



**Big Bend**  
**TELEPHONE COMPANY**

**MySupport**

**End User Guide**

**Document Version: 1.3**

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## Introduction

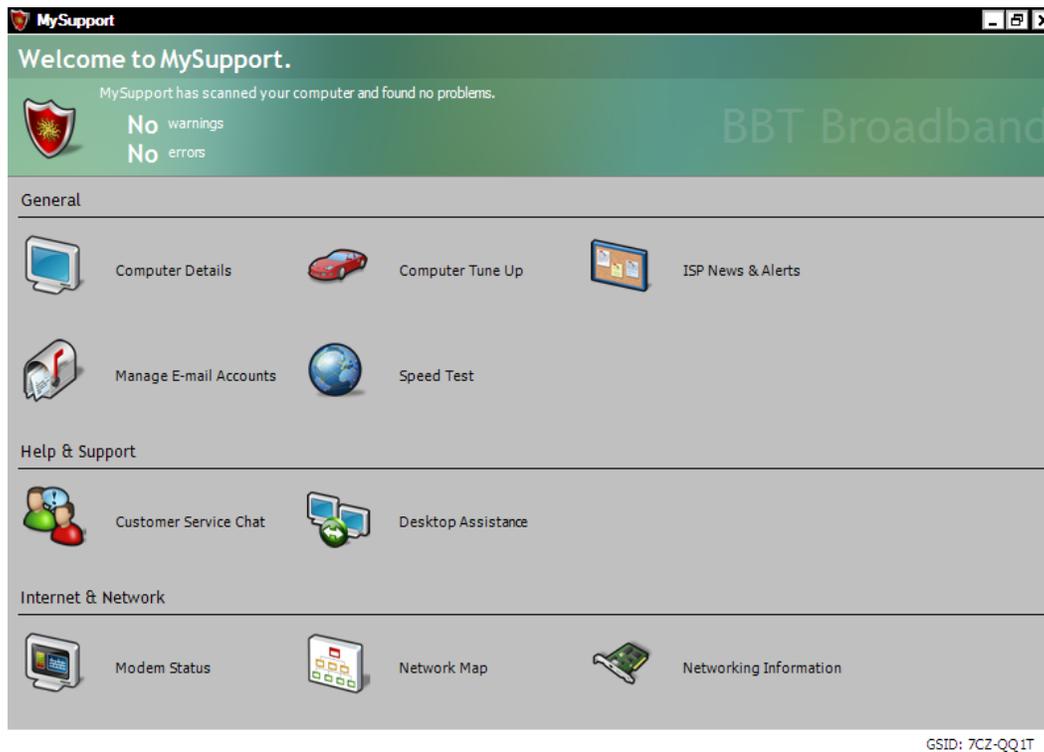
### **What is MySupport?**

MySupport is a desktop application designed to detect and correct common computer and networking issues without having to call into a technical support center. MySupport runs a series of tests on your computer to ensure that all systems are configured and running properly.

Within MySupport you are able to perform tasks such as add, modify and delete email accounts in various mail clients, retrieve system and network information, request an online chat session with a Help Desk Agent, request a remote assistance session with a Help Desk Agent, view BigBend.net news and alerts, and see the status of your modem. Additionally, MySupport will also help restore Internet connectivity and repair email account settings.

### **System Requirements**

MySupport is designed to work with the following Operating Systems: Windows® 2000 Professional, Windows® XP platforms, and 32 bit versions of Windows® Vista, and Windows® 7. MySupport is not currently available on 64 bit Operating Systems. MySupport requires that Internet Explorer 6.0 or later be installed and that the latest service pack(s) be installed to ensure full functionality. The main MySupport interface is shown below:



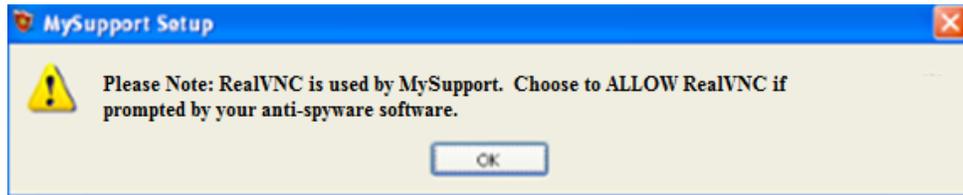
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# MySupport Application

## Installing MySupport

Select the MySupport link on your MyAccount Control Panel and you will be taken to the download page for MySupport. Select the download tab and follow the instructions in the installation wizard to complete the installation.

MySupport uses RealVNC software to perform remote assistance. This software can be seen by anti-spyware programs as potentially malicious. If your anti-spyware program pops-up a warning message, it is recommended that you choose to allow RealVNC software to be installed.



A desktop icon is created for easy access upon installation. In order to run the MySupport program double-click the MySupport desktop icon. MySupport can also be run upon start-up in order to monitor your computer at all times. During the installation process you will have the option of selecting to run MySupport when Windows starts. This is required in order for MySupport to solve email, networking and various other system issues automatically. Otherwise, you can start MySupport by double-clicking the desktop icon when issues arise. (This method will consume less of your computer's resources on an ongoing basis, but you lose some of the auto response corrective actions until the program is initiated.) It is recommended that your computer be connected to the Internet and working properly when you install MySupport so that the software begins with a valid snapshot of your system.



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## **System Tests**

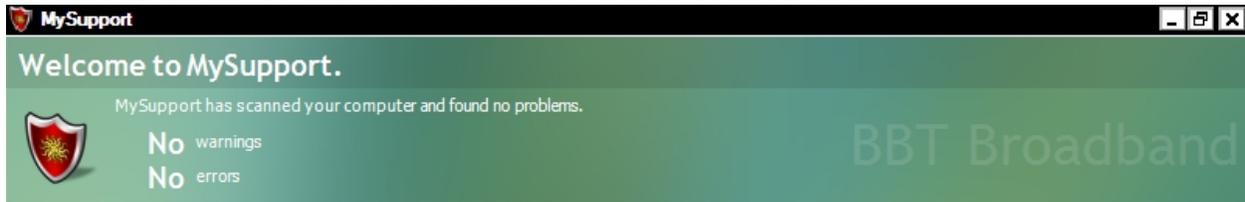
Once MySupport is activated, it will run a series of tests to determine if the computer is in good working order and it will continue to run these tests on a periodic basis. These four tests are configured within an XML file containing information specific to your service provider.

