



# Browser-based HTML 5

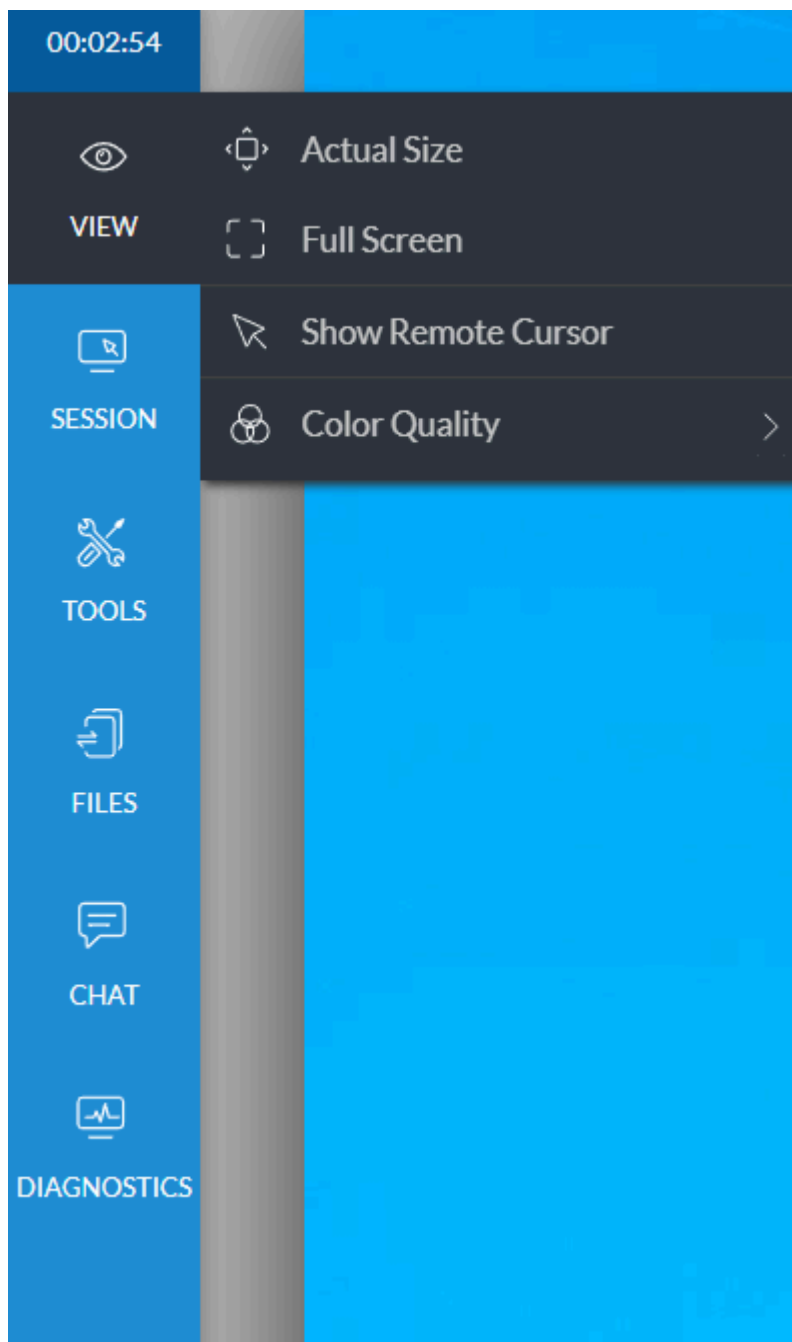
HTML 5 is a browser-based technician console. It involves zero installation at your end to start a session. It enables the technician to access remote customer's computer quickly. Since it is browser based it supports both Mac and Windows.

The functionalities categorized under the following sessions:

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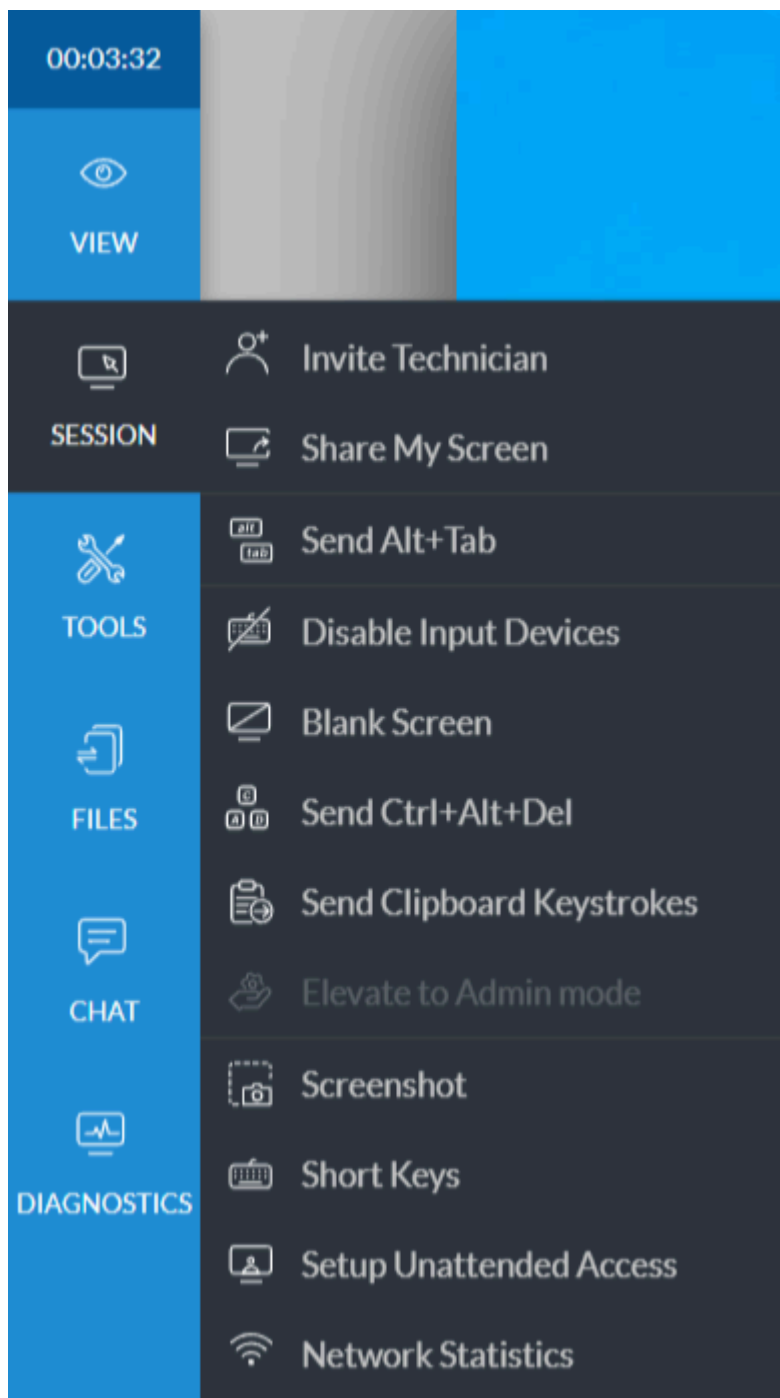
The descriptions of the functionalities are given below

## View



- **Actual Size** shows the remote screen in its actual dimensions.
- **Full Screen** stretches the visible remote screen to the entire width and length of your Console window.
- **Show Remote Cursor** allows you to view the customer's remote cursor while in a support session.
- **Color Quality** lets you to view the remote screen in four different color qualities while by choosing *Automatic* the color quality of the screen will vary along with internet connectivity speed.

