

## Support via TeamViewer

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**FAQ Article Print**

<b>Category:</b>	FAQ in English	<b>Last update:</b>	05/24/2016 17:48:25
<b>State:</b>	public (all)		

### **Problem (public)**

How can I get support via TeamViewer?

### **Solution (public)**

1. download TeamViewerQS\_ASCON\_en here:  
[1][sd.ascon.ru/ftp/Public/Utils/TeamViewer](http://sd.ascon.ru/ftp/Public/Utils/TeamViewer)
2. within working hours (10:30 am - 6:30 pm, Moscow time) address ASCON support team using one of the following ways:  
email [support@ascon.net](mailto:support@ascon.net) skype asconsupport phone +7 (812) 703-3934

If you got other contact information in your ticket, please, use it instead of above.

3. tell us your ticket number (SD#7xxxxx) if exists and your TeamViewer ID

[1] <http://sd.ascon.ru/ftp/Public/Utils/TeamViewer>