

"ZOOM" REMOTE CONTROL BIG STEP 000 --AN OVERVIEW

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SUMMARY

Zoom Workspace's "Remote Control" feature let's you use a free or paid "Zoom" account to repair or modify someone's computer without visiting them in person.

TOPICS

- Live Demonstrations to Show How it Works.
- Zoom Remote Big Control Step 100: Configure The Local Helper's Computer
- Zoom Remote Control Big Step 200: Configure The Remote Helped ComputerZoom
- Remote Control Big Step 300: The User of the Local Computer Controls The Remote Computer

LIVE DEMONSTRATIONS

- Window 11 Computer Helping a Windows 11 Computer
- Windows 11 Computer Helping a Windows 10 Computer
- Linux Computer Helping a Windows 11 Computer
- Windows 11 Computer Helping A macOS Computer
- macOS Computer Helping A Linux Computer

LIVE DEMONSTRATIONS (continued)

- The user of the local "Zoom Workspace" helper computer remotely controls the remote "Zoom Workspace" computer by using the local computer's mouse and keyboard to perform actions on the shared desktop of the remote "Zoom Workspace" computer.

ZOOM REMOTE CONTROL "BIG STEP 100": CONFIGURE THE LOCAL HELPER'S COMPUTER (YOUR COMPUTER)

- See
http://aztcs.apcug.org/meeting_notes/winhardsig/software/remote-assistance/Zoom-Remote-BigStep100.pdf
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ZOOM REMOTE CONTROL "BIG STEP 200": CONFIGURE THE REMOTE HELPED COMPUTER (SOMEONE ELSE'S COMPUTER)

- See

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ZOOM REMOTE CONTROL "BIG STEP 300": THE USER OF THE LOCAL HELPER COMPUTER REPAIRS AND MODIFIES THE REMOTE HELPED COMPUTER

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COST OF USING ZOOM FOR REMOTE REPAIRS VERSUS AN "GEEK SQUAD" VISIT

- If you have a free account at Zoom.com, you can use it at the local helper end. There is no cost to run the Zoom Workplace end for free at the remote helped end.
- In contrast, the cost of an onside visit by a computer technician from BestBuy's "Geek Squad" will be between \$99 and \$399.

