



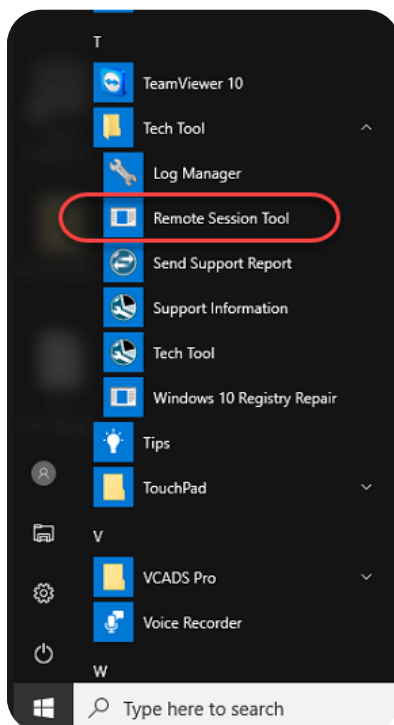
# TROUBLESHOOT WITH TEAMVIEWER

*Access our **Remote Session Tool** if you need to share your screen in order to troubleshoot an issue.*

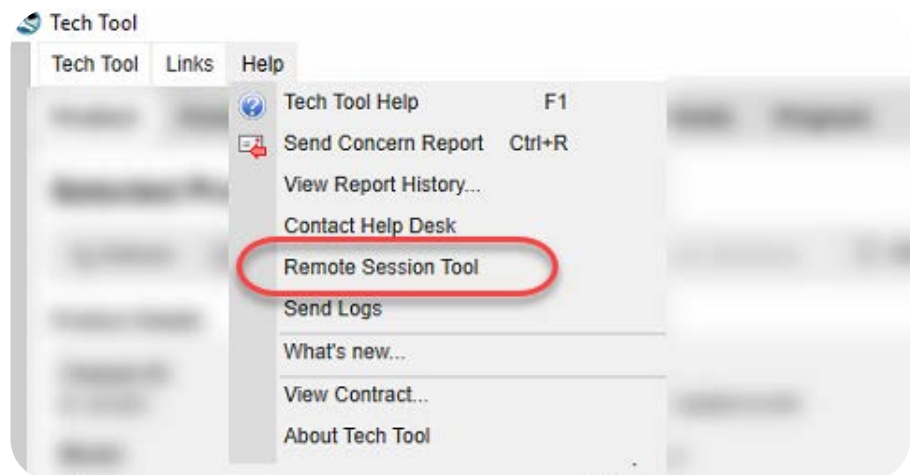
*TWO WAYS TO LOCATE THE REMOTE SESSION TOOL*

## Under Windows All Programs

### Menu



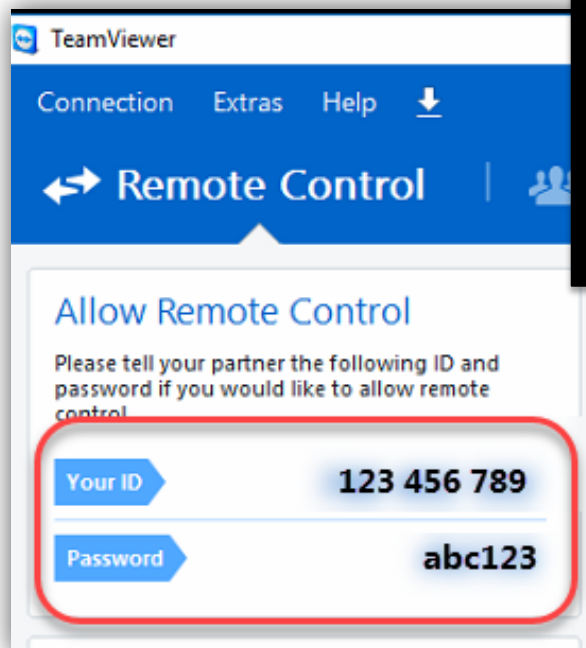
## Inside the Tech Tool Application under the Help Menu



Run the **“TeamViewerQS\_v10.exe”**. *Note: disable pop up blocker*

Do you want to run or save **TeamViewerQS\_v10.exe** (5.28 MB) from [remotescreen.volvo.com](https://remotescreen.volvo.com)?

**NOTE: Pop up blocker will block the download. Allow “pop up” if you don’t receive the download prompt.**



Provide the **“Your ID & Password”** to allow the remote connection