

Beam2Support User Guide



Content

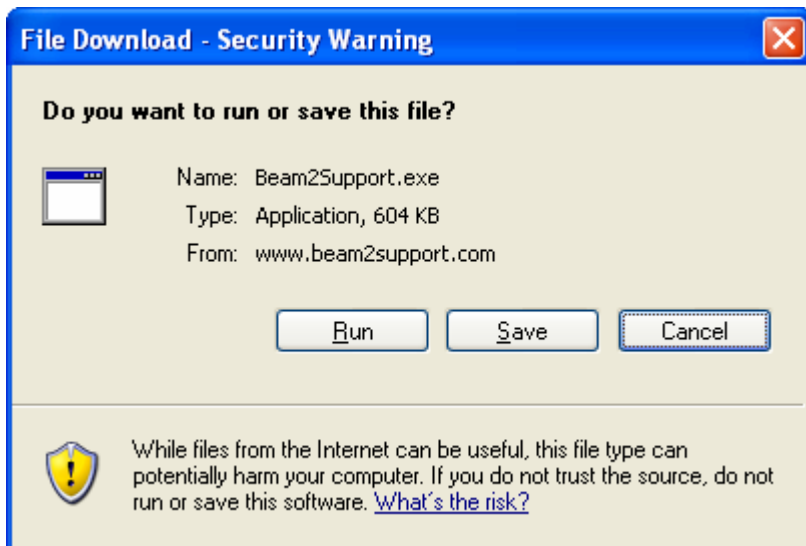
Register an Account	3
Start the Software	3
Start a Session	4
Inform your Guest	5
Manage a Session	6
Pause Transmission	7
Annotate	7
Switch Direction	7
Remote Control	8
Send File	10
Application Selection	11
Recording	12
End a Session	13
Change Preferences	14
MyAccount	17
Support	17

Register an Account

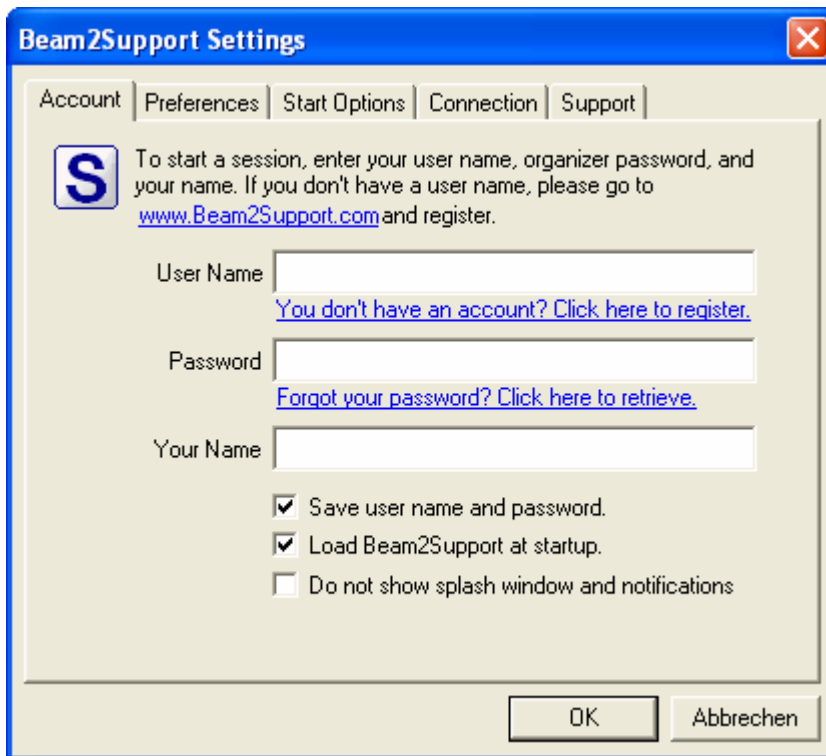
To host a session, you have to be a registered user. Guests do not have to register to participate in a support session. To register an account, go to www.Beam2Support.com, click either on the **Free Trial** button and fill in all required fields or on **Shop** in the menu and purchase a license. The login details (user name and password) are needed to start a session and to log on to MyAccount. Upon completing the registration you will receive an email with a link to confirm your email address.

Start the Software

To download the software, click on the link in the confirmation email that was sent to you. A website will open. Click on the **Download** button to start the download of the Beam2Support software. A security window will appear and ask: **Do you want to run or save the file?** Click **Save** and save the file on the desktop of your computer. Once the download is completed, double click to run the software. An installation of the Beam2Support software is not required.



