

# Help guide of the abr Remote Console

The Remote Console of the abr Cloud ("Service") is hosted in the Cloud Server of abr-solutions in Germany, under the address [abrcloud.de](https://www.abrcloud.de) ("abr Cloud").

The registration to the Service is possible with a [license-key](#) that unlocks the abr Remote Access functionality.

## I. First registration - Creating a User account in the abr Remote Console

Step 1: Follow the link <https://www.abr-solutions.de/avnc/console/> ,

Step 2: on the Home screen (Fig. 1) choose the option *Create account* (outlined red).

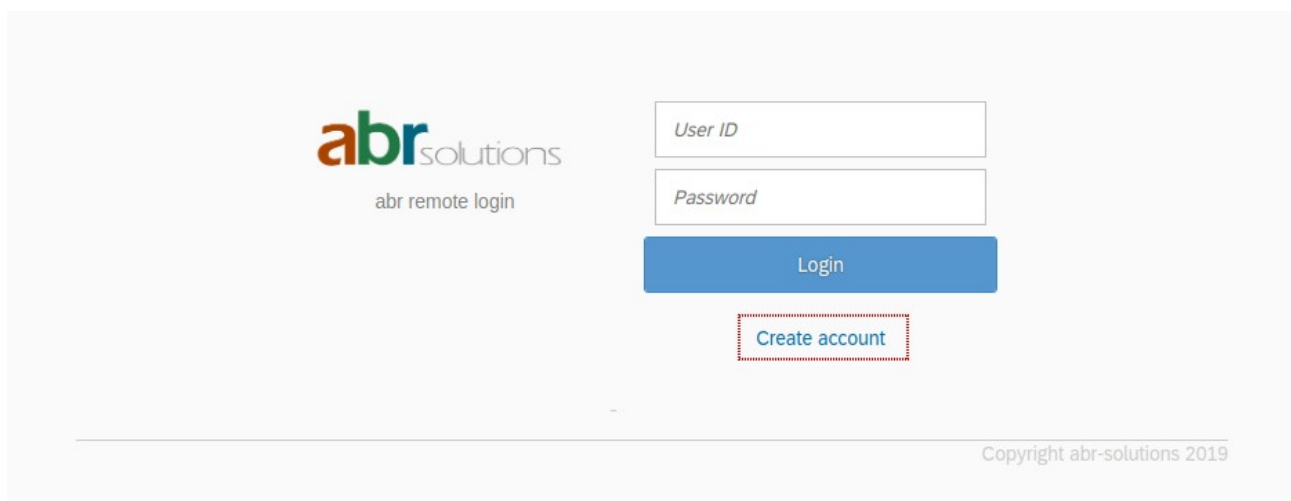


Fig. 1: Home screen

Step 3: In the Account registration screen (Fig. 2), enter your information in the required fields:

- *Username*: submit your preferred username. Please, memorize this value!
- *Email address* : the e-mail address that will be bound to your registration.
- *Password* : submit your preferred password. Please, memorize this value!
- *Select key file* : select your license-key file (**avnc\_license.key**).

Step 4: If you agree to our Terms of the Service, check the box *I accept the terms of service* and then select the button *Create account*. The user account has been created.

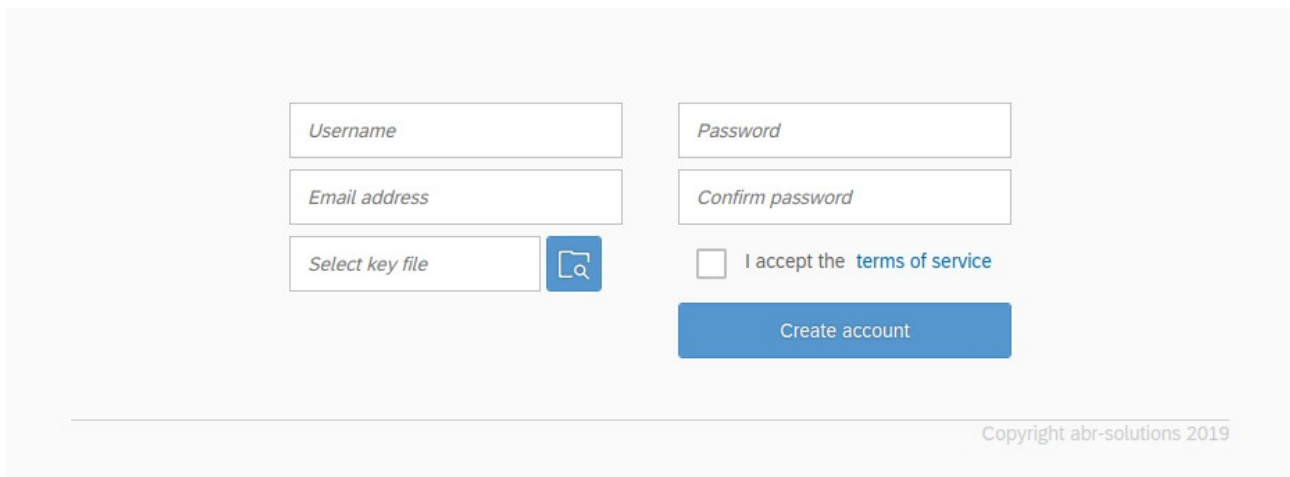
The image shows a web form for account registration. It is divided into two columns. The left column contains three input fields: 'Username', 'Email address', and 'Select key file'. The right column contains two input fields: 'Password' and 'Confirm password'. Below the 'Confirm password' field is a checkbox with the text 'I accept the terms of service'. At the bottom right is a blue button labeled 'Create account'. A copyright notice 'Copyright abr-solutions 2019' is located at the bottom right of the form area.

