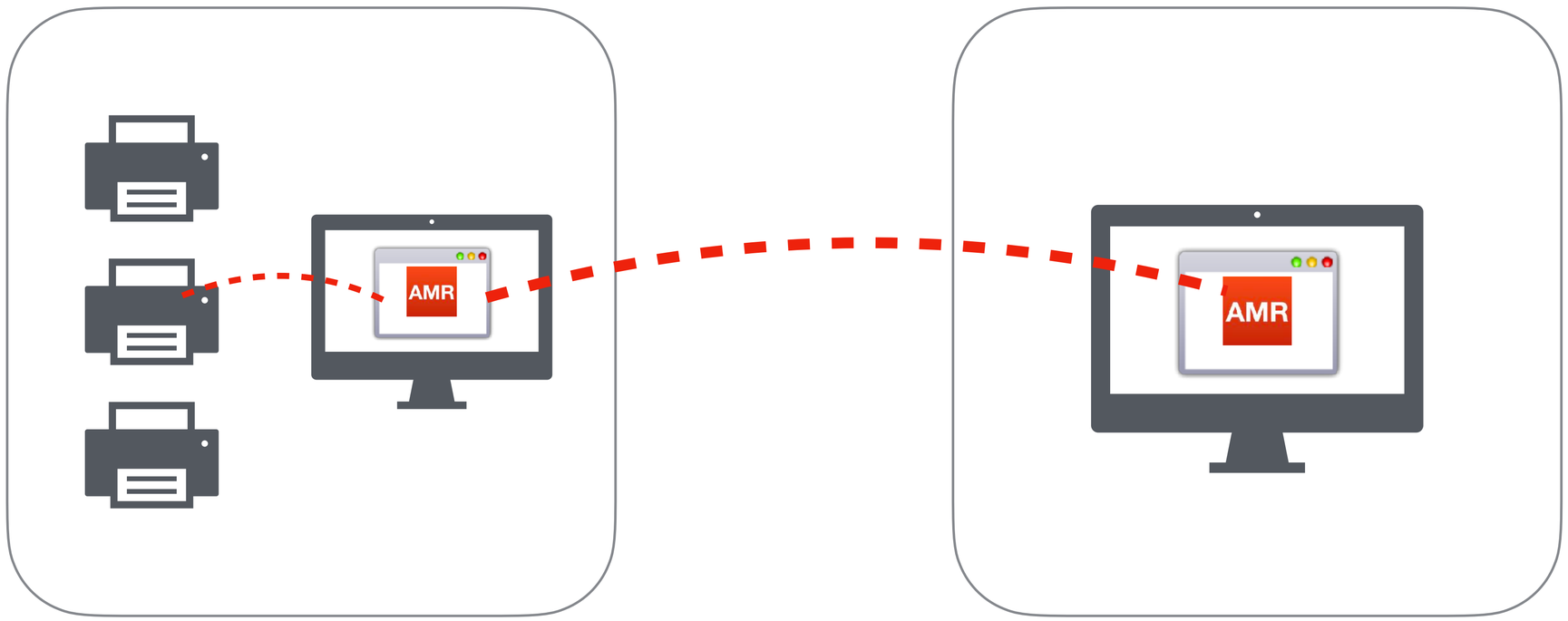
# **VPN** Support



AMR Printer Management

# Features

## Remote Real-Time Access

The software offers an experience akin to being physically present at the client's location.

It enables the distributor to access the client's driver in real-time, thereby facilitating efficient troubleshooting and maintenance tasks.

## Safety First.

A secure connection is established between the distributor and the client's driver via VPN (Virtual Private Network).

This connection is only established during maintenance and closes automatically.

## Very Easy Operation.

Once configured, the connection is established with the press of a button, without any further complications.

It does not require any technical knowledge.

## Without Disturbing the User.

After authorizing the remote connection, the end-user can continue using their computer without interruptions or disturbances.

The software is designed to operate discreetly in the background without impacting user productivity.

AMR Printer Management

# Features

### With Client Authorization.

The client or user must grant remote access by accepting the legal terms and conditions.

From this moment on, the connection can be attended or even unattended.

### Only for Printers.

The software restricts access exclusively to the AMR driver and the web interface of the printers installed on said driver.

It does not allow access to other areas of the client's computer or to IP addresses not associated with the printers.

# Step by step

**Registration**

- Sign up with the VPN provider: [Netbird](https://netbird.io/).
- Follow the steps outlined in our documentation (Support_VPN_setup).
- Send us the credentials once you have completed the setup.
  - We will validate the connection.
  - Additionally, we will limit the accessible ports.
- Please expect a response within 1-2 business days.

