

# Remote Support Guide – For Clients

1. Go to the web page [www.scancotec.com/soportetecnico.html](http://www.scancotec.com/soportetecnico.html)

**SCANCO**  
Soluciones que mejoran sus productos

**Soporte Técnico**

**Scanco - Soporte Remoto**

Para contactar un técnico, por favor complete todos los campos siguientes y seleccione "Conectar a: Scanco - Soporte Remoto"

Compañía:

País:

Nombre Cliente:

Teléfono:

Fax:

Correo Electrónico:

**Technical Support**

**Scanco - Remote Support**

To contact a technician, please complete all fields below and select "Connect to: Scanco - Remote Support"

Company:

Country:

Client's Name:

Telephone:

Fax:

E-Mail:

2. Complete the fields and then click over **Connect to: Scanco – Remote Support**

**Technical Support**

**Scanco - Remote Support**

To contact a technician, please complete all fields below and select "Connect to: Scanco - Remote Support"

Company:

Country:

Client's Name:

Telephone:

Fax:

E-Mail:

3. Click over **Run**



4. Wait a moment and click again over **Run**



5. A window with title “Scanco” will be displayed, at this point you must wait a moment to be attended by the technician. **Never close this window while you are in a remote support session.**

