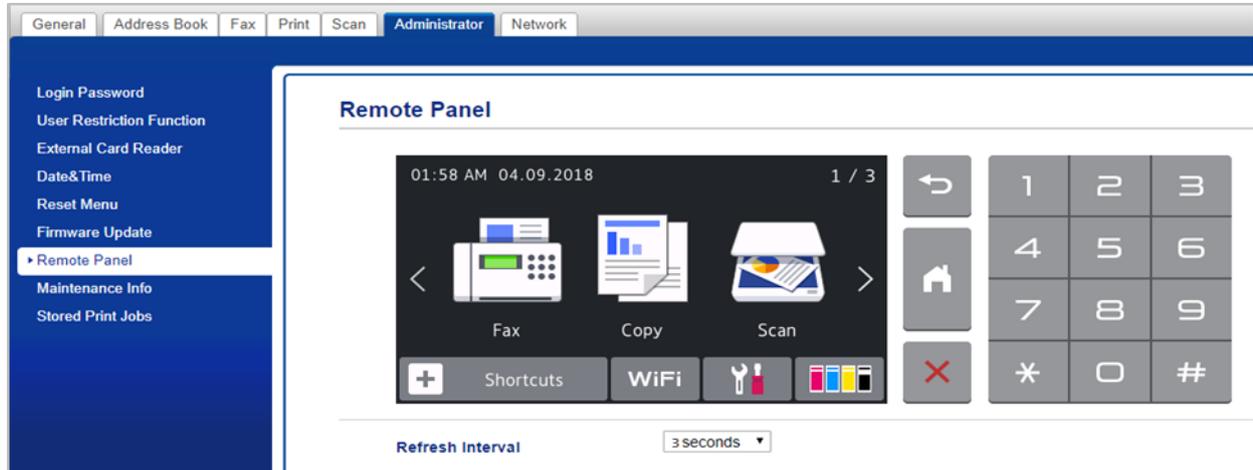
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1

Background

1.1 Overview



The Brother Remote Panel software solution allows to remotely operate the control panel of a Brother machine from its Web Based Management. The operator can then use it to interact with the machine's LCD and panel buttons to retrieve diagnostic information for troubleshooting purposes. This solution can also be used for training and demonstration purposes.

Features

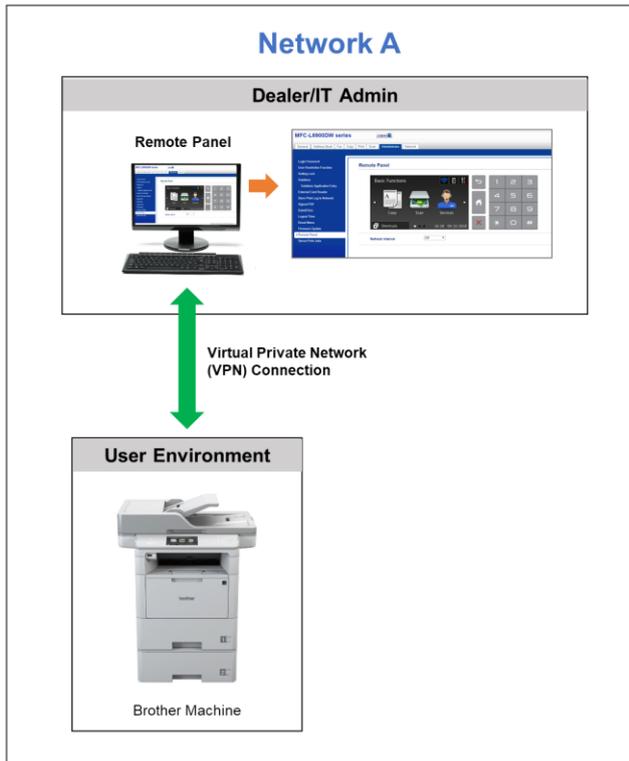
- Virtual representation of a remote machine's control panel in a web browser
- Easy diagnostics of faulty machines without having to visit the site
- Ability to download machine information as a CSV file
- Minimal user involvement during the remote troubleshooting process
- Encrypted SSL communication

1.2 Connection Types

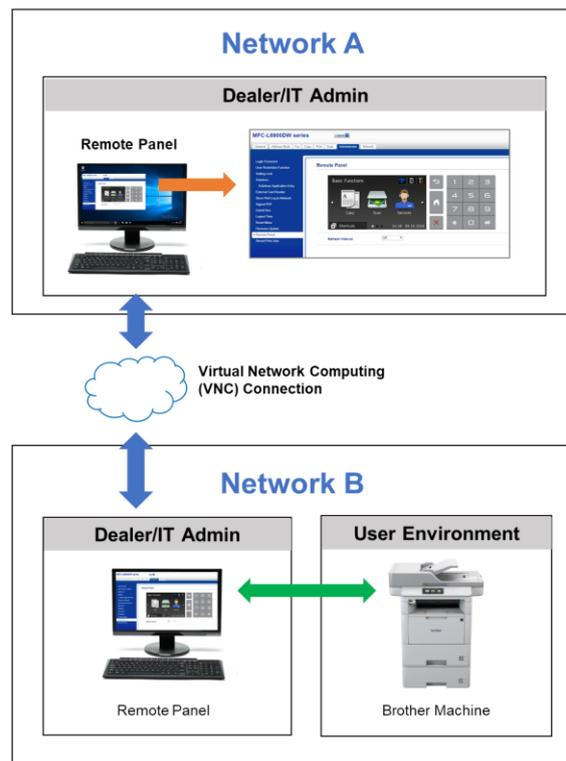
Depending on the network environment, two connection types can be used:

