REMOTE SERVICES USER GUIDE.

Powered by TeamViewer[™]



REMOTE SERVICES USER GUIDE: CONNECTING WITH TECAN SUPPORT VIA TEAMVIEWER.



- Highly trained and experienced technical specialists
- Real-time troubleshooting and resolution
- Improved system insights for faster on-site interventions

* Industry-leading security | TeamViewer



- Minimized unplanned workflow disruptions
- Reduced wait times for avoidable on-site interventions
- Increased instrument uptime



- Industry leading security*
- Encrypted, permission-based communication controls
- Customer approval required for each remote support session

SCOPE.

Tecan Remote Services via TeamViewer[™] are designed to enable our service and support organization to provide real-time assistance via a secure remote connection to the computer linked to Tecan instruments in your lab. This document outlines the steps required to allow a Tecan support specialist to connect and remotely access your local computer. It is also intended for IT staff responsible for setting up the necessary infrastructure to ensure a successful and secure remote connection.

HOW TO CONNECT.

You may be asked by our support specialist to download the TeamViewer QuickSupport module to allow a remote connection to your local computer. To join a remote control session:

Download QuickSupport (TeamViewerQS.exe) from the link provided by our support specialist. When prompted, you can run the application directly without saving it to your computer.

Note: Once downloaded, TeamViewerQS.exe can be stored locally and used for future remote connections.

2 No installation or local administrator rights are required. The application will start automatically once the download is finished.



3 Wait until the status LED at the bottom of the window turns green, indicating that a connection to the TeamViewer server has been established.

This may take more than a minute.

- a. If there is an issue with your internet connection and a connection to the TeamViewer server cannot be established, a message will be displayed.
- b. Please contact your IT department to solve the connection issue.

If you did not receive a session code as part of the invite/ access link please share the displayed one-time TeamViewer ID and password with the Tecan supporter to allow access. Never share your computer/company password.

4 Once connected, provide 'Your ID' and 'Password' to our support specialist, who will access the system remotely.

The ID and password are valid for one session only; no further access to your computer is possible after the session ends.

- 5 When a remote connection is established, the LED will turn yellow.
- 6 Once connected, an information window will appear on the right side of your desktop.
- When prompted, you can authorize our support specialist to access desktop sharing, remote control, and file transfer.

| s163-156-984 | |
|--|--|
| Your name | |
| Admin | |
| | Cancel |
| www.teamviewer.com | |
| Ready to connect (sec | ure connection) |
| | |
| No connection | to TeamViewer serve |
| No connection f Please check your inter Most likely you use a p information in the option | to TeamViewer serve rnet connection. roxy server and you have to er ons dialog. |
| No connection of Please check your inter Most likely you use a p information in the option Don't show this dia | to TeamViewer serve rnet connection. roxy server and you have to er ons dialog. log again Proxy settings |

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proper

TeamViewer Quic... -

Allow Remote Control

TECAN

X





HOW TO PARTICIPATE.

After access is granted and the remote-control session begins, a small TeamViewer control window will appear in the bottom right corner of your screen.

The TeamViewer panel offers the following features:

- You can move the panel anywhere on the screen to avoid covering important areas.
- Individual widgets can be detached and resized by dragging and dropping them.
- Minimize the panel to the edge of the screen

using the icon on the left side.

Use this icon \swarrow to switch to full-screen mode.

 TeamViewer

 X
 Image: Comparison of the base

 Y
 Image: Comparison of the base

 Y
 Yes

 Y
 Image: Comparison of the base

 Y
 Yes

 Your location:
 US

 Your conference PIN:
 Please retrieve here

 Your incessage here
 Send

The menu bar is at the top edge of the control window.

Click the icons to access various functions available to you and your support specialist.

| Close all connections | Closes all active remote control sessions. |
|-----------------------|---|
| Video | Opens the My Video widget. If you want your partner to see as well as hear you, you can transmit video using a webcam. |
| Conference call | Opens the Conference call widget. If a participant does not have a headset at his/her disposal, you can set up a conference call instead of using VoIP. |
| Voice over IP | Opens the Voice over IP widget. With Voice over IP (VoIP), telephone calls are not necessary; you can talk live with your partners after just a few mouse clicks. We recommend using a headset. |
| Chat | Opens the Chat widget. The Chat widget lets you communicate with your partner via text during an active session. |
| File box | Opens the File box widget. Session participants can share files with one another via the File box widget. Just drag and drop the desired file into the widget or click the icon to select a file using the Windows® Open dialog box. Once shared, you can open either the file or its containing folder by clicking the icon next to the file and selecting the desired option from the context menu. At the remote computer, the shared file appears in the widget and can be downloaded by clicking the icon. To remove the file from the widget, select Remove from file box option in the context menu. |
| >>> Functions | You can access the Session list widget within the Functions context menu. |

IT CONSIDERATION AND SECURITY HIGHLIGHTS.

This section outlines the privacy and security features of Remote Services via TeamViewer. It is intended for review by your facility's IT administrator responsible for instrument, computer, and network infrastructure.

Tecan Remote Services by TeamViewer uses TeamViewer GmbH, a global leader in secure remote access and collaboration. TeamViewer provides advanced, cloud-based technologies for secure remote access, support, control, and collaboration. It helps businesses of all sizes maximize their digital potential.

Technical Summary.

Tecan Remote Services via TeamViewer offers a secure platform for remote screen and file sharing, allowing Tecan service and support specialists to access computers connected to Tecan instruments in your lab. All TeamViewer traffic is protected with RSA public/private key exchange and 256-bit AES session encryption. The platform is also configured to prevent man-in-the-middle and brute-force attacks. For more information, visit TeamViewer Trust Center https://www.teamviewer.com/en-us/resources/trust-center/industry-leading-security/

Security Measures.

