Read this manual carefully before you use this product and keep it handy for future reference. For safe and correct use, please be sure to read "Safety Information" before using the Remote Communication Gate A (RC Gate). Generally, "administrator" refers to the RC Gate administrator, unless otherwise specified in this Manual.

Symbols of Setup Guide

The following set of symbols is used in this manual.

⚠ WARNING
Indicates a potentially hazardous situation that might result in death or serious injury when you misuse the equipment without following the instructions under this symbol.

⚠ CAUTION
Indicates a potentially hazardous situation that might result in minor or moderate injury or property damage that does not involve personal injury when you misuse the equipment

without following the instructions under this symbol.

Important
Indicates a situation that may result in malfunction if instructions are not followed. Be sure to read the instructions.

Note
Indicates supplementary relevant information.

[   ]
Indicates the names of keys that appear on the computer screen.

Outline of the System

BSE001S
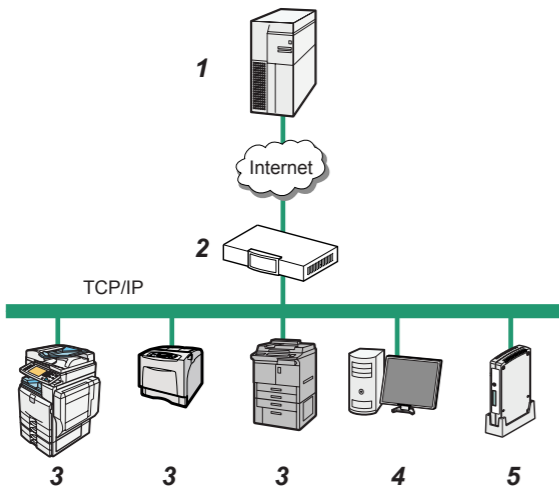
1. Communication Server
Information sent for various services will be aggregated to this server.

2. Proxy Server and/or Firewalls
You are able to use your proxy server and firewalls with this equipment. When using proxy server, Basic authentication, Digest authentication, and Windows authentication (only NTLMv2authentication available) can be used with this equipment.

3. Device
A printer and multifunction machine can be managed by this equipment. This equipment can manage maximum of 100 devices.
If you have installed optional memory and storage to expand the capacity, the RC Gate can monitor up to 1,000 devices. Contact your service representative for details.

4. Computer for Administration
You can manage this equipment by accessing the RC Gate Monitor via Web browser.

5. This Equipment (RC Gate)
Intermediates the managed devices and the Communication Server. Sends the device information to the Communication Server, and receives software to update the devices from the Communication Server.
If you have installed optional memory, the RC Gate can obtain device counter information on a per-user basis from specified devices. Contact your service representative for details.

## Guide to the Equipment

Front

BSE002S
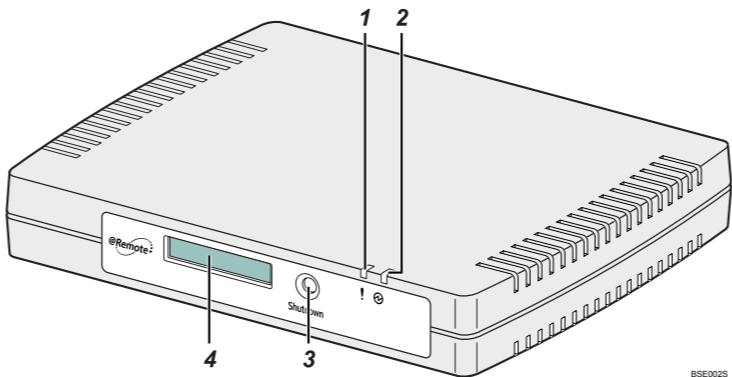
1. ! Error Status (Red)
Indicates different patterns depending on the status of the RC Gate:
- The LED is on if the certificate has not been issued.
- The LED blinks slowly in the following cases:
  - The entire service is suspended by user settings.
  - A communication error has occurred in the RC Gate.
- The LED blinks fast in the following cases:.
  - The communication with the communication server has been suspended.
  - A system error has occurred in the RC Gate.
  - The RC Gate has been suspended due to abnormal conditions.
- The LED is off when communication between the RC Gate and

Communication Server has been successfully established.

