Using TeamViewer or Zoom for Netzsch Remote Desktop Support

TeamViewer is used by Netzsch (Germany) to provide application and technical support. It has not yet been adopted by Netzsch (USA). If TeamViewer is used, Netzsch will initiate (serve) the session and we will be the client. ISU has a site-license for **Zoom**. If Zoom is used, we will initiate (serve) the session, and the Netzsch person will be the client.

TeamViewer

1. Go to www.netzsch.com. The link will open as: http://www.netzsch.com/us/home.html.   Note that it may default to English (US). Change that to English. !! Otherwise you won't be able to find the TeamViewer link!!!
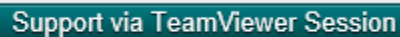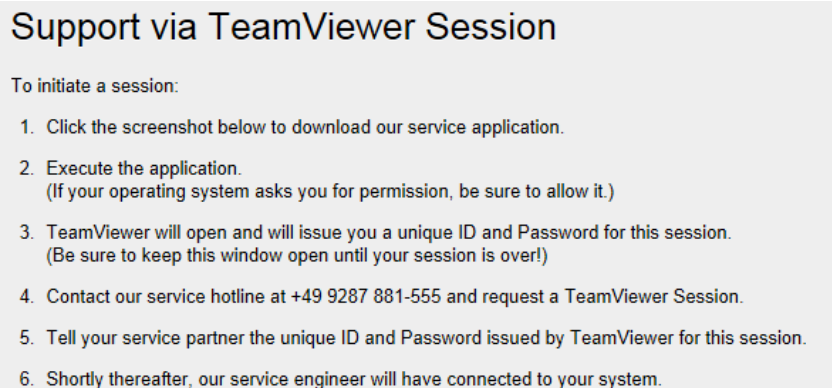
2. Select Analyzing and Testing Business Unit.

3. Pull down Consulting and Service and select Technical Service.

4. About halfway down the Technical Service page you should see a link to TeamViewer. Select the link.

5. You should see the following view:

6. Click on the screenshot:

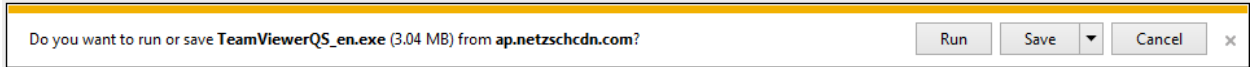You will be asked whether to run or save the application. Choose Run.

Do you want to run or save **TeamViewerQS_en.exe** (3.04 MB) from **ap.netzschcdn.com**?   Run   Save ▼   Cancel   ✕
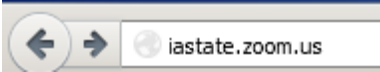
You should then be presented with a user id and password for the session:

7. Give this user id and password to the Netzsch person you are speaking with on the phone. They will then be able to take control of the PC and run the system.

Zoom
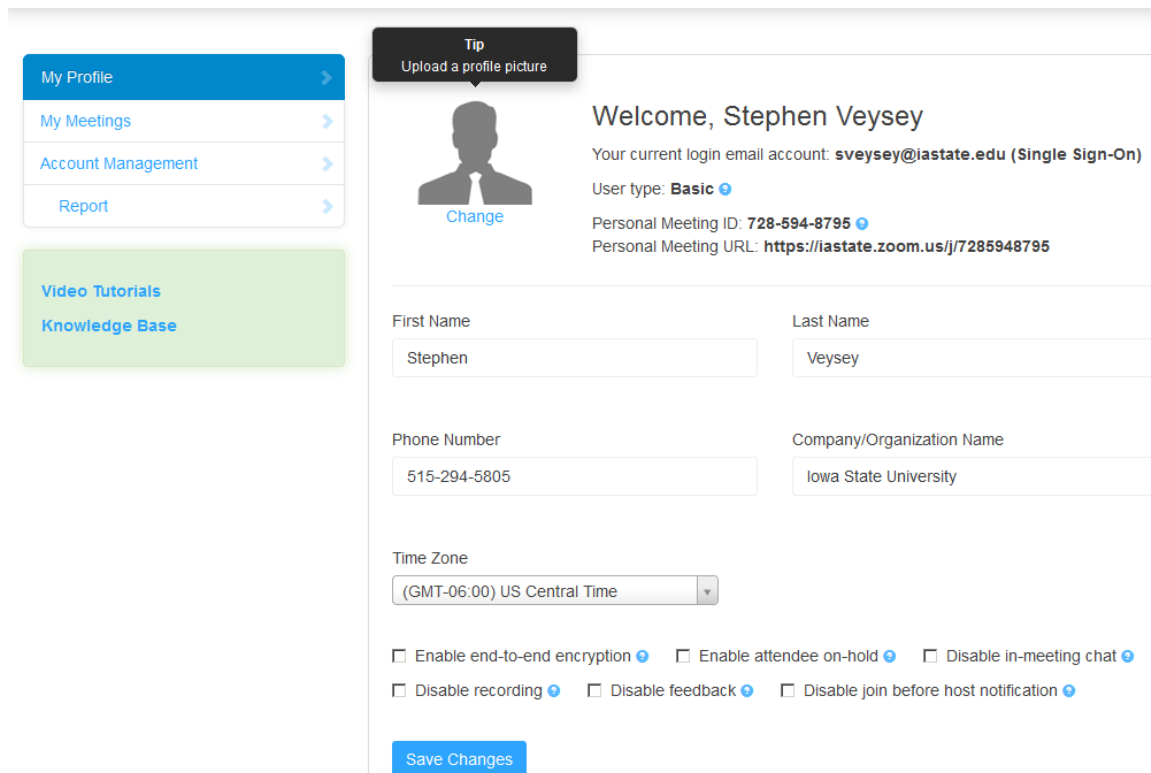
1. Go to this URL: iastate.zoom.us .

