



AirViewer

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Release Note of Version 2.2

Professional Remote Assistance of Terminal Device



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1. Unattended Model

- Add new "Unattended Model" to support remote assistance to these unattended terminals. AirViewer will decide whether to use the unattended mode according to the terminal model, it will automatically switch to unattended mode if the terminal is an unattended model (e.g. PAX IM30, PAX AR8, PAX SK600, PAX SK800).
 - Step 1: Send connection requests. Users can send remote assistance requests by clicking the "CONNECT" button in admin center; (Image 1.1);
 - Step 2: Establish connection channel. After the terminal receives a remote assistance request, the connection channel will be established; (Image 1.2);
 - Step 3: Remote assistance operation. Administrators can perform remote assistance without confirmation. (Image 1.3).

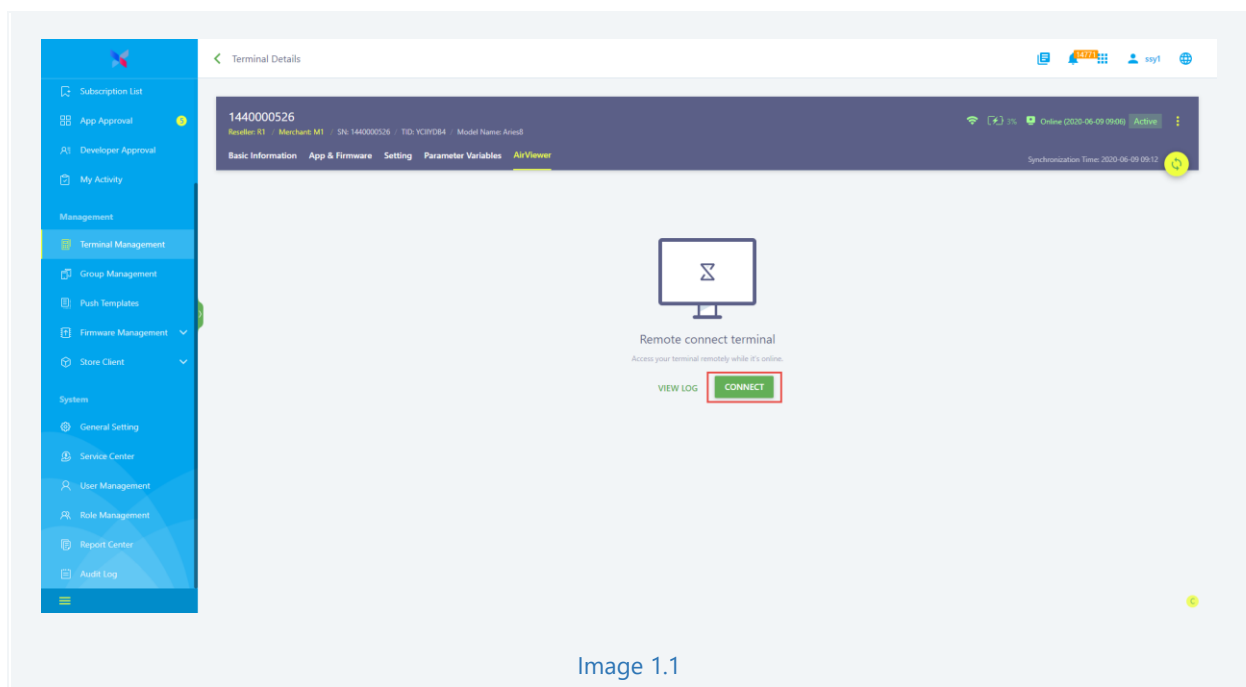
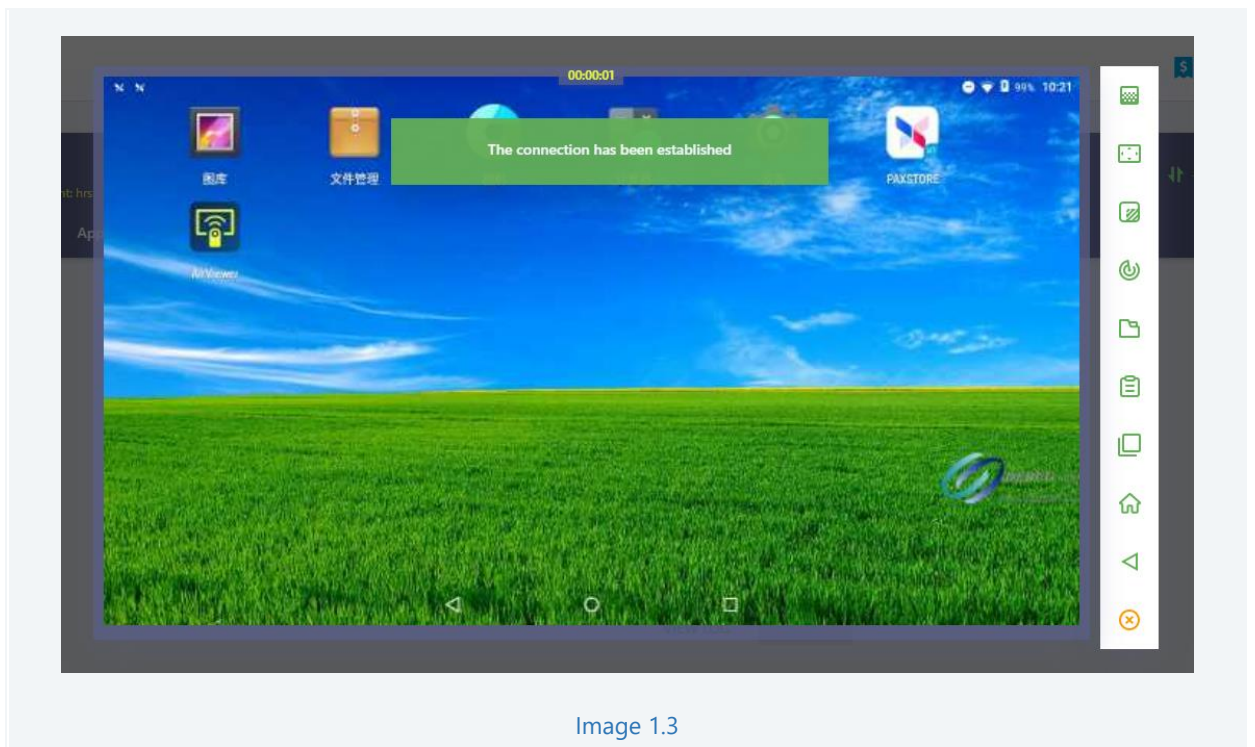
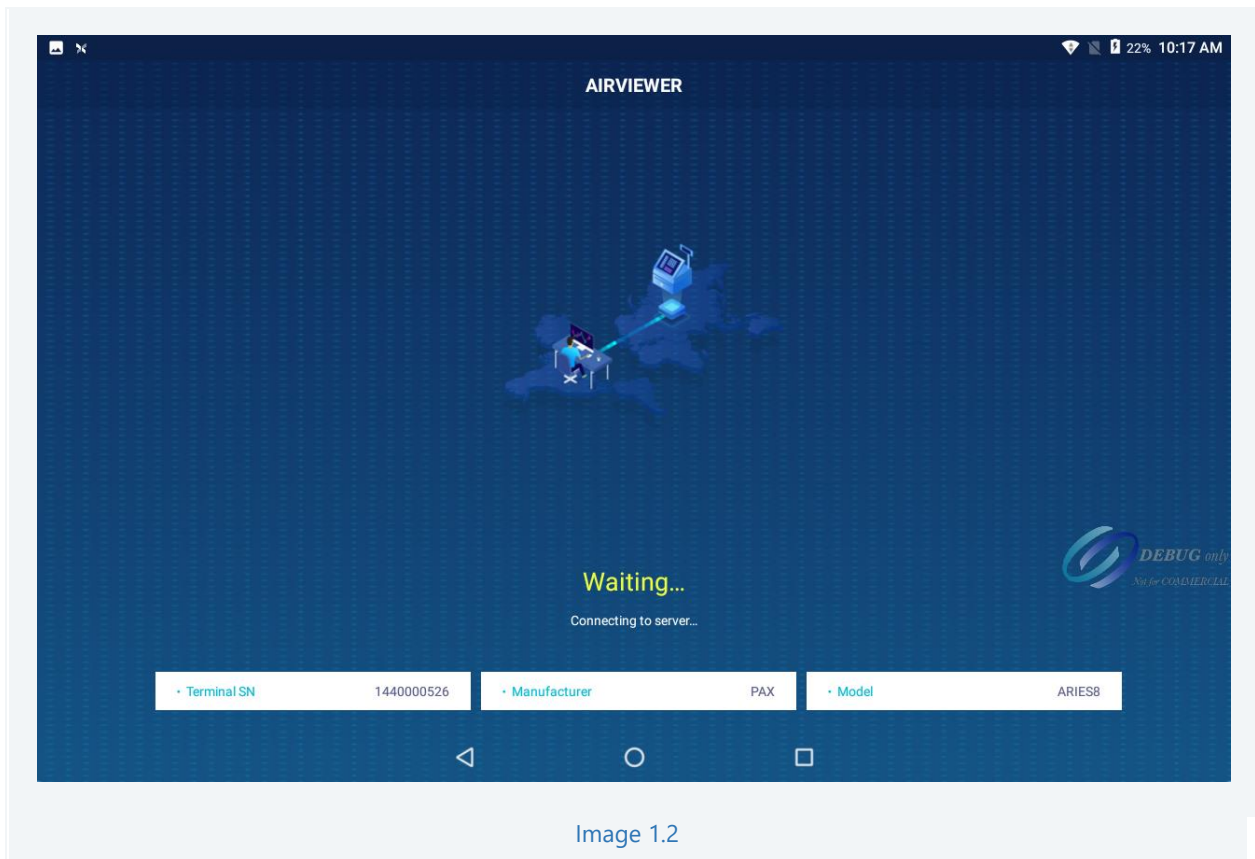