2. Power (Green)
Lights green when the power of the RC Gate is on.

3. Shutdown button
Press and hold this button for five seconds or more to shut down the RC gate.
If the power plug is disconnected before shutting down the RC Gate, the memory/storage will be damaged. In such a case, the latest logs, a maximum of an hour, will be lost. Be sure to shut down the RC Gate before disconnecting the power plug.

4. Display
Displays the status of the RC Gate on the first line and the IP address of this equipment on the second line.
If an error has occurred in this equipment, the second line displays an error message.

Back

BSE003S
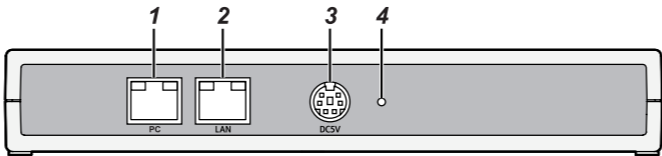
1. PC Port (Maintenance port)
This port is used when a customer engineer performs maintenance, or when the designated administrator connects a PC to perform initial settings and registration of the RC Gate.

2. LAN Port
The network (Ethernet) interface port to connect this equipment to the network. The default IP address is 192.168.0.2, but it can be changed.

3. Power Socket
Connect to the power cord.

4. Screw Hole
A hole for a screw to set the bracket

LAN Port Indicator

BSE004S
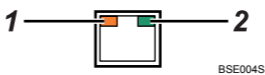
1. Orange
Indicates that the RC Gate is connected to the network.

2. Green
Indicates that the RC Gate is transmitting data.

About the RC Gate Monitor

The RC Gate Monitor is the software used to register, monitor, and make settings of the RC Gate. The software is pre-installed in the RC Gate. Access the RC Gate Monitor in this equipment from Web browser in the computer. The computer must be on the same network as this equipment.

❖ **Applicable OS**
Use operating systems which support the recommended Web browsers below.

❖ **Recommended Web Browser**
Microsoft Internet Explorer 6.0 or later (Internet Explorer 7.0 or later when accessing the URL with IPv6 address)

Note
- Adobe Flash Player 10.0 or later must be installed.
- The explanations in this manual use screen images from Windows XP, and Internet Explorer 6.0. If you use different OS, screen images may differ. However, you can perform the same steps.

Users of the RC Gate Monitor

Important
- Specify a user name using 1 to 13 characters (ASCII character).
- Only the following ASCII characters (alphanumeric, (space), '-', or '_') can be used for the user name: space - 0 1 2 3 4 5 6 7 8 9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z _ a b c d e f g h i j k l m n o p q r s t u v w x y z
- Characters other than those listed above cannot be used for the user name.
- Never use the default password. Specify a new password using 8 to 13 characters (ASCII character).
- You can use the following ASCII characters for password: space ! " # $ % & ' ( ) * + , - . / 0 1 2 3 4 5 6 7 8 9 : ; < = > ? @ A B C D E F G H I J K L M N O P Q R S T U V W X Y Z [\ ] ^ _ ` a b c d e f g h i j k l m n o p q r s t u v w x y z { | } ~
- If the error message "The following item(s) are invalid. Click [OK] to return to the previous screen, then specify correctly." appears, make sure that the user name and the password are made up of valid characters and numerals, and that each contains a valid number of characters and numerals.
- Change the passwords for the administrator and general users at intervals of 6 months or less.
- Avoid using well known words or phrases, or repeated characters that can easily be guessed.
- Do not leave passwords written where they can be seen.

