

# Octonus Support Agent

if you encounter some issues with using Octonus's product you have option to use Octonus Support Agent.

The Octonus Support Agent is the windows system tray application.

The Octonus Support Agent have two functions:

1. Fast issues reporting.
2. Remote assistance via Remote Desktop.
3. Remote assistance via Remote Presence Robot.

## Fast issues reporting.

Video: [How to ask for help](#)

Suppose you are experiencing some difficulties with using Octonus software, for example Encoders Values are zeroes:

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You can double click on octonus icon in Windows's system tray:

[blocked URL](#)

Then click Report New Ticket! Button:

[blocked URL](#)

Fill the ticket title, describe issue in the description field:

[blocked URL](#)

Add screenshots:

[blocked URL](#)

And then press Report Issue! Button:

[blocked URL](#)

After a while you can check for answers to questions in the web interface at [zammad.cutwise.com](#) (using login and password provided by Octonus):

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If you are satisfied with the answers you can change the state of the Ticket to closed. If not you can continue to ask the questions in the web interface.

## Remote assistance via Remote Desktop.

To solve issues with Octonus software there is a Remote assistance via Remote Desktop option. Octonus's Support Service Engineer can connect to your PC with Remote Desktop connection (like using TeamViewer or Mircrosoft RDP) with full duplex audio channel and for example teach how to use Octonus Software, perform update or solve configuration issues and e.t.c.

Then registering a new ticket you can specify a time then Support Engineer can access your computer via Remote Desktop:

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After that your computer will be available for Remote Desktop connect in the specified time. Special icon signals that Remote Desktop Server is working and ready to receive connections:

[blocked URL](#)

Then specified time comes and Support Engineer connects to your computer icons changes:

[blocked URL](#)

In course of Remote Desktop support session you can communicate with the Support Engineer via full duplex audio channel, so you need a microphone and headphones or speakers.

## Remote assistance via Remote Presence Robot

To solve issues with hardware you can use our Remote Presence Robot:

[blocked URL](#)

The Remote Presence Robot is moving stereo camera system which streaming stereo video from cameras to Octonus Support Engineer, while he is controlling cameras positions. So it allows Support Engineer to overlook Octonus's Hardware and quickly learn what's wrong with it:

[blocked URL](#)

To use robot you need to place him near hardware with issue and specify robot ID (placed on the robot's front panel) then reporting new ticket:

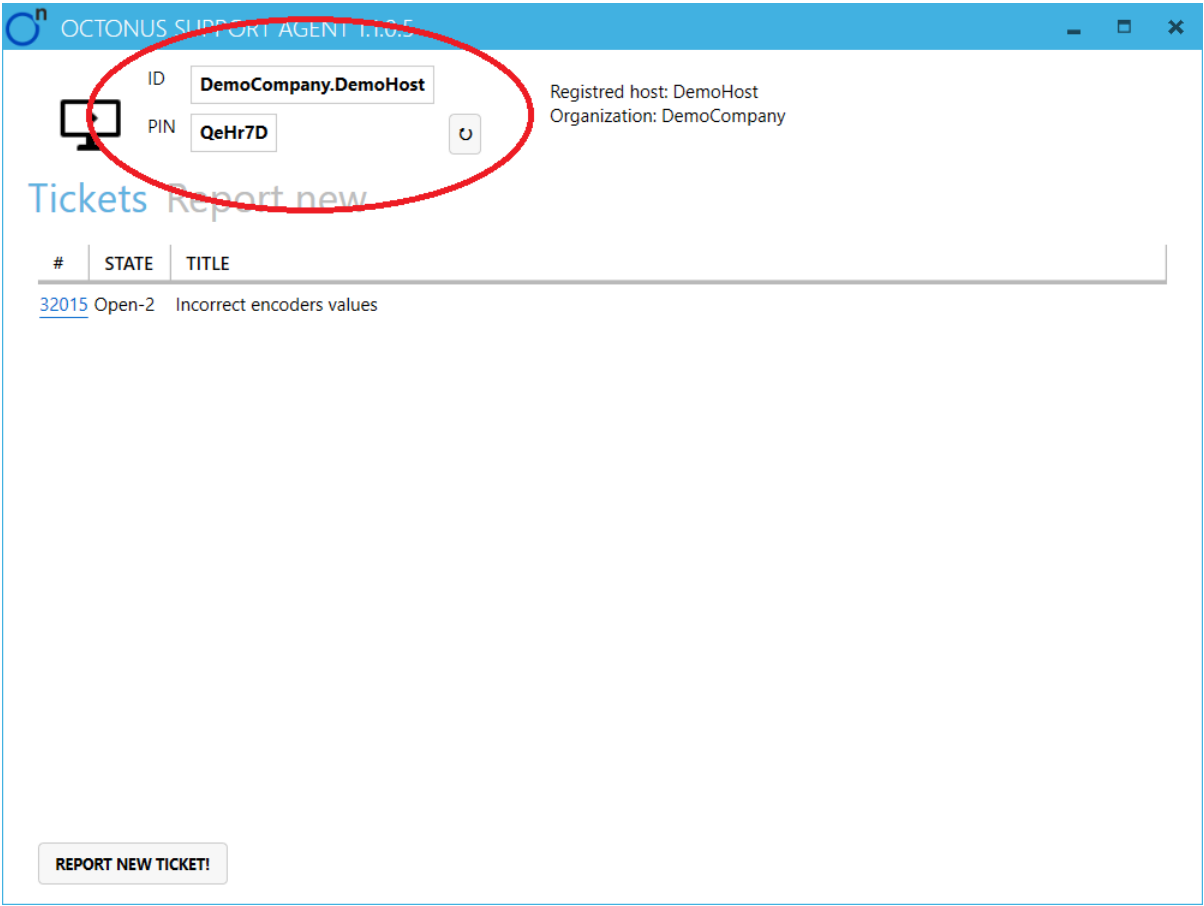
[blocked URL](#)