2. Select "Use an ISU Net-ID". Choose "Continue to Sign In".
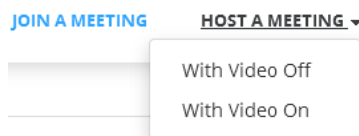
3. Sign in with your ISU credentials

4. The first time you sign in, ZOOM will open a profile page for you. Edit and save changes.
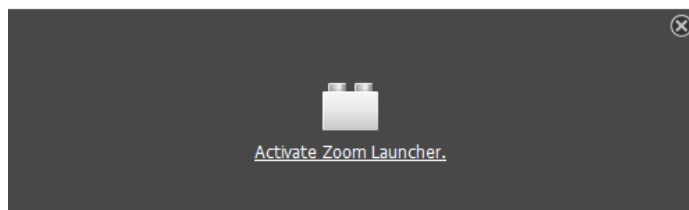

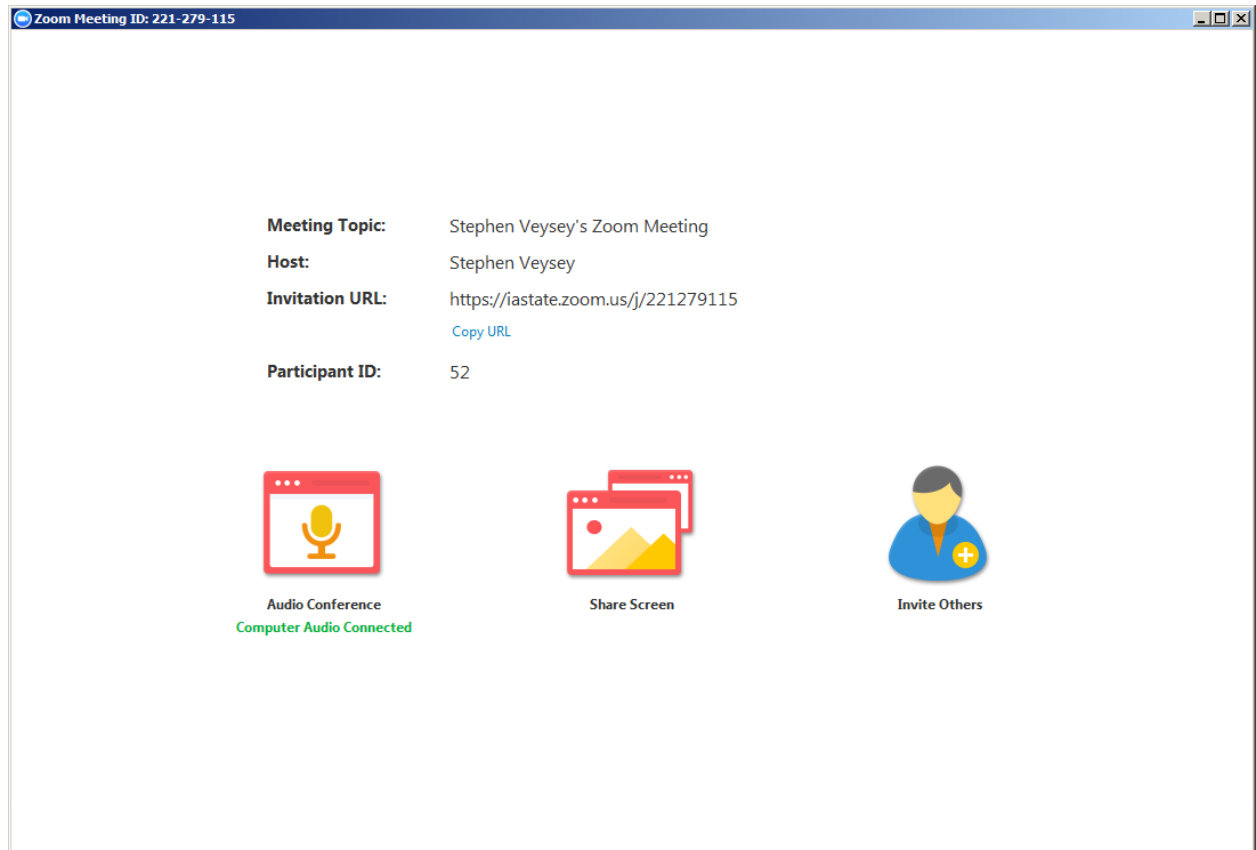5. Once you are signed in, select from:

6. On Start Meeting, select Activate Zoom Launcher.

Start Meeting

7. You should see a view similar to the following:

Note that you can invite others via e-mail, activate "share screen", enable audio, speakers, webcam, et cetera. You can also just send the URL to the people you want to invite, or you can just give them the meeting id# (e.g. 221-279-115) and have them enter it on the "Join a Meeting" selection at the Zoom page.

Invitation URL: https://iastate.zoom.us/j/221279115