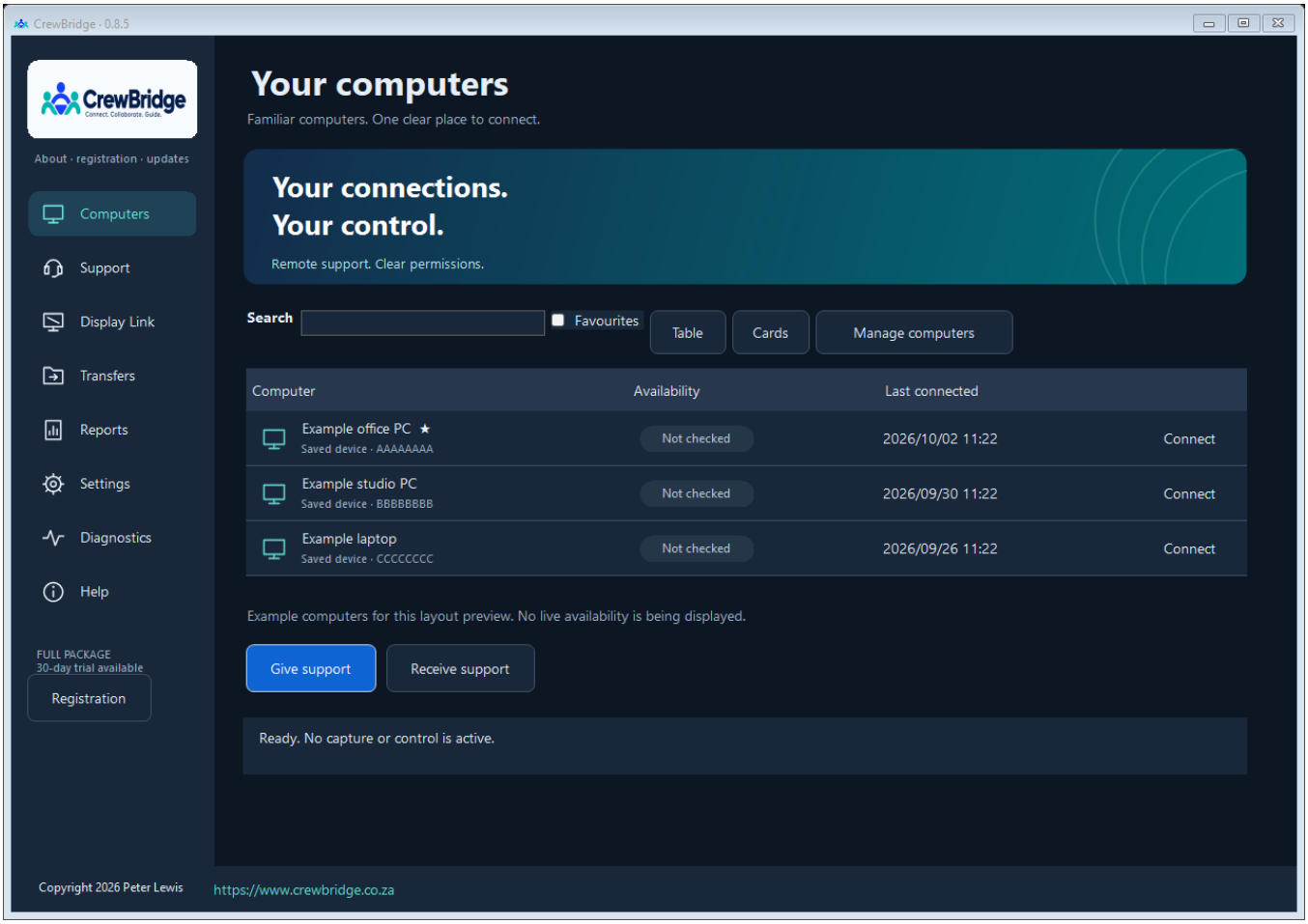
Your connections. Your control.

The complete Windows guide

Full CrewBridge · Receive Support · Screen Donor
Version 0.8.5 · 3 October 2026



40 chapters, a clickable contents list, PDF bookmarks and a subject index. Screenshots use synthetic example data.

Using this guide

Start with chapters 1 to 6 for installation, registration and your first support session. Chapters 18 to 24 explain Display Link. Chapters 30 to 40 cover diagnostics, invitations, registration, the free apps, tickets and annual plans.

The contents, bookmarks and subject index are clickable. Use your PDF reader's search to find a setting or an error message. Screenshots show synthetic example computers and reports; they do not expose a real customer's records.

Permissions come first

Registration confirms product entitlement. It never grants remote access. The client chooses the helper's permissions, approves new attended connections and separately authorises any unattended grant. Windows administrator prompts require the person at the client computer.

Preview and verification scope

This guide describes the Windows 0.8.5 preview. Automated checks and synthetic screenshots do not replace a physical two-computer acceptance test. Eight borrowed screens and mixed-resolution capacity remain subject to hardware testing. Classroom and cross-platform applications are roadmap work. PayPal checkout remains disabled until merchant sandbox configuration and acceptance.

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Contents

1. What CrewBridge does 5
2. Prepare the computers 6
3. Install and open the program 7
4. Find your way around CrewBridge 8
5. Choose what a code connection permits 12
6. Make your first remote connection 13
7. Use and end a remote session 15
8. Clipboard and connection options 16
9. Grant unattended access to a trusted computer 17
10. Set days hours and temporary restrictions 19
11. Reconnect using saved permission 20
12. Choose folders and file permissions 22
13. Send receive and verify files 24
14. Cancel transfers and manage remote folders 25
15. Time and session reports 26
16. Transfer reports and speed averages 27
17. Connection diagnostics and activity logs 29
18. Understand Display Link before connecting 31
19. Start the first screen loan 32
20. Add more loans and choose ports 34
21. Resolution scaling and window arrangement 35
22. Mouse keyboard and returning screens 36
23. Interruptions reconnection and window positions 37
24. Measure multiple screens and plan a row 38
25. Troubleshoot ordinary support and files 39
26. Troubleshoot Display Link 40
27. Updates privacy and current limits 41
28. First use checklist and classroom preparation 42
29. Terms and quick reference 43
30. Run, save and send a support diagnostic 44
31. Security and acceptance boundaries 47
32. Invite a helper by email or WhatsApp 48
33. Logo, registration, Help and updates 51

34. Register a computer and start the 30-day trial 53
35. Receive Support and Screen Donor: free forever 55
36. Server authorisation, helper identity and client consent 57
37. Your support ticket and private web access 58
38. Annual plans, currencies and PayPal 59
39. Staff dashboard and registration administration 60
40. Registration and email troubleshooting 61
Subject index 62

1. What CrewBridge does

CrewBridge provides Windows remote support, approved unattended access, file transfers and local reports. Display Link lets your computer borrow physical screen space from other Windows computers. This manual takes you from the private preview package through first use and day-to-day operation.

Task	Computer roles	Where to begin
Remote support	The host shares its desktop; the viewer sees or controls it.	Chapters 3 to 8
Unattended access	The host grants a specific viewer permission to reconnect.	Chapters 9 to 11
Files and records	Transfers and reports belong to the PC using the relevant feature.	Chapters 12 to 17
Display Link	The borrower runs the apps; the donor lends one physical screen.	Chapters 18 to 24

A remote desktop connection shows another computer's desktop. A Display Link loan extends your own desktop onto another computer's screen. The same two computers can take different roles in different workflows.

This edition

These instructions cover CrewBridge Preview 0.8.5, the Windows UI redesign and diagnostic release, as at 3 October 2026. The first chapters explain the current navigation. Detailed inherited workflows and their acceptance limits remain below. Screenshots show real interface layouts with example data or idle states. Example codes, fingerprints, traffic and file names are not live credentials or performance measurements.

Classroom and team workflows are the next development area. They are not enabled features in this build. Read chapters 27 and 28 for the current acceptance boundaries and preparation for classroom work.

Back to the beginning

2. Prepare the computers

Use the same approved package on both computers for your first remote-support test. For Display Link, use 0.8.5 on both ends: the older P5 pilot cannot join the new until-returned loan protocol.

Requirement	Remote support and lending	Borrowing Windows screens
Windows	Windows x64; installer minimum Windows 10 build 19041.	Windows 11 build 22000 or newer.
Permissions	Open normally as the signed-in Windows user.	Launch the separate borrowing component and accept administrator approval.
Display driver	No CrewBridge virtual-display driver required.	Already-approved development driver 0.1.3.0 required.
Network	A working route to the configured Internet server.	A reachable donor IPv4 address and listening TCP port.

1. Connect both PCs to power. Avoid sleep during the first test and check that Windows has the correct date, time and time zone.
2. For ordinary support, make sure both computers can reach the configured server. Keep the supplied Internet server setting unless your administrator gives you a replacement.
3. For Display Link, place the computers on a network that lets the borrower reach the donor. Wired Ethernet is useful when trying several screens or 4K.
4. Return existing screen loans, stop current remote sessions and close older pilots before changing versions.
5. Prepare a small test folder and a harmless sample document for the first file-transfer test.

The preview installer does not install a service, startup task, firewall rule or trusted display driver. A new borrowing PC needs a separate approved driver deployment before borrowing will work. Installing the ordinary app alone does not complete that step. Donors can lend without it.

If a Windows or network policy blocks the supplied preview, ask the administrator responsible for that PC to resolve the specific block. Do not disable Windows security, change boot settings or open broad firewall access as a setup shortcut.

Back to the beginning

3. Install and open the program

Download from CrewBridge Downloads. Choose the full application, Receive Support or Screen Donor. These Windows x64 builds are version 0.8.5 previews. Keep the package's files together.

Installer

1. Open **CrewBridge-v0.8.5-Setup.exe**, **CrewBridge-Receive-v0.8.5-Setup.exe** or **CrewBridge-Donor-v0.8.5-Setup.exe**.
2. Read the installation information and select the destination. Each application installs for your Windows account in a separate versioned folder.
3. Open its named Start-menu shortcut. The diagnostic tool and both manual formats are included.
4. Open Help / Registration and verify your email. Full registration activates the once-only 30-day trial; free registration does not start that trial.

Portable ZIP

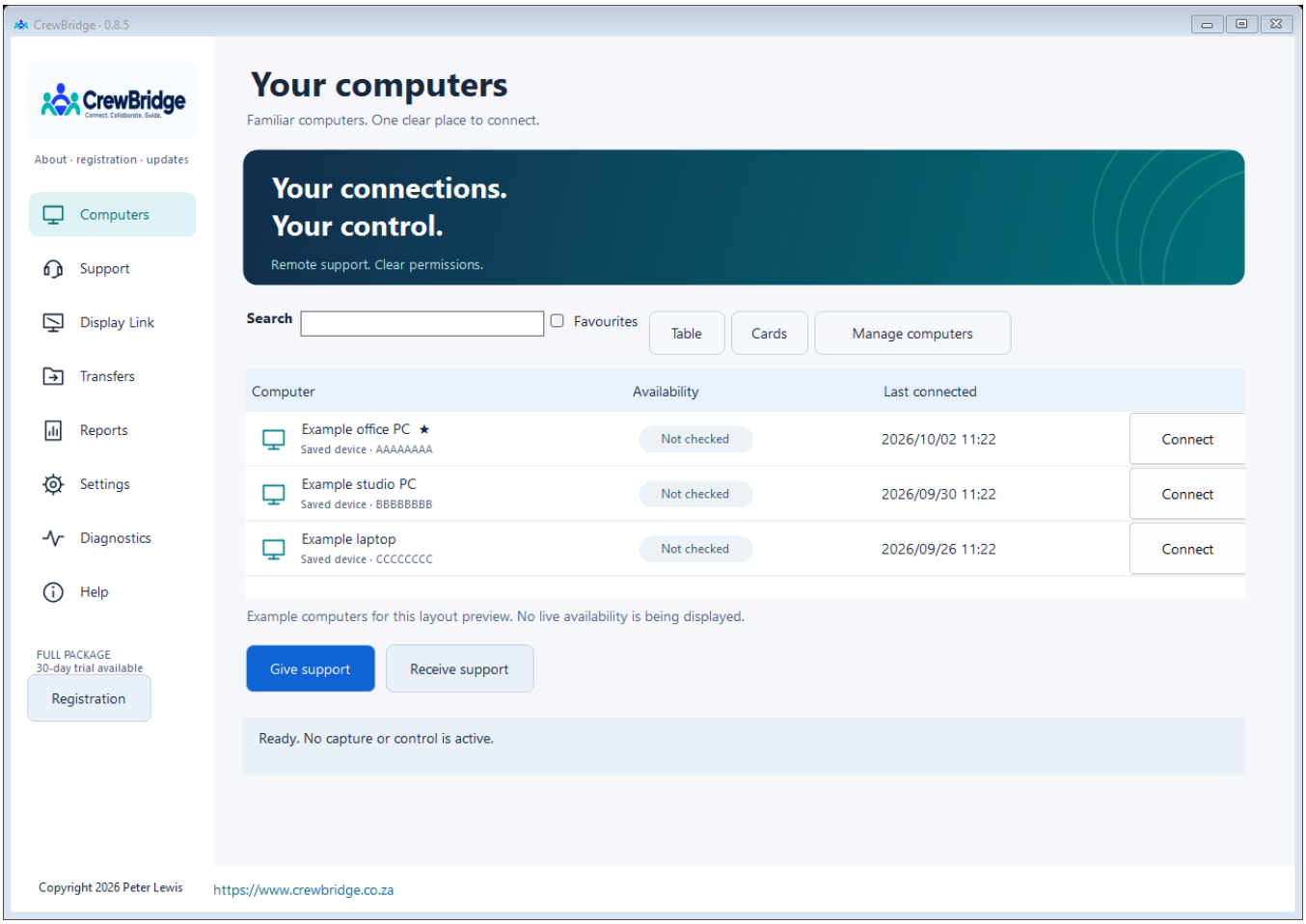
1. Extract the entire matching portable ZIP into a new local folder.
2. Run **Start-CrewBridge.cmd**, or open **app\CrewBridge.exe**. Do not copy only that executable.
3. Settings and identity use the same protected Windows-user locations as the installed application. A portable copy is not a new trial.

To receive help when the main app cannot start, run the separate **CrewBridge-Support.exe**. Stop active support and return borrowed screens before switching versions. Earlier release folders are preserved. Do not open multiple copies against the same settings at the same time.

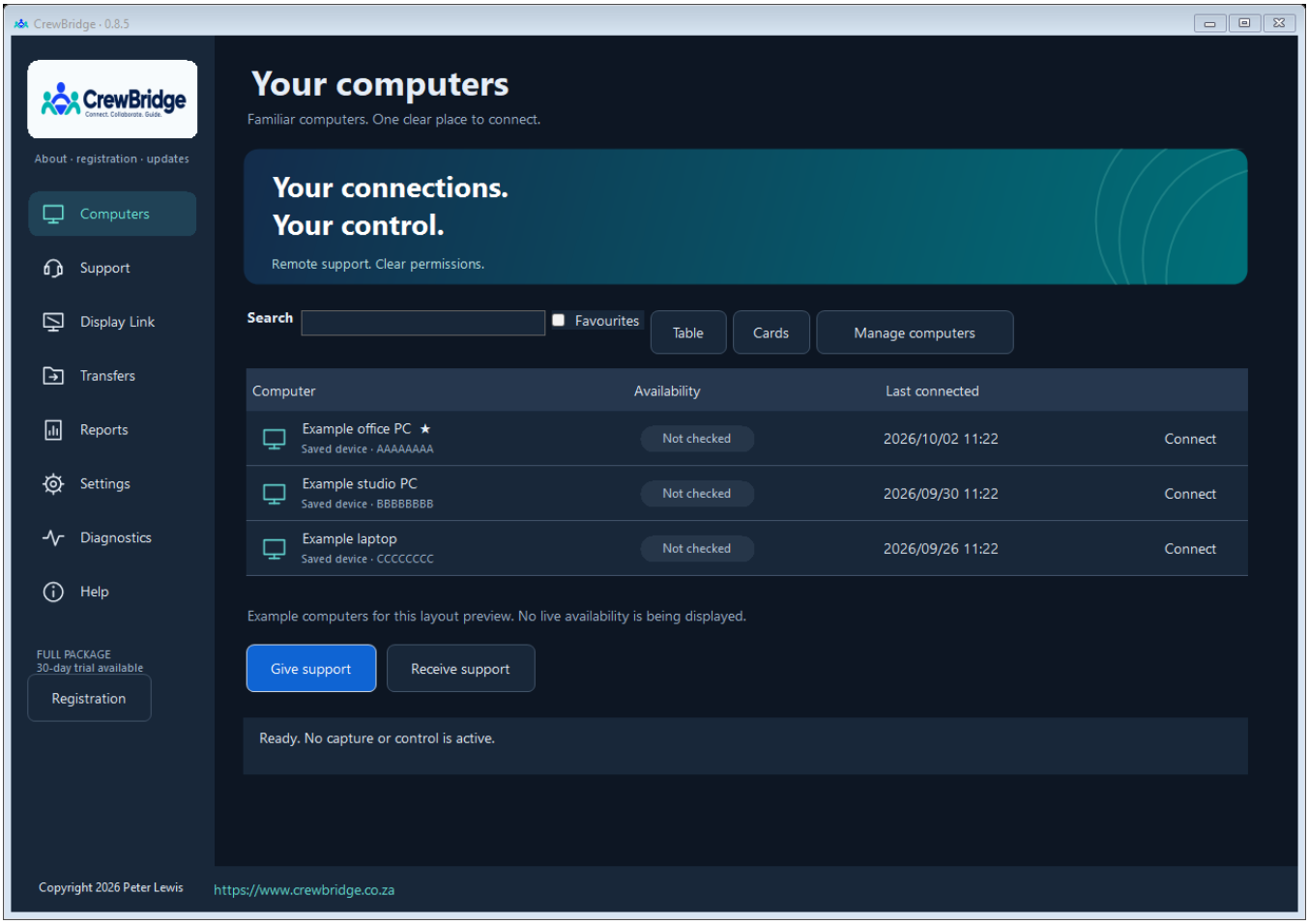
Windows may show an unsigned-publisher notice because the preview installer has no Authenticode certificate. Verify the download SHA-256 against the published checksums. Borrowing screens requires the existing virtual display driver and local administrator approval; ordinary app installation and receiving support do not install that driver automatically.

