

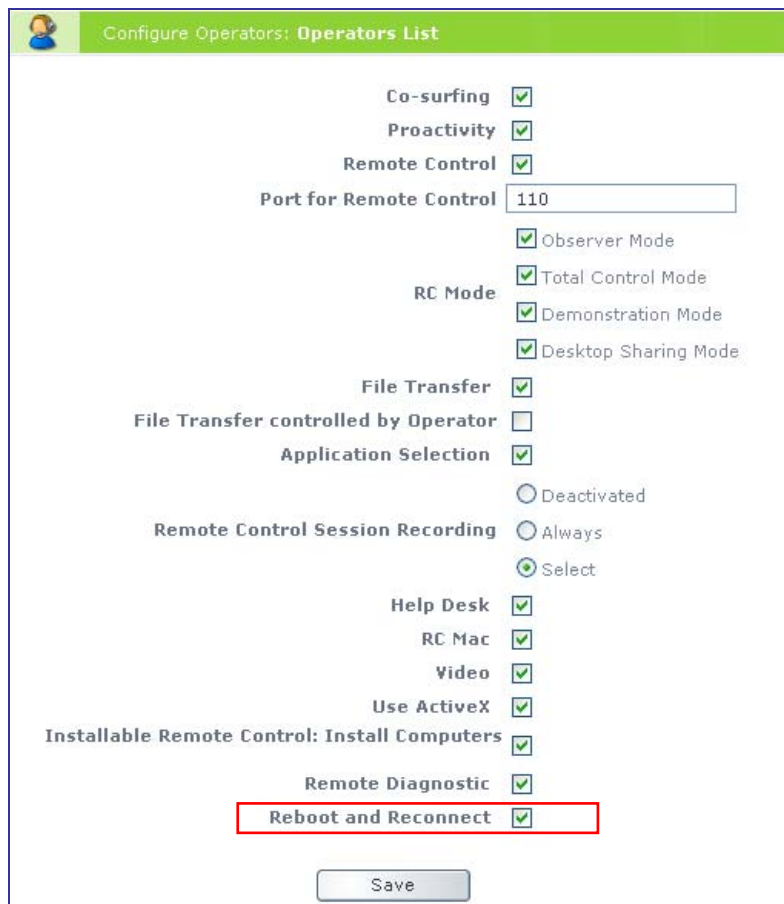
Reboot/Reconnect

The Reboot/Reconnect feature allows the Operator to restart a remote computer without having to ask the Customer to reconnect to Inquiere once again.

Currently we have implemented a first Version of this feature and will continue to improve it over the upcoming months.

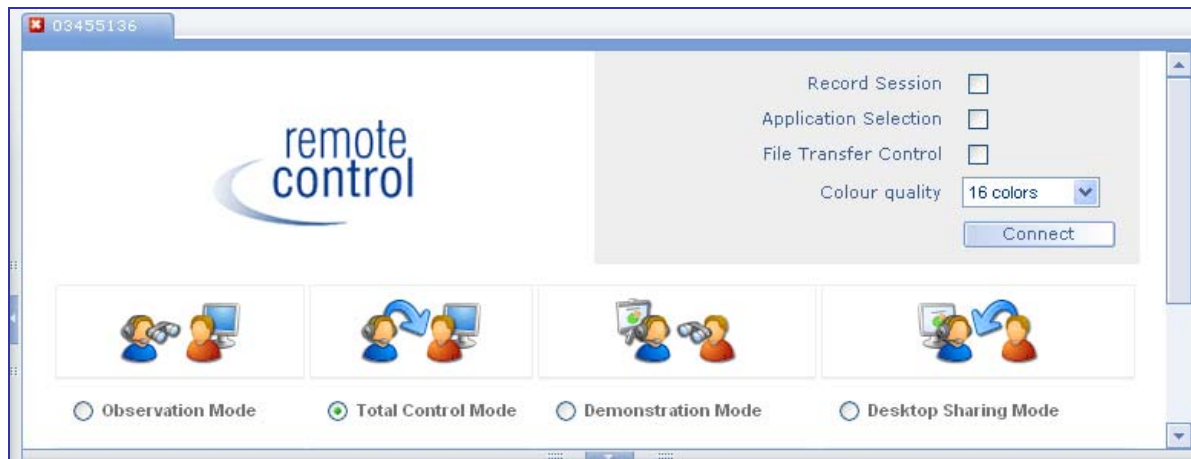
In order to use the Reboot & Reconnect feature, the Administrator must previously define the Operator with this option.

To do so, the Administrator should go to the screen **Configure Operators/Operators List/Configure Data**. In this screen, the Administrator should activate the checkbox **Reboot and Reconnect**. The operator will be then able to use this new feature.



Co-surfing ☒	
Proactivity ☒	
Remote Control ☒	
Port for Remote Control	110
☒ Observer Mode	
☒ Total Control Mode	
☒ Demonstration Mode	
☒ Desktop Sharing Mode	
RC Mode	
File Transfer ☒	
File Transfer controlled by Operator	☐
Application Selection ☒	
☐ Deactivated	
Remote Control Session Recording	☐ Always
☒ Select	
Help Desk ☒	
RC Mac ☒	
Video ☒	
Use ActiveX ☒	
Installable Remote Control: Install Computers ☒	
Remote Diagnostic ☒	
Reboot and Reconnect ☒	
Save	

Once defined, the Operator should start a remote control session with the customer in order to reboot and reconnect to a customer's computer.



The Remote Control Toolbar shows the new option, **Reboot and Reconnect** which immediately restarts the remote computer and then automatically establishes the remote control session afterwards.

