

Beam2Support User Guide



Register an Account

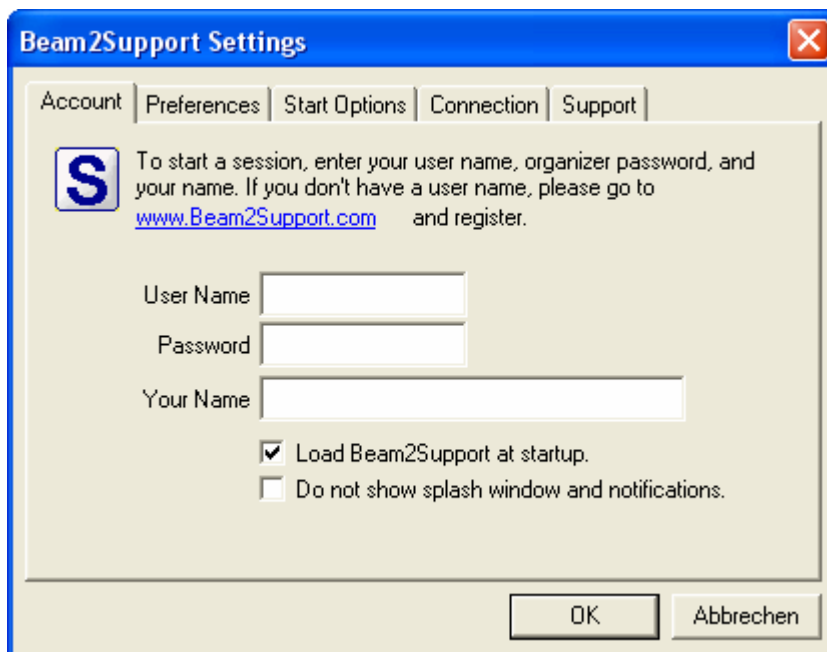
With Beam2Support two people can view each other's PC screens, grant remote control rights to each other, transfer files and collaborate online.


To host a session, you have to be a registered user. To register an account, go to www.Beam2Support.com, click on **Free Trial** and fill in all required fields. You will receive a user name and a password by email. This information is needed to start sessions.

Start the Software

To download the software, go to www.Beam2Support.com, choose **Download** and click the link on that page. A security window will appear and ask: **Do you want to run or save the file?** Click **Save** and save the file in a folder on your computer.


When download is complete, the  icon will appear in your system tray in the lower right corner of your screen, next to your computer's clock. Click on the  icon and select Settings. You will be asked to provide your **user name**, the **organizer password**, and **your name**.



You can configure Beam2Support to start automatically when you switch on your computer. Beam2Support will be available in the background and you can start a session by clicking on the  icon in the system tray.

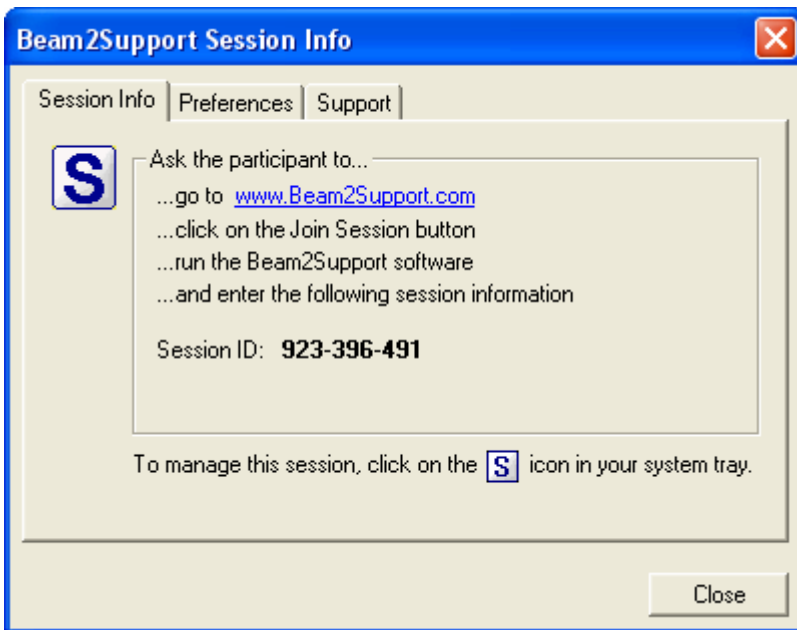
Beam2Support User Guide

Start a Session

To start a session, click the  icon in your system tray and select **Start Session**.



