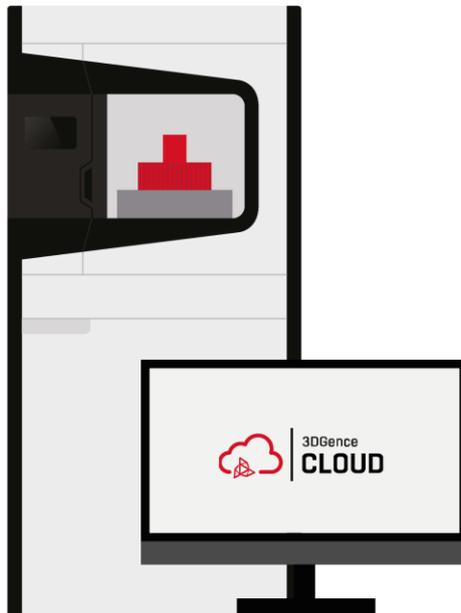


# 3DGence **CLOUD**

User manual



# Contents

I INTRODUCTION .....	3
1. PREFACE .....	3
2. SETTING UP ACCOUNT .....	3
2.1. Administrator account .....	3
2.2. Other users' account .....	4
3. LOGGING IN .....	5
II PROGRAMME INTERFACE.....	6
1. HOME .....	6
2. PRINTERS.....	7
2.1. Adding a new printer .....	7
2.2. Printer details .....	8
3. STATISTICS.....	10
4. FILES .....	11
5. HELP .....	13
5.1. Service request .....	14
6. PERMISSIONS .....	15
7. USER ACCOUNT .....	19

# I INTRODUCTION

## 1. PREFACE

3DGence CLOUD is software designed to remotely operate sets of printers that are part of equipment resources. The software was developed to meet industry 4.0 requirements for 3DGence devices and supports remote communication with the 3DGence INDUSTRY F420 printer. The communication in the system is encrypted. User .stl files are divided into many components and encrypted as .3dg files. 3DGence does not have access to files sent to the system by Customers. 3DGence CLOUD allows full control of the 3D printing process, including starting and queuing print jobs, collecting statistics and accessing maintenance service functions. It is a solution that improves workflow and enables remote control over printing.

Main system functionalities:

- remote support of 3D printers,
- queuing prints,
- monitoring of printed models, using a camera located in the printer,
- report a problem – technical service support,
- management of the printer fleet: adding and removing machines in the system, granting access to machines to appropriate users with specific permissions,
- giving different permissions to individual users,
- access to files made available by the Manufacturer,
- collecting statistics.

## 2. SETTING UP ACCOUNT

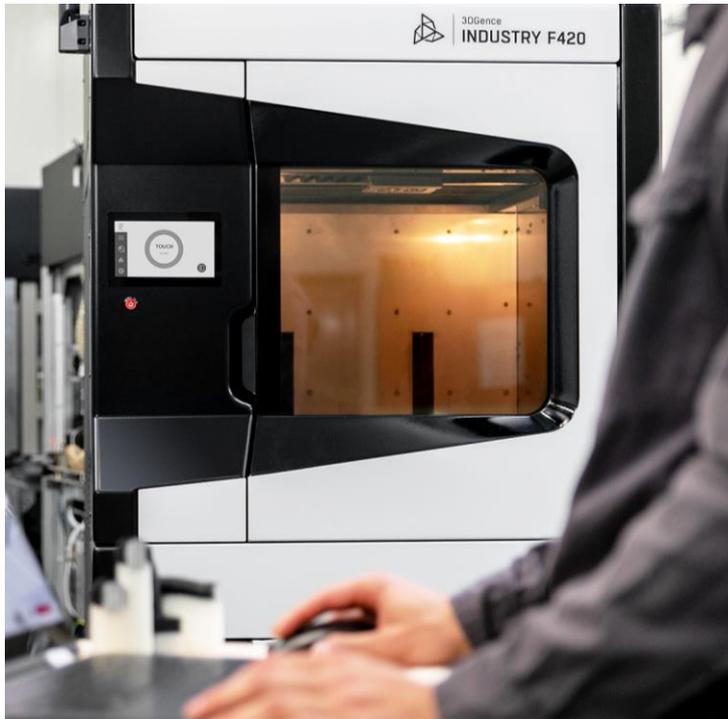
An account set up by 3DGence is a platform administrator account in a company. The administrator from the level of his account invites other users inside his organization to create an account in the system. The only requirement to use the system is access to the Internet, reading and accepting the rules of use of the platform and consenting to the processing of personal data.

### 2.1. Administrator account

An account in the 3DGence CLOUD system is created by 3DGence engineers after purchasing a 3DGence INDUSTRY F420 device. For this purpose, the user who will be the platform administrator in a company provides 3DGence engineers a form prepared by the Manufacturer with the data necessary to create an account. You can set up an account only after reading and accepting the terms of use of the platform and providing consent in writing to provide personal data to set up an account. Data necessary to create an account:

- the name of the printer buyer,
- registered office address of the company,
- full name of the platform administrator in the company,
- e-mail address of the platform administrator in the company,
- telephone number of the platform administrator in the company.

After submitting the above data on the form prepared by 3DGence and accepting the terms and conditions, designated 3DGence engineers create an administrator account. After creating an account, a message with a link is sent to the e-mail address provided in the form, which redirects you to a page where you can complete the registration process and set a password for the account (fig. 1). After completing the registration, only the platform administrator in your company has access to the account. Logging in to the platform is described in point three of this section.



### Complete registration

EN | DE | PL

Fig. 1 Completing the registration of the administrator account

## 2.2. Other users' account

The company platform administrator from the level of his or her account may invites other users inside the organisation to use the system. Simply select the “invite” button in the “permissions” → “users” tab. A window will appear where you should enter the e-mail addresses of the invited people and give them permissions (fig. 2). You can also write a brief welcome message here and send the invitation. After an invitation is sent, a message is received at indicated e-mail addresses, which allows the invited user to set up an account in the system. The activation link is valid for 24 hours. After being redirected to create an account, you should read the terms and conditions, consent to data processing and provide the required details (fig. 3). Once an account is created, only the user who created it can access it. The company platform administrator is the only entity that manages the accounts of the subsequent users invited by the administrator.

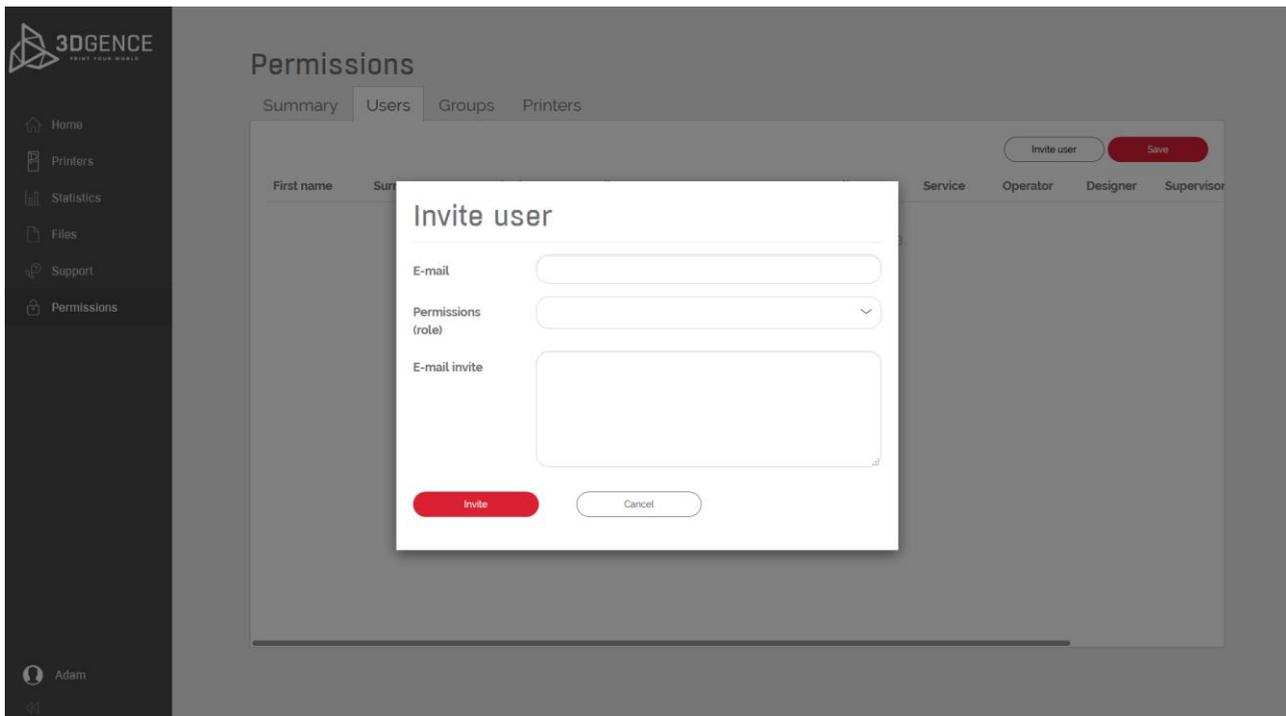
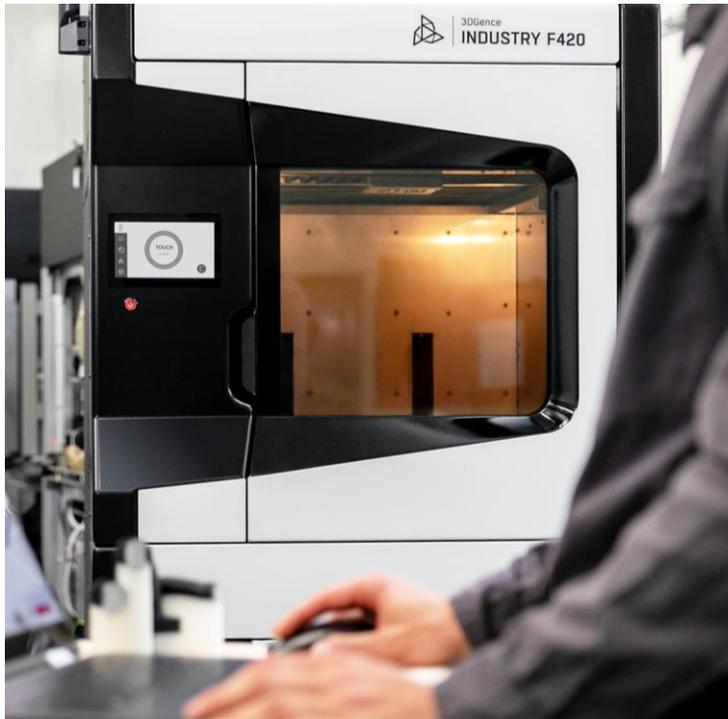


Fig. 2 Window for inviting new users



### Complete registration

I confirm to have read the regulations of using the 3DGence CLOUD platform [3DGence CLOUD policy](#)

