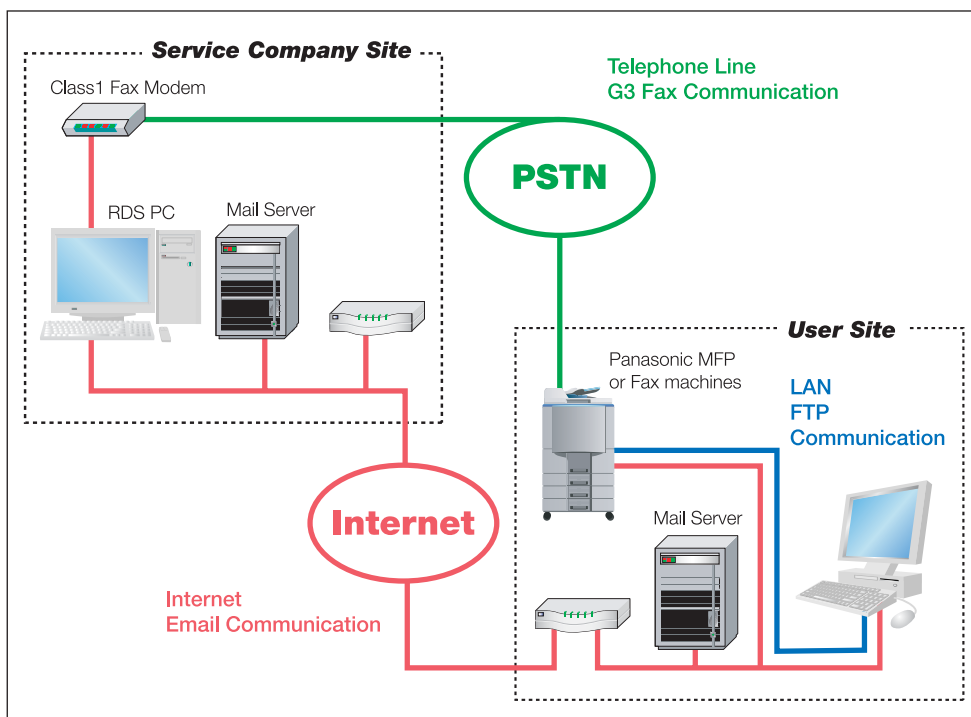


# Remote Diagnostic System

## Optimize Service Provider Support Capabilities with Panasonic Remote Diagnostic System-3



### Highlights

- Let's Service Technicians view the machine status remotely and before a service call reducing downtime and increasing service efficiency
- Provides machine audit information without having to add expensive accounting software
- Aids end user and maximizes user productivity with easy remote programming of equipment features
- Automatically gathers and records equipment use reports, eliminating monthly calls
- Gives you an historical look at each unit on your network

### Introduction

Panasonic has released its New Remote Diagnostic System Program to enable Panasonic WORKIO Dealers to offer new advanced support options for their customers.

The Panasonic Remote Diagnostic System III (RDS3) is used for remote diagnosis/adjustment of Panasonic MFP/Fax machines using a Class 1 Fax Modem via a telephone line, email, or an FTP session behind a network firewall. With RDS, machine downtime and maintenance costs can be reduced, and the new RDS-3 software adds new functions and features which will allow dealers to gather information faster without user intervention and allows more accurate service response and improved efficiency.

### What is Remote Diagnostic System?

RDS is a software program run by your service partner that enables you and your service partner to monitor your Panasonic copier, multifunction and fax devices remotely for service needs. RDS can track the usage history and program the address information. Also RDS can be notified of periodic maintenance needs and enable remote usage information collection.

### The RDS Difference

Because Panasonic copiers and fax systems are designed as true multifunctional devices, Panasonic has created a software program for its dealers that allows extraction of service information directly from your machines. Your dealer can monitor a device's usage patterns and assist your company in "right sizing" your total user needs. Also with RDS, your Panasonic dealer's service department can quickly perform a "system check" and "reset" your machine remotely. In most cases, you can eliminate the need for a service call completely which means you won't lose productivity waiting for a Service Technician to arrive.

### Usage and Advantages

#### Quick Response

Effectively solve problems from a distance by remotely troubleshooting error messages, adjusting function parameters, or entering user parameters.

