



Remote Help™ for Hypertherm CNCs

Application Note

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One of Hypertherm's long-standing core values is a focus on minimizing our impact on the environment. Doing so is critical to our, and our customers', success. We are always striving to become better environmental stewards; it is a process we care deeply about.


Introduction


Remote Help is an Internet-based diagnostic tool that allows a remote technician and a CNC operator, and others as necessary, to work together to troubleshoot issues with the CNC, plasma system, or cutting table. Using Remote Help, diagnosis and repair can often be accomplished without an on-site visit from a technician. This means that cutting machines can be returned to operation quickly and without travel and downtime.

Remote Help uses a screen sharing tool to allow a technician to securely view a CNC over the Internet and assist the CNC operator in solving problems.

 Hypertherm Technical Service uses the Bomgar™ screen sharing tool, but you can choose your own screen sharing tool. Other screen sharing tools that are compatible with Hypertherm CNCs are TeamViewer® and ScreenConnect®. Skype® for Business is compatible with Hypertherm CNCs that have Windows 8 or higher operating system.

 These screen sharing tools are tools that you must purchase.

 These instructions are for Bomgar™ only, but Remote Help functions in almost the same way for TeamViewer®, ScreenConnect®, and Skype® for Business.

 For your safety, when you launch Remote Help on the CNC, the CNC switches to Control Disabled state. When in this state, the CNC prevents motion on the cutting system. The CNC also prevents you from opening screens on the CNC where you can execute motion, such as the Manual screen. To re-enable the CNC after the Remote Help session, choose **Setups > Enable Control**.

Based on your needs, you can choose between 2 procedures to start a Remote Help session. For detailed requirements, see *Requirements* on page 4.

Procedure 1 overview

1. The technician generates a session key.
2. The CNC operator presses Remote Help on the Main screen in Phoenix™ and is directed to the Remote Help site.
3. The CNC operator enters the session key.

Procedure 2 overview

1. The technician creates a RemoteHelp.txt file.
2. The technician attaches the RemoteHelp.txt file to an email and sends it to the CNC operator.
3. The CNC operator saves the RemoteHelp.txt file to a USB memory stick.
4. The CNC operator inserts the USB memory stick into the CNC.
5. The CNC operator presses Remote Help on the Main screen in Phoenix™ and is automatically directed to the Remote Help session with the technician.

Requirements

To use Remote Help, both the technician and the CNC operator must have the following:

- An Internet connection
- Email access (This is required for Procedure 2 only.)
- Microsoft Windows® XP SP3 or higher (All current CNCs meet this requirement already.)
- A computer mouse and keyboard

To use these instructions with Remote Help, the CNC must have Phoenix Software Version 9.76.2 or later. These instructions do not support older versions of Phoenix.

To use these instructions with Remote Help, the technician must have the Bomgar™ Representative Console installed.



These instructions are for Bomgar™ only, but Remote Help functions in almost the same way for TeamViewer®, ScreenConnect®, and Skype® for Business.



If you are a Hypertherm associate, contact Information Services Operations Support for information on how to install the Bomgar™ Representative Console.

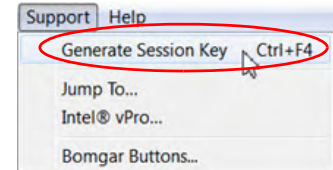


Bomgar™ has many features. For information on how to use more features in Bomgar™, go to www.bomgar.com/docs.