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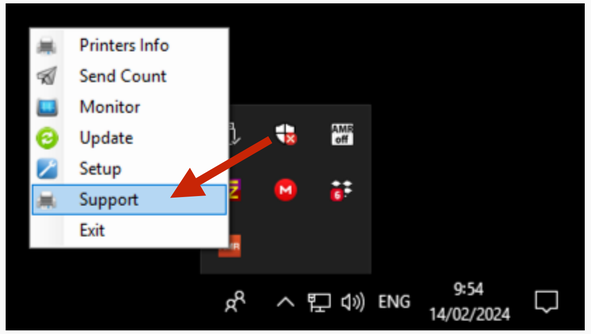
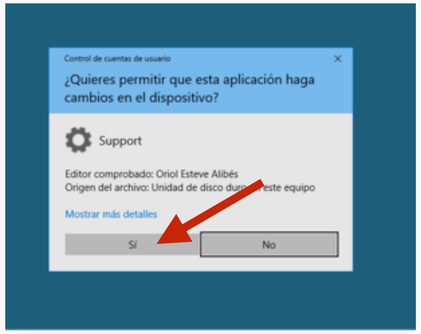
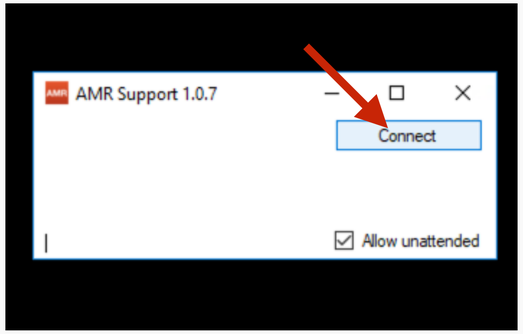
# Step by step

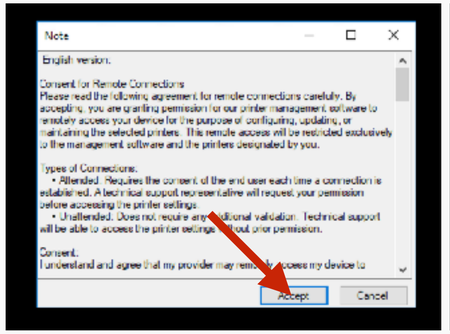
**Client-Side Installation**

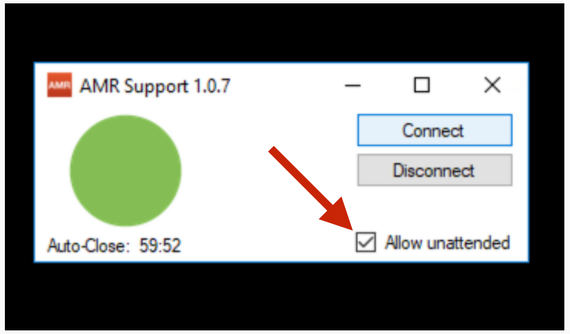
- The installation of the driver remains the same as before. The support option will be pre-installed.
- It is necessary for the end client or user to authorize the connection and accept the legal terms.
- If the legal terms are accepted during the initial installation, it is possible to authorize unattended mode. This allows future maintenance connections without further authorization.



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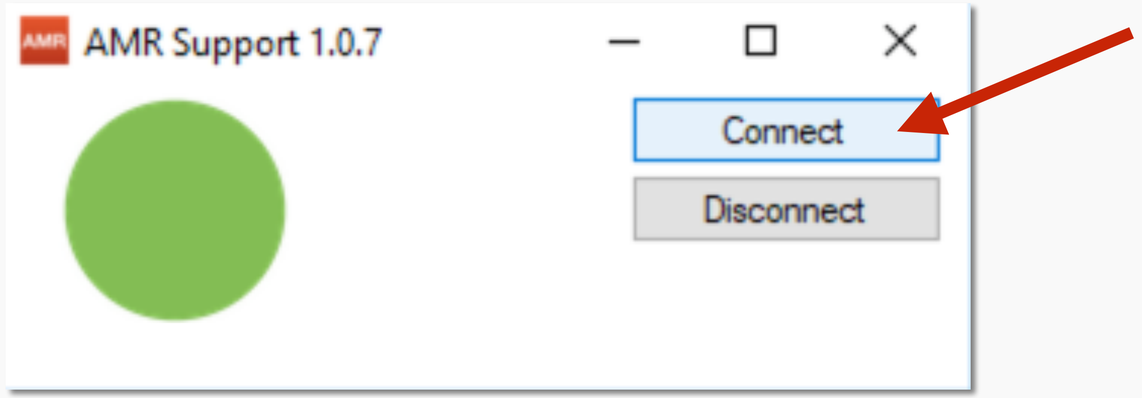
# Step by step

