EPSON
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WF-M20590 Series
Epson Print Admin Serverless

How to Use

NPD6515-00 EN

Contents

Introduction

The Contents of This Document. 3
Using this Guide. 3
Marks and Symbols. 3
Screenshots Used in This Guide. 3
Operating System References. 3

Overview

About Authenticated Printing. 5
About Scanning. 6

Authentication Methods

Preparing for Use. 7
Registering an Authentication Card. 7
Checking the ID Number. 8

Login and Logout on Printers

Logging in. 9
If the authentication device is not connected. 9
If the authentication device is connected. 9
Logging out. 10
When Control Panel Functions Are Available Without Authentication. 10

Changing the User Information

Changing the Password. 11
Changing the ID Number. 12

Authenticated Printing

Printing from the Computer. 13
Setting Up the Printer Driver -Windows. 13
Printing from the Printer Driver -Windows. 15
Printing from the Printer Driver -Mac OS. 17
Operations on the Printer. 19
Printing. 19
Canceling Printing. 20
Interrupting Jobs. 20
Interrupting other jobs. 21
Print Job Screen. 22
Select Job Screen. 22
Details Screen. 23

Scanning

Available Scanning Functions for Epson Print Admin Serverless. 24
Using Scan to My Email. 24
Using Scan to My Folder. 25

Scanning or Faxing from the Computer

Scanning from the Computer. 27
Sending and Receiving Faxes Using PC-FAX. 28

Solving Problems

Forgot Your Password or ID Number. 31
Printing Problems. 31
Print Jobs Are not Displayed on the Control Panel. 31
Other Problems. 32
No Authentication Sound Is Emitted Even When the Card Is Held Over the Authentication Device. 32

Appendix

System Requirements. 33
Trademarks. 33
Caution. 33

Introduction

The Contents of This Document

This guide describes how to perform the following for Epson Print Admin Serverless.

❏ Authenticated methods

❏ Registering an authentication card

❏ Authenticated printing

❏ Scanning

Using this Guide

Marks and Symbols

> ⚠ ***Caution:***
> *Instructions that must be followed carefully to avoid bodily injury.*

> ***Important:***
> *Instructions that must be observed to avoid damage to your equipment.*

Note:
Provides complementary and reference information.

Related Information

➡ Links to related sections.

Screenshots Used in This Guide

Setting items may vary depending on products and setting conditions.

Operating System References

Windows

In this manual, terms such as "Windows 10", "Windows 8.1", "Windows 8", "Windows 7", "Windows Vista", "Windows XP", "Windows Server 2019","Windows Server 2016", "Windows Server 2012 R2", "Windows Server 2012", "Windows Server 2008 R2", "Windows Server 2008", "Windows Server 2003 R2", and "Windows Server 2003" refer to the following operating systems. Additionally, "Windows" is used to refer to all versions.

- ❏ Microsoft® Windows® 10 operating system
- ❏ Microsoft® Windows® 8.1 operating system
- ❏ Microsoft® Windows® 8 operating system
- ❏ Microsoft® Windows® 7 operating system
- ❏ Microsoft® Windows Vista® operating system
- ❏ Microsoft® Windows® XP operating system
- ❏ Microsoft® Windows® XP Professional x64 Edition operating system
- ❏ Microsoft® Windows Server® 2019 operating system
- ❏ Microsoft® Windows Server® 2016 operating system
- ❏ Microsoft® Windows Server® 2012 R2 operating system
- ❏ Microsoft® Windows Server® 2012 operating system
- ❏ Microsoft® Windows Server® 2008 R2 operating system
- ❏ Microsoft® Windows Server® 2008 operating system
- ❏ Microsoft® Windows Server® 2003 R2 operating system
- ❏ Microsoft® Windows Server® 2003 operating system

Mac OS

In this manual, "Mac OS" is used to refer to macOS Catalina, macOS Mojave, macOS High Sierra, macOS Sierra, OS X El Capitan, OS X Yosemite, OS X Mavericks, OS X Mountain Lion, and Mac OS X v10.7.x.

Overview

Epson Print Admin Serverless provides a safe and efficient environment for using printers on networks such as office or school networks.

The following three solutions are provided.

❏ Enhanced Security

Only authenticated users can use the printer.

You can avoid confidential documents being taken away by unauthorized personnel, mixing documents with other user's, and so on since they are printed from an authenticated printer.

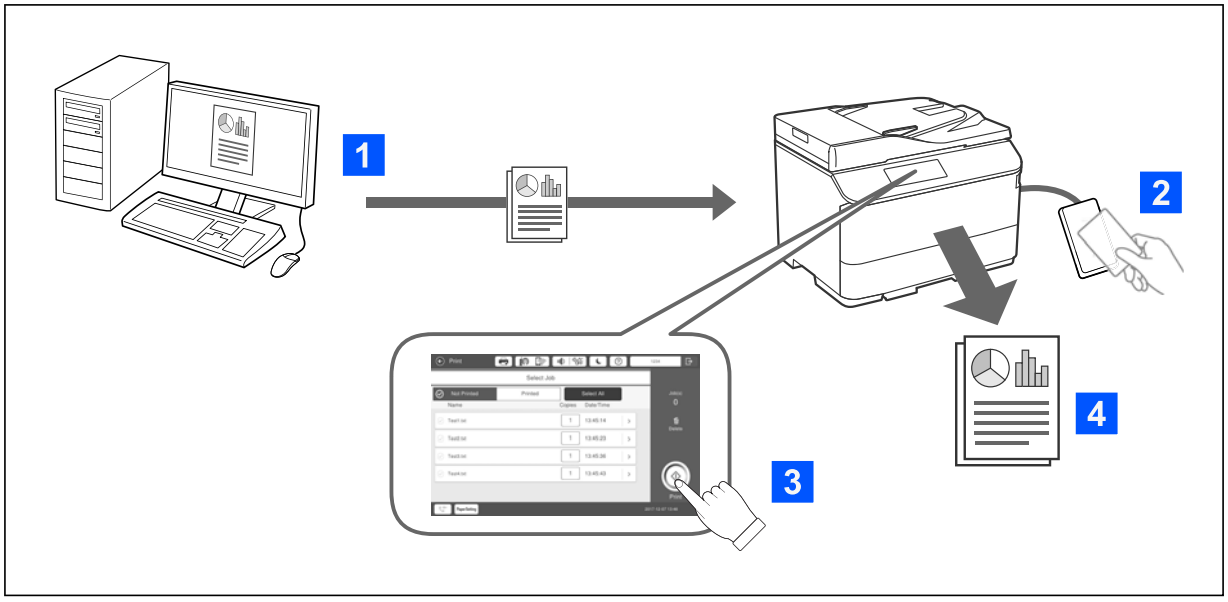
❏ Cost Savings

You can avoid unnecessary printing since print jobs are selected directly from the job list.

❏ Business Efficiency

Without making any complex operations, you can send the scanned data to your email address or save it to the registered destination folder.