Fig. 2. Account registration screen

#### IMPORTANT:

- i) The *Username* and *Email address* are permanent information, non-editable after the registration! This information will be bound to your subscription to the Service, thereafter.
- ii) The *Email address* that is submitted during registration can be different than the one that you submitted during the license-key order.
- iii) You can only create ONE User account with your license-key file. If you wish to connect another user, you need to contact our support.
- iv) Following the creation of your account, you can add more license-key files (see par. IV *Account Settings*). This way, you will be able to see all the registered devices listed per license-key.

Upon completion of your registration, you will be directed straight to the Dashboard of the platform (Fig. 3). Your login data are the *Username* and the *Password* that you submitted during your registration.

## II. Login to the Service

Upon completion of your registration, you can log in to the platform as follows:

Step 1: Follow the link <https://www.abr-solutions.de/avnc/console/> ,

Step 2: on the Home screen (Fig. 1) fill in your login data, that is the *Username* and the *Password* that you submitted during your registration.

### III. Dashboard

The Dashboard of the abr Remote Console is shown in Fig. 3:

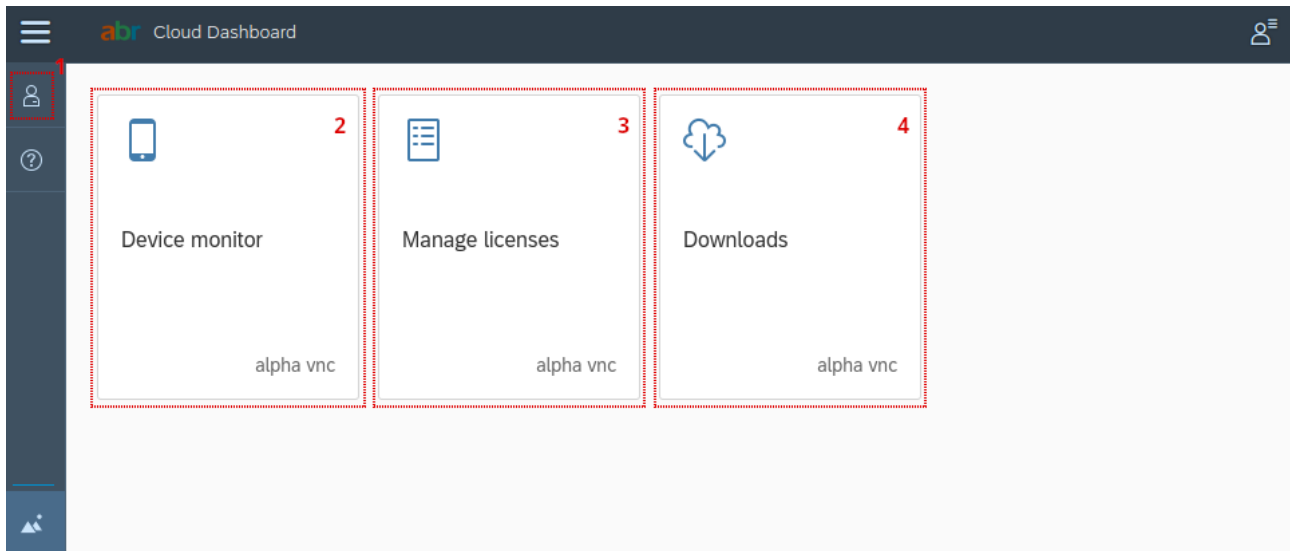


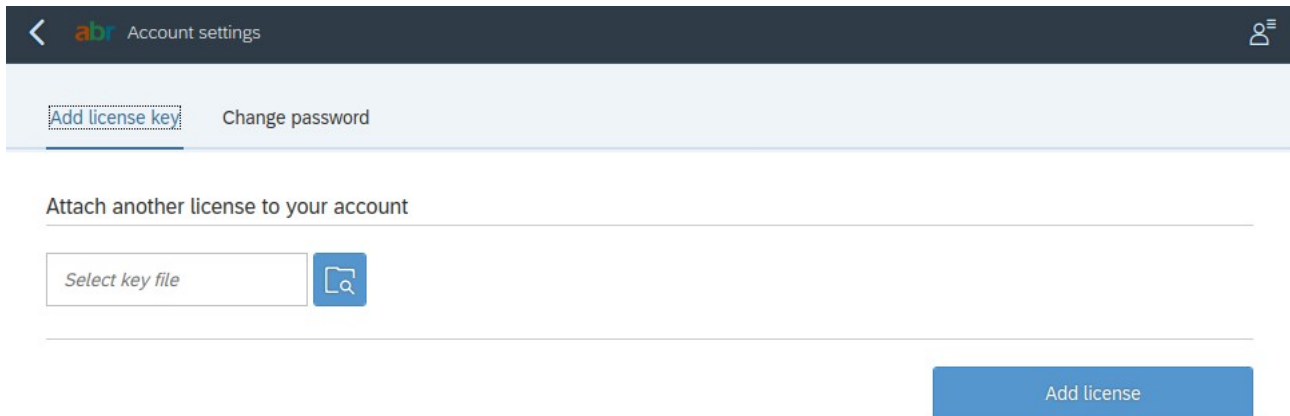
Fig. 3: Dashboard

The outlined red elements have the following functions:

1. *Account settings* : select this item, in order to add another license-key in your account or if you want to change your password (see par. IV *Account settings*) .
2. *Device monitor* : view all end-devices categorized per license-key.
