

Window-Eyes Remote Assistance

Window-Eyes now includes Remote Assistance, a powerful utility that allows two parties to interactively work with each other's computers remotely over the Internet. This webinar study guide worksheet covers the essential information needed to successfully use Window-Eyes Remote Assistance to either offer or receive help on the computer.

Learning Objectives

- Define the system requirements for using Remote Assistance
- Understand the key benefits of using Remote Assistance
- Learn how to use Remote Assistance to ask for help
- Learn how to use Remote Assistance to offer help
- Learn how to use the Send File option in Remote Assistance
- Learn how to access the contents of the remote computer's clipboard
- Understand the purpose of Smart Sizing in Remote Assistance
- Identify what network changes might be needed to allow Remote Assistance connections

Review Questions

1. In order to use Remote Assistance, both parties must be using Window-Eyes version 7.5.2 or newer and connected to the Internet. Please note that older versions of Window-Eyes can connect with their equal versions, but not with later versions. For example, a computer running Window-Eyes 7.5.4.1 can connect to another computer running 7.5.4.1 but not with a computer running 8.1.
2. Window-Eyes Remote Assistance allows two individuals to work together on a computer interactively and can completely eliminate travel costs normally associated with onsite training and support.
3. To receive help from someone using Window-Eyes Remote Assistance, do the following:
 - a. Press Control-Backslash to access the Window-Eyes Control Panel.

- b. Press Alt-H to open the Help menu.
 - c. Press Down Arrow followed by Enter to open the Remote Assistance pull down.
 - d. Press Enter to select Ask for Help and you will be presented with the Ask for Help dialog.
 - e. If your network is already configured to allow Remote Assistance connections, press Spacebar to activate the Standard Help Request button. If not, press Tab and then Spacebar to activate the Alternative Help Request button.
 - f. Provide the 8-digit password displayed in the read-only edit box to your helper over the phone, instant message or email.
 - g. Finally, press Spacebar to activate the Yes button in the confirmation dialog and the connection will be established. Note: If you sent an Alternate Help Request, you would need to first press Tab and then Spacebar to activate the Connect button before completing this final step.
4. To offer help to someone using Window-Eyes Remote Assistance, do the following:
 - a. Press Control-Backslash to access the Window-Eyes Control Panel.
 - b. Press Alt-H to open the Help Menu.
 - c. Press Down Arrow followed by Enter to open the Remote Assistance pull down.
 - d. Press Down Arrow followed by Enter to select Offer Help and you will be presented with the Offer Help dialog.
 - e. Type your name in the first edit box.
 - f. Press Tab and then enter the 8-digit password given to you by the person you are helping.
 - g. Tab to OK and press Spacebar to activate the button.
5. After a password has been generated, shared, and a successful connection has been made, the connecting session will expand full screen, and all keystrokes issued from the machine providing help will be sent through the Remote Assistance session to the machine

requiring help. Control-Alt-Break can be pressed any time the Remote Assistance connection dialog is active to toggle between full screen and a normal size window.

6. To transfer a file from the machine receiving help to the helper, bring up the Remote Assistance window, access the Send File option from the File menu, select the file to be downloaded, and click the Open button. Similarly, to send a file from the helper's machine to the person receiving help, bring up the Remote Assistance window, access the Helper menu and select Send File. As above, select the file to upload and click Open.
7. It is possible to copy and paste text to and from the clipboard of the person receiving help. To do this, simply use the cut, copy and paste commands that you already know. If, for example, you copy something to the clipboard from within the Remote Assistance client, you then press Control-Alt-Break to restore the connection to windowed mode, and you paste the text into another application, the content you copied from the other person's computer will appear.
8. Smart sizing may prove useful if the person receiving help has more than one monitor connected to the computer. To activate this mode, first bring up the Remote Assistance window, and click the Smart Sizing option under the Helper menu. When active, this mode will allow the person providing assistance to view the entire contents of the remote computer's desktop. When smart sizing is disabled, only the contents of the primary monitor will be visible.
9. A secure router will, by default, block all incoming connections, including those from Window-Eyes Remote Assistance. If your machine resides behind a router, and you are capable of administering your router's interface, you can port forward TCP traffic on the three ports that Window-Eyes uses (46825, 46826, and 46827) to create a successful Remote Assistance connection. If you are unable to configure your router, you may want to use the Alternate Help Request. Doing so will place the responsibility of port configuration on the person from whom you are requesting assistance.

10. Like routers, a good firewall will also, by default, block all incoming connections that are not recognized or that have not been explicitly allowed. Be aware that you may need to configure your firewall (or even your anti-virus software) to allow the Window-Eyes Remote Assistance process appropriate internet/intranet access. The Window-Eyes Remote Assistance process is called gwassist.exe, and is located in the Window-Eyes program directory.