

## 13.15 CS REMOTE CARE

### 13.15.1 OUTLINES

- CS Remote Care enables the machine and the computer at CS Remote Care center to exchange data through network in order to control the machine.
- CS Remote Care enables the machine to call the computer at the center when trouble occurs. It also enables the computer at the center to contact the machine for the necessary data.
- Data which CS Remote Care handles can be divided into the following groups.
  - a. Data which show the status of use of the machine such as total count, PM count.
  - b. Data which show the abnormal situation on the machine such as where and how often errors occur.
  - c. Data on adjustment
  - d. Data on setting

### 13.15.2 SETTING UP THE CS REMOTE CARE

#### NOTE

- **The following describes how to set up the CS Remote Care from the Service Mode on the control panel.**  
**In addition to the set-up from the control panel, the CS Remote Care can be set from the PageScope Web Connection.**
- **For resetting up the machine which CS Remote Care has already been set up, clear the RAM for CS Remote Care before resetting.**  
[See P.180](#)

	Two-way communication	One-way communication
Step	Procedure	
0	Register the device ID to the application at CS Remote Care center. The initial connection is not available unless the device ID is registered.	
1	Clearing the RAM for CS Remote Care 1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[RAM CLEAR]. 2. Select [Yes], and press the Select key. <a href="#">See P.180</a>	
2	Setting the date and time for CS Remote Care 1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[CSRC CLOCK]. 2. Select [DATE], [TIME] or [TIME ZONE], and press the Select key. 3. Input the date, time or time zone, and press the Select key. <a href="#">See P.177</a>	
3	Setting the communication method 1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[BASIC SETTING]→[COMM. METHOD]. 2. Select [DUPLEX], and press the Select key.	Setting the communication method 1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[BASIC SETTING]→[COMM. METHOD]. 2. Select [SIMPLEX], and press the Select key.
4	Inputting the ID code 1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[SERVICE ENGR ID]. 2. Input the seven digits ID of the service engineer, and press the Select key. <a href="#">See P.174</a>	
5	Setting the Center ID 1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[BASIC SETTING]→[CENTER ID]. 2. Input the five digits ID of the CS Remote Care center, and press the Select key. <a href="#">See P.175</a>	

	Two-way communication	One-way communication
Step	Procedure	
6	Encryption setting 1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[BASIC SETTING]→[ENCRYPTION]. 2. Select [YES] or [NO] according to the necessity of encryption, and press the Select key.	
7	Heart Beat *1 1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[CSRC SETTINGS]→[HEARTBEAT SETTINGS]. 2. In [ENABLE HEATBEAT], set whether or not to enable Heart Beat communication. (Default: YES) 3. Select [INTERVAL] and enter a Heart Beat transmission interval (1 to 256 minutes, Default: 30 minutes). 4. In [ENABLE FIXED TIME], set whether or not to enable Heartbeat transmission at a fixed interval. (Default: Yes) 5. Select [FIXED TIME] and enter a Heartbeat transmission interval (1 to 256 minutes, Default: 30 minutes).	
8	Proceed to step 10.	Periodic transmission setting 1. Select [SERVICE MODE]→[PS/PCL]→[CS REMOTE CARE]→[CSRC SETTING]→[PERIODIC TRANS.]. 2. In [ENABLE TRANS.], set whether or not to enable periodic transmission. (Default: On) 3. Select [INTERVAL], [TIME], [DAY OF THE WEEK] or [DATE] and set the schedule of periodic transmission. See P.178
9		Report setting 1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[CSRC SETTING]→[REPORT SETTING]. 2. Select the report item and set items that will be reported to the Center. See P.178
10	Setting the http server 1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[BASIC SETTING]→[WEB SERVER] 2. Input the server name of the CS Remote Care center, and press the Select key. 3. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[WEBDAV SETTING], and make the settings of communication with the server according to the network environment. See P.176	
11	Enables/disables some special warning and report functions 1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[CSRC SETTING]→[SWITCHES SETTING], and set whether or not to enable each function. See P.178	
12	Executing the initial transmission 1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[SUBSCRIBE]. 2. Select [YES], and press the Select key to start initial transmission.	

\*1 Heartbeat is a feature that uploads a Heartbeat file to the registered web server at a specified interval to report that the device is operating. Heartbeat files include total counter and status information.

**13.15.3 SERVICE ENGR ID****A. Use**

- To register the service engineer ID.
- Use when registering and changing service engineer ID.

