

[Online-Support]

› No need for costly software

Using the TeamViewer software, we can connect with your test equipment via the Internet. This program is used for remote control of your PC (which is connected to your test device).



A dedicated software setup on the test device is not required. All you need to do is run a small program and you are ready to go! This program is already pre-installed on newer SCHLEICH devices.

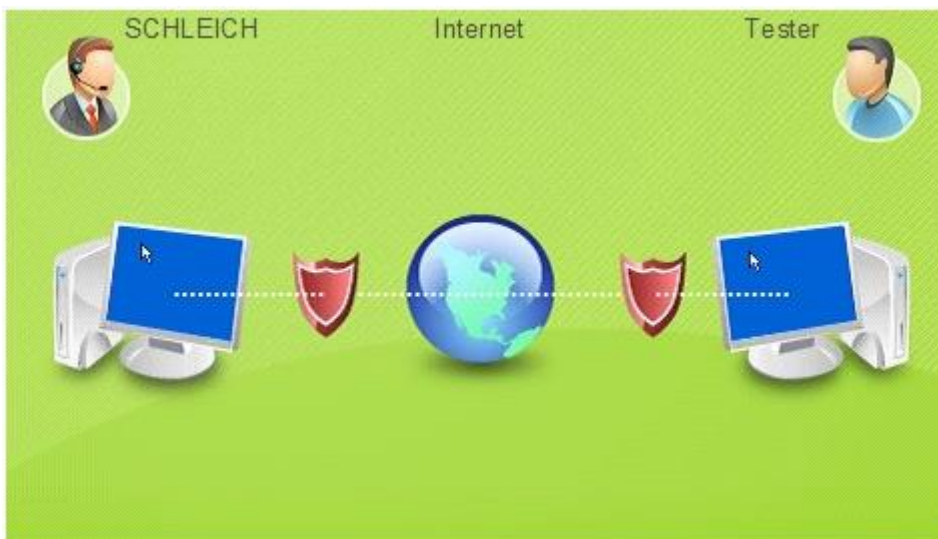


➤ Trouble-free operation even through firewalls

The most common problems when using remote maintenance software are generally caused by firewalls, blocked ports and NAT routers for local IP addresses.

These factors frequently interfere with the ability to remotely control a test instrument. By using TeamViewer, these difficulties can be resolved.

TeamViewer can establish a connection even through firewalls.



› How to use TeamViewer

Start your local TeamViewer client.



The TeamViewer client is displayed on the screen of your test device:



Now a telephone connection between you and SCHLEICH needs to be established.

You can either call us or we can call you.

Please provide us with the ID displayed on the tester screen via phone.



Next, please give us the password displayed on the screen.



And that's it. We enter your ID and password into our remote control software to connect to your tester via the Internet. Now we can control your tester remotely.

You can watch us working on your screen and follow each of our steps.

We can also give you information via a dialogue window, such as "Please press the start button". You can also reply to our requests.

When either you or we close the TeamViewer program, the connection is automatically terminated. We can no longer connect. Only when you restart the client and provide us with the two newly generated codes can we remotely control the tester again.

Please feel free to contact us with any questions:

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