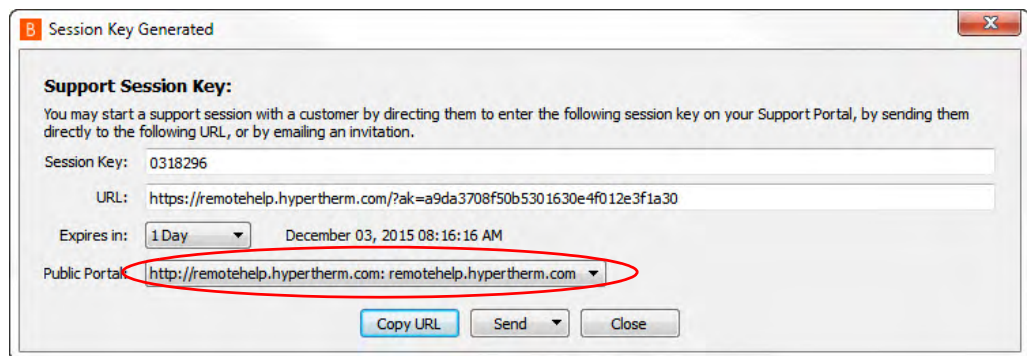
Procedure 1

Technicians: Generate a Remote Help session key

1. Log in to Bomgar™.
2. In Bomgar™, go to the **Support** menu, and click **Generate Session Key**.



3. For **Public Portal** select <http://remotehelp.hypertherm.com>: remotehelp.hypertherm.com.

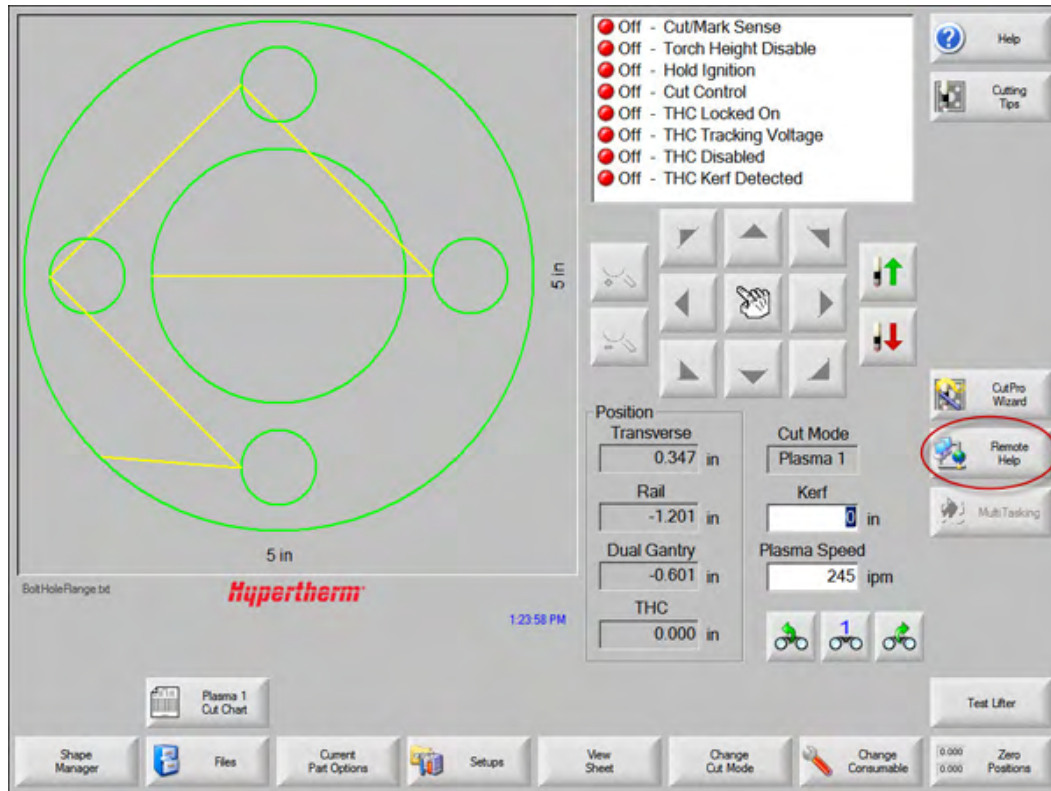


4. Tell the CNC operator to choose Remote Help on the Main screen of the CNC.
5. When the CNC operator asks for the session key, tell him or her the 7-digit session key number.

