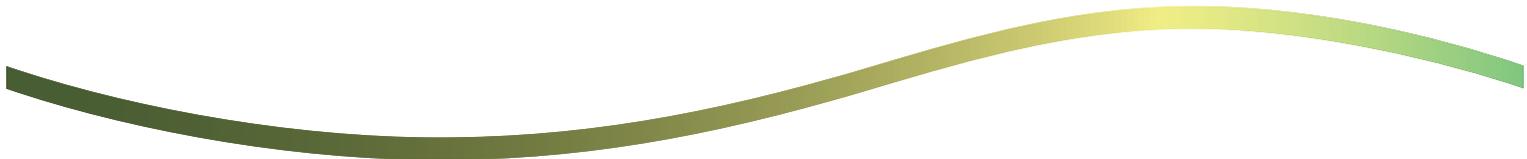


# EPSON

## Remote Control Panel Operation Guide



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# About the Remote Control Panel

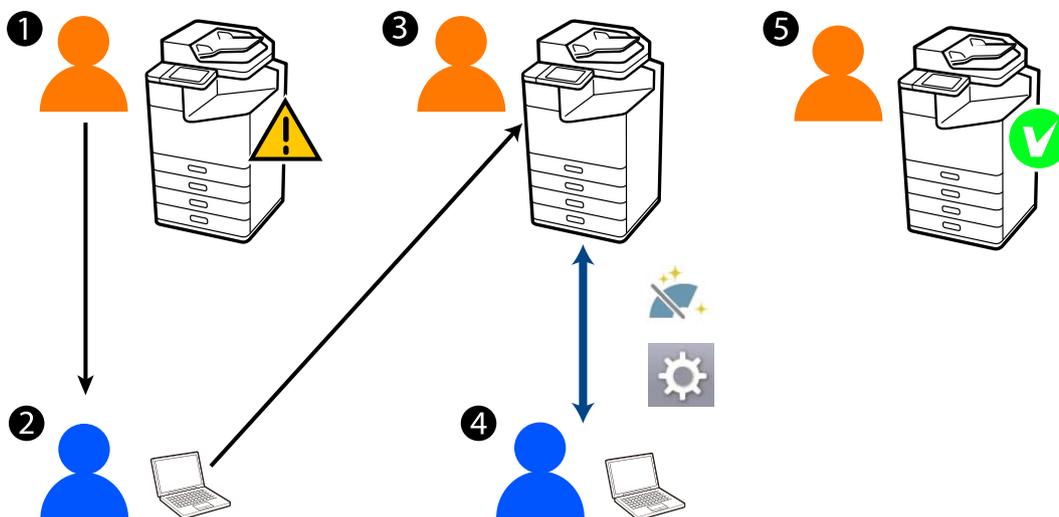
This function allows you to control the printer's operation panel remotely from a computer or tablet device located away from the printer.

To add this function, you need to update the printer to the latest firmware.

From the printer's panel, select **Settings > General Settings > System Administration > Firmware Update > Update**, and follow the instructions on the panel.

## Examples of Using the Remote Control Panel

The following explains the procedure for remotely handling a problem that occurs on a network-managed printer.



- |   |   |
|---|---|
| 1 | A problem has occurred with the printer.<br>The user contacts the administrator.  |
| 2 | The administrator issues a remote control connection request to the printer's operation panel.  |
| 3 | The user authorizes the connection on the printer's operation panel, or waits for the connection to start by automatic authorization. |
| 4 | The administrator remotely controls the printer using the remote control panel.   |
| 5 | The administrator or user terminates remote control.  |

The remote control panel uses Web Config to remotely control the printer's operation panel.

The target range is within a local network that allows you to start Web Config and remotely control models that support the remote control panel.

**Note:**

*To remotely control certain models over the Internet, you must install Epson Remote Service.*

*For information on remote Web Config, see the Epson Remote Service Operation Guide.*

# Setting Up the Remote Control Panel

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## Enabling the Remote Control Panel

### Making settings on the printer's operation panel

If the menu items in General Settings are locked by an administrator, log on as an administrator to perform the operations.

1. From the printer's panel, select **Settings > General Settings > System Administration > Remote Control Panel**.
2. Select **Enable**.

