

BEFORE YOU CALL

Please make sure that you follow the instructions in the TROUBLE SHOOTING GUIDE

This will save you time and probably resolve the most common issues. _____

CONTACT OUR CUSTOMER SUPPORT TEAM

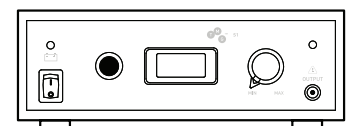
Email info@tmg.si - give a short description of the problem and upload photos or documents that could help us to solve your problem

Phone - + 386 820 58 301

Skype - contact us for an appointment

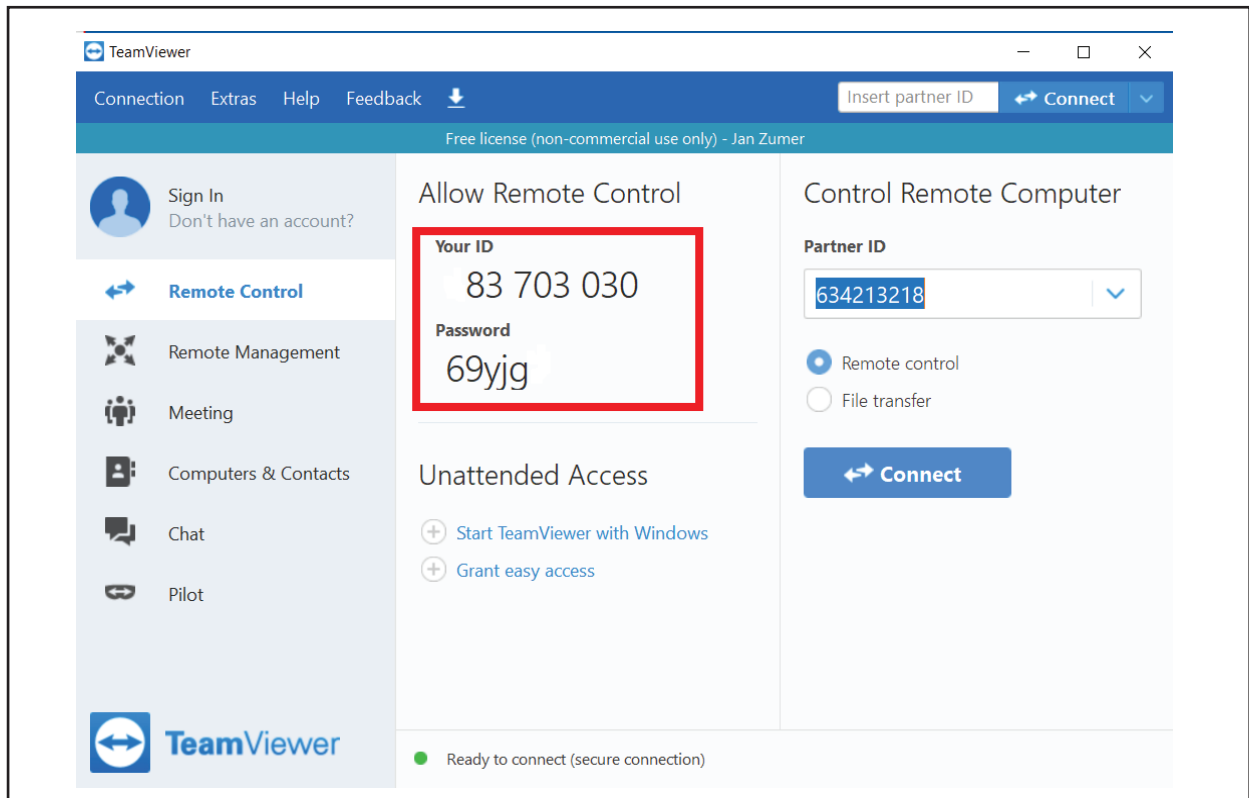
Remote Access - "Team viewer" session - contact us for an appointment , see page 2

FOR REMOTE ACCESS SESSIONS PREPARE YOUR TMG LAPTOP AND SIMULATOR



Prepare your TMG laptop and simulator. Make sure that the laptop is connected to the internet.

CONNECT WITH OUR TECHNICIANS ON TEAM VIEWER



Open Team Viewer application, which will enable our technicians to remotely connect to your computer. Team Viewer is preinstalled on newer TMG laptops and you can find the icon on the desktop.

Once the Team Viewer is opened, please send »Your ID« number and »Password« number to our technicians on customer-support@tmg.si

Our technicians will now install the software upgrade. Please follow their instructions.

In case that you do not have Team Viewer installed, please download the installation (le from the link below and follow the installation instructions.

<http://www.teamviewer.com/en/index.aspx>