

VIPER 4+ REMOTE SUPPORT GUIDE

HEADINGLEY, MB 204-885-8260

SASKATOON, SK 306-244-4448 CALGARY, AB 403-236-3378

dyterra.com 866-885-8260



DYTERRA CORPORATION AND ASSOCIATES ASSUME NO RESPONSIBILITY FOR EQUIPMENT DAMAGE CAUSED BY NON-OBSERVANCE OF THE SAFETY WARNINGS HEREIN



1. Press the setting icon.



2. Swipe the page left or press the 4th box (circled) under the options menu



3. Press the Networking Icon





If your phone does not show in the list, you may have to press the refresh button at the bottom of the list.

DyTerra-SKT Connect Automatically DIRECT-D0-HP OfficeJet Pro 7740
DyTerra-SKT Connected
Connect Automatically Disconnect
DIRECT-D0-HP OfficeJet Pro 7740
SASKTEL02UR
DIRECT-67-HP M203 LaserJet
DIRECT-2D-HP Color LaserJet Pro

	KAV
Wireless Connectivity	
Client	
DyTerra-SKT	Connected 🧕 🔶
DIRECT-D0-HP OfficeJet Pro 7740	1
Mark's iPhone	1
Connect Automatically	Connect
SASKTEL02UR	ê 🞅
DIRECT-67-HP M203 LaserJet	2 2
DIRECT-2D-HP Color LaserJet Pro	2

6. Press Administrator





7. Press the Frog Icon



8. Press Request Support and wait can take 5 minutes.

		RAVEN
	System Mana	ager Settings
	Slingshot Field Hub	
	Device ID:	UNKNOWN
	Signal Strength / RSSI (dBM):	0
	WAN Status:	Off
(Roaming Status:	Off
	Slingshot Connection:	On
Powe	Slingshot Owner Name:	Raven Inventory
	Slingshot System Name:	92a07f3e-e1b9-11f9-9652
	Subscriptions	
		Inactive
-	Remote Support:	Request Support
O	Pre-populated Jobs: For details visit ravenslingshot.com	No Current Subscription
	Cloud Jobs: For details visit ravenslingshot.com	No Current Subscription







10. When you see the Service Code Number, call in for support we will need this number. Don't press Terminate until we have finished!

System Man	ager Settings
Slingshot Field Hub	
Device ID:	UNKNOWN
Signal Strength / RSSI (dBM):	0
WAN Status:	Off
Roaming Status:	Off
Slingshot Connection:	On
Slingshot Owner Name:	Raven Inventory
Slingshot System Name:	92a07f3e-e1b9-11f9-9652
Subscriptions	
Domoto Support	Service Code: 315
Remote Support.	Terminate Support 🔀
Pre-populated Jobs: For details visit ravenslingshot.com	No Current Subscription
Cloud Jobs: For details visit ravenslingshot.com	No Current Subscription

MANITOBA 7355 Wilkes Avenue Headingley, MB R4H 1B8 204-885-8260

SASKATOON 5 Prospect Road. Corman Park Saskatoon, SK S7R 0H5 306-244-4448

CALGARY 5-4451-61 Ave. S.E. Calgary, AB T2C 1Z6 403-236-3378

dyterra.com