### Making settings on the computer

1. Enter the printer's IP address into a browser to access Web Config.  
Enter the printer's IP address from a computer that is connected to the same network as the printer.  
You can check the IP address of the printer from the following menu.  
**Settings > General Settings > Network Settings > Network Status > Wired LAN/Wi-Fi Status**
2. Enter the administrator password to log in as an administrator.
3. Select in the following order.  
**Device Management > Remote Control Panel > Setup**
4. Set **Remote Control Panel** to ON.
5. Click OK.

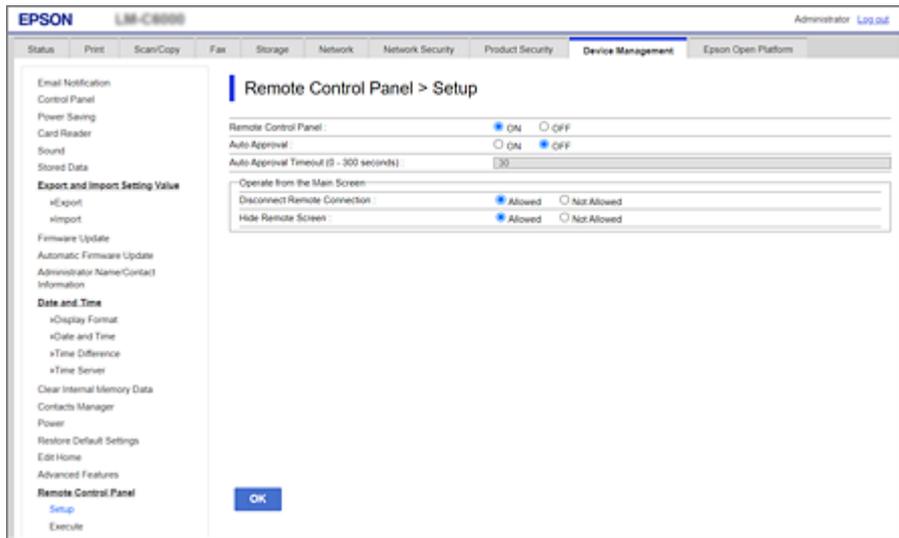
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## Setting Remote Control Panel Behavior

If you have already enabled the remote control panel from your computer, go to step 4 in this section.

1. Enter the printer's IP address into a browser to access Web Config.  
Enter the printer's IP address from a computer that is connected to the same network as the printer.  
You can check the IP address of the printer from the following menu.  
**Settings > General Settings > Network Settings > Network Status > Wired LAN/Wi-Fi Status**
2. Enter the administrator password to log in as an administrator.
3. Select in the following order.  
**Device Management > Remote Control Panel > Setup**

4. Set each items.



**Auto Approval**

This is available when **Remote Control Panel** is set to **ON**.

For purposes such as remote maintenance, select **ON** to automatically connect after a specified time has elapsed without receiving permission from the printer.

**Auto Approval Timeout (0 - 300 seconds)**

If **Auto Approval** is set to **ON**, set the time until the printer's operation panel switches to remote control.

**Disconnect Remote Connection**

Set whether or not the remote connection can be terminated from the printer's operation panel during remote operation.

**Hide Remote Screen**

Set whether or not the remote screen display can be hidden from the printer's operation panel, such as during user login operations.

5. Click **OK**.

# Launching the Remote Control Panel

## Starting Remote Control

The printer administrator can initiate remote control during scheduled maintenance or when assistance is requested by a user.

1. Enter the printer's IP address into a browser to access Web Config.  
Enter the printer's IP address from a computer that is connected to the same network as the printer.  
You can check the IP address of the printer from the following menu.

**Settings > General Settings > Network Settings > Network Status > Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.
3. Select in the following order.