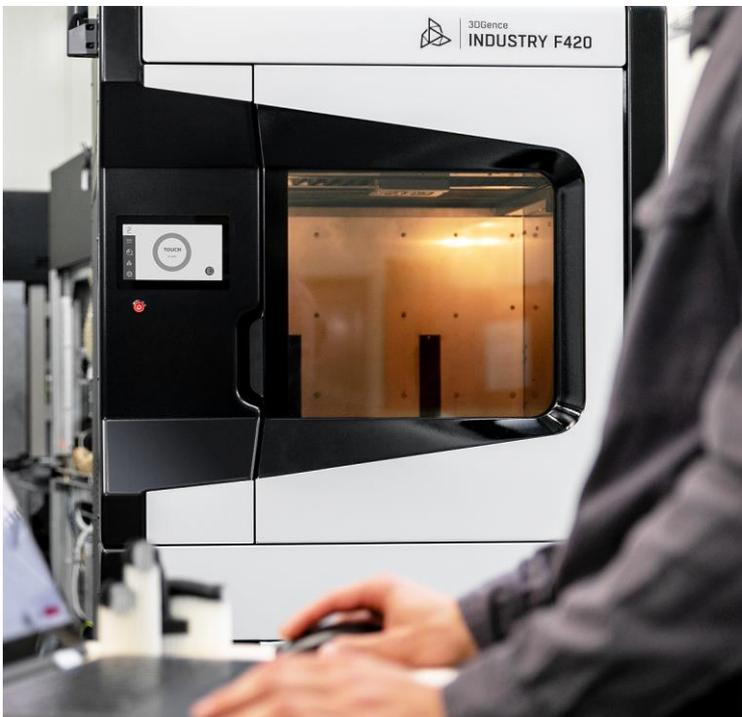
I agree to the processing of my personal data for the purpose of creating an account and using the 3DGence CLOUD platform (consent is voluntary but necessary to open an account)

EN | DE | PL

Fig. 3 Creating an account by further users in an organisation

### 3. LOGGING IN

After creating an account for the 3DGence CLOUD platform, you can log in at [www.cloud.3dgence.com](http://www.cloud.3dgence.com) (Fig. 4). Please enter your e-mail address and password when logging in. The login page is the same for the administrator and other users in the organisation. Additionally, you can change the platform language before logging in.



### Login

[Forgot password?](#) [Reset](#)

EN | DE | PL

Fig. 4 Login screen



## 2. PRINTERS

The “printers” category can be used to preview all printers added within an organisation (fig. 6). When you log in for the first time, if no one in your organisation has added a printer - the tab is empty, and you must select the “add printer” button to add a device.

1. A list of all printers within the organisation. Clicking on a record to open the details of a selected printer. The list is empty before a printer is added to the platform.
2. Add a new printer.
3. Search engine.
4. Device status.
5. User-defined printer name.
6. The name of the file currently being printed.
7. Percentage progress of the currently printed file.
8. Estimated remaining time to print completion.
9. Preview of the currently printed .3dg file or the first .3dg file in the queue.

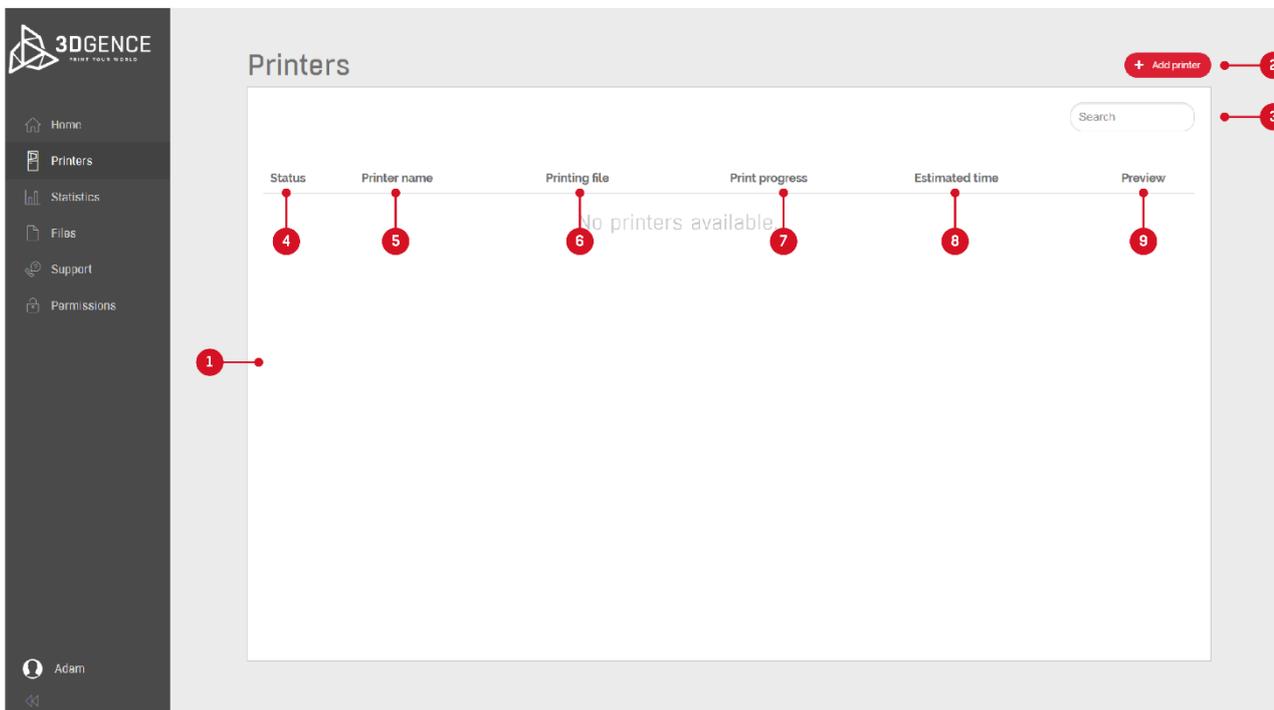


Fig. 6 Printer category

### 2.1. Adding a new printer

You can add a new printer by selecting the “add printer” button in the “printers” category (Fig. 6). A printer can only be assigned to one user at a time. All added printers will be visible by all users in your organization, unless otherwise specified in the permissions by the company platform administrator. After selecting “add printer” button, enter printer’s serial number and pin and then select “add” (Fig. 7). This information is available on the printer display when you select on the home screen: network settings icons → 3DGence CLOUD. A new added printer will be visible in the list of printers (Fig. 8). You can change the name of the device for quick identification. The name will also be visible to other platform users.

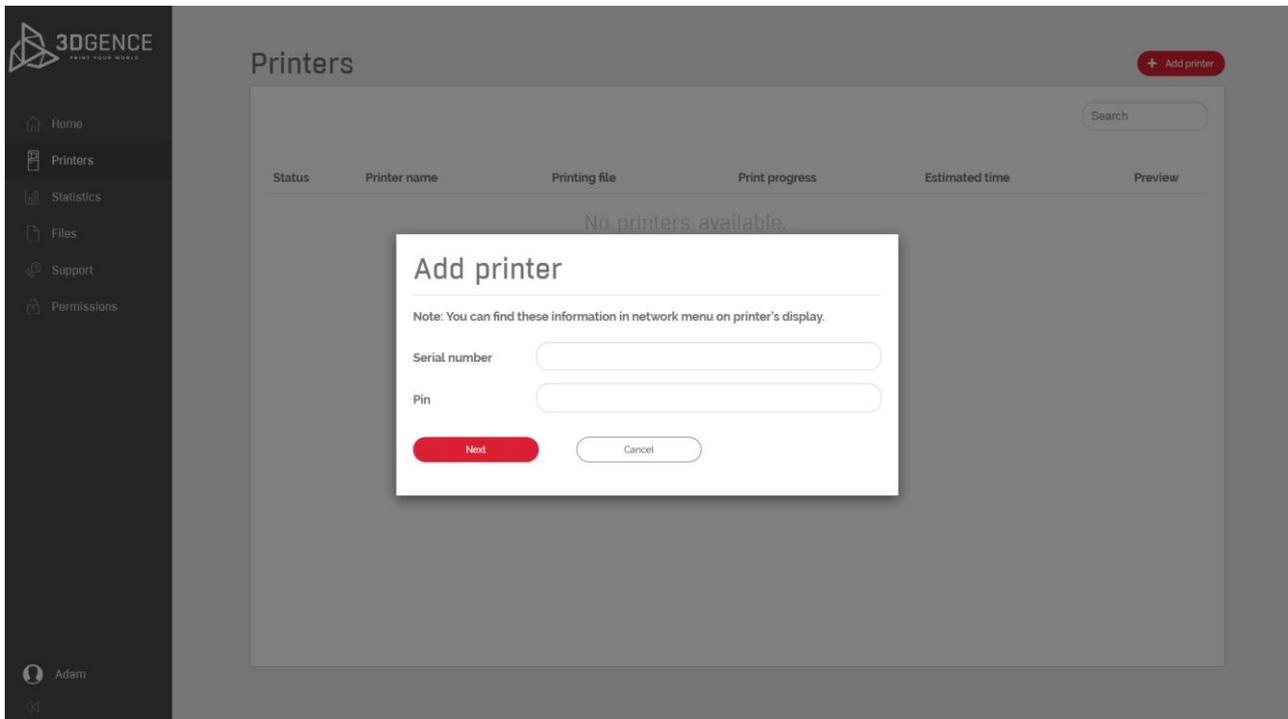


Fig. 7 Adding a new printer

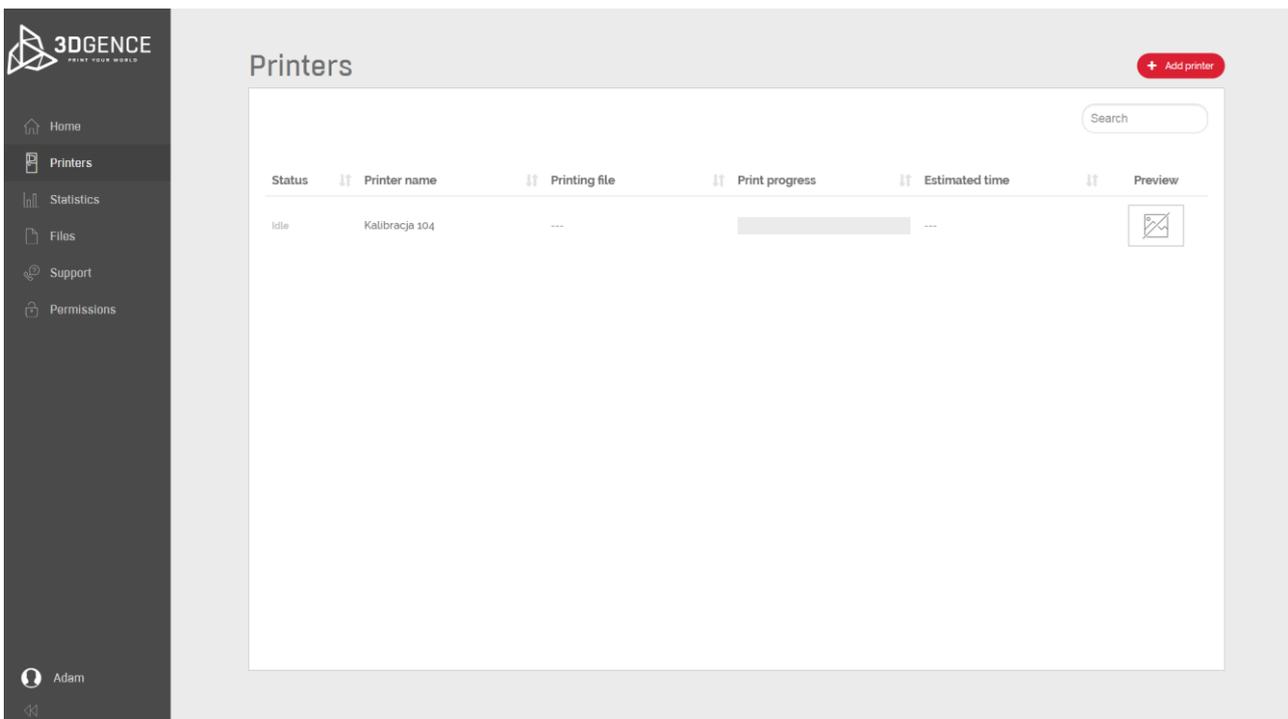


Fig. 8 List of printers with the added device

## 2.2. Printer details

In the “printers” category, after selecting a device from the list you access the details of the selected printer (Fig. 9, 10, 11).

