



## Instruction **pcvisit BasicSupport & pcvisit BasicSupport PLUS** version 30/08/2010

Online support for newcomers: **pcvisit BasicSupport** provides the easiest and most affordable entrance into the world of online support. See everything on your customer's PC and lead them through the support session by remote control - just as if you were sitting together.



Online support for newcomers DeLuxe: **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.



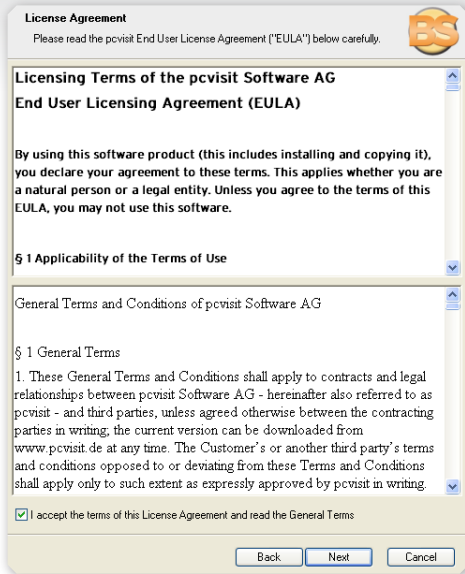
Regular support tasks such as installing drivers and giving accurate codes or passwords are simplified greatly with the integrated file and clipboard contents transfer function. The data is of course encoded, as with every pcvisit connection.

### Specification of service

- See your customer's screen and take remote control
- Provide 1:1 support to any number of customers
- Pause function for the Guest
- Functions through firewalls and proxy servers
- Highly secure encrypted transfer of clipboard contents, files and folder (🔒 **PLUS**)

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## 2. Installation

Unpack **pcvisit\_BasicSupport\_Setup.zip** and run the file **pcvisit\_BasicSupport\_Setup.exe**.

Click on **Next** and accept the licence agreement. If you do not want to accept it, choose Cancel. Continue to follow the instructions.

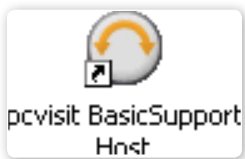
Click **Finish**.

## 3. First start as host

### 3.1 Specify settings and input licence key.

#### Using the host for the first time:

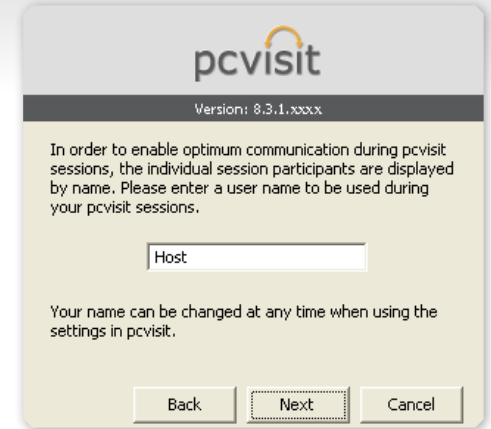
Start the pcvisit BasicSupport Host module after installation is complete by double clicking on the pcvisit Host icon on your desktop. After double clicking, the pcvisit software Welcome Screen will open.



### 3.2 Session name

Give yourself a session name:  
This should be a name that will inform your guests about who you are. You can change your session name at anytime.

