



A Setup Guide by Synology

Introduction

Thank you for participating in Synology SIC Router Support Program (SRSP), which was created to give all end-users the ability to contribute to the design and development of Synology DiskStation. In this guide, we will help you set up TeamViewer on your computer without any installation. Within a few clicks, your computer will be ready to accept incoming connections from a Synology technical support at your convenience. Once the compatibility is confirmed, we will record the data and add the router to our supported list. After the connection is closed, your computer will be left as it is.

About TeamViewer

TeamViewer is a remote control application which can communicate across firewall barriers and proxies without any need for special configurations.

Setting it up

Please follow the instructions below to set up TeamViewer on your computer:

Step 1

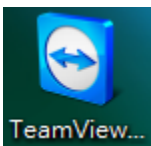
Go to www.teamviewer.com and download the latest version of TeamViewer.



The screenshot shows the TeamViewer website's download page. At the top, there is a navigation bar with links for 'Take a Tour', 'Download', 'Support', 'Buy', and 'Contact'. Below this, the main heading is 'TeamViewer Download'. The text states that over 60,000,000 users use TeamViewer across more than 50 countries. It emphasizes that the software is ready to use immediately after download and is free for non-commercial users. A green callout box highlights 'Free for non-commercial use'. The page features a 'TeamViewer full version' section with a download button for version v5.0.7687, which is highlighted with a red box. There is also a 'Compatible with Windows 7' section and a 'TeamViewer brochure' link.

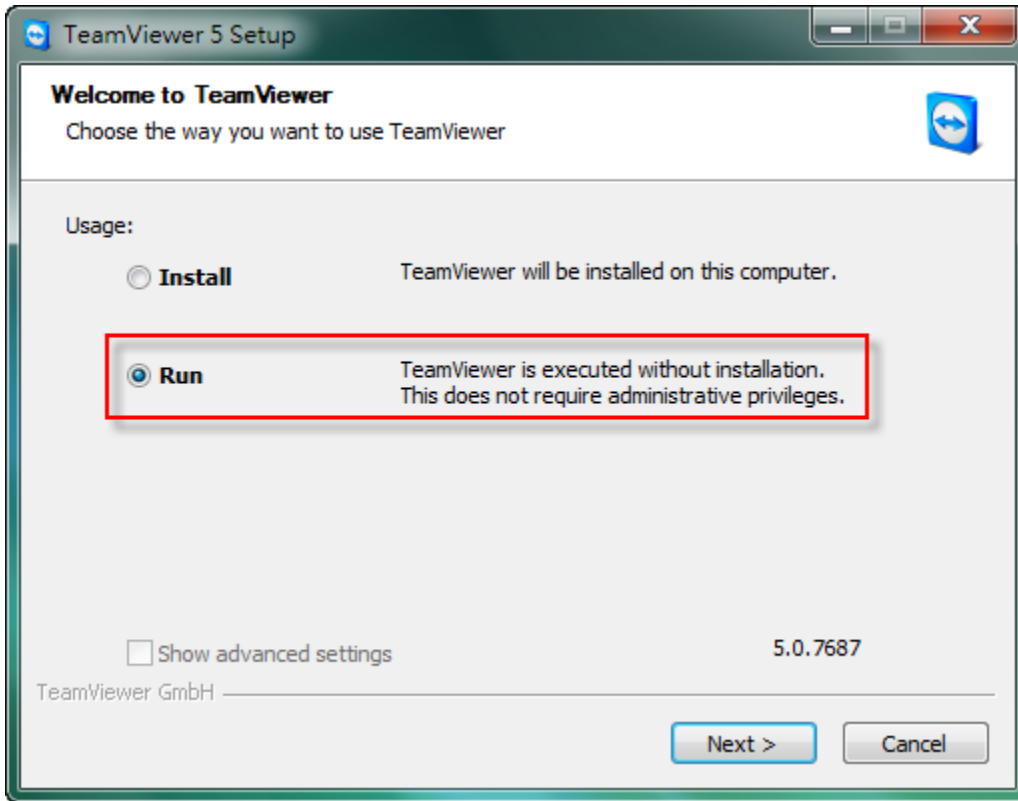
Step 2

Run the application after the download completes.