**Initial Connection**

- Establish the VPN connection on the distributor's computer from where support will be provided.
- Open the following location on your computer:
- C:/AMR_support/support.exe

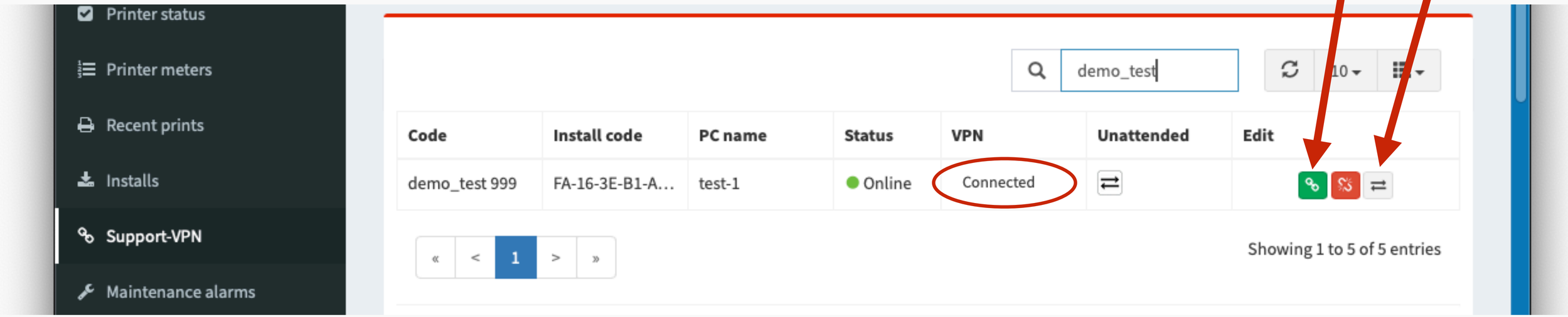


AMR Printer Management

# Step by step

**Connecting to Clients in Unattended Mode:**

- Open the AMR Manager in your web browser and navigate to the **Support VPN menu**.
- Click on the **"All"** filter and search for the **client** you wish to connect to.
- If the client has allowed unattended access, the icon with **two arrows** will appear.
- Click on the button with the same icon in the right-hand column to establish a connection.(1)
- Within 1 minute, the word "connected" should appear in the VPN column. Refresh the screen.
- Click on the green icon to connect. A new window will open in the browser. (2)
- According to the current conditions of Netbird, multiple connections are allowed simultaneously.



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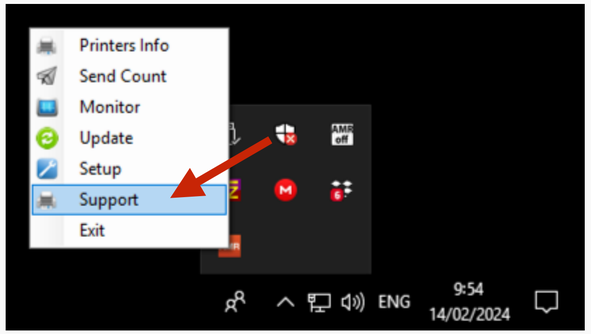
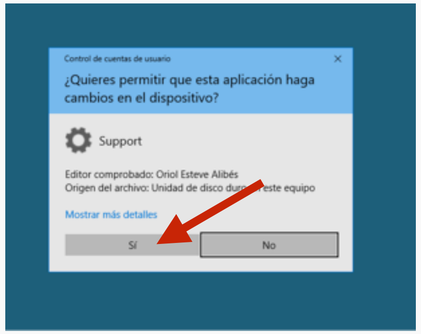
# Step by step

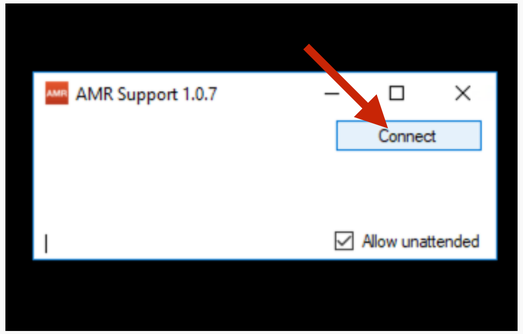
**Connecting to Clients in Attended Mode:**

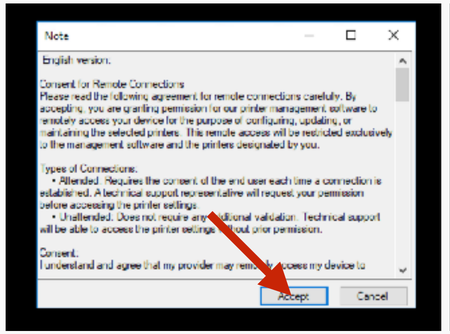
- If the client has not previously accepted the connection, they will need to validate it at this time.
- Call the client and request them to:
    - Access the AMR icon, right-click, and select Support.
    - Accept the Windows screen prompt.
    - Click "Connect" and accept the terms.

