Instruction how to prepare PC for remote support session

1. Hook up your PC to the internet.
2. Download the TeamViewer.exe from the SYSTAG Homepage and make a shortcut on your desktop. Link: https://www.systag.ch/contact/support-contact/

   We can reach you

   with TeamViewer   Download the TeamViewer QuickSupport

   Alternative Link: https://get.teamviewer.com/a6q9hra

3. After successful download start the "TeamViewerQS.exe" you have downloaded. This Task will run only temporary and no installation needs to be done.
4. After starting the "TeamViewerQS.exe" you will get a similar window as shown here:

5. Bullet #1: The program will show you "Your ID" and your "Password". These two numbers must be communicated to your SYSTAG support partner by telephone during the live session.
   Bullet #2: The green LED shows you that you are on-line (necessary for live session).
          You are ready for live remote support.
6. Bullet #3: You may close/cancel this program.

Please ask SYSTAG or your representative for a date/time for remote support.

Parallel to the remote session a phone connection for audio instruction is necessary.