

# Customer Notification

B-CN-386-EN REV A

December 19, 2024

**SUBJECT: Remote Support Transition from Team Viewer to Quick Assist**

## Purpose

This bulletin is to inform our customers that effective January 1, 2025, Danfoss Turbocor® is moving to Microsoft Quick Assist as our new platform for remote support from TeamViewer. This change provides a more modernized approach for remote assistance and an integrated experience for our customers.

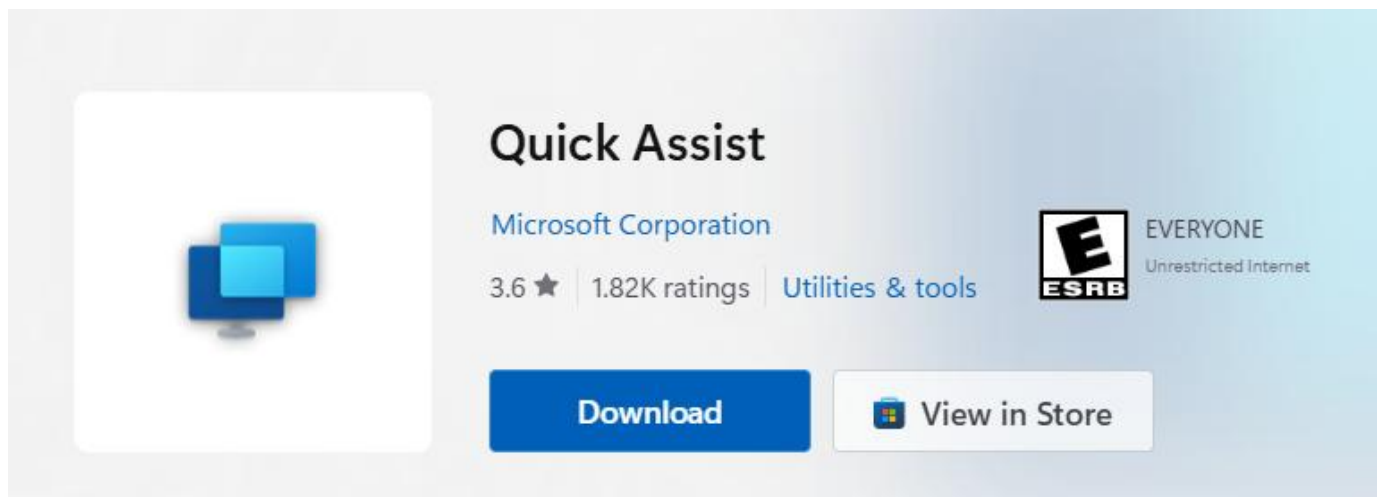


Figure 1 – Quick Assist

## Summary

- **Effective January 1, 2025**, Microsoft Quick Assist will be the only remote support tool we use to provide remote support
- Please contact our Product Support Team if you need assistance setting up Quick Assist

## Action Required

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1. **Ensure Your System is Ready:** Quick Assist is available on Windows 10 and newer platforms. If you're running one of these versions, you're all set.
2. **Download:** If your system does not currently have Quick Assist, a free download can be found in the Microsoft Store using the following link.  
<https://apps.microsoft.com/detail/9p7bp5vnwvx5?hl=en-us&gl=US>
3. **Training and Support:** Instructions are provided below on how to use Quick Assist. Our team will be available to assist you with the transition if needed.

## Instructions

1. Click the Start button on your computer, enter Quick Assist, then select it in the list of results.
2. If prompted, accept the privacy policy.
3. In the Security code from the assistant box, enter the security code given to you by your Danfoss support team, then select Submit.
4. You will be given a prompt to accept the support request, then click accept.
5. Once connected your Danfoss Support team will ask for control which you will have to approve as well.

We understand change to new platforms can be challenging, we are confident that this transition will enhance your overall support experience. If you have any questions or need assistance, please feel free to reach out to your local Application Engineering or Product Support Team.

## Need Assistance

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For further questions, please contact your Key Account Manager or our Product Support Team at [turbocor.ps.na@danfoss.com](mailto:turbocor.ps.na@danfoss.com) or [turbocor.ps.eu@danfoss.com](mailto:turbocor.ps.eu@danfoss.com) for inquiries within Europe.

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