1. Computer Details
  - Operating System
  - MySupport Version
  - Available RAM (memory)
  - Number of Processors and Speed
  - Internet Explorer
  - Available Drives
  
2. E-mail Tests
  - Default client supported
  - Verify Email Address (domain supported)
  - Check and repair incoming and outgoing mail server addresses
  - Check if secure password authentication is required
  - Check if Domain Transition is set in the configuration file
  
3. Network Tests
  - Check adapters for connected media
  - Check if DHCP is enabled
  - Check if there is a valid IP address assigned
    - Release renew if not
  - Check if DHCP provided DNS settings if applicable
    - Repair if not set
  
4. Modem Status
  - Connection to Modem
  - Current state of the Modem
  - Signal to Noise is within bounds
  - Upstream Power is within bounds
  - Downstream Power is within bounds

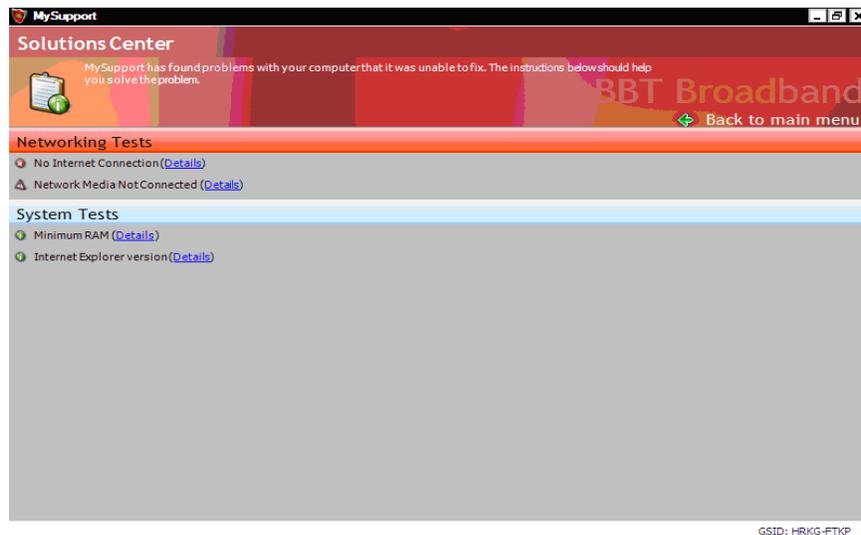
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## MySupport Banner

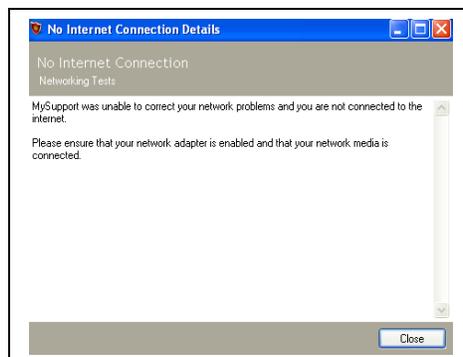
The top banner of MySupport is used to provide feedback to the end user with regards to the outcome of the above tests. When the top banner is **Green**, as shown below, it means there are no system issues, when it is **Yellow** it means that some system items are at warning levels and when it is **Red** it means that the tests have resulted in a critical error.



For example, if you receive a **Red banner** error, you can click on the Solutions Center link to gather details on the system warnings and errors, as shown in the figure below.



MySupport displays the system issue that MySupport has detected and what steps can be taken in order to fix the problem, by clicking on the **Details** link, as shown in the figure below.



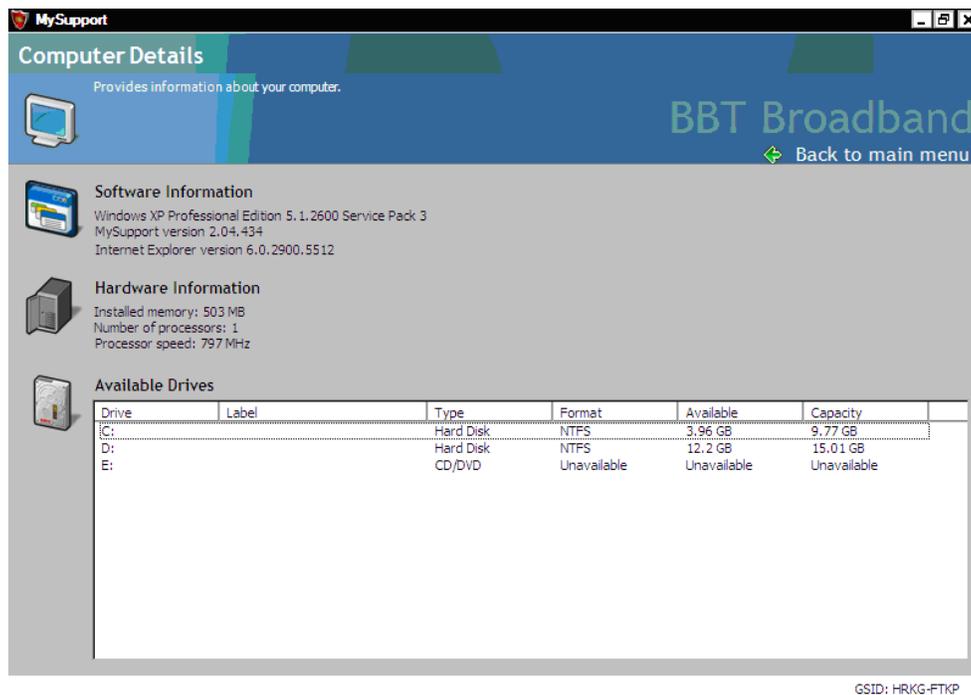
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# General