## Session

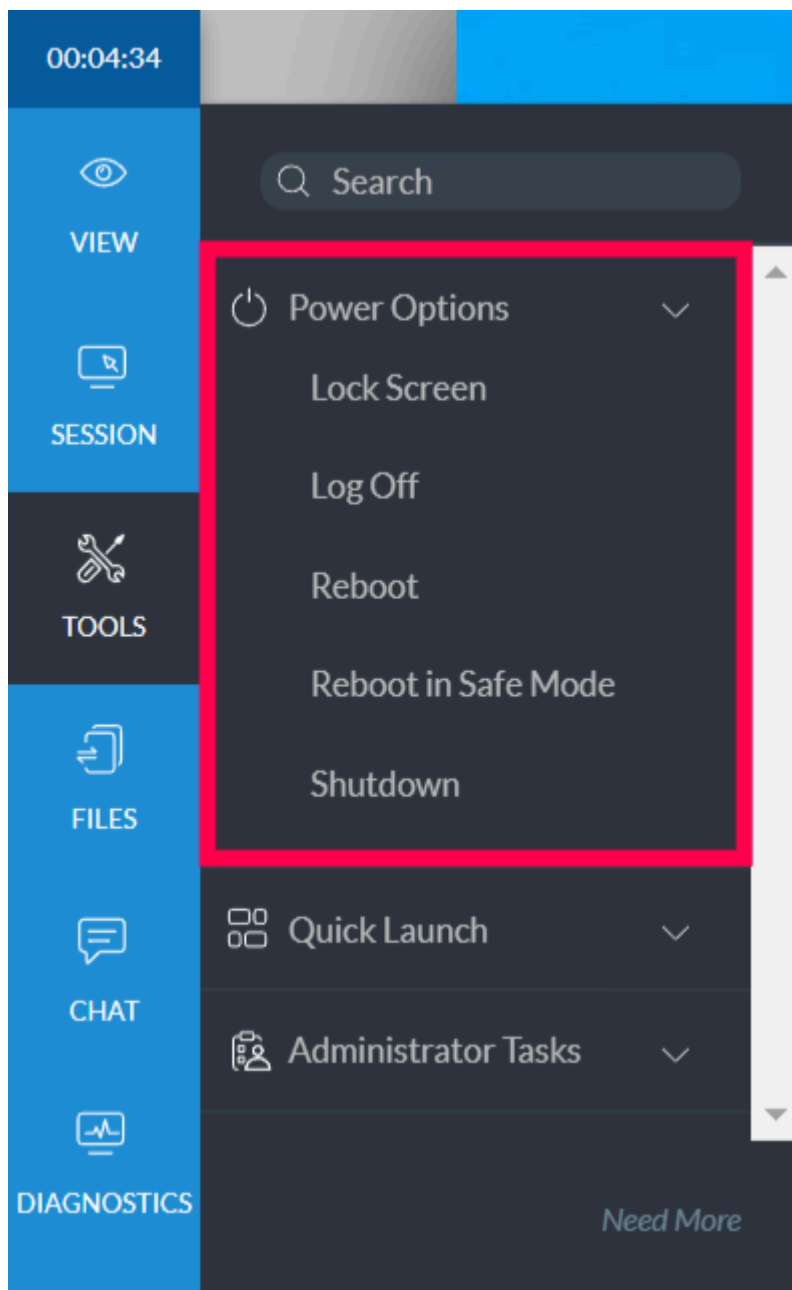


- **Invite Technician** - You can invite a secondary technician either from within your Assist organization or from outside your organization during a session using this feature. This can be helpful on occasions when you find it difficult to resolve an issue all by yourself.
- **Share My Screen** - This feature enables you to share your screen with the customer. It can be helpful when you want to demonstrate a process or a software program.
- **Run As Service** - Run As Service enables you to run Zoho Assist as a service (thereby enabling Administrator privileges) on the remote computer.
- **Send Ctrl+Alt+Del** - Zoho Assist allows you to send the Windows key combination Ctrl+Alt+Del to remote computers with a single click. This helps you to access the Task Manager of the remote computer, change the login password, Log Off etc.

- **Send Clipboard Keystrokes** - The technician can now copy and paste passwords in the respective fields during an active remote access session. [Learn more.](#)
- **Screenshot** - Allows you to capture the screen while in a remote support session. This can come handy when you have to store something crucial or if you have to send a specific screen to your customer for future reference.
- **Disable Remote Input** - Enables you to lock out the remote keyboard and mouse to prevent anyone sitting at the remote machine from entering input data during a remote control session. You can disable the input only if the computer at the remote end is Windows.
- **Blank Screen** - This feature prevents the remote user from viewing what is happening on their screen during a remote support session. You can protect sensitive data by preventing the customer from viewing the monitor while you are remotely accessing it from another location. You can use this feature only if the computer at the remote end is Windows.

