21/03/2024

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APP - REALVNC (REMOTE ACCESS)

(REV 20.1.42+)

CRIOSU CONTROLS

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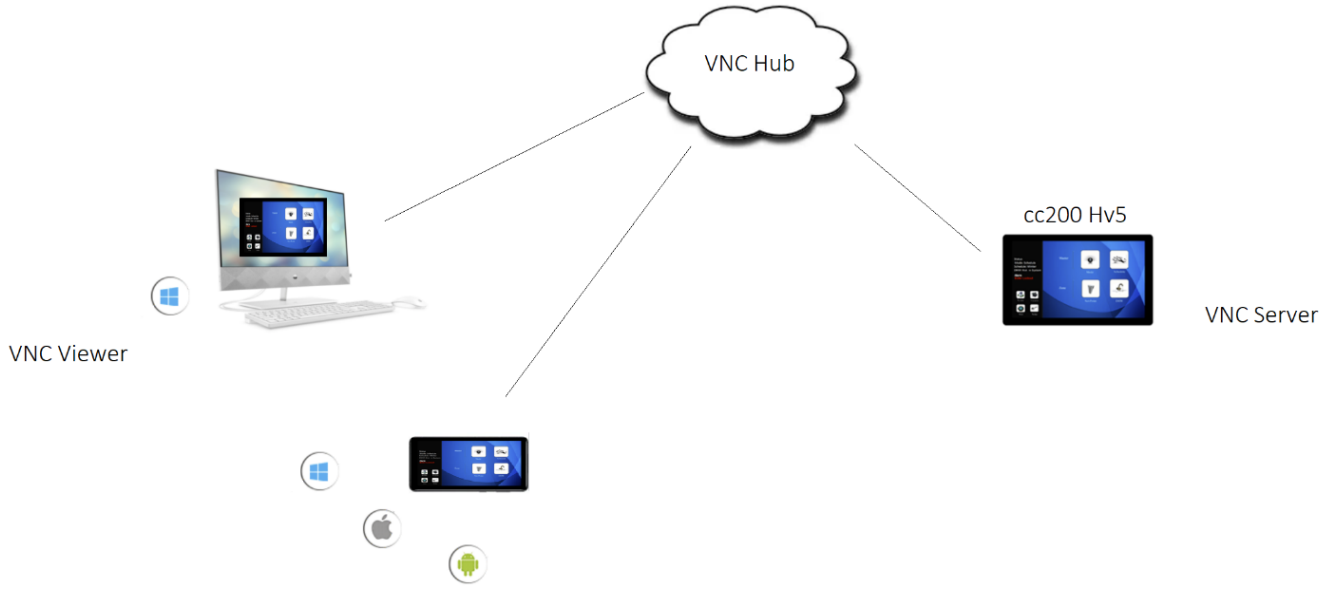
Introduction

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

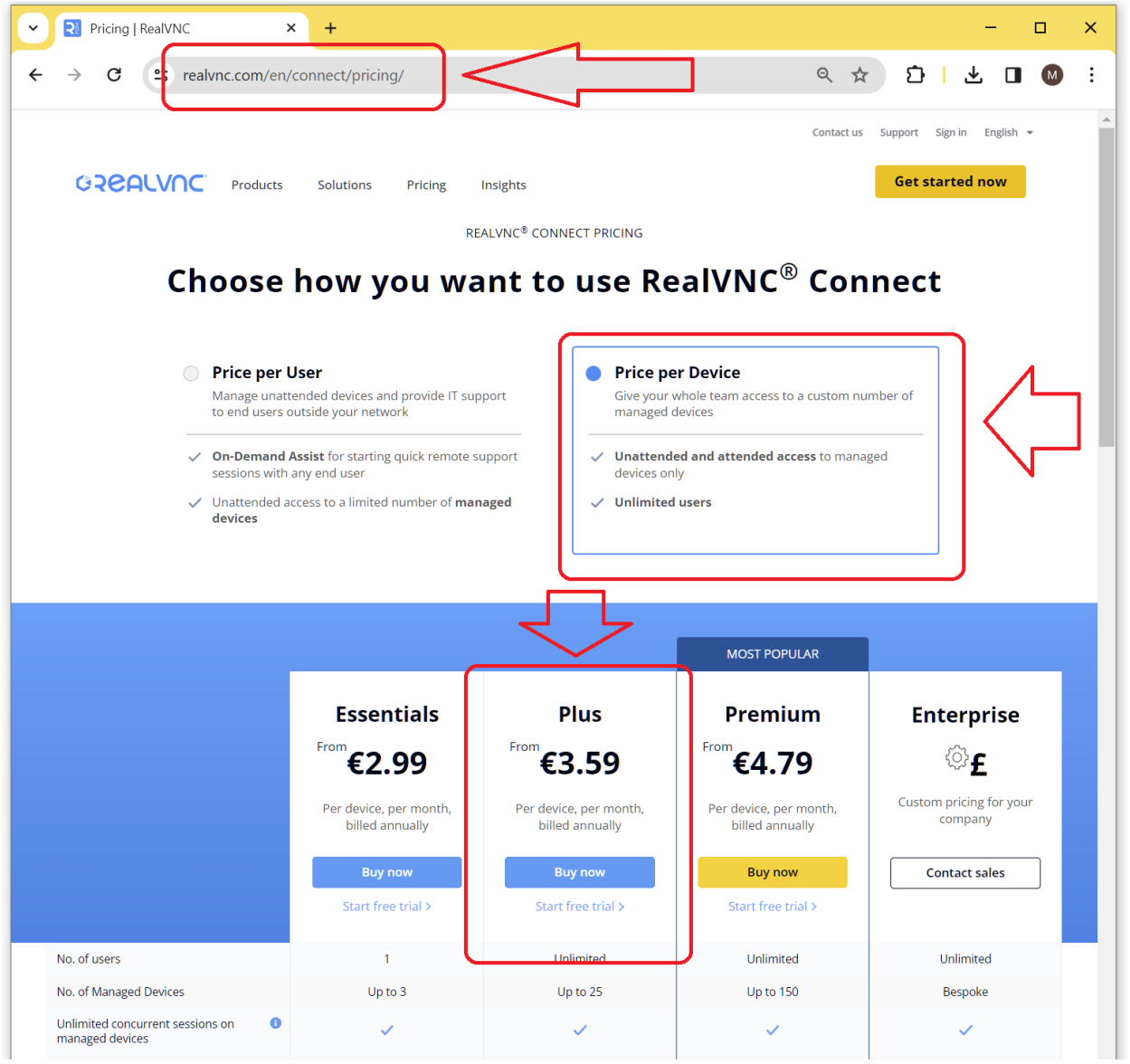
Creating a RealVNC Account

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

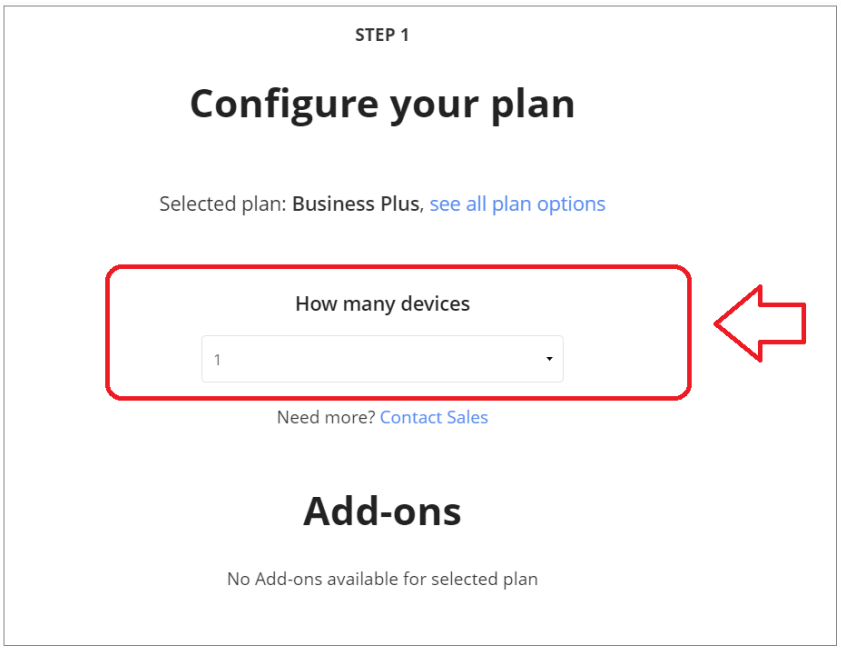
a) **Go to *https://www.realvnc.com/en/connect/pricing/***
b) ***Select "Price per Device"***
c) ***Press "Buy Now " for the "Plus" Subscription"***



Step 2 Configuring the Plus Subscription

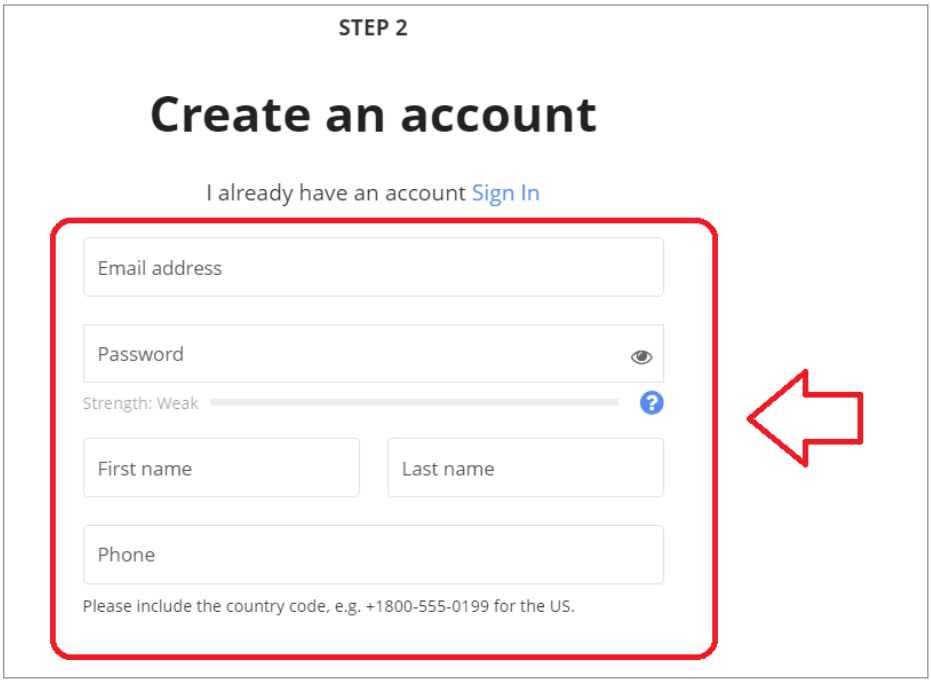
After you have selected the "Plus" Subscription, you will be requested to configure the plan.

