



WORK INSTRUCTIONS

TITLE: TeamViewer Access at Shipboard Computer

Instruction Number: WI0023

Revision: A

Description: Process to enable remote access to Quantum networked equipment through use of TeamViewer on a shipboard computer

Applicable Product(s): SMC4000, ECM4000, HPU control box

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Warnings and Precautions

Warning

The TeamViewer software allows an individual to remotely control the stabilizer system. From an offsite location, this person cannot be situationally aware of the ship’s environment and physical stabilizer system actions. It is the responsibility of the shipboard contact to remain aware of shipboard events and conditions, and of intended remote control activities, in order to discontinue remote control activities if necessary to avoid personnel injury or equipment damage.

Vessel Status

Consult a Quantum representative for vessel status requirements.

Background

A Quantum representative is able to troubleshoot stabilizer system issues or concerns via remote access to Quantum’s network-enabled controls, such as Quantum’s SMC4000, ECM, or network-enabled hydraulic power unit (HPU) control box. Remote access allows Quantum to provide immediate support without the cost and time-delay associated with sending a representative to visit the ship. To enable remote access, shipboard personnel must provide and connect a laptop according to the instructions provided within this document.

Getting Started

Equipment

Before beginning work, ensure that the following equipment is on site and available:

Item	Type	Quantity	Source
Laptop with Wi-Fi internet access	Tool	1	Customer
Ethernet cable	Tool	1	Customer

Instructions

Connect the laptop to the control component

1. Through discussion with a Quantum representative, identify which control component (SMC4000, ECM, or HPU control box) is to be connected to the laptop.
2. Connect one end of an Ethernet cable to the laptop. Connect the other end of the Ethernet cable to an available Ethernet connection in the control component.

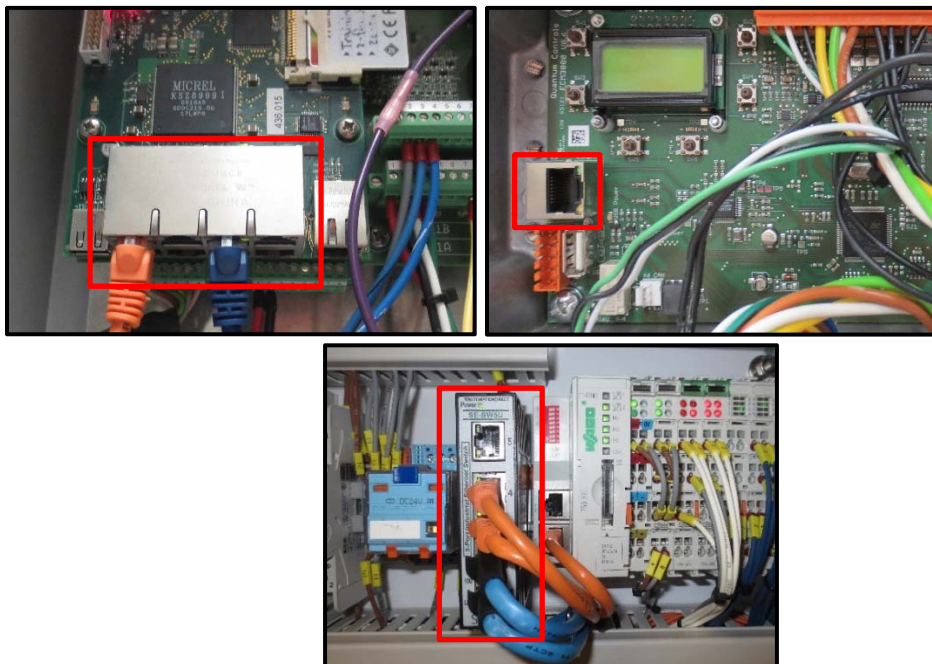


Figure 1: Ethernet connections in sample SMC4000 (top left), ECM3000 (top right), HPU control box (bottom)

3. Ensure that the control component is powered. If not, power on the component:
 - a. Power on the SMC4000 by pressing the green button on the front of the control box.
 - b. Power on the ECM by powering on the SMC4000, and using the SMC4000 touchscreen to exit Hibernate mode.
 - c. Power on the HPU control box by closing the power in circuit breakers.

