TEAM VIEWER 4.1 (INSTALLING THE MASTER AND CLIENT)
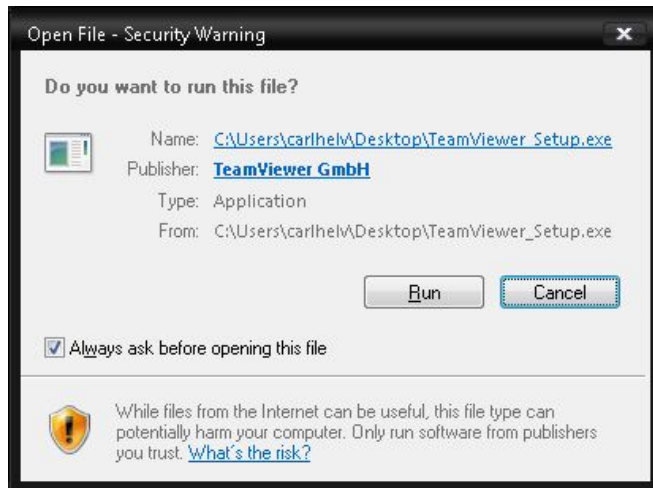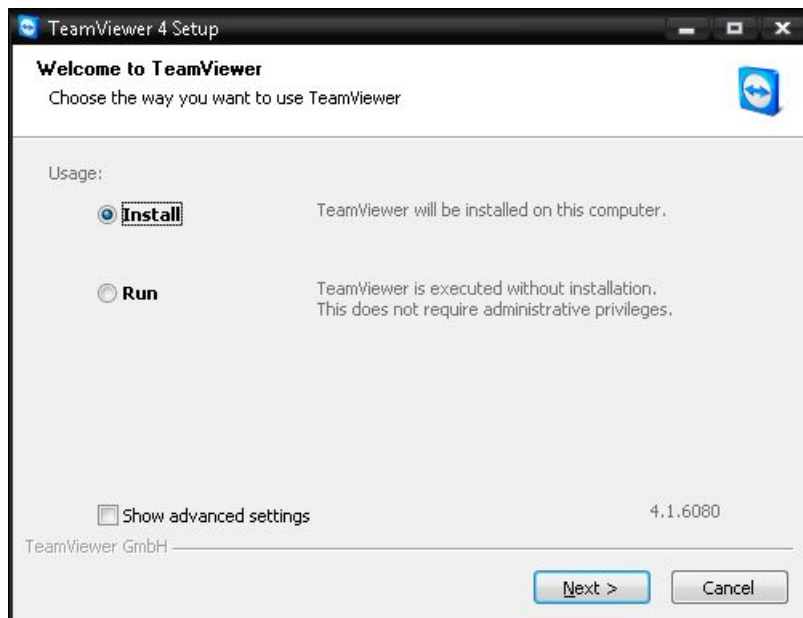
STEP 1 – Installing the **MASTER CONTROL CLIENT** (For the IT Technician)

