

REMOTE CUSTOMER SUPPORT

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Remote Customer Support

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1. Introduction

1.1. System Description

Online customer support from EdgeTech has never been better, simpler & more productive when connecting your sonar system to our Remote Customer Support. With this service we are virtually sitting there with you at your sonar system. Prior to utilizing this option, you must first speak with an EdgeTech representative who will initiate the remote connection.

2. System Requirements

You **must** have to access the Internet. If Internet is not accessible this type of support can not be provided to you.

After determining if your sonar system's Topside Computer can access the Internet, contact your local Network Administrator to provide Internet access on your sonar systems' Topside computer secondary Ethernet port.

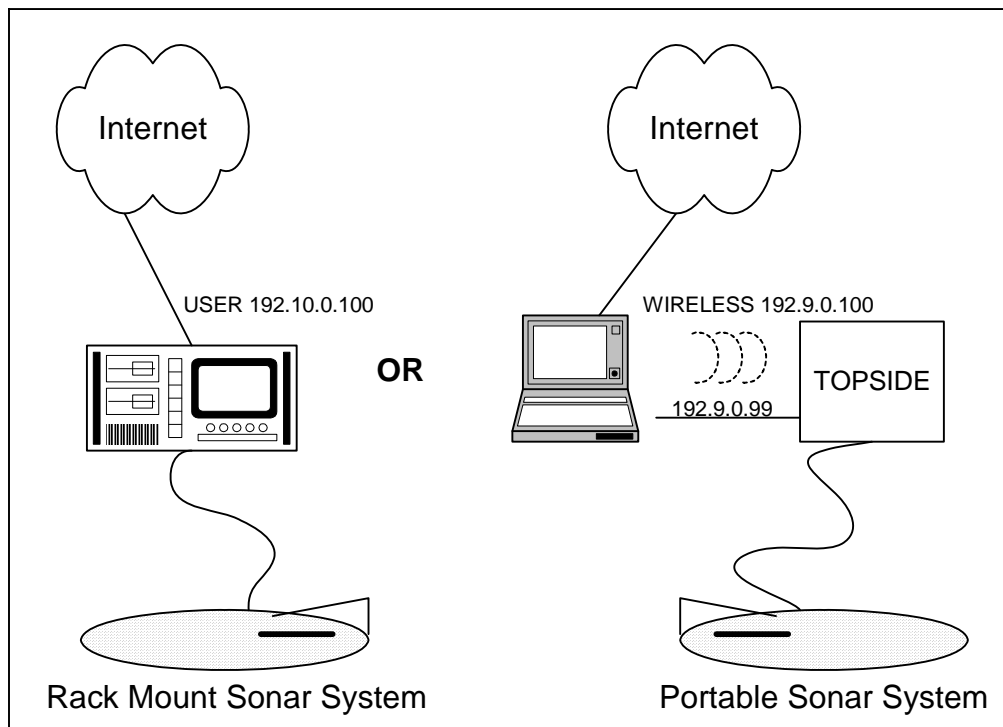


Figure 1 Internet to Sonar System Interface

2.1. Laptop or Portable Sonar Systems

For portable sonar systems using a laptop computer you will need to configure your laptop computer to communicate with your topside interface unit using a wireless network connection. The IP Address for the wireless for wireless networking is fixed at 192.9.0.100 and should not be changed. The IP Address

for the Ethernet LAN is fixed at 192.9.0.99 and should only be changed by a local Network Administrator. Note multiple Ethernet Subnets can be supported on one adapter. The 192.9.0.xxx subnet does NOT need to be the primary address to access the Edgetech sonars.

2.2. Rack Mount Sonar Systems

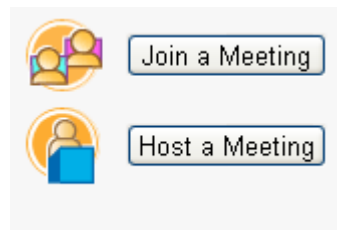
For rack mount sonar systems the user Ethernet LAN is fixed at 192.10.0.100 and should only be changed by a Local Network Administrator.

3. Connecting to EdgeTech Customer Service

To confirm you have internet access, try to do a GOOGLE (www.google.com) or Yahoo (www.yahoo.com) search for some information. If this is not successful you do not have internet access and cannot proceed. If this is successful you can proceed to the next step.

Follow this step-by-step procedure to connect to EdgeTech Customer Support.

1. <https://www.gotomeeting.com/?Portal=gotomeeting.com>
2. "Select Join a Meeting"



3. First time users of this remote customer service tool will have to install the software on there computer. Installation begins by selecting "Yes".

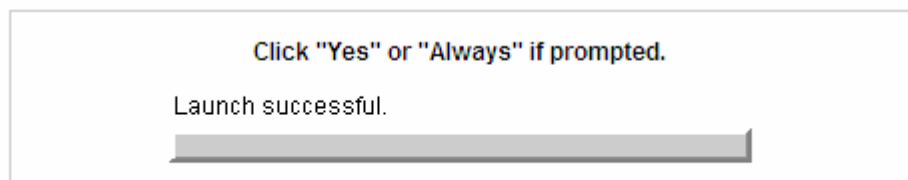


The following two screen shots are provide to show download progress.

