

# Remote Service

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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 the security of your computer, don't worry: LogMeIn is easy to remove when you no longer need it.

## 1 Understanding LogMeIn Free Software

Installing LogMeIn Free software makes your computer remotely accessible over the Internet. You can use LogMeIn Free to:

- Remotely access your computer while you are away.
- Invite others to remotely access your computer to help you with training or support.

To prepare your computer for remote access, you need to:

- Create a LogMeIn Free user account (and password) at the logmein.com Web site.
- Log in to your LogMeIn Free account, and then add your computer to your LogMeIn account. LogMeIn installs itself on your computer, and prompts you to assign a "Computer Access Code" (password).

You can add multiple computers to your LogMeIn Free user account.

To use LogMeIn Free:

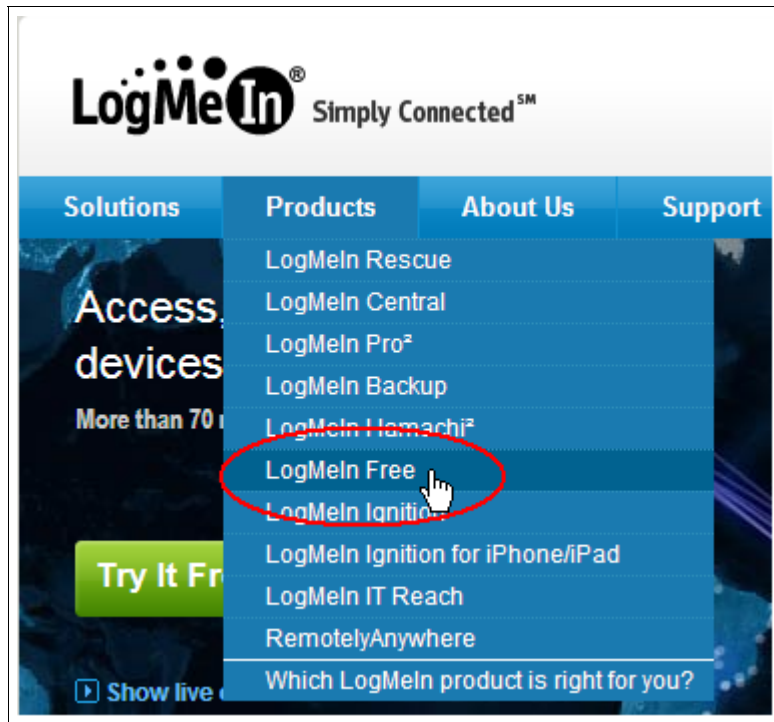
- Log in to your LogMeIn Free account at the logmein.com Web site.
- Click the **Remote Control** button on your LogMeIn Web page.
- Enter your computer's LogMeIn access code.
- Enter your computer's Windows user name and password.

To invite others to remotely access your computer, you must provide your LogMeIn account password, computer access code, and Windows user name and password. To protect your passwords, you should change them temporarily.

## 2 Installing LogMeIn Free Software

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**.

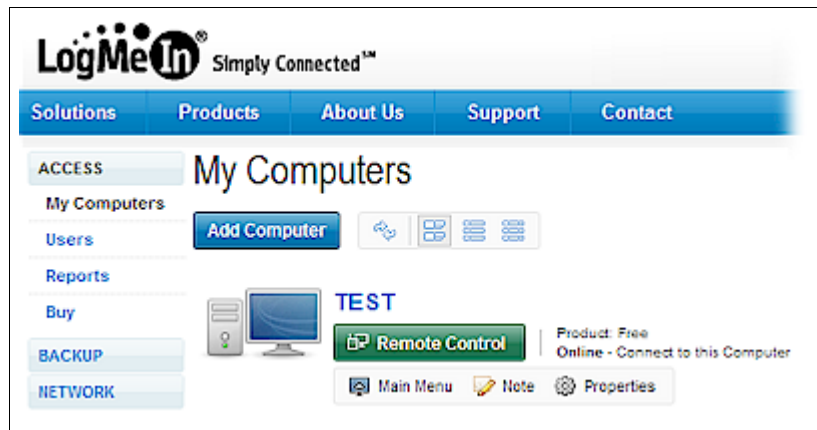


### Notes:

- ⌘ At the time of writing this note, the "LogMeIn Free" link was found 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. Click **LogMeIn Free**. The LogMeIn Free download page appears.
  5. Click **Download Now**. The "Create an Account" Web page appears.

A screenshot of the 'Create an Account' form on the LogMeIn website. The form has four input fields: 'Email', 'Confirm Email', 'Password', and 'Confirm Password'. Below the 'Email' field is the text 'Use a valid email address to receive an activation email'. Below the 'Confirm Email' field is a link 'View our privacy policy.'.

6. Enter a valid email address in **Email** and **Confirm Email**.
7. Enter a password in **Password** and **Confirm Password**. Choose a password that you are comfortable sharing with Dostek. For example, enter **dostek123**.
8. Write down the email and password you entered in the space provided on the following page.
9. Pick an appropriate choice for any remaining questions on the Create Account page. If asked whether you plan to use LogMeIn Free for IT support, select **No**.
10. LogMeIn prompts you to select computers to add to your account. Click **Add this computer**. The download page appears next.
11. Click **Download Now**, and then follow the on-screen instructions to install the LogMeIn Free software on your computer.
12. LogMeIn prompts you to enter an access code for your computer. For example, enter **dostek123**.
13. Write down your computer name and access code in the space provided on the following page.
14. The LogMeIn Free software is now installed and ready to use. Verify that the LogMeIn icon appears in the Windows system tray near the bottom right corner of your display: Hover the mouse over the icon. The message "LogMeIn - Enabled and online" appears.
15. Verify your LogMeIn Free account. Open logmein.com in your Web browser, log in, and verify that your "My Computer" page shows your computer and a "Remote Control" button.



16. Finally, send your LogMeIn Free account details to Dostek using either of the following methods:
  - ✦ Call Dostek at 888-355-5735 (toll free, USA and Canada) or 519-742-5721.
  - ✦ Fax the following page to Dostek at 519-741-8669.

**Note:**

- LogMeIn automatically sends you an email message asking you to verify your new account. You can ignore this step if you plan to use LogMeIn for a few days only. If you plan to continue using LogMeIn, verify your account by following the instructions provided in the email message.

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

LogMeIn.com account user name . . \_\_\_\_\_

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

Computer name . . . . . \_\_\_\_\_

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

Windows user account . . . . . \_\_\_\_\_

Windows account password . . . . . \_\_\_\_\_