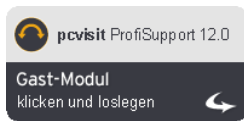


Remote support with pcvisit Profisupport 12.0

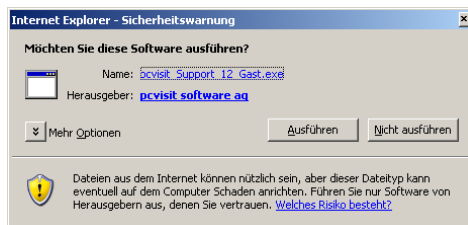
1. Open your web browser and navigate to <http://hesse-lignal.de/support>



2. Click on the pcvisit logo:



3. In the next windows choose **Run**

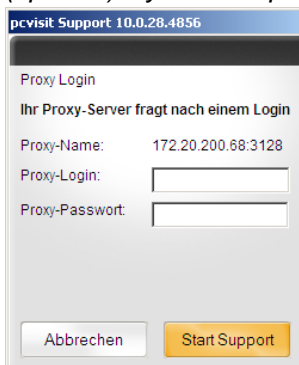


4. Choose **Run** again

5. pcvisit remote support software starts and you can enter the connection number which you get from the Hesse support staff. Enter the connection number and click on **Start Support**



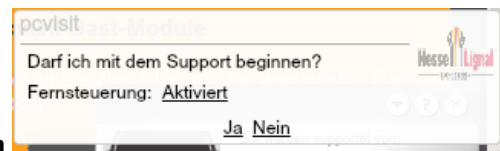
6. (optional) If you use a proxy server in your network, please fill in your credentials and click on **Start Support**



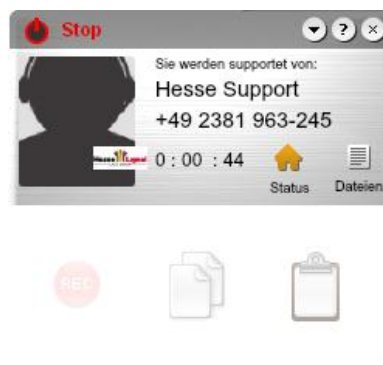
7. pcvisit remote support software starts and checks if your computer meets the minimum requirements




8. To allow the remote support on your computer click on **Ja**



9. The remote support session is now initiated



10. You can pause the session with  and close it with 