Image 1.1



2. Hardware Detection

- Add new feature "Hardware Detection" for user to scan the terminal hardware. AirViewer achieve this feature by integrating the hardware detection application "CheckUp", which is developed by PAX also. Users can open this app by AirViewer to do the terminal detection. Steps are as follows:
 - Step 1: Click the "CheckUp" icon; (Image 2.1);
 - Step 2: If CheckUp app is not installed yet, system will pop up a confirmation dialog to let the user confirm whether to install CheckUp application; (Image 2. 2);
 - Step 3: If CheckUp app has installed in the terminal, it will be opened and start detecting the terminal automatically. And user can also close it by click "Close CheckUp" icon at any time; (Image 2. 3);
 - Step 4: After detecting finished, download icon will display and twinkle to prompt user to download the detecting result; (Image 2. 4);

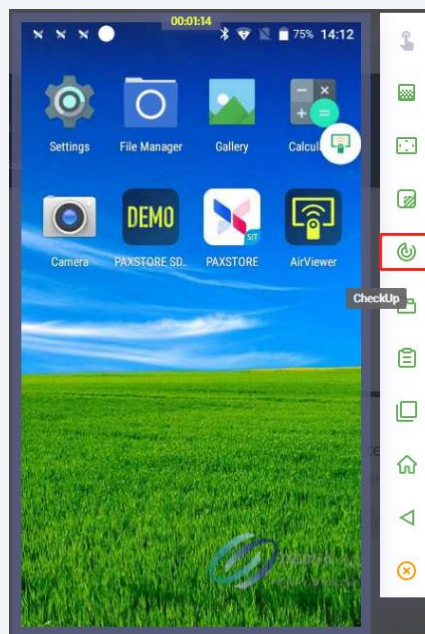


Image 2.1

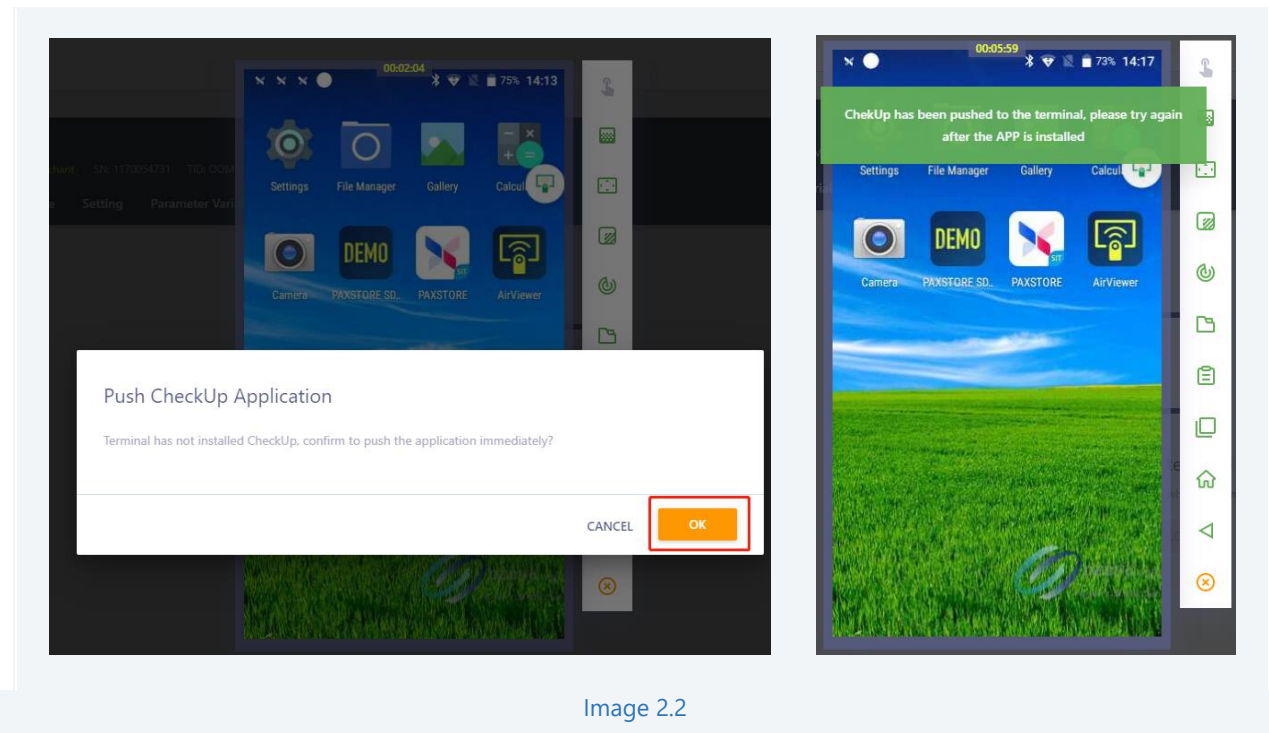


Image 2.2

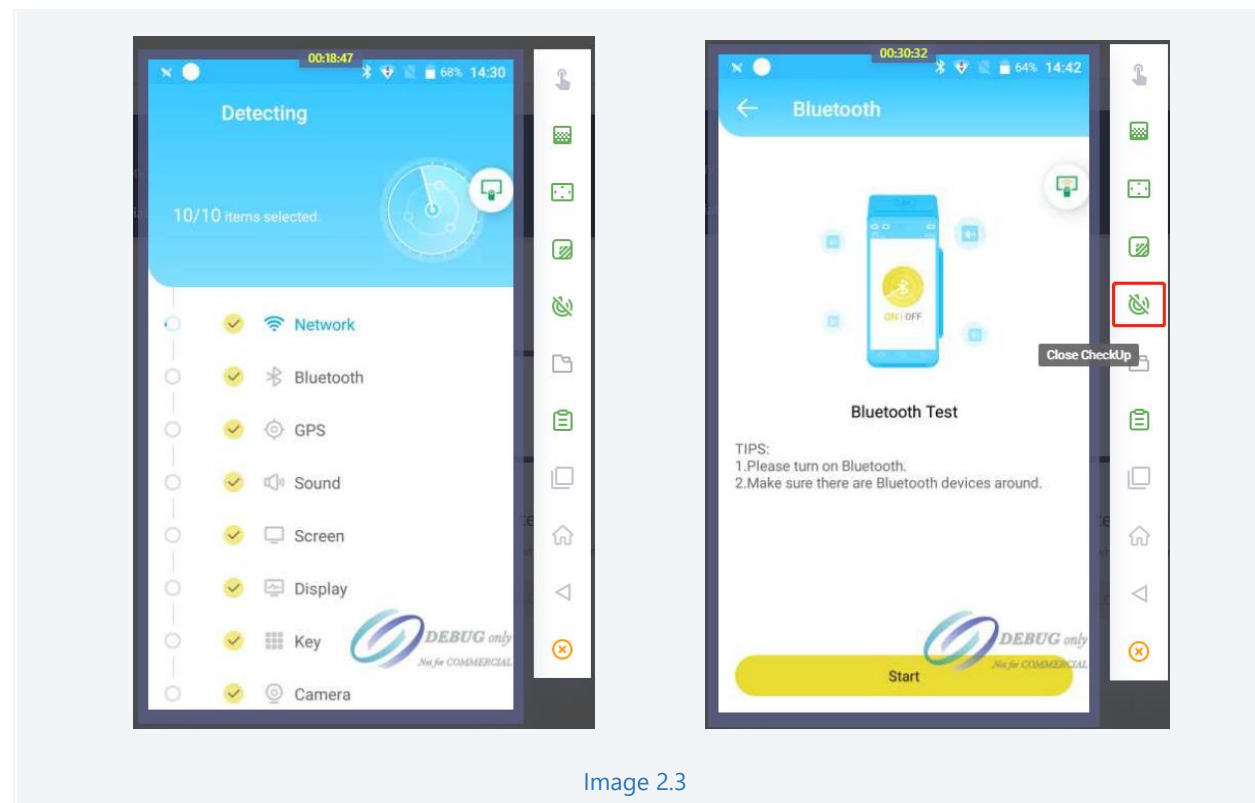


