Slomo.tv Remote Support

Table of contents

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 – .

Find it and run the program by double-clicking on the shortcut.

As a result, you will see the following window indicating that the system is ready

for remote connection:

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

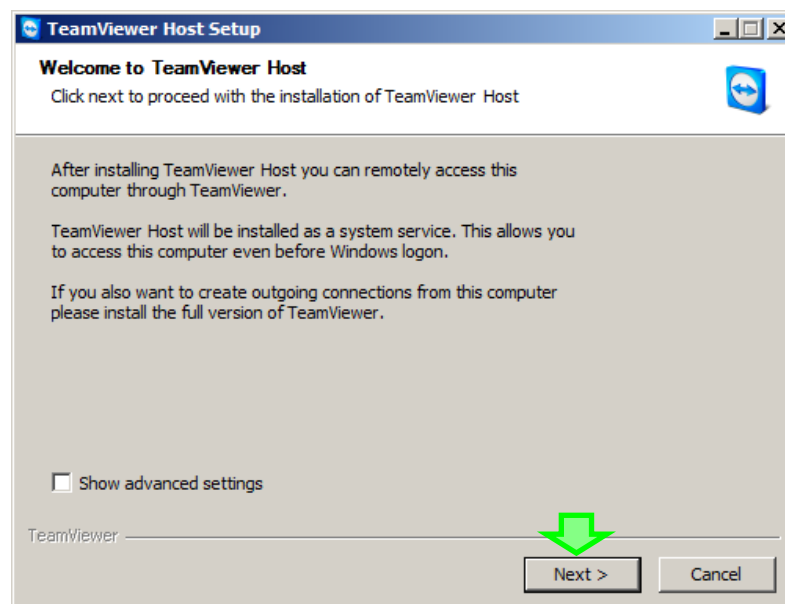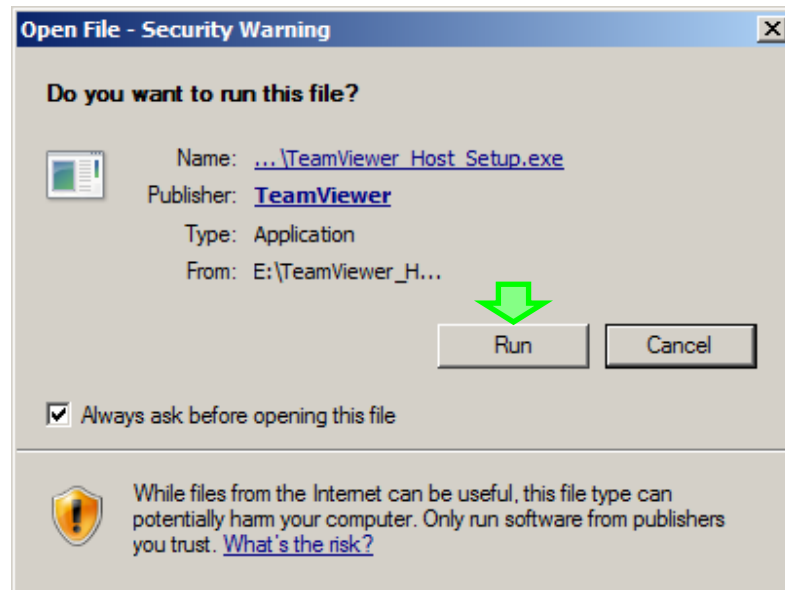## Slomo.tv Remote Support program is not installed

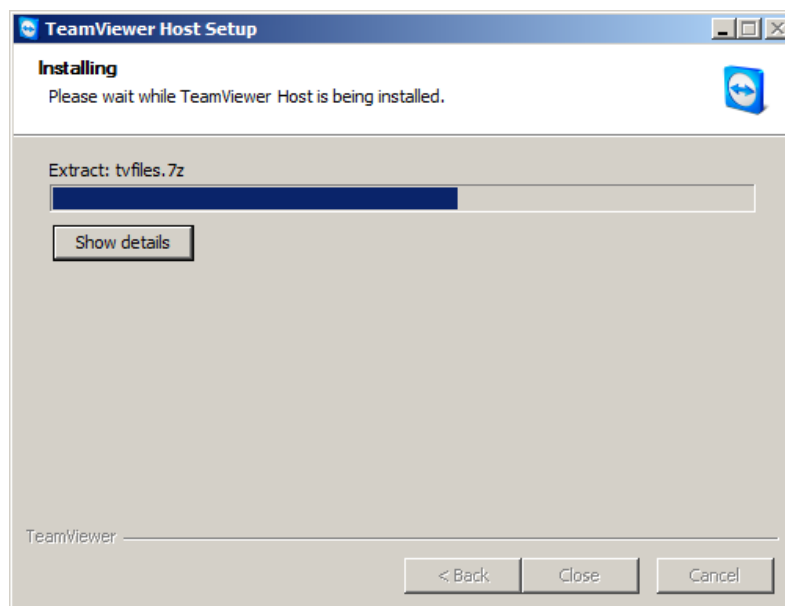If the Slomo.tv Remote Support program is not installed on your server, do the following:

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

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).

