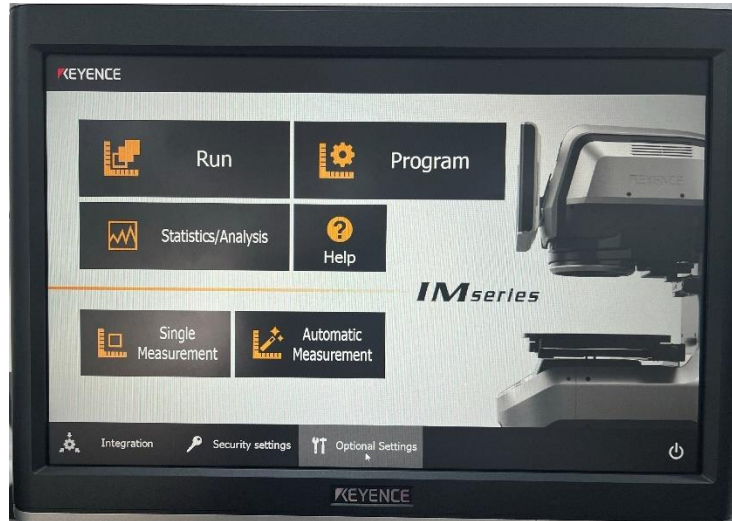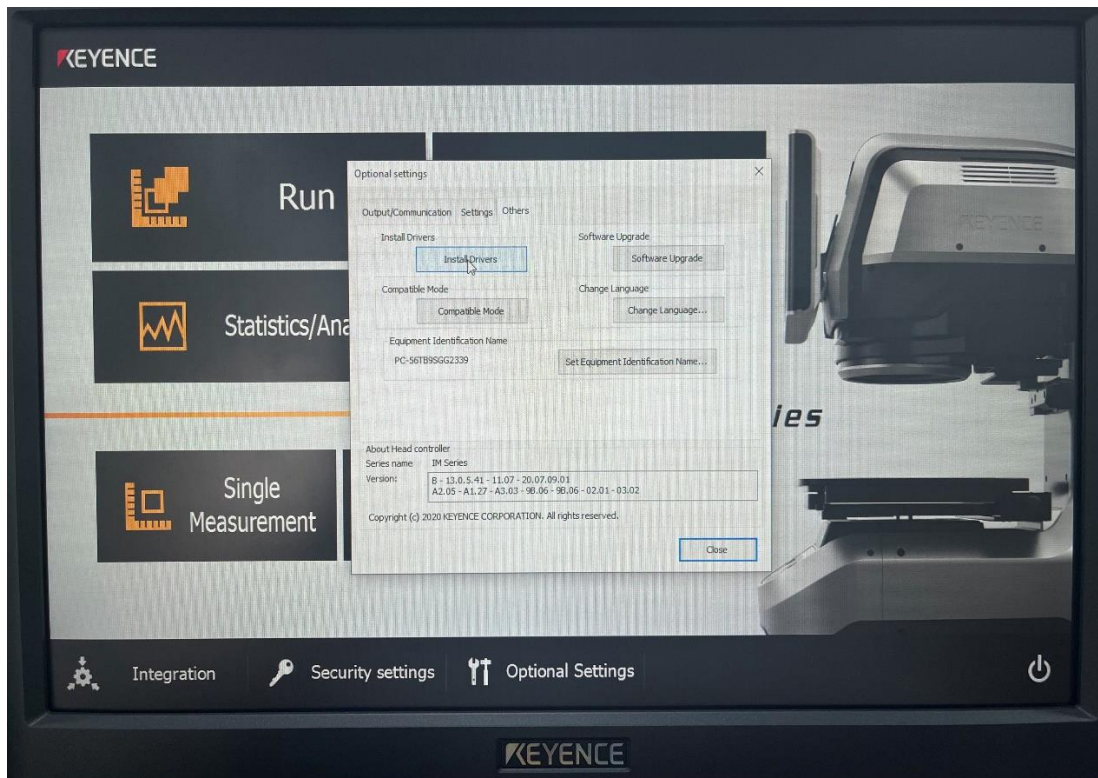