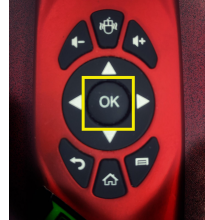# How to Activate the Quick Support Add-On on Zidoo

In order for EDMI and All-In Media to be able to provide online Remote Support on your new Zidoo EDMI box, there are a couple of quick steps to prepare your box.

Which Buttons do I need?
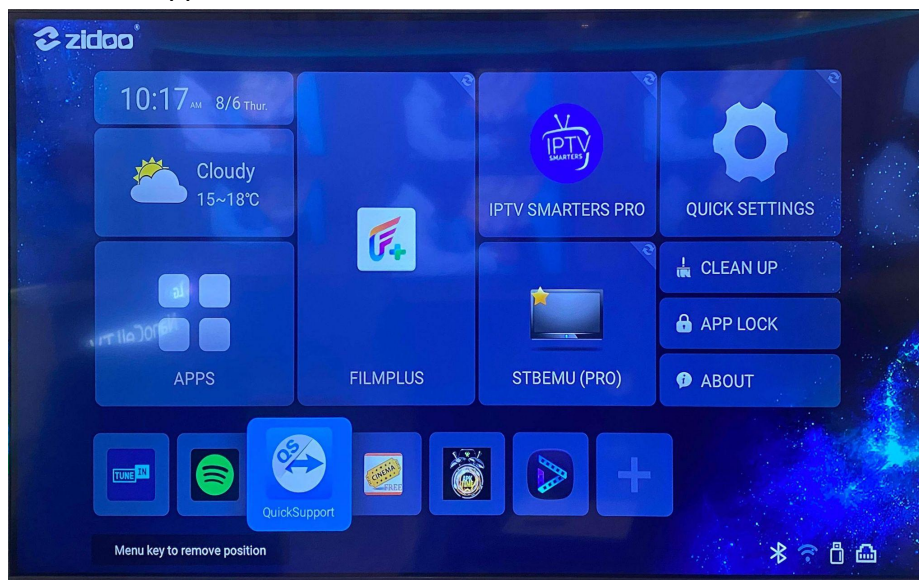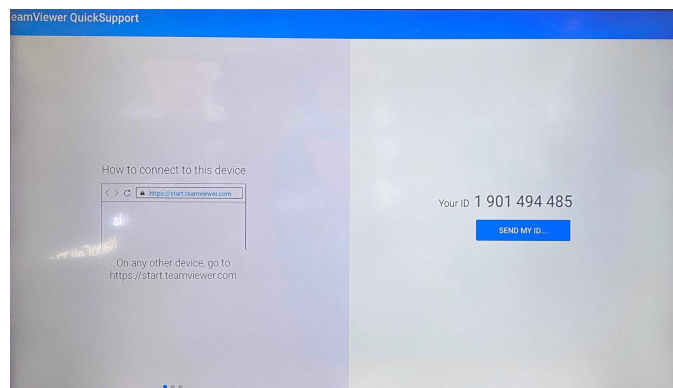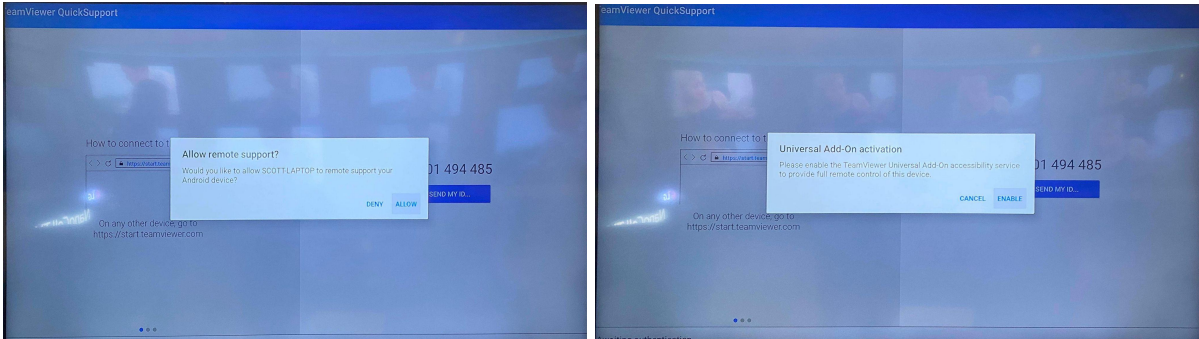