1. Printer name.
2. Printer information - status, serial number, description, number of prints in the queue, estimated queue time.
3. Camera preview.
4. The print progress of the currently printed file and the estimated remaining time.
5. You can edit printer details here.

6. Use it to delete a printer.
7. Use it to add a print to the queue.
8. List of prints in the queue with a thumbnail of the file, the name, the estimated time, a possibility to check additional information about the material profile for the file.
9. List of the last printer status (maintenance information).
10. Information about upcoming maintenance on the unit.
11. Information about materials loaded in the printer. The name and manufacturer of the material loaded and the remaining percentage of material on the spool are shown here.

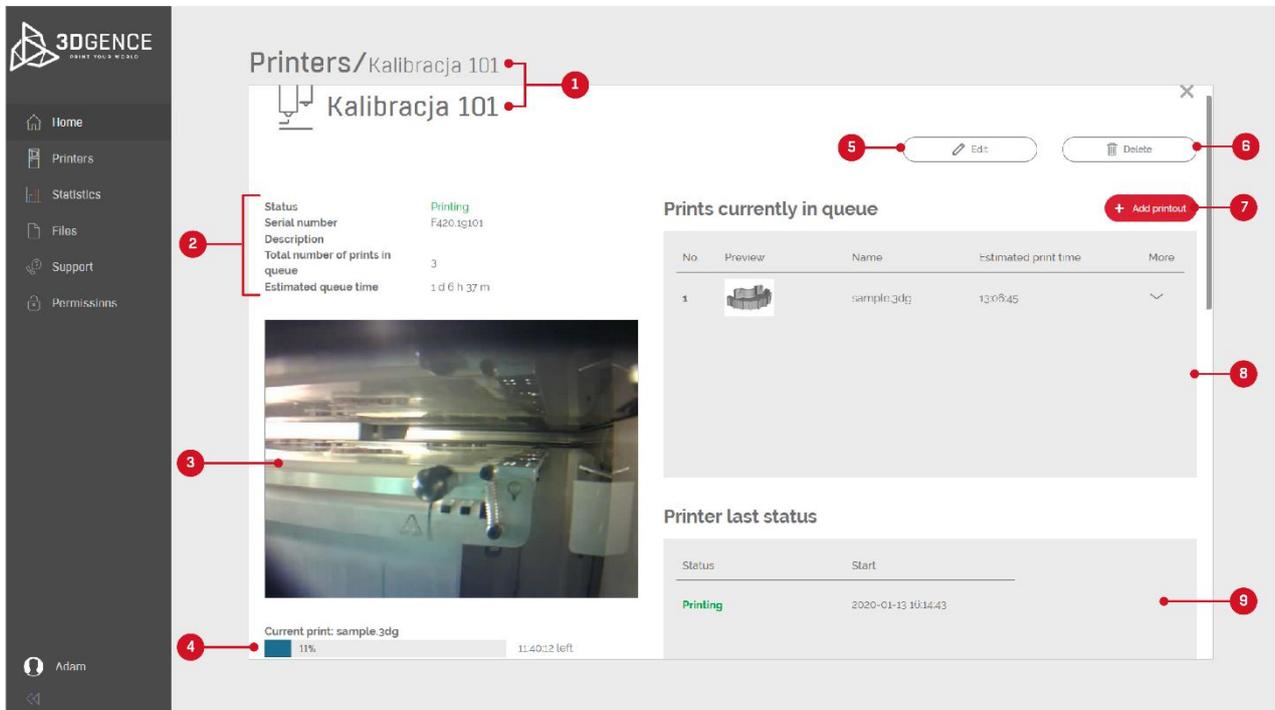


Fig. 9 Printer information screen – part 1

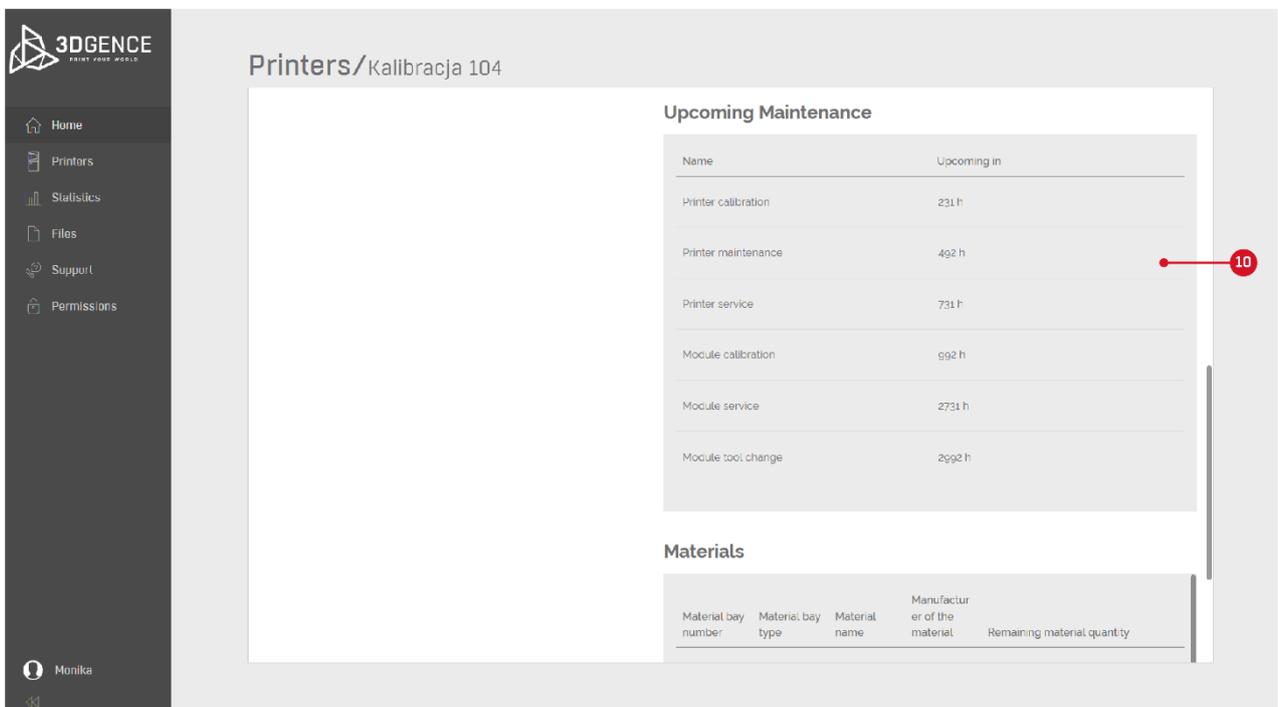


Fig. 10 Printer information screen – part 2

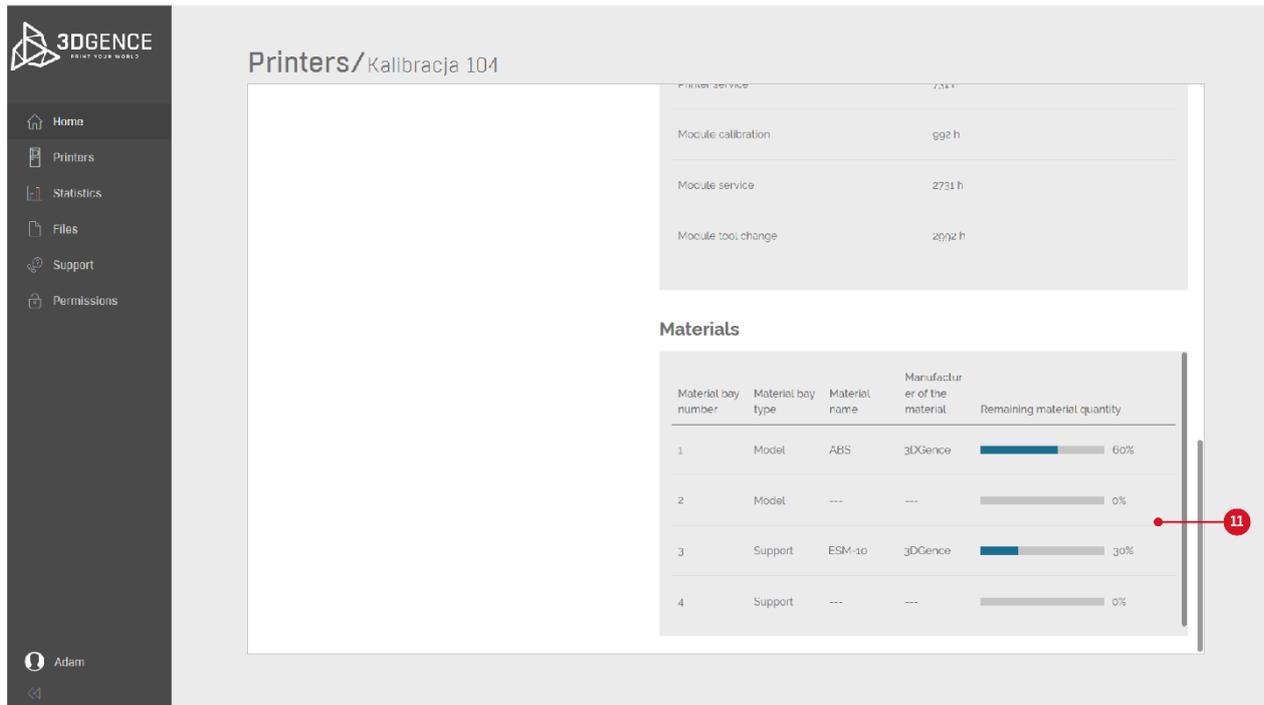


Fig. 11 Printer information screen – part 3

### 3. STATISTICS

The “statistics” category allows you to view the statistics generated by the printer (Fig. 12)

1. Select the printer for which the statistics will be generated.
2. Select the time interval for which the statistics will be generated.
3. Select the printer name for which the statistics are generated.
4. A graph generated for a given time interval.
5. Scroll bar for the graph area.
6. Display / hide the number of finished prints.
7. Display / hide the number of prints in the queue.
8. Display / hide print time information.
9. Display / hide printer errors.
10. Pie chart showing the consumption of individual materials by the printer.
11. The legend to the chart is available when expanded.
12. Pie chart showing printer statuses.
13. The legend to the chart is available when expanded.
14. Information on printer runtime, power consumption, and number of prints made.

