

# Beam2Support Product Description

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## What is Beam2Support

With Beam2Support two people can view each other's PC screens, grant remote control rights to each other, transfer files and collaborate online.

The Beam2Support software is downloaded from a Web site and executed upon starting a session - no installation or configuration is required. The support representative can choose to show his computer screen to the customer or view the customer's computer screen. The viewing direction can be changed at any time. Furthermore, the presenter can grant remote control rights to the viewer and the two people can transfer files.

## Applications

Beam2Support was specifically developed for remote support and remote maintenance. When we designed the software, we ensured that Beam2Support can connect in any network environment without any installation or configuration. Beam2Support is firewall-friendly and uses latest tunneling technology.

The viewing direction can be set at session start by the supporter. It is therefore possible to view and control the customer's computer screen right from the beginning. The supporter can transfer files to upload patches or install updates.

However, the customer is always in control and can track all changes made by the supporter during the session and regain control or end the session at any time. All data is secured using 256-Bit AES encryption.

## How it works

1. First, register for a free trial, download and run the Beam2Support software, and enter your user name and password.
2. Click on the **S** icon in your system tray in the lower right corner of your screen and select Start Session to get a random 9-digit Session ID from the server.
3. Your guest clicks on Join Session and enters the session ID. The connection is established and the screen contents are transferred.

## Key Features

- Desktop Sharing
- Remote Control
- Switch Viewing Direction
- Set Initial Viewing Direction
- File Transfer
- Clipboard Transfer
- Pointer
- Automatic Zoom Function
- Session Login on your Web site
- 256-bit AES Encryption

## Coming Soon:

- Recording
- Specific Application Sharing
- Whiteboard

## Key Advantages

- No Installation
- No Configuration
- No ActiveX
- No Java
- No Flash
- Firewall-Friendly

## Why is Beam2Support different?

### No Installation, No Configuration

Beam2Support works without any installation, any configuration and does not change anything on the user's computer.

### Firewall-Friendly

Beam2Support uses latest tunneling technology to ensure that you can connect even if you're in high security networks with restrictive firewall and proxy settings.

### Inexpensive Flat-Rate-Pricing

With Beam2Support you're in full control of your budget. You pay a low monthly flat fee and you can perform as many sessions as you want for any duration of time. No expensive per-minute pricing!

⇒ You'll save a lot of time and money with Beam2Support and you service customers better and faster. Gain a competitive advantage with Beam2Support!

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## Key Benefits

1. Increase productivity. With Beam2Support you are much more productive, because you can view and control your customer's computer screen instantly and fix problems directly yourself.
2. Reduce costs. With Beam2Support you save a lot of on-site visits and reduce travel time and costs. You don't have to explain complicated changes over the phone because you can view and fix problems yourself.
3. Increase customer satisfaction. With Beam2Support you can help your customers directly and solve problems on the spot. After granting remote control your customer can see the changes you make and how you solve the problem. Your customers will love Beam2Support!

## Licensing

We offer inexpensive flat-fee-pricing. You can host an unlimited number of sessions for any duration of time for one low flat fee. Your guests always connect for free. Before you purchase Beam2Support, you should select the license type and determine the optimal number of licenses. The following explanations will help you make a decision:

We offer two different license types: single-user-license and shared-user-license. With a single-user-license, you can use the Beam2Support software on one desktop and one notebook computer. Several users either need individual single-user-licenses or a shared-user-license. With a shared-user-license you can use the Beam2Support software on up to 10 computers within your company and several users can use the Beam2Support software, but only for one session at a time. If you want to start several sessions at the same time, you need additional shared-user-licenses.

## Customer References



## Security

Beam2Support is completely secure. Your session information transmitted between computers is compressed and encrypted using 256-Bit AES and 128-Bit SSL encryption to ensure that your sessions are always secure. Sessions can only be started with a unique user name and password. For each session, we generate a unique random 9-digit session ID. You can specify an additional session password. Your customer has to enter the session ID and the session password to join your session.

The customer has to explicitly agree to transmit the computer screen and to grant remote control rights. It is not possible to view or control the computer screen without the explicit consent of the customer. Each user can disable remote control and regain full control at any time.