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APP - REALVNC (REMOTE ACCESS)

(REV 20.1.42+)

CRIOSU CONTROLS

Table of Contents

Introduction.....	2
Creating a RealVNC Account.....	3
Step 1 Select the “Plus” Subscription.....	3
Step 2 Configuring the Plus Subscription.....	4
Configuration Step 1: Select “1” Device	4
Configuration Step 2: Create an account.....	4
Configuration Step 3: Enter you Billing Details.....	5
Configuration Step 4: An order Summary	5
Configuration Step 5: Payment.....	6
Download the RealVNC application	7
Enter the VNC Credentials (email & password) at the cc200HV5.....	8
Connect to cc200HV5	13
Appendix.....	16
Add Installer to End User “Team”	16
Making changes to the cc200HV3 VNC Server	18
To Change Password.....	18
To Change the email	20
Error Conditions	22
RealVnc Documentation website	23

Introduction

RealVNC enables remote access to the cc200HV3 from multiple operating system platforms (Windows, iOS, Android).



To Setup a RealVNC connection:

Step	Action
Step 1	Creating a RealVNC Account
Step 2	Download the RealVNC application
Step 3	Enter the RealVNC Credentials (email & password) at the cc200HV5
Step 4	Connect to cc200HV5

Creating a RealVNC Account

RealVNC is a cost effective monthly subscription that allows complete control of the ccc200HV5 from anywhere in the world and supports multiple platforms (Windows, iOS, Android.).

To setup a RealVNC Account:

Step 1 Select the “Plus” Subscription

- a) Go to <https://www.realvnc.com/en/connect/pricing/>
- b) Select “Price per Device”
- c) Press “Buy Now “ for the “Plus” Subscription”

The screenshot shows the RealVNC Connect pricing page. The browser address bar is highlighted with a red box and an arrow pointing to the URL [realvnc.com/en/connect/pricing/](https://www.realvnc.com/en/connect/pricing/). The page title is "Choose how you want to use RealVNC® Connect". There are two pricing options: "Price per User" and "Price per Device". The "Price per Device" option is selected and highlighted with a red box and an arrow. Below the pricing options, there are four subscription plans: Essentials (€2.99), Plus (€3.59), Premium (€4.79), and Enterprise (€). The Plus plan is highlighted with a red box and an arrow. The Plus plan is described as "Per device, per month, billed annually" and includes "Unattended and attended access to managed devices only" and "Unlimited users". The Plus plan is also marked as "MOST POPULAR".

	Essentials	Plus	Premium	Enterprise
No. of users	1	Unlimited	Unlimited	Unlimited
No. of Managed Devices	Up to 3	Up to 25	Up to 150	Bespoke
Unlimited concurrent sessions on managed devices	✓	✓	✓	✓

Step 2 Configuring the Plus Subscription

After you have selected the “Plus” Subscription, you will be requested to configure the plan.

Configuration Step 1: Select “1” Device

STEP 1

Configure your plan

Selected plan: Business Plus, [see all plan options](#)


How many devices

1

Need more? [Contact Sales](#)

Add-ons

No Add-ons available for selected plan



Configuration Step 2: Create an account

NOTE: Record the **email address and password** used to create the account as these will be required to Setup the RealVNV on the cc200hv5.

STEP 2

Create an account

I already have an account [Sign In](#)

Email address

Password 👁


Strength: Weak ?

First name

Last name

Phone

Please include the country code, e.g. +1800-555-0199 for the US.



Configuration Step 3: Enter you Billing Details

STEP 3

Billing details

This purchase is for:

Business use Personal use

Address line 1

Address line 2

City or town ZIP or postcode

Country or region ▼

Configuration Step 4: An order Summary

No Action is required. This step is a summarizes the annual cost.

STEP 4

Order summary

Plan	
Business Plus	1 Device
Includes	Unlimited Users
	€43.08
<hr/>	
Renewal date	21 March 2025
Subtotal	€43.08
Tax will be calculated upon billing details entry	
I have a discount code	
<hr/>	
Total (per year)	€43.08





Configuration Step 5: Payment

STEP 5

Payment

Credit card PayPal

Card Type

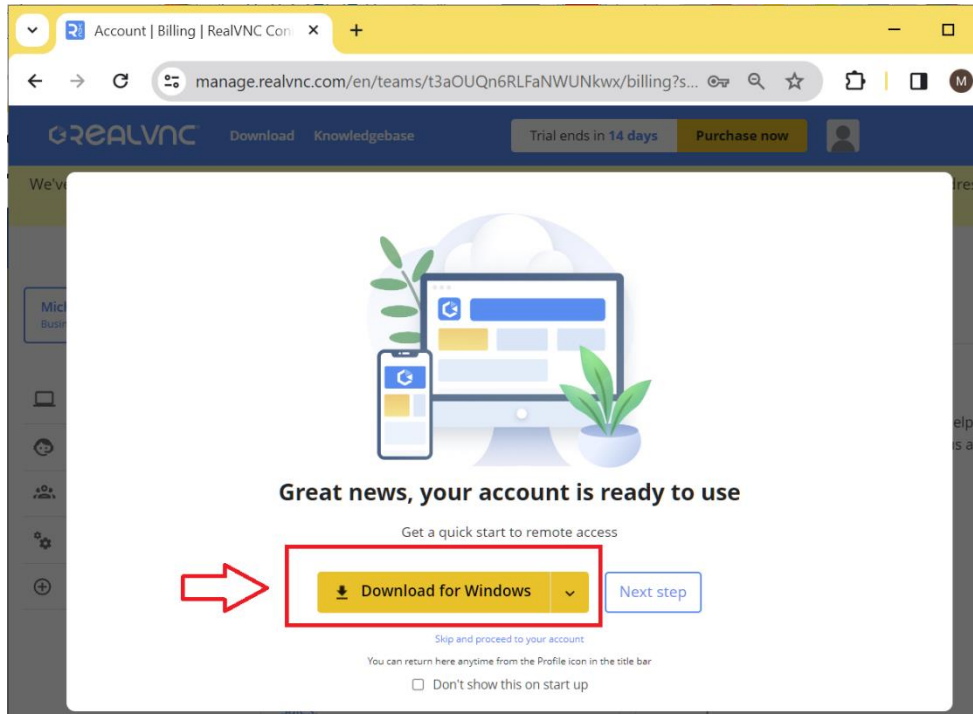
Card Number

 I'm not a robot 
reCAPTCHA
Privacy - Terms

[Buy now](#)

Download the RealVNC application

You will need to download the for you platform (Windows, IOS etc..)



