Xerox Multifunction Devices

Customer Tips

... for the user

dc06cc0376
June 21, 2006

Configuration and Use of the MeterAssistant Option

Purpose

The MeterAssistant tool automatically submits meter reads to Xerox from networked devices, so that you do not need to manually collect and report these figures. This document describes how to set up the MeterAssistant and automatic email alerts to notify you when a meter read occurs.

Note: The configuration described in this document is unique to WC/WCP 232/238/245/255/265/275 devices. To use the MeterAssistant with other Xerox devices, access the SMart eSolutions page on www.xerox.com/smartesolutions and follow the instructions.

This document applies to the Xerox products indicated in the table below. For some products, it is assumed that your device is equipped with the appropriate option to support this document.

x	WC 7655/7665
x	WC Pro 232/238/245/255/265/275
x	WC 232/238/245/255/265/275
	WC Pro C2128/C2636/C3545
	WC Pro 165/175
	WC M165/M175
	WC Pro 32/40 Color
	WC Pro 65/75/90
	WC Pro 35/45/55
	WC M35/M45/M55
	DC 555/545/535
	DC 490/480/470/460
	DC 440/432/425/420

Xerox Device Configuration

MeterAssistant configuration includes 3 activities:

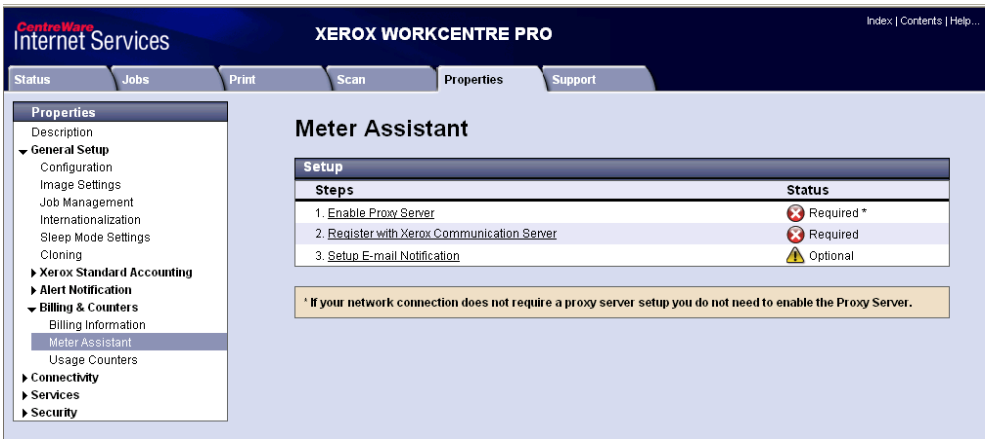
- Proxy Server Setup. A proxy server is used to enable communication through a firewall. If you do not use a proxy server, you must configure a DNS or WINS server.
- Register with the Xerox Communication Server. This activity establishes communication between the device and Xerox. You must make the connection before you can enable MeterAssistant on xerox.com. See “Registering for a Xerox Account and Setting Up Automatic Meter Reads,” later in this document.
- Setup Email Notification (optional). This option sends an alert to the email addresses you provide. Alerts are available to report when the communication server receives the meter data and/or if registration with the communication server is cancelled. You must have SMTP set up and functioning to use the email notification (refer to the documentation you received with your device to configure SMTP).

The following sections contain configuration procedures to setup the MeterAssistant.

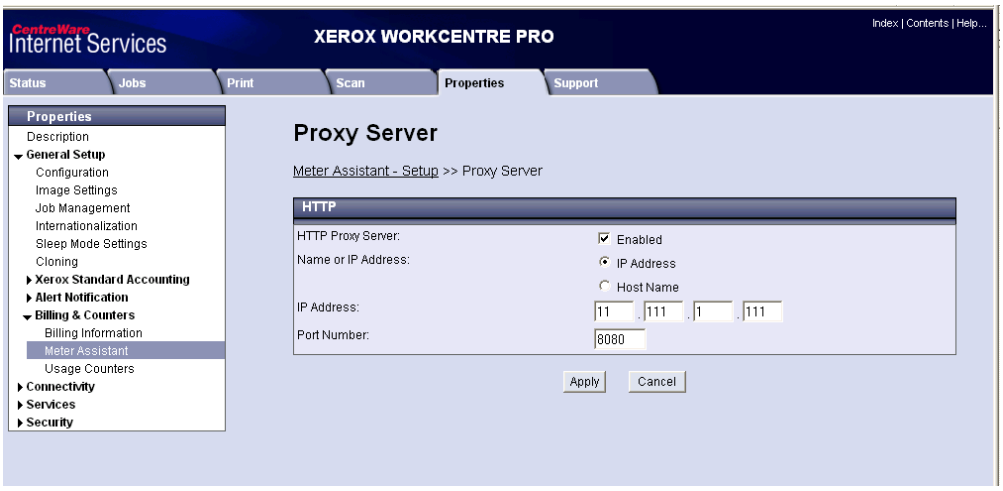
Proxy Server Setup

If you do not use an Internet proxy server in your network, skip this section and follow the instructions in the one of the following sections, “DNS Server Information” or WINS Server Information.