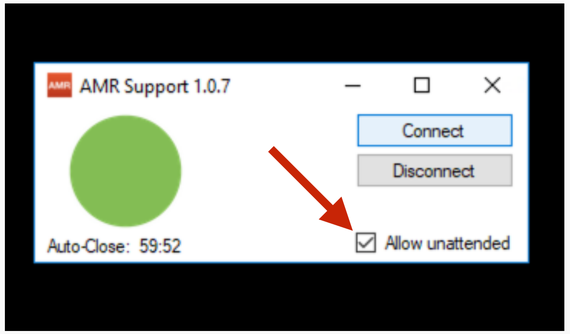
- The connection will close:
    - When "Disconnect" is clicked.
    - Automatically after 1 hour.
    - When the window is closed if Unattended mode is not active.
- You can minimize the window while keeping the connection active.
- If the Unattended option is checked, it will allow future connections without further authorization.



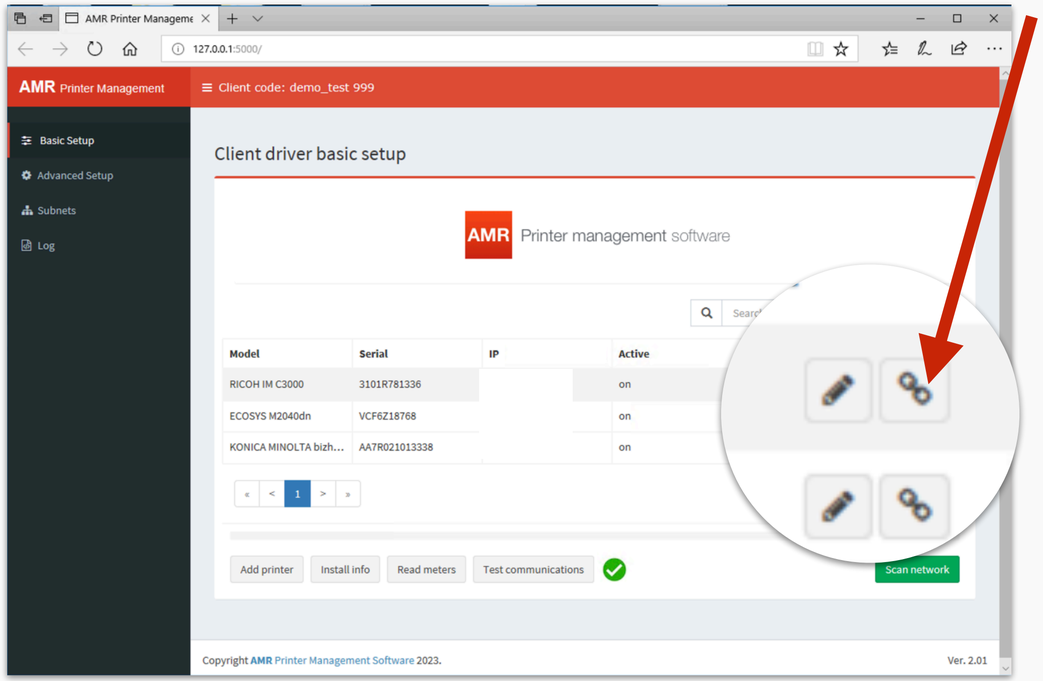



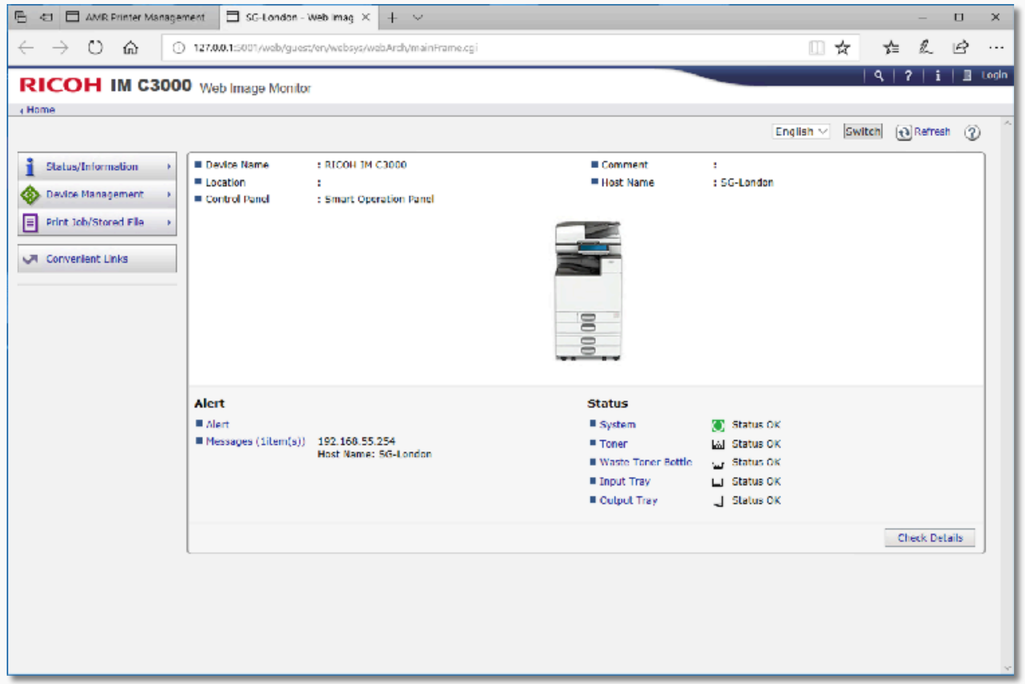
Printer Management