About Authenticated Printing

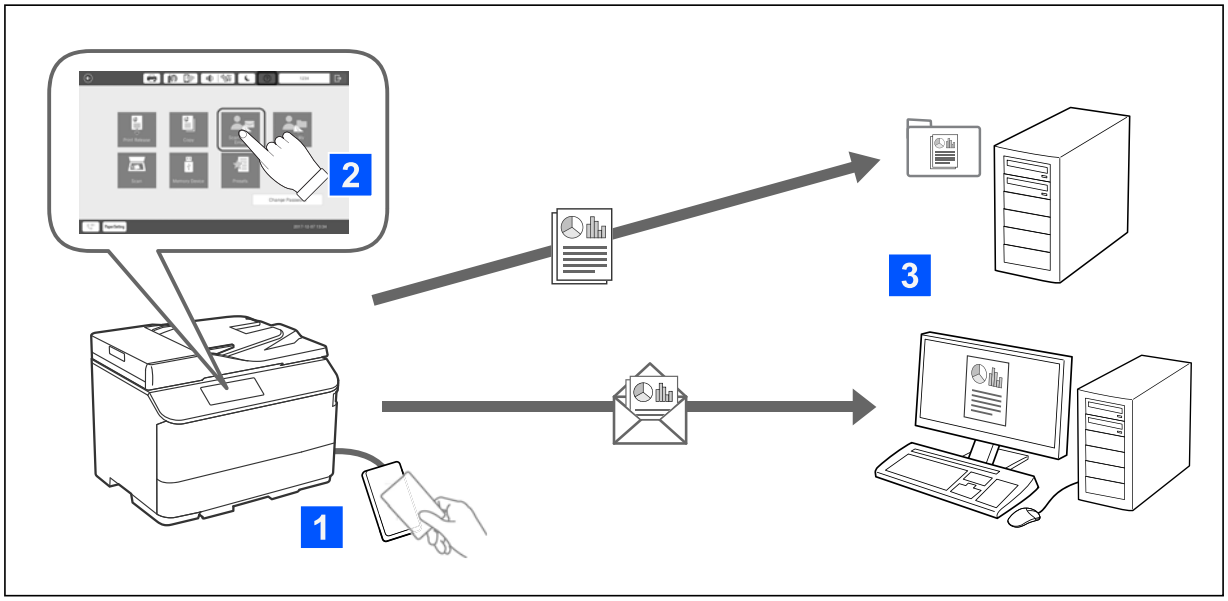


You can store print jobs that are printed from the computer. Log on to the printer as an authenticated user, select the print job, and then print it.

If your system administrator allows this function, you can print jobs directly without storing them.

You can print from any printer as long as the printer is linked using the Pull Printing function.

About Scanning



You can use the control panel functions (scanning, copying, faxing, etc.) by logging in to the printer as an authenticated user.

- ❏ You can send the scan results to your registered email address.
- ❏ You can save the scan results to the personal folder named after your user ID under the target folder (network folder or FTP server) registered in Epson Print Admin Serverless, or in a dedicated folder that you can set yourself.

Authentication Methods

The authentication method is set up by the system administrator, and the screen on the control panel is displayed accordingly. The available authentication methods are as follows.

❏ user ID and password

❏ user ID

❏ ID number

❏ authentication card (if an authentication device is connected)

Preparing for Use

You need to prepare to use Epson Print Admin Serverless. Preparation is different depending on the authentication method and whether an authentication device is used.

Registering an Authentication Card

If you are using an authentication card for Epson Print Admin Serverless, you need to register the user authentication card.

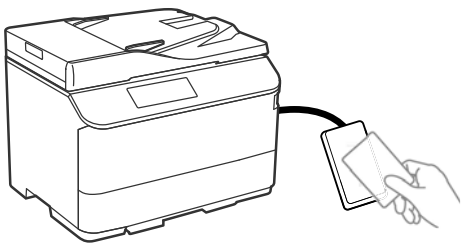
Note:

❏ *The card may have been registered by your system administrator already. For more information, follow the instructions given by your system administrator.*

❏ *For printers connected by wireless LAN that have entered sleep mode (energy saving mode), it may take some time to recognize the authentication card. You may need to hold your card over the authentication device again.*

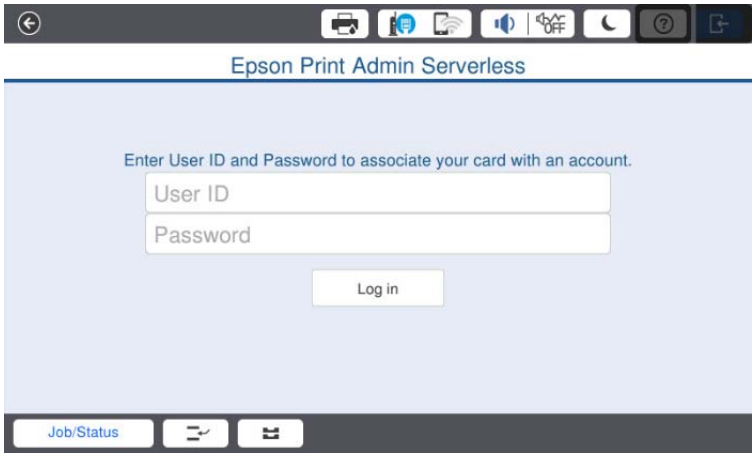
1. Hold the authentication card over the authentication card reader.

   The screen for entering the user ID and password is displayed.



2. Enter the user ID and password on the control panel.

   If you do not know your user ID and password, contact your system administrator.

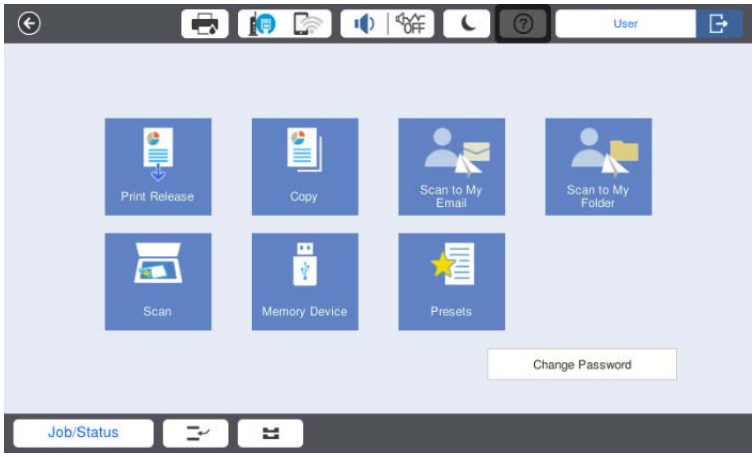


3. Tap **Log in**.

   The registration completion message is displayed.

4. Tap OK.

   When you log in, the full name is displayed automatically at the top right of the menu.



5. Tap to log out.

   Return to the authentication screen. In the future, you will be authenticated only by holding the authentication card.

Checking the ID Number

For ID number authentication, a unique ID number is issued. You can log in to the printer by entering the ID number on its control panel. Contact your system administrator for your ID number.

Login and Logout on Printers

To use the authenticated printing or the control panel functions, you need to log in to the printer.

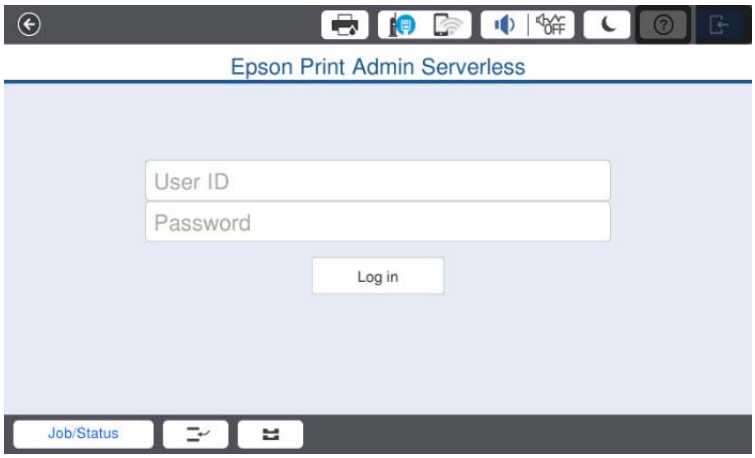
Logging in

You can log in from the printer's control panel.

If the authentication device is not connected

You can log in by entering a user ID and password, a user ID, or an ID number.