3. *Manage licenses* : view actual license count & the subscription information of every license-key.
4. *Downloads* : find actual production and beta versions of the software.

## IV. Account settings

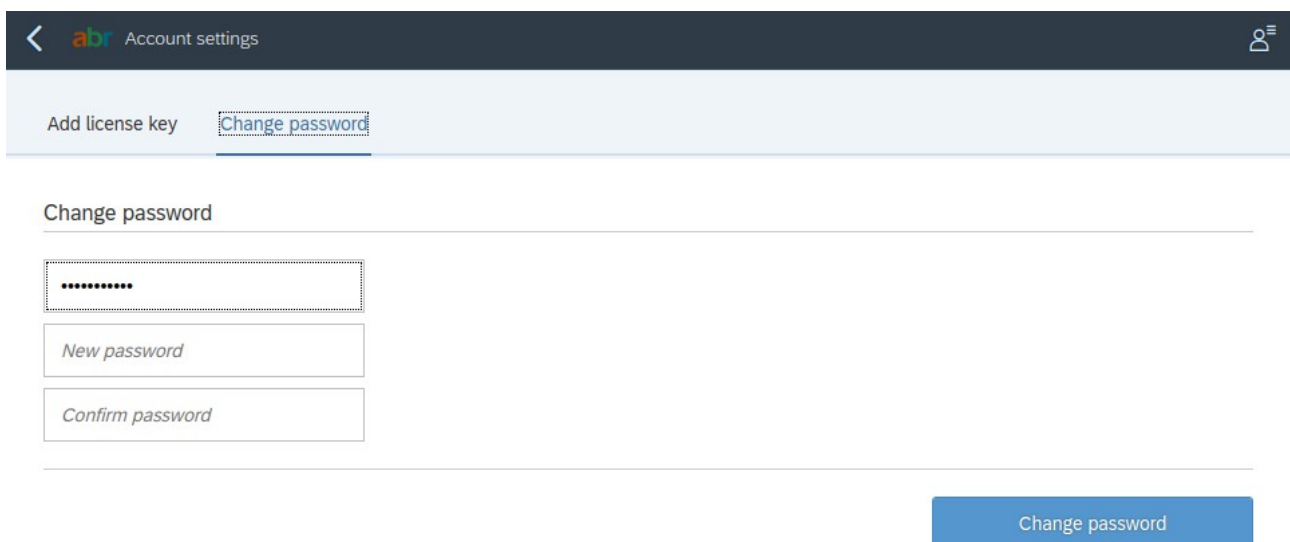
Select the tab *Add license key* (Fig. 4) to import a new license-key file to your account (`avnc_license.key`). Then, you can administer all imported license-keys and their connected end-devices.



The screenshot shows the 'Account settings' page with the 'Add license key' tab selected. The header bar contains a back arrow, the 'abr' logo, and the text 'Account settings'. A user icon is in the top right. Below the header, there are two tabs: 'Add license key' (which is active and underlined) and 'Change password'. The main content area is titled 'Attach another license to your account'. It features a text input field with the placeholder 'Select key file' and a blue file selection icon to its right. At the bottom right of the form is a blue button labeled 'Add license'.

Fig. 4: Add another license-key

Select the tab *Change password* (Fig. 5) to change the password of your account. Insert the old password in the 1<sup>st</sup> field. Submit a new password and confirm it in the following 2 fields.



The screenshot shows the 'Account settings' page with the 'Change password' tab selected. The header bar is identical to the previous figure. The tabs are 'Add license key' and 'Change password' (which is active and underlined). The main content area is titled 'Change password'. It contains three text input fields: the first is for the current password (displayed with dots), the second is labeled 'New password', and the third is labeled 'Confirm password'. At the bottom right is a blue button labeled 'Change password'.

