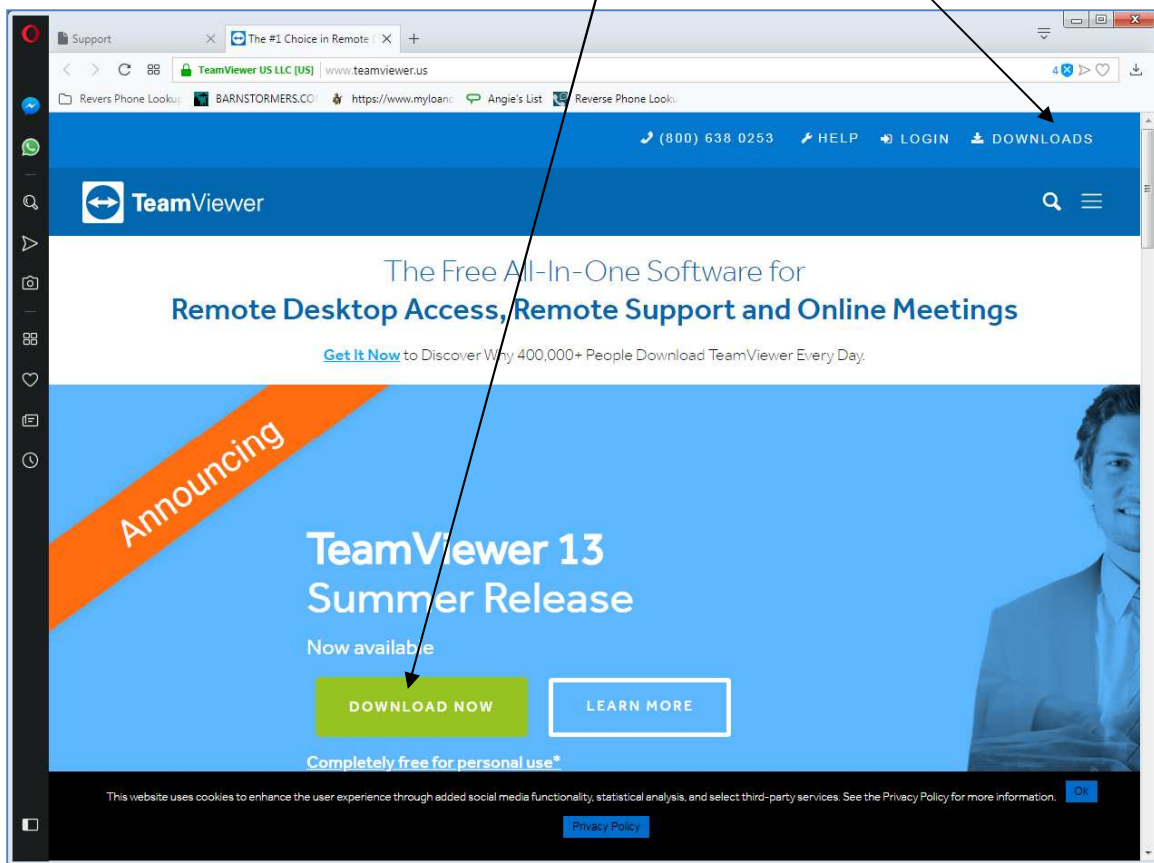


# **Browsers for use with TeamViewer and GraphiTech**

## **General Information**

Regardless of which browser you use, the following web page will be displayed when you click on the “Remote TeamViewer Support” button as shown on each of the following browsers.