❖ **Administrator**
The administrator can set up the RC Gate, register devices, change the settings of this equipment, and configure the device management information.
When you log in to the RC Gate as the administrator, select the screen to be displayed from "Initial Settings" screen or "RC Gate Configuration" screen.
If you select "Initial Settings" screen, the following menus will appear:
- Setup Wizard
  Starts the wizard for referring and registering the RC Gate to the Communication Server. Once the wizard has been completed, the menu will not be displayed.
- @Remote Service Registration Wizard
  The menu is displayed when the "Setup Wizard" has been completed.

For the default password, see "Safety Information".

❖ **General User**
The general user can view the information and settings of the registered devices. For details, see "Operating Instructions".

1 Checking the Setup Environment and Power Connection

⚠ WARNING

- The wall outlet shall be installed near the machine and shall be easily accessible.

⚠ CAUTION

- Keep the machine away from humidity and dust. Otherwise a fire or an electric shock might occur.
- Do not place the machine on an unstable or tilted surface. If it topples over, an injury might occur.

★ Important

- When the RC Gate is moved from a cold to warm location, or vice versa, internal dew condensation can occur. In this case, leave the RC Gate in the new environment for at least one hour.
- Keep the RC Gate's power on during normal operation.
- Do not locate the RC Gate where it is exposed to:
  - Direct sunlight
  - Air conditioner, heater, or humidifier emission
  - Electronic/magnetic interference from radios, televisions, or other electrical equipment
  - Areas excessively cold, hot, or humid
  - Areas directly exposed to currents of hot, cold, room-temperature air, or radiant heat from air conditioners or heaters
- The person responsible for operation of the office should select an administrator who will administrate the RC Gate properly. Failure to properly operate the RC Gate can result in security problems.

  The RC Gate administrator should read the Operating Instructions", "Safety Information" and "Setup Guide" carefully. The RC Gate administrator is responsible for management and operation of the RC Gate.

  The RC Gate administrator should locate the RC Gate in a secure location so that it will not be taken outside of the office or damaged.

- The person responsible for operating the office should designate a network administrator for administrating the office's network if such a person is not in.

  The network administrator should thoroughly inform all users of the office network never to cause network abuse, such as data falsification, with regards to the internal network and all related computers. The network administrator should connect the RC Gate and devices to a responsibly administrated network that is protected by a firewall or a similar Internet security facility. The office network should be managed so that devices cannot be connected to the network without the network administrator's approval.

- The person responsible for operating the office should designate a machine administrator for administrating the office's devices if such a person is not in.

  The machine administrator should confirm that devices supported by the RC Gate are genuine; they must not be modified.

1 Check the setup environment.

Place the RC Gate on a level and vibration free surface.

Place the RC Gate on a location that guarantees a space of 1 cm (0.4 inch) or more from the front/back/left/right sides of the RC Gate.
Place the RC Gate in the recommended temperature and humidity shown below:
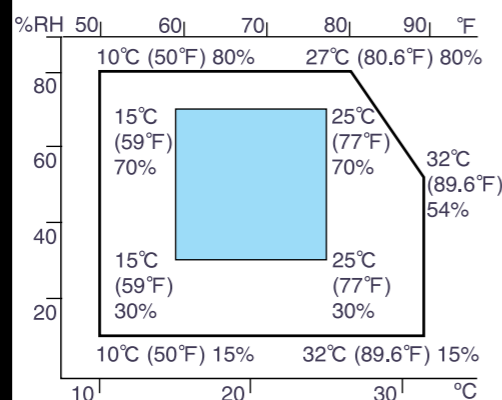
BSP023S

2 Check the power source for the RC Gate.

For Users in Countries Outside of North America:
220-240 Vac, 50/60 Hz, 2.5 A or more

For Users in North America:
120 Vac, 60 Hz, 3.0 A or more

2 Checking the Contents

1 Check the contents in the box according to the following list. If there is any item missing or damaged, please contact your service representative.