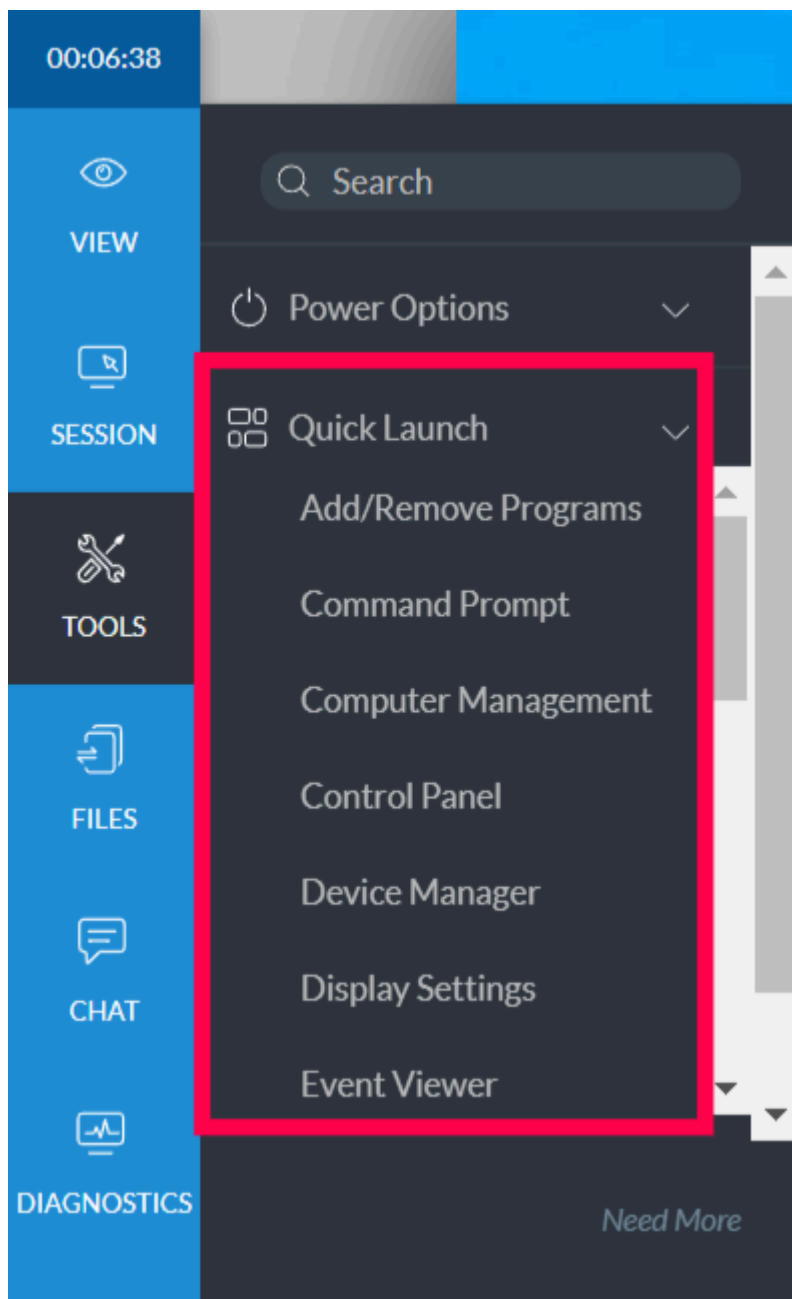
## **Tools (available only when the remote computer is on Windows)**

### **Power Options**



- **Lock screen** - If you want to lock the remote screen all of a sudden or if you want to switch between users, you can use this feature.
- **Log Off** - Quickly log off the remote computer to close the particular user's account so that it's easy for another user to log in.
- **Reboot** - You can reboot the remote computer with this feature. It helps you on occasions when you must reboot the remote computer for the installation of a new software or hardware.
- **Reboot in Safe Mode** - You can reboot and troubleshoot the remote computer in safe mode with this feature. The remote computer gets automatically connected to the session after logging in.
- **Shutdown** - You can completely turn off the remote computer right from the technician console using this feature.