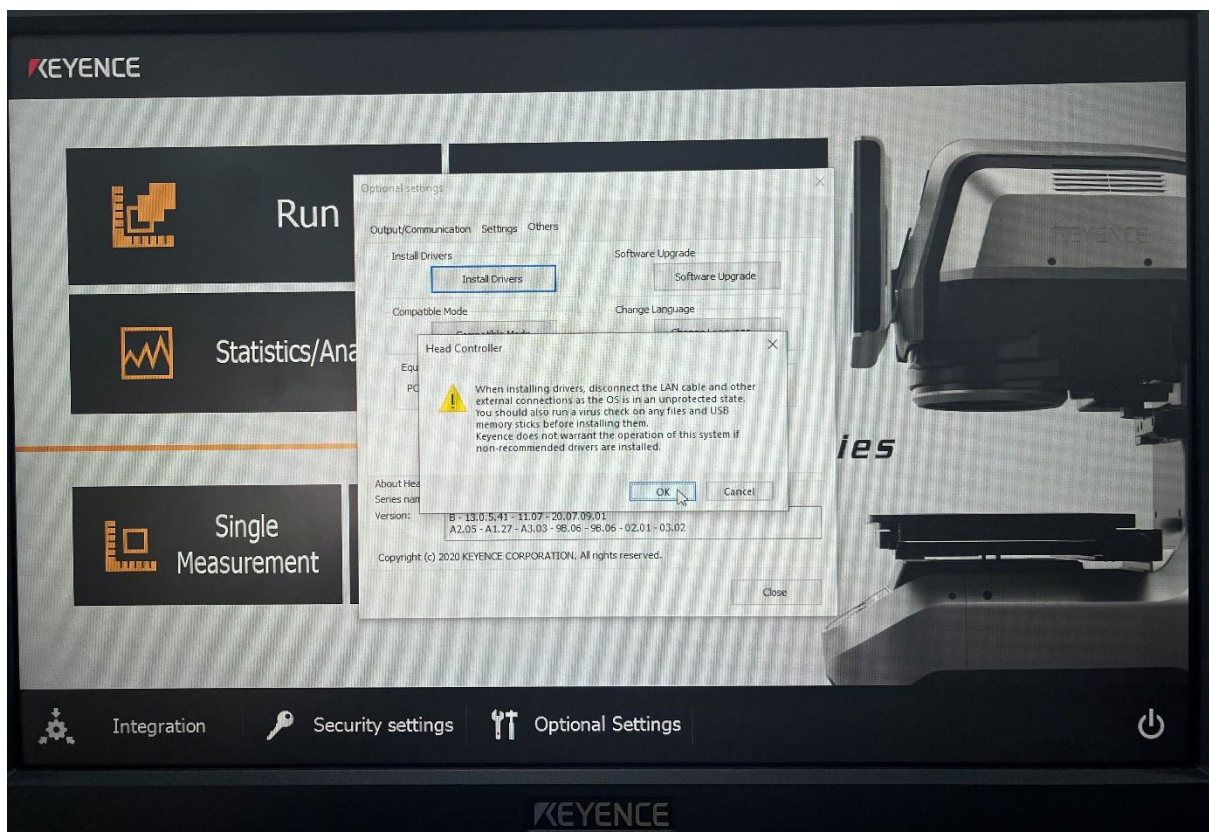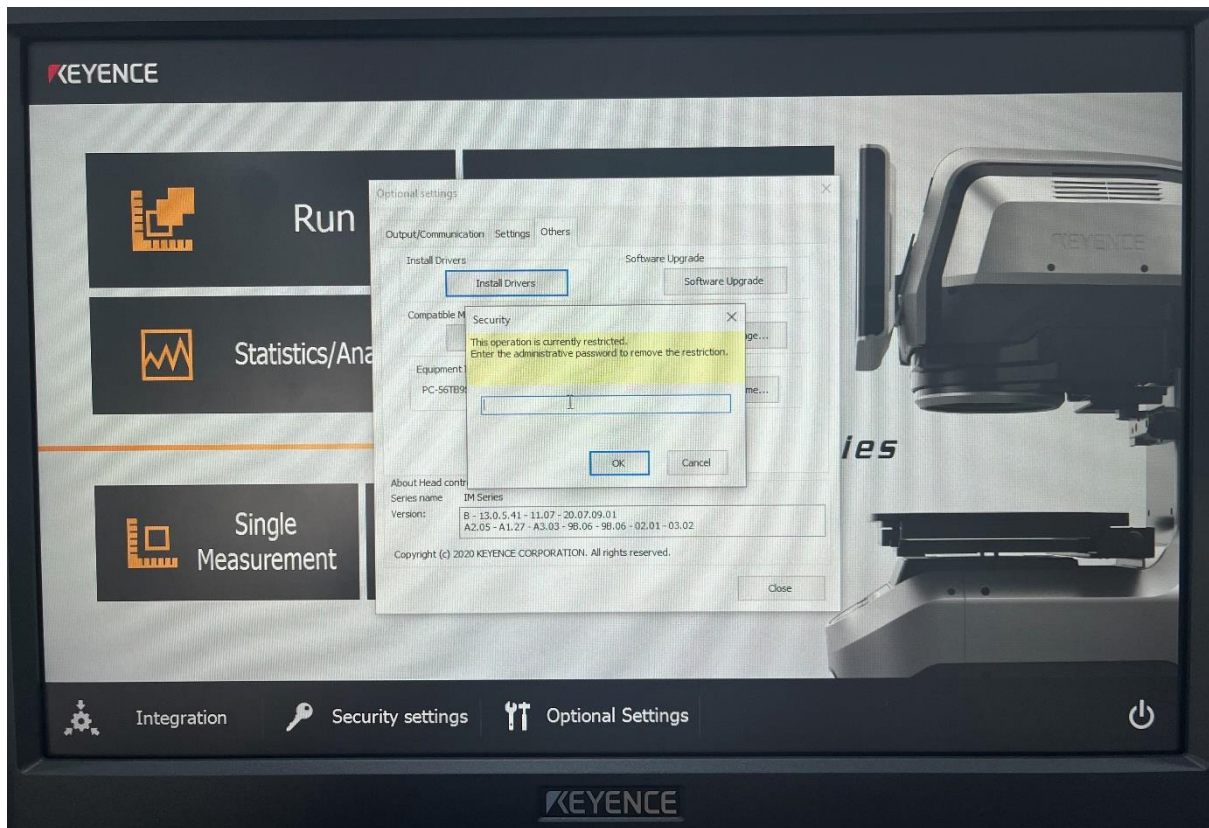## IM – 8000 series online support

