TeamViewer QuickSupport

Zedmed uses TeamViewer's QuickSupport version to remotely connect to client computers when troubleshooting problems.

Considerations:

- TeamViewer QuickSupport is an application that runs only when needed and it's not installed on your computer.
- Zedmed support will request the user for remote access. When the user allows remote access, the remote session will begin.
- Users cannot connect to any outside/remote computer using Team Viewer QuickSupport.

There are 3 ways of accessing TeamViewer QuickSupport.

Option 1: Running the executable, which can be found in the Zedmed Folder where it is installed.

Option 2: From Zedmed's Utilitie's tab by selecting **Online Remote Support** > **Zedmed Quick Support.**
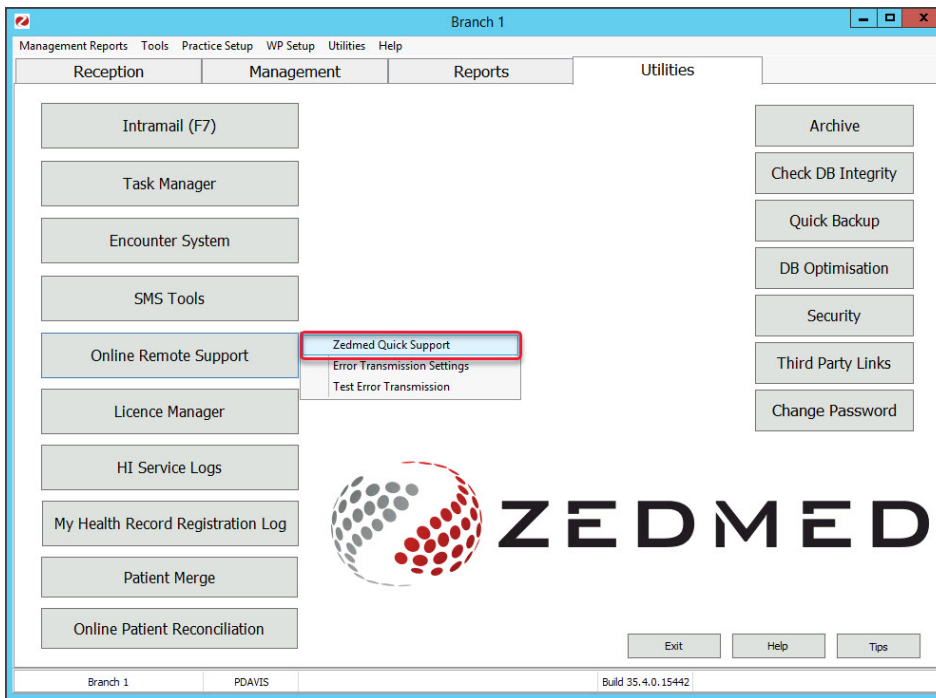
Option 3 : By downloading the executable file from Zedmed's website using the link below.

https://www.zedmed.com.au/support/?action=software-releases > **Downloads** (from the left menu) **> Download Team Viewer.**