- **Virtual Private Network (VPN) Connection**
If both the dealer/IT administrator's computer and the target machine are on the same network.
- **Virtual Network Computing (VNC) Connection**
If the dealer/IT administrator's computer and the target machine are on different networks.

Case 1: Same Network



Case 2: Different Networks



1.3 System Requirements

Web Browser	<ul style="list-style-type: none"> • Chrome 60.0.3112.113 or later (Recommended) • Internet Explorer 8.0 or later
Network Environment	Minimum 2 Mbps (down)
Network Communication	HTTPS (Port 443)

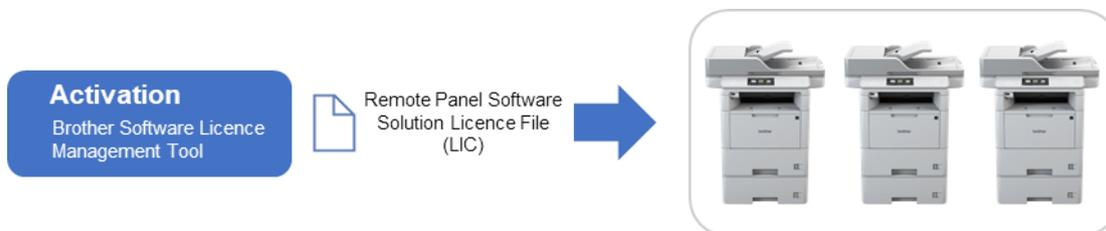
NOTE

For a comprehensive list of all Brother machines compatible with the Remote Panel, see your local Brother website.

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Activation

To activate the Remote Panel software solution, send a valid licence file to the target machine using the Brother Software Licence Management Tool. If you do not have a valid licence file (in LIC format), contact your local Brother office.



You can download the tool from support.brother.com.

NOTE

To successfully send licence files to the target machines, make sure that:

- The target machines are correctly set up, connected to a local network, and available.
- The target machines have the latest firmware installed. To update your machine's firmware, go to support.brother.com and download the Firmware Update Tool.
- You know the target machines' passwords. You can activate more than one machine using the same software solution if the target machines have a common password, or if they are not password-protected.

1. Run the Brother Software Licence Management Tool.
2. The tool lists the Brother machines on your network.
If no machines are listed, click the **Search** button to update the list.
3. If the machines you want are not in the list, go to **Search > Add Machine**.
4. Double-click the machines you want to select for activation, and then click the **Activate** button.
5. The **Licence Selection** window appears. Select the correct software solution licence file (LIC file) for your target machines.

NOTE

If you were provided with 20-digit licence codes, you can use them instead of the LIC file.

6. If the machines are password-protected, enter the password, and then click **OK**.
7. Make sure the information in the **Confirmation** dialog box is correct, and then click the **Activate** button.

When the activation is complete, the log file will be saved in the tool's folder. The newly activated machines will be rebooted.

NOTE

For more information, see the *Brother Software Licence Management Tool User's Guide* at support.brother.com.

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Usage

NOTE

- Make sure the Remote Panel software solution is activated on the target machine.
- If the target machine is not on the same network, you can still access it using the Remote Panel by accessing a remote computer connected to that network via a desktop sharing application.

To access the control panel of a remote machine from its Web Based Management:

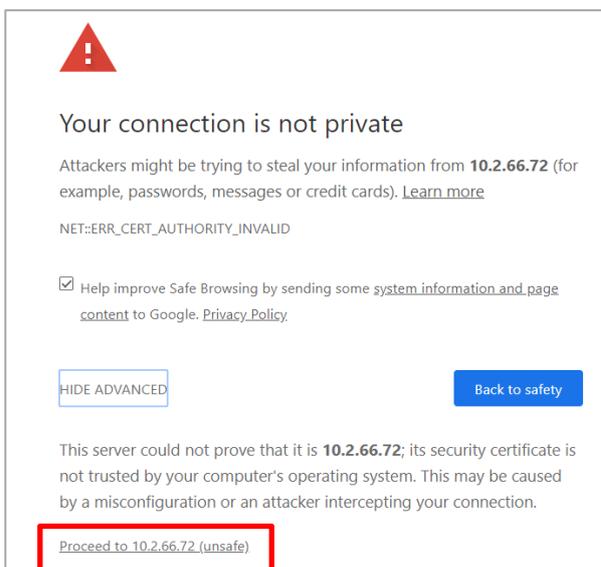
1. Start your web browser.
2. Type the IP address of the target machine or the print server name in your browser's address bar. (For example: <https://192.168.1.2>)