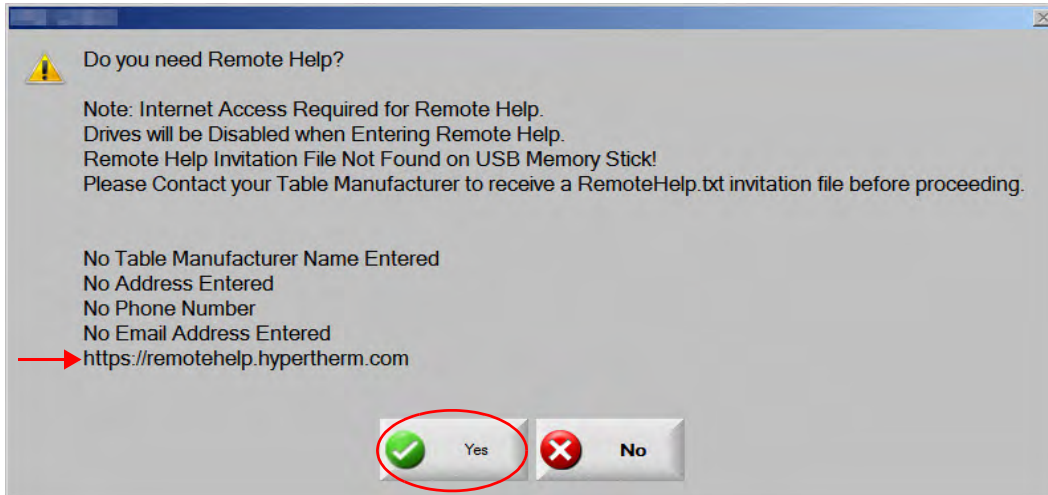
CNC operators: Start the Remote Help session


For your safety, when you launch Remote Help on the CNC, the CNC switches to Control Disabled state. When in this state, the CNC prevents motion on the cutting system. The CNC also prevents you from opening screens on the CNC where you can execute motion, such as the Manual screen. To re-enable the CNC after the Remote Help session, choose **Setups > Enable Control**.

1. On the Main screen of the CNC, choose **Remote Help**. A confirmation message displays contact information for your table manufacturer.

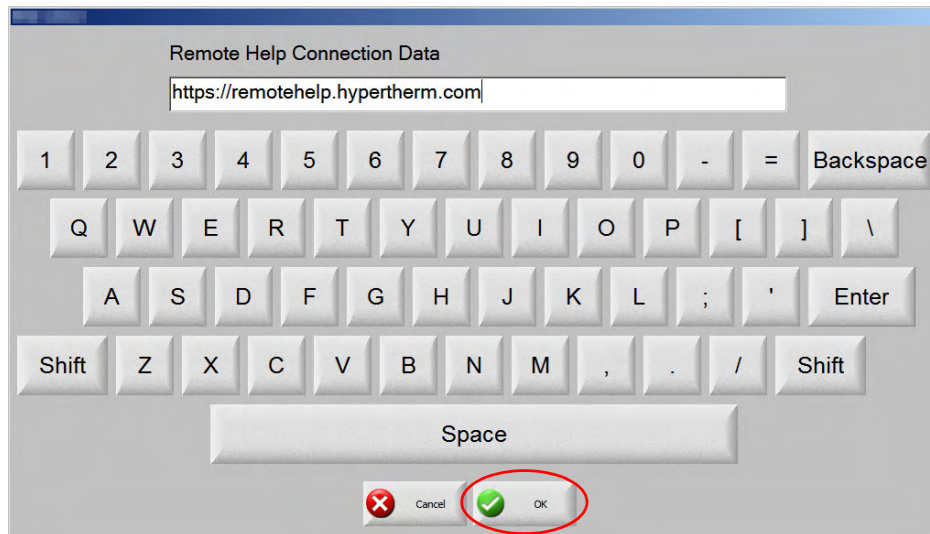


2. On the confirmation window, choose **Yes**. The login window for Remote Help appears with the on-screen keyboard.



 This is the default link when there is not a RemoteHelp.txt file on a USB memory stick in the CNC.

3. In the **Remote Help Connection Data** field, see that the default link already appears. Choose **OK**.



4. A window appears, asking if you need the on-screen keyboard. Choose **Yes** or **No**.
5. The Internet browser opens to [www.remotehelp.hypertherm.com](https://remotehelp.hypertherm.com). Ask the technician for the session key.




Remote Help for Hypertherm CNCs


6. Enter the session key, and choose **Submit**.



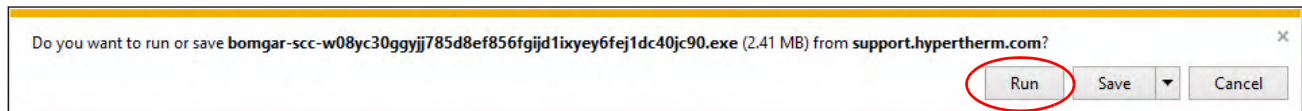
The screenshot shows a web form titled "Session Key" with a question mark icon in the top right corner. Below the title is a text input field containing the number "0318296" and an orange "Submit" button.

 Each session has a unique session key. You must get a key from a technician every time you start Remote Help.