**There will be slight differences depending on your browser but NEVER attempt to click on the DOWNLOADS button at the top right or the DOWNLOAD NOW box shown below left.**



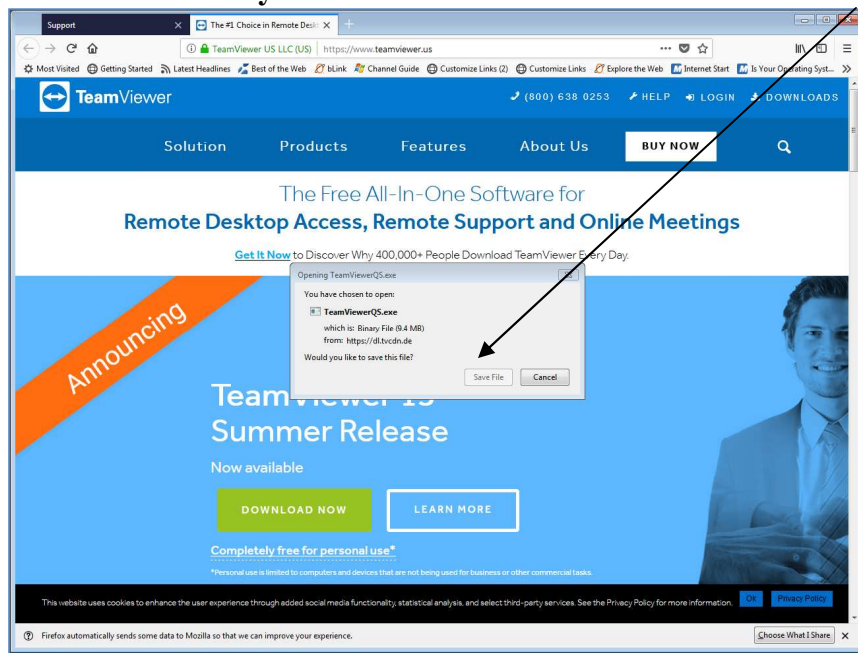
Follow the instructions exactly as shown on the following pages and we'll be connected within minutes. Remote sessions are done so that you have the opportunity to shut down the remote link if you feel you are being compromised in any way.

Anyone working with you will always ask if you are comfortable with a procedure or upload or download. So let's get started,

## Mozilla Firefox

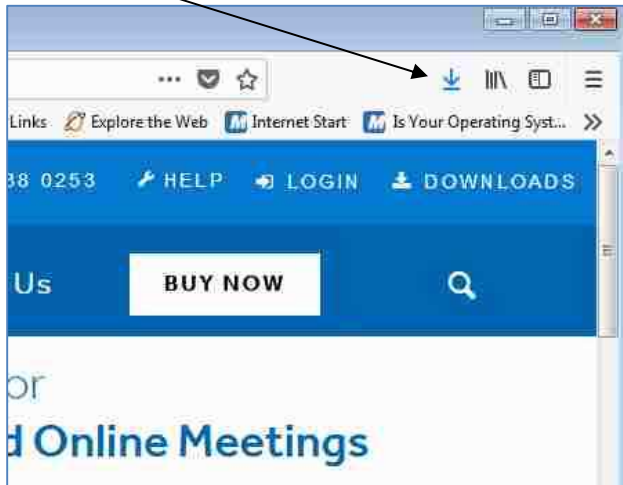


On the Home Page, select “Support” from the Top Menu. Then, as soon as you click on “Remote TeamViewer Support”, you will see a small box in the center of the screen that asks if you would like to save this file. Click on “Save File”.

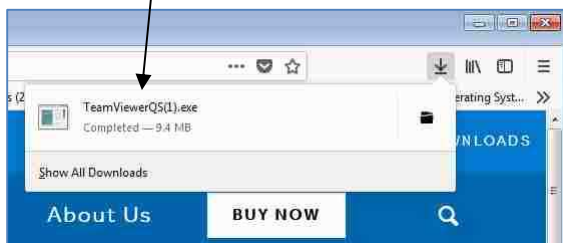


**Warning: Do Not Try To Click On The Large “Download Now” button as this will load an incorrect version to your computer.**

In the upper right corner of Firefox, you should see a small Down Arrow as shown below.



Click on the Down Arrow and a small box appears as show below. Click on the TeamViewer QS.exe. Note that a (1) or (2) might show after the QS but that just means that it has been downloaded previously.

