

**pcvisit EasySupport** assists the online support of your enterprise. This simple and streamlined software offers all the functions you need for support via the internet. Worldwide, independent of location and operational within seconds.



Securely see, show and remotely control PC screen contents - without your customer needing to buy anything, install anything or have any special knowledge.

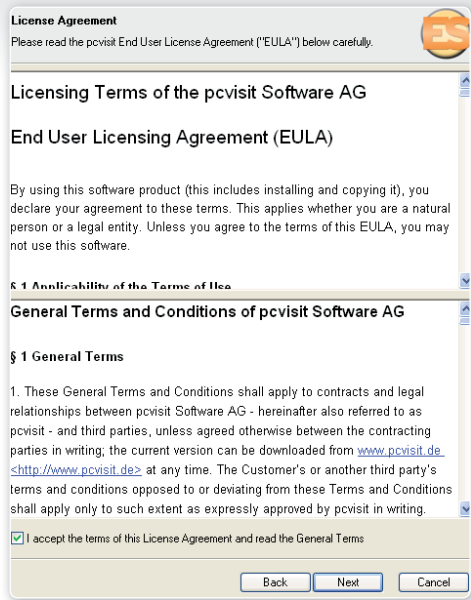
**System requirements:**

- Pentium II, 500 MHz; recommended: Pentium III, 1 GHz
- 128 MB RAM; recommended: 256 MB RAM
- 5 MB hard disk space
- 56 Kbit modem; recommended: Broadband connection
- Operating system from Windows 98 SE and Windows NT SP 6a and above

These minimum requirements ensure the operability of the software. The speed of functionality could be restricted by a system with a lower hardware configuration.

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## 1. Installation

Unpack pcvisit\_EasySupport\_Setup.zip and run the file pcvisit\_EasySupport\_Setup.exe.

Click on **Next** and accept the license agreement. If you do not want to accept it, choose **Cancel**.

Continue to follow the instructions.

Click **Finish**.



## 2. First start with Host module

### 2.1 Specify settings and input licence key.

#### Before your first pcvisit session:

Start the pcvisit EasySupport Host module after installation is complete by double clicking on the pcvisit EasySupport Host icon on your desktop.

### 2.2 Session name

Give yourself a session name: This should be a name that will inform your Guests about who you are (e.g. your name or your company's name).

It is possible to change your session name for every new session. Please see section 3.1 for more information.

Click **Next**.



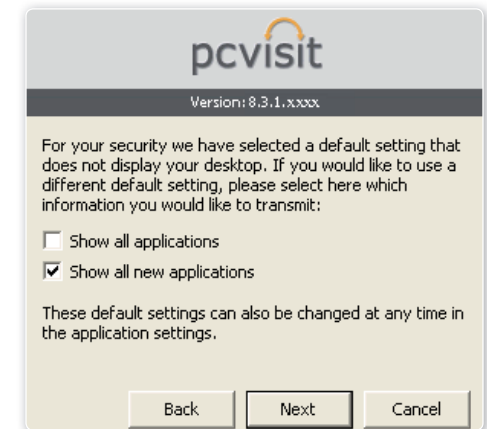
### 2.3 Application selection

Choose settings for window selection:

Choose which applications and windows to allow your session partner to see during a pcvisit session.

By default **Show all new applications is selected**, while **Show all applications** is not. With the setting **Show all new applications**, the desktop and taskbar will not be shown to your session partner, but currently open applications and also those started later will be. You can change this selection by placing a tick in the relevant tick box (multiple choice possible).

Click **Next**.

