

Slomo.tv Remote Support Update




Slomo.tv's Technical support team is always happy to help you with any problem you may face.

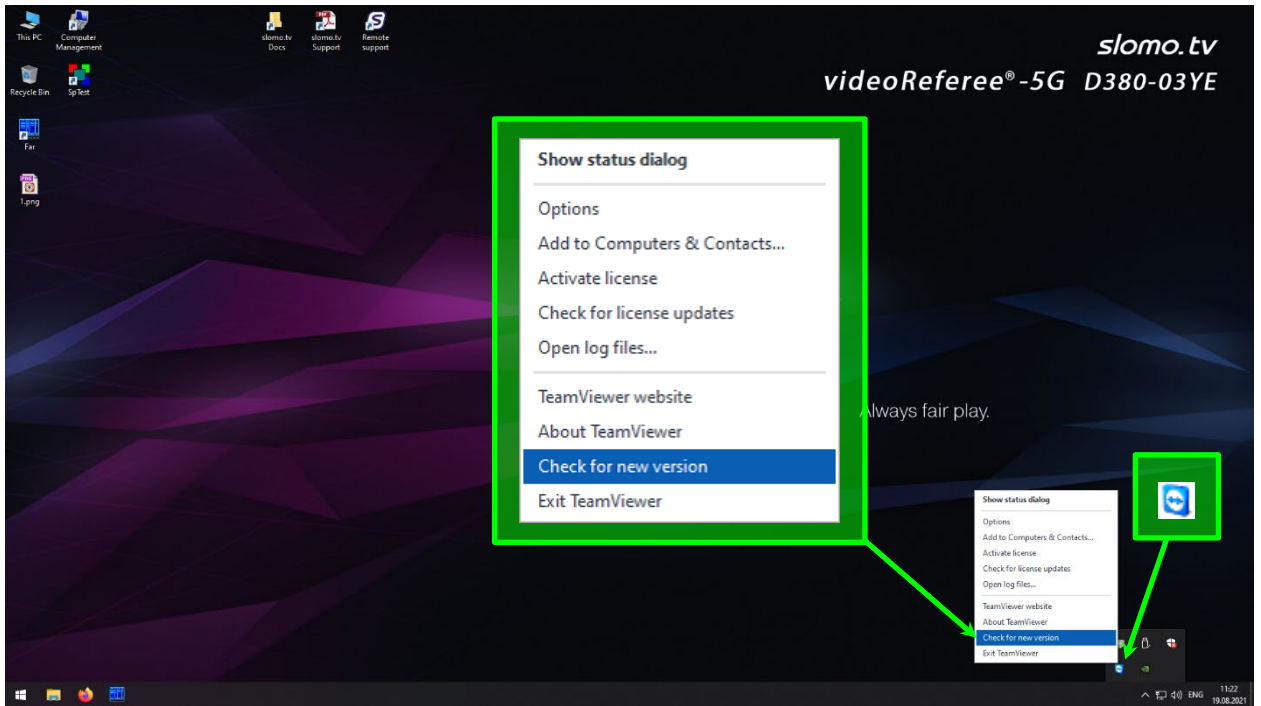
For remote support via the Internet, we use the Slomo.tv Remote Support (SRS) application based on the TeamViewer technology. Thanks to this solution, and as long as the user has Internet access, support for our servers is possible all over the world, regardless of their location.

All modern systems are delivered with pre-installed software for remote support.

A new version of TeamViewer is now available. Please update your TeamViewer to the new version before September 15, 2021. Otherwise, we will not be able to provide you any remote assistance after this date. Thank you for understanding.

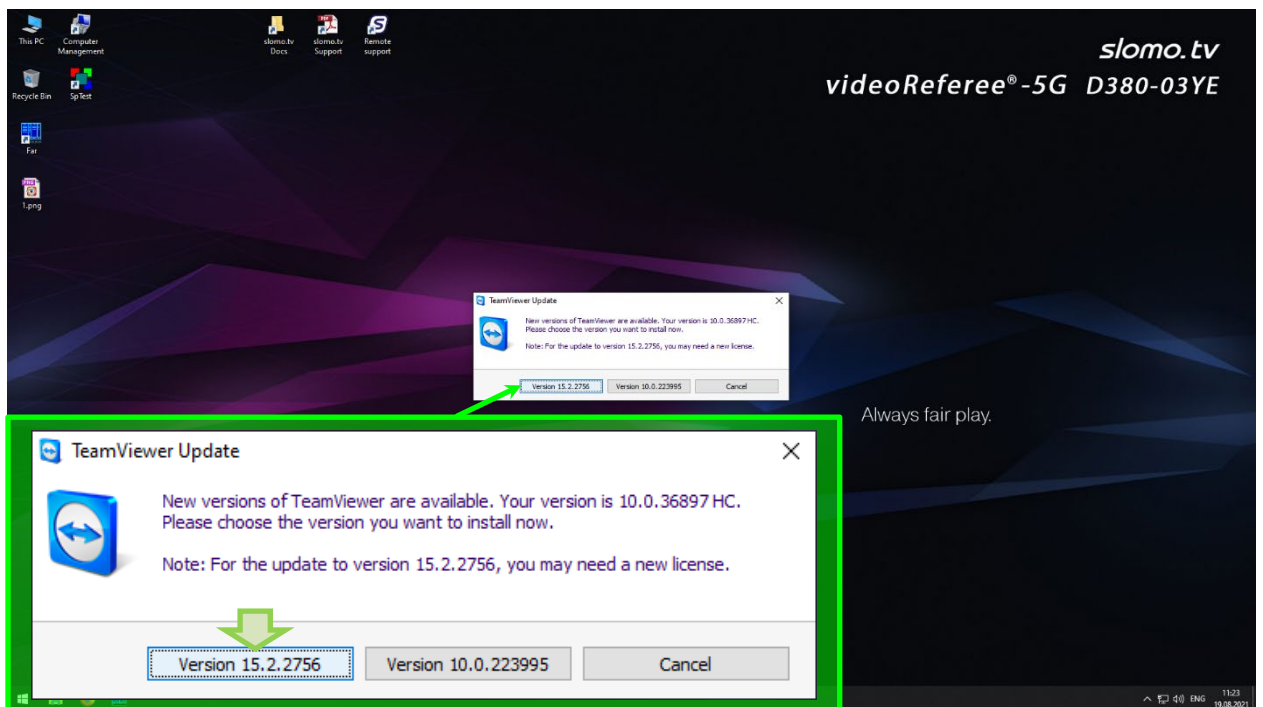
To update the program, please follow the instructions:

- 1) Turn on the system
- 2) Wait for the operating system to load
- 3) Find the TeamViewer  application shortcut in the lower right corner of the screen and right-click on it.
- 4) Select "Check for a new version" in the opened window.



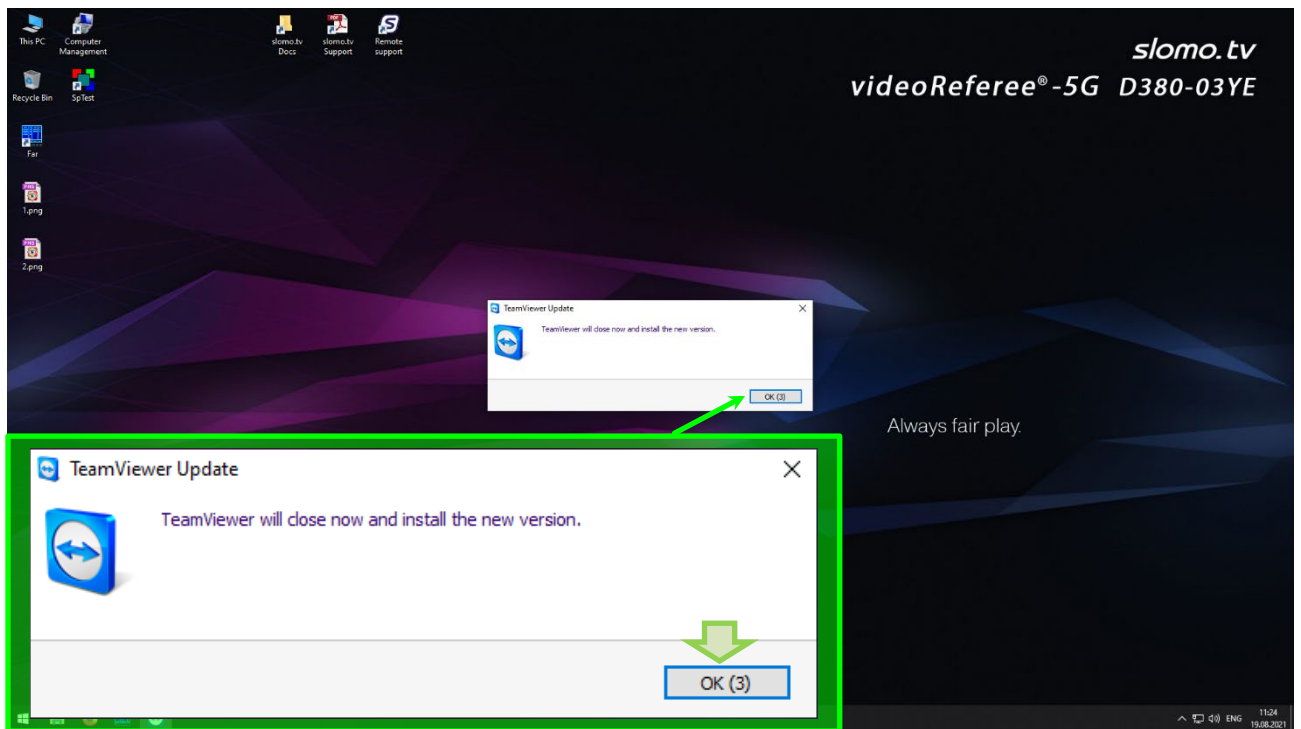
Pic. 1 – Checking for a new program version

5) After checking, a new window will open suggesting you to update the program. Select «Version 15...»:



Pic. 2 – Update prompt window

6) Wait for the message about the successful completion of the update and click **Ok**.



Pic. 1 – Update completion message

Slomo.tv's multichannel recording systems are constantly evolving. Therefore, there may be differences between documentation and implemented functionality. Please report any found discrepancies with your comments to [slomo.tv](mailto:support@slomo.tv) technical support by email, support@slomo.tv. Your comments and suggestions help improve our products and are very much appreciated.