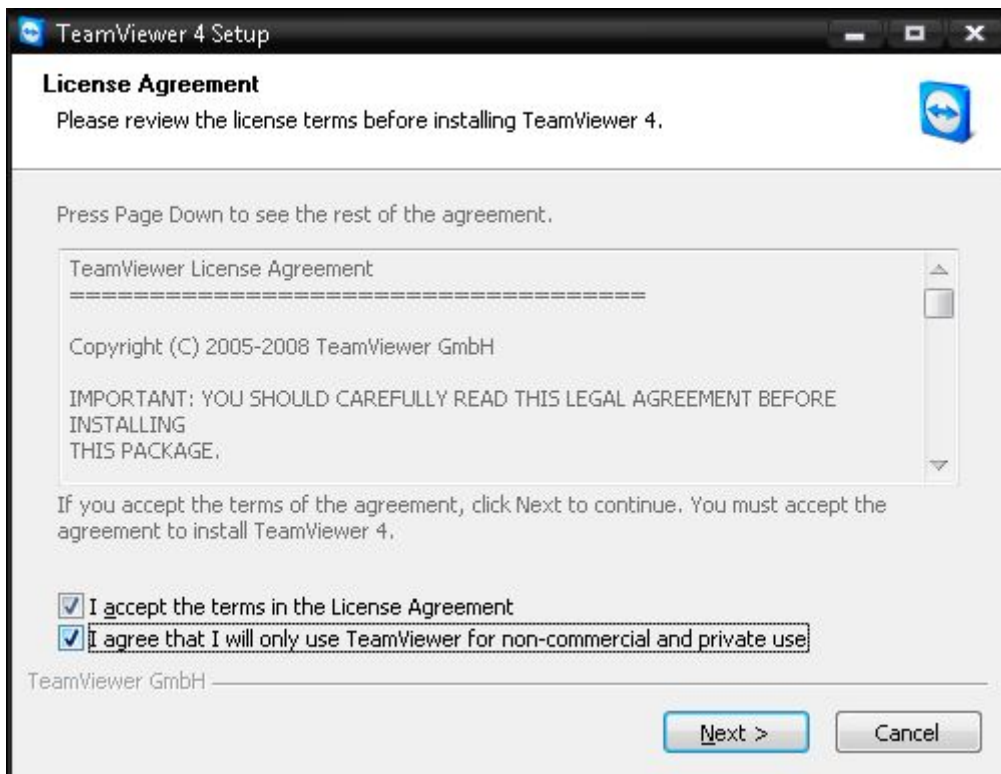Visit the website http://www.teamviewer.com/download/index.aspx
