

# Office Analyst ConnectKey Lab Exercises

## Remote Control Panel



# Remote Control Panel

## Feature Overview

The Remote Control Panel feature enables a user to view and operate the MFP user interface via a Web UI without being present at the physical device. This capability has a variety of applications and benefits throughout a products selling cycle and use. It can be used to demonstrate the product, to facilitate customer training or Customer Service Engineer.

## Exercise Scenario

Your customer wants to use the Remote Control Panel feature to educate customers who are having difficulties using some of the features at the device. The need to configure access to the Remote Control Panel feature for Administrators only. Once configured your customer has asked you to use the feature to demonstrate the sending of an email to a user.

## Exercise Objective

On completion of this exercise you will be able to:

- Configure the Remote Control Panel feature
- Demonstrate how the feature can be used to show users how to use features on the device

## Pre-Requisites

The pre-requisites for this lab are as follows:

- Make sure the printer is fully functioning on the network prior to installation.
- Make sure that the TCP/IP and HTTP protocols are configured and enabled on the printer.
- Email feature is enabled on the device

## Enabling the Remote Control Panel feature

The Remote Control Panel feature is defaulted off when the device is delivered to the customer. The System Administrator is required to enable the feature for use.

To enable the Remote Control Panel feature:

1. In CentreWare Internet Services, click **Support > Remote Control Panel**.
2. Under Configuration, click **Edit**.



3. Under Enablement, select **Enable** and select **For Admin only**. This allows system administrators to access the Remote Control Panel. Other options available are:
  - a. **For Admin and Diagnostics Users only** allows system administrators and Xerox representatives to access the Remote Control Panel.
  - b. **For All Users** allows all users to access the Remote Control Panel.
4. Click **Save**.



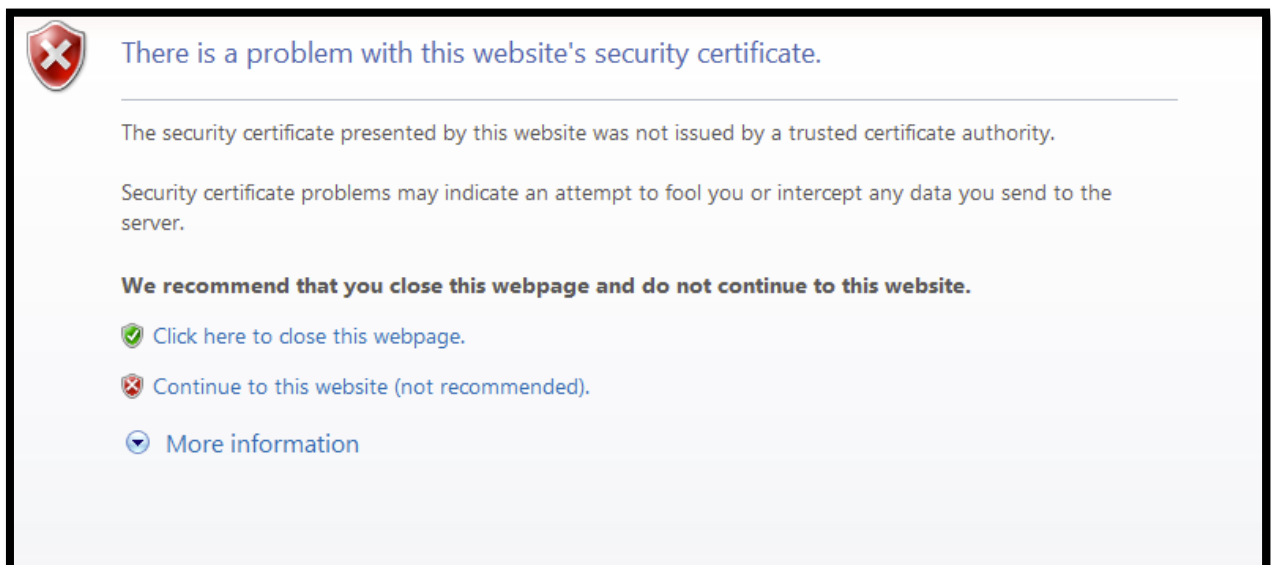
## Launching the Remote Control Panel feature

1. In CentreWare Internet Services, click **Support > Remote Control Panel**.
2. To restrict other users from accessing the control panel while you are connected, select **Block Local Control Panel**. A message appears if a user attempts to access the control panel.
3. To access the control panel remotely, click **Open Remote Control Panel**.



**Note:** If your printer uses an IPv6 address only, install Java version J2SE 1.6 or later on your computer to ensure that the viewer displays correctly.

When the browser attempts to connect to the device, it will check to verify the authenticity of the device by checking the security certificate. If a mismatch is observed, the browser will display a message warning the user that the connection cannot be verified or that it is untrusted. The user can generally accept the warning and move on, but this will reoccur each time a session is launched. The device Web UI provides a mechanism to download the default Xerox Device Certificate to mitigate this situation.



## Use the Remote Control Panel feature

Launch the Remote Control Panel and use the Email feature remotely.



