

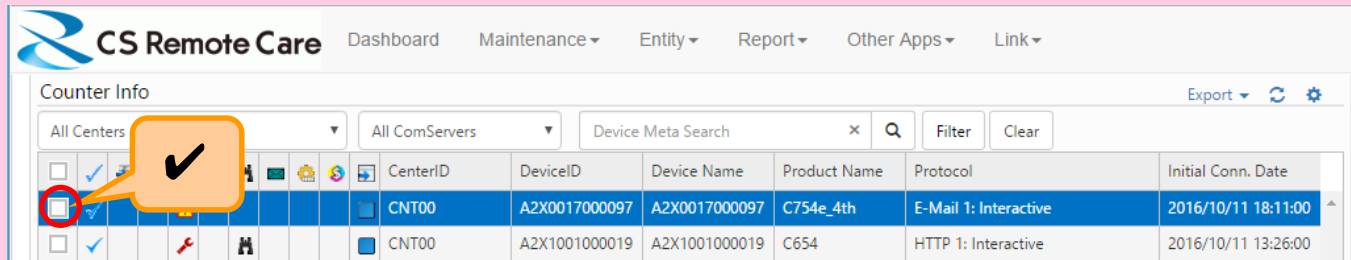
# Obtaining the Device Status (1/4)

On the Maintenance page of the Web application, you can obtain information such as counters from a device. The following two methods are available to obtain information.

- Immediate Request
- Periodic Job

## How to use Immediate Request

1. Click [Maintenance] and [Counter Info] on the main page.  
Select the check box of the device that is targeted for Immediate Request.

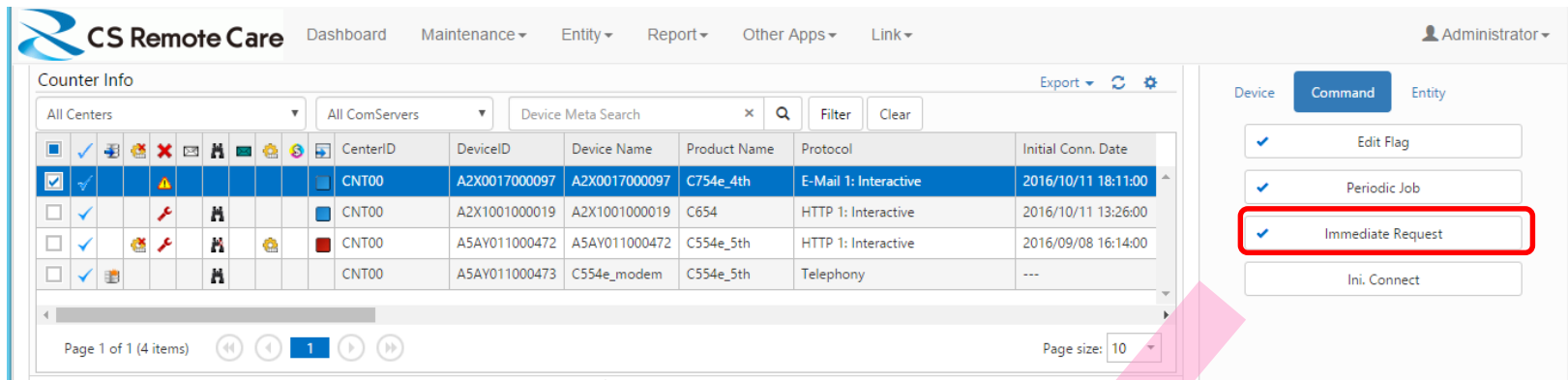


The screenshot shows the CS Remote Care web application interface. The top navigation bar includes "Dashboard", "Maintenance", "Entity", "Report", "Other Apps", and "Link". The main content area is titled "Counter Info" and features a table with columns: CenterID, DeviceID, Device Name, Product Name, Protocol, and Initial Conn. Date. The first row is highlighted in blue and has its checkbox selected. An orange callout box with a checkmark points to this checkbox. The second row is also visible, with its checkbox unselected.

