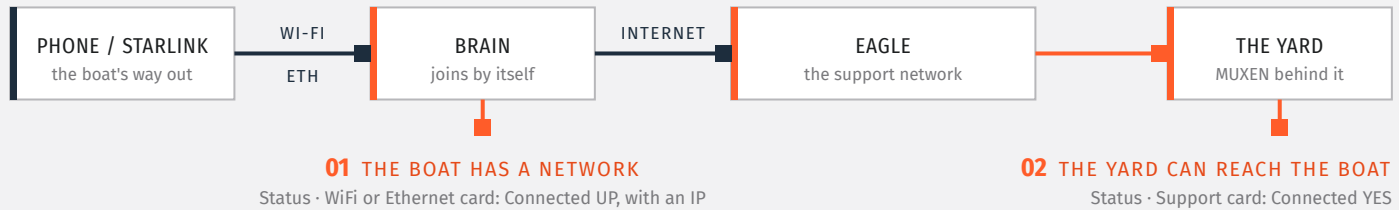


# AFTER SALES SERVICE ACCESS

The yard supports this boat from shore and MUXEN supports the yard, but neither can do so without a way out that the boat itself provides: with no route to the internet there is **no remote support**.

FROM THE PHONE TO THE YARD



REQUIRED NETWORK SETTINGS

Network name (SSID) **muxen**

Password **muxen123456789**

## PUT THE BOAT ON A NETWORK

- From the **help icon** at the top right, open the Wi-Fi Hotspot page: it carries these two settings, and the phone screens for both platforms.
- iPhone** — Settings, General, About, Name: give the phone the network name above; a personal hotspot broadcasts under the phone's own name, and one named anything else is invisible. Then Settings, Personal Hotspot: set the password above, leave Wi-Fi on, and turn Allow Others to Join on.  
**Android** — long-press the Hotspot tile in the quick settings panel, then set the two values above and enable the hotspot.
- Leave the phone near the Brain and check its own **mobile coverage** — the boat gets no more internet than the phone has. Then wait: the Brain joins on its own.

## WHAT REMOTE SUPPORT IS

**What it gives you** — at the yard's request, an engineer at MUXEN can open the boat's software from shore, read its logs and diagnose a fault, with nobody travelling to the marina.

**What it does not do** — it opens no session by itself and sends nothing anywhere on its own. What may be reached, and by whom, is decided at MUXEN, which answers the yard and never the boat's owner directly.

A boat the yard cannot reach: [contact@muxen.fr](mailto:contact@muxen.fr)

## PROVE IT, IN THIS ORDER

- From the **settings icon** at the top right, open the Status page. It refreshes on its own every five seconds, so give it that long before reading a row twice.
- WiFi card** — or Ethernet, on a wired way out. Connected has to read UP with an IPv4 address listed; the IPv6 fe80:: line proves nothing.
- Connected: YES** — on the Support card, under a Backend row reading EAGLE with a Name and an IP. That one line is what says the yard can reach this boat right now. Read it last, and quote it when you call.

## WHEN IT DOES NOT CONNECT

**The WiFi card stays DOWN** — the phone is broadcasting something other than what the Brain looks for. Re-read the name and the password on the Wi-Fi Hotspot page, character for character.

**UP, but no IPv4, or one starting 169.254** — the hotspot gave the boat no place on it. Switch it off and on, then reboot the phone, and let the Brain rejoin.

**UP with an address, Connected still NO** — a network, but no way out through it: a phone out of mobile data, or a network blocking outbound HTTPS on port 443.

**A date far out on the screen** — the link to MUXEN is an HTTPS call, and a Brain whose clock is wrong fails it. Correct the date first, then look again.

**No Backend row at all** — the support client is not answering. It retries on its own every five minutes, so give it that long. If it is still missing, there is nothing to repair aboard: note the hostname and call the yard.

**Connected YES and the yard still cannot get in** — the boat has done all it can; the rest is on MUXEN's side, and the screen will not show it.