Here are instructions for setting up a JSupport session:

1. JSupport is an powerful remote support software utility with which the JAVAD GNSS support team can control, configure and troubleshoot your JAVAD GNSS system through your PC from anywhere in the world. Just connect your receiver to a PC which has an internet connection and follow these steps:
   a. Connect your GNSS receivers to a PC through the serial or USB port. Leave the receiver connected overnight and plug in the power cable if the batteries are not fully charged. If the issue involves radio communications, also leave the radio on and plugged in.
   b. Download JSupport, http://get.teamviewer.com/javadgnss
   c. Run the program
   d. When the program displays "Ready to connect (secure connection)", record "Your ID" number
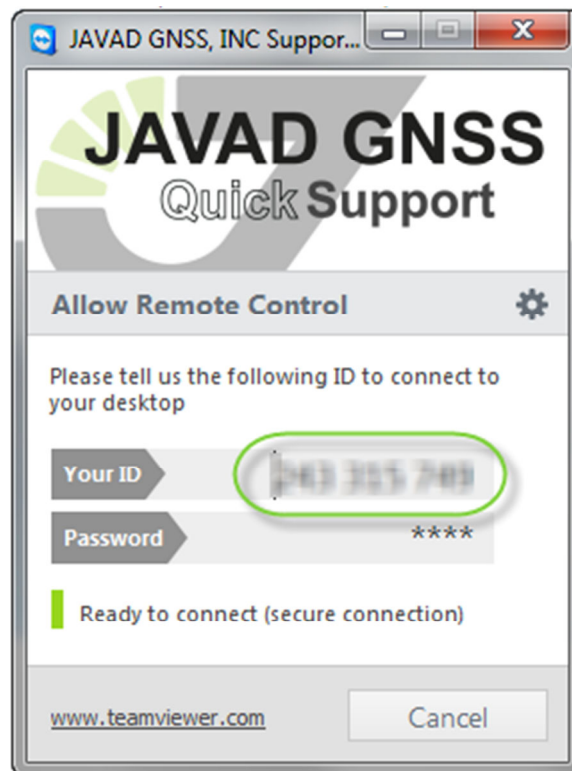
   e. Provide us with this ID number.
   f. Our support team will now be able to remotely connect to your PC and you'll see all of their actions. Normally, they will create a text file on your desktop to advise you of the status.
   g. Close the program window when they are finished.

2. Connect the Triumph-LS to the JAVAD GNSS, INC remote Assistance Server.
   a. From the Home screen of J-Field choose Support>Remote Assistance
   b. Check the JAVAD GNSS, INC server and enter and enable a password if desired.
   c. Press the Connect button. You will be prompted to enter name if the Operator has not been previously entered.
   d. Provide us with the password.