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... Quick Assist*
- B. The Assistant clicks *Assist another person* and obtains a code via their USDA Microsoft login and shares it with the Customer.



- D. The Assistant chooses between *Take*
- Full Control or View Screen and clicks Continue

 Cuick Assist
 Please choose a sharing option.

 Cuick Assist
 Please choose a sharing option.

 Cuick Assist
 Take full control
 Use screen
 View screen
 View screen
 View the remote screen without having
 full control.

Trimble Survey How to NRCS Iowa

C. The Customer enters the code and clicks *Share screen*:



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



Assistance options

The Assistant has options across the top of their screen:

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User mode: Administrator	Request control ↓ ↓		00	Leave	
	Annotate	Chat			

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

Customer screen Quick Assist Chat × Screen sharing on © 00 Leave

The Chat allows the assistant and customer to type messages for the other person to read.

Exiting

To end sharing

When done, the Assistant <u>clicks</u> the *Leave* button.

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Or

When done, the Customer <u>Taps</u> *Quick Assist* on the Task bar.

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Quick A	ssist						_		\times	
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and then Clicks X out of Quick Assist.