Set IP Address for Ethernet connection on laptop

4. On the laptop, click the Wi-Fi bar icon in the task bar in the lower right side of the screen.
NOTE: If the Wi-Fi bar icon is not visible, proceed to Step 6.



Figure 2: Wi-Fi icon in task bar

5. Click *Open Network and Sharing Center*.

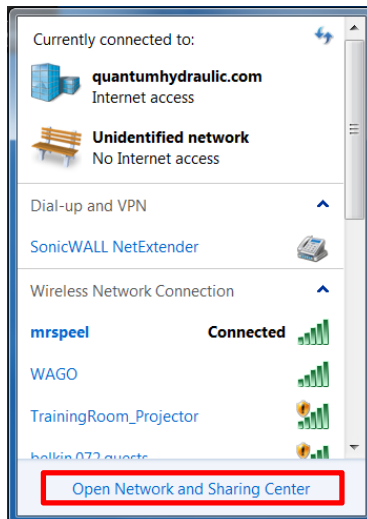


Figure 3: Internet access selection window

6. If the Wi-Fi bar icon is not visible in the task bar, select *Control Panel* from the Start Menu. Then, select *View Network Status and Tasks* or *Network and Sharing Center*.

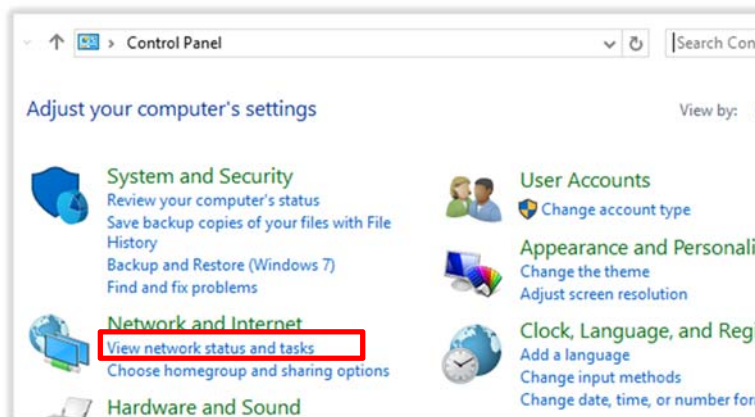


Figure 4: Control Panel

7. Click blue hyperlink to open details on the Ethernet or Local Area Connection.

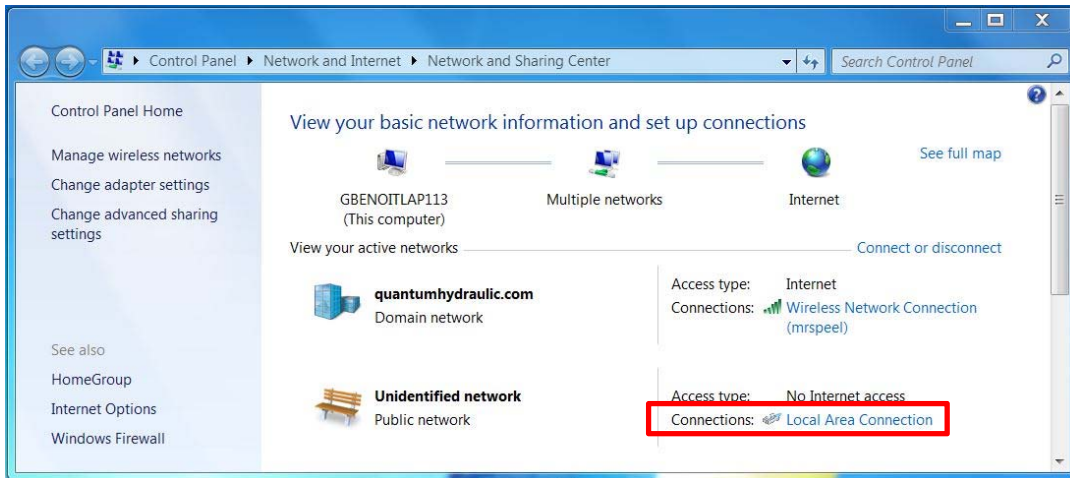


Figure 5: Network and Sharing Center window

8. In the resulting pop-up window, click *Properties*.

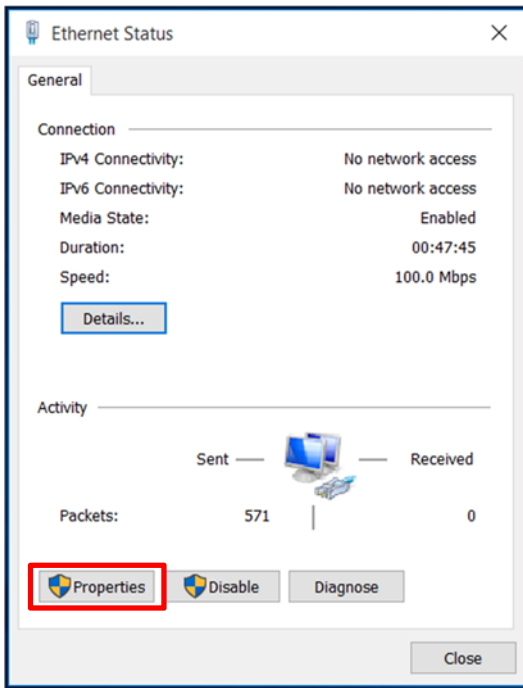