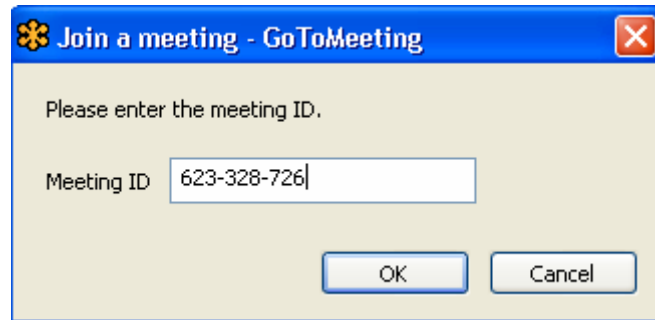
Joining Meeting



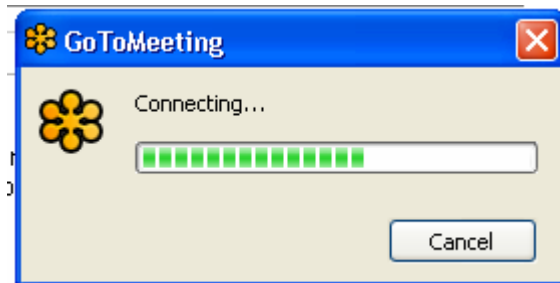
Joining Meeting



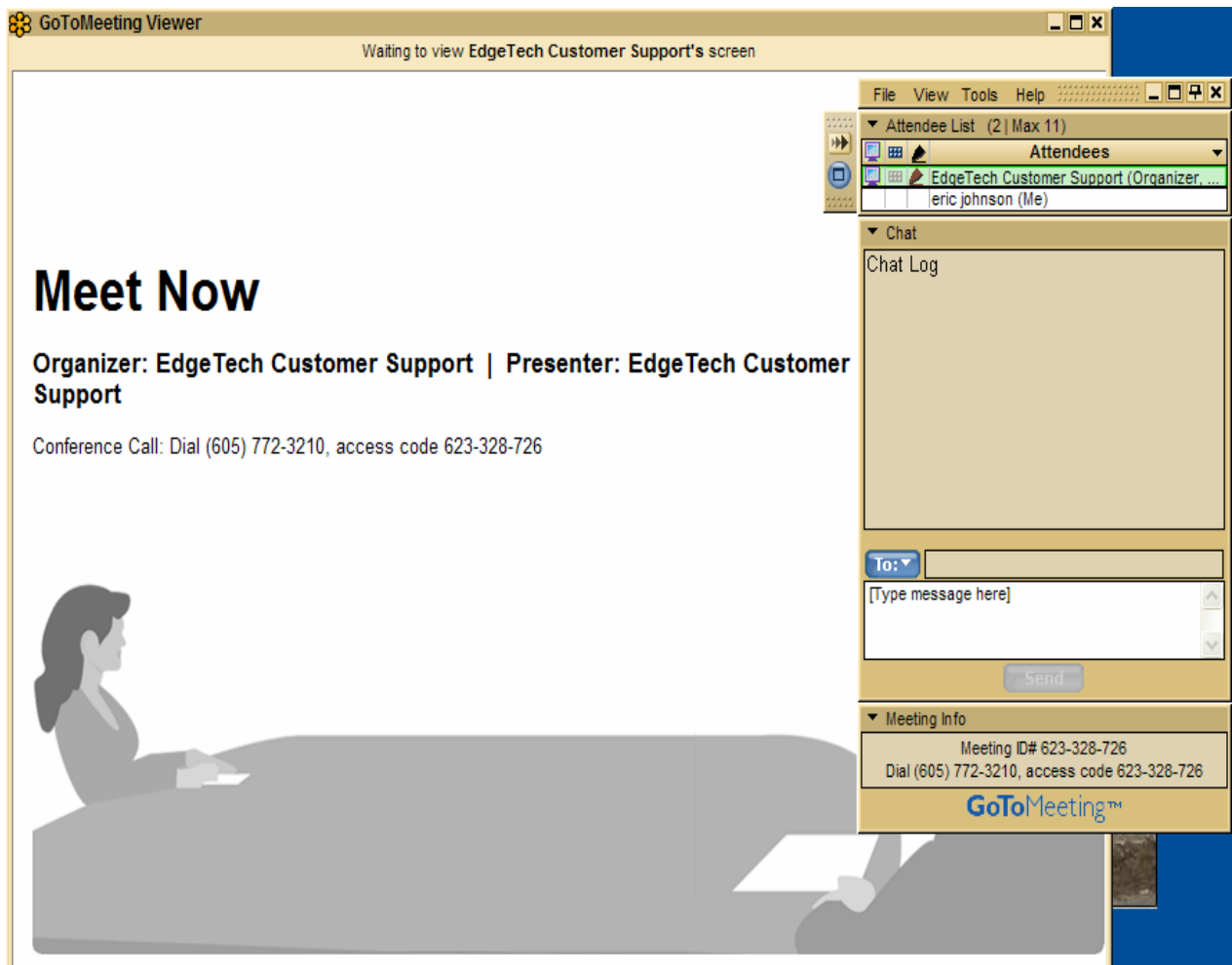
4. After a successful installation of the Remote Customer Service software you will need to enter a nine digit meeting ID. The meeting ID is provided to you from EdgeTech Customer Support Engineer.