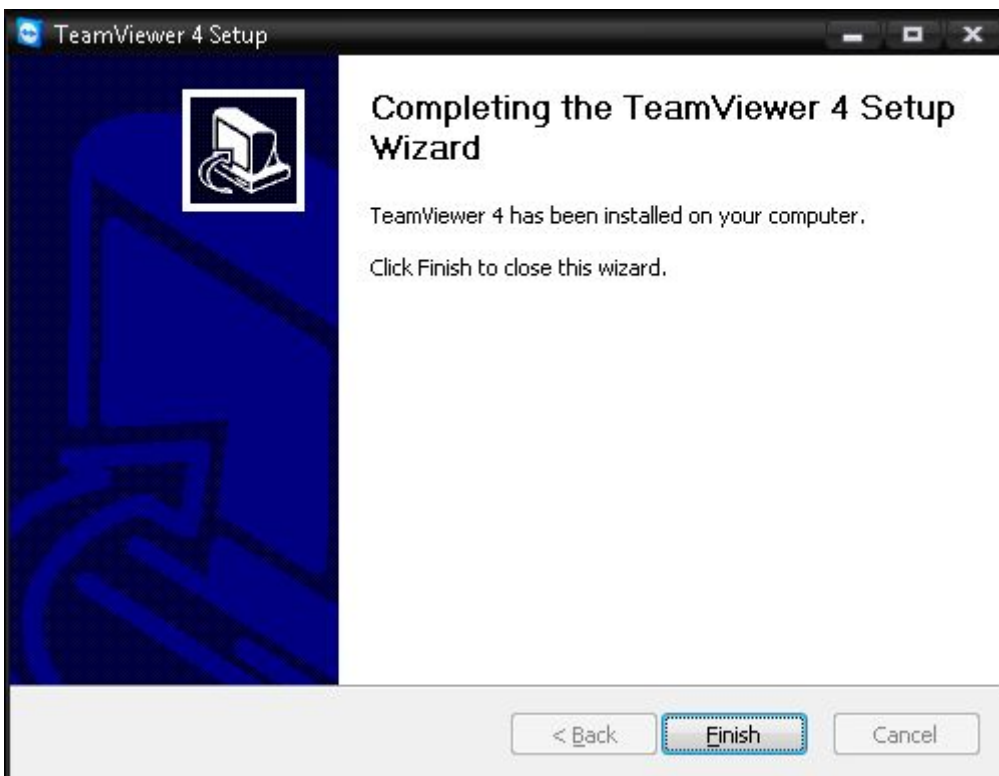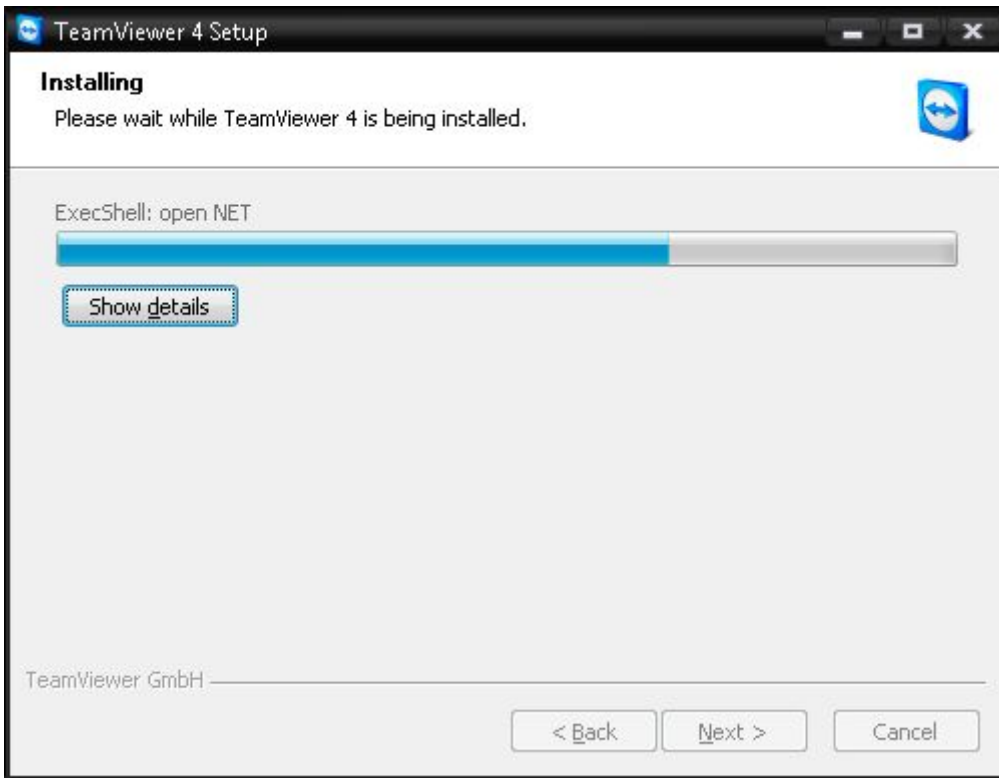

