

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](http://www.pertelcomm.com)

On the left side click on "Remote Support"

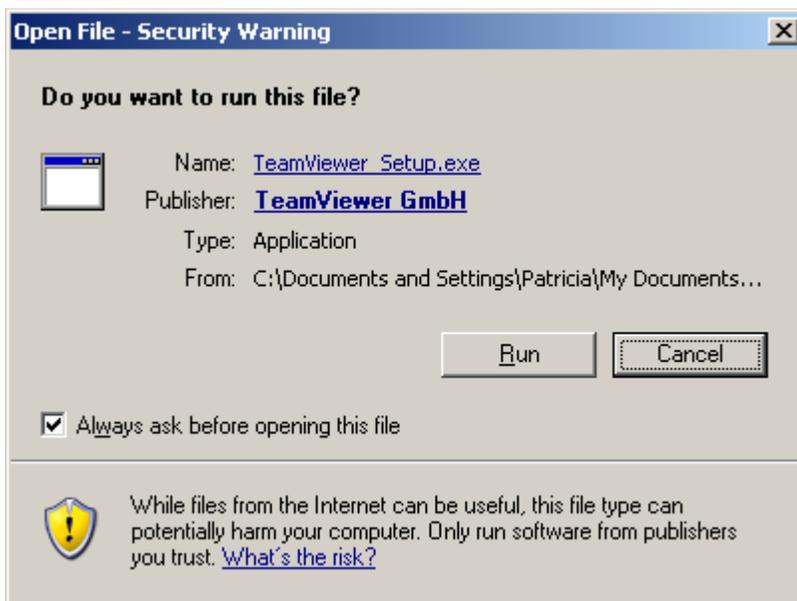
Download Temviewer 12

Run it to install it.

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

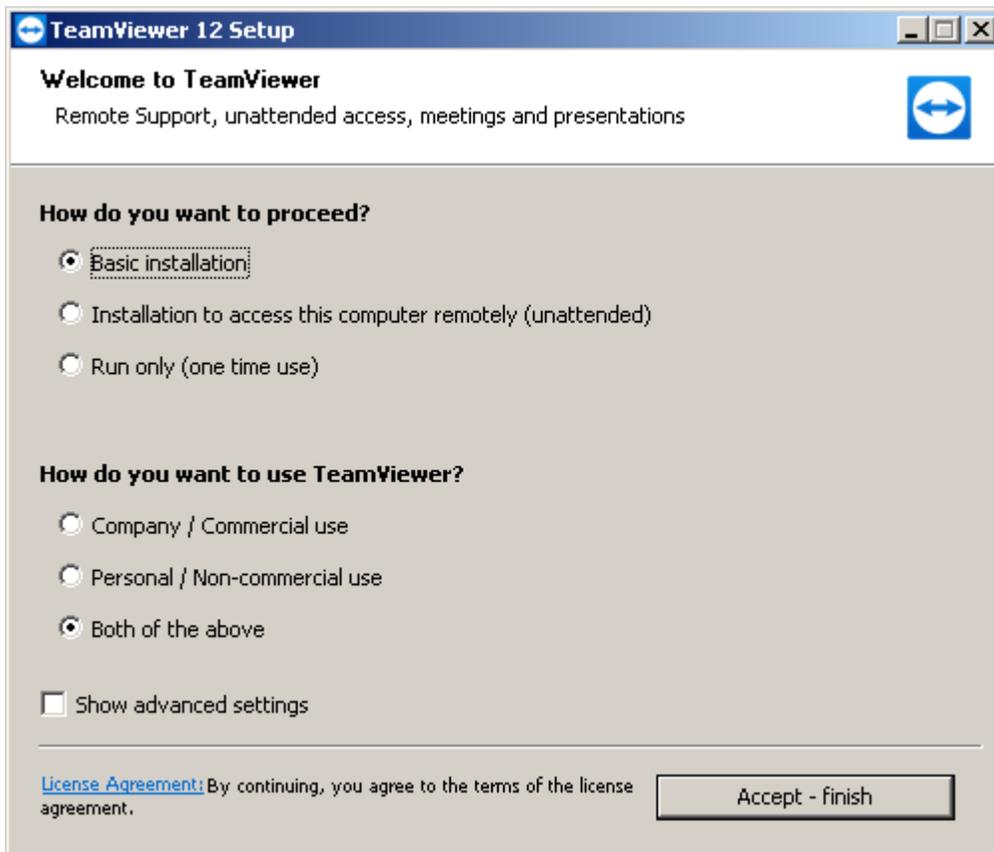


This is the actual first screen of the installation:



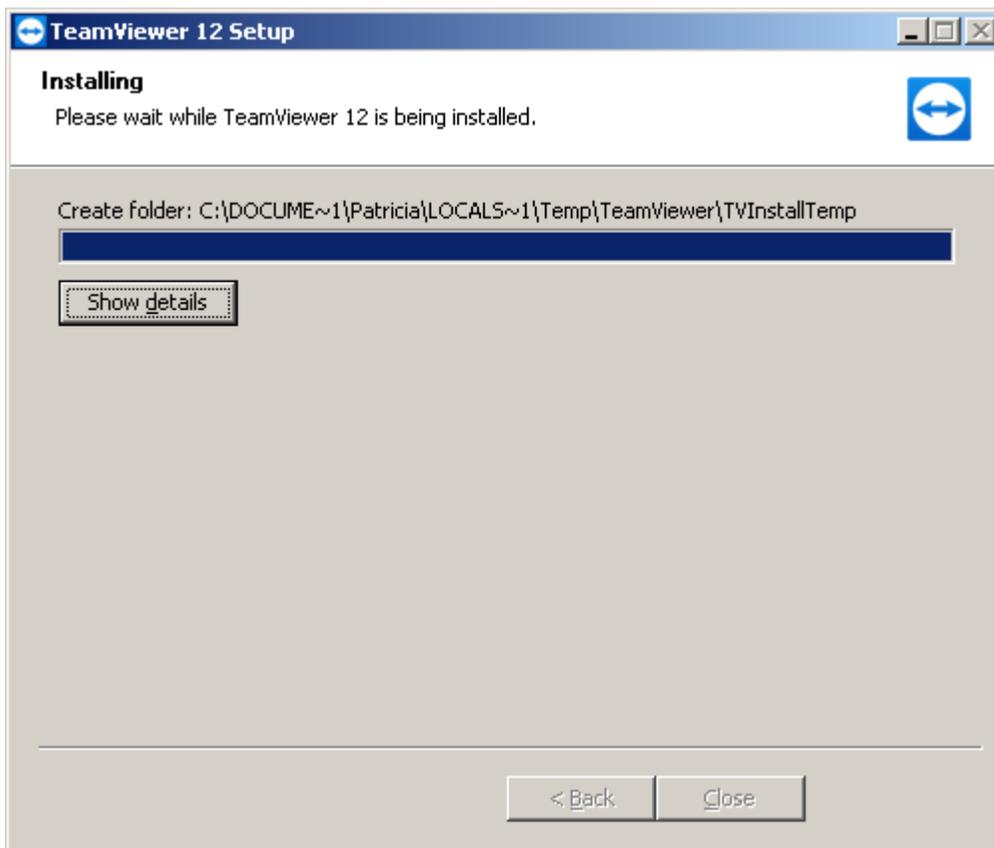
Now click the "Run" button

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

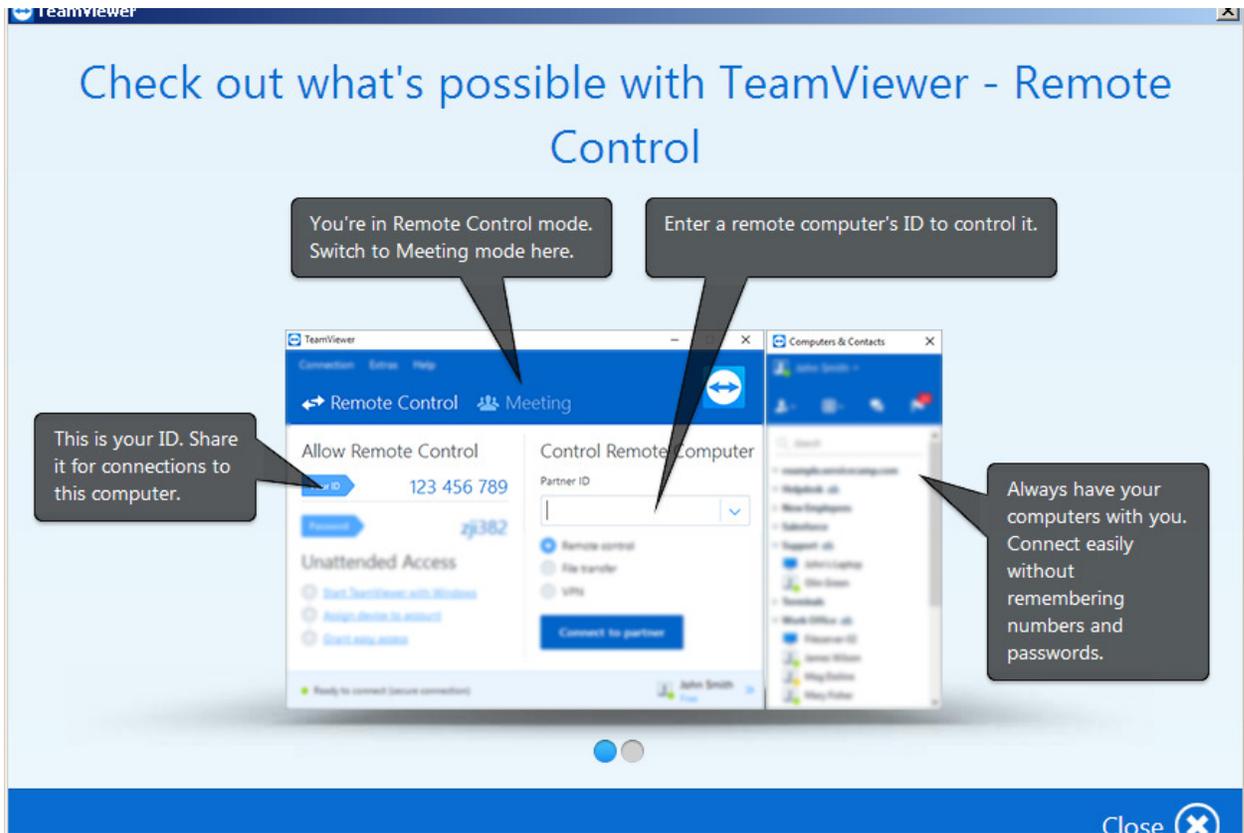


Then click the “Accept – finish” button