☐ RC Gate (*)

☑ Setup Guide (This manual)

☐ AC Adapter
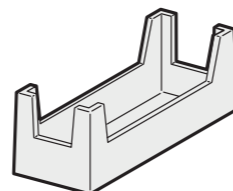
☐ Power Cord

☐ Network Cable

☐ Ferrite Core
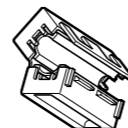
☐ Power Cord Anchor Bracket
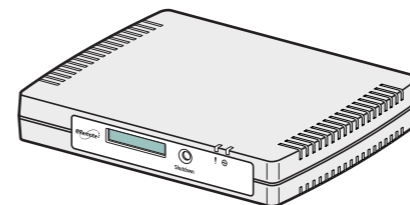

☐ Bracket Screw

☐ Stand

* The RC Gate has a "CODE" that begins with D459. Check the "CODE" on the rated nameplate on the back of RC Gate.

3 Installing the RC Gate

Setting the Equipment Horizontally

Lay the RC Gate on a flat surface so that its LEDs face upward.

BSE005S

Standing the Equipment

You can set the RC Gate vertically using the supplied stand to minimize its footprint.

1 Lift the RC Gate, tilt vertically, and then slot it fully into the supplied stand, as shown below.

BSE006S

4 Connecting the Power Cord

⚠ WARNING

- The supplied power cord is for use with this equipment only. Do not use with other appliances. Doing so may result in fire, electric shock, or injury.
- Use the AC adapter supplied with the equipment. Otherwise, a fire, an electric shock, a equipment failure might occur.
- Connect this machine only to a power source that matches the specifications shown in "Safety Information" and do not use an extension cord.
- Use of this machine with extension cords and power sources other than those that match the specifications shown constitutes an electric shock and fire hazard.
- Power cords that are damaged, broken, modified, trapped under heavy objects, pulled hard, or bent severely are electric shock and fire hazards.
- Touching the prongs of the power cord's plug with anything metallic constitutes a fire and electric shock hazard.
- It is dangerous to handle the plug with wet hands. Doing this may result in receiving an electric shock.

⚠ CAUTION

- When you disconnect the power plug from the wall outlet, always pull the plug (not the cord).
- Be sure to disconnect the plug from the wall outlet and clean the prongs and the area around the prongs at least once a year. Allowing dust to build up on the plug constitutes a fire hazard.

1 Connect the AC adapter to the power cord.
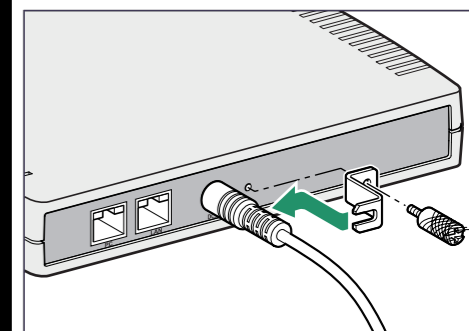
2 Connect the AC adapter securely to the power socket of the RC Gate as shown below.
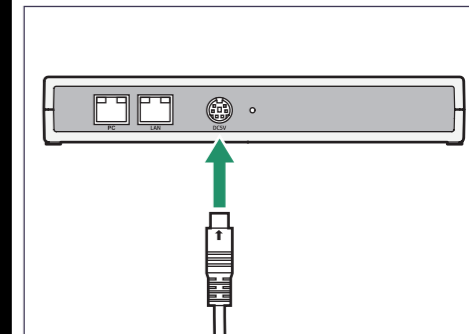
BSE007S