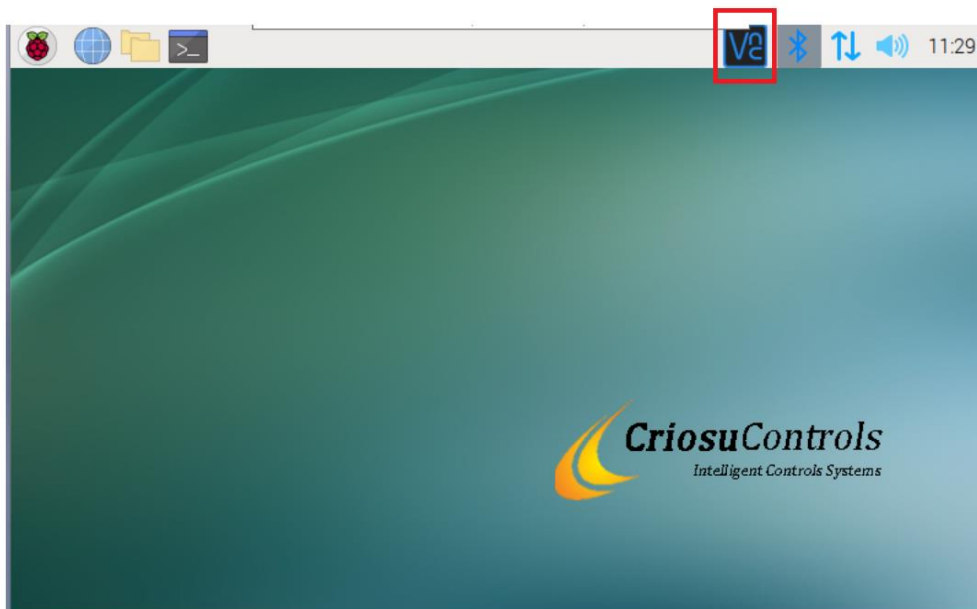
If you have already created an account then you just need to sign in and go to the downloads page.

Enter the VNC Credentials (email & password) at the cc200HV5

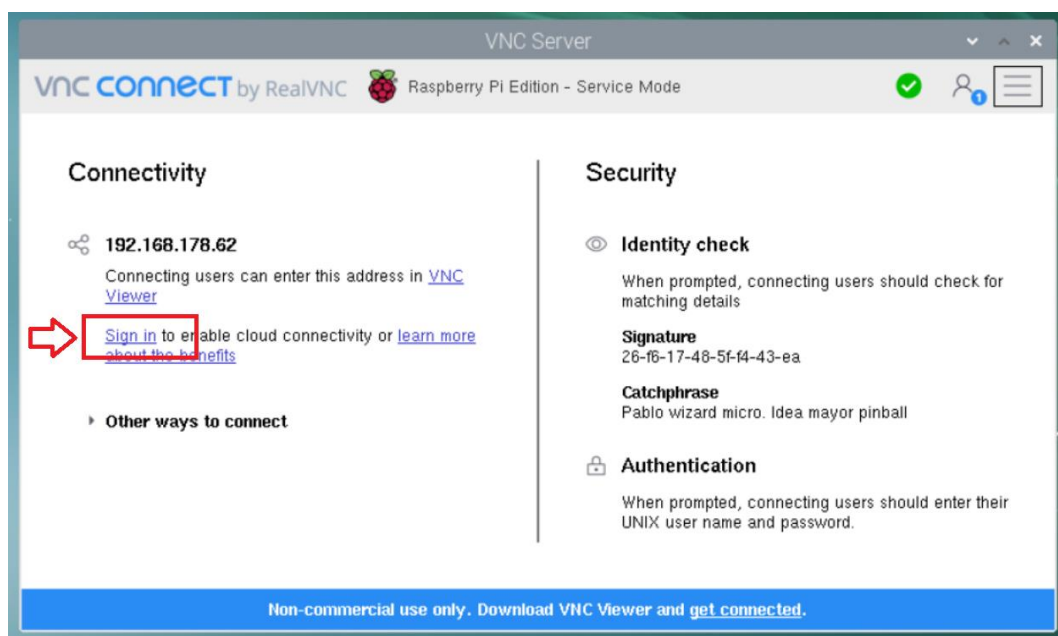
Note : This step may not be necessary if completed by the installer.

Sign into VNC account at the cc200HV5


Press “VNC”



Press “Sign In”




Enter the end user **Username and Password** (username and password used to create the account – Step 1).

Sign in to license VNC Server 

Sign in using the email address that you used to create your RealVNC account online.

Email

Password
 


[Don't have an account?](#) [Forgot password?](#)

Send anonymous usage data to help improve VNC Server.
By licensing VNC Server you accept the [T&Cs](#) and [privacy policy](#).

Enter the email address and password used to CREATE the VNC account

And Sign in



Choose connectivity method 

Choose how users will discover and connect to this computer:

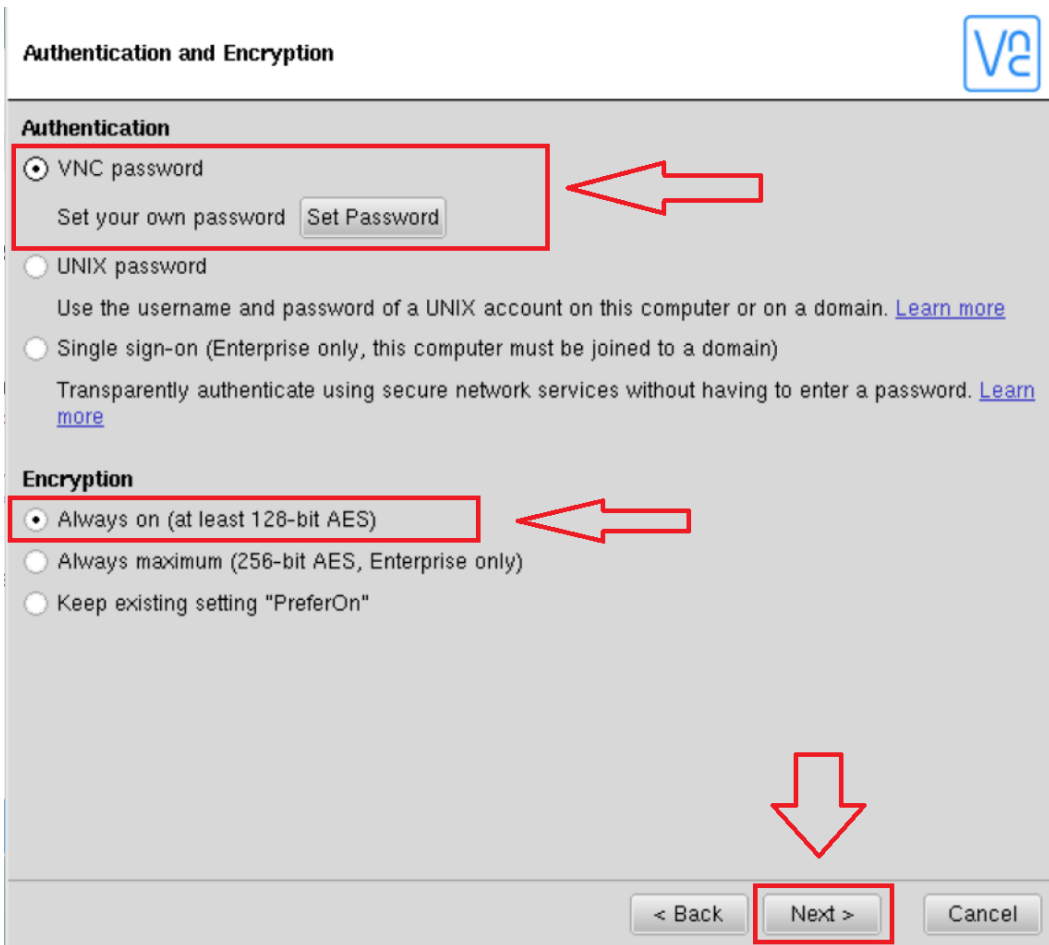
Allow cloud connections


Cloud connectivity enables a team member to automatically discover this computer simply by signing into a VNC Viewer, and seamlessly connect without network reconfiguration

Cloud connections can be mandated as peer-to-peer only so no session data is relayed via the RealVNC cloud service. [See how to do this.](#)

Allow direct connections

Direct connectivity requires a VNC Viewer user to know this computer's IP address, and for you or your IT admin to open ports and reconfigure intermediate firewalls and routers.