## Computer Details

The **Computer Details** is the first function that is available for you to select from the MySupport interface. MySupport gathers all of the computer's vital information for the end user to view without having to search through various Windows property panels. It gathers and displays the following data:

- Software Information
  - Operating System
  - Revision and Service Pack
  - MySupport
- Hardware Information
  - RAM
  - Number of Processors
  - Processor Speed
- Available Drives
  - Type
  - File System (i.e., Fat or NTFS)
  - Hard Drive Space
  - Supports Multiple Drives

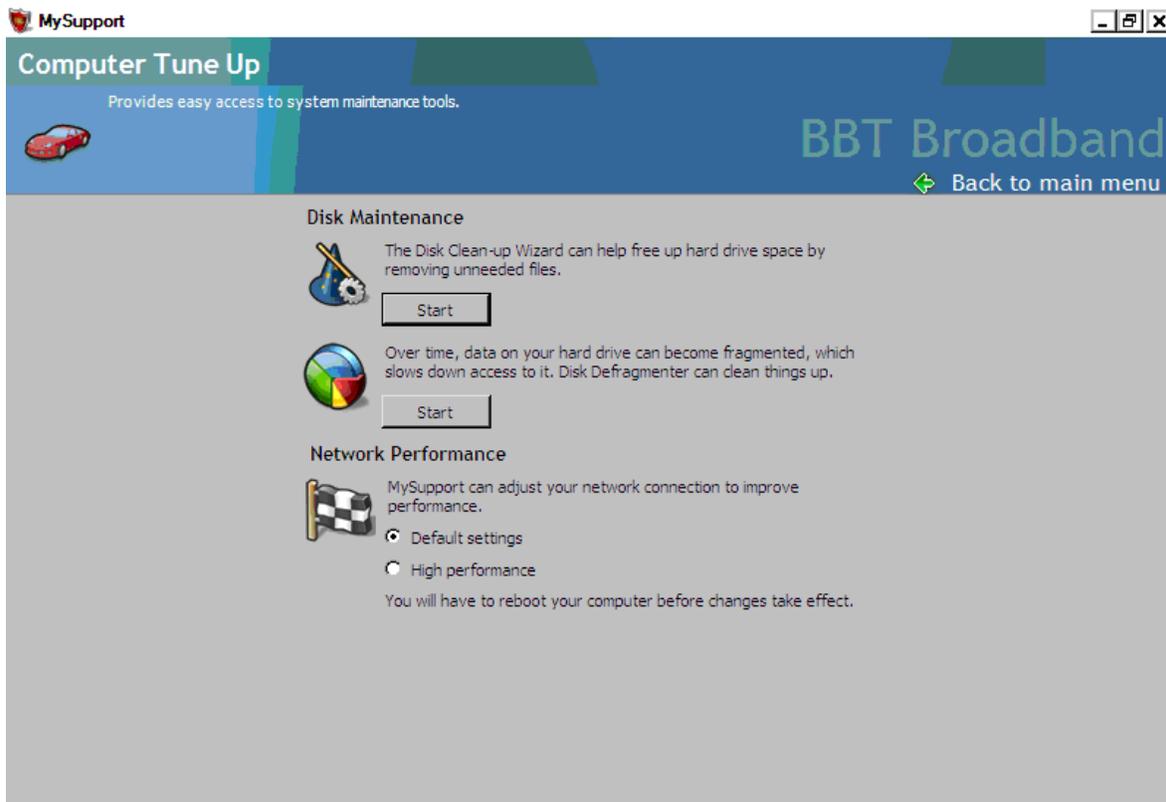


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## Computer Tune Up

**Computer Tune Up** contains a few helpful tools for you to keep your computer running smoothly. As part of regular PC maintenance, it is recommended that Disc Cleanup and/or Disc Defragmenter be run, however, these tools can be somewhat hard to locate. To facilitate the use of these tools, MySupport provides a launch area for these tools in Computer Tune Up.

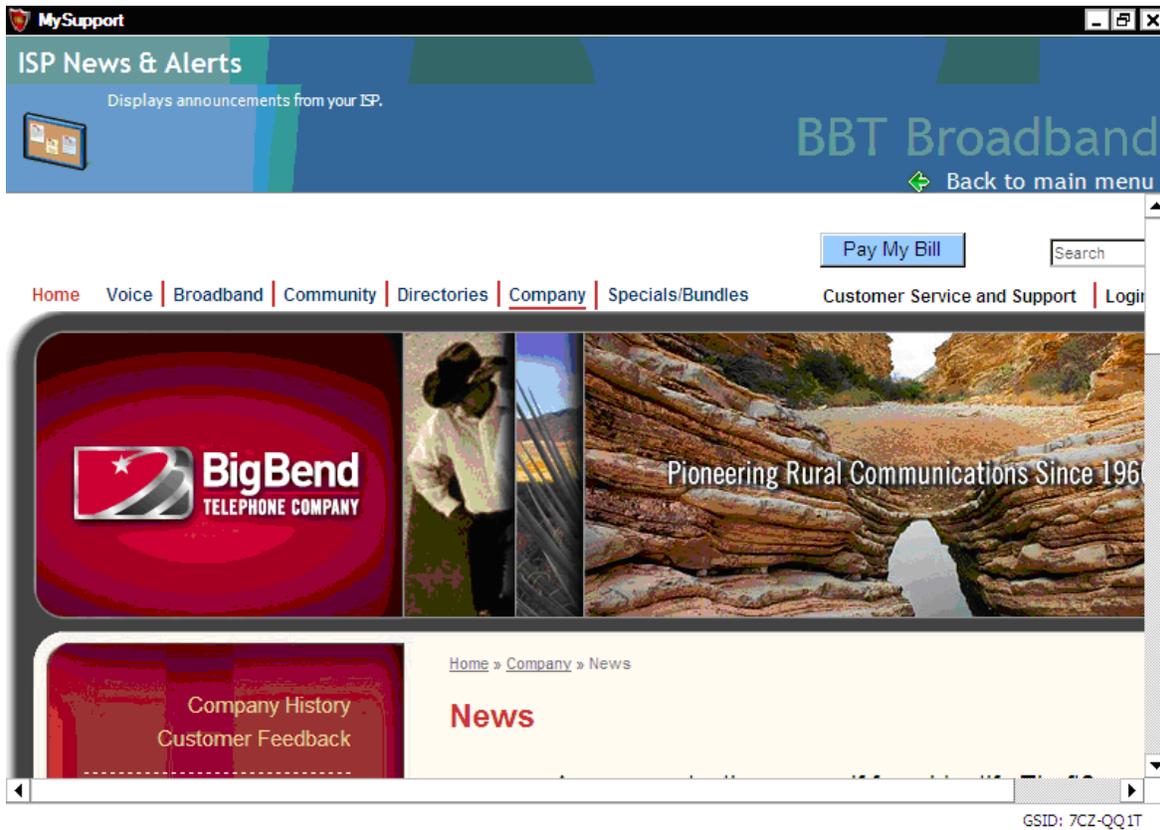
MySupport has the **Network Performance** tool available for Windows XP and Windows 2000 Operating Systems to help optimize high speed network performance.