1. To access the MeterAssistant setup pages, enter your Xerox device’s IP address in a browser’s (for example, Internet Explorer or Netscape) **Address** field. On the device’s home page, select the **Properties** tab, expand **General Setup** and **Billing & Counters**, then select **Meter Assistant**.



2. On the Meter Assistant page, select **Enable Proxy Server**.

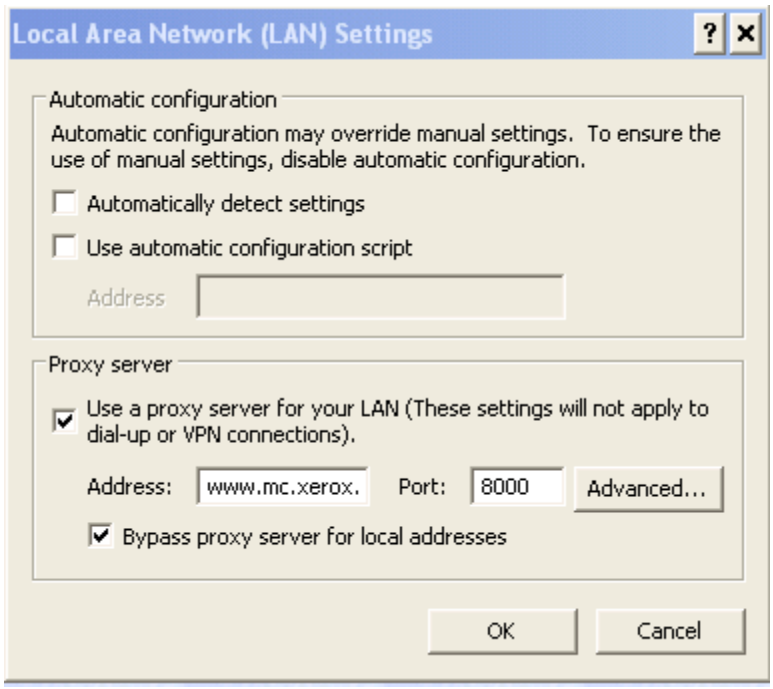


Note: This procedure requires that you enter the IP address or hostname and a port number. If you use Netscape, ask your system administrator where to find the information. If you use Internet Explorer, do the following to determine this data:

a. On the Internet Explorer menu select **Tools**.

b. Select **Internet Options**.

c. Select the **Connections** tab, then click **Lan Settings**. The proxy server IP address or host name and the port are located in the **Proxy server** section. Click in the **Address** field and scroll right/left to view the complete entry.