Access Control 

User Control

Who can connect to this computer?

Current logged-in user only. Only user able to connect: pi

Administrators


All Users (including administrators)

Anyone with the VNC password can access this computer

Attended Access

Require a logged on user to approve connections

< Back **Next >** Cancel

Summary 

Please confirm that you want to apply these changes to VNC Server on this computer.

Subscription type **Enterprise (Trial)**

Trial ends **Fri 16 Feb 2024**

Connectivity **Direct and Cloud**

Computer IP address **192.168.178.62**

Team name **Michael's Team (Trial)**

Computer name in team

Computers already in team **0/10**


Authentication **VNC password**

Encryption **Always on (at least 128-bit AES)**

Users who can connect **Anyone with the VNC password can access this computer**

Attended Access **Not active**

< Back **Apply** Cancel



Summary



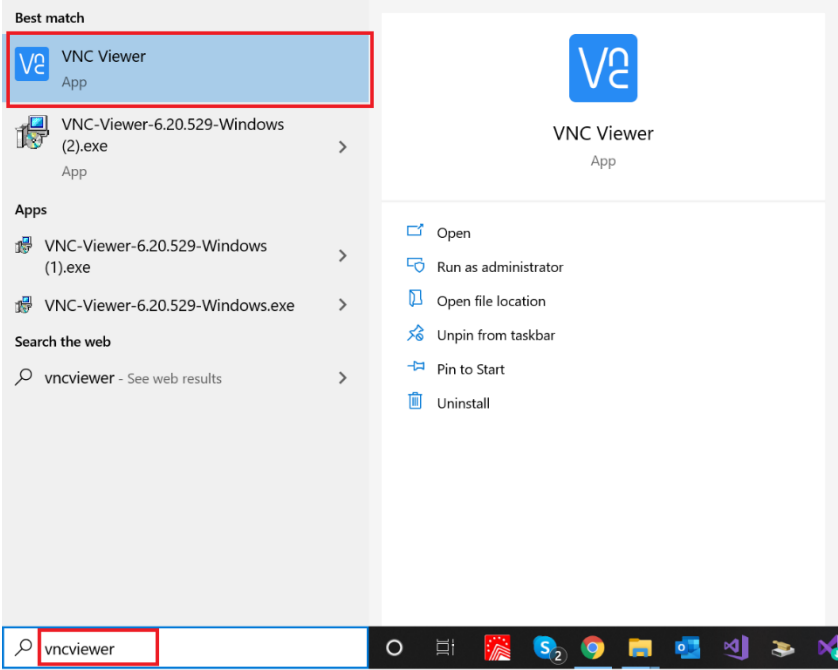
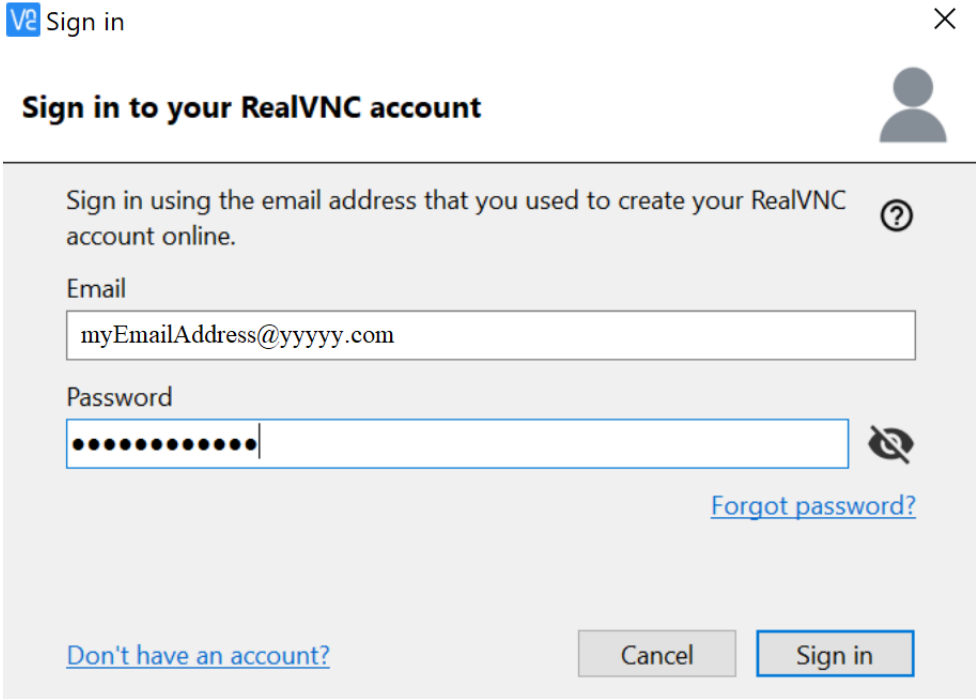
Thank you. Your settings and subscription have been successfully applied to VNC Server on this computer and it is now ready to receive connections from VNC Viewer.

Subscription type **Enterprise (Trial)**
Trial ends **Fri 16 Feb 2024**
Connectivity **Direct and Cloud**
Computer IP address **192.168.178.62**
Team name **Michael's Team (Trial)**
Computer name in team **cc200hv5**
Computers now in team **1/10**
Authentication **VNC password**
Encryption **Always on (at least 128-bit AES)**
Users who can connect **Anyone with the VNC password can access this computer**
Attended Access **Not active**

Done

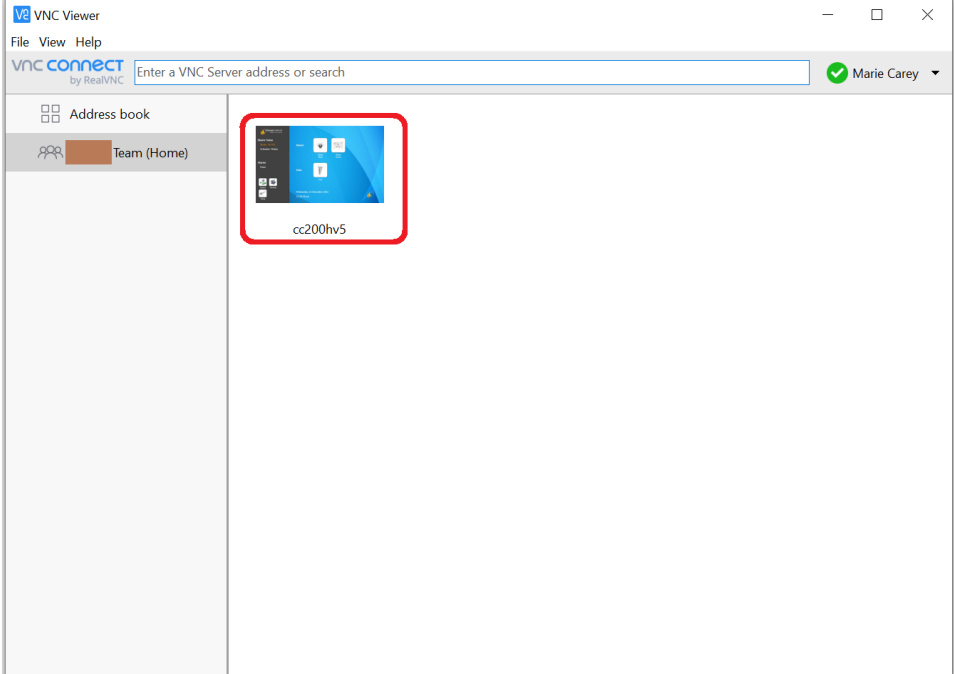
Connect to cc200HV5

The following example is based on a Windows Device

1	<p>Run the VNC Viewer</p> 
2	<p>Sign in (if this is the first time) using the credentials (end user email and password) entered when creation the account (Step 1)</p> 

