

Installing the DigitalProminenceSM Support Connection Module – Mac Version

Once you install the DigitalProminenceSM Support Connection Module (DSCM), it will run as a small behind-the-scenes service which starts whenever you start your Mac. It sits in an idle state until a connection is needed between your computer and your Support team. If you need help, contact your Support team by phone, Skype or email, and they can establish an instant connection with your Mac. If there is some kind of installation or configuration that Support must do on your Mac, you don't even need to be present (as long as your machine is on).

Having this “instant connect” module available at all times eliminates the need for cumbersome (and often expensive) Webex (or similar) sessions and all the issues that can crop up when trying to start a WebEx-type meeting. No more “Sharing your desktop” and “Passing control”, etc. When needed, the DSCM connection is simple and immediate. You don't need to do ANYTHING (well, except ask for help in the first place if it's a support request ☺).

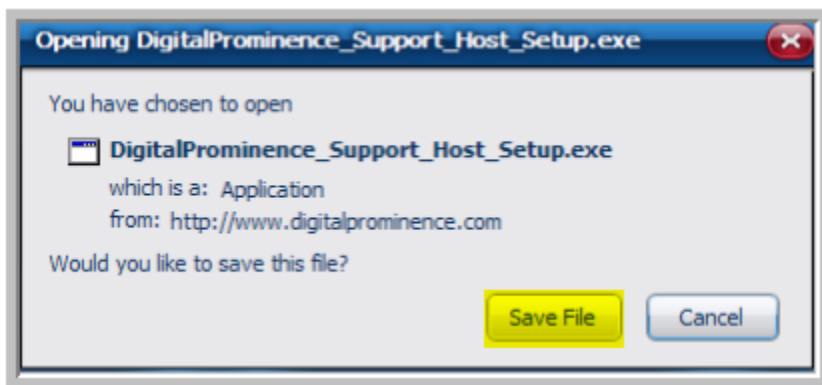
Complex program installations or application updates can be done by Support on your computer after you've gone home or gone to lunch. As long as you leave your Mac on, Support can make any necessary updates without having to disrupt your work.

Installing and Activating the DSCM

1) Download the DSCM installer by clicking this link:

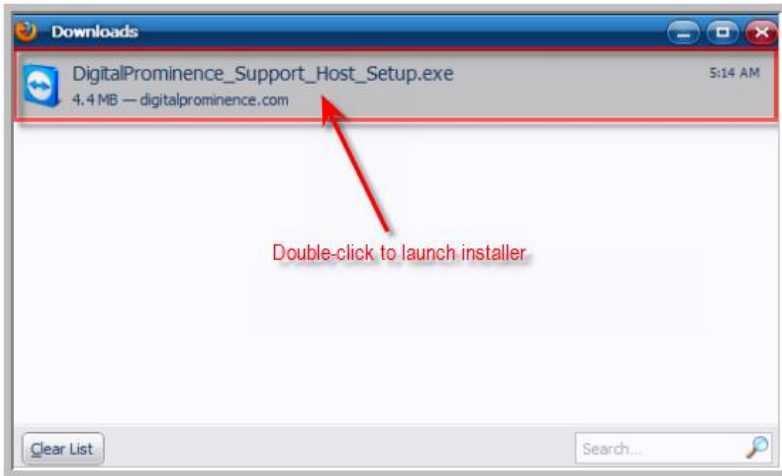
http://DigitalProminence.com/downloads/DigitalProminence_Support_Host_Setup-Mac.dmg

2) Save the file to your Download folder, Desktop or wherever you'll be able to find it after it downloads.

