

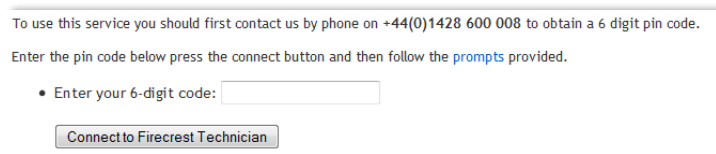
Firecrest IT Limited

Instant support.

To obtain instant support follow these simple steps.

Phone Firecrest IT on +44(0)1428 600 008 to obtain a 6 digit pin code.

From our web site www.firecrestit.com/instant_support.html enter the 6 digit code.
Press the “Connect to Firecrest Technician” button.

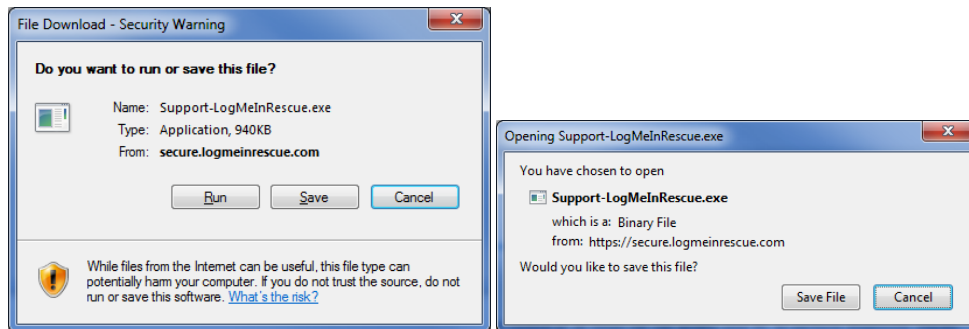


To use this service you should first contact us by phone on +44(0)1428 600 008 to obtain a 6 digit pin code.

Enter the pin code below press the connect button and then follow the [prompts](#) provided.

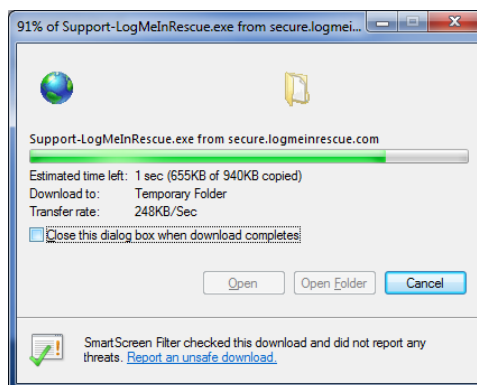
- Enter your 6-digit code:

When prompted select “Run” to install the Logmein applet.

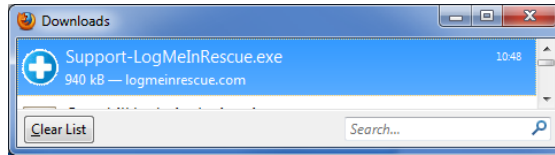
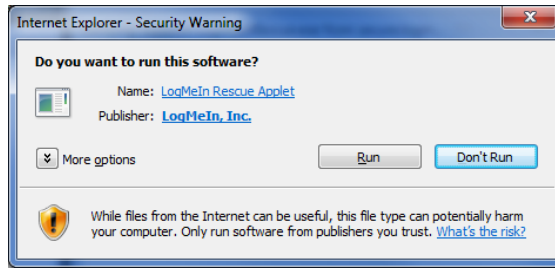


Note: If you are only prompted to Save the file you must run it once it has finished downloading.

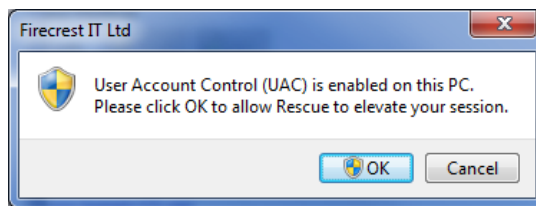
The Logmein Rescue applet will be downloaded to your PC



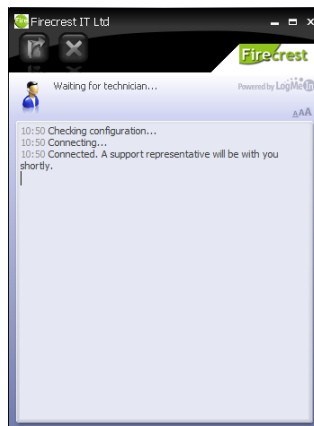
If prompted, select Run to install the applet. Alternatively double click the downloaded file.



Press Ok to elevate the User access control on your PC.



The Firecrest IT technician window will open and display more information.



Ending the session.

End the session by closing the technician window. You will be prompted to confirm.