After you click Start Session, a **Session Info** window will appear. The Session Info window contains information about the **Session ID** and the **Session Password** (if specified).



Join a Session

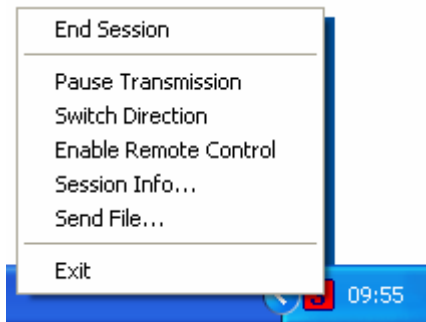
To join a session, your guest goes to www.Beam2Support.com and clicks on **Join Session**. When joining a session, the guest will be asked to enter the **Session ID**. If you password-protected your session, your guests will also be asked to provide a **Session Password**.



Beam2Support User Guide

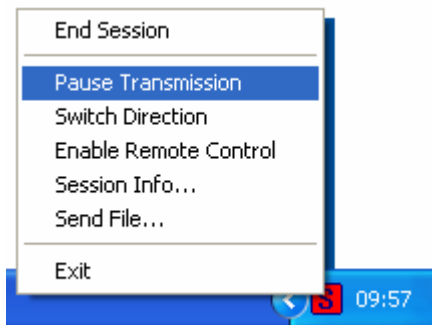
Manage a Session

To manage your session, click on the **S** icon in your system tray. You'll see the following menu.



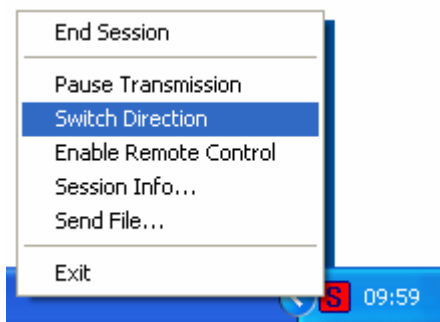
Pause Transmission

You can pause the transmission of your screen during a session in order to browse through confidential files or applications. While you pause the transmission, your guest will see a PAUSE signal and not receive screen updates. To pause, click on the **S** icon and select **Pause Transmission**. If you want to continue, click on the **S** icon again and select **Continue Transmission**.



Switch Viewing Direction

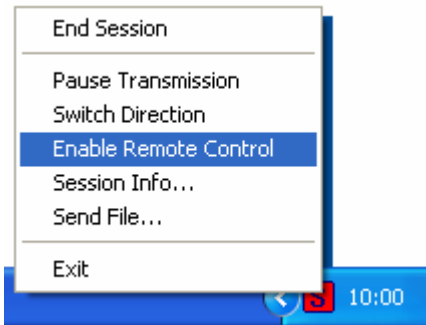
You can show your computer screen or view your guest's computer screen. Click on Switch Direction to switch the viewing direction during a session.



Beam2Support User Guide

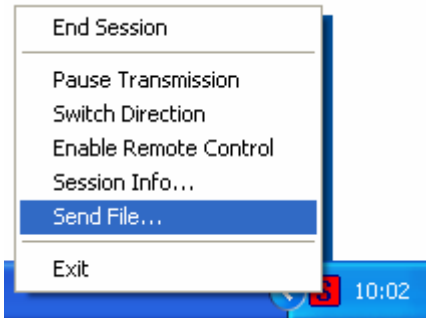
Enable Remote Control

The presenter can enable remote control. The organizer can also actively request remote control.



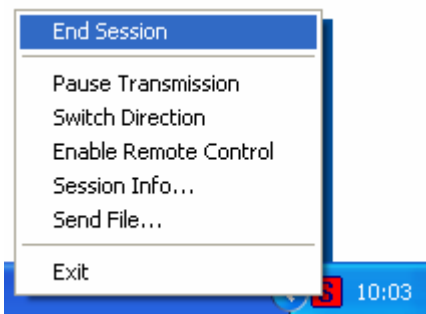
File Transfer

You can transfer files during a session. Click on Send File and select the files to be transferred to the remote computer. The participant must accept before the file transfer begins.



