



## Instruction **pcvisit EasySupport 10.0**

version from: 04.11.2010

### Simple and smart online support

pcvisit EasySupport 10.0 is specifically tailored to the application of profession online support.

This slimline solution offers you all of the necessary functionality to provide professional technical support, without any waste or gimmicks - with innovative remote functions and excellent usability.



**Support your customers via the internet - just as if you were sitting at your customer's PC.**

### Specification of service

- Showing, seeing and remote controlling functions
- Highly secure encrypted transfer of clipboard contents, files and folder
- Invitation function via session link
- Remote Comfort Functions
  - Remote UAC
  - Remote Restart
  - Remote User Account Change
- Uninterrupted support through reconnection mechanisms

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## 1. About pcvisit EasySupport 10.0

**pcvisit EasySupport 10.0 0** is a professional online support software tool for remote maintenance. It allows you to examine the screen contents of your customers and, with the new Remote Comfort Functions, you can carry out support on your customers PCs after receiving access to their computer - all without installation. Now account changes and reboots are possible without anybody needing to be on-site with the customer. Not only will you save on travel expenses and time, you will also be in a situation to provide a worldwide support service via the internet.

Benefit for your technical support	Your financial benefits
<ul style="list-style-type: none"> <li>• Online support in real time</li> <li>• Short response time</li> <li>• Fast diagnosis and fault elimination</li> <li>• Flexibility in providing support services</li> <li>• Supporter is fully independent of location</li> </ul>	<ul style="list-style-type: none"> <li>• Short payback periods</li> <li>• Increase in customer satisfaction</li> <li>• Efficient use of your qualified staff</li> <li>• Minimized investment risk</li> <li>• Own connection server possible</li> </ul>

### How does it work?

- Open Host Module and send session ID to pcvisit guest via Invitation function
- Enter the session ID on the Guest Module and click on start support
- All pcvisit session participants are shown in the participant list and the pcvisit session can begin

### Systemvoraussetzungen:

- 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/Broad-band connection
- Operating system: from Windows 2000

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

## User conventions

These instructions are directed at users of pcvisit EasySupport 10.0. There are quick instructions on numerous subjects for experienced users, as well as detailed descriptions for new users. Each step is numbered so that you can follow every action.

### Quick start

1. Start Host module
2. Follow the instructions of the wizard
3. Input the licence number and click **Ready**

### Reading tips

Here you can find the meanings of the buttons and mark-ups which are used in the pcvisit instructions.

### Icons



Advices for using



Tips for efficient working

### Special highlighting

#### Options

clickable elements, like button or files

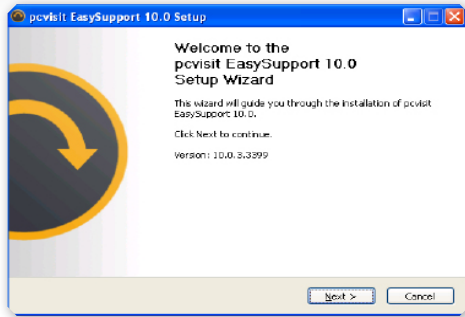
your data

surface inscription like tabs etc.



You can enlarge and reduce pictures and graphics within the PDF document by using the plus and minus buttons or the percent slider.

## 2. Installation



### Quick start

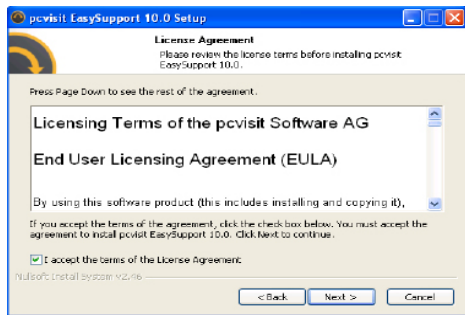
1. File **pcvisit\_EasySupport\_10\_Setup.zip** save & unpack
2. Follow the set-up wizard instructions
3. Complete the setup by clicking **Finish**

Unpack **pcvisit\_EasySupport\_10\_Setup.zip** and run the file **pcvisit\_EasySupport\_10\_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**.