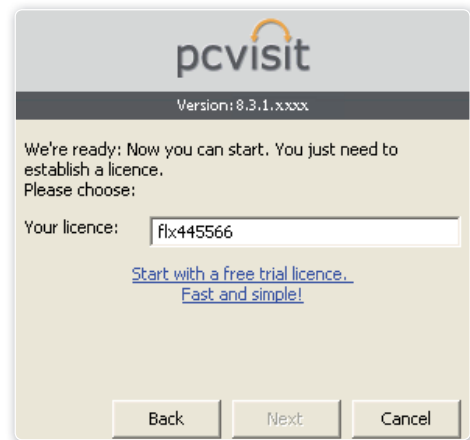
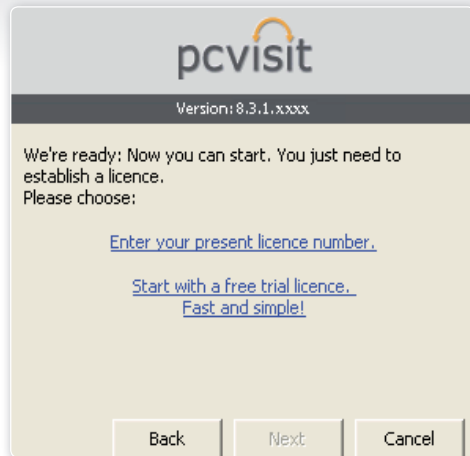


## 2.4 License

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

Input your license key and click **Ready.**

The pcvisit EasySupport Host module start screen will open and you are now ready for your first pcvisit session.



## 3. Establishing connections

### 3.1 Starting the Host module

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

#### Start a pcvisit session without password:

If desired, you can change the name with which you will appear during a session here. Open the input field by clicking on your preset **session name** and then make your change.

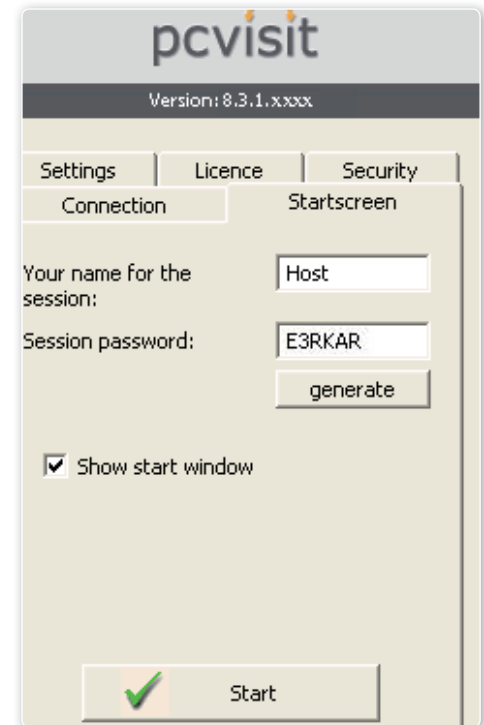
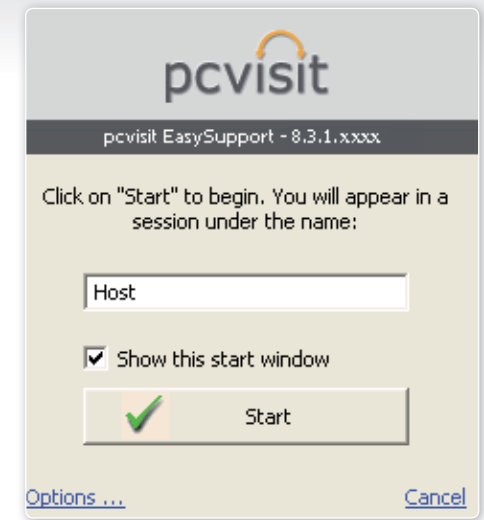
Click **Start** and your session will begin without a password.

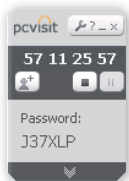
#### Start a pcvisit session with password (for additional security):

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

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

Click **Start**.

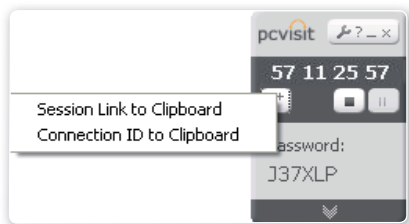




The 8 digit Session ID is shown at the top of the Host module. Communicate this number to your session partner and ask them to open the Guest module. After this, your Guest will need to enter the Session ID on the start screen. Once it is confirmed, your pcvisit session can begin.

### 3.2 Passing on the Session ID:

By clicking on the Session Invitation button (on the left of the module) you can copy the Session ID or Session Link to the clipboard and then send it to your session participants, by email for example. This method allows you to invite a Guest to a pcvisit EasySupport meeting quickly and simply.