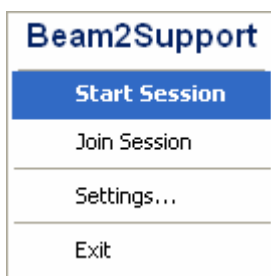
Upon starting the software, the **S** icon will appear in your system tray in the lower right corner of your screen next to the computer's clock **← S 10:14 AM**. Click on the **S** icon and select Settings. On the Account tab you will be asked to provide your **User Name**, the **Password**, and **Your Name**.



You can configure Beam2Support to start automatically when you switch on your computer. Beam2Support will be available in the background and you can start a session by clicking on the **S** icon in the system tray.

Start a Session

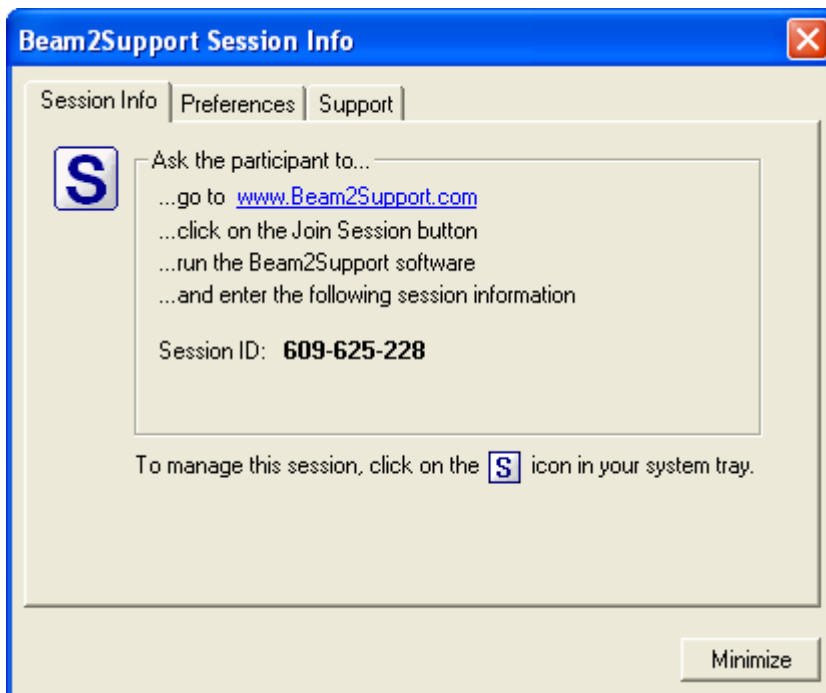
To start a session, click the **S** icon in your system tray and select **Start Session**.



After you click Start Session, a **Session Direction** window will appear. You can choose whether to **Show** your screen, **View** your guest's screen or **View & Control** your guest's screen.



After you have decided on the viewing direction, a **Session Info** window will appear. The **Session Info** window contains information about the **Session ID** and the **Session Password** (if specified).



If your guest has not joined within 15 minutes upon starting the session, the session will end automatically.

Inform your Guest

Ask your guest to go to www.Beam2Support.com and click on the **JoinSession** button in the upper right corner of their screen. A security window will appear and ask: **Do you want to run or save the file?** Ask your guest to click **Run** to download and start the Beam2Support participant program (connect.exe). An installation of the Beam2Support software is not required. Once the participant program is started the **Session Login** window will appear.



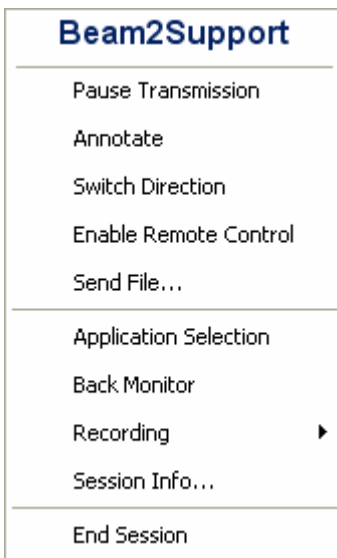
Your guest will be asked to enter the **Session ID** and click on **Join Session**. If you password-protected your session, your guest will also be asked to provide a **Session Password**.



You are now connected with your guest.

Manage a Session

To manage your session, click on the **S** icon in your system tray. You will see the following menu:



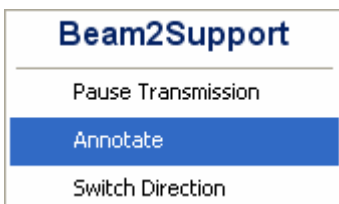
Pause Transmission

You can pause the transmission of your screen during a session in order to browse through confidential files or applications. To pause, click on the **S** icon and select **Pause Transmission**. When you want to continue, click on the **S** icon again and select **Continue Transmission**.







