



MANUAL TEAMVIEWER

English V1.0

Teleservice

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1 General



This manual is a guide to download, install, and adjust TeamViewer and the computer for teleservices. The teleservice will be performed by a technician MLogics when the customer requests it, for a teleservice is necessary to use the TeamViewer program and perform a sequence of steps will be explained in the content of this manual.

2 Connection to Internet


2.1 Connection via Ethernet

If the computer has internet access, skip to item "TeamViewer" (you can verify access to the internet by entering the web browser of the computer and search some information).

To connect a computer that was never connected to the internet must follow these steps.

1. Connect the Ethernet cable (cable is used for connection to the Internet ) to an available network port in the computer (generally in the back of the computer ) , if there is no available network port, please consult a solution with the It-Department of your company (possible solution: If you don't have network ports available, one can use a USB-Ethernet adapter).



2. In each network port usually there are two lights (green and orange ) , these lights start flashing when the cable you are connected to that network port you are communicating.
3. Open a web browser (internet Explorer, Google Chrome, Firefox, etc.) and search for any information in order to confirm the access to internet.

“If you still do not have access to the internet, **you should consult the IT-Department of your company** to solve the problem with your in connection”.

2.2 WI-FI Connection

To connect the PC to the Internet through a Wi-Fi signal, the computer must have an installed Wi-Fi adapter. Without a Wi-Fi Adapter, you cannot connect to a Wi-Fi network.

Usually this adapter is included in Notebooks for desktop computers can use a USB Wi-Fi adapter



1) If Teleservice will take place on a notebook, you simply must perform the following steps.

- Click on the wireless icon in the bottom right of the screen
- Activate the WI-FI
- To find the name of the network for connection to internet
- Enter the key.

2) If Teleservice is conducted to a PC, you must perform these steps.

- Go to "network and sharing Center" click adapter settings.
- Click on "Set up a new connection or network"
- Click on the "Manually connect to a wireless network" or "connect to internet"
- Enter the network name and password.

3 TeamViewer


If you already have installed TeamViewer go to the item "start and adjust the TeamViewer", and notify MLogics when this station is configured to start with the Teleservice.

3.1 Download TeamViewer

http://download.teamviewer.com/download/TeamViewer_Setup_es.exe

3.2 Installing TeamViewer

When the download is complete, double click on the icon to start the installation process. Then, a welcome screen will appear, where you should Select "install" and ' privately/non commercial' and click ' OK '.

Bienvenidos a TeamViewer
Soporte remoto, acceso al propio ordenador, reuniones, presentaciones 

¿Qué desea hacer?

Instalar

Instalar para controlar este ordenador más tarde en remoto

Solo iniciar

¿Cómo se va a utilizar TeamViewer?

empresa / uso comercial

privadamente / no comercial

ambos

Mostrar ajustes avanzados

Acuerdo de licencia: si sigue adelante, significa que expresa su conformidad con las condiciones del acuerdo de licencia.

Aceptar - finalizar

3.3 Start TeamViewer

Start the application from the start menu or the icon that is on the desktop.

The program will automatically be assigned an ID and password, so that only people with this information can connect that computer.

The company soliciting the Teleservice must send the code ID and password by email to MLogics (also you must notify the Teleservice can be).

The screenshot shows the TeamViewer interface with a blue header containing 'Conexión', 'Extras', and 'Ayuda'. Below the header, there are two main sections: 'Control remoto' and 'Reunión'. The 'Control remoto' section is active and displays the user's ID as '233 537 055' and the password as '2581'. A red circle highlights these numbers. A callout box with a black border and white background points to the ID and password, containing the text: 'IMPORTANT! The numbers of ID and password must be sent to MLogics'. Below the ID and password fields, there is a section for 'Introduzca una contraseña personal para acceder a este equipo desde cualquier parte.' with an empty input field. To the right, the 'Controlar un ordenador remoto' section is visible, with a dropdown menu for 'ID' and radio buttons for 'Control remoto' (selected) and 'Transferencia de archivos'. A blue button labeled 'Conectar con asociado' is at the bottom of this section. At the bottom of the interface, there is a green status indicator 'Listo para conectar (conexión segura)' and a link 'Ordenadores & contactos >>'.