You will see some windows like this:

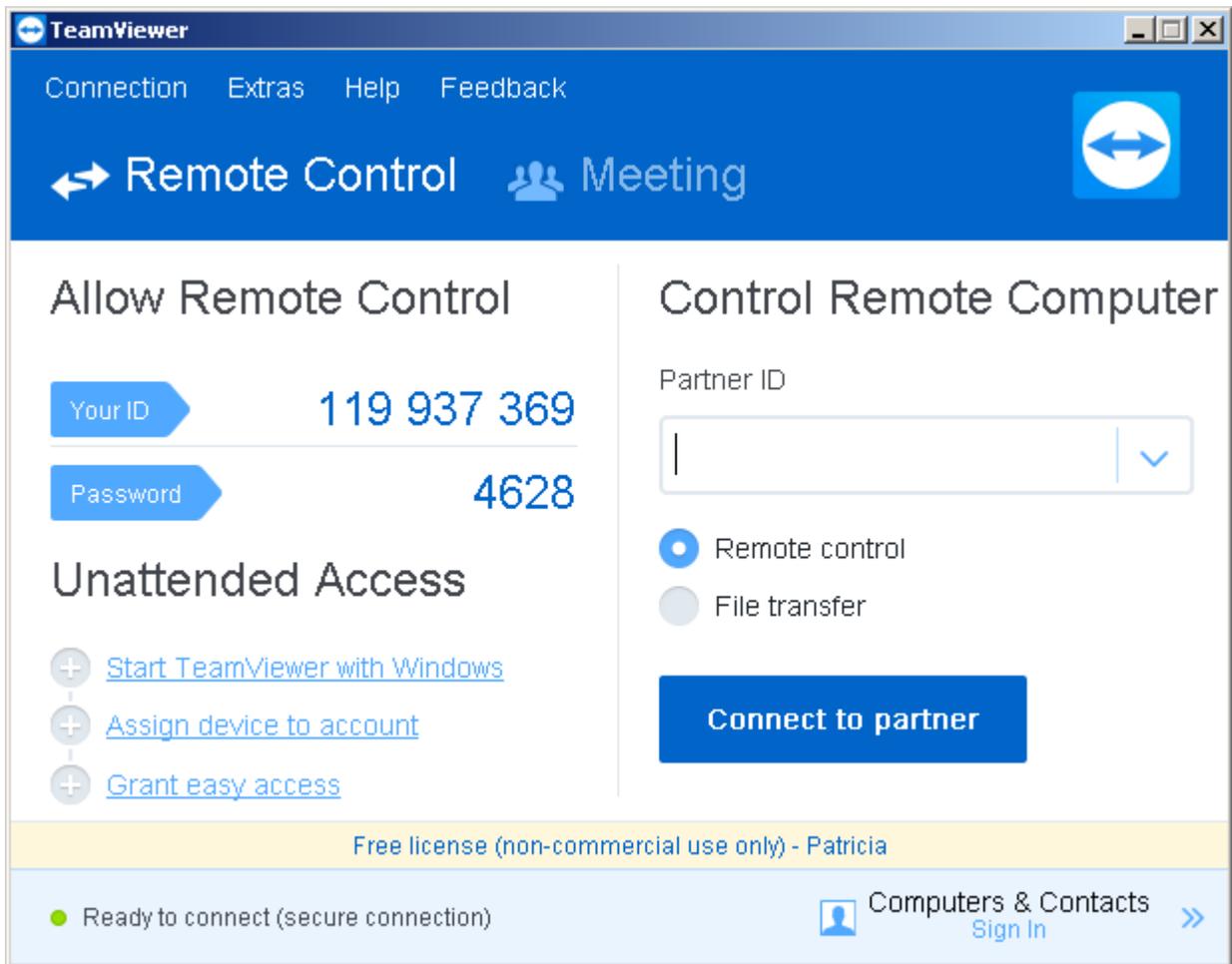


Then you will see this when installation is complete:



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.