GSID: HRKG-FTKP

## ISP News & Alerts

**ISP News & Alerts** will display updated news reports from [www.BigBend.net](http://www.BigBend.net). This is a way for Big Bend Telephone Company to post current information about your Internet service, including possible service outages, upgrades or new product launches.



The screenshot shows a web browser window with the title "MySupport". The main content area is titled "ISP News & Alerts" and includes the text "Displays announcements from your ISP." and a "Back to main menu" link. The navigation menu includes "Home", "Voice", "Broadband", "Community", "Directories", "Company", "Specials/Bundles", "Customer Service and Support", and "Login". A "Pay My Bill" button and a search box are also visible. The main banner features the Big Bend Telephone Company logo and the text "Pioneering Rural Communications Since 1966". Below the banner, there are links for "Company History" and "Customer Feedback". The breadcrumb trail shows "Home » Company » News". The page ID "GSID: 7CZ-QQ1T" is displayed at the bottom right.

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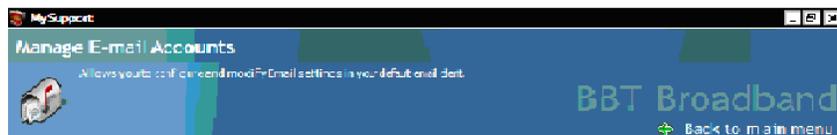
## Manage E-mail Accounts

Adding an email account without assistance can be challenging. Now with MySupport, adding a new account or modifying an existing account is quick and easy. MySupport provides support for multiple email clients and multiple identities; including Outlook, Outlook Express, Windows Mail (Vista) and Thunderbird.

### Add New Email Account

To add an email account using MySupport:

1. Select the **Manage Email Accounts** icon.
2. Click the **Add New Account** button.
3. Type your name or the account holder's full name in the **Name** field.
4. Type the username for the Email Account in the Username field.
5. Type the company name in the **Organization** field (this field is optional).
6. Type the username of the email address in the **Email Address** field and select the domain from the drop down menu if your ISP supports multiple domains.
7. If this email address is to be the default email account, click the **Use this as my default email account** checkbox. (see note below)
8. Once you have filled in the necessary fields, click the **Add** button.
9. You have created your email account and it is now your default mail client.



#### Add New Account

Name:	<input type="text" value="Joe Enduser"/>
Username:	<input type="text" value="joeenduser"/>
Organization:	<input type="text" value="NeoNova"/>
Email Address:	<input type="text" value="joeenduser"/> @ <input type="text" value="neonova.net"/>
	<input checked="" type="checkbox"/> Use this as my default e-mail account
<input type="button" value="Cancel"/> <input type="button" value="Add"/>	

GSID: 7CZ-QQ1T ...

**NOTE:** The “Use this as my default e-mail account” checkbox is automatically checked by default. If you do not want the new account you are adding to be your default email account, uncheck this box.

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## Edit Email Account

Once a new email account is created, or you have existing email accounts in your default email client that are specific to your ISP, this information can now be edited.

To edit an existing email account using MySupport:

1. Select **Manage Email Accounts**.
2. If you are using multiple identities in your default mail client, select the identity of the email account you wish to edit.
3. Click the **View/Edit Account** button.
4. Make any appropriate changes to these settings, and click **Apply** to save these changes.

**NOTE:** Take care in making changes to your account and be sure to contact your service provider or Help Desk if you make changes that prevent you from accessing your account.

**Manage E-mail Accounts**  
Allows you to configure and modify e-mail settings in your default e-mail client, Windows Mail.

BBT Broadband  
[Back to main menu](#)

joeenduser@neonova.net

Name:

Username:

Organization:

Email Address:  @

Use this as my default e-mail account

GSID: 7CZ-QQ1T

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## Delete Email Account

To delete an existing email account using MySupport:

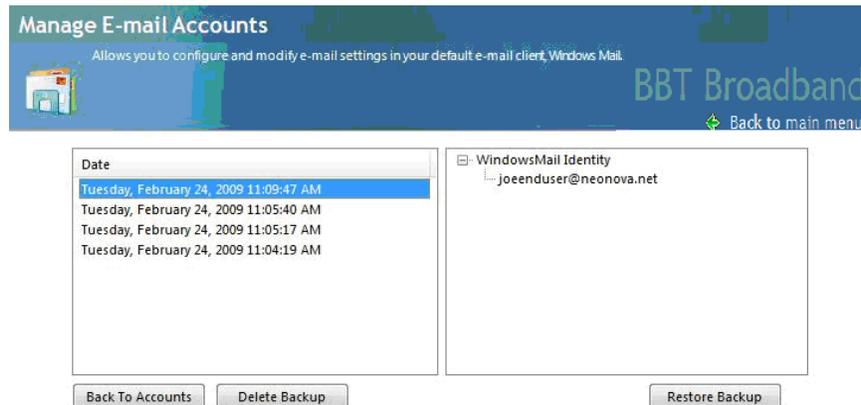
1. Select **Manage Email Accounts**.
2. Highlight the email account you wish to delete.
3. Click the **Delete Account** button.
4. A warning appears. To delete this account permanently, click **Yes**. To cancel this deletion, click **No**.