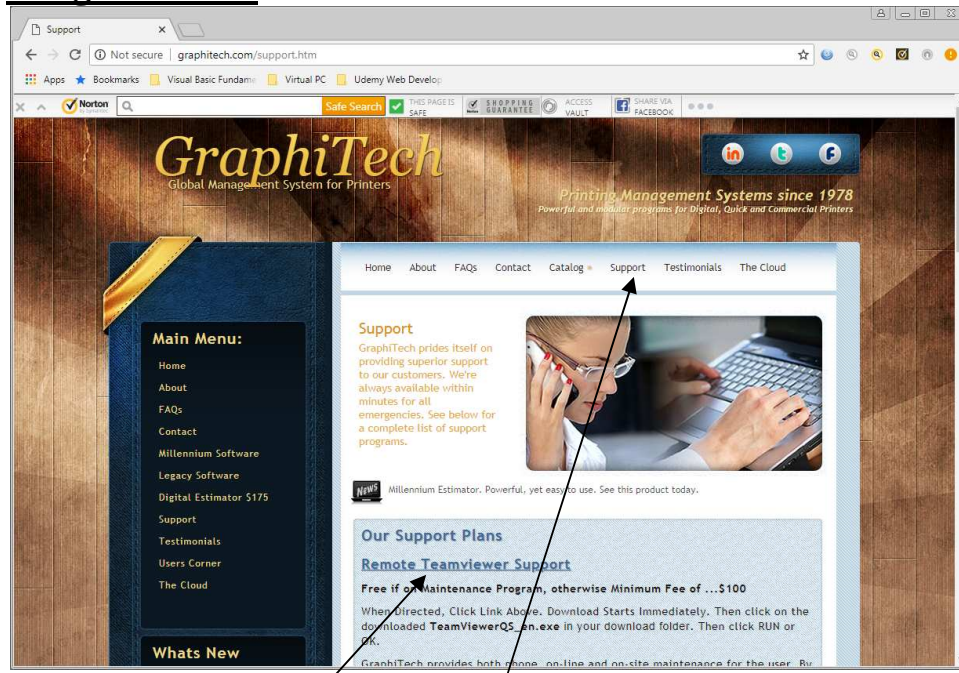


Now you will see the RUN command.

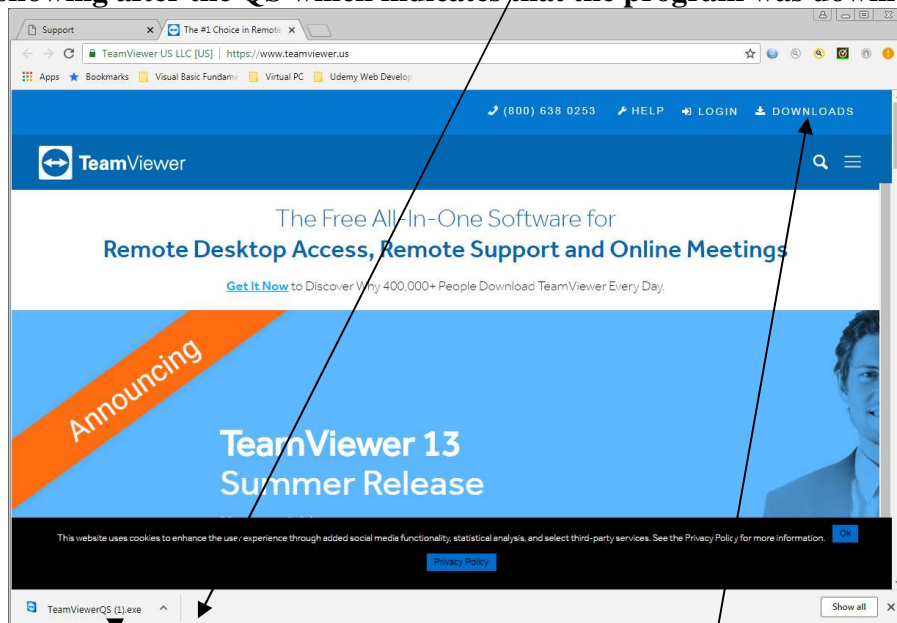


Click on Run to start your remote session. You will need to inform GraphiTech of your ID and Password.

