

# Remote Support

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## Introduction

If you are having problems with installing or using our software, we can remotely connect to your computer and help you to resolve the issue. However, you will need to arrange a date and time in advance if you would like us to provide you with remote support. This can be done by emailing [support@cybercom-software.com](mailto:support@cybercom-software.com).

These instructions will step you through the simple process of setting up your computer to allow support personnel to remotely connect to it.

## Remote Support Software

We use a product called RTC Portal to provide remote support. It consists of 3 components: a Host application which you run on your computer, a Control application which we use to connect to the Host application on your computer, and a Gateway which resides on one of our web servers that both applications connect through. This remote support solution connects through your normal Internet port so there is no need to open any ports on your network and thus expose it to possible security risks. All connections are heavily encrypted and compressed so it is extremely unlikely that someone will be able to intercept any of the communications.

## Step 1: Download the Host Software

You will need to download the RTC Host software from our web site. Go to the following page and click on the link to download the software: <http://www.cybercom-software.com/supportremote.htm>.

Click on the *Remote Connection Host* link to download the software.



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## Remote Support

We can connect to your computer via the Internet to provide you with remote support. This enables us to view your computer as though we were sitting in front of it. It's the next best thing to onsite support.

We cannot connect to your computer unless the remote software is running on your system and you initiate the connection. You are able to view everything we do and see, and you always have complete control over the connection and can disconnect us at any time. You can download the remote connection software using the following link:

- ▶ [Remote Connection Host](#) (1.3MB)
- ▶ [Video Mirror Driver](#) (363KB)
- ▶ [Remote Support Instructions](#) - PDF (430KB)

If you would like to take advantage of remote support, please contact us at [support@cybercom-software.com](mailto:support@cybercom-software.com) to arrange a time. For information on setting up and using the remote support software, please refer to this [Knowledge Base article](#).

## Step 2: Install the Host Software

After downloading the software run it to install the Host software.

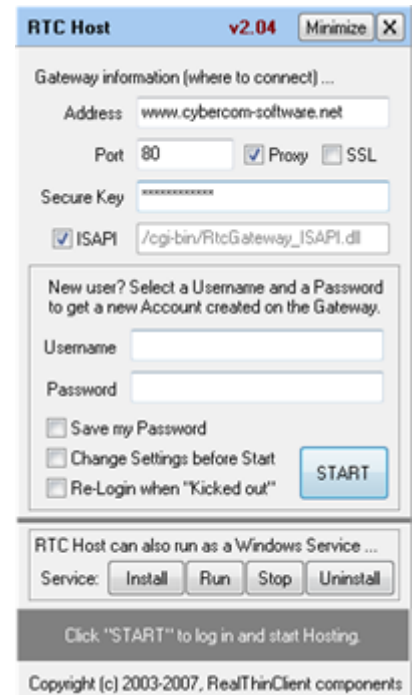
## Step 3: Run the Host Software

Now that you have installed the Host software, all you need to do is run it at the time you arranged with us to provide you with remote support..

You will see that some of the settings are already filled in by default. It is strongly recommended that you do not change any of these settings, otherwise the application will not be able to connect to our gateway.

## Step 4: Login

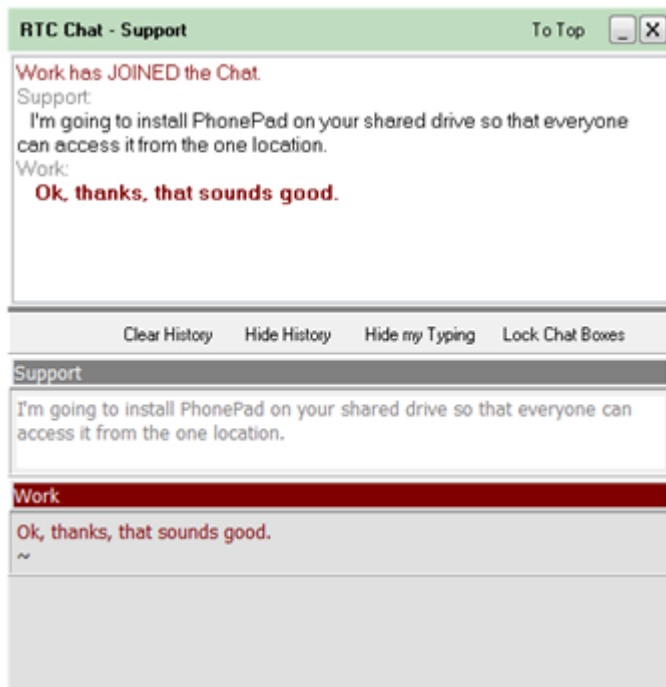
1. Enter your first name as the *Username* and a *Password* of your choosing (make sure it's something you can remember). If this is the first time you have logged in, a new account will be automatically created based on your username and password. Once this account has been created, you must use the same username and password to login again.
2. Click the *Start* button.
3. Once logged in, you can minimize the Host window by clicking the *Minimize* button.



## What Happens During the Remote Support Session?

When we connect to your computer (and we can only connect when the Host software is running and you are logged in), we will be able to see and access your computer as though we were actually there. It's the next best thing to an on-site support visit, and a lot cheaper! Of course, you'll be able to see what we're doing at all times so you'll be able to observe how we fix the problem you're experiencing.

As soon as we're connected, we'll open up a chat window so we can communicate with you. If necessary, we can also transfer files to and from your computer to help with the support.



Once the issue has been resolved we'll disconnect and you can logout.

## Speeding Things Up

Sometimes the connections can be slow so it's usually a good idea to install a video mirror driver on your computer to speed things up a bit. The driver can also be downloaded from our web site:

<http://www.cybercom-software.com/supportremote.htm>.

The video mirror driver **doesn't** have to be installed, so if you don't want to install any software that's fine. The remote connection will still work and it's not needed in every situation.