

***Tee* Support**
Client Help Manual

1 Save the Tee Support Client to your computer

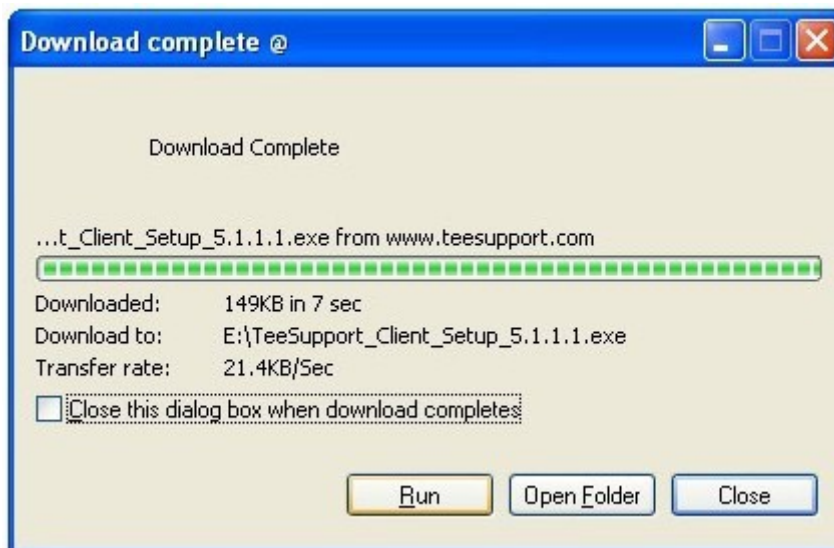
The file will automatically popup over your PC screen.



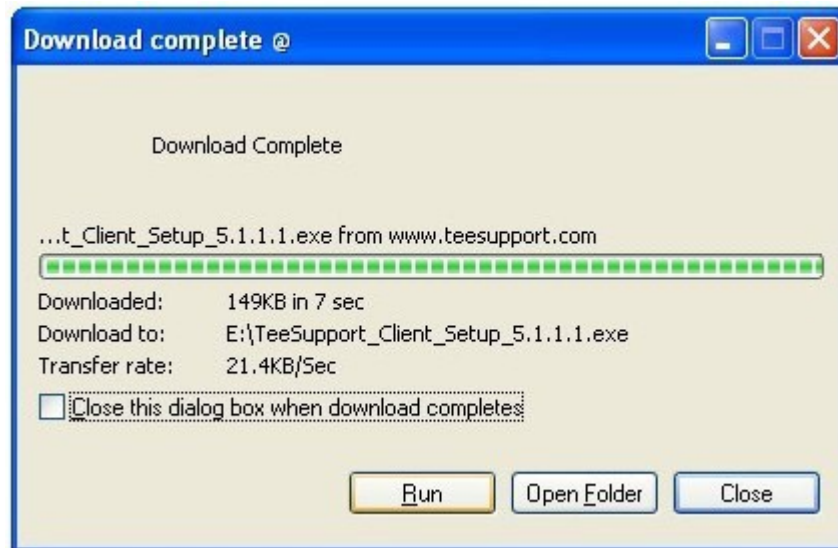
When the File Download dialog box appears click the “**Save**” button.

When the Save As dialog box appears choose a folder location and save the file to a location on your computer, for example, to your Desktop.

Wait for the file to download.



2 Run the Tee Support Client Installer



Once the browser finishes the download, click **'Run'** to start the installer.

To install Tee Support Client, please follow the Tee Support Client Setup Wizard as below:

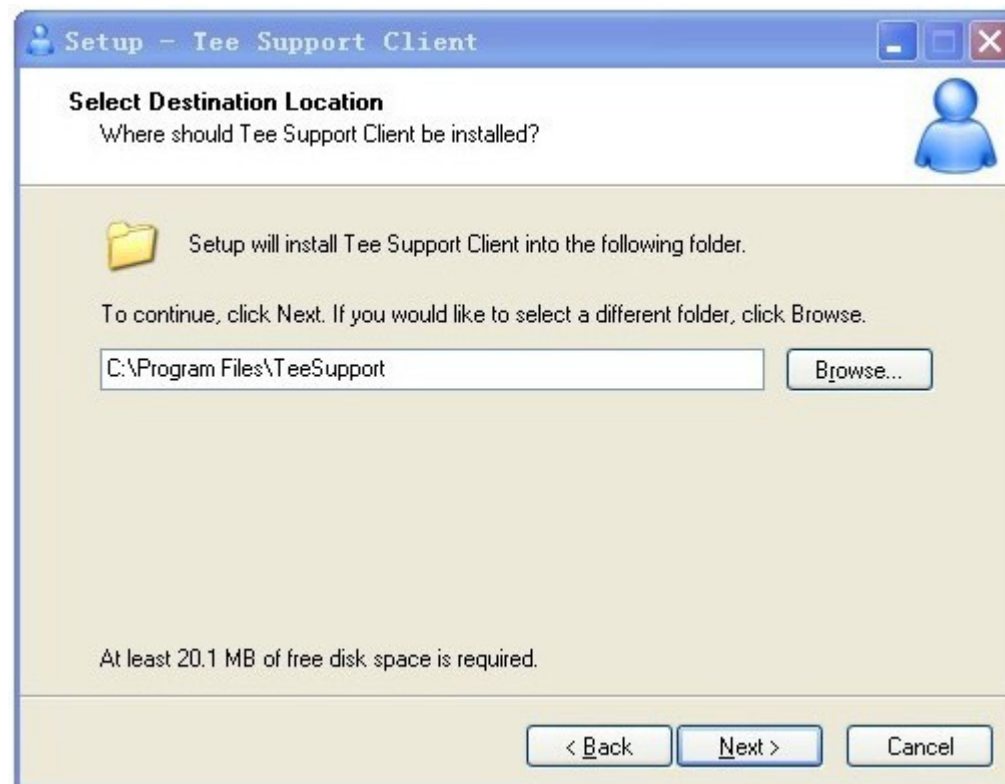
1. Click **Next** on the Welcome to the Tee Support Client Setup Wizard ;



2. On the License Agreement screen, read the **EULA**, choose the option I accept the agreement and click **Next**.

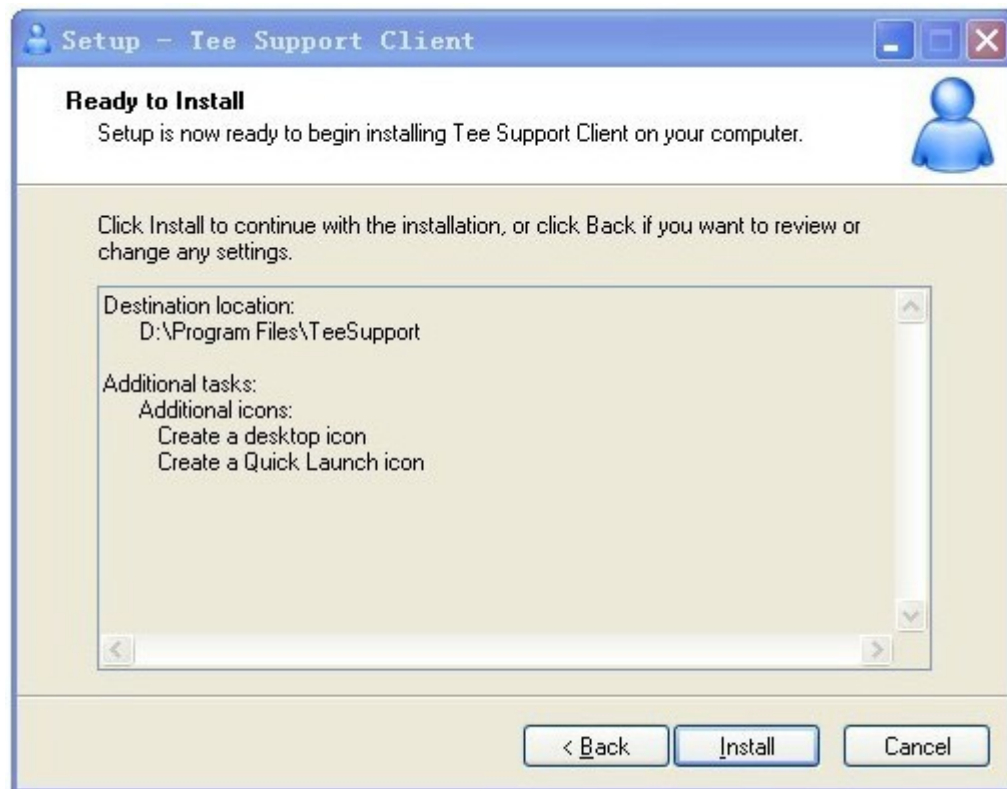


3. On the Select Destination Location screen, click **Browse** to select the location where Tee Support Client is going to be installed and click **Next**.