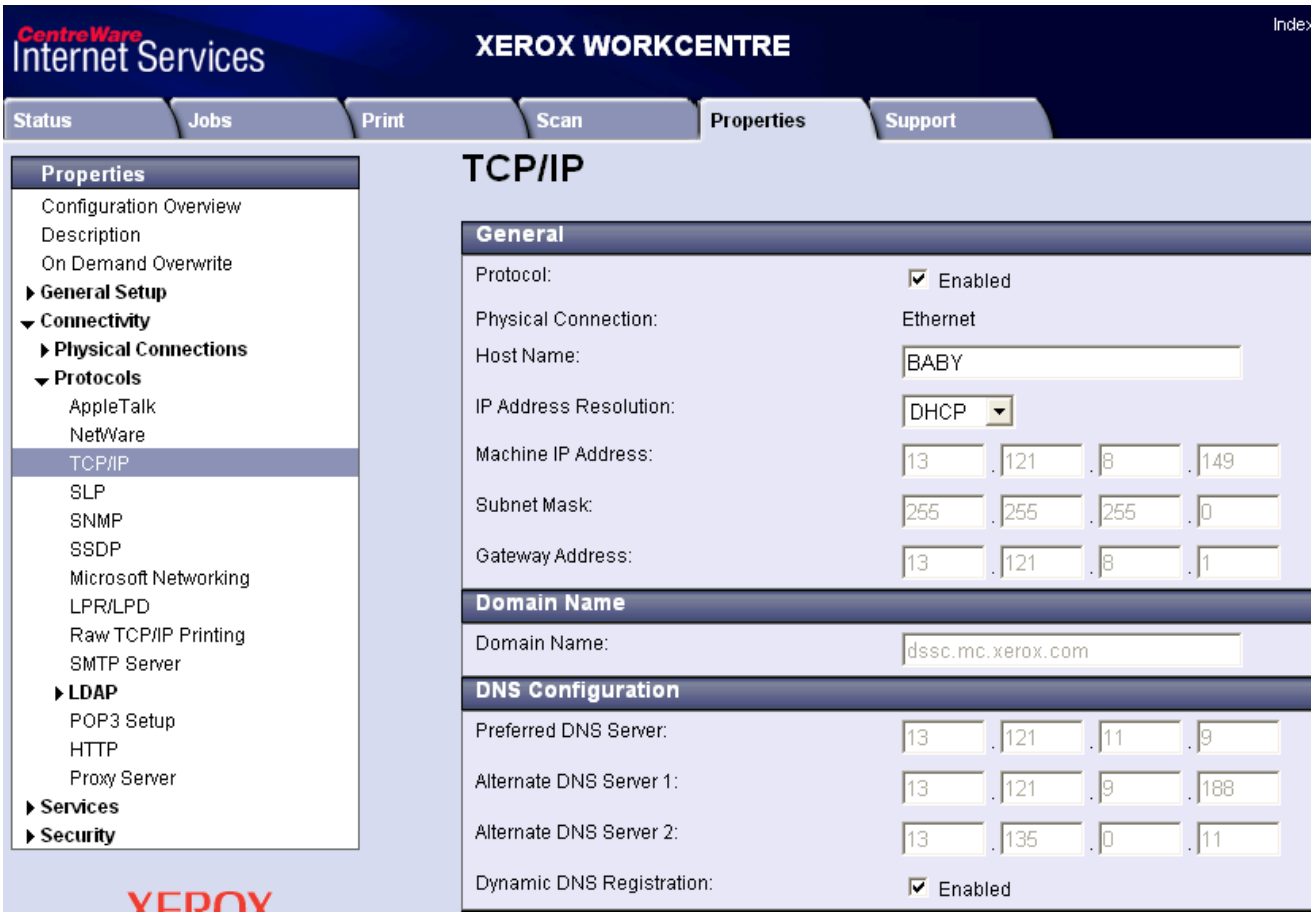
d. Click **Cancel** when finished.

3. Select **Enabled** and choose **IP Address** or **Host Name**.
4. Enter the IP address or host name of the proxy server in your network. The default port is 8080. You can change the port number if necessary.
5. Click **Apply** when finished. The MeterAssistant page is displayed again.
6. If requested, enter the administrator **User name** and **Password**.

DNS Server Configuration

Use the information in this section if you do not have a proxy server in your network configuration and you use DNS. Skip this section if you already configured your proxy server. If you use a WINS server skip to the next section “WINS Server Configuration.”

DNS information is located in the TCP/IP page of a device’s Web UI. To access the TCP/IP page access the device’s Web UI and select **Properties>Connectivity>Protocols>TCP/IP**.



There are several ways to acquire the DNS information.