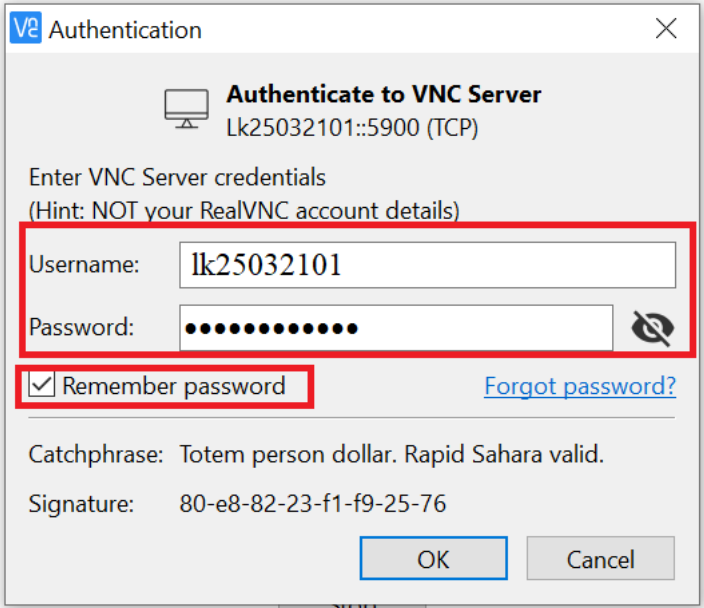
Enter Username and Password (This is the username and password used to create the account)

3 The cc200hv5 will now appear in ***** Team (Home)



The screenshot shows the VNC Viewer application window. At the top, there is a search bar for VNC Server addresses. Below it, there is an 'Address book' section with a sub-section for 'Team (Home)'. Inside the 'Team (Home)' section, a server icon for 'cc200hv5' is visible and highlighted with a red rectangular box.

5 **Double Click the cc200hv5**



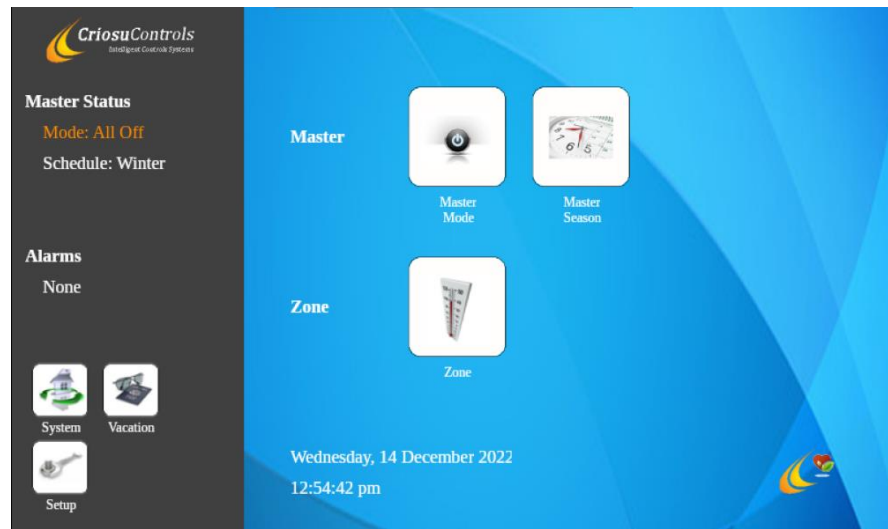
The screenshot shows an 'Authentication' dialog box titled 'Authenticate to VNC Server'. It contains the following fields and options:

- Server address: Lk25032101::5900 (TCP)
- Instruction: Enter VNC Server credentials (Hint: NOT your RealVNC account details)
- Username field: Contains 'lk25032101' (highlighted with a red box)
- Password field: Contains masked characters (highlighted with a red box)
- Remember password checkbox: Checked (highlighted with a red box)
- Forgot password? link: Present
- Catchphrase: Totem person dollar. Rapid Sahara valid.
- Signature: 80-e8-82-23-f1-f9-25-76
- Buttons: OK and Cancel

Enter the cc200HV5 login credentials and check the “Remember password” checkbox

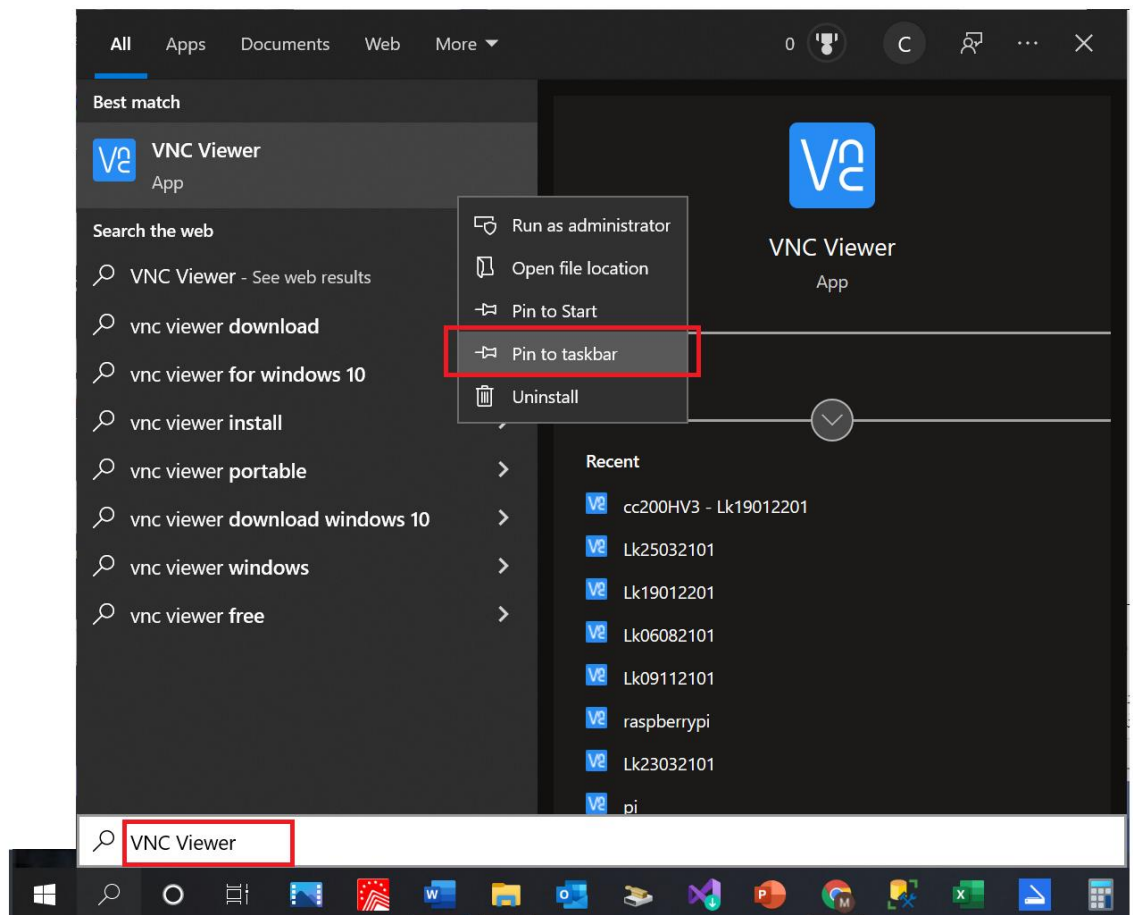
Username: “lk25032101”
Password: “pw!lk25032101” (“pw!” + “lk25032101”)

