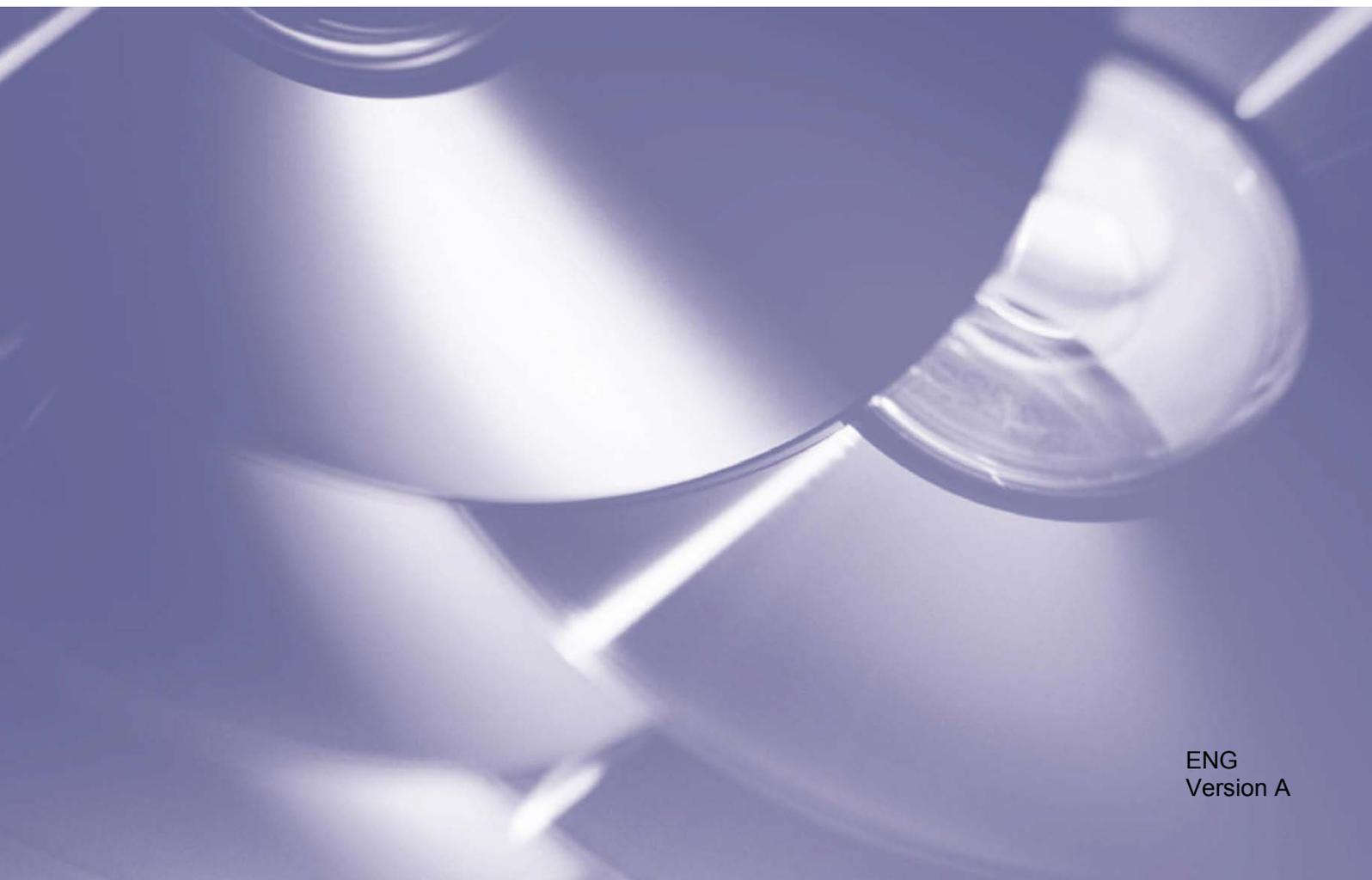


# User's Guide

## Remote Panel



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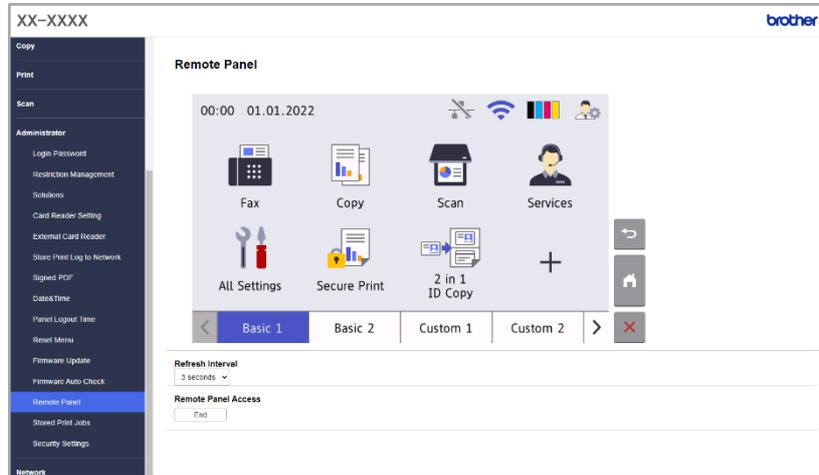
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# 1

## Background

### 1.1 Overview



The Brother Remote Panel software solution allows to remotely operate the control panel of a Brother machine from its Web Based Management. The operator can then use it to interact with the