Fig. 5: Change password

## V. Device monitor

Select the tile *Device monitor*, to manage the end-devices, as categorized by license-key (Fig. 6).

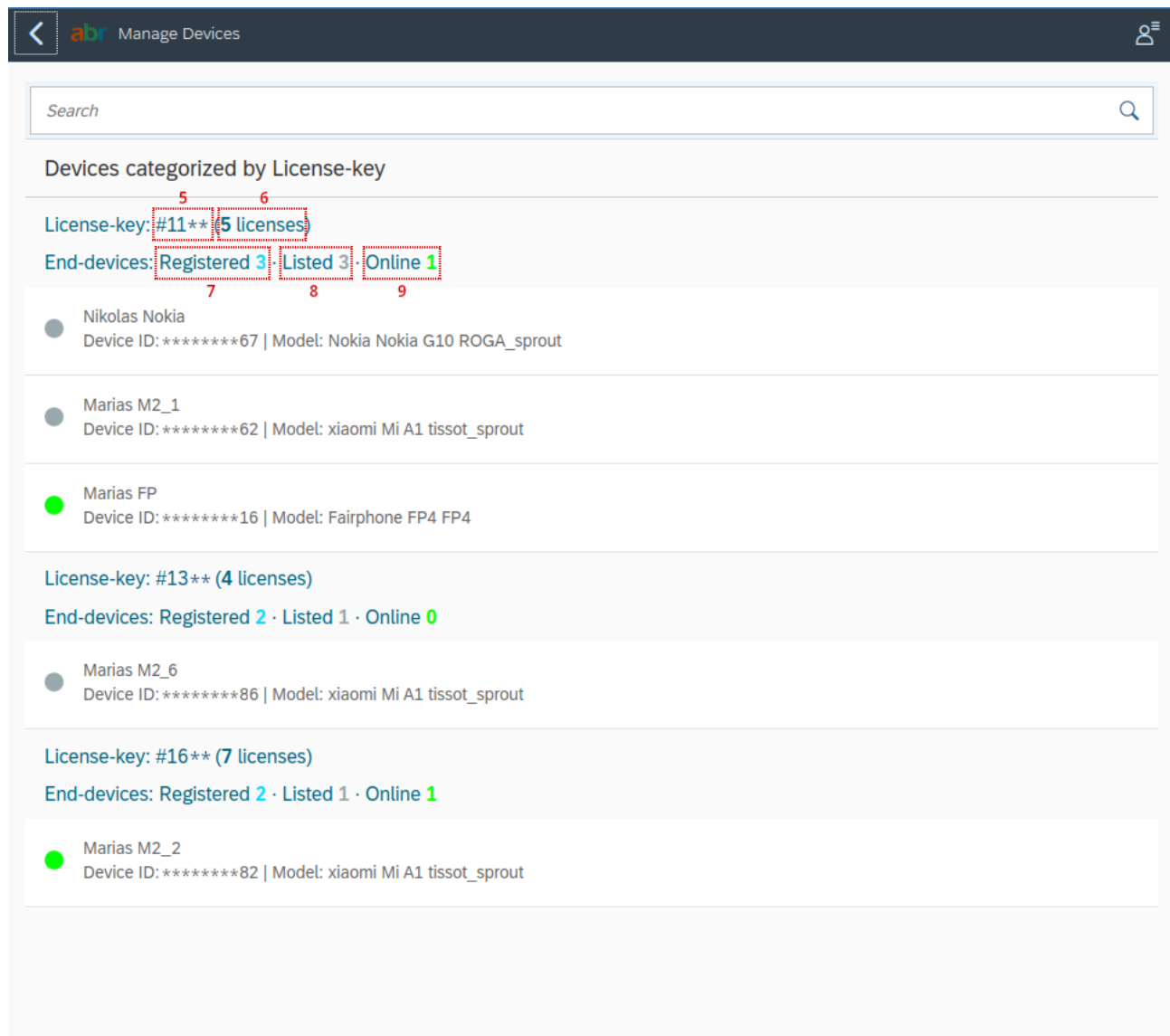




Fig. 6: Manage devices

The *Online status* of a device can be:

-  (shiny green) "Online" abr Remote App is running
-  (light grey) "Offline" abr Remote App is stopped

The outlined elements of Fig. 6 enclose the following information:

5. *License-key id* : the unique 4-digit\* serial number of the license-key, equal to the Order ID that is automatically generated on completion of its purchase.
6. *License count* : the total number of licenses enclosed in the license-key.

\* Only the first 2 digits are displayed in this documentation. In reality, all 4 digits are visible.

- 7. *Registered* devices : the end-devices that are registered (licensed) with this key.
- 8. *Listed* devices : the end-devices that are currently monitored in this key.
- 9. *Online* devices : the end-devices that are currently online.