3 Secure the cord with the bracket and fix it with the screw.

BSE008S

4 Plug the power cord into the wall outlet.

⬇ Note

- Use a coin when you fix the screw.
- The green LED lights when the RC Gate is started normally.
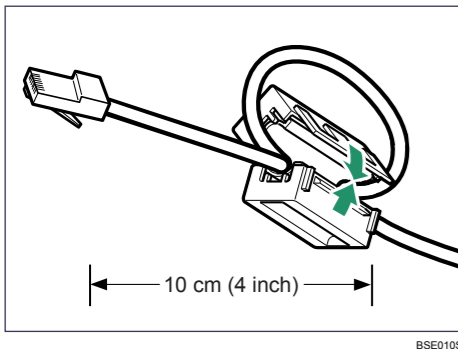- To disconnect the power cord, shut down the RC Gate, and then disconnect the power plug.
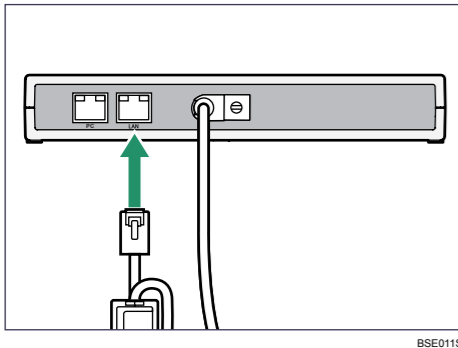
5 Connecting the Network Cable

Connect this equipment and the network by the supplied network cable. You can use 10BASE-T or Category 5 100BASE-TX network cable instead of the supplied cable.

1 Fix the supplied ferrite core to the network cable as shown below.

10 cm (4 inch)

BSE010S

2 Connect the network cable to the LAN port of the RC Gate.

BSE011S

3 Connect the other end of the cable to network devices, such as a hub.

6 RC Gate Initial Settings

You can configure the initial settings for the RC Gate. Changing the IP address (LAN port) is not necessary in some cases. However, this manual describes the procedure assuming that it should be changed.
You must change the RC Gate's IP address in the following cases:

- The subnet in use is not 192. 168.0.xxx.
- When the subnet is 192.168. 0.xxx, but 192.168.0.2 is already in use, and the address cannot be used for the RC Gate.
- When the subnet is 192.168. 0.xxx, but the IP address is given dynamically by the DHCP server.

To change the IP address (LAN port), connect a computer to the RC Gate via the PC port (maintenance port).

★ Important

- Depending on the OS of your computer, login as a member of the administrators group is required.
- The IP address of the LAN port is set to 192.168.0.2, and the subnet mask is set to 255.255.255.0 as the factory default.
- If the subnet is 192.168.0.xxx but the IP address 192.168.10.1 is unavailable for the PC port of the RC Gate, please contact your service representative.
- Do not use the factory default password as it is, and never fail to change it.
- If you fail to log in to the RC Gate monitor at least 3 times in 5 minutes, you will have to wait an additional 1 minute before you can try to log in again.
- Some failure in operation or in displaying might occur in the following cases:
  - You use Web browsers lower than the recommended version.
  - JavaScript is not set to valid.
  - Cookie is not set to valid.
  - You set to show cache in the Web browser.
- Page layout may be out of shape depending on the font size settings. We recommend to set it to "Medium" or smaller.

- Some letter deterioration may occur if you use languages that do not correspond to Web browser.
- For details about the default password, see "Users of the RC Gate Monitor".

1 Connect the network cable to the PC port, and connect the other end of the cable to a network device such as a hub.

BSE009S
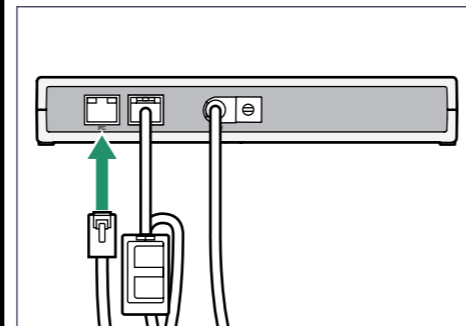
In the following cases, connect the RC Gate and computer directly with a cross network cable available on the market:
- All the ports of the network devices such as a hub are occupied.
- The segments of this equipment and computer are different.