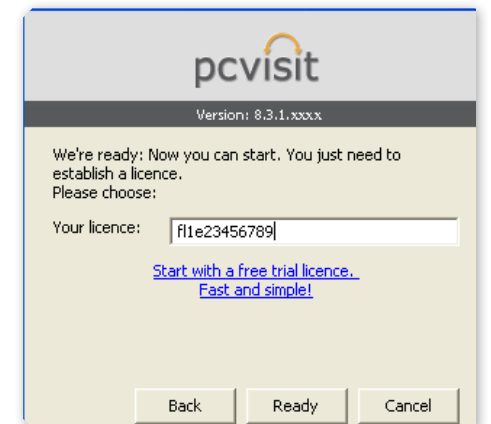
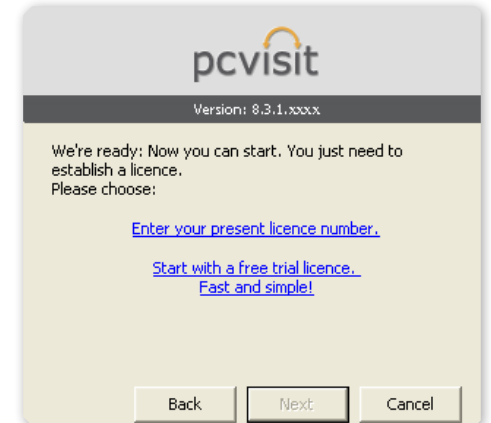
Click **Next**.



### 3.3 Licence

Open the licence input field by clicking on **Enter your present licence number**.

Input your licence key and click **Ready**.  
The pcvisit module start screen will open, ready for you to begin your first session.





## 4. Establishing a connection

### 4.1 Starting the Host module

Open the Host module by double clicking on the pcvisit BasicSupport Host icon on your desktop.

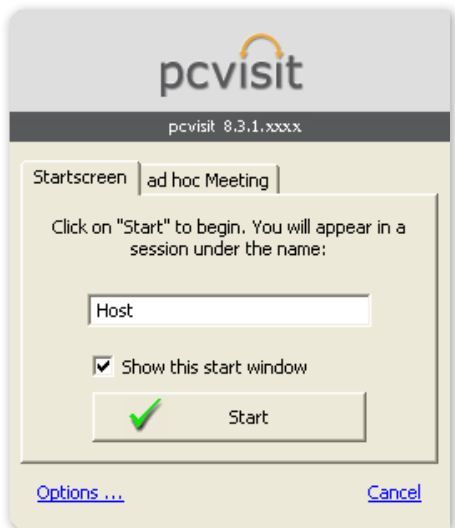
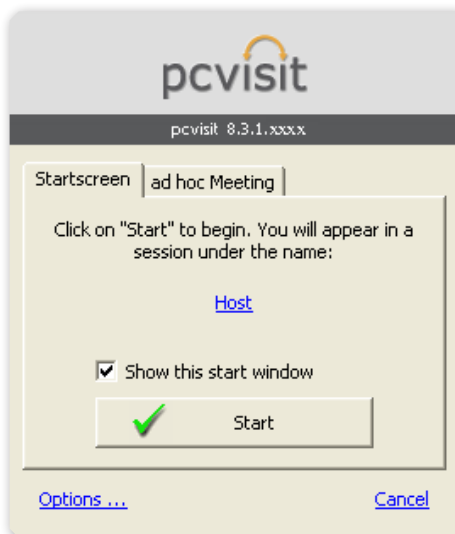
If you are using the Combi Module, please note that the Host tab is active

#### Start a pcvisit session without password:

On the start screen, you can change the session name that you will appear as during a session.

Click on your preset session name to open the input field. Make your change then click on **Start**.

Your session will begin without a password.



#### Start a pcvisit session with password (for additional security):

Click on **Options** on the start screen to open the **Configuration** window.

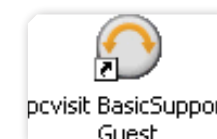
Within the Host module, you can either enter your own password for your session, or generate one by clicking on **generate**.

Click **Start**.



The 8 digit Session ID is shown at the top of the Host module. Communicate this number to your session partner and the session will begin as soon as they input it into the Guest module.

If a password has been set for a pcvisit session, this will also need to be communicated to your session partner and then input by them.





## 4.2 Starting the Guest module

Open the pcvisit Guest module by either double clicking on the desktop icon, or by opening pcvisit\_BasicSupport\_Gast.exe at [www.startsupport.de](http://www.startsupport.de). The pcvisit Guest module does not need to be installed.

Input the 8 digit Session ID (which has been communicated by the host) into the Guest module start screen.

