

Installing the DigitalProminenceSM Support Connection Module

Once you install the DigitalProminenceSM Support Connection Module (DSCM), it will run as a small Windows service which starts whenever you start Windows. 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 PC. If there is some kind of installation or configuration that Support must do on your PC, 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 PC on, Support can make any necessary updates without having to disrupt your work.

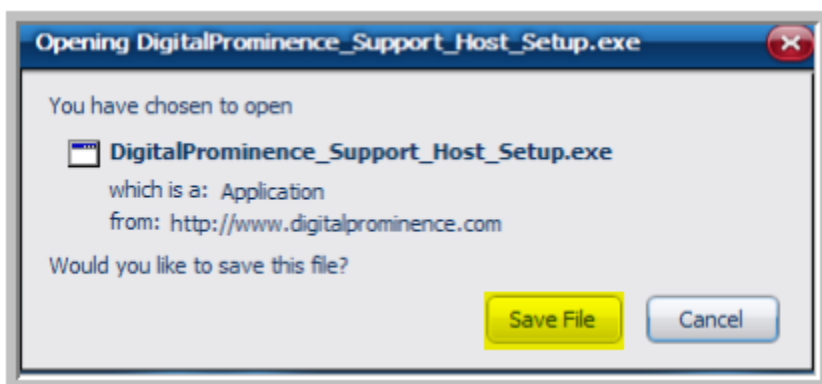
Installing and Activating the DSCM

NOTE: in the diagrams shown below, red markings are instructional; yellow highlights indicate selections to make.

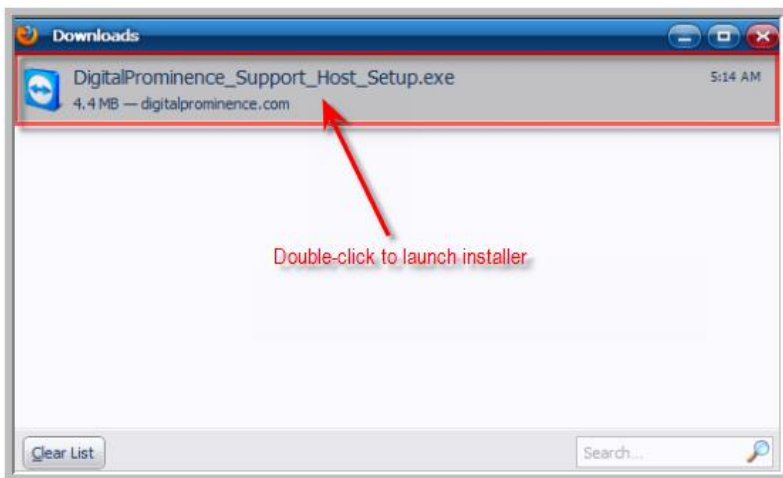
1) Download the DSCM installer by clicking this link:

http://DigitalProminence.com/downloads/DigitalProminence_Support_Host_Setup.exe

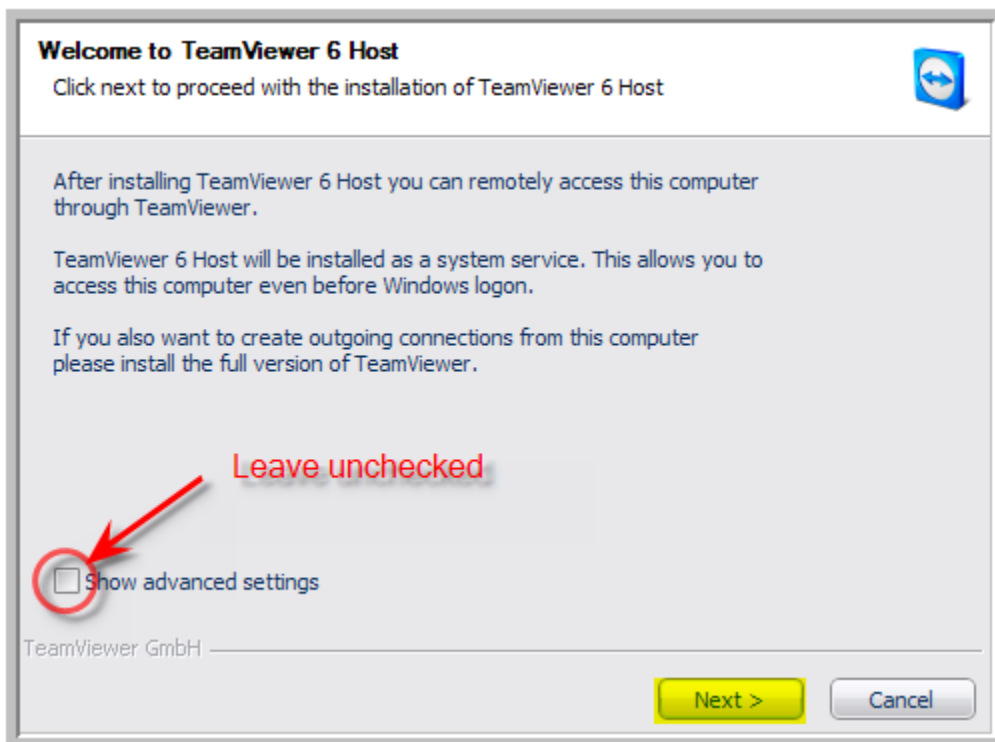
2) Save the file to your Download folder, your Desktop, or wherever you'll be able to find it after it downloads.