## Email Backup

MySupport automatically backs up email settings of your default email client. If any changes to the settings take place, a back up is created. This back up can be restored at any time. (This is not a backup of email messages, only settings.)

To restore a backup using MySupport:

1. Select **Manage Email Accounts**.
2. If you are using multiple identities in your default mail client, select the identity of the email account you wish to backup.
3. Click the **Restore Backups**.
4. Select the date of the backup of which you would like to return your email settings to.
5. The box to the right will display what accounts are being restored.
6. When you are ready, click the **Restore Backup** button.
7. You will receive a pop screen notifying you that the backup has been successfully completed.



GSID: 7CZ-QQ1T

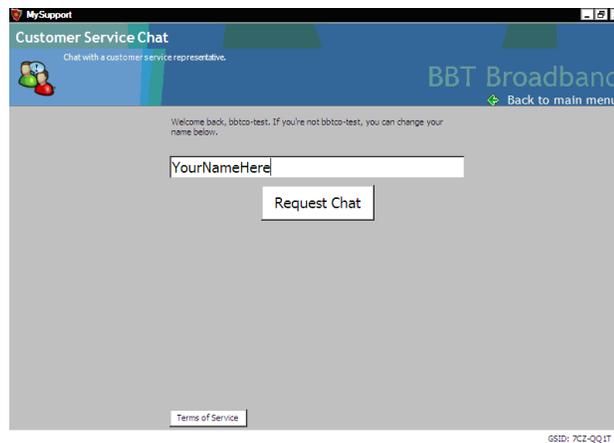
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## Help & Support

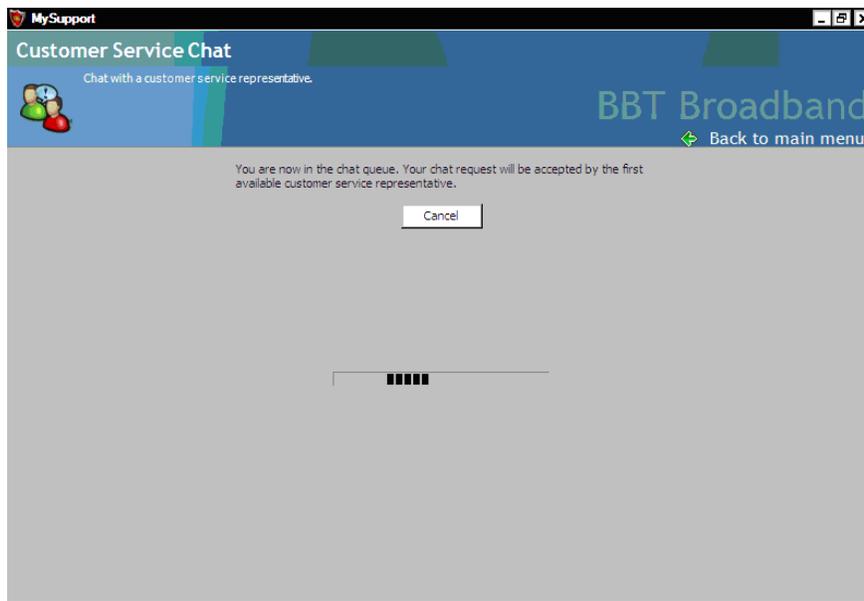
### **Customer Service Chat**

MySupport comes equipped with its own live Chat tool. This Chat tool allows you to connect live with a Help Desk Agent as opposed to calling into the Help Desk. This of course requires that you still have Internet connectivity.

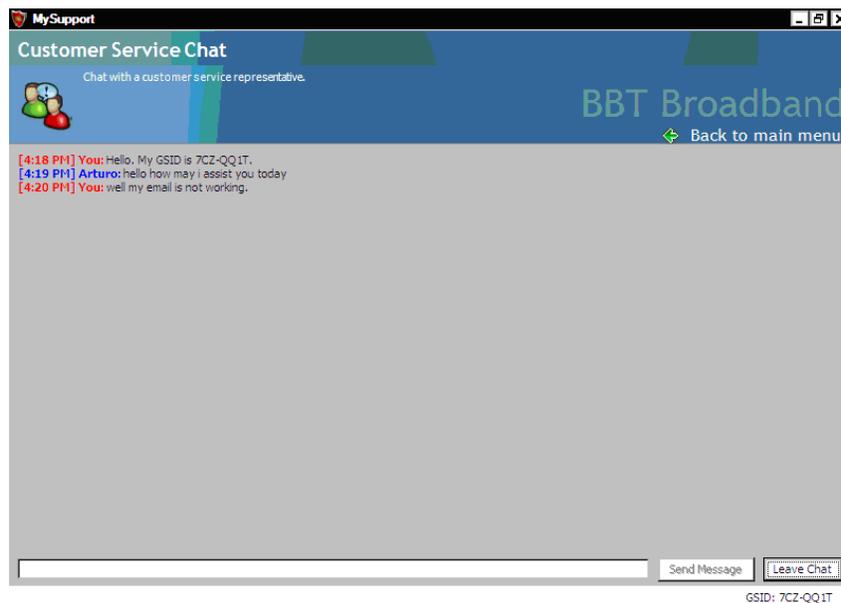
1. Select **Customer Service Chat**.
2. If this is the first time you are using the Chat system you will be asked to enter your name. Once a name is entered the **Request Chat** button becomes active.
3. Click **Request Chat**.