Select Run

Select Install -> Next

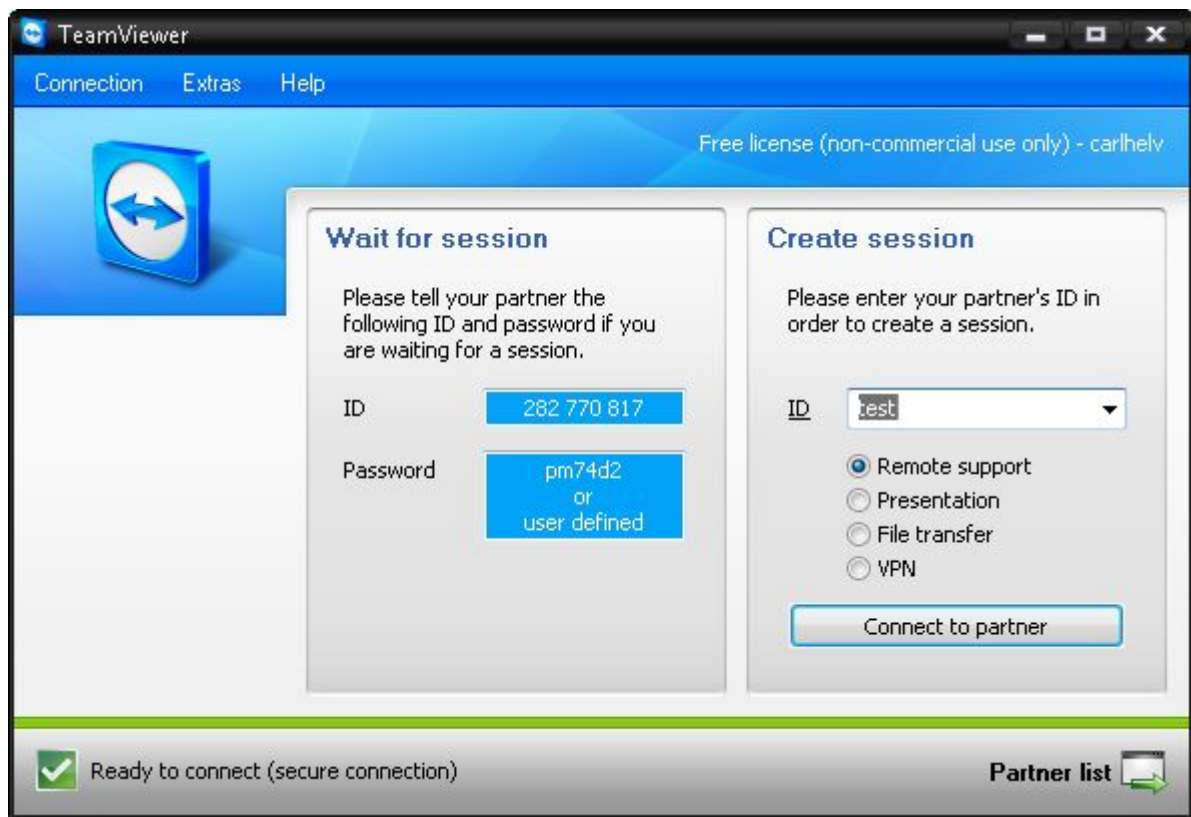Select Personal -> Next

Tick both boxes -> Next

Finish

Team viewer for the IT Technician will now launch

STEP 2 – Installing the **REMOTE CLIENT** (For the User)

Now ready to connect, send the below email to the customer and get them to install the client

Hello,

Please download the following client software to start the remote control tool TeamViewer Quicksupport:

http://www.teamviewer.com/download/version_4x/TeamViewerQS.exe
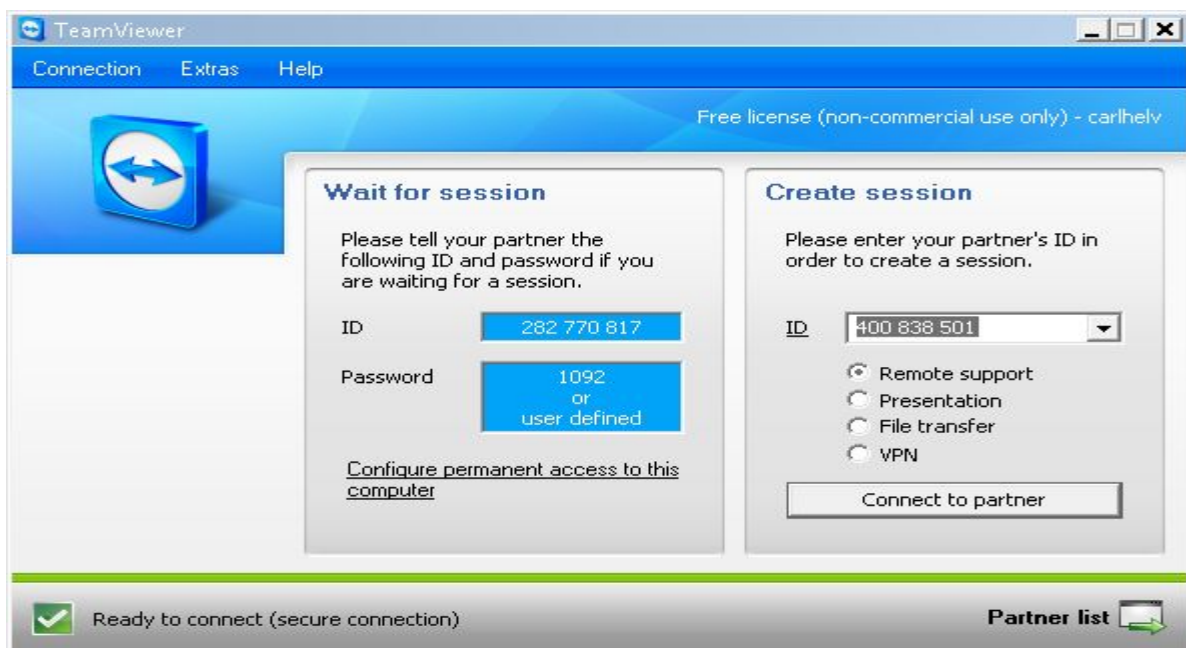
Regards,

Once installed the user will have the following launched from Teamviewer

The user needs to inform you of the ID and Password details, this needs to be inserted in the IT Technicians Remote Control package

Place the user ID 282770817 Password 9398 into the Create session and then press "Connect to Partner"

You will now be presented with the remote terminal screen of the client.