

3.2.7 Remote Support

Allows you to setup support desks and request support if you have the X35 console connected to an internet source. Refer to [Section 4.10 - USB WiFi](#) to setup internet connection. You will need to contact your dealer to use this option.

1. You need to add a support desk using the desk pin of the person you are trying to connect with (plus icon).
2. Any support desk can be deleted (trash can icon).
3. You can request support from one of the support desks and have them accept and connect in to have control of your console (support person icon).

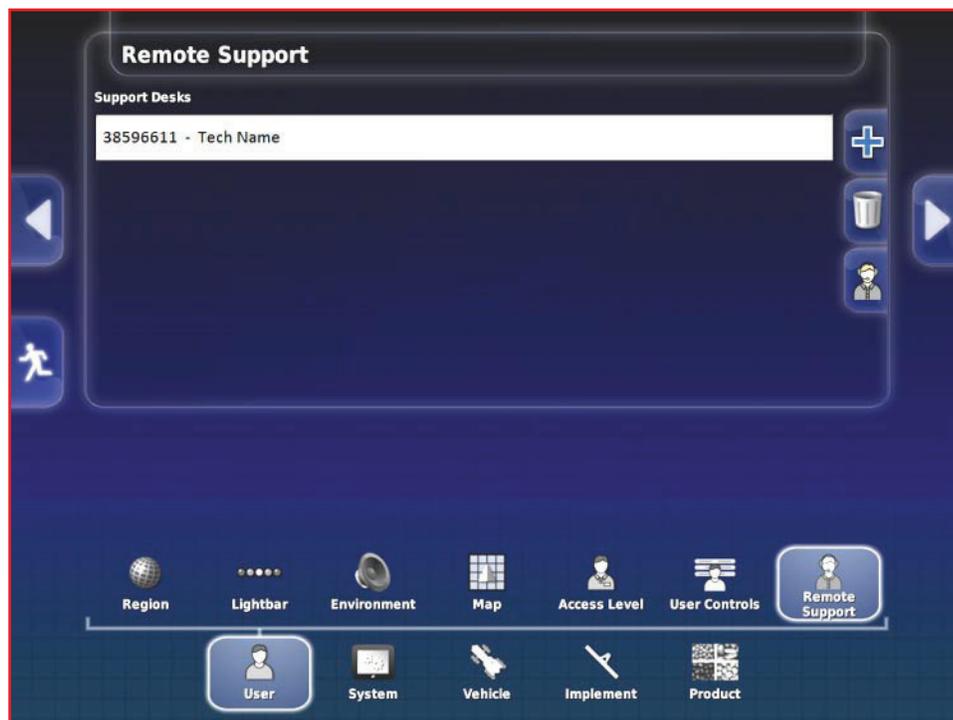


Figure 3.16 - Remote Support

4.10 USB Wi-Fi

This page has different options allowing you to connect to an internet source or wireless device. This tab only shows up if the supplied Wi-Fi antenna is connected into the console.

1. Connection Type

- a. **Client** - Runs you through a wizard to connect the console to an internet source. This is used if you are requesting remote support.
- b. **Hotspot** - this will generate a local Wi-Fi signal that you can connect a smart phone or tablet to that will allow control of the console through the Xtend app.

The following settings apply if the Hotspot connection type is selected:

2. **SSID** - this is the name of the hotspot that is generated by the console. It can be edited.
3. **Encryption** - set to open if a password for connecting a device is not desired. The other options will require a password to connect a device.
4. **Key** - enter the desired password if encryption is not set to open.
5. **Channel** - allows to select one of the 7 different channels. Use the default setting.



Figure 4.39 - Wireless Feature