

How to use DWservice Remote Access

Dwservice is a application to manage the EvidoWR remote to help the customer.

- 1 Double-click the dwagen.sh on the desktop.
- 2 It will then start a Terminal window asking for the [Sudo] password for teletec user.
If the customer not have changed it, it is **Wave**.
If the customer has change it then its the teletec users password in the ubuntu os.
when you type the password you will not see what you are typing not even stars
- 3 After you have typed in the password and enter. It will extract and install Dwservice agent it takes 5 sec. It will now open Dwagent window with license info and security info. In the bottom you can 3 different method.
 - » Install
 - » Run
 - » I do not Accept
- 4 Say to the customer to pick run and click the next button.
- 5 Now it will say that a session is active.
We can now go to <https://www.dwservice.net> and get the user name and password from the customer so we can connect to the recorder.

Example:

User: 5269

Password: 867-127-194-32

The session will be active until the customer close the dwagent window.

Teamviewer host is also installed but not configured.