



# CBHelp

## One Click Internet Support

CB Electronics has a new online help system available for a number of CB Products including:

- SR-3 / SR-4, SR-24, SR-424 when used with CBServer
- RM-6 with CBServer
- UR-422 firmware upgrades and programming
- PD-1 firmware upgrades
- VS-1 Video Streamer with VSLink-2 Software
- SA-2 Sony 9-Pin protocol analyser



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.

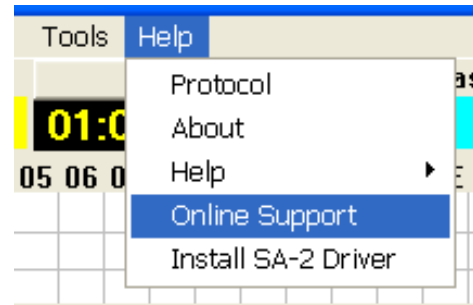
### How does it work?

**CBHelp** uses VNC, a standard computer-computer protocol, you initialize the connection and are completely in control. No adjustment is normally required to your firewall or router.

### What do you need?

You need to be running a CB Program on a computer with windows XP with an internet connection.

- 1) Check that online help is available in your help menu, if not download **CBHelp** from our web site and unzip onto your computer (No installation is required).
- 2) Telephone the CB Electronics office to check if support is available, you may need to make an appointment.
- 3) Run **CBHelp**, from your help menu or as a stand alone program. You will see the initial screen for a few seconds, it will then become an icon in your taskbar. Your computer will then try to contact our computer for 5 minutes. If no contact is made then the program will uninstall.
- 4) If accepted or rejected you will be notified by an appropriate message.
- 5) If accepted and we are currently not in telephone communication then a dialog box will open to ask what support you need.
- 6) Whilst connected CB Electronics can download software updates, configure programs, register software, and even reprogram connected units.
- 7) Once finished **CBHelp** will close and your system is as it was.



### SA-2 Promotion

CB are promoting the SA-2 Sony Protocol Analyser at the hardware only price of £120. This allows you to analyse communications between your CB System machines or controllers. The SA-2 program includes the online help facility.