- The Guest should then copy the number (from the email or instant messenger for example) and paste it to the **startscreen** of their pcvisit Guest module.
- By clicking on the sent Session Link, your Guest will be connected to the pcvisit session directly (without needing to enter the Session ID).

Note: You have to communicate for each new session the new session ID or Session Link to your session partner. The session ID of previous session aren't valid. When a password has been set for a pcvisit session, give both the Session ID and the password to your session partner.

### 3.3 Starting the Guest module

The Guest module can be started by double clicking on the pcvisit EasySupport Guest module icon on the desktop.



The pcvisit Guest module does not need to be installed. Input the 8 digit session ID, which has been sent by the Host, into the start screen and then click **Start** to join the session.

If the Host has sent an invitation, the Guest can either click on the session link in the email, or input the session ID into the **startscreen** of the Guest module.

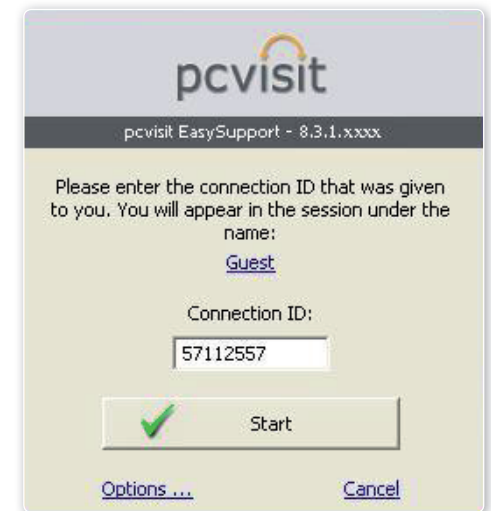
If desired, you can change the session name by which you will appear during a session. Open the input field by clicking in the Your name for the session field. Make your change and then click on Start.

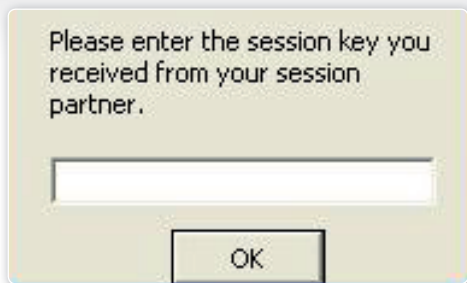
Note: Guests can download the Guest module from [www.startsupport.de](http://www.startsupport.de).

#### Three-way pcvisit session:

Up to three session participants can take part in a single pcvisit EasySupport session. You can either begin a three-way session with three participants or the third Guest can join the session at a later time.

Connection to a session as the third member is the same as with the first Guest (the same session ID and password).





### pcvisit session with password:

If a password was set for the pcvisit session, ask your Guest to input the password when prompted and then click OK. The Guest should receive the session password from the Host.

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

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



### 3.4 End connection

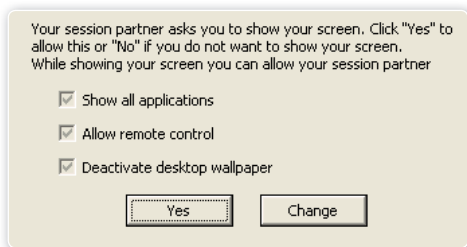
To end the session, click on the **Close the session** button below the connection number.

## 4. Functions

### 4.1 Line of vision

Usually the Host will automatically request remote control rights from the beginning of a pcvisit EasySupport session. The Guest will receive a separate window upon entering a session where permission must be granted in order to give remote control rights to the Host.

If your Guest would like to limit what is shown, they can do so accordingly by clicking on the **Change** button (tick = option active).



It is possible at any time during a session to limit the choice of transferred applications and programs through the window selection function on the Guest module.


Furthermore, your Guest can break off the transfer of applications and programs at any time by using the **Stop** button and therefore putting the session into a „safe“ mode. As a result the waiting screen will appear to all session participants.

