



AnyViewer Help Guides

Get a quick instruction to make better use of AnyViewer for remote access, remote control, and remote support.

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AnyViewer: Offer Remote Technical Support Quickly



Posted By @AnyViewer

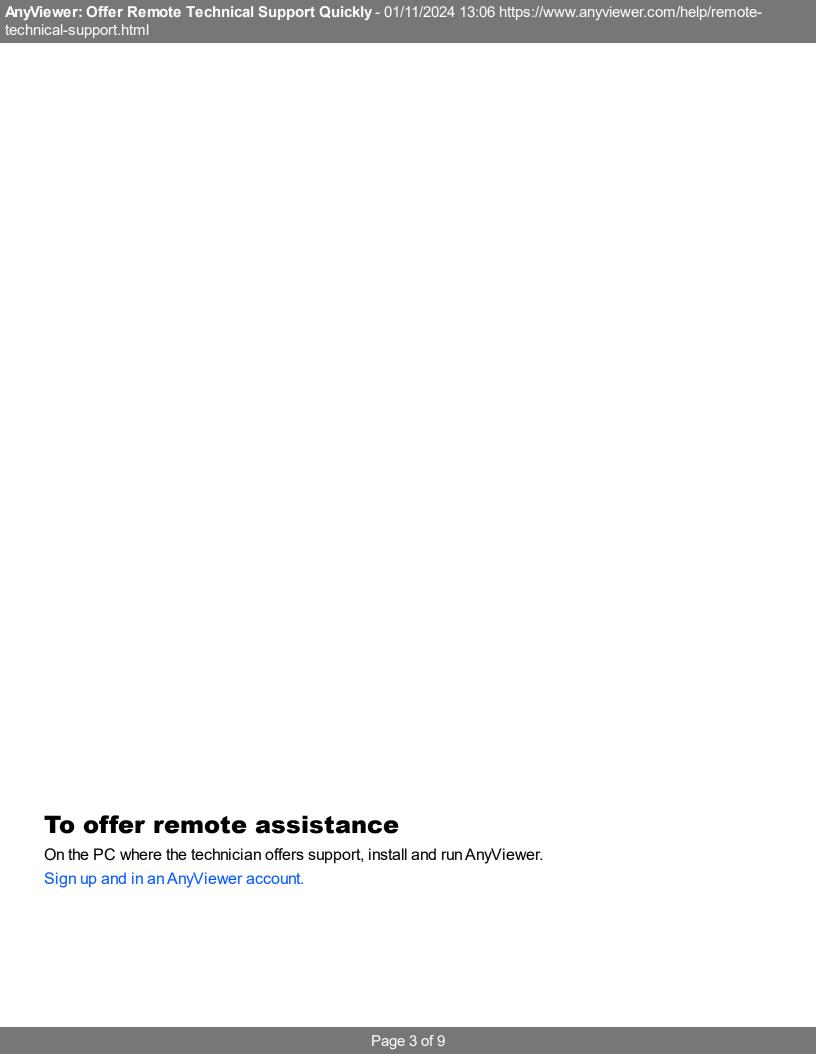
August 23, 2022

It's common that technicals need to offer remote support when they are not physically sitting in front of the PC that has issues. To get or offer technical help remotely, AnyViewer can be helpful!

- **f** To get remote assistance

To get remote assistance

nyViewer: Offer Remote Technical Support Quickly - 01/11/2024 13:06 https://www.anyviewer.com/help/remote-echnical-support.html
On the PC that needs to be fixed, install and run AnyViewer. Send the device ID of the PC to the helper.
Click "Settings" and click "Recipient". By default, the first two options are enabled and the PC can be accessed via remote control request or temporary code. You can leave it alone or you can disable one based on your own demand. To enable attended remote access only, disable the second option; to enable unattended remote access only, disable the first option.

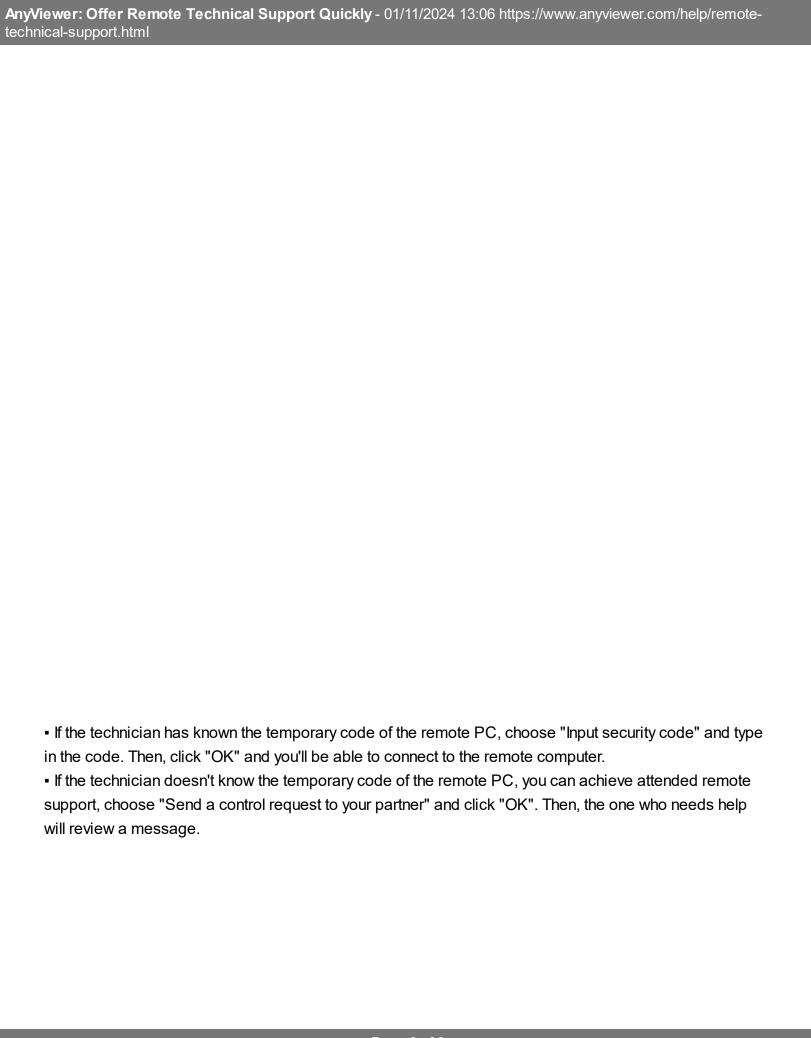


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Thon cliv	ok "Cannact	" and two in t	the device ID o	of the remete	DC Finally di	ck "Connoct"	
men, cir	ok Connect	апи туре пт	ule device iD c	n the remote	PC. Finally, cli	ck Connect.	

AnyViewer: Offer Remote Technical Support Quickly - 01/11/2024 13:06 https://www.anyviewer.com/help/remote-technical-support.html
r If the receiver has only enabled "Allow to accept remote control", the receiver will get a message
saying xxx request to control your device. To get help, "Allow" should be enabled.

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■ If the receiver has only enabled "Allow temporary security code", the technician will need to enter the temporary security code of the remote PC and click "OK".
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AnyViewer: Offer Remote Technical Support Quickly - 01/11/2024 13:06 https://www.anyviewer.com/help/remtechnical-support.html	ote-
■ If both "Allow to accept remote control" and "Allow temporary security code" has been enabled on the remote PC, two ways how to connect to the remote computer will pop up.	the



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