

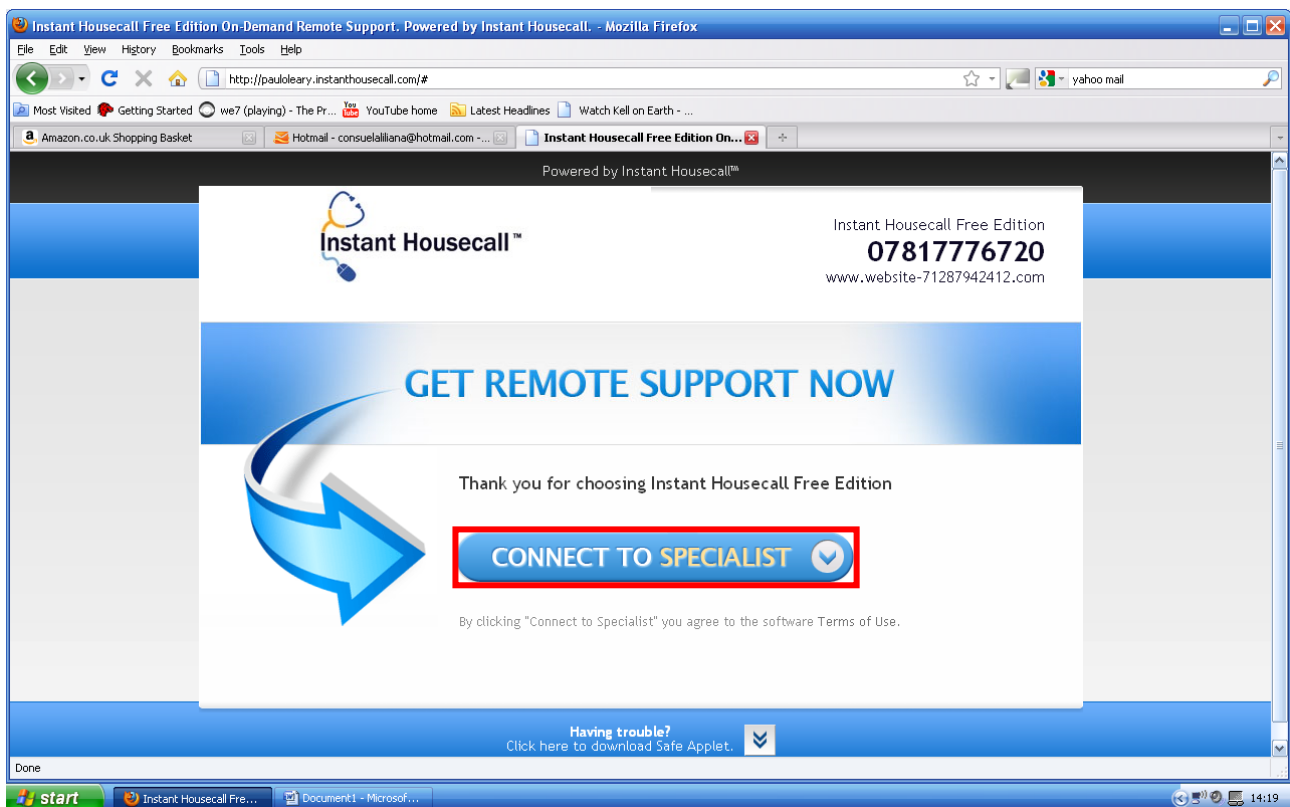
Setting up an Instant Housecall session with PBO Solutions

If you have been experiencing a knowledge or program issue with any product issued to you by PBO Solutions then it is possible for PBO Solutions to connect directly to your PC/Laptop to help you resolve the issue. Unless agreed beforehand e.g. for a Program Installation or Upgrade or User-Generated fault, the Specialist's time and effort will not be chargeable to you.

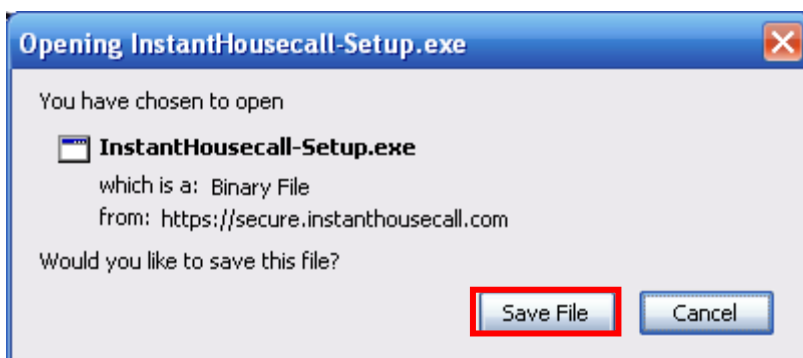
First, click the web link sent to you by PBO Solutions by e-mail, or copy and paste the following link into your preferred web browser

