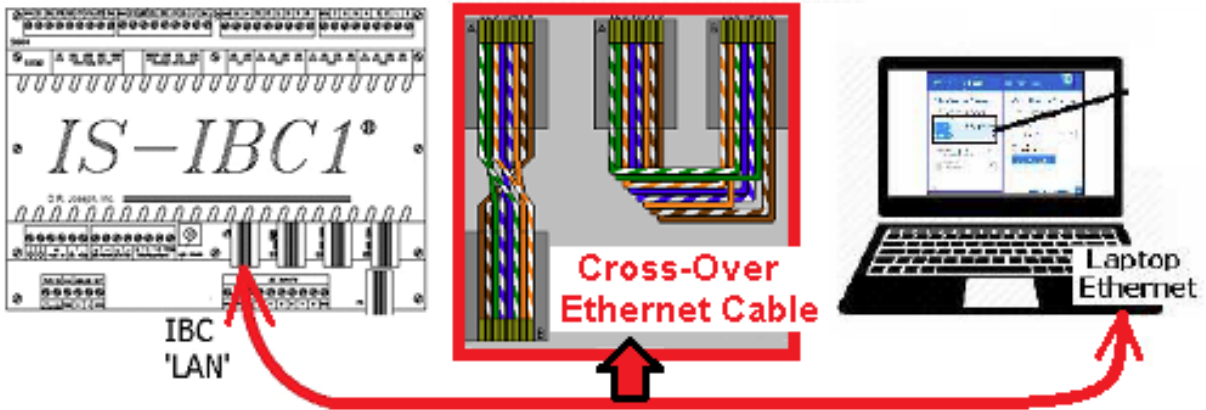


Preparing for TeamViewer Session

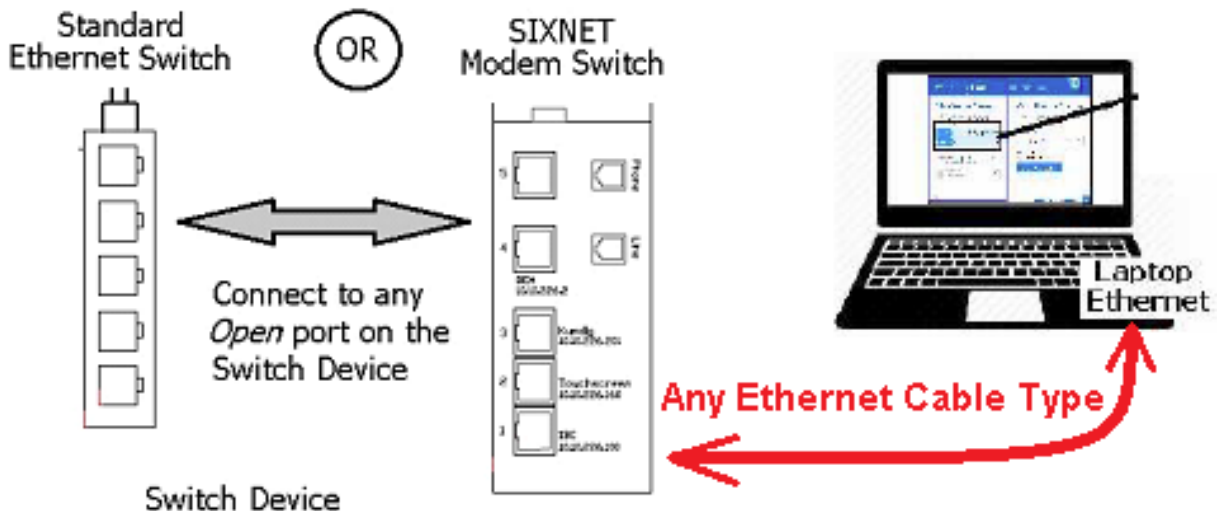
This document describes how to prepare for a remote support call from a DRJ technician using Wireless Internet and TeamViewer

Wireless Internet Access → Ethernet cable between laptop and IBC System

If your IBC System does NOT have a Switch, the cable *must* be a cross-over Ethernet cable, shown below, to connect directly to the IBC controller LAN port



If your IBC System DOES have a Switch, either a straight-thru or cross over Ethernet cable will work (the switch is already connected to the IBC system LAN)



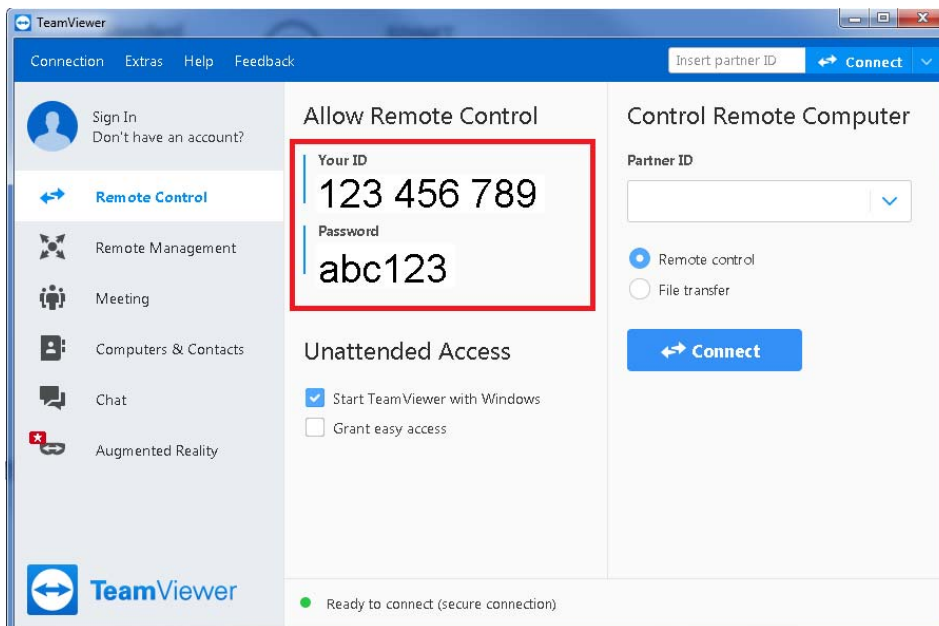
Preparing Laptop PC for TeamViewer



Please ensure that the laptop is logged in with a user that has **Administrator Privileges!** It is *very* likely that software for diagnostics must be installed on the laptop to complete the service to the IBC Controller (DR Joseph will handle the software transfer using TeamViewer's ftp application)

Now the TeamViewer application must be loaded to your laptop. **Here is the link for the free download:** <http://download.teamviewer.com/full>

Now that TeamViewer is loaded to your laptop, internet access is in place, and you have your laptop connected to the IBC system, you are ready to start your TeamViewer session. Once you have it running you will be presented with a session number and a password (shown red box below). Provide these details to the DRJ technician so the session can be started.



Once it is started, the control of the laptop will be possible from both ends at the same time. The DRJ technician will use IBC Viewer to monitor, check and modify the settings within the IBC controller as required. Normally the DRJ technician will use WordPad to communicate with the remote technician. This eliminates trying to hear over the noise and it creates a record of the questions and answers that go back and forth to solve a problem. TeamViewer also has a "Chat" function which can be used if the conversation is not to be saved.