7. If a notification bar appears, choose the notification bar, and then choose **Download File**.


 How the messages in *step 7 – step 9* display depend on the version of Internet browser that you have.


8. The File Download window or bar appears. Choose **Run**.



9. If a confirmation window appears, choose **Run**.

10. The Bomgar™ chat window appears. Wait for the technician to accept the session.

 You cannot use the chat window until after the technician accepts the session.


 Bomgar™ has many features. For information on how to use more features in Bomgar™, go to www.bomgar.com/docs.


Technicians: Accept a Remote Help session

Continue to *Technicians: Accept a Remote Help session* on page 14.

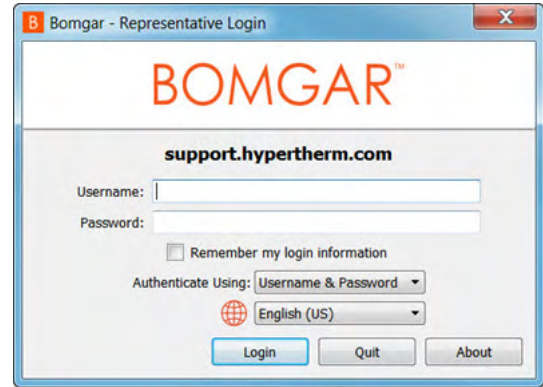
Procedure 2

Technicians: Start a Remote Help session

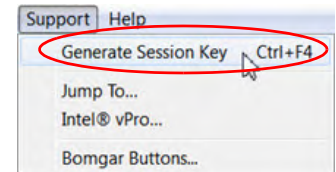
 These instructions are for Bomgar™. The process to create a session key varies depending on the screen sharing tool that you use.

 If the CNC operator does not have email access, go to *Procedure 1* on page 5.

1. Log in to Bomgar™.

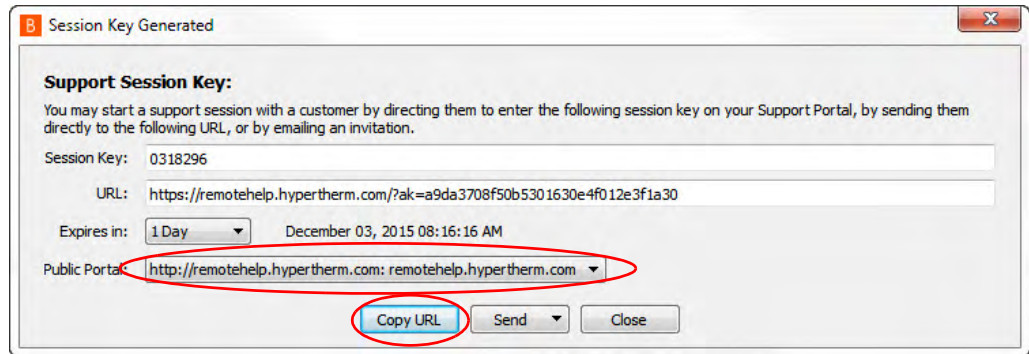


2. In Bomgar™, go to the **Support** menu, and click **Generate Session Key**.



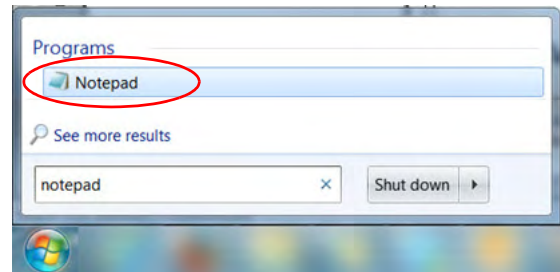
3. For **Public Portal** select **http://remotehelp.hypertherm.com: remotehelp.hypertherm.com**.

4. Click **Copy URL**.




5. Open Notepad.

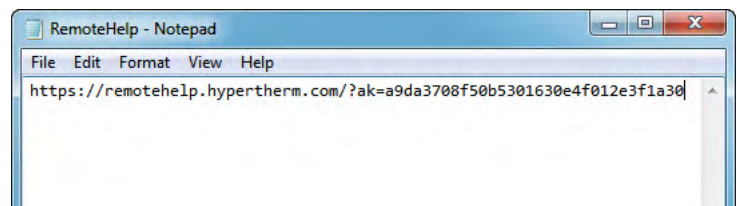
- On your computer, go to Start.
- Enter notepad into the search bar.
- Click Notepad.



