

NOVACHAT: TeamViewer Quick Support App



Important Functions

Below are the main Functions buttons on the NOVA chat devices:

Menu Button  /  /  allows you to determine which vocabulary file will be used, which augmentative options are enabled, how and when to speak messages, and how a wide variety of other options are configured.

Home Button  /  /  /  navigates out of Chat software to the Home screen of the Android software.

Back Button  /  /  navigates to previous page or to previous Menu. Pressing and holding the Back button also reveals the Chat software menu.

 Click [HERE](#) to download Chat Editor

Technical Support:

01733 370 470 (Option 2)
Email: info@liberator.co.uk

Regional AAC Consultants:

If you wish to speak to your Regional AAC Consultant, please call 01733 370 470 (Option 3)

The TeamViewer Quick Support module allows staff at Liberator to remotely connect to your device using an ID. This quick reference guide will take you through the process of downloading, installing, and using TeamViewer Quick Support. Please note this will only work if the device is connected to Wi-Fi as internet access is needed.

The Quick Support app can be downloaded from the Play Store (you will need to ensure you are signed in) or can be installed manually.

To Download from the Play Store

1. Press the **Home** button to minimise NovaChat.
2. Press the **App tray** and press **Play Store**.
3. Search for "TeamViewer Quick Support App" and press **Install**



4. Press the **Home** button to minimise the Play Store.
5. Press the **App tray** and press **QuickSupport** to open.
6. Follow on from step 9 below when first using the app.

To Download and Install Manually

1. Press the **Home** button to minimise NovaChat
2. Press the **App tray** and press the **internet app** (called Browser, Internet, Chrome, or similar)
3. Type www.liberator.co.uk into the address bar, press the Support link, press Product Support, press Liberator Support Tool.
4. Press "Download Link" next to TeamViewer Quick Support App.
5. Once downloaded, press the **Home** button to minimise the browser.
6. Press the **App tray** and press **File Manager/Files**.
7. Press the **Download** folder and select the **TeamViewerQS.apk** file, then press **Install**.
8. Once the app is installed press **Open**.
9. Press **Agree and Continue** to accept the terms & conditions.
10. Swipe through the three information screens and press **Done**.

11. Some devices may need extra terms & conditions accepting – confirm/accept these.
12. TeamViewer Quick Support is now installed.

Allowing Remote Support

1. Press the **Home** button to minimise NovaChat.
2. Press the **App tray** and press **QuickSupport**.
3. TeamViewer Quick Support will open and show an ID. Let the support technician or consultant have this ID.
4. Press **Allow** when prompted, then **Start Now**.

Devices That Allow Full Remote Support

The following devices will allow Liberator staff to take full control of your device:

- **NC5.4**
- **NC8.25, NC8.3, NC8.35, NC8.4**
- **NC10.6**
- **CF8.1**
- **CF10** - requires add-on. Follow on-screen prompts to download and install.

Devices that allow Screen-Sharing Only

The following devices will allow Liberator staff to see your screen and guide you through troubleshooting:

- **LR7**
- **NC12**

Devices that allow File Transfer Only

The following devices will only allow Liberator staff to transfer files – we will not be able to see your screen:

- **NC8.1**

Unsupported Devices

These devices will not allow download or install of TeamViewer Quick Support. However, we can still offer telephone support should you have any problems.

- **NC5.1, NC7 (all), NC10NC**

Related Icons

Internet Browser



File Manager/Files/My Files



App Tray