4. Find your way around CrewBridge

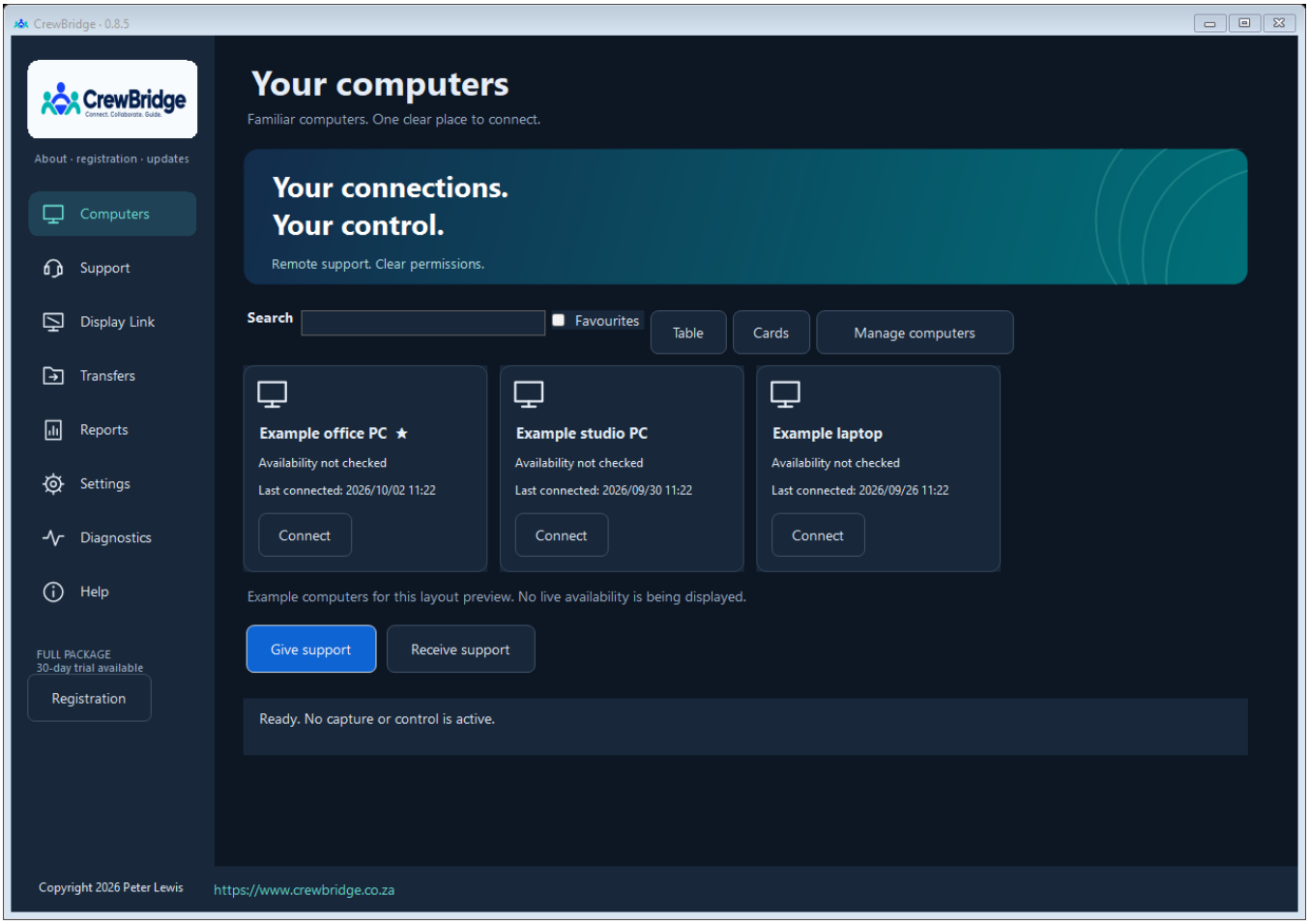
The main screen opens at **Computers**. Use the search field, Favourites and the Table / Cards buttons. Your view choice is saved. A saved entry is history associated with a device key; it does not create permission or prove that the computer is online. Availability is deliberately shown as **Not checked**.



CrewBridge 0.8.5 - home light Native Windows rendering with synthetic example data.



CrewBridge 0.8.5 - home dark Native Windows rendering with synthetic example data.



CrewBridge 0.8.5 - cards dark Native Windows rendering with synthetic example data.

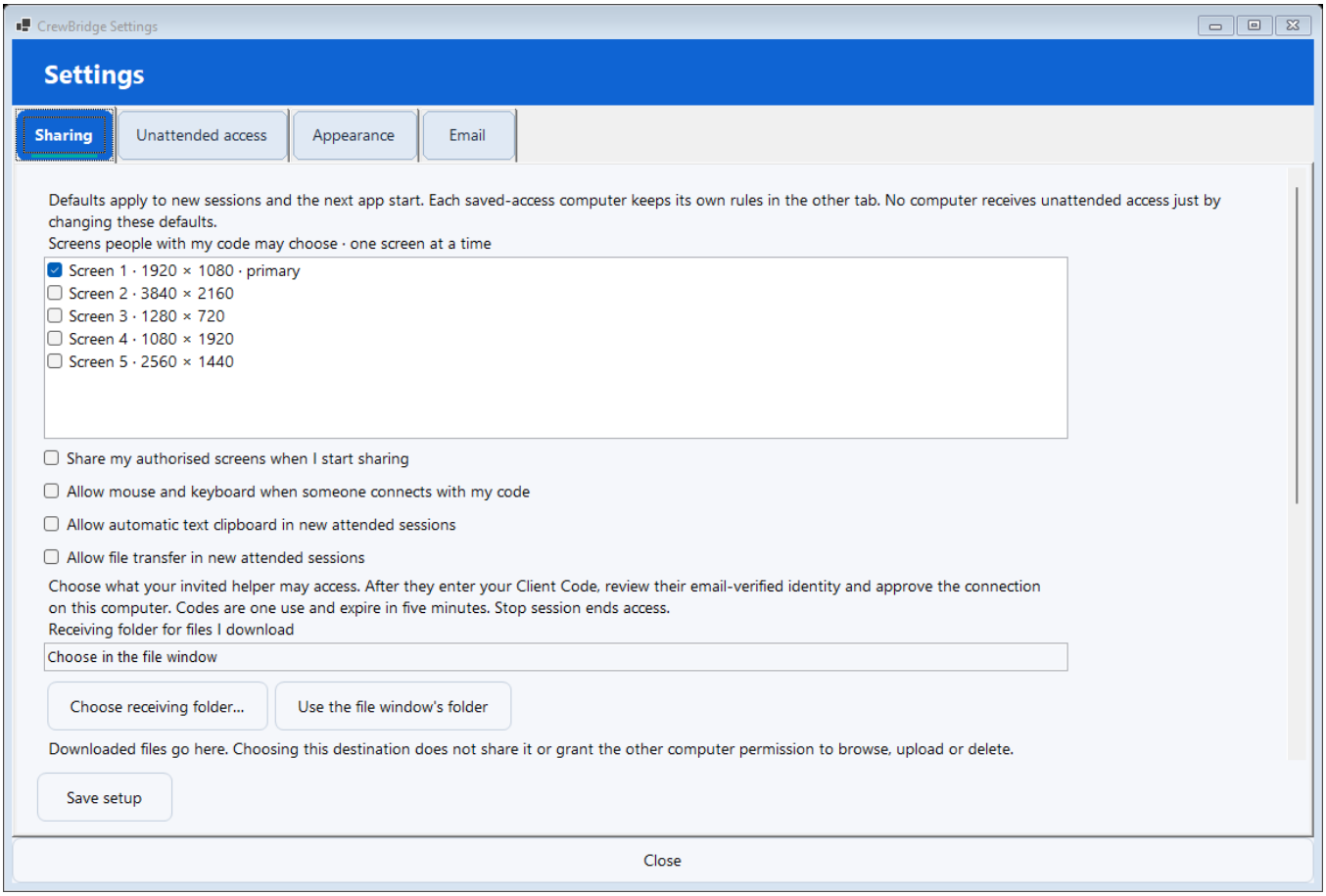
Navigation	Use it for
Computers	Find saved computers; start giving or receiving support.
Support	Receive support with a new code, give support using a code, and reach connection options or your security keyword.
Display Link	Open the existing multi-loan screen controls.
Transfers	Open files for the active permitted connection or review transfer reports.
Reports	Session/time reports, transfer reports, connection details and host access logs.
Settings	Sharing defaults, owner-controlled grants, schedules and appearance.
Diagnostics	Check this installation, save a support report and optionally email it.
Help	Guidance, security explanation, the manual and author/contact links.

Choose a theme

Open **Settings** → **Appearance**. Tick Dark mode to preview it, then choose **Save appearance**. Untick it to use light mode. Close cancels the preview. The received desktop retains its own colours; Windows system dialogs retain Windows styling.

Use Tab and Shift+Tab to move between controls and Space/Enter on buttons. The main content scrolls on a small display. Support cards stack when there is not enough width; the footer and navigation remain available.

5. Choose what a code connection permits



CrewBridge 0.8.5 - settings Native Windows rendering with synthetic example data.

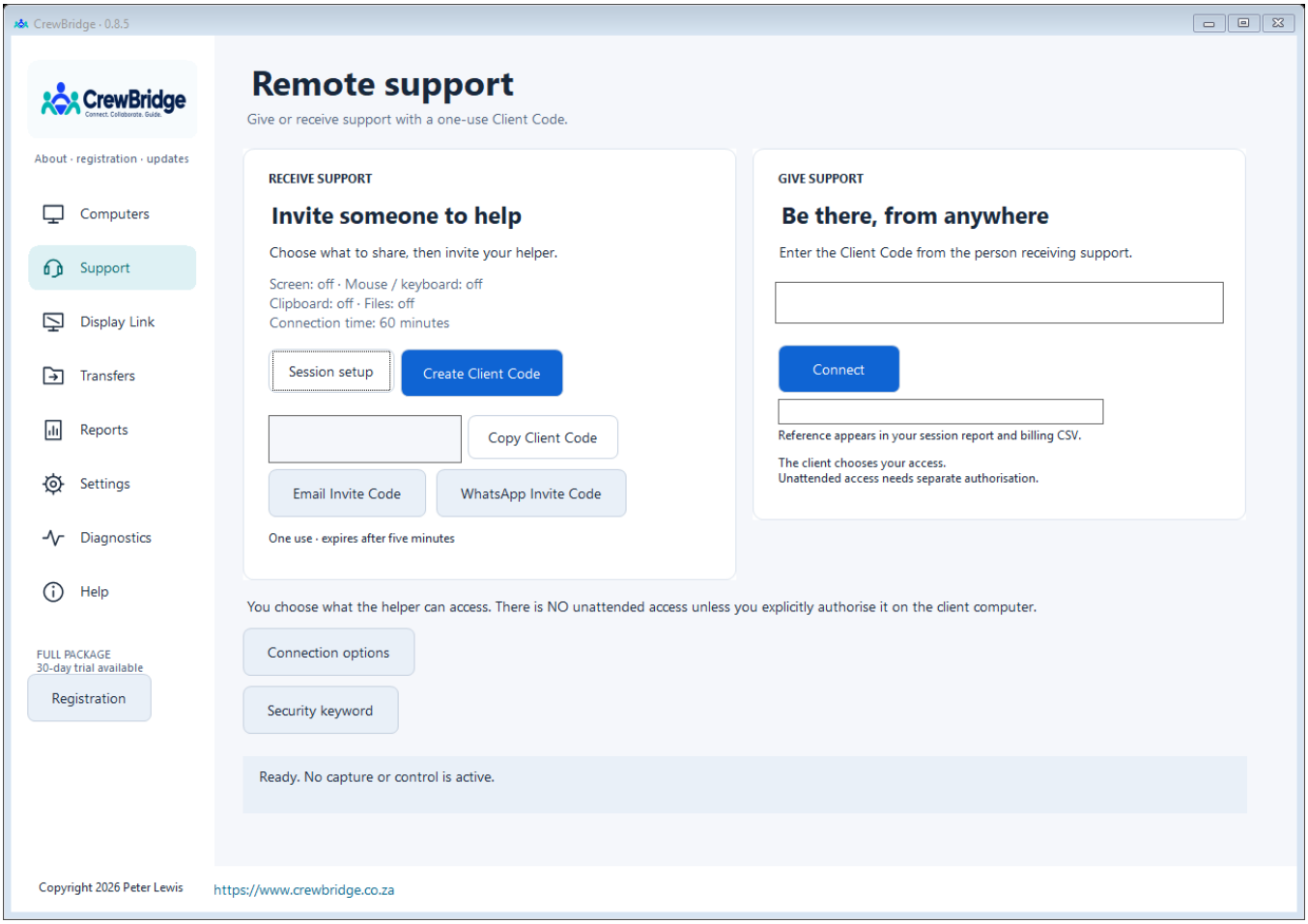
1. On the host, open **Support**, then click **Session setup**. In **Defaults and sharing**, select the screens the viewer may choose. If no custom selection is saved, access defaults to the primary screen.
2. Tick **Share my authorised screens when I start sharing**. Leave mouse/keyboard off for viewing only, or tick **Allow mouse and keyboard when someone connects with my code**.
3. Choose whether to allow automatic text clipboard and file transfer. For files, choose a shared folder and its separate download/upload/subfolder/manage rights.
4. Scroll to **Maximum connection time**. Set the minutes or select **No time limit for a code connection**. The default is 60 minutes.
5. Click **Save setup**. Check the summary under Receive support before creating a code.

Review the helper and approve the connection on the client computer. Sharing the code invites the helper; the client approval applies the selected permissions. A code is one use and expires after five minutes if not used. The active session duration begins after approval, rather than using the code countdown.

Saving setup during a session applies to the next connection; it does not silently widen the current session. Each saved unattended computer has separate host-owned rules in the other settings tab.

Back to the beginning

6. Make your first remote connection



CrewBridge 0.8.5 - support light Native Windows rendering with synthetic example data.

On the computer sharing its desktop

1. Open CrewBridge normally and complete **Session setup** as described in chapter 5.
2. Click **Create sharing code**. Wait for the status to say it is ready for your guest; do not send a code while setup is still failing.
3. Click **Copy code**, or read the six digits, and give them only to the person you want to connect. Leave CrewBridge open while they join.

On the computer viewing the host

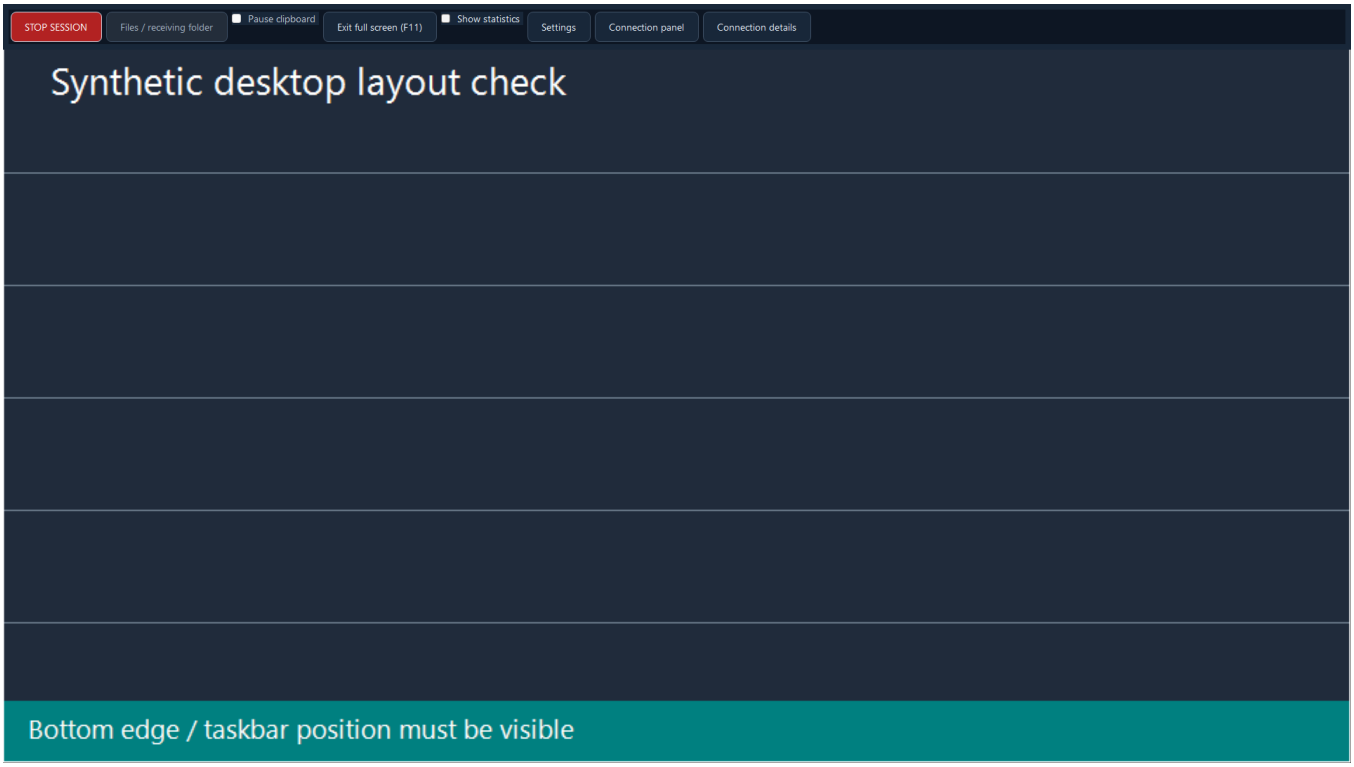
1. Open the same preview. Enter the host's six-digit code under **Support → Give support**.
2. Click **Connect**. Both ends need the same configured server for this code workflow.
3. When the desktop appears, read the permission/status text. If control was permitted, click inside the remote picture and try typing a harmless line in a test document.
4. If more than one authorised screen is listed, select another from the host screen drop-down. Check that its desktop appears.
5. Finish the test using **STOP SESSION** or **Stop session**.

If the code expired, was already used or the attempt ended, ask the host to create a fresh one. A saved history entry or a Windows file-share password cannot replace it.

First-use success: the intended host desktop is visible, only the selected permissions work, the host can stop access, and the session ends when either end clicks Stop. An ordinary remote session does not acquire Display Link's 30-second automatic resume feature.

Back to the beginning

7. Use and end a remote session



CrewBridge 0.8.5 - fullscreen Native Windows rendering with synthetic example data.

- Choose one of the host's authorised screens from the drop-down. Screen choices identify resolution and primary status; only one is streamed at a time.
- Click inside the remote desktop to give remote keyboard input focus. **Escape** releases remote keyboard input and returns focus locally; it does not by itself end ordinary support.
- Use **Connection panel** for setup/status controls and **Back to desktop** to return to the viewer.
- **STOP SESSION** or **Stop session** ends the current session and any active transfers.
- On the host, **Ctrl + Alt + Pause** is the emergency sharing stop. It also stops unattended availability. If the shortcut is already in use, CrewBridge does not enable control.

Stopping a normal session can leave separately enabled unattended availability running. To stop future unattended connections as well, use **Stop unattended availability**, clear its checkbox under Connection options, or close the app. Saved grants remain for later use.

Locking or changing the host's Windows session ends support. The ordinary app is not a service for controlling sign-in screens or Windows administrator consent dialogs. A private host permission dialog can also temporarily withhold the desktop from the viewer; let the host finish it.

Back to the beginning

8. Clipboard and connection options

Text clipboard

1. The host must allow automatic text clipboard in setup or the saved unattended grant.
2. Copy text on either computer. While allowed and unpaused, CrewBridge synchronises text in both directions.
3. Select **Pause clipboard** when you want local copying to stay local. Pausing stops both directions. Clear it to resume permitted synchronisation.

This is text clipboard synchronisation. Use the file window for file transfers; do not expect images or copied file icons to transfer through text clipboard. If permissions say not allowed, pausing/unpausing does not grant access.

