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Revision	Date	Who	Details
A	28.8.20	CF	First Release.
B	14.09.20	CF	Added a download link for the firmware to speed the procedure.
C	3/11/20	CF	Fixed hyperlink issues.

Purpose

From time to time Cleangreen3d engineers may as for remote access to your printer in order to perform maintenance or investigate a problem. The method used is to remotely access a PC or Mac that's on the same network as the wired connection (RJ45) on the printer and use a number of tools as outlined below.

Software requirements.

The following software needs to be installed on the computer.
Remote Access

> We use Anydesk. It is available to download here.

Terminal

> If you have Windows 10 we use Powershell. If you have an earlier version of Windows Putty should be installed and is available here.
> On Macintosh computers we can use the normal installed "Terminal" and no action is required.

File Transfer

> We recommend FileZilla. Its available here.

Preparing for Remote Support.

1. Ensure your printer is connected to a wired network via the RJ45 connector on the rear of the machine.
2. Write down the IP address of the printer from the front panel menu (Settings/Network/Ethernet)
3. Ensure your PC is on the same network as the printer.
4. Install all of the required software packages prior to the call.
5. Run Anydesk on your PC and write down the access code.
6. Contact your Cleangreen3d with the Anydesk Access code and the IP address of the printer.
7. The update can happen more efficiently if you download the firmware to your desktop before the remote session.   You can download the firmware from HERE

During Remote Support.

1. CleanGreen3d Support working language is English.
2. It may be necessary for certain actions to be taken on the printer that can only be completed by a local user or for the remote support engineer to view the machine. If this is the case our support person may request that a video call be initiated while they are logged in remotely.
3. We can arrange Zoom calls but Whatsapp also works very well in most countries for this purpose

After Remote Support.

1. You may de-install all software packages if you wish but it may be more convenient to leave them in place.
2. The default installation of Anydesk requires that the remote requests that the local user permit a connection to the machine.   This is a secure solution.