



Customer Console

This section explains the functionalities of the Customer Console. Customer Console is a run-time application which runs on your customer's computer once the session starts.

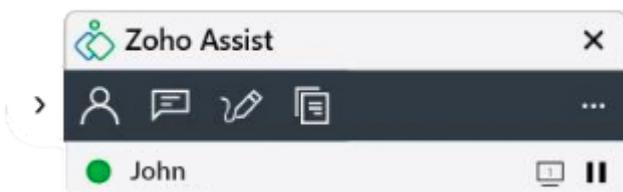
The functionalities are:

- Stop/Start Sharing
- Chat
- Swap Screen
- Annotate
- File Transfer
- Multimonitor Navigation
- Participants
- Proxy

Customer Console for Mac OS :

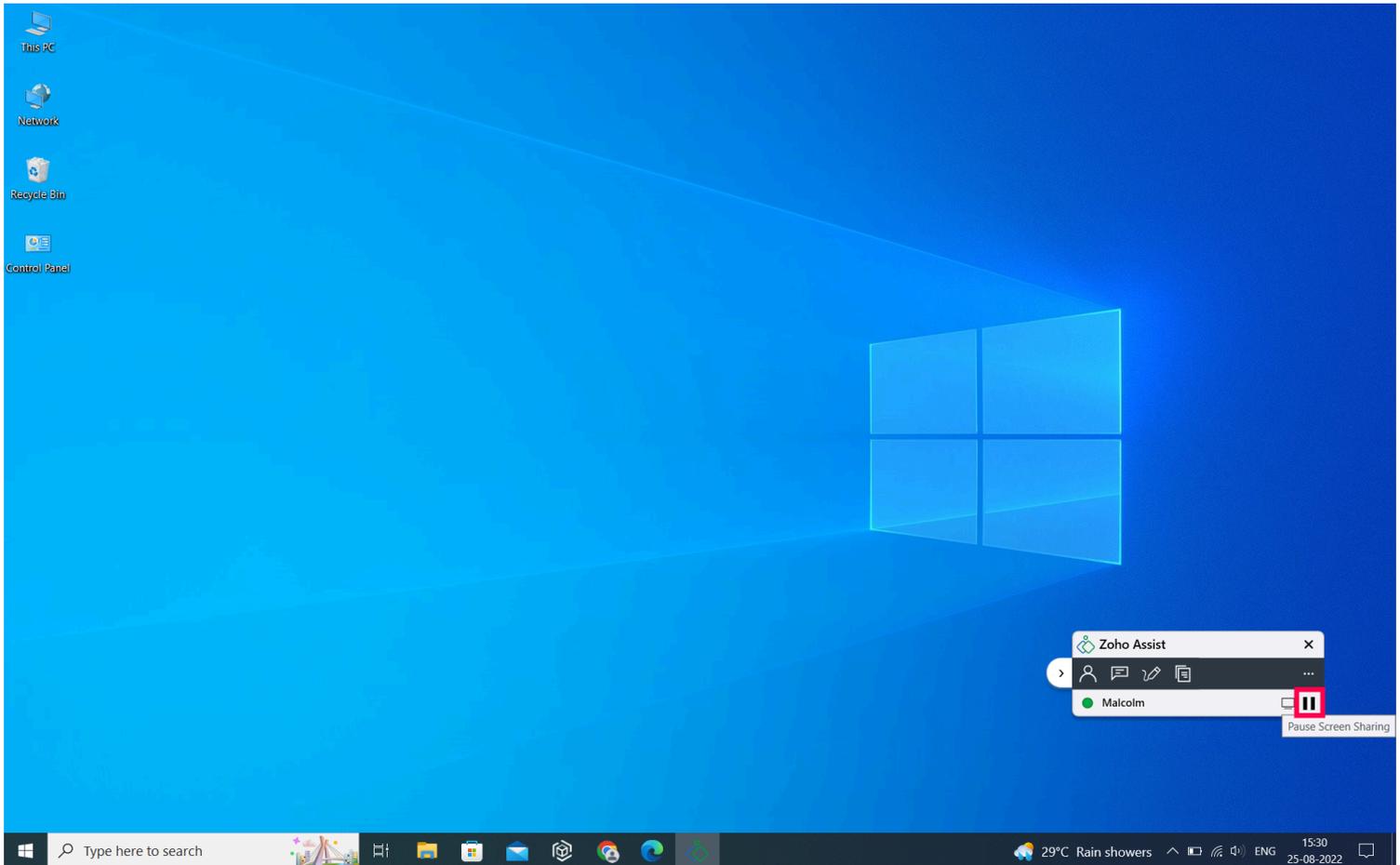


Customer Console for Windows :