Connection options

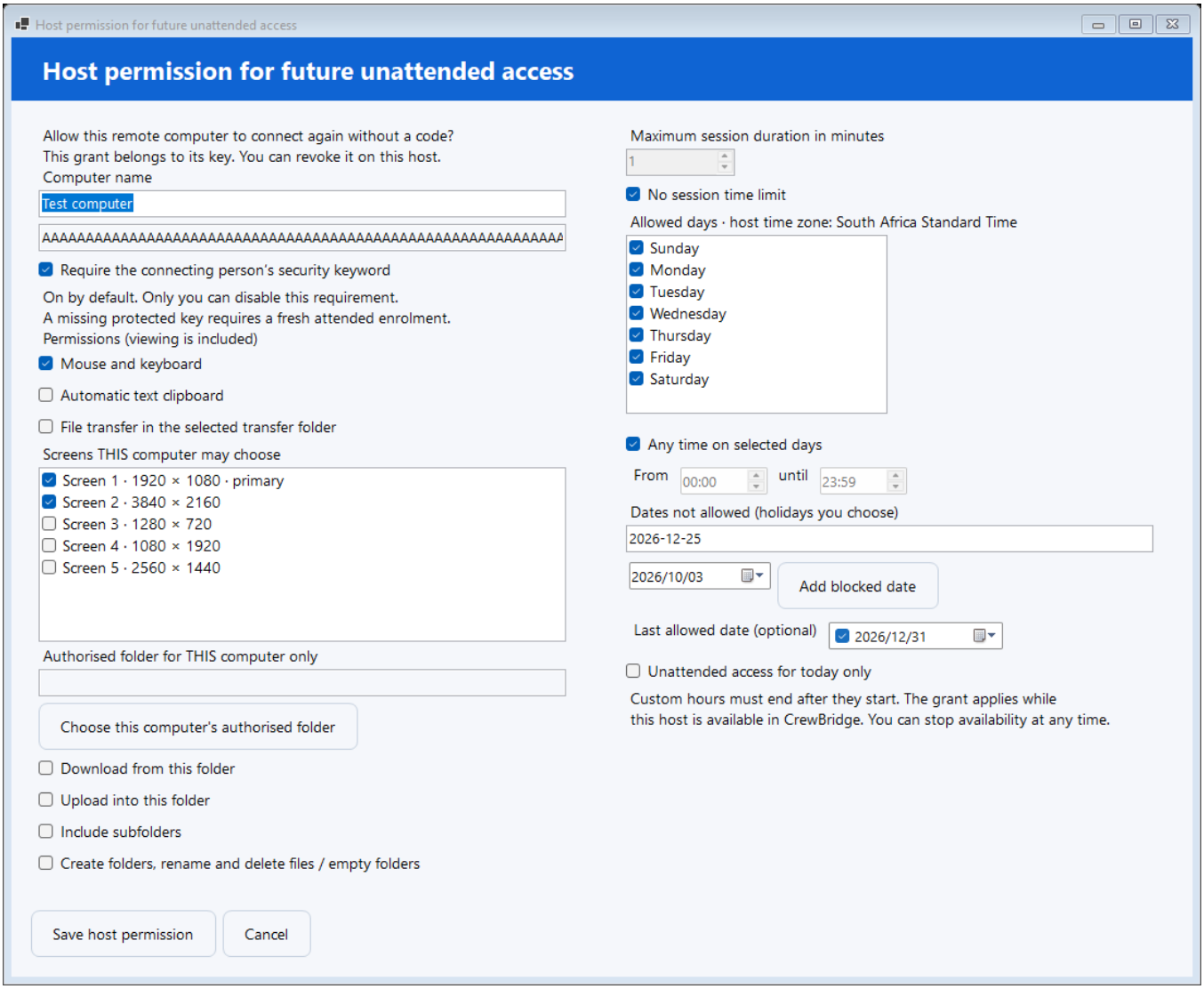
- **Internet support** selects the normal server-based connection workflow. Use the supplied configuration for normal support.
- **Use relay only (troubleshooting)** is a diagnostic option for a new connection when a direct route is problematic.
- **Prefer H264 - auto fallback** or **VP8 - software** controls the selected video preference. H.264 preference can fall back to software.
- **Device fingerprint** identifies a device key. A computer name is only a readable label.
- **Available to allowed computers while CrewBridge is open** controls unattended availability for already authorised computers.

Use Settings for the Internet server address. Keep the existing value unless an administrator supplies another. Server and sharing controls are locked while a connection is busy. Changing defaults does not edit individual unattended grants.

Direct, relay and coordination routes are explained in chapter 17. No fixed speed is guaranteed by selecting a codec or enabling a direct route.

Back to the beginning

9. Grant unattended access to a trusted computer



CrewBridge 0.8.5 - permissions Native Windows rendering with synthetic example data.

1. First make an approved ordinary code connection with the computer you intend to trust. On the host, click **Add unattended access** while that session is active.
2. Name the computer so you can recognise it. Check that you are granting the intended connected device; its fingerprint identifies the key.
3. Choose mouse/keyboard, text clipboard, files and the specific screens. Viewing is included in an unattended grant.
4. If files are allowed, choose **this computer's authorised folder** and its individual folder rights.
5. Set maximum session duration, allowed days and hours, blocked dates and any last allowed date. Then click **Save host permission**.

The grant is created locally by the host owner. The viewer cannot grant itself future access. During the host's private setup dialog, remote input is released and its view can be withheld.

Granting a computer does not install a Windows service. The host must keep CrewBridge open and unattended availability enabled, within the saved rules. Close the current attended session before a later unattended connection.

Back to the beginning

Enrol and use a security keyword

On the connecting PC, open **Support** → **Security keyword**. Choose a long private passphrase of 12-128 characters. It protects a separate signing key on this Windows account. The keyword is not transmitted to the host and is not saved for automatic entry.

1. Make an attended code connection with the owner present.
2. The host selects **Add unattended access**. The viewer is asked to create its keyword if needed.
3. The host saves the permitted screens, schedule, duration and file rights. **Require the connecting person's security keyword** is on by default; only the host owner can disable it.
4. On later unattended connections, enter the keyword for that connection. The host checks a fresh identity-bound proof before allowing media or other capabilities.

To change the keyword, open Security keyword on the viewer and enter the current value, new value and confirmation. There is one keyword-protected vault per Windows user/device state, not a separate keyword for every host. Forgetting it requires owner-assisted fresh enrolment; there is no silent reset that keeps old access.

Attempt sequence	Result
Three wrong entries	10-minute lock.
Next three after expiry	One-hour lock.
Further groups of three	One-hour lock.
Successful entry	Clears the local failure sequence.
Cancel	No access; does not count as a wrong entry.

Locks persist across ordinary restart. The host separately tracks invalid signed proofs per fingerprint; it cannot count local keyword typos it never receives. Older grants require enrolment and are migrated conservatively. Permission format version 4 prevents older builds from ignoring the requirement; retain protected compatibility backups.

10. Set days hours and temporary restrictions

Unattended schedules are evaluated using the **host time zone** shown in the permission dialog. The viewer's local clock display does not redefine that schedule.

1. In the allowed-computer list, select the computer and click **Edit permissions / days / hours**.
2. Tick the days it may connect. Select **Any time on selected days**, or choose From and Until times. Custom hours must end after they start.
3. Use **Add blocked date** for chosen holidays or type comma-separated dates in YYYY-MM-DD format.
4. If needed, choose a **Last allowed date** or **Unattended access for today only**.
5. Choose a maximum number of minutes, or **No session time limit**, and save the permission.

Example schedule

For weekday support between 09:00 and 17:00, tick Monday to Friday, untick Any time, choose 09:00 and 17:00, and save. For a visit that should only work today, also select Today only. If access crosses midnight, this dialog does not accept an end time earlier than the start; choose a schedule that fits its supported controls.

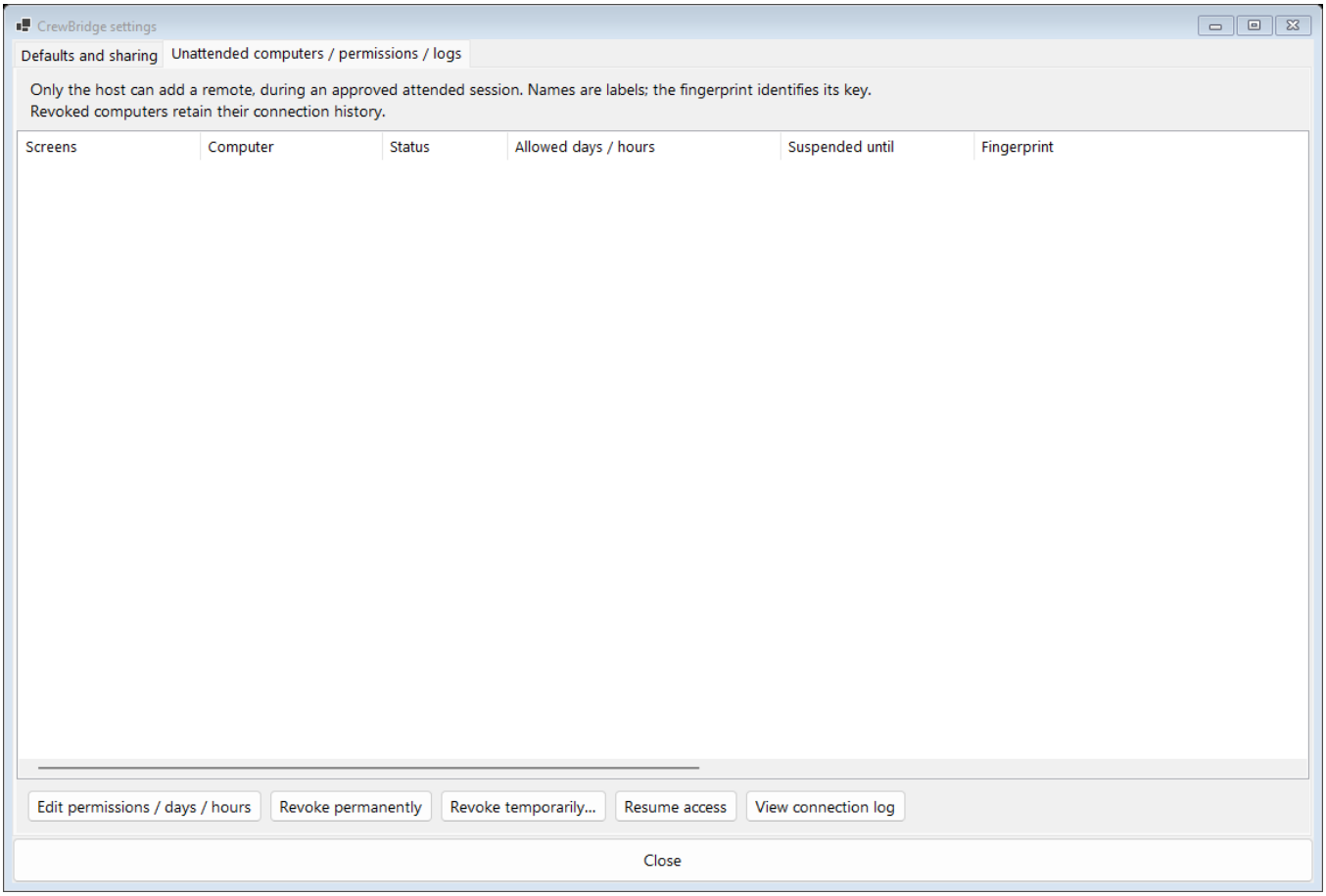
- **Revoke temporarily...** suspends a grant until a chosen future date/time. Existing permissions resume afterwards, within their days and hours.
- **Resume access** removes a temporary suspension. It does not undo a permanent revocation.
- **Revoke permanently** ends future unattended access for that key. A new approved attended session is required to grant it again.

Editing a grant, suspending it or revoking it ends that computer's current unattended session. Its historical activity is retained. **No session time limit** does not bypass blocked dates, schedule restrictions, revocation or a closed host app.

Back to the beginning

11. Reconnect using saved permission

Use **Computers** to select the saved host and Connect. Enter the security keyword when required. Cancel or a failed proof grants no access.



Earlier interface reference (0.8.0); use the 0.8.5 navigation described above. Figure 5. The host Settings tab for allowed computers, permissions and logs. The example profile has no grants yet.

On the host

1. Open **Settings** and confirm the connecting computer has an allowed grant in **Unattended computers / permissions / logs**.
2. Ensure screen sharing and Internet support are enabled. Open **Connection options** and tick **Available to allowed computers while CrewBridge is open**.
3. Leave CrewBridge open and the Windows desktop available. End any earlier session first.

On the viewer

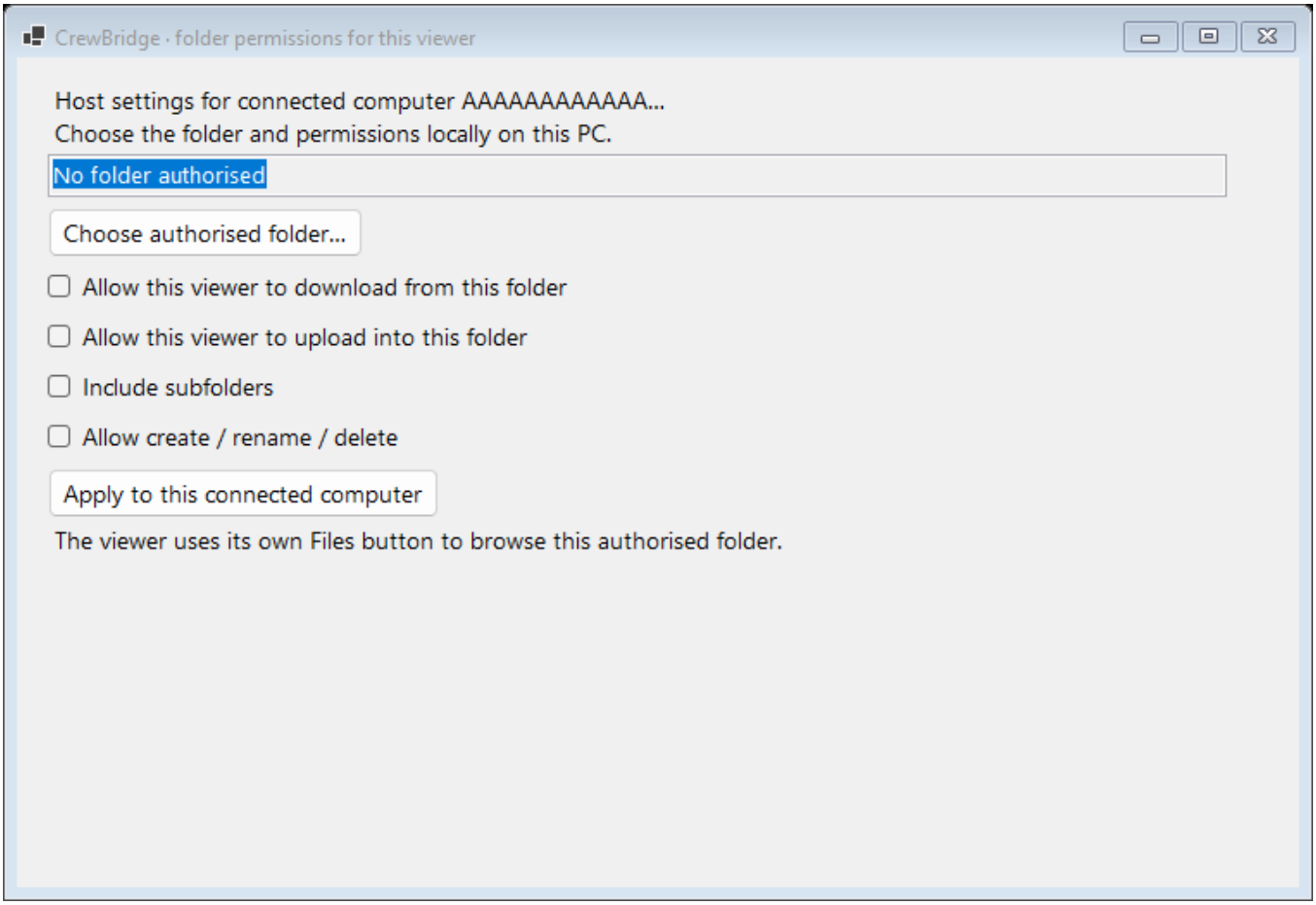
1. Click **Manage computers**. Select the intended host and click **Connect**.
2. If it is denied, ask the host to check availability, saved permissions, schedule, suspension and whether another session is still active.

Manage computers is history, not consent. A remembered connection alone cannot reconnect without a code. Rename/favourite makes the list easier to use. Previous connections shows recent dates. Remove deletes the local saved-list entry; it does not revoke that viewer on the host.

To make approved hosts available when you next open CrewBridge, Settings has **Start available to already authorised computers while CrewBridge is open**. This is an app-start default, not a boot-time service.

Back to the beginning

12. Choose folders and file permissions



Earlier interface reference (0.8.0); use the 0.8.5 navigation described above. Figure 6. The connected host's folder-permission window. The fingerprint shown is an example.

Keep two choices separate: a **shared folder** is what the other computer may access; a **receiving folder** is where your requested downloads are saved. Choosing a receiving folder does not share it.

Permission	What it allows
Download	The viewer may receive files from the host's chosen folder.
Upload	The viewer may send files into that folder.
Include subfolders	Permits browsing supported child folders.
Create / rename / delete	Permits supported remote folder/file changes. Deleting folders is limited to empty folders.

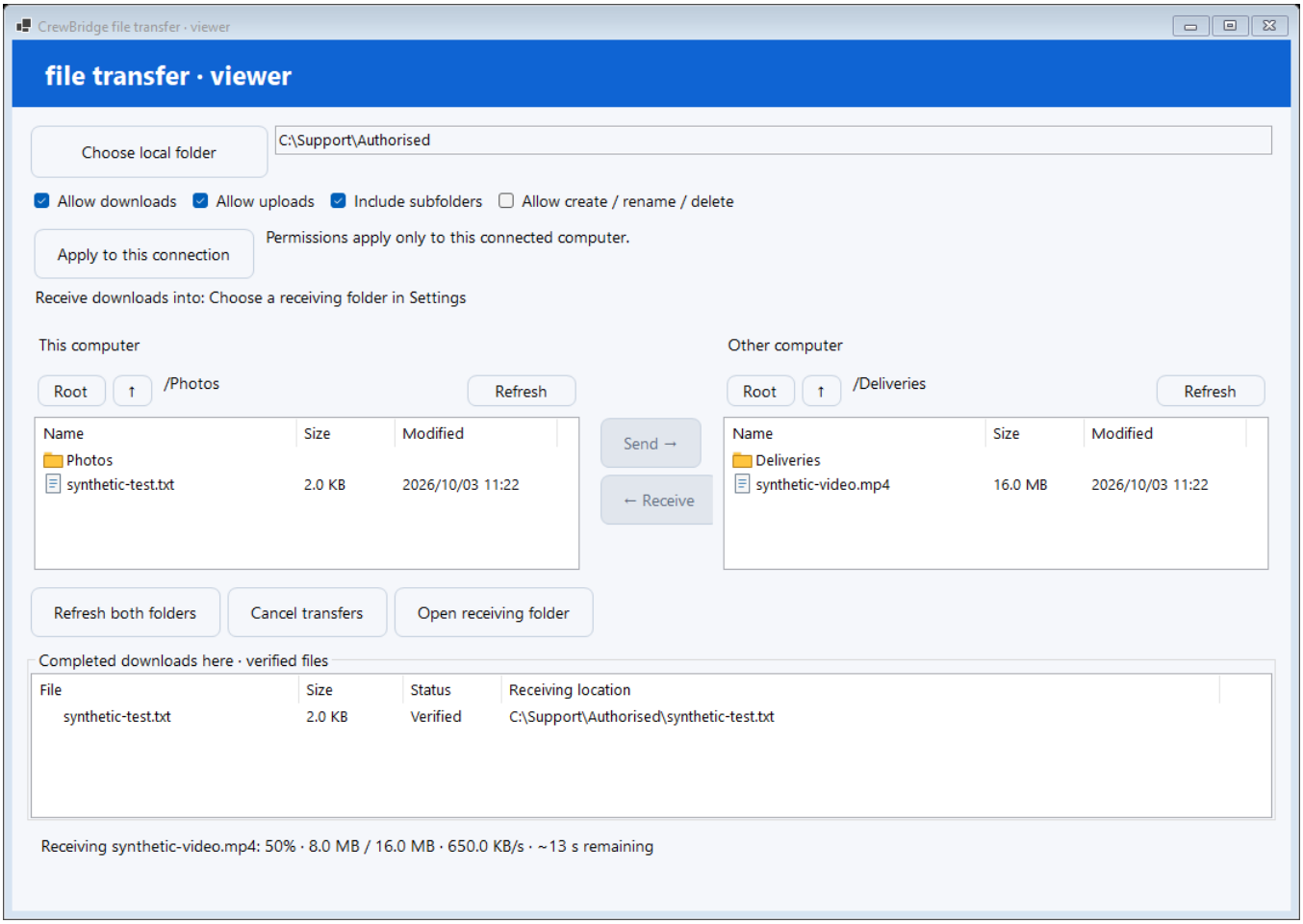
1. Before an attended connection, choose the host's shared folder in **Session setup**, enable file transfer, set its folder rights and save.
2. During an attended connection, the host can use **Folder permissions for this viewer**. Choose an authorised folder, set rights and click **Apply to this connected computer**.
3. On the viewer, click **Files / receiving folder**. Choose a local folder for the left pane and, if desired, a separate receiving folder in Settings.

