



What do you need to set up a remote connection?

Abstract:



Remote connection consists in connecting the PC of the test bench to internet to let Microplan's engineers take control for troubleshooting or software updating operations. To open a remote connection, we need a software on the PC, in most cases we utilize Teamviewer and we usually install it before the test bench is shipped.



Requirements:

1. we need customers to provide a performant and stable internet connection to ensure an effective and productive result; PC of the test bench should be granted a direct internet connection, with no blocks from the IT dep.
2. we need a skilled English-speaking operator to be available all the time to be our physical hand and eyes and execute the operations requested by our engineers; he should also be able to report by means of the real time chat of the remote session.
3. (When applicable) the same customer's skilled operator should actively collaborate and promptly take actions (such as press emergency stop button of the test bench). As a matter of fact, our engineers, being not there, cannot detect dangerous situations or conditions that could be created when activating components of the test bench.

Execution:

a) Customer just need to make sure the Teamviewer program is already running in background (look for its icon  in the system tray  near the Windows clock), connect the PC to Internet and wait for the remote connection of our engineers.

If the above is not available, it means Teamviewer was not installed on the PC in the origin, in this case follow these instructions:

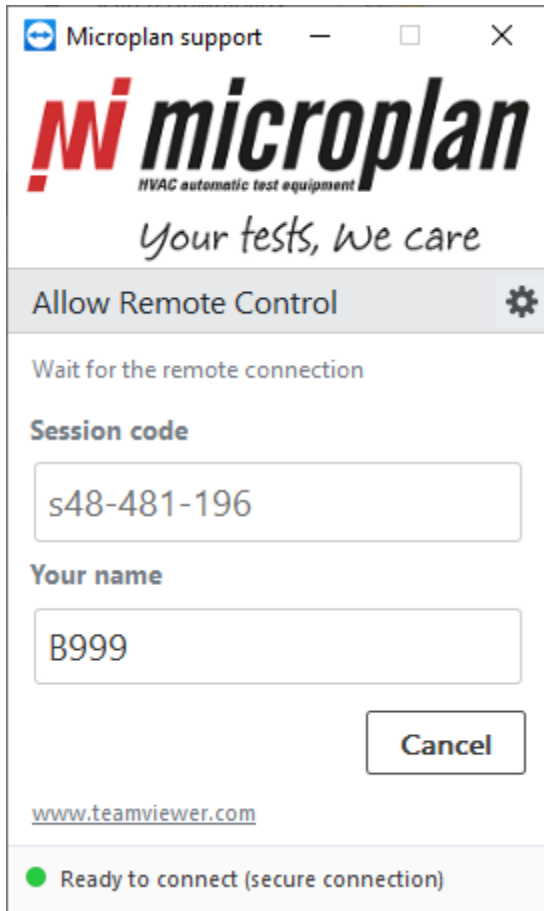
b) Ensure there are no Teamviewer versions already installed, in case remove them.

Download and launch the Microplan support module from the following link (the PC must be connected to internet):

<https://get.teamviewer.com/ue5crnk>

Proceed accepting the conditions.

Fill the "Your name" field with the test bench ID, or something that we can recognize, then confirm with enter.



Now as soon as we connect you will see the message warning you that Microplan is trying to connect. Allow the connection so we can take the control from remote.