## 3. First start with Host module

### Quick start

1. Start the Host module
2. Follow the installation wizard instructions
3. Enter the licence number and click **Finish**

### 3.1 Specify settings and input licence key



#### Before your first pcvisit session:

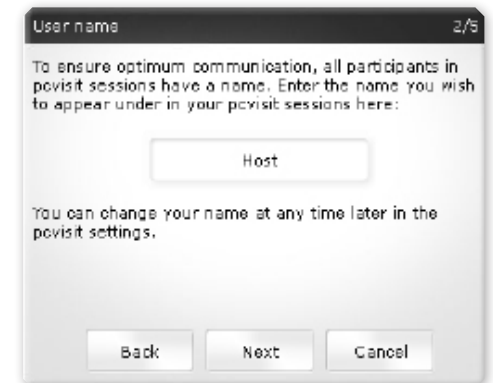
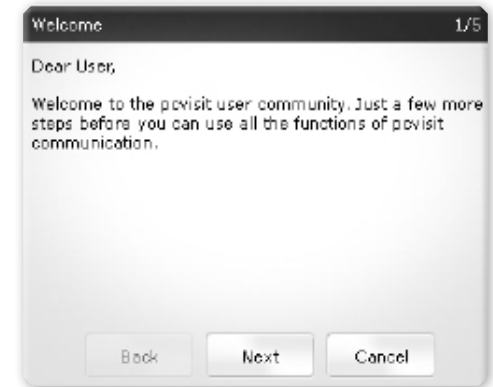
Start the pcvisit EasySupport 10.0 Host module after installation is complete by double clicking on the pcvisit EasySupport 10.0 Host icon on your desktop. Afterwards the startscreen of the pcvisit software opens itself.

### 3.2 User Name

Set your user name:  
Enter a name under which you would like to appear when leading a pcvisit session.

Click **Next..**

 You can change it at any time under the Your data tab in the  **Settings menu**.





### 3.3 Display options - Window selection

Change Window selection settings. Choose which applications and windows your session partner can see during a pcvisit session..

Defaults activated: Display all newly opened applications and Show all.

Click **Next**.



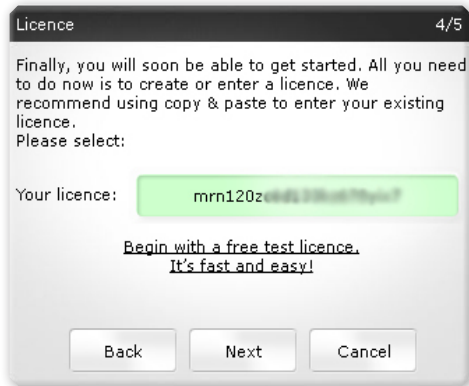
### 3.4 Licence

Open the licence input field by clicking on **Enter your existing licence key..**

Enter your licence key and click **Next..**

The start screen of the pcvisit module will open and is ready for your first pcvisit session.

★ You can copy your current licence key by the keyboard short-cut CTRL+C and insert it in to the field with CTRL+V, thus avoiding potential typing errors.



## 4. Establishing a connection

### 4.1 Start Host Module

#### Quick start

1. Open Host Module
2. Select a session mode and then start
3. Connection number is displayed
4. Pass on session ID to other session participants

Open the Host Module with the **pcvisit EasySupport 10.0** Host icon on your desktop. The start screen will open.

#### • Start a session

Choose between the Support and Show buttons. By selecting Support, the pcvisit session will begin in Support mode, i.e. with the line of sight towards the pcvisit guest.

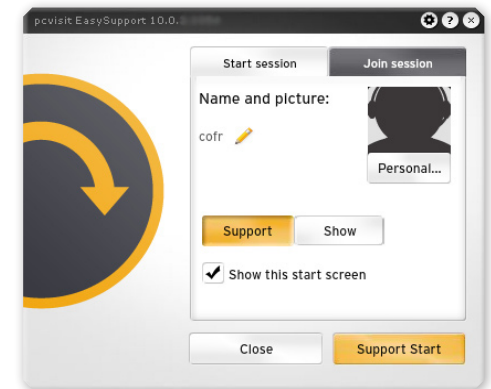
Click **Support Start** to begin the pcvisit session.

