EasyOne Pro Remote Service Firmware ≥ 1.3.4.0

Procedure

Does your EasyOne Pro have unrestricted Internet access?

If yes, proceed with **Step A**  
If no, proceed with **Step B**

**Step A** Prepare for remote Service

1. Connected EasyOne Pro to the network
2. Switch on EasyOne Pro Utilities→Advanced→Enter Password:
   EOPTM→Login→Remote Support→Enter Password: EOPTM
3. Summit the ID-number and the Password to the ndd supporter

![nnd Remote Support](image)

4. Troubleshoot
5. At the end: Close TeamViewer- Session by pressing Cancel