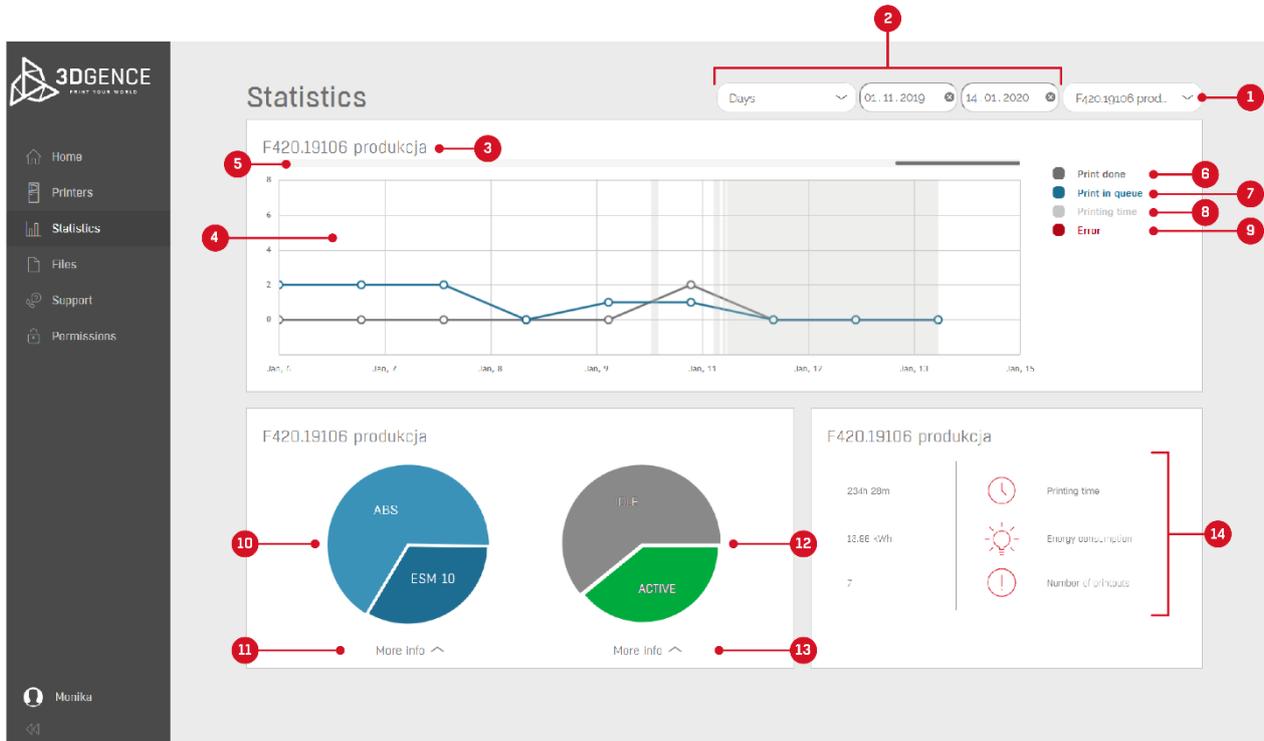


Fig. 12 Statistics screen

#### 4. FILES

In the “files” category, the files selected by 3DGence technical support are available for all users. All files added here can be downloaded and saved to disk.

1. Example models for printing (Fig. 13).
2. Material sheets (Fig. 14).
3. Software (Fig. 15).
4. Instructions (Fig. 16).

