

Advanced Networking, Inc.

Telephone 302-792-9200

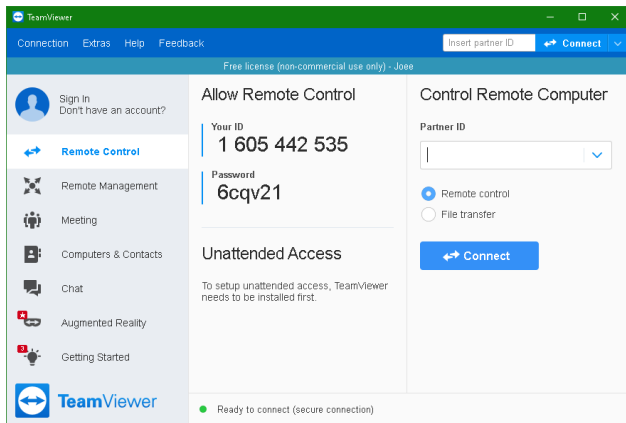
Facsimile 302-792-9294

www.advnetwork.com

Installing and Using TeamViewer

We may need access to your network to troubleshoot the IP phone connectivity. Please use these instructions to install TeamViewer. It is a free download and is a safe application to use. You can even select to install it as a run-once only app, so you don't even have to worry about uninstalling it

1. Download TeamViewer by going to: <https://www.teamviewer.com/en-us/teamviewer-automatic-download/>. (You may also go to <http://teamviewer.com> and follow the links to download the program).
2. It should prompt you to save the file. Depending on what browser you use, the process to save is varied, the process is the same as downloading and saving any other file like you normally would.
3. Open the file that was just downloaded.
4. It will ask you what kind of installation you want. This is totally up to you, but here are the settings we recommend.
 - a. Under, "How do you want to proceed?", select **Run Only** (Run-Time)
 - b. Also, under "How do you want to use....", select **Personal/ Non- Commercial** use (you will have to pay otherwise to use this).
5. Click the **Accept – run** button.
6. This will start the installation process. You may need to click yes to continue if a UAC window comes up.
7. Once it is installed, TeamViewer will have started and you will see a window like this one.



8. Make sure there is a green dot at the bottom and it says "Ready to connect (secure connection)". This means it has installed and is connected to the server.
9. We will need the following information to be able to connect to your computer.
 - a. **Your ID** (This should be all numbers)
 - b. **Password** (This is case-sensitive).

Member: DE State Chamber of Commerce

Connecting Your World Since 1987

Telephone and Voice Mail Systems • E-Fax • Network Wiring
Hosted Phone System and Dial Tone Services • Voice Mail Rental Boxes

1316 Philadelphia Pike Wilmington, DE 19809

10. Once we have this info, we should be able to connect to your computer remotely.
11. When finished, close TeamViewer
12. If you selected Run One-Time, then the program will automatically uninstall itself.

If you have any questions, please call us at 302-792-9200 or email us at service@advnetwork.com Be sure to visit our support page for more tips and cheat sheet at <http://advnetwork.com/support.html>.