

Connecting to Intellicure's Live Support

To begin, open your web browser and go to the Intellicure Website, at www.Intellicure.com. Next, using the navigation menu, go to the Contact page. Once there, you will find a section labeled Live Support Operator.

There are two different icons you may see when you get to this point. The first is the icon which says "Click here to talk with me." This is present when there is an Intellicure Support Technician available and logged in to render live support. The icon will look similar to the one in Figure 1.



Figure 1 - Live Support - Online

Occasionally the Intellicure Support Technician is unavailable and you will see an icon like the one in Figure 2. If you are trying to reach us during business hours, please feel free to use any of the contact methods outlined in your support agreement. If we need to use the online tools, we'll redirect you here as necessary.



Figure 2 - Live Support - Offline

If you do see the Live Support Online icon (Figure 1), click the icon and you will open a chat window, like the one in Figure 3, to the currently available Intellicure Support Technician.



Figure 3 - Initial Help Screen

Type your request for help in the small white box at the bottom of the window (where the cursor is blinking slowly), click the send button, and an Intellicure Support representative will be with you shortly.

During the session, we may ask you to accept the installation of one of our ActiveX controls to help us provide you with assistance. If you receive a prompt about installing an ActiveX control, please skip to the end of this help document to the Troubleshooting Section and return when you have installed the controls.

Remote Diagnostics

One of the most common requests from the Intellicure Support Technician is for permission to obtain diagnostic information about your computer. This option provides the Intellicure Support Technician with detailed diagnostic information about your computer, and can help diagnose problems relating to issues that may have arisen from your hardware or the presence or absence of particular pieces of software on your computer. When the Intellicure Support Technician wishes to start a Remote Diagnostics session, the window will look similar to Figure 4.



Figure 4 - Remote Diagnostics - Request

After you click Accept, you will see two more items in the chat window; first that the component is activating and then that the diagnostic information has been sent. Those can both be seen in Figure 5.

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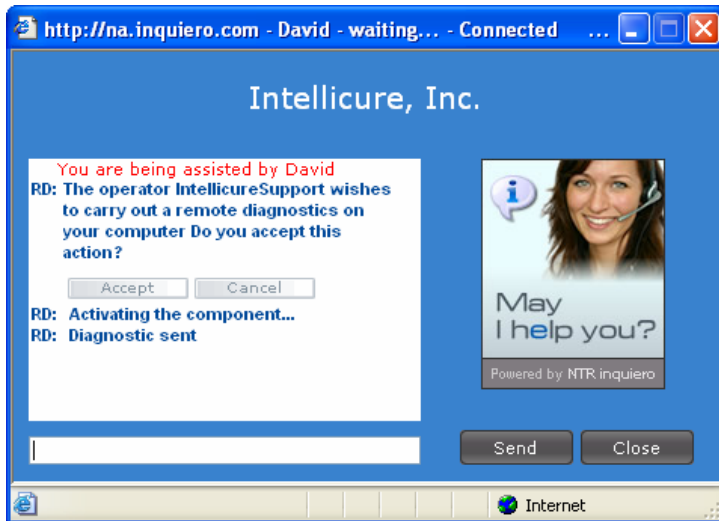


Figure 5 - Remote Diagnostics - Sent

This will give the Intellicure Support Technician a diagnostic view of your computer similar to Figure 6, including details about your system, hardware, software, and communications devices.



Figure 6 - Remote Diagnostics - Intellicure View

Remote Control

Remote control of your computer is usually the second step to troubleshooting an issue. The Intellicure Support Technician will initiate the request, and your screen will look like the one in Figure 7.

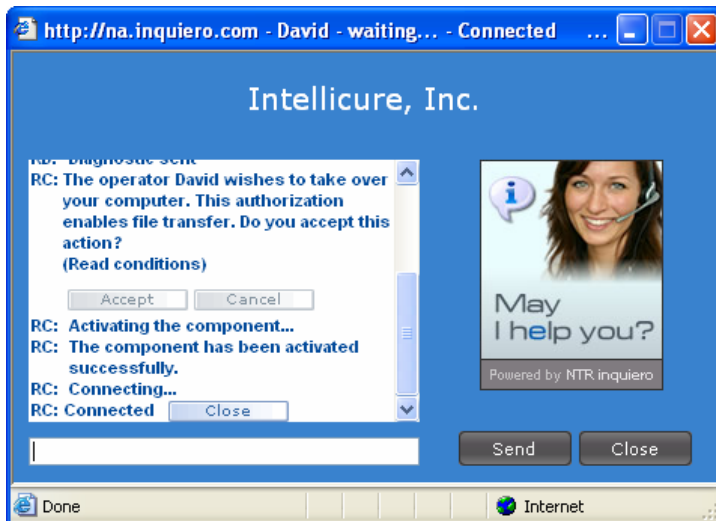


Figure 7 - Remote Control Request, Activation, and Connection

Your next step is to click the Accept button and wait for the Remote Control component to successfully activate and connect. This is another area where you will encounter prompts for installing an ActiveX control. Again, the ActiveX control installation step is only necessary the first time on any one particular computer. After you have connected, the Intellicure Support Technician will have full access to your computer screen, just as if they were sitting beside you at the computer.