With these buttons you can change the line of vision during a session:

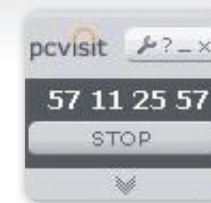
 = Show:

If you would like to show your screen to your Guest, activate the Arrow button beside your session name (Arrow button orange = showing active).

Note: This function is only available on the Host module.

 = See:

If you would like to see the screen of your Guest, request this by clicking on the Eye button beside the session name of the Guest (Eye button orange = seeing active).



Host shows



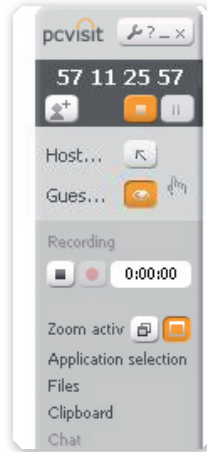
Guest shows



Host has given remote control



Guest has remote control on Host



## 4.2 Remote control

Usually the Host will automatically request remote control rights from the beginning of a pcvisit EasySupport session. The Guest will receive a separate window upon entering a session where permission must be given in order to give remote control rights to the Host.

If you would like remote access rights of your Guest's computer, click on the **Eye** (beside the meeting name of the Guest) to ask for permission to view their screen. Your Guest will receive your request in a separate window.

Now the Guest can give you permission to view all applications and program windows, give you remote access and choose to deactivate the desktop background view. A change of this choice is possible by clicking on the **Change** button (tick = for option active).

You have remote access if the **Hand** button beside the session name of your Guest is shown as active.

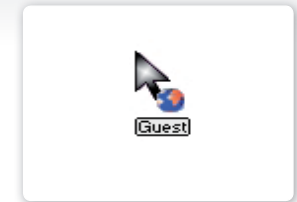
Your Guest can remove the rights at any time by clicking on the **Stop** button on the module.

Note: Once remote control rights are granted, only those applications which have been selected to be displayed can be remotely controlled.

## 4.3 Pointer mouse

If you don't have remote control rights, you can draw attention to certain places of your session partner's screen with the pointer mouse.

Click the left mouse button at the desired place. As a result, your cursor (with your session name) will flash on the screen of the displayed session partner. By clicking the right mouse button, the cursor will become solid (a further click = cursor disappears).

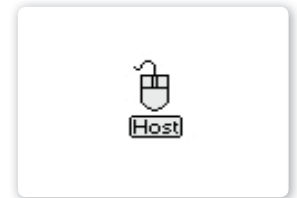


## 4.4 Status mouse

With the status mouse, assuming remote control rights have been granted, all session participants can see who is performing which function.

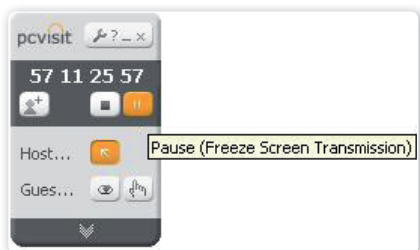
Beside the session name of the "active" participant, the personalised status mouse is made visible and shows, which mouse buttons are being used (left, middle or right) and which key combinations are being carried out (e.g. „Shift“, „Ctrl“, „Alt“).

Therefore, the other session members can understand every action performed.



#### 4.5 Pause function

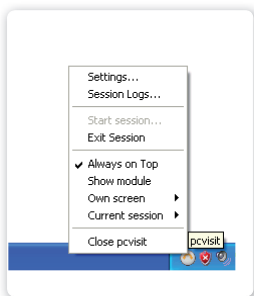
If the Host is sharing the contents of his screen during a session, it is possible for him to „freeze“ the screen view temporarily (to briefly check a confidential file or to make notes in a document, for example).



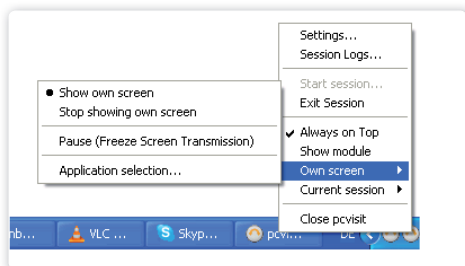
To freeze the screen, click on the **Pause** button (II-button orange = pause active). Your session participant will only be able to see the last state of your screen contents from this moment. You can restart by clicking on the **Pause** button again.

