

# Remote Service

---

Remote Service puts Dostek's technical expertise to work for you as a timely and affordable alternative to costly on-site service calls.

With remote service, Dostek can:

- Install and configure your software
- Train you how to use your software
- Help you connect a new CNC to your computer
- Quickly diagnose a problem

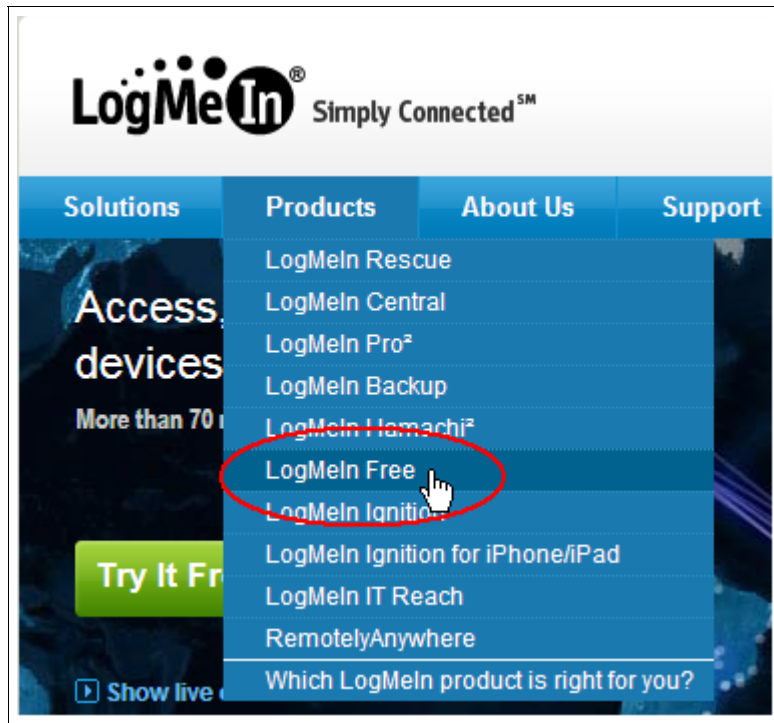
To take advantage of remote service, all you need is a high-speed Internet connection and a telephone.

This document explains how to set up your computer for Remote Service using **LogMeIn Free Edition** software. The setup procedure typically takes about 10 or 15 minutes to complete. Instructions are provided on the following page.

If you are concerned about security, don't worry: LogMeIn is easy to remove when you no longer need it.

To install LogMeIn Free Edition on your computer:

1. Log in to your computer using an account with Administrator privileges.
2. Open your web browser and then visit [www.logmein.com](http://www.logmein.com).
3. Find a link on the LogMeIn web site to download **LogMeIn Free**.



**Notes:**

At the time of writing this note, the 'LogMeIn Free' link was in the 'Products' menu at the top of the LogMeIn web page.

DO NOT CLICK "Try it Free." This installs a trial version of the full LogMeIn software product, which is NOT RECOMMENDED.

4. When you click 'LogMeIn Free', a new web page opens. Find and click the **Download Now** button or link. The **Create an Account** web page appears.

Email	<input type="text"/>
	Use a valid email address to receive an activation email
Confirm Email	<input type="text"/>
	View our <a href="#">privacy policy</a> .
Password	<input type="password"/>
Confirm Password	<input type="password"/>

5. Enter a valid email address. LogMeIn will verify your email address in a subsequent step.
6. Enter a password. Do not enter your normal password. Instead, choose a password that you are comfortable sharing with Dostek. For example, enter **dostek123** as the password. Write down your email and password in the space provided on the following page.
7. Pick a choice for any remaining questions on the Create Account page. If asked whether you plan to use LogMeIn Free for IT support, select **No**.
8. LogMeIn prompts you to select computers to add to your account. Click **Add this computer**. The download page appears next.
9. Click **Download Now**, and then follow the on-screen instructions to complete installation.
10. You will eventually be prompted to enter an access code and an access password for your computer. Each computer requires a LogMeIn password. Don't confuse this password with your normal Windows login password or with your LogMeIn *account* password.

Enter **dostek123** as the access code.

Enter the same password you entered in step 6 above as the computer access password. This way, your LogMeIn account password and your computer's LogMeIn access password will be the same.

Write down your computer access code and access password in the space provided on the following page.

The LogMeIn Free software is now installed and ready to use. The LogMeIn icon appears in the Windows system tray near the bottom right corner of your display:



To confirm your new account, LogMeIn sends an email to the address you entered in step 5. You can use LogMeIn for a few days without confirming your account. However, if you plan to continue using LogMeIn, follow the instructions in the message.

Contact Dostek by telephone with your LogMeIn username and password. Call 888-355-5735 (toll free, USA and Canada) or 519-742-5721, or fax the following page (your LogMeIn account details) to Dostek at 519-741-8669. Never send a password by email.

**LogMeIn Free Edition - Account and Access Codes**

LogMeIn.com account username . . . \_\_\_\_\_

LogMeIn.com account password . . . \_\_\_\_\_

Computer access code . . . . . \_\_\_\_\_

Computer access password . . . . . \_\_\_\_\_