



# viflow

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## Use ViCon Remote Support (KB10371)

Sebastian Eich - 2021-01-21 - in Use cases

In certain situations it may be necessary for our support team to connect to your PC to monitor the behavior of the program and/or correct errors.

In this case you will find a customized version of the program TeamViewer under the following link. Download the executable and start the program (no installation required). After a short time you will be shown an ID, which you can give to our support hotline.

[Start Remote Support](#)

You can reach our support hotline **Monday to Thursday from 08:00-17:00** and **Friday from 08:00-16:00** under the phone number **+49 511 696048-22**