

User's Guide

Remote Panel



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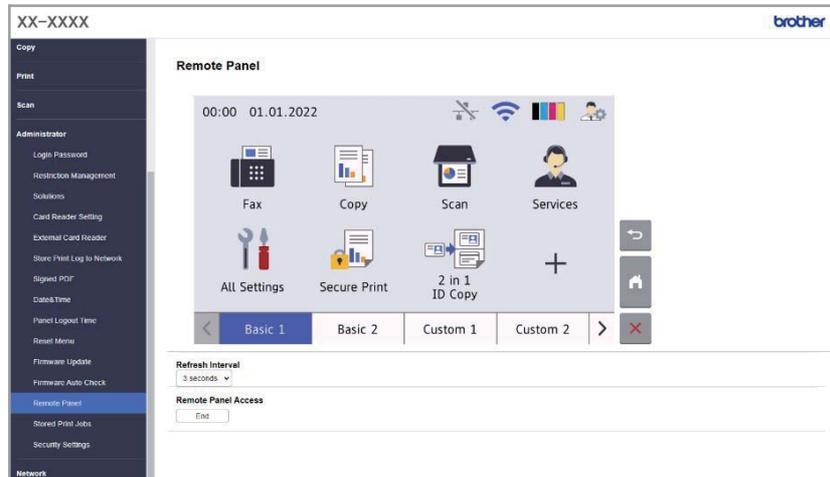
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Background

1.1 Overview



The Brother Remote Panel software solution allows users to remotely operate the control panel of a Brother machine from either Microsoft Edge or Google Chrome. The user can interact with a Brother machine's LCD and control 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 machine's site.
- Ability to download machine information as a CSV file.
(This feature is not supported by Remote Panel using the Cloud)
- Minimal user involvement during the remote troubleshooting process.
- Encrypted SSL communication.

NOTE

To activate this solution, you need a valid license code and software that can send license codes to target machines. For more information, contact your local Brother office.