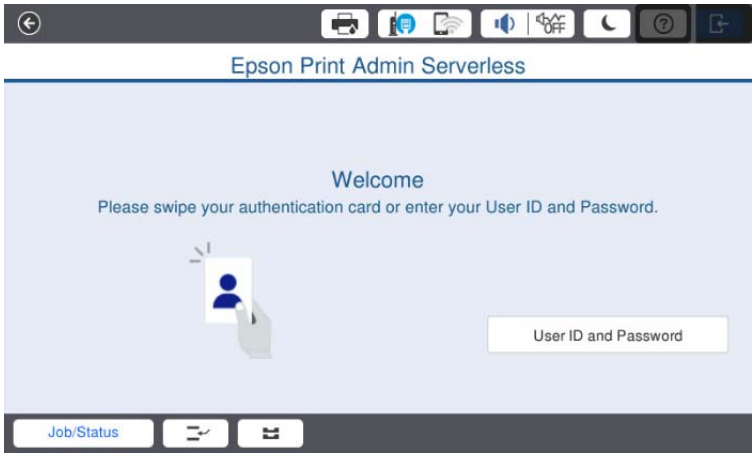
1. Enter the **User ID** and **Password**, the **User ID**, or the **ID Number** on the printer's control panel.



2. Tap **Log in**.

If the authentication device is connected

You can log in by holding the authentication card over the authentication device.



Note:
*When **User ID and Password** or **ID Number** is displayed, you can also log in by entering your user information.*

Related Information

➡ "Registering an Authentication Card" on page 7

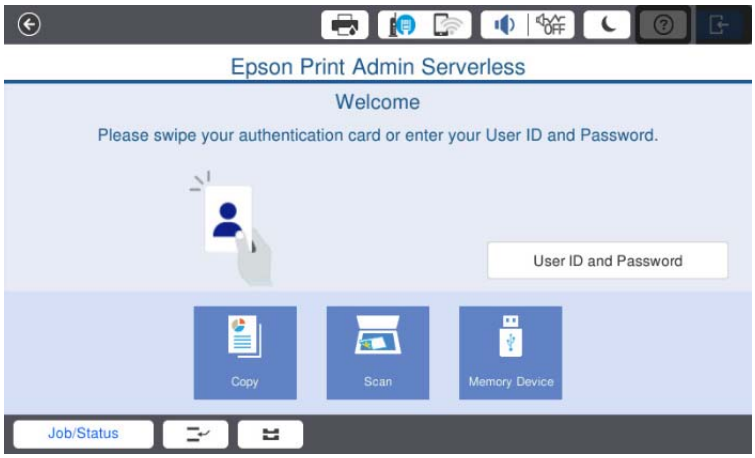
Logging out

Tap on the control panel. If the authentication device is connected, you can log out by holding the authentication card over the authentication device.

Note:
Log out automatically when no operations have been performed for a predetermined amount of time set by your system administrator.

When Control Panel Functions Are Available Without Authentication

When your system administrator allows use of the control panel functions without authentication, the following authentication screen is displayed.



For the users registered for Epson Print Admin Serverless:

Log in from the control panel, and then use the authenticated printing or the control panel functions.

For the users who have not registered for Epson Print Admin Serverless:

Tap the menu icon from the control panel to use each function.

Changing the User Information

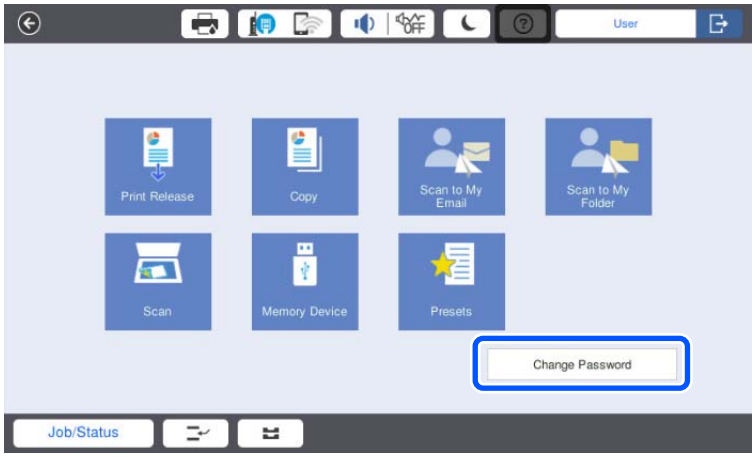
Changing the Password

If the **Change Password** button is displayed on the control panel, you can change the password.

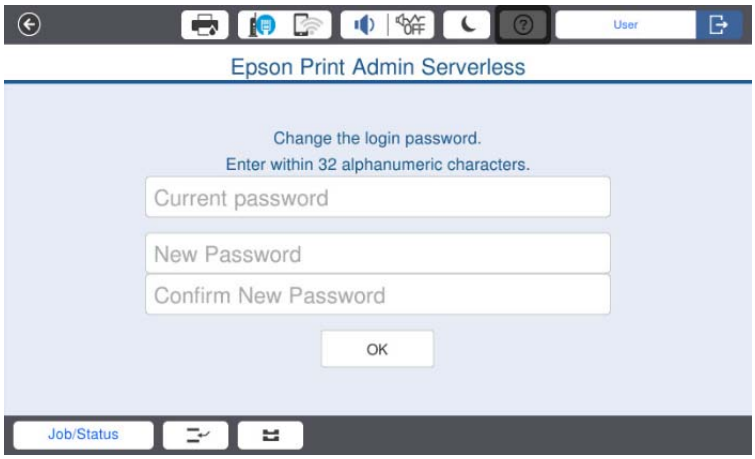
1. Log in.

   The menu that you have permission to use is displayed.

2. Tap **Change Password**.



3. Enter the current password, the new password, and the confirmation of the new password.



4. Tap OK .

   The completion message is displayed.

5. Tap OK.

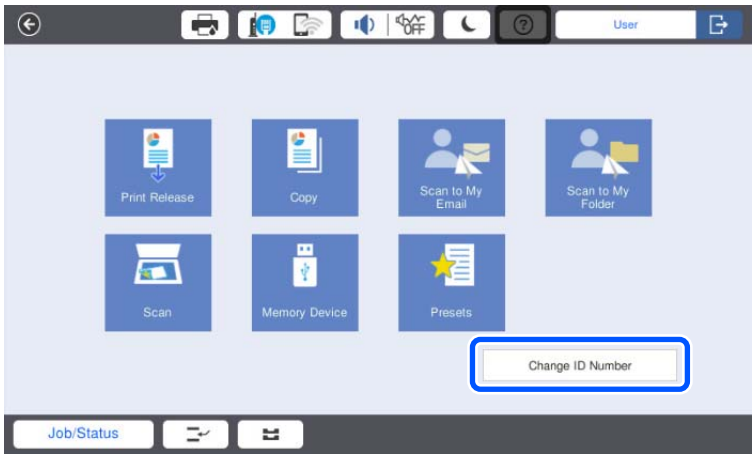
Changing the ID Number

If the **Change ID Number** button is displayed on the control panel, you can change the ID number.

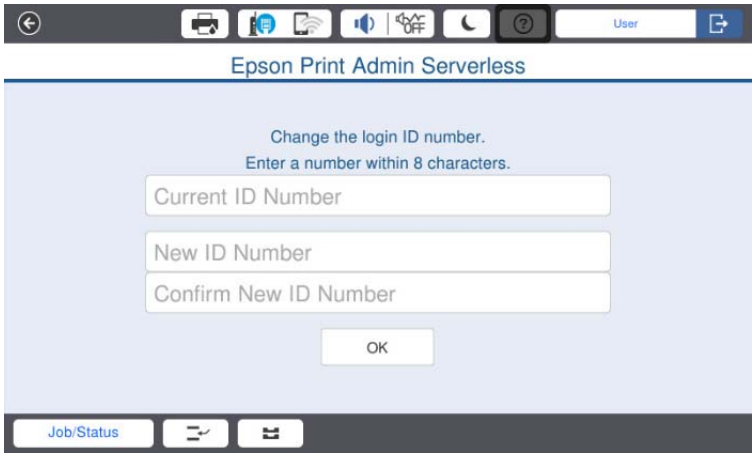
1. Log in.