## Quick Launch

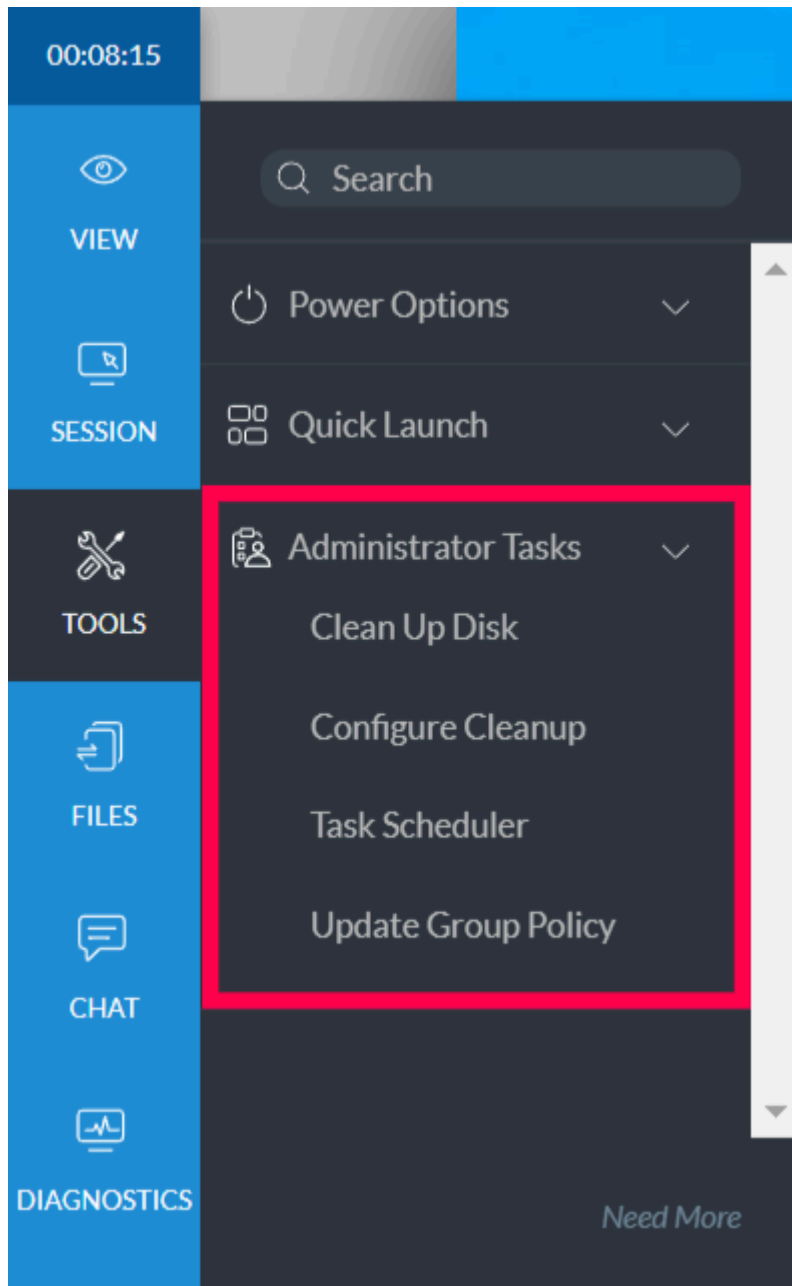


Quick launch provides you with a number of windows shortcuts that allows you to navigate through the remote computer much faster, manage shared files, uninstall/share software, manage hard drives and much more. You can carry out the following windows shortcuts using Quick Launch.

- Add/Remove programs
- Local Security Policy
- Command Prompt
- NS Lookup
- Computer Management
- Network Connection
- Control Panel
- Display Settings
- Services
- Event Viewer
- System Registry
- Explorer
- System Properties
- File System Management

- Performance Monitor
- Device Manager
- Registry
- Task Manager
- Firewall
- Group Policy Editor