End a Session

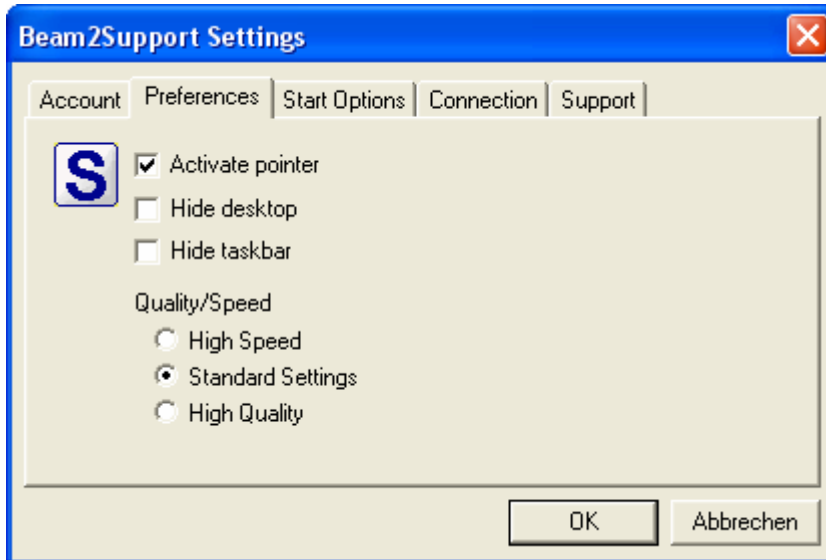
To end a session, click on the **S** icon and select End Session. Your guest will receive a notification that the session has ended. If you exit the program, your session also ends.



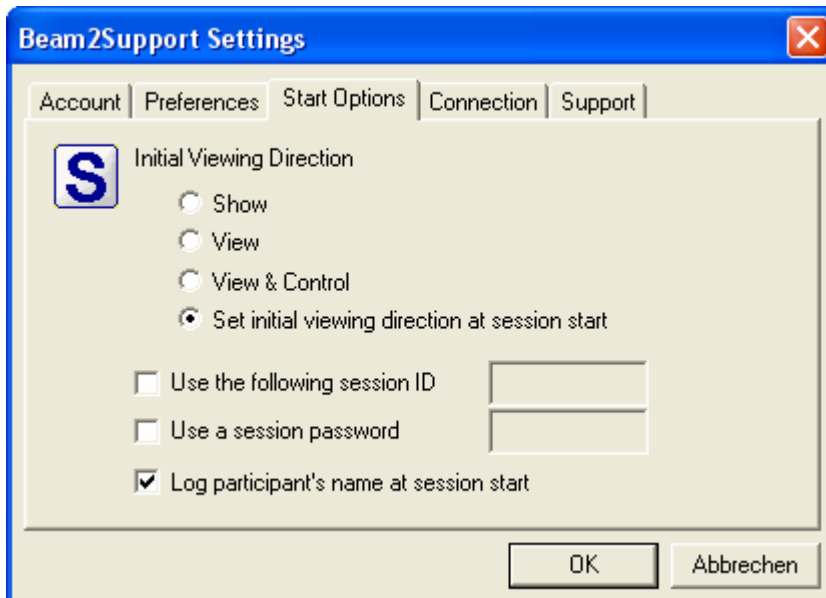
Beam2Support User Guide

Change Preferences

Beam2Support offers additional options that you can easily enable and disable. To change your preferences, click Settings and select Preferences. For example, you can hide your taskbar and desktop content or activate and deactivate the pointer. You can also change the speed and quality of transmission in the event that you or your guests have a slow Internet connection. Select high speed for optimal performance and high quality for high quality images.



Furthermore, you can set the initial viewing direction or configure Beam2Support to ask at session start if you want to show your screen or view your guest's screen. You can also use a preferred Session ID and specify a Session Password.



Beam2Support User Guide

My Account

To manage your account, go to www.Beam2Support.com, click My Account and log in with your user name and administrator password. Initially, your administrator password will be the same as your organizer password, but you can change passwords in your account. In My Account you can also access detailed usage reports, and change your Account, Billing, and Subscription Information.

Support

We provide answers to the most frequently asked questions in the FAQ section on our home page. In addition, we offer support by email, phone and chat. Should you have any questions, please contact us.

FAQ: www.Beam2Support.com/FAQ

Email: support@Beam2Support.com

Chat: www.Beam2Support.com/Chat

Phone: +44-208-099-7855 (UK)
+1-310-439-3239 (USA)
+46-852-500-212 (Sweden)
+49-621-7001-9980 (Germany)