### **a. Registered devices**

In order to register a device on a license-key, follow the [licensing and configuration guide](#) of abr Remote Access.

When a device is registered, it receives a *Device ID* with which it will be identified in the Cloud Console. This is a 10-digit number, automatically generated by the system. It is NOT the device ID that is given by the manufacturer. We have no access to this information!

If you would like to give the device a custom name, go to the *Settings* of the application → *Remote console* → *Console device name* . The default value is *Android* and you can edit it to a custom name.

### **b. Listed devices**

After a device is registered, it does not immediately appear in the device list of the license-key.

On first START of the application, the device will send its information to the abr Cloud and it will be listed under the corresponding key. Its *Cloud Device ID* and *custom device name* will be displayed.

Select one device, in order to see the available information (Fig. 7).

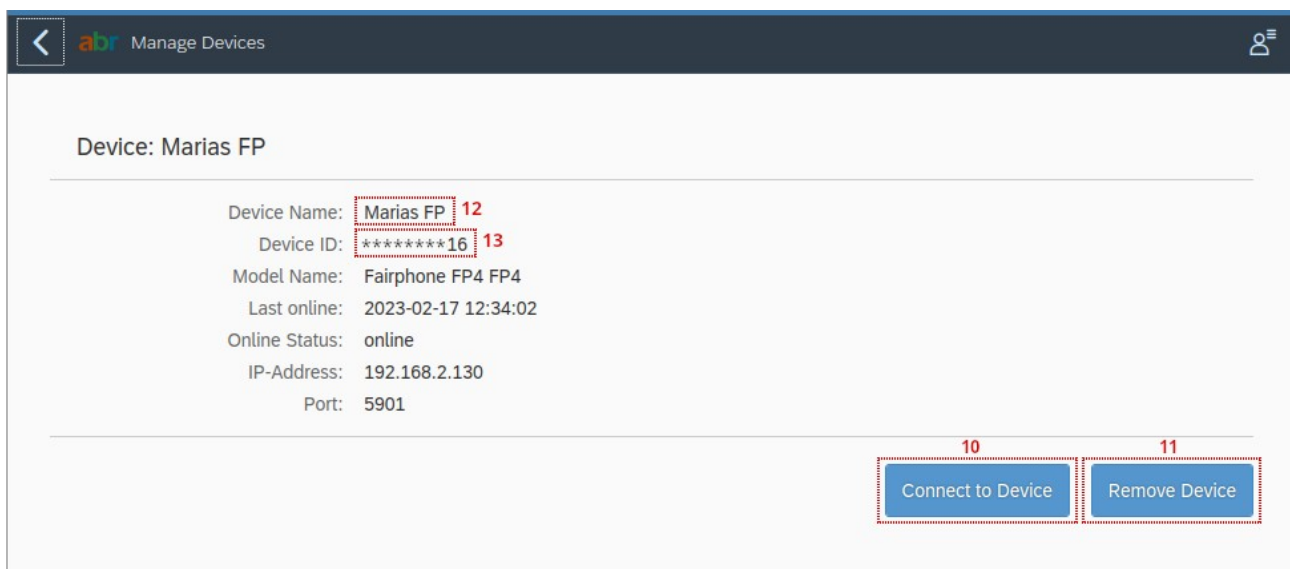


Fig. 7: Device information – Device monitor

The outlined elements of Fig. 7 have the following functions:

10. *Connect to Device*: only visible, when the device is online! If the device is offline, the button will disappear! Select it, to start a remote session with the device.
11. *Remove Device*: remove the device from the list temporarily. Non-permanent operation! The device will re-appear in the list on START of the application.
12. *Custom device name*: defined by the end-user. Default value is "Android".
13. *Cloud Device id*: 10-digit\* number, automatically generated by the system and assigned to the device during registration.

\* Only the last 2 digits are displayed in this documentation. In reality, all 10 digits are visible.

### **c. Online devices**

On START the application, the device goes online.

IMPORTANT:

Configure the battery optimization, so that it allows unrestricted usage from the abr Remote App! Then, the device will remain online perpetually. This configuration is possible in the Settings of the device and may vary as per manufacturer.





In case that the abr Remote App is on optimized / restricted usage of the battery, some processes may be killed in the background while the device is idle! Then, the device may go offline, even if the application appears to be still running.

### **d. Connect to device**

You can start a remote session to a device that is currently online, if you select the button *Connect to Device* from the device information screen (Fig. 7).

The end-user will be asked to permit the incoming connection. When they accept, you will be connected remotely to the device's screen and you will be able to control it, as described in the [online tutorial of the abr Remote App](#).

When a connection is established, a side-bar will appear on the left side of the main screen, providing the following functions:

-  Show extra keys (Ctrl, Alt, Tab, Esc)
-  Go to fullscreen mode
-  Settings
-  Disconnect

## VI. Manage licenses

Select the tile *Manage licenses*, if you want to see the actual license count, check your subscription status or permanently remove devices from a license-key.