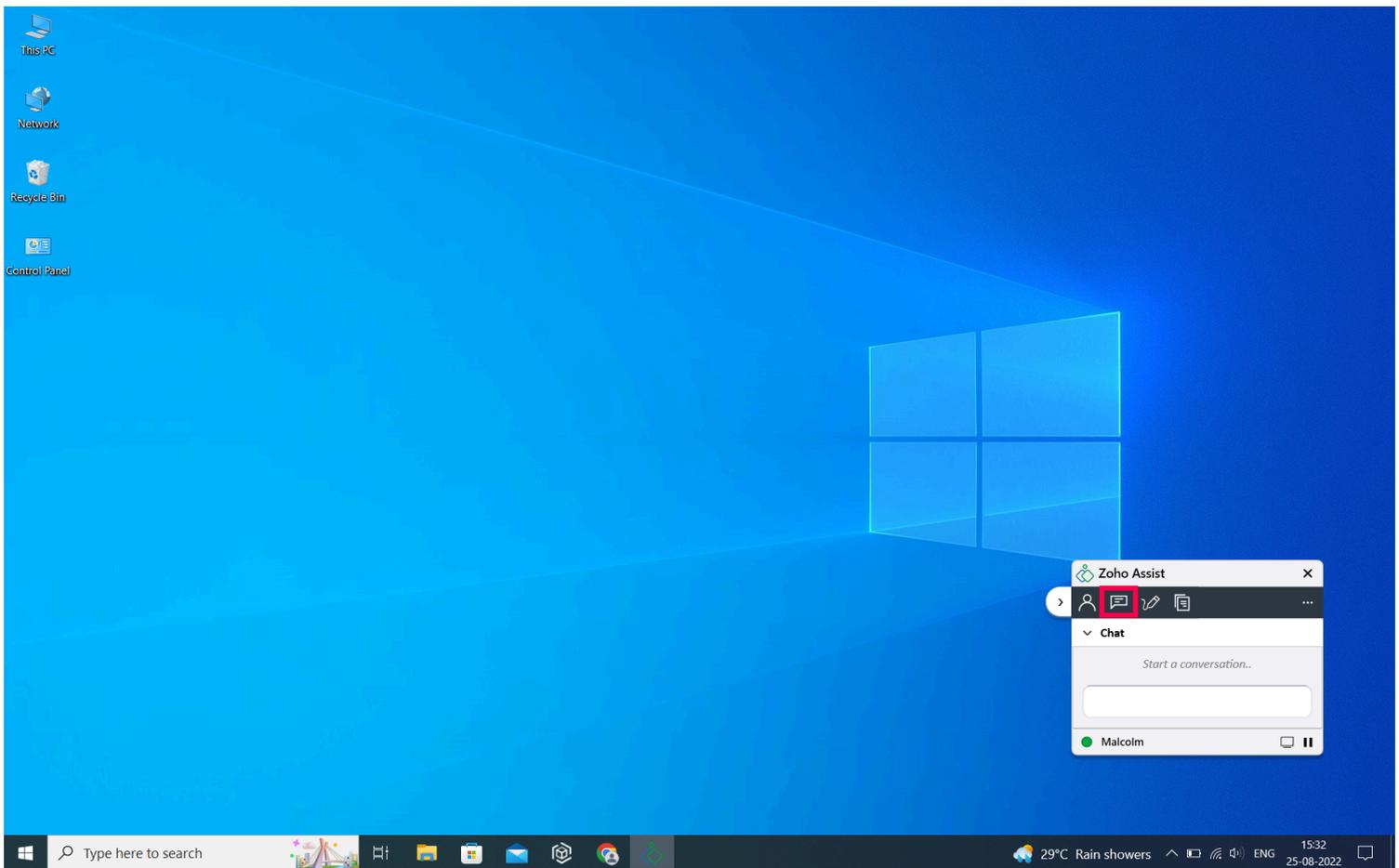
Stop/Start Sharing

Once the session starts, the technician can control the remote computer. If your customer wants to pause screen sharing, he can click 'Pause Screen Sharing' tab and it toggles to 'Resume Screen Sharing'. It sends out a message to the Technician saying that the customer has paused sharing his/her screen. The customer can resume screen sharing by clicking the 'play button' again.



