

Connecting Galilei to Internet to allow Remote Support connection

Situation

To allow the support engineer to connect to the Galilei Dual Scheimpflug Analyzer remotely, the Galilei must be connected to the internet. This document describes how the Galilei can be connected to the internet.

Important!

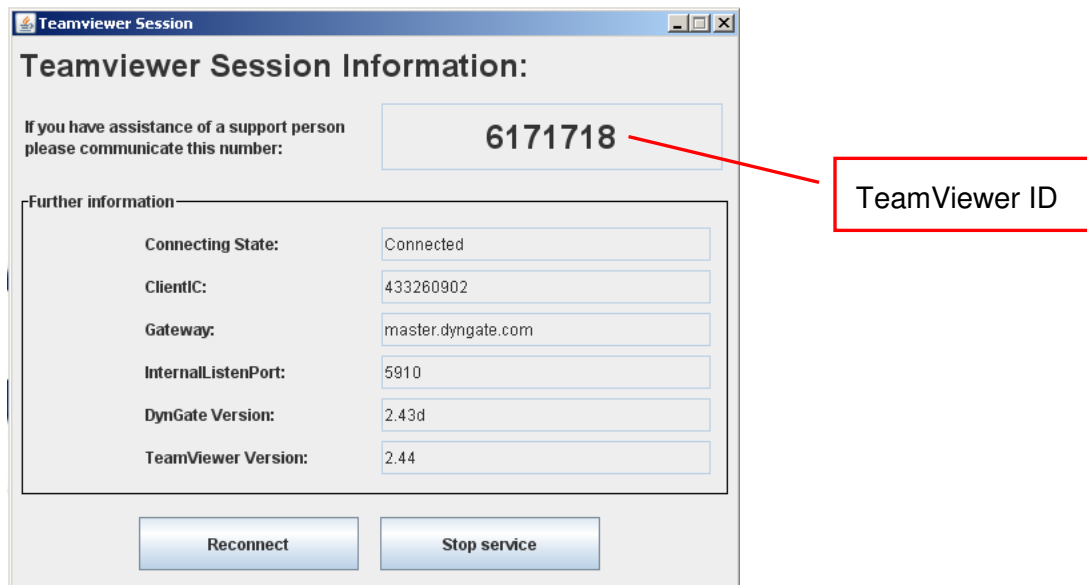
The Galilei does not have any antivirus software installed. You should only connect the Galilei to your network to get remote support. It is very dangerous if the Galilei is connected to a network or the internet at all times. Do not use the Galilei to surf on the internet.

Requirements

1. A RJ45 TCP/IP Ethernet connection
2. An Ethernet cable

Connecting the Galilei

1. Open the front cover of the Galilei.
2. Connect the Ethernet cable into the RJ45 Plug located above the PC
3. Start up the Galilei
4. To enable the support engineer to connect to your Galilei, minimize the Galilei Application and click Start – Programs – TeamViewer Manager.

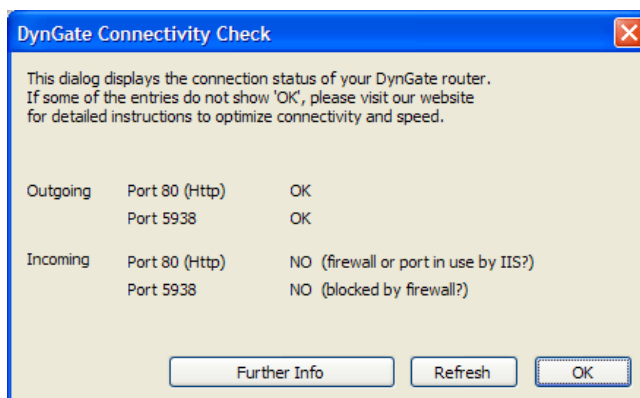


5. Once the support engineer has connected to your Galilei, the following min-window opens at the bottom left of your screen:



Technical Informations

- The remote sport is done by the software TeamViewer.
- Teamviewer uses no inbound network connection
- Teamviewer needs an outgoing http connection to master.dyngate.com on port 80
- By default TeamViewer uses only the outgoing port 80 (HTTP) - no firewall configuration is necessary. If you like you can open port 5938 for incoming connections. This may result in faster point-to-point connections.
- The connector at the front of computer has no control LEDs. This connector is connected directly to the NIC of the PC. If you want to see the LEDs, you have to remove the back cover of the Galilei.
- TeamViewer uses two programs. One is TeamViewer itself. This is used to serve the desktop or control a other desktop. The second is DynGate: DynGate manages the connection; it can communicate across firewall barriers and proxies without any need for special firewall configurations. DynGate works with static and dynamic IP-Addresses.
- If you need to set a Proxy-Server, right click on the DynGate tray menu symbol and select the context-menu entry "Options". Click on the button Proxy-Settings. Here you have the following tree Options:
 - **No proxy:** Use this setting if you are directly connected to the internet.
 - **Use Internet Explorer® proxy settings:** Use this setting if you are behind a proxy and Internet Explorer® is already configured to work behind the proxy.
 - **Use manual proxy:** Use this setting to manually enter your proxy settings.
- To check your connectivity more detailed, you can right click on DynGate Tray Menu symbol and select the context-menu entry "Connectivity Status":



The routing between two computers is automatically optimized based on the connectivity options of both partners. In the worst case, if no partner is able to connect to the other directly (e.g. if incoming ports are blocked on both systems as shown in the demo above), all data has to be routed over the DynGate Server - which will slow down the available speed.

- If you need more informations about Teamviewer you can find them in the Document http://www.teamviewer.com/help/version_2x/teamviewer_manual.pdf.

Problems and Solutions

My Galilei is connected to the Internet, but I can't get a Teamviewer connection. What could I do?

Restart the Galilei device. It can be that the Teamviewer service has timed out, when no internet connection was available for a long time.