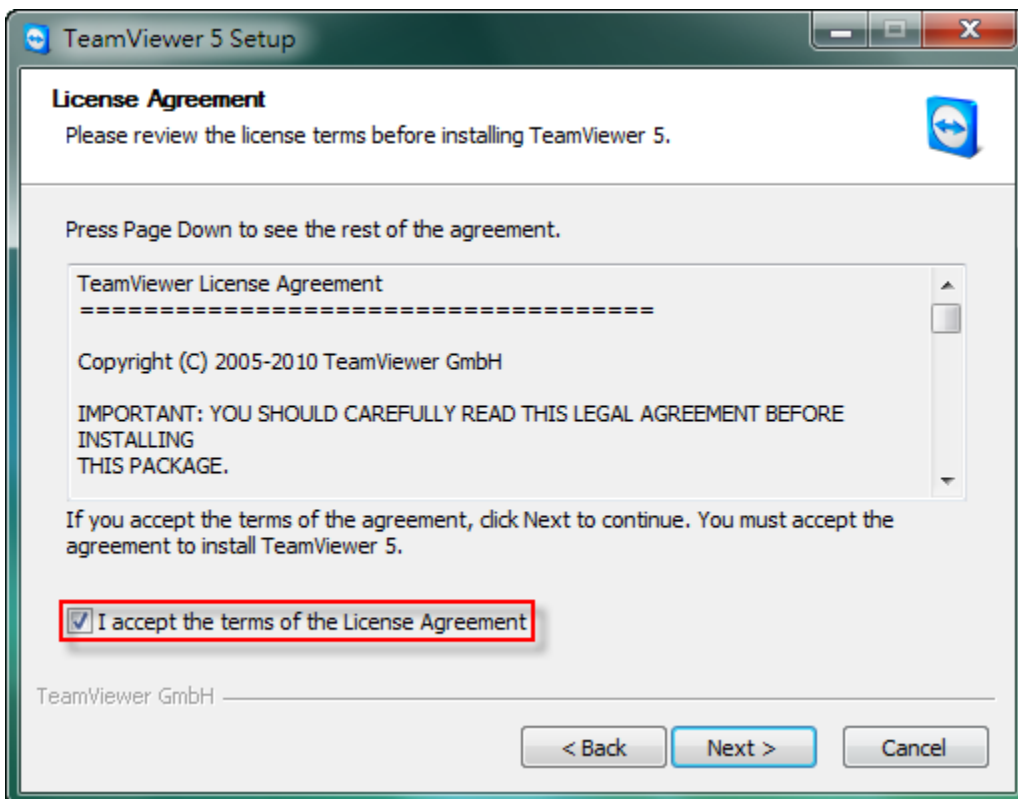
Step 3

Select **Run** to execute TeamViewer without installation, then click on **Next** to continue.



