

## Preparation for support

**only for PC / Laptop!**



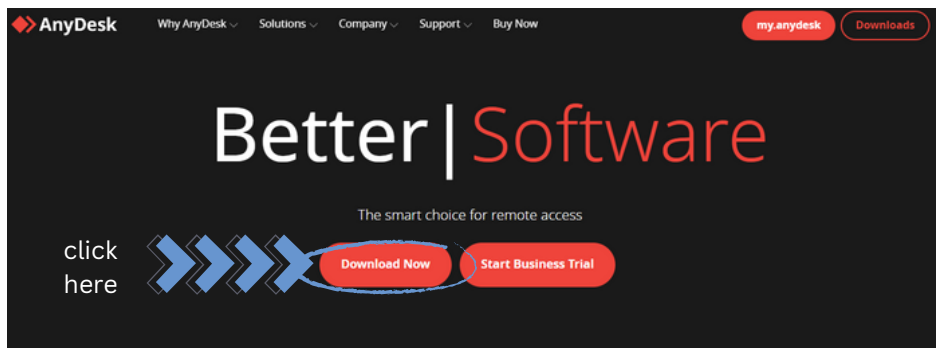
### 1. Download remote maintenance program

For optimal preparation for the support case, please download “AnyDesk” free of charge.

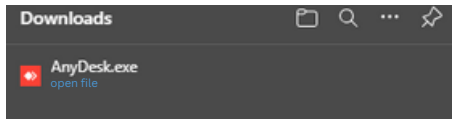
Attention! TeamViewer is not possible.

**Download-Link AnyDesk:** <https://anydesk.com>

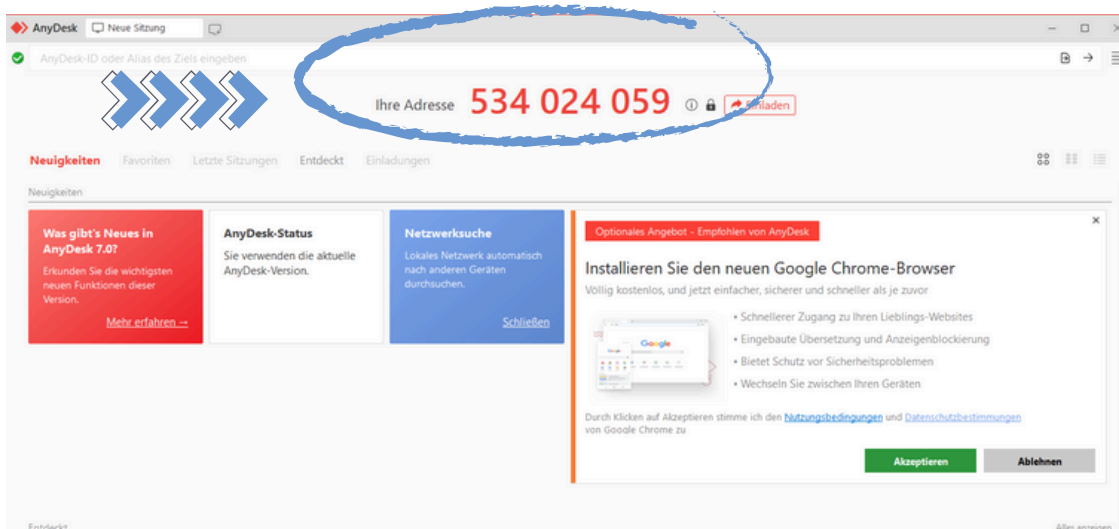
Please click on “Download Now”



The file “AnyDesk.exe” is now in your download folder:  
“open file”



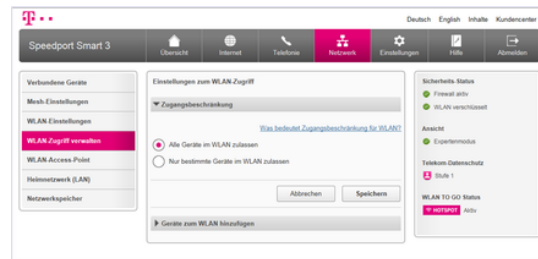
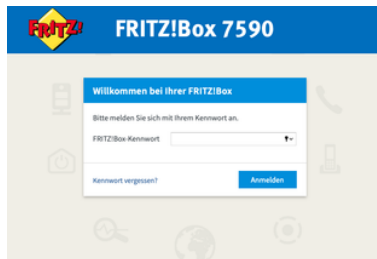
Please have the 9/10-digit number (“Your address”) in **red** ready.



## Preparation for support

### 2. Preparing the surface of the wallbox

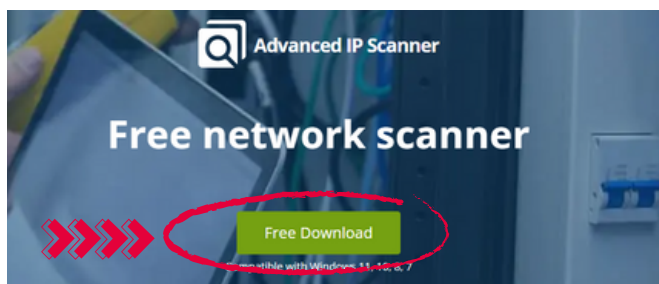
Log in to the web interface of your WLAN router (e.g. FritzBox, Telekom, etc.)



Or

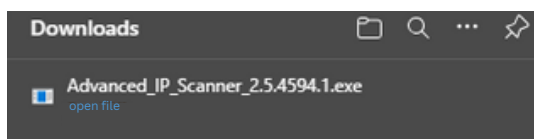
Download the **Advanced IP Scanner** free of charge.

Download-Link Advanced IP Scanner <https://www.advanced-ip-scanner.com>

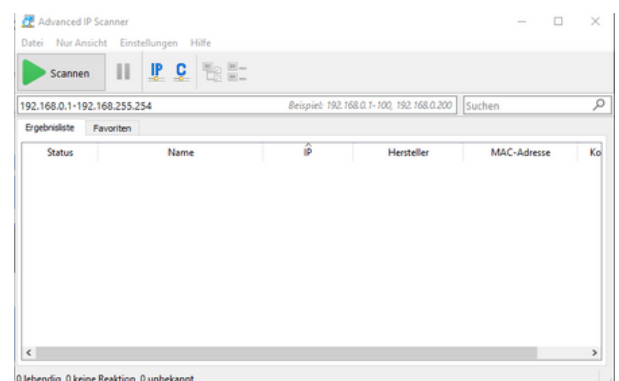
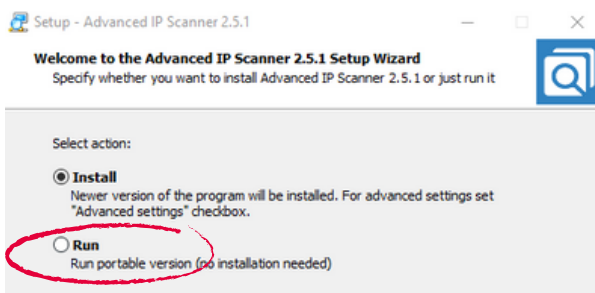


The file “Advanced IP Scanner. exe” is now in your download folder:

“Open file”



“Run” is sufficient for this



Now you can call our Support

