

DataRay Inc.

Remote Support User Guide

Beam Profiling ... Engineered as a system
... Delivered as a Solution

Applies to: All DataRay products

1) **Use the User Manual.** We are not available 24/7 and may not answer your email immediately. To save yourself time, please read the manual. The first two pages of the provided (and website available) User Manual & the manual index can refer you to many answers.

2) **Load Defaults.** If you are getting strange results, or if screen layout is corrupted, press **Stop**. In the pull-down menu go **File, Load defaults** to reset the default settings, and/or restart the software.

If you continue to get any result or inconsistency which you do not understand, *before you contact us*, go **Stop, File, Save, Save current data as bcf, bmf, brf, bsf or wcf** (Device dependent file extension) and email the resulting file to your distributor or support@dataray.com with your commentary, including the version of Windows that you are using. Then contact us.

3) **Outside North America** the first point of contact is your local rep or distributor. See link at website.

4) **Direct Phone Support** Call **303-543-8235 8:00 - 18:00 hrs.** Mountain Time Zone, (Boulder, Colorado).

If this support line is unavailable during normal business hours, the message will give an alternative number.

In your local time. Apart from a few weeks during the twice yearly changeover to Daylight Savings Time, in terms of major markets/time zones the support hours **in your local time** are:

China & Taiwan	Before 08:00 hours. [Up to 11:00 hours by prior email agreement.]
Japan & Korea	Before 09:00 hours. [Up to 12:00 hours by prior email agreement.]
Russia (Moscow)	After 18:00. [After 16:00 by prior email agreement.]
UK	After 15:00. [After 13:00 by prior email agreement.]
Western Europe	After 16:00. [After 14:00 by prior email agreement.]

5) **Direct Email Support** support@dataray.com will always go to the account of the person currently responsible for support.

6) Skype Support

photonicsolutions is the user name for DataRay support over Skype. If you have a camera, a microphone and a Skype account you can talk to us and show us your setup.

7) Mikogo Remote PC Viewing and Control

WARNING. This technology allows us - with your permission and control - to remotely view and work on your PC, including mouse movement and keyboard entry. Get approval from your IT Department before proceeding.

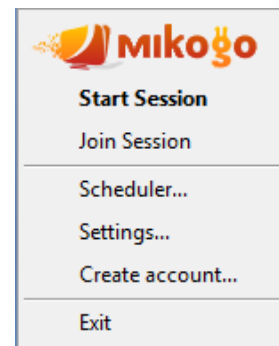
You **must** have a web connection to the computer that you wish to show.

It is simpler if you have an installed email program, but it is not necessary.

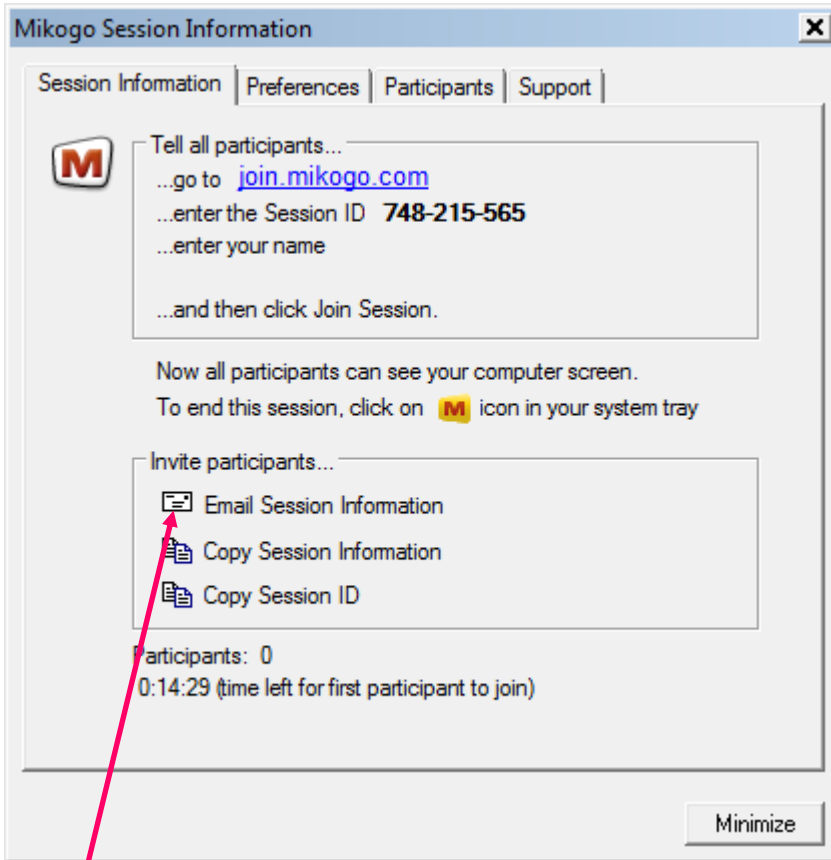
This service is free and really simple to use. If you wish to show us your screen, go to: <http://www.mikogo.com/en/download/windows-download> and follow the instructions.

