

How to set up a teamviewer session

In case you request our support, it could be helpful and efficient to establish a remote connection to give the service team direct access to the Phenom via the Internet.

We prefer TeamViewer. In case your company/institute is using different remote connection tools? No problem, please contact your local Phenom service team for more details.

Option 1: Phenom without connection to LAN/Internet or internet access prohibited.

On request, we can provide a “mobile internet access box” including a Mini-PC. (Needs a stable connection to the mobile internet at your location).

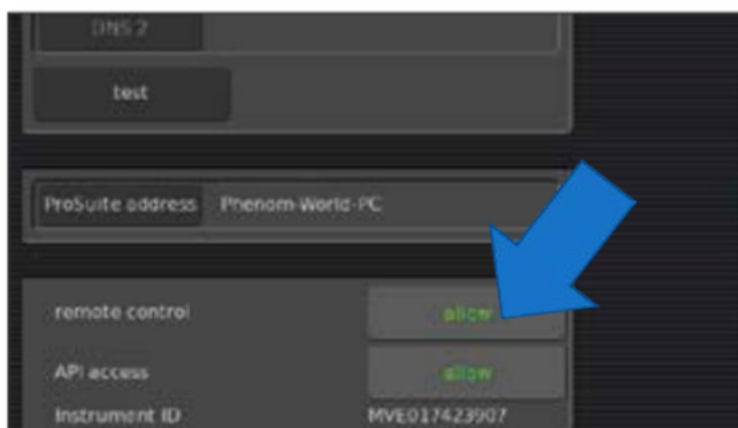
With this box your Phenom can be connected to the internet without accessing your company/institute LAN but connecting to mobile internet.

The box is completely pre-configured including a detailed instruction. For more details contact your local Phenom service team.

Option 2: Phenom legacy user interface, configured with ProSuite-PC (mounted behind the monitor), connected to LAN/Internet

Step 1: Download, install and activate the [TeamViewer Host](https://download.teamviewer.com/download/TeamViewer_Host_Setup.exe). Link: https://download.teamviewer.com/download/TeamViewer_Host_Setup.exe

Step 2: Make sure that the Phenom user interface allows remote control. See “Advanced Mode” page “Network configuration”.



Step 3: Provide the login details to the Phenom service team

Option 3: Phenom with new User Interface (separate PC included, XL G2, Pharos G2, Pure G6, Pro G6, ProX G6)

Step 1: Download, install and activate the [TeamViewer Host](#). Link:

https://download.teamviewer.com/download/TeamViewer_Host_Setup.exe

Step 2: Provide the login details to the Phenom service team

In case of any question don't hesitate to contact your local Phenom service team.