CenterID	DeviceID	Device Name	Product Name	Protocol	Initial Conn. Date
CNT00	A2X0017000097	A2X0017000097	C754e_4th	E-Mail 1: Interactive	2016/10/11 18:11:00
CNT00	A2X1001000019	A2X1001000019	C654	HTTP 1: Interactive	2016/10/11 13:26:00

# Obtaining the Device Status (2/4)

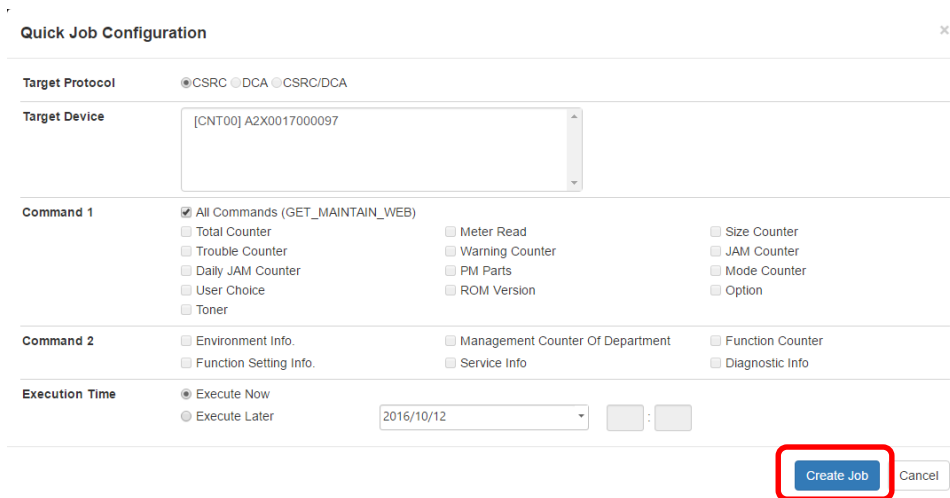
2. Click [Immediate Request].



The screenshot shows the CS Remote Care interface. The main area displays a table of device status. The table has columns for CenterID, DeviceID, Device Name, Product Name, Protocol, and Initial Conn. Date. The first row is selected, showing DeviceID A2X0017000097, Device Name A2X0017000097, Product Name C754e\_4th, and Protocol E-Mail 1: Interactive. To the right of the table is a 'Command' menu with options: Edit Flag, Periodic Job, Immediate Request (highlighted with a red box), and Ini. Connect. A pink arrow points from the 'Immediate Request' button to the 'Create Job' button in the next screenshot.

CenterID	DeviceID	Device Name	Product Name	Protocol	Initial Conn. Date
CNT00	A2X0017000097	A2X0017000097	C754e_4th	E-Mail 1: Interactive	2016/10/11 18:11:00
CNT00	A2X1001000019	A2X1001000019	C654	HTTP 1: Interactive	2016/10/11 13:26:00
CNT00	A5AY011000472	A5AY011000472	C554e_5th	HTTP 1: Interactive	2016/09/08 16:14:00
CNT00	A5AY011000473	C554e_modem	C554e_5th	Telephony	---

4. Click [Create Job].



The screenshot shows the 'Quick Job Configuration' dialog box. It has fields for 'Target Protocol' (radio buttons for CSRC, DCA, CSRO/DCA), 'Target Device' (a dropdown menu showing '[CNT00] A2X0017000097'), 'Command 1' (checkboxes for various commands like Total Counter, Meter Read, Size Counter, etc.), 'Command 2' (checkboxes for Environment Info, Management Counter Of Department, Function Counter, etc.), and 'Execution Time' (radio buttons for Execute Now and Execute Later, with a date field set to 2016/10/12). At the bottom right, there are 'Create Job' and 'Cancel' buttons, with 'Create Job' highlighted by a red box. A pink arrow from the previous screenshot points to this 'Create Job' button.

# Obtaining the Device Status (3/4)

## How to use Periodic Job

1. Click [Periodic Request].

The screenshot displays the CS Remote Care interface. At the top, there is a navigation bar with 'Dashboard', 'Maintenance', 'Entity', 'Report', 'Other Apps', and 'Link'. The user is logged in as 'Administrator'. Below the navigation bar, there is a 'Counter Info' section with filters for 'All Centers', 'All ComServers', and 'Device Meta Search'. A table lists device information with columns for CenterID, DeviceID, Device Name, Product Name, Protocol, and Initial Conn. Date. The first row is selected. To the right of the table is a 'Command' menu with options: 'Edit Flag', 'Periodic Job', 'Immediate Request', and 'Ini. Connect'. The 'Periodic Job' option is highlighted with a red box.

