

Slomo.tv Remote Support



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Slomo.tv technical support department is always happy to help you with any issues you may have.

You can contact our Technical Support via support@slomo.tv.

For remote support via the Internet, we use the Slomo.tv Remote Support software based on TeamViewer technology. Thanks to this solution, as long as the user has Internet access, remote tech support for slomo.tv servers is available all over the world, regardless of the location of the server.

There are two possible scenarios:

- Slomo.tv Remote Support app is already installed on the system;
- Slomo.tv Remote Support app is not installed yet.

Slomo.tv Remote Support program is installed

If the remote access program for technical support is already installed on your



server, there is a «Remote Support» shortcut on the desktop –



As a result, you will see the following window indicating that the system is ready for remote connection:

😒 slomo.tv Remote support			×
slon	no	ļtv	
		\$	
slomo.tv Remote support Please tell slomo.tv support team your ID to connect to this computer.	Your ID	454 180 525	
Ready to connect (secure connection))		
www.teamviewer.com		OK]

After starting the program, go to paragraph 3 of this manual to continue.

Slomo.tv Remote Support program is not installed

If the Slomo.tv Remote Support program is not installed on your server, do the following:

1. Visit the support page on our website by clicking the following link <u>https://slomo.tv/support</u>.

There you will find a link to download the latest version of the **Slomo.tv Remote Support** program used by our technical support and installation instructions.

Slomo.tv Remote Support runs as a system service and can be used for remote access to the server at any time. The program allows performing operations necessary for remote system maintenance, including logging on/logging off and remote rebooting. **Slomo.tv Remote Support** is free and does not require a separate licensing by the user. This ensures that your system can always be connected to our technical support service.

- 2. Run the downloaded file **TeamViewer_Host_Setup.exe**
- 3. Complete the installation process of **Slomo.tv Remote Support** program (TeamViewer Host) as shown below. You will be required to set a password to avoid undesirable connections from a third party (save it to a secure place).

Open File	- Security \	Varning	×
Do you	want to ru	n this file?	
	Name: Publisher:	\TeamViewer Host Setup.exe	
	Type:	Application	
	From:	E:\TeamViewer_H Run Cancel	
🔽 Alwa	ays ask before	opening this file	
۲	While files fr potentially ha you trust. <u>W</u>	om the Internet can be useful, this file type can arm your computer. Only run software from publishers hat's the risk?	

😋 TeamViewer Host Setup	_ 🗆 ×
Welcome to TeamViewer Host Click next to proceed with the installation of TeamViewer Host	0
After installing TeamViewer Host you can remotely access this computer through TeamViewer.	
TeamViewer Host will be installed as a system service. This allows you to access this computer even before Windows logon.	
If you also want to create outgoing connections from this computer please install the full version of TeamViewer.	
Show advanced settings	
TeamViewer	Cancel

😂 TeamViewer Host Setup	
Environment How do you want to use TeamViewer?	9
How do you want to use TeamViewer: O Personal / Non-commercial use	
 Company / Commercial use Both of the above 	
TeamViewer	Cancel

🧕 Tea	mViewer Host Setup	_ 🗆 X
Lice Plea	nse Agreement ase review the license terms before installing TeamViewer Host.	0
Pre	ss Page Down to see the rest of the agreement.	
Te	amViewer® End-User License Agreement	-
Th Te wi ma	his End-user License Agreement including its Annex ("EULA") applies to you and eamViewer GmbH ("TeamViewer" or "We") for the licensing and use of our software, hich includes the TeamViewer software and all versions, features, applications and odules thereto ("Software"). This EULA also covers any associated media, printed aterials and electronic documentation that we make available to you (with our	-
If y agr	rou accept the terms of the agreement, click Next to continue. You must accept the eement to install TeamViewer Host.	
	I accept the terms of the License Agreement	
TeamV	iewer Next > Ca	ancel

😋 TeamViewer Host Setup	
Installing Please wait while TeamViewer Host is being installed.	
Extract: tvfiles.7z	
Show details	
TeamViewer	
< Back. Close	Cancel

When the installation is complete, a welcome window will be displayed:



Next the "Program Setup Wizard" window will appear (displayed only at the first run of the program):

Supervisional access		×
	Setup unattended access This wizard helps you to setup TeamViewer so that you can access this computer anytime without being physically there.	
	< Back Next > Cancel	

You will be required to set a password for remote connection via Internet (keep it in a secure place):

Unattended access - Step 1 of 2			
	Define person	al password	
	Set a name and a p	personal password for this computer.	
15 TT 7	Computer name	slomotv]
	Password	•••••	\
201.33	Confirm password	•••••	
		< Back Next > C	ancel

Searce Unattended acces	s - Step 2 of 2
Computers & Contacts	Add this computer to Computers & Contacts
د م - Creme ک - Phote ک ای Cecre	If you have a TeamViewer account you can add this computer to the list of your computers. In your computer list you will see if this computer is online and connect to it directly.
i Media ≻ Root	○ Create a free TeamViewer account
≻ Server	○ I already have a TeamViewer account
	I don't want to create a TeamViewer account now
💭 Addremote computer 2. Addremote 100 Addremot graup	
	< Back Next > Cancel

🗟 Unattended access 🔀			
	Completing the wizard		
	Use the TeamViewer ID of this computer and your personal password to connect to this computer.		
	ID 454 180 525		
	< Back Finish		

After the wizard is complete you will see the following window – the system is ready for remote connection:



For remote support, your slomo.tv system should be connected to the Internet.

If there is no Internet connection, the following message will be displayed in the Slomo.tv Remote Support program window: "Not ready. Please check your connection". **Your ID** will be hidden as shown below.

🧟 slomo.tv Remote support		
slon	no	ltv
		\$
slomo.tv Remote support Please tell slomo.tv support team your ID to connect to this computer.	Your ID	-
• Not ready. Please check your connecti	on	
www.teamviewer.com		ОК

After running the program

If the Internet is connected and the program started correctly, do not close Slomo.tv Remote Support (TeamViewer) application or disconnect the server from the Internet.

Send an email to <u>support@slomo.tv</u> with **Your ID** and the **password** you entered during installation.

Note:

If the **Remote Support** program was previously installed on your server, the password is usually already known to our technical support team.

Technical support

After successful connection to Your system Slomo.tv at the agreed time, our specialists of support team will produce necessary activities by a decision of the existing problems.

Slomo.tv software is continuously evolving, therefore, there may be differences between documentation and implemented functionality. Please report any found discrepancies with your comments to <u>support@slomo.tv</u>. Your comments and suggestions help improve our products and are very much appreciated.

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