TeamViewer Host Setup

Environment
How do you want to use TeamViewer?

How do you want to use TeamViewer:

- ○ **Personal / Non-commercial use**
- ○ **Company / Commercial use**
- ● **Both of the above**

TeamViewer

Next >   Cancel

TeamViewer Host Setup

License Agreement
Please review the license terms before installing TeamViewer Host.

Press Page Down to see the rest of the agreement.

TeamViewer® End-User License Agreement

This End-user License Agreement including its Annex ("EULA") applies to you and TeamViewer GmbH ("TeamViewer" or "We") for the licensing and use of our software, which includes the TeamViewer software and all versions, features, applications and modules thereto ("Software"). This EULA also covers any associated media, printed materials and electronic documentation that we make available to you (with our

If you accept the terms of the agreement, click Next to continue. You must accept the agreement to install TeamViewer Host.

☑ I accept the terms of the License Agreement

TeamViewer

Next >   Cancel

TeamViewer Host Setup

Installing
Please wait while TeamViewer Host is being installed.

Extract: tvfiles.7z

Show details

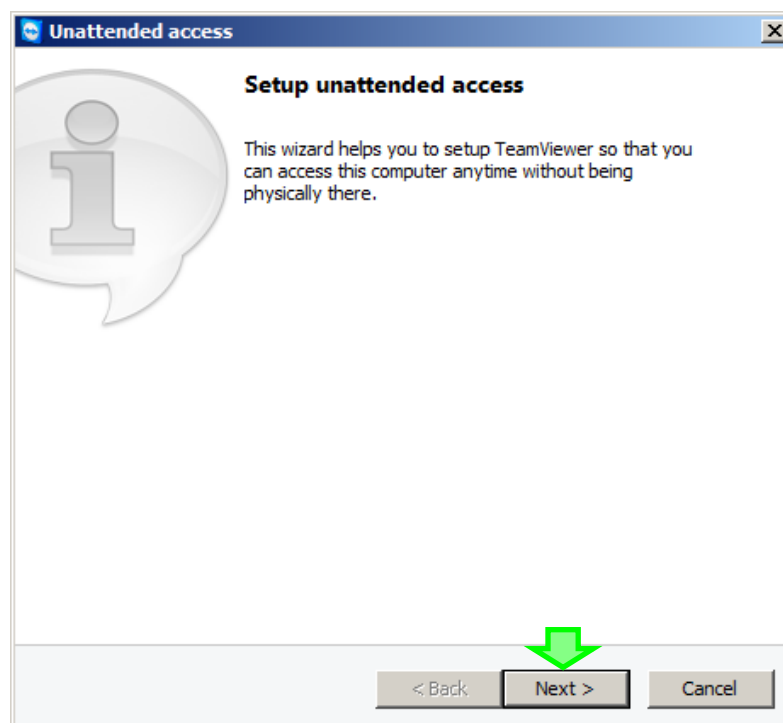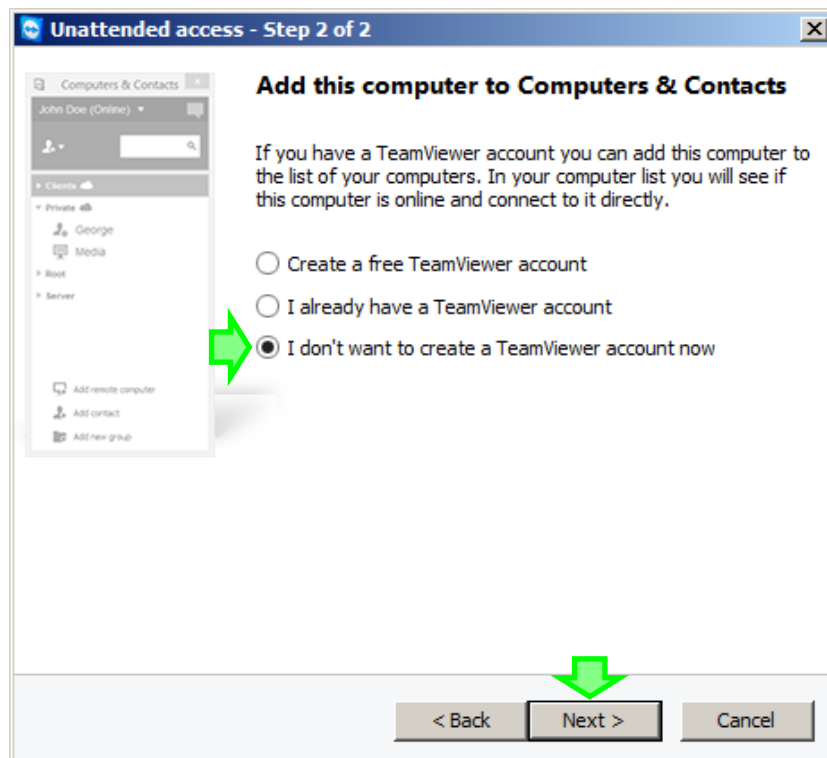TeamViewer

