

What is the FVD Remote Technical Support tool?

The FVD Remote Technical Support tool is a program that allows FVD technicians to connect to a customer's desktop through the Internet. The FVD team uses this tool for helping customers with the FVD System deployment and other technical issues.

Is it secure?

Yes, the FVD Technical Support tool uses the secure channel protected with the SSL encryption. FVD technicians cannot access your computer without your permission.

What are the requirements?

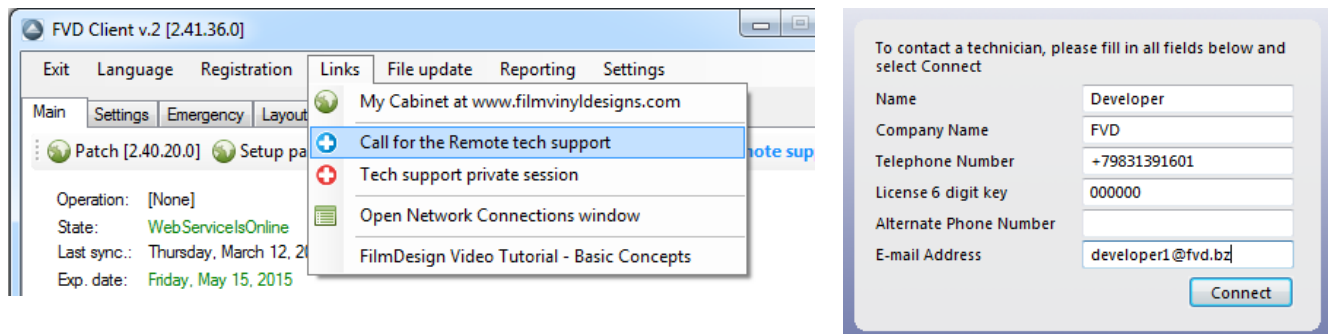
The FVD Tech Support Tool runs on the MS Windows platform with the Internet connection. Please, make sure that you have administrative permissions on your computer before making a call, otherwise our technicians will not be able to help.

How can I get the tech support with this tool?

If you did not install the FilmDesign package, then you can download the FVD Remote Tech Support tool from the FVD web site using the following link http://filmvinyl designs.com/Portals/0/LogMeIn_Rescue_Calling_Card.msi. You can also use the private session from <http://logmein123.com>.

In case if the FVD FilmDesign package is installed, run the FVD Client, go to the main menu and click the "Call for the remote tech support" item.

The FVD Remote Tech Support tool will run and check for updates. Before starting the session, please fill in all fields with your account information: your name, company name, phone number and 6-digit key number.



What is the tech support private session?

The private session is an alternative way to establish the tech support channel in case when the common mode does not work. This approach requires you to notify the technician by the phone or e-mail about the need in tech support. Use the following link <http://logmein123.com> for downloading the applet. You will require your 6-digit key number.

