

# Installing the DigitalProminence<sup>SM</sup> Support Connection Module

Once you install the DigitalProminence<sup>SM</sup> 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 <sup>(i)</sup>).

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.

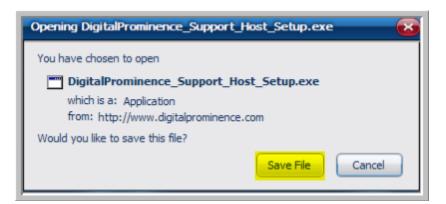
#### Installing and Activating the DSCM

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

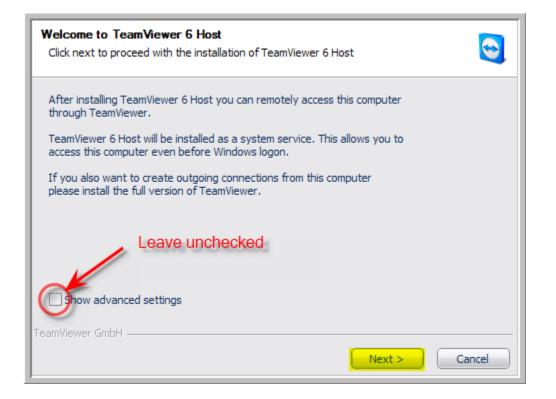
2) Save the file to your Download folder, your Desktop, or wherever you'll be able to find it after it downloads.



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.

🕑 Downloads	
DigitalProminence_Support_Host_ 4.4 MB — digitalprominence.com	Setup.exe 5:14 AM
Double-click	to launch installer
Gear List	Search

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?	9
How do you want to use TeamViewer:	
company / commercial use O both of the above	
TeamViewer GmbH < Back Next > C	ancel

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 t	his computer.	(	•
	assword.	d the	et password to igital1" (without e quotes).	
Computer name:	o use a secure password. DSHIBA my list of computers after Inchecked	cor you	place the default nputer name with ur first & last name	£.
TeamViewer GmbH ———		< Back	Finish Cance	!

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 <u>should</u> see the "DigitalProminence<sup>™</sup> Support Connection" dialog box:

De Digit	VE A Prominence • DigitalProminence • com
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 a	connection)

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 <u>not</u> 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 "DigitalProminence<sup>sM</sup> Support Connection" dialog box will appear (see #5 above). Copy the number and email to Admin@DigitalProminence.com.

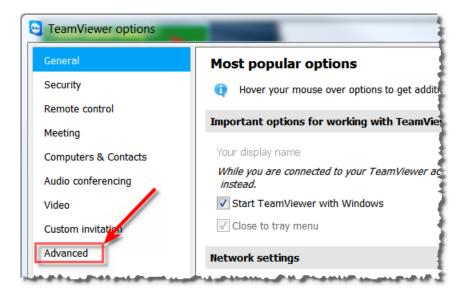
## **IMPORTANT:** Disable Updates and Ensure Full Access

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".

Show TeamViewer	
Show Computers & Contacts	
Toggle QuickConnect button	
Options	
Setup unavended access	
TeamViewer vebsite	
About TeamViever	
Check for new version	
Exit TeamViewer	
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Click "Advanced" in the left-hand menu of the pop-up dialog box.



Ensure settings match what's highlighted in yellow below:

CamViewer options	and the second				
General	Advanced options for working	with Team	Viewer		
Security	General advanced settings				
Remote control	Display language	Auto select		•	≡
Meeting	QuickConnect button		Configure		
Computers & Contacts Audio conferencing	Clear list of blocked accounts		Clear		
Video	Install new versions automatically	Updates within	n this major versio	on 🔻	
Custom invitation	Check for new version	[	Never	•	
Advanced	Random password after each session		Keep current	•	
	Disable TeamViewer shutdown     Hide online status for this TeamViewer ID				
	Accept messages from trusted accounts				
	Log files				
	✓ Enable logging				
					-
			ОК	Cancel	
TeamViewer options			ОК	Cancel	×
	Advanced settings for connections to th	his computer	ОК	Cancel	×
General		his computer Full Access	ОК	Cancel	×
General Security	Advanced settings for connections to th	-	ОК Details	Cancel	×
General Security Remote control	Advanced settings for connections to th	Full Access		Cancel	×
General Security Remote control Meeting	Advanced settings for connections to the Access Control	Full Access	Details		×
General Security Remote control Meeting Computers & Contacts Audio conferencing Video	Advanced settings for connections to the Access Control	Full Access	Details Windows logon so		×
General Security Remote control Meeting Computers & Contacts Audio conferencing Video Custom invitation	Advanced settings for connections to th Access Control	Full Access er Panel nnecting to the ther compute	Details Windows logon so		×
General Security Remote control Meeting Computers & Contacts Audio conferencing Video	Advanced settings for connections to the Access Control	Full Access er Panel nnecting to the ther compute eactivated	Details Windows logon so		
General Security Remote control Meeting Computers & Contacts Audio conferencing Video Custom invitation	Advanced settings for connections to the Access Control	Full Access er Panel nnecting to the ther compute eactivated	Details Windows logon so		
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### 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...

