

How to initiate remote support

Please exit other programs

Go to www.24box.co.uk and click on "Useful Tools" on the main menu
click on "Remote Assistance"

When you see the run or save option box click "Run" see Fig 1

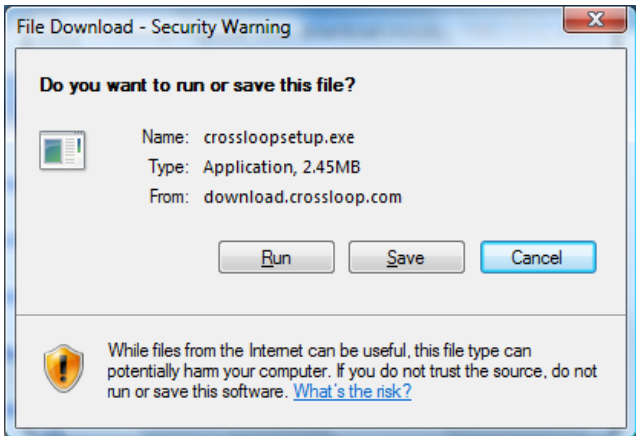
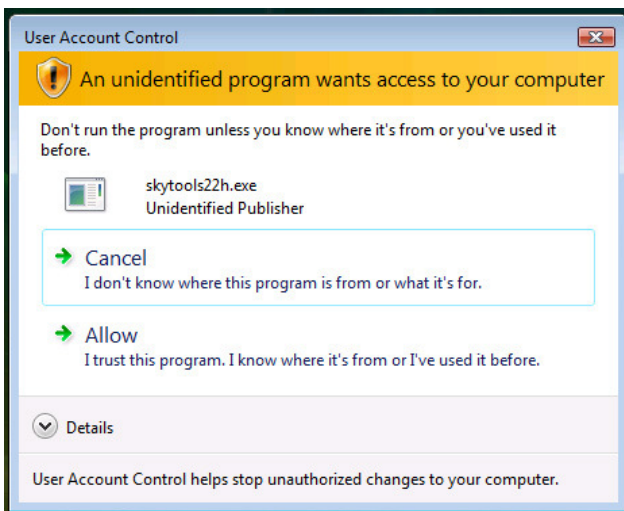


Fig 1



Vista users: the "User Account Control" box pops up, see Fig 2. Click "Allow...."

Fig 2

Next English is automatically selected in the language box , see Fig 3. Click "OK"

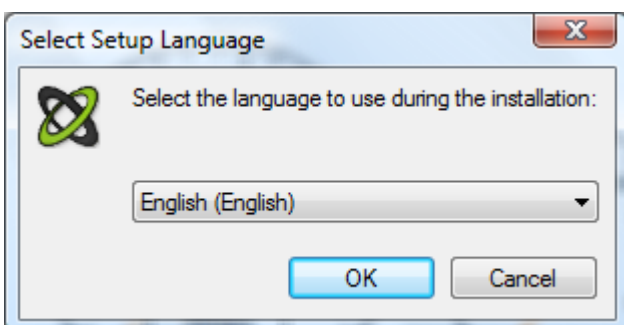


Fig 3

The setup wizard starts by warning you to close other programs programs, do this now, if you haven't done so before. Click the "next" button, see Fig 4



Fig 4

Click the "I accept..." on the license agreement window and click next. Fig. 5.

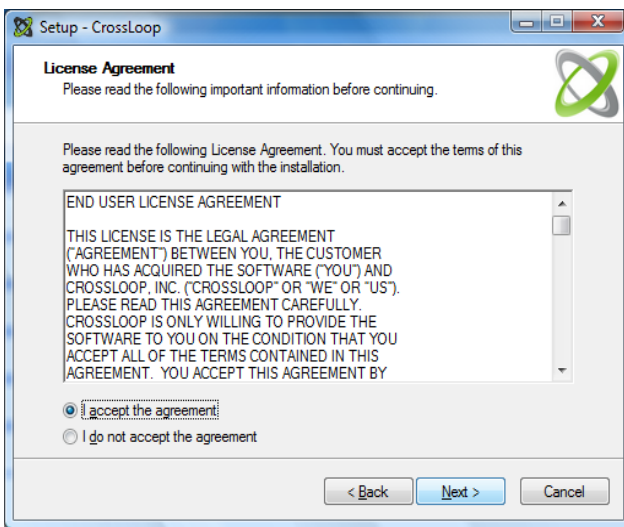


Fig 5

Accept the ticked icon options, see Fig. 6, click "next".

