

E-BRIDGE REMOTE ASSIST

eRA User Guide



Scope of Disclosure	Public
Classification	Standard
Handling	Do not copy or transfer
Document Type	Guide

Supported Devices

e-BRIDGE Next Series III	
Colour	
<ul style="list-style-type: none"> ▪ e-STUDIO2020AC / e-STUDIO2021AC ▪ e-STUDIO2525AC / 3025AC / 3525AC / 4525AC / 5025AC / 6525AC ▪ e-STUDIO6526AC / 6527AC / 7527AC ▪ e-STUDIO331AC / 401AC 	
Monochrome	
<ul style="list-style-type: none"> ▪ e-STUDIO2528A / 5528A / 6528A ▪ e-STUDIO7529A / 9029A 	
e-BRIDGE Next Series II	
Colour	
<ul style="list-style-type: none"> ▪ e-STUDIO2010AC ▪ e-STUDIO2515AC / 3015AC / 3515AC / 4515AC / 5015AC ▪ e-STUDIO5516AC / 6516AC / 7516AC ▪ e-STUDIO330AC / 400AC 	
Monochrome	
<ul style="list-style-type: none"> ▪ e-STUDIO2518A ▪ e-STUDIO5518A / 7518A / 8518A 	
e-BRIDGE Next Series I	
Colour	
<ul style="list-style-type: none"> ▪ e-STUDIO2000AC ▪ e-STUDIO2505AC / 3005AC / 3505AC / 4505AC / 5005AC ▪ e-STUDIO5506AC / 6506AC / 7506AC 	
Monochrome	
<ul style="list-style-type: none"> ▪ e-STUDIO2508A / 3508A / 4508A ▪ e-STUDIO5508A / 7508A / 8508A ▪ e-STUDIO3508LP / 4508LP 	

Overview

Toshiba e-BRIDGE Remote Assist is a secure, cloud-based service that enables authorized support personnel to perform remote maintenance on your devices, ensuring quick issue resolution while maintaining strict access controls. Here is a detailed breakdown of what this means for you:

Security & Access Control

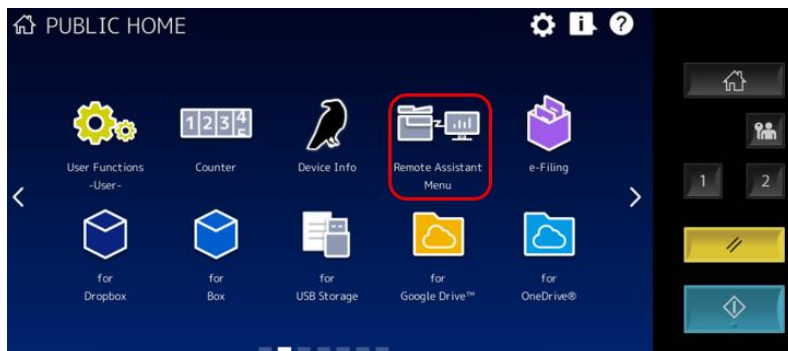
- Only authorized personnel from a contract company with a valid permit can access your device remotely.
- This ensures that unauthorized access is prevented, protecting sensitive data and device integrity.
- Remote sessions are conducted under strict compliance with Toshiba's security protocols, minimizing risks.
- For more security information and details please visit

<https://www.toshiba-business.com.au/support/remote-assist>

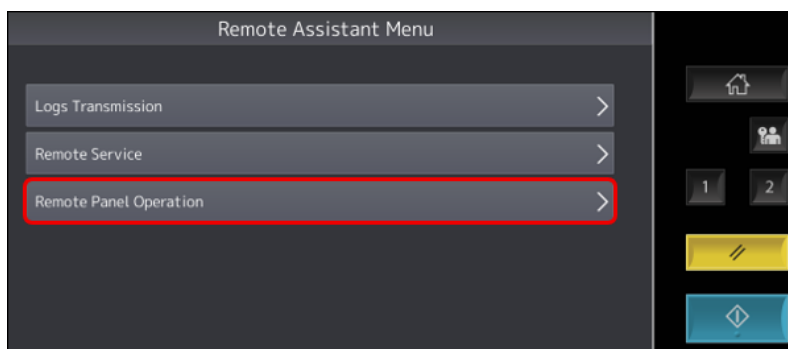
Process

1. Select the "Remote Assistant Menu" button on the device Control Panel.

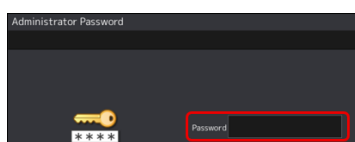
Note: Not all device Control Panel's will display the same or order of icons.



