



Getting Started Guide

Instant Housecall Free Edition

free for non-commercial, personal use only
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www.FreeRemoteSupport.com

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Intended Audience

The ***Getting Started Guide*** is for **I.T. Specialists** (“technicians”) who provide remote support to friends and family.

It is intended for users with a working knowledge of computers and networks.

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Get more with [Instant Housecall for Business](#).

Getting Started

Welcome to the Instant Housecall network!

Now you can provide fast, easy, secure remote support to all of your friends, anywhere in the world.

This section provides tips for getting your Instant Housecall service up and running.

What is Instant Housecall Free Edition?

Instant Housecall Free Edition is a **free remote assistance tool** that lets you view and control computers securely over the web. It works through firewalls and routers with no configuration.

There are two people involved in an Instant Housecall Free Edition transaction:



Specialist: An I.T. technician (typically you) who provides remote I.T. Support. The Specialist uses the *Instant Housecall Specialist Sign-in* to receive calls and view and control computers.



Friend: A person (typically your friend or family member) whose computer is being diagnosed, repaired, or is receiving some form of remote assistance from the Specialist. The Friend uses the *Instant Housecall Hotline* to invite a Specialist to help.

Instant Housecall Free Edition can be used for **attended remote support**.

Unattended remote support and unattended remote access are available in [Instant Housecall for Business](#).

Attended Remote Support

When we refer to “attended remote support”, we mean that a Specialist accesses a Friend's computer temporarily, at the request of the Friend. Your **Friend initiates attended remote support connections by inviting you to help them.**

With Instant Housecall Free Edition, your Friend will “Invite” you onto their computer. Once invited, you will be able to view your Friend's screen and control his mouse as if you were sitting in front of his computer.

After the support session has finished, all connections are closed. You cannot access your Friend's computer again without another invitation.

Unattended Remote Support



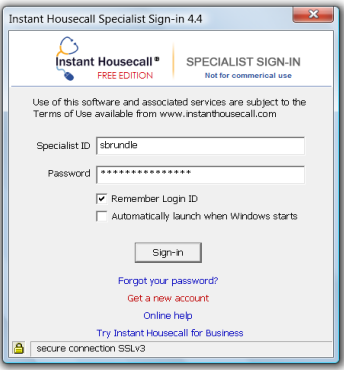
This feature is available in [Instant Housecall for Business](#).

Unattended Remote Access

This feature is available in [Instant Housecall for Business](#).

Quick-Start Guide

Instant Housecall Free Edition is optimized for remote support over the Internet. If you wish to perform support over your local area network, [Instant Housecall for Business](#) offers features for enhanced performance.

	Specialist	Activity	Friend	
<div data-bbox="186 552 527 919"></div> <div data-bbox="570 552 974 892"><p>Step 1: Sign-in as a Specialist</p><p>Use your Specialist ID and the password you chose when you signed up..</p><p><i>(If you have not already done so, download the Free Edition Specialist Sign-in and create your Specialist ID and password.)</i></p></div>				

During a session:

At the top of the screen, you will see several drop-down menus.

To end your session, choose *File, Exit Session*.



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First Edition (Oct 2008)

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