## Administrator Tasks

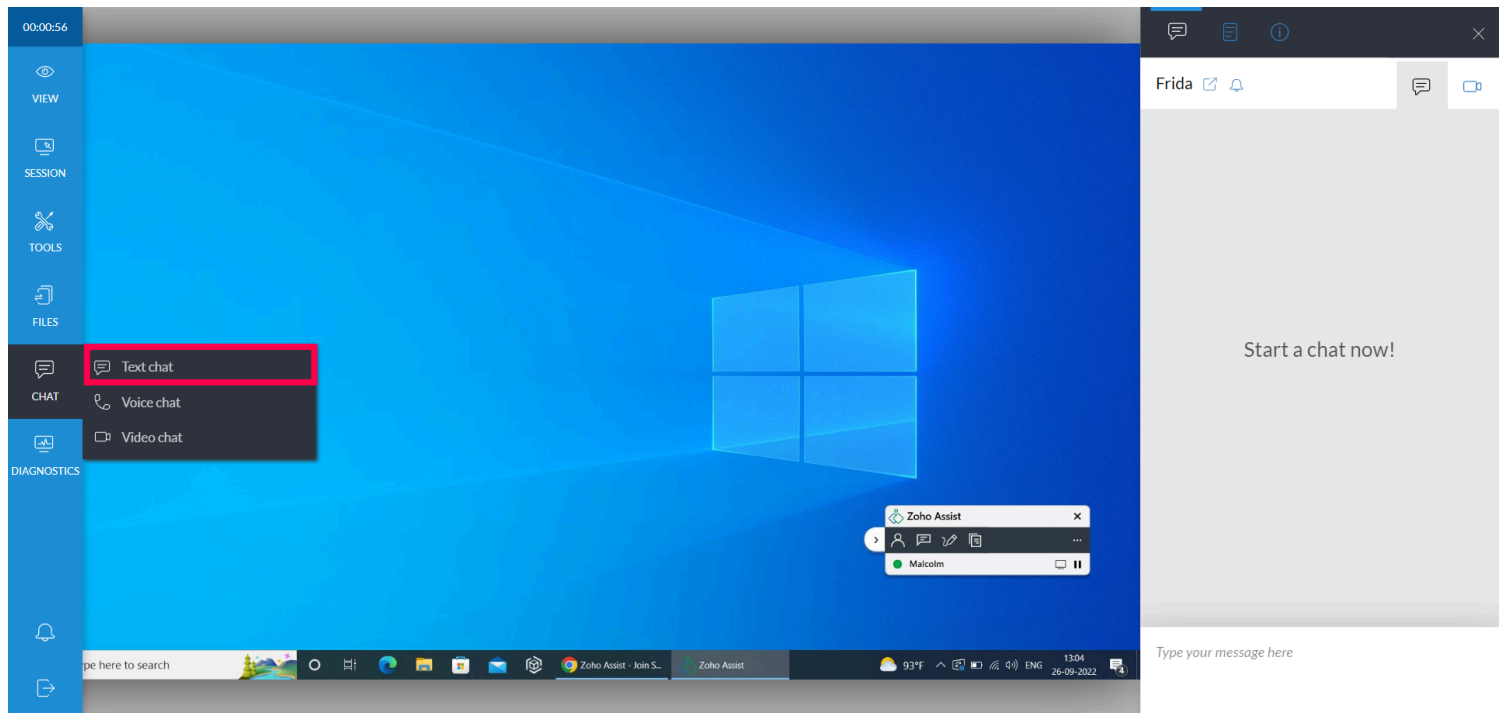


You can perform a number of administrative tasks on your remote computer right from the technician console. You can choose to clean up the disk, schedule tasks and even update group policy without having to navigate all way through the remote computer.