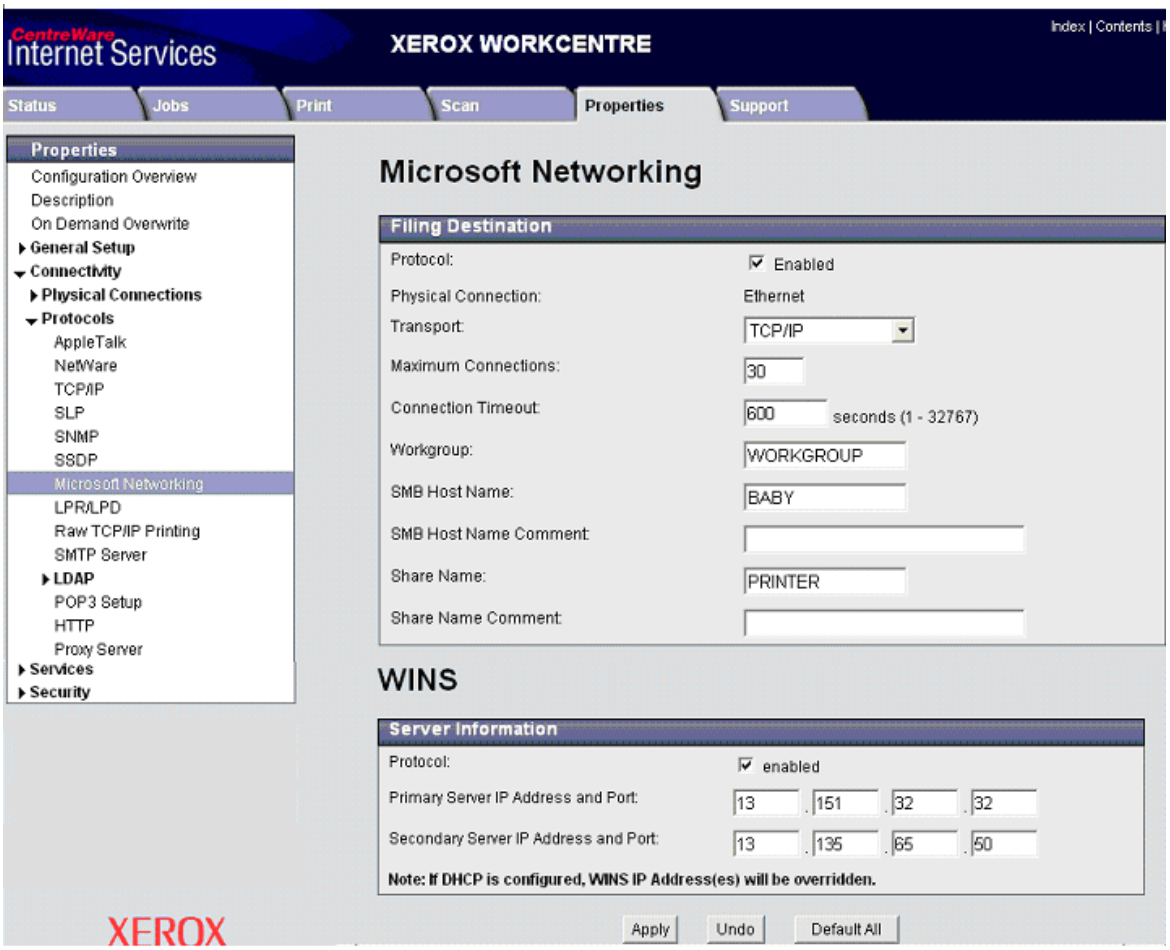
- If your DHCP server is configured to transfer DNS information:
  - DNS information may already be entered. If the **IP Address Resolution** field contains **DHCP** the DNS Configuration section is populated with as much information as the DHCP server has available.
  - If the **IP Address Resolution** field contains **STATIC**, select **DHCP** and click **Apply**. The Xerox device requests TCP/IP configuration information from the DHCP server. The DNS Configuration section is populated with as much information as the DHCP server has available.

  Note: If you change from STATIC to DHCP the IP address assigned to the device can change. To access the device’s Web UI use the new IP address.
- To enter DNS information manually, in the **IP Address Resolution** select **STATIC**. After the information is entered, leave **STATIC** in the IP Address Resolution field, or change it to **DHCP** (which ever is appropriate for your network), and click **Apply**.

WINS Server Configuration

Use the procedure in this section if you do not have a proxy server in your network configuration and you use a WINS server. Skip this section if you already configured your DNS or proxy server.

WINS information is located in the Microsoft Networking page of a device's Web UI. To access the Microsoft Networking page, access the device's Web UI and select **Properties>Connectivity>Protocols>Microsoft Networking**.



1. If you are using a WINS server check the box to enable the **Protocol**.
2. To enter WINS Server Information:
   - If **IP Address Resolution** is set to **DHCP** on the TCP/IP page and the DHCP server is configured to transfer WINS information, the primary and secondary IP address and port fields are populated.
   - If **IP Address Resolution** is set to **STATIC** on the TCP/IP page, enter the primary and secondary IP address and port information manually. If the IP Address Resolution is changed to DHCP these settings are overridden.
3. Click **Apply**.