Configuration Step 1: Select "1" Device

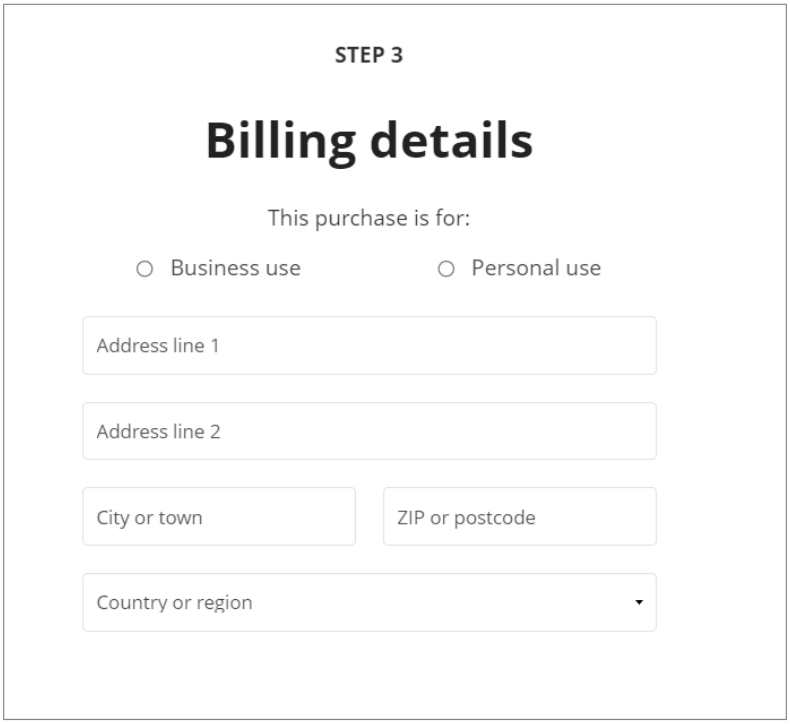


Configuration Step 2: Create an account

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

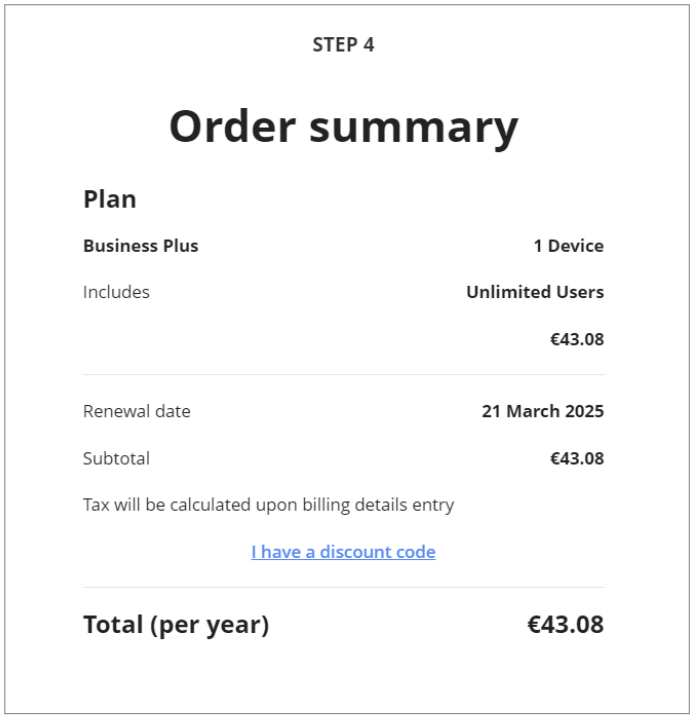


Configuration Step 3: Enter you Billing Details

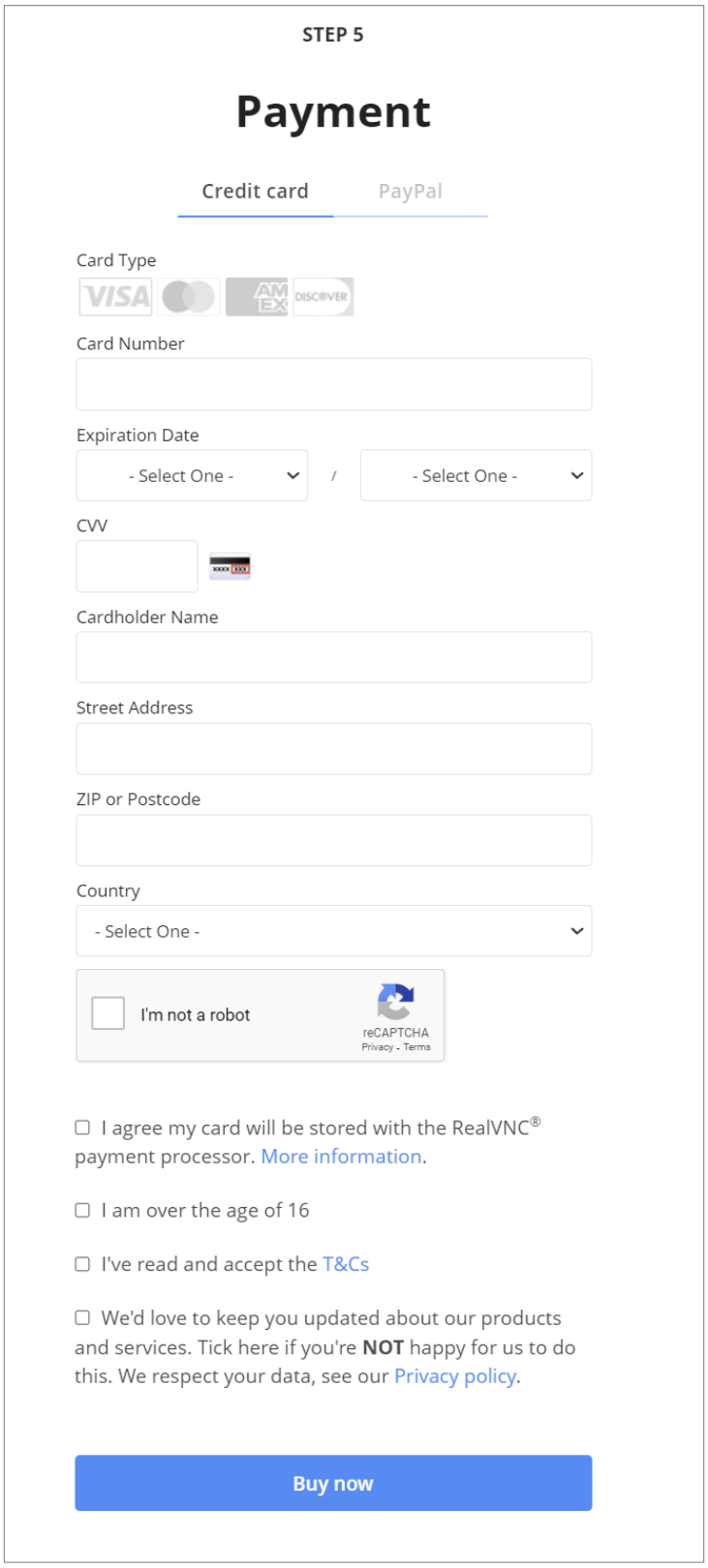


Configuration Step 4: An order Summary

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

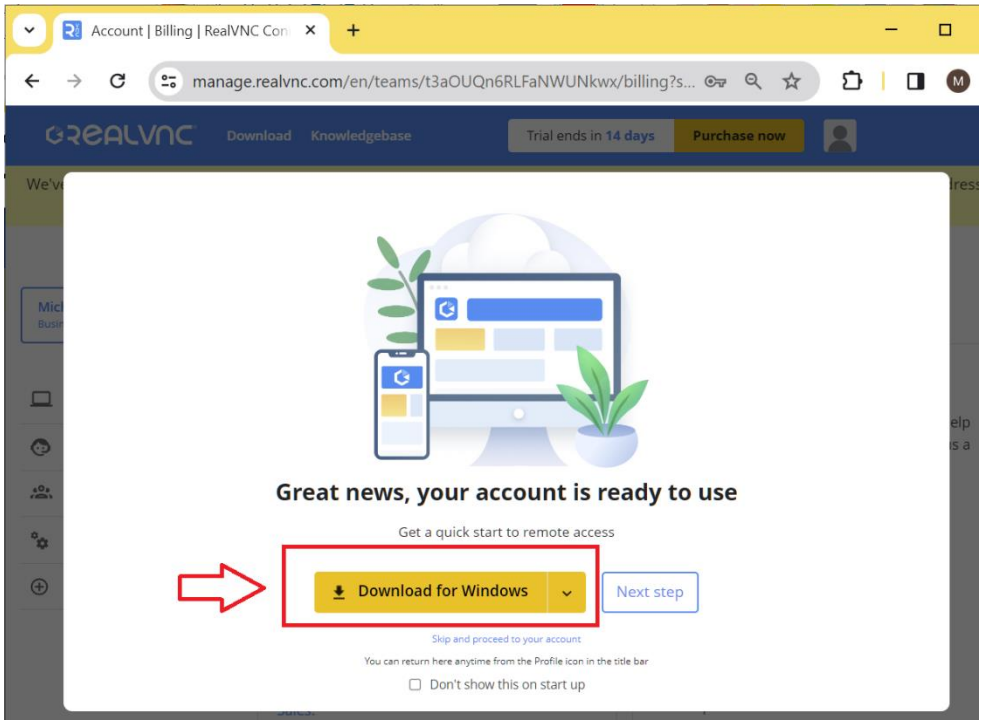


Configuration Step 5: Payment