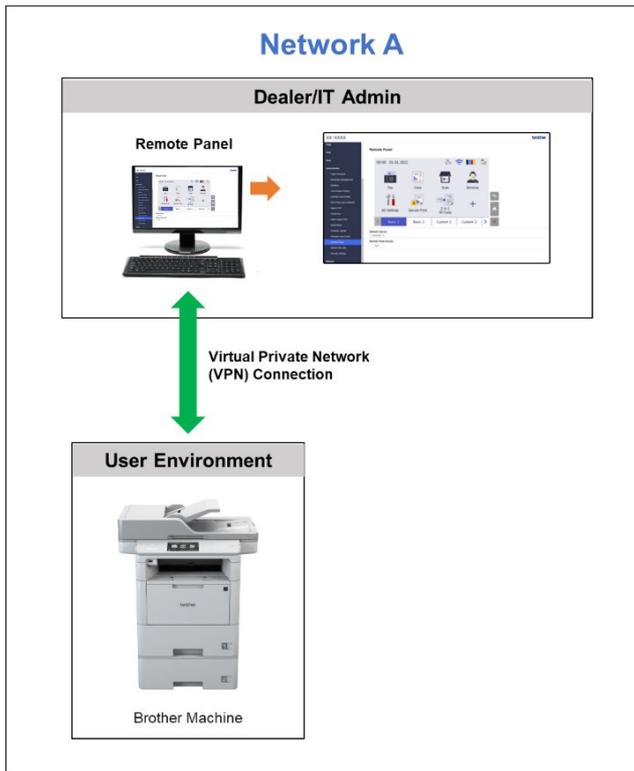
1.2 Connection Types

1.2.1 Remote Panel Using the Same Network or VPN

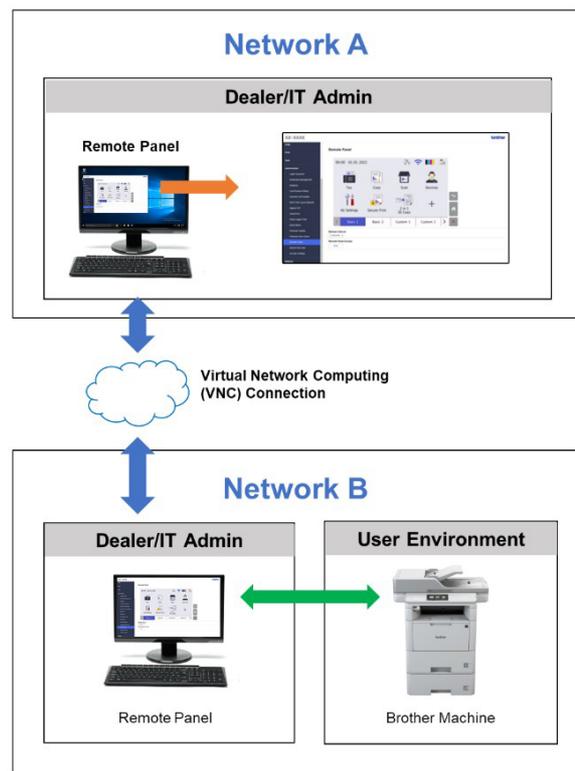
Depending on the network environment, two connection types can be used:

- **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



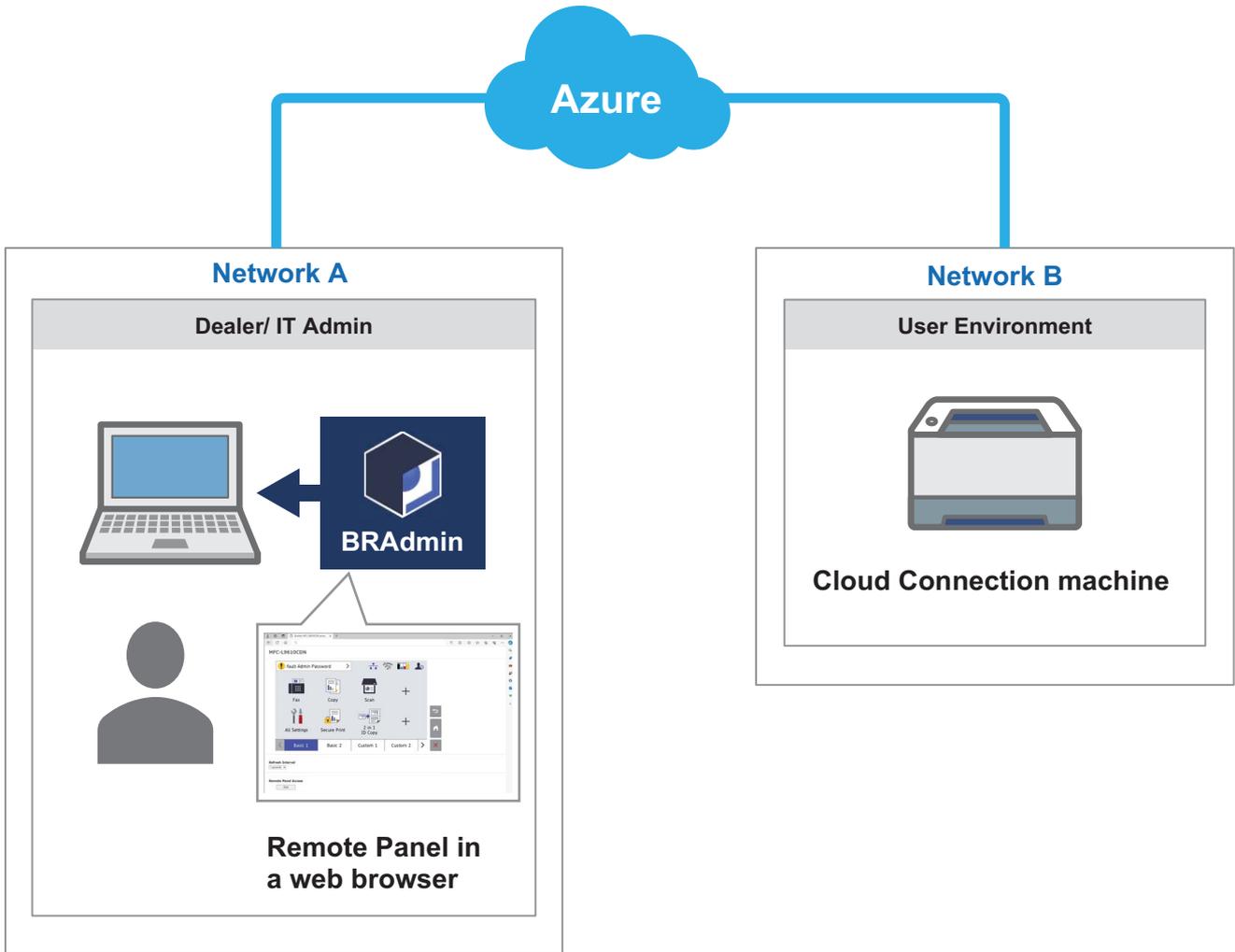
Case 2: Different Networks



1.2.2 Remote Panel Using the Cloud

Use BRAdmin Professional 4 connected to Microsoft Azure Storage service to allow dealer/IT administrators to remotely access panels of Cloud Connection machines in multiple locations.

The target machines must be configured as BRAdmin Cloud Connection machines.



1.3 System Requirements

Web Browser	Latest version of Microsoft Edge or Google Chrome.
Network Environment	Minimum 2 Mbps (download speed)
Network Communication	HTTPS (Port 443)

NOTE

For a comprehensive list of all Brother machines compatible with Remote Panel, contact your local Brother office.

IMPORTANT

Make sure you have a user at the remote location who can access the machine's LCD. You must communicate instructions to this user during this process.

2.1 Remote Panel Using the Same Network or VPN

NOTE

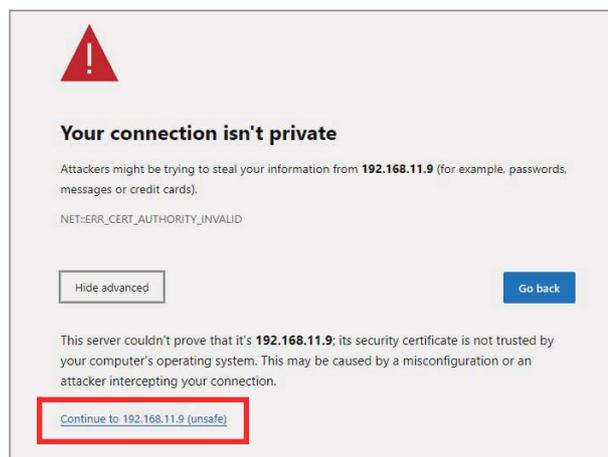
- Make sure the Remote Panel software solution is activated on the target machine.
- If the target machine is not on the same network, you can still access it using the Remote Panel by accessing a remote computer connected to that network via a desktop sharing application.

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`)

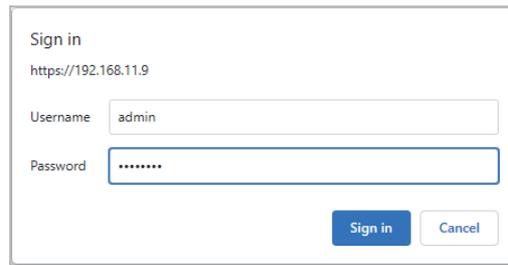
NOTE

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.

Example (Microsoft Edge)

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).