The IM - 8000 series can be accessed remotely through the Keyence online support facility in the IM systems.

Step 1: From Main Menu click **Optional Settings**.

Step 2: Click on **Others** and then click on **Install Drivers** -> **Enter the local administrator password -> OK**

KEYENCE

Run

Statistics/Ana

Single
Measurement

Integration   Security settings   Optional Settings

Optional settings   ×

Output/Communication   Settings   Others

Install Drivers   Software Upgrade
    Install Drivers   Software Upgrade

Compatible M   Security   ×

Equipment   This operation is currently restricted.
PC-56TB9   Enter the administrative password to remove the restriction.

About Head contr
Series name   IM Series
Version: B - 13.0.5.41 - 11.07 - 20.07.09.01
                   A2.05 - A1.27 - A3.03 - 9B.06 - 9B.06 - 02.01 - 03.02

Copyright (c) 2020 KEYENCE CORPORATION. All rights reserved.

        OK   Cancel

        Close

KEYENCE

KEYENCE

Run

Statistics/Ana

Single
Measurement

Integration   Security settings   Optional Settings

Optional settings   ×

Output/Communication   Settings   Others

Install Drivers   Software Upgrade
    Install Drivers   Software Upgrade

Compatible Mode   Change Language
                                   Change Language

Equ
PC   Head Controller   ×

About Hea   ⚠   When installing drivers, disconnect the LAN cable and other
Series nan   external connections as the OS is in an unprotected state.
Version: You should also run a virus check on any files and USB
          B - 13.0   memory sticks before installing them.
          A2.05 -   Keyence does not warrant the operation of this system if
                          non-recommended drivers are installed.

