

Barcode Solutions • Custom Programming
RVB Systems Group

Remote Software Support Program Instructions

RVB Systems Group now provides remote desktop software support using a customized version of a program called PcHelpWare. PcHelpWare is a powerful remote support software program that allows RVB System Group support technicians to control your PC using your internet connection. The best feature: YOU start and stop the connection to your PC.

1. Open the RVB Systems Group website (www.barcode-solutions.com) and select REMOTE SUPPORT (Figure 1) on the right hand margin in the CUSTOMER SERVICE section. Right click on DOWNLOAD REMOTE SUPPORT PROGRAM button (Figure 2) and select SAVE TARGET AS (Figure 3). Save the file named “RVB_RemoteSupport_server.exe” to anywhere on your hard drive.

2.

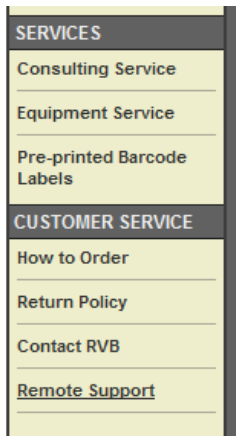


Figure 1

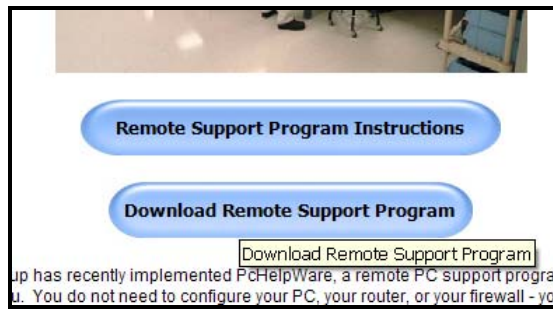


Figure 2

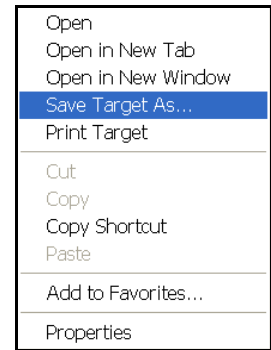


Figure 3

3. After the download is complete, click RUN (Figure 4) or start “RVB_RemoteSupport_server.exe” manually.

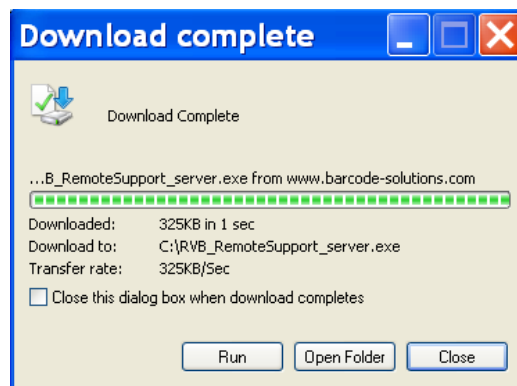


Figure 4

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4. Depending upon your PC's operating system, you will see a SECURITY WARNING (Figure 5) after starting "RVB_RemoteSupport_server.exe". CLICK RUN.



Figure 5

5. When the remote support program starts, the screen shown in Figure 6 will appear. Click "CONNECT" and Figure 7 appears. The LOGIN ID and PASSWORD fields are NOT REQUIRED. Clicking CONNECT contacts a companion program at RVB Systems Group's office. The companion program must be running in order to establish a connection.



Figure 6

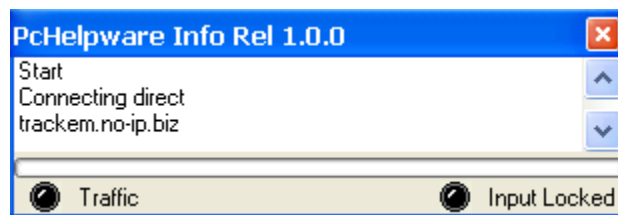


Figure 7

6. Depending upon the VIRUS SOFTWARE and ADWARE SOFTWARE you are running, you may have to grant PcHelpWare the ability to access the internet. When the TRAFFIC button in Figure 7 turns GREEN, you have successfully connected. RVB Systems Group support technicians will then be able to "see" the files and start programs on your PC. You will be able to view the actions taken by the technician and you will be able to sever the connection anytime.