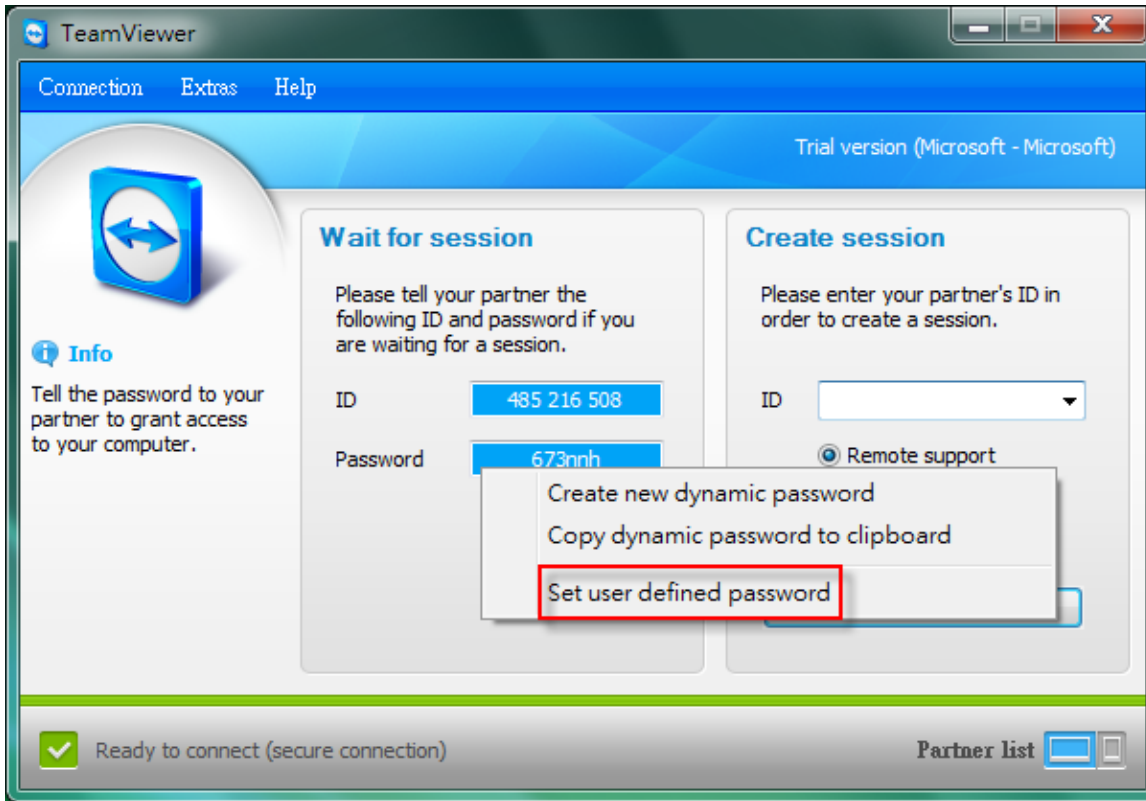
Step 4

Read the license agreement, tick **I accept the terms of the license agreement** checkbox and click on **Next** to continue.



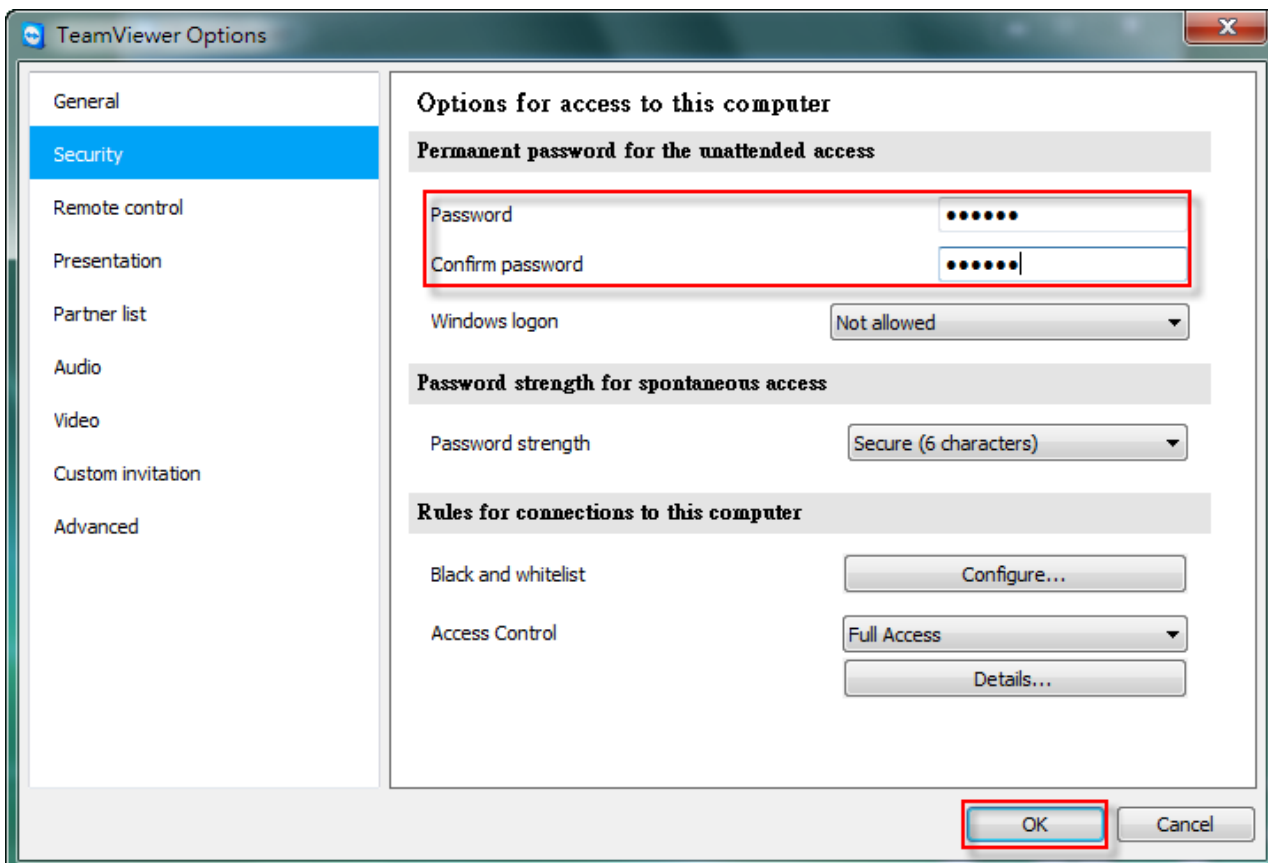
Step 5

Right-click on the password field, then click **Set user defined password**.