3) After it's downloaded to the location you selected, run the DigitalProminence_Support_Host_Setup.exe file. If you use Firefox, you can run it directly from the "Downloads" list by double-clicking it. Otherwise, locate the file wherever you saved it and double-click it to run.



4) When the setup program runs, you'll see a series of dialog boxes which you should handle as follows:



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

TeamViewer Password

Please enter a password to secure the access to this computer.

You have to supply a password.

Password:

Confirm password:

Set a predefined password here to access your computer even before the Windows login.
Please make sure to use a secure password.

Computer name:

☐ Add this computer to my list of computers after the installation.

TeamViewer GmbH

< Back Finish Cancel

Set password to "digital1" (without the quotes).

Replace the default computer name with your first & last name.

Leave unchecked

IMPORTANT!! Password (all lower case characters) MUST BE: digital1

NOTE: If the password is not set correctly, Support will not be able to add you to the Support Connection Partners database and will be unable to connect with your PC.

5) When you click "Finish", you should see the "DigitalProminenceSM Support Connection" dialog box:

Digital Prominence
www.DigitalProminence.com

ACHIEVE...

Your ID: **140 880 915**

DigitalProminence Support Connection

Support will send you a chat message if necessary. Please watch for the chat box and respond as needed.

Ready to connect (secure connection)

www.teamviewer.com

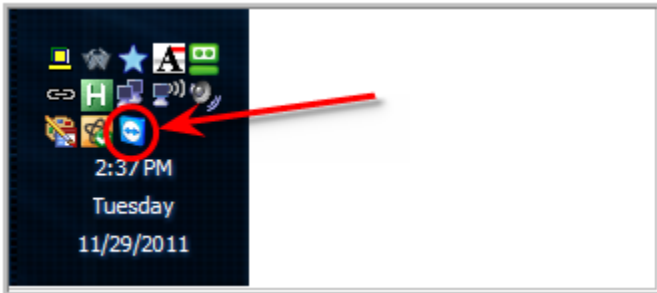
OK

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

Copy the number that's 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 (Admin@DigitalProminence.com), and you will be added to the "Support Connection Partners" database.

If you found & sent the ID number, you may skip #6 below.

6) If you do not see the Support Connection dialog box when you clicked the "Finish" button, you can bring it up manually. 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):



Right-click the DSCM "TeamViewer" icon and select "Show status dialog".

