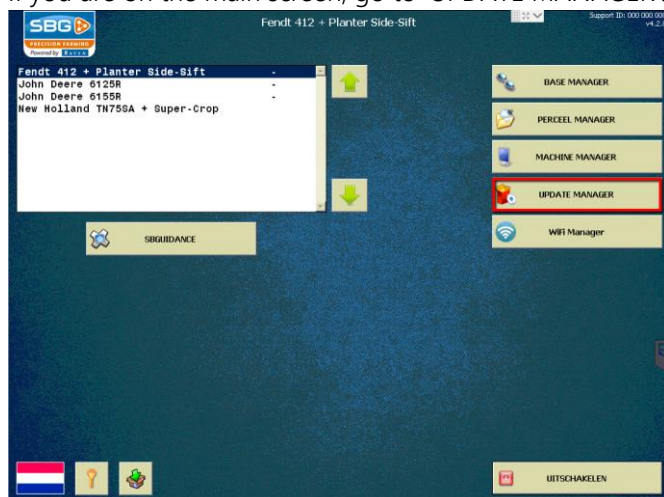# MANUAL UPDATE TEAMVIEWER GEOSTAR/VIPER 4

What you need:

- Internet connection (for example by use of a Wifi-dongle in case of a GeoStar)
- Create a hotspot on your smartphone with the name and password:

Hotspot name: raven

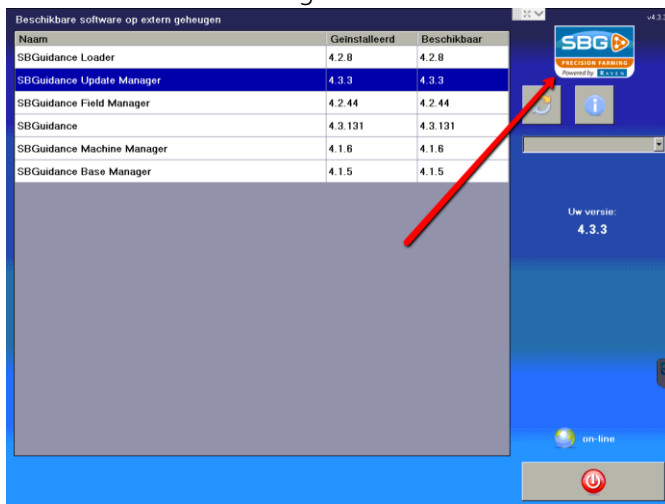Password: ravensupport

1. If you are on the main screen, go to 'UPDATE MANAGER'.
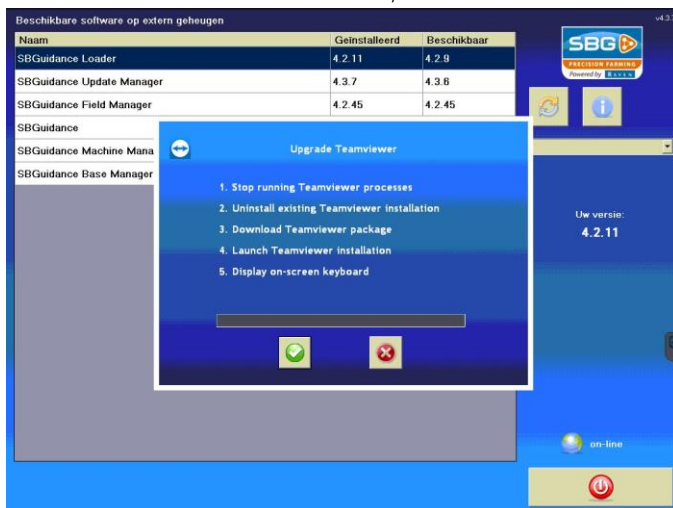

2. The version of the 'UPDATE MANAGER' must be 4.3.7 or higher. If not, update the 'UPDATE MANAGER' by pressing on the red numbers in the third column and press the button 'Update'. Make sure the other software is up to date.
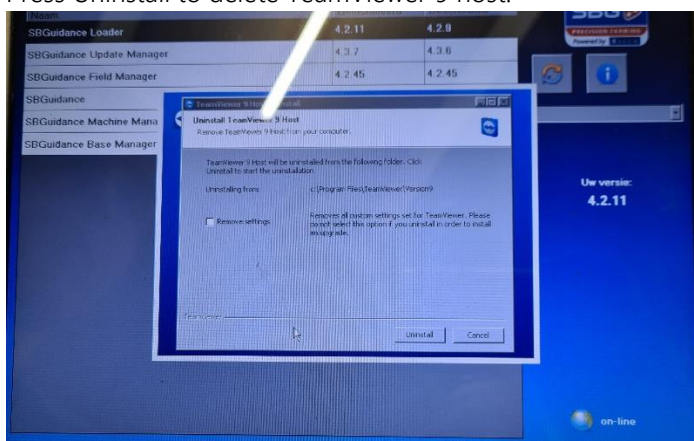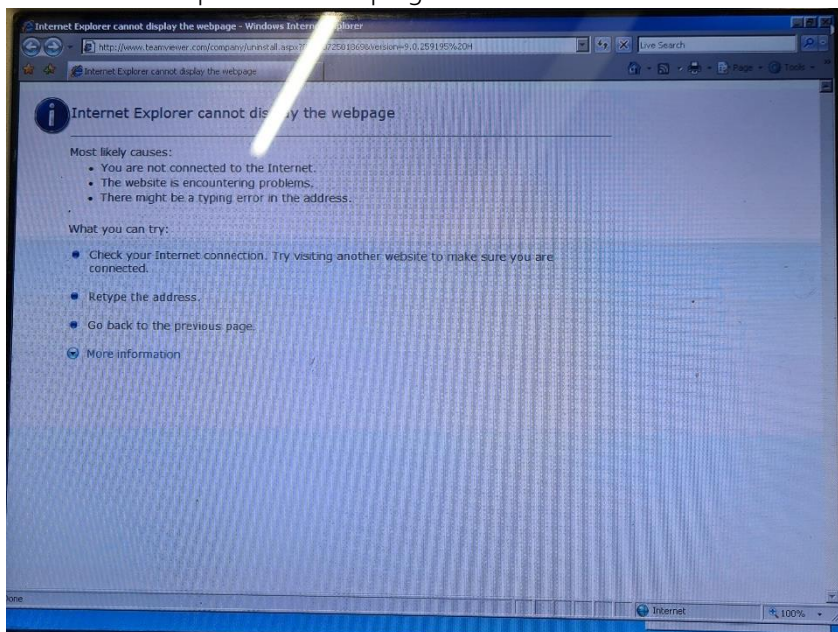
3. Press twice on the SBG-logo.

4. Press the green check mark. An On-screen keyboard will appear. Drag this window as far down as possible. You will return to the main screen, but do not close the On-screen Keyboard!
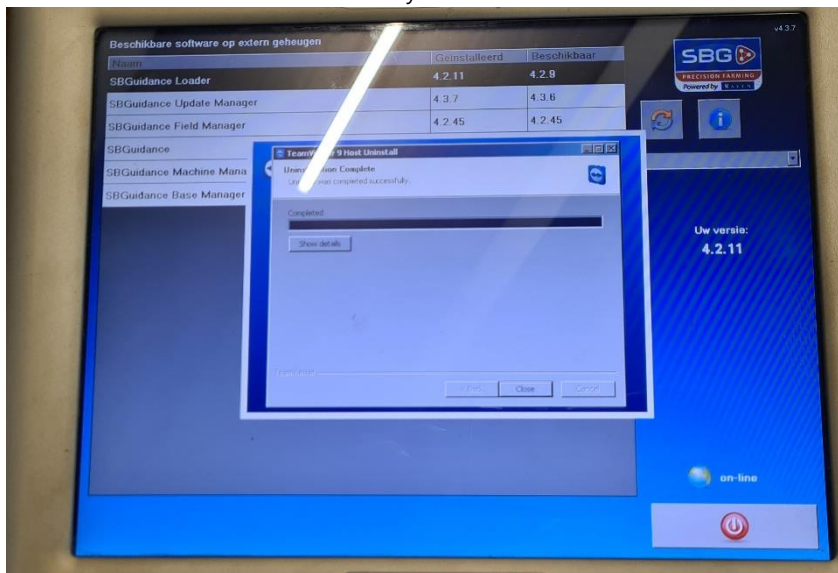