6 The remote cc200hv5 (lk25032101) is now accessible on the Desktop



8 Add realVNC to the Toolbar

Search for “VNC Viewer” and pin to taskbar



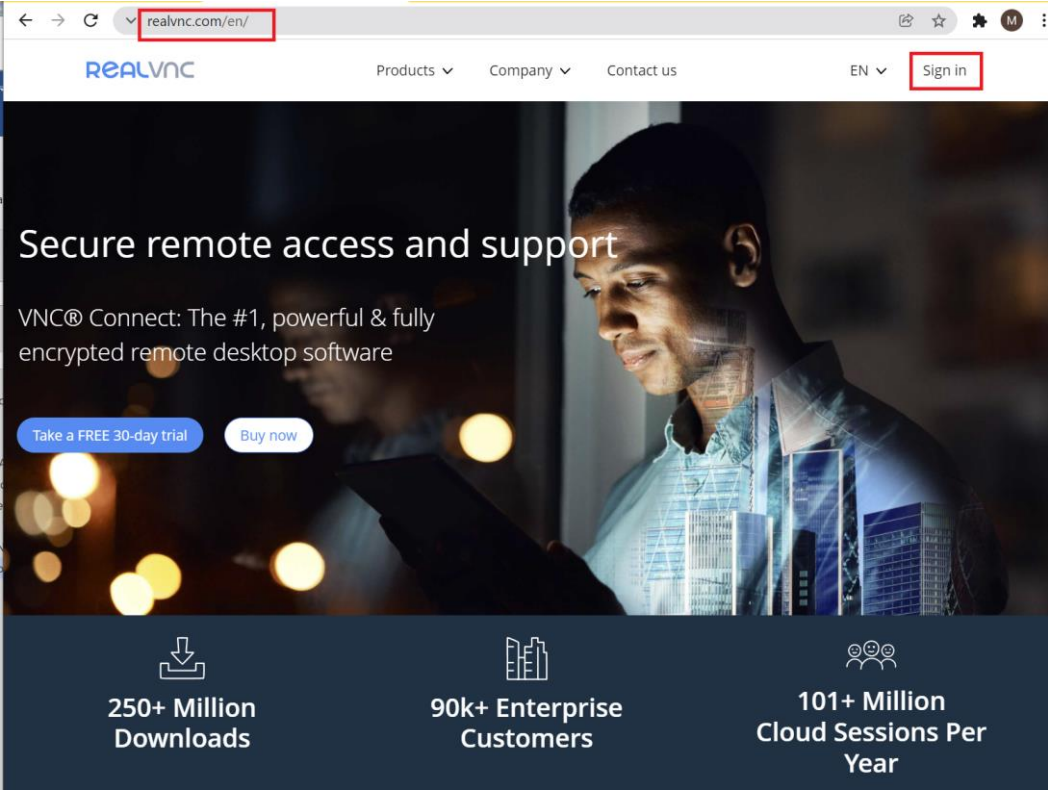
Appendix

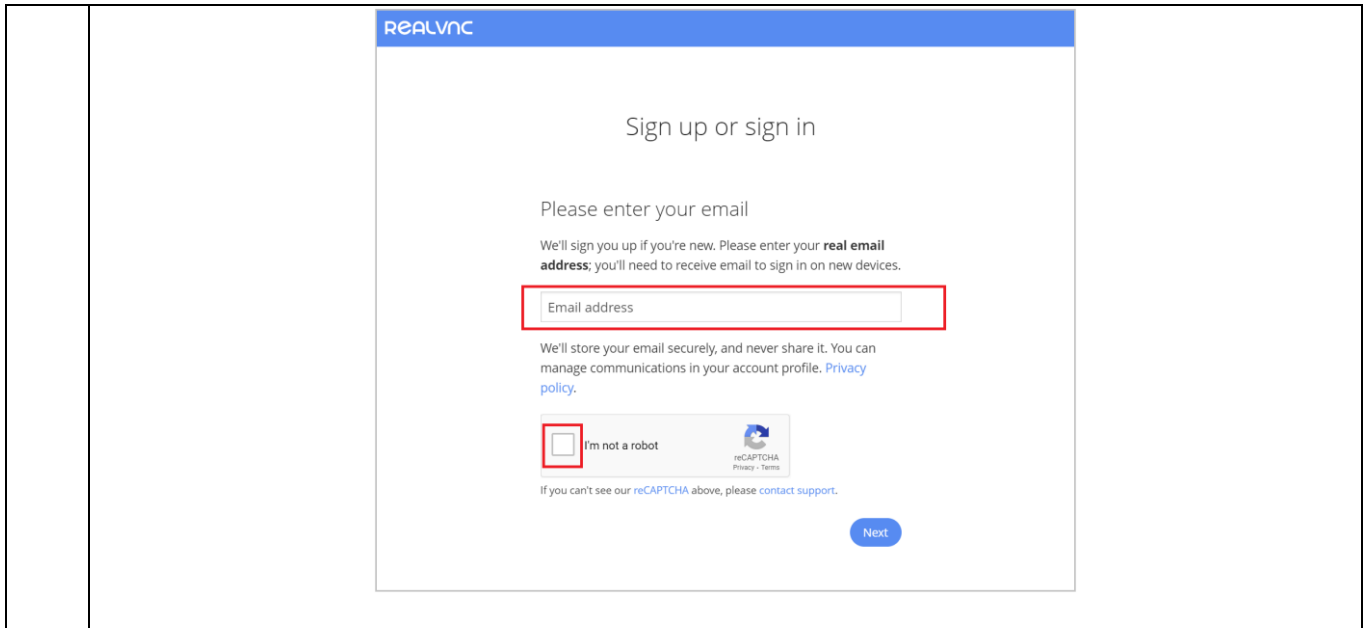
Add Installer to End User “Team”

Adding the installer to the end user “Team” enables the installer to access the end user’s cc200HV3 for diagnostic purposes.

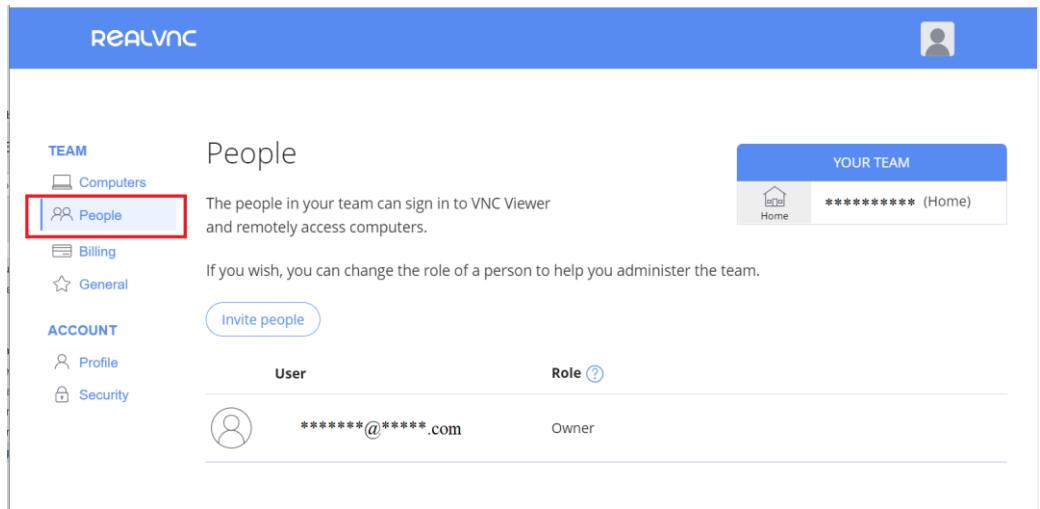
“VNC Connect is built for sharing. Your team connects the remote computers you want to control with the people you want to share remote access with, and the roles these people fulfil.”