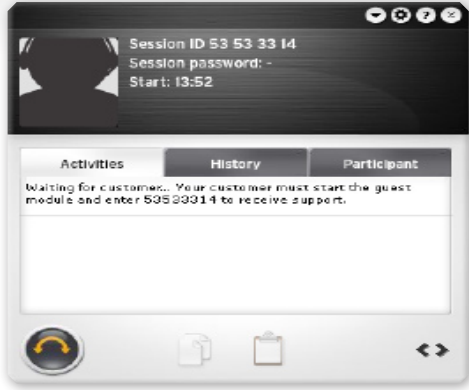
With Show, the session begins with the line of sight towards the pcvisit host.

💡 You can make changes to a pcvisit guest's support settings under the tab Support activity in the **Settings menu**. See section 5.2 for more details.

#### • Join session

With Join session you can take part in a pcvisit session as a 2nd host (expert mode). Enter the pcvisit session ID which has been sent to you and click **Join**.



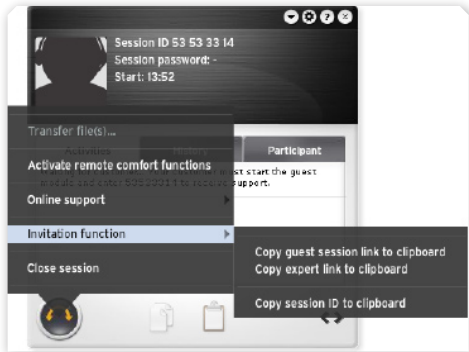


On the Host Module, the pcvisit session ID, password (if set) and the start time of the current session are shown.

#### 4.2 Passing on the session ID

Pass on the session ID or session link to your session partners via email for example. This is a quick and easy way to invite session participants to a pcvisit session.

You can do this through the pcvisit Comfort button and then selecting one of the methods for passing on the session ID found under **Invitation function**.



Copy guest session link to clipboard: by clicking on the link, the pcvisit Guest Module will be downloaded automatically and a connection to the current session will be made.

Copy expert link to clipboard: This allows the host of a pcvisit session to invite a 2nd host as an additional expert to a session. The Host module will be downloaded automatically and a connection to the current session will be made.

Copy session ID to clipboard: The guest can copy the session ID (from a messenger or email for example) and paste it on the start screen of the pcvisit Guest Module.

★ Note that for every new session started, the new session ID/session link will need to be passed on to your session partners. Session IDs from sessions that have already finished are no longer valid.

For a pcvisit session with password, pass on the password to your session partner so that they can join the session. More information about assigning passwords can be found under point 7.2.

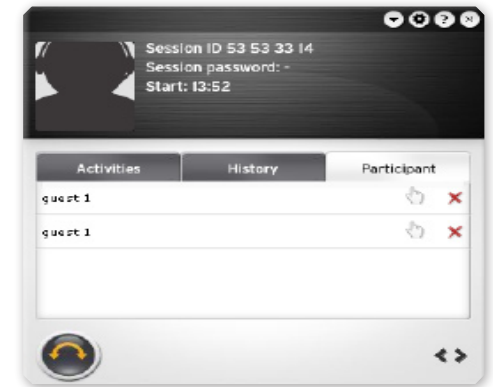
- **Three-way pcvisit session**

Usually, up to three session participants can take part in a pcvisit EasySupport 10.0 session. The host has the possibility to either support two pcvisit guests in a session or invite another host.

★ Do you need more session participants? We would be happy to discuss it with you. You can contact us at [vertrieb@pcvisit.de](mailto:vertrieb@pcvisit.de) or on +49 (0) 6023/94 33 0.

The session can either start with all three participants in attendance, or a third session participant can join at a later time. A session is established when the first session participant joins (matching session ID and password).

💡 Under the Participant tab on the Host Module you will find a list of all pcvisit session participants, allowing you to keep an overview.



### 4.3 Start Guest Module

To join a pcvisit session you have two possibilities.

- **Accept session link:**

Click on the session link that you have received from a pcvisit session host. The guest module will be downloaded and you will be automatically connected with the current session.


- **Enter session ID:**

Open the Guest Module by either double clicking on the pcvisit Guest icon on the desktop or downloading it from [www.startsupport.de](http://www.startsupport.de). The pcvisit Guest Module does not require installation.

On the start screen of the Guest Module, enter the 8-figure session ID that has been given.