Copyright (c) 2020 KEYENCE CORPORATION. All rights reserved.   OK   Cancel
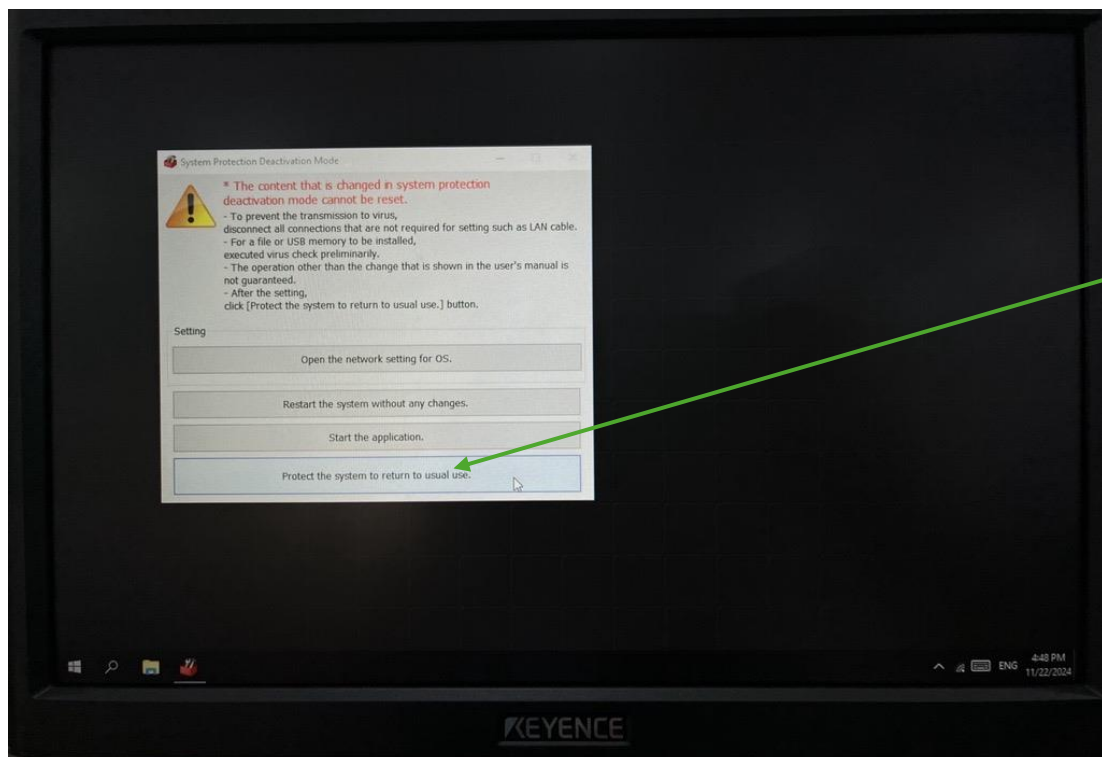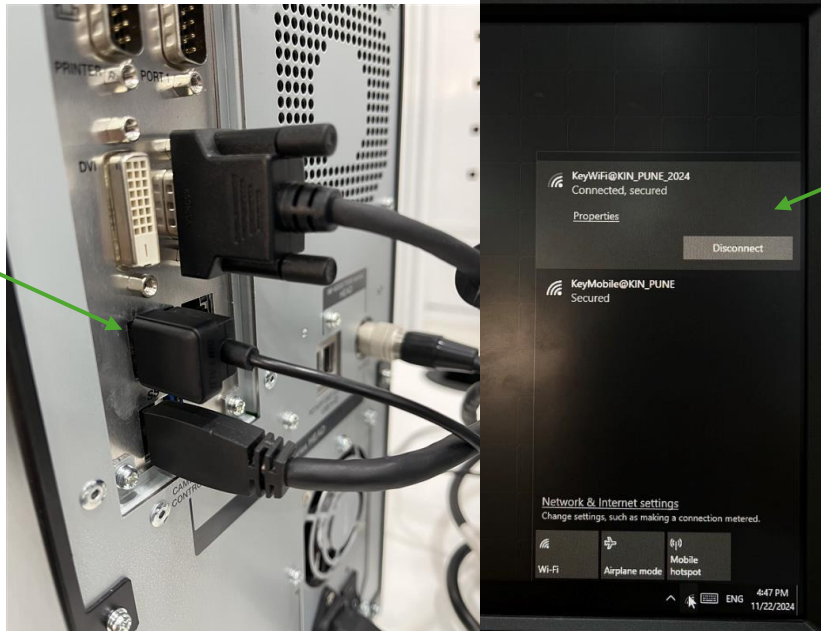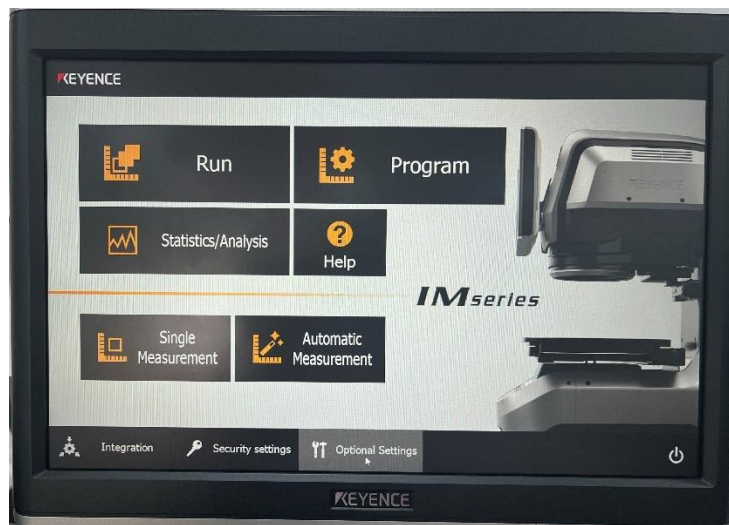
        Close