Annotate

You can highlight important content on your screen using the annotation tool. To annotate, click the **S** icon and select **Annotate**.



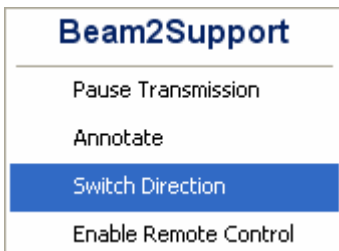
The annotation tool will be started as a separate program from within Beam2Support. You can start using it right away.



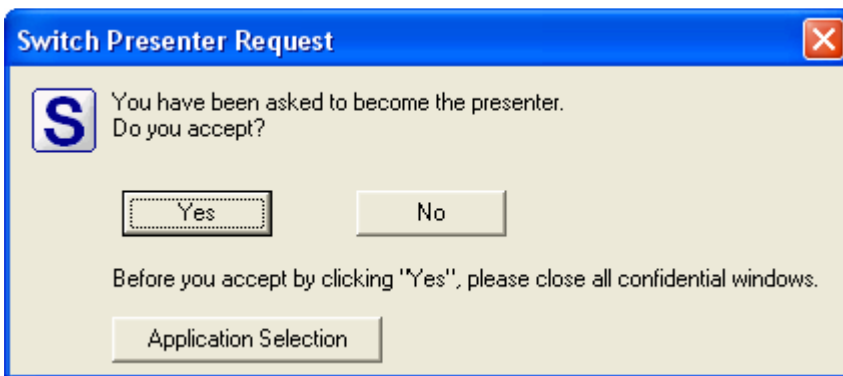
The marker  enables you to draw free-hand. The red cross  enables you to delete all previous annotations. The eraser  enables you to remove specific parts of your annotations and the mouse pointer  (alternatively right-click with your mouse) enables you to switch back to the actual program you are showing without having to close the annotation tool.

Switch Direction

You can switch the viewing direction to show the customer your screen or to watch your customer's screen depending on the viewing direction you choose upon starting the session. To switch direction, click on the **S** icon and select **Switch Direction**.

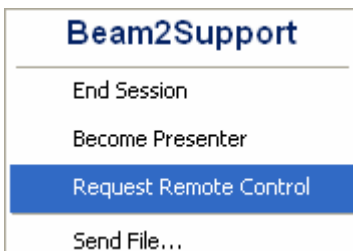


As session organizer you can switch back the viewing direction at any time. In general, the participant who shows his screen has a red **S** icon, while the participant viewing the screen of the other participant has a green **S** icon. Prior to showing their screen, the respective participant will always be asked whether they want to show their screen.

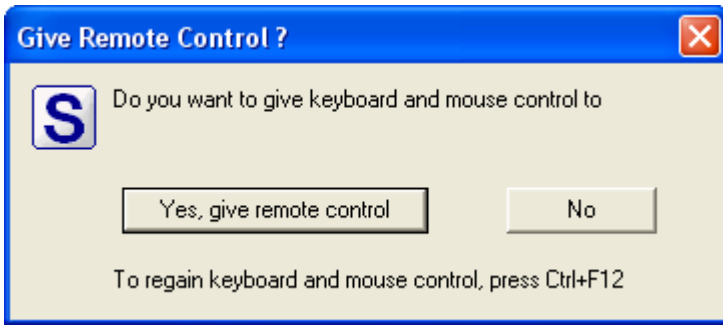


Remote Control

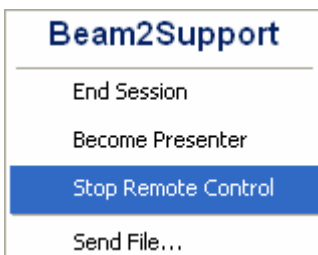
Once you are viewing your guest's screen, you can also take over the remote control of their mouse and keyboard. To request remote control, click on **S** icon and select **Request Remote Control**.



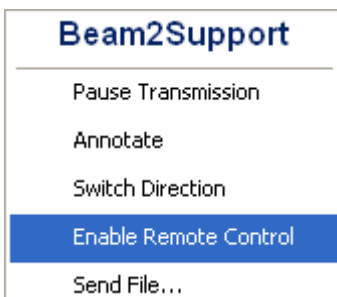
Your customer will receive a notification. Only if they accept your request, will the remote control be enabled.