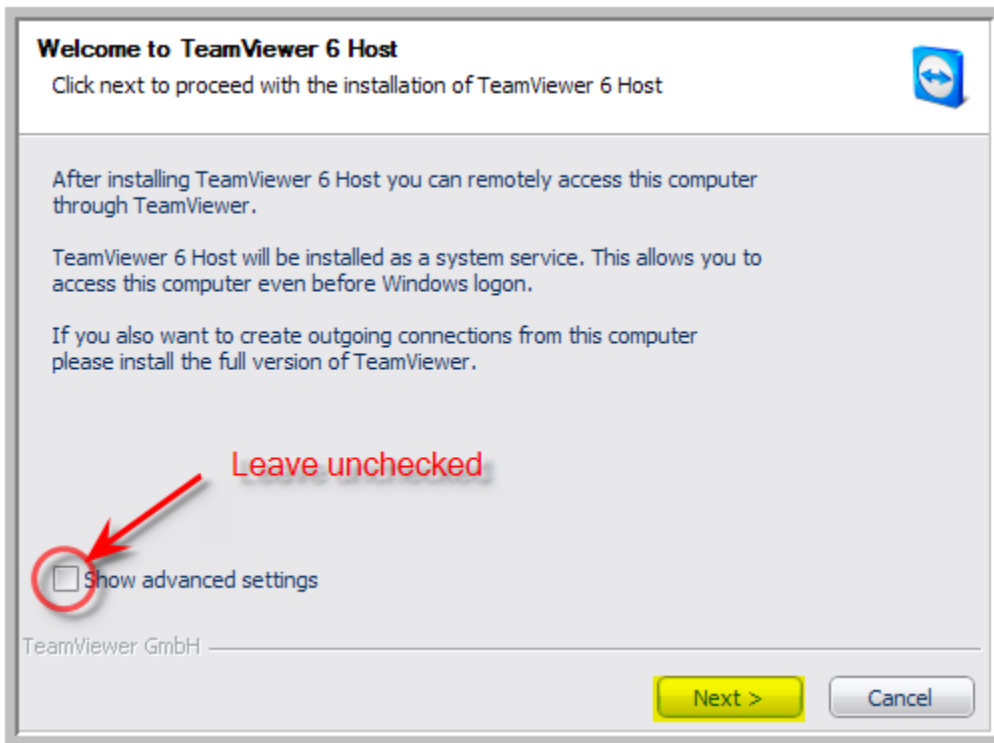


NOTE: screenshot is from a Windows system. Look for the Mac counterpart.

3) After it's downloaded to the location you selected, run the DigitalProminence_Support_Host_Setup-Mac.dmg file. If you use Firefox, you can run it directly from the "Downloads" list by double-clicking it.



4) When the setup program runs, you'll see a series of dialog boxes which you should handle as follows (red annotations are instructional; yellow highlights indicate selections):



Environment

How do you want to use TeamViewer?

How do you want to use TeamViewer:

personal / non-commercial use

company / commercial use

both of the above

TeamViewer GmbH

< Back Next > Cancel

License Agreement

Please review the license terms before installing TeamViewer 6 Host.

Press Page Down to see the rest of the agreement.

TEAMVIEWER® END-USER LICENSE AGREEMENT

PLEASE CAREFULLY REVIEW THE FOLLOWING TERMS AND CONDITIONS OF THIS END USER LICENSE AGREEMENT ("EULA"). THIS EULA IS A LEGALLY BINDING CONTRACT BETWEEN YOU AND TEAMVIEWER GMBH.

BY CLICKING 'I ACCEPT' OR DOWNLOADING, OR OTHERWISE USING THE SOFTWARE, YOU ARE CONSENTING TO ALL OF THE TERMS AND CONDITIONS SET OUT IN THIS

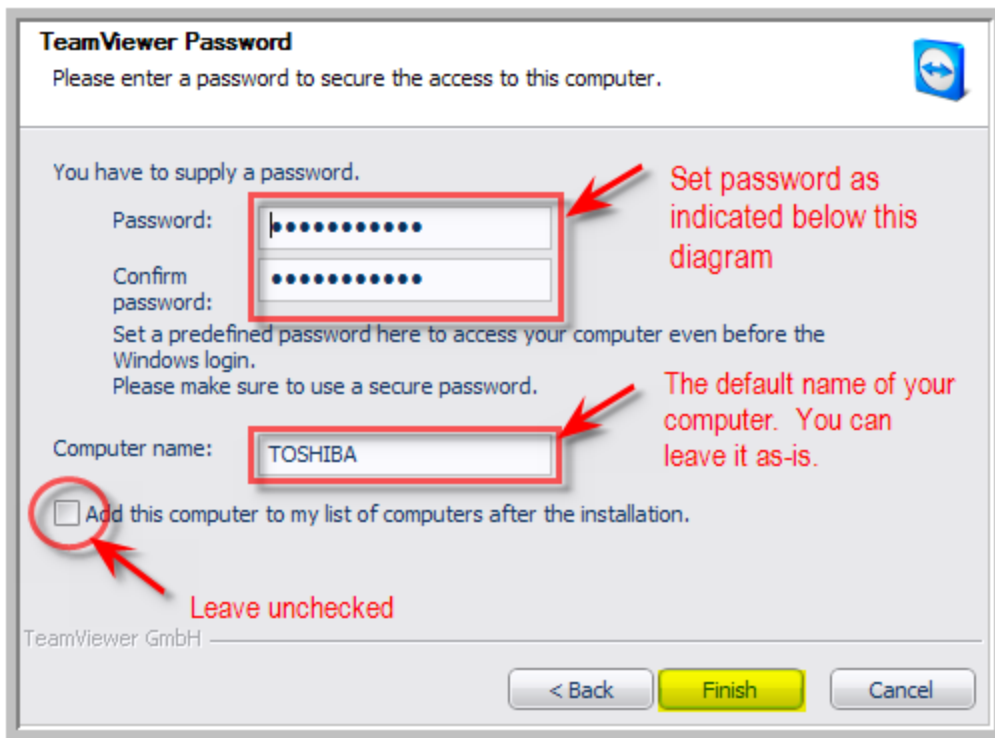
If you accept the terms of the agreement, click Next to continue. You must accept the agreement to install TeamViewer 6 Host.