4. On the Select Additional Tasks screen, click **Next** if needed, otherwise just leave the default selections.

5. Click **Install** on the Ready to Install screen if the setup summary is showing the expected description; otherwise, click **Back** if you want to review or change any settings.

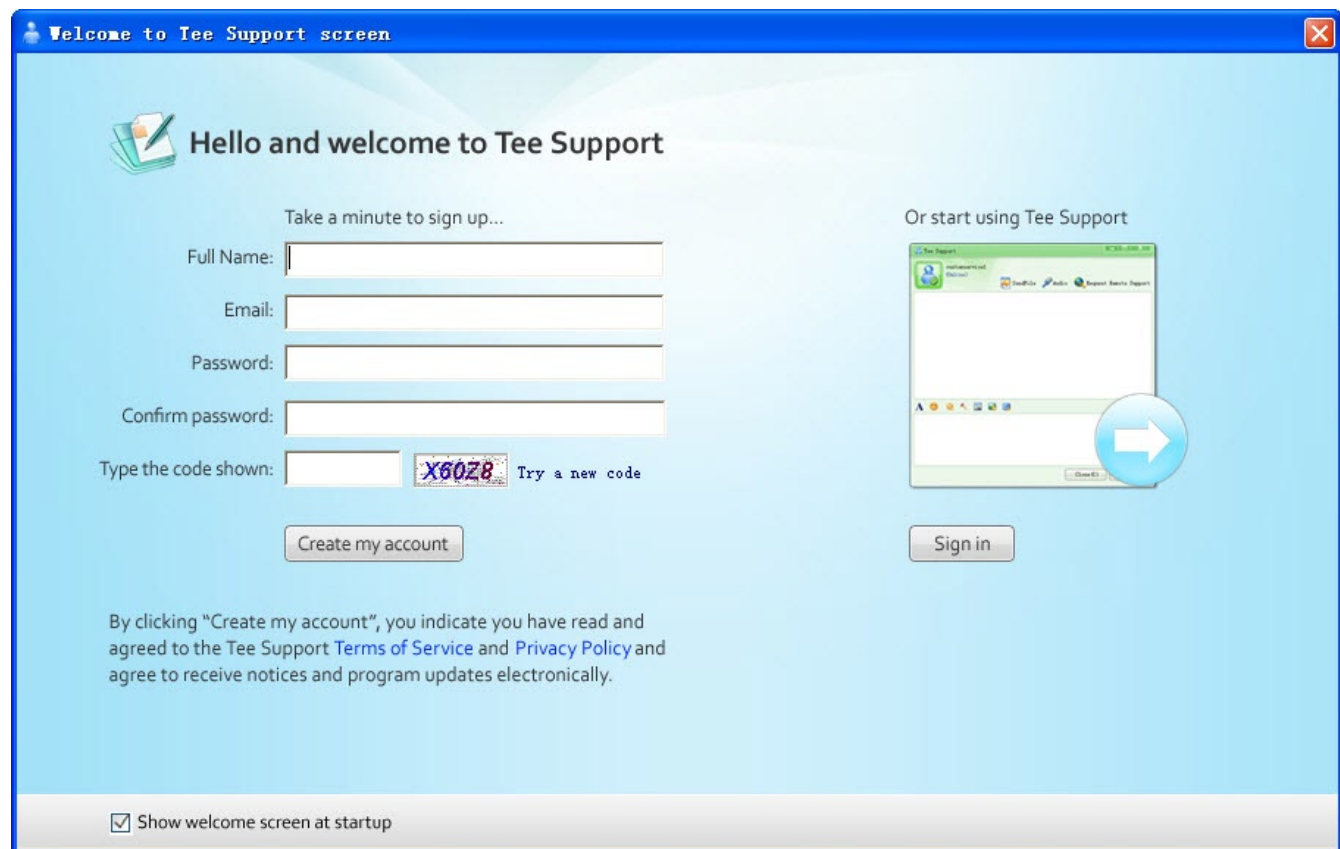


6. Click **Finish** to complete the installation while launching Tee Support Client.



3 Enter account info or register a new account.

To sign in Tee Support Client, please enter your registered email and password then click **Sign in** button.



The screenshot shows a window titled "Welcome to Tee Support screen". The main heading is "Hello and welcome to Tee Support" with a notepad icon. Below this, there are two sections: "Take a minute to sign up..." and "Or start using Tee Support".