#### 4.6 pcvisit symbol on taskbar (system tray)

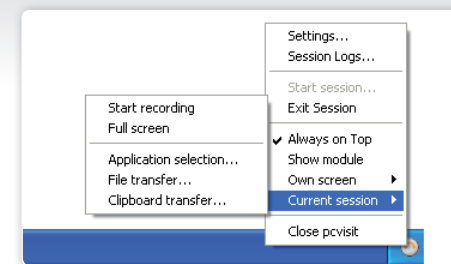
After starting pcvisit, a pcvisit symbol (tray icon) is added to your taskbar (in the system tray). In order to hide the pcvisit module from the desktop during a session, click the **Minimize** button on your module.



All pcvisit functions (apart from remote access) are still available to you in the minimized state by clicking on the pcvisit icon with the right mouse button and selecting the desired function.



By double clicking on the symbol on your taskbar, you can maximize the module at any time.



### 5. Additional functions

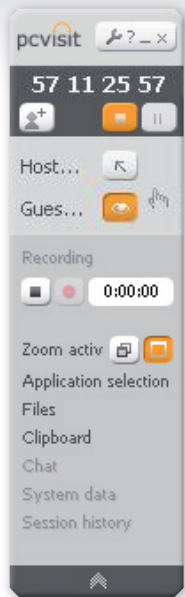
#### 5.1 Fold-down menu

In order to use other functions such as recording, zoom, application selection etc, 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.



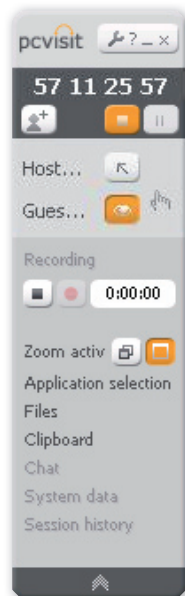
### 5.2 Screen zoom / Full screen

By setting the screen view, the shown screen is optimized for your screen.

**Full screen:** Adapted scaled representation.

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

The current setting is indicated (button orange = function active). To change the screen view, click on the other inactivate button.



### 5.3 Application selection

Click on **Application selection** in the fold-down menu. A **Tool box** window will open with the **Application selection** tab active. From here you can select which applications on your computer can be visible to your session partner during the pcvisit session.

By default **Show all new applications** is ticked, while **Show all applications** is not. With the setting **Show all new applications**, all currently open applications as well as those opened during the session will be shown to your

session partner, but the desktop and taskbar will not. You can change this selection by placing a tick in the relevant tick box (multiple choice possible).

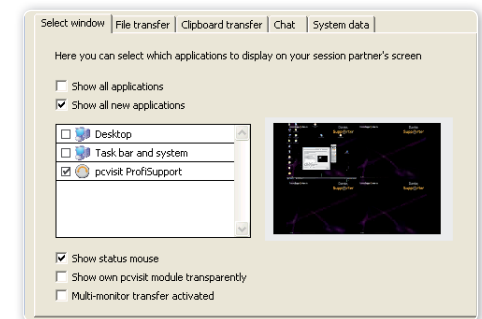
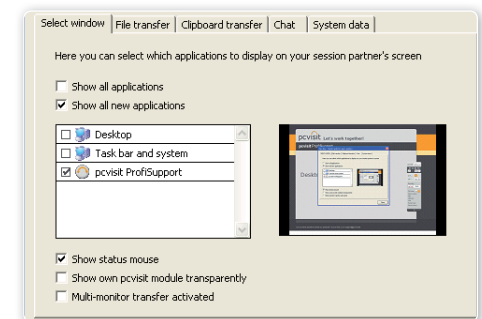
Note: It is also possible to show or hide single applications without having to use the Application selection. Click with the right mouse button on the title bar of an open application and choose between Show this application or Hide this application. Jointly, you must ensure that the application is deselected in the Application selection menu. Only applications which are visible can be remotely controlled.

**Preview monitor:** The preview monitor, to the right in the window, shows you a small copy of your screen. You can see which applications are shown to your session participants. This feature lets you check your settings at any time: Hidden applications are only displayed in outlined format, while visible windows are shown completely.

