



# Primo-Ager Remote Connection Technical Support

## User Guide



Model: [PA-400](#)



Model: [PAG-400](#)



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## Introduction

This user guide is for Remote Technical Support for Primo-Ager. Following the guide, we can connect to your Prim-Ager device and check the program running reports, giving technical support via remote connection.

## Tools Needed

To let the technical support technician to connect to your Primo-Ager, we need the following tools.

- Computer with USB Port and USB cable
- Software: Windows
- Software: putty.exe
- Software: teamviewerqs.exe
- WhatsApp on mobile phone

### Computer with USB port and USB cable

Either Desktop Computer or Notebook, running Microsoft Windows 7 or above, with a free USB type A port, and a USB cable. For your convenience, a notebook is suggested. During the remote support, your computer is supposed to be connected to Internet, with stable and steady connection.



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### USB Port and Cable



USB Type-A port  
Source: wikipedia



USB A to Micro B USB Cable  
Source: [www.borofone.com](http://www.borofone.com)



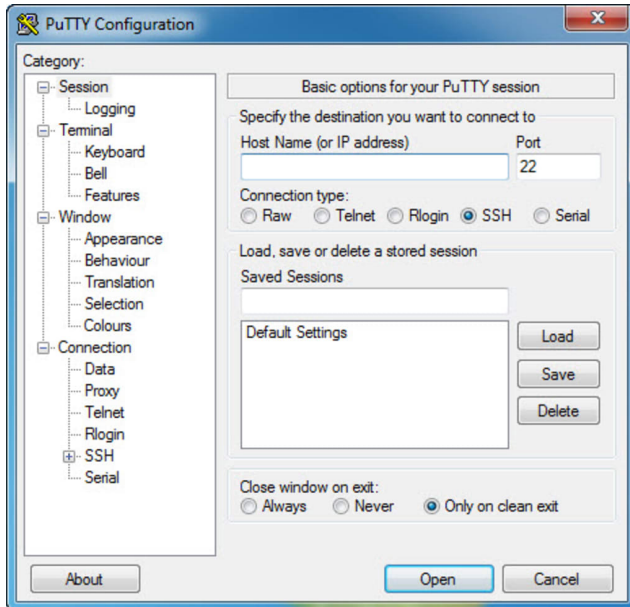
The cable is very common for Android mobile phones. Please note that, it requires data transimission, so a power-charging-only-cable is not applicable.



## Software: Windows

For the computer, the Windows must be Windows 7 or above. We tested on Windows 7 and Windows 10.

## Software: putty.exe



**PuTTY** is an SSH and telnet client, developed originally by Simon Tatham for the Windows platform. PuTTY is open source software that is available with source code and is developed and supported by a group of volunteers.

You can download PuTTY here:

<https://www.chiark.greenend.org.uk/~sgtatham/putty/latest.html>

Latest stable version is 0.76 as writing this user guide.

## Software: teamviewerqs.exe

### TeamViewer QuickSupport

Get remote support for your computers and mobile devices — whenever you need it.

TeamViewer QuickSupport was designed for exactly that: quick support.

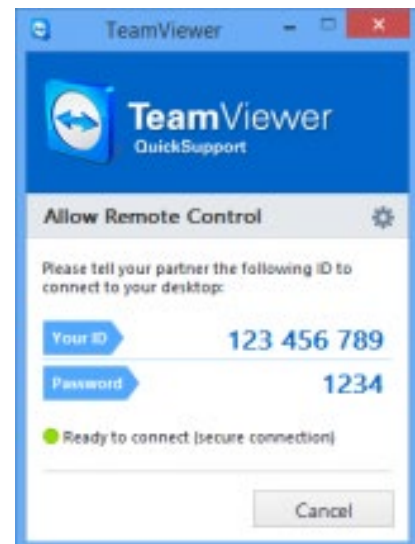
Once you set up QuickSupport on your computer or mobile device, you can receive tech support at a moment's notice. QuickSupport enables a support technician to remotely access, remotely control, and remotely view your computer or mobile device for fast troubleshooting.