4. Click **Refresh both folders** after the host applies changes.

For unattended access, edit the grant for that particular viewer in the host's allowed-computer tab. Its saved folder rules are locked in the connected-session folder dialog. A defaults change does not override them.

Back to the beginning

13. Send receive and verify files



CrewBridge 0.8.5 - files Native Windows rendering with synthetic example data.

1. On the viewer, open **Files / receiving folder**. Choose your local folder and refresh. **This computer** is the left pane; **Other computer** is the right pane.
2. To send, select a file in the left pane, browse to the intended right-pane folder, and click **Send**. The host must permit uploads.
3. To receive, select a file in the right pane and click **Receive**. The host must permit downloads and your receiving destination must be available.
4. Watch progress: amount processed, total size, rate and estimated remaining time. Wait for verified completion.
5. Use **Completed downloads here - verified files** and **Open receiving folder** to find a completed download. Check **Transfer reports** for the recorded outcome.

Double-click a folder to browse it; Root and the up arrow navigate within the authorised scope. The send/receive actions select individual files, rather than a complete directory upload. Existing destination files are not overwritten; resolve a name conflict or choose another destination before retrying.

A configured receiving folder in Settings takes priority over the current left-pane location for downloads. The window displays **Receive downloads into**; check that path before requesting a file. Save it before starting the transfer, because active transfers lock destination changes.

Back to the beginning

14. Cancel transfers and manage remote folders

Cancel and retry

1. Click **Cancel transfers** to cancel the current file activity. Wait for the cancellation status.
2. Verify the outcome in Transfer reports. Cancelled, Failed and Stopped are not verified completed files.
3. Refresh the folder views. Start a new transfer if needed; there is no user-facing promise that a partial file resumes automatically.
4. Finish or cancel the current transfer before changing its shared/receiving folder. Stopping the session also stops its transfers.

Create rename and delete

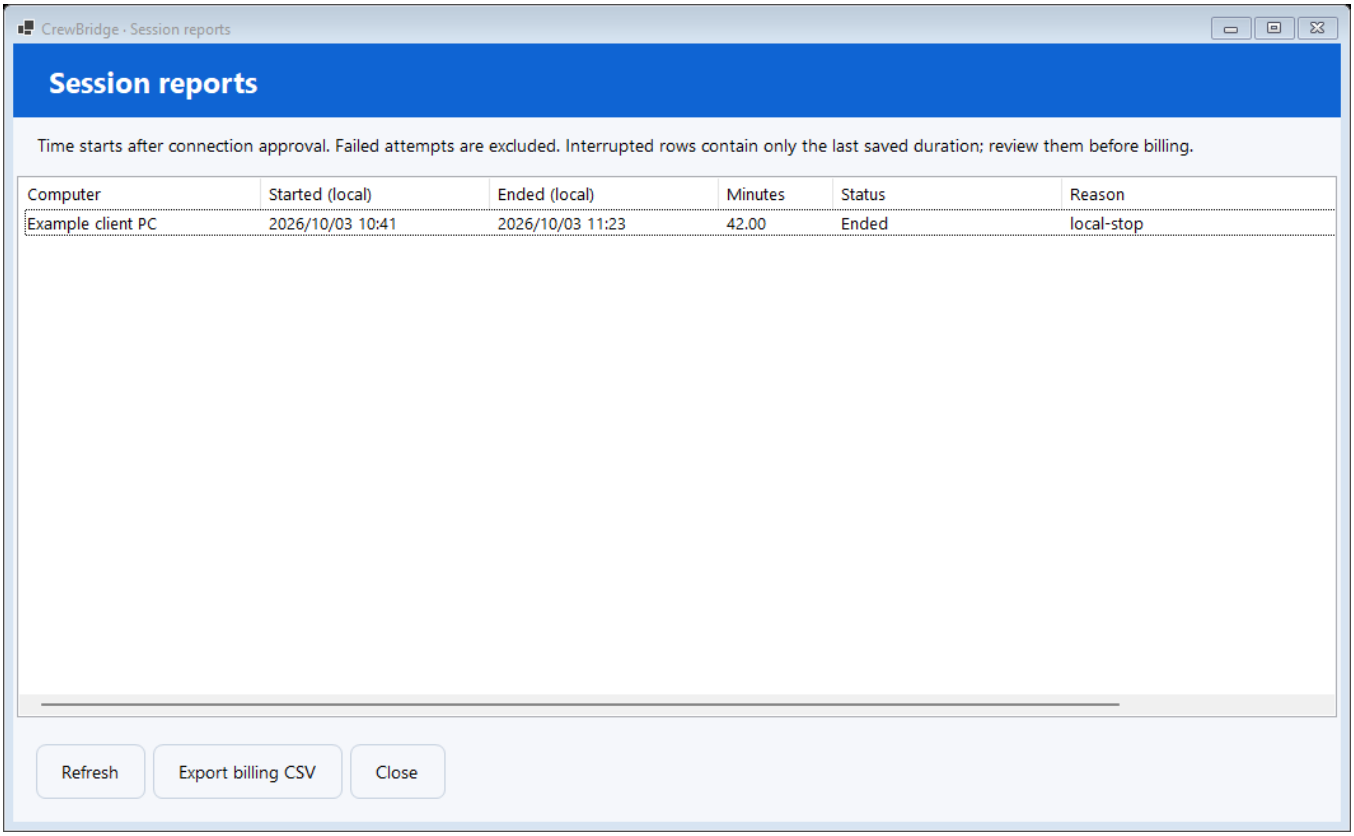
1. The host must allow **Create / rename / delete** in that viewer's folder rules.
2. In the viewer's **Other computer** pane, right-click the relevant location/item and choose **Create new folder**, **Rename** or **Delete**.
3. Enter the name where requested. Read the deletion confirmation carefully: the item is on the other PC.
4. Only empty folders can be deleted. Creating a child folder also requires subfolder access. Refresh to confirm the result.

A disabled button or absent context menu usually indicates missing rights, no selected file, an unavailable receiving folder or an active operation. It is not fixed by giving the viewer administrator privileges.

An older peer may advertise the former 256 MiB file limit. Use the current matching release on both ends for its large-file support. Transfer capacity depends on the actual route, storage and workload; the sample rates in this manual are not promised results.

Back to the beginning

15. Time and session reports



CrewBridge 0.8.5 - session report Native Windows rendering with synthetic example data.

1. On the PC that connected as viewer, click **Session reports** under **Reports**.
2. Click **Refresh** to review your outgoing session records. Check computer, local start/end times, minutes, status and reason.
3. Click **Export billing CSV**, choose a writable location and save. Open it in your spreadsheet program for your own time review.

Time begins after connection approval. Failed join attempts are excluded. A normal ended session records its end; an interrupted record contains the last saved duration and may have no exact end time. Review **Interrupted - incomplete** rows before using them for billing.

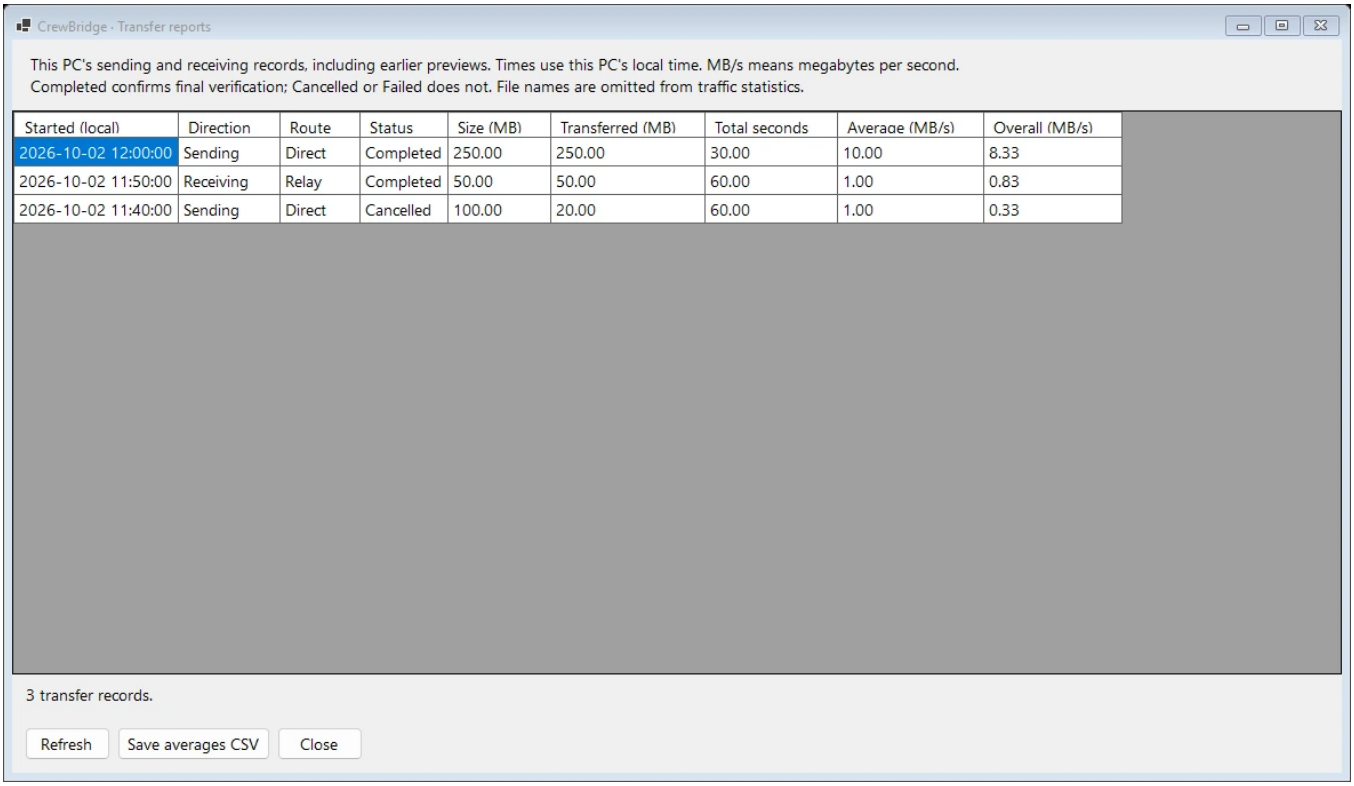
The CSV contains Computer, StartedUtc, EndedUtc, LastSeenUtc, Seconds, Minutes, Outcome and Reason. The window shows local times; the timestamp fields in the export are UTC. Minutes are duration, not a rounded invoice amount.

These are local outgoing remote-session records. They are not a central fleet report, a complete log of every inbound activity, or a report of Display Link loans. The host's per-computer activity log and Display Link measurements are separate.

The export helps with billing preparation. CrewBridge does not create an invoice, set your rates or take payment. Keep the original CSV and record any adjustment you make for incomplete rows.

Back to the beginning

16. Transfer reports and speed averages



Earlier interface reference (0.8.0); use the 0.8.5 navigation described above. Figure 9. Generated Completed and Cancelled transfer examples. The sample amounts and rates are illustrative.

1. Click **Transfer reports** under **Reports**. It reads this PC's sending and receiving statistics, including compatible earlier previews.
2. Click **Refresh** after a transfer. Compare Started, Direction, Route, Status, Size, Transferred, Total seconds, Average and Overall.
3. Click **Save averages CSV** and choose a writable folder to export the displayed records.

Field	How to read it
Completed	The final file was verified.
Cancelled / Failed / Stopped	Partial or unsuccessful activity; do not count it as a verified delivery.
Direct / Relay / Mixed / Unknown	The route recorded for that file activity.
Average MB/s	Payload average while file data was being processed.
Overall MB/s	Processed bytes divided by the full recorded transfer duration, including additional phases.

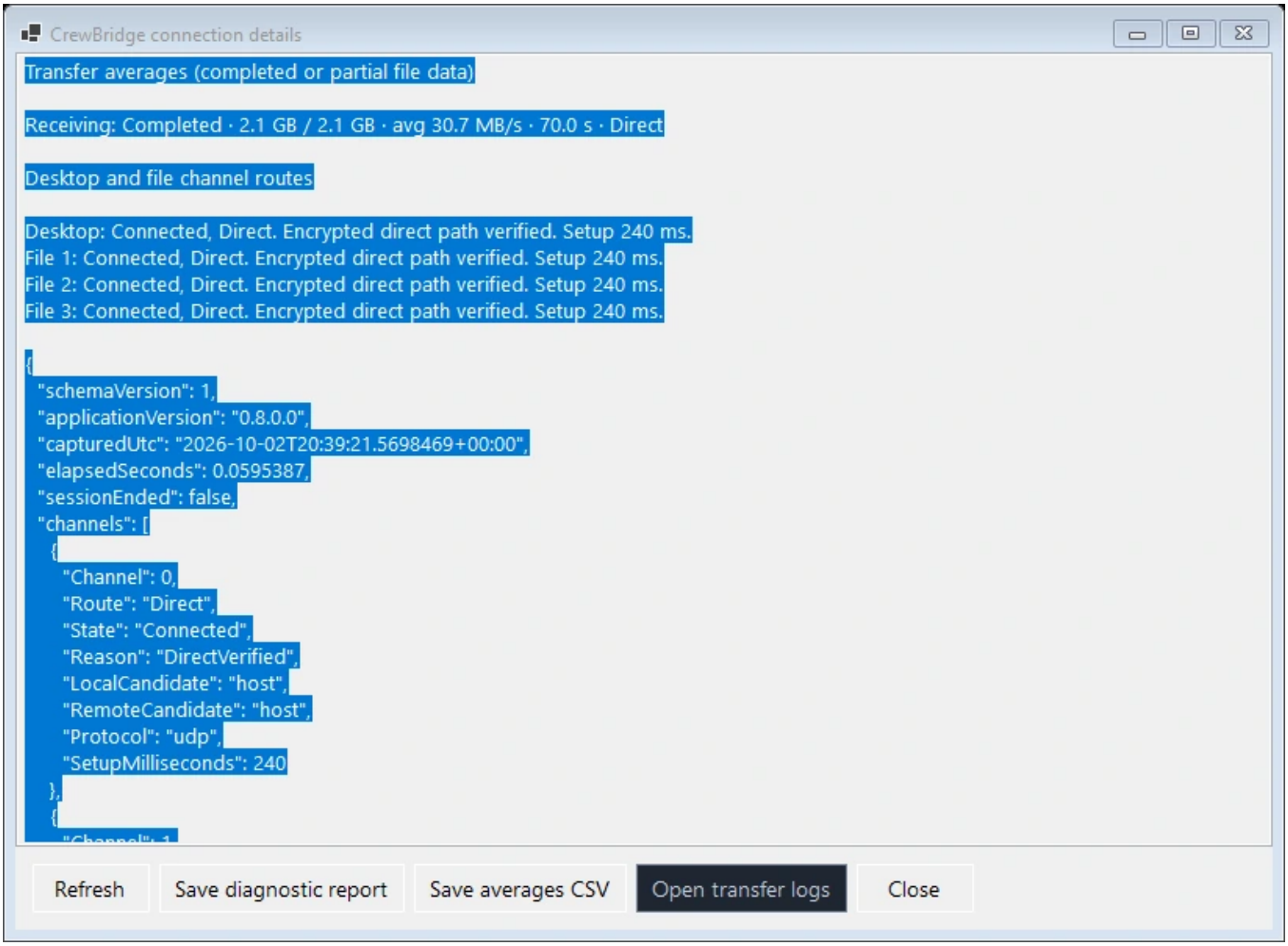
MB/s is megabytes per second; Mbps is megabits per second. About 1 MB/s corresponds to 8 Mbps before protocol overhead. A nominal Ethernet rate is not the available application payload rate.

The report shows up to the latest 5,000 records and reports unreadable logs. File names are omitted from the traffic statistics. Connection diagnostics and the host activity log can contain different details; check them before sharing an

export.

Back to the beginning

17. Connection diagnostics and activity logs



Earlier interface reference (0.8.0); use the 0.8.5 navigation described above. Figure 10. Connection details with generated routes and counters. The example rates are not capacity measurements.

1. During a remote session, open **Connection details**. Click **Refresh** to update the summary.
2. Read Desktop and File channel routes, setup time, connection reasons and traffic counters. Desktop and files may have different routes.
3. Use **Save diagnostic report** for JSON, **Save averages CSV** for that connection's file summaries, or **Open transfer logs** when a statistics log is available.

Peer-to-peer is direct traffic between the PCs. Relay traffic travels through the configured relay. Coordination traffic is connection setup/control traffic; it may still be present when the desktop is direct. A relay fallback alone is not a file-transfer failure.

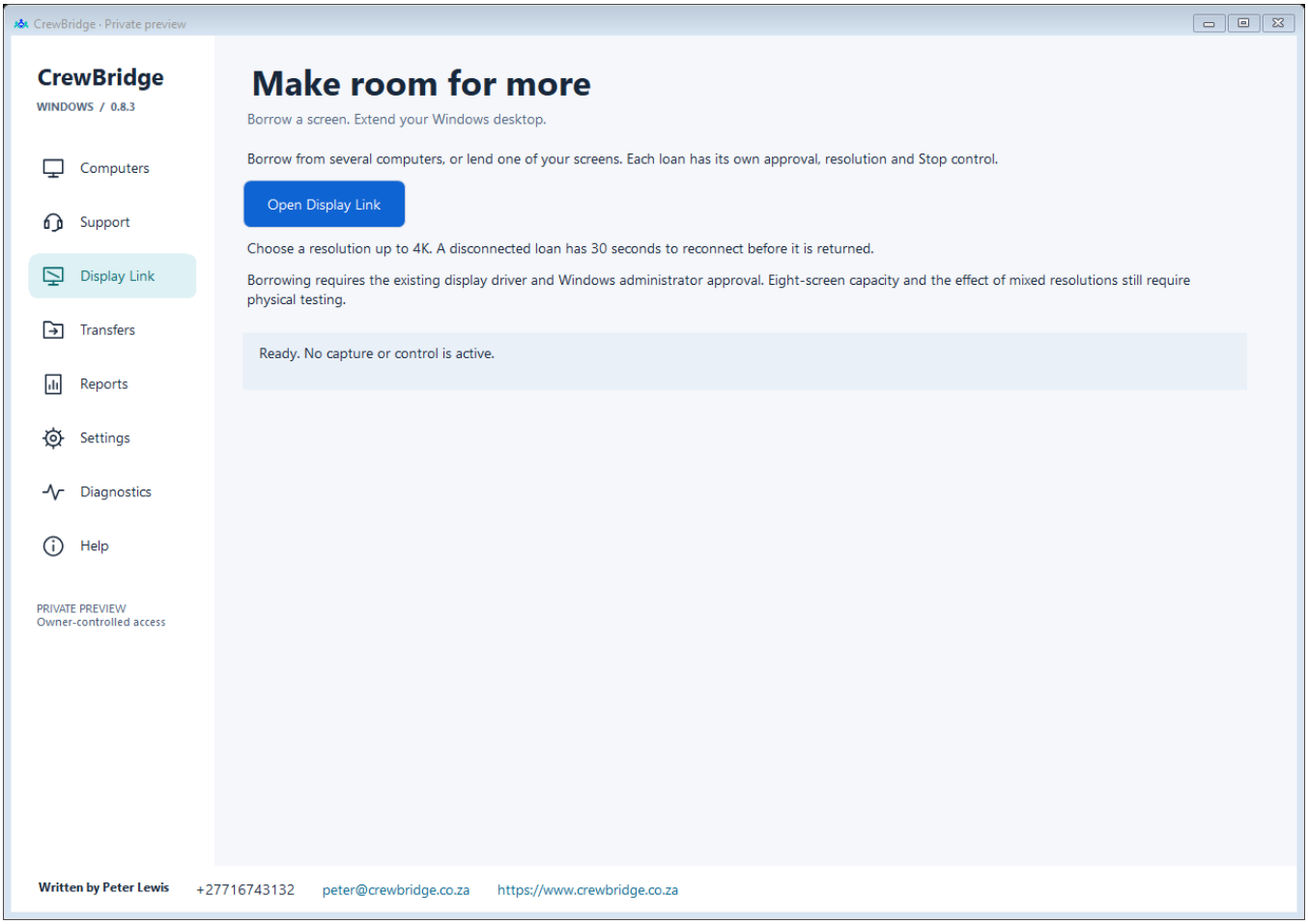
Host activity log

On the host, open **Settings > Unattended computers / permissions / logs**, select a computer and click **View connection log**. The read-only window shows recorded UTC activity, event, reason, session identifier and detail. This differs from the viewer's time report. Revocation retains recorded history.