## Google Chrome



On the Home Page, select “Support” from the Top Menu. Then, as soon as you click on “Remote TeamViewer Support”, you will see a small Text Box in the Lower Left of the screen that simply says, “TeamviewerQS.exe”. There may be a (1) or (2) showing after the QS which indicates that the program was downloaded previously.

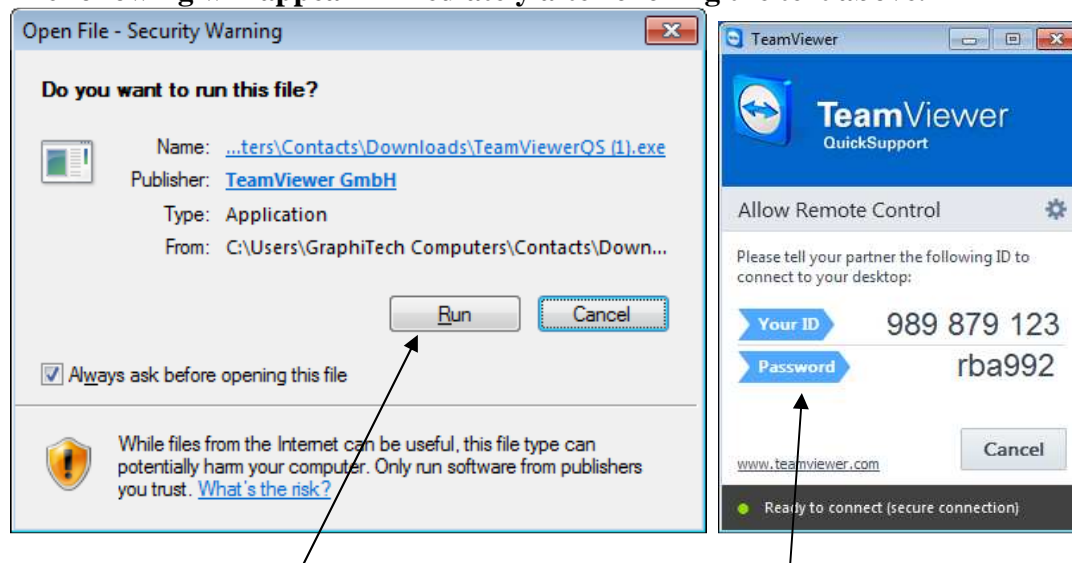


**Warning: Do Not Attempt To Click On The “Downloads” tab at the top right of the TeamViewer website as this will load an incorrect version to your computer.**

Now, click on the Text “TeamViewerQS.exe”.