KEYENCE

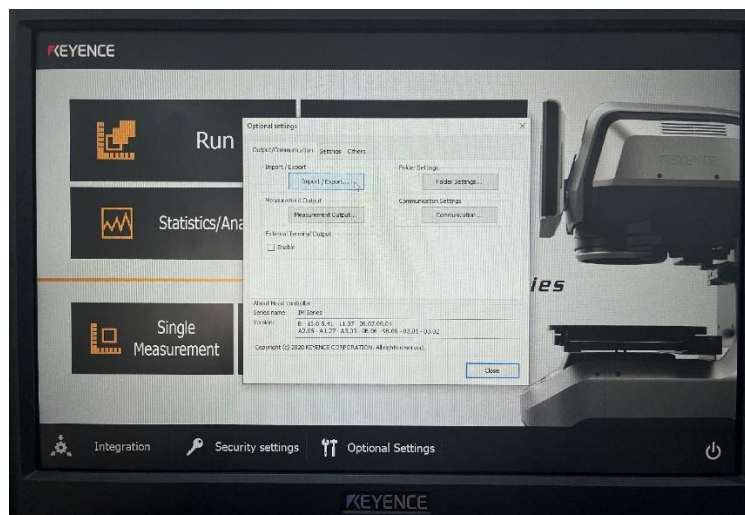Step 3: The system reboots and opens in Windows mode.