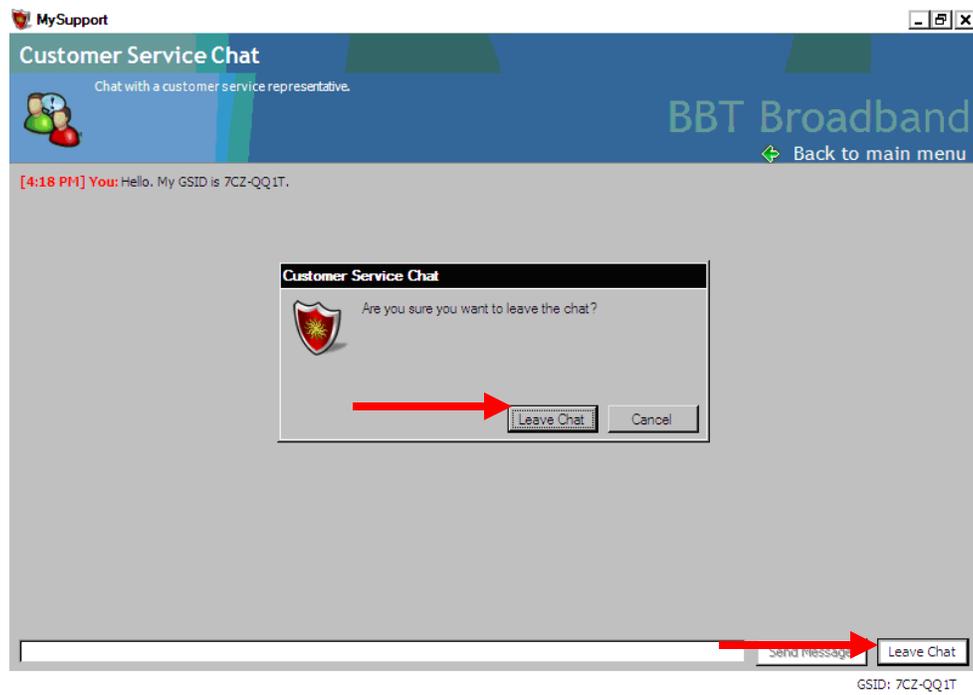
4. After you are entered into the chat queue the chat request will be accepted by the first available Help Desk Agent.



5. Once a Help Desk Agent becomes available the Chat session will begin.



6. When the Chat is completed you simply need to click **Leave Chat** in the bottom right corner. The next window asks you to confirm your request to leave the Chat session
7. Click **Leave Chat** to end the session or **Cancel** to continue the Chat session.



A MySupport Chat link may also be available on the MyAccount Control Panel and/or provided on our Internet services website.

**MySupport** \_ □ X

## Welcome to MySupport.

MySupport has scanned your computer and found no problems.



**No** warnings  
**No** errors

BBT Broadband

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### General



Computer Details



Computer Tune Up



ISP News & Alerts



Manage E-mail Accounts



Speed Test

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### Help & Support



Customer Service Chat



Desktop Assistance

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### Internet & Network



Modem Status



Network Map



Networking Information

GSID: 7CZ-QQ1T



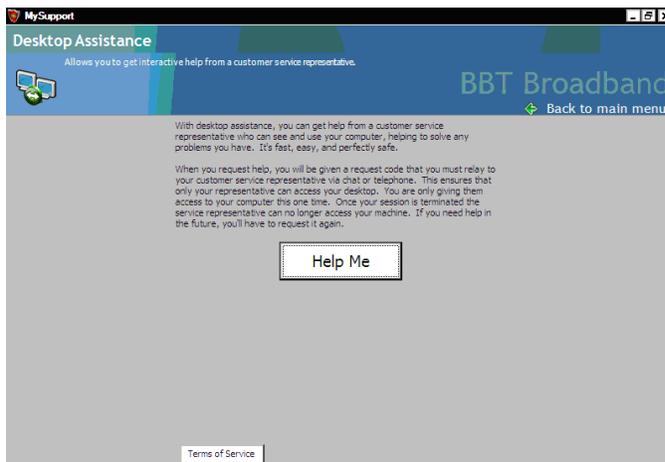
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## Desktop Assistance

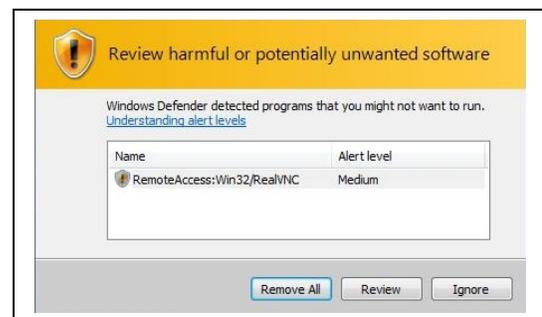
Have you ever been frustrated with your PC to a point where you just want someone to make it right? The **Desktop Assistance** tool allows a trained Help Desk Agent to remotely connect to your computer and make the necessary configuration changes to get you up and running. This of course requires your approval to begin and that you still have Internet connectivity.

To engage in Desktop Assistance using MySupport:

1. **You must be connected with a Help Desk Agent via a Chat session or a phone call in order to provide the Desktop Assistance Request Code as described below.**
2. Select **Desktop Assistance**.
3. Click the **Help Me** button.
4. You are immediately placed in the Desktop Assistance queue and a Request Code is then displayed. Jot down the Request Code. This code must be provided to the Help Desk Agent in order for them to remotely manage your computer. **NOTE: Providing this code serves as your permission for the Help Desk Agent to temporarily control your PC.**
5. Within moments the Help Desk Agent has full control of your PC to rectify any problems.
6. The Help Desk Agent can now make sure he/she makes the proper configuration changes to return your PC to good working condition.
7. Upon completing the necessary changes, the Help Desk Agent will return control of your computer to you.



GSDI: 7CZ-QQ1T



**NOTE:** Anti-Adware/Spyware programs that may be installed on your PC may prompt you to allow or deny **RealVNC**, which is the program used to facilitate Desktop Assistance. **RealVNC** must be allowed or any programs trying to block **RealVNC** must be ignored or Desktop Assistance will not work.

**NOTE:** If you are using the Chat tool in conjunction with the Desktop Assistance, the Help Desk Agent, when finished navigating/troubleshooting, will return your PC to the Chat screen enabling you to complete your current Chat session.

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## Internet & Network

The networking aspects of your PC are crucial to Internet connectivity. MySupport runs a series of tests on your networking configuration and devices. If MySupport detects that there is full connectivity to the Internet, no repair type steps are performed.