<http://www.mikogo.com/en/downloads/docs/mikogo-user-guide.pdf> leads you to the easy to follow User Guide.

Contact DataRay support to arrange a remote control support session. Ten minutes before the agreed time, **Start Session**.

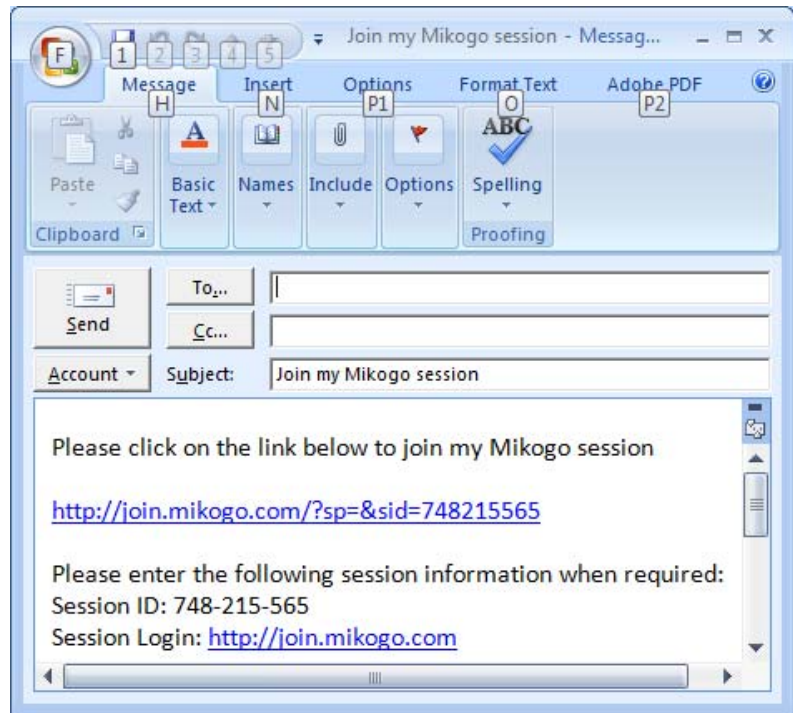


Start Session gets you to this screen.



If you have email on this PC, click on the **Email Session Information** icon and it opens your email program and you simply fill in the **To:** section.

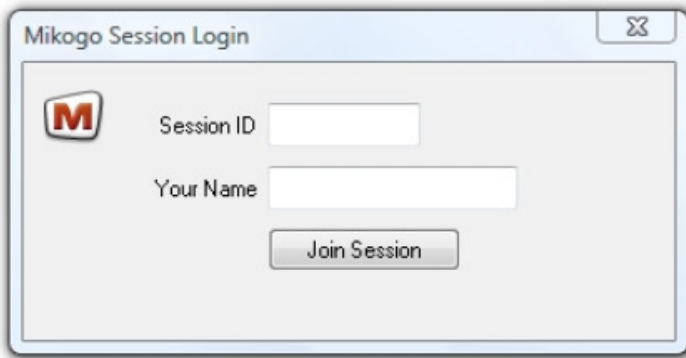
If you do not have email on the computer that you wish to show, simply note the session number and email/telephone it to us and to any other participants.



Informing your Participants to Join the Session

For participants to take part in your session, they can go to www.mikogo.com and click on the **Join Session** link in the upper right corner of the Mikogo homepage. A file download window will appear notifying them of their selection to open **Mikogo.exe**. At this point, participants need to click **Run** or **Save File**, depending on the Web browser they are using. If they clicked Run initially, for security reasons, a second window will appear where your participants need to confirm by clicking **Run** again. If they clicked Save, they can then open the file by double-clicking on it which essentially runs the file. Participants are not required to register on the homepage nor download the Mikogo-Starter file.

When your participants run the Mikogo.exe file, the **Mikogo Session Login** window will automatically appear, as shown below.



Before clicking on **Join Session**, your guests will be asked to enter the **Session ID** along with their name.

At the appointed time we will call the telephone number that you give us.