6. Paste the URL into the text file.


7. Save the file as RemoteHelp.txt.

 The name of the file is important. Name the file exactly RemoteHelp.txt. Do not change the capitalization or add spaces.

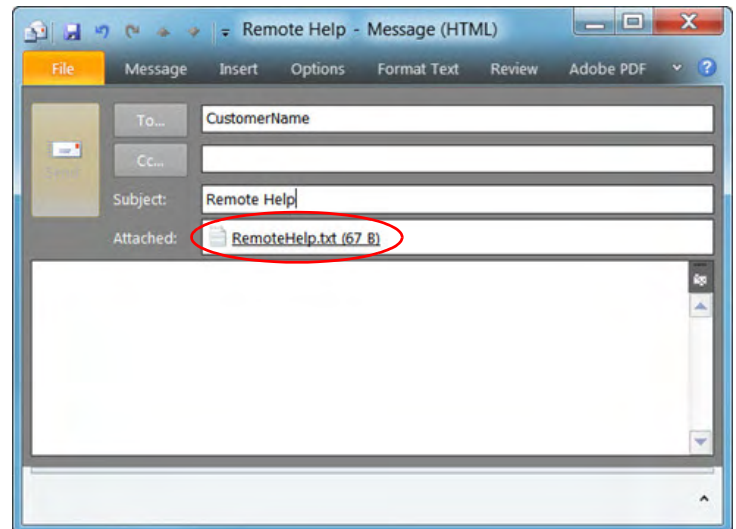


Remote Help for Hypertherm CNCs

8. Open a new email.
9. In the **To** field, enter the email address of the CNC operator.
10. Attach the RemoteHelp.txt file to the email.

 It can be helpful to include basic instructions in the email. To find instructions for the CNC operator, go to *CNC operators: Start a Remote Help session* on page 11.


11. Click **Send**.



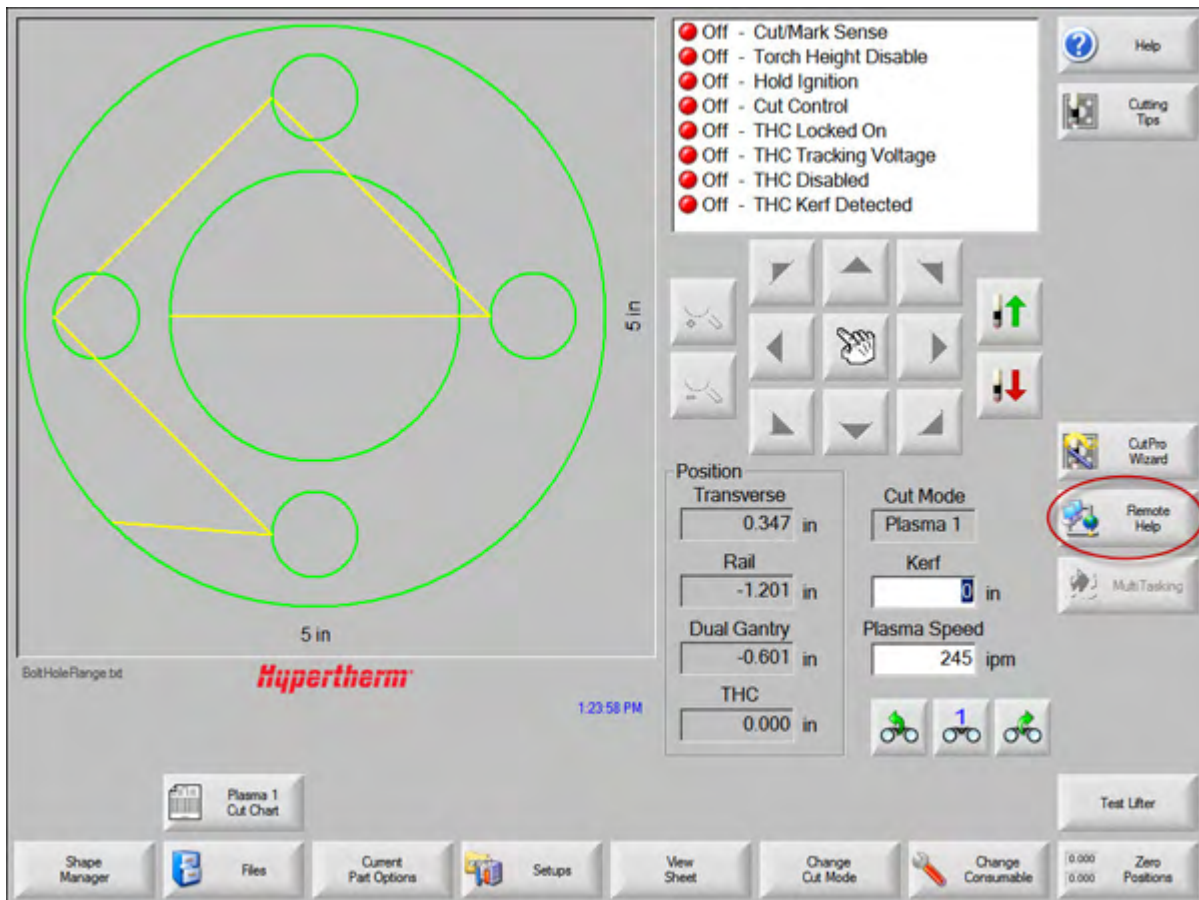
CNC operators: Start a Remote Help session

Before you begin:

- Prepare to receive the RemoteHelp.txt file from the technician via email. If you do not have email access, see *Procedure 1* on page 5.
- Get a USB memory stick.
- Connect a computer keyboard and mouse if you want to use the Bomgar™ chat.

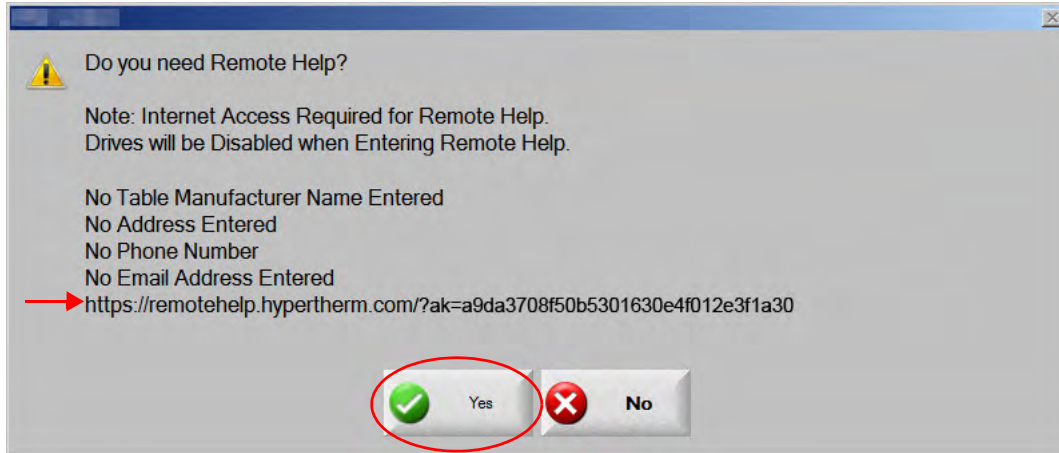
 For your safety, when you launch Remote Help on the CNC, the CNC switches to Control Disabled state. When in this state, the CNC prevents motion on the cutting system. The CNC also prevents you from opening screens on the CNC where you can execute motion, such as the Manual screen. To re-enable the CNC after the Remote Help session, choose **Setups > Enable Control**.


1. Save the RemoteHelp.txt file from the email to a USB memory stick.
2. Insert the USB memory stick into a USB port on the CNC.
3. On the Main screen of the CNC, choose **Remote Help**. A confirmation message displays contact information for your table manufacturer.