Troubleshooting

Installing the NTR ActiveX Control

In recent years, pop-up blockers and similar devices have been developed to stop annoying, unwanted advertisements from appearing on your screen as well as keeping malicious software from installing on your computer without your knowledge. The current version of Microsoft Internet Explorer even has a built-in pop-up blocker as seen in Figure 8.

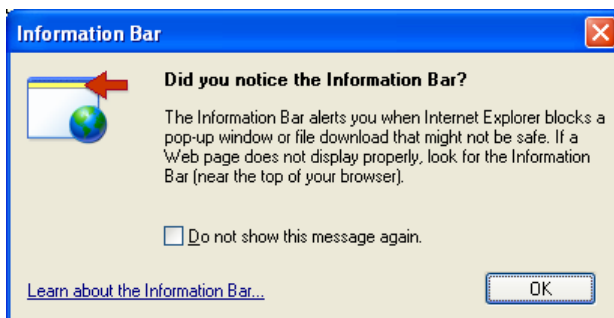


Figure 8 - Internet Explorer Pop-Up Notice Window

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It is likely that you will see this window when the Intellicure Support Technician first attempts to start our Remote Diagnostics or Remote Control tool on your computer. To permit either of these tools to function you will need to agree to this and the additional message windows in Figures 9 and 10.

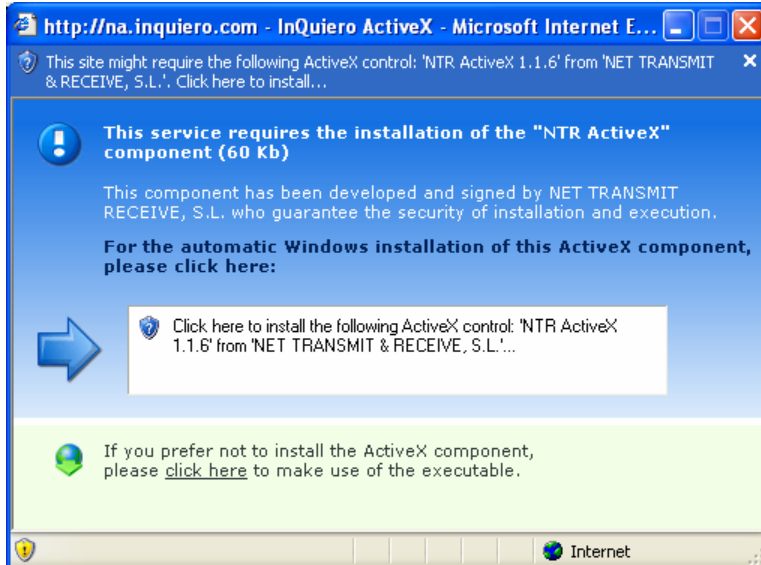


Figure 9 - ActiveX Installer Window

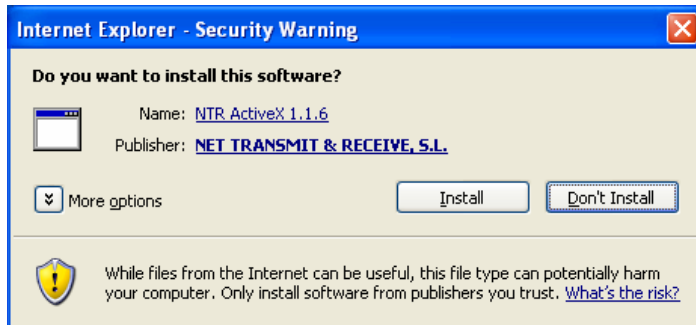


Figure 10 - Final ActiveX Security Window

After you have successfully installed the NTR ActiveX control, the chat window should notify you that the component has been activated successfully, is beginning its connection, and when it has connected; looking similar to Figure 11.

You will also see a “Close” button beside the word “Connected” inside the text window. If for any reason you wish to close the remote control session with the Intellicure Support Technician you can click that button.

If you are trying to close the chat session entirely, click the gray “Close” button at the bottom right of the window.

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Figure 11 - Chat Window after Successful ActiveX Installation