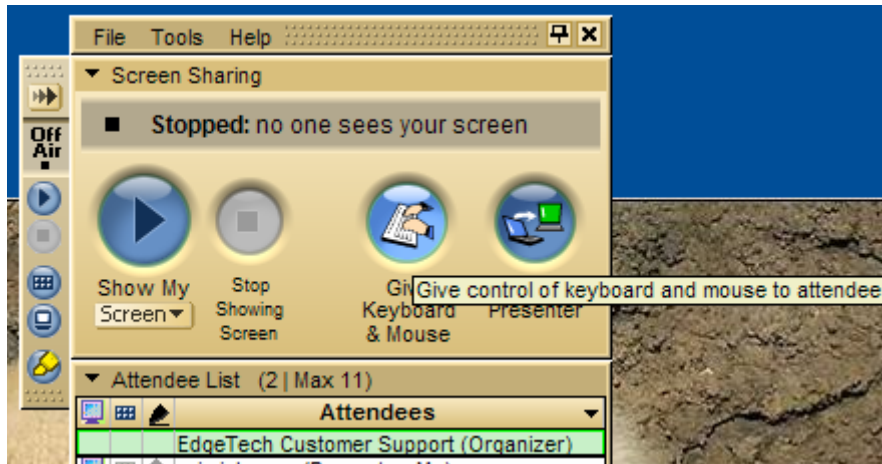
5. You are now being connected to an EdgeTech Customer Support Engineer.



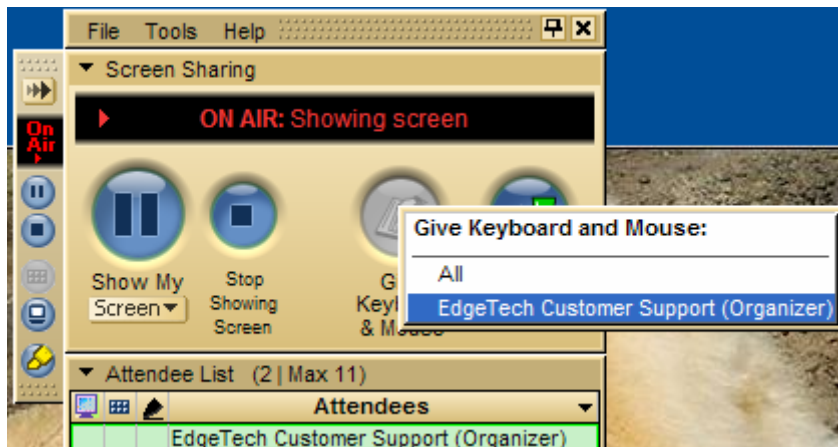
6. EdgeTech Customer Support appears on your computer screen.



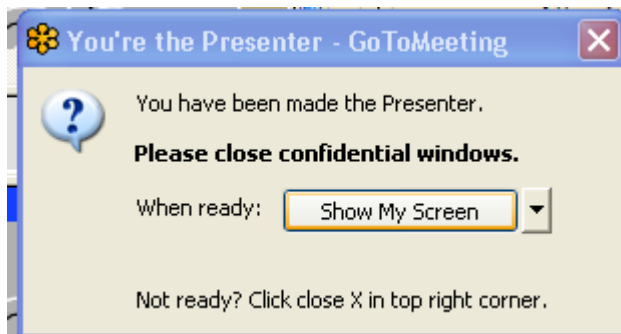
7. Your EdgeTech Customer Support Engineer will now instruct you to become the meeting host. By becoming the meeting host & following the next three steps EdgeTech Customer Support Engineer will now be able to operate your sonar system.
8. Depress “Give Keyboard & Mouse” icon.



9. Give Keyboard and Mouse: "EdgeTech Customer Support (Organizer)".



10. Click "Show My Screen" dialog box.



Now you should not touch your mouse, or let it move on your desktop. (On a moving ship/platform put the mouse upside down?)

NOTE: Using your computer's mouse or keyboard will take control of your PC from the EdgeTech Support engineer, and prevent him from accessing your computer.

4. Additional Gotomeeting Support

For additional information refer to Gotomeeting User's Guide.

https://www.gotomeeting.com/default/help/g2m/pdf/GoToMeeting_User_Guide.pdf