Download the RealVNC application

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



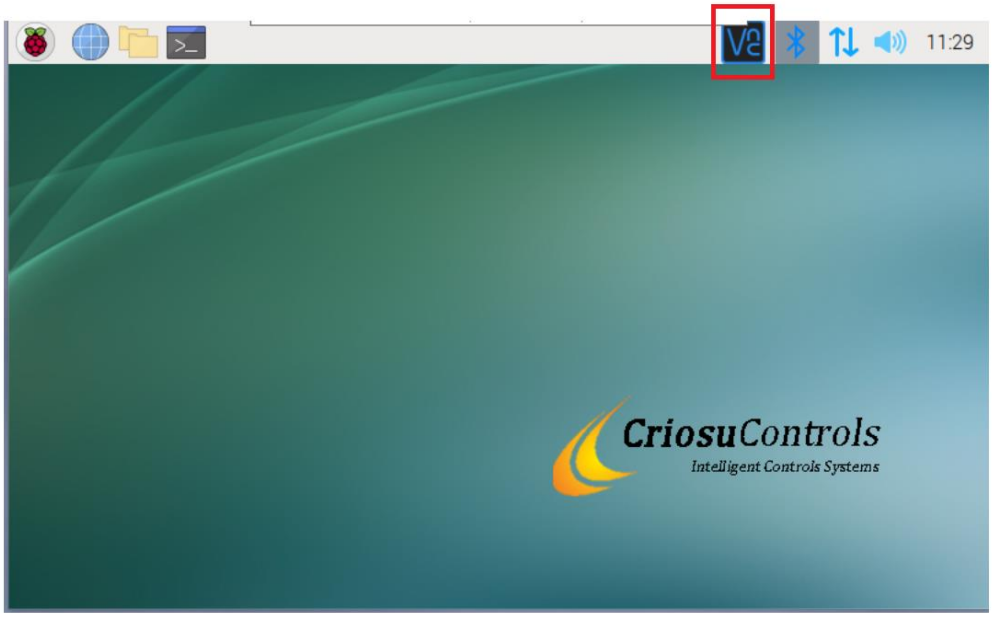
If you have already created an account then you just need to sign in and go to the downloads page.

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

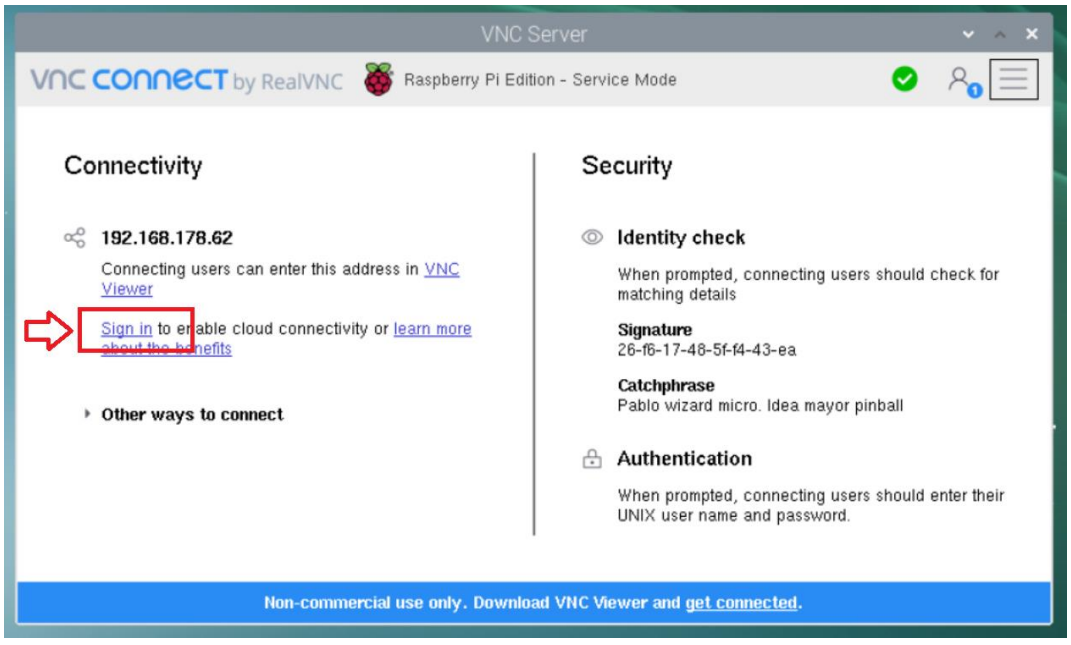
Note : This step may not be necessary if completed by the installer.

Sign into VNC account at the cc200HV5

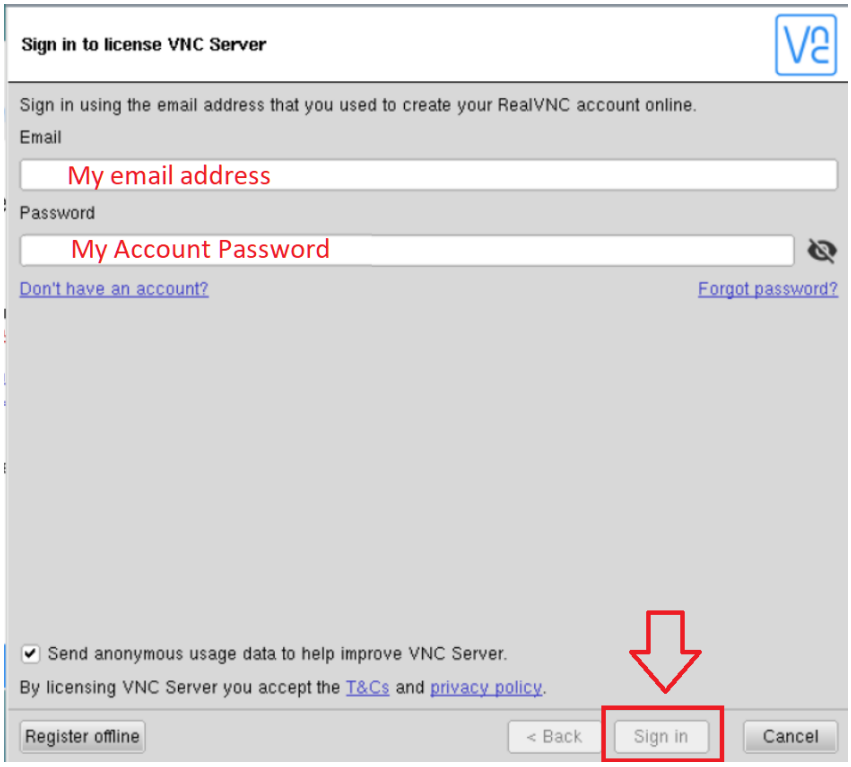
Press "VNC"



Press "Sign In"