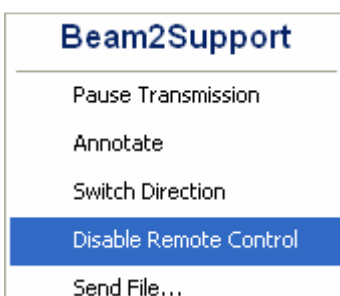
To disable the remote control, click on the **S** icon and select **Stop Remote Control**.



Alternatively, you can give your customer remote control over your computer. To enable remote control for your customer, you first need to be showing your screen, then click the **S** icon and select **Enable Remote Control**. This will enable your customer to control your computer using their keyboard and mouse. The change in color of the **S** icon indicates the new mode.



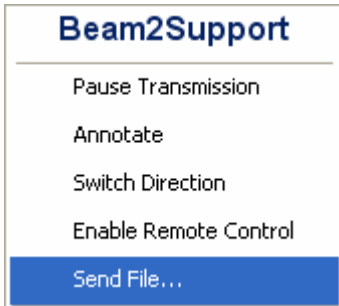
To disable the remote control, click on the **S** icon and select **Disable Remote Control** or alternatively press Ctrl+F12.



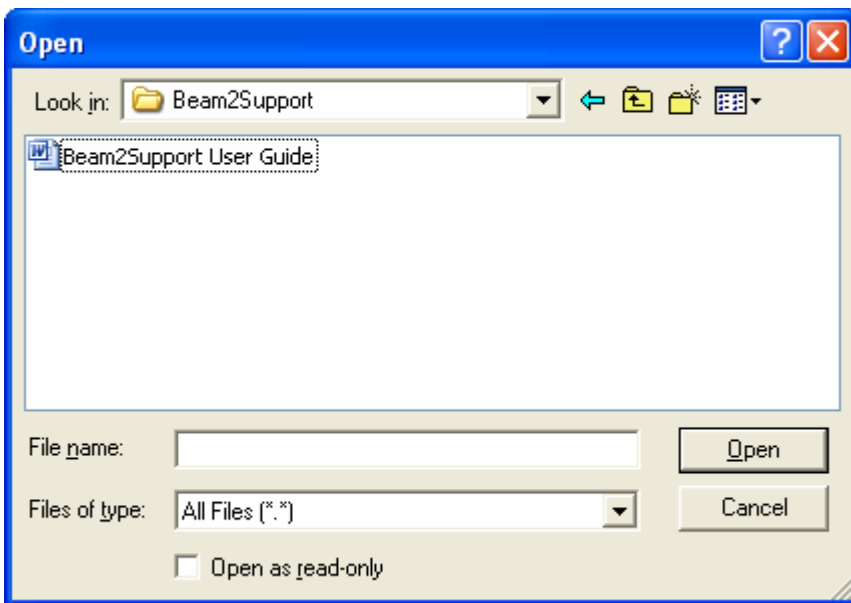
We recommend not using your mouse or keyboard while your guest has remote control of your computer.

Send File

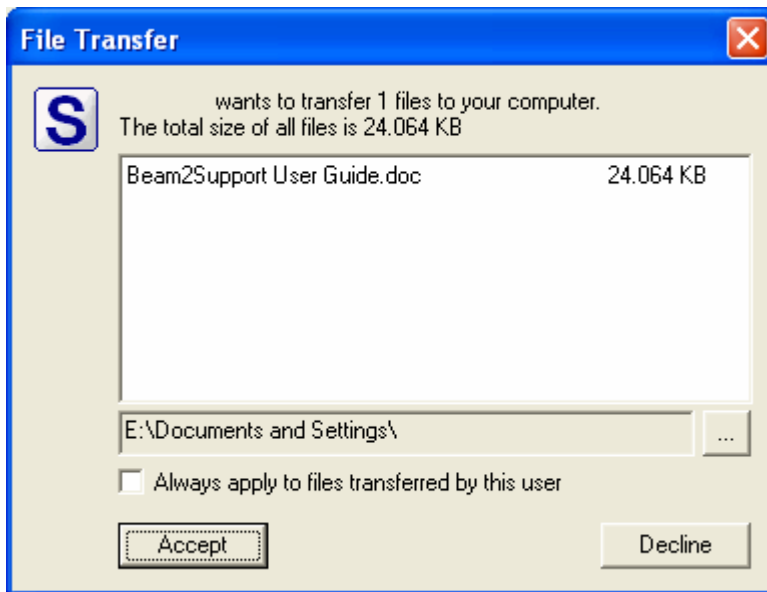
You can transfer files during a session. Click on the **S** icon and select **Send File**.



