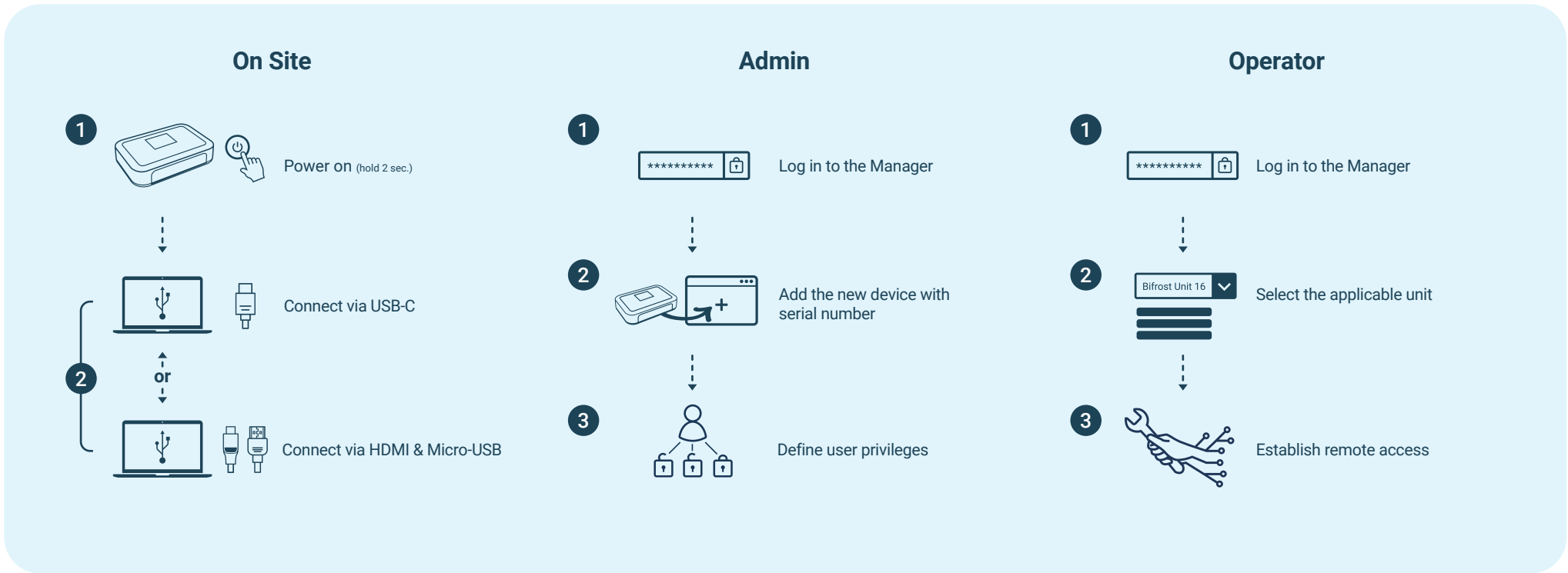


# Quick Guide

## Unattended



### Troubleshooting

BifrostConnect simply behaves as if you connect a second screen, keyboard and mouse to any IT equipment you might have.



**Your support technician can see a screen but not your desktop.**



Go to your equipments screen settings and change to "Mirror displays".



**Your support technician only see a black screen.**



Make sure that you have not connected USB-C and HDMI & Micro-USB at the same time.



**Your BifrostConnect device displays "Waiting for network".**



Check if your BifrostConnect device is connected to the correct 4G, WIFI or LAN.

### Useful links

[bifrost.ink/support](https://bifrost.ink/support)

Troubleshoot and get support

[bifrost.ink/videos](https://bifrost.ink/videos)

See how BifrostConnect work in different scenarios

[bifrost.ink/faq](https://bifrost.ink/faq)

Read our Frequently Asked Questions

[bifrost.ink/manuals](https://bifrost.ink/manuals)

View advanced operations and technical requirements and product specifications

[bugs.gotobifrost.com/](https://bugs.gotobifrost.com/)

If you find bugs or vulnerabilities don't hesitate to report them here

