

# Codonics Infinity LogMeIn Feature

### LogMeIn Feature Description

The Codonics® Infinity® has the ability to receive real-time remote technical support assistance anywhere in the world with Internet access. Using a secured Internet connection between Codonics and the customer, it is possible to resolve many technical issues remotely and instantly without the need for further operator intervention. Just set up the connection and Codonics will connect and monitor Infinity, review log files, or troubleshoot problems. Infinity owners will find this remote diagnostic and repair tool an important feature for their peace of mind.

### Using LogMeIn for Technical Support

The process for using LogMeIn is quick and easy to set up. Once a need for technical support is determined:

1. Contact Codonics Technical Support at 1-800-444-1198 or +1-440-243-1198.

You will receive a 6-digit code from Technical Support.

2. In a web browser, navigate to [www.logmein123.com](http://www.logmein123.com).



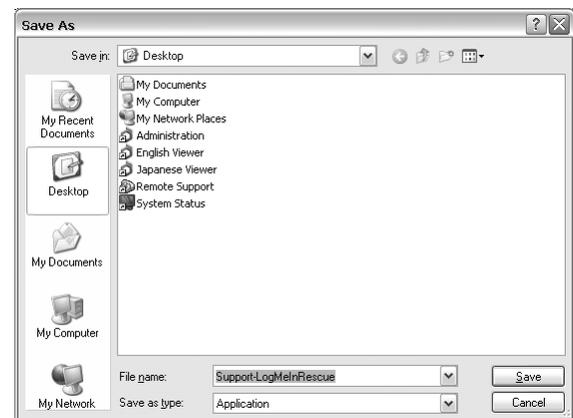
3. Enter the 6-digit code in the Enter your 6 digit PIN code box.
4. Click the Connect to Technician button.

Depending on your PC's security level, a Security Warning prompt might display.



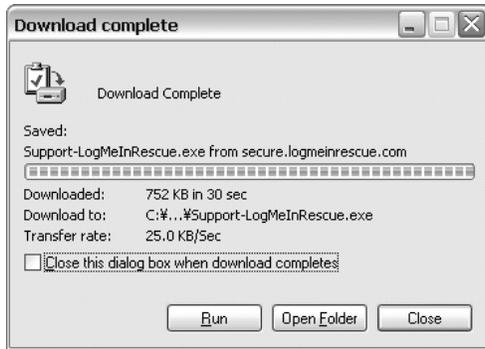
5. Click the Save button.

A dialog box might display, prompting for a save location.



6. Navigate to an appropriate location and click the Save button.

A small applet downloads to your PC.



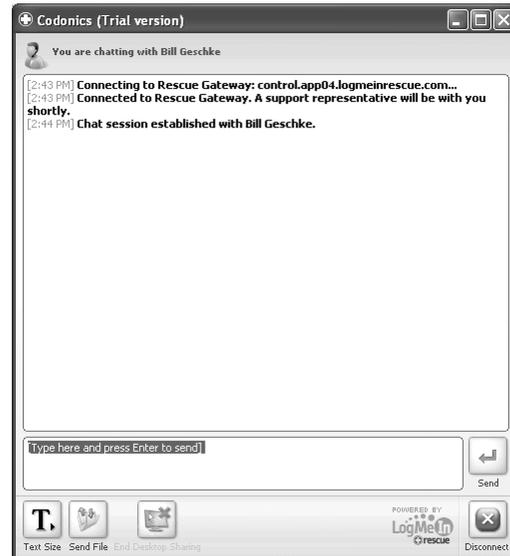
7. After the applet downloads, click the Run button.

Another security prompt might display.



8. Click the Run button.

Codonics Technical Support can then complete the connection and begin working to resolve your problem. A chat window, shown in the next column, allows you to communicate directly with Codonics Technical Support.



This chat window allows you to chat with Codonics Technical Support, send files, end desktop sharing (if enabled), and disconnect entirely from the session. You might receive a prompt from Codonics Technical Support to open a Desktop Sharing session. Click the Yes button to open a Desktop Sharing session, which allows Codonics Technical Support to perform more advanced system troubleshooting.

9. When the session concludes, click the Disconnect button. Delete the applet downloaded in steps 6 and 7, if desired.

### **Technical Support**

If you have questions regarding the use of the LogMeIn application with Infinity, contact Codonics Technical Support between the hours of 8:30AM and 5:30PM EST (weekends and U.S. holidays excluded).

Phone: +1-440-243-1198  
Email: support@codonics.com  
Website: www.codonics.com

*Get it all with just one call*  
**1-800-444-1198**



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