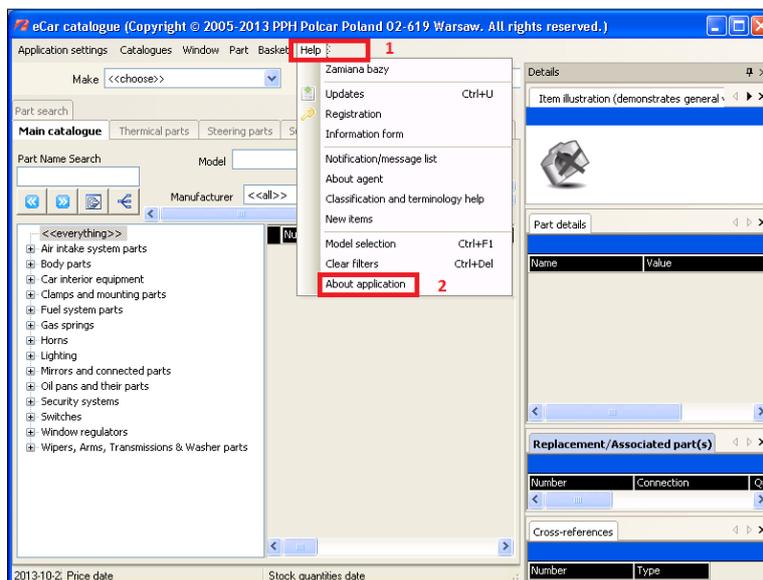
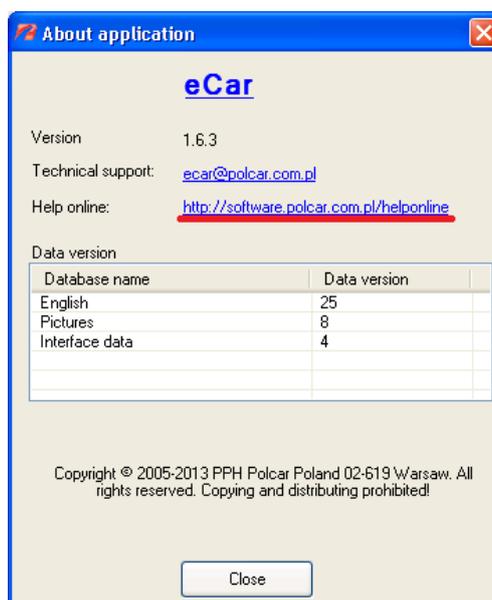


Remote help allows resolving eCar functionality issues, by establishing a direct connection between the consultant and user’s desktop. During a connection by means of TeamViewer user has a constant preview of consultant’s actions and may break the connection at any moment.

To use remote help in eCar select *Help (1)* tab and then *About application (2)*.



In *About application* window click Help online link.

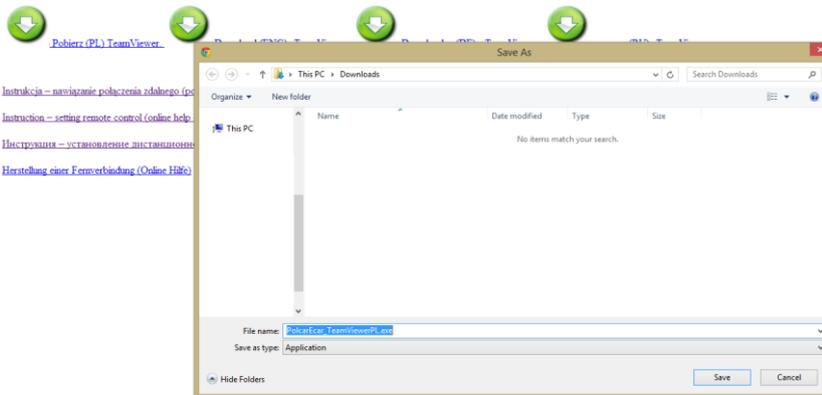


TeamViewer should be downloaded from the website that will appear after clicking *Help online* link.



- [Instrukcja – nawiązanie połączenia zdalnego \(pomoc online\)](#)
- [Instruction – setting remote control \(online help desk\)](#)
- [Инструкция – установление дистанционного соединения \(помощь онлайн\)](#)
- [Herstellung einer Fernverbindung \(Online Hilfe\)](#)

To download the program, click the icon of selected language, then select a path to save the file, and click *Save*.

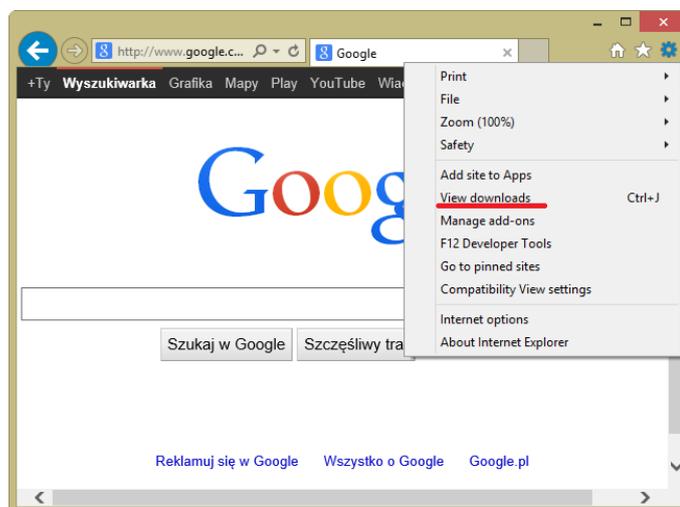


After downloading the file, go to previously selected path and run the program.

