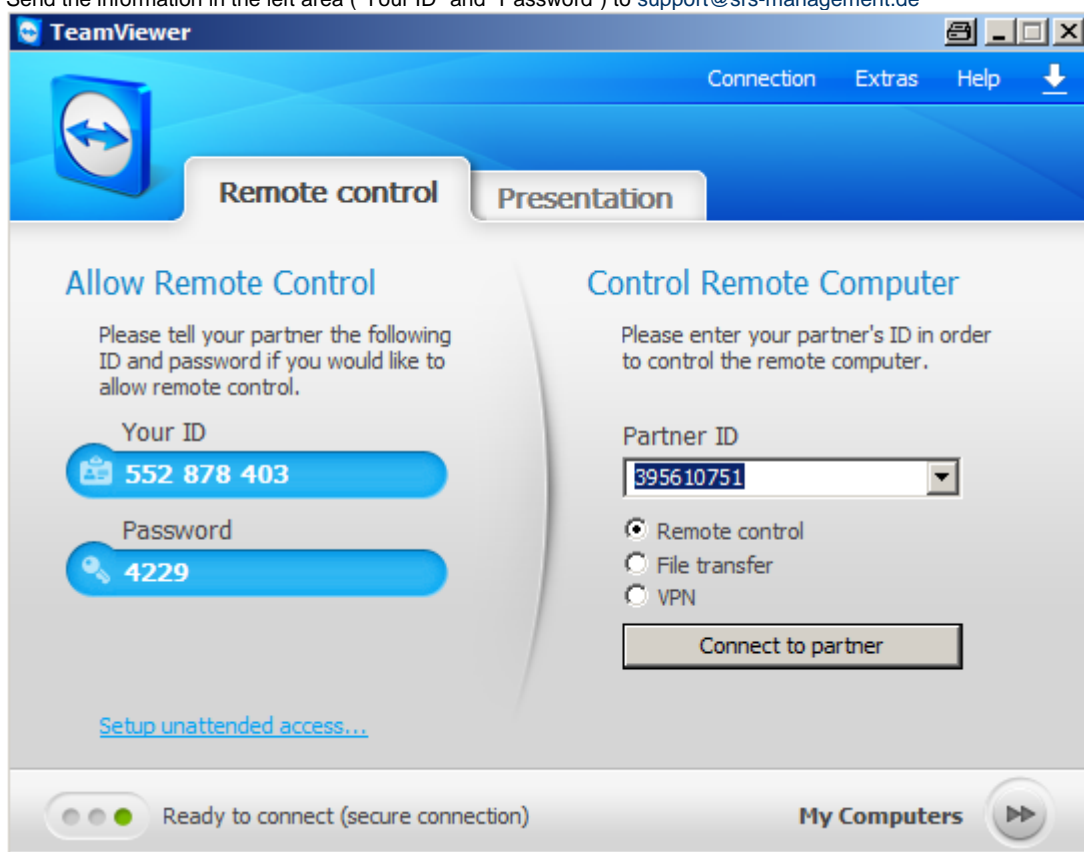


How To Obtain TeamViewer Remote Support

How To obtain TeamViewer Support

1. Download TeamViewer from
http://www.srs-management.de/support?option=com_khfileadmin&view=khfileadmin&cat=p17&file=TeamViewerQS_de.zip
2. Unzip the file to a local folder on the server to be serviced and execute the TeamViewerQS.exe application
3. Send the information in the left area ("Your ID" and "Password") to support@srs-management.de



4. Our support personnel will open the session and contact you via the TeamViewer chat
5. Do not lock the screen while we are working remote on the server, otherwise we will not be able to continue and see only a black screen.
6. You can always record the session in a screen video file
7. You can always cut off the connection immediately