The installer must receive permission form the end user in order to allows the addition if the installer to the end user “Team.”

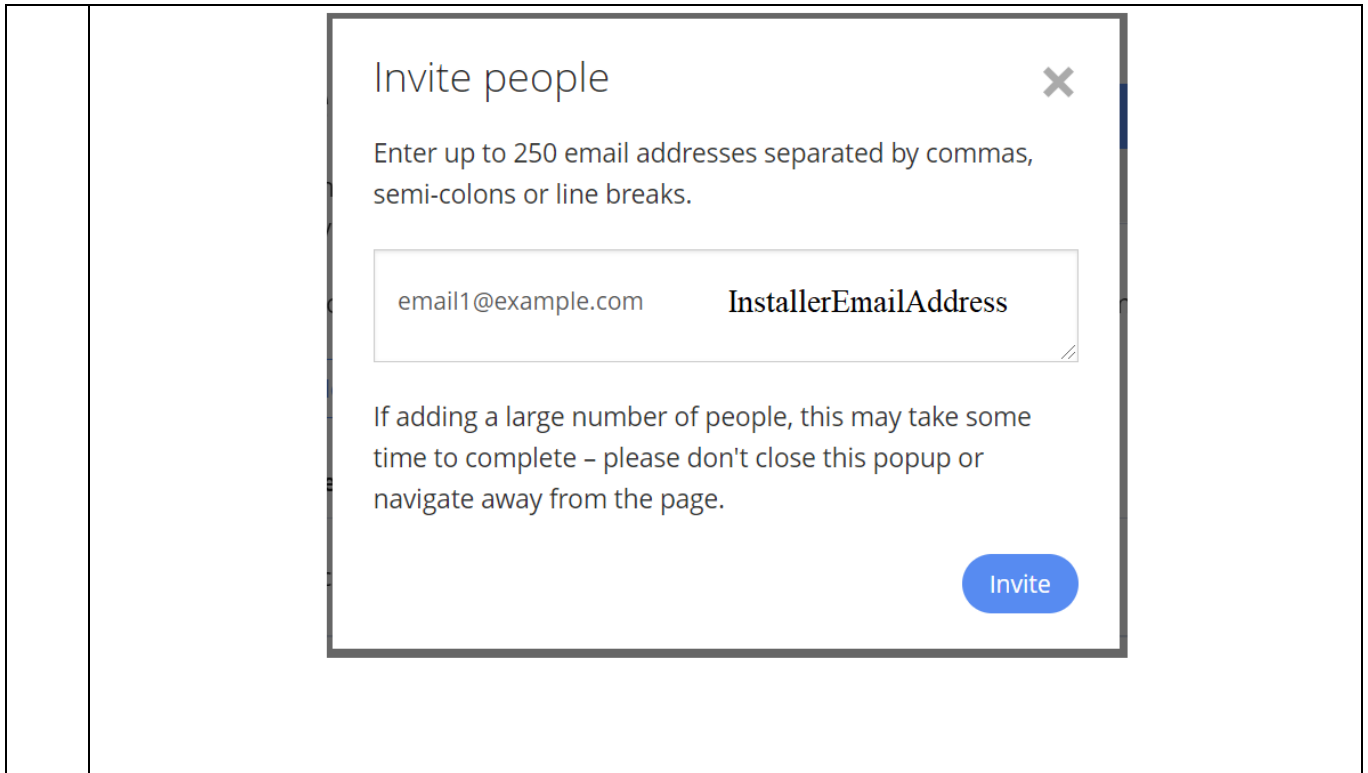
Step	Instructions
1	<p data-bbox="288 925 1305 958">Press “sign in” to access VNC account (https://www.realvnc.com/en/)</p>  <p data-bbox="288 1816 1082 1850">Enter email address and check the “I’m not a robot” checkbox.</p>



2 Select “People” to view the people in your “Team”

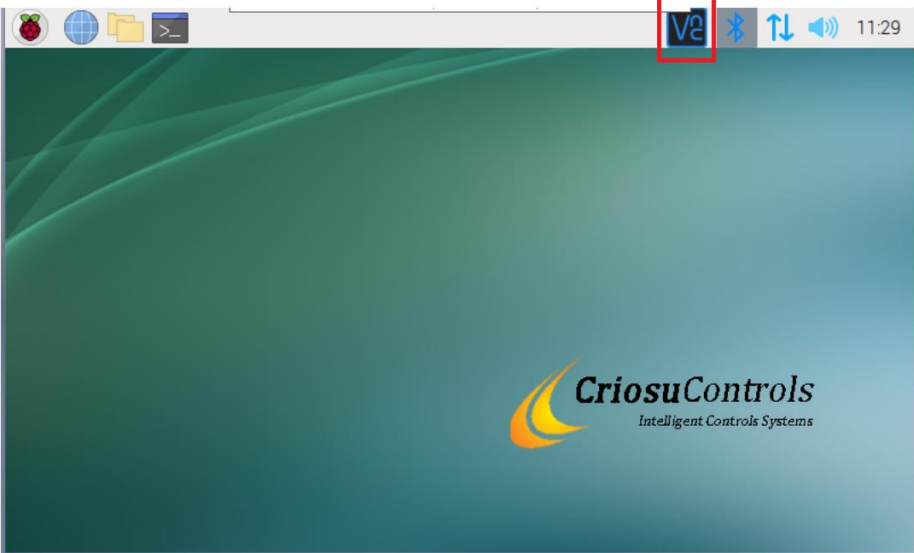



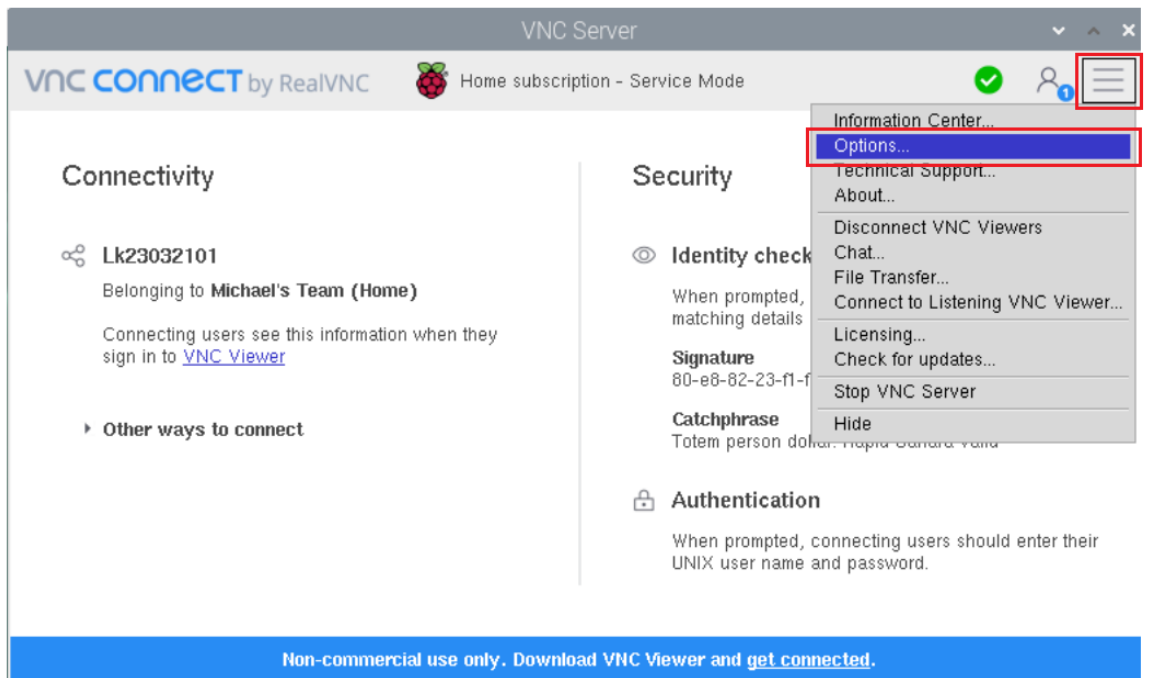
3 Press “**Invite People**” to add others to your “Team” (access to you cc200HV3).
Enter installer email addresses and press “Invite”



