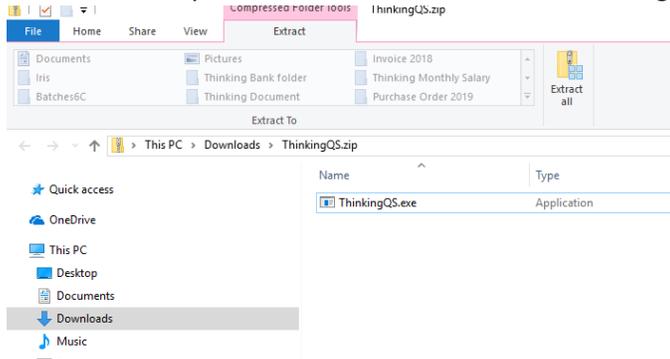# How to use Remote Support program?
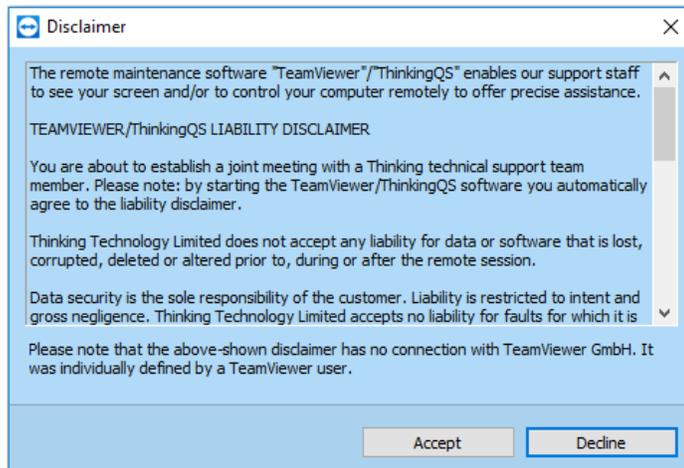
Please follow steps below to download and start the program:

For Windows :

1. Download the support program from following link:
   http://www.thinking.com.hk/dirres/ThinkingQS.zip

2. Save the file to your workstation. Double click "ThinkingQS.exe" file.

3. After The disclaimer pop up as below, please read and click Accept to allow remote session.

4. Following screen will be shown. An ID and password will be generated for you.
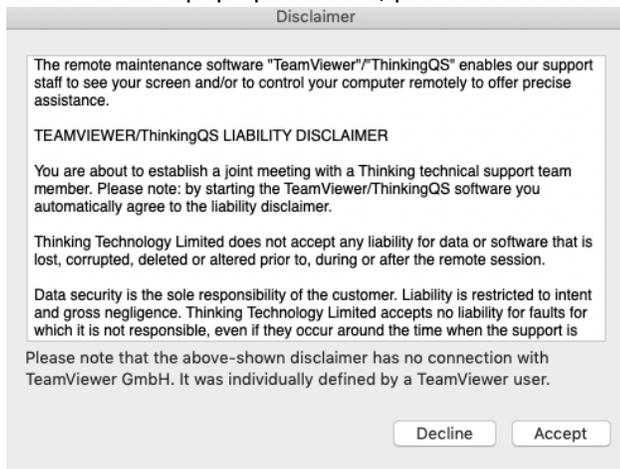

5. Please give the ID and password to your support staff. They will use the ID and password to connect your workstation.
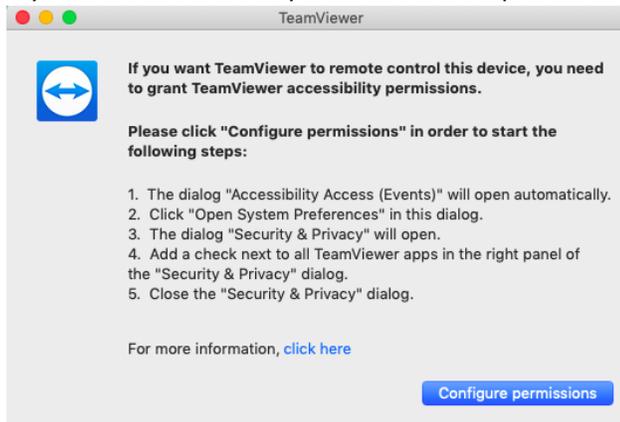
For Mac OS :

1. Please download the program from following link:
   http://www.thinking.com.hk/dirres/%20ThinkingQS_For_Mac.zip

2. Save the file to workstation. After saved "ThinkingQS_For_Mac.zip", double click the file to open.

3. A TeamViewer Icon will be shown as below. Double click "ThinkingQS".

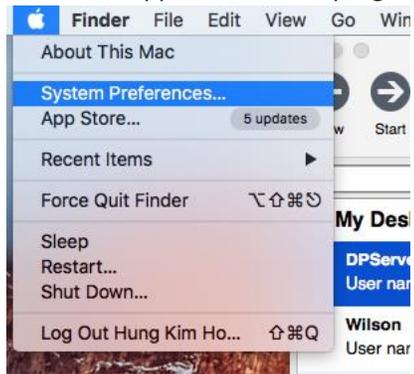| Name	Size	Kind	Date Added
ThinkingQS	101.1 MB	Application	Today at 9:34 AM
ThinkingQS_For_Mac.zip	36.2 MB	ZIP archive	Today at 9:04 AM
using_support_program(1).docx	509 KB	Micros...(.docx)	Today at 9:02 AM
170804_B_Lombok_071.mp4	82.1 MB	MPEG-4 movie	Yesterday at 5:47 PM
SHM_4818.mp4	24.8 MB	MPEG-4 movie	Yesterday at 5:08 PM
PlaneOverhead.mp4	19.9 MB	MPEG-4 movie	Yesterday at 5:07 PM
180301_16_B_LunarYearsParade_07.mp4	37 MB	MPEG-4 movie	Yesterday at 5:05 PM