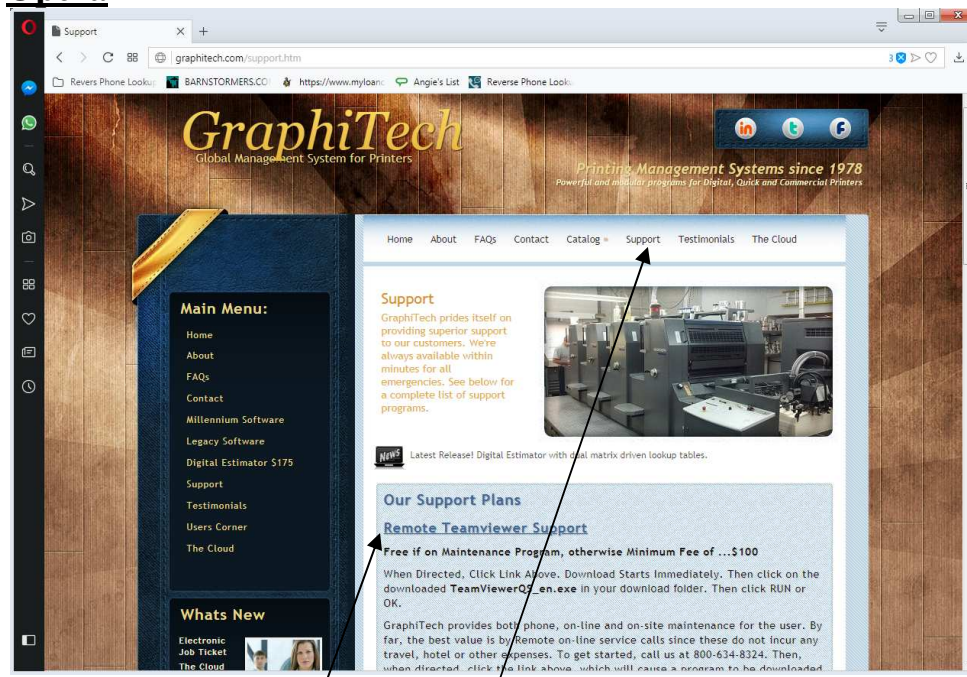


The following will appear immediately after clicking the text above.



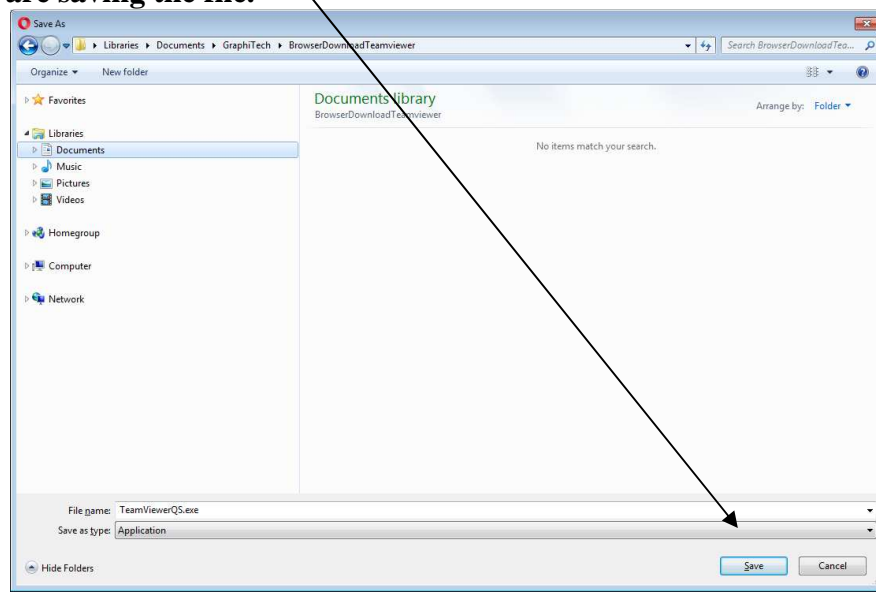
Now simply click “Run” and you will then have your ID and Password available for the remote connection.