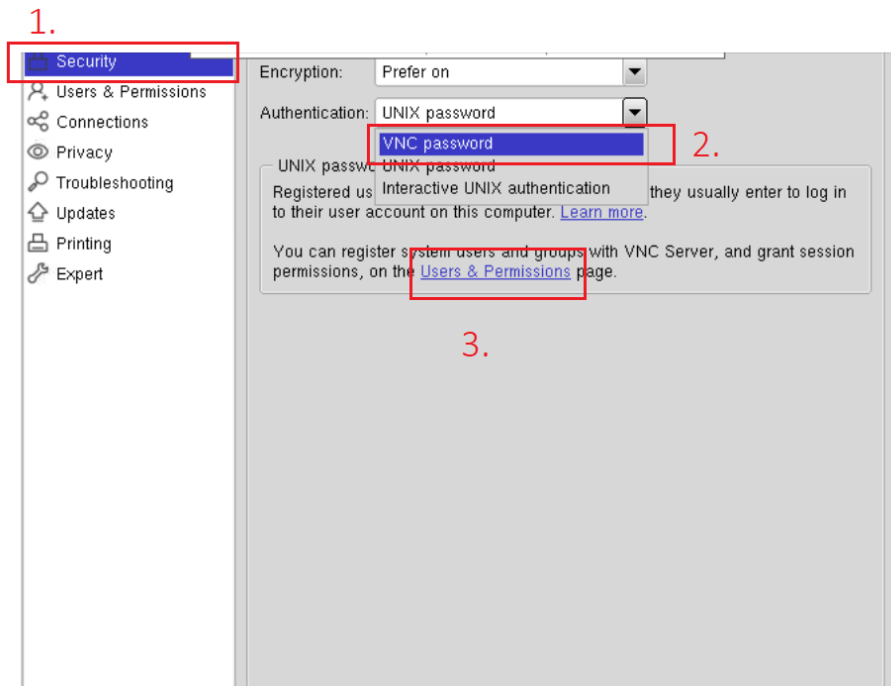
Making changes to the cc200HV3 VNC Server

To Change Password

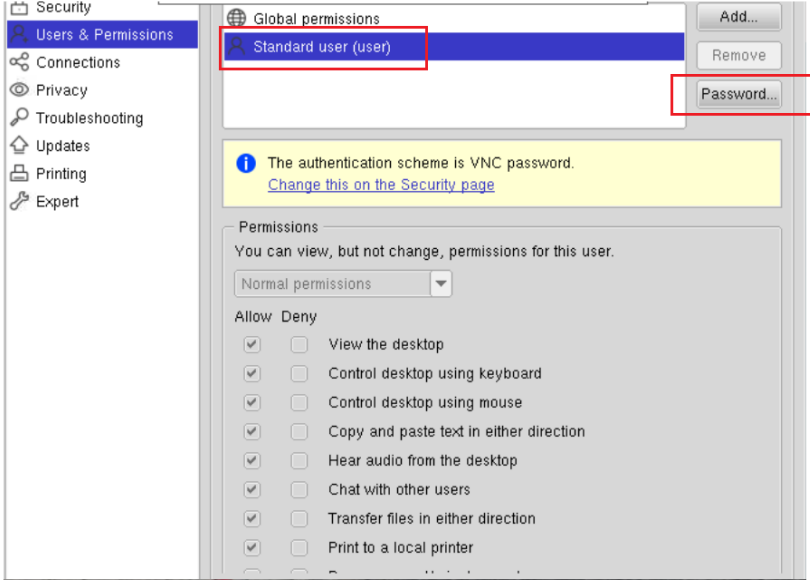
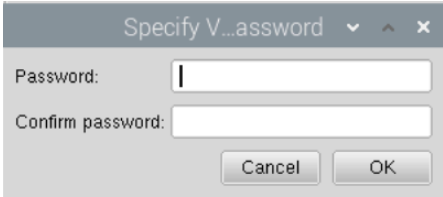
Step	Instructions
1	Press "VNC" 
2	Press Setup Box  and select "Options"



3 Select Security then select VNC Password and then press “Users and Permissions”



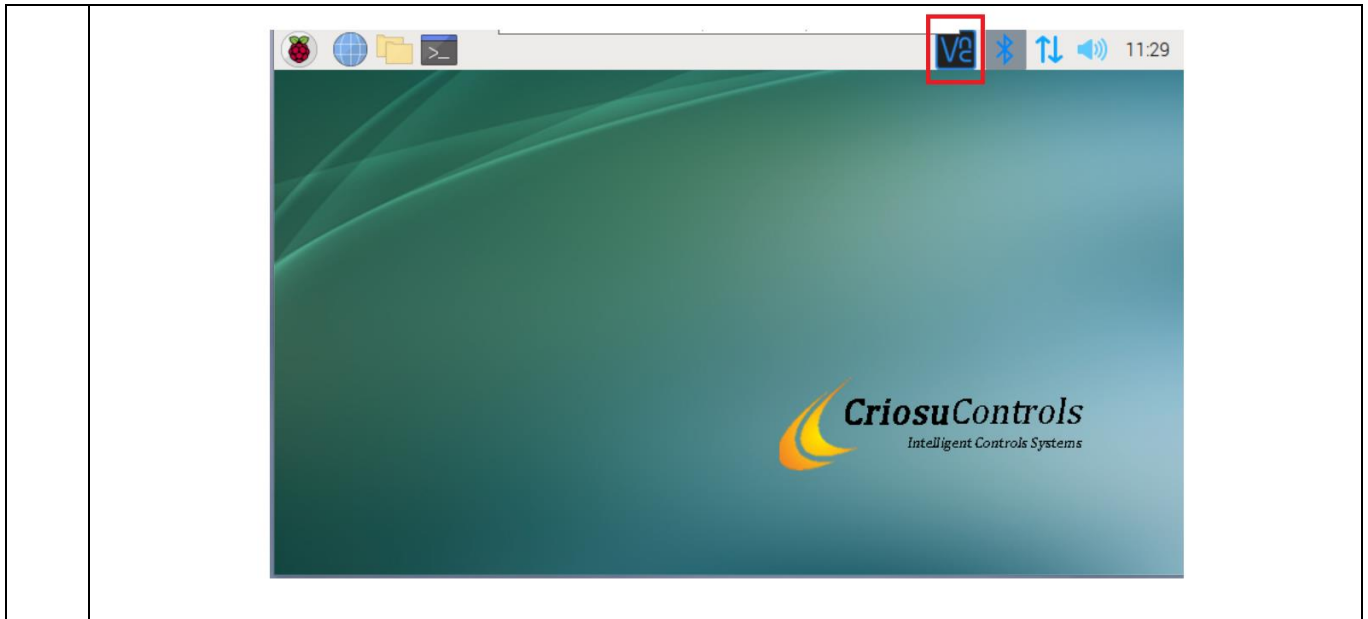
4 Select “Standard user (user) and press “Password”

