

Remote help allows resolving eCar functionality issues, by establishing a direct connection between the consultant and user's desktop. During a connection by means of TeamViewer user has a constant preview of consultant's actions and may break the connection at any moment.

To use remote help in eCar select *Help (1)* tab and then *About application (2)*.

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In About application window click <u>Help online</u> link.

7 About applicati	ion	
	<u>eCar</u>	
Version	1.6.3	
Technical support:	ecar@polcar.com.p	<u>ə</u> l
Help online:	http://software.polcar.com.pl/helponline	
Data version		
Database name		Data version
English		25
Pictures Interface data		4
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TeamViewer should be downloaded from the website that will appear after clicking *Help online* link.



7 Polcar
Pobierz (PL) TeamViewer. Download (ENG)- TeamViewer. Downloaden (DE) - TeamViewer.
Instrukcja – nawiązanie połączenia zdalnego (pomoc online)
Instruction - setting remote control (online help desk)
Инструкция – установление листанционного соединения (помощь онлайн)
Herstellung einer Fernverbindung (Online Hilfe)

To download the program, click the icon of selected language, then select a path to save the file, and click *Save*.

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After downloading the file, go to previously selected path and run the program.

The downloaded file can also be launched from a web browser:

• In case of Internet Explorer:

Click Tools, then View Downloads.

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A window with a list of downloaded files will appear. To run the program click *Run* button.



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• In case of Mozilla Firefox: Click *Tools,* then *Downloads.*

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In case of Google Chrome: Click, Settings, then Downloads.



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Downloads will appear in a new tab. To run the program click on the name of downloaded file.

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After running the program following window will appear on the screen. Then contact the IT consultant, calling the number listed in the window (+48 22 7355500).

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Welcome in Polcar onlin Contact to IT department	ne help. nt: +48 22 7355500	
Your ID	646 301 402	_ 1
Password	9574 🕤) 2
Ready to connect (s)	secure connection)	

Consultant will ask about Your ID number (1) and Password (2)

Remote connection will be established after entering the authenticationdata.