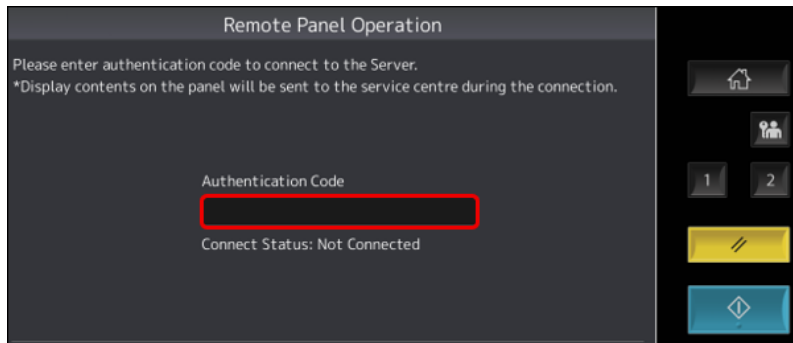
2. Select "Remote Panel Operation"



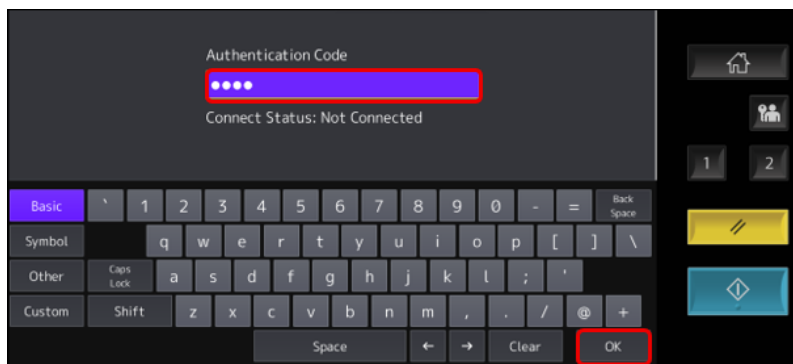
Note: Depending on the device service configuration, there may be a prompt to enter the Administrator password, before the next step



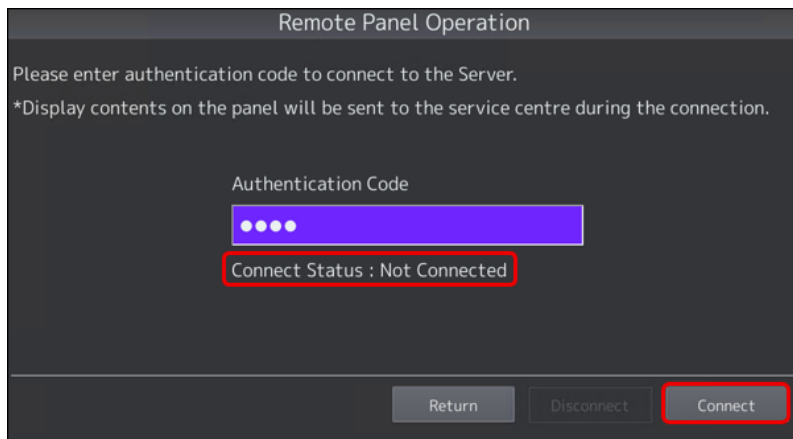
3. In the "Remote Panel Operation," select the "Authentication Code" field



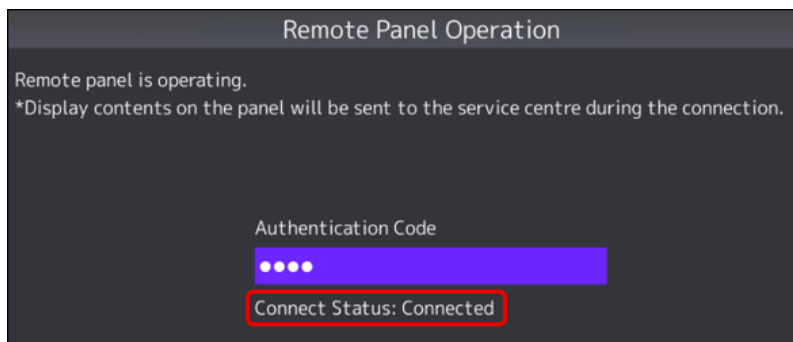
4. Input the one off 4-digit Authentication Code supplied by the Service Representative and select "OK"



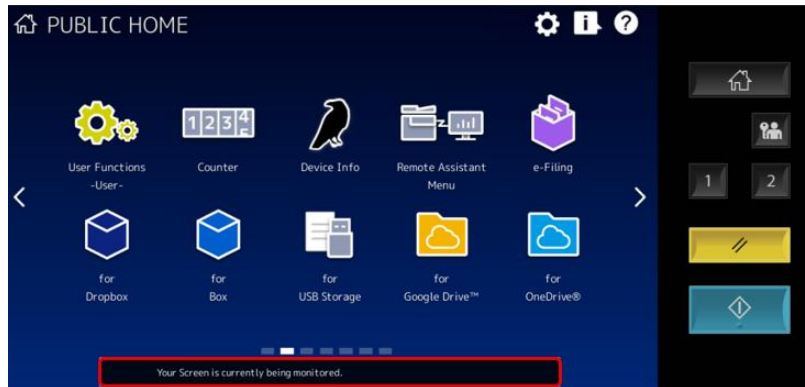
5. The Connect Status displays "Not Connected", select "Connect"



6. Once the connection is complete the Remote Panel Operation Connect Status now displays "Connected"



7. Service support will now have access to the MFD screen remotely and be able to assist with your MFD settings and demonstrate functionality.



Notes:

- Control Panel will display the dialogue “Your Screen is currently being monitored”
- While this message is displayed, unless directed by the Service support, please refrain from using the Control Panel
- Appearance of Control Panel icons may vary from device to device depending on customisation and model