Registering with the Xerox Communication Server

1. On the MeterAssistant page, select **Register with Xerox Communication Server**.

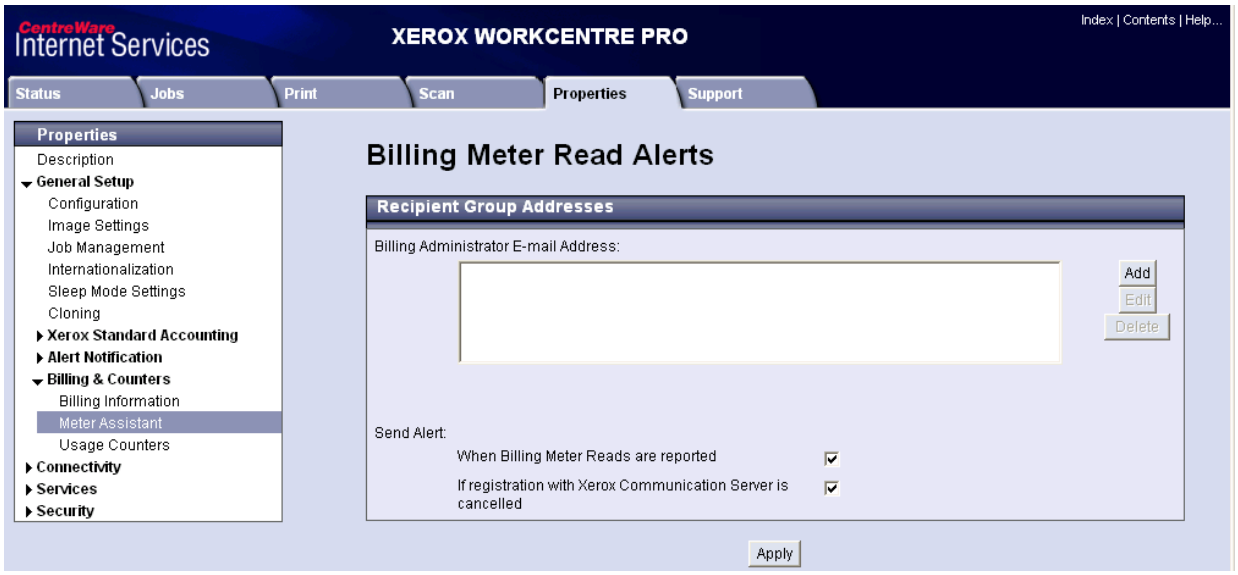
2. If the **Communication Server Registration Status** is **Not Registered**, select the **Request Registration** box and click **Apply**.

   Wait a few minutes while the device registers with the communication server at xerox.com. The following message appears when the registration is complete.

3. Click **OK** to return to the Xerox Communication Server page.
4. In the **Communication Setup** section, verify the **Enabled** box is checked. A random time appears in the **Transmission Time** fields. You can change this time if required. Click **Apply** when complete.
5. If requested, enter the administrator **User name** and **Password**.

Setup Email Notification (optional)

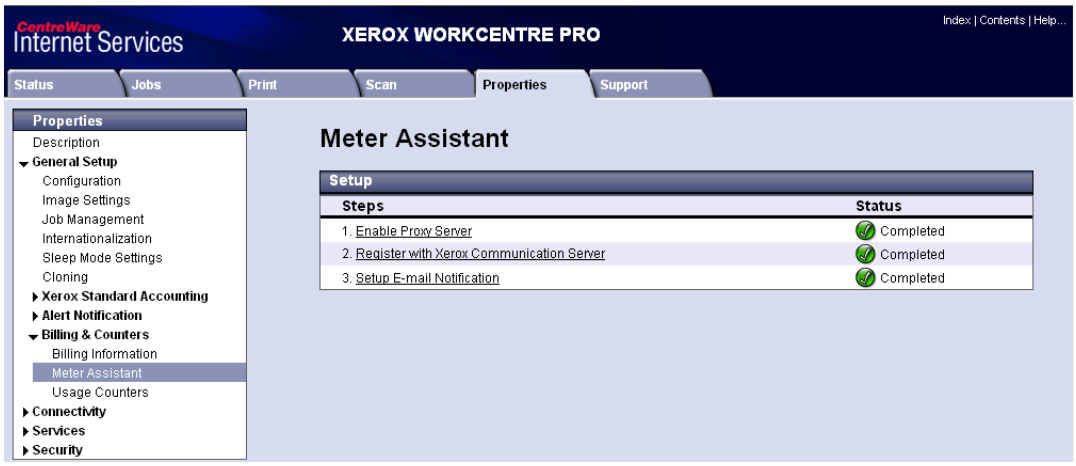
On the MeterAssistant page, select **Setup Email Notification** to display the Billing Meter Read Alerts page.



1. Click **Add** to display the Meter Read Alert Addresses page.

2. In the **Add E-mail** field, enter the valid email address of a recipient of the meter read alerts. Click **Add**. The address appears in the **E-mail Addresses** box. If others are to receive the meter read alerts, repeat this step.
3. Click **Delete** to remove a highlighted address from the **E-mail Addresses** box. To change an address, highlight an entry in the **E-mail Addresses** box, make changes to the address that appears in **Edit E-mail**, and click **Replace**.
4. In the **"Reply to" E-mail Address** field, enter an address that appears in the To line when alert recipients reply to an email alert.
5. When finished, click **Apply**.
6. If requested, enter the administrator **User name** and **Password**.