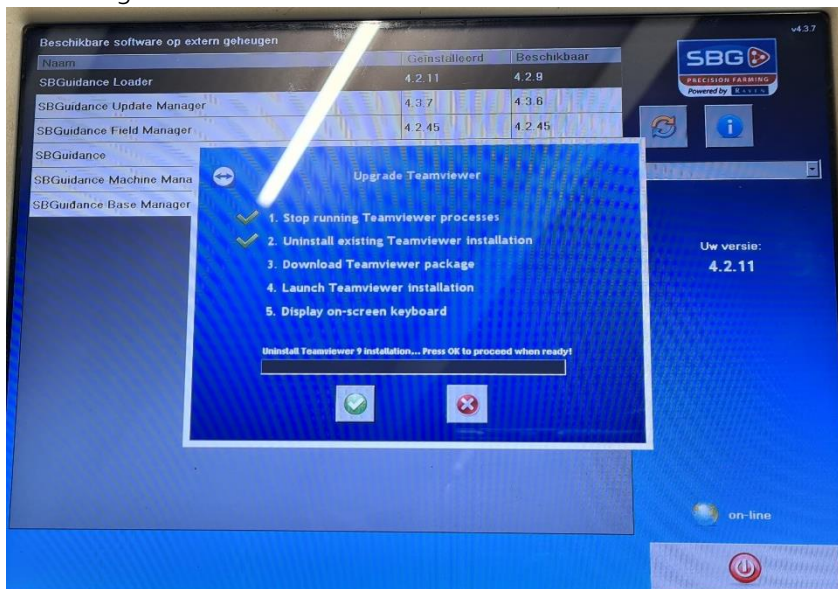5. Press Uninstall to delete TeamViewer 9 host.

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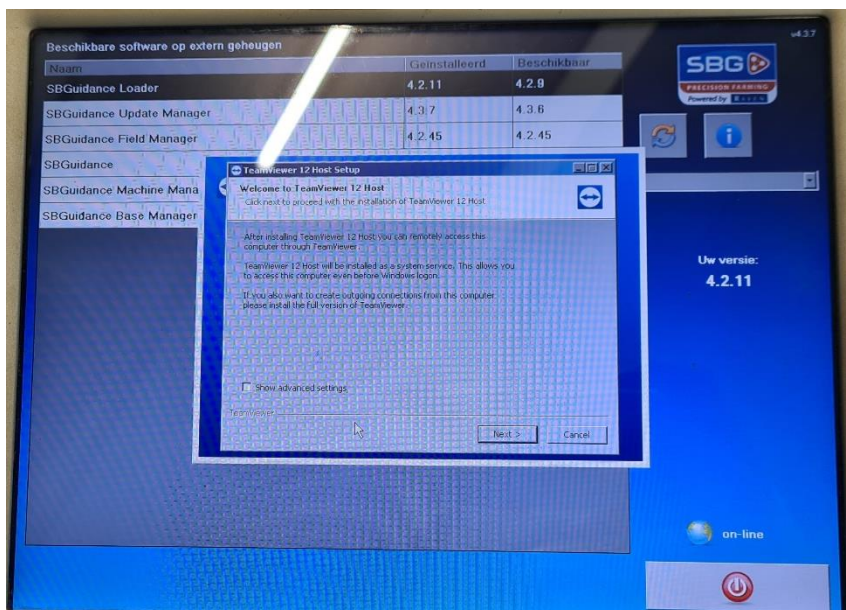6. Close Internet Explorer at the top right with the cross.