machine's LCD and 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 site
- Ability to download machine information as a CSV file
- Minimal user involvement during the remote troubleshooting process
- Encrypted SSL communication

#### NOTE

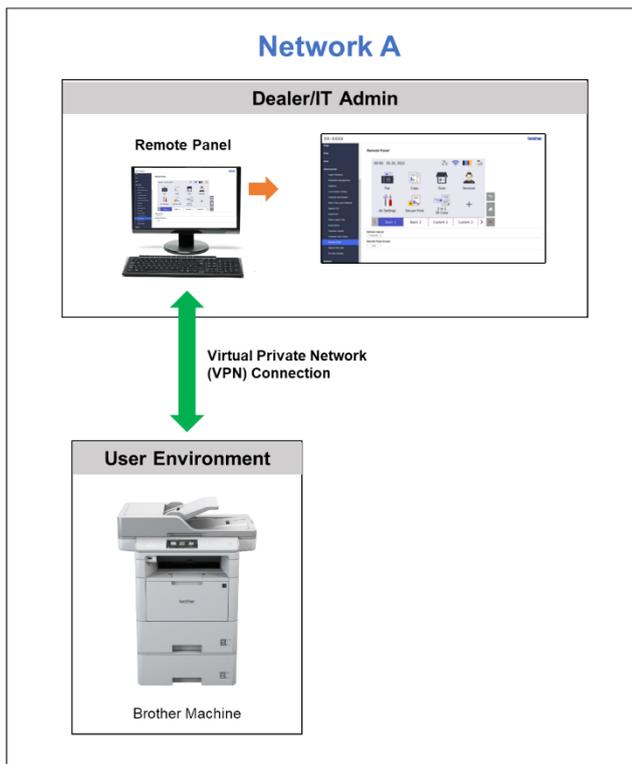
To activate this solution, you need a valid license code and software that can send license codes to target machines. For more information, contact your local Brother office.