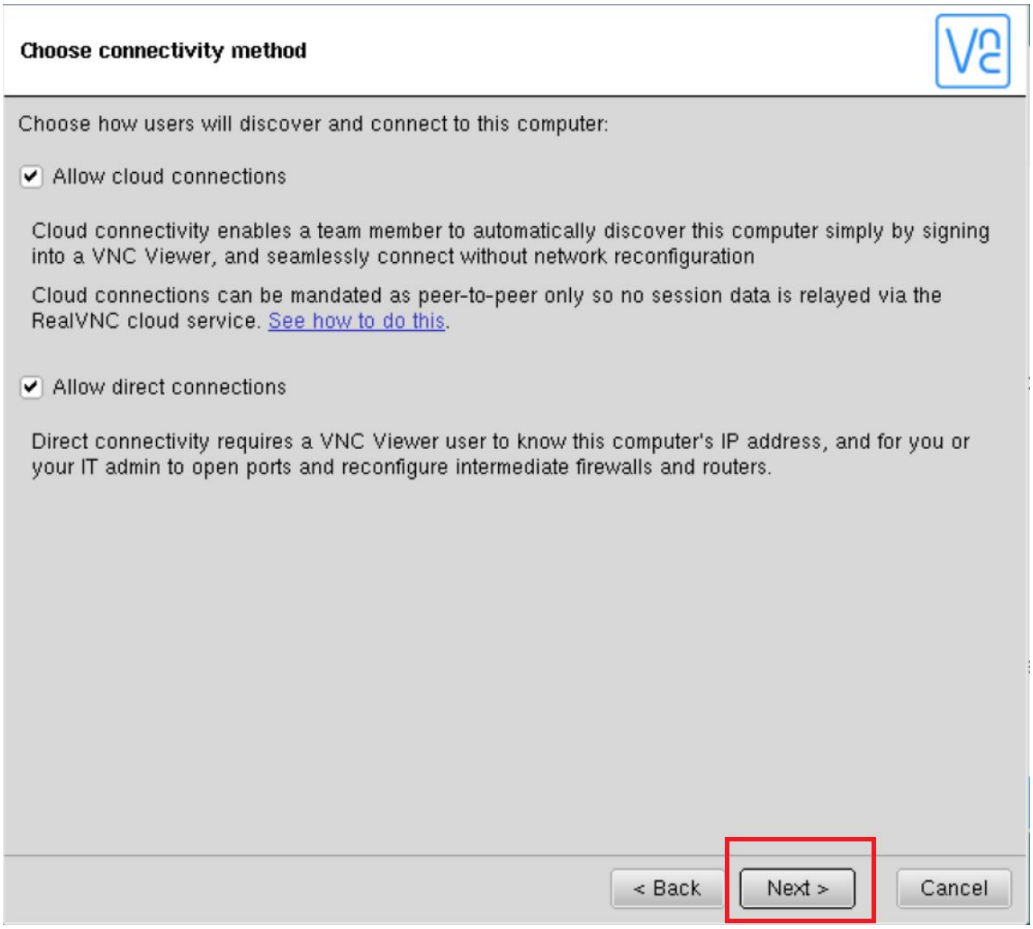


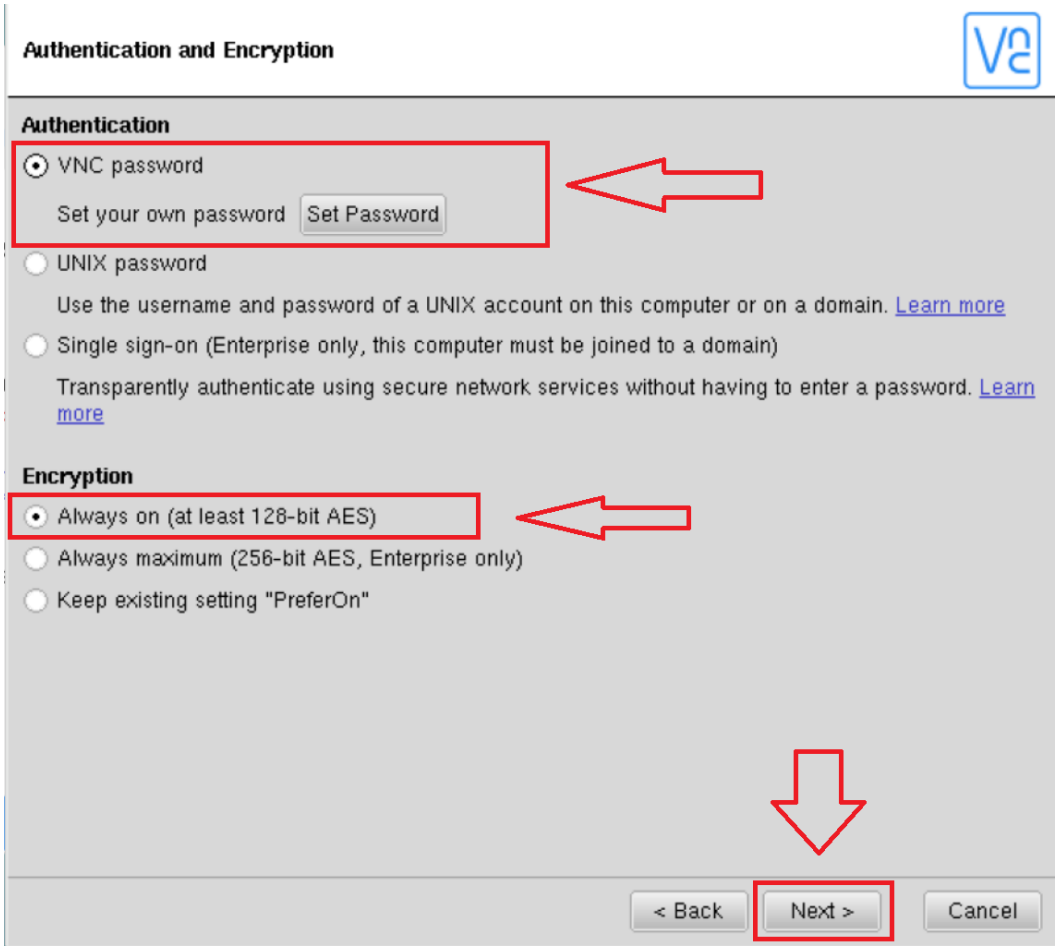
Enter the end user **Username and Password** (username and password used to create the account – Step 1).