NOTE

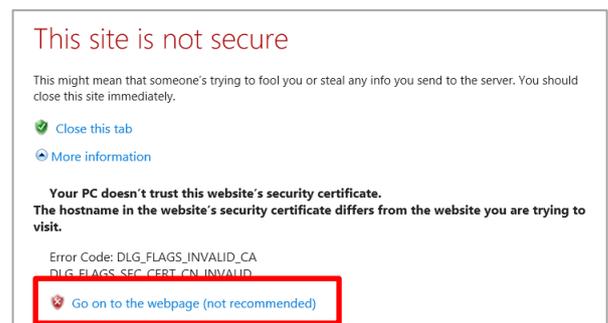
Even though the connection with a Brother machine's Web Based Management is secure, your browser will display a security certificate warning. In such case you can still proceed safely to access the Web Based Management and the Remote Panel solution.

Examples

Google Chrome

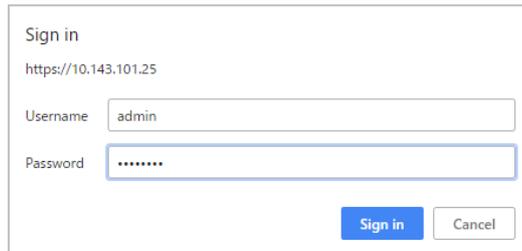


Internet Explorer



3. The Web Based Management page appears. Type the Web Based Management password in the **Login** field and then click .
4. In the **Administrator** tab, select **Remote Panel**.

5. Enter the username ("admin") and password (the Web Based Management login password).



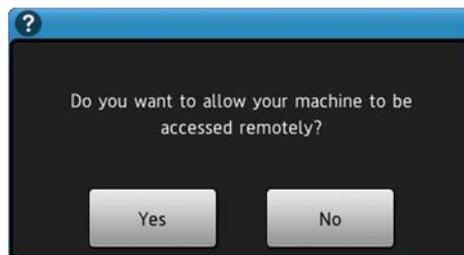
Sign in
https://10.143.101.25

Username: admin

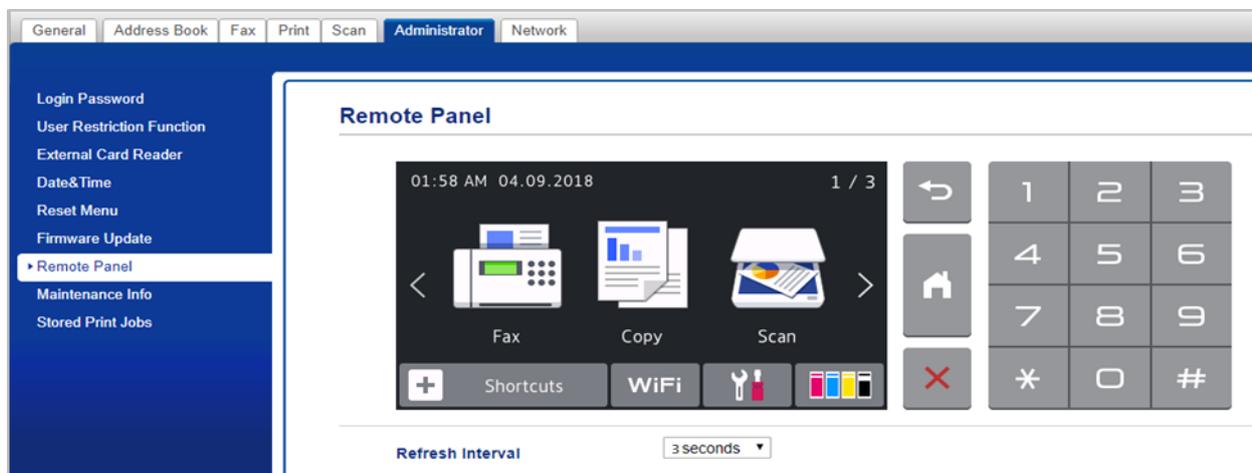
Password:

Sign in Cancel

6. When the access message appears on the remote machine's LCD, ask the machine's user to press "Yes".



7. You can now operate the remote machine's control panel. To end the remote session, click the **Logout** button.



NOTE

- The **Refresh Interval** allows to automatically refresh the content of the remote LCD (default: 3 seconds).
- To long press a control panel element, click and hold it for two seconds.
- (Internet Explorer only) If the layout of the control panel is distorted, restart the browser, and then try to access the control panel again.

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at your side