- Clean Up Disk
- Configure Clean Up
- Task Scheduler

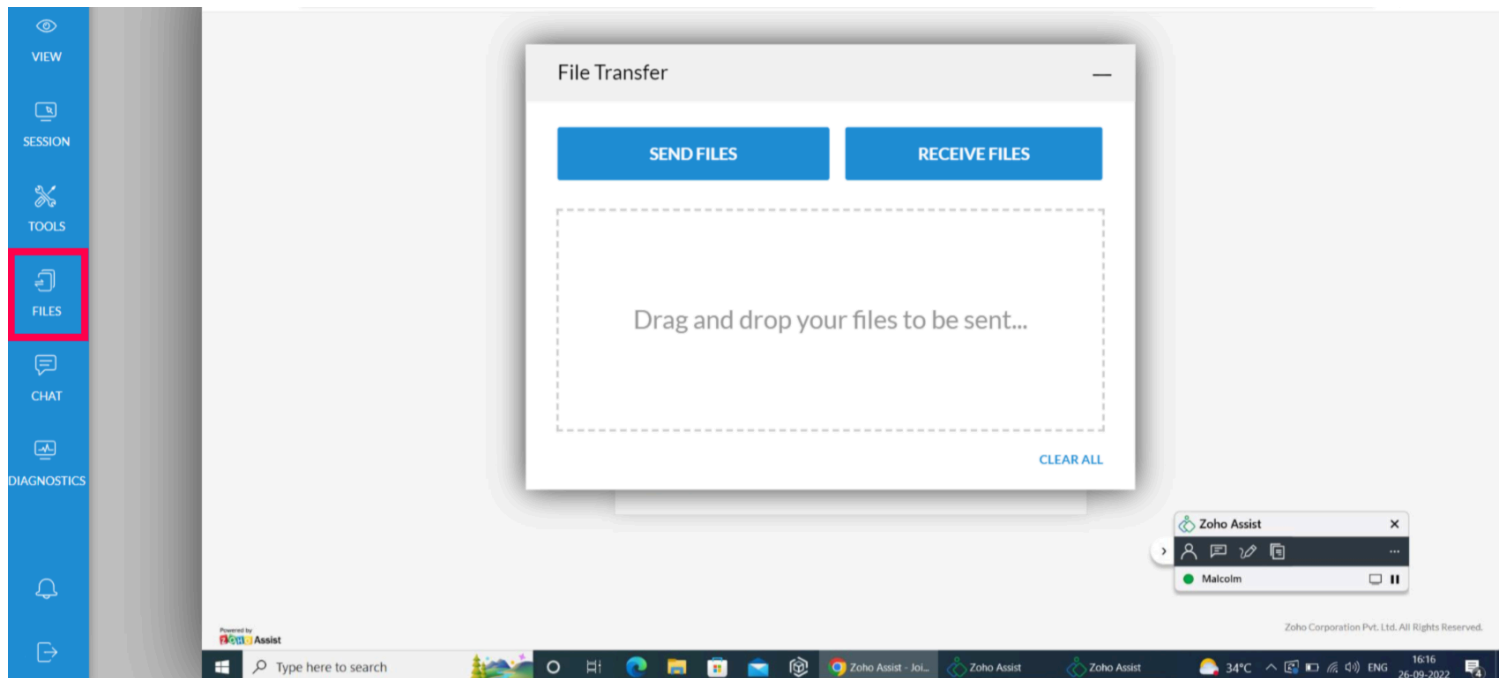
- Update Group Policy

## Chat



Once the customer joins the session, you can interact with him with the help of chat window built into the Console. You can guide your customer on any installation process or troubleshooting, through chat.

## File Transfer

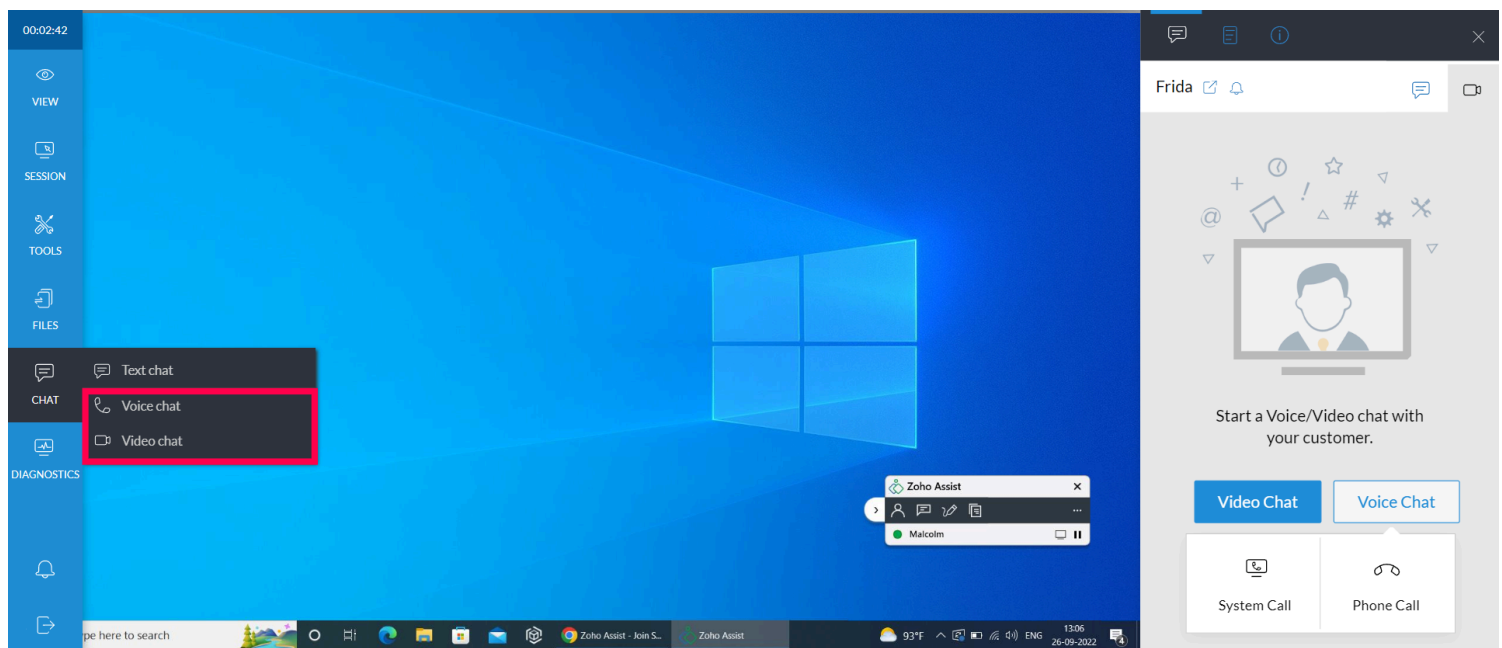


Using this feature, you can transfer files/patches to the remote computer. You can also receive files from your remote customers. The file transfer window shows the progress of the transferred file, the ability to send and receive files, and you can also drag-and-drop the file which needs to be sent.

