

If you encounter problems with a DEWETRON system you can ask for support via email, telephone or a remote desktop session. When running a remote desktop session, the [DEWETRON support](#) consultant can see what you see on your screen and remotely control mouse and keyboard inputs which allow quick and effective problem solving.

1. Requirements

The only requirement for the remote desktop support is that the DEWETRON system has access to the internet (i.e. you can surf in the web) since NetViewer only uses Port 80 (HTTP) for the communication.

2. Where to get NetViewer client

- from the DEWETRON System DVD
- from the DEWETRON Service homepage <http://service.dewetron.com>
- from the NetViewer homepage <http://www.netviewer.com>
- from your DEWETRON consultant via Email or FTP

3. Installation

The NetViewer client is at no time installed on your system. It's just an EXE file which runs in memory when started and can be closed at any time.

4. How to start the NetViewer session

Contact the DEWETRON support team and ask for a NetViewer session number. This code is needed to run a NetViewer session.

Start the NetViewer EXE file enter the session number and click on *connect*.



The image shows a screenshot of the NetViewer 'Participant login' dialog box. The window has a white background with a red curved bar at the top. The text 'netviewer onezone' is displayed in red and grey. Below this, 'netviewer.com' is written in small red text. The main area is titled 'Participant login' and contains the instruction: 'Please enter the session number the consultant gives to you on the phone.' There is a text input field labeled 'Session number:' containing the value '123456'. A 'Connect' button is located below the input field. At the bottom right, there is an 'Exit' button with a small icon to its left.

You will be prompted to allow the screen content to be transferred. Click on Yes and the session will start.



5. Functions during a NetViewer session

When the session is active, you can see a small window on your screen:



Show – When this is active (indicated by a yellow button) you are showing the consultant your screen.

Watch – Click on Watch to see the screen from the consultant.

Remote control – It is also possible to let the consultant remotely control the unit. Press On/Off or hit F11 to activate/deactivate this functionality. If you or the consultant activates this functionality for the first time, a window will appear asking to allow the activation of the remote control functionality.



By clicking on the red bar on top of the little NetViewer window you can open a sidebar with additional functions such as chat, VoIP, file transfer etc.