EasyOne Pro Remote Service Firmware ≥ 1.3.4.0

Procedure

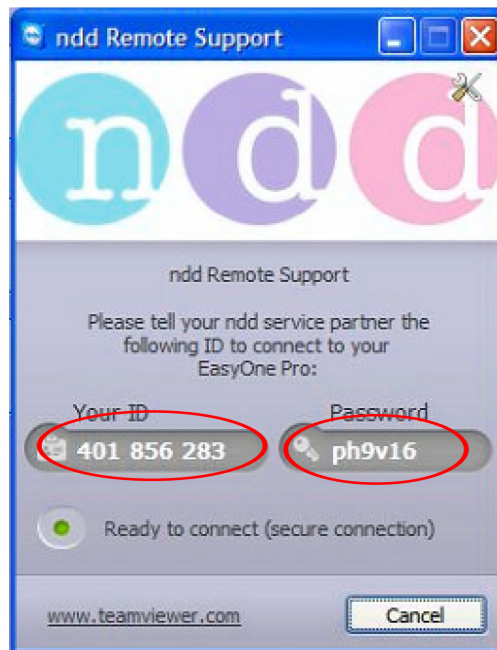Does your EasyOne Pro have unrestricted Internet access?

If yes, proceed with **Step A**   If no, proceed with **Step B**

Step A Prepare for remote Service

1. Connected EasyOne Pro to the network
2. Switch on EasyOne Pro Utilities→Advanced→ Enter Password: EOPTM→Login→Remote Support→ Enter Password: EOPTM
3. Summit the ID-number and the Password to the ndd supporter

4.   Troubleshoot
5.   At the end: Close TeamViewer- Session by pressing Cancel