

TRBOnet Quick Support

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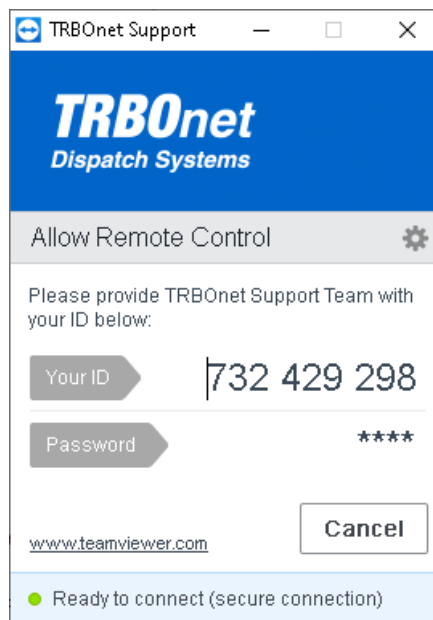
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1 Introduction

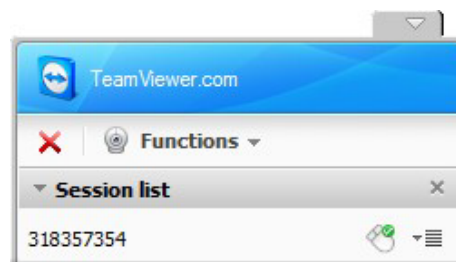
TRBOnet has a special tool for quick and efficient remote support. To get quick support you just need to run the TRBOnet_QuickSupport.exe file and tell your TRBOnet support engineer your unique ID. After that the support engineer will have access to your PC.

2 Using TRBOnet Quick Support

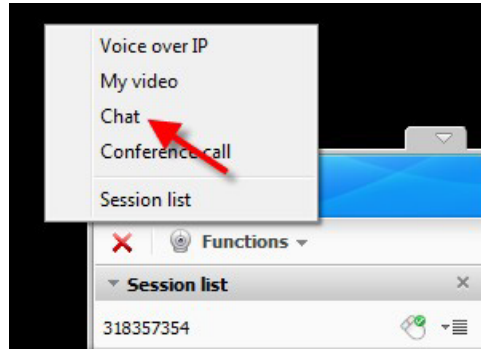
- Download the TRBOnet_QuickSupport.exe file here: https://cdn.trbonet.com/download/tools/TRBOnet_QuickSupport.exe
- Launch the file. Find your unique ID in the **Your ID** field.



- Contact your TRBOnet support engineer and tell them your unique ID. Now the support engineer can get remote access to your PC.
- As soon as the connection session is opened, you will see the session window in the bottom-right corner of your screen.



- Now the support engineer has access to your PC. You can use the Chat function in the Session window to communicate with the support engineer. Click **Functions**, and from the context menu select **Chat**.



Note: Our support engineers prefer opening a Notepad document to using the chat in the Session window in order to have an opportunity to save the dialog after closing the session.

- Tell the support engineer about the issue you are experiencing and let them make the required changes in your configuration.
- To close the connection session, click the red cross in the Session window.