   The menu that you have permission to use is displayed.

2. Tap **Change ID Number**.



3. Enter the current ID number, the new ID number, and the confirmation of the new ID number from 4 to 8 digits.



Note:
Your system administrator sets the minimum number of digits for the ID number.

4. Tap OK.

   The completion message is displayed.

5. Tap OK.

Authenticated Printing

The flow of authenticated printing is as follows:

1. Send print jobs to the printer by printing from the computer.
2. Log in to the printer, select the print jobs and then print them.

Printing from the Computer

You will set up to use authenticated printing on the printer driver, and then print.

Setting Up the Printer Driver -Windows

Set up to use authenticated printing on a Windows printer driver. Log on to your computer as an administrator.

1. Open the printer list on the computer.
   - ❏ Windows 10

     Right-click on the start button, or press and hold it and then select **Control Panel** > **View devices and printers** in **Hardware and Sound**.
   - ❏ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

     Select **Desktop** > **Settings** > **Control Panel** > **View devices and printers** in **Hardware and Sound**.
   - ❏ Windows 7/Windows Server 2008 R2

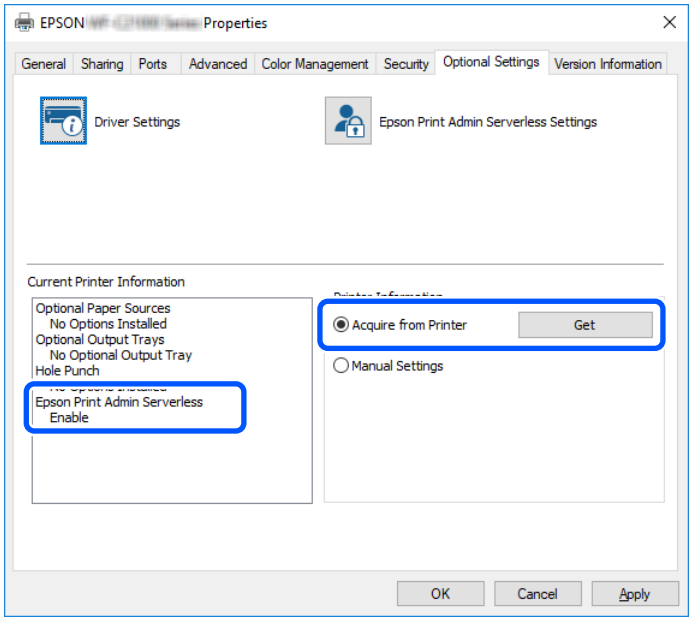
     Click the start button, and select **Control Panel** > **Hardware and Sound** > **Scanner and Cameras**, and then check if the printer is displayed.
   - ❏ Windows Vista/Windows Server 2008

     Click the start button, and then select **Control Panel** > **Printers** in **Hardware and Sound**.
   - ❏ Windows XP

     Click the start button, and select **Control Panel** > **Printers and Other Hardware** > **Scanner and Cameras**, and then check if the printer is displayed.
2. Right-click on your printer, or press and hold it, select **Printer properties** or **Property**, and then click the **Optional Settings** tab.
3. Select **Acquire from Printer**, and then click **Get**.

   Make sure that Epson Print Admin Serverless is set to **Enable** in **Current Printer Information**.

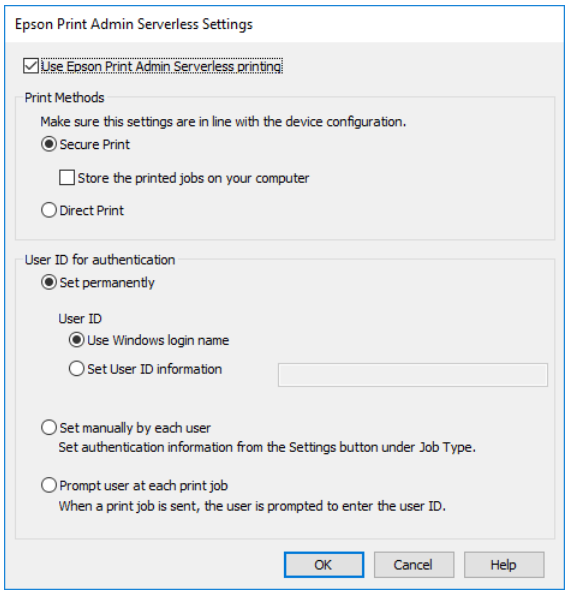
Note:
If it is not set to ***Enable****, the Epson Print Admin Serverless setting may not have been completed.*



4. Click **Epson Print Admin Serverless Settings**.

   The **Epson Print Admin Serverless Settings** window is displayed.

5. Check that **Use Epson Print Admin Serverless printing** is selected, and then select how to set your user ID in **User ID for authentication**.



Items	Description
Use Epson Print Admin Serverless printing	Select when you use authenticated printing.

Items		Description
Print Methods		You can use this if it has already been allowed by your system administrator. **Secure Print**: Sent print jobs are stored on the printer. Log in to the printer using an authentication card and so on, select the job, and then print it. **Store the printed jobs on your computer**: Select if printing is slow when using the Pull Printing function. Clear this if you are not using the Pull Printing function. **Direct Print**: Sent print jobs are printed directly. Print jobs are not stored on the printer.
User ID for authentication	Select how to set the user ID to use authenticated printing.	
	Set permanently	When you use authenticated printing from this computer, always use the user ID set in **User ID**. You do not need to set the user ID again when printing. Select this setting when using the same user ID as the login name or when using a fixed user ID.
	Set manually by each user	On the **More Options** tab (or the **Finishing** tab) in the printer driver, select **Settings** under **Job Type**, and then set the user ID in the **User ID Setting** window. Once you have set the user ID, you do not need to set it again unless you change the user ID that you want to use. To change the user ID, change the user ID in the **User ID Setting** window.
	Prompt user at each print job	The **User ID Setting** window is displayed before printing, and then users can enter the user ID. This setting is useful when multiple users use a computer with a single user account.

6. Click **OK**.

7. Click **OK** to close the **Optional Settings** window.

Related Information

➡ "When **Set permanently** is selected" on page 15
➡ "When **Set manually by each user** is selected" on page 16
➡ "When **Prompt user at each print job** is selected" on page 17

Printing from the Printer Driver -Windows

The printing procedure varies depending on the setting of **User ID for authentication** in the **Epson Print Admin Serverless Settings** window.

When Set permanently is selected

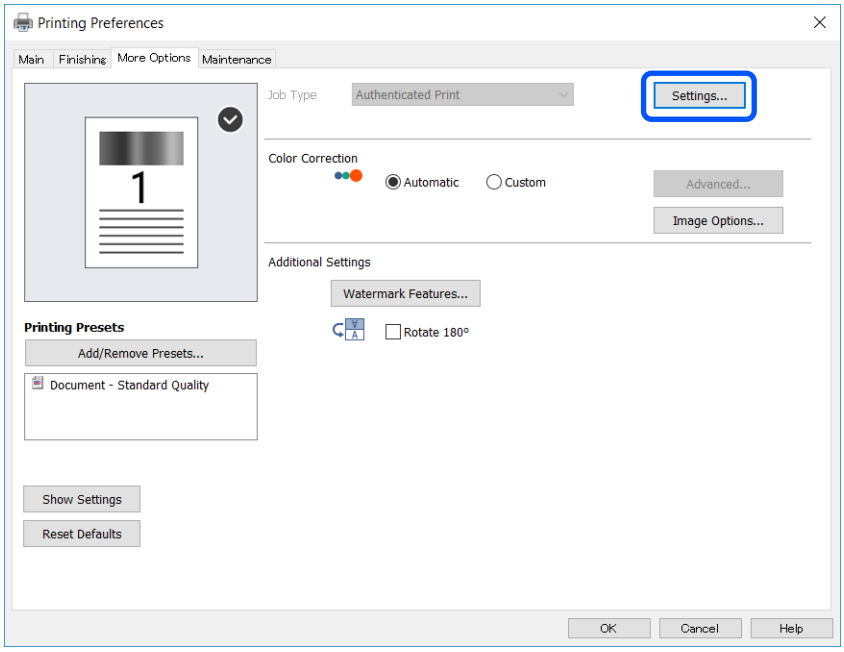
The printing procedure is the same as the normal printing procedure when you select **Set permanently** in the **Epson Print Admin Serverless Settings** window. For instructions on how to print from the Windows printer driver, see the printer's User's Guide.

