

# QUATRED, LLC QUICK® REMOTE SUPPORT GUIDE



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## Navigate to Quatred website

- (\*) Ports required for Quatred Remote Support
  - (\*) By default TeamViewer uses only the outgoing port 80 (HTTP) - no firewall configuration is necessary. Alternatively you can open port 5938 (TCP) for outgoing connections.
  - (\*) Make sure URL: \*.teamviewer.com is unblocked
- (\*) Open your browser to <http://www.quatred.com/>
- (\*) Select the **Support** tab as indicated by the red arrow below

**UPCOMING CONFERENCES**

GFOA - May 18-21 2014, Minneapolis, MN  
 SUGA International - June 2-6 2014, Anaheim, CA  
 Innoprise User Conference - July 16-18 2014, Black Hawk, CO  
 IMTS Conference - September 8-13 2014, Chicago, IL

Click the News tab for more details

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**QUICK**

The Quatred Universal Interface Control Kit has been designed from the ground up to provide superior customization and control over your applications.

[Learn More](#)

Parking Enforcement (LPR) || 9/27

- (\*) Select the **QUICKSupport** hyperlink

SeePoint/Quatred Press Release on Kiosk Integration Click the News tab for more details

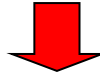
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### Technical Support

Quatred, LLC strives to provide superior customer support. If you're in need of assistance, please contact us by one of the methods below. You will receive a response within 24 hours if no one is currently available.

**Phone Support:** 888-395-8534 (Option 3)

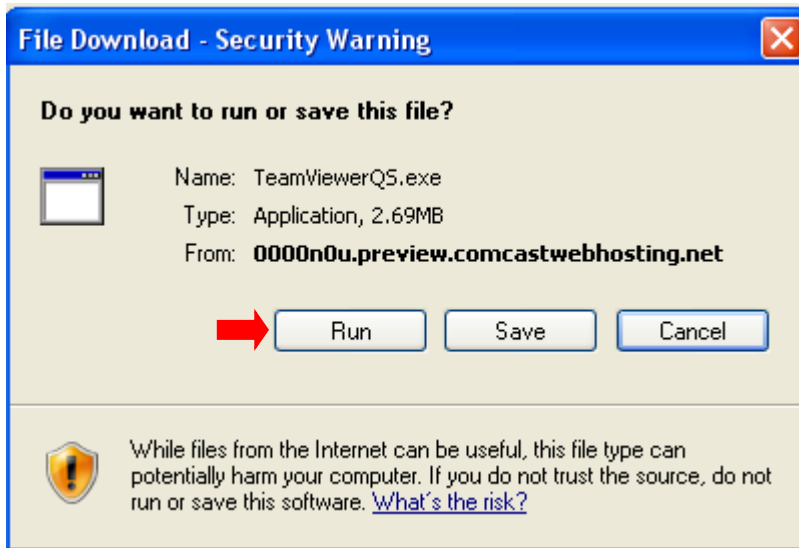
**Submit a Ticket:** Online by clicking [here](#)



**Remote Support:** If requested by Quatred, please download and run [QUICKSupport](#). The following window will appear after running QUICKSupport.



**(i)** When prompted to run or save the file, select **RUN**.



**(i)** If prompted to run the software, select **RUN**.

- (\*) If only **SAVE** option is available, save to your desktop and execute it after the download is completed.
- (\*) If selecting **RUN** fails, try using the **SAVE** option to save it to your desktop and then install it by clicking on the desktop icon created.



- (\*) The following Quatred TeamViewer window will appear.



- (\*) Provide Quatred with the ID
  - (\*) In the example above the **ID = 714946088**