CenterID	DeviceID	Device Name	Product Name	Protocol	Initial Conn. Date
CNT00	A2X0017000097	A2X0017000097	C754e_4th	E-Mail 1: Interactive	2016/10/11 18:11:00
CNT00	A2X1001000019	A2X1001000019	C654	HTTP 1: Interactive	2016/10/11 13:26:00
CNT00	A5AY011000472	A5AY011000472	C554e_5th	HTTP 1: Interactive	2016/09/08 16:14:00
CNT00	A5AY011000473	C554e_modem	C554e_5th	Telephony	---

# Obtaining the Device Status (4/4)

## 2. Configure periodic job settings.

- Select commands
- Specify the schedule
- Specify the execution time

**Periodic Job Configuration** [X]

**Target Protocol**  CSRC  DCA  CSRC/DCA

**Target Device** [CNT00] A2X0017000097

**Registered Job** [CNT00] A2X0017000097 | All

**Command 1**

<input type="checkbox"/> All Commands (GET_MAINTAIN_WEB)	<input type="checkbox"/> Meter Read	<input type="checkbox"/> Size Counter
<input type="checkbox"/> Total Counter	<input type="checkbox"/> Warning Counter	<input type="checkbox"/> JAM Counter
<input type="checkbox"/> Trouble Counter	<input type="checkbox"/> PM Parts	<input type="checkbox"/> Mode Counter
<input type="checkbox"/> Daily JAM Counter	<input type="checkbox"/> ROM Version	<input type="checkbox"/> Option
<input type="checkbox"/> User Choice		
<input type="checkbox"/> Toner		

**Command 2**

<input type="checkbox"/> Environment Info.	<input type="checkbox"/> Management Counter Of Department	<input type="checkbox"/> Function Counter
<input type="checkbox"/> Function Setting Info.	<input type="checkbox"/> Service Info	<input type="checkbox"/> Diagnostic Info

**Schedule** Monthly |  Every 1 Day  Multi Selection...

**Time** : Execution Time Setting...

**Add** **Clear**

**Close**

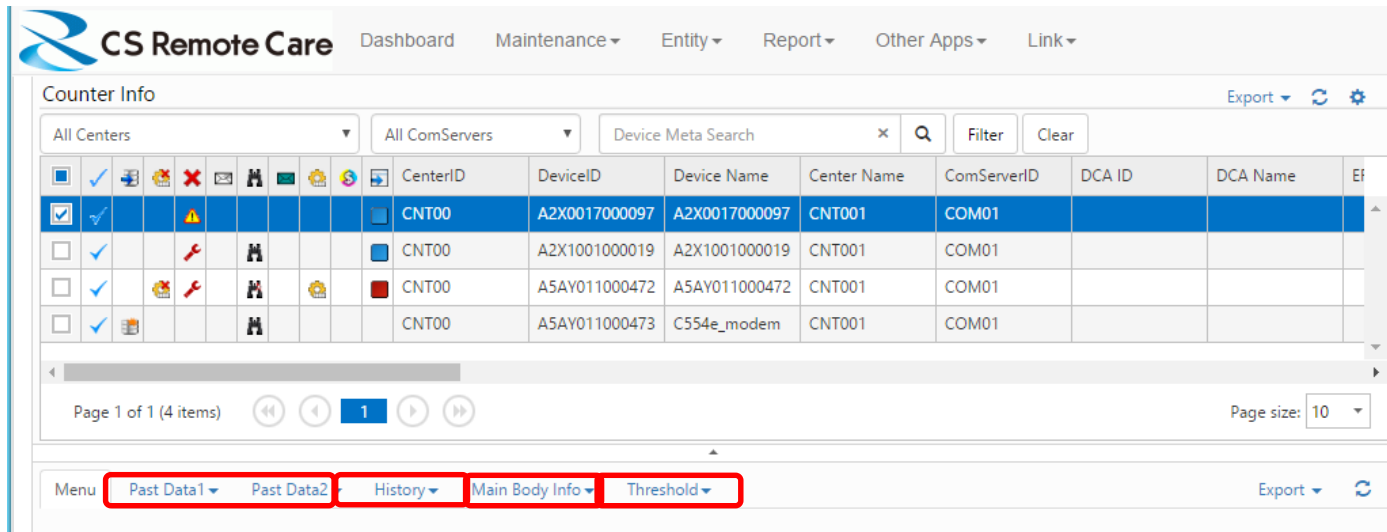
## 3. Click [Add].

