

Remote access via AnyDesk so Tech Support can see your TV Screen, you will have to use your Remote Control to navigate and control your Streaming Box



Navigate to the **"AnyDesk"** Icon Than press OK

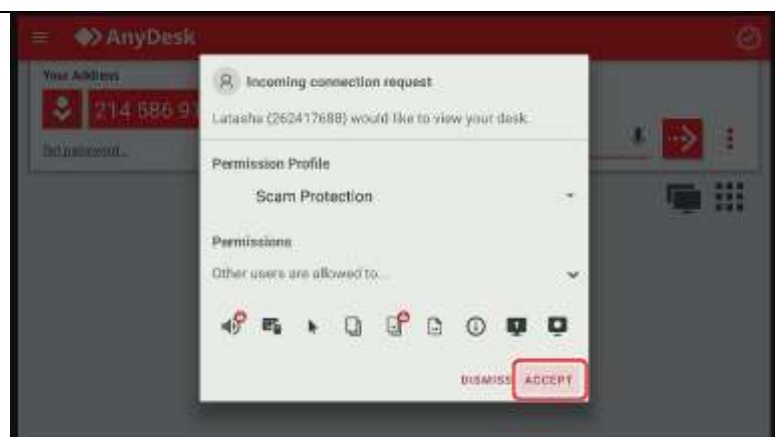
Provide us with the **12 Digit** Number in the Top Right Corner of your TV Screen



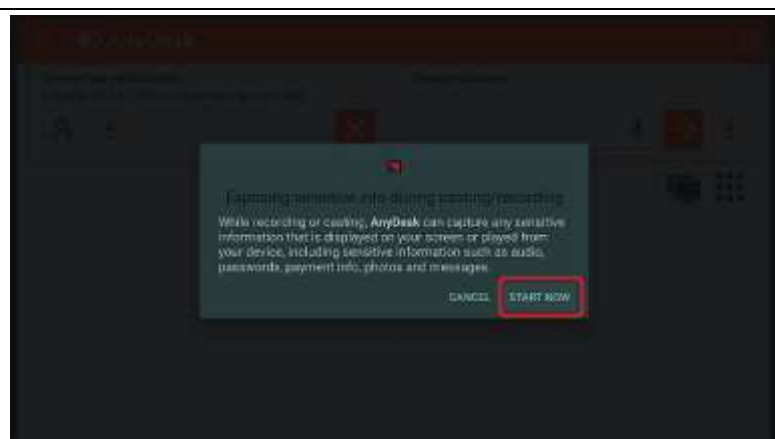
Navigate and confirm the security risk Repeat



Navigate to **"Accept"** and confirm the Than press "Ok"



Navigate to **"Accept"** and confirm the Than press "Ok"



Navigate to **"Start Now"** and confirm the Than press "Ok"

Now we can see your TV Screen, to better assist you, but you still will have to operate your remote with our Help...