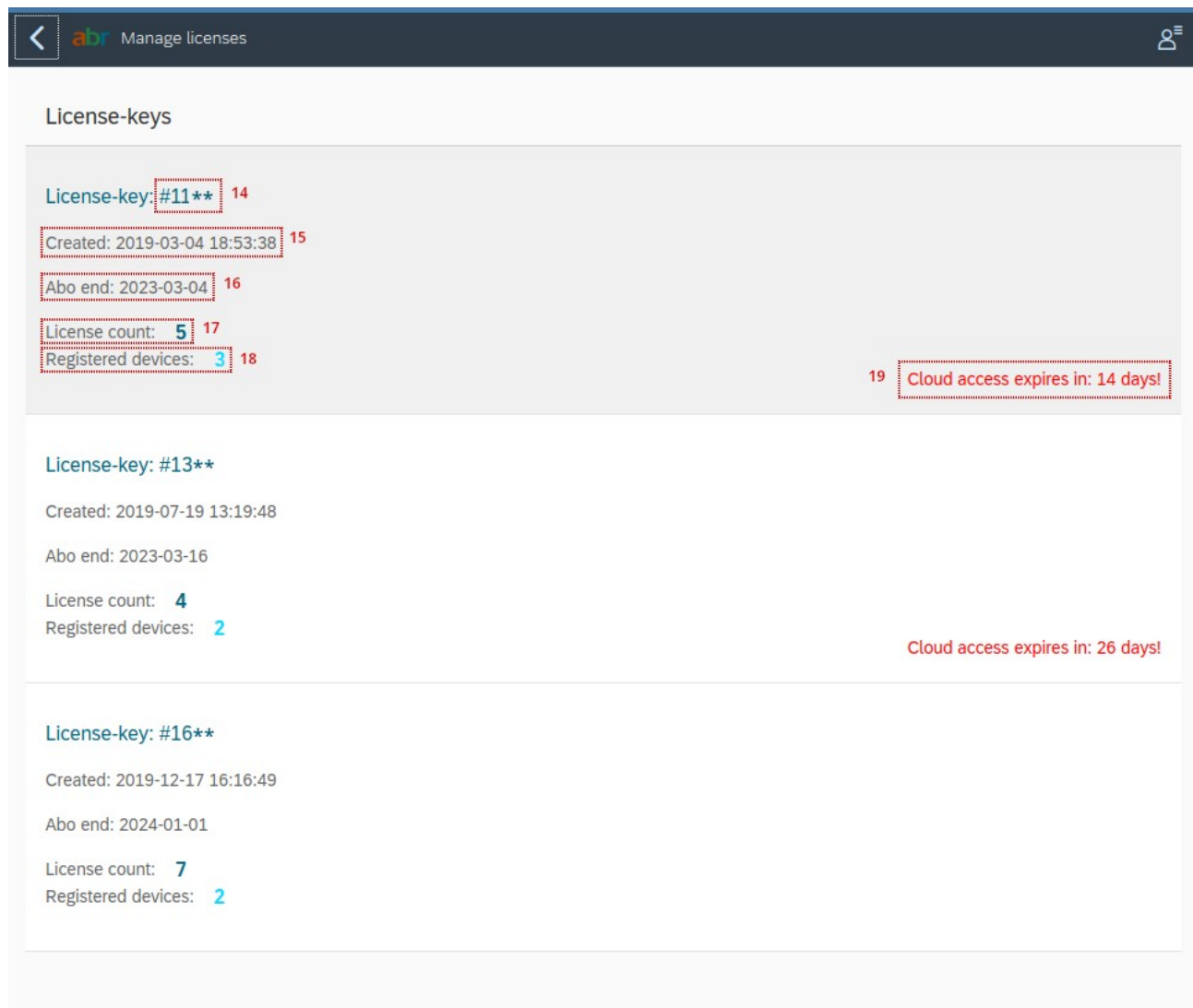


Fig. 8: Manage licenses

In the main screen, you can see the connected license-keys of your account and relevant information, as outlined in Fig. 8 :

14. *License-key id*: the unique 4-digit serial number of the license-key, equal to the Order ID that is automatically generated on completion of its purchase.

15. *Creation date*: the day & time when the license-key was created (purchased).

16. *Abo end*: the last day of your subscription.

17. *License count*: the total number of licenses enclosed in the license-key.

18. *Registered devices*: the number of devices that are licensed with this key.

19. *Cloud expiration warning*: if the end date of your subscription is in less than 30 days, then a warning message will appear with the actual number of days left.



