Using Teamviewer to Receive Remote Support

EnSURE[™] Touch comes pre-loaded with TeamViewer which is an application that allows for screen sharing between computers and other internet enabled devices. When someone needs help with their EnSURE Touch, it isn't always possible to help them face to face. In situations like these, it can be helpful to connect to the instrument using TeamViewer. This can also be helpful when providing training remotely. The instructions below will help you connect to EnSURE Touch using TeamViewer.

Accessing Teamviewer on EnSURE Touch

1. Connect EnSURE[™] Touch to Wi-Fi.

Note: For addition instructions on connecting to Wi-Fi, click here.

- 2. Tap **Settings**.
- 3. Tap Support.
- 4. Tap the **Remote Support** button.



5. Read the disclaimers and press the **Nex**t button until you see the Teamviewer Screen.

6. Provide your TeamViewer ID to the Hygiena Representative.

Note: Teamviewer should activate and populate a 9 or 10 digit ID number. If you do not see this ID number, your EnSURE Touch may not be connected to the internet, or Teamviewer may be blocked on the network.

a		💎 💈 11:21			
TeamViewer QuickSupp	ort				
TeamVie					
Quic	QuickSupport				
Use this ID to remote device.					
Your ID	187 569 030				
Send my ID					

7. Press **Allow** when the notification appears.

Running Teamviewer on a PC

- 1. Download the Teamviewer app here.
- 2. Run the executable after the download has finished.
- 3. Select Run Only.

🔁 TeamViewer 14 Setup	—		\times
Welcome to TeamViewer Remote Support, unattended access, meetings and presentations			\bigcirc
How do you want to proceed?			
Basic installation			
\bigcirc Installation to access this computer remotely (unattended)			
O Run only (one time use)			
How do you want to use TeamViewer?			
O Company / Commercial use			
Personal / Non-commercial use			
◯ Both of the above			
Show advanced settings			
License Agreement: By continuing, you agree to the terms of the license agreement.	Accept -	finish	

- 4. Click Accept—Finish.
- 5. Provide your Teamviewer ID and password to the Hygiena Representative.

🔁 TeamV	iewer		- 🗆 X
Connec	tion Extras Help Feedba	sk	Insert partner ID 🛛 🛹 Connect 🗸
0	Renee Boissiere Corporate	Allow Remote Control	Control Remote Computer
•••	Remote Control	Your ID 179 256 512	Partner ID
р. М А [.] М	Remote Management	Password 7mz19j	Remote control File transfer
(ģ)	Meeting	Unattended Access	← Connect
	Computers & Contacts Chat	 Start TeamViewer with Windows Grant easy access 	
$\overline{}$	Team Viewer	• Ready to connect (secure connection)	

Disconnecting From Teamviewer

Any of the options below will disconnect Teamviewer.

1. Deactivate Wi-Fi on instrument.

- 2. Turn off instrument.
- 3. Close the TeamViewer program from the computer.

How do I know if my Hygiena Representative can see my EnSURE Touch screen?

At the top left corner of your screen you will be able to see an eye icon.

Contact Hygiena Technical Support for further assistance.

- Phone: 1-888-HYGIENA (1-888-494-4362, option 2)
- Email: techsupport@hygiena.com
- <u>Submit a Support Ticket</u>
- <u>Schedule a Microsoft Teams meeting with support</u>