#### Save Time When Installing A New Fax

You can provide your dealer with a database of the fax numbers you want to program in your machine and your dealer can download them to your new machine remotely. Your dealer can also save the address book information from an existing Panasonic FAX then upload it in the new machine. This eliminates the tedious task of re-entering the data by hand, reducing installation time and saving you a lot of work.



## RDS Features and Benefits

### Remote Meter Readings

RDS can eliminate all the time and labor necessary to collect meter readings manually. Additionally meter readings can be more accurate, no more paying for "average" billings. You can also spot audit individual users or departments.

*Saves you time and money.*

### User Reports

User reports let you measure individual departments, by codes, for activity and audit needs without the requirement for "extra" accounting software products. You can request that your dealer provide this information to you for departmental billing purposes.

Equipment usage reports tells you how the unit is being utilized, how many prints, copies, faxes, scans, duplex documents, 8 1/2 x 11, 8 1/2 x 14, 11 x 17 and which trays are used.

*Saves you time and money.*

### Page Counts

DESCRIPTION	CURRENT COUNT
General Settings	000
Service Mode	000
Fax Settings	000
Printer Settings	000
Scanner Settings	000
System Parameters	000
Address Book	000
Machine Setup Info	000

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### User Address Book Programming

User programming can be done with RDS and duplicated from one unit to the next. Great for large installs and serves as a system back-up for programming.

*Saves you time, money and headaches.*

### Multiple Security Provisions

RDS is layered with password protection; your service provider has unique IDs for your machines. In addition the only information available to the RDS system is an RDS data statistics file which is encrypted. This file only includes machine programming and usage information. No document print data memory is accessible to RDS. This technology has been proven reliable in over 20 years of user implementations.

### Eliminate Unnecessary Service Calls

If you do need service, instead of your support people trying to explain what is happening, the dealer's service technician can view the RDS fault codes remotely and even potentially make the necessary adjustments that may get you back on line and working right away.

*Saves time, money and downtime.*

### Fewer Return Calls

RDS lets service technicians conduct advance analysis of problems and lets them plan for what parts might be needed so they can have them with them when they arrive. This improves your up time and reduces return calls.

*Saves you time and money.*

### General Settings

DESCRIPTION	DESCRIPTION	DESCRIPTION	DESCRIPTION
General Settings	General Settings (Key Op)	General Settings (Key Operator)	General Settings (Key Operator)
Service Mode	Service Mode (Key Op)	Service Mode (Key Operator)	Service Mode (Key Operator)
Fax Settings	Fax Settings (Key Op)	Fax Settings (Key Operator)	Fax Settings (Key Operator)
Printer Settings	Printer Settings (Key Op)	Printer Settings (Key Operator)	Printer Settings (Key Operator)
Scanner Settings	Scanner Settings (Key Op)	Scanner Settings (Key Operator)	Scanner Settings (Key Operator)
System Parameters	System Parameters (Key Op)	System Parameters (Key Operator)	System Parameters (Key Operator)
Address Book	Address Book (Key Op)	Address Book (Key Operator)	Address Book (Key Operator)
Machine Setup Info	Machine Setup Info (Key Op)	Machine Setup Info (Key Operator)	Machine Setup Info (Key Operator)

### Fax Settings

DESCRIPTION	DESCRIPTION	DESCRIPTION	DESCRIPTION
Fax Settings	Fax Settings (Key Op)	Fax Settings (Key Operator)	Fax Settings (Key Operator)
Printer Settings	Printer Settings (Key Op)	Printer Settings (Key Operator)	Printer Settings (Key Operator)
Scanner Settings	Scanner Settings (Key Op)	Scanner Settings (Key Operator)	Scanner Settings (Key Operator)
System Parameters	System Parameters (Key Op)	System Parameters (Key Operator)	System Parameters (Key Operator)
Address Book	Address Book (Key Op)	Address Book (Key Operator)	Address Book (Key Operator)
Machine Setup Info	Machine Setup Info (Key Op)	Machine Setup Info (Key Operator)	Machine Setup Info (Key Operator)

### Applicable Models:

**DP-6020/6010/4520/4510/3520/3510/3010/  
2310/2010E/1820/1810F/1810P  
with Fax or Internet Fax option**

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### Machine Settings