**Device Management > Remote Control Panel > Execute**

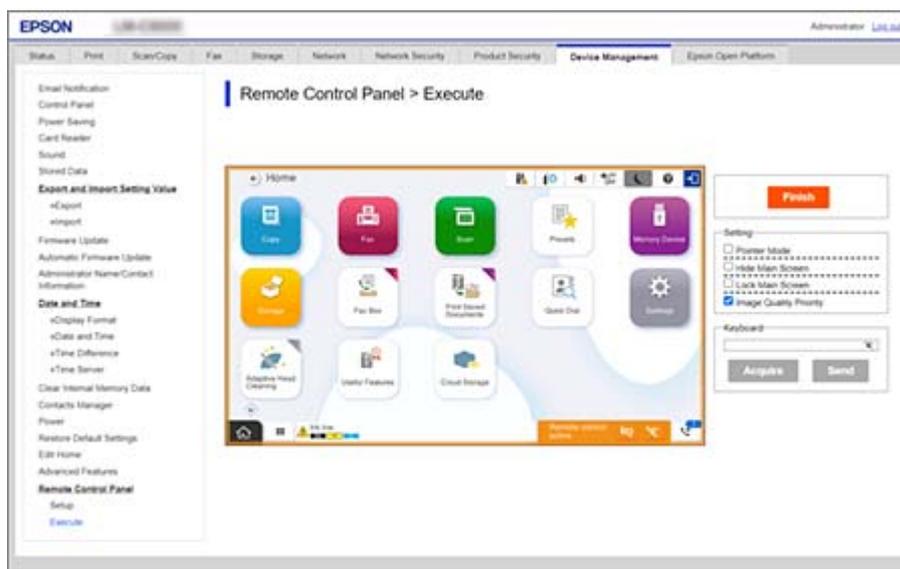
4. Click **Start** to send a remote connection request to the printer.  
If there are users near the printer, encourage them to allow it.  
If the remote connection is rejected because the printer is in use, wait a while and try again.

**Note:**

*The following operations are performed by the user in front of the printer.*

*A screen requesting permission to allow remote control is displayed on the printer's operation panel. Select **Approve**.  
Check the remote connection instructions and tap **OK**.*

5. Control the printer remotely using the Remote Control Panel.



**Note:**

Remote control ends automatically if you move to another tab in Web Config and 30 seconds have passed, or if you close the browser without closing the remote control panel.

- To end remote control, click **Finish**.

---

# Operating the Remote Control Panel

## Pointer Mode

Select this when instructing users on how to operate the printer. It allows you to place a stamp on the printer screen to indicate areas to which users should pay attention or the next button to operate.



## Hide Main Screen

Select this to hide screens you do not want users to see, such as when entering the administrator password remotely. Clear this box to cancel hiding.

## Lock Main Screen

Select this to display a message on the printer's operation panel indicating that the administrator has disabled panel operations and users cannot use the printer's operation panel.

## Image Quality Priority

Select this to display the same image on the printer's operation panel as the image on the printer itself.

When this is cleared, image quality is lowered, and screen animations are disabled to prioritize speed and reduce the network load.

## Keyboard

On any screen that requires you to enter text, you can copy and paste it from your computer into the keyboard text box.

When you click **Send**, the text you entered is displayed on the printer's screen.

When you click **Acquire**, the text entered on the printer's operation panel is reflected in the text box on the remote control panel.

### **Finish**

Click **Finish** to end remote control.

---

## **Using the Printer's Operation Panel During Remote Control**

### **Hiding the remote control screen**

Select  on the printer's operation panel to hide the remote control screen on the Web Config that is remotely controlling the printer.

### **Ending remote control**

Select  to display a confirmation message.

If you want to end remote control, select **Yes**.

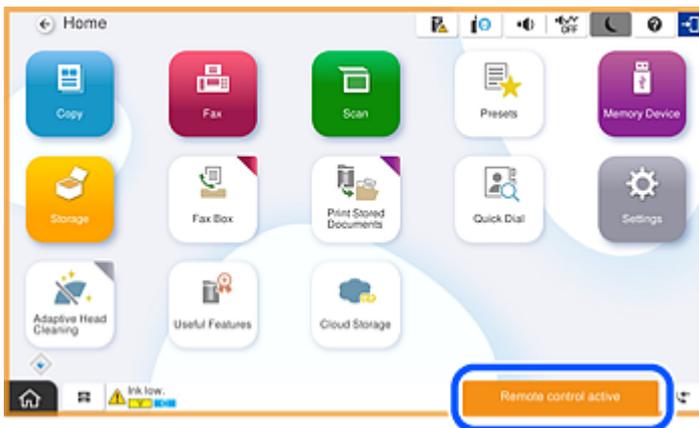
# Displaying the Printer Panel During Remote Control

## Screen Displayed During Remote Control

This is the screen displayed when you are remotely controlling the printer using the Remote Control Panel. The printer's operation panel is framed in orange to indicate that a remote connection is in progress. The remote control menu is displayed at the bottom right.



This is the screen displayed when you make settings in Web Config to prevent the user from disconnecting the remote connection or hiding the remote screen using the printer's operation panel. The remote control menu is not displayed at the bottom right.



## Screen Displayed When the Printer's Panel Is Hidden

This is the screen displayed when the administrator hides the printer's panel during remote access.



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