Remote Help for Hypertherm CNCs

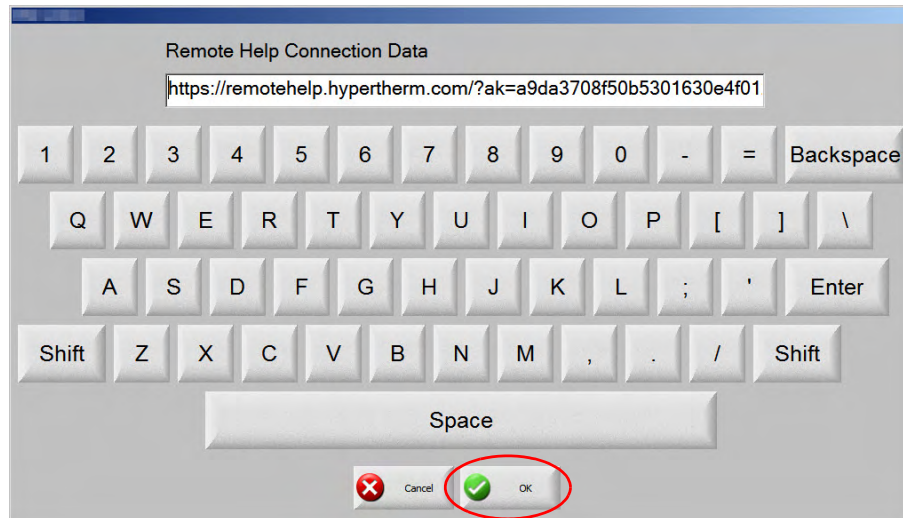
4. On the confirmation window, choose **Yes**. The login window for Remote Help appears with the on-screen keyboard.




 The link is loaded from the RemoteHelp.txt file on the USB memory stick.

 The link for each session and screen sharing tool is unique. The link will be different for each session that you start or screen sharing tool that you use.

5. In the **Remote Help Connection Data** field, see that the session link already appears. Choose **OK**.




 The link for each session will be different. If you use a different screen sharing tool, the link will also be different.

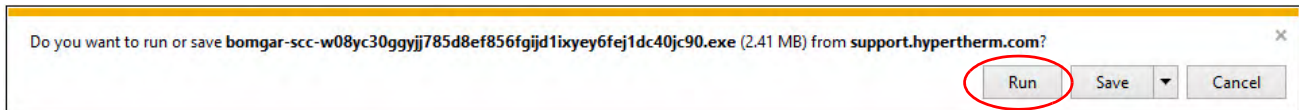
6. A window appears, asking if you need the on-screen keyboard. Choose **Yes** or **No**.

7. The Internet browser opens. If a notification bar appears, choose the notification bar, and then choose **Download File**.



 How the messages in *step 7* – *step 9* display depend on the version of Internet browser you have.


8. The File Download window or bar appears. Choose **Run**.




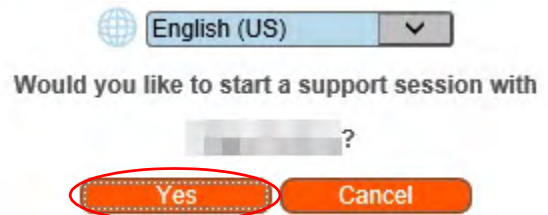
9. If a confirmation window appears, choose **Run**.

10. Choose **Yes** on the confirmation window.

11. The Bomgar™ chat window appears. Wait for the technician to accept the session.

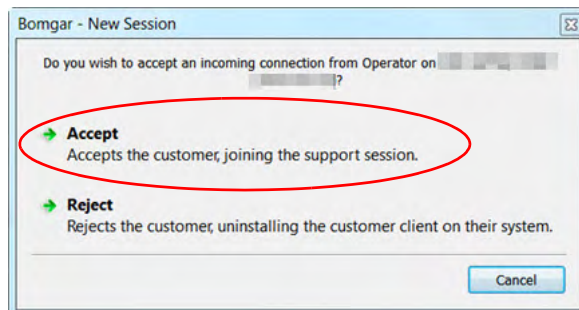
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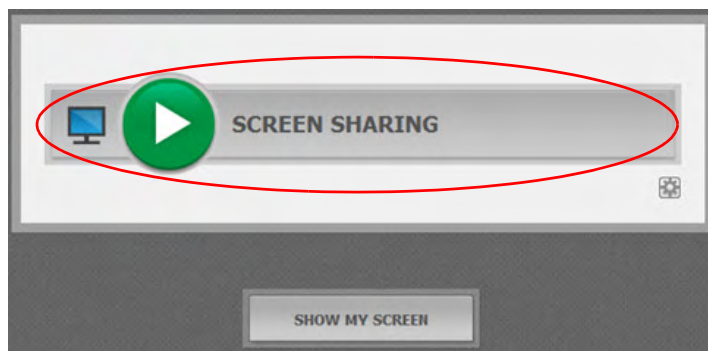


Technicians: Accept a Remote Help session

1. After the CNC operator runs Bomgar™, you receive a **New Session** notification.
2. To start the session, click **Accept**.