Step 6

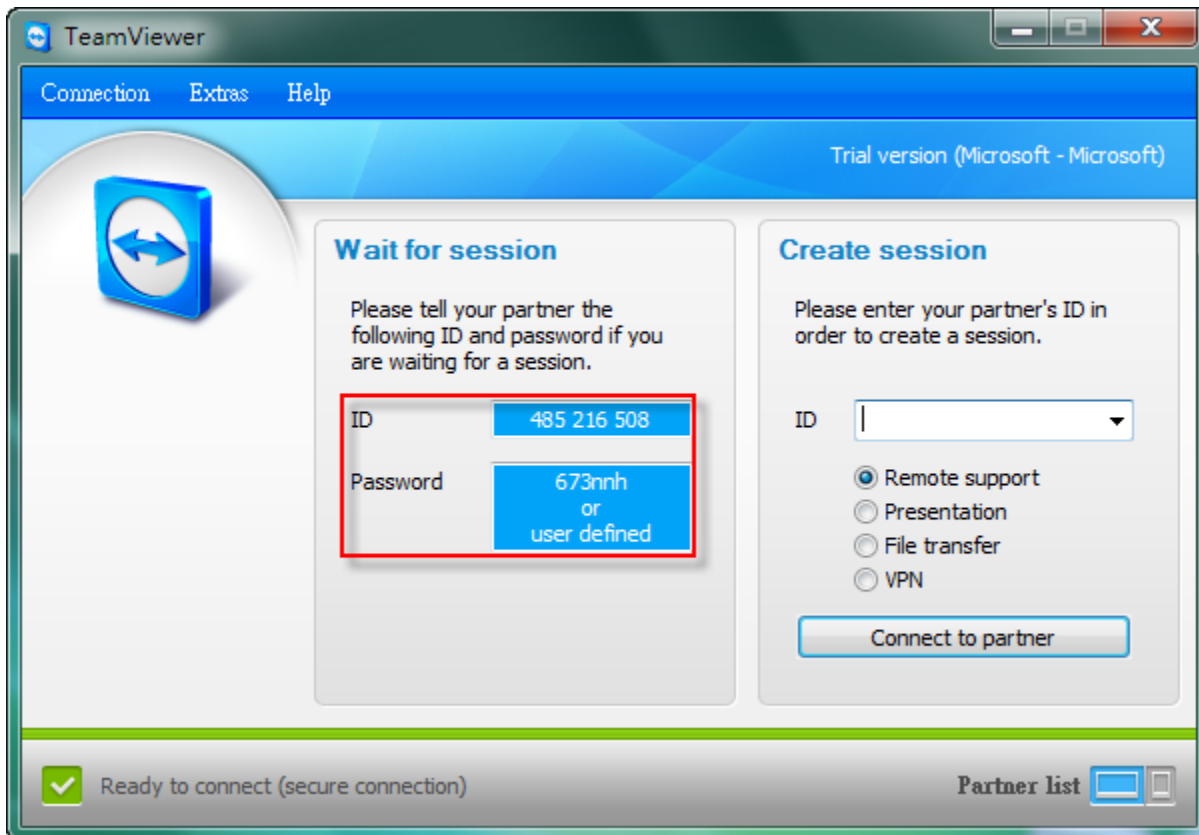
Set up a user defined password for your TeamViewer then click on **OK** to finish.



Step 7

Provide the TeamViewer ID and the user defined password to Step 5 in the following link:

<http://www.synology.com/support/RSRP.php>. Please note that Synology's technical support will not be able to connect to your computer successfully if you provide the dynamic password given by the system.



Step 8

Leave the application running or make sure you have TeamViewer running in the available time frame you provided for our technical support.

Finished!

Now you may continue on rest of the instructions at <http://www.synology.com/support/RSRP.php>.