Saved configuration, grants, device identity and session history use protected local storage associated with the Windows user. Do not copy or delete the protected device-state folder as a troubleshooting shortcut. Use the report buttons to export readable records. A plain export is no longer protected in the same way; review it before sharing.

Back to the beginning

18. Understand Display Link before connecting



Display Link starts from its own navigation entry. Native Windows controls with synthetic example data; no customer session.

The **borrower** runs the applications and gains virtual Windows displays. The **donor** presents each loan on one selected physical screen. Files, pictures and applications remain on the borrower; lending a screen does not move an application to the donor.

1. On each PC, open the main app normally and click **Display Link, then Open Display Link**.
2. On a donor, use the lending controls in that ordinary window. No display driver or administrator prompt is required for lending.
3. On the borrower, click **Borrow screens - administrator** and accept the Windows prompt. Use the borrowing window it opens for your loan tabs.

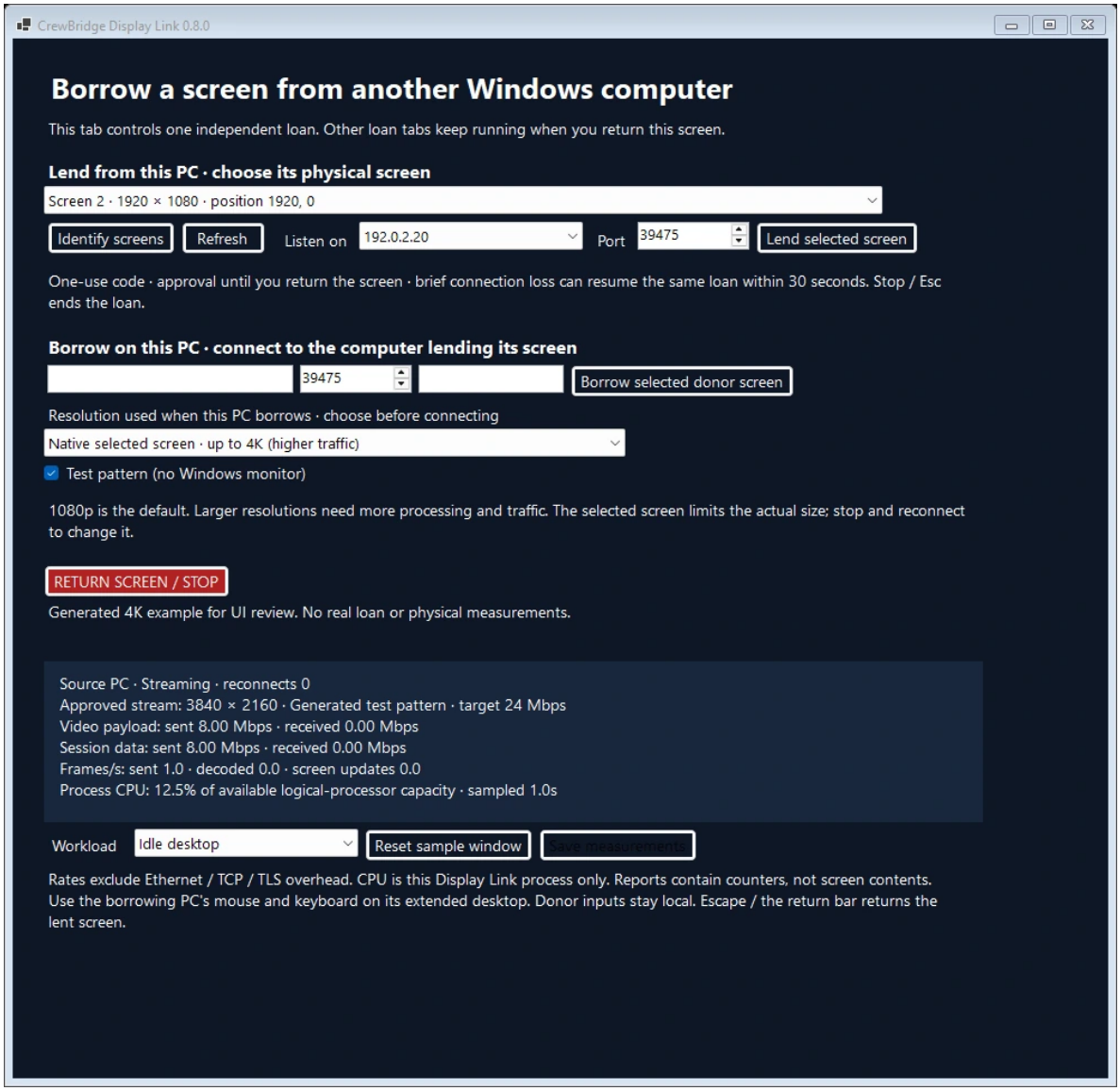
Borrowing requires the separately approved 0.1.3.0 development driver. It is already installed on the current test borrower. This package does not install/trust it automatically. A new borrower needs separate approved deployment; normal support and lending can still work without it.

Only one CrewBridge driver session can own the borrowing adapter. If an older pilot or borrowing window owns it, return its loans and close it first, or use the existing current-version borrowing window.

Keep the main CrewBridge app open. The borrowing component launched from it is tied to that parent app and closes when the parent exits.

Back to the beginning

19. Start the first screen loan



Earlier interface reference (0.8.0); use the 0.8.5 navigation described above. Figure 12. Donor selection and loan controls with an example address and generated 4K measurements.

On the donor

1. Choose the exact physical screen to lend. Use **Identify screens** to match screen numbers to panels; use **Refresh** after a monitor change.
2. Choose the reachable IPv4 address in **Listen on** and note the port, normally 39475.
3. Click **Lend selected screen**. Note the fresh six-digit code in the status text. Leave the donor listening.

On the borrower

1. In **Borrow 1**, enter that donor's IP, port and code. Choose the desired resolution. Leave **Test pattern (no Windows monitor)** unticked.
2. Click **Borrow selected donor screen**. On the donor, read the request and click **Yes** to approve the intended computer, selected screen, mode and size.

3. Open the borrower's **Settings > System > Display**. Confirm an additional display appears, identify it and arrange it beside the matching physical screen.
4. Use the borrower's mouse to drag a test window onto the new display. The donor should present that part of the borrower's desktop.

Unlike ordinary code-based support, Display Link requires this donor approval prompt. A joining code is one use and expires after five minutes. Unticking Test pattern is essential when you want a real Windows desktop extension.

Back to the beginning

20. Add more loans and choose ports

1. On the borrower, click **Add borrowed screen**. Each tab has its own donor address, port, code, resolution, approval and Stop button.
2. On a second donor computer, choose a screen and start its listener. You can use port 39475 again because it has a different IP.
3. If one donor has several physical screens, click **Add screen to lend** there, select another screen and use a different port for that tab.
4. Connect and approve each loan separately. Arrange the new display in Windows and confirm the earlier loans still work.

Example donor	Physical screen	IP address	Port
Donor A	Screen 1	192.168.1.50	39475
Donor A	Screen 2	192.168.1.50	39476
Donor A	Screen 3	192.168.1.50	39477
Donor B	Screen 1	192.168.1.51	39475

These are example addresses; use the actual Listen on value from each donor. Same IP plus same port cannot serve two separate listeners. The additional lending tabs allocate successive ports; match the actual displayed port on the borrower.

A physical screen cannot be lent twice at once. It remains reserved during the reconnect grace period. Stop its existing loan before reusing it.

The current configured limit is eight loan tabs per Display Link window and eight virtual monitor slots in the borrower's driver. This is not a guaranteed Windows or network capacity limit. Three simultaneous donor PCs were physically demonstrated in the pilot; eight remains an acceptance test.

Back to the beginning

21. Resolution scaling and window arrangement

1. Choose the stream resolution before joining: **1080p** (default), **1440p**, or **Native selected screen - up to 4K**.
2. The donor's selected screen limits the negotiated size and its aspect ratio is preserved. A 1920 by 1200 panel under the 1080p limit supplies 1728 by 1080; a native 3840 by 2160 panel can supply 4K.
3. On the borrower, open Windows Display settings. Identify the new display, use **Extend desktop to this display** if needed, and arrange it to match your physical layout.
4. Choose Windows **Scale** for readable text. Scaling is separate from resolution: 200% makes UI larger while a 4K display can still be 3840 by 2160.
5. To change a loan's stream resolution, Stop it, choose another option, then create a fresh code and approve a new loan.

Mixed 4K and smaller displays

In the pilot, adding a 1080p loan changed the existing 4K display's Windows mode to 1080p, although the loan still reported 4K. Selecting that exact display in Windows, restoring **3840 by 2160** and clicking **Apply** corrected it. Version 0.8.0 adds a mode correction, but the real 4K-first/add-1080p sequence still needs acceptance in this build.

Span a window across computers

Restore the app from maximized mode, position it near the display boundary, and drag a window edge to resize it across both displays. Paint and Notepad worked in the pilot. Dragging a title bar can trigger Windows snapping, and individual apps can restrict their own size or placement.

Higher resolution and movement require more processing and network traffic. Start at 1080p when establishing many loans, then measure your actual workload before raising quality.

Back to the beginning

22. Mouse keyboard and returning screens

Use the borrower's mouse and keyboard across its extended desktop. Clicking the taskbar and typing on the borrowed display worked in the pilot. The donor's input stays local to the donor and is not forwarded to the borrower.

The donor's mouse can move, and its other screens can still show its own applications. Do not assume donor input is disabled everywhere merely because it cannot operate the borrower's app.

Action	Result
RETURN SCREEN / STOP on either end	Ends that selected loan. Other independent tabs continue.
Click the donor's blue return bar	Returns that screen to its donor.
Escape on the donor presentation	Returns it when that presentation has keyboard focus; click inside it first if needed.
Close selected loan	Returns that loan and removes its tab.
RETURN ALL SCREENS	Returns loans owned by that Display Link window.
Close Display Link or its owning main app	Returns that window's loans; a launched borrower closes with its parent.

Version 0.8.0 has no fixed 15-minute active-loan cutoff. An approved loan lasts until returned or revoked, while the peers remain connected or within reconnect grace. This does not remove normal remote-support or unattended duration/calendar permissions.

Stop ends consent immediately, including while a screen is reconnecting. A fresh loan needs a new one-use code and donor approval. Do not expect an old code to restart a returned screen.

The pilot test that stopped the middle of three loans left the other two showing images and accepting borrower input. Repeat that independence check when accepting a new integrated build.

Back to the beginning

23. Interruptions reconnection and window positions

What happens	Expected Display Link behaviour
Unexpected break shorter than 30 seconds	The borrower retains the virtual display; the donor shows reconnecting. The same approved loan may resume automatically.
No restoration by the 30-second boundary	The loan ends and its virtual display is removed. A fresh code and approval are required.
Stop during reconnecting	Ends approval immediately; restoration must not reborrow the screen.

Brief automatic restoration uses the same approved loan without a new code or button click. The pilot 4K test retained the position of a window spanning two computers. In the 45-second test, the extra Windows display disappeared after 30 seconds.

Your application remains on the borrower

Returning a screen does not close the picture or move its file to the donor. When Windows removes the display, it repositions affected windows onto remaining screens. If one seems missing, click its taskbar icon on the borrower and check the remaining displays.

Windows can remember positions when the same display returns. In your tests, a picture left alone returned to the borrowed screen; if you moved it during disconnection, it stayed at its new position. A window spanning a removed display moved to the side containing more of it.

These are observed Windows/application behaviours, not a guaranteed per-app placement policy. Windows snapping, saved window positions and the particular viewer can affect them. A complete reconnect timeout differs from a short break where the display is never removed.

This 30-second loan grace is a Display Link feature. It is not a promise that normal remote-support sessions or file transfers automatically resume after a disconnection.

Back to the beginning

24. Measure multiple screens and plan a row

Use real measurements

1. In each loan tab, choose the closest **Workload** label, such as Idle desktop. This labels the sample; it does not generate that workload for you.
2. Click **Reset sample window**, run the actual task for a representative period, and read the sampled rates and frame counters.
3. Click **Save measurements** to export the counters. Record resolution, active loans and workload with the report.

Video payload and session-data rates exclude Ethernet/TCP/TLS overhead. CPU is measured for the whole application process; do not add repeated process CPU percentages across its loan tabs. Network headroom, codec work, GPU/CPU capacity, storage and other traffic all affect usable capacity.

Eight laptops in a row

1. Label the donors 1 to 8. Use the same version, power and reachable addresses. Start with 1080p and add loans one at a time.
2. After each join, confirm all earlier screens still display their portion. Identify the eight borrowed Windows displays and arrange them left to right in physical order, with compatible scaling and aligned edges.
3. Open the picture on the borrower in an app that can freely resize across the row. Restore its window and stretch an edge across the borrowed displays.
4. Check the complete picture, pointer movement, independent Stop and brief reconnect before recording the video.

Eight 1920 by 1080 displays make a logical row of 15360 by 1080 pixels. Your picture app also needs to support that window/canvas size. Eight physical loans and the filmed demonstration remain pending. A static picture does not establish eight-screen video playback capacity.

Back to the beginning

25. Troubleshoot ordinary support and files

The program does not start

Run the standalone **CrewBridge-Support.exe**. See chapter 30 to save and optionally email its report without starting the main app.

Re-extract/reinstall the complete approved package if a native DLL is missing. Open the main program normally. If it reports elevated startup permissions, check the shortcut's administrator compatibility setting with the person helping you. The startup log is at **%LOCALAPPDATA%\PraxosRemote\startup-diagnostics\startup.log**; review it before sharing. Do not reset protected device state.

The code is rejected or the host is unavailable

Check the host's current six digits, one-use/expiry status, whether it is actually waiting, and matching server configuration. Start a fresh code connection. For saved access, check the host grant, allowed days/hours, date restrictions, suspension, availability and any earlier active session.

The picture is visible but input does not work

Read the permission text. Click inside the viewer to focus it. Ask the host to check mouse/keyboard rights and the emergency shortcut status. Escape releases focus. Private permission dialogs and locked Windows sessions are not normal controllable desktop areas.

I cannot choose another screen

The host must authorise that screen. The selector is disabled when only one is available, during a pending switch or while private setup is active. Let the switch/setup finish; do not repeatedly click Connect.

Send or Receive is disabled

Select a file rather than a folder. Check the host's upload/download rights, chosen authorised folder and your receiving destination. Refresh both folders. Wait for another operation to finish. A configured destination that no longer exists must be chosen again in Settings.

The transfer fails or the destination has the same name

Check free space, destination availability, permissions and the exact recorded outcome. CrewBridge does not overwrite existing files. Resolve the conflict, refresh and start a new transfer. Update both peers if an older size limit is reported.

The report is empty or cannot be saved

Session reports are outgoing approved sessions on the viewer, while host activity is in the host log. Refresh after a completed operation. Choose a writable export folder. Transfer reports warn about unreadable logs. Keep incomplete durations separate from confirmed ended sessions.

Back to the beginning

26. Troubleshoot Display Link

The donor has no administrator prompt

That is expected for lending. Only the borrowing component requests administrator approval. If you cancelled it, open Borrow screens - administrator again when ready.

No new Windows monitor appears

Check that Test pattern is unticked, donor approval succeeded and the tab is active. Confirm you used the separate borrowing window on a driver-ready Windows 11 PC. An adapter in Device Manager alone does not prove an active monitor was created.

Driver session is already open or driver is missing

Use the existing borrowing window or return loans and close the older pilot before opening another. Borrowing requires the approved 0.1.3.0 development driver. A new borrower needs the separate deployment step; do not install certificates or change Windows boot security from an improvised procedure.

The loan is rejected or cannot listen

Match the actual donor IP, port and fresh code. Two tabs cannot listen on the same IP and port. The chosen physical screen must not already be lent/reserved. Use 0.8.5 on both ends; old P5 cannot negotiate this protocol.

A 4K loan becomes 1080p after another joins

Check the exact display's Windows resolution and the tab's approved stream size. The pilot workaround was restoring that display to 3840 by 2160 and Apply. Record whether the integrated correction prevents it in the real 4K-first/add-1080p test.

It did not reconnect

Was Stop clicked, did 30 seconds pass, or did an app close? Those end the loan. Create a fresh listener/code and approve again. An unchanged code cannot restart returned consent. A donor may keep a screen reserved until the old grace has finished.

A window disappeared or jumps to one side

Use the borrower's taskbar to recover the running app. Restore it from maximized mode and resize an edge to span screens. Windows placement/snap behaviour can differ by app.

An older pilot reports Invalid display permission

Earlier timed pilots were affected by clock differences; syncing Windows clocks resolved one laptop test. The new until-returned approval removes that absolute cross-PC expiry, but correct time remains useful for reports and scheduled access.

Back to the beginning

27. Updates privacy and current limits

Update without losing your recovery path

1. Stop remote sessions, return borrowed screens and close the old app before switching.
2. Use a new version folder/installer and the same Display Link version on both ends. Preserve the previous complete release.
3. Keep the same Windows account for its protected device identity, grants and records. Do not manually copy, delete or edit private state to solve a startup problem.
4. If you uninstall the preview, first return loans and close its windows. Use its Windows uninstall entry. Driver removal is a separate managed action, not a manual file deletion.

What is already demonstrated and what remains

Area	Status in this edition
Ordinary support and reports	Available in the current private Windows preview, with local records and exports.
Pilot screen loans	Three donors, six total displays, 4K/scaling, independent middle Stop and short reconnect were physically demonstrated.
Integrated 0.8.0 loans	Until-returned policy and mixed-mode correction implemented and checked in development; physical acceptance in this build remains.
Eight screens and sustained use	Configured admission is eight; eight-donor and long-duration physical acceptance remain pending.
Classroom and team options	Planned next development; no classroom broadcast/control UI yet.

Codes are temporary credentials: give them only to the intended person. Reports remain local until you export/share them. Diagnostics can include computer identifiers, routes, reasons and file-related details; review the exact export rather than assuming it is anonymous.

Screen-loan measurements record counters rather than screen pixels. Screenshots in this manual use example data. The website describes the private preview; public accounts, subscriptions, checkout and production driver distribution have not launched.

Back to the beginning

28. First use checklist and classroom preparation

Remote support checklist

- Both PCs open the expected 0.8.5 release normally.
- The host saves the intended screens, input/clipboard/file rights and duration before making a code.
- The viewer joins with a fresh code, can switch only among authorised screens and can use only the permitted controls.
- A harmless file is delivered as Verified/Completed into the intended destination.
- The viewer exports its time/session and transfer CSVs; the host locates the correct computer's activity log.
- Stop ends the session; unattended availability is left in the state the host intends.

Display Link checklist

- Driver-ready borrower launches its separate component; donors lend without a driver.
- Each listener has the correct screen, reachable address and distinct endpoint where required.
- Test pattern is off, the owner approves, and the virtual display extends the borrower's desktop.
- Resolution, scaling and physical arrangement match. Add a smaller loan after a 4K one and check that 4K is retained.
- Returning one loan leaves the others active. Brief loss resumes only within grace; Stop/timeout requires fresh consent.
- Repeat in the integrated build and test past the old 15-minute boundary before relying on sustained use.

Prepare for classroom work

Once this setup is accepted, classroom development needs its own role and permission design. Decide which PC is the teacher, how pupils enrol/leave, which screens are broadcast, whether the teacher can observe/control individuals, how consent and stop controls work, and what records are needed. An eight-laptop Display Link row is a useful display test, but it is not yet a teacher-to-many-students classroom workflow.

