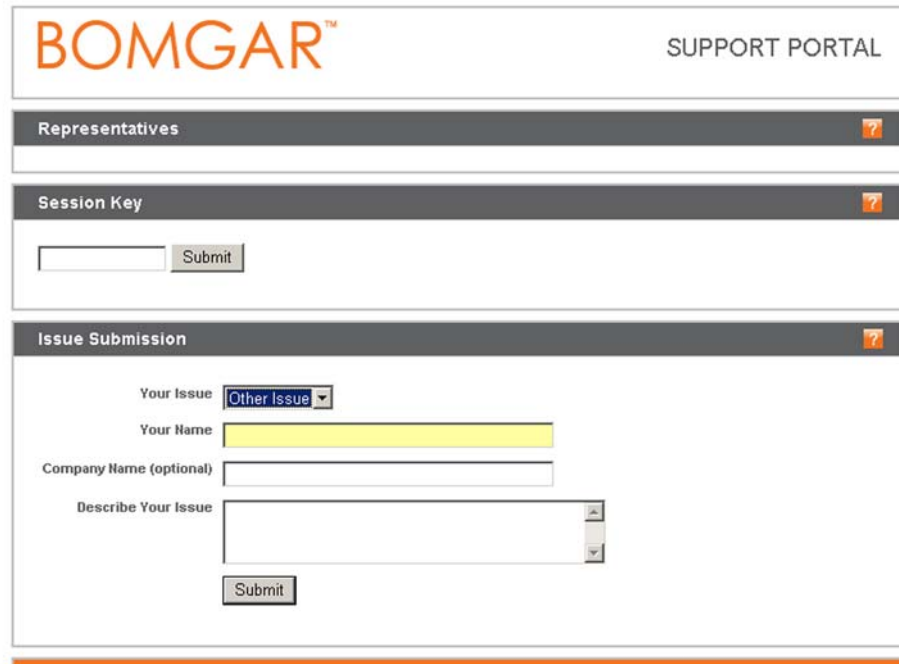


## Instructions for using Remote Support

Go to <http://support.servodynamics.com>

You will see the screen below:



The screenshot displays the BOMGAR SUPPORT PORTAL interface. At the top left is the BOMGAR logo, and at the top right is the text "SUPPORT PORTAL". Below this are three main sections:

- Representatives:** A dark header bar with a question mark icon.
- Session Key:** A dark header bar with a question mark icon, followed by a text input field and a "Submit" button.
- Issue Submission:** A dark header bar with a question mark icon, followed by a form with the following fields:
  - Your Issue:** A dropdown menu currently showing "Other Issue".
  - Your Name:** A text input field with a yellow highlight.
  - Company Name (optional):** A text input field.
  - Describe Your Issue:** A large text area with a vertical scrollbar.
  - Submit:** A button at the bottom of the form.

Please choose other issue, type your name, your company name and press submit.

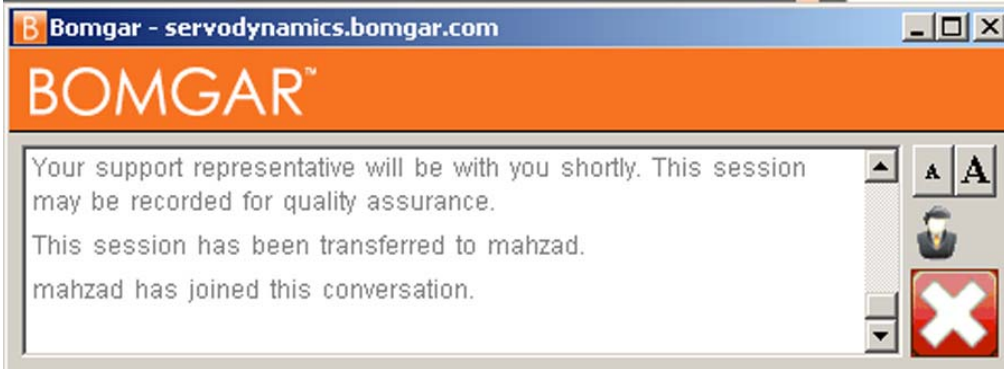
A temporary file will be installed on your computer, click Run on both messages below:



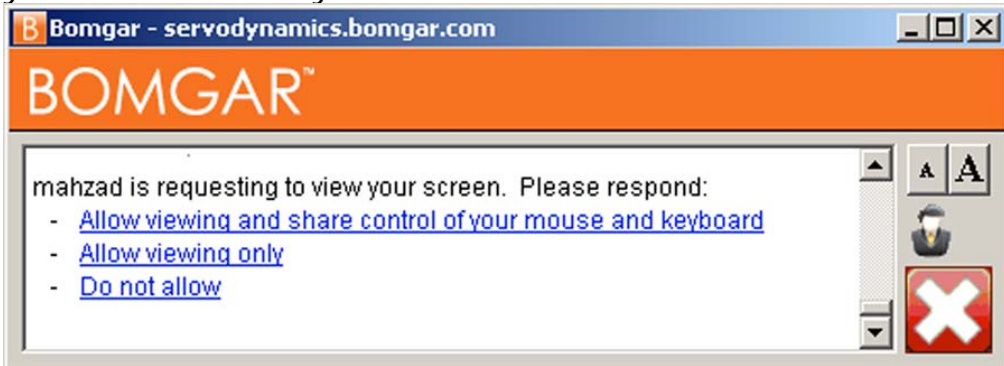
You will get connected to the remote assistance and will see this message:



When a member of the support team gets connected to your computer you will see this message.



Please click on the first option: Allow Viewing and Share Control of your Mouse and Keyboard:



When the support team wants to ask you a question you will see the screen below, you can type your answer on the screen:

