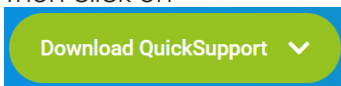


AIMCO can provide real time Technical Support for our connectible products using the TeamViewer application. The person providing the Technical Support is termed the Support person and the person needed the assistance is the Client. In order for the client to utilize this support, a small file utility called TeamViewer Quick Support is required on their PC. This is a one-time load, and once resident on the Client's PC, this utility can be used for all future support needs.

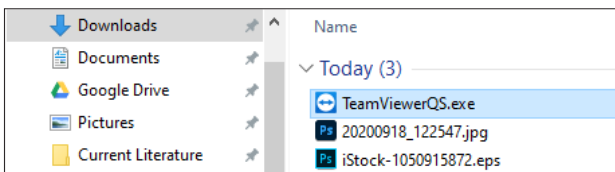
Instructions for uploading and launching TeamViewer Quick Support on the client's PC.

Go to this link: <https://www.teamviewer.com/en-us/info/quicksupport/>

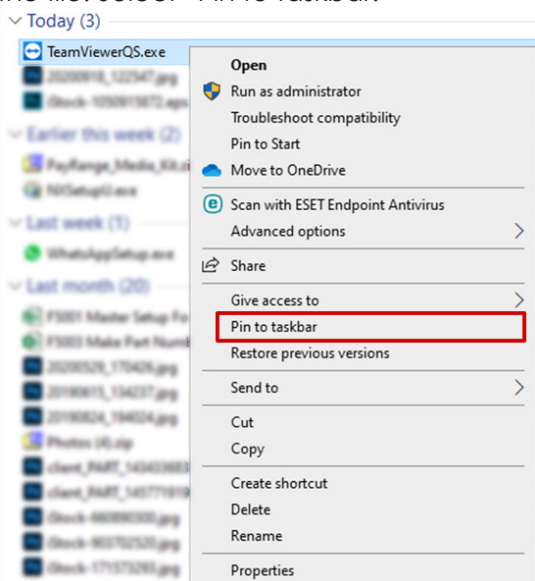
Then click on



A small exe file named *TeamViewerQS.exe* will appear in the Downloads folder.



Navigate to the Downloads folder and right click on the file. Select "Pin to taskbar."

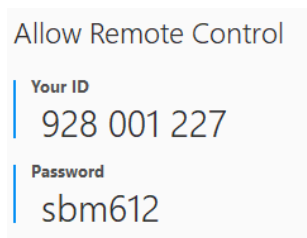


TeamViewer Quick Support will now reside on the client's taskbar.



This allows quick access to the screen where the client will enter the User ID and Password that will allow AIMCO to provide support over TeamViewer with our license.

Enter the ID and Password once TeamViewer Quick Support is opened:



The ID is constant but the Password changes with each session to ensure no unauthorized access to the Client's PC.

AIMCO Support Team Commitments:

- We maintain verbal communication with the Client throughout the process.
- We explain to the Client that we will be taking over control of their PC temporarily.
- We confirm all actions being taken through the Client PC accessing the product requiring support.
- We restrict our access and activities to only what is required to support the product.
- We confirm at the end of the support session that we are releasing control of the Client's PC and verify that the disconnection is complete.