2 Set the IP address of the computer to 192.168.10.x (x can be any number between 2 and 254), and the Subnet mask to 255.255.255.0.
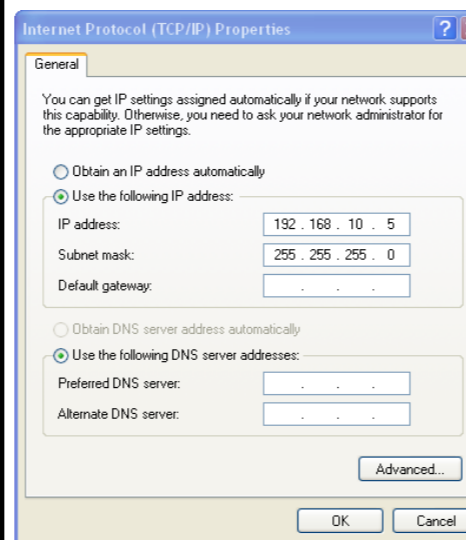
Write down the current network setting information of the computer, such as the IP address.

3 Follow the instructions on the screen.
The IP address of the computer will be set to 192.168.10.x.

4 Open the Web browser of your computer.

**5 Enter "https://192.168.10. 1:9443/index.html" in "Address".**
An SSL certification warning screen will appear.

6 Click [Yes].

7 The firmware version appears in the top right of the top page on the RC Gate monitor. If using this product as CC certified, confirm it by checking the firmware version. You can check the CC certified firmware versions at the URL of the RC Gate manuals.
Select your language from "Language", select [Administrator] from "User type", enter the password for the administrator, and then click [Login].
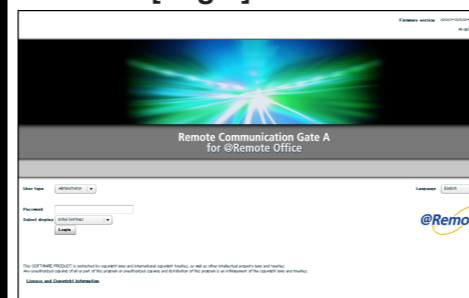
Regarding the default password, see "Users of the RC Gate Monitor".

8 Click [Setup Wizard].

**9 Select your time zone, set the date and time, and then click [Next].**

10 Enter each item in the "LAN Port" group and "DNS Server" group.
When using DHCP, select [Enable].
To specify the proxy server name and/or the SMTP server name, enter the items in the "DNS Server" group.
Enter an IPv4 address with numbers from 0 to 255 in "x.x.x.x" format, or enter an IPv6 address with hexadecimal number in "xxxx:xxxx:xxxx: xxxx:xxxx:xxxx:xxxx:xxxx" format for "Main DNS server" and "Sub DNS server".
Do not change the items in the "Maintenance Port" group.

11 If you want to use IEEE802.1x authentication, click [Set].
Select [Use] for "IEEE802.1x Authentication", set the necessary items, and then click [OK].
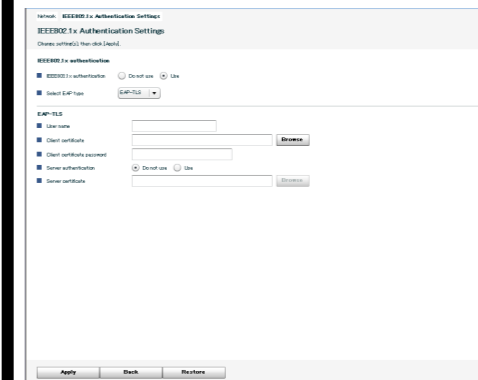
12 Click [OK].
When using DHCP, the IP address is given from the DHCP server.

13 Click the URL that appears on the screen to re-open the Web browser, and then log in again.
If you are using a DHCP server, directly enter the URL that appears on the screen in the address bar of your browser.

14 Proceed to the "IP Address Send Permission" screen.

15 To prohibit the IP addresses of the RC Gate's LAN port and devices to be sent to the Communication Server, select [Do not permit] for "Permit sending IP addresses", and then click [Next].
If you select [Do not permit], you cannot inherit the information for the registered RC Gate and devices. If this equipment is replaced due to malfunction, you will have to perform registration again.
This setting can be changed when registering this equipment. Once you have registered the RC Gate, you will not be able to change this setting.

