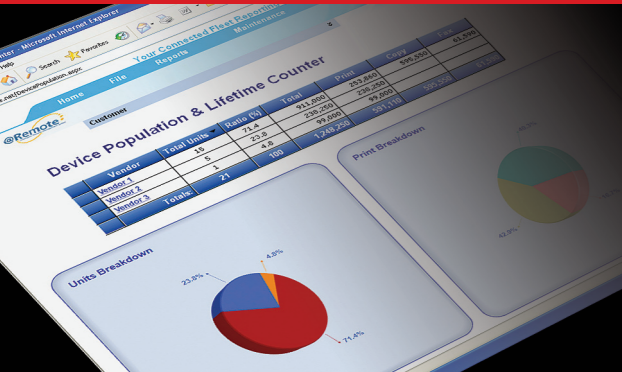


features at a glance



- Reduced administrative workload
- Faster responses, increased uptime and improved cost efficiency
- Improved fleet optimisation and maintenance
- Device mapping lets you see status of entire fleet*

* Applicable for @Remote Enterprise Server only



Gain total control and manage your devices



SPECIFICATIONS

@REMOTE ENTERPRISE SERVER MINIMUM REQUIREMENTS

Operating System:	Windows Server 2003 Standard Edition/Enterprise Edition: Service Pack 2 or later Windows Server 2003 R2 Standard Edition/Enterprise Edition: Service Pack 2 or later Windows Server 2008 Standard Edition/Enterprise Edition Operating systems must be 32 bit versions
Server CPU:	Pentium 4 compatible 2.8GHz or higher (with Hyper Threading Technology or equivalent)
Hard Disk:	800MB. Separate additional hard disk space is required for storage of logs, packages, and firmware
Memory:	2GB (min) 3GB or higher (recommended)
Network:	TCP/IP enabled network Active IPv4 connection To use the @Remote service, the server must be connected to the Internet Required: Static IP Address
Database Application:	SQL Server 2005 Express Edition with Service Pack 2 or later Required: NET Framework 2.0 plus SP2
Web Server:	Apache 2.0 Internet Information Services 6.0 or later
Screen Resolution:	1024 x 768 or higher (1024 x 768 recommended)
Browser*:	Internet Explorer 6.0 Service Pack 1 or later, Internet Explorer 7.0 *Must be JavaScript enabled and Adobe Flash Player 9.0 or later must be installed.
UI Supported Languages:	Dutch, English, French, German, Italian, Spanish
Virtual Machine Software:	Remote Communication Gate S can run in VMware Infrastructure 3 Standard Edition

CLIENT PC REQUIREMENTS

Computer CPU:	Pentium compatible 500MHz or higher
Memory:	128MB or higher
Hard Disk:	Minimum available hard disk space: same as recommended minimum for operating system
Operating System:	Windows 2000 Professional/Server/Advanced Server (386): Service Pack 4 or later Windows XP Home Edition/Professional: Service Pack 2 or later Windows Vista (x86) Ultimate/Enterprise/Business/Home Premium/Home Basic Windows Server 2003 Standard Edition/Enterprise Edition: Service Pack 2 or later Windows Server 2003 R2 Standard Edition/Enterprise Edition: Service Pack 2 or later Windows Server 2008 Standard Edition/Enterprise Edition Operating systems must be 32 bit versions
Network Protocol:	TCP/IP
Browser*:	Internet Explorer 6.0 Service Pack 1 or later, Internet Explorer 7.0 *Must be JavaScript enabled and Adobe Flash Player 9.0 or later must be installed
Screen Resolution:	1024 x 768 or higher (1024 x 768 recommended)
UI Supported Languages:	Dutch, English, French, German, Italian, Spanish

PRINTER AND MULTIFUNCTION DEVICE REQUIREMENTS

Network Protocol:	TCP/IP* * Not compatible with IPv6 and only compatible with IPv4.
Standard MIB:	Printer MIB v2 (RFC 3805) / Printer MIB (RFC 1759), MIBII (RFC 1213), and Host Resource MIB (RFC 2790)
Interfaces:	10/100MB Ethernet (802.x.x compatible) Wireless LAN Devices

@REMOTE REQUIREMENTS

Activation of the @Remote services can only be performed by a Customer Engineer. Contact your service representative for details. @Remote services are only available when the server is connected to the Internet.