Record those choices before implementation. Keep the current accepted remote-support and Display Link packages available while classroom work is developed separately.

Back to the beginning

29. Terms and quick reference

Term	Meaning
Host / sharing PC	The computer whose desktop or folder is accessed in ordinary remote support.
Viewer / connecting PC	The computer displaying that remote desktop.
Borrower	The Display Link PC running apps and gaining virtual displays.
Donor / lending PC	The computer lending one selected physical screen.
Fingerprint	An identifier of a device key; a readable name is only a label.
Shared folder	An authorised location the other PC can access within granted rights.
Receiving folder	The local destination for requested downloads; choosing it is not a sharing grant.
MB/s and Mbps	Megabytes per second and megabits per second respectively; 8 bits make 1 byte.
Direct / relay	A peer-to-peer path / a path through the server.
Grace period	Display Link's 30 seconds to resume the same unreturned loan.

Where to go

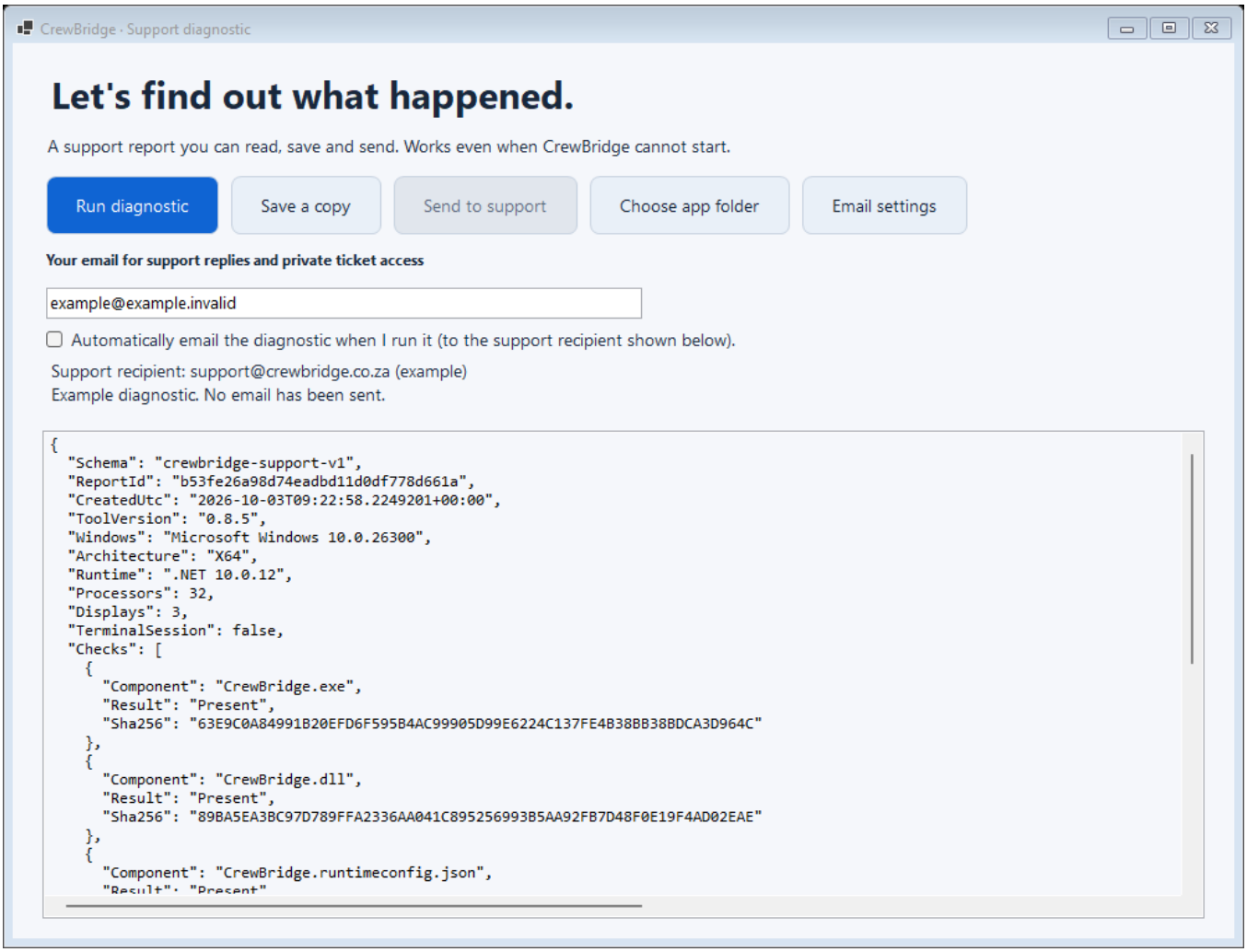
- **Remote setup:** home > Session setup > Save setup.
- **Unattended grants and host activity:** Settings > Unattended computers / permissions / logs.
- **Time records:** home > Session reports > Export billing CSV.
- **Transfer history:** home > Transfer reports > Save averages CSV.
- **Current diagnostics:** active session > Connection details > Save diagnostic report.
- **Screen loans:** home > Display Link, then Open Display Link.
- **Ordinary input release:** Escape in the windowed viewer; fullscreen Escape first exits fullscreen. **Emergency host stop:** Ctrl + Alt + Pause.
- **Return a borrowed screen:** RETURN SCREEN / STOP, donor return bar, or focused donor Escape.

For help, note the exact version, which PC/role you were using, the button clicked, the status/error message, expected result and actual result. Export only the relevant reports after reviewing their contents.

Back to the beginning

30. Run, save and send a support diagnostic

In CrewBridge select **Diagnostics**. If the main application cannot start, run **CrewBridge-Support.exe** or its Start-menu shortcut. This separate self-contained Windows tool does not load CrewBridge's DLL or GStreamer. If it is stored away from the application, choose the folder containing CrewBridge.exe.



Standalone diagnostic - the main app uses the same report without a duplicate contact footer. Native Windows rendering with synthetic example data.

1. Choose **Run diagnostic**. No remote connection starts.
2. The report is saved in **Documents\CrewBridge Diagnostics** and displayed for review. The status gives its exact filename. **Save a copy** lets you choose another location.
3. Enter your email address for support replies and private ticket access. It is sent separately as reply information, not added to the diagnostic attachment.
4. Select **Send to support** and confirm the displayed recipient and your reply address. A local report remains available even if email fails.

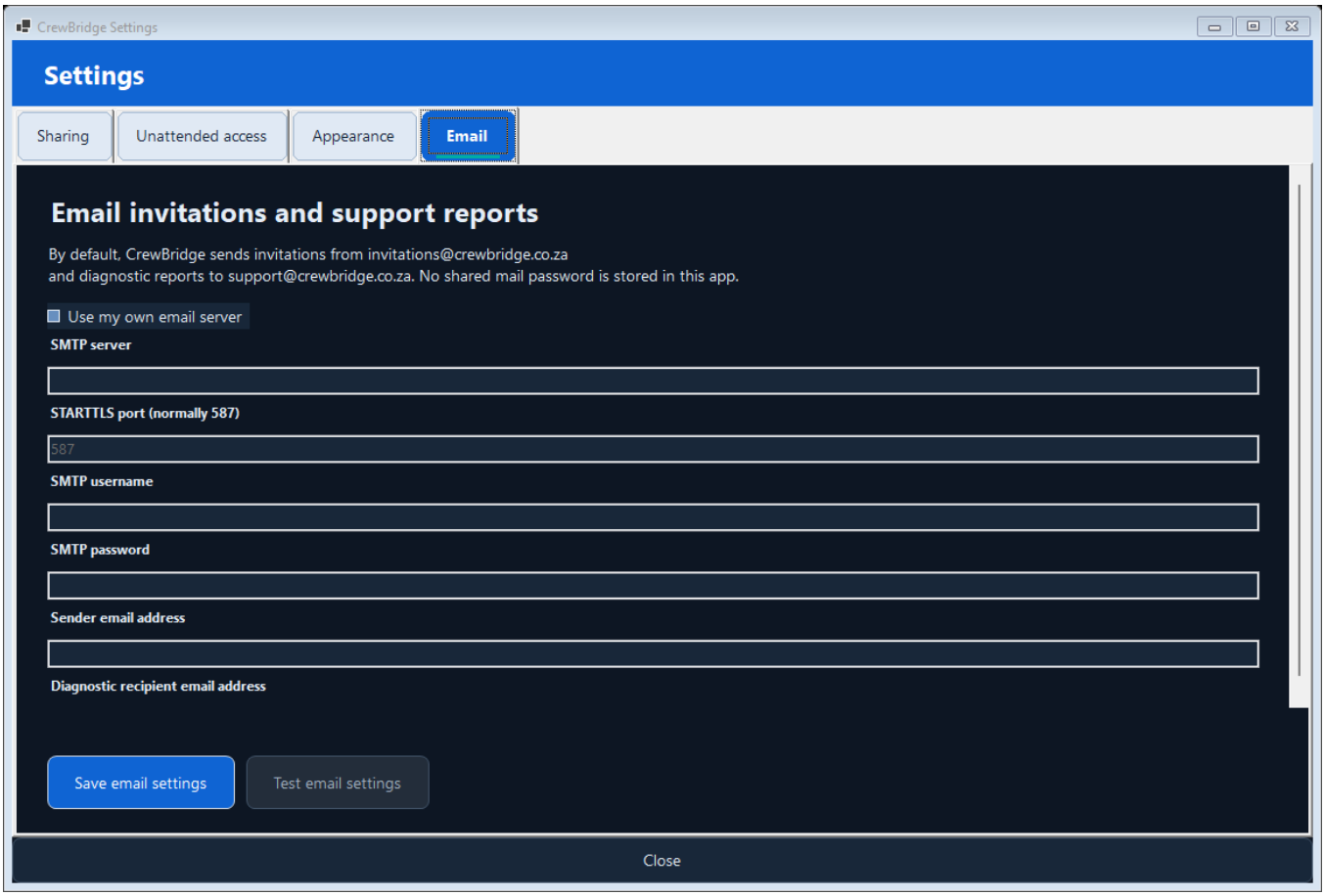
To save and send in one action, tick **Automatically email the diagnostic when I run it** first. This applies only to checks you run in that window and is not remembered after closing it. It is not a background crash uploader. Changing the reply address or email settings clears this choice. If you change the reply address while collection is running, the tool will not automatically send that report.

Default CrewBridge email service

No customer email settings are needed. Invitations come from **invitations@crewbridge.co.za**; diagnostics go to **support@crewbridge.co.za**. The app sends an HTTPS request to CrewBridge's server. The server validates the request and uses its local mail system. No shared SMTP password is embedded in the app, installer or portable ZIP. The service uses short-lived signed challenges, proof of work, replay prevention and sending quotas. If a limit is reached, wait or configure your own server.

Use and test your own SMTP server

Open **Settings** → **Email** in the main app. The standalone tool retains an **Email settings** button so you can configure it when the main app cannot start.



Main Settings - Email, with the default CrewBridge service selected. Native Windows rendering with synthetic example data.

1. Tick **Use my own email server** to enable the fields.
2. Enter the SMTP hostname, STARTTLS port (normally 587), username, password, sender address and diagnostic recipient. The password field is masked.
3. Choose **Test email settings**. It uses the values currently entered and asks before sending a clearly labelled test message to the **sender email address**. No invitation code or diagnostic is attached; settings are not saved by testing.
4. Check that address's inbox and spam folder. “Accepted” means the mail server accepted it, not that inbox delivery is proven.
5. Choose **Save email settings** when satisfied. Untick the custom option and save to return to CrewBridge's service and clear custom SMTP values.

A configured custom server does not silently fall back to CrewBridge after a failure. STARTTLS with normal certificate validation is required; implicit TLS on port 465 and plaintext SMTP are not supported. Custom settings are protected by

Windows DPAPI for the current Windows account in **%LOCALAPPDATA%\CrewBridge\support**. Local administrator access or malware running as the user remains outside that protection boundary.

Report contents and privacy

The report contains Windows/runtime versions and architecture, CPU/display counts, terminal-session status, the presence and SHA-256 of fixed application components, a temporary-folder write check, and counts of four known startup-event types. Raw log lines, usernames, computer names, IP addresses, device identities, support codes, security keywords, passwords, SMTP settings, user documents and screenshots are excluded. Large startup logs are skipped.

Session, transfer, time and connection reports remain separate. They can contain identifying details and are never attached automatically by this diagnostic. Both tools preserve the local report after a failure. Check delivery before retrying after a timeout to avoid duplicates.

31. Security and acceptance boundaries

Attended support uses a one-use six-digit code, a five-minute join window, encrypted sessions and cryptographic device identities. The owner chooses the permissions locally before making and sharing the code. A fingerprint identifies a key, not a biometric fingerprint. You do not share your Windows password or manually exchange a permanent PC ID.

The broker is trusted for initial attended pairing; this is not protection against a fully malicious first-contact broker. Six decimal digits have one million possible values, so throttling, expiry and consent remain essential. The code may recur for a later invitation; one-use refers to a particular session.

Unattended keyword handling, identity proofs, host revocation, permissions, schedules and escalating lockouts are retained. RDP/unknown-session guards remain; there is no universal detection of third-party console-sharing tools or protection against privileged malware.

The included security review records the existing design and limits. Managed vulnerability checks are not an audit of all native media/display dependencies. The preview is not a signed public production release or an independent penetration-test certificate.

Native screenshots and local regression receipts use synthetic data and generated media. Physical two-PC keyword/RDP acceptance, mixed 4K/1080p mode behaviour, eight-laptop capacity, customer SMTP settings and installation on another Windows machine remain owner acceptance items. Adding a 1080p loan previously changed an existing 4K Windows mode; this redesign does not claim to have fixed or physically retested that behaviour.

Credits: Peter Lewis
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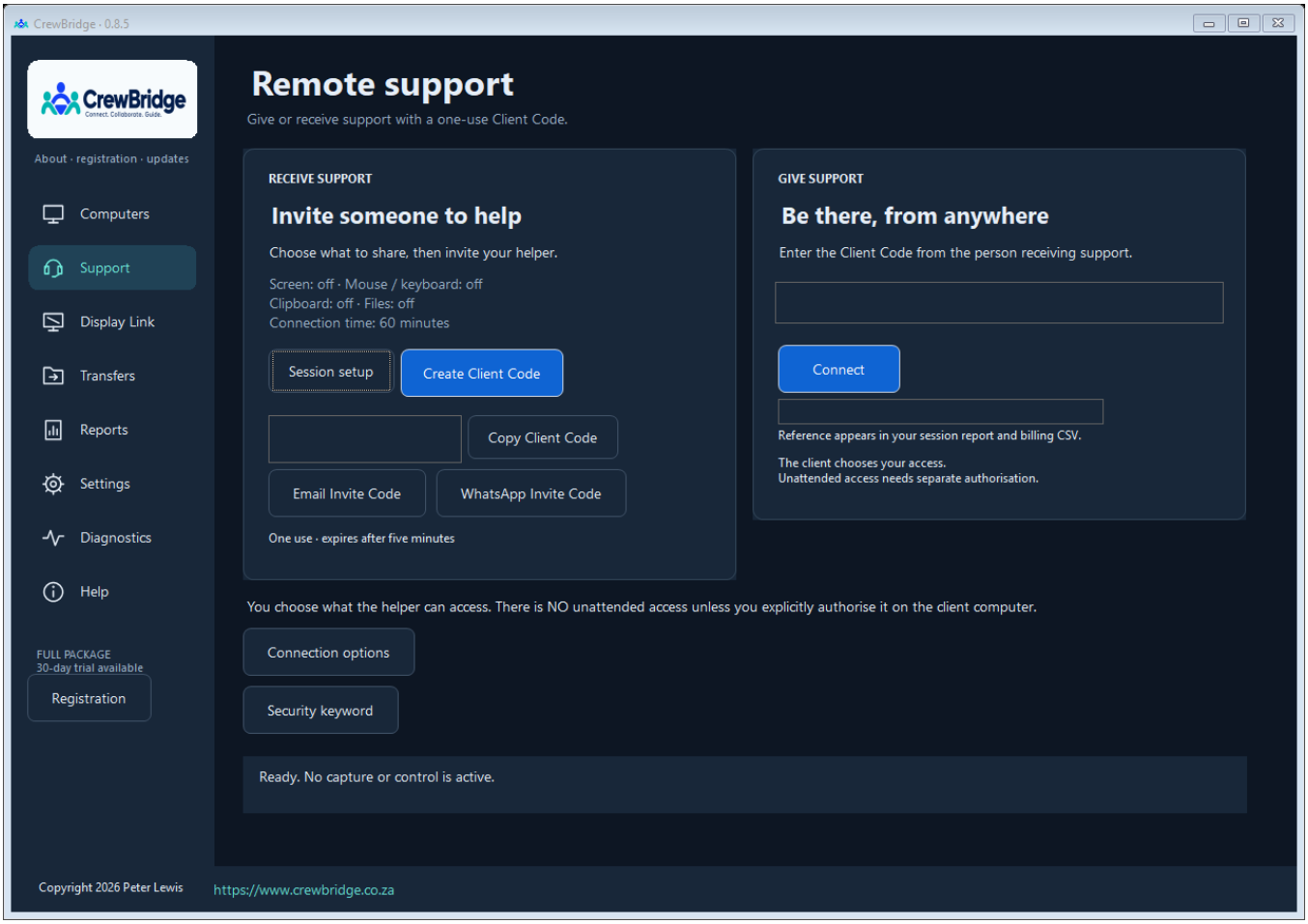
https://www.crewbridge.co.za

Windows administrator prompts require approval at the client computer. CrewBridge runs at ordinary user privilege and cannot control the protected UAC screen. Ordinary changes within the permissions already granted do not necessarily generate another Windows prompt.

WhatsApp and email disclose the current Client Code to the selected destination. Check the recipient before sending. Codes expire five minutes after creation, are one use, and never grant unattended access by themselves. Email delivery can be delayed beyond expiry; create a new code if needed.