Step 4: Connect the Wifi dongle to the IM-8000 controller and connect the internet from Network Settings. Once connected, Click on **Protect the system to return to usual use**.
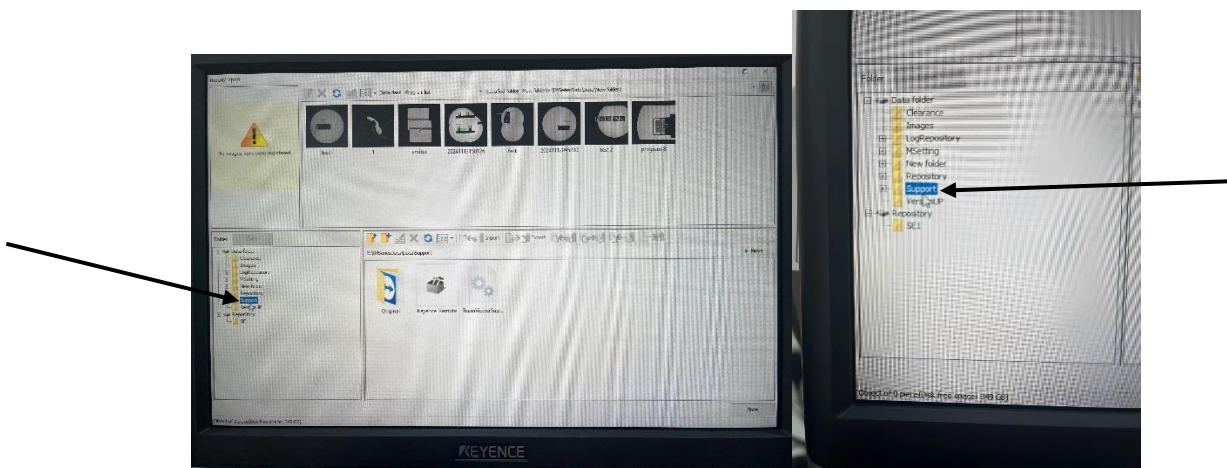
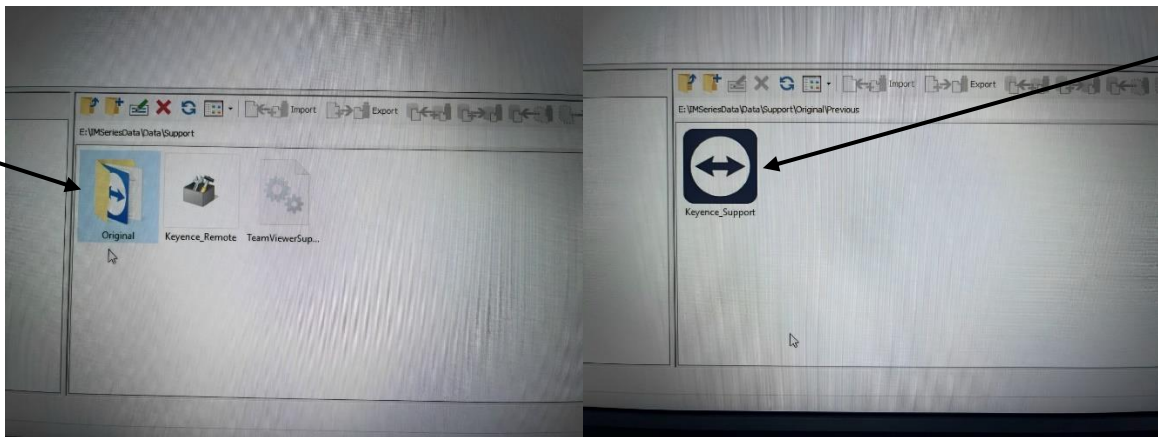Step 5: From Main Menu click **Optional Settings**.

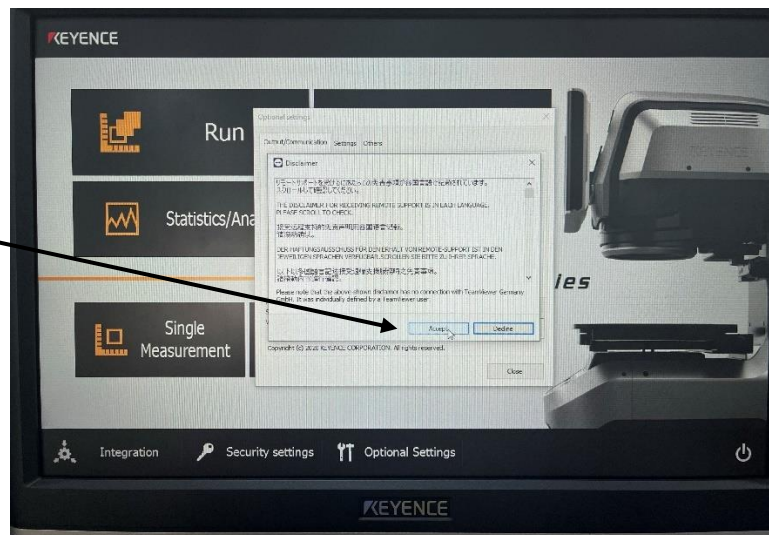Step 6: From the **Output/Communication** tab click on **Import/Export**.