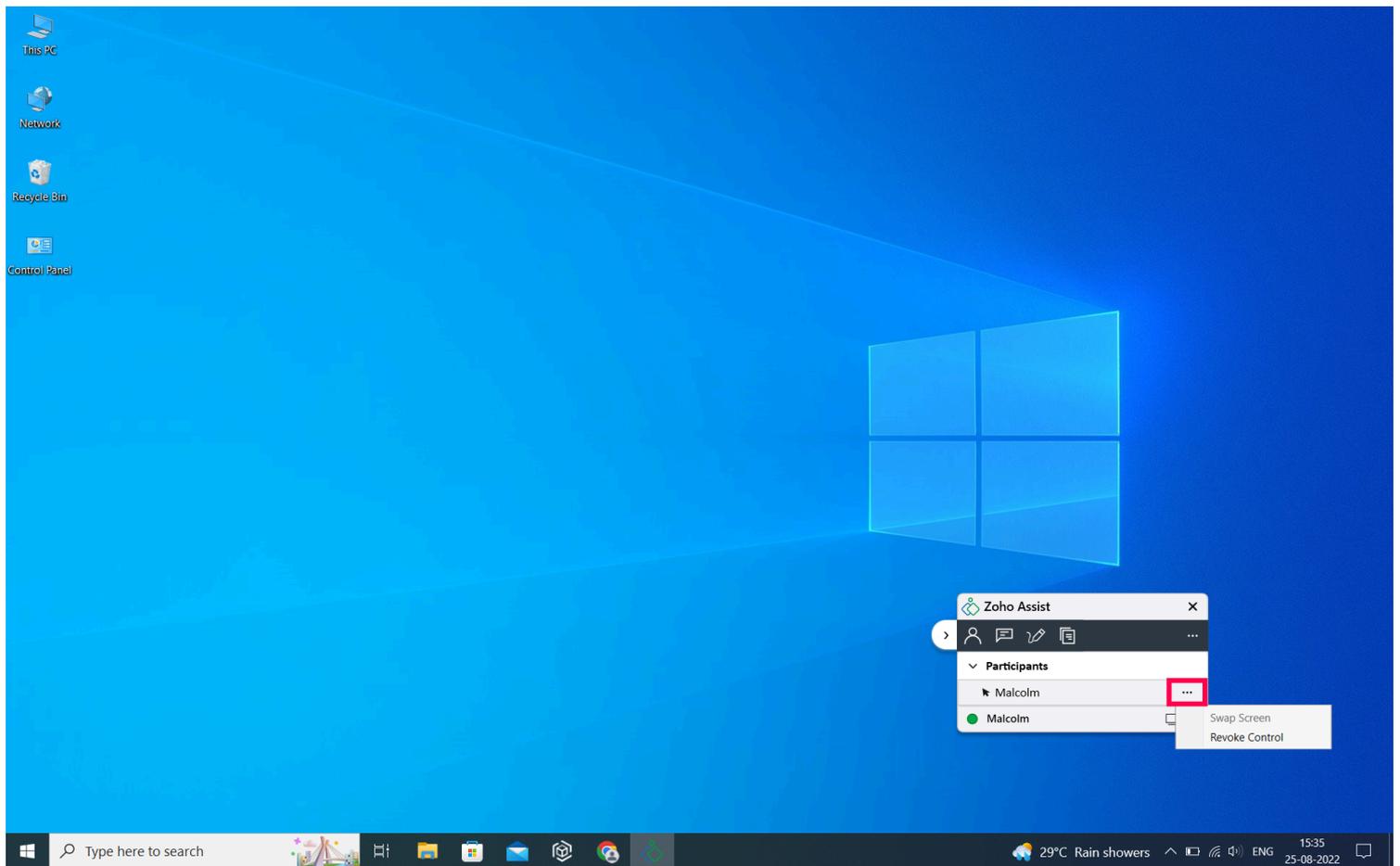
Chat

The customer can interact with you using the chat window built in to the Console. You may guide or inform your customer on any installation process or troubleshooting, through chat.