The periodic job schedule is added to the list of "Registered Job".

# Viewing the Device Status (1/4)

The Maintenance page of the Web application allows you to display information obtained from connected devices and check the status of each device.

The following types of information can be displayed.



The screenshot displays the CS Remote Care web application interface. The top navigation bar includes 'Dashboard', 'Maintenance', 'Entity', 'Report', 'Other Apps', and 'Link'. The main content area is titled 'Counter Info' and features a table with columns: CenterID, DeviceID, Device Name, Center Name, ComServerID, DCA ID, DCA Name, and Ef. The table contains four rows of data. Below the table is a pagination control showing 'Page 1 of 1 (4 items)' and a 'Page size: 10' dropdown. At the bottom, a 'Menu' bar highlights five options: 'Past Data1', 'Past Data2', 'History', 'Main Body Info', and 'Threshold'.

CenterID	DeviceID	Device Name	Center Name	ComServerID	DCA ID	DCA Name	Ef
CNT00	A2X0017000097	A2X0017000097	CNT001	COM01			
CNT00	A2X1001000019	A2X1001000019	CNT001	COM01			
CNT00	A5AY011000472	A5AY011000472	CNT001	COM01			
CNT00	A5AY011000473	C554e_modem	CNT001	COM01			

- Past Data: Displays data obtained using Periodic Job or Immediate Request.
- History: Displays events that have occurred on any device.
- Main Body Info: Displays device settings.
- Threshold: Displays device thresholds.

# Viewing the Device Status (2/5)

A detailed description of the type of information that can be displayed.

## ● Past Data 1/Past Data 2

The counter data acquired in the past is displayed chronologically.

The screenshot displays a web interface for managing device status. At the top, there's a 'Counter Info' section with filters for 'All Centers' and 'All ComServers', a search bar for 'Device Meta Search', and buttons for 'Filter' and 'Clear'. Below this is a table with columns: CenterID, DeviceID, Device Name, Center Name, ComServerID, DCA ID, DCA Name, and an 'EF' column. The table contains four rows of data, with the first row highlighted in blue. Below the table, there's a pagination bar showing 'Page 1 of 1 (4 items)' and a 'Page size: 10' dropdown. At the bottom, there's a 'Menu' section with two dropdown menus: 'Past Data1' and 'Past Data2'. The 'Past Data1' dropdown is open, showing options like 'Total', 'Size', 'Trouble', 'Warning', 'JAM', 'Environment', 'Parts Consume Ratio', and 'Ecology Information'. The 'Past Data2' dropdown is also open, showing options like 'Daily JAM', 'PM Parts', 'By modes', 'PM Counter', 'Gas Gage', 'Toner Coverage', 'Billing Counter', and 'Network Error'. Red circles highlight the 'Past Data1' and 'Past Data2' dropdowns, and a red arrow points from the 'Past Data2' dropdown to the 'Past Data1' dropdown.

CenterID	DeviceID	Device Name	Center Name	ComServerID	DCA ID	DCA Name	EF
CNT00	A2X0017000097	A2X0017000097	CNT001	COM01			
CNT00	A2X1001000019	A2X1001000019	CNT001	COM01			
CNT00	A5AY011000472	A5AY011000472	CNT001	COM01			
CNT00	A5AY011000473	C554e_modem	CNT001	COM01			

Page 1 of 1 (4 items) Page size: 10

Menu Past Data1 Past Data2

- Total
- Size
- Trouble
- Warning
- JAM
- Environment
- Parts Consume Ratio
- Ecology Information

- Past Data2
- Daily JAM
- PM Parts
- By modes
- PM Counter
- Gas Gage
- Toner Coverage
- Billing Counter
- Network Error

# Viewing the Device Status (3/5)

## ● History

In the device list, click to select the entry for device for which you want to display history.