If MySupport determines that there is no connectivity to the Internet, the tests are run in order to resolve the problem. MySupport performs the following tests:

1. Check Network adapters for connected media.
2. Determine if DHCP is enabled (if your ISP uses DHCP), if not enable DHCP.
3. Determine if there is a valid IP address; release and renew the IP address if not.
4. Check that DHCP provided DNS settings and repair if these are not set.

**Note:** MySupport also gives you the option to run in "offline mode" if you knowingly do not have an Internet connection. This will prevent MySupport from continuously trying to connect the PC to the Internet while monitoring other things such as email.

**Note:** These Networking analysis tools may not be available to all users, depending upon your network hardware and configuration. Contact Customer Service if these tools are not enabled to determine if they should be functioning for your particular hardware and configuration.

### Modem Status

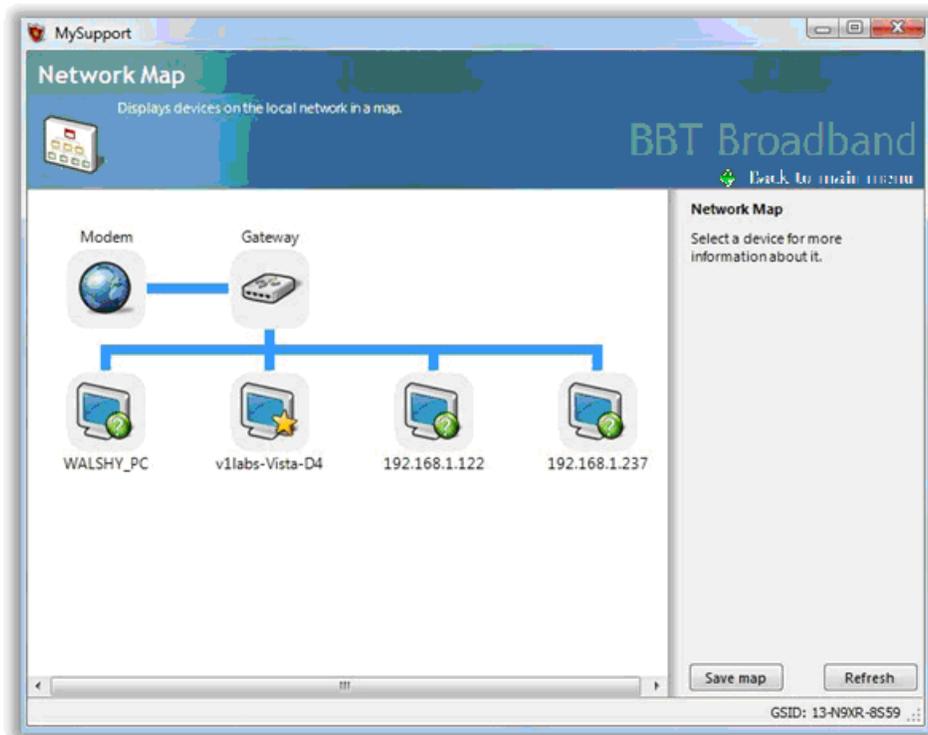
The **Modem Status** tool is designed to gather information about your modem from within the home or office, using your computer. The modem status is displayed with real time LED's flashing as well as specific modem details. With home networks becoming more common, the modem is not always next to your PC. This function allows you to see the modem status, regardless of where it may be located within your home or office.



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## Network Map

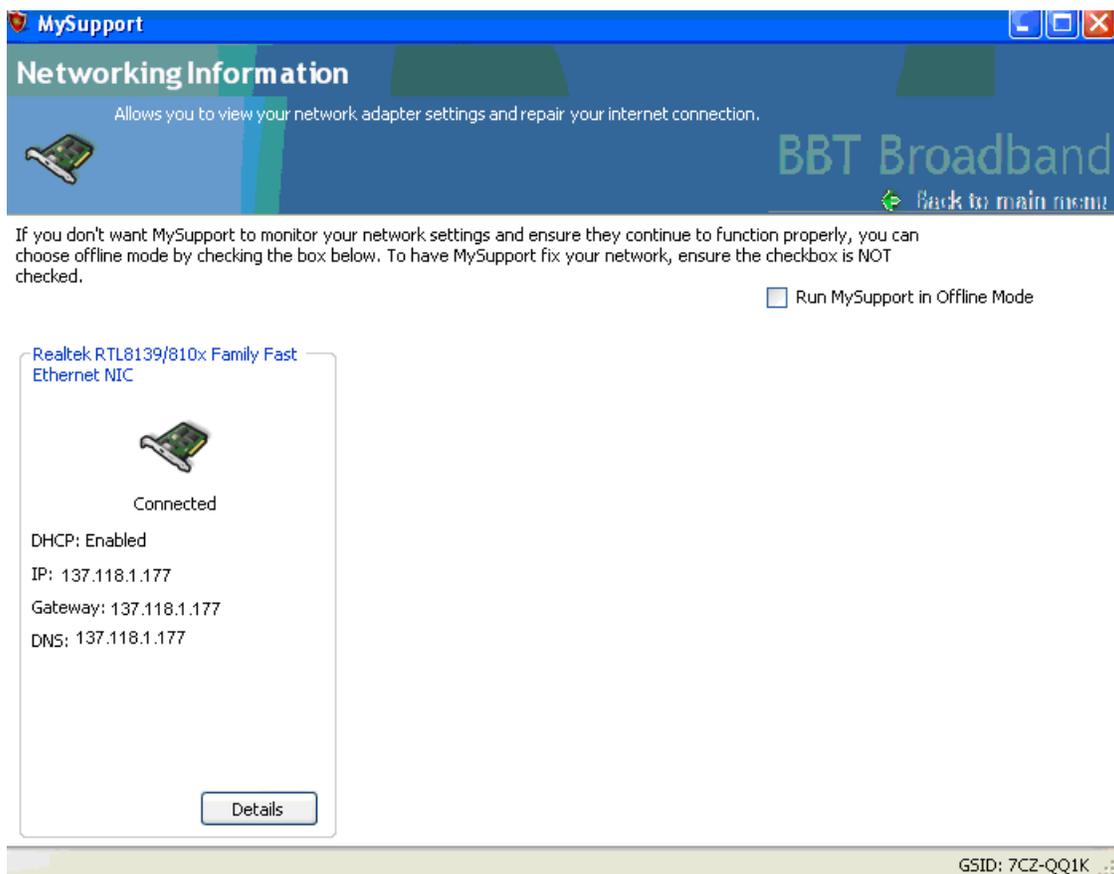
The **Network Map** gives you a visualization of your home network. Any device that is connected to the network will be displayed here whether it is a PC, gaming console, appliance setup box, etc. All devices displayed are selectable, (click on the icon) upon which some of the details about the device are displayed in the right margin (i.e., IP address, device name, etc.)