I accept the terms of the License Agreement

TeamViewer GmbH

Check

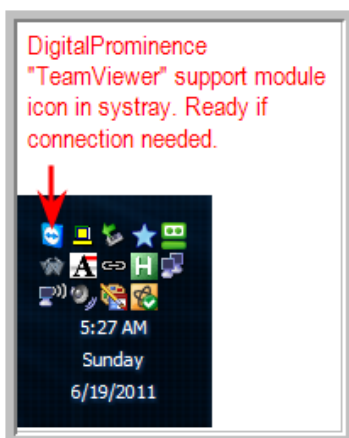
< Back Next > Cancel



Password (all lower case characters) MUST BE: **digital1**

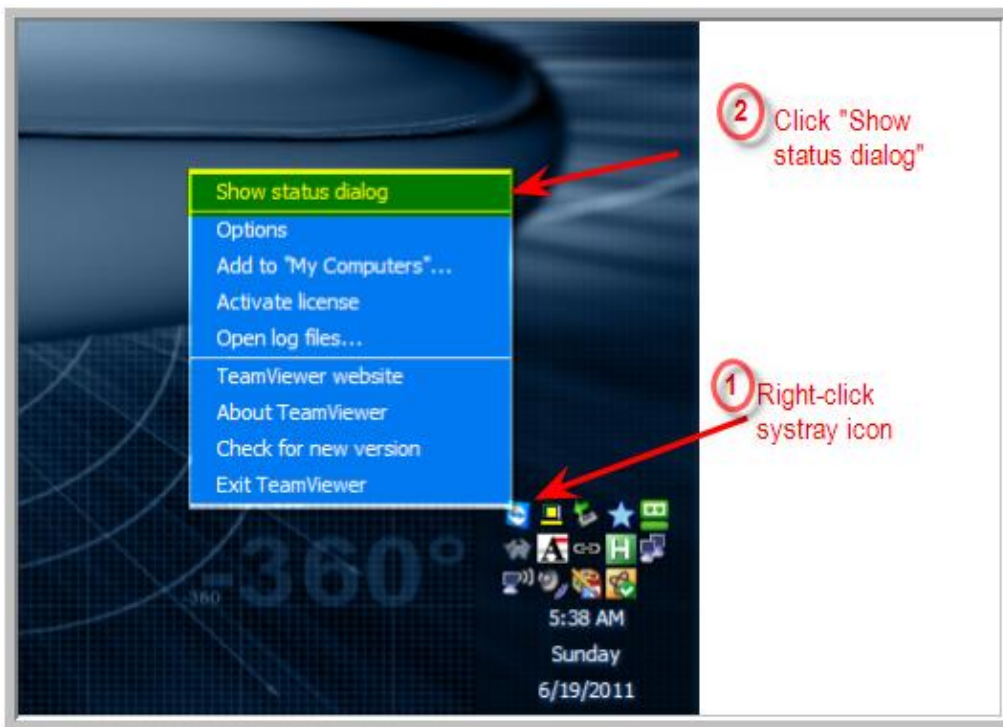
NOTE: it is VERY IMPORTANT that you set the password as indicated. If not done correctly, Support will not be able to add you to the Support Connection Partners database and will be unable to connect with your Mac.