7. TeamViewer 9 has been successfully uninstalled. Press close to continue.
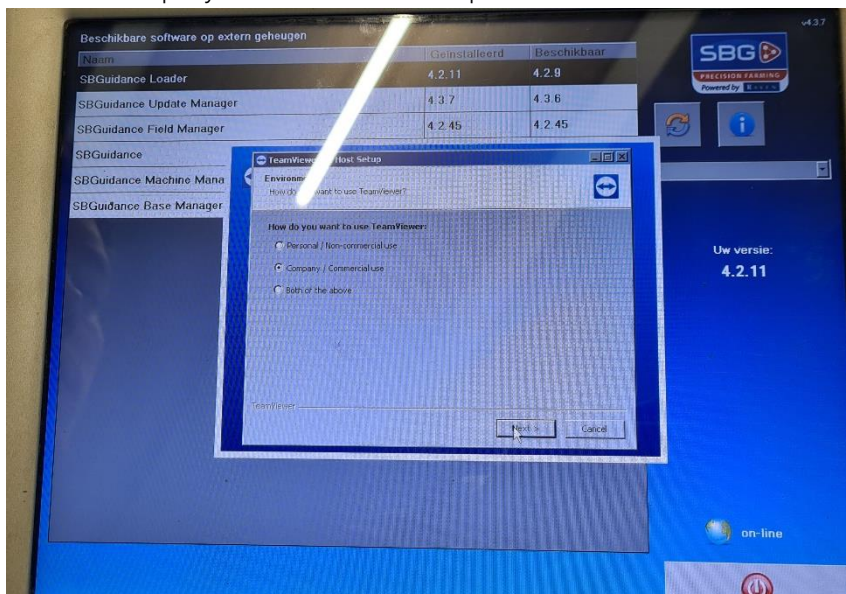

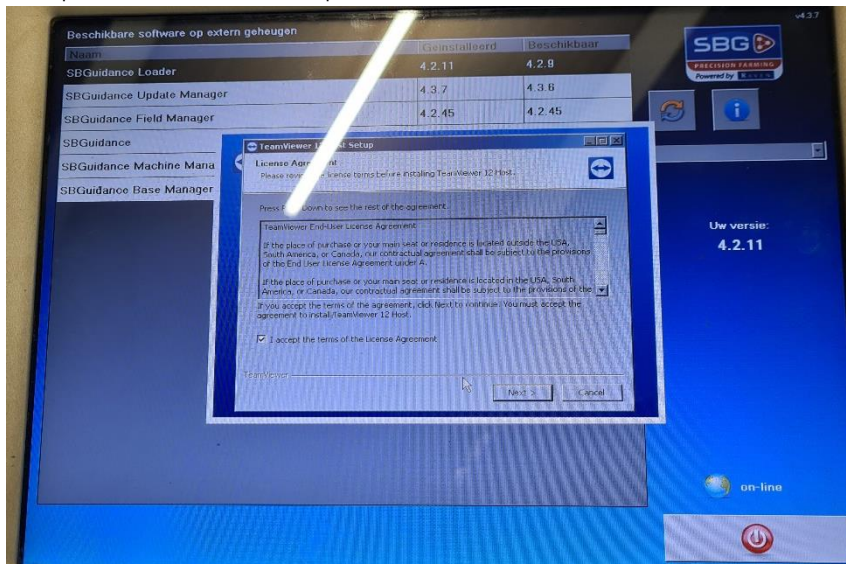8. Press the green check mark to start installation of TeamViewer 12 Host.
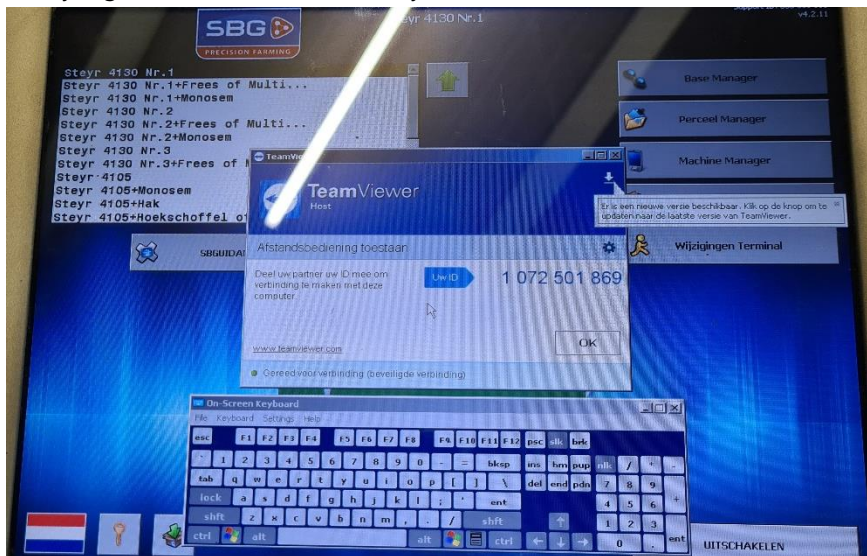
9. Press next to continue.