**Multi-Monitor-Support:** pcvisit ProfiSupport enable to transmit up to 4 monitors. The session partner which shows his screen, can select if the primary monitor is shown or every monitor.

These configurations can be select on select window in the fold-down menu. If Multi-Monitor-Support is ticked, all monitors will be transmitted.

If the tick for Multi-Monitor-Support fails, the primary monitor will be transmitted.



## 5.5 File transfer

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.

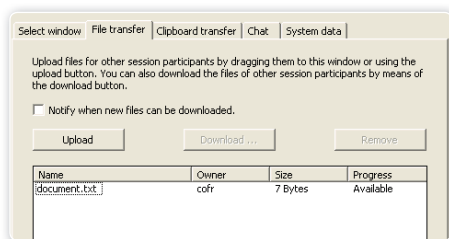
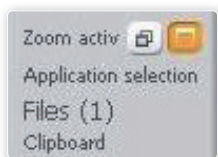
Your session participant will be alerted by flashing on their module, as well as the number of files/folders that are ready for collection. These can be downloaded immediately or later during the meeting.

### 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.

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



## 5.6 Transfer clipboard contents

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**.

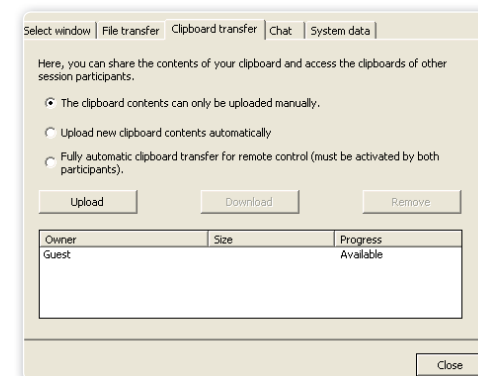
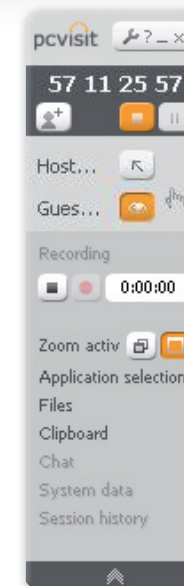
Your session partner will be alerted that a copy from the clipboard is ready for the collection by flashing on their module.

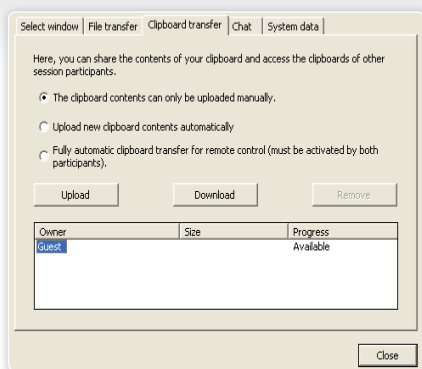
#### Collect clipboard contents:

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.

## 6. Configurations

### 6.1 Settings menu

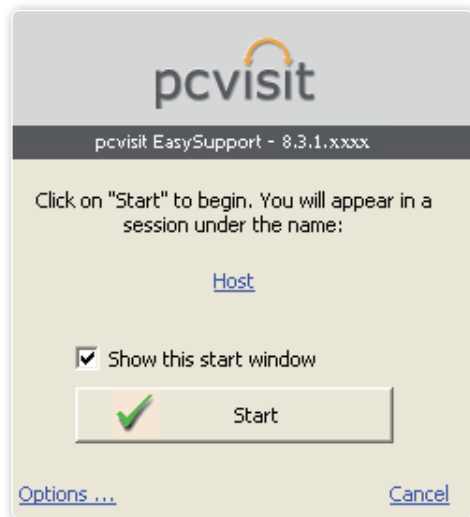
You reach the settings menu through the pcvisit module or via the start screen:

**Via the module:**

Click on the **Wrench** button.