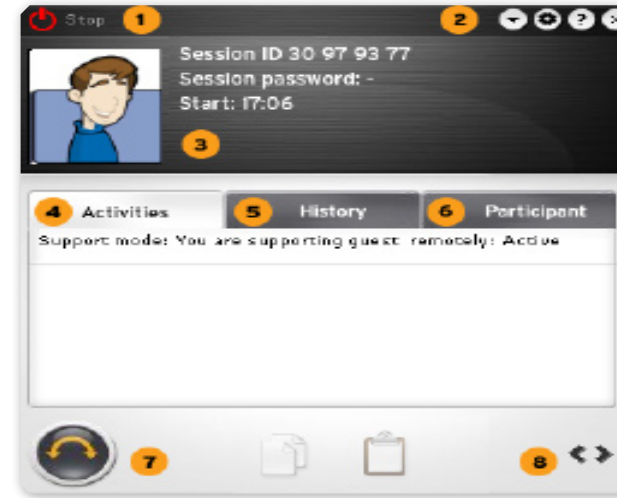
Click on **Start Support** to join the session.

The session will be established and you will receive a pop up box before support can be given. Click **Yes** and your session begins.

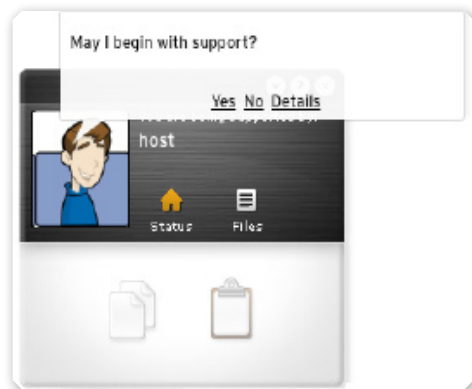
 If desired, you can change the session name by which you appear during a session. Click on the session name field and make your change, then click Start Support.

## 5. Functions

### 5.1 Overview of the Host Module



1. Stop button - Stop showing host's screen
2. Title bar - buttons: Minimise, Settings, Help, Close
3. Session information area - information about the current session
4. Activities - record of session activity, e.g. file transfer
5. History - chronological record of all session activity
6. Participant - list of all session guests
7. pcvisit Comfort button - gives access to pcvisit functions
8. Navigation arrows - switch between tabs



## 5.2 Support = Support mode

**Support** -the pcvisit session starts in support mode, i.e. with the line of sight on the pcvisit guest. The guest will receive support request from the host in the form of a pop up box. The host can decide under the **Settings menu** which options are made available in the pop up box.

- **Deactivate permission request**

The pcvisit session will start **without** the guest receiving a permission request from the supporter. The host is then able to use remote control and see functions immediately.

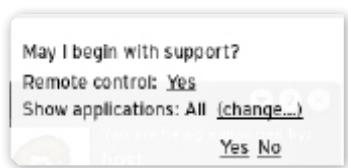
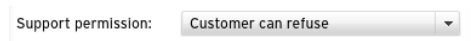
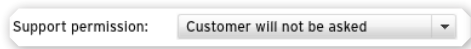
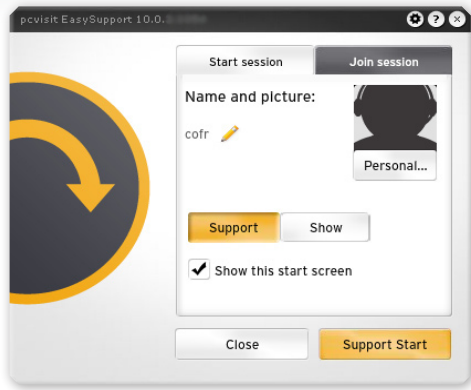
You can activate this by selecting Customer will not be asked under the Support permission option. This is found under the Support activity tab on the **Settings menu**.

★ This mode is ideal for a quick session start as the Host receives full support access immediately without needing to ask the guest.

- **Activate permission request**

Customer can refuse the guest will receive a pop up box with the options **Yes** and **No**. By clicking **Yes** the support session will begin with full support access granted (remote control & seeing).

By choosing **No** the host will not be given any support access, i.e. neither see nor remote control functions. The host will also receive an entry in his activity history.



★ This mode is suited to technically inexperienced guests by giving them one simple Yes/No choice.