Click **Start** to join the session..

If desired, you can change the session name by which you will appear during a meeting. Click on the preset meeting name to open the input field.

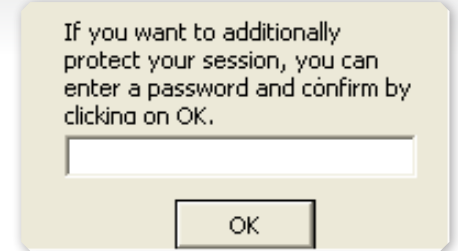
Make your change and then click **Start**.




## pcvisit session with password

If a password has been assigned for the pcvisit session, input the password when prompted. You should have received the password from the Host.

Click **OK**.

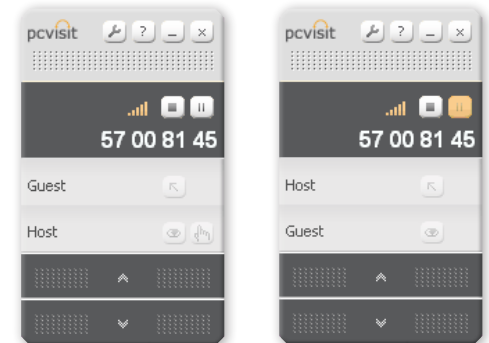


The connection has been established if the module shows the session names of the participants.

 You can view the session names in their entirety by moving your cursor over the names of the participants displayed in the module.

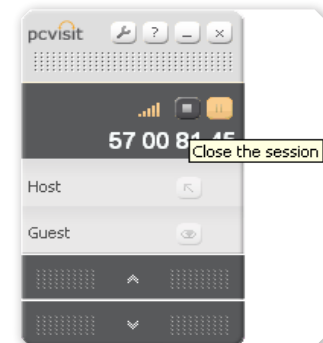
Host module

Guest module



## 4.3 Ending the connection


Click on the **End Session** button (grey square) above the connection number.




## 5. Functions

### 5.1 Line of vision

With these buttons you can set or change the line of vision during a session.


 = Show:  
If you want to show your sessionpartner your screen, click the arrow button next to your session name.

 = View:  
If you want to see one of your session partners screens, request this by clicking on the eye icon next to the session name.

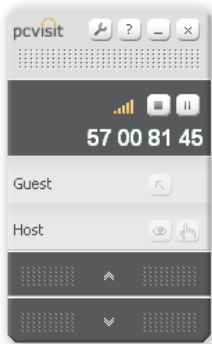
Your session partner will receive your request in a special window and can then release his screen for viewing. If desired he can grant you remote control authorisation.

### 5.2 Pause function

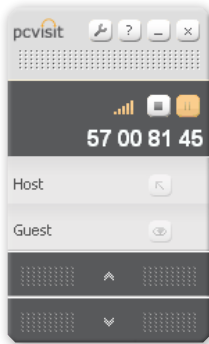
During the pcvisit BasicSupport session, the Guest's screen is made visible to the Host. It is possible for the Guest to "freeze" the screen view temporarily (to briefly check a file or to make notes in a confidential document, for example).

 = Pause  
To activate, click on the **Pause** button. Your session partner will only be able to see the last state of your screen from this moment on. You can return to live view by clicking on the **Pause** button again.

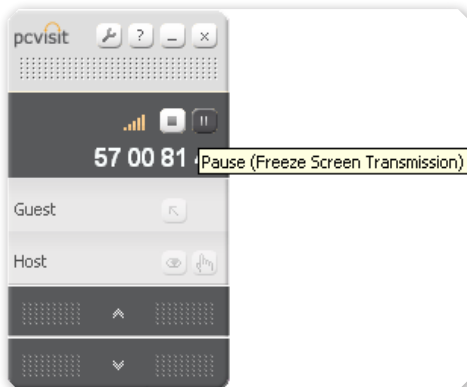
Guest shows



Host views




Your session partner asks you to show your screen. Click "Yes" to allow this or "No" if you do not want to show your screen. While showing your screen you can allow your session partner



### 5.3 Remote control

To allow remote control of your computer by your session partner, click on the hand button next to the session name of the participant (hand button clicked = remote control active).

