

## TRBOnet Quick Support

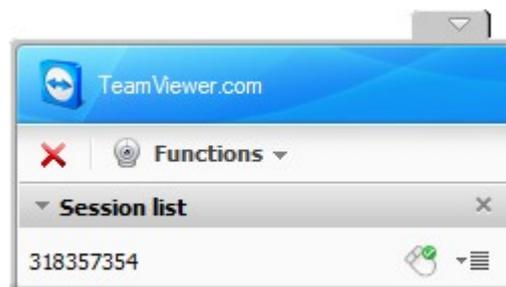
TRBOnet has a special tool for quick and efficient remote support. To get quick support you just need to run the **TRBOnet\_QuickSupport.exe** file and tell your TRBOnet supporter your unique ID. After that the supporter will have access to your PC.

### How to use TRBOnet Quick support:

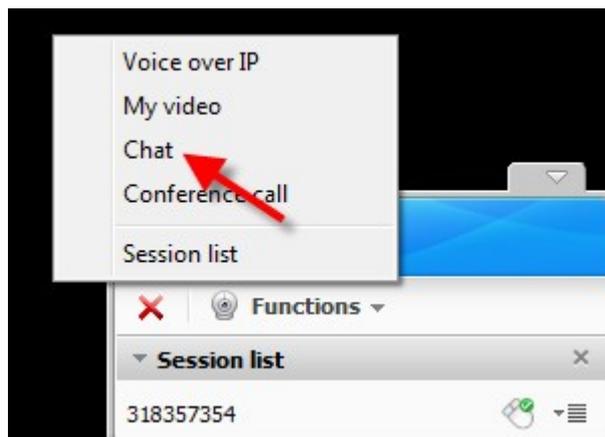
1. Download the **TRBOnet\_QuickSupport.exe** file here:  
[http://www.trbonet.com/download/tools/TRBOnet\\_QuickSupport.exe](http://www.trbonet.com/download/tools/TRBOnet_QuickSupport.exe)
2. Launch the file. You have your unique ID, the default password is **trbonet.com**.



3. Contact your TRBOnet supporter and tell your unique ID. Now the supporter can get remote access to your PC.
4. When the supporter starts the connection session, you will see the session window in the bottom-left corner of your desktop.



5. Now the supporter has access to your PC. You can use the **Chat** function in the Session window to communicate with the supporter. For this click **Functions** and then select **Chat** in the context menu.



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

6. Tell the supporter what help you need and let him make the required changes in your configuration.
7. To close the connection session click the right cross in the Session window.