<http://pauloleary.instanthousecall.com>

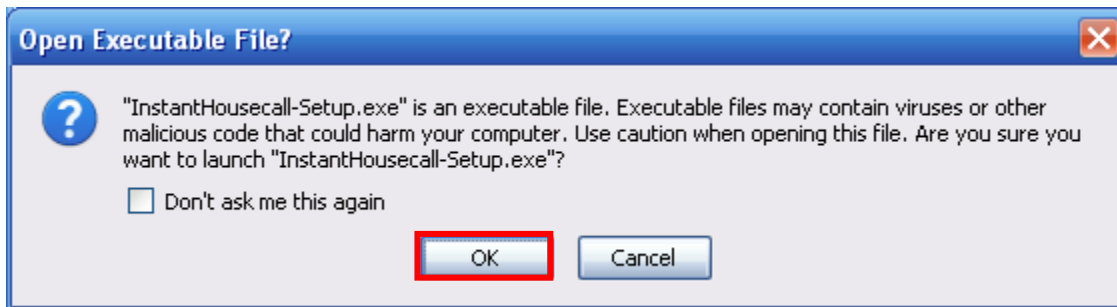
This will call up the following screen whereupon you should click the **CONNECT TO SPECIALIST** button



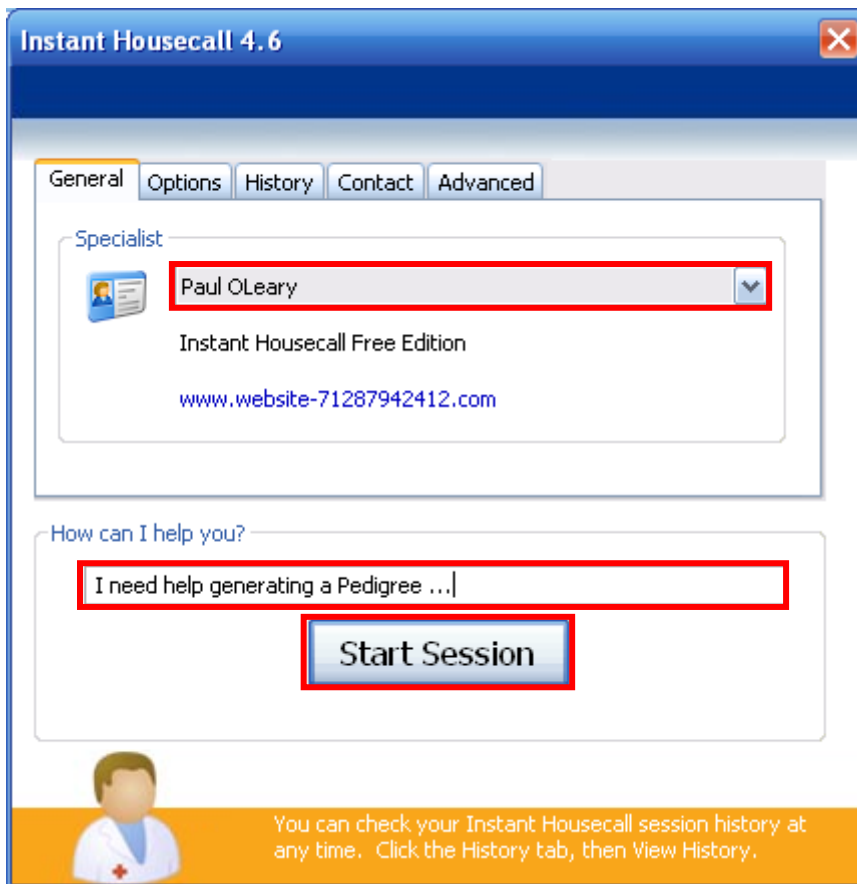
Next, click the **Save File** button



Next, click the **OK** button



Next, connect to your chosen **Specialist** (Paul O'Leary of PBO Solutions), type any message you want the Specialist to see when you connect to him, then finally click the **Start Session** button



The next few fields try to capture some details about you, to help the specialist identify you, so please complete them as fully as you can (ignore the Company field), then click the OK button

Tell us a little about yourself...

Your contact information is shared with your Specialist. It is never sold to third parties or mailing lists. It is always kept secure.