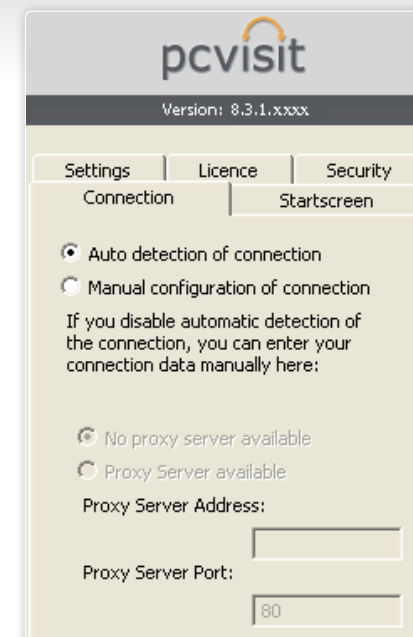
**Via the start screen:**

Click on **Options**.



### 6.2 Connection

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

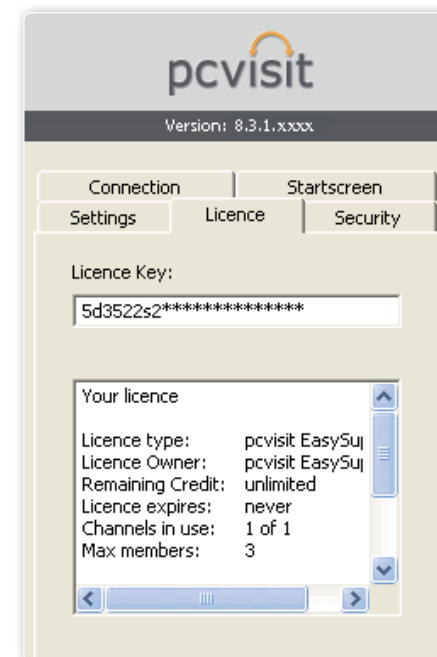


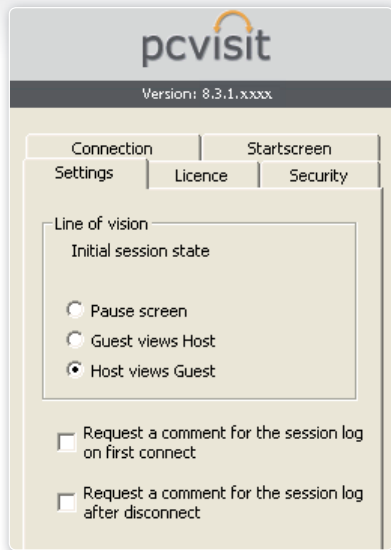
### 6.3 Licence

You can substitute your current licence key for a new one.

You can input your new licence key here. Input your licence key in the licence key field and click **OK**.

Note: 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.





## 6.4 Settings

### Initial line of vision when a pcvisit session begins:

**Pause screen:** At the beginning of a session, all participants will see the pcvisit pause screen.

### Guest views Host:

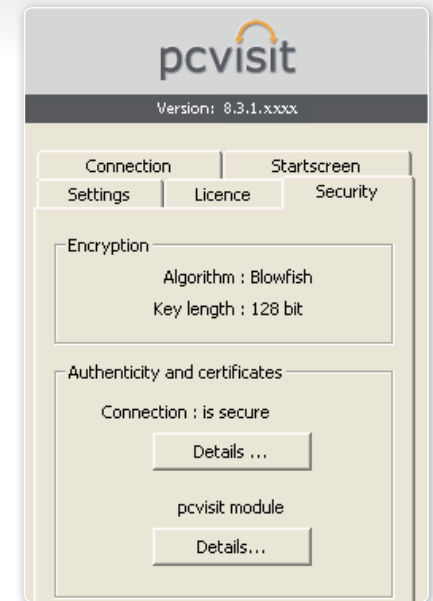
The Guest will see the screen of the Host.

### Host sees Guest:

The Host will see the screen of the Guest as soon as the Guest has confirmed the release of his/her screen (default setting).

## 6.5 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.



## 6.6 Start screen

Here you can change the session name by which you will appear during a session. Overwrite the existing name with your new name.

As Host you can set a personalised password for your meeting under this tab, or click on Generate to create a random one .

Place or remove the tick to choose if you want the start screen to appear before the beginning of every new session.

Click on Start and your meeting will begin.

