

Introduction to the remote software from TeamViewer

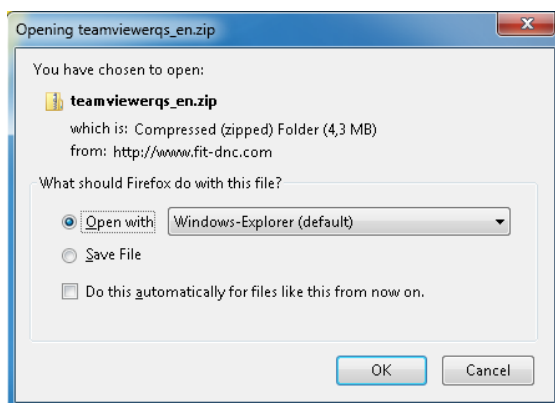
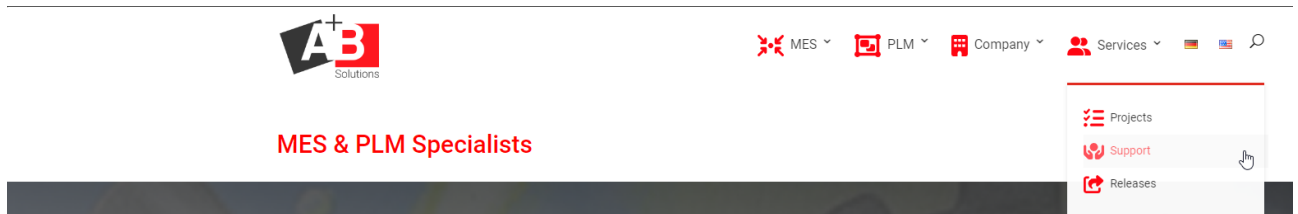
1 Contents

1	Contents	1
2	Remote-support.....	2
2.1	Request for remote support.....	2
2.2	Extract or execute the zip file	2
2.3	Accept the terms and conditions	3
2.4	How to join the meeting.....	3
3	Join a meeting (A+B is presenting, customer watches the A+B presentators' PC)	4
3.1	How to join a meeting.....	4
3.2	Extract or execute the zip file	4
3.3	Enter the partner ID and your name	5
3.4	Screen from A+B	5

2 Remote-support

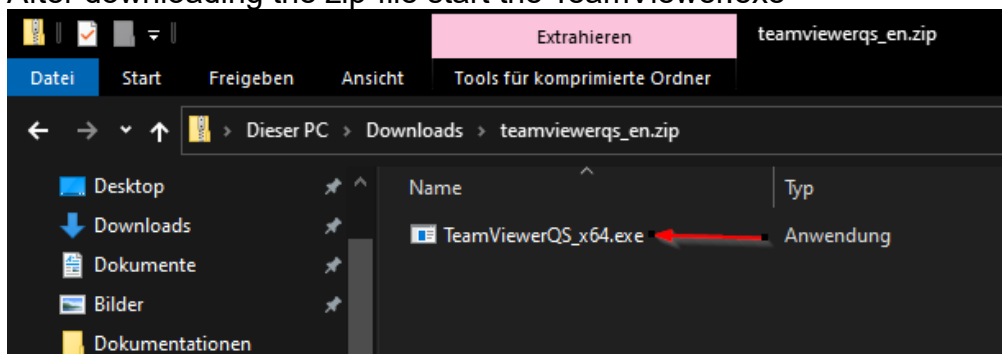
2.1 Request for remote support

To be able to execute a remote session on your PC you have to install our custom build version of TeamViewer which is available on our homepage. This tutorial, how to execute the remote session, is available on our homepage too.