Remote control rights can be withdrawn at any time by clicking on the hand button again (or by pressing F12).

 Alle Anwendungen werden während einer pcvisit Sitzung übertragen und können bei Erteilung der Fernsteuerung auch ferngesteuert werden. Achten Sie darauf, dass Sie nur Anwendungen öffnen die Sie Ihrem Sitzungspartner zeigen möchten.

### 5.4 Fold-down menu

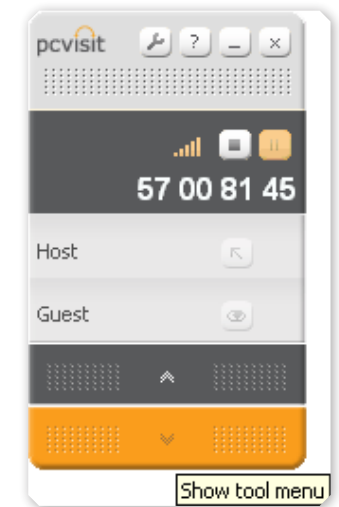
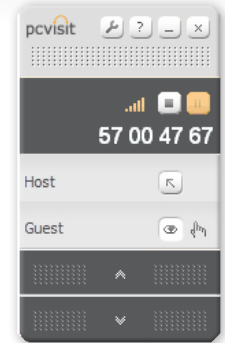
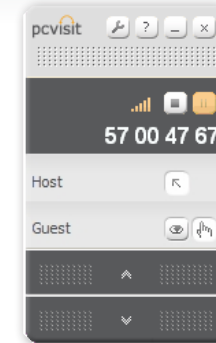
In order to use other functions click on the arrow on the lower bar of your module.

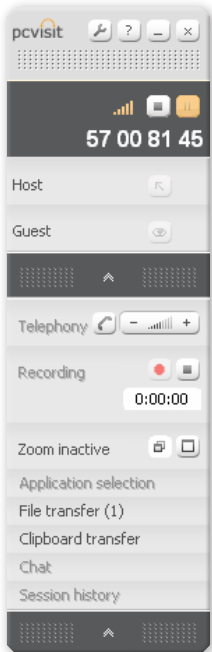
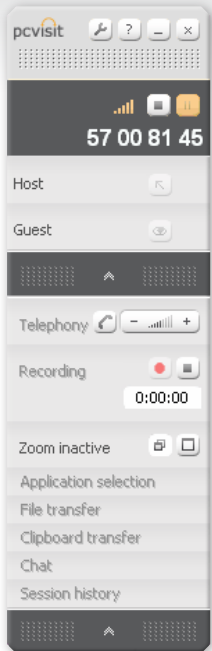
You can close the fold-down menu by clicking on the arrow again (thereby reducing the size of the module). If the fold-down menu flashes, then files/folders or clipboard copies are available to you for download.

 Some functions on the pcvisit BasicSupport module have been deactivated and appear greyed out. If you are interested in the additional functions contact our Sales team on Tel: +49 (0) 6023/ 94 33 - 0 or send us an email to [sales@pcvisit.de](mailto:sales@pcvisit.de). We will gladly discuss alternative options and advantages of the single functionalities with you.

Host has given remote control

Guest has remote control on host





## 5.5 Full screen / Screen zoom

The screen zoom settings serve to optimize the way the transmitted screen is displayed on your monitor.

**Full screen:** Adapted scaled representation.

**Original screen:** Corresponds to the original screen size of the screen being shown.

Your currently activated view is indicated by the button appearing "pushed". To change the screen view, select the other inactivate button.

## 5.6 File transfer PLUS

Exchange files or folders with your pcvisit session partner.

### Make files available:


Select the function **Files** in the fold-down menu. The **Tool box** window will open. Click on **Upload** and add the desired files. You can also drag-and-drop files or folders into the module.