4. The disclaimer pop up as below, please read and click Accept to allow remote session.
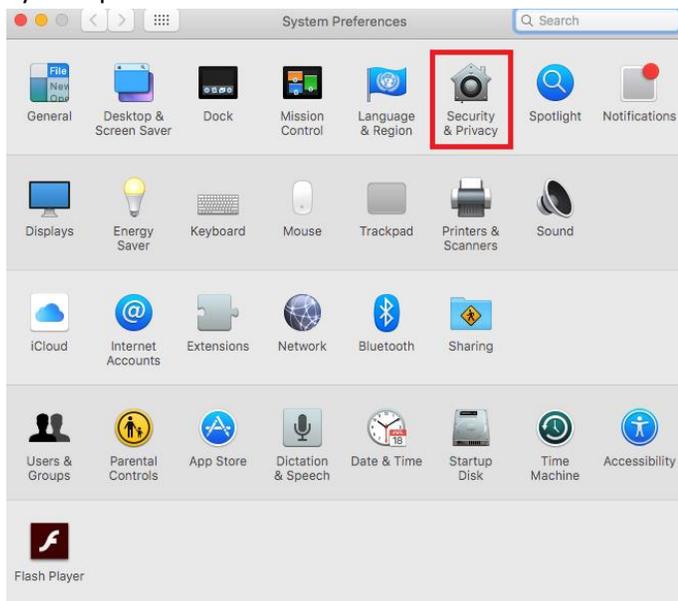
Disclaimer

The remote maintenance software "TeamViewer"/"ThinkingQS" enables our support staff to see your screen and/or to control your computer remotely to offer precise assistance.

TEAMVIEWER/ThinkingQS LIABILITY DISCLAIMER

You are about to establish a joint meeting with a Thinking technical support team member. Please note: by starting the TeamViewer/ThinkingQS software you automatically agree to the liability disclaimer.

Thinking Technology Limited does not accept any liability for data or software that is lost, corrupted, deleted or altered prior to, during or after the remote session.

Data security is the sole responsibility of the customer. Liability is restricted to intent and gross negligence. Thinking Technology Limited accepts no liability for faults for which it is not responsible, even if they occur around the time when the support is

Please note that the above-shown disclaimer has no connection with TeamViewer GmbH. It was individually defined by a TeamViewer user.

Decline   Accept

5. If you find error below, you can follow step 6 to allow the program to run.

TeamViewer

If you want TeamViewer to remote control this device, you need to grant TeamViewer accessibility permissions.

Please click "Configure permissions" in order to start the following steps:

1. The dialog "Accessibility Access (Events)" will open automatically.
2. Click "Open System Preferences" in this dialog.
3. The dialog "Security & Privacy" will open.
4. Add a check next to all TeamViewer apps in the right panel of the "Security & Privacy" dialog.
5. Close the "Security & Privacy" dialog.
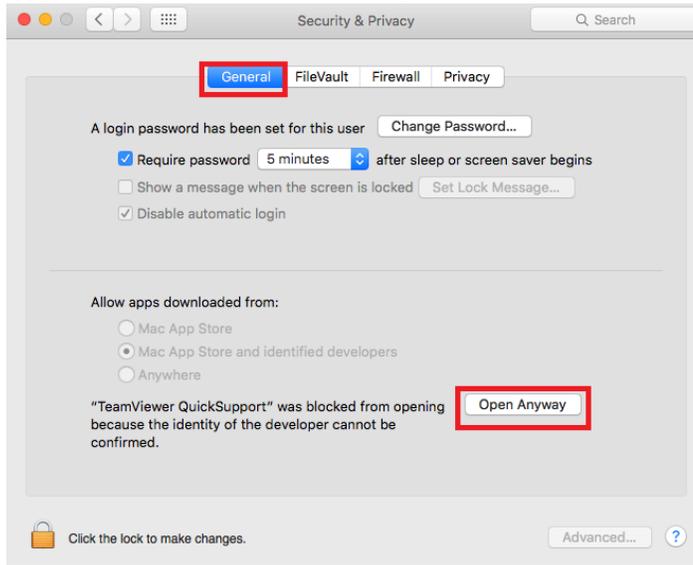
For more information, click here

Configure permissions

6. Click the "Apple" icon on top right corner and select "System Preferences…".

7. System preferences windows will be shown. Click "Security & Privacy".

8. In "General" section, you will see "TeamView Quick Support" program was blocked. Click "Open Anyway" to allow this to open.

9. You can run the program again. Following screen will be show.

10. Please give ID and password to support staff, they will use the ID and password to remote your workstation.