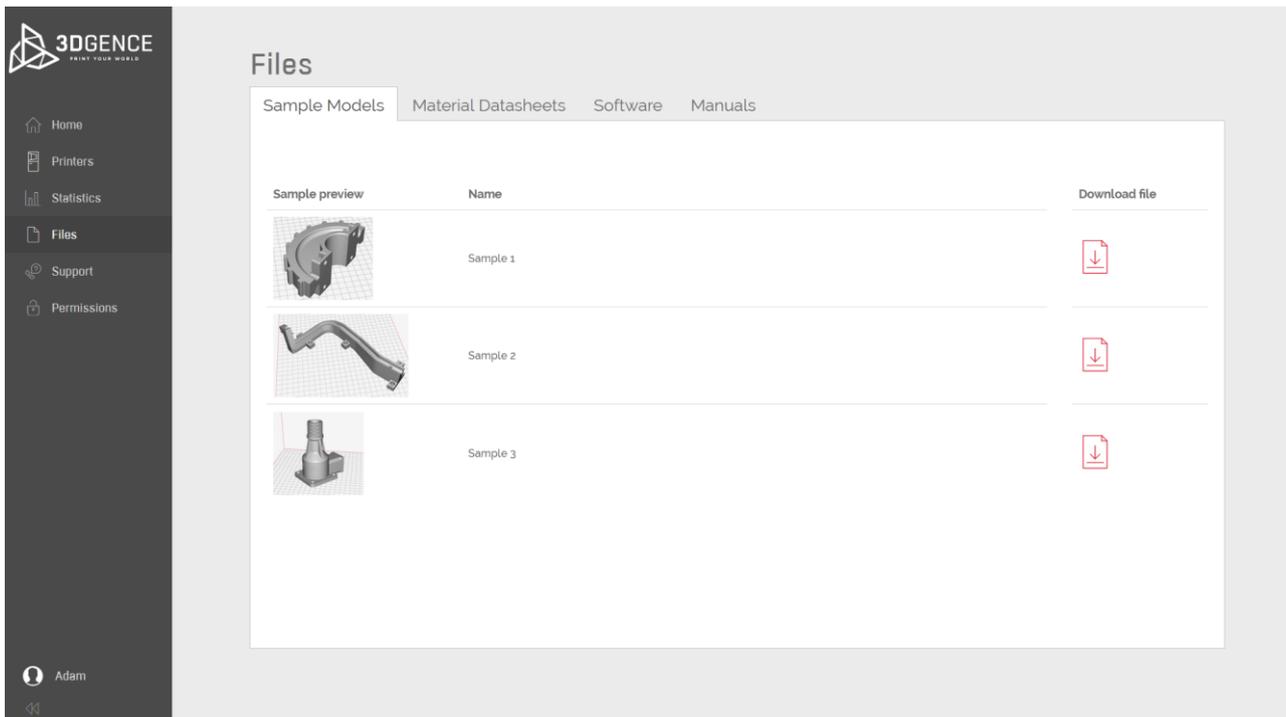


Fig. 13 Files category – sample models

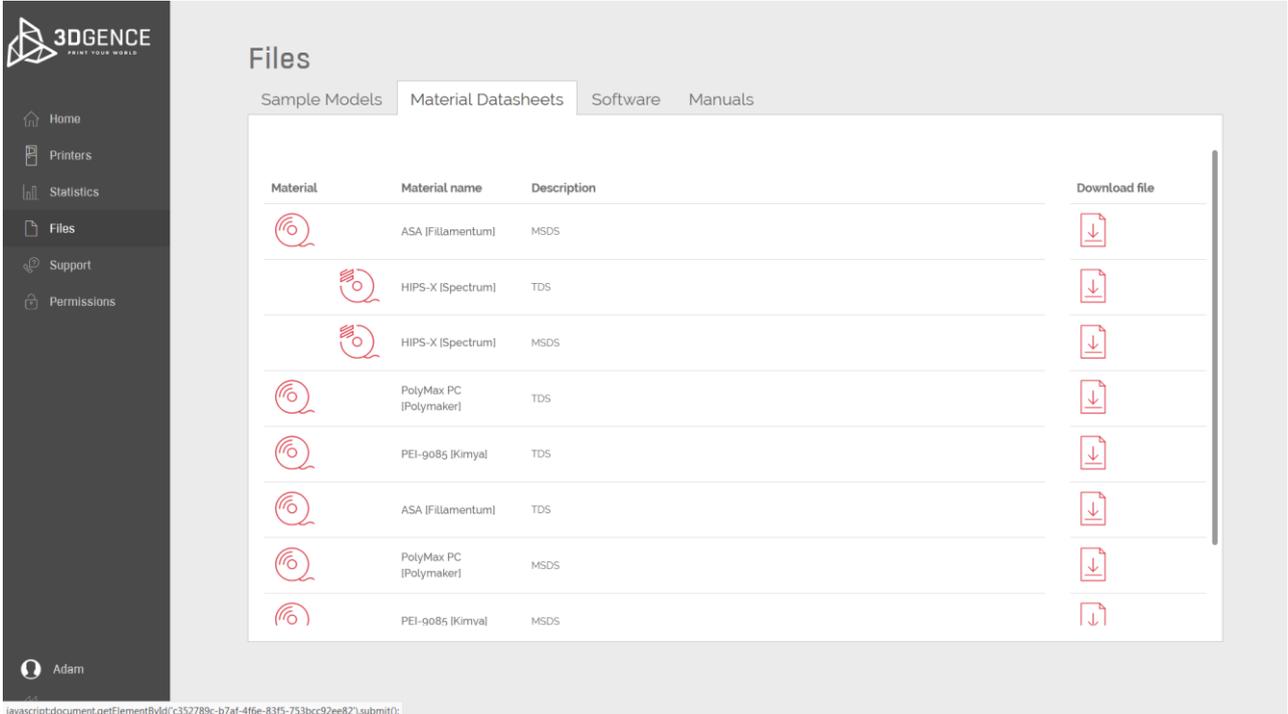


Fig. 14 Files category – material data sheets

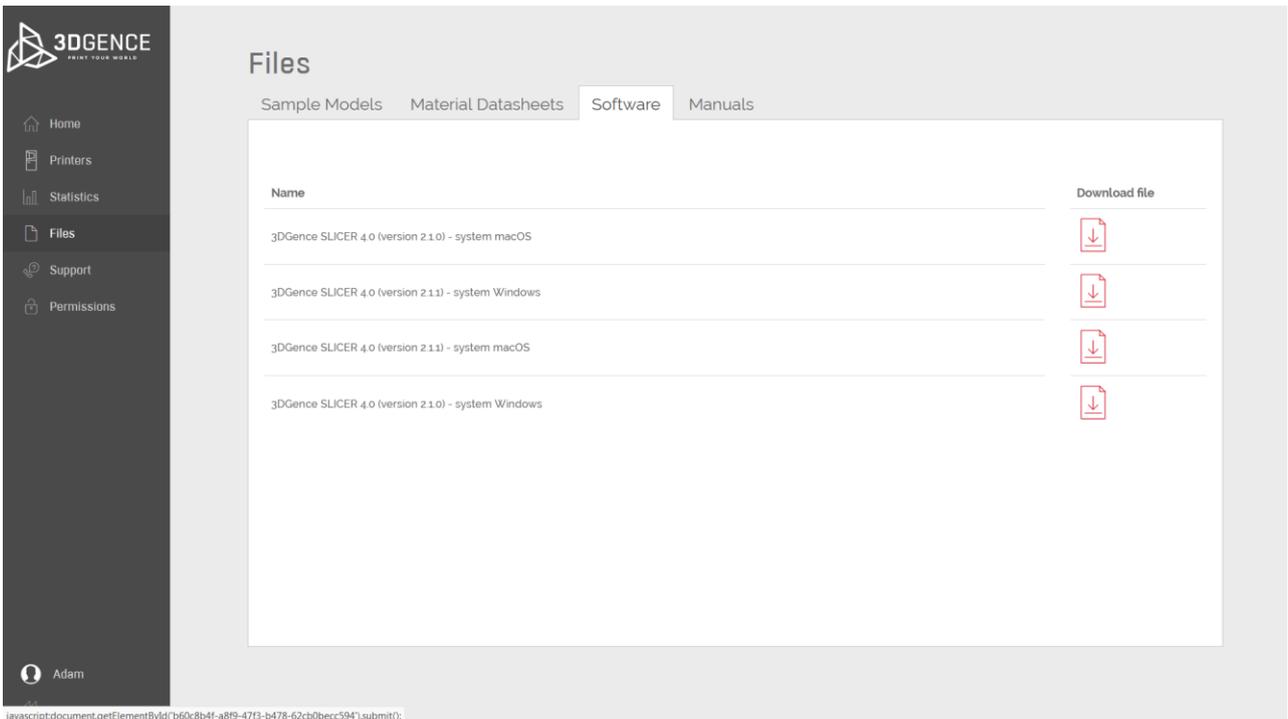


Fig. 15 Files category – software

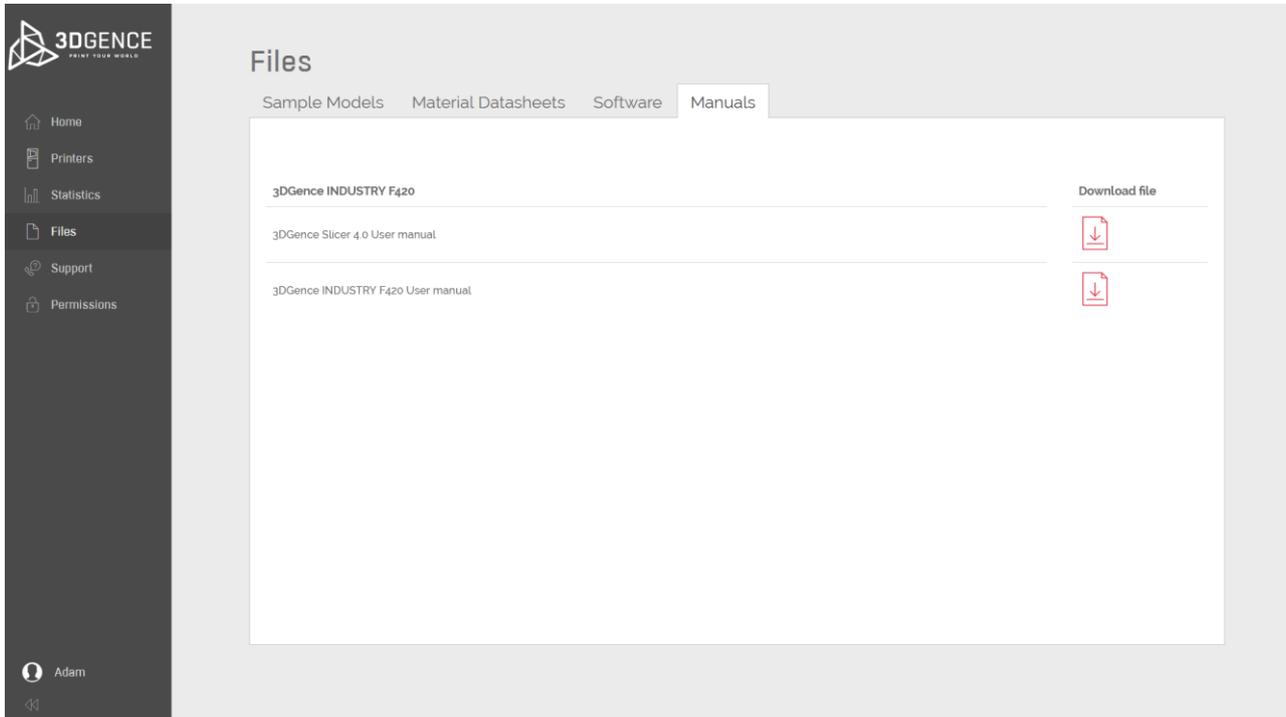


Fig. 16 Files category – instructions

## 5. HELP

The list of all printers added in the organization can be accessed from the “help” tab (Fig. 17). For each of the printers you can fill out a problem report form, which will be sent to 3DGence technical support. The user may also send a request concerning software or material. After receiving your request, 3DGence Technical Support will immediately contact you to help and resolve the problem.

1. Use to access the general problem report form.
2. Use to access the files tab for instructions.
3. Search engine.
4. List of printers.
5. Printer status.
6. Printer name.
7. Upcoming maintenance activity on the unit.
8. Drop down for more information about reported problems.
9. Use to access the printer problem report form and does not require selecting the printer category and name.

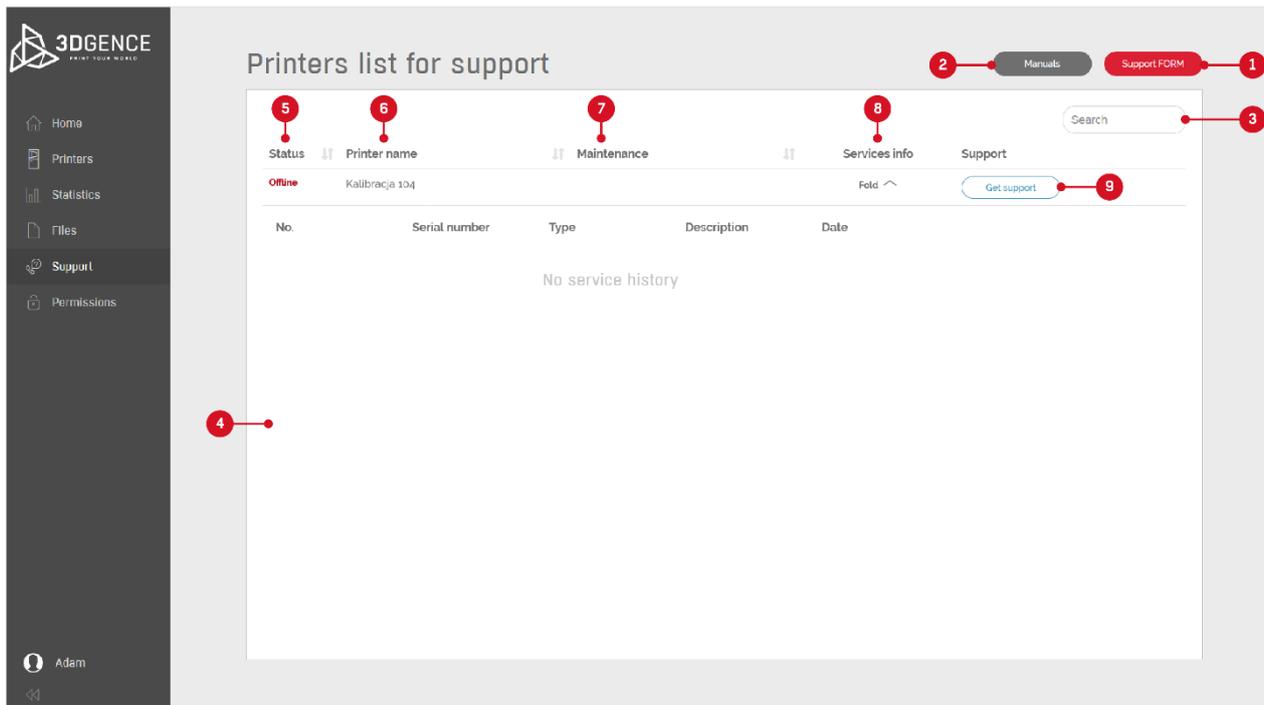


Fig. 17 Help category

### 5.1. Service request

Select the “report problem” button in the “help” tab access the problem report form (fig. 18). Selecting a button next to the printer allows you to report a printer problem and does not require you to select a printer category or name. Select the button at the top of the tab to access the general form, where you can choose the category of the reported problem, e.g. printer, print module, material, 3DGence SLICER 4.0, 3DGence CLOUD or other.

1. Reported problem category.
2. Printer for which the problem is reported.
3. Use to generate a printer report.
4. Title of the reported problem.
5. Description of the reported problem.
6. Use to add a file to the request.
7. Use this button to send a request to 3DGence.
8. Cancel request.
9. Use to save the prepared request to a device.

After sending the request the user will receive a confirmation e-mail. The request will be sent to 3DGence Technical Support, who will respond immediately and help to solve the problem.

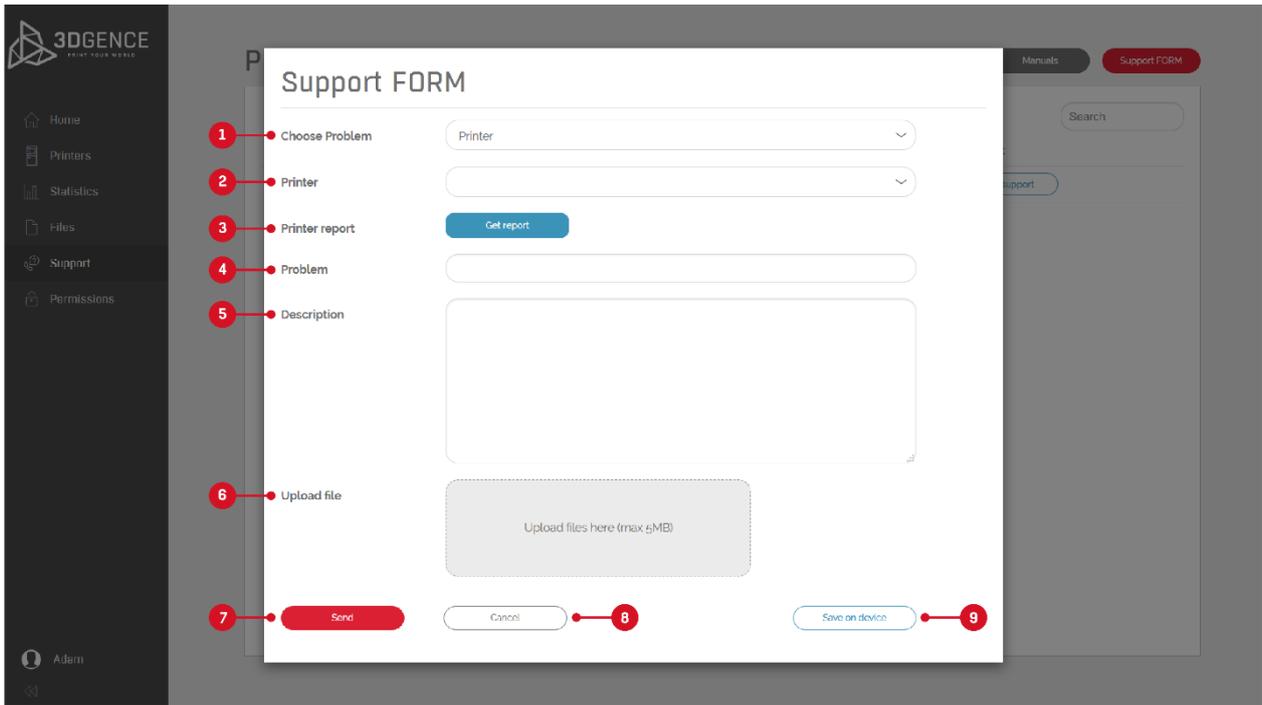


Fig. 18 Request submission form

## 6. PERMISSIONS

Permissions allow the organisation’s system administrator to restrict access to certain functionalities to selected users. The administrator can grant different permissions to each user. One user may have several permissions. In the first tab you can find information about the permissions granted to a logged-in user (Fig. 19).