5) When you click “Finish”, you may see the “DigitalProminenceSM Support Connection” dialog box (see #7 below), or you may not (depending on your system’s configuration). If you do NOT see it, look for the blue “TeamViewer” icon in your system tray (you may need to “show hidden icons” in your system tray if you have it set to hide inactive icons).

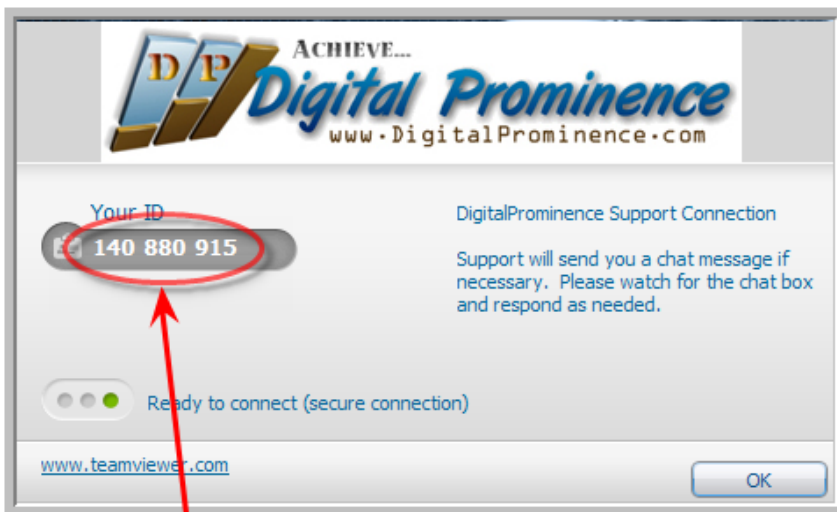


NOTE: screenshot is from a Windows system. Look for the Mac counterpart.

6) Right-click the DSCM “TeamViewer” icon and select “Show status dialog”.



7) The “DigitalProminenceSM Support Connection” dialog box will appear. Copy the number in the “Your ID” field. It is selectable – you can highlight & copy to your clipboard (in fact, it’s recommended that you do so to prevent typing errors). Send that number to your Support team using the email address in the yellow box below, and you will be added to the “Support Connection Partners” database.



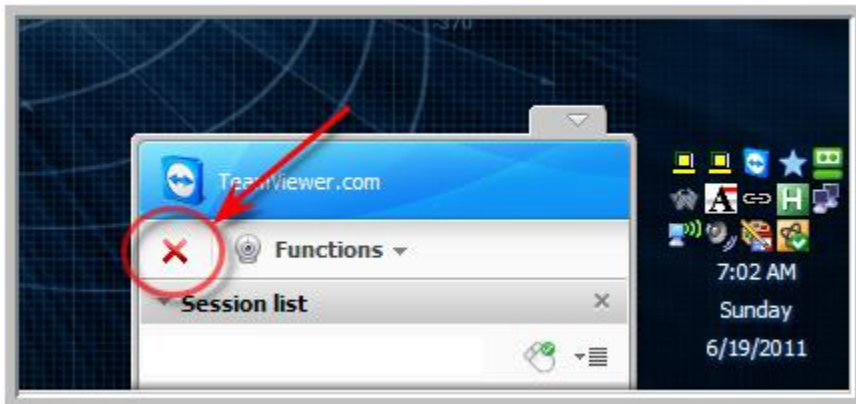
Highlight and copy this number. Email it to the address shown below.

Email your ID number to: Admin@DigitalProminence.com

ANOTHER IMPORTANT NOTE: the software may tell you there's an "update available" and ask if you want to install the newer version. Do NOT do this. If you do, your version of TeamViewer will be out of sync with the DigitalProminence support system's version and connection will not be possible.

How to Know When You're Connected

When a connection is established between your computer and Support, a notification box will pop up near your system tray. If for some reason you need to terminate the connection, simply press the red "X". Do NOT stop the TeamViewer service by right-clicking the TeamViewer system tray icon and selecting "Exit TeamViewer" or by stopping the TeamViewer process via Task Manager or any other way. This service must remain available (though most of the time it's idle) in order for Support to make connections when necessary.



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That's all there is to it! One small-module installation and Support is always one click away!

Remote Support brought to you by...

