With these directions you will be able to download TeamViewer 12, Install it and then Get help from Bill Perry at PerTel Communications.

First go to www.pertelcomm.com

On the left side click on "Remote Support"

Download Temviewer 12

Run it to install it.

Here are a few screens you may see after starting the installation:

Open Executable File?					
?	"TeamViewer_Setup.exe" is an executable file. Executable files may contain viruses or other malicious code that could harm your computer. Use caution when opening this file. Are you sure you want to launch "TeamViewer_Setup.exe"?				
	🗖 Don't ask me this again				
	OK Cancel				

This is the actual first screen of the installation:

Open File - Security Warning							
Do you want to run this file?							
	Name:	TeamViewer Setup.exe					
	Publisher:	TeamViewer GmbH					
	Type:	Application					
	From:	C:\Documents and Settings\Patricia\My Documents $\ldots$					
		<u>R</u> un Cancel					
✓ Always ask before opening this file							
While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. What's the risk?							

Now click the "Run" button

Here you need to make some choices, choose "Basic Installation" and "Both of Above"

😔 Team¥iewer 12 Setup	
Welcome to TeamViewer Remote Support, unattended access, meetings and presentatio	ns 🔁
How do you want to proceed?	
Basic installation	
$\bigcirc$ Installation to access this computer remotely (unattended)	
C Run only (one time use)	
How do you want to use TeamViewer?	
C Company / Commercial use	
O Personal / Non-commercial use	
Both of the above	
Show advanced settings	
License Agreement: By continuing, you agree to the terms of the license agreement.	Accept - finish

Then click the "Accept – finish" button

You will see some windows like this:

😔 TeamViewer 12 Setup				
Installing Please wait while TeamViewer 12 is being installed.	G			
Create folder: C:\DOCUME~1\Patricia\LOCALS~1\Temp\TeamViewer\TVInstallTemp				
< Back Glose				

Then you will see this when installation is complete:



Click the X in the bottom right hand corner

Then you will see this window:



Give the following information to Bill Perry:

Your ID

Password

Remote tech support can now begin.