HYPACK Remote Assistance

By Caryn Zacharias

I hope everyone had a great 2017 and ready for a wonderful 2018!

Last year, in our September *Sounding Better!* articles, there was an article written informing you that the HYPACK® Remote Assistance will be switching from TeamViewer to Bomgar. After this article went out, we got a number of e-mails and calls from some unhappy HYPACK® Users and HYPACK® Resellers who like TeamViewer and do not want to see it go away. A number of customers remarked how they use TeamViewer within their own company and it is extremely helpful. HYPACK® Resellers really like TeamViewer and did not want to have to go out and get a Bomgar Account. One note: if you do have a Bomgar account, the Help - Remote Assistance link is specific to HYPACK® Support Bomgar (rsext.xyleminc.com).

This decision to switch to Bomgar was a corporate decision. So, unfortunately, we are switching over to Bomgar in HYPACK® 2018. However, there is some GOOD NEWS….users can still add the teamviewer.exe to their HYPACK® Shell which will give them quick access to teamviewer when their employer wants to log into their computer.

Adding TeamViewer to Tools for Quick Access:

1. **In the HYPACK® Shell, select TOOLS - SETUP.** The Tool Options Window will open.
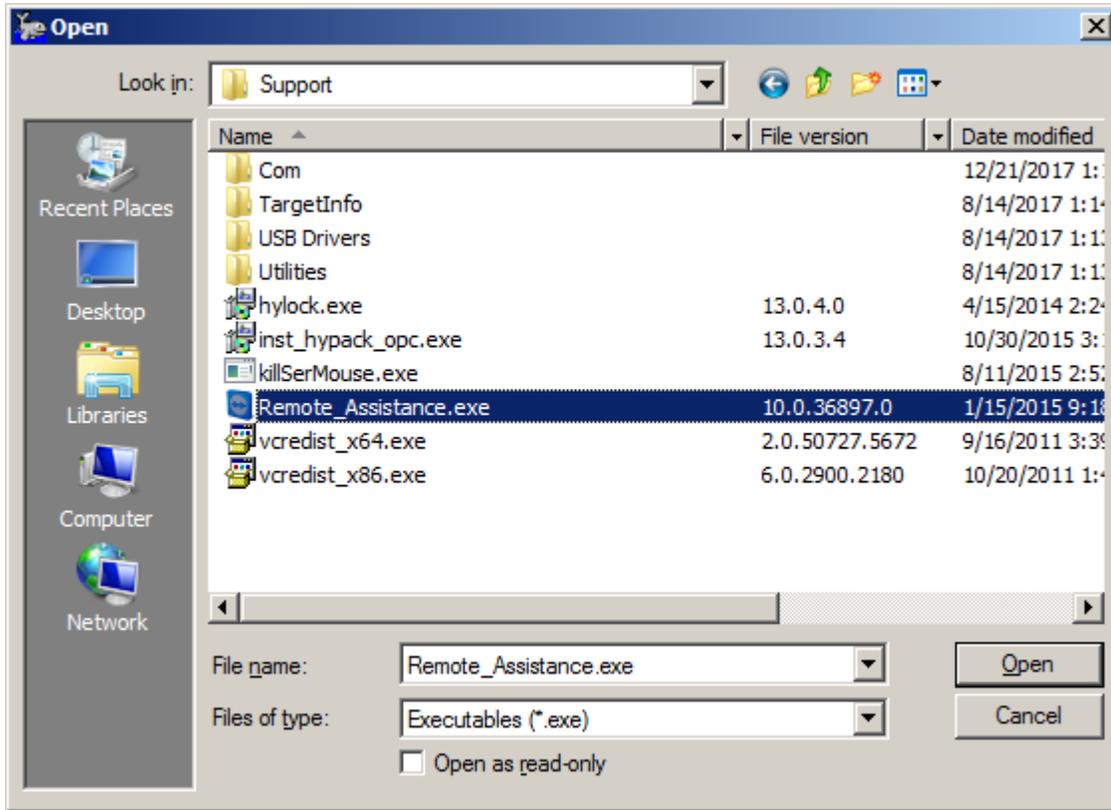
   FIGURE 1. *Tool Options*
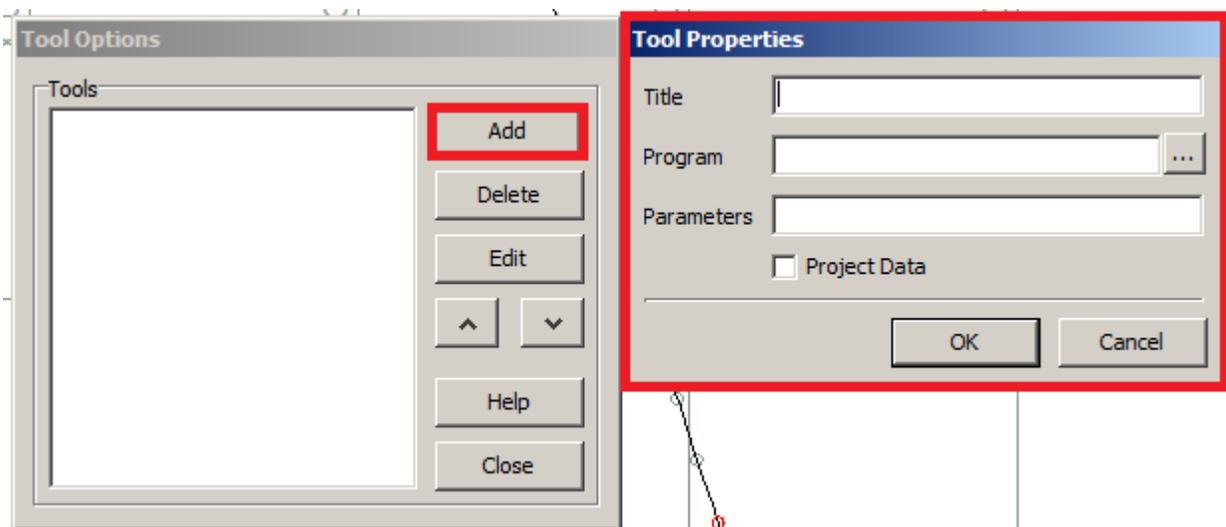
2. **Click [Add]** and the Tools Properties window will open.
3. In the Tool Properties window , **enter the following and click [Open]**:
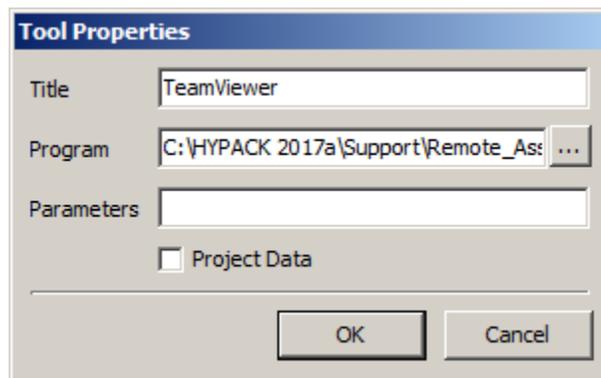   - **Title**: ex. TeamViewer