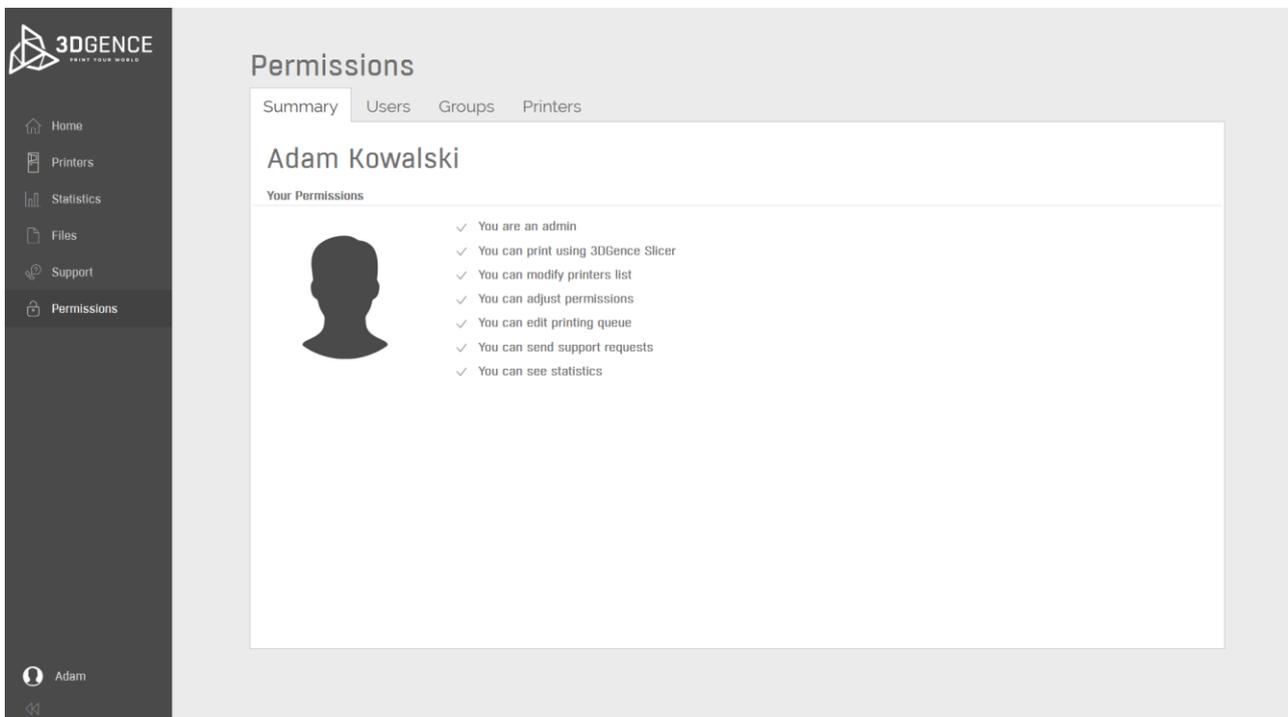


Fig. 19 Permission category – information

In the second tab you can see a list of users added by the administrator (Fig. 20, 21). In this tab the administrator can grant and change permissions to all users. After changing permissions, remember to save them.

1. Use this button to invite new users to use the platform.
2. Save changes.
3. First name of the user added.
4. Last name of the user added.
5. Last activity.
6. E-mail of the user added.
7. Status of the account of the added user. If the added user does not complete the registration, his/her account status will be inactive. After the registration is completed, the status changes to active.
8. Permissions granted. These permissions can be changed but remember to save them.
9. Block user – visible when you scroll the bottom bar. A blocked user cannot use the platform.
10. Use to delete the user preceded by a message – visible after scrolling the bottom bar.

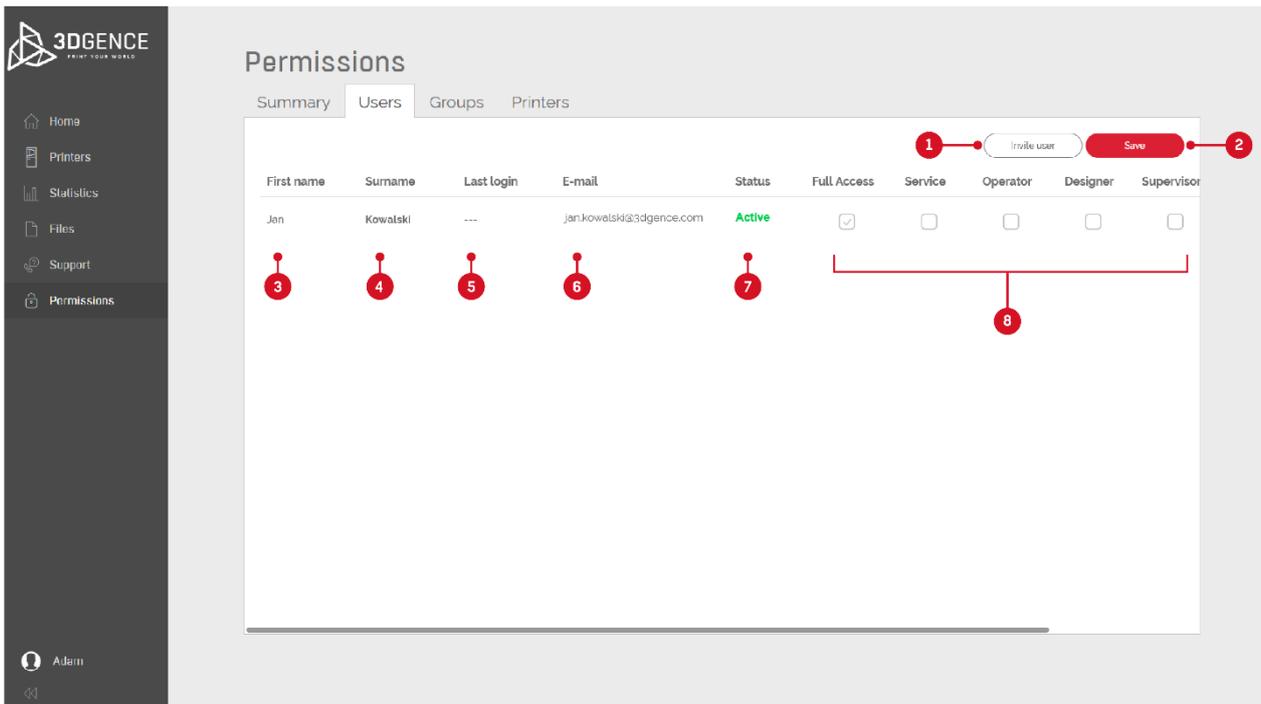


Fig. 20 Permission category – users (part 1)

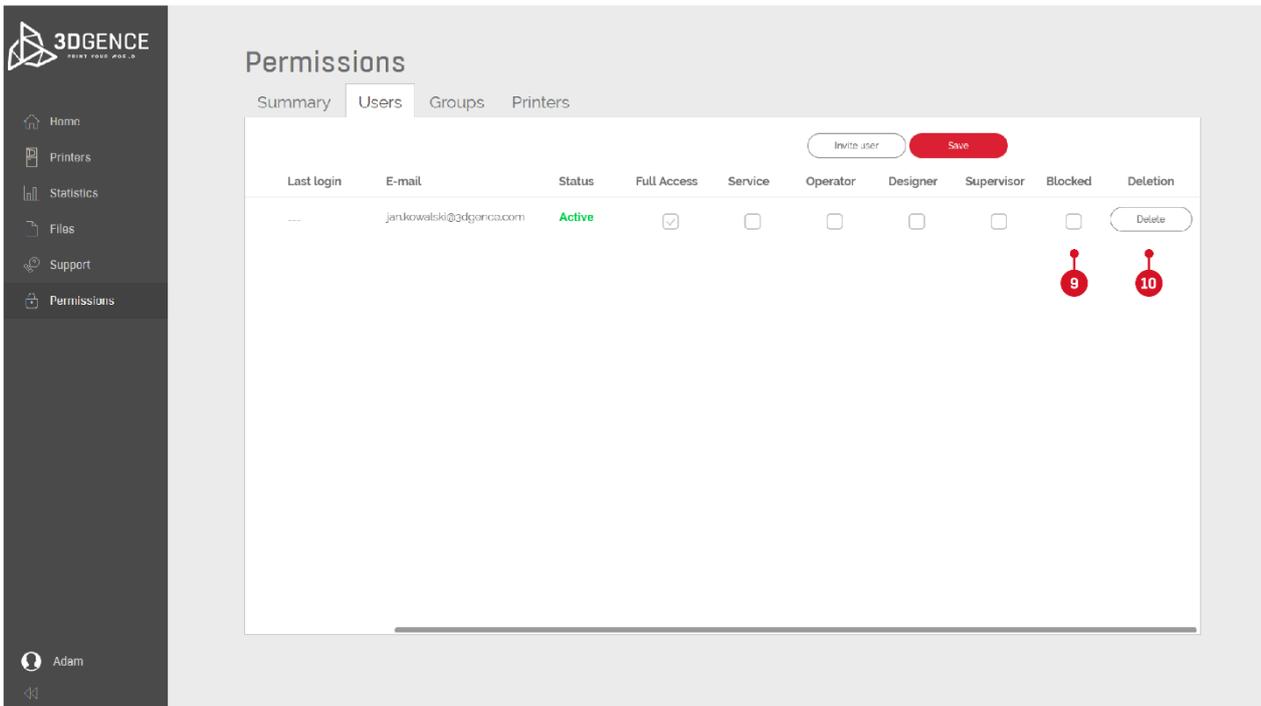


Fig. 21 Permission category – users (part 2)

In the third tab of the permission category there is a list of added groups (Fig. 22). Each user is assigned to at least one group by the administrator. The administrator can edit permissions for each group. All users assigned to a group have the same permissions. One user can be assigned to several groups simultaneously.

