



Technician Console

This section explains the functionalities of the Technician Console. It's a run-time application which runs on the technician's computer once he or she starts a support session. It enables the technician to access remote customer's remote computer. You can either use our native application (ActiveX) or use a browser-based HTML5 console.

- Active X
- HTML5

Note:

The technician console for both Windows and Mac for remote support and unattended access will be the same. In case the remote computer is Mac, the options **File Transfer, Run As Service, Send Ctrl+Alt+Del, Reboot and Safe Mode Reboot** will be disabled.