16 To send device information to the administrator, set e-mail information, and click [Complete].
For information about the types of e-mail that will be sent, see "E-Mail Types Sent to the Administrator".

17 Click [End Wizard].

**18 Close the Web browser.**

E-Mail Types Sent to the Administrator
You can specify e-mail information if you require it. If necessary, you can send notification e-mails of RC Gate events to the administrator. These e-mails can provide information on the following RC Gate events:
- Notice: Connection to the Communication Server Suspended
  This e-mail is sent when the communication between the RC Gate and Communication Server has been suspended.
- Notice: Reconnected to the Communication Server
  This e-mail is sent when the communication between the RC Gate and Communication Server is restored after a suspension.

7 Registering the RC Gate to the Communication Server

1 Open the Web browser of your computer.

2 Enter "https://{LAN port IP address}:9443/index.html" in "Address".
An SSL certification warning screen will appear.

3 Click [Yes].
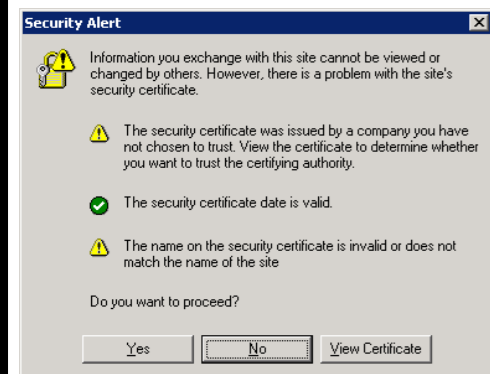
4 Select your language from "Language", select [Administrator] from "User type", enter the password for the administrator, and then click [Login].
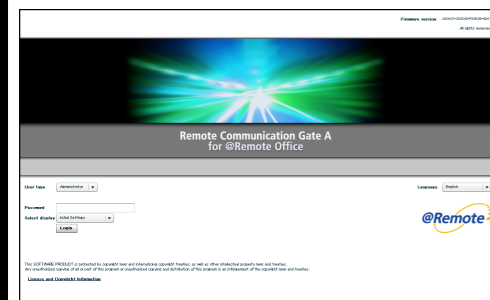

Regarding the default password, see "Users of the RC Gate Monitor".

5 Click [@Remote Service Registration Wizard]. Follow the wizard and register your RC Gate to the Communication Server.

6 Remove the network cable from the PC port, and then restore the network settings of the computer.

Proxy Settings (Internet Explorer 6.0)

If you cannot access the RC Gate Monitor, see "Proxy Settings (Internet Explorer 6.0)" and make the proxy settings.

1 On your Web browser's "Tools" menu, select [Internet Options...].

2 Click [Connections] tab.

3 Click [LAN Settings...].

4 Under "Proxy server", select [Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections).], and click [Advanced...].

5 Under "Exceptions", after "Do not use proxy server for addresses beginning with", enter the IP address of the RC Gate's LAN port.
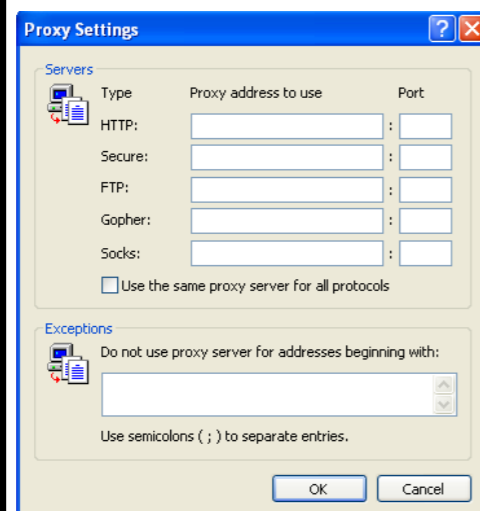
6 Click [OK] three times.

For more details, see "Operating Instructions".