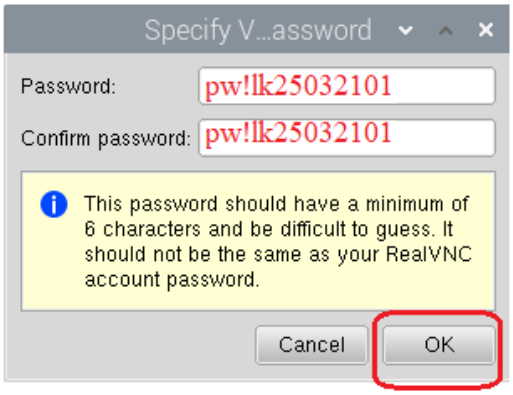


Enter the email address and password used to CREATE the VNC account

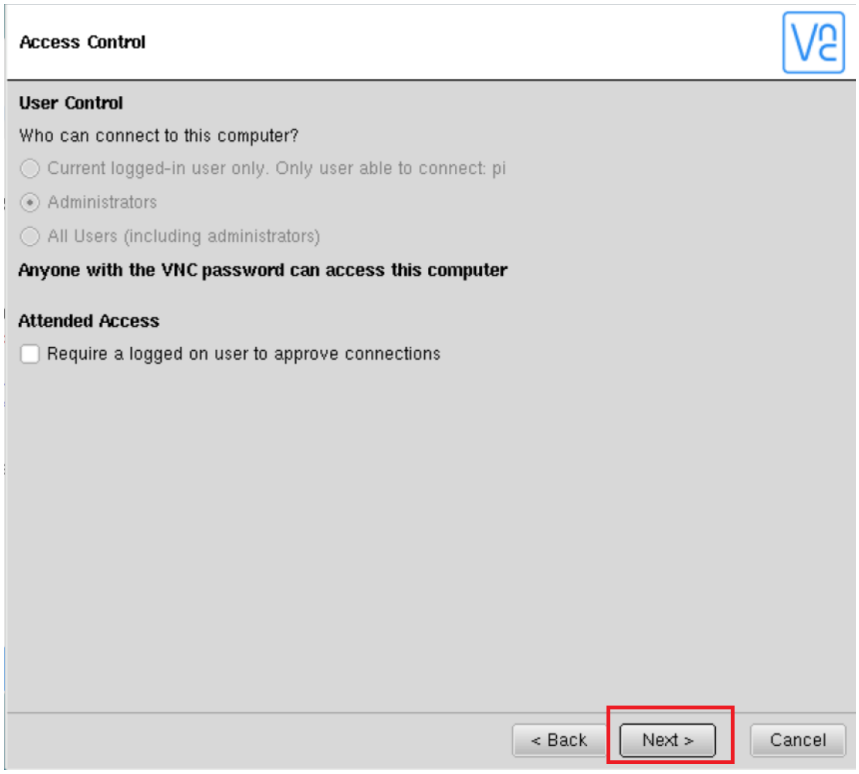
And Sign in

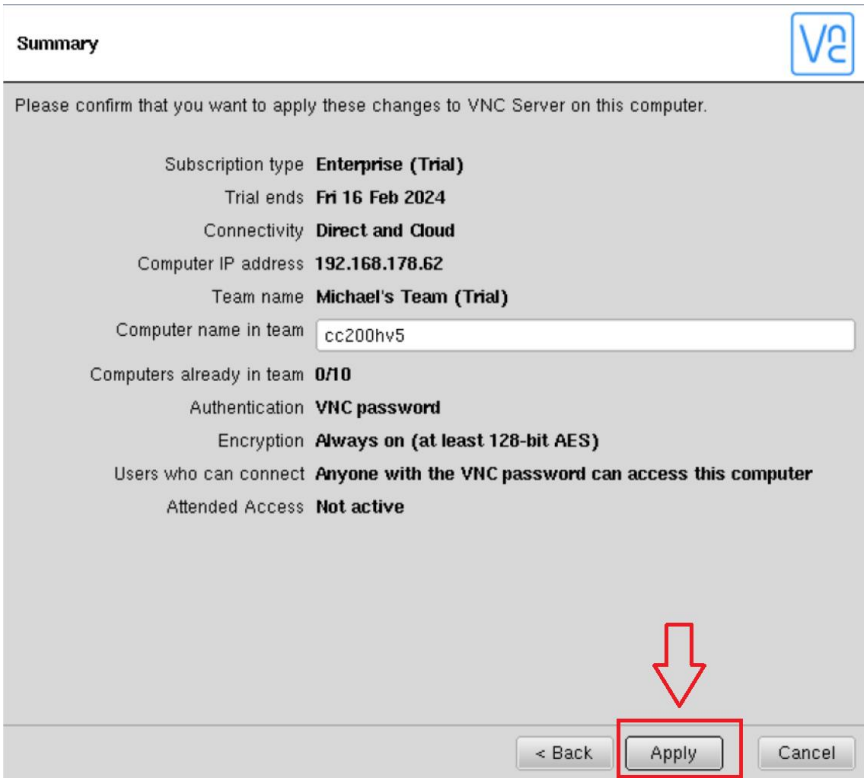






cc200hv5 password

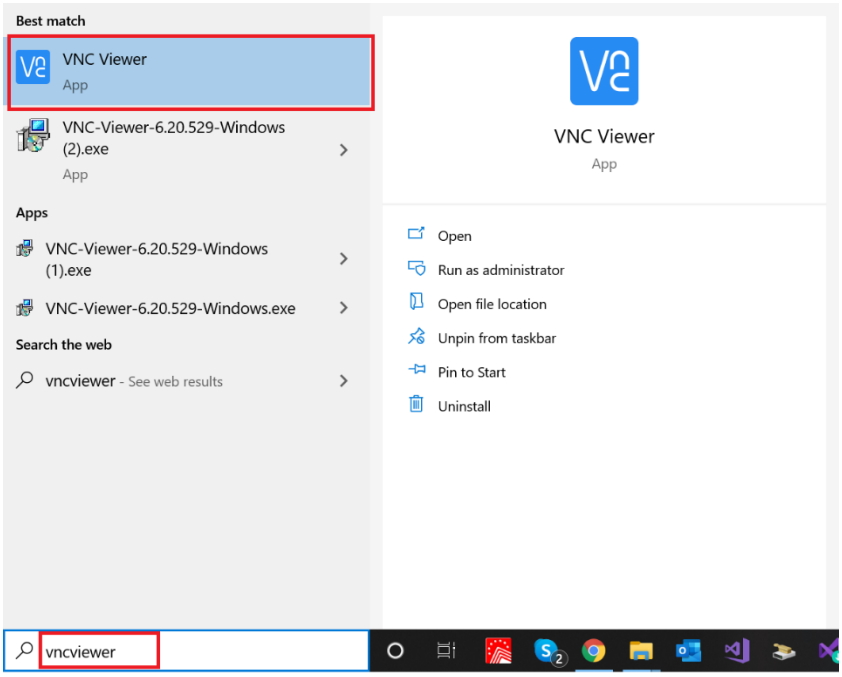
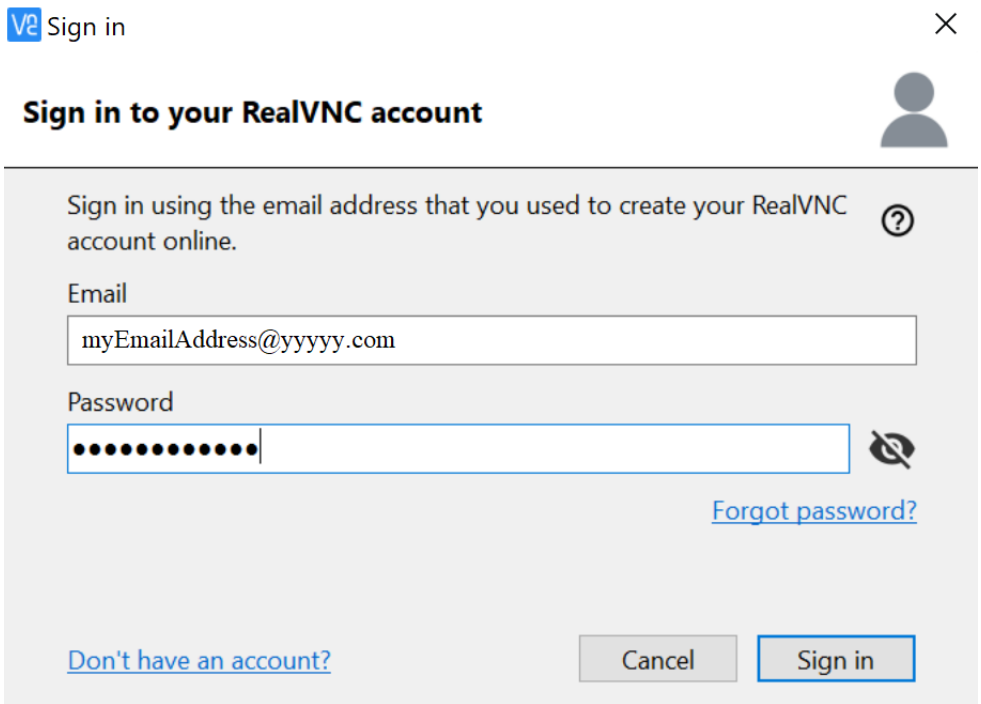

Access Control
User Control
Who can connect to this computer?
Current logged-in user only. Only user able to connect: pi
Administrators
All Users (including administrators)
Anyone with the VNC password can access this computer
Attended Access
Require a logged on user to approve connections
< Back
Next >
Cancel

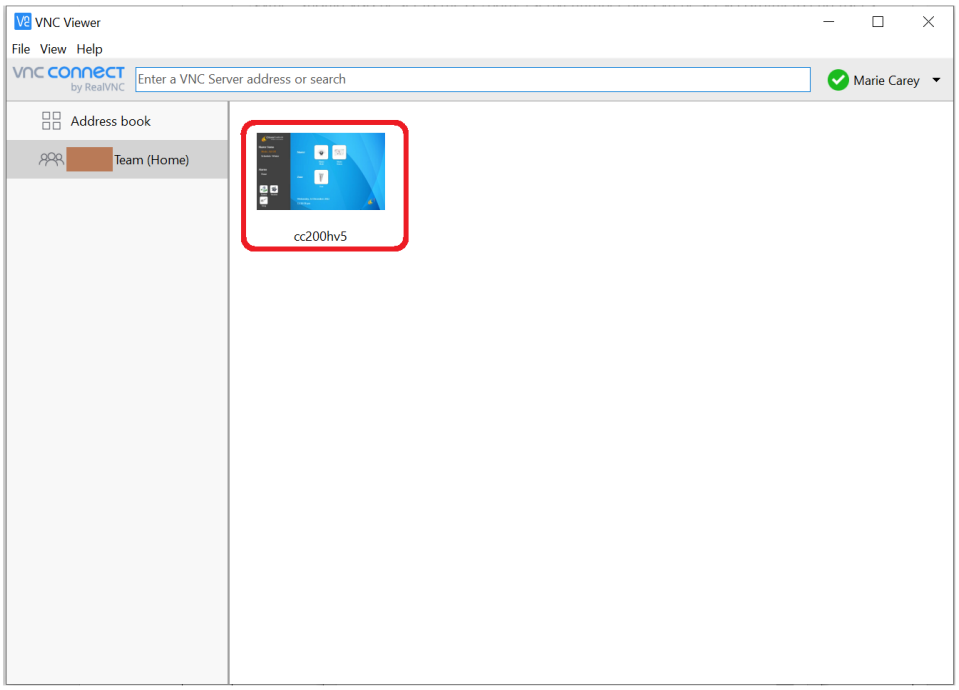
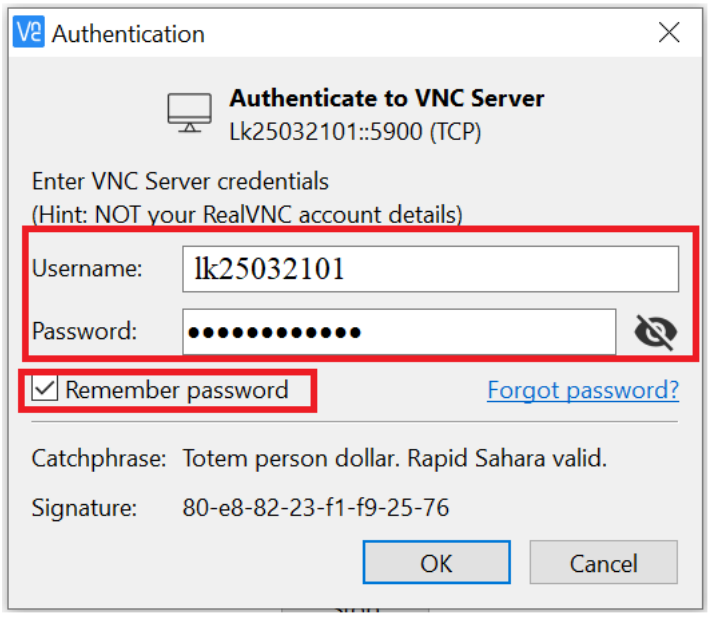

Summary
Please confirm that you want to apply these changes to VNC Server on this computer.
Subscription type Enterprise (Trial)
Trial ends Fri 16 Feb 2024
Connectivity Direct and Cloud
Computer IP address 192.168.178.62
Team name Michael's Team (Trial)
Computer name in team cc200hv5
Computers already 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

