

Visual Odyssey Tech Support

In the event that you need help installing or running your Visual Odyssey program, we want you to know we're here to support you. Please leave a complete message including the best time to reach you. You will receive a call back within 24 hours on business days between 9-4 Eastern Time (M-F).

- **FREE: Up and Running - Telephone support:** initial installation on 1 computer only.
- **FREE: Online Tech Support – FREE at www.3d-spine.com : Go to FAQ** Follow detailed step-by-step instructions for installation or troubleshoot for yourself.
- **Remote Tech Support \$14 Per Incident (+\$1/min. over the first 15 min.) –** allows us to connect via internet and control your computer.
- **Phone Tech Support \$19 Per Incident (+\$1/min. over the first 15 min.) –** allows us to verbally walk through the installation or troubleshoot with you.
- **“Hand-holding” Telephone support for 1 year \$79 -** This includes ‘Up and Running’ service plus ‘Tours’ instruction and ‘Custom jpps’ tutorial.
- **Replacement disks \$10 –** (continental US) shipping and handling.

Due to the following events, you may need to update your dongle installation utility for your Neuropatholator Software:

- New Operating System installation
- Changing computers
- Windows Updates
- Operating System crash and reinstall

See tech support options above to determine which option is best for you.

Dongle Exchange: \$125 plus shipping

Resending misplaced or lost security files: \$5 – for your security files to be resent after initial installation and includes instructions on how to save these files for future reference

Upgrade Programs

*Upgrade only includes modules you've already purchased. Upgrade pricing is calculated based on the difference between what you have previously paid and the current pricing. **You would pay the difference or \$250 whichever is greater for the latest version available.**

After purchasing your upgrade, there are 2 options available to receive your upgrade: CD-based \$10/per CD or Web-based at No charge

Note: We know our program VERY WELL and will get our program running on your computer. We are sometimes challenged by the numerous configurations of machines and operating system versions available. Obviously, we can't troubleshoot other vendor's equipment or software.

Tech Support Order Form

NP Version#: _____ Dr#: _____ Operating System: _____

Name: _____ Date: _____ Dongle#: _____

Address: _____ City: _____ State: _____ Zip: _____

Email: _____ Phone: _____ Fax: _____

Payment:

_____ Exp: _____ □□□□ CVV: _____

MC / Visa / AMEX /DISC

Billing Street #: _____ Billing Zip Code: _____

Abbreviated Troubleshooting Steps – For details see
www.3d-spine.com and click on FAQ.

Clean Install

- Install the Disk**
- Install the Dongle**
- Download your Prefs and Security file**
- Launch the Program**
- Create a Shortcut on your Desktop**

Troubleshoot – After initial install

- Is the dongle plugged in? If not, plug it in.
- Has the program been running on this computer or is this a new install?
- Are you launching from a shortcut or from the icon within the VO folder?
- Make sure the main NP program icon is **INSIDE** the VO Folder.
- Test the Dongle
 - If SUCCESSFUL-Proceed to add your Prefs & Security File
 - If FAILED-Download the latest driver from 3d-spine.com and Reinstall the Drivers.
- Are you in Administrator Mode? If not, reboot and log on as Administrator
- How old is this computer? What is the Operating System? (This info is needed if you call)
- How much memory does this computer have? (Right click on “My Computer”, then right click “Properties” to find memory-ram. At least 2GB Ram is required.)
- Do you have a VO Folder (TWP, NP for CLA, SIGMA, HV, etc) on your desktop?
- Make sure that all files have completely transferred from the CD or DVD to the desktop.

Reinstall the Drivers for USB Dongle:

- Open VO folder; Doubleclick on #1_INSTALL Program.
- Check the box at the bottom to UNINSTALL. After this has completed, remove the USB dongle from your computer.

- Restart Computer (DO NOT PLUG DONGLE BACK IN YET!)
- After Restarting, Open “1_INSTALL DONGLE, check USB and STANDALONE and BEGIN INSTALL.
- Click OK or NEXT to the prompts. It should read DONGLE SETUP HAS BEEN COMPLETED.
- Now, plug in the USB dongle and Run the Install Wizard.
- TEST the dongle