

Remote Support

Z64 Information Technologies Remote Control is an application that will allow us to remotely diagnose your computer over the internet. The connection is secure; only you can activate the connection by running the program, and it can only connect to our servers. Plus, once we're done using the program, it will automatically disconnect.

You can download the software to your computer for use later, but **you must call 613-539-6926 in Kingston or 613-722-4273 Ext 811 in Ottawa; to schedule an appointment** for remote assistance.

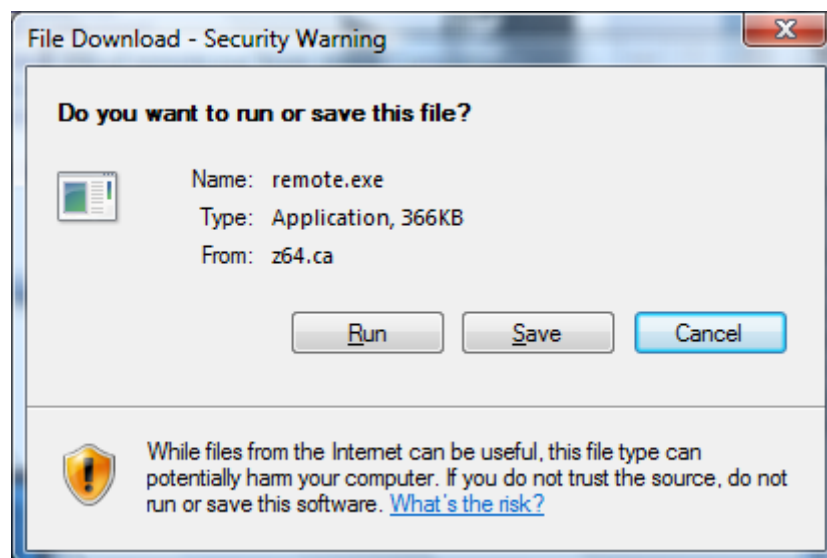
1. Step 1

Download the remote control software. From www.z64.ca

<http://www.z64.ca/remote.exe>

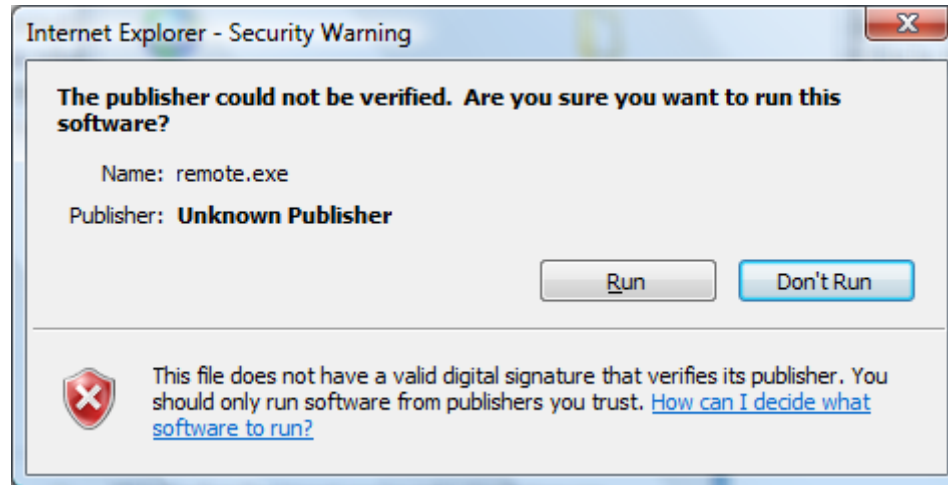
2. Step 2

A window may pop up, asking if you want to run or save the application, or it may ask you where you want to save the file. If possible, click run; otherwise save the file to the desktop and then double-click it.



3. Step 3

Publisher could not be verified. Click run.