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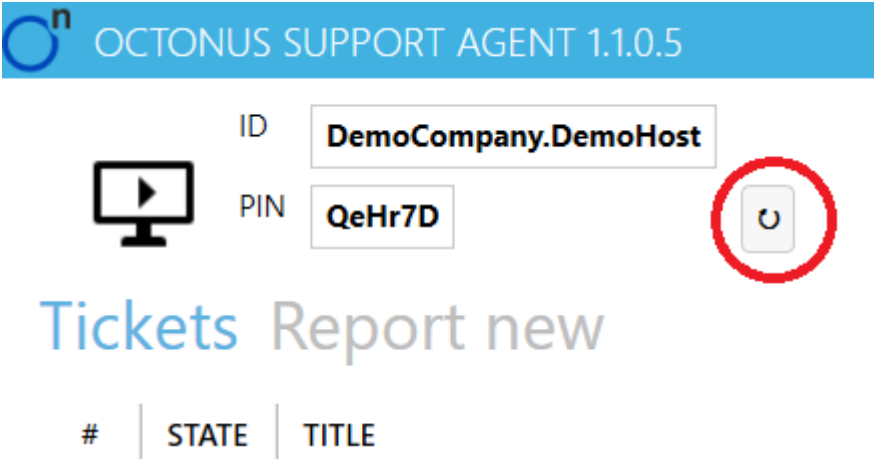
In the specified time Octonus Support Engineer will connect to the robot and clarify the issue with hardware.

## Additional security features.

In versions 1.1.0 above only person who knows ID and PIN can connect to your workstation.



If you want to change PIN and drop all active connections (so people who know old PIN can't connect anymore) press button:



In order to get help from Octonus Support Engineer you need to tell him current PIN and ID in ticket body or using some other channel (e-mail, phone, some messenger).

Chat and connection audit.

In versions 1.2.0.1 and above you can benefit from chat with Support Engineer connected to your workstation:

Tickets

Report new Chat

Hello! Can I help you?

System, 7:13 PM

User disconnected: Anonymous

System, 7:13 PM

User connected: admin@cutwise.com

admin@cutwise.com, 7:15 PM

Hello! What happened?

You, 7:17 PM

DM Application does not work!

☐

Russian

Chat window also shows you who and when connected to your workstation. These events are messages painted red.

You can use translation in chat, just tick checkbox and choose language in dropdown list near it:

Tickets

Report new Chat

欢迎光临！我能帮你吗

System, 7:13 PM

用户已禁用：匿名

System, 7:13 PM

已连接的用户：admin\_kooty.com

admin@cutwise.com, 7:15 PM

欢迎光临！发生什么事了

You, 7:17 PM

DM Application does not work!

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ChineseSimplified