Upon clicking Send File, a new window will open where you can select the file you want to transfer to your customer.

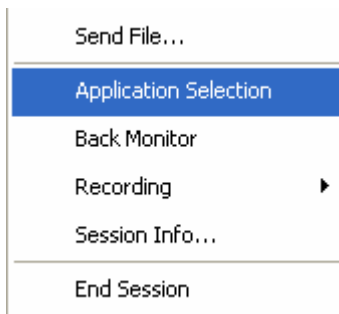


Upon selecting the file, your guest will be notified that you want to transfer a file. They can either accept or decline to receive the file. If your customer accepts the file, they may select where to save the file on their computer.

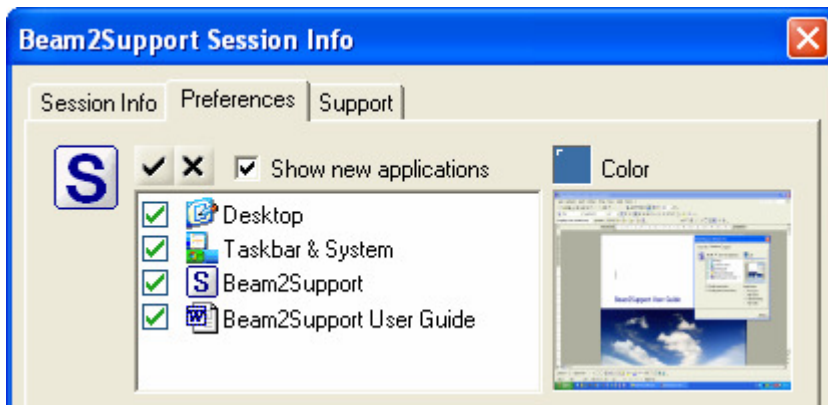


Application Selection

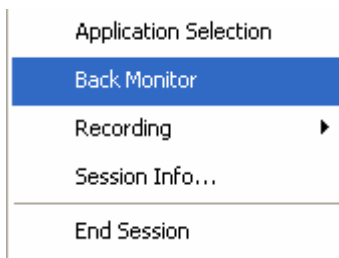
You can select which applications you want to show to your customer and vice versa. To select specific applications, click on the **S** icon and select **Application Selection**.



Upon clicking on Application Selection, a new window will open showing all the applications currently running. A green checkmark left of the application indicates that this application will be transmitted. An unchecked box indicates that this application will not be transmitted and instead your customer will only see a blue area. The **Back Monitor** on the right-hand side enables you to immediately see what your customer will see. This way you make sure that you only show the applications that are relevant for your current support session.

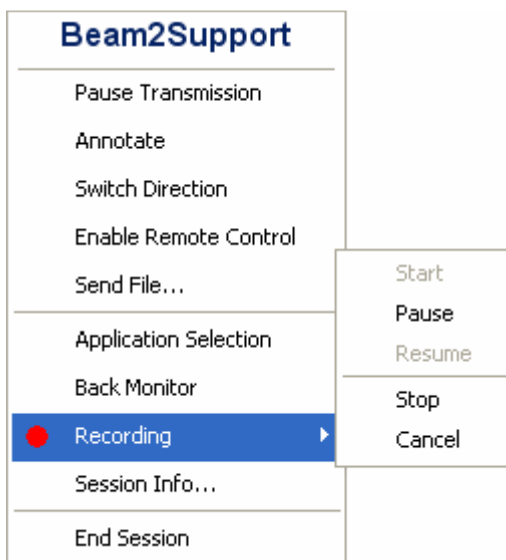


You can enable the Back Monitor independent of the Application Selection. To enable the Back Monitor, click on the **S** icon and select **Back Monitor**.



Recording


You can record and save your entire support session. To start the recording, click on the **S** icon and select **Recording** and **Start**. From this point on your session will be recorded. A red dot left of **Recording** in the menu bar indicates that the session is being recorded.

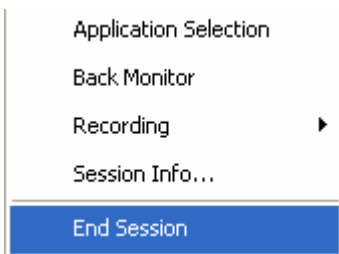



While recording, you can either temporarily **Pause** and later resume, or **Cancel** and discard, or **Stop** and save the recording. The recording will be saved in the same folder that you saved the Beam2Support application in.