The "Take a minute to sign up..." section contains the following fields and buttons:

- Full Name:
- Email:
- Password:
- Confirm password:
- Type the code shown: X60Z8 Try a new code
-

The "Or start using Tee Support" section contains:

- A small preview of the Tee Support client interface with a blue arrow pointing to the right.
-

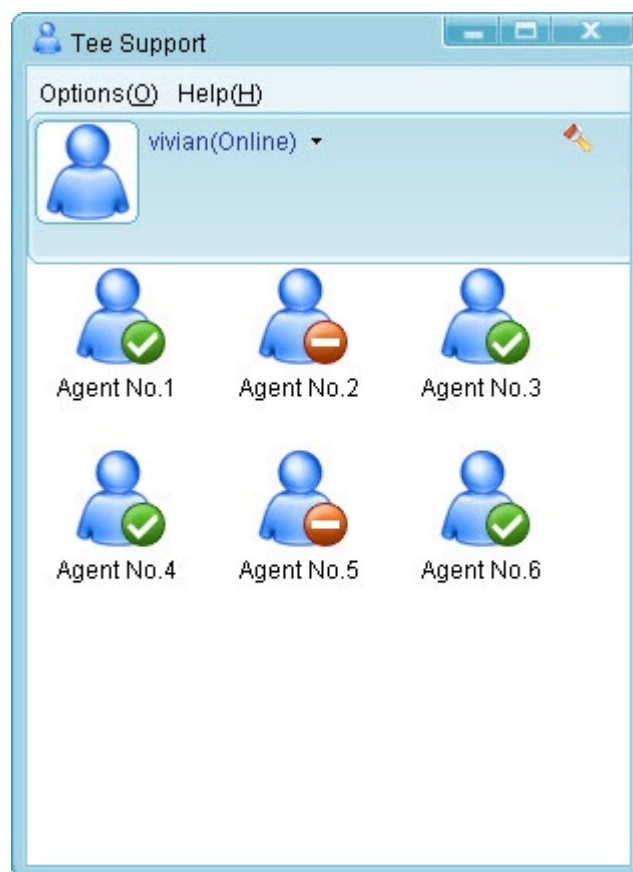
At the bottom of the window, there is a checkbox labeled "Show welcome screen at startup" which is checked.

If you have not registered an account for Tee Support Client yet, please finish the registration on the Welcome to Tee Support Screen at first. Then click **Create my account**. Follow the above step to sign in and continue your support session.

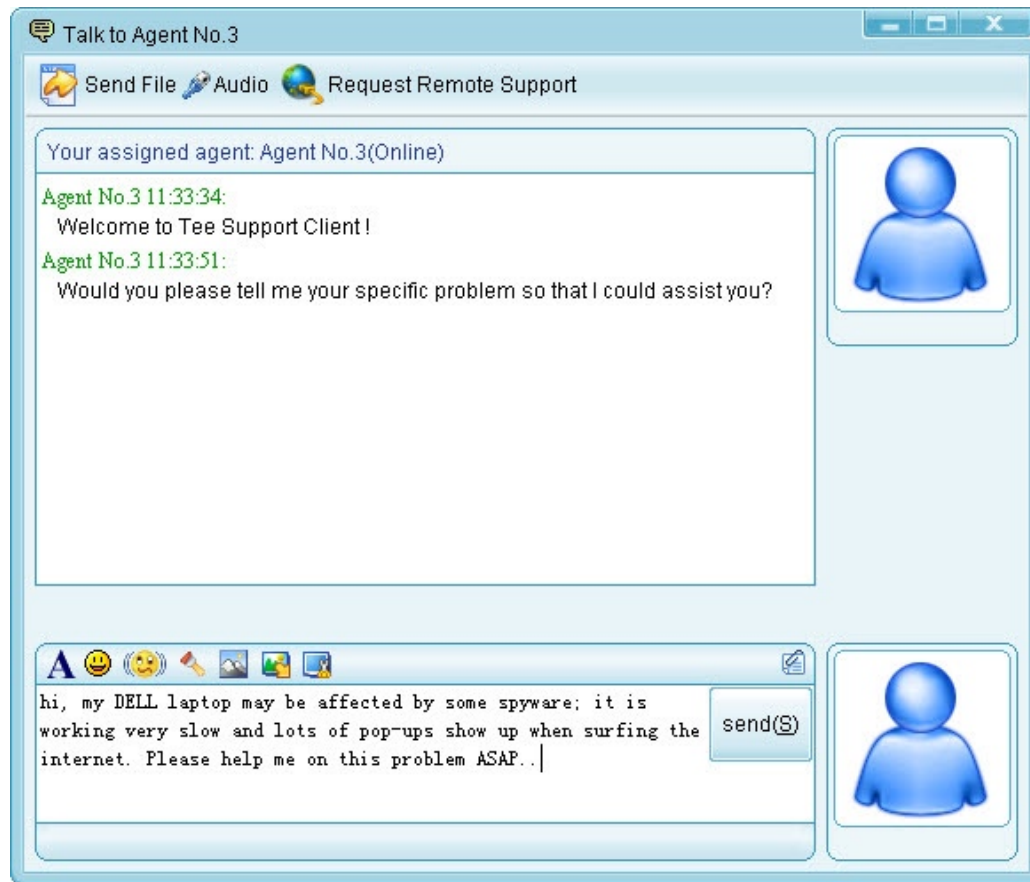
4 Start to ask for help!

