



CoPilot Help User Manual

WebCCTV

Let's make things safer!

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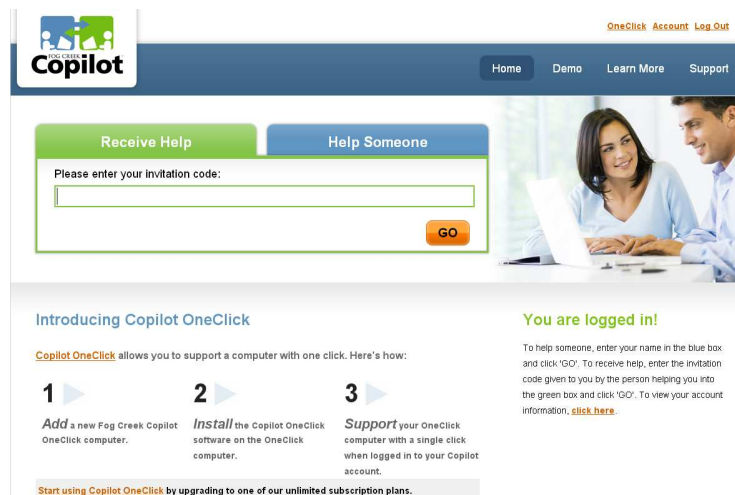
1 Introduction

Copilot is a simple service that allows the Quadrox Support Team to solve problems by letting them temporarily connect to the computer of the other over the internet. There is no need to open any ports on the router and Copilot works also when a firewall is installed. Practically, it should work if you can access web sites from your machine.

This manual explains you what to do when someone of support wants to connect to your computer.

2 www.Copilot.com

Go to www.copilot.com.



3 Invitation Code

Fill in the “**invitation code**” in the appropriate field. This number will be provided to you by the support person and click **GO** button.

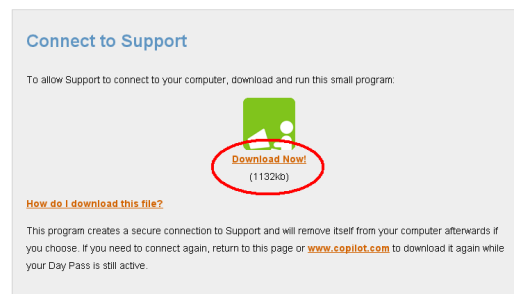
This image is a close-up of the invitation code input field. It shows two tabs: 'Receive Help' (green) and 'Help Someone' (blue). The 'Receive Help' tab is active. Below the tabs, there is a text input field with the placeholder text 'Please enter your invitation code:'. The input field contains the text 'XXX XXX XXX XXX'. To the right of the input field is an orange 'GO' button.

4 Connection

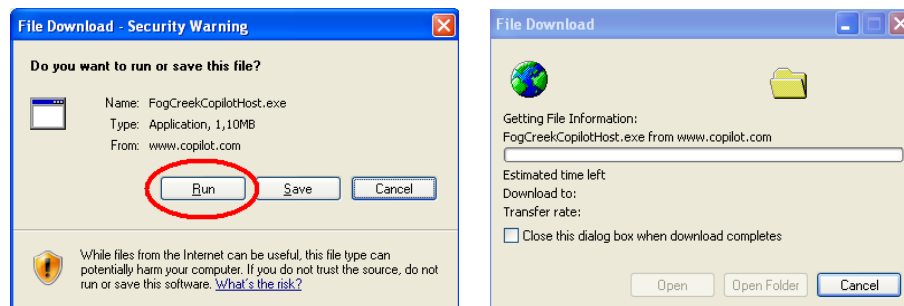
Execute the following steps:

- Click **Download now**.

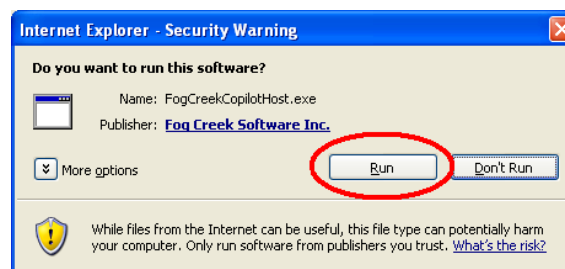
Ready to be Helped



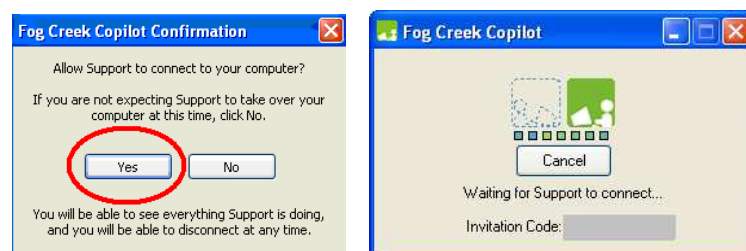
- Click **Run**. The download starts.



- Click **Run**.



- Click **Yes**.



Now the support person will connect to your computer. You can follow everything what the support person does and you will be able to disconnect at any time.

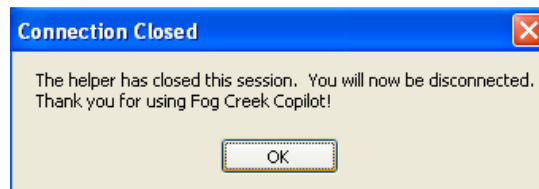
5 Closing Connection

There are two ways to close the connection:

- Click **Disconnect**.



- Connection has been closed by the support person. Click **OK**.



The support intervention has been finished now.

For more information, contact support@quadrox.be