



donkerhoekdata

3CX Remote Control Manual Clients

Copyright © Donkerhoek Data 2024
Ver.1

Quality software and exceptional service since 1982

WESTERN CAPE (HEADOFFICE)

T: 021 874 1047 | **F:** 086 439 5196

E: sales@donkerhoekdata.co.za

W: www.donkerhoekdata.co.za

PHYSICAL ADDRESS

Simondium Guild, R45

Simondium

7670

POSTAL ADDRESS:

P.O. Box 110

Simondium

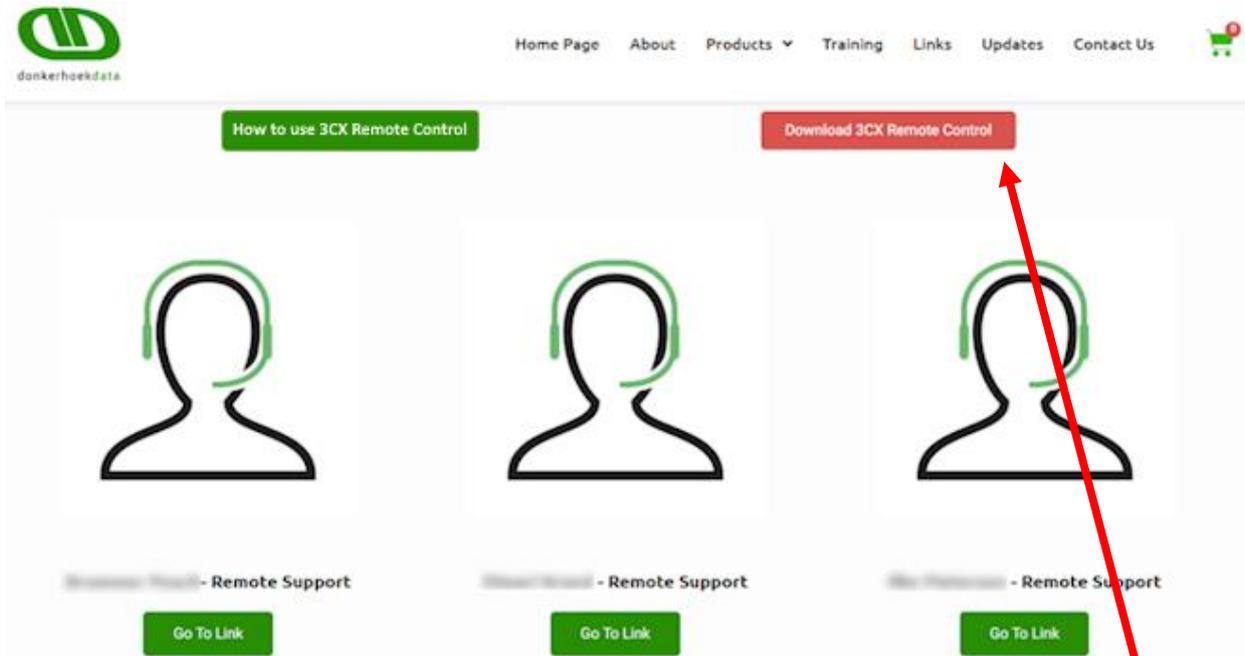
7670



This Manual explains how to install the 3CX Remote Control extension, which allows Donkerhoek Data's support agents to login to your PC and remotely assist you. It also supports transfer of files.