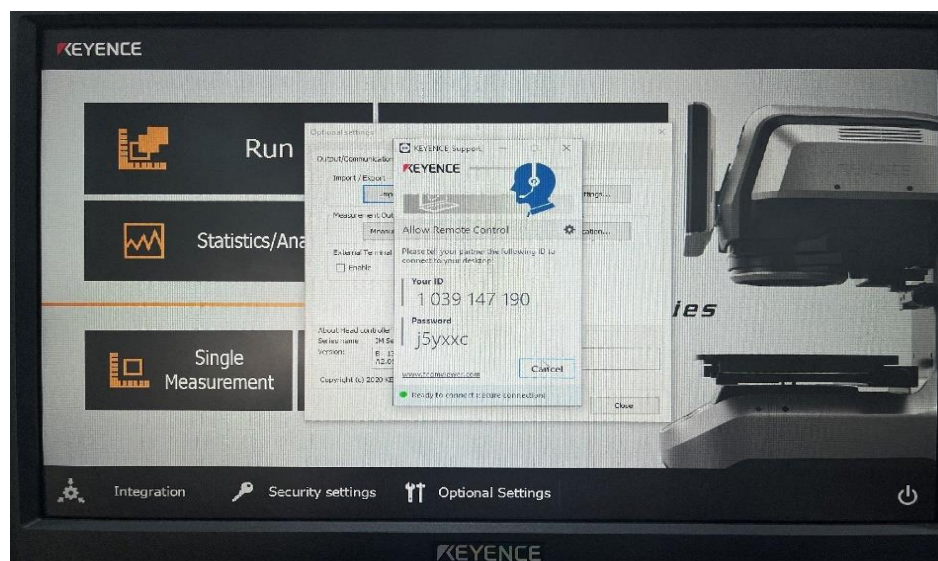Step 7: From the **Data Folder** list click on **Support.**

Step 8: Click on **Original -> KEYENCE_Support -> OK**
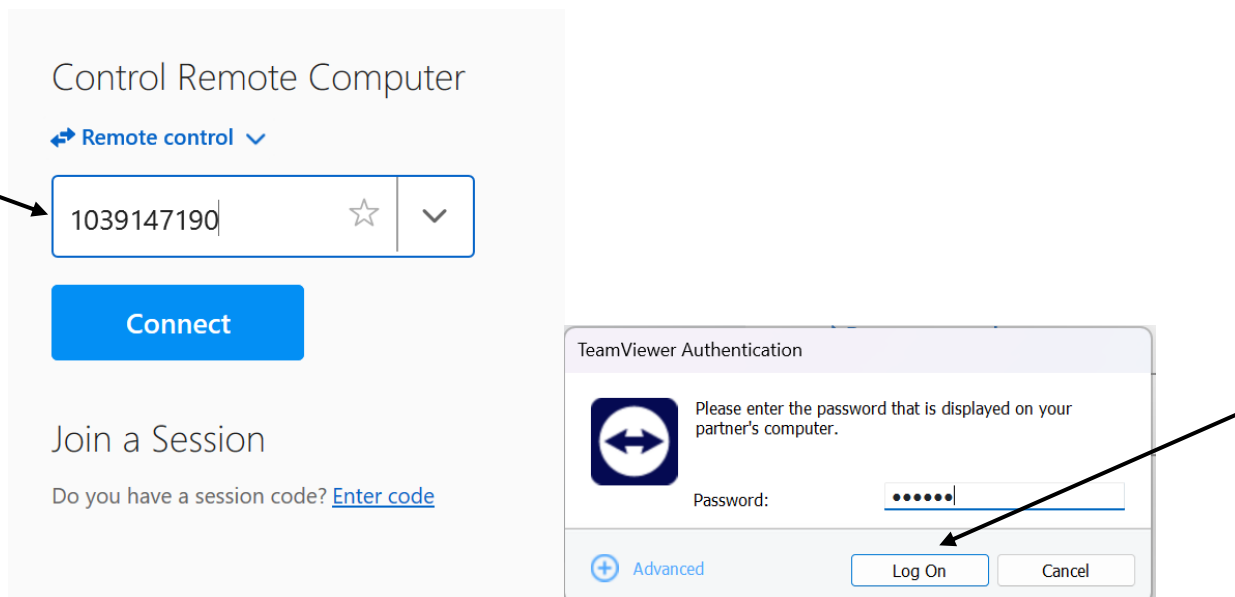

Step 9: Click on **Accept**

The **TeamViewer** ID and password are displayed on the IM-8000 screen.

Step 10: Enter the ID and password in the remote device (desktop or laptop) and Click on Log On.

The IM system now can be accessed remotely.