Tee Support Client works the way you usually talk with your friend on MSN, AIM or any other IM tools. You are now ready to ask for any help regarding your problems.

Choose one of the agent icons on the interface and then double click it to start the conversation. (It is recommended that you chat with an agent marked with green sign; an agent marked with red sign is usually busy with other users' requests.)



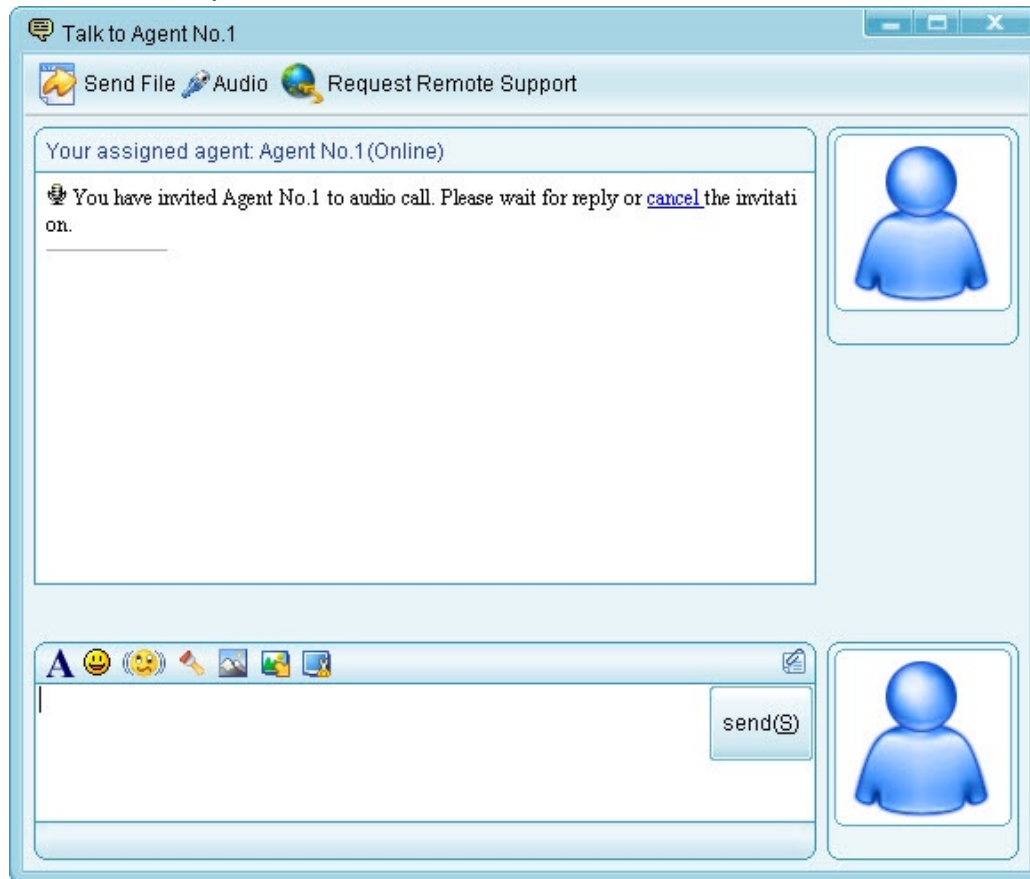
Start to chat with the agent and ask for assistance about your specific problems.



Click **Send File** button above the dialog box to send multiple format files to your agent for further analysis.



To have an audio conversation with the agent, please click **Audio** button to send audio call request.



To invite remote assistance from your agent, please click **Request Remote Support** to send the invitation. Click **OK** to connect the remote support after the agent accepts your invitation.