## Opera

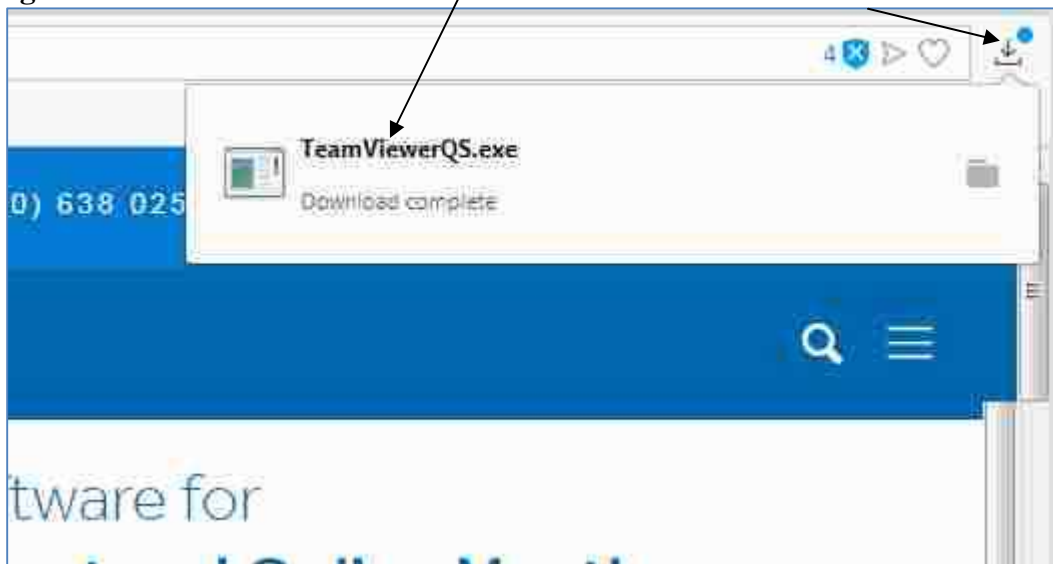


On the Home Page, select “Support from the Top Menu. Then, as soon as you click on “Remote TeamViewer Support”, you will see an explorer pane that asks you where you want to save the “TeamViewerQS.exe” file, There may be a (1) or (2) showing after the QS which indicates that the program was downloaded previously.

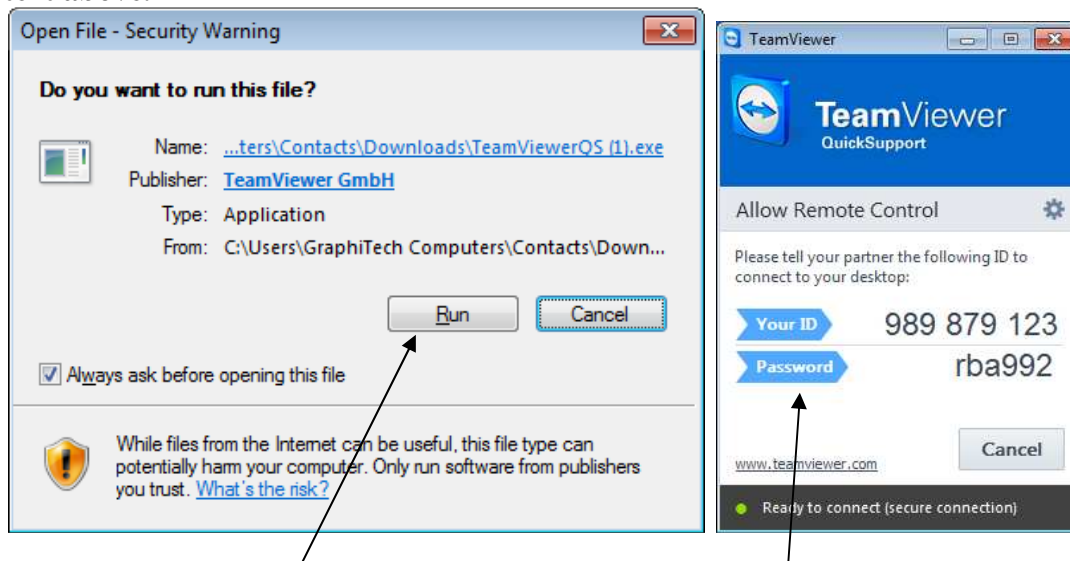
Simply click on the Save button shown here. Be sure to make a note of where you are saving the file.



As soon as you click Save above, a small window will appear on the upper right side of the browser that appears as shown below. If for some reason, you lose the box that shows the file, you can click on the download arrow (shown here) to select it again.



The following will appear immediately after double-clicking the TeamViewerQS.exe text above.



Now simply click “Run” and you will then have your ID and Password available for the remote connection.

**Note that it may take a few moments for the ID and Password to show, so be patient and don't click anywhere else.**

## Internet Explorer (Don't Use This Browser)



**Note that the IE Browser does not download files properly. In other words, it's hit or miss. Please use one of the other browsers show below.**