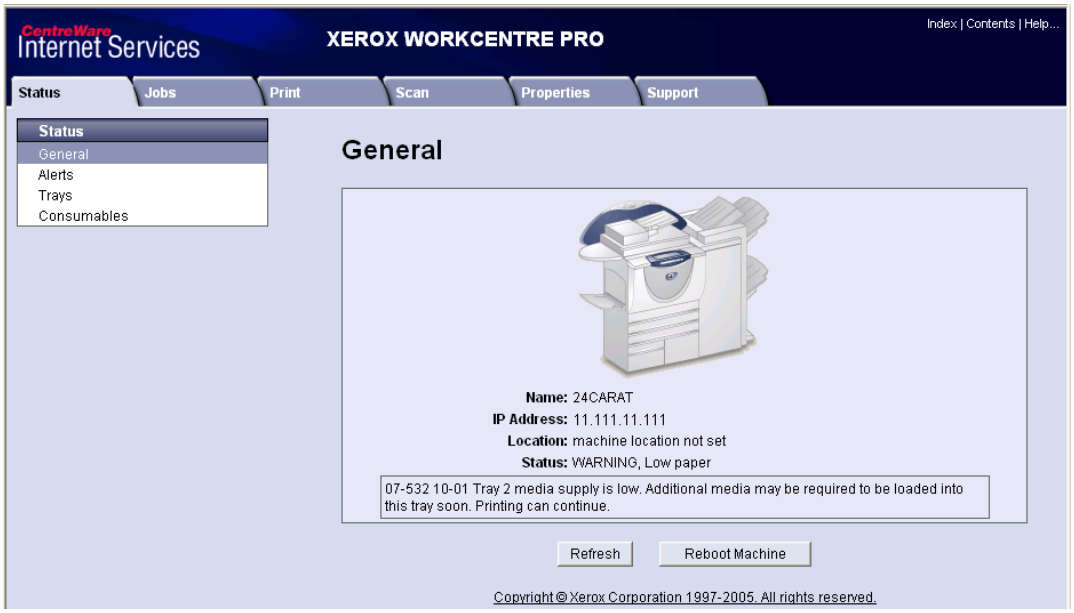
When all MeterAssistant setup is complete, the Meter Assistant page displays the status of each item.



Reboot Device to Apply All Settings

To verify that all settings are applied, reboot the device.