- **Program**: (Click […] and select C:\HYPACK 2018\Support\Remote_Assistance.exe. If this is ever removed from the Support folder, you can find it in older versions of HYPACK®.

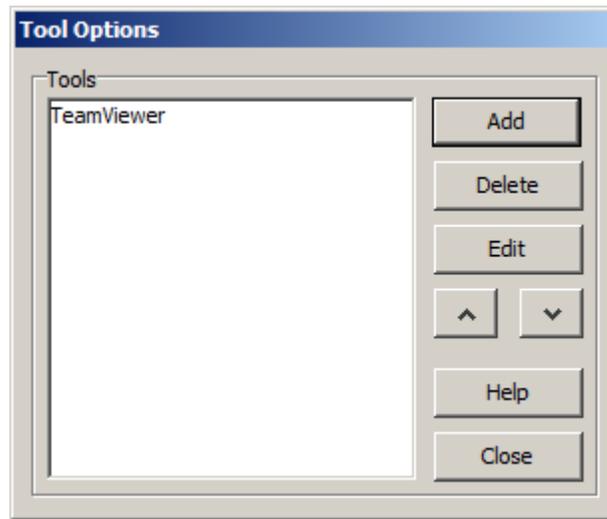*FIGURE 2. Selecting the Remote Assistance Program*

When you click [Open], you should now see this:

FIGURE 3. TeamViewer Configuration

4. **Click [OK]** and you will see TeamViewer listed under Tools .

FIGURE 4. *TeamViewer Listed Under Tools*

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5. You can now **close the Tool Options window**. When you return to the Tool menu in the Shell, you should have TeamViewer Listed. Click that to open a TeamViewer Session when needed.

FIGURE 5. *Opening TeamViewer*
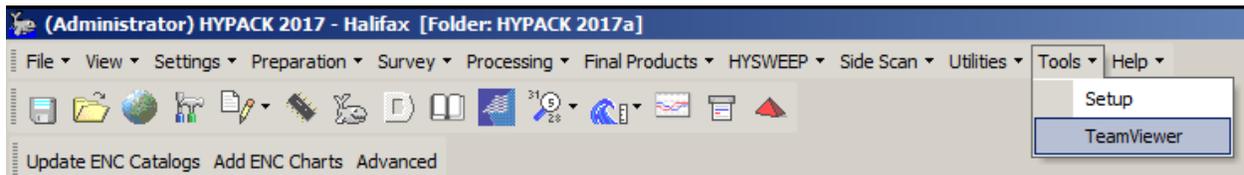
I hope this helps those who were upset with the change.   As always, if you have any questions or concerns HYPACK Support is happy to help. Please e-mail us at help@hypack.com.