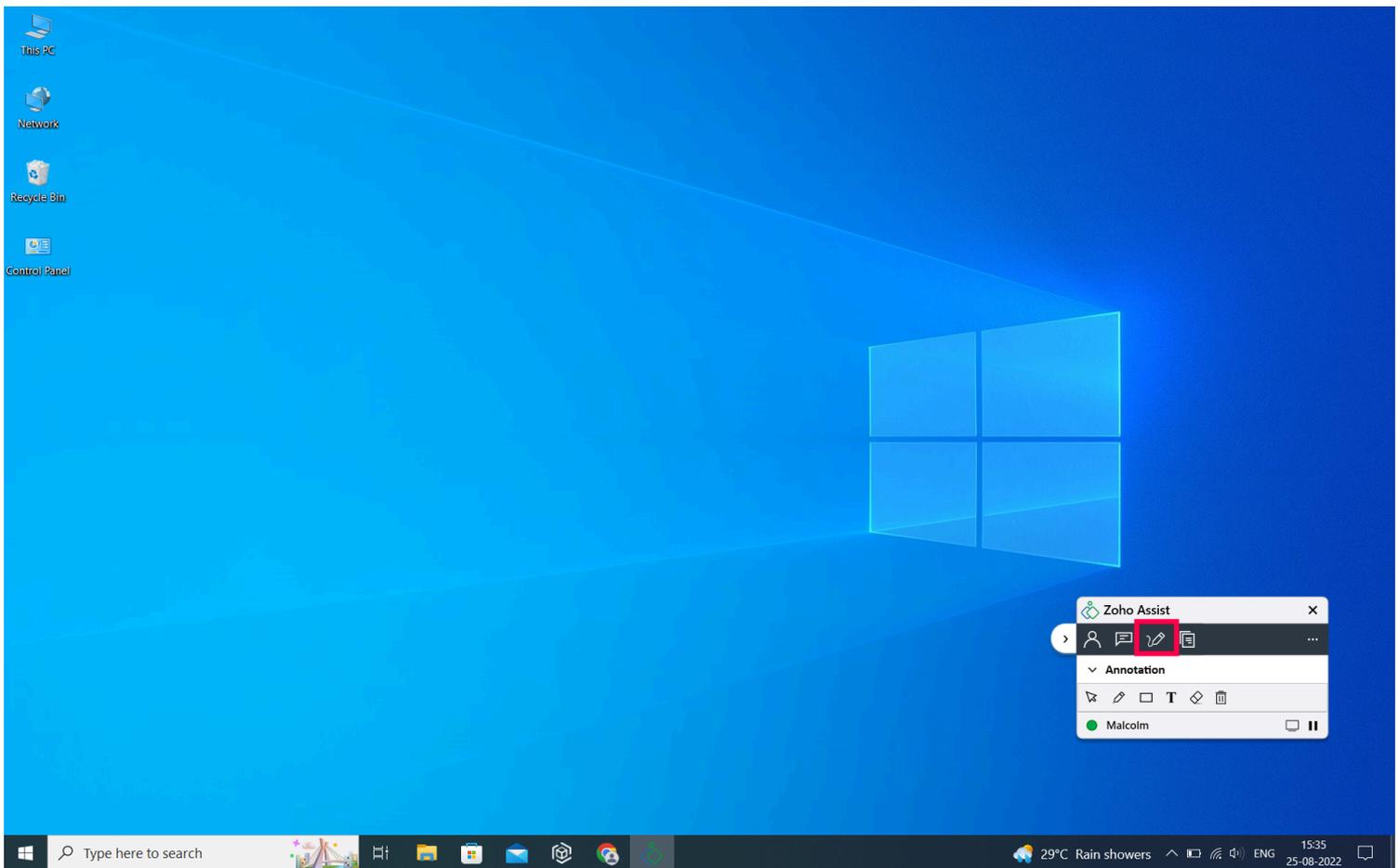
Swap Screen

You can reverse the Screen Sharing with this feature. It helps the customer to view your screen using which you can demonstrate any installation or usage of a software. If necessary, you can provide training on any process using this feature.