1. Select the **Status** tab at the top left side of the devices Internet Services page.

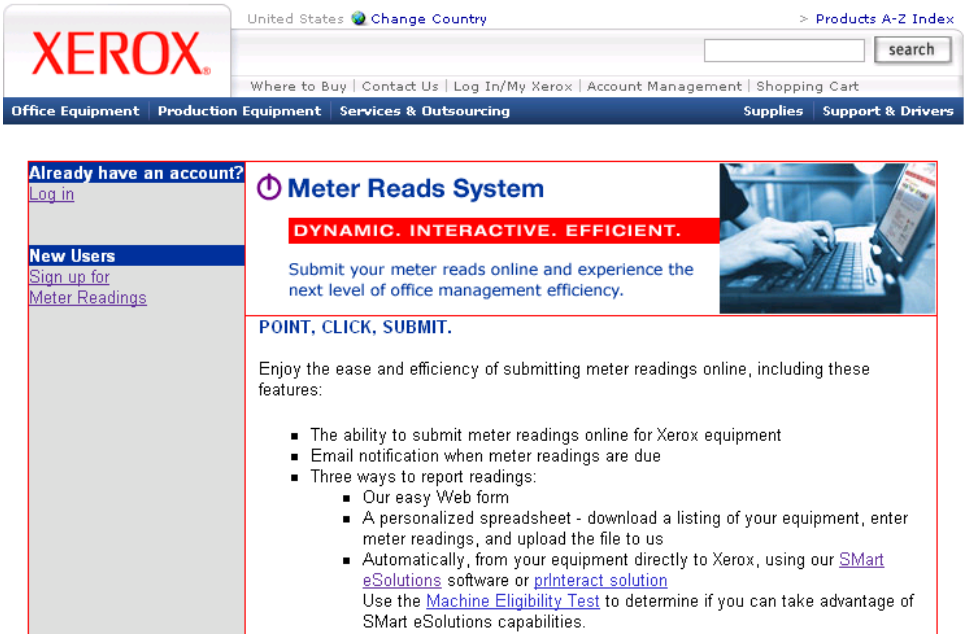


2. Click **Reboot Machine**.

Registering for a Xerox Account and Setting Up Automatic Meter Reads

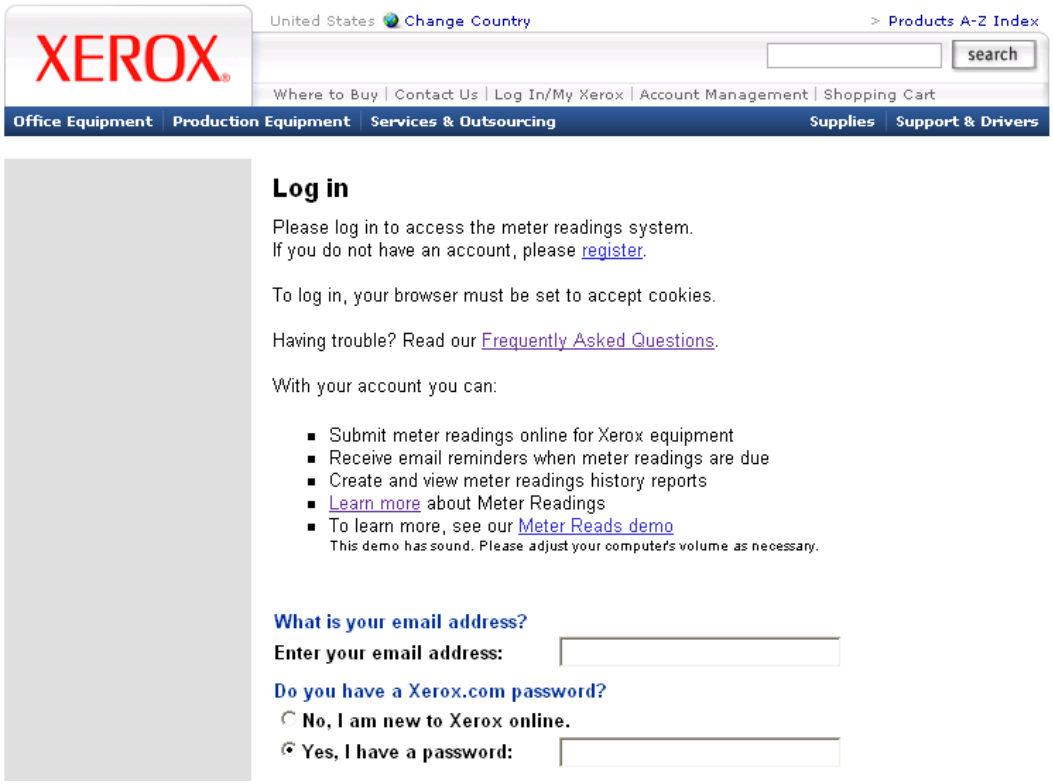
Processing communication server registration may take up to one hour before it appears in your account's list of devices. To use the MeterAssistant tool you must have an online Xerox account.

