1: Go to Contact Vidistar | Fujifilm Healthcare by copy/pasting or clicking the following web link: <https://hca.fujifilm.com/contact-vidistar?msclkid=5972a128b04c11ec90d39095b3ec1b3e>

2: Click on download TeamViewer

3: Click on download once complete

4: Click yes to allow app to make changes

5: Copy your ID and password then email those to VidistarSupport@hitachihealthcare.com

letting them know what you need remote support for and your contact info for questions

6: Leave the laptop turned on so it won't go into power saver mode and Vidistar will be able to remote into the computer to troubleshoot.