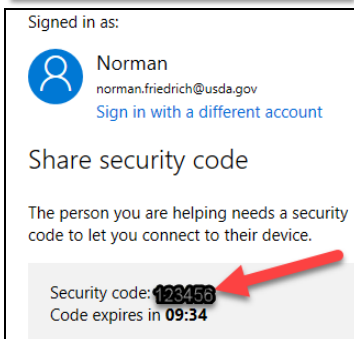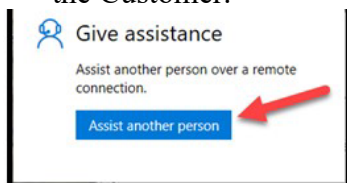# Trimble T10 – Remote Assistance

<u>Overview:</u> The Trimble T10 tablet screen can be shared for remote assistance and troubleshooting. Quick Assist is a Microsoft feature that is loaded on our USDA computers and on the Trimble T10s.
Note: A cellular connection is required.

Launching and running Microsoft Quick Assist

A. Both the Assistant (from a USDA computer) and Customer (on a Trimble T10) should launch Quick Assist. *Windows… Windows Accessories… Quick Assist…*
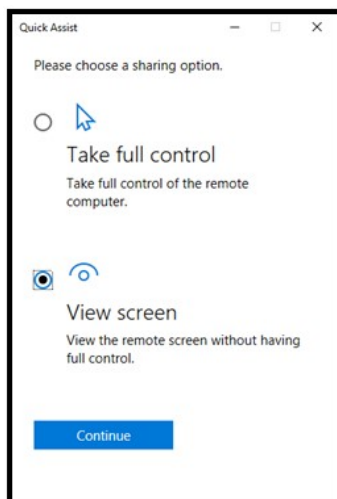
B. The Assistant clicks **Assist another person** and obtains a code via their USDA Microsoft login and shares it with the Customer.
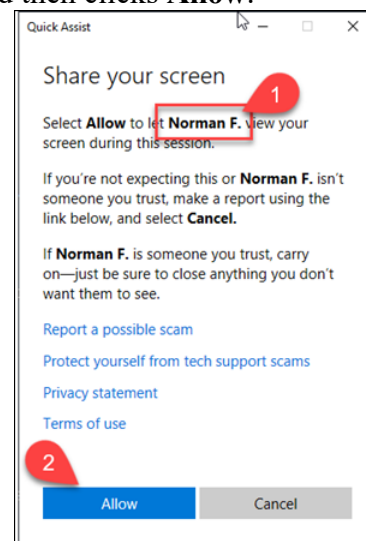
C. The Customer enters the code and clicks **Share screen**:
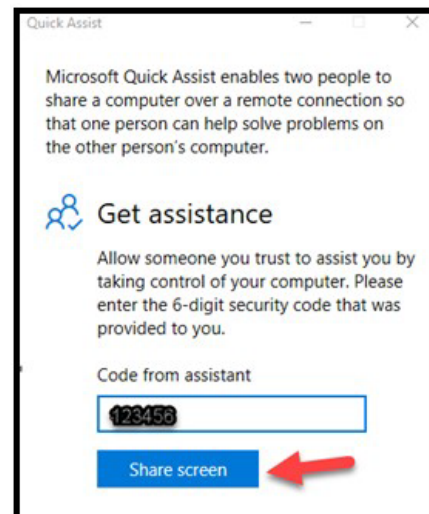
D. The Assistant chooses between Take Full Control or View Screen and clicks **Continue**

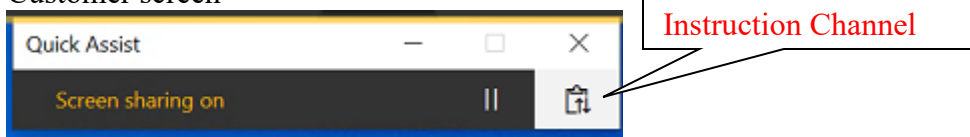E. The Customer verifies who is connecting and then clicks **Allow**.

Assistance options

The Assistant has options across the top of their screen:

Annotate

Instruction Channel

Annotate allows the assistant to "mark" an item on the customer's screen.
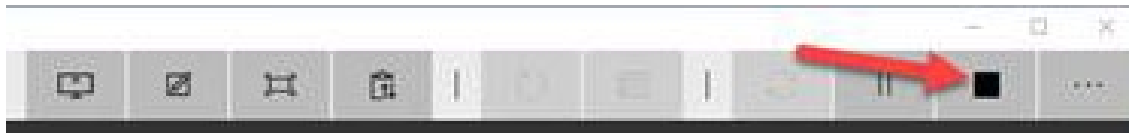
Customer screen

Instruction Channel

The *Instruction Channel* allows the assistant and customer to type messages for the other person to read.
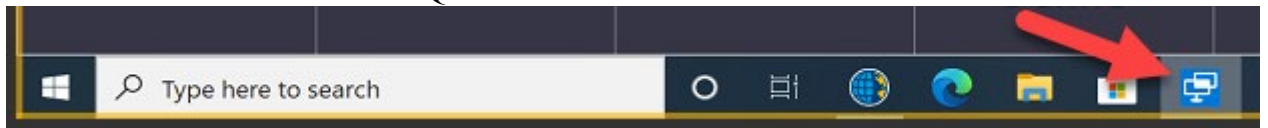
Exiting

To end sharing
When done the Assistant clicks End.

Or

When done the Customer clicks Quick Assist on the Task bar.

Then clicks Pause

and then clicks X out of Quick Assist.