



## PC-DNC FAQs

Making our customers' lives easier.

### Remote-in support

A remote connection lets us “take control” of your computer temporarily so we can help you install device drivers, configure your PC-DNC Plus or PC-DNC Editor software, or diagnose problems that are difficult to describe by email or verbally over the phone.

Perhaps the easiest way to establish a remote connection is by using the Windows Remote Desktop connection. To do this, we need to have an invitation from you to open the connection. Here’s how that’s done:

#### Windows 7:

- 1) Open your Email program (Outlook or Outlook Express)
- 2) Click the Windows START button, then click “All Programs”
- 3) Select “Maintenance”, then “Windows remote assistance”
- 4) Click on “Invite someone you trust to help you”
- 5) Click “Use email to send an invitation” This should launch a new email message
- 6) Enter our email address: [subsoft@buckeyeweb.com](mailto:subsoft@buckeyeweb.com)
- 7) Click SEND

#### Windows 10:

- 1) Open your Email program (Outlook or Outlook Express)
- 2) Right-click on the Windows START button, then click “RUN”
- 3) Type in the letters “msra”, then click Enter
- 4) Click on “Invite someone you trust to help you”
- 5) Click “Use email to send an invitation” This should launch a new email message
- 6) Enter our email address: [subsoft@buckeyeweb.com](mailto:subsoft@buckeyeweb.com)
- 7) Click SEND

After sending us the invitation to connect with you, call us so that we can speak with you as we perform the remote-in service.