Image 2.3

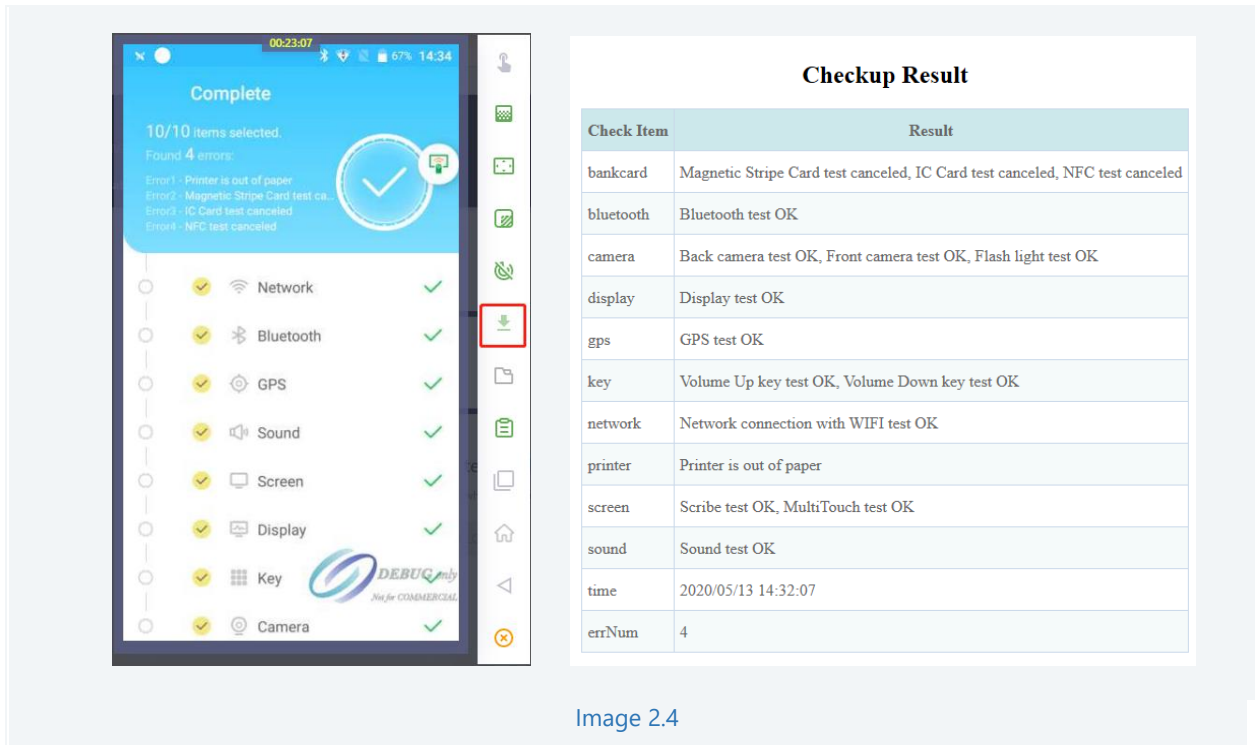


Image 2.4

3. Resume Remote Desktop

- Add new feature for administrator to request to resume remote desktop. After terminal owner paused the remote desktop, Marketplace administrator can request to resume remote desktop. Steps are as follows:
 - Step 1: Terminal owner clicks the pause icon to pause the remote desktop; (Image 3.1);
 - Step 2: Marketplace administrator clicks the "Resume" icon to request to resume remote desktop. (Image 3. 2, Image 3. 3);