~ above text from teamviewer.com

Once you run that program, you will get Your ID and Password, let us know your ID and Password, we then can connect to your computer.

Download link:

<https://download.teamviewer.com/download/TeamViewerQS.exe>



## WhatsApp on mobile phone

We may need to know the current status of the display, if you have the WhatsApp chatting on the same time, it will help a lot more. Also, you need to send us your TeamViewerQS ID and password via WhatsApp.



## Making Connection

### Remove top cap

**Power Off first to carry out following steps**

Remove the screws at the corner of the Top Cap



On front corners, and back corners.

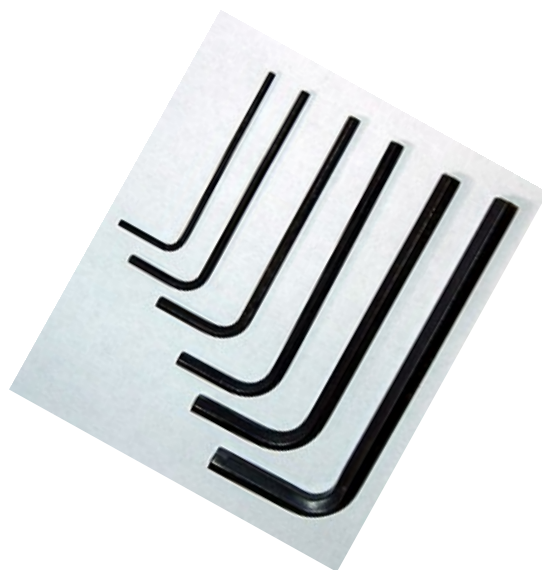
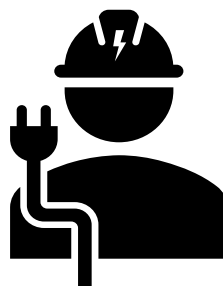