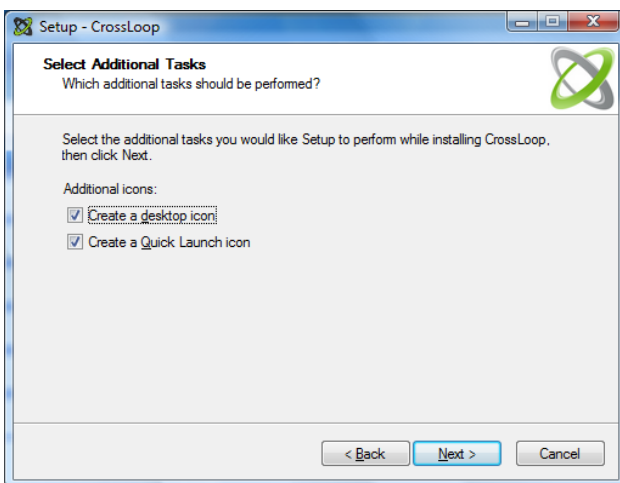


Fig 6

click "Install". see Fig. 7,

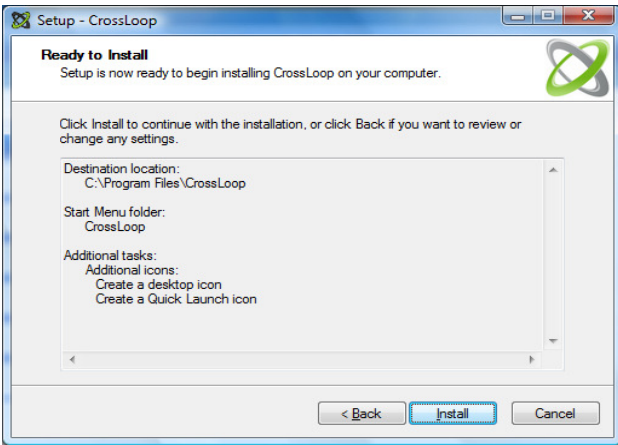


Fig 7

On the final set-up screen, click "Finish". see Fig. 8



Fig 8

Now you are ready to connect with us and get help. The next window (Fig 9), gives you a unique access code, simply tell your technician at 24Box the code you can see and click "Connect".

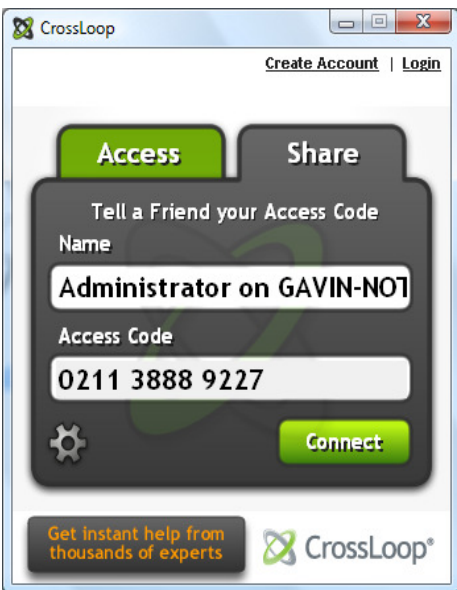


Fig 9

A new window says "Ok?" click the "Yes" button.

At this stage Windows Vista firewall may alert you. In this case you need to click the "unblock" button. Other software firewalls may behave similarly.

Your technician now has access to your computer, you will see the mouse moving and windows and menus responding. Once the job is finished your technician will disconnect, there is a final window where you can comment on and share the experience or you can just close window.

Finally, there is a close "log in box", click "Close".