Tecan Remote Services via TeamViewer requires an internet connection. Before connecting, please review this document and ensure that any computer linked to a Tecan instrument is secure.

Tecan Remote Services via TeamViewer is configured for maximum security:

- TeamViewer connection whitelisting prevents access to computers connected to Tecan instrument from sources outside the Tecan service and support organization.
- Users must provide a unique password to start each session. This password changes with every new session to prevent unauthorized access.

- After successful authentication, users must manually approve any screen, remote control, or file transfer request through the TeamViewer client. All connection requests are logged locally and on TeamViewer's secure servers for auditing.
- Critical security updates and company TeamViewer policy updates are installed regularly.
- Access to the Tecan TeamViewer management portal is restricted by username and complex password, and is limited to trained Tecan employees who understand data and privacy guidelines.

Firewall Requirements.

Tecan Remote Services via TeamViewer is designed to enable secure remote connections without special firewall configuration. In some cases, a firewall may block unknown outbound connections. If this occurs, configure the firewall to allow outbound TCP connections on port 443.

Tecan Remote Services via TeamViewer connects to secure servers in Europe, which use multiple IP addresses that may change over time. All IP addresses resolve to *.teamviewer.com domains. You can use this information to restrict allowed destination IP addresses through your firewall or proxy server. Since Tecan Remote Services via TeamViewer only initiates outgoing connections, blocking incoming connections and allowing only outbound connections on port 443 to *.teamviewer.com is sufficient.

Summary.

Tecan Remote Services via TeamViewer is a secure system that allows Tecan service and support specialists to provide remote technical support. The end-to-end tunnel is encrypted, and access is limited to properly trained Tecan employees.

If you need more information, contact your local Tecan representative.



How does Tecan Remote Services via Team-Viewer communicate through firewalls and proxy servers?

Tecan Remote Services via TeamViewer uses HTTPS protocols on port 443, allowing communication through most firewalls and proxy servers. If your organization uses a proxy, configure the Tecan Remote Services via TeamViewer host software with the appropriate proxy settings and authentication.

Does TeamViewer QuickSupport require installation?

No. TeamViewer QuickSupport is a standalone executable file that allows incoming remote control connections. It does not require installation or Windows administrative rights.

Does Tecan Remote Services via TeamViewer use industry-standard security protocols?

Yes. Tecan Remote Services via TeamViewer uses RSA public/private key exchange, firewall-friendly communication, and HTTPS with PKI and 256-bit AES SSL encryption.

Is TeamViewer QuickSupport secure?

- No permanent installation is required; it runs as an executable file.
- Access ends as soon as the program is closed.
- A new, unique password is generated each time QuickSupport starts.
- All actions are visible to the user.
- Hidden connections are not possible; a session information window is always displayed.
- No hidden file transfers occur; file transfers prompt a visible dialog.
- The on-site operator always has priority over remote control.

How can Tecan Remote Services via Team-Viewer help me in the lab?

Tecan Remote Services via TeamViewer improves productivity and system uptime by providing fast, efficient support for system and software issues. Benefits include:

- Rapid problem resolution
- Increased instrument uptime
- Improved lab and operator productivity
- Seamless software upgrades and configuration
- Less time spent troubleshooting
- Remote desktop and file sharing for diagnostics
- Faster on-site resolution when needed

Can Tecan service specialists connect to my workstation at any time?

No. Each session must be initiated by the operator, who provides consent and a unique password that resets after each use. All remote desktop, control, or file sharing actions require operator approval.

Can changes be made to my system without my knowledge?

No. All screen viewing, remote control, and file transfer activities must be approved by a user in your lab. A single-use password is required to establish each connection.

Are TeamViewer servers Regulation (EU) 2016/679 (GDPR) compliant?

Yes. When deployed in Europe, Tecan Remote Services via TeamViewer is hosted within the EU and accessible only to Tecan associates in the EU. TeamViewer is **TÜV privacy certified** and committed to strict adherence to GDPR requirements

How does Tecan Services via TeamViewer work?

Remote desktop sharing allows Tecan specialists to securely access your workstation to resolve issues. Once access is granted, a trained specialist can quickly identify and address problems. For on-site needs, remote connectivity helps gather data to prepare field engineers for efficient resolution.

Does the computer's IP address need to be accessible from the internet?

No. The instrument controller's IP address does not need to be visible outside the local network. If the instrument computer can access **https://www. teamviewer.com** (port 443), it is ready for connection.

Does Tecan Remote Services via TeamViewer require a VPN?

No. An encrypted channel is established directly from the Tecan instrument controller, connecting your lab to a support specialist without a VPN.

If I already have TeamViewer installed, do I need to remove it?

To use TeamViewer QuickSupport, any existing TeamViewer installation must be uninstalled or the process ended. In some cases, connection through the existing installation is possible. TeamViewer supports backward compatibility, but not forward compatibility. Tecan currently uses TeamViewer 15. Check version and update, please.

Will Tecan Remote Services via TeamViewer affect network performance?

No. Communication between TeamViewer QuickSupport and the server has minimal impact on network bandwidth—typically less than adding another workstation.

Is TeamViewer compatible with User Account Control (UAC)?

Yes. TeamViewer works automatically with operating systems that use UAC.

TECAN - WHO WE ARE.

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Founded in Switzerland in 1980, Tecan has manufacturing and R&D sites in both North America and Europe, and maintains a sales and service network in 52 countries. To date, Tecan has distributed approximately 20,000 microplate readers worldwide, and is committed to continuous technological improvements and compliance with the highest global quality standards.



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