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## Networking Information

**Networking Information** displays the network devices associated with the PC as long as they are enabled. You may view the details for each device, or adapter, by clicking the **Details** button located in the bottom right corner of the sub-panel. MySupport can also be set to “offline mode” by checking the box located on the upper right side of the screen.



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The **Networking Information Details** page, accessed by clicking the **Details** button, displays all of the relevant information pertaining to that particular adapter; type, MAC address, IP address, Subnet, DHCP status, Gateway and DNS settings. In addition to viewing the networking information, you also have the ability to release and renew the IP address for the device by clicking on the **Repair** button found in the bottom left corner of the display box. The **Back** button returns you to the Networking information display.

The screenshot shows a web interface for "Networking Information". At the top, there is a blue header with the text "Networking Information" and a sub-header "Allows you to view your network adapter settings and repair your internet connection." To the right of the header is the "BBT Broadband" logo and a "Back to main menu" link. Below the header, the main content area displays the following information for a "Realtek RTL8139/810x Family Fast Ethernet NIC":

Type:	Ethernet
MAC address:	00.12.34.5C.6D.8B
IP Address:	137.118.1.177
Subnet Mask:	Unknown
DHCP:	True
Default Gateway:	137.118.1.177
Primary DNS Server:	137.118.1.177
Additional DNS Servers:	N/A

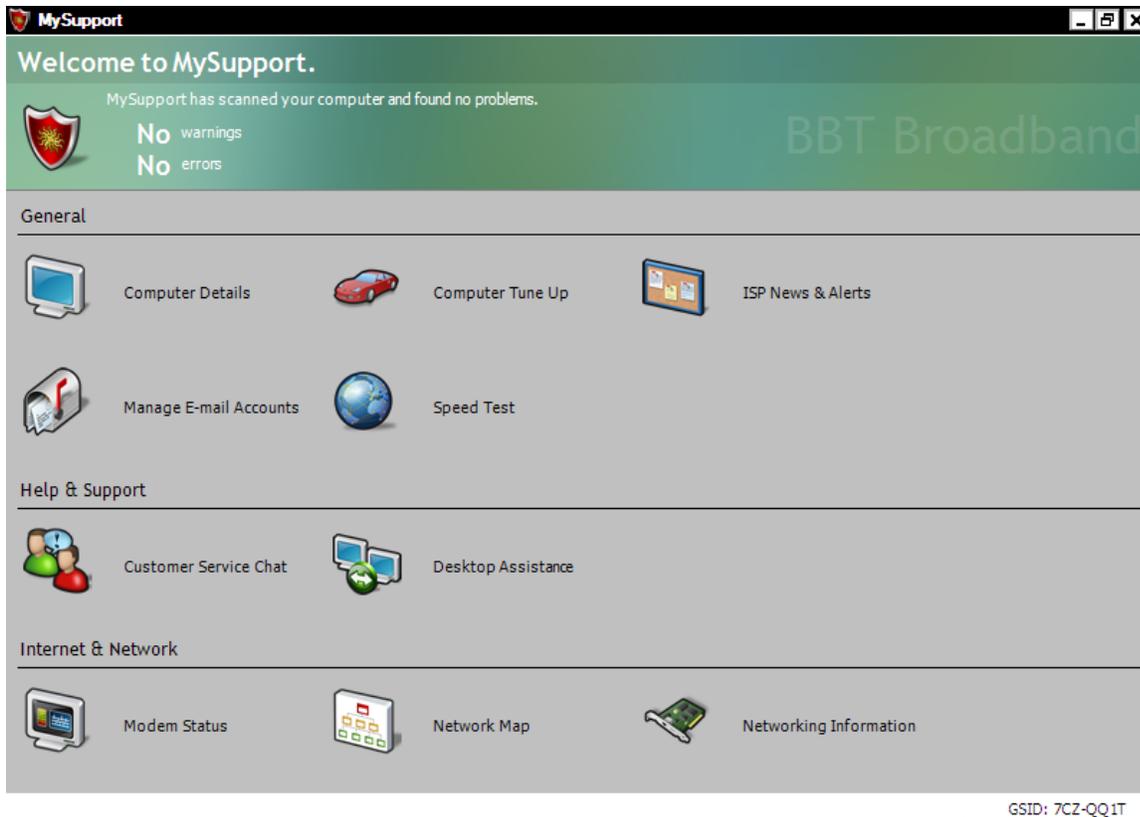
At the bottom of the main content area, there are two buttons: "Repair" on the left and "Back" on the right. At the bottom of the entire page, there is a status bar with the text "GSID: 7CZ-QQ1K" and a small icon.

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## Technical Support

There may be instances where MySupport is unable to autocorrect a problem you may be having with either your PC or Internet connection. A call or Chat request to the Help Desk will most likely be the result.

The system information gathered during the series of tests that MySupport runs generates a Global Status ID (**GSID**) based on the results. The **GSID** is located in the bottom right corner of the MySupport application. By providing this **GSID** to the Help Desk Agent, they can decode the **GSID** and identify and resolve your issue more quickly, and get you back up and running at full capacity faster than having to ask you questions about your configuration and your computer or networking problems. Please provide the GSID to the Help Desk Agent upon request.



GSID: 7CZ-QQ1T