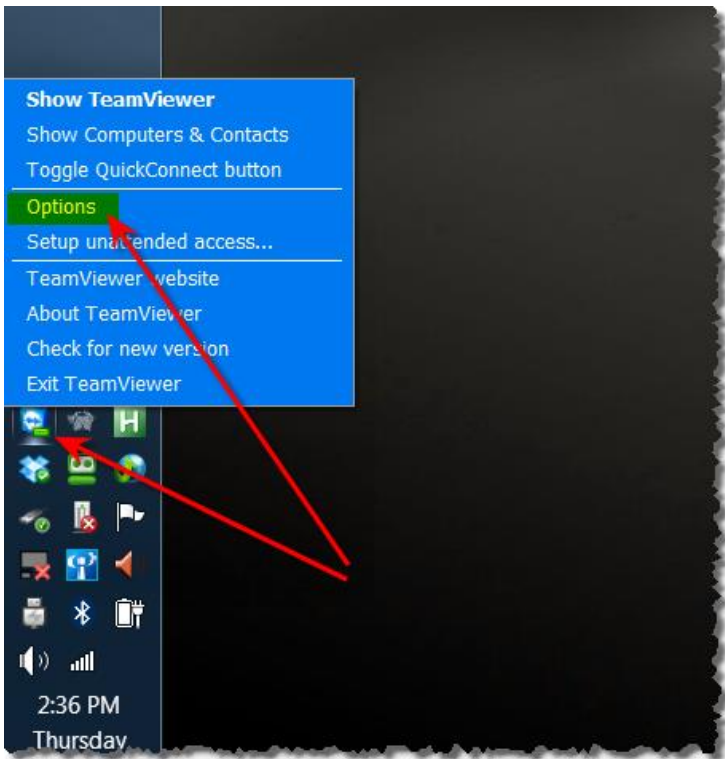


The "DigitalProminenceSM Support Connection" dialog box will appear (see #5 above). Copy the number and email to Admin@DigitalProminence.com.

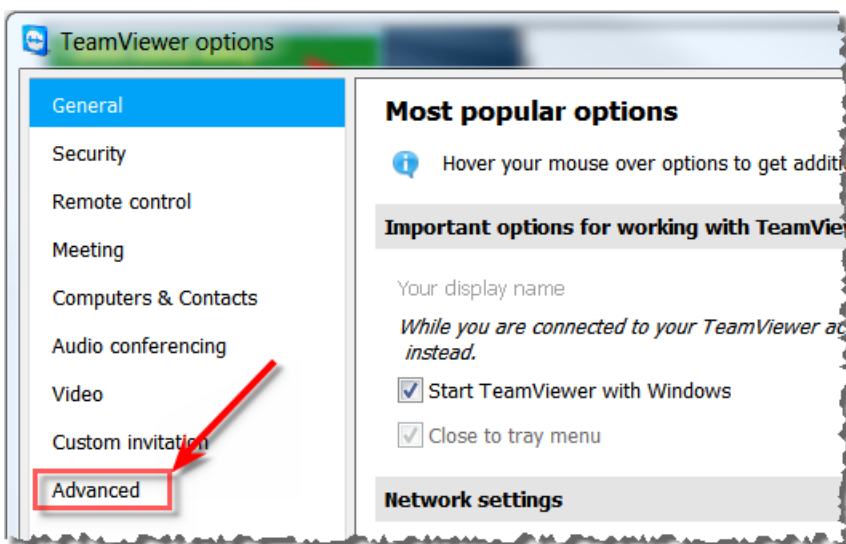
IMPORTANT: Disable Updates and Ensure Full Access

To prevent getting out of sync with version numbers or unintentional shutdown of the TeamViewer support module (either of which will prevent a successful connection), you must disable TeamViewer's updating and shutdown processes as follows:

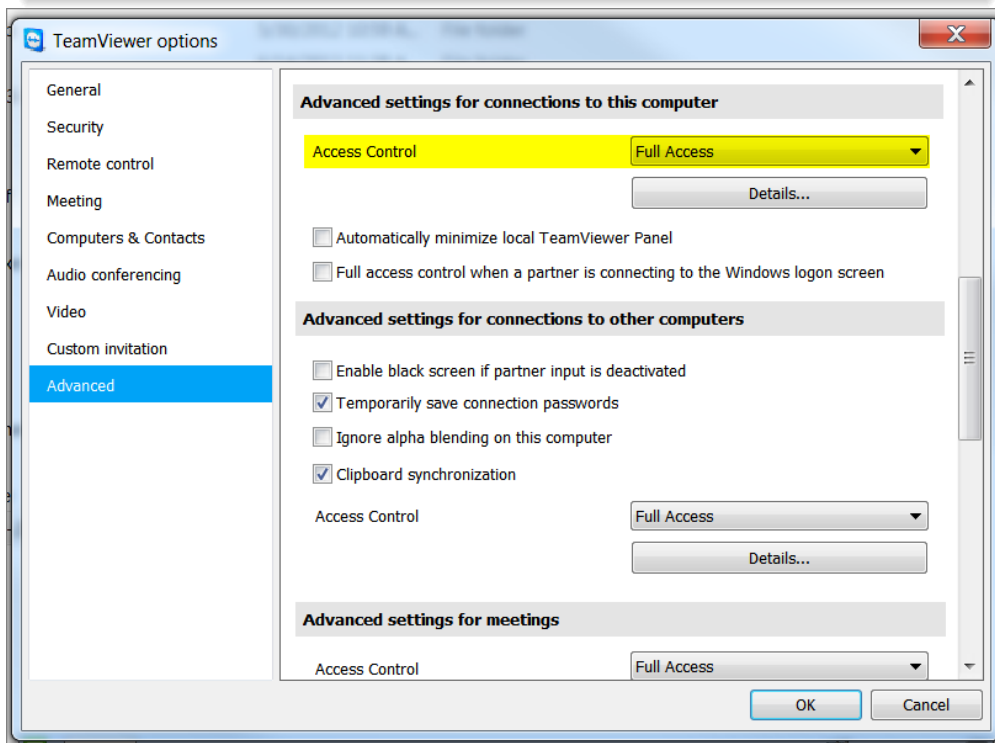
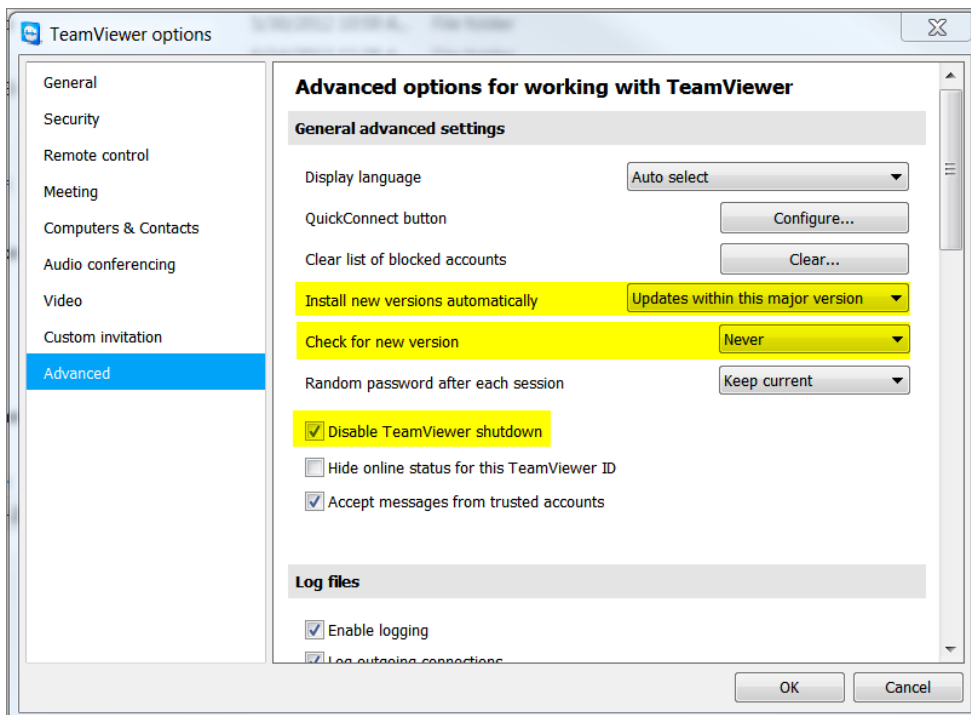
Right-click the TeamViewer icon in the system tray and select "Options".



Click "Advanced" in the left-hand menu of the pop-up dialog box.

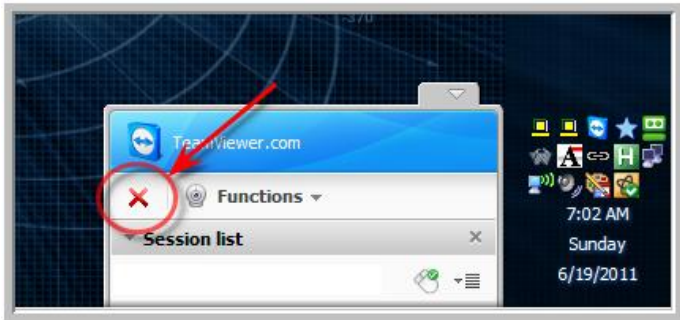


Ensure settings match what's highlighted in yellow below:



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.



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

Remote Support brought to you by...