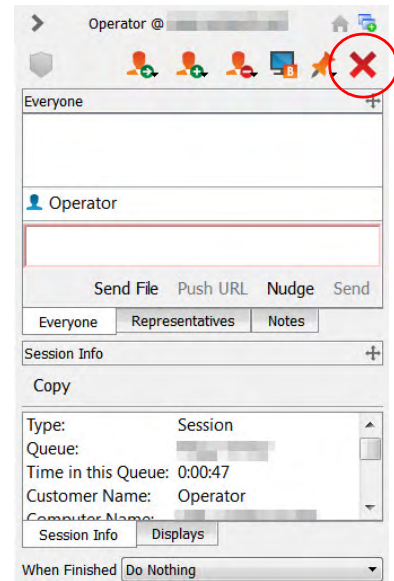


3. Click **Screen Sharing** to take control of the CNC and desktop.

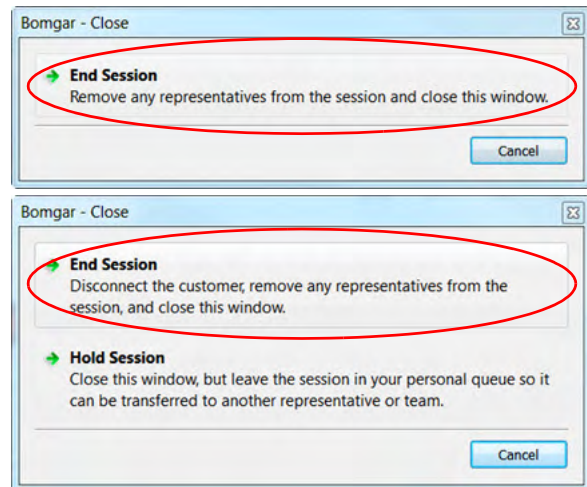


Technicians: End a Remote Help session

1. Click the red X in the upper right panel.



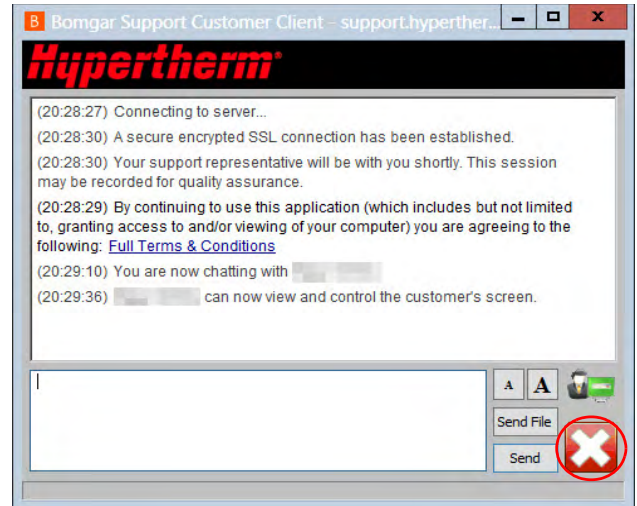
2. Click **End Session** to end the Remote Help session.



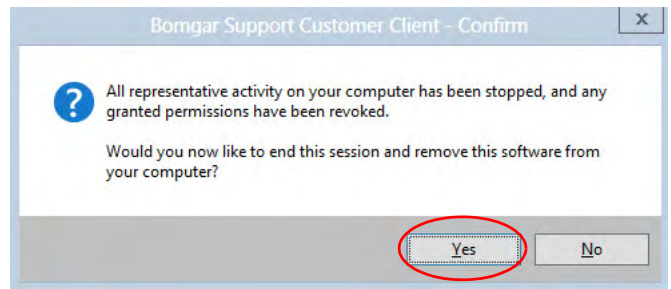
CNC operators: End a Remote Help session

For your safety, when you launch Remote Help on the CNC, the CNC switches to Control Disabled state. When in this state, the CNC prevents motion on the cutting system. The CNC also prevents you from opening screens on the CNC where you can execute motion, such as the Manual screen. To re-enable the CNC after the Remote Help session, choose **Setups > Enable Control**.

1. On the Bomgar™ chat window, choose the red X.



2. Choose **Yes** to end the session.



3. Choose **OK**.

4. A second Internet browser window opens. Close both Internet browser windows.