When Set manually by each user is selected

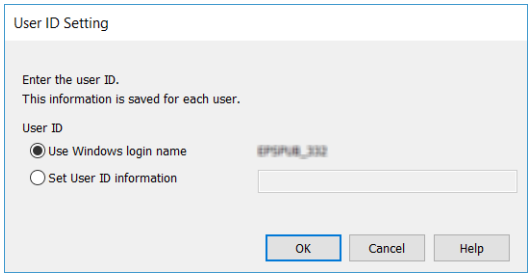
Operations may differ depending on the application. See the application's help for details.

1. Open the file you want to print.
2. Select **Print** or **Page Setup** from the **File** menu.
3. Select your printer.
4. Select **Preferences** or **Properties** to access the printer driver window.
5. Change the settings as necessary.

   See the menu options for the printer driver for details.
6. Click **Settings** under **Job Type** on the **More Options** tab (or the **Finishing** tab) to display the **User ID Setting** window.



7. Change the user ID as necessary, and then click **OK**.



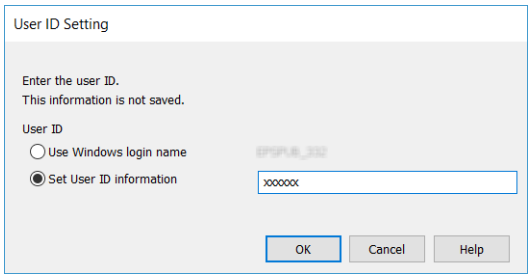
8. Click **OK** to close the printer driver window.
9. Click **Print**.

   The print job is sent to the printer.

When Prompt user at each print job is selected

The printing procedure is the same as the normal printing procedure when you select **Prompt user at each print job** in the **Epson Print Admin Serverless Settings** window. For instructions on how to print from the Windows printer driver, see the printer's User's Guide.

The **User ID Setting** window is displayed after clicking **Print**. Enter the user ID, and then click **OK**.



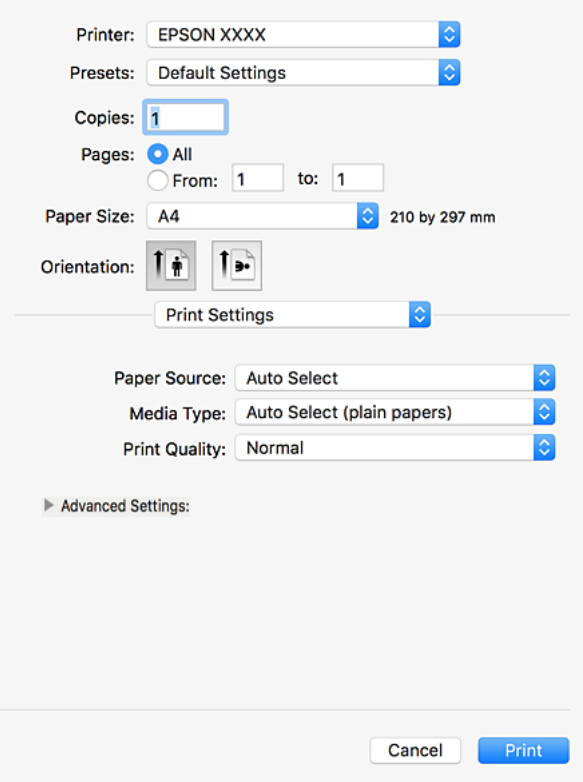
Printing from the Printer Driver -Mac OS

Note:
Operations may differ depending on the application. See the application's help for details.

1. Open the file you want to print.
2. Select **Print** from the **File** menu or another command to access the print dialog.

   If necessary, click **Show Details** or ▼ to expand the print window.
3. Select your printer.

4. Select **Print Settings** from the pop-up menu.



Note:
On OS X Mountain Lion or later, if the ***Print Settings*** *menu is not displayed, the Epson printer driver has not been installed correctly.*

Select ***System Preferences*** *from the* *menu >* ***Printers & Scanners*** *(or* ***Print & Scan*** *,* ***Print & Fax*** *), remove the printer, and then add the printer again. See the following to add a printer.*

http://epson.sn

5. Change the settings as necessary.

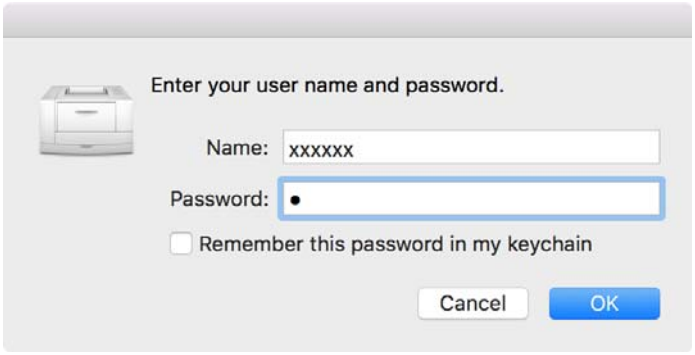
   See the menu options for the printer driver for details.

6. Click **Print**.

   The authentication information input dialog is displayed.

7. Enter the user ID, enter 0 (zero) for the password, and then click OK.

   The print job is sent to the printer.



Note:
*If you select **Remember this password in my keychain**, you can skip entering the user ID and password in the future.*

Operations on the Printer

You print or delete the print jobs sent to the printer.

Printing

Note:
*You can print directly by selecting **Direct Print** in **Print Methods** from **Epson Print Admin Serverless Settings** in the printer driver.*

1. Log in.

   When Pull Printing is set, log in to the printer you want to print from.

   When you log in, the print job list is displayed on the control panel.

   Depending on your system administrator setting, all jobs are selected by default in the print job list at log in.

   Note:
   When the number of print jobs stored in the printer reaches the maximum, no more print jobs can be accepted and a message is displayed.

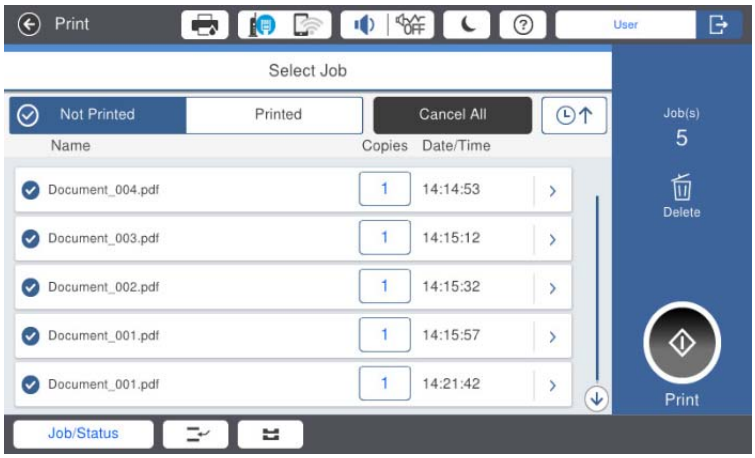
   Print jobs remain in the spooler on the computer. When the stored print jobs are printed and space becomes available, these spooled jobs are stored and printed one after another.

