Dynapack Support – TeamViewer Host Installation

- If you're using Windows XP or Vista, please install the latest version of Mozilla Firefox or Google Chrome (because you will need an up-to-date browser to access the TeamViewer software links).
    - Firefox: https://www.mozilla.org/en-US/firefox/new/
    - Chrome: https://www.google.com/chrome/browser/desktop/index.html

- Go to the Dynapack website www.dynapack.com
- Click the large 'Support' button (about mid-screen to the right)
- Click the 'Dynapack Support HOST Module' button to download TeamViewer Host
    - Alternatively download directly from: https://get.teamviewer.com/3npunbs
- Download, then **RUN** the file

- Choose 'Accept' or 'Allow' to any prompts that come up
- 'Welcome to TeamViewer 11 Host' should appear, click 'Next'
- Set the 'Environment' to 'Company/ Commercial Use', click 'Next'
- Click the check box and accept the 'License', click 'Next'
- Wait for TeamViewer to install. (The TeamViewer panel may disappear for a minute or more, please continue to wait)

- Click 'Next' on the 'Unattended Access' panel
- Choose a fairly unique 'Computer Name' that we will easily recognise, or use the serial number from your dyno if known.
- Choose a reasonably secure password and record or write it down somewhere. Enter it into the boxes then click 'Next'

- Please wait for the next panel to appear. It should show a button to 'Assign to Dynapack Support'. It is important that you click this button.

- TeamViewer should present 'Your ID' as a 9-digit number. Near that there should be a 'gear wheel' icon, click it to open TeamViewer's settings
- On the left, click 'Security'
- Then across to the right, tick the box to 'Grant Dynapack Support easy access', then click 'OK'

At this point your computer should be accessible to Dynapack Support. However, if your PC goes into sleep or stand-by mode we will not be able to access it. Disabling Power Management in Windows is not always easy to do (instructions here: http://support.wdc.com/KnowledgeBase/answer.aspx?ID=3875). If you have Smart Control dyno software on the PC already then if you leave this software open the PC should stay awake. (This is important, for instance, if you plan to leave the computer on overnight for us to perform any service.)

If you have Dyno software, please don't operate it if you are expecting a Dynapack Support session to take place. (As we could connect at any time it could interrupt a dyno run.)

Contact Support via the Support Enquiry form on the Dynapack website:

http://www.dynapack.com/pages/support.php