# Step by step

**Connecting to Clients**

- Now, we can access the AMR driver environment.
- Click the link icon to open the printer's web page.



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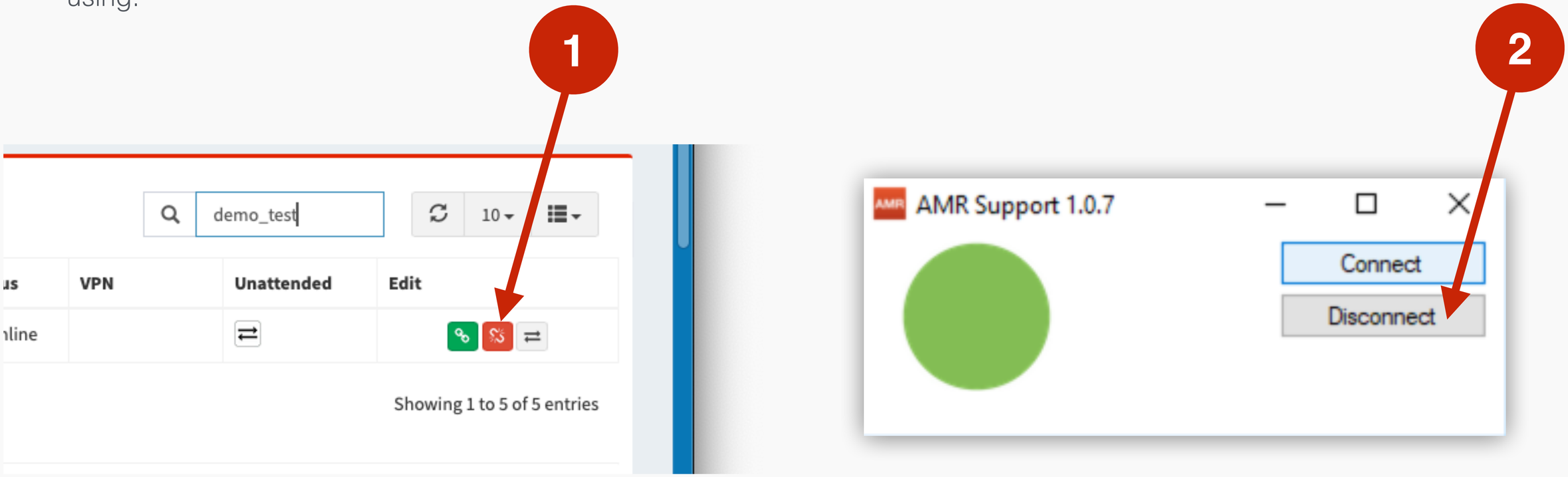
# Step by step

**Closing Connection**

- To close the connection with the client's driver, simply click on the "Disconnect" or "Close" button within the connection interface.
- Once all connections are terminated, close the VPN by selecting the disconnect option or closing the VPN client you are using.