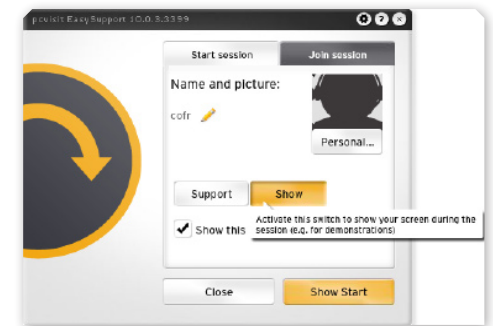
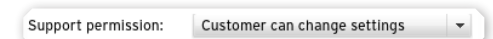
Select Customer can change settings and the Guest can see **Details** in the dialog box. By clicking on Details the Guest can select shown applications, monitor selection and remote control settings. Provided that the Guest has more than one monitor available, monitor selection means that the Guest define which monitor screen is displayed during the pcvisit session.

After the guest agrees to the permission request, the session will begin under the selected conditions. The host will receive appropriate commentary about the guest's settings under the Activity and History windows.

## 5.3 Show = presentation mode

If the host begins the pcvisit session in the presentation mode, the line of sight points towards the host, i.e. the host's screen contents is shown.

To do this, select **Show** on the start screen and then click on **Show Start**.



## 5.4 Pointer mouse



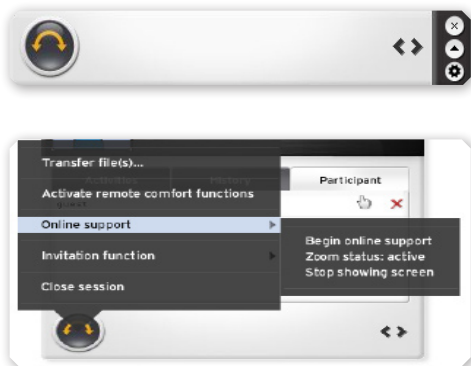
If you don't have remote control rights, you are still able to draw attention to certain places on the screen of your session partner with the pointer mouse.

Click the left or right mouse button on the desired area. As a result, a mouse cursor will flash (with your session name) on the screen of the showing session participant.

## 5.5 Mini-view

To switch to mini-view on the pcvisit module, click on the **minimise** button.

pcvisit functions are also available in the minimised view. Click on the respective buttons to use the desired function. With the navigation arrows you can scroll between the Activities, History and Participant tabs.



## 6. pcvisit Comfort button



Click on the pcvisit Comfort button on the Host Module to use various pcvisit functions such as the Remote Comfort Functions and Invitation function.



### 6.1. Transfer files

Exchange files or folders with your session partners. View the desired file/folder through the pcvisit Module or use the pcvisit Comfort button.

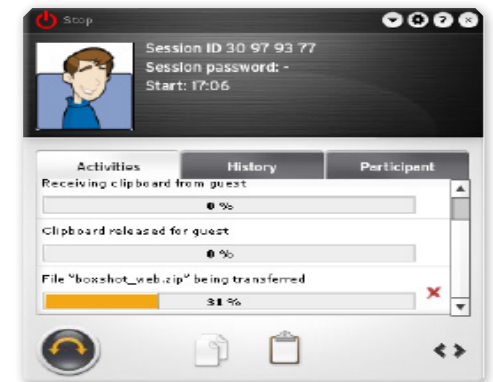
- **Automatic mode**

With the File transfer automatic mode setting on the Host Module, the host can set all files to be automatically transferred without requesting permission. Activate this mode under the Support activity tab in the **Settings menu**. Automatically transferred files/folders are always saved to the desktop.

- **Manual mode**

View the desired file through the pcvisit Module or use the Transfer file(s) function under the pcvisit Comfort button menu. Your session partner will receive a pop up box with options to accept or reject the file and where to save it.

★ A pop up box as well as the Activity window give real-time information on all file transfers. The **X** Cancel button on the Activities window will stop the transfer.