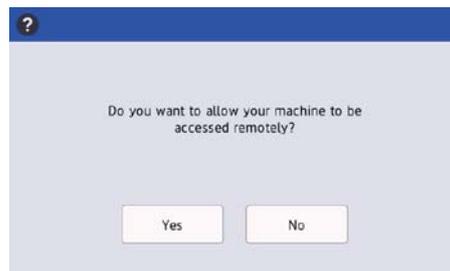
Sign in
https://192.168.11.9

Username

Password

6. When the access message appears on the remote machine’s LCD, ask the machine’s user to press “Yes”.

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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).

2.2 Remote Panel Using the Cloud

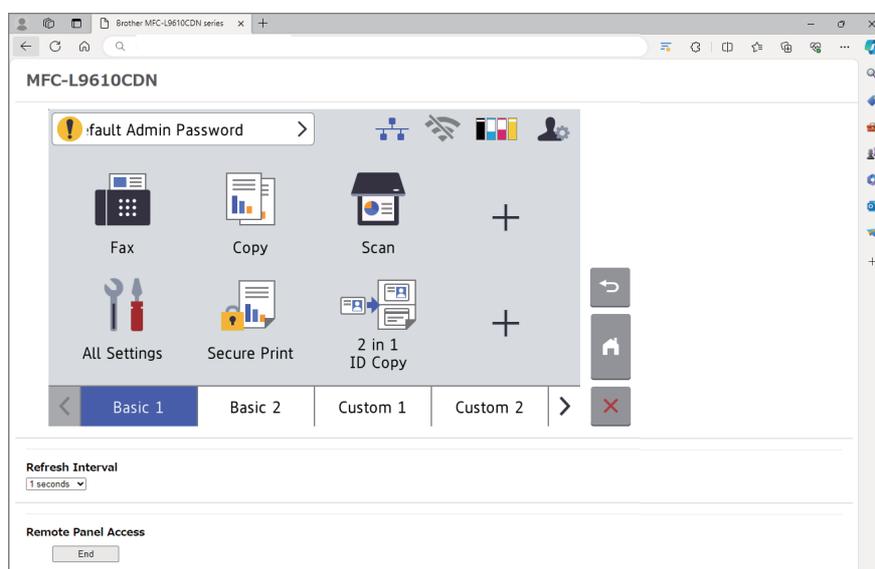
Remote Panel via BRAdmin Professional 4 connected to the Microsoft Azure Storage service allows for easy remote operation of Cloud Connection machines located on different networks.

NOTE

- Remote operation requires a Microsoft Azure subscription and a Microsoft Azure Storage account.
- Make sure you have installed the latest version of BRAdmin Professional 4.
- Make sure the target machines are connected directly to Microsoft Azure as Cloud Connection machines.
- Machines connected to Microsoft Azure via BRAdmin Professional Client are not supported.
- Make sure the Remote Panel software solution is activated on the target machines.
- For more information, see the *BRAdmin Professional 4 User's Guide and BRAdmin Professional 4 for Microsoft Azure User's Guide* at support.brother.com.

To access a remote machine's control panel from BRAdmin Professional 4:

1. Run BRAdmin Professional 4 connected to the Microsoft Azure Storage service.
2. Do one of the following:
 - Select the Cloud Connection machine, and under **Instant tasks** in the right pane, click **Remote Panel**.
 - Right-click the Cloud Connection machine and select **Remote Panel** from the menu that appears.
3. Type the device password for password-protected machines, and then click the **Start** button.
4. When the access message appears on the remote machine's LCD, ask the remote machine's user to press "Yes".
5. The remote machine's control panel appears when the web browser automatically launches on your screen. You can now operate the remote machine's control panel. To end the remote session, click the **End** button.



NOTE

- The language displayed on the control panel depends on the remote machine's settings.
- All other text in the web browser will appear in English.
- The **Refresh Interval** allows you to automatically refresh the remote LCD's content (default interval: 1 second).

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