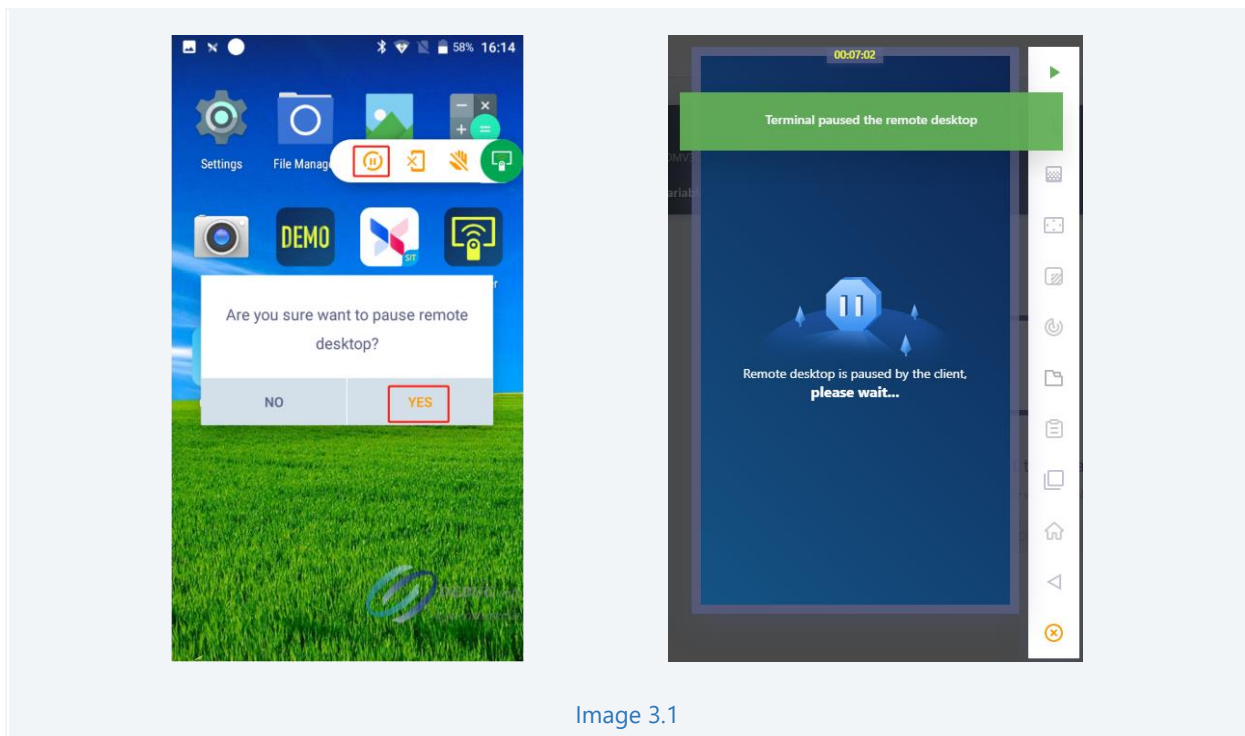


Image 3.1

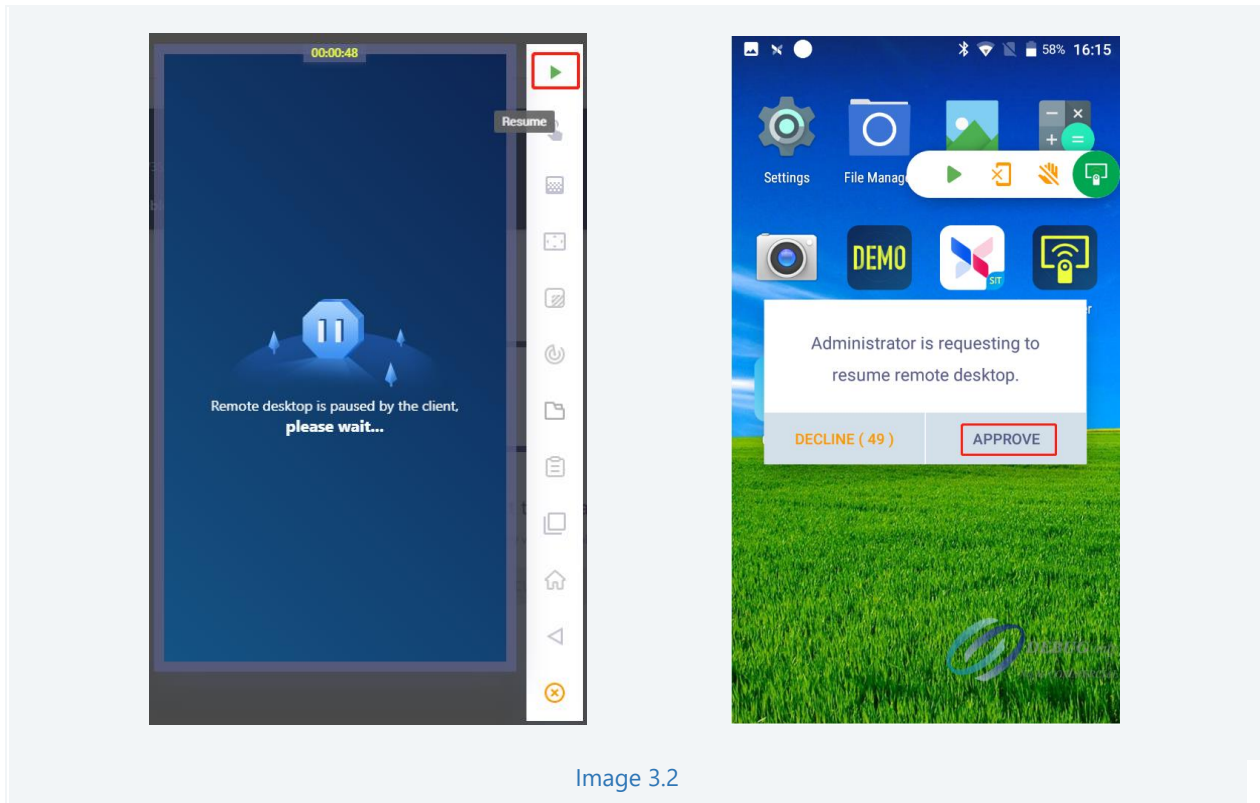


Image 3.2

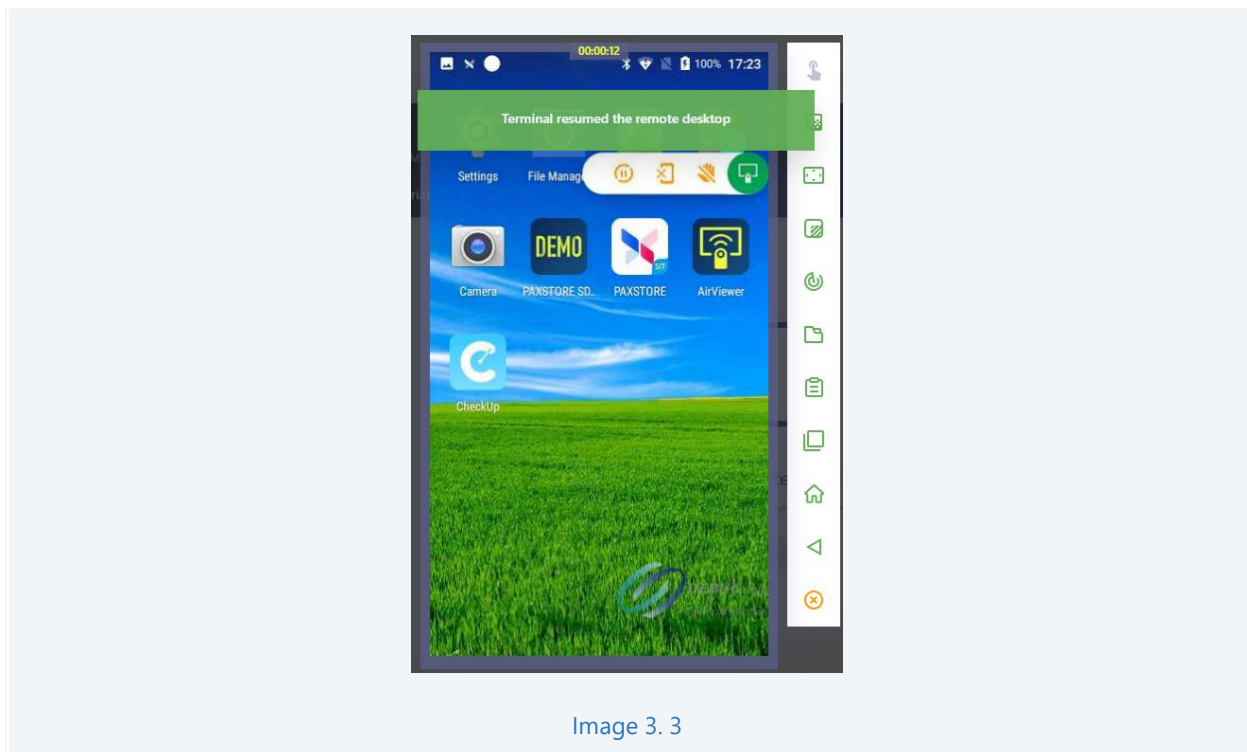


