



How to use the TeamViewer Support Tool from Gantner Instruments

1. Download the Gantner TeamViewer plugin tool from our website:
<http://www.gantner-instruments.com/app/uploads/sites/2/2016/07/teamviewer.zip>



2. Save the **teamviewer.zip** file to your desktop. Unzip the file and save the executable onto the desktop. The executable is named **INS_QS_en.exe**
3. Run the TeamViewer tool by double clicking on the .exe file.



4. The tool will appear on your screen like so:





5. Provide the 9-digit ID displayed on the screen to the Gantner Instruments support personnel.

6. Gantner Instruments will be able to remotely control your PC and make any appropriate changes to your Gantner project.

7. Make sure to maintain a steady internet connection and ensure the Gantner hardware is powered and connected to the PC correctly.