2. Select the job that you want to print from the print job list.

   Tap › to check the status of the selected print job and to change the number of copies, if necessary.

Note:

- ❏ *New jobs are displayed at the bottom of the print job list. If you modify the file after sending the print job, select the print job that has the most recent date to print the file that you modified.*
- ❏ *Unprinted jobs will be automatically deleted when the time expires. Time until a print job is eliminated is different depending on the setting. Contact your system administrator for more information.*



3. Tap ◈.

   Printing starts and the print status menu is displayed.

4. Log out.

   The selected print jobs are printed.

Related Information

➡ "Logging in" on page 9
➡ "Logging out" on page 10
➡ "Print Job Screen" on page 22

Canceling Printing

To cancel job being printed, tap ▽ on the printer's control panel.

Note:
You can delete jobs that have not been printed or saved from the print job list.

Related Information

➡ "**Select Job** Screen" on page 22

Interrupting Jobs

You can insert other jobs while copying, printing received faxes, accumulating jobs for print authentication, and so on.

Interrupting other jobs

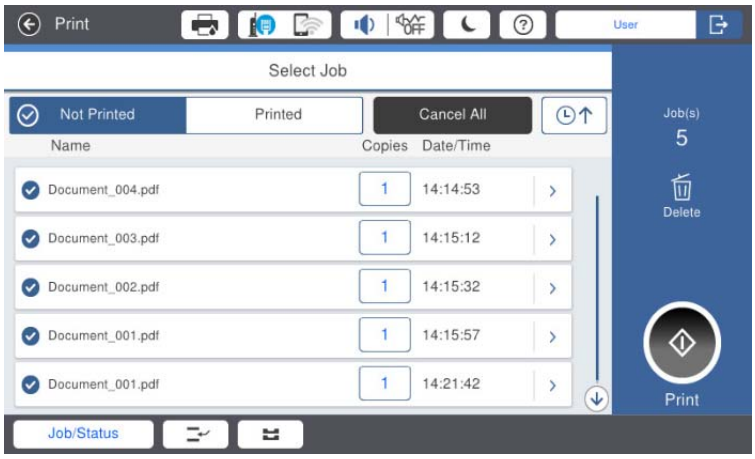
1. Tap Interrupt on the printer's control panel.

   You cannot interrupt job in the following cases.

   ❏ When scanning

   ❏ When printing for authentication printing

   ❏ When printing PDFs from external memory



2. Execute the function you want to interrupt.

   You cannot execute functions in the following cases.

   ❏ When printing PDFs from external memory

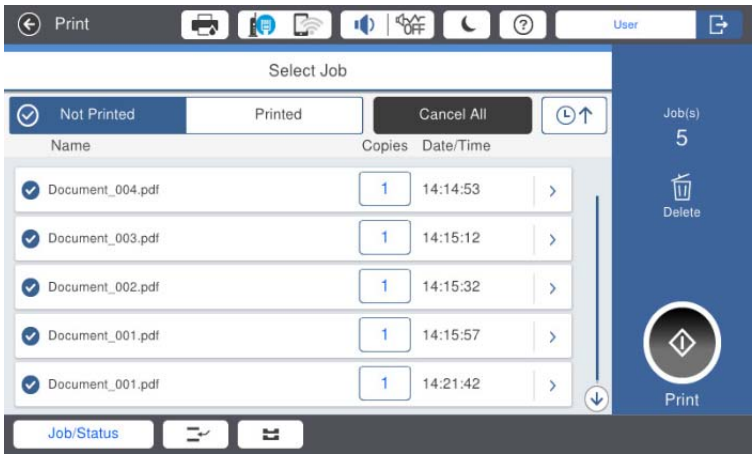
3. When you have finished making interrupt settings, tap Interrupt again.

   The job before you interrupted the process is continued.

Print Job Screen

Select Job Screen

When you log in, the print job list is displayed on the control panel.



Items		Description
Not Printed / Preprinted		Tap **Not Printed** to display the list of unprinted jobs. Tap **Preprinted** to display the list of printed jobs that are retained after printing.
Select All / Cancel All		Tapping this button switches the button name. Tap **Select All** to select all of the displayed print jobs. Tap **Cancel All** to deselect all of the displayed print jobs.
/ (Sort)		Tap to sort the display order of print jobs by newest or oldest date/time received.
Job List	Name	Displays the print job name.
	Copies	Displays the number of copies for the print job. You can change the number of copies using the on-screen keypad.
	Date/Time	Displays the date and time when the print job was received.
	>	Opens the **Details** screen for the print job.
Job(s)		Displays the total number of selected print jobs.
Delete		Deletes the selected print jobs.
Print		Prints the selected print jobs.

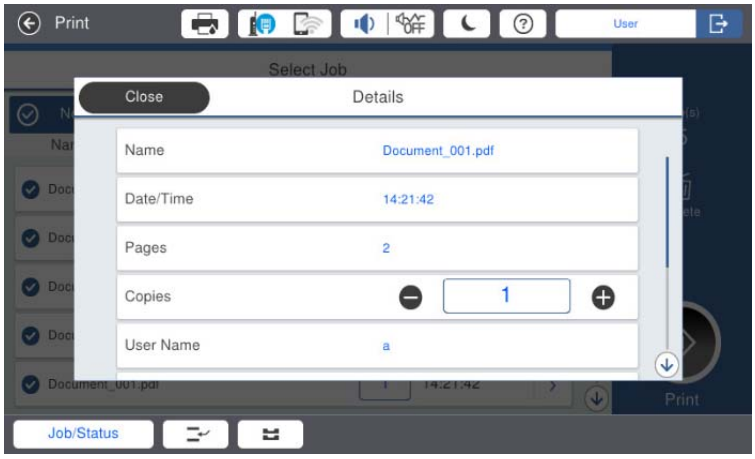
Related Information

➡ “**Details** Screen” on page 23

Details Screen

When you tap › in the print job list, the **Details** screen is displayed.

You can check the status of the print job, change the number of copies, or change the retaining status of the print job.



Items	Description
Name	Displays the print job name. This item cannot be changed.
Date/Time	Displays the date and time when the print job was received. This item cannot be changed.
Pages	Displays the number of pages for the print job. This item cannot be changed.
Copies	Displays the number of copies for the print job. You can change the number of copies by using the −, + button or the on-screen keypad.
User Name	Displays the user ID you set on the printer driver. This item cannot be changed.
Delete after Printing	This can be set if the administrator has allowed print jobs to be retained. When Off is selected, the print job is not removed after printing.
Color Mode	Displays color printing/monochrome printing. When the print job received is monochrome, this is set to monochrome.
2-Sided Printing	Displays the setting for 2-sided printing. When the print job received is a 2-sided print job, this is set to 2-sided. Print jobs that cannot be printed on both sides are set to 1-sided.
Binding Position	Displays the setting for the binding position.
Close	Close the **Details** screen to return to the **Select Job** screen.

Scanning

Available Scanning Functions for Epson Print Admin Serverless

You can send scanned data to your email address or save it to your registered personal folder.

The system administrator can restrict the available functions for Epson Print Admin Serverless. When the function you want to use is not displayed on the control panel, it may be restricted by your system administrator. Contact your system administrator.

❏ Scan to My Email

Allows the user to send the scanned data to the email address associated with their account.

❏ Scan to My Folder

Allows the user to save the scan results to the personal folder named after their user ID under the target folder (network folder or FTP server) registered in Epson Print Admin Serverless, or in a dedicated folder set for each user.

Using Scan to My Email

You can send the scanned data to your email address.

