

Application Note AN0809: bentrup remote support via WinControl

1.) General Informations

For improved product support we offer a remote support on WinControl resp. bentrup controllers connected to WinControl. Once you have started the downloadable bentrup remote support utility, double click the person at bentrup you request support from.

NOTE: You must have made an appointment with the bentrup technician first.



2.) Remote Support

After you have established connection the bentrup technician is able to operate your PC like sitting in front of it. At anytime you can terminate his operation by right-click on the icon in the windows task bar and press "close".

3.) Technical Details

The utility can be downloaded at <http://www.bentrup.de/downloads/software/bentrupRSupport.exe> . It does not install any thing, once you close it does not leave anything behind on your workstation.

If you are behind a firewall/router, make sure the following ports are enabled:
Outgoing TCP 5501, 5502, 5503 Incoming TCP 5500

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