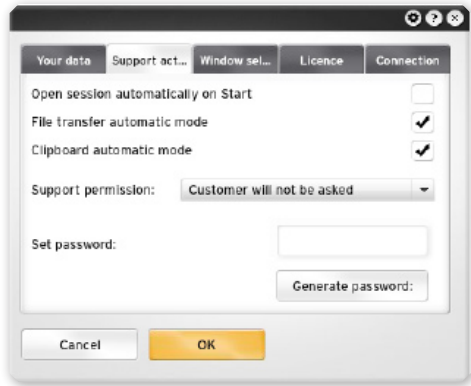


## 6.2 Clipboard automatic mode

The Clipboard automatic mode prevents typing mistakes with licences and passwords for example, but can also be used to exchange formatted texts or more complicated clipboard content such as images or tables.

Clipboard automatic mode can be found in the **Settings menu** under the tab **Support activity**. Tick the box to activate.

By activating this, clipboard contents will be automatically transferred after remote control rights have been granted.

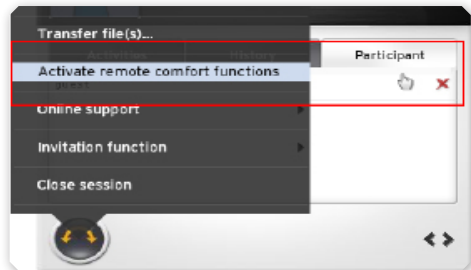


## 6.3 Remote Comfort Functions

Remote Comfort Functions enable you to service your customer's PC, without the customer needing to be at all present, once you have been granted full support access (See & Remote Control). Therefore, support work can be carried out by the supporter when more time is needed and also change accounts and carry out restarts.

★ If a customer decides to stay by their PC, instant messages will keep them abreast of the processes being carried out on their machine.

- **Activate Remote Comfort Functions**  
Having knowledge of the administrator logins is a basic requirement in order to successfully activate the Remote Comfort Functions.



Call up these functions by clicking on the **pcvisit Comfort button** on the module and selecting **Activate Remote Comfort Functions**. After a few seconds you will receive information about the guest's operating system and admin rights..

💡 The Remote Comfort Functions can only be activated while remote controlling is under way. If this condition is not fulfilled, the module will display an explanation.

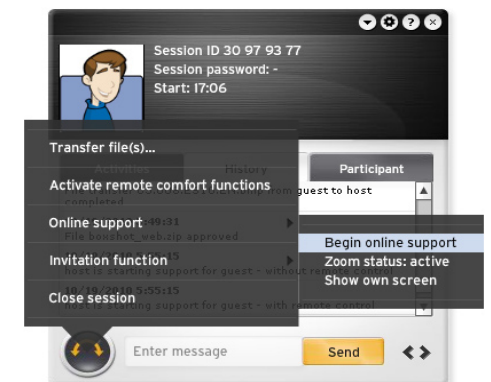
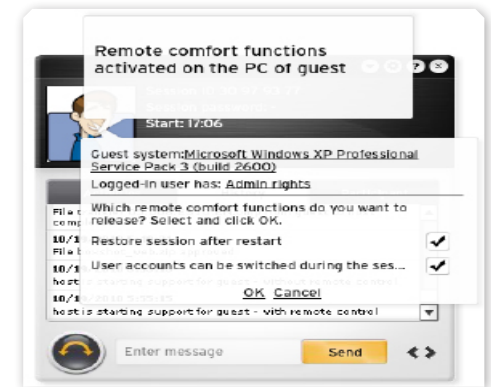
Activate any of the listed functions under **Activate Remote Comfort Functions** by ticking the relevant box. If necessary, enter the Admin login and click **OK**.

From this moment, all dialogues will transfer to the account control of the host and can be controlled remotely.

## 6.4 Online support

You can find the **Online support** function under the **pcvisit Comfort button**. You will also find a choice of other functions.

- **Begin online support**  
By clicking on **Begin online support**, either your meeting partner will receive a pop up box request to begin support or full remote support will begin immediately, depending on the settings activated under the **Support activity** tab.



The guest has the option to remove support access rights at any time with the **Stop button**.

• **Activate Show screen/Zoom**

The screen view settings relate to the optimisation of the shown screen contents on your screen.

**Zoom status active:** Scaled representation.

**Zoom status inactive:** Corresponds to the actual screen size of the supported system.

You can toggle between these modes by clicking on the current setting displayed.