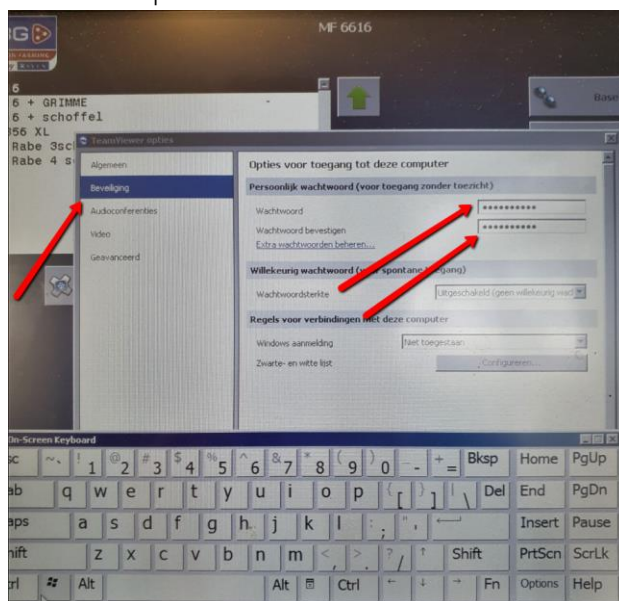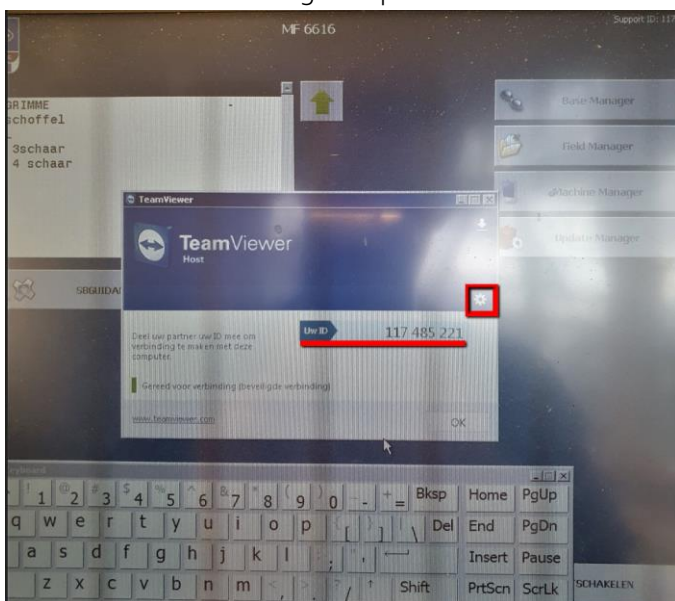10. Choose Company/Commercial use and press next.

11. Accept the term of use and press next.

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12. Installation is complete and TeamViewer is ready to be used. Check if TeamViewer is working before pressing ok, by log into the terminal remotely

A. Log in with the Raven-Service password.

B. Unable to use the Raven-Service password? Then press the gear just above the ID number in the TeamViewer screen (see left image below). Go to the 'Security' tab (see right image below) and change the password to: raven or the Raven-Service password.

13. On-screen keyboard can be closed with the cross.

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