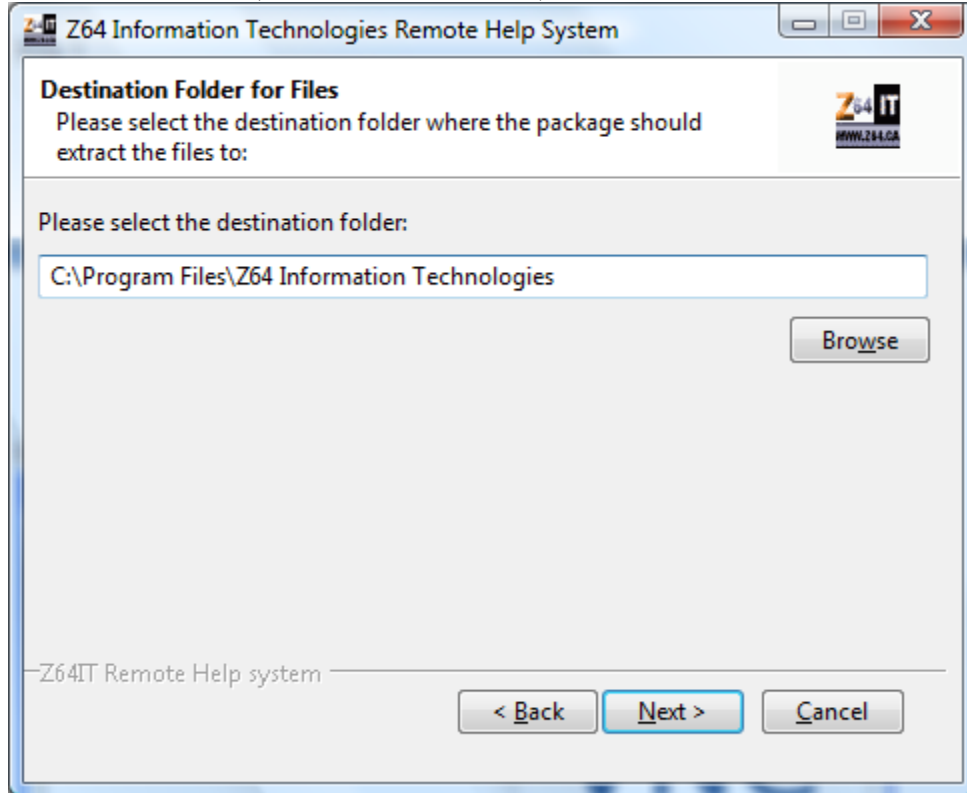
Be sure to call and let us know that you want remote assistance!

4. Step 4

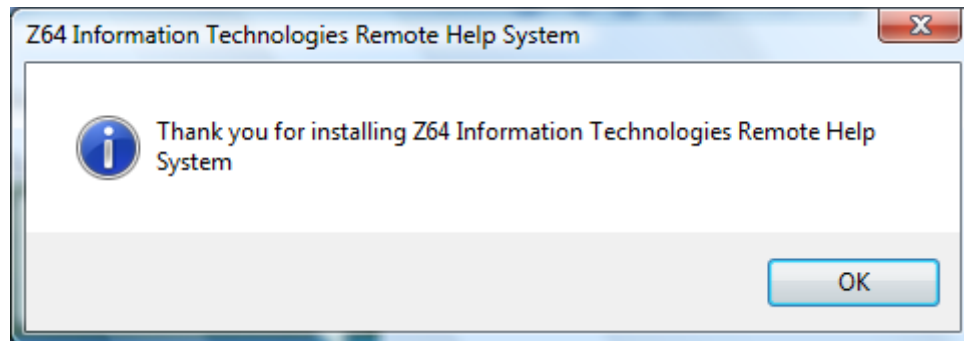
Begin the installation of the remote software. By clicking on **Next**



5. Step 5
Select Destination Folder (default should be fine) select **Next**



After you are done you will see this screen.



6. Step 6

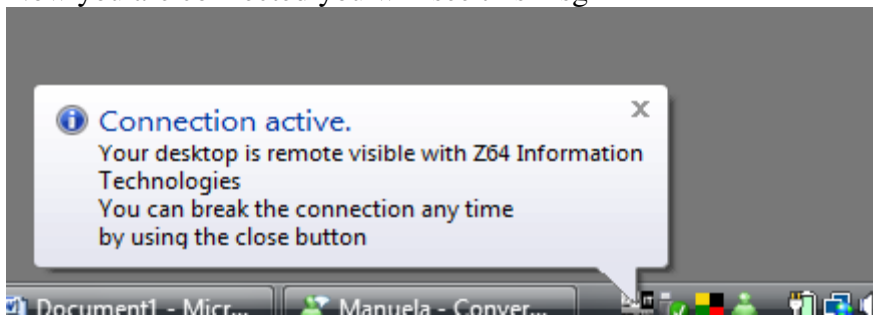
Now you are ready, to start by clicking on the:

-=DoubleClick here to start Remote TechSupport=-



7. Step 7

Now you are connected you will see this msg



To disconnect, by right-clicking the icon and clicking close.

