



# Application Guide

--- Preparation for  
remote technical support





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# Revision History

Updates between document versions are cumulative. Therefore, the latest document version contains all updates made to previous versions.

Doc Version	Product	Release Data	Details
V1.0	Hongdian Router	2021.07.06	First Release

# 1 Overview

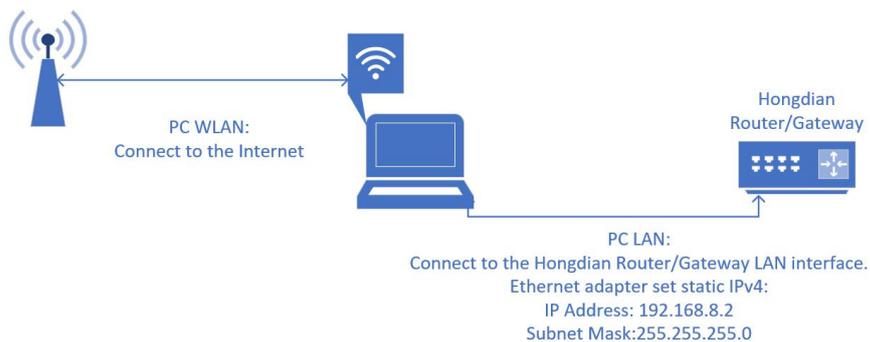
If the devices has any technical problem, sometimes it requires Hongdian engineer to remote to client desktop to debug remotely. This article describes what need to be prepared for remote support.

## 2 Description

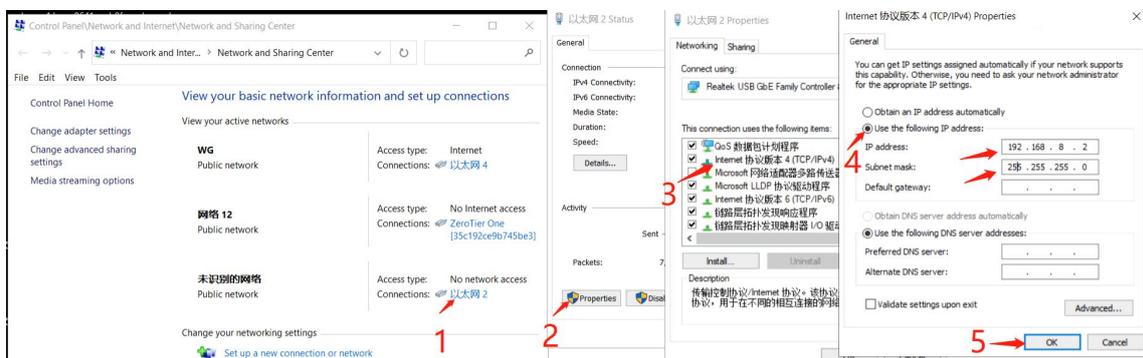
Please setup your PC and device like this:

2.1 Please let the PC connect to the Internet through WiFi (Please don't use 192.168.8.0 network segments in WiFi subnet), the Ethernet adapter of PC connect to the LAN port of Hongdian Router.

Topology:

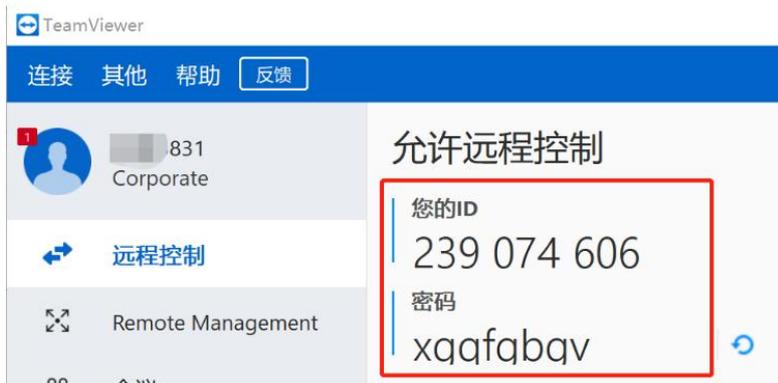


2.2 Please set the Ethernet adapter IP address to 192.168.8.2, set subnet mask to 255.255.255.0 and set the default gateway as empty.



2.3 Please run TeamViewer or AnyDesk on your PC, or you may specified other remote control software. We prefer Teamviewer as we have commercial version(your Teamviewer version doesn't have to be commercial version), which will provide faster and more stable connection.

2.4 For Teamviewer, please provide us the ID and password. For AnyDesk, you may provider ID only and accept connection manually, or provide ID and password like teamviewer.



2.5 Since mostly we will need to reach to device backend, so please prepare Putty or Security CRT for SSH access.

Finally, thank you in advanced for your cooperation!

-END-



*Create smart things*



## **Contact us**

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