1. Log in.

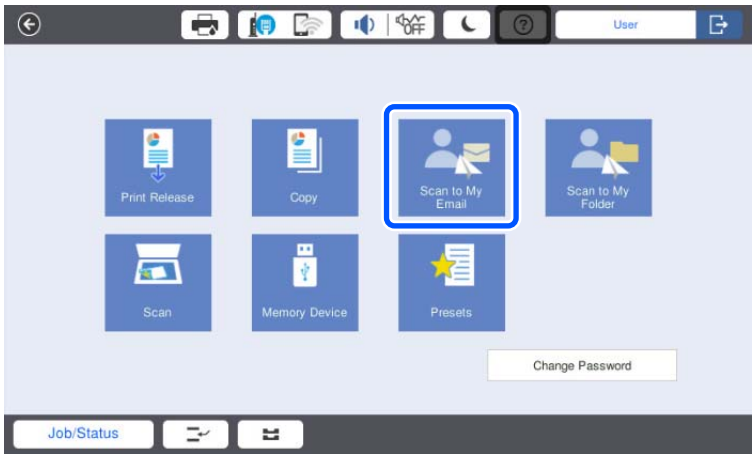
   The menu that you have permission to use is displayed.

   Note:

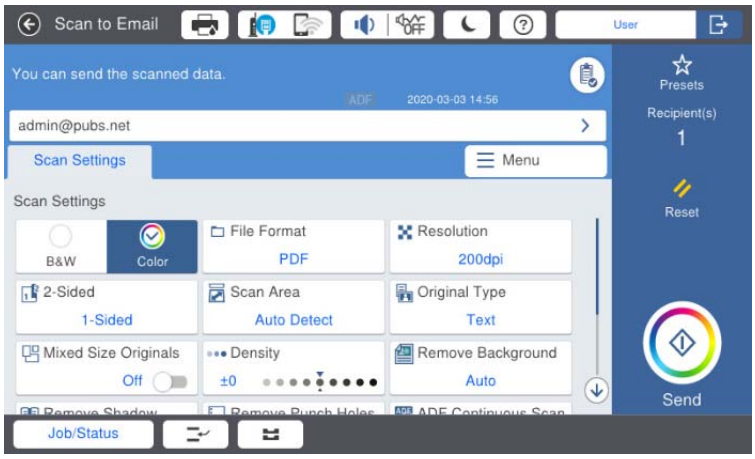
   When there are unprinted jobs, the print job list is displayed. Tap ⌂ *to display the menu selection screen .*

2. Load the document to be scanned.

3. Tap **Scan to My Email** .



4. Check settings such as the save format, and change them if necessary.



5. Tap ◈.

   Scanning begins, and the scan results are sent to your email address.

6. Log out.

   Return to the authentication screen.

Related Information

➡ "Logging in" on page 9
➡ "Logging out" on page 10

Using Scan to My Folder

You can save scanned data to a personal storage folder. If you do not know your target folder, contact your system administrator.

1. Log in.

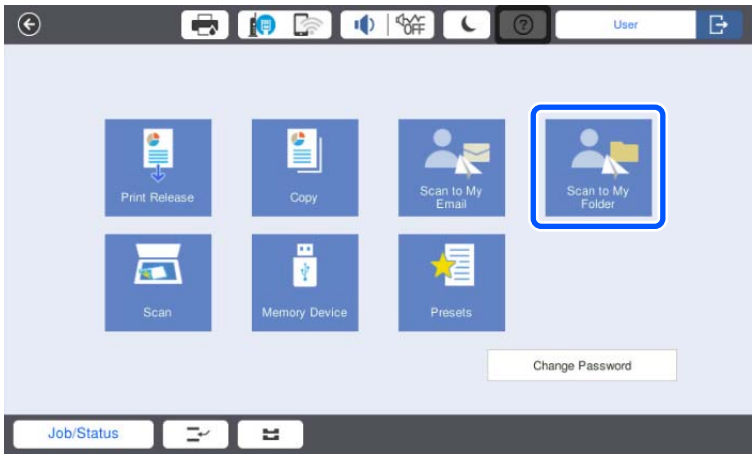
   The menu that is allowed to you is displayed.

   Note:

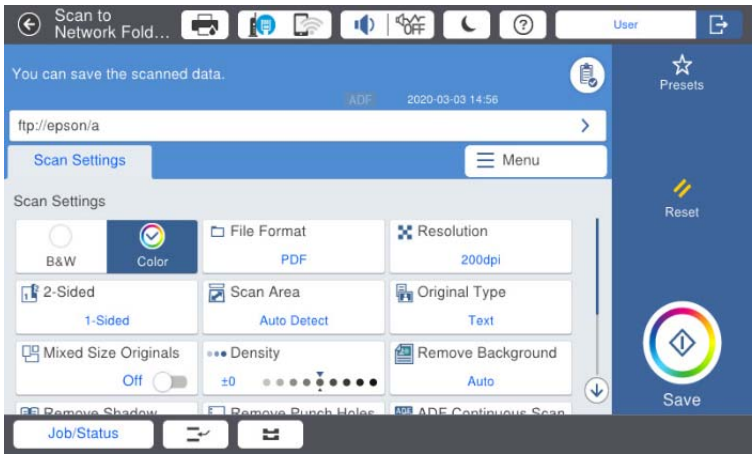
   When there are unprinted jobs, the print job list is displayed. Tap ⌂ to display the menu selection screen.

2. Load the document to be scanned.

3. Tap **Scan to My Folder**.



4. Check settings such as the save format, and change them if necessary.



5. Tap ◈.

   If you are prompted for a password, enter your password to access your personal folder. When authentication is successful, the password is saved and will not be required the next time.

   Scanning begins, and the scanned data are sent to your destination folder.

6. Log out.

   Return to the authentication screen.

Related Information

➡ “Logging in” on page 9

➡ “Logging out” on page 10

Scanning or Faxing from the Computer

If you want to copy or fax from the computer, register information to limit access to the printer driver. If you do not know the user ID and password that allows you to make settings in the driver, contact your system administrator.

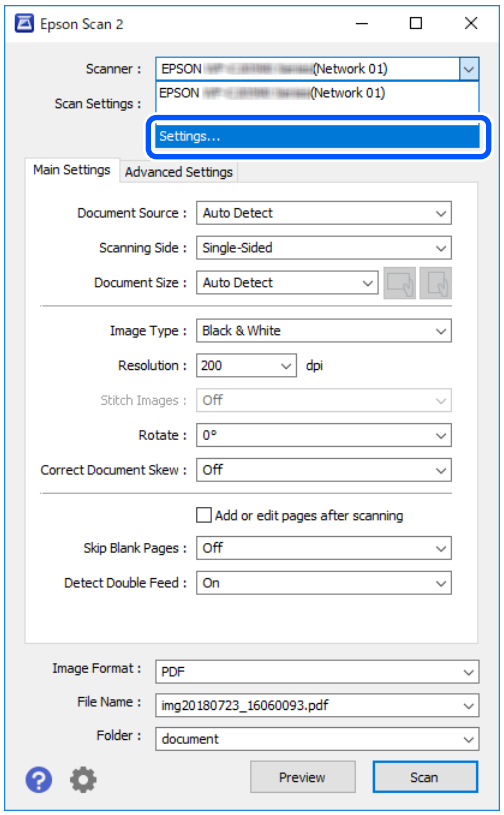
Note:
You can use fax on printers equipped with the fax function.

