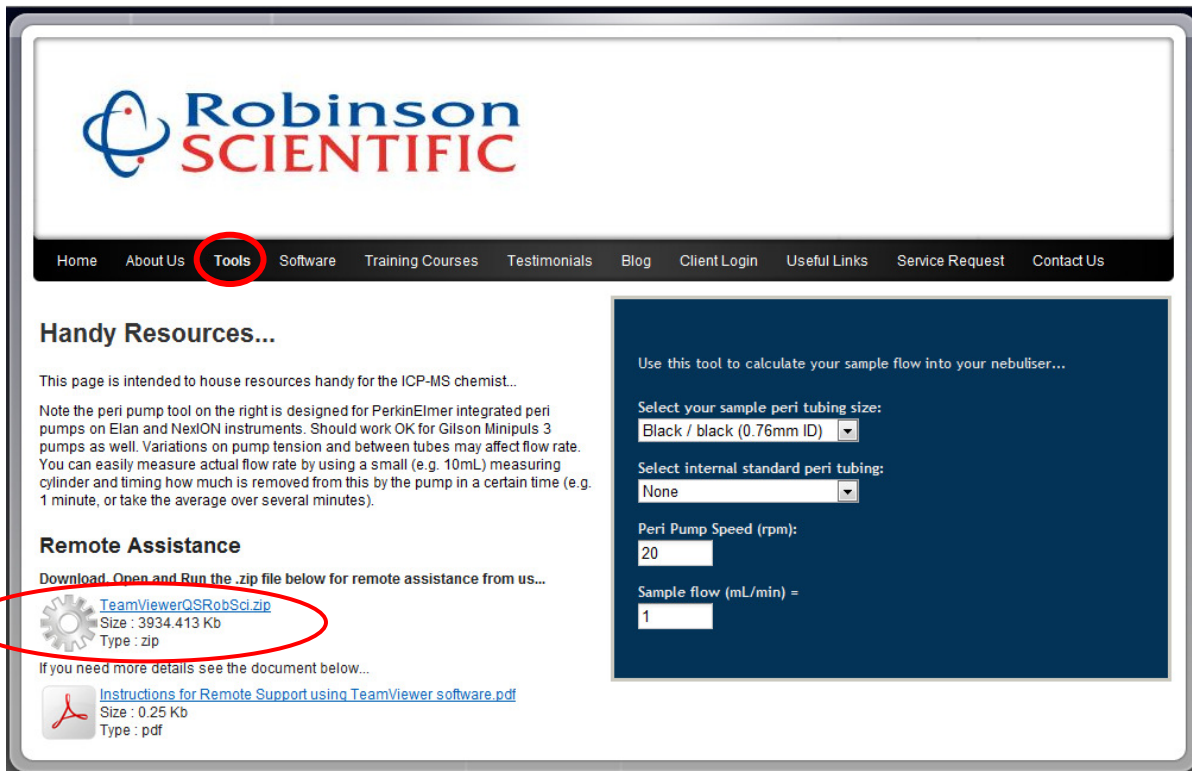


Instructions for Remote Support using TeamViewer™ software

From our website (www.icpms.co.nz) go to the **Tools** page, then Download, **Open** and **Run** the file shown below (TeamViewerQSRobSci.zip) – this contains the program you need (TeamViewerQSRobSci.exe). Select 'Run' when asked.

For future use you can Save the .exe program if you wish (then you can simply run it next time you need assistance without having to download it again).



The screenshot shows the Robinson Scientific website. The navigation menu includes Home, About Us, **Tools** (circled in red), Software, Training Courses, Testimonials, Blog, Client Login, Useful Links, Service Request, and Contact Us. The main content area features a 'Handy Resources...' section with text about ICP-MS chemists and a 'Remote Assistance' section. In the 'Remote Assistance' section, a download link for 'TeamViewerQSRobSci.zip' (Size: 3934.413 Kb, Type: zip) is circled in red. Below it is a link to 'Instructions for Remote Support using TeamViewer software.pdf' (Size: 0.25 Kb, Type: pdf). To the right, there is a blue tool for calculating sample flow into a nebuliser, with fields for 'Select your sample peri tubing size' (Black / black (0.76mm ID)), 'Select internal standard peri tubing' (None), 'Peri Pump Speed (rpm)' (20), and 'Sample flow (mL/min) =' (1).

The window below appears. Phone us and tell us the ID and password and we can connect to assist you...



You can also download the TeamViewer™ QuickSupport program from the TeamViewer website...

Go to: <http://www.teamviewer.com/download/index.aspx>

and download (Run) the QuickSupport program (select 'Run' when asked)...

Find extensive product information in our PDF brochure

TeamViewer full version - Windows

All-In-One: TeamViewer full version
This recommended download can establish connections as well as wait for incoming connects - one convenient solution for everything.

[Download v5.0.9104](#) [Download v5.1.9072 beta](#)

[Read more about TeamViewer 5.1!](#)

Additional downloads

For the instant customer: TeamViewer QuickSupport
Simple and small customer module, runs immediately without installation and does not require administrative rights - optimized for instant support

[Download v5.0.9104](#) [Download v5.1.9072 beta](#)

Commercial users will be able to customize the QuickSupport module with their own logo and welcome text, in order to take Corporate Identity to a higher level.

[Customize QuickSupport](#)

TeamViewer-Button
Create your own individual TeamViewer -Button for your website – free of charge.

[Create me!](#)

The window below appears. Phone us and tell us the ID and password and we can connect to assist you...



Further Details...

For more details about TeamViewer go to:
<http://www.teamviewer.com/en/index.aspx>

Remote Support

With TeamViewer you can remotely control any computer as if you were sitting right in front of it - even through firewalls.

All your partner has to do is start a small application, which does not even require installation or administrative rights.

Further information:
<http://www.teamviewer.com/en/solutions/support.aspx>

Highest security standard

TeamViewer is a very secure solution. All versions feature completely secure data channels with key exchange and AES (256 Bit) session encoding, the same security standard used by https/SSL.

Further information:
<http://www.teamviewer.com/en/products/security.aspx>