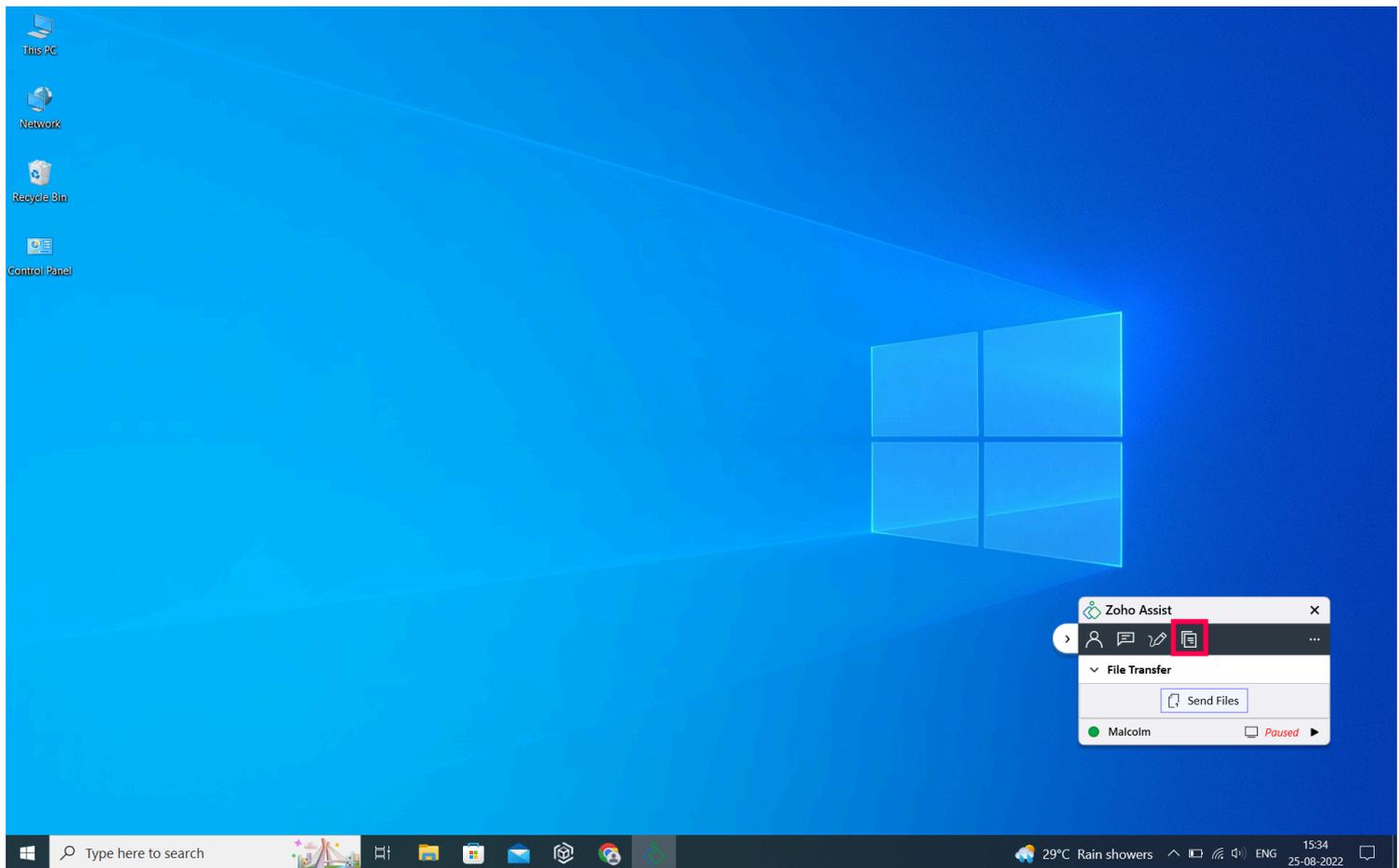
Annotate

Annotate allows you to mark up and highlight the remote user's screen while in a screen sharing or remote support session. This feature provides both the customer and the technician with a drawing tool, a text tool, a rectangular drawing tool, an eraser and a clear screen option.



File Transfer

You can transfer files from your computer to the remote technician's device during a remote session without intermediate storage devices like FTP, USB, or cloud-based storage devices.