## Multi-Monitor Navigation

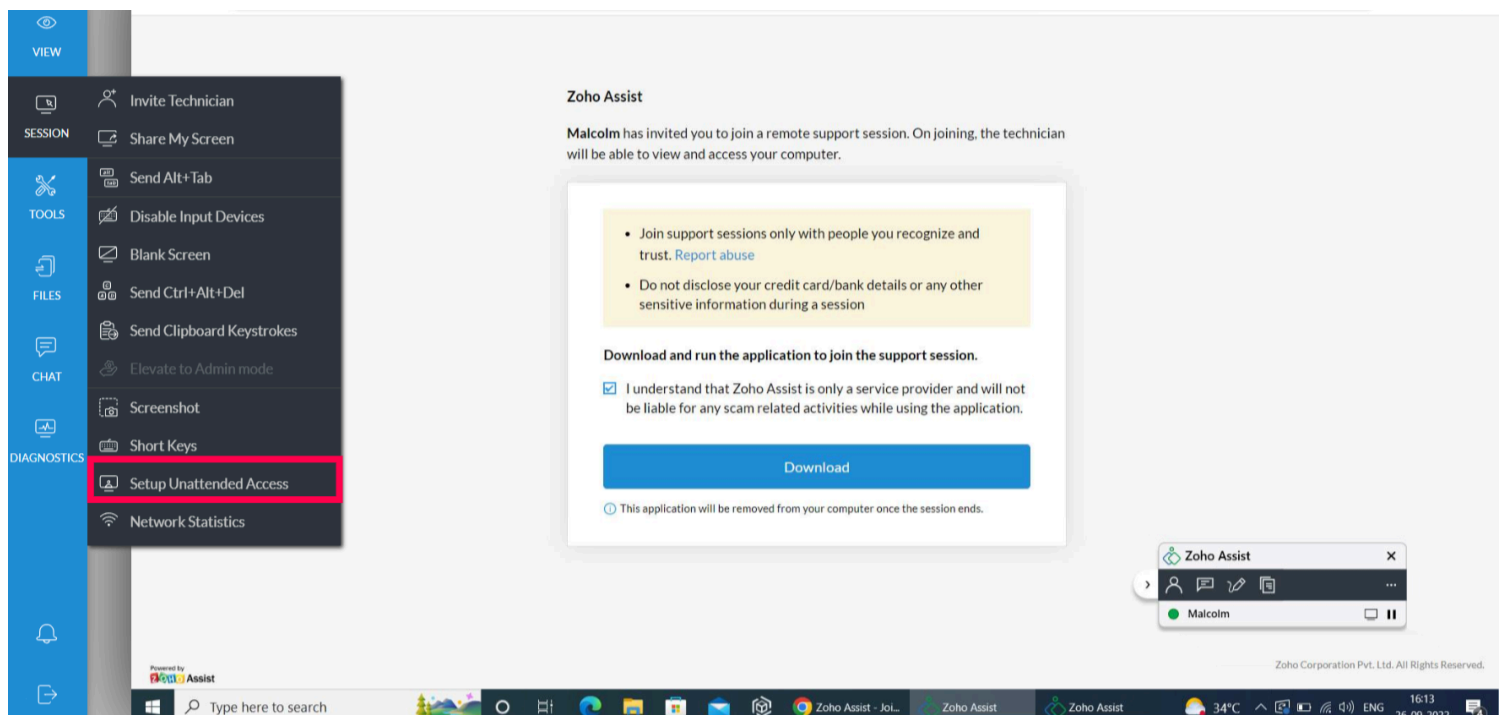
Using multi-monitor navigation, you'll be able to control, access, manage, and navigate between multiple monitors connected to your remote computer simultaneously. On initiating a session, all monitors connected to the remote computer will be displayed. You can enable the Notifications option to receive alerts on all operations performed. To obtain a live preview of all the operations performed in a particular monitor, enable the Live Preview slider. You can also change the view to Horizontal, Vertical, or Grid view type according to your preference.

## Voice and Video Chat



The Voice and Video Chat feature allows technicians to talk to their customer on an audio call, or use their web camera to video chat with the customer during a remote session.

## Setup Unattended Access



The Setup Unattended Access feature allows you to configure your devices for unattended remote access directly during a live remote session.