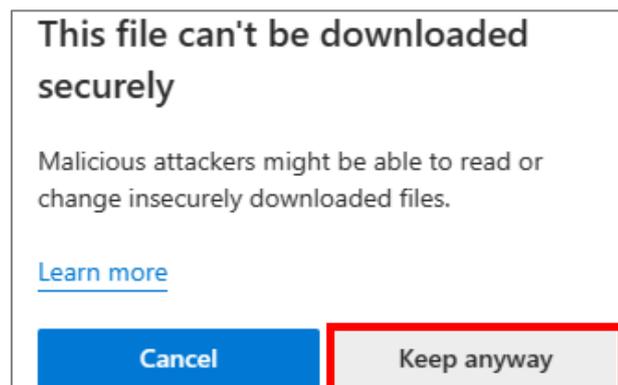
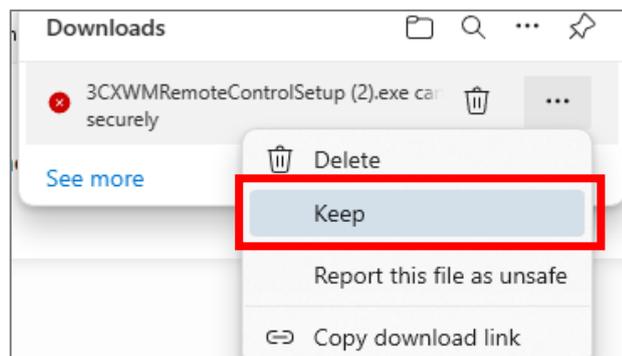
Please Note, this is not a portal to request support or report a problem. This simply gives Donkerhoek Data support agents access to remotely assist you. To log a support request, please give us a call, send us an email, or use our webforms or webchat function.

- 1) The support agent that will be assisting you, will instruct you to go to the following link on our website: <https://donkerhoekdata.com/remote-support> . The following page will be displayed.

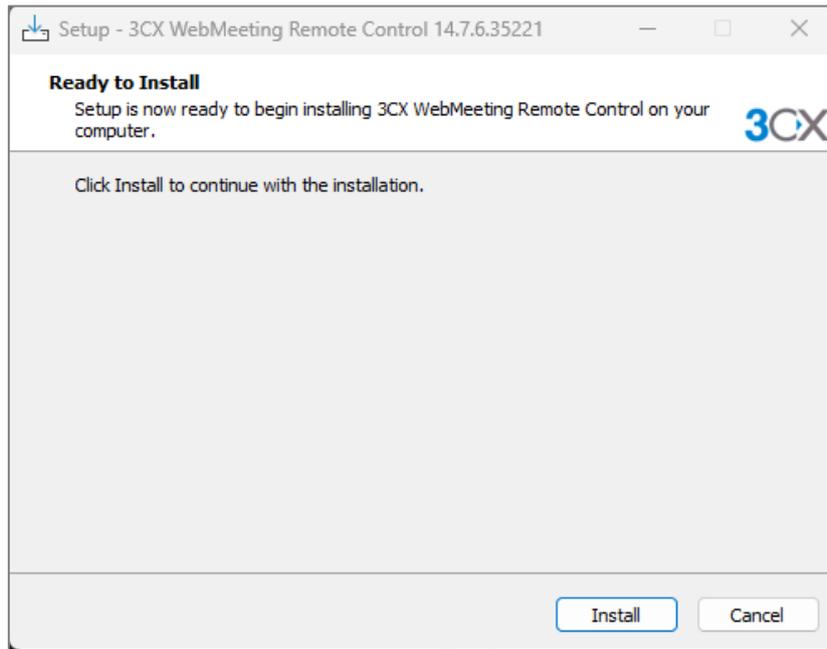


- 2) If this is the first time that you are using the remote control functionality, first click on the red button "Download 3CX Remote Control". This will download a small file that you need to save and install.

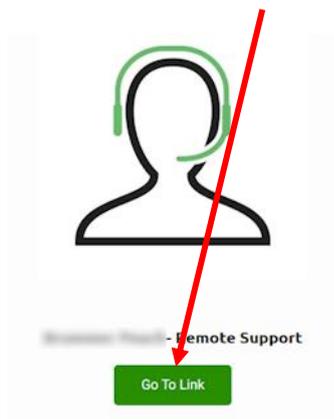
Certain browsers may display the following messages, where you need to click on "Keep" and then on "Keep Anyway" :



