



# Fact Sheet **pcvisit BasicSupport PLUS**

pcvisit BasicSupport PLUS provides the easiest entrance into the world of online support and includes comfort functions. See everything on your customer's PC and lead them through the support session by remote control - just as if you were sitting together. Regular support tasks such as installing drivers and giving accurate codes or passwords are simplified greatly with the integrated file and clipboard contents transfer function.



**Provide support easily via the internet, your customers do not need to buy anything, install anything or have any special knowledge.**

## **Funktionen:**

- Showing, seeing and remote controlling functions
- 2 session participants
- Provide 1:1 support to any number of customers
- Pause function for the Guest
- Convenience function - Highly secure encrypted transfer of clipboard contents, files and folder
- Transfer of Windows 7 and Windows Vista UAC dialogues
- Screen zoom - full screen view also with different resolutions
- Automatic language detection based on Windows settings
- Available languages: DE, EN, NL, FR, ES, CA, IT, PT (others on request)
- Tooltip (user help function)
- Optimal compression method for narrow bandwidths

## **System requirements:**

- Pentium II, 500 MHz;  
recommended: Pentium III, 1 GHz
- 256 MB RAM; recommended: 512 MB RAM
- 20 MB hard disk space
- 56 Kbit modem; recommended: DSL connection
- Operating system: from Windows 2000

## **Security:**

- Use of the secure and authenticated pcvisit server connection
- Optional password protection for additional security
- Establish spontaneous connection, also through Firewalls/Proxyserver
- 128 bit BlowFish connection encryption
- Randomly generated connection number
- Modules authenticated by VeriSign code signing certificate

## **Price:**

- **pcvisit BasicSupport PLUS full licence:**  
€ 200.00 excl. VAT
- **additional session channel:**  
€ 200.00 excl. VAT