The screenshot displays the CS Remote Care interface. At the top, there is a navigation bar with the following items: Dashboard, Maintenance, Entity, Report, Other Apps, and Link. Below this is the 'Counter Info' section, which includes a search bar for 'Device Meta Search' and a table of device information. The table has columns for CenterID, DeviceID, Device Name, Center Name, ComServerID, DCA ID, and DCA Name. The first row is selected, showing CenterID 'CNT00', DeviceID 'A2X0017000097', Device Name 'A2X0017000097', Center Name 'CNT001', and ComServerID 'COM01'. Below the table is a pagination control showing 'Page 1 of 1 (4 items)' and a 'Page size: 10' dropdown. At the bottom, there is a 'Menu' section with options: Past Data1, Past Data2, History, Main Body Info, and Threshold. The 'History' option is highlighted with a red rounded rectangle, and a dropdown menu is open, listing the following options: Trouble, Warning, JAM, Maintenance, Consumable Unit Info, Auto. Notify, Auto. Notify(C), Periodic Com, New Parts Exchange, PM Parts, and Trouble Detail.

CenterID	DeviceID	Device Name	Center Name	ComServerID	DCA ID	DCA Name	Eff
CNT00	A2X0017000097	A2X0017000097	CNT001	COM01			
CNT00	A2X1001000019	A2X1001000019	CNT001	COM01			
CNT00	A5AY011000472	A5AY011000472	CNT001	COM01			
CNT00	A5AY011000473	C554e_modem	CNT001	COM01			

- Trouble
- Warning
- JAM
- Maintenance
- Consumable Unit Info
- Auto. Notify
- Auto. Notify(C)
- Periodic Com
- New Parts Exchange
- PM Parts
- Trouble Detail

# Viewing the Device Status (4/5)

## ● Main Body Info

In the device list, click to select the entry for device for which you want to display main body information.

The screenshot displays the CS Remote Care interface. At the top, there is a navigation bar with the following items: Dashboard, Maintenance, Entity, Report, Other Apps, and Link. Below this is a 'Counter Info' section with a search bar and filters. The main part of the interface is a table with the following columns: CenterID, DeviceID, Device Name, Center Name, ComServerID, DCA ID, DCA Name, and Ef. The first row is highlighted in blue and contains the following data: CenterID: CNT00, DeviceID: A2X0017000097, Device Name: A2X0017000097, Center Name: CNT001, ComServerID: COM01, DCA ID: (empty), DCA Name: (empty), Ef: (empty). Below the table, there is a pagination control showing 'Page 1 of 1 (4 items)' and a 'Page size: 10' dropdown. At the bottom, there is a 'Menu' section with several options: Past Data1, Past Data2, History, Main Body Info, and Threshold. The 'Main Body Info' option is selected, and a dropdown menu is open, showing the following options: User Choice, ROM Version History, Option Installation Info., Sensor Info., Settings of Life-related, and Problem Unit Isolation Info. The 'User Choice' option is highlighted with a red circle.

CenterID	DeviceID	Device Name	Center Name	ComServerID	DCA ID	DCA Name	Ef
CNT00	A2X0017000097	A2X0017000097	CNT001	COM01			
CNT00	A2X1001000019	A2X1001000019	CNT001	COM01			
CNT00	A5AY011000472	A5AY011000472	CNT001	COM01			
CNT00	A5AY011000473	C554e_modem	CNT001	COM01			