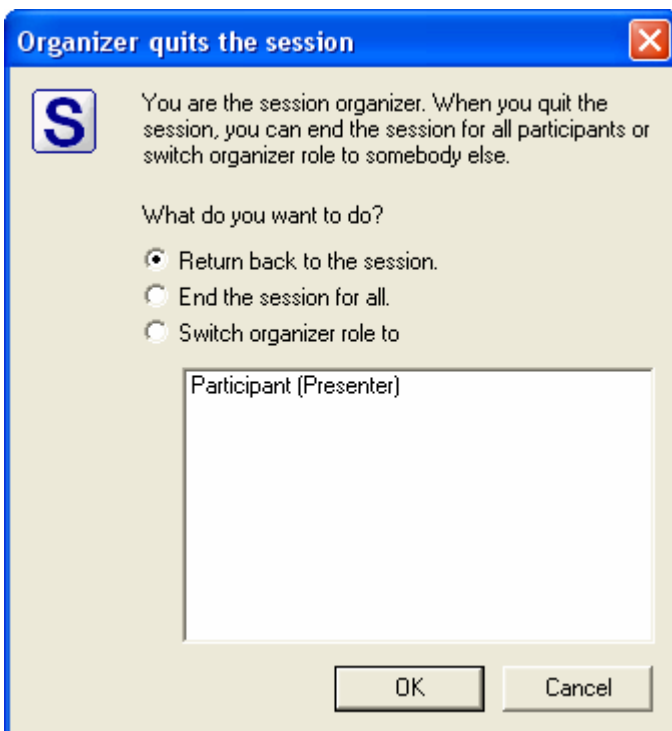
The recordings are saved in our audit compliant proprietary BSR format (**BeamYourScreen Session Recording**). You can play-back any recorded session using the Beam2Support **SessionPlayer** available free of charge through the Beam2Support website under Product >Resources > Session Player (EXE).When downloading the Beam2Support Support Representative Program (Beam2Support.exe), the SessionPlayer is also automatically downloaded to your computer.

End a Session

To end a session, click on the  icon and select End Session. Your guest will receive a notification that the session has ended.



If you are viewing your guest's screen, you can also end the session by clicking on the  icon in the upper right corner of your viewer window. A window titled **Organizer quits the session** will appear. Select **End the session for all**, if you want to end the session.

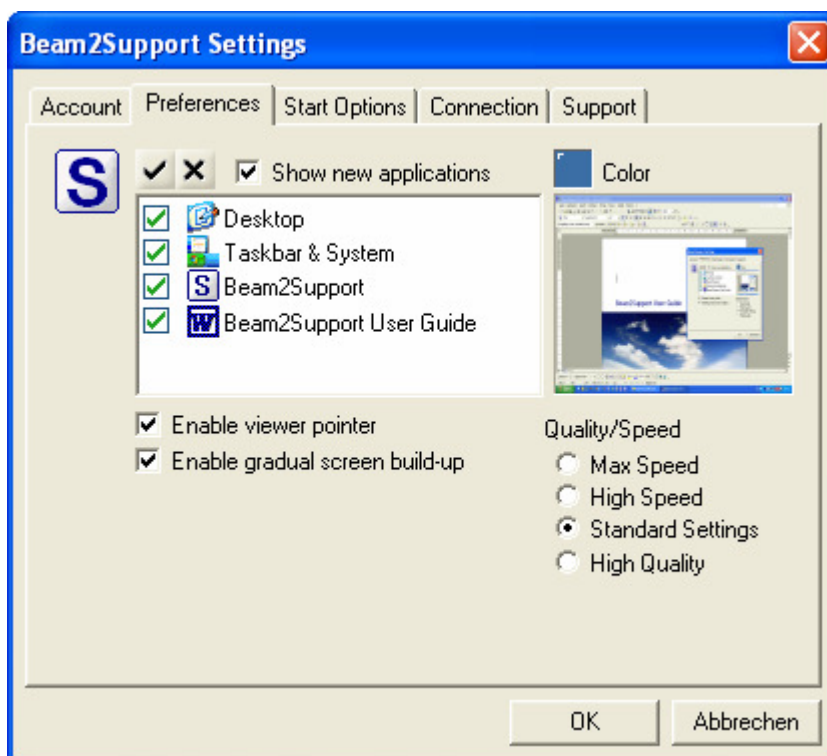


Change Preferences

Beam2Support offers a variety of additional settings which you can be easily enabled or disabled. Some settings will be effective for entire session and can only be changed prior to starting a session, while others can also be changed during a session.

Prior to starting a session, click on the  icon in the system tray and select **Settings**.

