## 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?

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)

Accessibility	
Volume key shortcut Na santa selected	
Downloaded services	
Team/Jewer Universal Add-On arr	
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Text-to-speech output	
Display	
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Large mouse pointer	•

• 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.