**Warning!!!**

**Electric Shock**

**Power Off the Primo-Ager First**

1. Power OFF the Primo-Ager and put the power plug in your pocket!!!
2. And then do the cap removing steps.

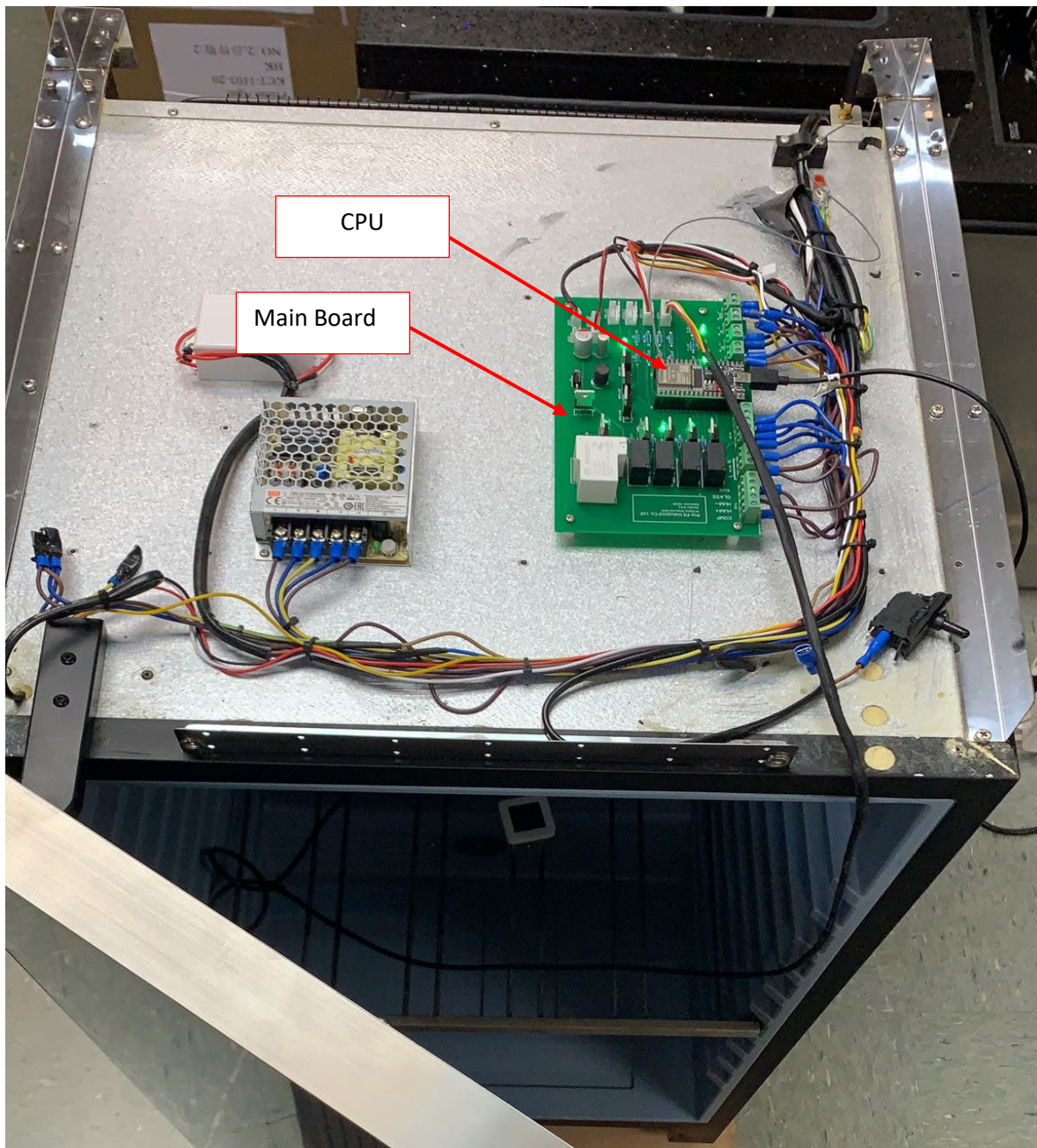




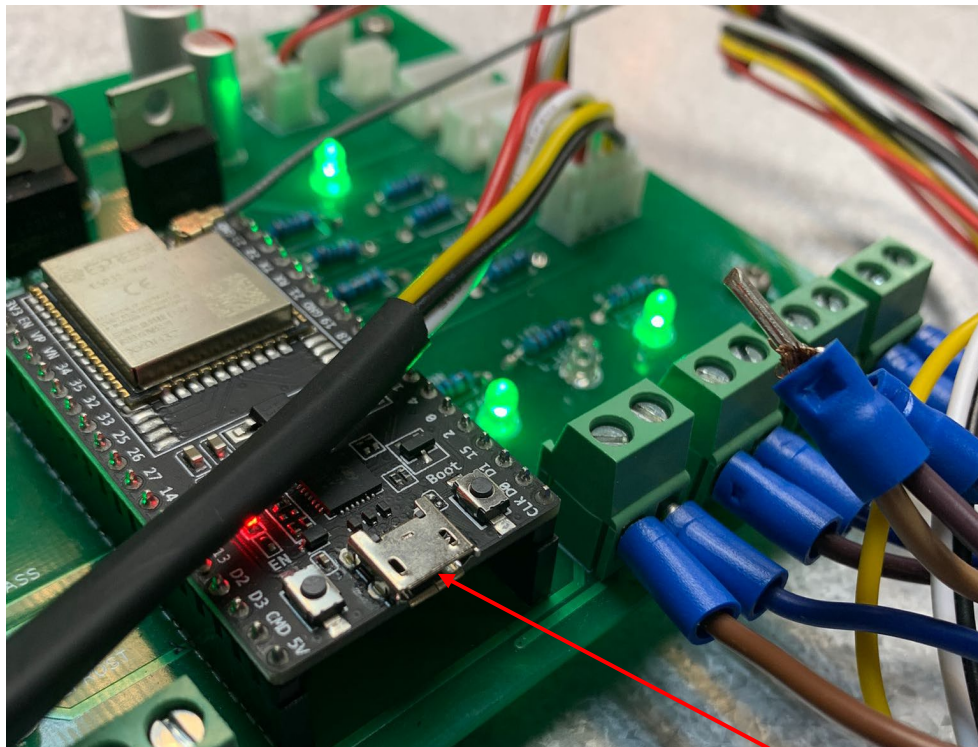


## Making computer USB connection to Primo-Ager

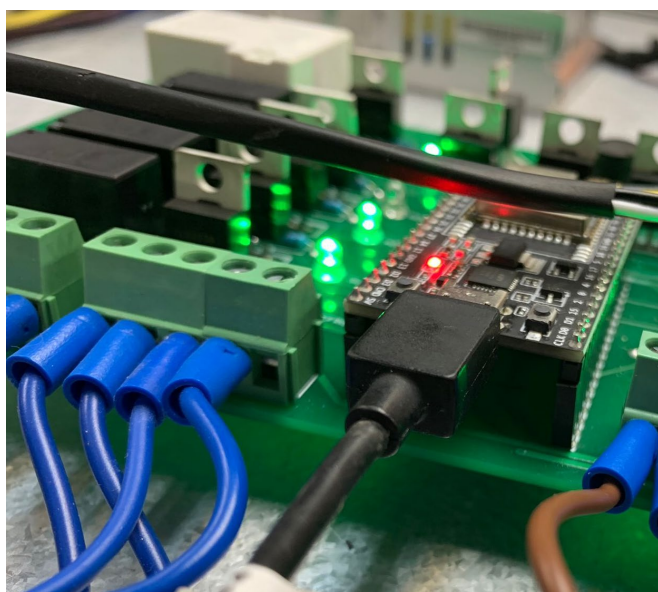
After remove the hex-screws of the Top-Cap, lift up the plastic top cap.



Please see the Main Board and the CPU



USB connector



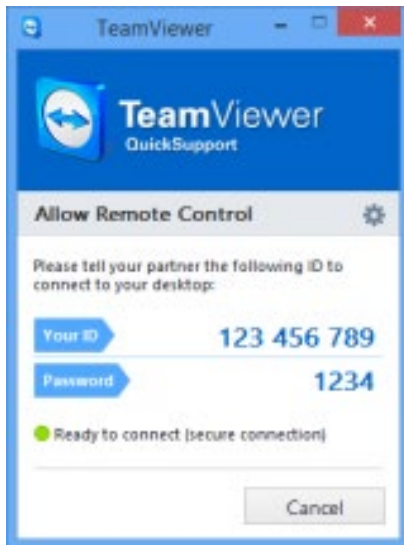
Connect to your computer



## Running TeamViewerQS

After making the USB connection between the CPU on Primo-Ager and your computer, with Internet Connection, then:

Go to your computer, run the TeamViewerQS.exe,  
after connected to TeamViewer, you get the ID and Password, as shown in below picture,  
send us your ID and Password via WhatsApp, and keep the TeamViewer running,  
we can now connect to your computer.



If we can connect to your computer,

- we will check the USB connection, UART driver.
- use Putty to connect to the COM port and see the firmware output.
- also, if required, we can also do the firmware flash to the CPU.

We will not touch any data on your computer, modify any program on your computer, without your permission.





## Appendix

### Warning of Electric Shock

Be aware of any Electric Shock risk.

For all the above operation, you should remove the AC power. Power from your computer's USB port can drive the CPU and display only. But, it will be enough to see the program running and reports from the program.

### Copyright

All copyrights reserved by Primo-Ager

### Disclaimer

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