automated and time-saving

increased productivity and efficiency

enhanced fleet maintenance

ON-SITE FLEET MANAGEMENT

DETAILED REPORTS

SERVICE CENTRE



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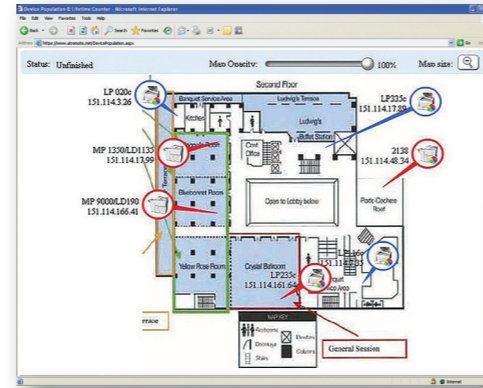




@Remote™
Enterprise | Office

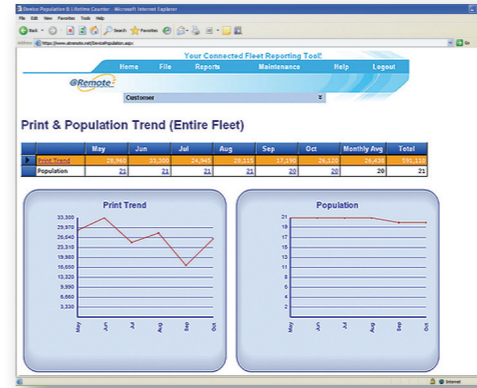
On-site Fleet Management IT Admin Desktop:

- Device Mapping*
- Email Alerts
- Counter Exports
- Firmware Management
- Device Status
- Batch Configuration
- Driver Installation
- Device Log



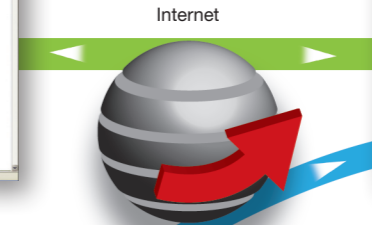
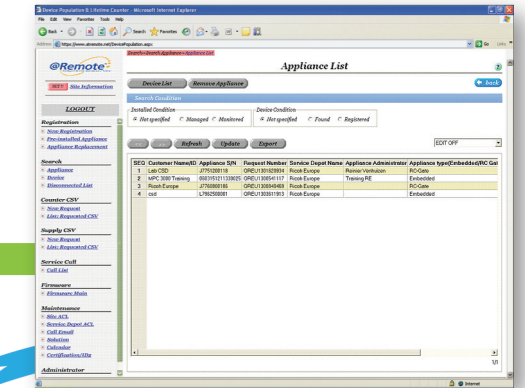
Detailed Reports @Remote Web Portal:

- Usage Reports
- Device Activity Reports
- Accurate Print Volumes and Usage



Service Centre Remote Management Services:

- Automated Toner Replenishment
- Automated Meter Reading
- Automated Call Handling
- Remote Firmware Updates



The next-generation Device Management Solution

Sophisticated on-site and remote management are combined in @Remote™ Enterprise and Office. You can now enjoy intelligent automated billing and maintenance services, detailed fleet reporting and proactive on-site device management, which are designed to help you optimise fleet performance and productivity across your enterprise.

@Remote Enterprise



Thousands of devices can be managed via a single @Remote Server or Appliance.

@Remote Office



HOW DO I ... ?

- Reduce administrative workload with combined on-site and remote management
- Provide faster responses, increase uptime and improve cost efficiency
- Optimise and maintain printer fleet
- Monitor the status of total devices



BENEFITS

Automated time-saving services

You can now monitor and manage all device activities remotely, saving valuable time and resources. In return, valuable IT resources can be released to optimise device uptime and user access.

Powerful, enterprise-class solution

Our integrated solutions helps you make informed decisions via detailed device reporting and versatile management tools. IT administrators can also benefit from the versatile on-site fleet management tools, making it easy to configure, diagnose and update all your networked devices.

Virtually unlimited visibility*

The Device Mapping function allows you to see and monitor the entire fleet easily with interactive device icons displaying real-time status.

Enterprise-class performance

The scalability of @Remote™ delivers high-performance in corporate environments and requires less maintenance by providing a single, cost-efficient device management solutions.

Total web-based control, anywhere

A user-friendly web-portal interface for easy access to device metrics, including meter readings and device activity reports such as print volumes and usage.

* Applicable for @Remote Enterprise Server only