1. Access www.Xerox.com.
2. In the column on the left of the page under Customer Resources, select **Meter Reads**.

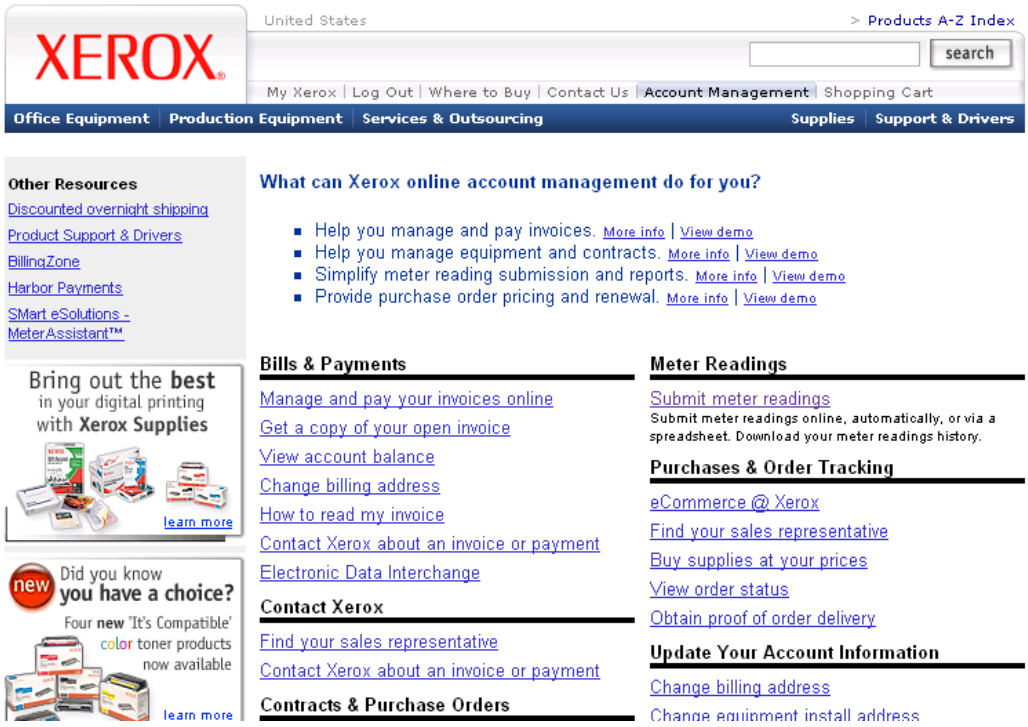


3. If you already have an account, select **Log in**. If not, select **Sign up for Meter Readings**.

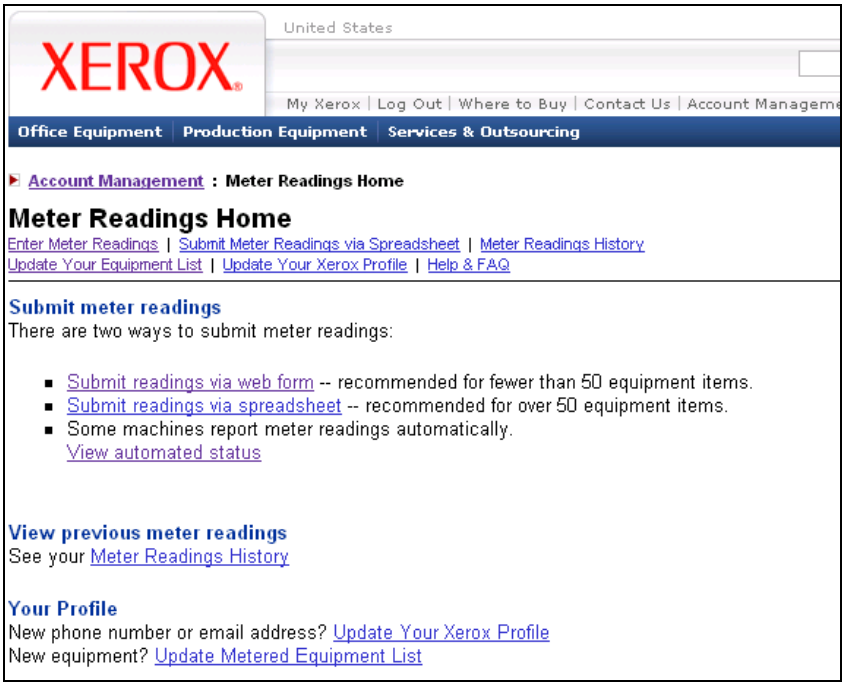
4. When the Log in window appears, if you have an account, enter your email address in **What is your email address?**, then skip to step 6. If not, select **register** and continue with the next step.



5. Enter the registration information and click **Submit**.
6. On the **Account Management** tab, in the **Meter Readings** section, select **Submit meter readings**.



7. On the Meter Readings home page click **View Automated Status**.



8. The Automated Meter Readings Status page appears with a list of the devices you registered with the communication server that are eligible to use the automatic meter reading option.

Serial Number	Product Name	Status	Automatic Meter Readings select all deselect all
XXX012345	245/255 DAD/ST	Automated	☑ Send readings automatically
XXX012346	245/255 DAD/ST	Automated	☑ Send readings automatically
XXX012347	245/255 DAD/ST	Automated	☑ Send readings automatically
XXX012348	245/255 DAD/ST	Automated	☑ Send readings automatically
XXX012349	245/255 DAD/ST	Automated	☑ Send readings automatically
XXX912319	245/255 DAD/ST	Automated	☑ Send readings automatically
XXX912310	245/255 DAD/ST	Automated	☑ Send readings automatically
XXX012310	245/255 DAD/ST	Automation request submitted, please check back in 24 hours.	☑ Send readings automatically
XXX012329	245/255 DAD/ST	Ready for Activation - Please check box to activate	☐ Send readings automatically

9. Review the status of the devices in the list. Verify that the devices you wish to use the automatic meter reading option have **Send readings automatically** checked. If not check the box. Approximately 24 hours is required to complete the process to set up automatic meter readings.

10. Click **Submit**. After 24 hours access this page again and verify the status is **Automated**.

Additional Information

Xerox Customer Support welcomes feedback on all documentation - send feedback via e-mail to: USA.DSSC.Doc.Feedback@mc.usa.xerox.com.

You can reach Xerox Customer Support at 1-800-821-2797 (USA), TTY 1-800-855-2880 or at http://www.xerox.com.

Other Tips about Xerox multifunction devices are available at the following URL: http://www.office.xerox.com/support/dctips/dctips.html.

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