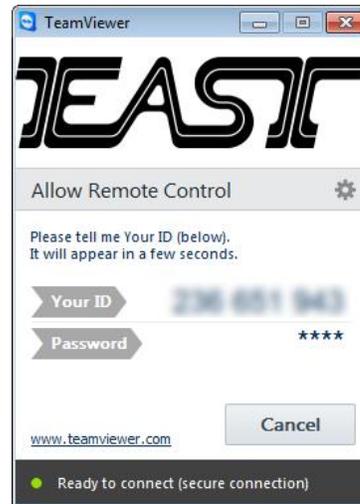
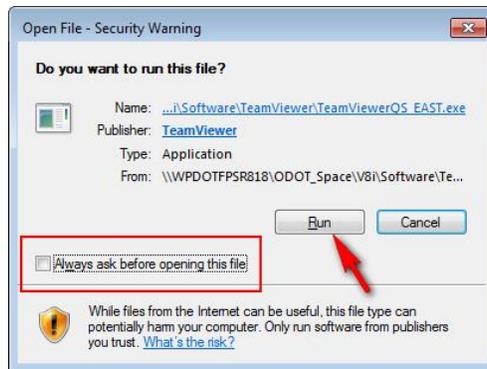


TeamViewer Helps EAST Look Over Your Shoulder

The Engineering Applications Support Team is using a screen viewing/sharing tool that updates the screen quickly and allows us to see more than one screen. It lets us see what you're doing on either monitor and lets us quickly share our screen with you if we wish to show you something.

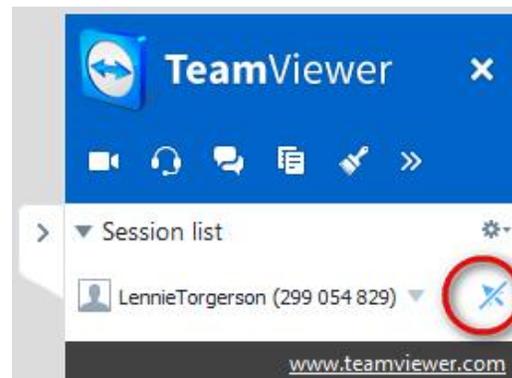
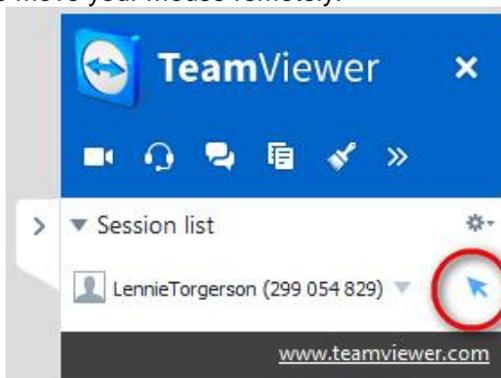


We have placed a shortcut to the TeamViewer QuickSupport Module in an Engineering folder on your desktop. TeamViewer is also available from inside MicroStation V8i on the **ODOT > ODOT Help** menu. When you call for support, we will ask you to launch TeamViewer. Uncheck the box to "Always ask before opening this file" and click [Run] if you receive the Open File – Security Warning dialog. It will take a few seconds to open and assign your computer a 9-digit ID number.



You'll read the 9-digit number to the Engineering Applications Support Analyst; we'll key-it in and will then be able to see all of your screens.

You get a tool bar that opens up at the lower right corner of your primary monitor. It will indicate who is assisting you. You can minimize the tool bar to just the little tab that sticks out by clicking on the small greater than symbol on the left side of the tab. An arrow icon on this tool bar gives you control over our ability to move your mouse remotely.



Turning our mouse control off by clicking on the arrow icon, can be very handy. Our mouse gets turned into a pointer and when we click on items on your screen, you see a large, blue arrow pointer. I think it's a lot better than hearing the words, "Do you see this thing here?"



When we are done, the white [X] button on the tab closes the connection, but leaves the TeamViewer application open in your task bar in case you want to make a quicker connection with a follow-up question. You may close the TeamViewer dialog box by clicking [Cancel] or the Windows close button in the upper right of the TeamViewer QuickSupport module.