

3CX Remote Control Manual Clients

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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.

<u>Please Note</u>, 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: <u>https://donkerhoekdata.com/remote-support</u>. 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" :



This file can't be o securely	downloaded
Malicious attackers might change insecurely downlo	be able to read or baded files.
Learn more	
Cancel	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.

Setup - 3CX WebMeeting Remote Control 14.7.6.35221 —	
Ready to Install Setup is now ready to begin installing 3CX WebMeeting Remote Control on your computer.	3CX
Click Install to continue with the installation.	
Install	Cancel

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":

Remote Control Startup	
You'll need to install the 3CX Remote Control application to use the remote control feature. Please follow the steps below to continue.	
The Remote Control application is already installed. Press "Run" to begin.	
Cancel	

 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"

Uninstall Remote Control?
If you don't often use the Remote Control application, consider uninstalling it. You can easily reinstall it when needed. If you uninstall it, just open it again when your browser asks you to.
Yes No

11) You can now close your browser.