



CBHelp

On Line Help, Support and Training

CB Electronics is currently beta testing a new online help system available for a number of CB Products including:

- SR-3 / SR-4, SR-24, SR-424 when used with CServer
- RM-6 with CServer
- MR-Systems with CServer
- VS-1 Video Streamer with VSLink-2 Software
- CB-Taker
- EDL-Recorder

With CBHelp you are a single click away from online support and training for your system. We can watch your screen from the office and even install and configure programs directly on your computer from our office.

How does it work?

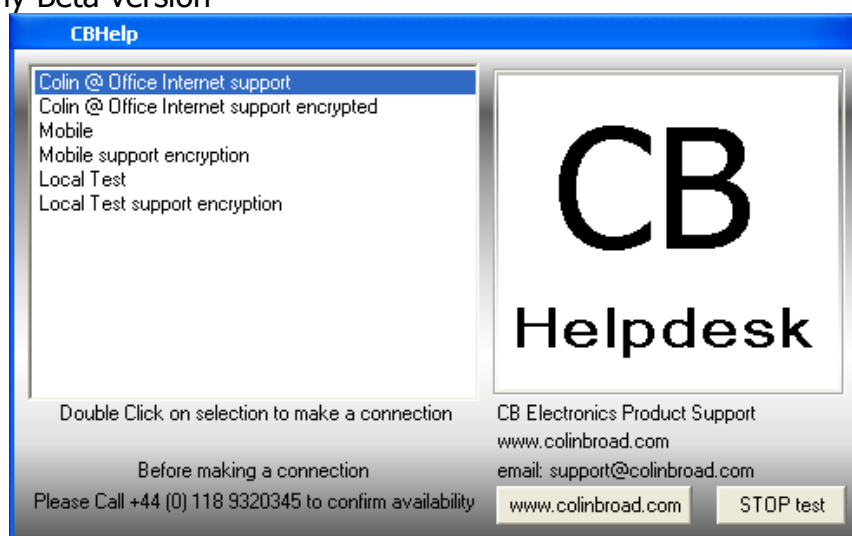
You are completely in control; it is not possible for us to access your computer unless you request it.

What do you need?

You need to be running a CB Program on a computer with windows 89, 2000, or XP and a internet connection.

1) Download CBHelp from our web site and run (No installation is required). You will then see the CBHelp Screen.

This is an early Beta version



2) Select the required connection, and double click, a connection request will then appear on the selected support computer.

- 3) If accepted or rejected you will be notified by an appropriate message.
- 4) If accepted and we are currently not in telephone communication then a dialog box will open to ask what support you need.
- 5) Whilst connected CB Electronics can download software updates, configure programs, register software. If you have an EPROM programmer connected to your systems and some blank EPROMs then we can even program EPROMS!
- 6) Once finished CBHelp will close and your system is as it was.

Approved agents will be encouraged to participate and provide local language support.

If you are interested in joining our Beta Test Program then please contact colin@colinbroad.com.

CB Electronics

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