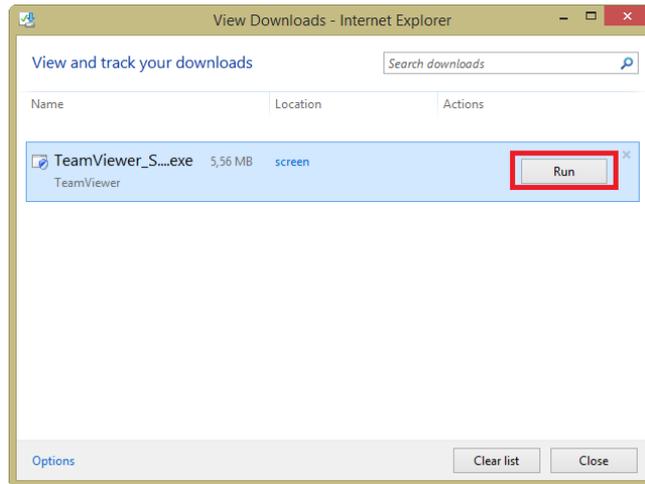
The downloaded file can also be launched from a web browser:

- In case of Internet Explorer:

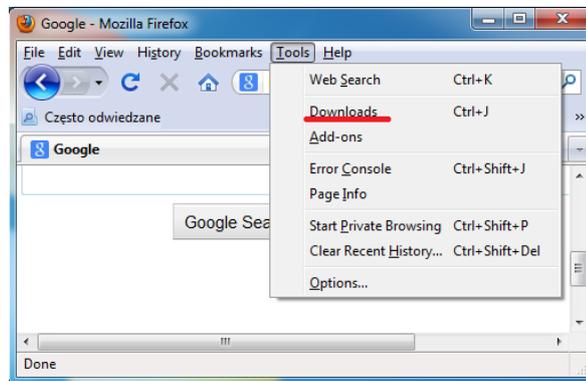
Click *Tools*, then *View Downloads*.



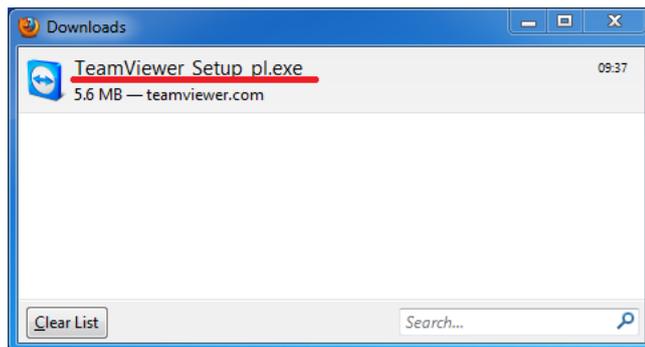
A window with a list of downloaded files will appear. To run the program click *Run* button.



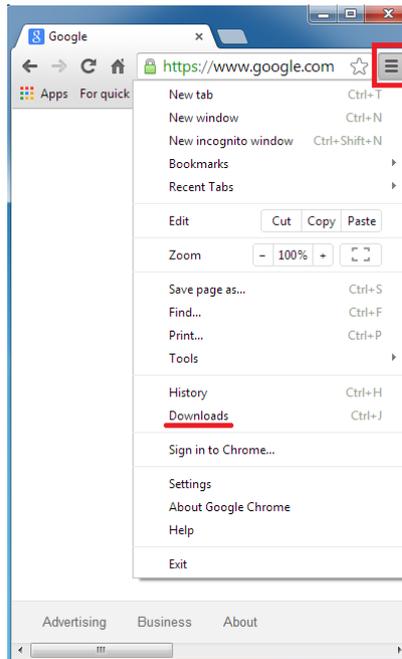
- In case of Mozilla Firefox:
Click *Tools*, then *Downloads*.



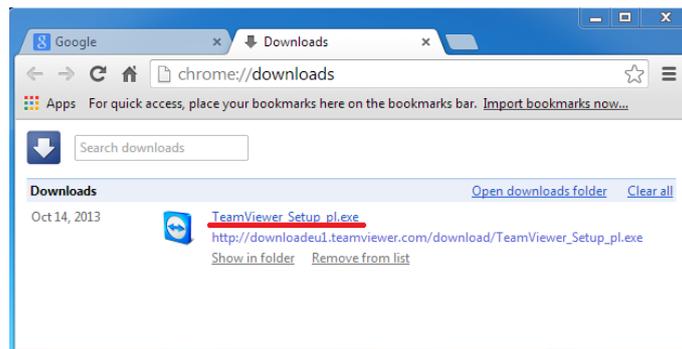
A window with a list of downloaded files will appear. To run the program double-click on the downloaded file.



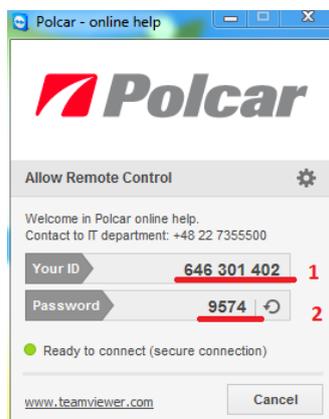
- In case of Google Chrome:
Click, *Settings*, then *Downloads*.



Downloads will appear in a new tab. To run the program click on the name of downloaded file.



After running the program following window will appear on the screen. Then contact the IT consultant, calling the number listed in the window (+48 22 7355500).



Consultant will ask about *Your ID* number (1) and *Password* (2)

Remote connection will be established after entering the authentication data.