

Engineering Note: EN0076 HC06 Remote Support via iPad/iPhone using AbtoVNC

Summary:	How to use 'AbtoVNC' for remote support of HC06/HCCA using an iPad/iPhone			
Products affected:	Hydro-Control VI, Hydro-Control CA			
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AbtoVNC is a third party application available for the iPad and iPhone that allows remote connection to a device running a Windows operating system. It is possible to connect to the Hydro-Control using AbtoVNC and to remotely view the screen and control the unit. This document explains how to connect to the Hydro-Control using the IOS version of AbtoVNC which is available from the iTunes store. AbtoVNC is also available for Android devices however this has not been tested by Hydronix.

There are two methods of connection, directly using the I.P Address of the Hydro-Control, or via a repeater. A repeater resides on the internet and acts as a proxy between the server (The Hydro-Control) and the client (the mobile device). It allows both devices to reside behind a Firewall with network address translation (NAT) without further requirement for port forwarding.



Figure 1 - Repeater Configuration (Mode II)

Hydronix offer a repeater service. The settings for this service are pre-configured in the Hydro-Control VI Ethernet Comms page.

- Address: HC06Support.hydronix.com
- **Port**: 5901

If a different repeater is being used on another server it is possible to use this repeater's I.P address or DNS name. These should be configured on the Ethernet Comms page of the Hydro-Control.



See HD0455 Hydro-Control VI Installation Guide for more explanation on setup and configuration of a repeater service.

	Ethernet Co	omms	
Remote Support Co Serial Number: 4800	nnection 13		
Remote Support Ser	ver		
hc06support.hydron	lx.com		
Remote Support Tel	no.		
+44 (0)1483 468 900			
Conn	ect		

Figure 2 - Ethernet Comms Page

1 Remote Support Via Repeater using AbtoVNC

From the tasks section of the main menu click "connect"

		Menu	
1932-02		 	
Tasks			
-> 🖓 Con	nect		
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e Help	P		
Abo	out		
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Figure 3 - Main Menu



Click "New Server"

M. P.	12:48	1 28% mile
	Servers	
Repeater Hc06support.frydronix.com - 5901		
Direct 190 168.10.101 : 5900		
📮 192.168.0.1 : 5900		
		Constant Section 2

Figure 4 - Connections Page

Setup the following connection. Session should be the serial number of the Hydro-Control that is to be connected and host should match that shown on the remote support server on the Ethernet comms page (figure 1). The Hydronix remote support server is configured to accept connections on port 5901. If a 3^{rd} party server is used the necessary port listening for VNC connections can be obtained by the server administrator.

		071
	Properties	
Password		
Color Mode		RGB16
ls Mac		(NO)
Local Cursor		() NO
Connection Mode		
	Direct Repeater Cisten	
Direct		
Host		192.168.0.1 🧕
Port		5900
Repeater		
Host		Hc06support.hydr
		5004
Port		5901
Port Session		51280
Port Session		51280





2 Remote Support Via direct connection using AbtoVNC

Find the IP address of the Hydro-Control on the network. A network administrator should be able to find this or, if an outgoing connection is available, connect via UltraVNC through a Windows pc. See HD0455 on how to do this. The I.P address is shown in the title bar.

oem-crwizflóxqc (192.168.10.73)	192.168.10.73	
Ethernet Comms		
Remote Support Connection Serial Number: 51280 Remote Support Server hc06support.hydronix.com Remote Support Tel. no.		
Enable Mouse Pointer		
Save Settings Next	Mer	nu

Figure 6 - UltraVNC Connection

Set up a new connection with the following configuration in the "Direct" settings. The I.P address should be the I.P address of the device and the Port should remain 5900.

Sen	Prope	arties
	General	
	Alias	Direct
	Display	0
	Password	
	Color Mode	RGB16
	Is Mac	NO
	Local Cursor	NO
	Connection Mode	
	Direct Repe	eater Listen
Г	Direct	
	Host	192.168.10.101 📀
L	Port	5900
L	Repeater	
	Host	192.168.0.1
		5000

Figure 7 - Connecting directly to the Hydro-Control VI