

Clear Systems Limited

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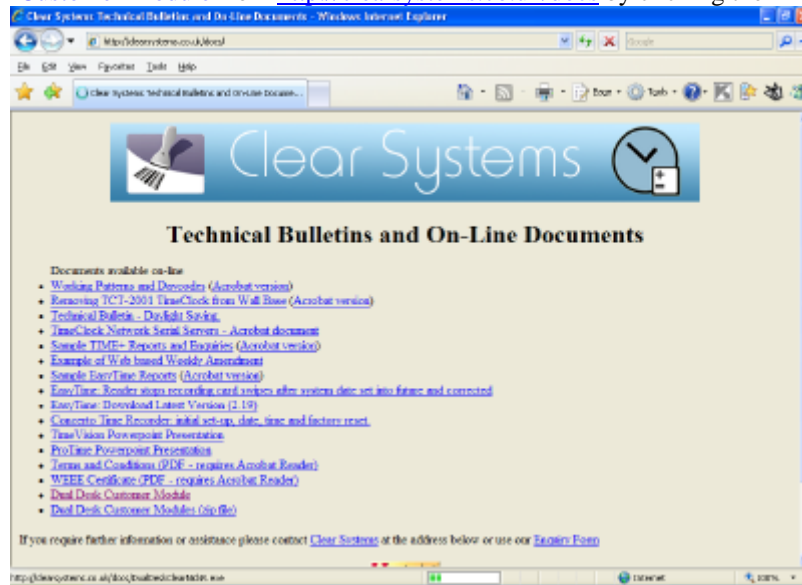
support@ClearSystems.co.uk

Technical Bulletin.

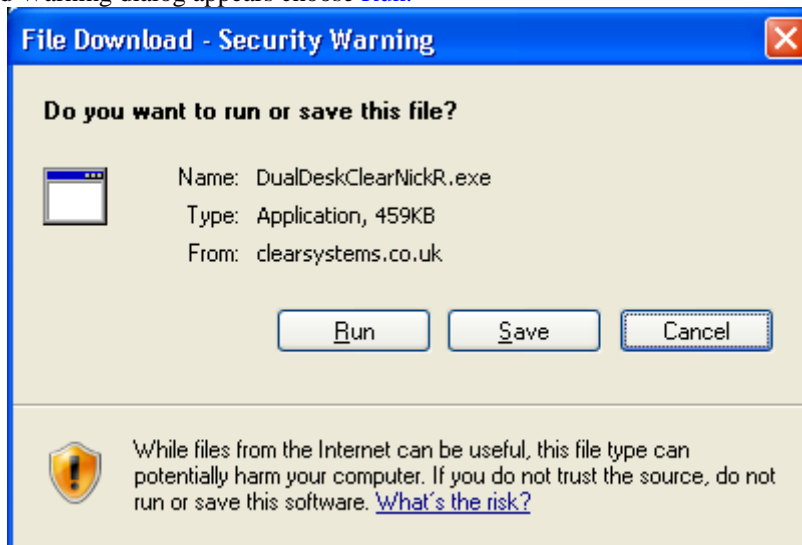
Remote Customer Support via Dual Desk Customer Module

Date	Revision
18Mar10	1.0
27Sep11	1.1 correct link for docs

1) Run the small [Dual Desk Customer Module](http://clearsystems.co.uk/docs) from <http://clearsystems.co.uk/docs> by clicking the link towards the end of the list.



2) When the File Download Warning dialog appears choose [Run](#).



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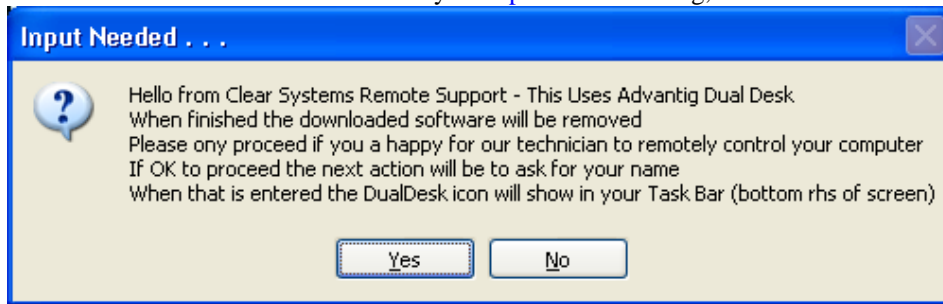
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The information contained in this document is correct to the best of our knowledge. However, where third-party products are involved we cannot be held responsible for errors and omissions – please check with the manufacturer for up to date information.