1. Use to add a new role / group (Fig. 23). After selecting this option, enter the name of the new group, its description and give the permissions that will be available to the group, and then select “add”.
2. Name of the role/group.
3. Description of the role/group.
4. The number of permissions granted to a role / group.
5. Number of users with a role (in a group).
6. Edit role / group (Fig. 24). When you select this option, you can change the group name, its description and permissions. From this level you can also delete the selected group.

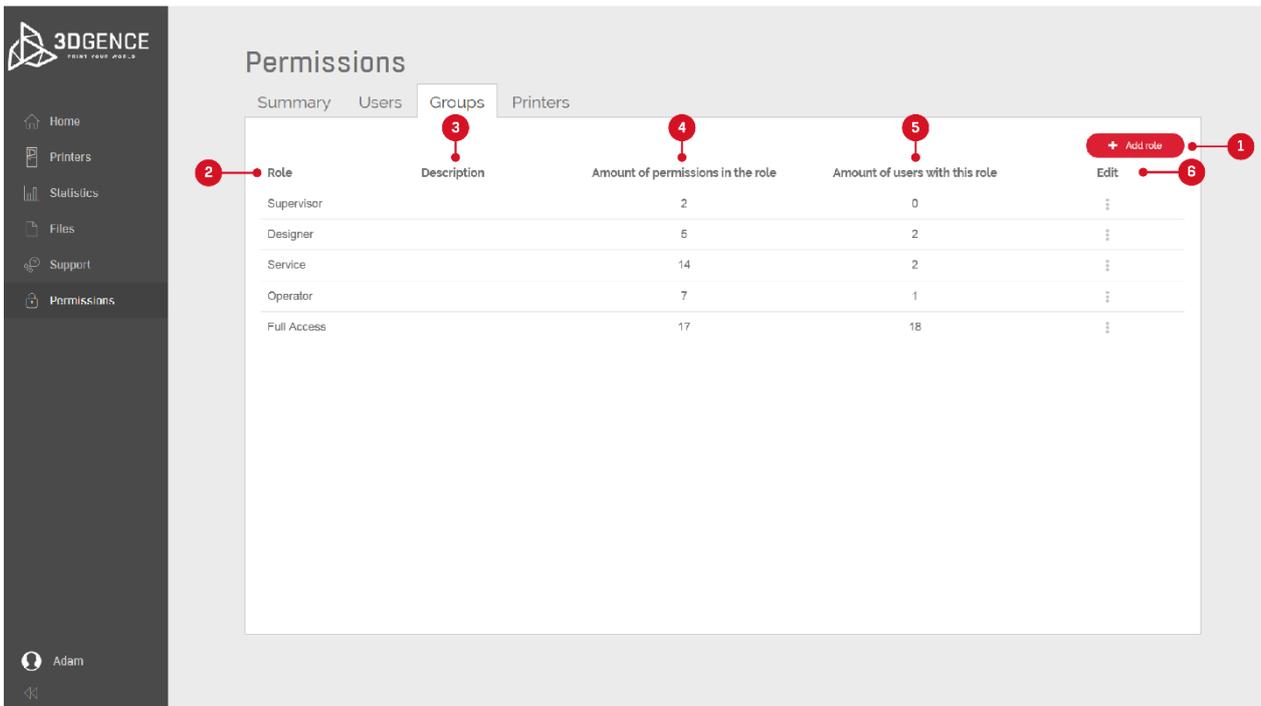


Fig. 22 Permission category – groups

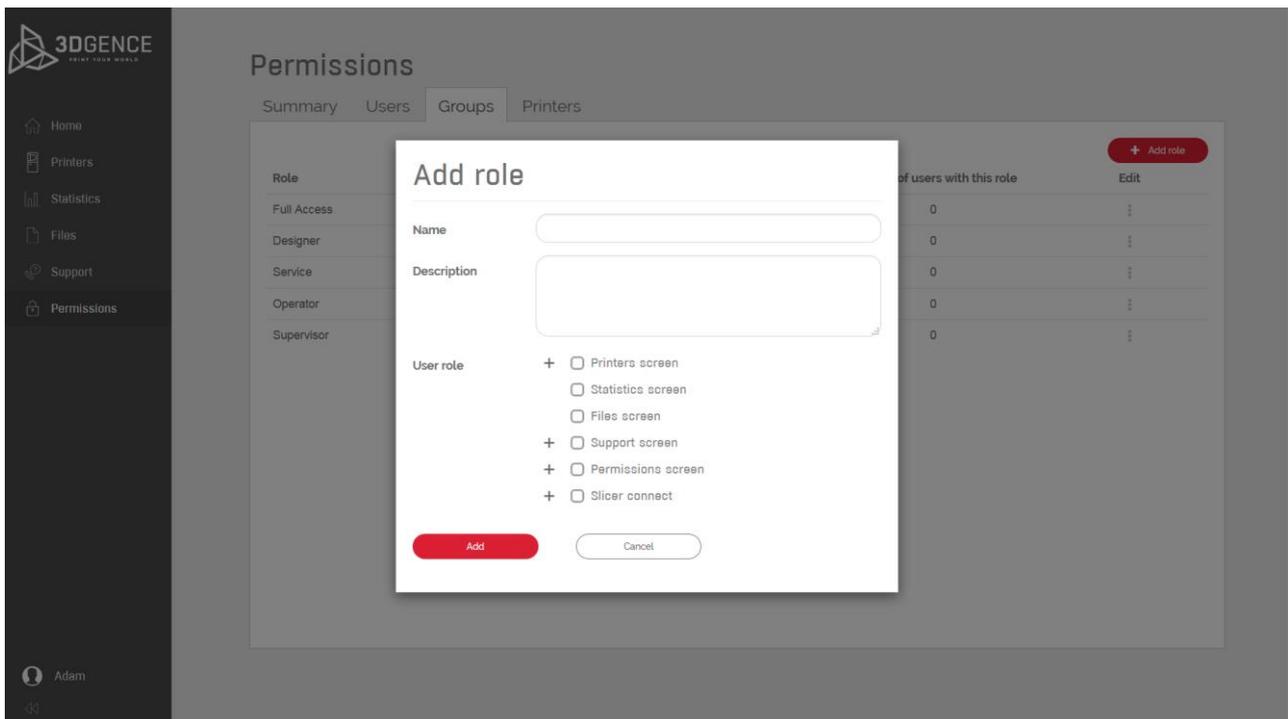


Fig. 23 Permission category – groups – add role

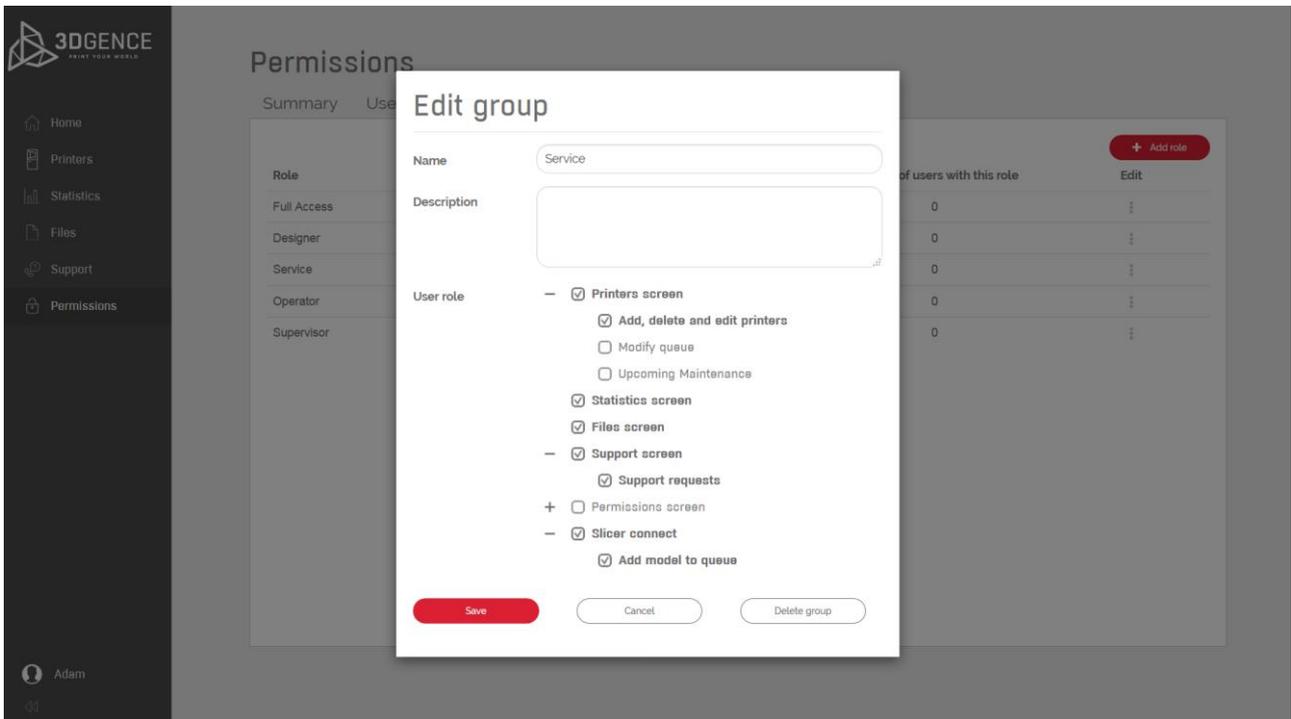


Fig. 24 Permission category – groups – edit group

Use the fourth tab of the permissions category to change the permissions for users with a given role (Fig. 25). After the change, remember to select “save”.