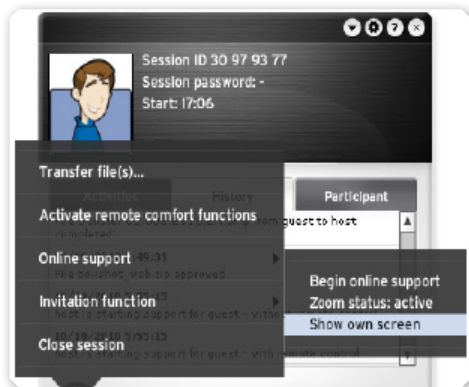
• **Show own screen**

Change the line of sight in the current session towards your own screen. By activating this function, you will transmit your screen contents to all uses which have the correct rights. You can make changes to the application transfer settings in the Settings menu.

To activate, click on Show own screen.

**6.5 Invitation function**

Invite a guest or another expert to your pcvisit EasySupport 10.0 session quickly and easily. Click on the pcvisit Comfort button, choose **Invitation function** and select an option by which to pass on the session ID.



Copy guest session link to clipboard: a link is automatically generated, the pcvisit Guest Module is automatically downloaded and a connection is made to the current session


Copy expert link to clipboard: The host can invite a 2nd Host as an additional expert to a pcvisit session with this function. The Host Module is automatically downloaded and a connection is made to the current session.

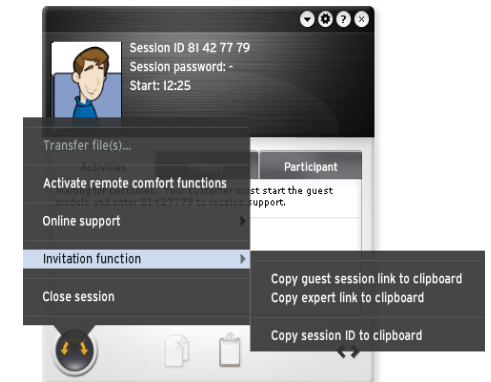
Copy session ID to clipboard: The guest can copy the session ID (from a messenger message or email for example) and paste it on the start screen of the pcvisit Guest Module.

★ Note that for every new session started, the new session ID/session link will need to be passed on to your session partners. Session IDs from already finished sessions are no longer valid.


**6.6 End connection**

In order to finish the session, click on the pcvisit Comfort button and choose **Close session**.

💡 With the  **Close** button (at the top right of the module) you can choose to either Close pcvisit or Close session.



## 7. Settings

Open the settings menu with the  **Settings** button.

### 7.1 Your data

Under the Your data tab you have the possibility to make your account more accessible and personalised by entering a name, telephone number and email address. For added customer care you can insert a personal picture or logo.

Add your information and then click **OK**.

### 7.2 Support activity

#### Open session automatically on start

By ticking the box, the pcvisit session will begin automatically in Support mode as soon as the pcvisit Host Module is opened.

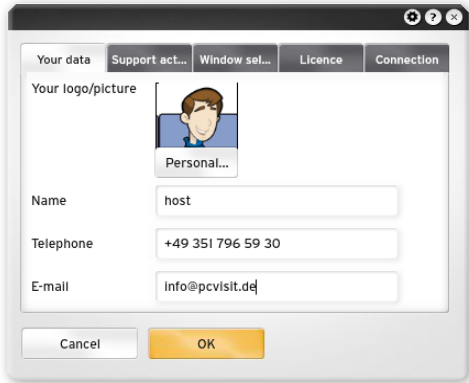
#### File transfer automatic mode

By activating the setting File transfer automatic mode on the Host Module, the host can transfer files automatically without requesting permission.

#### Clipboard automatic mode

The Clipboard automatic mode prevents typing mistakes with licences and passwords.

By activating this, clipboard contents will be automatically transferred after remote control rights have been granted.



## Support permission

### Customer will not be asked

The pcvisit session will start without the guest receiving a permission request from the supporter. The host is then able to use remote control and see functions immediately.

★ This mode is ideal for a quick session start as the Host receives full support access immediately without needing to ask the guest.