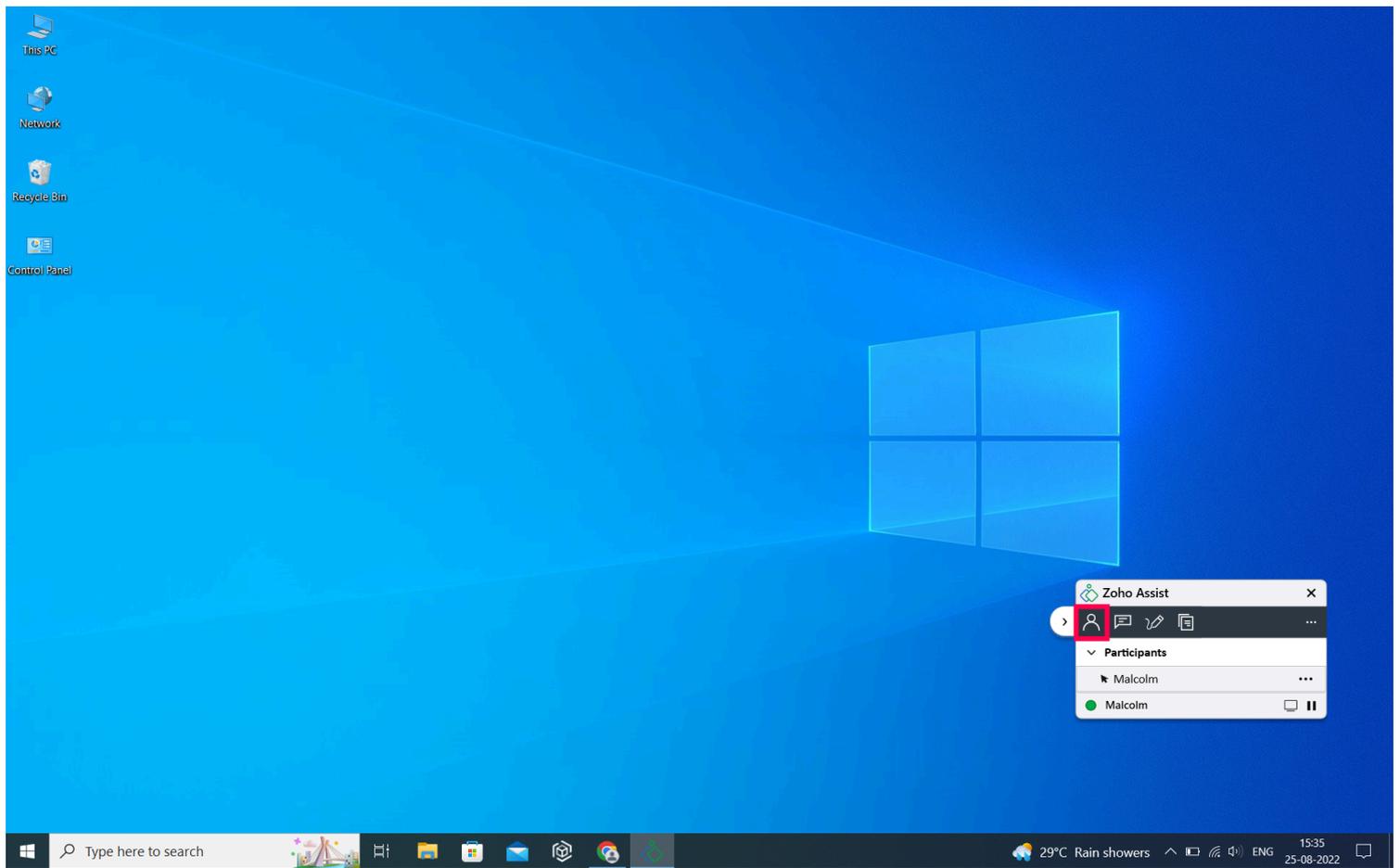


Multi-monitor Navigation

Multi-monitor navigation allows the customer to choose the monitor they want the technician to view.

Participants

Participants allows you to view the list of participants or technicians involved in the remote session, revoke remote control provided to the technician, and swap the shared screen. To revoke control or swap the shared screen, click  besides **Participants** to select Revoke Control or Swap Screen.



Proxy

You can configure the proxy by entering the credentials. To open up the proxy window, click  on the right side of the customer console and select **Connection Settings**.