Name: Terry

Company:

Phone: 07777-777777

E-mail: terry@hotmail.com

OK Cancel

secure connection SSLv3

Next, look to the bottom-right of the screen you will see a message saying you are **Connected to Paul O'Leary ... Waiting for Acknowledgement** just wait a while for him to accept the connection

Instant Housecall Free Edition On-Demand Remote Support. Powered by Instant Housecall. - Mozilla Firefox

http://pauloleary.instanthousecall.com/#

Instant Housecall™

Instant Housecall Free Edition
07817776720
www.website-71287942412.com

GET REMOTE SUPPORT NOW

Thank you for choosing Instant Housecall Free Edition

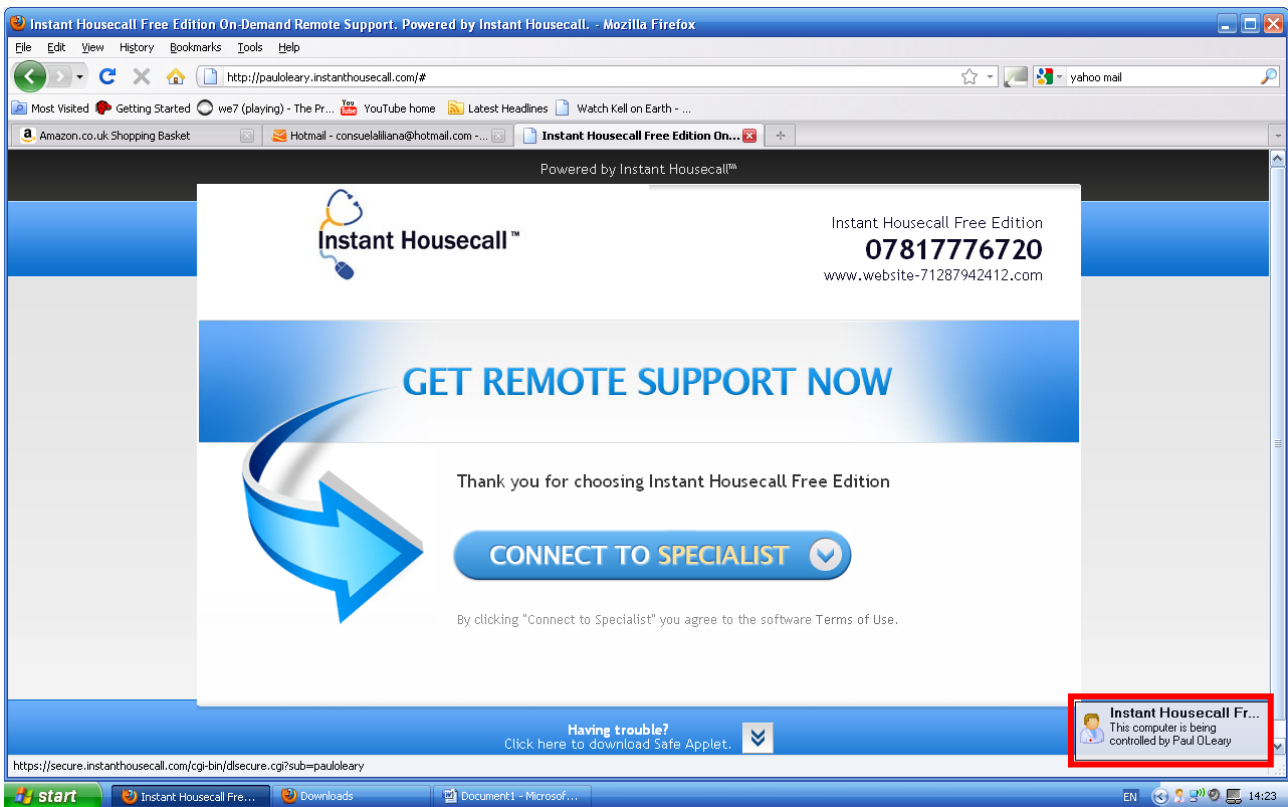
CONNECT TO SPECIALIST

By clicking "Connect to Specialist" you agree to the software Terms of Use.

Having trouble?
Click here to download Safe Applet.

Instant Housecall Fr...
Connected to Paul O'Leary.
Waiting for acknowledgement.

Once Paul O'Leary has accepted the connection, once again look to the bottom-right of the screen you will see a new message saying **The computer is being controlled by Paul O'Leary**



Control of your PC/Laptop is now 100% with your Specialist, Paul O'Leary, allowing him to load and/or amend programs and files as appropriate in response to your needs. However the following keys on your keyboard will remain active (for very good reason!):-

- **F10** – Chat – this feature allows you to send and receive instant messages with Paul O'Leary to help the session along e.g. additional questions can be exchanged
- **F11** – Disconnect – you can end/disconnect the session at ANY point

When the session is finished you will given the option to save the **Instant Housecall** program to your Desktop, clearly it's your choice whether you do or not but if you think the session has been useful this may of course assist your decision. If you do, then you can check/change your Instant Housecall settings and configurations as required by double-clicking the Desktop Icon though we recommend you leave the defaulted settings in place unless otherwise recommended to you.