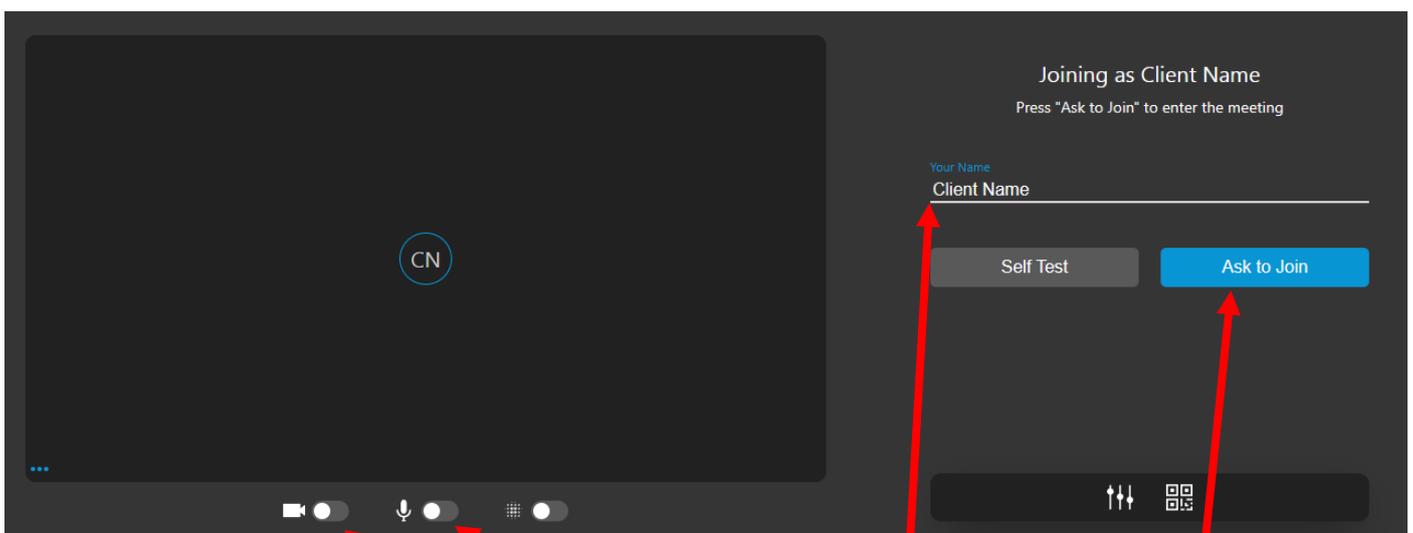
- 3) When the file is finished downloading, click on the file to install it. The install wizard will display, and just click on Install to install the File.



- 4) When the installation is complete, click on the "Go To Link" button below the name of the support consultant that is assisting you:

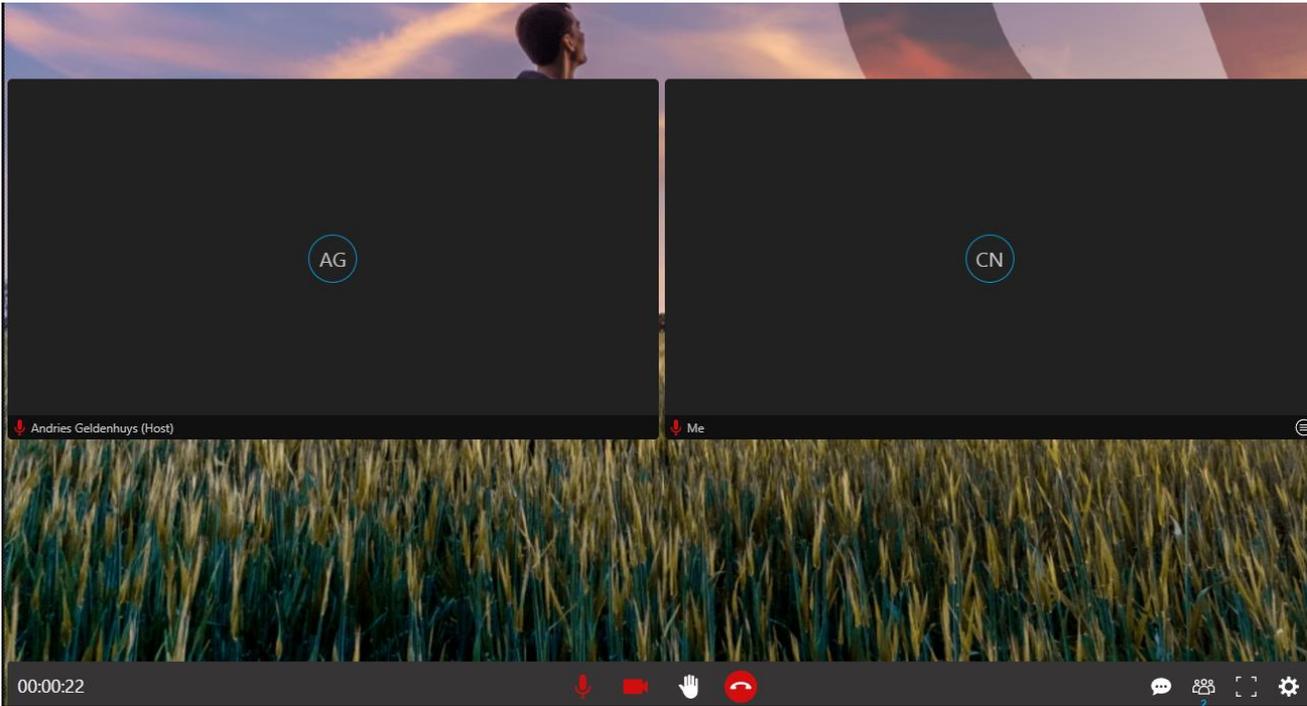


- 5) The following screen will open in your browser:

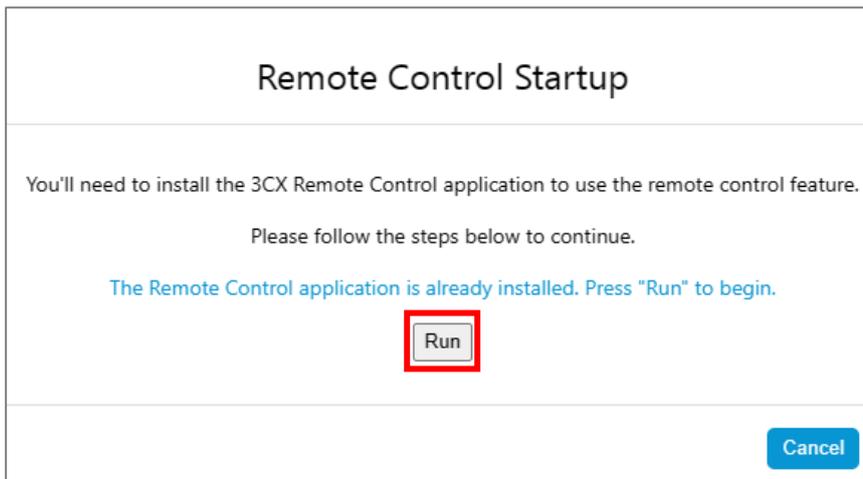


Ensure that you turn of the "Video" and "Audio", then enter your name and click on "Ask to Join".

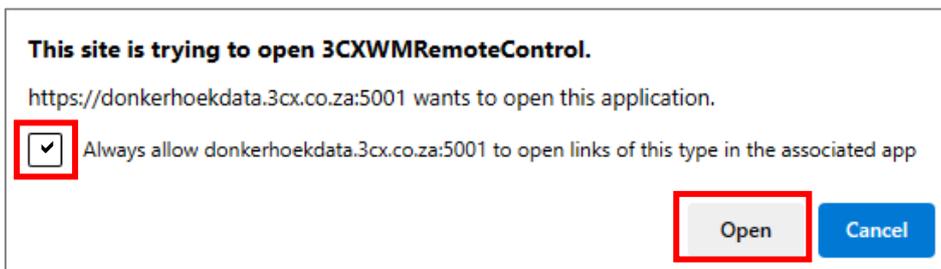
6) Once you are accepted into the session, the following screen will open:



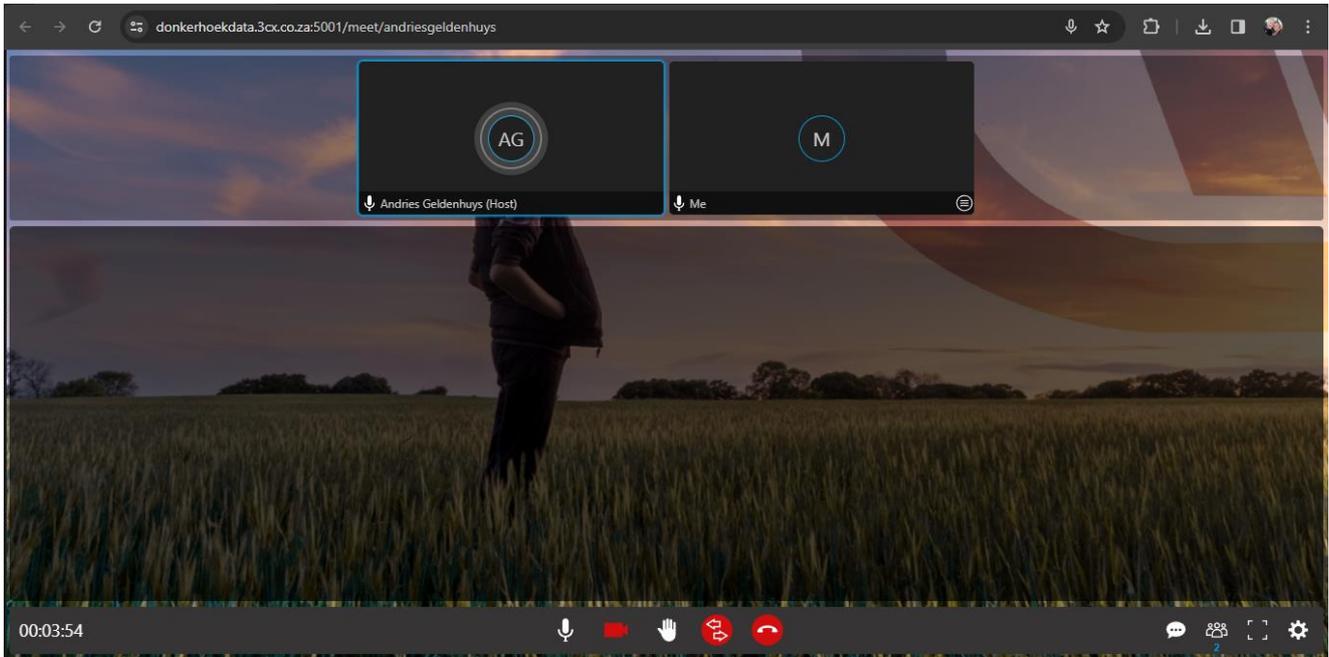
7) When the support agent selects to use the remote control function, the following screen will appear, where you should click on "Run":



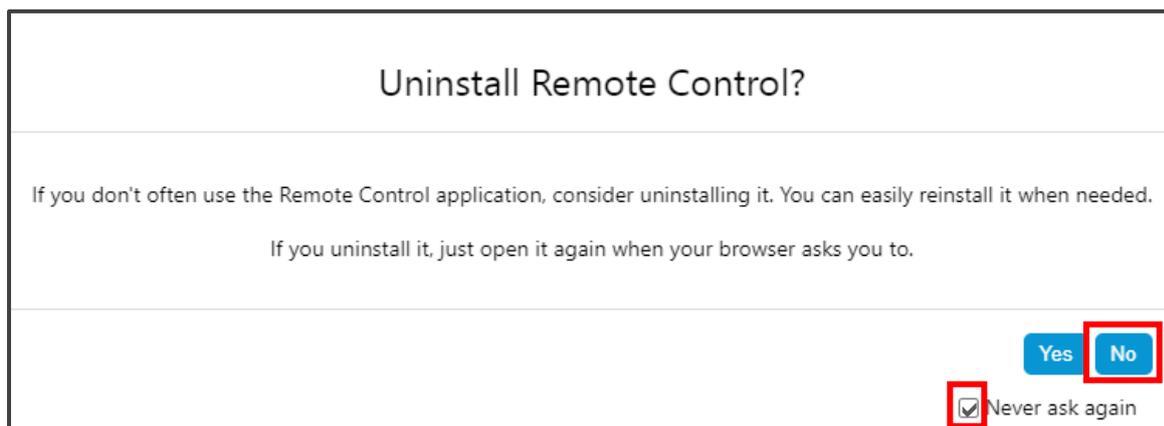
8) If the following message appears, check the box next to "Always allow..." and click on the "Open 3CXWMRemoteControl" button. (This button might look different, depending on your browser and Windows version, but please always click on Allow.)



9) The Donkerhoek Data support agent will now have remote control over your PC through this session:



10) Once you are done with the session, and the agent ends the session, the following screen will appear. Please check the "Never ask again" box, and click on "No"



11) You can now close your browser.