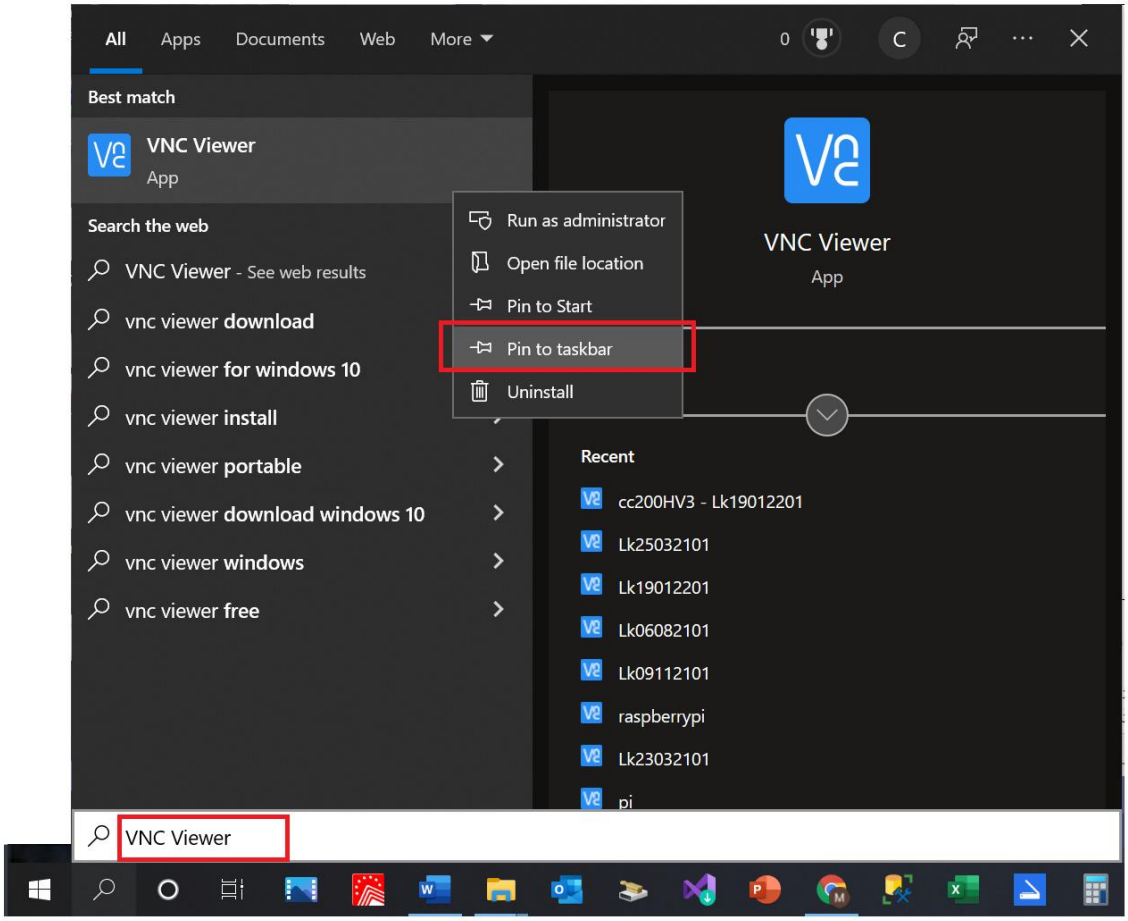
Summary
Thank you. Your settings and subscription have been successfully applied to VNC Server on this computer and it is now ready to receive connections from VNC Viewer.
Subscription type Enterprise (Trial)
Trial ends Fri 16 Feb 2024
Connectivity Direct and Cloud
Computer IP address 192.168.178.62
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	Run the **VNC Viewer** 
2	Sign in (if this is the first time) using the credentials (end user email and password) entered when creation the account (Step 1) 

	Enter Username and Password (This is the username and password used to create the account)
3	The cc200hv5 will now appear in ****** Team (Home) 
5	**Double Click the cc200hv5**  **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 

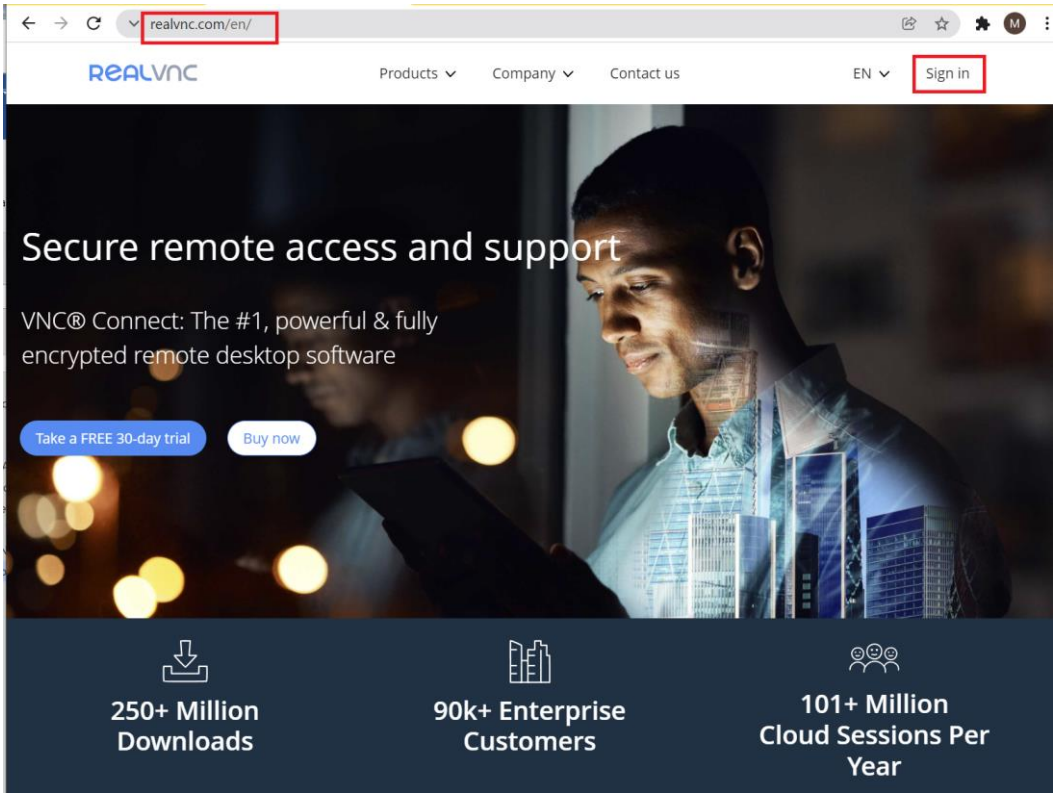
Appendix

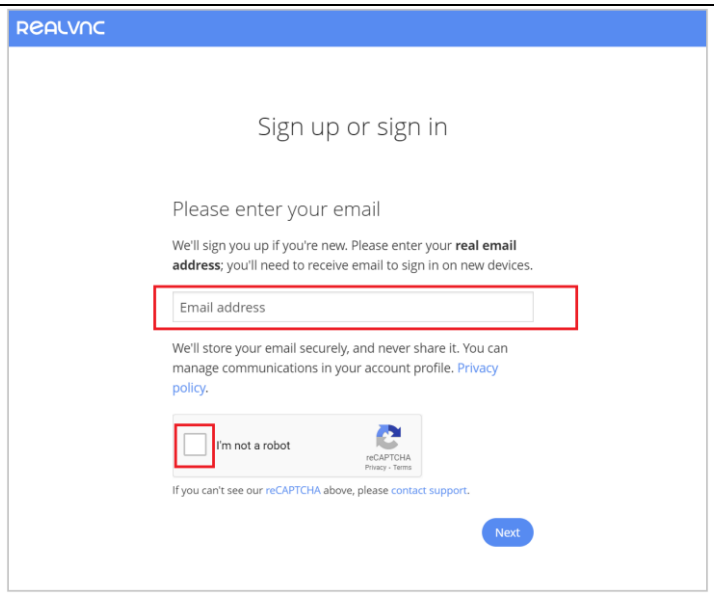
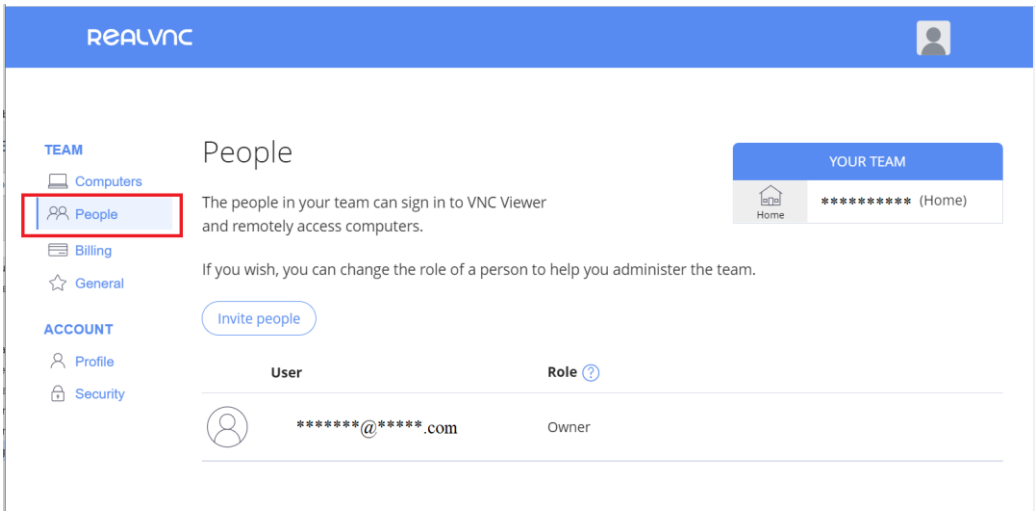
Add Installer to End User "Team"