**B. Procedure**

- Enter a 7-digit code using the software keyboard.  
(0000001 to 9999999)

**13.15.4 SUBSCRIBE**

- Not displayed when the machine is registered in the CS Remote Care center.

**A. Use**

- Sent the information to the CS Remote Care center to register the machine.

**B. Procedure**

1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[SUBSCRIBE].
2. Press the Select key to start initial transmission.

**13.15.5 MAINTENANCE START.****A. Use**

- Starts the maintenance using the CS Remote Care.
- Not displayed in the following cases.  
The machine is not registered in the center.  
The Service Engineer ID is not registered.  
The maintenance is already provided.

**B. Procedure**

1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[MAINTENANCE STRT].
2. Select [YES], and press the Select key to start the maintenance.

**13.15.6 MAINTENANCE END.****A. Use**

- Ends the maintenance provided by the CS Remote Care.
- Not displayed in the following cases.  
The machine is not registered in the center.  
The Service Engineer ID is not registered.  
The maintenance is not provided.

**B. Procedure**

1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[MAINTENANCE END].
2. Select [YES], and press the Select key to finish the maintenance.

### 13.15.7 MANUAL TRANS.

#### A. Use

- Use when enabling the manual transmission for the CS Remote Care.
- Not displayed in the following cases.  
The machine is not registered in the center.  
The maintenance is already provided.

#### B. Procedure

1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[MANUAL TRANS.].
2. Select [YES], and press the Select key to start manual transmission.

### 13.15.8 BASIC SETTINGS - CENTER ID

#### A. Use

- Registers and checks the Center ID for the CS Remote Care.

#### B. Procedure

1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[BASIC SETTING]→[CENTER ID].
2. Press the [CENTER ID].
3. Enter the ID number using the software keyboard.

### 13.15.9 BASIC SETTINGS - WEB SERVER

#### A. Use

- Registers and checks the Web Server which is used for communication with the CS Remote Care.

#### B. Procedure

1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[BASIC SETTING]→[WEB SERVER].
2. Press the [WEB SERVER].
3. Enter the server address or domain name using the software keyboard.

### 13.15.10 BASIC SETTINGS - ENCRYPTION

#### A. Use

- Sets whether or not to enable encryption for communication with the CS Remote Care.

#### B. Procedure

1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[BASIC SETTING]→[ENCRYPTION].
2. Select [YES] or [NO], and press the Select key.

### 13.15.11 BASIC SETTINGS - COMM. METHOD

#### A. Use

- Sets the communication method for the CS Remote Care.  
Simplex: One-way communication  
Duplex: Two-way communication

#### B. Procedure

1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[BASIC SETTING]→[COMM. METHOD].
2. Select [SIMPLEX] or [DUPLEX], and press the Select key.

**13.15.12 WEBDAV SETTINGS - ENABLE PROXY****A. Use**

- Sets whether or not to use the proxy server for communication with the CS Remote Care

**B. Procedure**

1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[WEBDAV SETTING]→[ENABLE PROXY].
2. Select [YES] or [NO], and press the Select key.

**13.15.13 WEBDAV SETTINGS - PROXY ADDRESS****A. Use**

- Sets the proxy server address.

**B. Procedure**

1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[WEBDAV SETTING]→[PROXY ADDRESS].
2. Press the Select key.
3. Enter the server address or domain name using the software keyboard.

**13.15.14 WEBDAV SETTINGS - PROXY PORT****A. Use**

- Sets the proxy server port number.

**B. Procedure**

1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[WEBDAV SETTING]→[PROXY PORT].
2. Press the Select key.
3. Enter the port number using the software keyboard.

**13.15.15 WEBDAV SETTINGS - PROXY USER NAME****A. Use**

- Sets the user name of the proxy server.

**B. Procedure**

1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[WEBDAV SETTING]→[PROXY USER NAME].
2. Press the Select key.
3. Enter the user name using the software keyboard.

**13.15.16 WEBDAV SETTINGS - PROXY PASSWORD****A. Use**

- Sets the proxy server password.

**B. Procedure**

1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[WEBDAV SETTING]→[PROXY PASSWORD].
2. Press the Select key.
3. Enter the password using the software keyboard.

**13.15.17 WEBDAV SETTINGS - ENABLE SSL****A. Use**

- Sets whether or not to enable SSL for communication with the CS Remote Care.

**B. Procedure**

1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[WEBDAV SETTING]→[ENABLE SSL].
2. Select [YES] or [NO], and press the Select key.

