Windows Guide for TeamViewer Support/Remote Maintenance

First, we open the website <u>www.hilfe1.at</u> and download the remote maintenance app for Windows here.

 \leftrightarrow \rightarrow C $\hat{}$ hilfe1.at



It could happen that we must allow the download, we then simply confirm with "allow". (Browser dependent)

Once the client is downloaded, open the ".exe" file.

🔁 TeamViewer Lizenzabkommen	—		\times
 Ich akzeptiere die Bedingungen der EULA und des AVV. EULA anzeigen AVV anzeigen 			
Datenschutzrichtlinie Abbreche	in	Fortsetz	en

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Here we need to agree to the EULA and GCU and click "Continue".

😋 ANEXIA QuickSu — 🗌	\times	
anexia		
Fernsteuerung zulassen	*	
Bitte teilen Sie die folgende ID unserem Support-Team mit: E-Mail: support@anexia-it.com Tel.: +43 5 0 556 333 Ihre ID 1 522 996 426		
Passwort		
i1nwtjd4		
www.teamviewer.com		
Bereit zum Verbinden (sichere Verbindung)		

Now you can give the access data to the support staff.