

**Team Viewer Instructions:**

Go to:  
<https://get.teamviewer.com/hhavidistarqs>

Click on download TeamViewer

Click on download once complete

Click yes to allow app to make changes

Copy your ID and password then email those to [VidistarSupport@hitachihealthcare.com](mailto:VidistarSupport@hitachihealthcare.com)

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

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.