Figure 6: Ethernet or Local Area Connection Status window

9. In the resulting pop-up window list, double click *Internet Protocol Version 4 (TCP/IPv4)*.

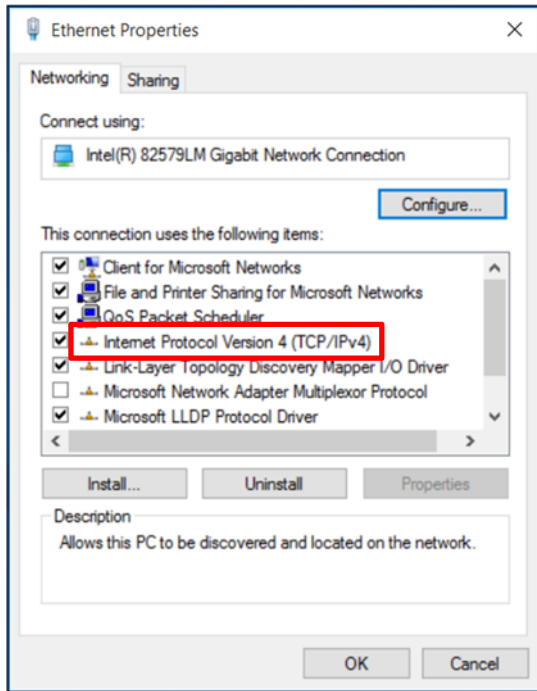


Figure 7: Ethernet or Local Area Connection Properties window

10. In the resulting pop-up window, select *Use the following IP address* and enter the IP address, Subnet mask, and Default gateway as shown in the illustration below. Then, click *OK*.

NOTE: Take note of the laptop's existing IP address (if set), so that the settings can be returned to the pre-existing values after work with TeamViewer is complete.

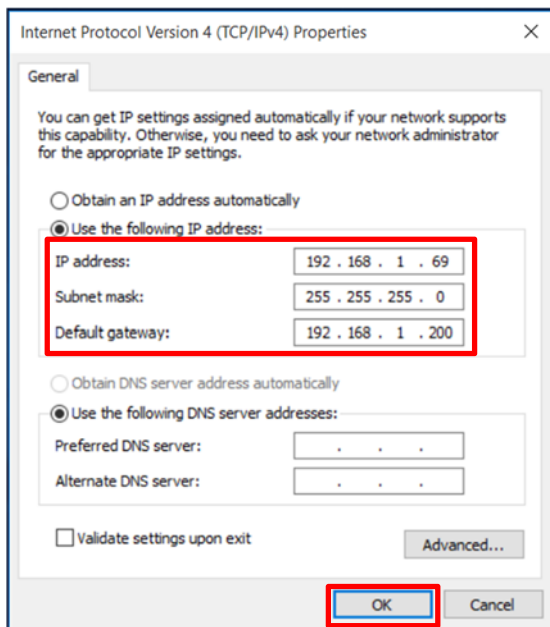


Figure 8: Internet Protocol Version 4 Properties window

NOTE: Other IP addresses may also be acceptable. However, when selecting an IP address, avoid using the following IP addresses, which are typically consumed by Quantum equipment.

