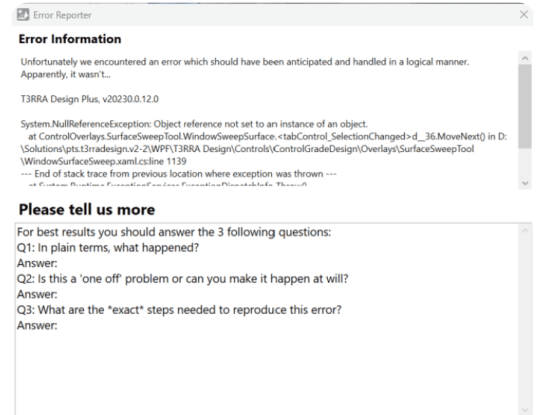


Troubleshooting guide

- [Error Reporter](#)
- [Get Remote Support](#)

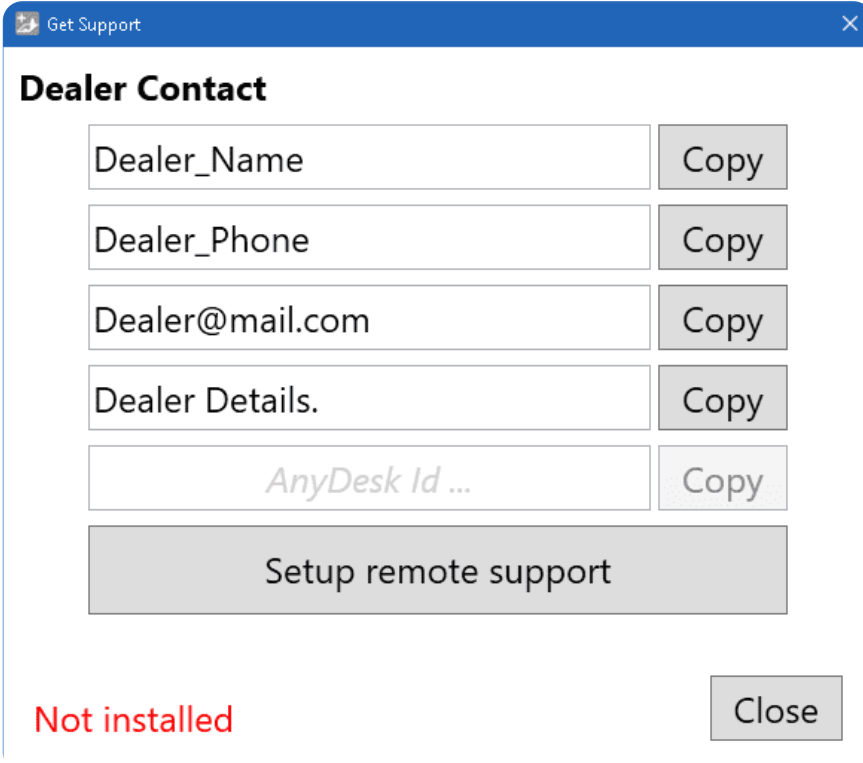
Error Reporter

This window is shown when an unexpected error is detected. To help us out, please answer the questions in the lower half of the window and send the report by clicking the [Send Report] button. Even if the problem seems obvious, taking the time to provide some context can save days of investigation.



Get Remote Support

When the manual isn't quite enough, and you just need some flesh and blood assistance, we've got your back. Call your support person and in T3RRA Design, press Help > Remote Support.



Dealer Contact

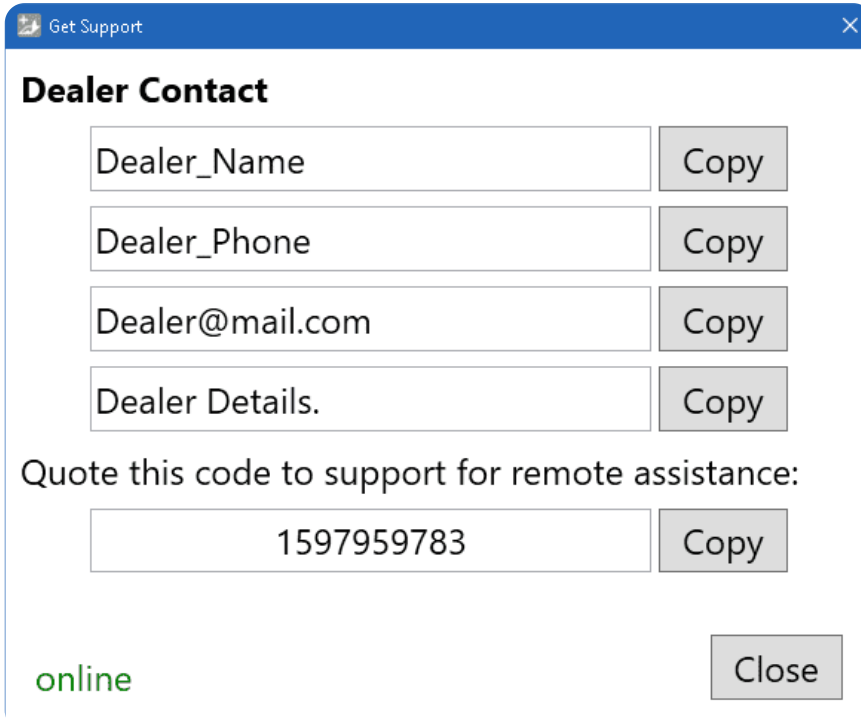
Dealer_Name	Copy
Dealer_Phone	Copy
Dealer@mail.com	Copy
Dealer Details.	Copy
AnyDesk Id ...	Copy

Setup remote support

Not installed

Close

Click "Setup remote support" button.



The screenshot shows a window titled "Get Support" with a close button in the top right corner. The window contains the following elements:

- Dealer Contact** section with four input fields, each followed by a "Copy" button:
 - Dealer_Name
 - Dealer_Phone
 - Dealer@mail.com
 - Dealer Details.
- Text: "Quote this code to support for remote assistance:"
- A text box containing the code "1597959783" followed by a "Copy" button.
- A green "online" status indicator in the bottom left corner.
- A "Close" button in the bottom right corner.

After installation, It will show a code. Your support person can use the code to connect to your computer and help get you going again. When they do, AnyDesk will open a confirmation window. Click the green [Accept] button to accept their help.