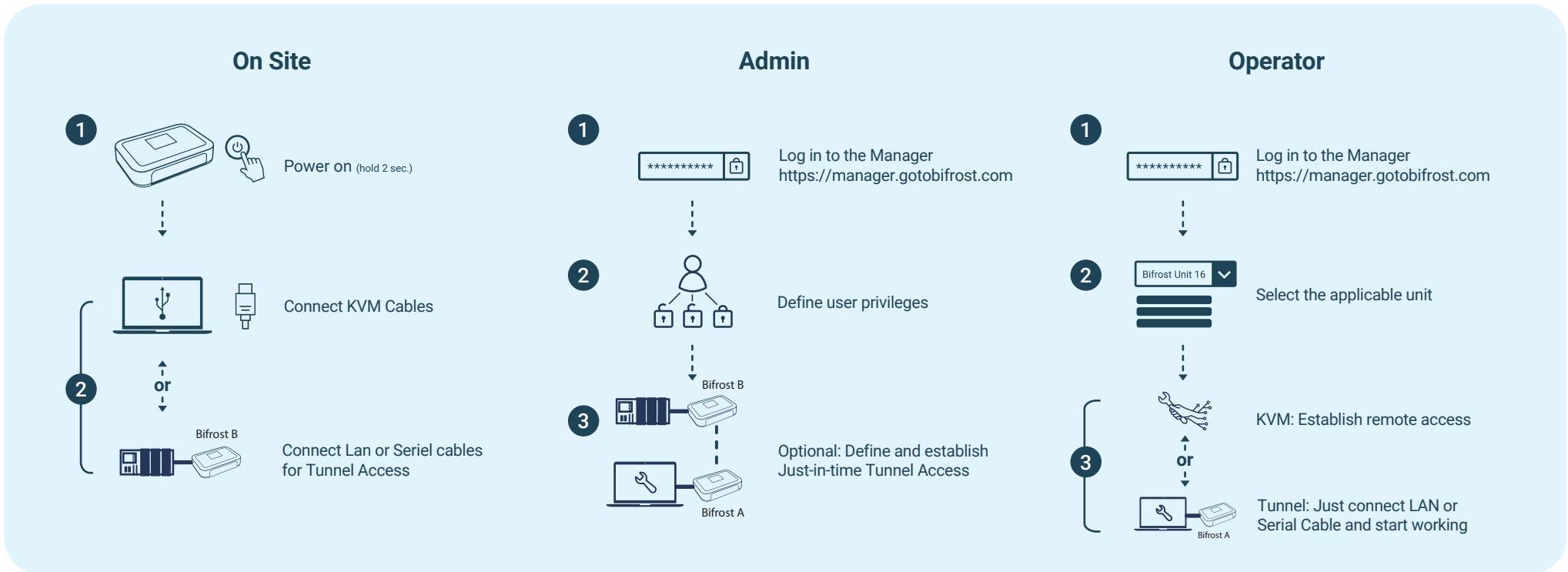


Quick Guide

Unattended



Troubleshooting

BifrostConnect behaves as if you connect a second screen, keyboard, and mouse to computerized IT equipment. You can also gain direct console/Terminal access or establish a Tunnel for IP or Serial access between two devices.

! 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
Troubleshoot and get support

bifrost.ink/videos
See how BifrostConnect work in different scenarios

bifrost.ink/faq
Read our Frequently Asked Questions

bifrost.ink/manuals
View advanced operations and technical requirements and product specifications

bugs.gotobifrost.com/
If you find bugs or vulnerabilities don't hesitate to report them here