### Customer can refuse

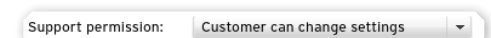
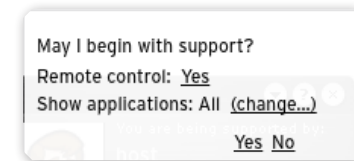
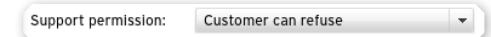
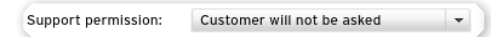
The guest will receive a pop up box with the options **Yes** and **No**. By clicking **Yes** the support session will begin with full support access granted (remote control & seeing).

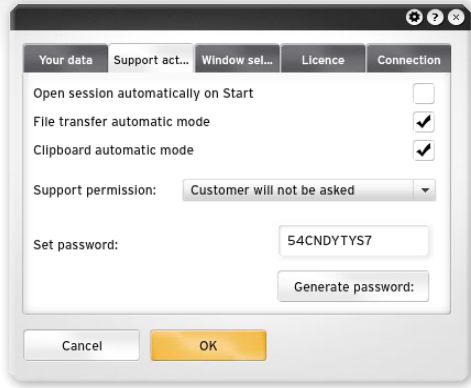
By choosing **No** the host will not be given any support access, i.e. neither see nor remote control functions. The host will also receive an entry in his activity history.

★ This mode is suited to technically inexperienced guests by giving them one simple Yes/No choice.

### Customer can change settings

The guest make changes to the settings under **Details** in the pop up box. The guest can customise shown applications and remote control settings.





### Set password

On the Host Module you can set a self chosen password for your session or generate one by clicking on Generate password button.


Click **OK**.

Pass on the password to your session participants who will receive a pop up box requesting them to enter the password to start the session.

### 7.3 Window selection


Choose which applications your session participants are allowed to see during a pcvisit session.

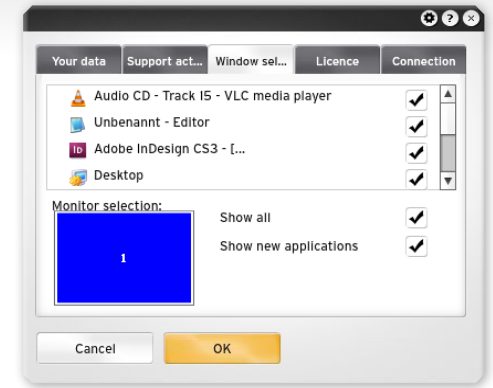
As a default Show all and Show new applications are activated. Change this by ticking the boxes manually (multiple choice possible).

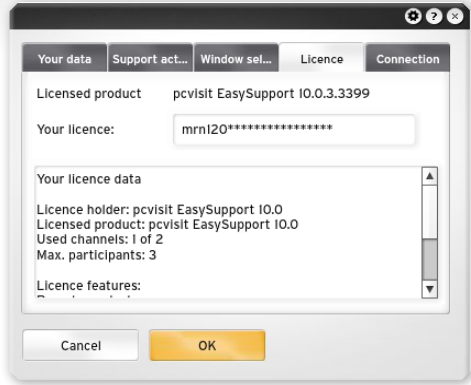
 At the beginning of a session, guests to a pcvisit session are given the possibility to set the window selection via a pop up box. This choice depends on the settings chosen by the pcvisit Host. Customer can change settings = guest has choices.

#### Monitor selection

By clicking on the monitors depicted, the host can set which monitor should be transferred during a pcvisit session in show mode.

 Monitor selection can be made from the Guest via click on **Details**. Therefore the Host has to activate Customer can change settings.





## 7.4 Licence

This tab shows data about your licence as well as the licenced product and the version number.

The licence key can be changed here. Enter your licence key in the licence field and then click **OK**.

★ Before you enter a new licence key, make a note of the old one as it will be overwritten.

## 7.5 Connection

### Basic settings

As a default, automatic is selected. This allows pcvisit to find the optimum connection settings automatically.

In unstable environments (unstable internet connection) it is possible to switch to the **Offroad mode**. This mode will also allow a connection through resistant firewalls and proxies.

### Advanced settings

You find more settings under Advanced settings.

- **No SSL**

Activate this mode for proxies that link up with encoded connections and co-read and filter everything.

- **Transparent proxy**

Use this mode for proxy servers that hide their location.

- **User Agent**

Choose which browser should be emulated in order to establish a connection.

**Enjoy your pcvisit experience!**

