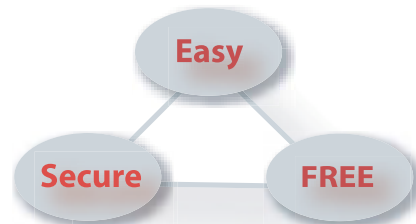


# Secure Remote Assistance via the Internet Virtual Assist



You do not need to set up StitchLink by yourself. We can do it for you.

silex Virtual Assist is our way of helping you get your StitchLink up-and-running quickly and easily. It allows our technical support specialist to access your PC remotely via the Internet to conduct the setup, or walk you through the configuration process step by step in a tutorial way. It is the ultimate product setup experience !



Still have questions? Contact us today to learn more about Virtual Assist :

**EU:silex technology europe GmbH**

E-Mail : support@silexeurope.com

URL : <http://www.silexeurope.com>

Phone : +49 (0)2159 6750-22

**USA: silex technology america, Inc.**

E-Mail : support@silexamerica.com

URL : <http://www.silexamerica.com>

Phone : 1-866-765-8761

## Step 1:

Call the silex technology support center at US toll-FREE 866-765-8761 or EU +49 (0)2159 6750-22 to request Virtual Assist support, then go to **[www.gotoassist.com/sb/silex](http://www.gotoassist.com/sb/silex)**.

The availability of silex technical support specialists can be viewed via the web page.

## Step 2:

At the web page, accept to download a small software program that allows the silex technical support specialist to remotely access your computer.

## Step 3:

Grant permission for the silex technical support specialist to view the content of your PC desktop remotely.

## Step 4:

Once the remote network connection is established between the two PCs, the silex technical support specialist can immediately start setting up your StitchLink, or diagnose, troubleshoot and resolve existing issues.

*\*silex Virtual Assist is available for customers located in the USA and EU.*