Select one license-key from Fig. 8, in order to see the listed devices, according to their registration status, as displayed in Fig. 9. The *Registration status* of a device can be:

- (shiny blue)      “Registered”      1 license is activated on the device
- (light brown)      “Unregistered”      1 license has been deactivated (released)

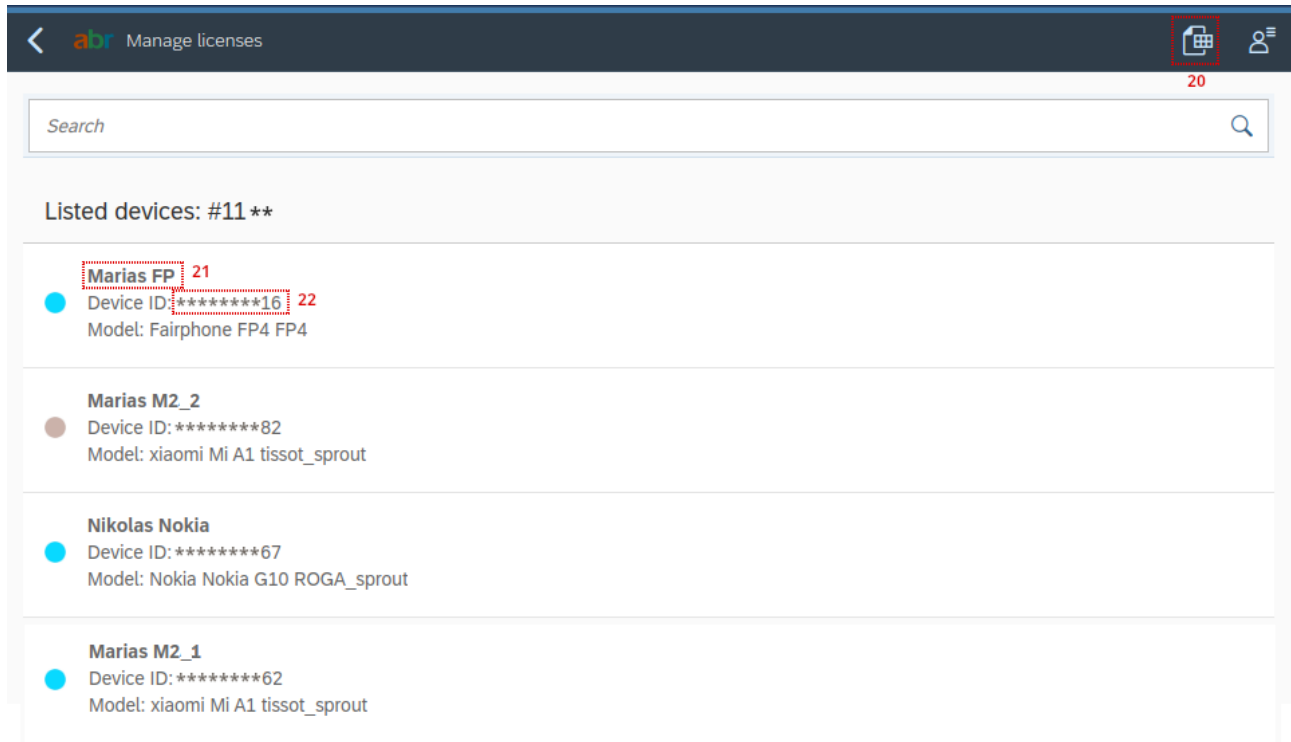


Fig. 9: Device list – Manage licenses

20. *Export as CSV*: export the devices' data in a CSV file.

21. *Custom device name*: defined by the end-user. Default value is “Android”.

22. *Cloud Device id*: 10-digit number, automatically generated by the system and assigned to the device during registration.

### ***a. Register a device***

In order to register (license) a device on a license-key, follow the [licensing and configuration guide](#) of abr Remote Access.

When a device is registered, it receives a *Device ID* with which it will be identified in the Cloud Console. This is a 10-digit number, automatically generated by the system. It is NOT the device ID that is given by the manufacturer. We have no access to this information!

If you want to give the device a custom name, go to the main menu (3-dot) of the application: *Settings* → *Remote console* → *Console device name* . The default value is *Android* and you can edit it to a custom value.

As soon as a device is registered, it becomes visible in the above list. Select the device from the list and you will be forwarded to the view of Fig. 10.