Scanning from the Computer

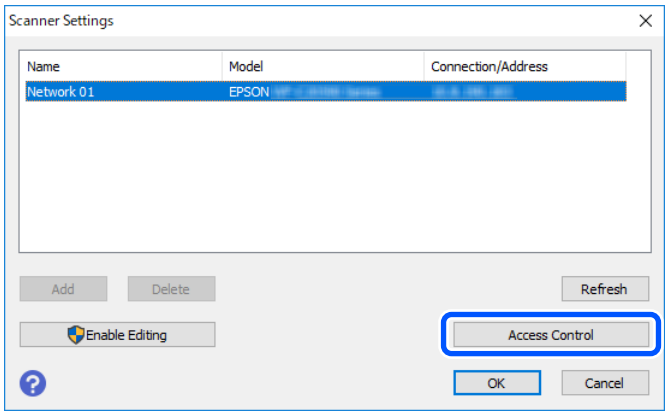
If you want to scan from the computer, set information for access limitations in Epson Scan 2.

1. Run Epson Scan 2.

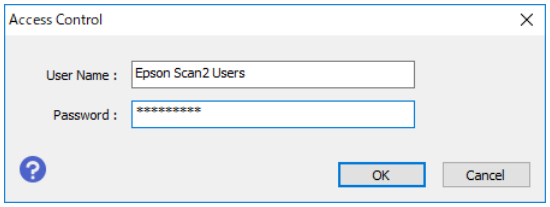
2. Select **Settings** from **Scanner**.



3. Select the scanner, and then click **Access Control**.



4. Set the **User Name** and **Password**, and then click **OK**.



5. Click **OK**.

Sending and Receiving Faxes Using PC-FAX

When you want to send or receive faxes from the computer, register information for access limitations in a different queue to Epson Print Admin Serverless.

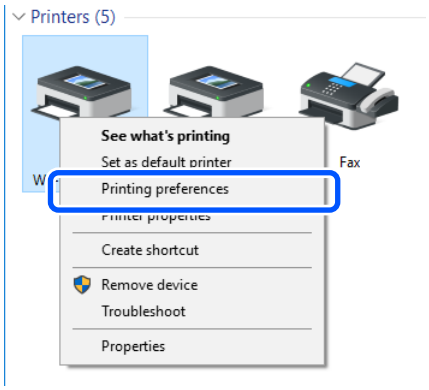
Note:
You can use fax and use PC-FAX on printers equipped with the fax function.

1. Install the printer driver again to the printer set Epson Print Admin Serverless.

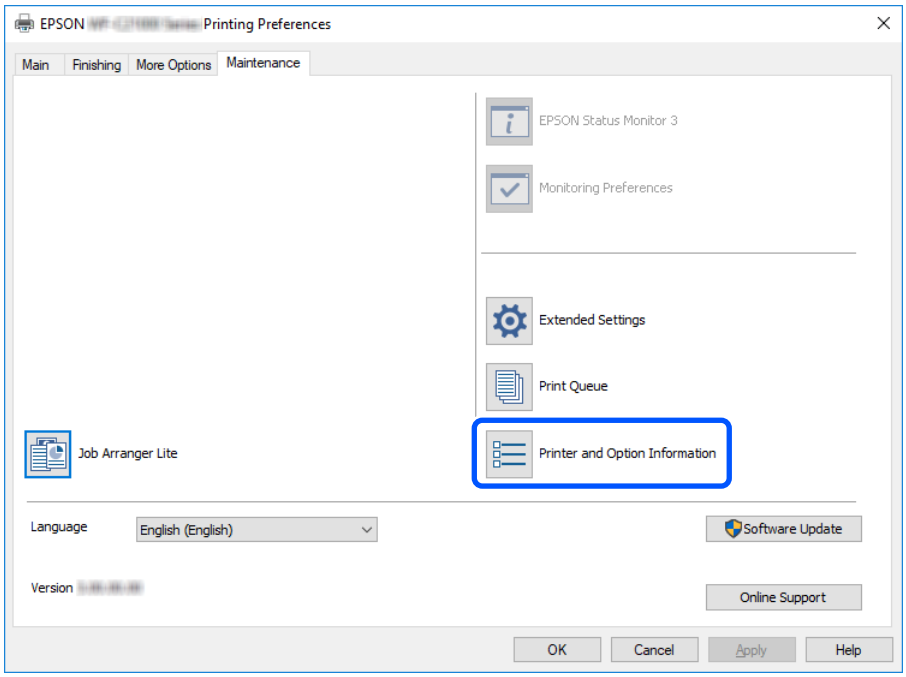
> ***Important:***
> *Do not set Epson Print Admin Serverless settings in the re-installed printer driver.*

2. Select **Control Panel** > **Hardware and Sound** > **Devices and Printers**.

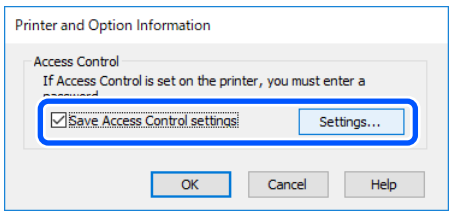
3. Right-click the printer queue that was created, and then select **Printing Preferences**.



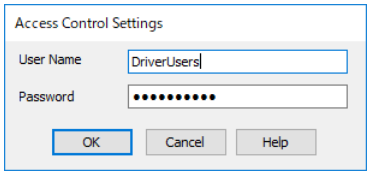
4. Click the **Maintenance** tab > **Printer and Option Information**.



5. Select **Save Access Control settings**, and then click **Settings**.



6. Set **User Name** and **Password**, and then click **OK**.



7. Click **OK**.

Solving Problems

Forgot Your Password or ID Number

If you forget your password or ID number, contact your system administrator.

Printing Problems

Print Jobs Are not Displayed on the Control Panel

Checking the printer driver settings

The user ID you set on the printer driver may be different from the user ID registered for Epson Print Admin Serverless. Check the user ID you set on the printer driver. For details, see the setting on the Windows printer driver from related information link below. If the user ID you set on the printer driver is correct, contact your system administrator.

Checking the connection (network)

If you cannot connect to the network or cannot print over the network, contact your system administrator.

Checking the software and data

If you are printing a large data size image, the computer may run out of memory. Print the image at a lower resolution or a smaller size.

Checking the printer status from the computer (Windows)

Click **Print Queue** on the printer driver's **Maintenance** tab, and then check the following.

❏ Check if there are any paused print jobs.

Cancel printing if necessary.

❏ Make sure the printer is not offline or pending.

If the printer is offline or pending, clear the offline or pending setting from the **Printer** menu.

❏ Make sure the printer is selected as the default printer from the **Printer** menu (there should be a check mark on the menu item).

If the printer is not selected as the default printer, set it as the default printer.

Checking the printer status from the computer (Mac OS)

❏ The printer may not print when the user feature restriction is enabled. Contact your printer administrator.

❏ Make sure the printer status is not **Pause**.

Select **System Preferences** from the menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then double-click the printer. If the printer is paused, click **Resume** (or **Resume Printer**).

Related Information

➡ “Setting Up the Printer Driver -Windows” on page 13

Other Problems

No Authentication Sound Is Emitted Even When the Card Is Held Over the Authentication Device

If the printer does not show the panel display in sleep mode (energy saving mode), the authentication sound may not be emitted.

Appendix

System Requirements

❏ Windows 10 (32-bit, 64-bit) / Windows 8.1 (32-bit, 64-bit) / Windows 8 (32-bit, 64-bit) / Windows 7 (32-bit, 64-bit) / Windows Vista (32-bit, 64-bit) / Windows XP SP3 or later (32-bit) / Windows XP Professional x64 Edition / Windows Server 2019 / Windows Server 2016 / Windows Server 2012 R2 / Windows Server 2012 / Windows Server 2008 R2 / Windows Server 2008 / Windows Server 2003 R2 / Windows Server 2003 SP2 or later

❏ macOS Catalina / macOS Mojave / macOS High Sierra / macOS Sierra / OS X El Capitan / OS X Yosemite / OS X Mavericks / OS X Mountain Lion / Mac OS X v10.7.x

Note:

❏ *Mac OS may not support some applications and features.*

❏ *The UNIX File System (UFS) for Mac OS is not supported.*

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