

# Guía Soporte Remoto – Para Clientes

1. Ir a la página [www.scancotec.com/soportetecnico.html](http://www.scancotec.com/soportetecnico.html)

**SCANCO**  
Soluciones que mejoran sus productos

**Soporte Técnico**

**Scanco - Soporte Remoto**

Para contactar un técnico, por favor complete todos los campos siguientes y seleccione "Conectar a: Scanco - Soporte Remoto"

Compañía:   
País:   
Nombre Cliente:   
Teléfono:   
Fax:   
Correo Electrónico:

**Technical Support**

**Scanco - Remote Support**

To contact a technician, please complete all fields below and select "Connect to: Scanco - Remote Support"

Company:   
Country:   
Client's Name:   
Telephone:   
Fax:   
E-Mail:

2. Completar los datos y hacer clic sobre **Conectar a: Scanco – Soporte Remoto**

## Soporte Técnico

### Scanco - Soporte Remoto

Para contactar un técnico, por favor complete todos los campos siguientes y seleccione "Conectar a: Scanco - Soporte Remoto"

Compañía:   
País:   
Nombre Cliente:   
Teléfono:   
Fax:   
Correo Electrónico:

Scanco – Centroamérica, Caribe, Ecuador, Perú, Bolivia  
ISO 9001:2000 Certified

Tel: +506 2283 7660, +506 2234 1358, +506 2253 5610

Fax: +506 2234 1959

E-Mail: [support@scancotec.com](mailto:support@scancotec.com)

© SCANCO. All rights reserved. 2008.

3. Hacer clic sobre **Ejecutar** o **Run**

The screenshot shows a web form for technical support. The form has two columns: 'Soporte Técnico' and 'Technical Support', and two rows: 'Scanco - Soporte Remoto' and 'Scanco - Remote Support'. The form contains fields for Company, Country, Client Name, Phone, Fax, and Email. A 'Conectar a: Scanco - Soporte Remoto' button is highlighted. Overlaid on the form is a 'File Download - Security Warning' dialog box. The dialog asks 'Do you want to run or save this file?' and provides details: Name: Support-LogMeInRescue.exe, Type: Application, 824KB, From: secure.logmeinrescue.com. It has 'Run', 'Save', and 'Cancel' buttons. A warning icon and text are at the bottom: 'While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. [What's the risk?](#)'

4. Esperar un momento y nuevamente hacer clic sobre **Ejecutar** o **Run**

This screenshot is identical to the previous one, showing the technical support form and the 'File Download - Security Warning' dialog box. However, the dialog box now displays 'Internet Explorer - Security Warning' and asks 'Do you want to run this software?'. The details are: Name: [LogMeIn Rescue Applet](#), Publisher: [LogMeIn, Inc.](#). It has 'More options', 'Run', and 'Don't Run' buttons. The warning text at the bottom is: 'While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. [What's the risk?](#)'

5. Se desplegará una ventana con título Scanco, en este punto debe esperar un momento para ser atendido por el técnico. **No debe cerrar nunca esta ventana durante una sesión de soporte remoto.**