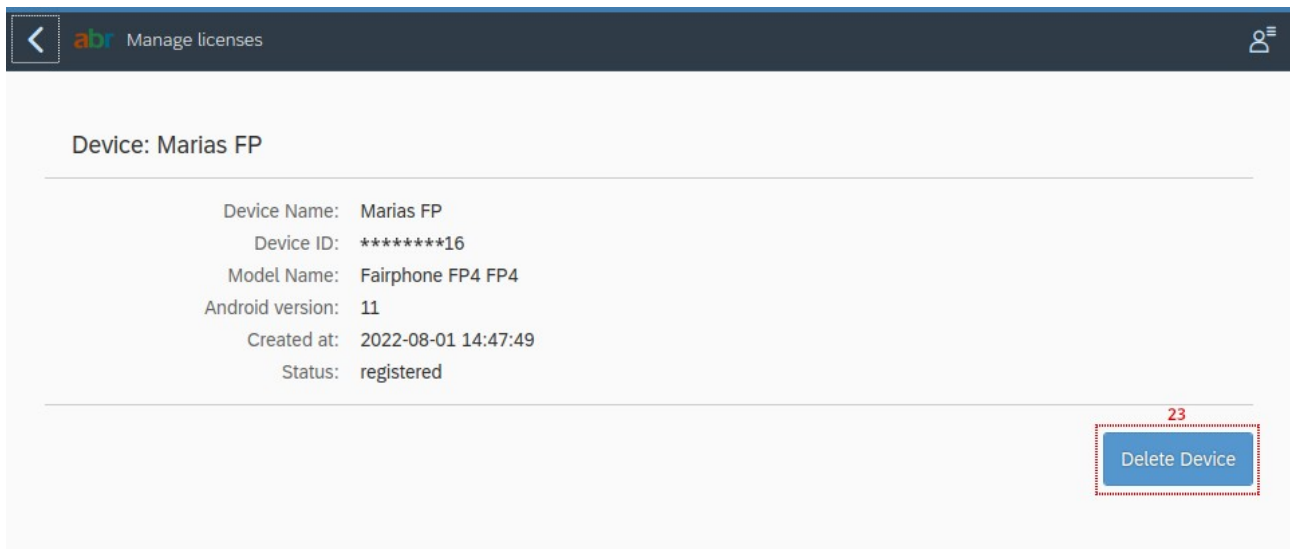


Fig. 10: Device information – Manage licenses

The outlined element has the following function:

23. *Delete Device*: remove the device from the license-key permanently! The device will disappear and it will not be possible to re-license it with this key.

### ***b. Unregister a device***

Before uninstalling the abr Remote App (e.g. due to a factory reset or replacement), you need to unregister the end-device from the license-key and release 1 license that will be added to the *License count*. The unregistration process is only possible in the application *Settings*, as described in par. III of the [licensing and configuration guide](#).

You can reactivate the released license, by following the standard licensing process.

#### **IMPORTANT:**

- Please unregister the device from the license-key, before a factory reset. After the operation is complete, you can re-install abr Remote and re-license it, as described in the [licensing and configuration guide](#).
- You can unregister a device from a license-key up to 10 times! If this threshold is reached, you need to contact our support.

### **c. Delete a device**

If a device is lost or destroyed, you can not unregister it from the application settings, any more. The only option is to permanently delete it from the license-key. Select the button *Delete Device* from Fig. 10. Please, note that you can not re-license it with the same key thereafter.

#### **IMPORTANT:**

Please, consider that deleting a device is a permanent operation and can not be undone! It is intended for devices that will not be used any more in the future (lost/destroyed). In case that you accidentally *Deleted* a device, while you intended to e.g. just *Unregister* it, you need to contact our support.

## **VII. Downloads**

Select the tile *Downloads* and find the latest release of the abr Remote App. Available beta versions are uploaded, as well (Fig. 11).

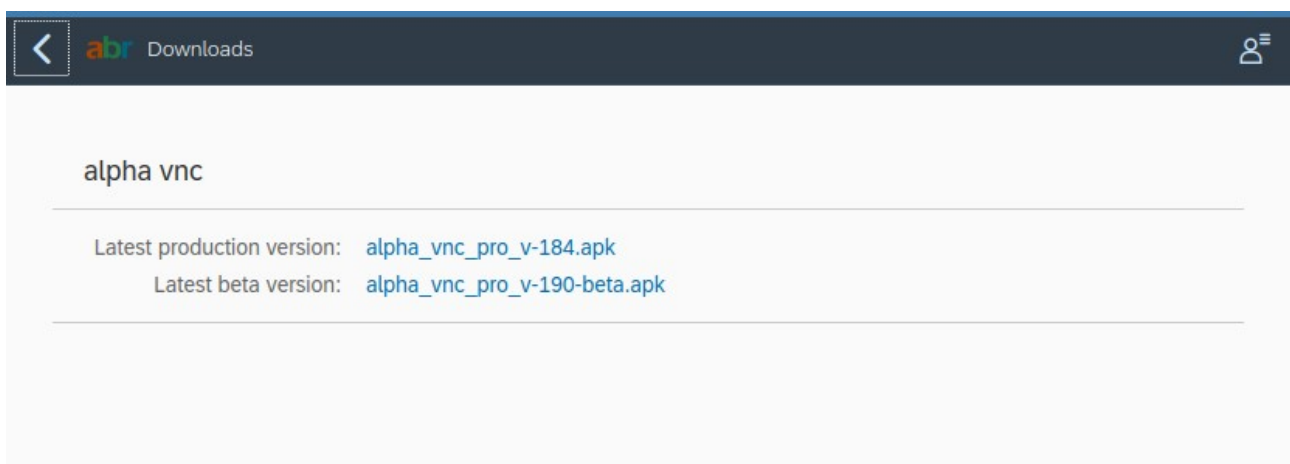


Fig. 10: Download latest software