Am Bleichbach 28
D-85452 Moosinning
T +49 8123 936 88 - 0
F +49 8123 936 88 - 27
info@ziemann-urban.de
www.ziemann-urban.de

Ziemann & Urban GmbH

Prüf- und Automatisierungstechnik

Remote maintenance tool „Team Viewer Quicksupport"

Team Viewer Quicksupport is an application in the form of a single executable file. You can run this application without installation, so you don't need Windows Administrator rights.

If you compare a phone call with a TeamViewer connection, the phone number corresponds to the meaning of the TeamViewer ID.

TeamViewer instances are identified by a globally unique ID. This ID is automatically generated based on hardware characteristics the first time TeamViewer is started, and does not change later. This ID is independent of your computer's IP address.

All connections with TeamViewer are encrypted and thus securely protected from third-party access. Technical details about connection, security and privacy in TeamViewer can be found in the security statement on the manufacturer's website:

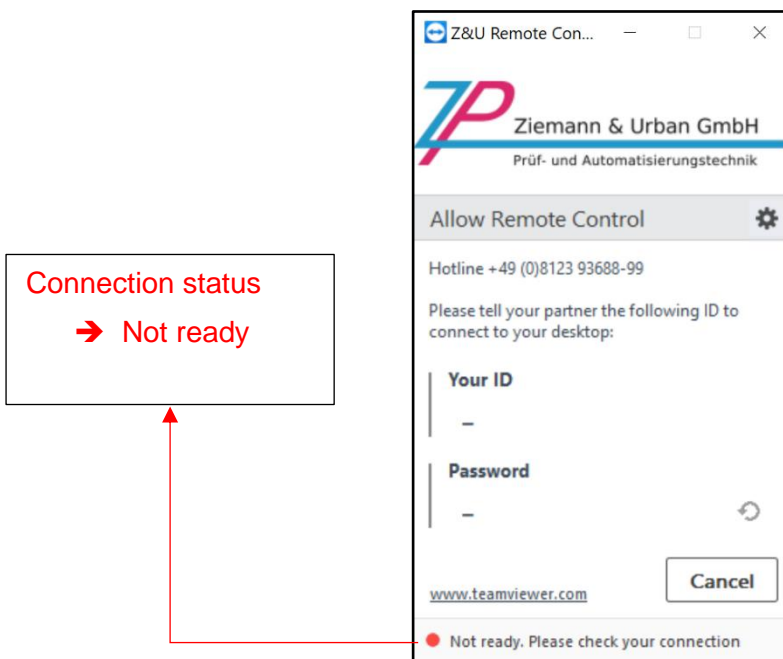https://www.teamviewer.com/en-us/trust-center/security/

By default, the remote maintenance tool is delivered on the systems in the C:\Tools\TeamViewer directory and is located as a shortcut on the desktop.

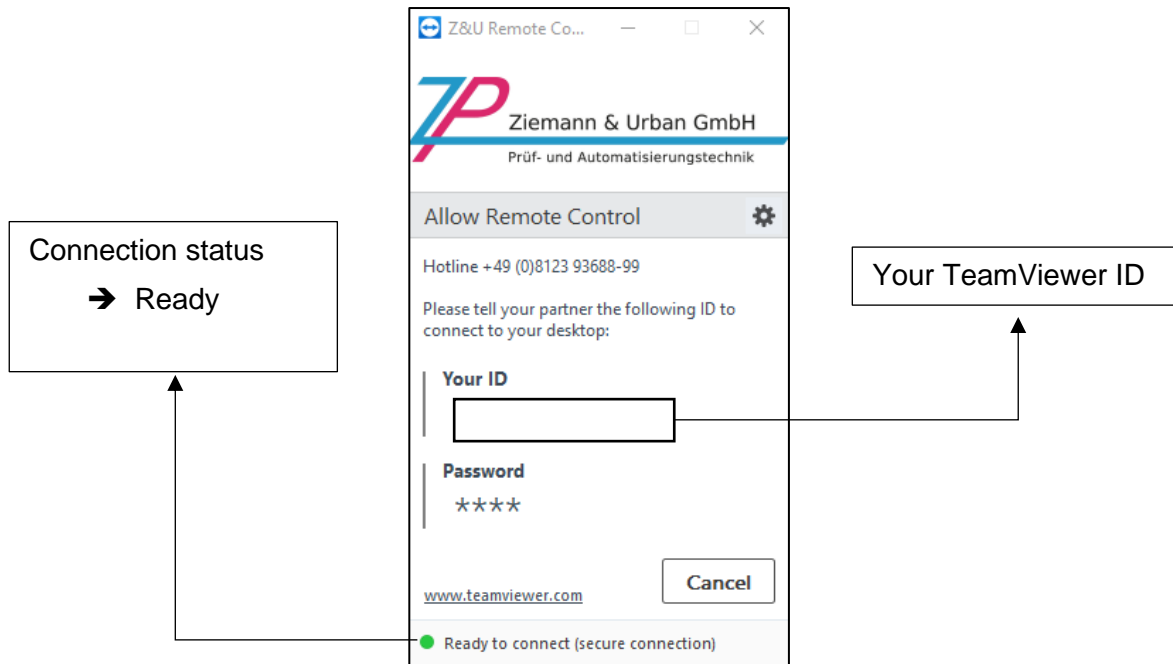For older systems, the program can be downloaded on our homepage:

https://ziemann-urban.de/Downloads/TeamViewer/TeamViewerQS15_EN.exe

Establishment of a maintenance connection to Ziemann & Urban:

1. Open the file or link of the remote maintenance program (double click)

2. Confirm Windows security warning. Click on button "Yes"

3. The status lamp of the Internet connection must be green (see figure). An ID must be displayed. If this is not the case, please contact your IT department

4. Contact Ziemann & Urban and submit your ID number

Connection status
➔ Ready

Your TeamViewer ID

Z&U Remote Co... — □ ✕

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Allow Remote Control ✿

Hotline +49 (0)8123 93688-99

Please tell your partner the following ID to
connect to your desktop:

Your ID

Password
✱✱✱✱

www.teamviewer.com   Cancel

● Ready to connect (secure connection)

5. Now a remote maintenance connection can be established