Page 1 of 1 (4 items) Page size: 10

Menu: Past Data1, Past Data2, History, Main Body Info, Threshold

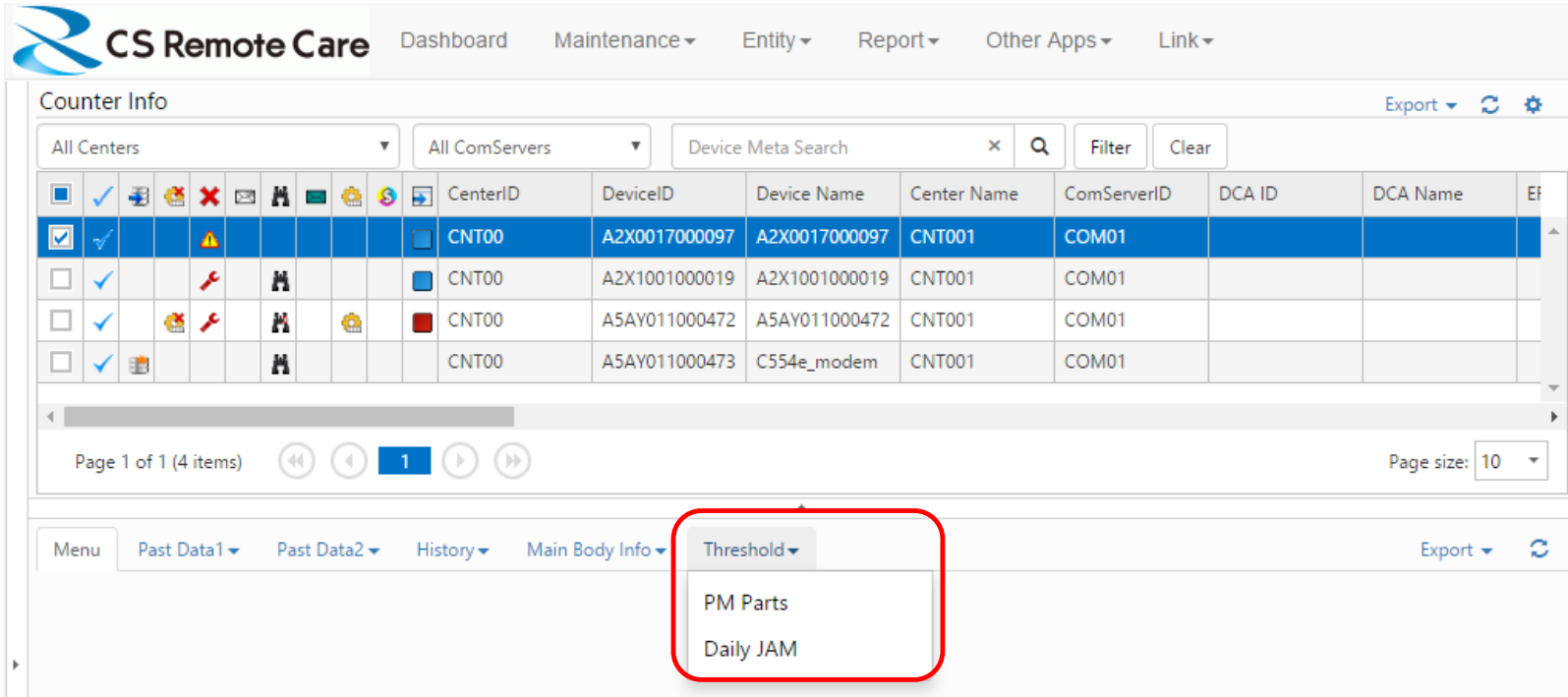
- User Choice
- ROM Version History
- Option Installation Info.
- Sensor Info.
- Settings of Life-related
- Problem Unit Isolation Info.



# Viewing the Device Status (5/5)

## ● Threshold

Displaying thresholds for devices.



The screenshot displays the CS Remote Care interface. At the top, there is a navigation bar with the following items: Dashboard, Maintenance, Entity, Report, Other Apps, and Link. Below this is the 'Counter Info' section, which includes a search bar with 'All Centers' and 'All ComServers' dropdowns, and a 'Device Meta Search' field with 'Filter' and 'Clear' buttons. The main content is a table with the following columns: CenterID, DeviceID, Device Name, Center Name, ComServerID, DCA ID, DCA Name, and EF. The table contains four rows of data. The first row is highlighted in blue and has a yellow warning icon in the first column. Below the table is a pagination control showing 'Page 1 of 1 (4 items)' and 'Page size: 10'. At the bottom, there is a menu bar with 'Menu', 'Past Data1', 'Past Data2', 'History', 'Main Body Info', and 'Threshold'. The 'Threshold' dropdown menu is open, showing 'PM Parts' and 'Daily JAM' options, which are highlighted with a red box.

CenterID	DeviceID	Device Name	Center Name	ComServerID	DCA ID	DCA Name	EF
CNT00	A2X0017000097	A2X0017000097	CNT001	COM01			
CNT00	A2X1001000019	A2X1001000019	CNT001	COM01			
CNT00	A5AY011000472	A5AY011000472	CNT001	COM01			
CNT00	A5AY011000473	C554e_modem	CNT001	COM01			