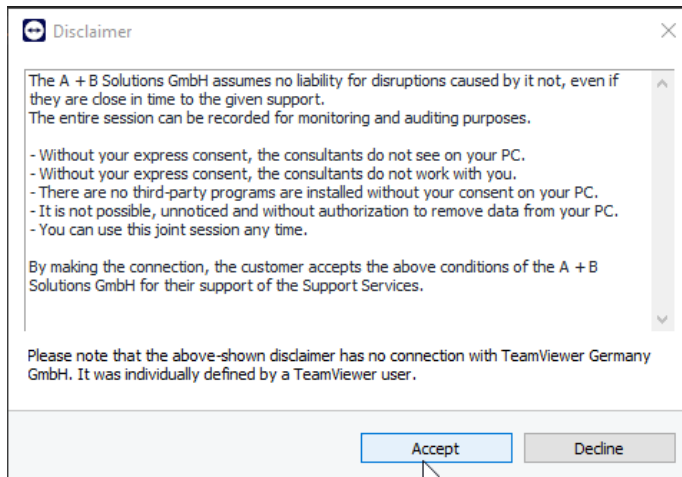


2.2 Extract or execute the zip file

After downloading the zip-file start the TeamViewer.exe

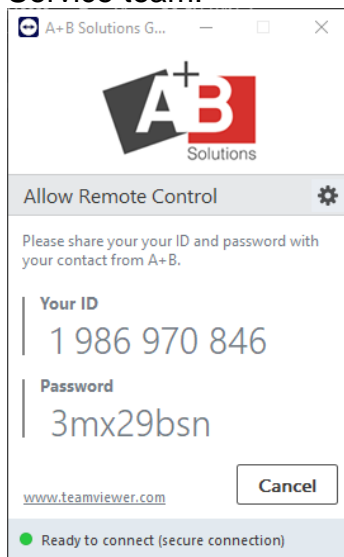


2.3 Accept the terms and conditions

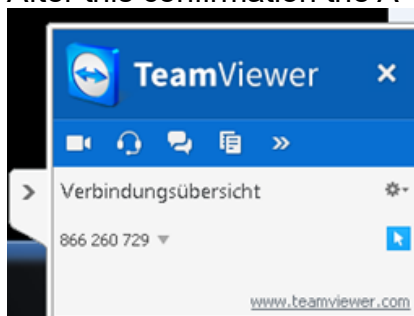


2.4 How to join the meeting

Now you have to give your ID and password from the window below to the A+B Solutions Service team.



After this confirmation the A+B Solutions Service team is able to see your desktop



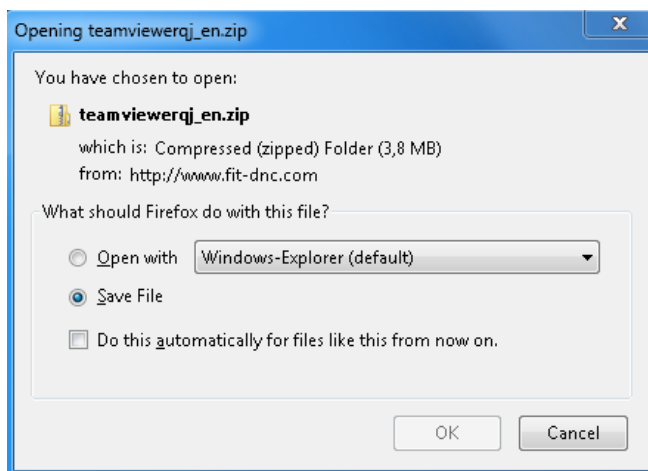
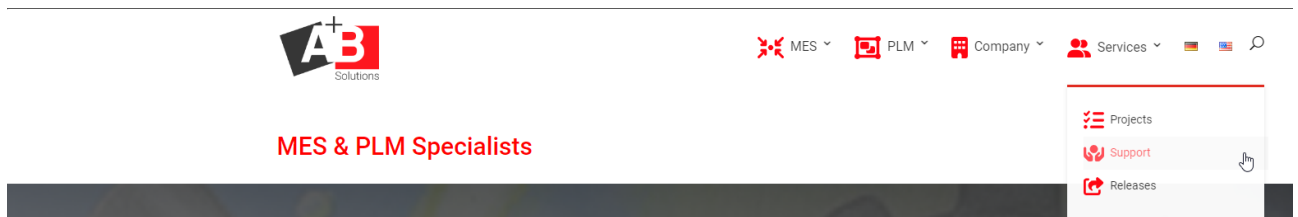
In the right corner you can see the connection window from TeamViewer.

3 Join a meeting (A+B is presenting, customer watches the A+B presentators´PC)

To be able to execute a remote session on your PC you have to install our custom build version of TeamViewer which is available on our homepage. This tutorial, how to execute the remote session, is available on our homepage too. You can find the download in Support – Remote Services – Online Meeting.

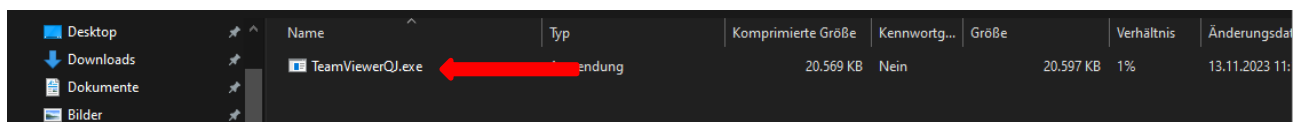
The session data will give you a A+B employee.

3.1 How to join a meeting

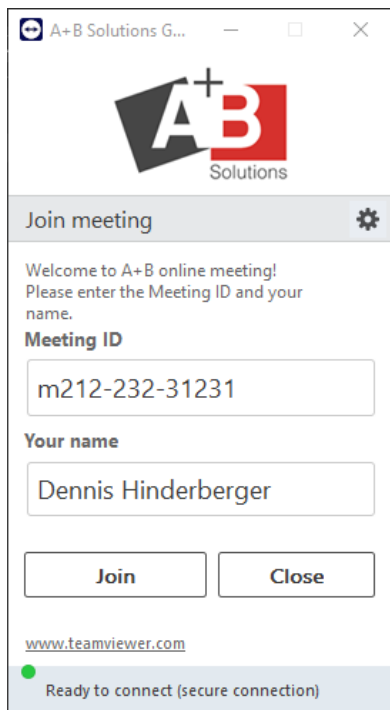


3.2 Extract or execute the zip file

After downloading the zip-file start the TeamViewer.exe



3.3 Enter the partner ID and your name



3.4 Screen from A+B