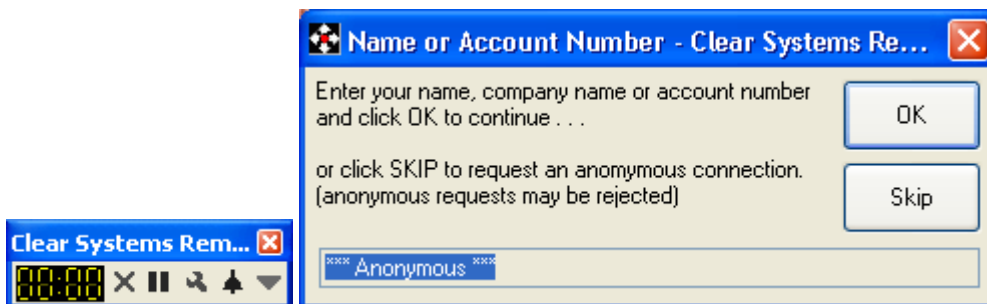
E. & O.E.

DualDeskCustomerGuide.doc

3) After several seconds, possibly up to a minute depending on internet speed, bandwidth usage and your PC, a small logo from Dual Desk will appear in the middle of the screen followed by an **Input Needed** dialog, answer **Yes** to continue.



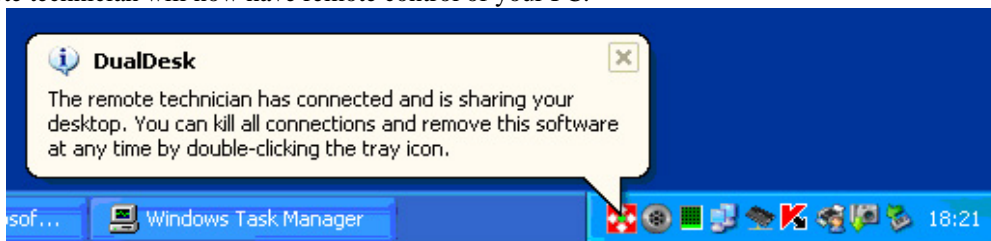
4) After several more seconds a small timer window and then a **Name or Account Number** dialog will appear, enter your name or other identity confirmation information if requested by the remote technician, and press **OK** to continue.



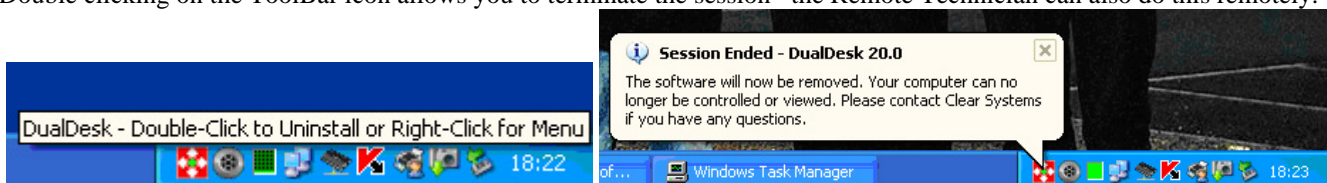
5) After a few more seconds some Dual Desk icons will appear on the DeskTop and an icon will appear in the ToolBar, the Dual Desk Customer Module will now try to connect to the Remote Technician's PC.



6) Once the Remote Technician confirms the connection the icon in the ToolBar will change colour to red to show the connection is active, the remote technician will now have remote control of your PC.



7) Double clicking on the ToolBar icon allows you to terminate the session –the Remote Technician can also do this remotely.



8) When the session is terminated the Dual Desk icons and all of its software are automatically deleted.