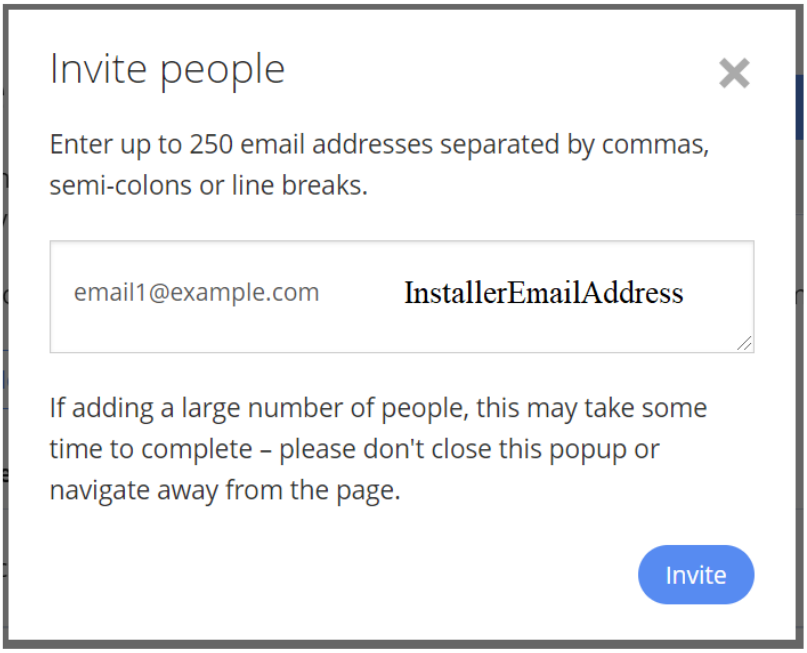
Adding the installer to the end user "Team" enables the installer to access the end user's cc200HV3 for diagnostic purposes.

"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."

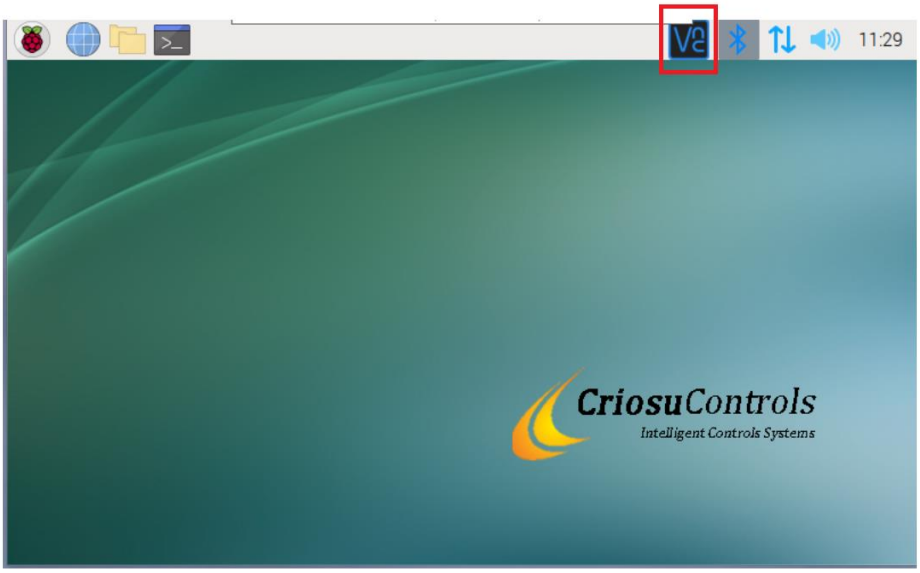
Step	Instructions
1	**Press "sign in" to accesss VNC account (https://www.realvnc.com/en/)**  Enter email address and check the "I'm not a robot" checkbox.

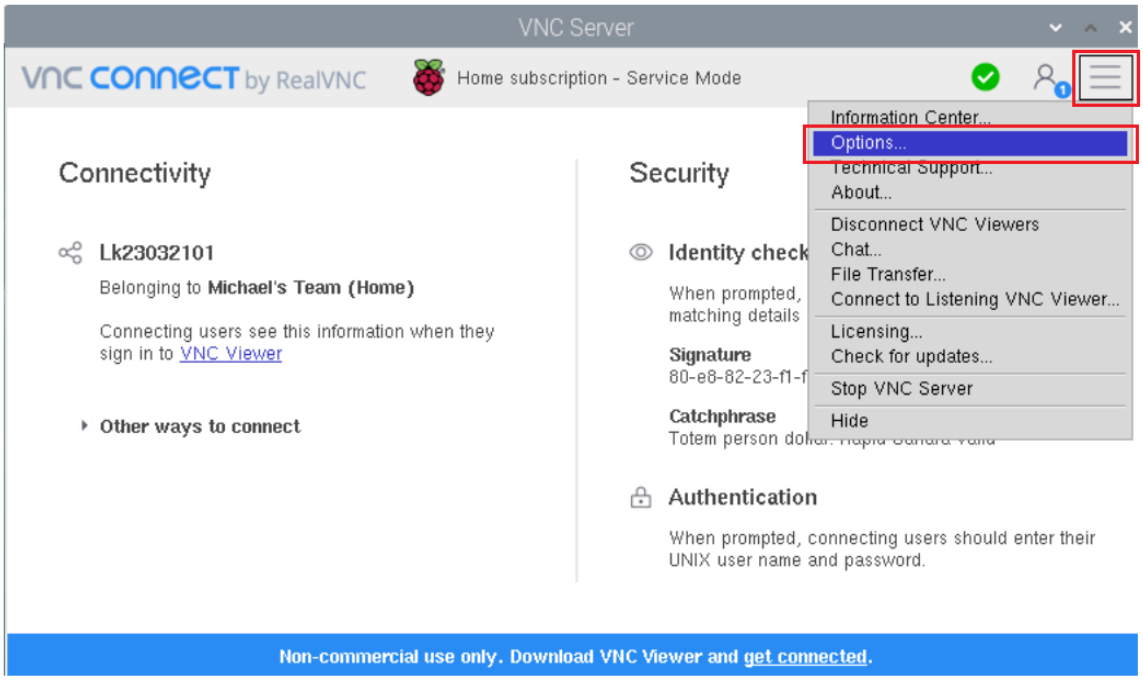
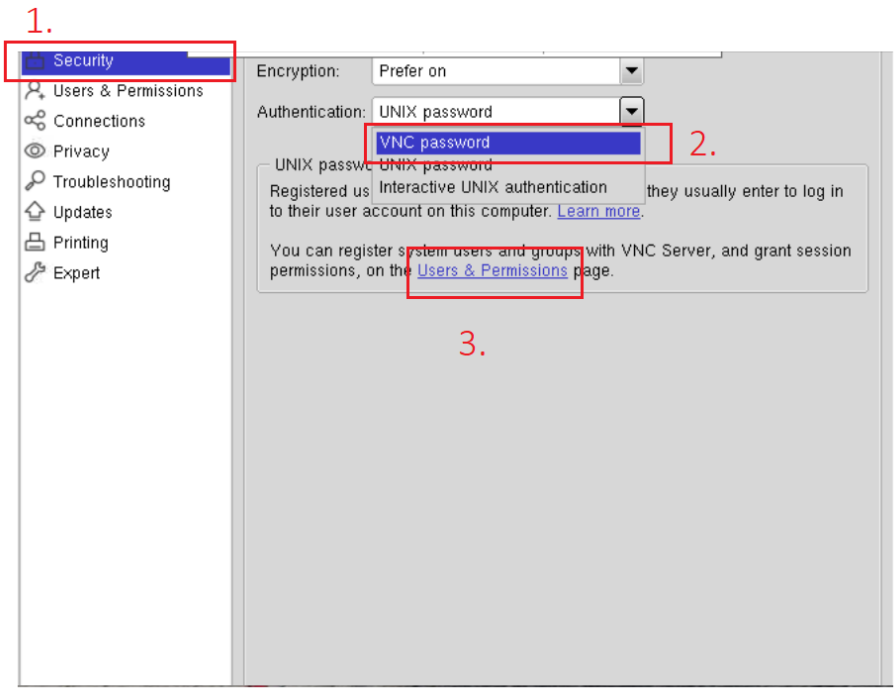
	
2	Select "People" to view the people in you "Team" 
3	Press "**Invite People**" to add others to your "Team" (access to you cc200HV3). Enter installer email addresses and press "Invite"