< Back   Close   Cancel

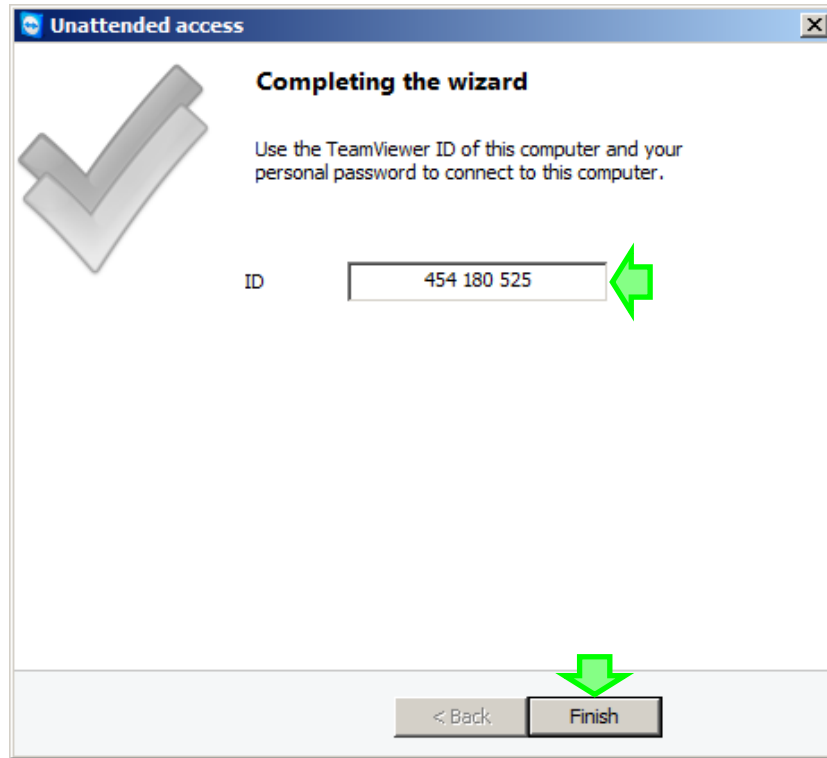When the installation is complete, a welcome window will be displayed:
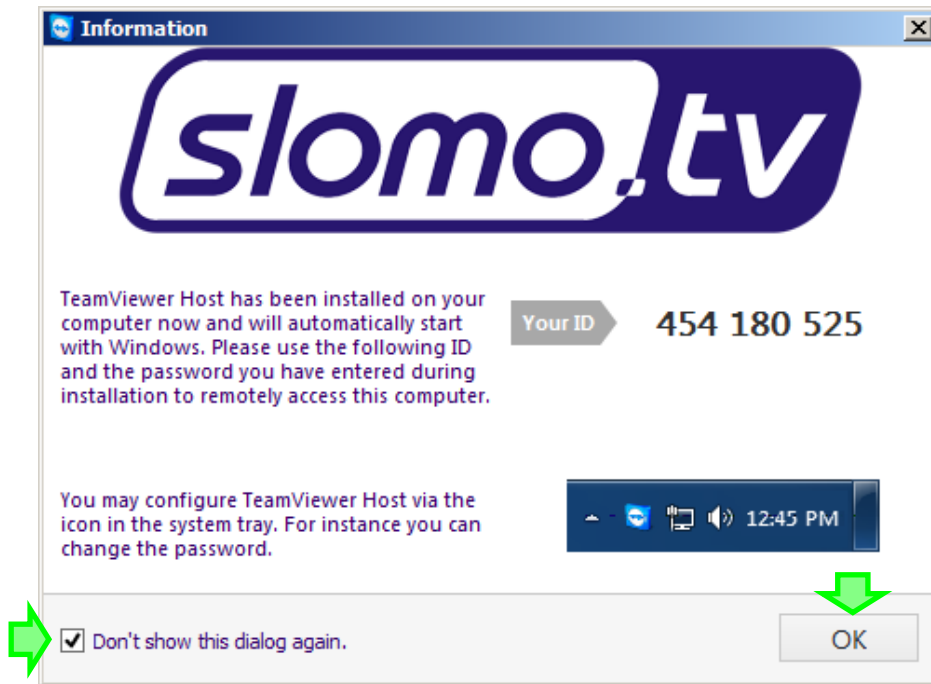
Next the "Program Setup Wizard" window will appear (displayed only at the first run of the program):

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 personal password

Set a name and a personal password for this computer.

Computer name   slomotv

Password   ●●●●●

Confirm password   ●●●●●

< Back   Next >   Cancel

Unattended access - Step 2 of 2

Add this computer to Computers & Contacts

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.

○ Create a free TeamViewer account

○ I already have a TeamViewer account

● I don't want to create a TeamViewer account now

< Back   Next >   Cancel

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.

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 support@slomo.tv 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 support@slomo.tv.
Your comments and suggestions help improve our products and are very much appreciated.