Directional ARROWs   OK   HOME

Press the HOME Button on your Keyboard Remote and using the Directional Arrows on your Remote, select Quick Support and Click OK
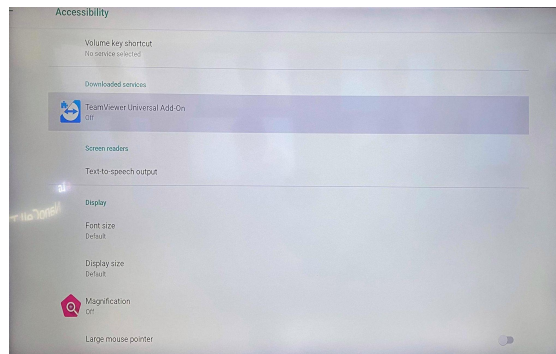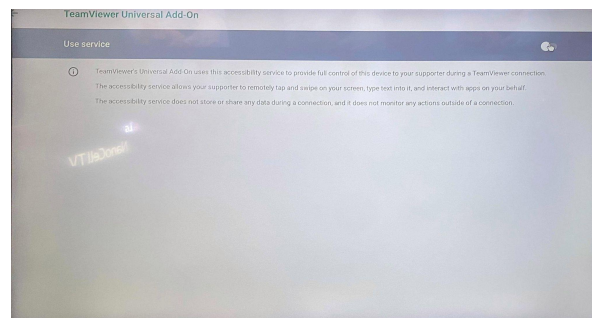

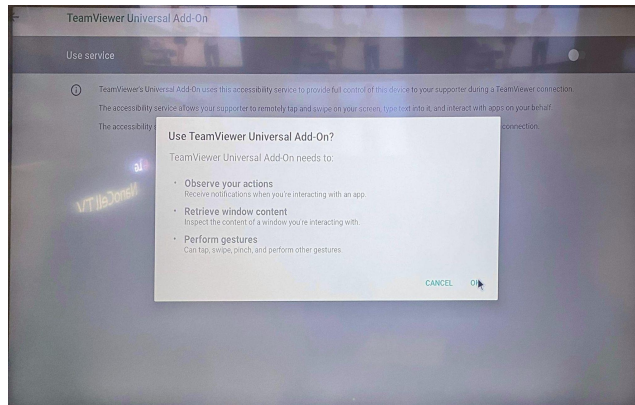You should see YOUR ID #

● Click ALLOW and then ENABLE

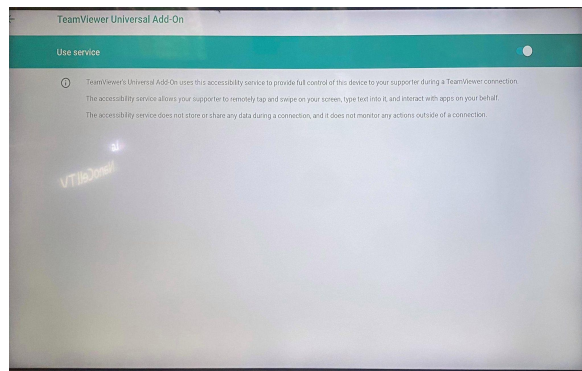● Using the Directional Arrows select Team Viewer Universal Addon (should say OFF)

● Using the Directional Arrows click on the Toggle in the Top Right Corner

- Confirm by clicking OK to Use the Universal Addon

- The Toggle should now show ON and the Use Service line will now be highlighted in Green

- In order to allow our staff to connect to your box, you will need to Click START NOW to allow them to remotely connect to your box.