**13.15.18 WEBDAV SETTINGS - WEBDAV AUTH.****A. Use**

- Sets whether or not to use the WEBDAV server authentication for communication with the CS Remote Care.

**B. Procedure**

1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[WEBDAV SETTING]→[WEB DAV AUYPH.].
2. Select [YES] or [NO], and press the Select key.

**13.15.19 WEBDAV SETTINGS - WEBDAV USER NAME****A. Use**

- Sets the user name used to access the WEBDAV server.

**B. Procedure**

1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[WEBDAV SETTING]→[WEBDAV USER NAME].
2. Press the Select key.
3. Enter the user name using the software keyboard.

**13.15.20 WEBDAV SETTINGS - WEBDAV PASSWORD****A. Use**

- Sets the password used to access the WEBDAV server.

**B. Procedure**

1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[WEBDAV SETTING]→[WEBDAV PASSWORD].
2. Press the Select key.
3. Enter the password using the software keyboard.

**13.15.21 CSRC CLOCK****A. Use**

- Sets the time for the time stamp used in the reports provided by the CS Remote Care.
- Not displayed in the following cases.  
The machine is registered in the center but the maintenance is not provided.

**B. Procedure**

1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[CSRC CLOCK].
2. Select [DATE], [TIME] or [TIME ZONE].
3. Input the date, time or time zone, and press the Select key.

**13.15.22 CSRC SETTINGS****A. Use**

- Not displayed in the following cases.
  - The machine is not registered in the center.
  - The Service Engineer ID is not registered.
  - The maintenance is not provided.

**B. Procedure**

1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[CSRC SETTING].
2. Press the Select key.

**13.15.23 HEARTBEAT SETTING****A. Use**

- To make Heartbeat related settings.
- Heart Beat is a feature that uploads a Heartbeat file to the registered web server at a specified interval to report that the device is operating. Heartbeat files include total counter and status information.

**B. Procedure**

1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[CSRC SETTING]→[HEARTBEAT SETTING].
2. Press the Select key.

**13.15.24 SWITCHES SETTINGS**

**A. Use**

- To change the CS Remote Care settings.
- The items which can be set are as follows.

Retry Settings	Retry Count
	• Retransmission times on http communication error
	Retry Interval
	• Retransmission interval on http communication error
SC ERROR [SC]	
SPECIFY DATE [A5]	
PARTS LIFE [TP]	
WARNING [TT]	
PARTS RESET [Z1]	
TONER REP. [TN]	
WASTE FULL [T0]	
PAPER JAM THRES.	
ADF JAM THRES.	
PAPER JAM WARNING	
ADF JAM WARNING	
JAM HISTORY	

**13.15.25 PERIODIC TRANS.**

**A. Use**

- Set the schedule of periodic transmission to the center.
- Select the notification interval from [DAILY], [WEEKLY], or [MONTHLY].  
 When selecting [DAILY] for the notification interval, set the [TIME].  
 When selecting [WEEKLY] for the notification interval, set the [TIME] and [DAY OF THE WEEK].  
 When selecting [MONTHLY], set the [TIME] and [DATE].

**B. Procedure**

1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[CSRC SETTING]→[PERIODIC TRANS].

**13.15.26 FIXED DATE TRANS.**

**A. Use**

- Set the schedule of fixed date transmission to the center.
- Set the transmission date and transmission time in [FIXED DATE] and [FIXED TIME] respectively.

**B. Procedure**

1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[CSRC SETTING]→[FIXED DATE TRANS].

**13.15.27 REPORT SETTING****A. Use**

- Select the items of report data that will be sent to the center.
- The items of report data which can be set are as follows.  
SALES COUNT/ERROR COUNT/SERVICE COUNT/LIFE COUNT/SYSTEM DATA/  
HISTORY DATA/ADJUSTMENT DATA/COVERAGE DATA

**B. Procedure**

1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[CSRC SETTING]→[REPORT SETTING].

**13.15.28 RAM CLEAR****A. Use**

- To reset the every setting data for CS Remote Care to the default settings.
- To be used for setting CS Remote Care.

**B. Procedure**

1. Select [SERVICE MODE]→[PS / PCL]→[CS REMOTE CARE]→[CSRC SETTING]→[RAM CLEAR].

**NOTE**

- If RAM clear is selected during transmission, RAM clear processing will be implemented at the time the transmission is completed regardless of whether it is done properly or not.