	
5	<p>Change the Password</p> 


To Change the email

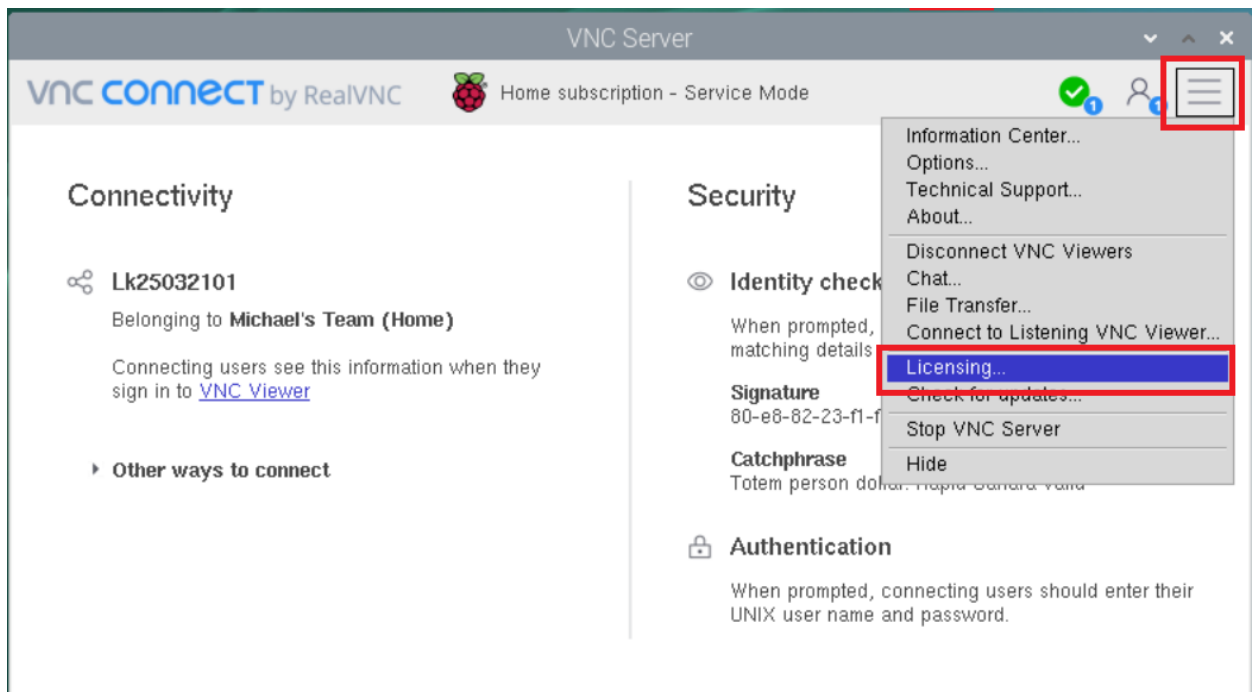
The email and password MUST be identical to the end user account’s email and password

Step	Instructions
1	Press “VNC”



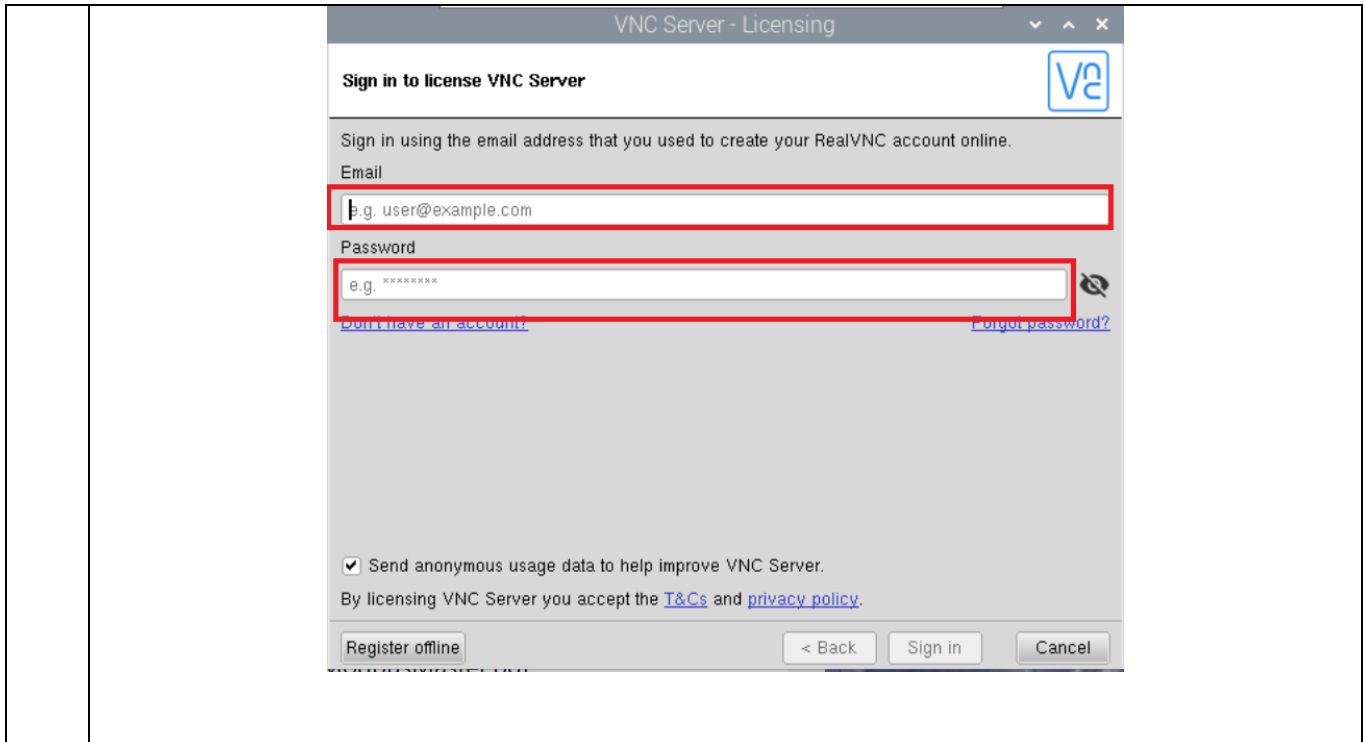
2

Press **Setup Box**  and select “Licensing”



3

Enter the new email address and password and apply when requested.



Error Conditions

Error	Resolution
Cc200Hv3 (Lkxxxxxxx) not appearing in the “computer” area of the cloud account.	<p>The cc200HV3 must sign in to the account using the end user’s email and password.</p>
“no such host is known” when attempting to connect to the cc200HV3	Delete the cc200HV3 from the Address book and connected again with “new connection”

RealVnc Documentation website

<https://help.realvnc.com/hc/en-us/articles/360002249917-VNC-Connect-and-Raspberry-Pi#setting-up-your-raspberry-pi-0-0>