Image 3.3

4. View Log Optimization

- Optimize connection log display.
 - Add operator display, show user's login name;
 - Optimize error message display. All errors will show as an abnormal exit in connection log information.

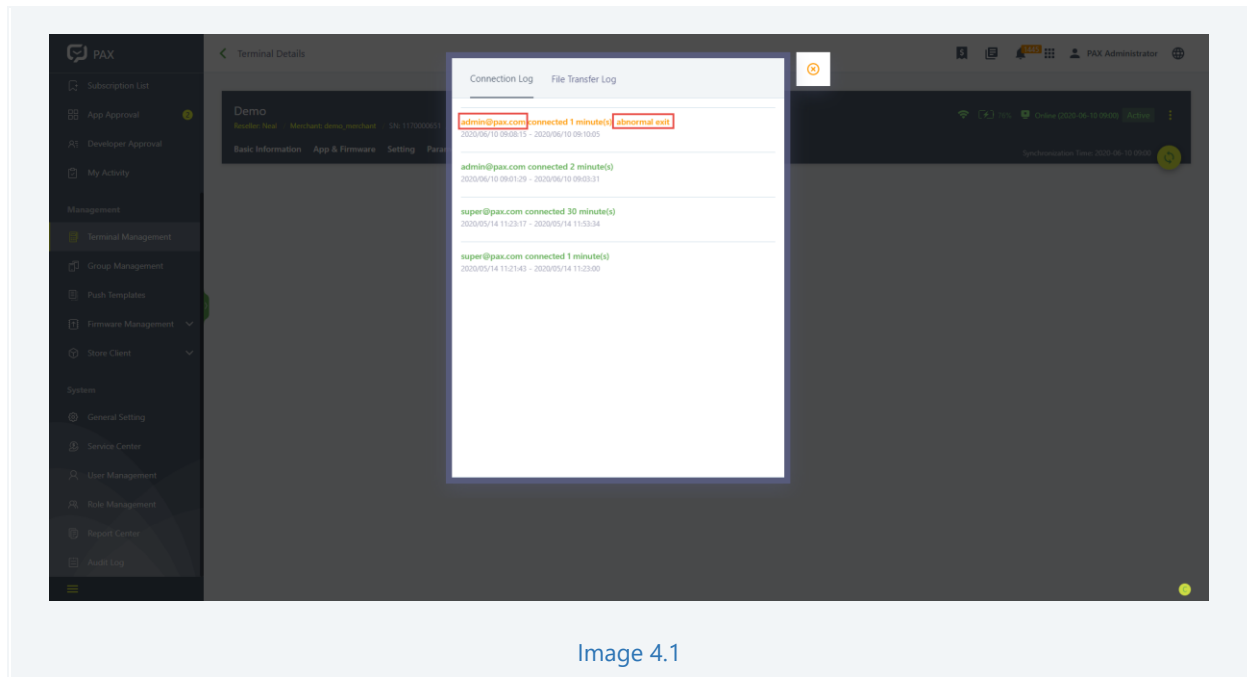


Image 4.1