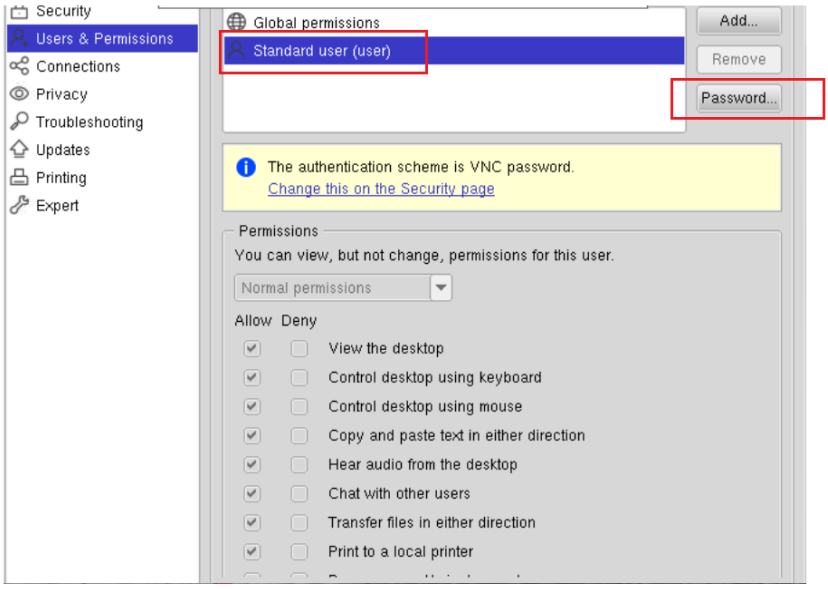
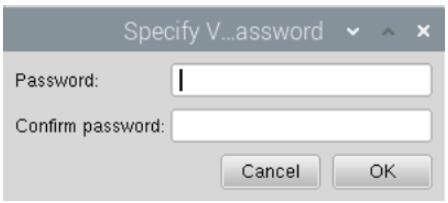
	

Making changes to the cc200HV3 VNC Server

To Change Password

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

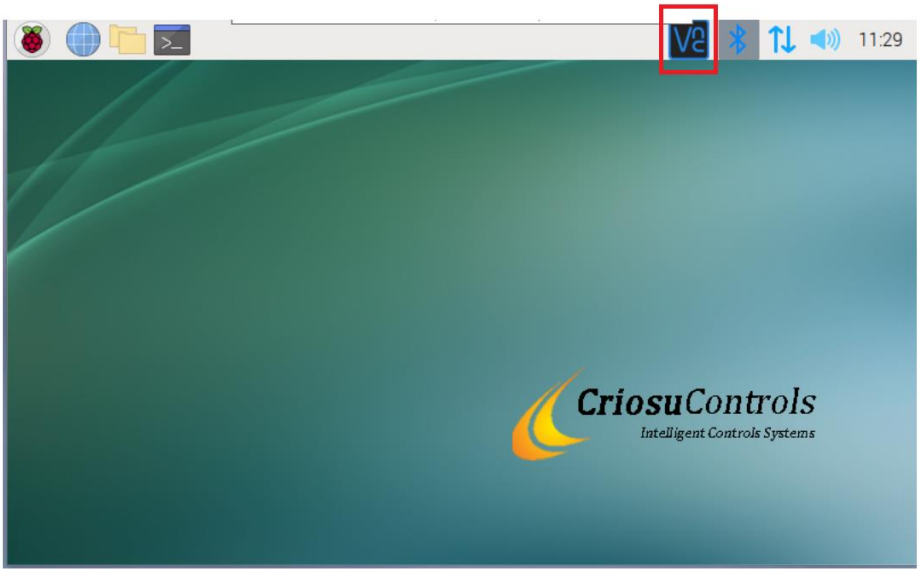
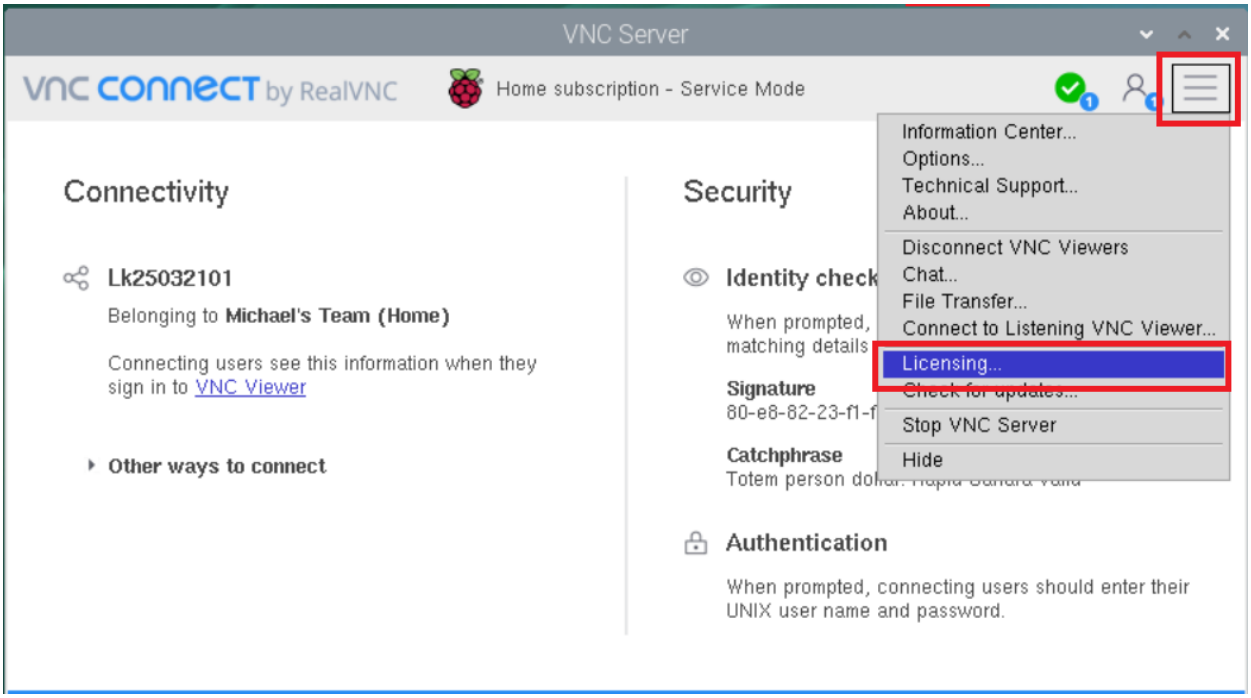
	
3	**Select Security then select VNC Password and then press "Users and Permissions"** 
4	**Select "Standard user (user) and press "Password"**

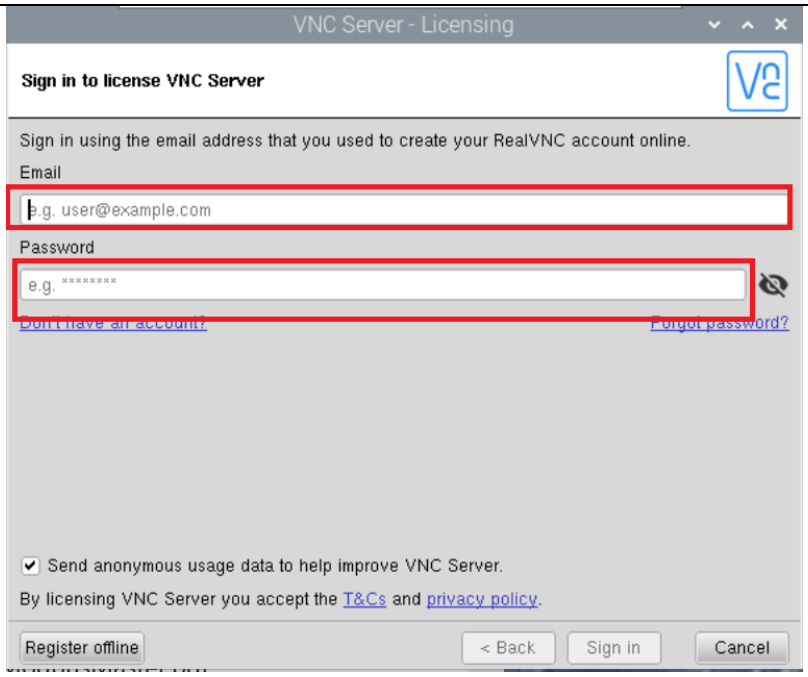
	
5	**Change the Password** 

To Change the email

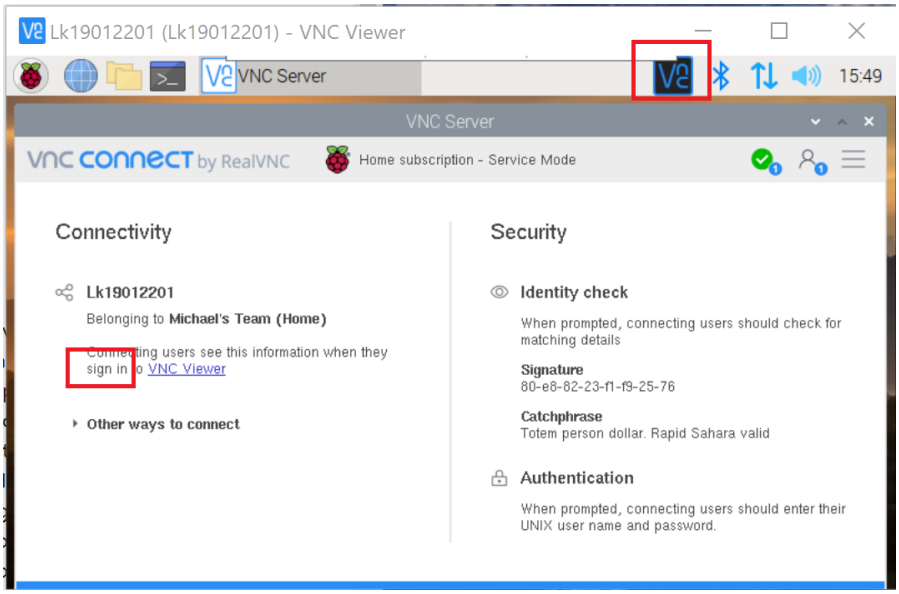
The email and password MUST be identical to the end user account's email and password

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.	The cc200HV3 must **sign in** to the account using the end user's email and password. 
"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