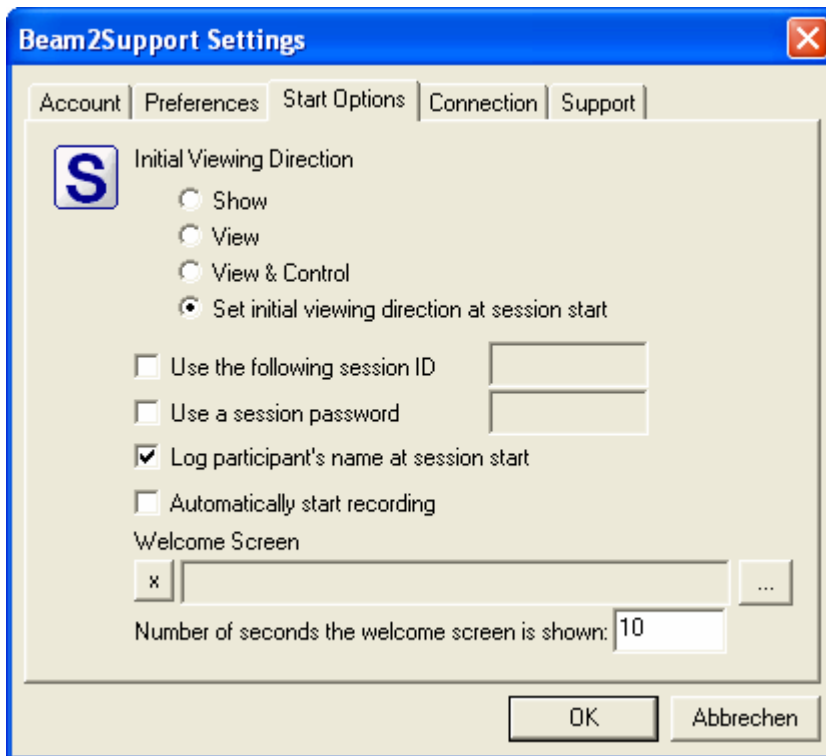
On the **Preferences** tab, you can change the image quality and hence the transmission speed. If you select **Max Speed**, the image will be transmitted in grey scale. If you select **High Quality** instead, the image will be transmitted in true color.



The **Viewer Pointer** enables you to place an arrow on your customer's screen for several seconds. As a result, you can interact with your customer on their screen in case you have not received remote control rights. Questions can be answered more easily since you can point on your customer's screen even without getting remote control.

The **Gradual Screen Build-up** shows changes on your screen as soon as they are transmitted. The image changes immediately after the first changes are transmitted. It looks like a jigsaw. The gradual screen build-up enables you to move faster while giving support since you do not have to wait until the entire image is loaded. You are able to go to the next level once the menu bars are transmitted.

On the **Start Options** tab you can change the settings for the start of your next session. This feature is only available when a session is not running.



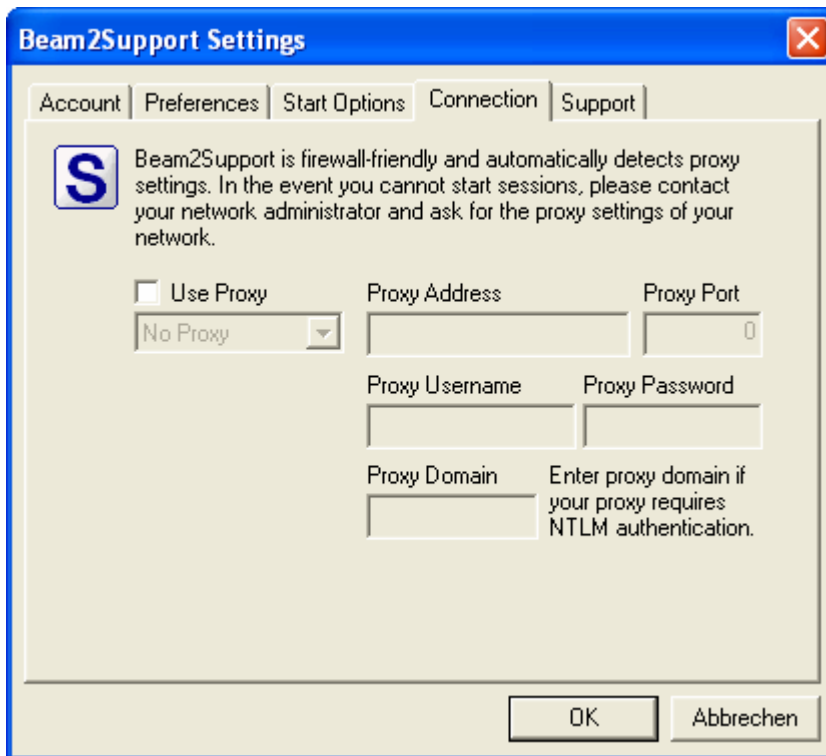
You can select a default **Initial Viewing Direction** and choose among three options: Show, View or View & Control. Upon joining a session, your customer will be notified which viewing direction you selected.