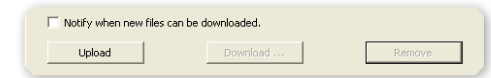
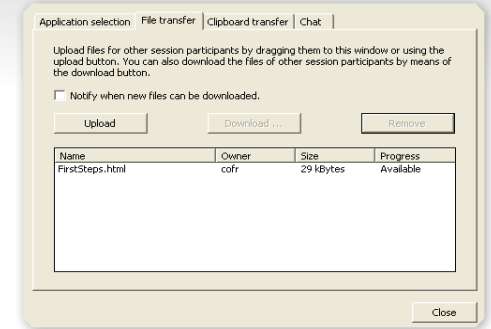
Your session participant will be alerted by flashing on their module, as well as the number of files/folders that are ready for collection. These can be downloaded immediately or later during the session.

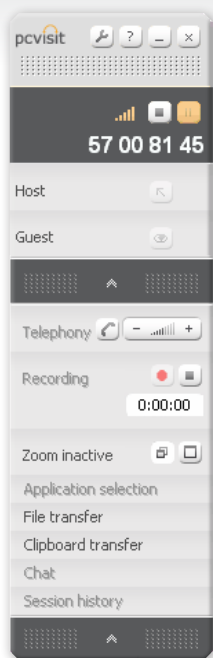
### Receiving files:

Click on **Files**, and the Tool box window will open. Mark the files or folders shown in the new window and click on **Download**. Select a destination for the files or folders and then click on **Save**.

By activating **Notify when new files can be downloaded**, you will receive a notification in a separate window when new files/folders are ready for collection.

 Should you have accidentally transferred a wrong file or folder, simply select it and click on the **Remove** button.





## 5.7 Clipboard transfer PLUS

Transfer (formatted) text, screenshots etc. to session participants.

### Transfer clipboard contents with the default setting:

#### Transfer clipboard contents:

Select in the fold-down menu the **Clipboard** function and the **Tool box** window will open. Mark the desired text or object and copy this to your clipboard (Ctrl+C or right mouse button +Copy). Click on **Upload**.

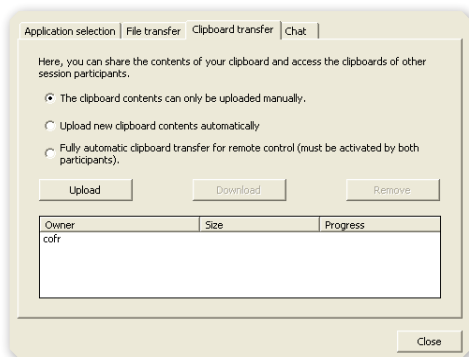
Your session partner will be alerted that a copy from the clipboard is ready for the collection by flashing on their module.

#### Collect clipboard contents:

Click on **Clipboard** on your module to open the **Tool box** window, then mark the items displayed that you want to collect and click on **Download**. Select a destination for the content and then insert it (Ctrl+V or right mouse button+Paste).

You can also manually change the settings for the transfer of copies from the clipboard:

**Manually:** Copies of the clipboard are uploaded manually by clicking on the Upload button and are received by clicking the Download button (default setting, recommended for high security).



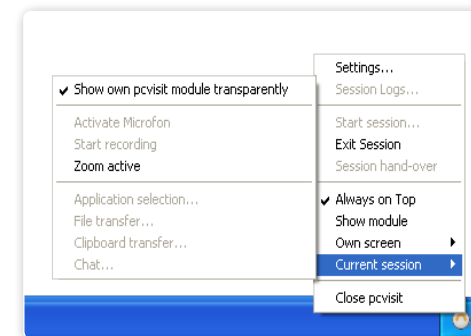
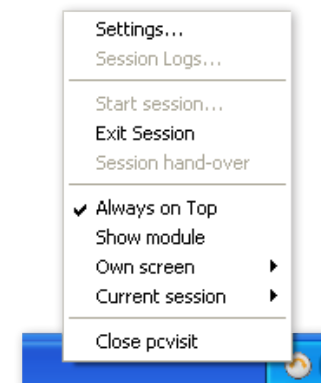
**Automatically:** Copies of the clipboard are uploaded to session participants automatically.

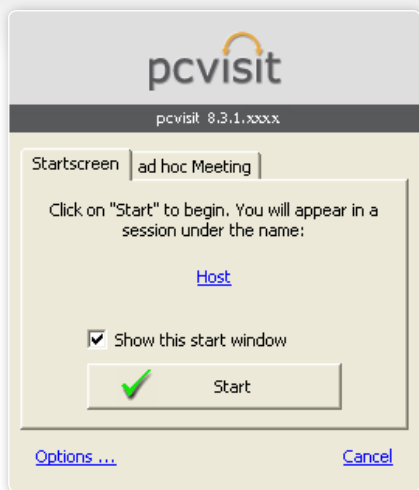
**Fully automatic:** Copies of the clipboard are automatically released when the window is changed. Remote control must be activated and all session participants must have this option selected.

## 5.8 pcvisit symbol on task bar (system tray)

After starting pcvisit, a pcvisit symbol (tray icon) will appear on the task bar (in the system tray). During a session you can minimize the pcvisit module by clicking on the Minimize button on your module.

pcvisit BasicSupport functions are also available to you in the minimized view. Click with the right mouse button on the pcvisit icon and select with the cursor the desired function. By double clicking on the pcvisit symbol in the task bar you can open the module view on your desktop at any time.





## 6. Configurations

### 6.1 Settings menu

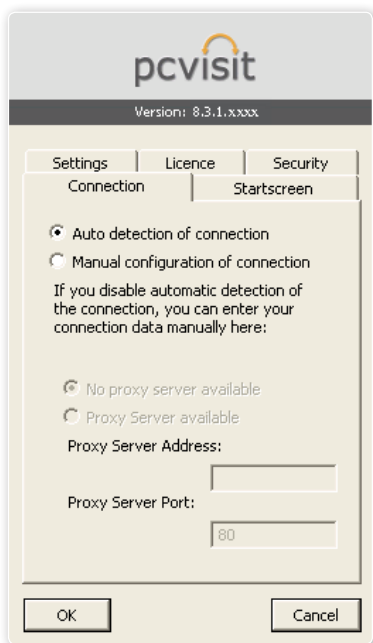
You reach the settings menu through the pcvisit module or via the start screen.

#### Via the module:

Click on the  **Wrench** button.

#### Via the start screen:

Click on **Options**.



### 5.2 Connection

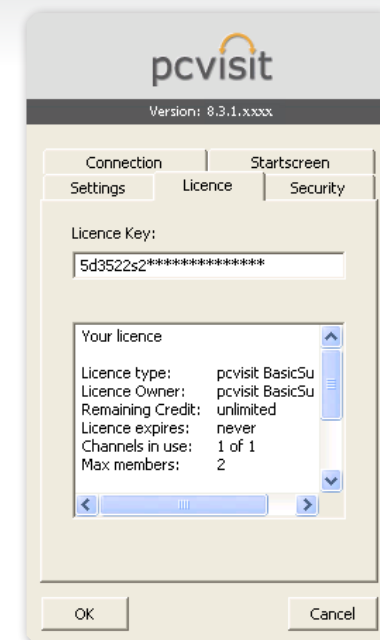
The default is set to Auto connection. It is also possible to manually configure a connection whereby Proxy Server Address and Proxy Server Port information is adjustable.

### 5.3 Licence

You can substitute your current licence key for a new one in the configuration menu under the Licence tab. Input your licence key in the licence key field and click **OK**.



Before inputting a new licence key, make sure that you have saved your old licence key (email, print out etc.) as it will be overwritten by the new one.



### 5.4 Security

#### Security status checks:

You can check the security of the connection to the pcvisit server and the authenticity of the pcvisit module here any time.