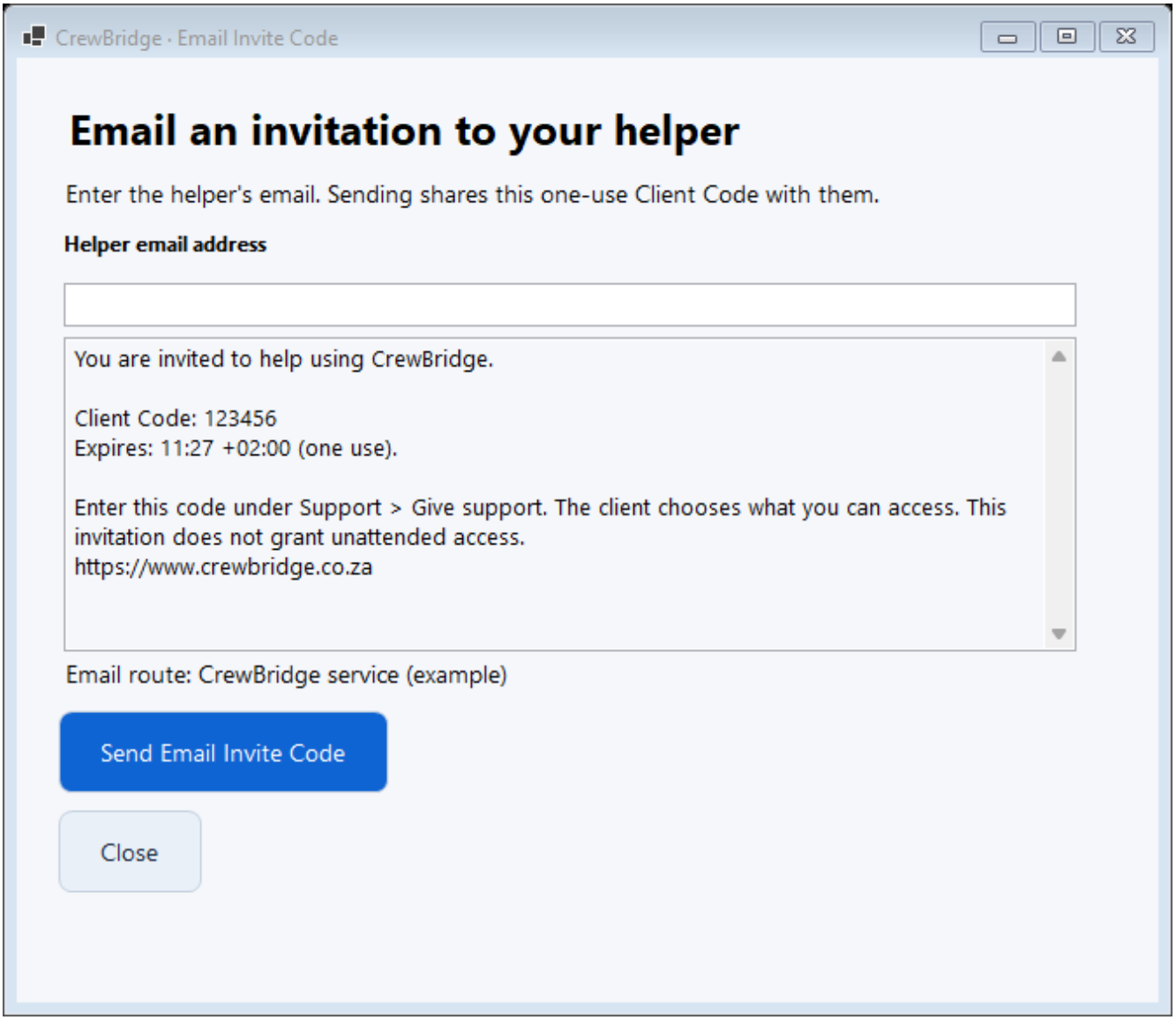
32. Invite a helper by email or WhatsApp

Open **Support**, choose permissions in **Session setup**, then **Create Client Code**. Beside the code are **Email Invite Code** and **WhatsApp Invite Code**. These require a current, unused Internet support code. Creating and sharing a code invites a helper. The client then reviews the helper identity and approves the selected permissions. Unattended access needs a separate explicit grant.



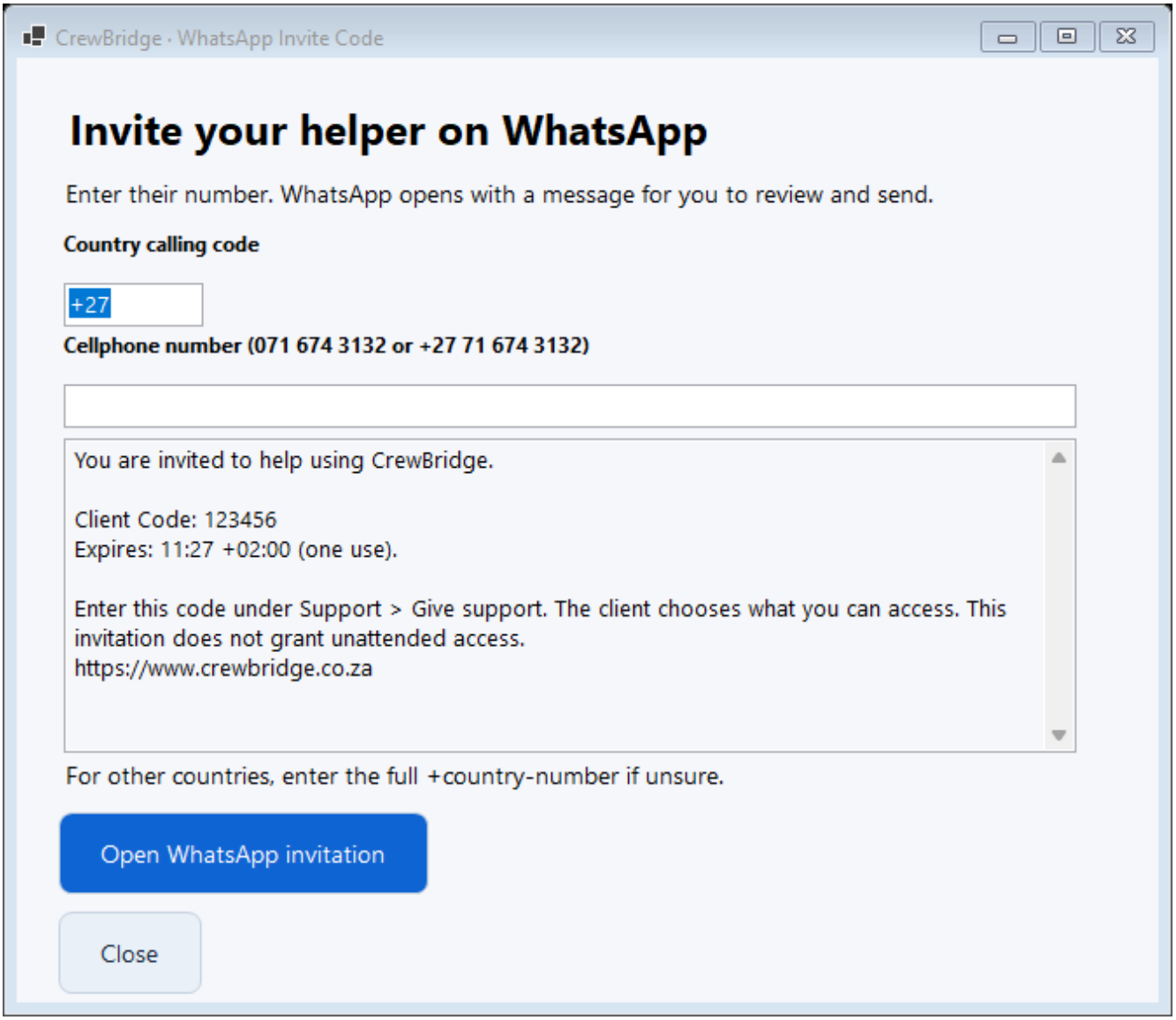
The two invitation buttons sit together under Receive support. Native Windows rendering with synthetic example data.

Email: enter the helper's plain email address, review the code and expiry, and confirm Send. It uses Settings → Email. The app rechecks the code before submission. Inbox delivery is subject to the receiving mail system, so do not assume an accepted message arrived before the code expired.



Email invitation review. Native Windows rendering with synthetic example data.

WhatsApp: enter a country calling code and cellphone number. The default country code is +27. You can type spaces, parentheses and hyphens; CrewBridge strips them from the link. South African **071 674 3132**, **+27 71 674 3132**, **0027716743132** and **27716743132** resolve to **27716743132**. For other countries, use the full +international number if unsure; number formatting does not prove the number is registered with WhatsApp.



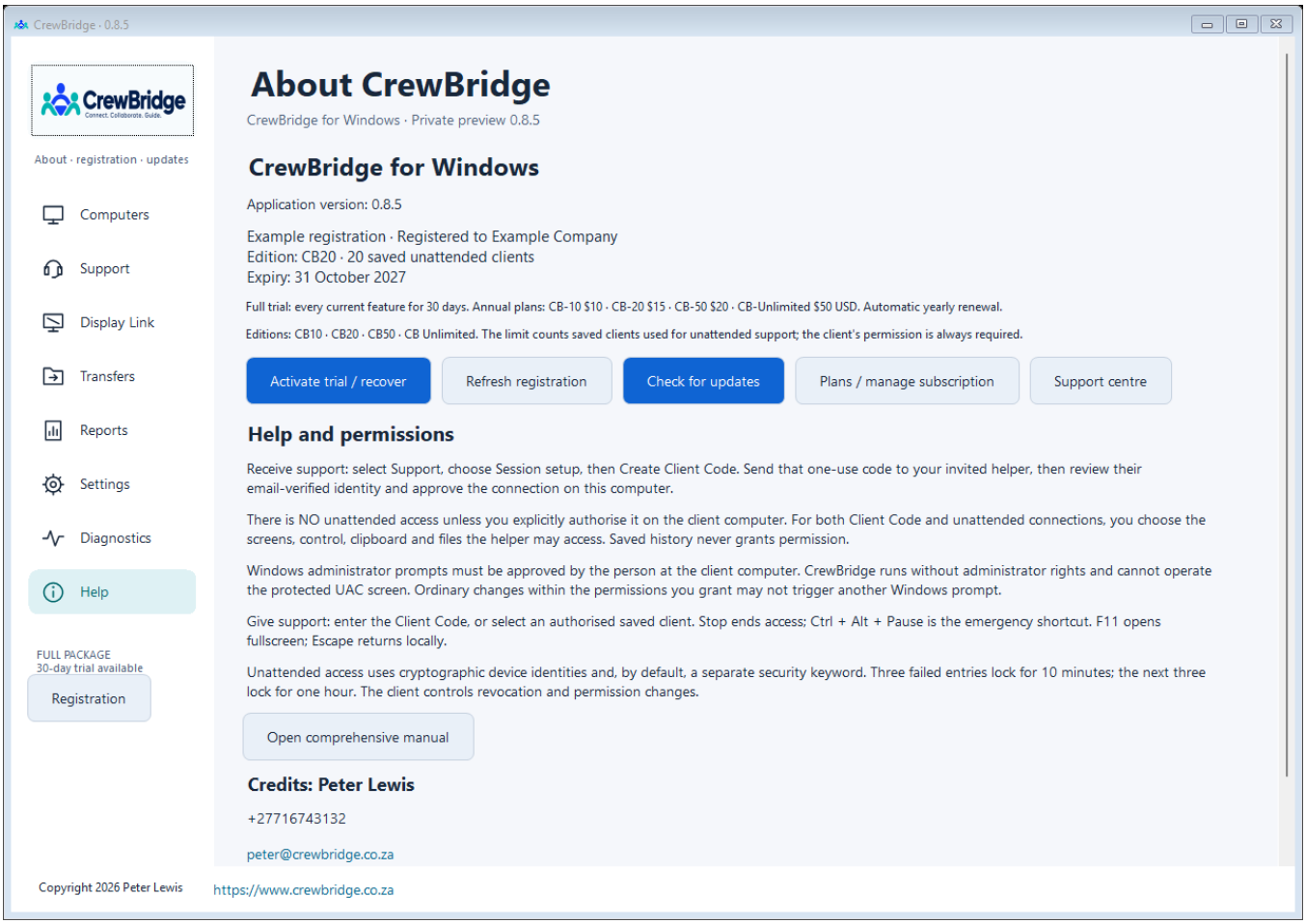
WhatsApp invitation - country code, cellphone number and message preview. Native Windows rendering with synthetic example data.

Choose **Open WhatsApp invitation**. The app opens an HTTPS **wa.me** link in the default browser. The phone portion has international digits only, with no plus sign, spaces or punctuation. Spaces and line breaks in the message are URL encoded. Review the actual recipient and press Send in WhatsApp yourself. CrewBridge does not press Send or retain the recipient number. WhatsApp may offer its web or desktop application according to your browser settings.

Code sharing is unavailable once the code expires or has paired. A browser draft already opened does not refresh automatically: if a code expires, create a new one and open a fresh invitation.

33. Logo, registration, Help and updates

Click the original CrewBridge logo, or select **Help**, to open About. It shows the installed application version, registered customer, computer label, verified email, edition and expiry. Registration examples in this manual are explicitly synthetic; the running app never invents a customer or entitlement.



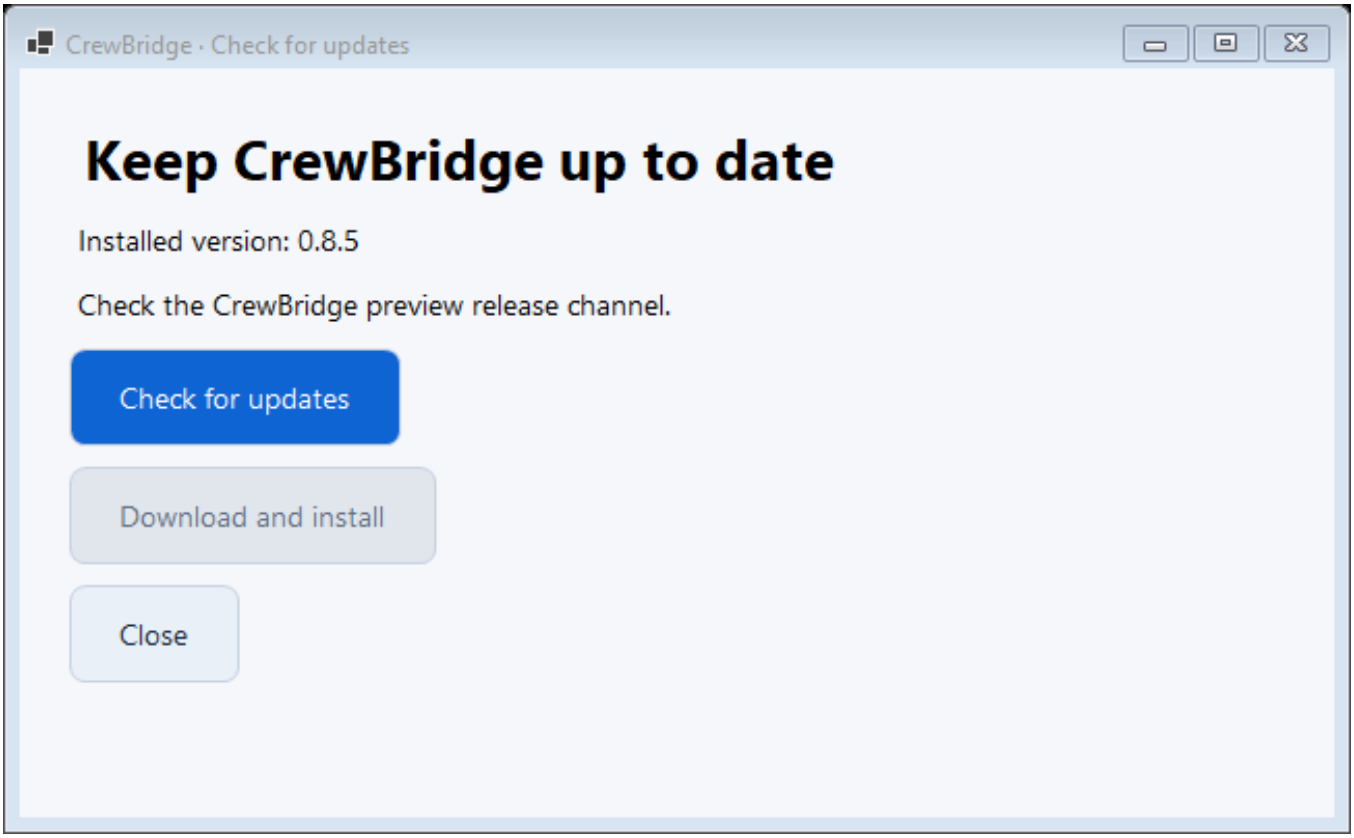
About and registration. Native Windows rendering with synthetic example data.

The main screen footer reads **Copyright 2026 Peter Lewis** with the website link. About includes **Credits: Peter Lewis**, **+27716743132**, peter@crewbridge.co.za and https://www.crewbridge.co.za.

Use Registration to register or recover this computer; Refresh to check its current server record; Plans / manage subscription for the website account; and Support centre for tickets.

Check for updates

Select **Check for updates**. CrewBridge verifies the publisher signature, expiry and application edition on the update information. A Receive Support update cannot be substituted for a Screen Donor or full-package update. Installers must come from CrewBridge's HTTPS downloads path and match the signed size and SHA-256. The app asks before downloading and again before launching the verified installer.

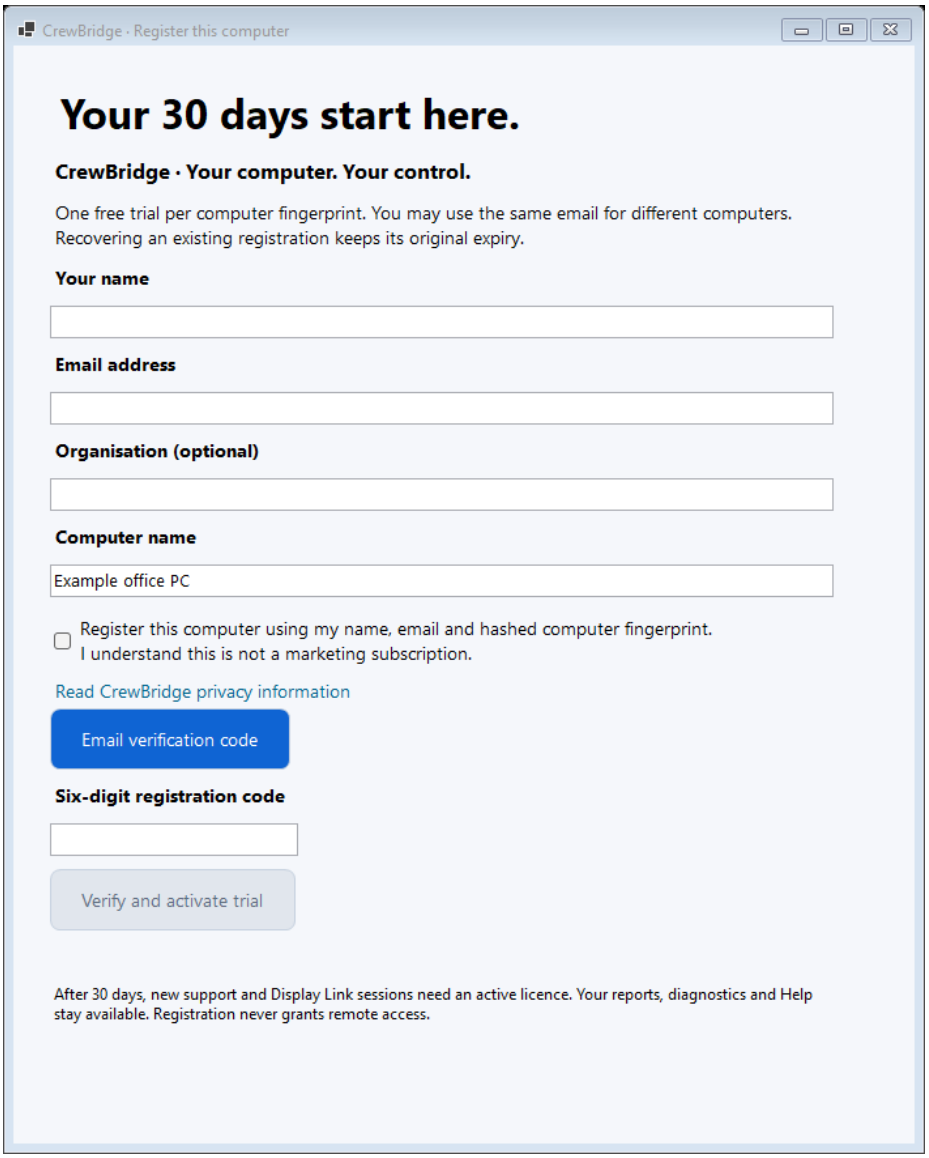


Update check. Native Windows rendering with synthetic example data.

Stop support sessions and return borrowed screens before installation. Updates use versioned folders, preserving older releases. Shared settings, remote identities and permission grants remain in their protected data folders. Release-feed signing is separate from Windows Authenticode; these preview installers do not have a Windows Authenticode publisher certificate.

34. Register a computer and start the 30-day trial

1. Open **Help → Registration**.
2. Enter your name, email, optional organisation and a friendly computer name.
3. Read the privacy information and select registration consent.
4. Select **Email verification code**. Enter the six-digit code from your inbox within ten minutes.
5. Select **Verify and activate trial** in the full app, or **Verify and register** in a free app.



Full-package registration. Native Windows rendering with synthetic example data.