Use the following session ID enables you to plan your sessions beforehand and inform your customer prior to starting the session. Your next session will automatically be started using the session ID you specified. For security reasons, we recommend to choose a random series of numbers. To further protect your session, you can set a session password. To set a session password, check the box next to **Use a session password** and enter the password in the respective field. If you set a session password, your guest requires both the 9-digit session ID and the session password to join your session.

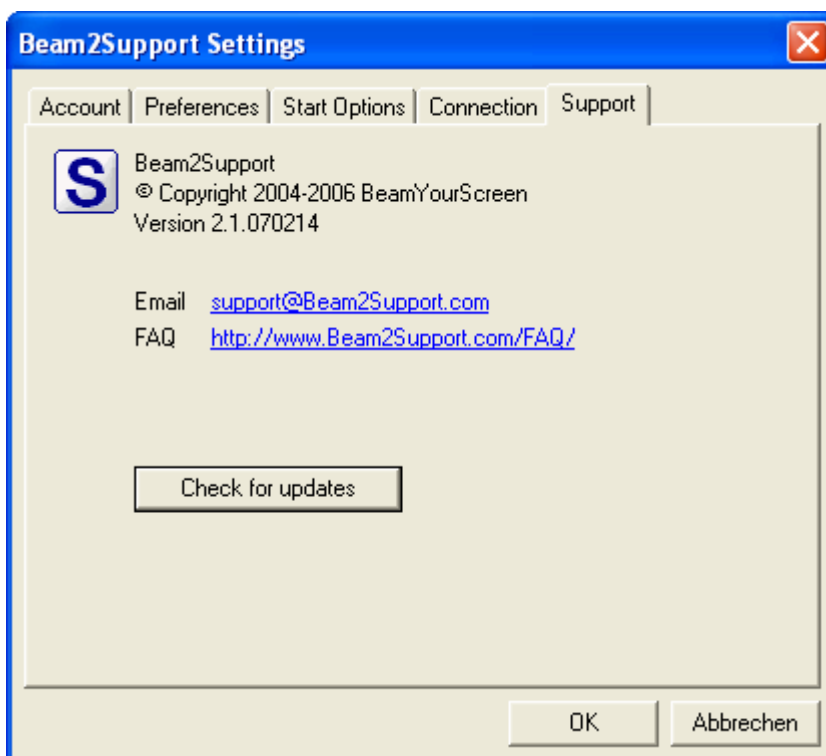
Log participant's name at session start enables you to record the name of your customer or their customer number. This information will later appear in your session statistics and facilitate the tracking and billing of support sessions.

Besides starting the recording manually during a session, you can specify that any session automatically be recorded by checking **Automatically start recording**.

On the **Connection** tab you can manually enter your proxy settings if required.



On the **Support** tab you will find information on your current Beam2Support version. In addition, you will find a link to our help section and the email address to contact our support team.



Clicking the **Check for updates** button will inform you when a new version of Beam2support is available for download.

MyAccount

To manager your account, go to www.Beam2Support.com, click on **MyAccount** and log in with your **User Name** and **Password**.

Under Passwords in the menu, you can change your Administrator and/or Organizer Password. Initially, both passwords are the same. You will need the **Administrator Password** to log on to MyAccount and the **Organizer Password** to start Beam2Support sessions.

If you forgot your password, you can retrieve the password(s). To retrieve your password(s) go to www.Beam2Support.com, click on MyAccount and then the link **Forgot password?** located above the Login button. Enter your user name and click on the **Retrieve Password** button. Then check your emails and follow the instructions.

In MyAccount you can also access detailed **Statistics**, view and change your **Account Information**, **Billing Information**, and **Payment Information**, perform **Upgrades** and change your **Communication Settings**.

Support

We provide answers to the most frequently asked questions in the **Help** section on our website www.Beam2Support.com/help. In addition, we offer support by **Email**, **Phone**, and **Live Support Chat**.

Help Section: www.Beam2Support.com/help

Email: support@Beam2Support.com

Chat: www.Beam2Support.com/Chat

Phone: UK: +44-(0)208-099-7855

USA: +1-646-292-7142

Germany: +49-(0)621-7001-9980

Please feel free to contact us, should you have any questions.