

Conferencing Support Remote Tool

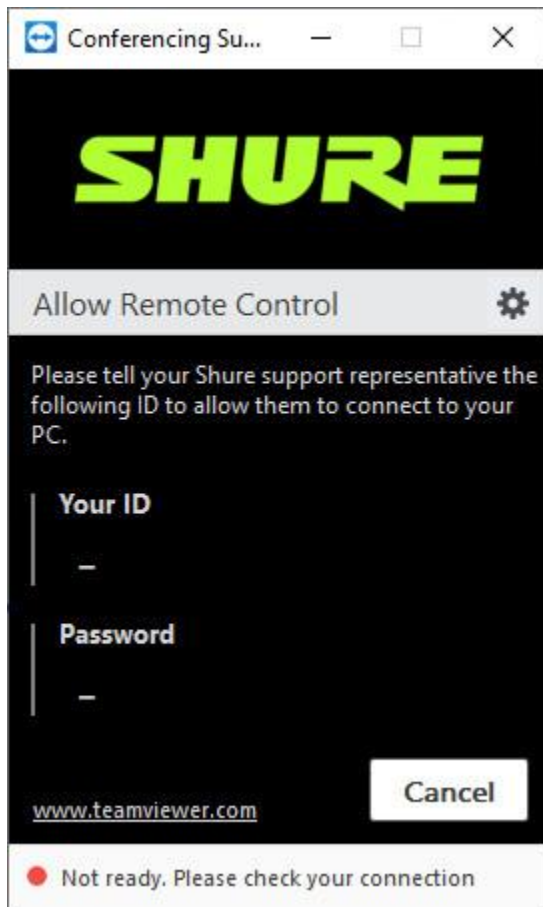
Download: [Shure remote tool](#)

Conferencing Support offers remote support to via TeamViewer. Conferencing Support supports technical instances where our partner cannot solve it and it has been agreed up front with the Conferencing Support team.

Quick tutorial for how to download and use TeamViewer

Step 1: Download the file "[Shure remote tool](#)" and unpack the ZIP file.

Step 2: Double click on the "TeamViewerQS.exe" file, which you have just unpacked. The program will not leave any installed program on your PC after the remote session has ended.



Step 3: Inform 'Your ID' and 'Password' to Conferencing Support by email conferencingsupport@shure.com. This allows Conferencing Support to connect to your desktop remotely.

Step 4: Conferencing Support team will now have remote control over your PC. Once Conferencing Support has finished dealing with your support issue, Conferencing Support will close the connection. Now you can close the Remote Support program.