The full package has one 30-day trial per computer fingerprint. The same verified email may register different computers. A trial is not restricted to one per email. Registering a free app does not start the full trial; starting full registration on that computer activates its once-only trial. Registration never subscribes you to marketing and never grants anyone remote access.

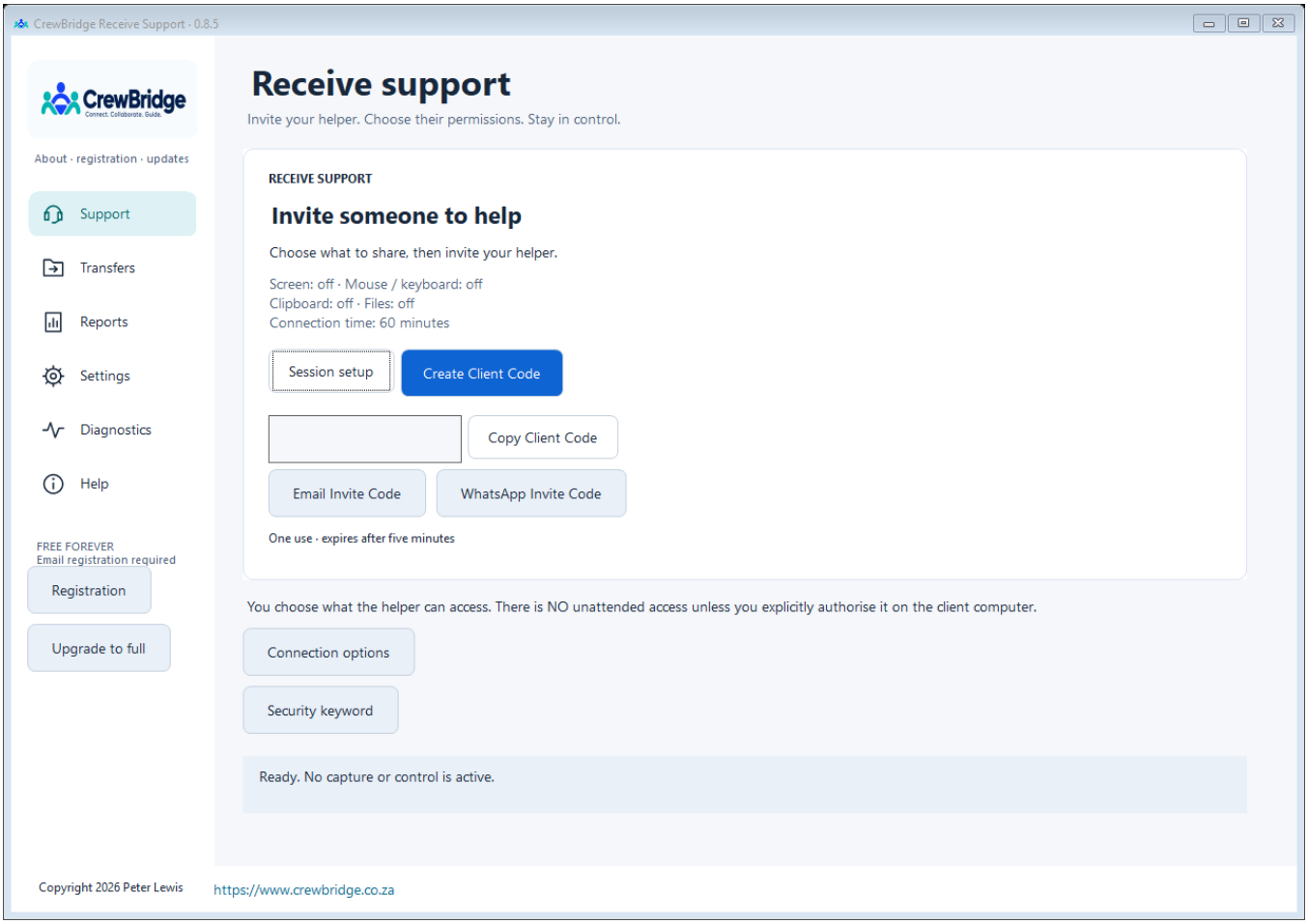
The app hashes a firmware computer identifier, or Windows MachineGuid when no usable firmware identifier exists. The raw identifier stays on the computer. This licensing fingerprint is separate from the cryptographic device fingerprint used to authenticate remote connections.

Recovering an existing registration keeps its original dates. Reinstalling on the same usable firmware identifier does not create another trial. A motherboard replacement, or a Windows reinstall when only the fallback identifier is available, may require support review. Staff can transfer remaining entitlement to a replacement registered with the same verified email. The original expiry is preserved and the old computer is revoked; conflicting subscriptions are refused for review.

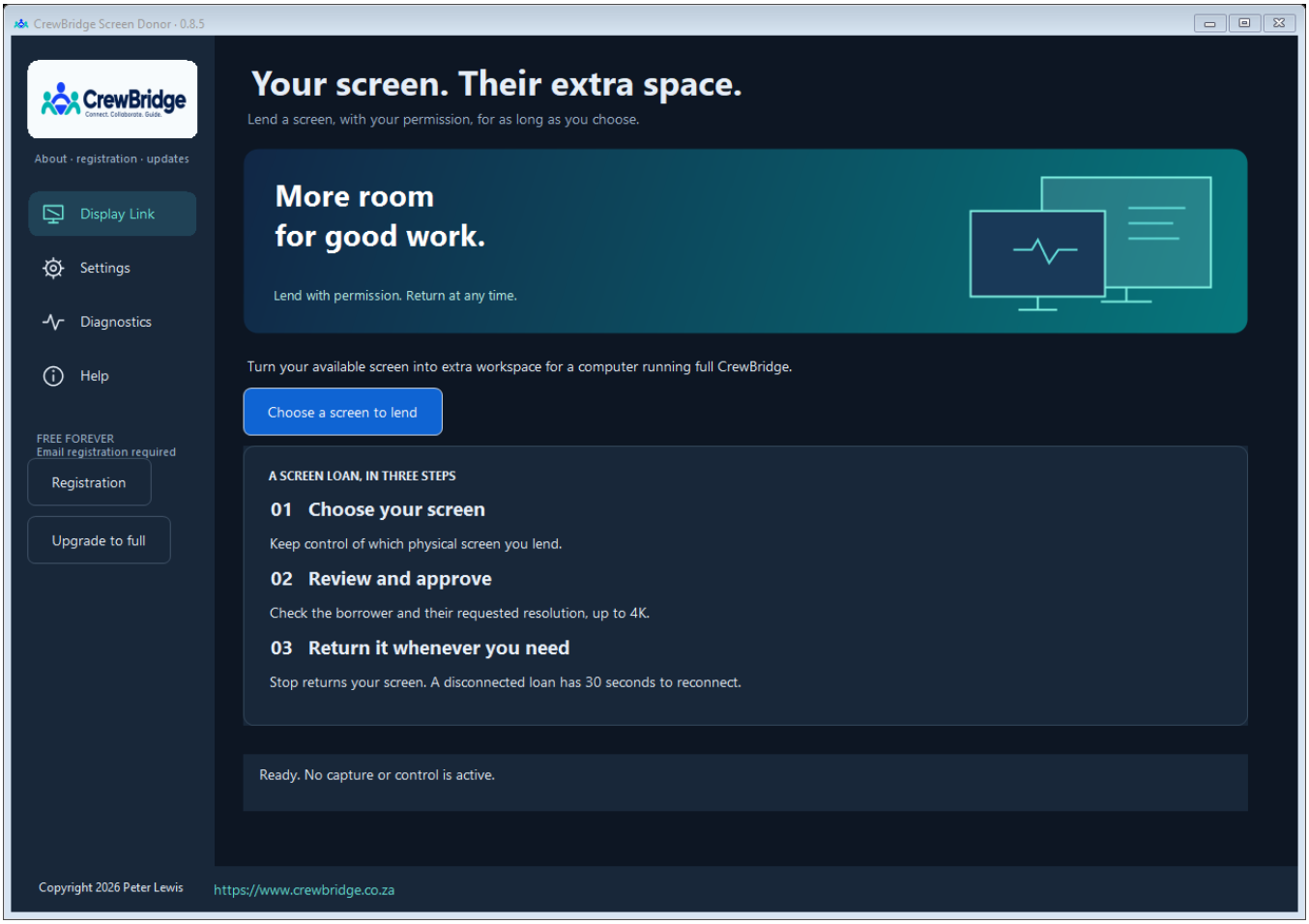
After full-trial expiry, an active paid licence is required for new full-package Support and Display Link sessions. Local reports, diagnostics and Help remain available. The two registered free apps retain their free receiving or donating functions. No payment details are required for a trial.

35. Receive Support and Screen Donor: free forever

Application	What it does	Registration
CrewBridge	Give and receive support, saved unattended clients, borrow and lend screens, reports and transfers.	30-day full trial, then annual licence.
CrewBridge Receive Support	Create Client Codes, email or WhatsApp invitations, receive approved help, select permissions and revoke unattended grants.	Verified email; free forever.
CrewBridge Screen Donor	Lend selected screens, review borrowers and resolutions, stop loans and use the 30-second reconnect window.	Verified email; free forever.



Receive Support home. Native Windows rendering with synthetic example data.



Screen Donor home. Native Windows rendering with synthetic example data.

The free apps do not give support or borrow screens. They retain Settings, Diagnostics and Help relevant to their role. Receive Support also retains session files, reports and permission management. Screen Donor does not require the virtual display driver merely to lend an existing screen.

Select **Upgrade to full** to open the downloads page. Install full CrewBridge in its own versioned folder; shared registration, settings and history remain available. A free registration does not create an automatic paid subscription.

36. Server authorisation, helper identity and client consent

Every app confirms authorisation with the CrewBridge server at startup and before a new connection. Both the receiving/donating computer and the helper/borrower must be authorised. A revoked registration, expired full entitlement or unavailable authorisation service blocks new connections. An expired cached document is never an offline permission bypass.

Before approval, the client sees the helper's registered name, organisation and verified email. Email verification proves access to that email address. Names and organisations are self-declared; CrewBridge does not claim the person or company has been vetted. The short-lived signed helper identity is bound to the authenticated cryptographic connection key and checked with the server for each new approval.

A valid registration is only a product entitlement. It does not replace the one-use Client Code, client approval, permissions, unattended keyword, schedule or lockout checks. There is **NO unattended access unless the client explicitly authorises it**. The client can revoke grants in Settings and stop an active session.

Windows administrator elevation still needs approval at the client computer. CrewBridge does not bypass the Windows secure desktop or approve UAC prompts remotely. Ordinary actions within permissions already granted do not all generate a Windows prompt; do not treat consent as a promise that every file or setting change has a separate confirmation.

Display Link's existing 30-second reconnect window resumes the already approved loan. A new loan after that window needs a new authorisation and approval. Revocation takes effect at the next authorisation check; it is not represented as an immediate server kill of an established connection.

37. Your support ticket and private web access

1. Email support@crewbridge.co.za, or send a diagnostic using the default service and your reply email.
2. The acknowledgement contains a ticket number such as **CB-2026-000123** and a separate private access code.
3. Open CrewBridge Support Centre, enter the same email and private code, and select **View my ticket**.
4. Read updates and reply on the webpage, or reply by email with the ticket number retained in the subject. Use the same email address.

The ticket number alone does not grant web access. Keep the private code confidential. Matching sender email and ticket number thread email replies, but email content alone never authorises remote access or a hardware/registration change.

New tickets are allocated among active staff according to open workload. Replies stay with the assigned staff member unless reassigned. If staff mark the issue resolved, a 72-hour confirmation period begins. A client reply keeps or reopens the ticket and cancels that timer. An ongoing investigation is never closed merely because 72 hours have passed.

You may close a resolved ticket yourself. After the confirmation period, a closure email explains how to reopen: reply with the ticket number and describe the outstanding issue. The portal also allows reopening through a new reply.

Portal attachments support PNG, JPG, PDF, TXT and JSON up to 5 MiB. Incoming email accepts up to five supported attachments of 5 MiB each within a 25 MiB message. Do not send passwords, security keywords, live Client Codes or unrelated private files. A custom SMTP diagnostic recipient outside CrewBridge does not automatically create a CrewBridge ticket.

38. Annual plans, currencies and PayPal

Edition	Saved unattended client computers	Annual subscription (USD)
CB-10	10	$10
CB-20	20	$15
CB-50	50	$20
CB-Unlimited	No edition limit	$50

The limit applies to saved unattended client computers on the helper's side. Attended history alone does not consume a slot. A client counts after a successful authenticated unattended connection. Renaming a saved computer never grants access. Unlimited has no commercial edition cap; the current technical saved-history ceiling remains 512 entries.

The pricing page shows the USD amount and a bracketed estimate in the selected local currency. The rate is dated, based on ECB reference exchange rates, and is hidden when too old or unavailable. Estimates are informational: PayPal bills the subscription in USD and its conversion rate or your card provider's fees may differ.

Open Your account and verify your registered email to select a computer and plan. Annual subscriptions renew automatically unless cancelled. PayPal approval and returning to the website do not themselves activate a licence. CrewBridge grants paid access only after it verifies the provider's payment notification, correct subscription, amount and currency.

Cancel automatic renewal through PayPal's automatic payments controls. Already-paid access continues to the recorded expiry unless an account review changes it. Contact support for an edition change or conflicting subscriptions; the site avoids silently creating duplicate active subscriptions. Refund and reversal events require staff payment review.

Payment rollout: checkout remains disabled until the merchant's sandbox configuration and acceptance checks are complete. Sandbox uses test money and never grants production paid entitlement. Enabling real billing is a separate release decision.

39. Staff dashboard and registration administration

Staff open the Support Centre and select **Staff sign in**. Active staff receive a short-lived email code; there is no shared staff password. Peter Lewis (peter@crewbridge.co.za) is the initial administrator. Administrators can add staff names and emails, choose staff/admin roles, and disable new assignments.

Ticket queue: choose all open, my open or closed tickets. Open a ticket, assign it to an active staff member, write a response, or mark it resolved awaiting client confirmation. Resolving starts the 72-hour timer. Keep unresolved work in progress.

Team: new tickets go to the active member with the fewest open tickets, using last assignment to break ties. Disable an absent member to stop new automatic allocations; review their existing queue and reassign outstanding tickets.

Computer registrations: search by customer, email or computer label. Revoke or restore authorisation with a required reason. For replacement, first register the replacement computer with the same verified email, then enter both fingerprints. Original trial dates and any paid expiry are preserved, future renewals follow the replacement, and the old computer is revoked. Audit records identify the administrator and reason.

Operations: review unsent email status, subscriptions requiring attention and staff audit events. An uncertain mail delivery is not automatically retried because the mail system may already have accepted it. An operator must check delivery before retrying. Payment review must be reconciled before live entitlement changes; the dashboard does not make automatic refund decisions.

The mailbox worker reads only new arrivals after its deployment cutover. It never moves or deletes mailbox messages. Auto-generated messages and mail loops are ignored. Ticket content and attachments remain private outside the public website directory.

40. Registration and email troubleshooting

Symptom	Action
Verification email missing	Check spam and the entered address. Codes expire after ten minutes. Avoid repeated requests; sending quotas protect the service.
Server authorisation unavailable	Check internet access and Windows date/time. New connections are blocked until authorisation succeeds. Run and save a diagnostic; existing reports remain available.
Trial unexpectedly expired after reinstall	Recovery preserves the first trial period. Reinstallation does not restart it. Contact support for a legitimate hardware replacement.
Own SMTP test failed	Check STARTTLS, host, port, username and provider requirements. CrewBridge does not disable certificate validation or silently use another server.
Ticket email not received	Check the diagnostic reply address and inbox. Keep the local report. An email-server acceptance message does not prove inbox delivery.
WhatsApp number rejected	Use a valid country calling code and international number. Spaces are accepted in the entry field but removed from the wa.me phone path.
PayPal checkout unavailable	Payments are deliberately disabled until configured and verified. The free trial and free apps do not require a PayPal payment.

For support provide the application version, relevant screen or error, and an optional diagnostic. Describe what you expected and what happened. Never provide SMTP passwords or a live unattended keyword.

Subject index

About and credits — 33. Logo, registration, Help and updates

Add more loans and choose ports — 20. Add more loans and choose ports

Administrator approval — 36. Server authorisation, helper identity and client consent

Annual plans — 38. Annual plans, currencies and PayPal

Annual plans, currencies and PayPal — 38. Annual plans, currencies and PayPal

Cancel transfers and manage remote folders — 14. Cancel transfers and manage remote folders

Choose folders and file permissions — 12. Choose folders and file permissions

Choose what a code connection permits — 5. Choose what a code connection permits

Client Code — 32. Invite a helper by email or WhatsApp, 36. Server authorisation, helper identity and client consent

Clipboard and connection options — 8. Clipboard and connection options

Computer fingerprint — 34. Register a computer and start the 30-day trial

Connection diagnostics and activity logs — 17. Connection diagnostics and activity logs

Currency estimates — 38. Annual plans, currencies and PayPal

Diagnostics — 30. Run, save and send a support diagnostic, 40. Registration and email troubleshooting

Email invitations — 32. Invite a helper by email or WhatsApp

Email settings and test — 30. Run, save and send a support diagnostic

Find your way around CrewBridge — 4. Find your way around CrewBridge

First use checklist and classroom preparation — 28. First use checklist and classroom preparation

Free applications — 35. Receive Support and Screen Donor: free forever

Grant unattended access to a trusted computer — 9. Grant unattended access to a trusted computer

Hardware replacement — 34. Register a computer and start the 30-day trial, 39. Staff dashboard and registration administration

Helper identity — 36. Server authorisation, helper identity and client consent

Install and open the program — 3. Install and open the program

Interruptions reconnection and window positions — 23. Interruptions reconnection and window positions

Invite a helper by email or WhatsApp — 32. Invite a helper by email or WhatsApp

Logo, registration, Help and updates — 33. Logo, registration, Help and updates

Make your first remote connection — 6. Make your first remote connection

Measure multiple screens and plan a row — 24. Measure multiple screens and plan a row

Mouse keyboard and returning screens — 22. Mouse keyboard and returning screens

PayPal subscriptions — 38. Annual plans, currencies and PayPal

Prepare the computers — 2. Prepare the computers

Receive Support and Screen Donor: free forever — 35. Receive Support and Screen Donor: free forever

Reconnect using saved permission — 11. Reconnect using saved permission

Register a computer and start the 30-day trial — 34. Register a computer and start the 30-day trial

Registration and email troubleshooting — 40. Registration and email troubleshooting

Registration recovery — 34. Register a computer and start the 30-day trial

Resolution scaling and window arrangement — 21. Resolution scaling and window arrangement

Run, save and send a support diagnostic — 30. Run, save and send a support diagnostic

Security and acceptance boundaries — 31. Security and acceptance boundaries

Send receive and verify files — 13. Send receive and verify files

Server authorisation — 36. Server authorisation, helper identity and client consent

Server authorisation, helper identity and client consent — 36. Server authorisation, helper identity and client consent

Set days hours and temporary restrictions — 10. Set days hours and temporary restrictions

Staff allocation — 39. Staff dashboard and registration administration

Staff dashboard and registration administration — 39. Staff dashboard and registration administration

Start the first screen loan — 19. Start the first screen loan

Support tickets — 37. Your support ticket and private web access

Terms and quick reference — 29. Terms and quick reference

Time and session reports — 15. Time and session reports

Transfer reports and speed averages — 16. Transfer reports and speed averages

Trial expiry — 34. Register a computer and start the 30-day trial

Troubleshoot Display Link — 26. Troubleshoot Display Link

Troubleshoot ordinary support and files — 25. Troubleshoot ordinary support and files

Understand Display Link before connecting — 18. Understand Display Link before connecting

Updates — 33. Logo, registration, Help and updates

Updates privacy and current limits — 27. Updates privacy and current limits

Use and end a remote session — 7. Use and end a remote session

What CrewBridge does — 1. What CrewBridge does

WhatsApp and spaces — 32. Invite a helper by email or WhatsApp

Your support ticket and private web access — 37. Your support ticket and private web access