## 1.2 Connection Types

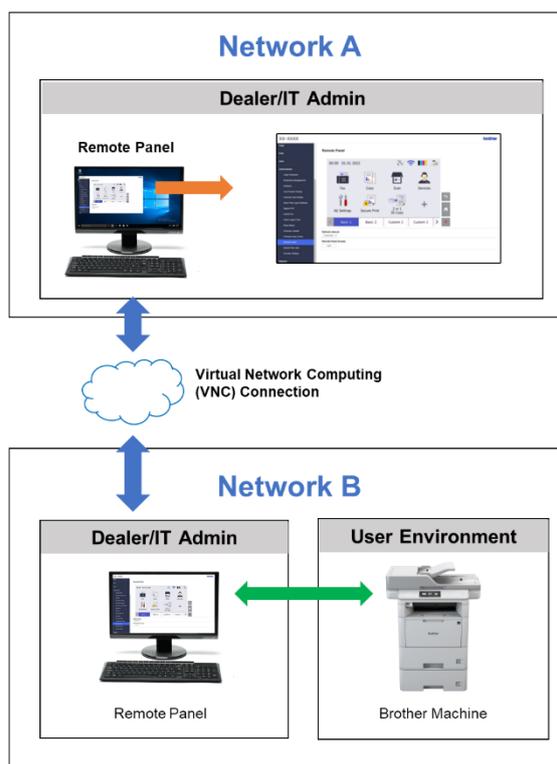
Depending on the network environment, two connection types can be used:

- **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



## 1.3 System Requirements

<b>Web Browser</b>	<ul style="list-style-type: none"> <li>• Chrome 60.0.3112.113 or later (Recommended)</li> <li>• Internet Explorer 8.0 or later</li> <li>• Microsoft Edge 91.0.864.41 or later</li> </ul>
<b>Network Environment</b>	Minimum 2 Mbps (down)
<b>Network Communication</b>	HTTPS (Port 443)

### NOTE

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

**NOTE**

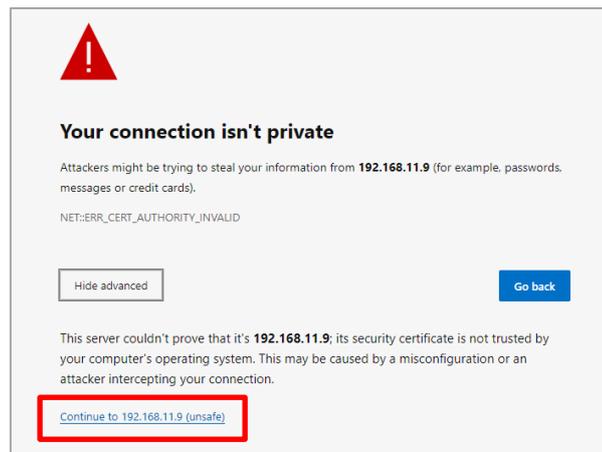
- Make sure the Remote Panel software solution is activated on the target machine.
- If the target machine is not on the same network, you can still access it using the Remote Panel by accessing a remote computer connected to that network via a desktop sharing application.

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>)

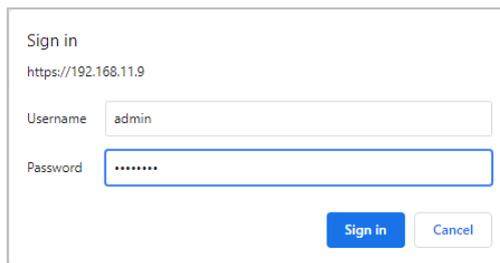
**NOTE**

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).

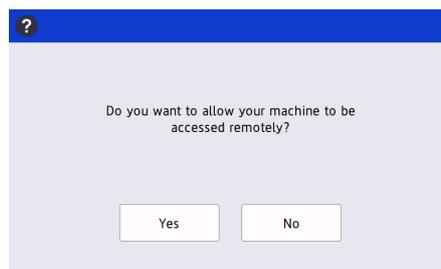


Sign in  
https://192.168.11.9

Username

Password

6. When the access message appears on the remote machine's LCD, ask the machine's user to press "Yes".



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).
- To long press a control panel element, click and hold it for two seconds.
- (Internet Explorer only) If the layout of the control panel is distorted, restart the browser, and then try to access the control panel again.

**brother**  
at your side