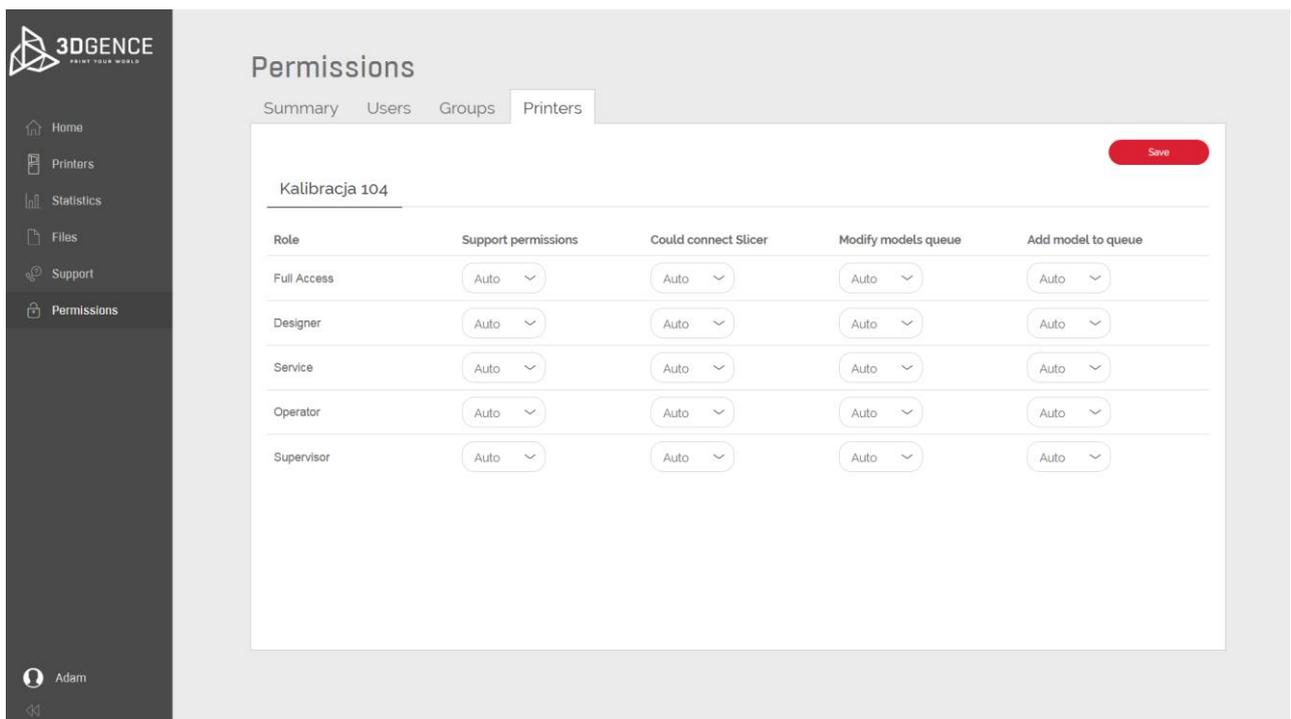


Fig. 25 Permission category – printers

## 7. USER ACCOUNT

Once you select the name in the left-side menu bar, a list is displayed where you can go through your account settings (Fig. 26).

1. Use this button to edit your profile details (Fig. 27).
2. Profile photo.

3. Use this to add or replace your photo (Fig. 28).
4. Username.
5. User's e-mail.
6. User's telephone number
7. Language of the platform.

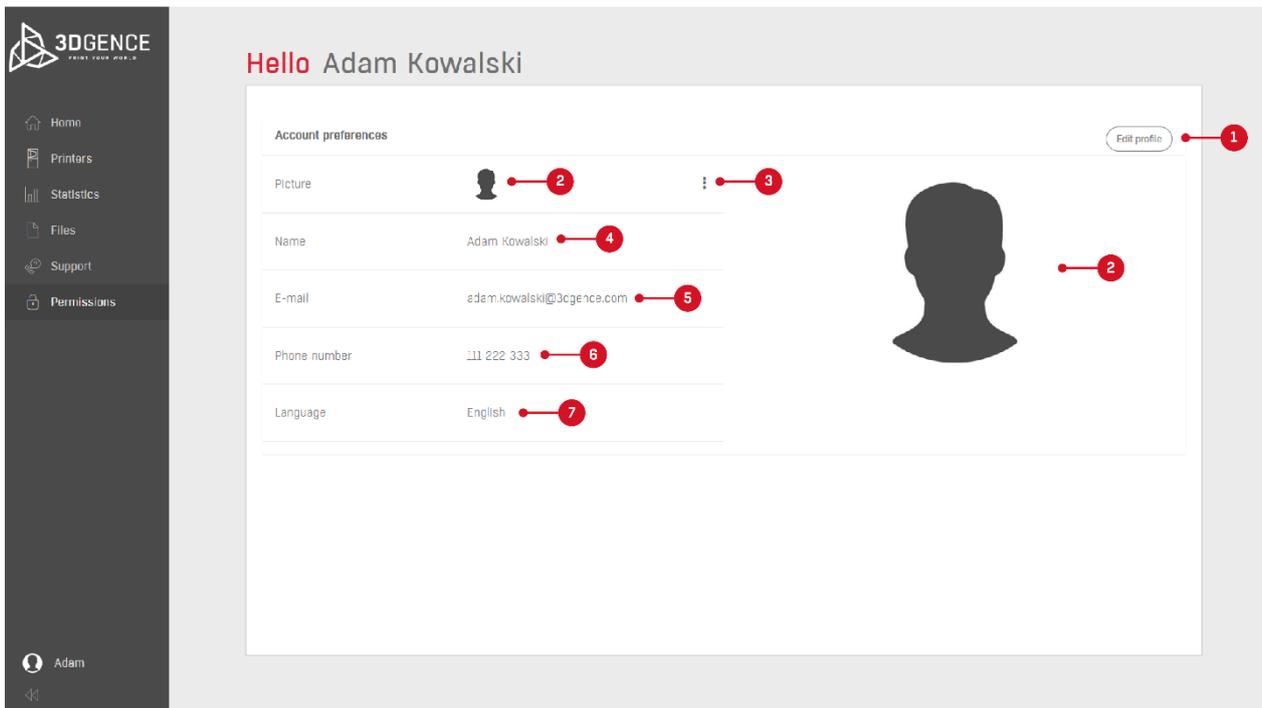


Fig. 26 User account

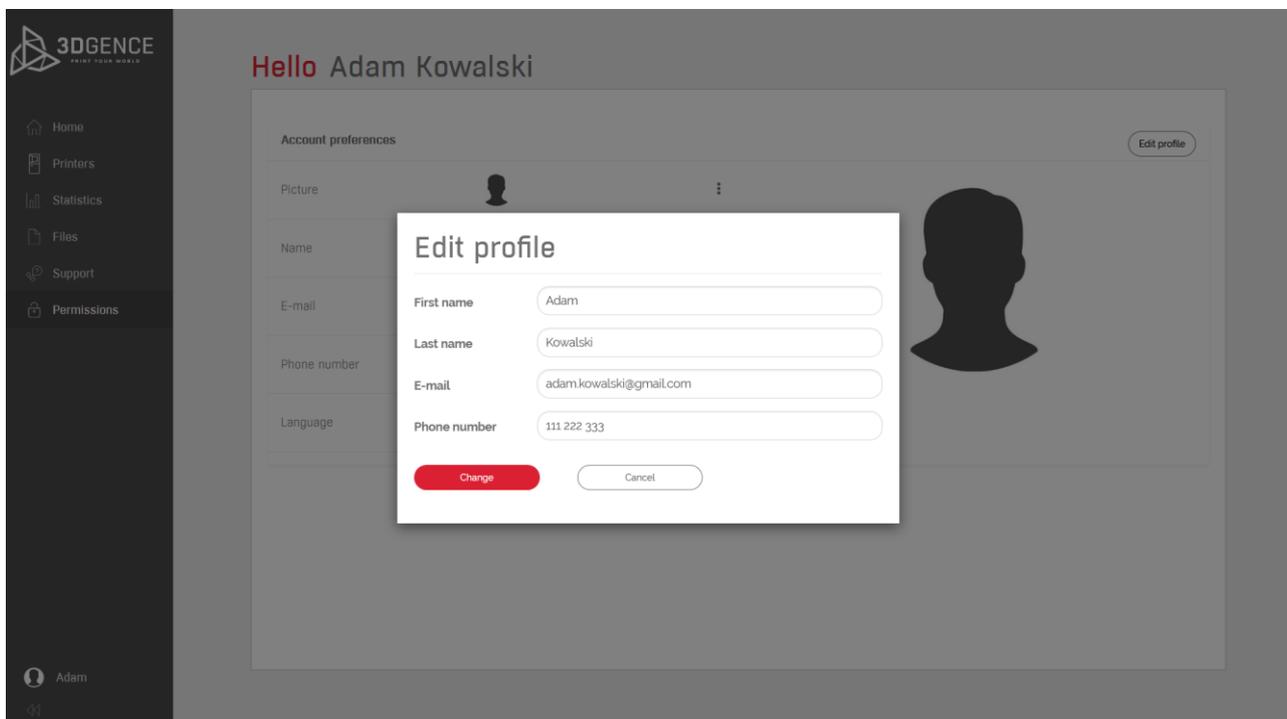


Fig. 27 Edit user account

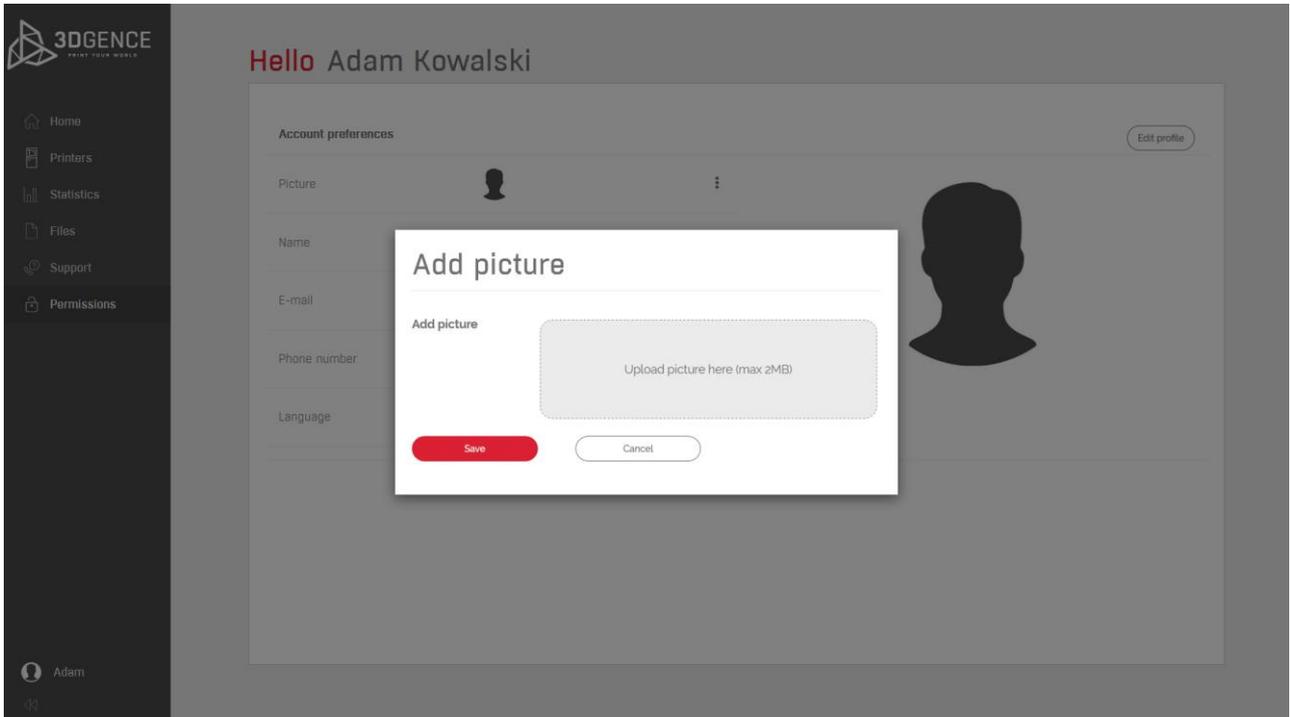


Fig. 28 Add a profile photo



**3DGence Sp. z o.o.**  
Przysowice Branch  
ul. Graniczna 66, 44-178 Przysowice  
+48 32 438 98 64  
support@3dgence.com