IP Address	Device	IP Address	Device
192.168.1	VPN Router	192.168.1.80-85	Touchscreens (XT HPU)
192.168.1.20	ECM (Default)	192.168.1.90-95	ECM3000s
192.168.1.30	SMC4000	192.168.1.100-130	DHCP
192.168.1.40-45	Rotor Control Modules	192.168.1.150-155	ECM3000s (Rotor Swing)
192.168.1.50-55	HPU Control Boxes	192.168.1.160-165	ECM3000s (Rotor Spin)
192.168.1.60-65	XT HPU Control Boxes	192.168.1.255	Broadcast
192.168.1.70-75	Touchscreens (HPU)		

Figure 9: IP addresses consumed by Quantum equipment

- Close all open windows.

Download TeamViewer

- Navigate to the following location on the internet:

<https://www.teamviewer.com/en/download/windows.aspx>

- Click on the *For the instant customer: TeamViewer QuickSupport* **Download** button.

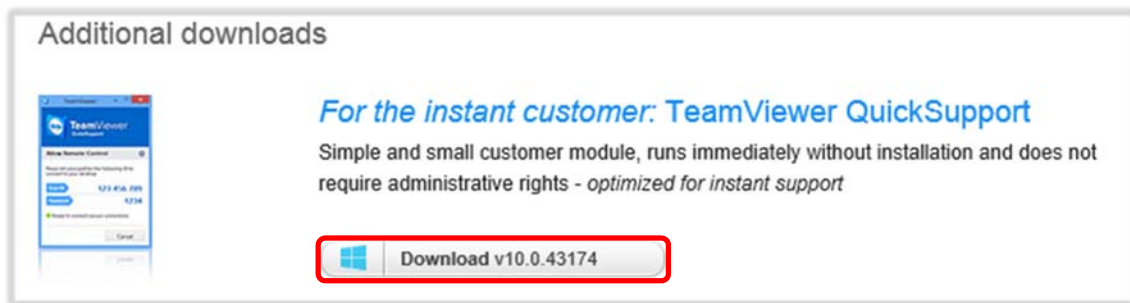


Figure 10: Download button from TeamViewer website

- When prompted by the computer, save the file to Desktop, and select *Run*.
- Once the file is downloaded, double-click on the TeamViewer icon which has appeared on the Desktop.



Figure 11: TeamViewer icon

NOTE: The TeamViewer software is a third party product. Quantum is not liable for issues or damages caused by the software.

16. Forward the ID and Password from the resulting pop-up window to a Quantum representative.

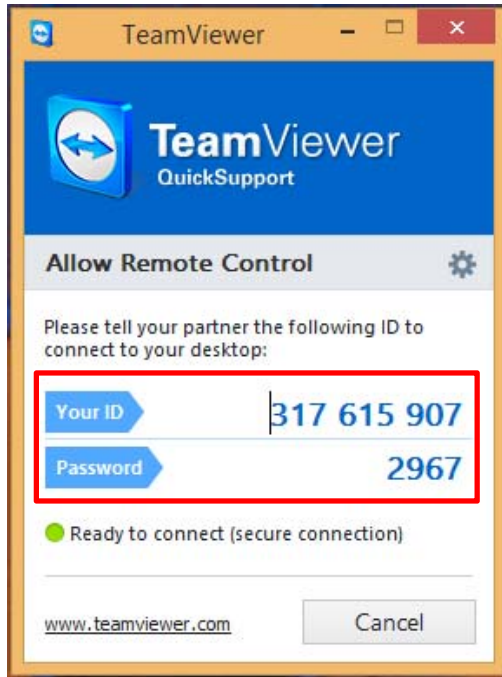


Figure 12: TeamViewer ID and Password