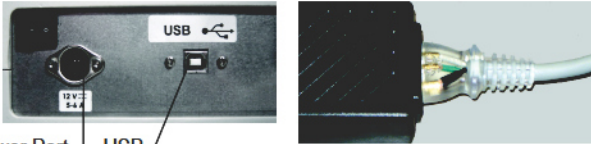


A

Connecting the Power Supply and USB cable:

The power supply and USB ports are in the back of the unit as shown below. Line up the pins of the power supply and plug it into the correct port, also be sure to plug the three prong cable all the way into the power supply. The USB cable will insert only when correctly oriented with a USB port, insert the cable into an open USB port on your computer.



Power Port | USB

WARNING: The unit requires the special power supply, which is provided with the unit. Plugging in a different power supply will cause damage to the circuitry and will void any warranty.

B

Powering On Your BioScan:

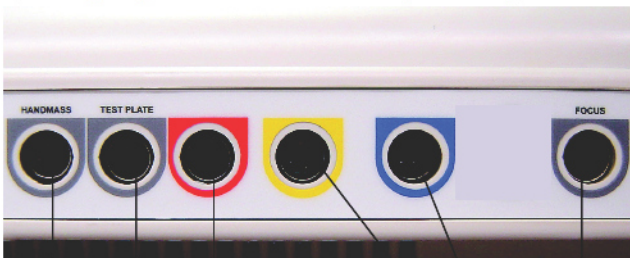
To turn power on, put the power switch in the back of the unit to the "ON" position, this is indicated by the symbol "I".



C

Connecting the Accessories:

Accessory plugs are color-coded and the accessory ports are located on the left side of the unit. Gray is for the handmass cable and optional test plate, Red is for the standard stylus; Yellow is for the Epic 6 pin; and Blue is for the Epic 8 pin. Be sure to line up the pins and plug each into the correct port. with the flat side of plug on the top. **DO NOT FORCE as pin breakage is possible and will void any warranty.**



Handmass Cable | Test Plate | Standard Stylus | Epic 6 Pin | Epic 8 Pin | Focus

D

Software Authorization Process For The First Time:

- 1 | Power On your BioScan Device.
- 2 | Open the email from ihtsoftwaresupport@ihtbio.com and then click the software link to download an install file. If your web browser asks what to do, click either the [Run] or [Open] button. If your web browser does not prompt you, then click the menu button in the top right corner of the web browser to view downloads then click the install file.
- 3 | When the software installation is completed click **Finish**. The computer may need to be restarted. Click **OK** to restart.
- 4 | Double click the **MSA** icon, a few finalizing software configuration steps will occur and then the software will be ready.

As you know, you are now required to have access to the internet at least once a month for continued use of your BioScan.

E

Ongoing Software Authorization Process:

Two ways to authorize:

- 1) **Continuous internet connection:** If you are continually connected to the internet with either WiFi or wireline connection, your computer will automatically seek and receive this authorization from the IHT Web App program on the internet monthly.
- 2) **Manual internet connection:** You must connect the computer you are using with your BioScan Device to the internet for a few minutes each month to accomplish this authorization. The software will automatically give you a "dialogue screen" notification 14 calendar days prior to the date of expiration of the monthly authorization. Connect to the internet and open the MSA software and the authorization will happen automatically in a few minutes. Please alert your staff of this or if they operate your system or they will click away the dialogue screen and then one day you will have patients in front of you and the software will not be authorized to run the software.

NOTE: If you use a backup computer to travel and test: Note that if you use a different computer when you travel, a laptop for instance, you will need to authorize that computer with IHT during IHT business hours before you travel so that you are able to use that computer to do testing.

Setup (Continued)

Q & A

F Powering Off Your BioScan:

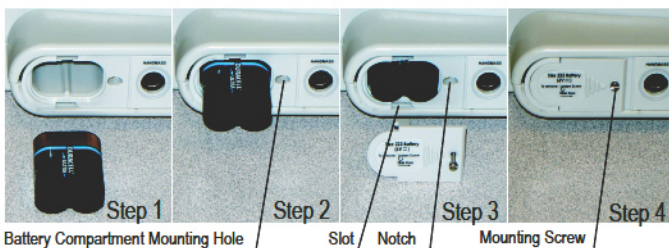
Shutting Down Your BioScan System Properly: First close the MSA software by closing and saving an open patient visit, and then clicking the red "X" in the top right corner of the screen. The MSA software will do a back up of the day's data and other maintenance functions which only takes a few minutes. **DO NOT TRY TO CANCEL THIS PROCESS OR SHUT COMPUTER OR BIOSCAN DEVICE DURING THESE FEW MINUTES.** Allocate enough time at the end of your day to properly shut down your system.

When the MSA software has completed the backup and maintenance functions it will close. After this occurs, click the power switch in the back-right side, as you look at the front of the BioScan unit, to the OFF position which is indicated by the "0" icon.

NOTE: BACK UP WARNING: While the MSA Software will back up your data every day of use, IHT strongly recommends you have a back up system which is remote from your computer. If you have a disk crash for example, the MSA back up is necessarily stored on the disk of your computer. There are third party services, for example Carbonite, which can be set to back up at a certain time every day or which you can manual start the back up at the end of each testing day or week. IHT strongly suggests you review your clinic situation and implement a remote back up plan which fits your situation specifically.

G Replacing the Battery:

The unit is shipped with a Duracell 223 (or equivalent) battery already installed which has an expected lifespan of approximately 3-6 months depending on use. The battery is located on the left side and towards the back of the unit. To replace the battery, Step (1) unscrew the battery door mounting screw from the battery compartment mounting hole. Do not attempt to completely remove the mounting screw from the battery door. Slide the battery door towards the front of the unit until the battery door notch clears the battery compartment slot. Lift the right edge of the unit so that the battery slides out. Step (2) Insert the metal connector end of the battery by ensuring the flat side is facing up and the grooved side is facing down. Step (3) Install the battery door by reversing the procedure.



International Health Technologies

2355 South 1070 West, Suite D
Salt Lake City, Utah 84119
tel: 801-889-2224
fax: 801-931-2056

H Additional software on my BioScan computer:

IHT prohibits the use of any additional software on this computer except for specifically authorized third party programs. These programs are the following:

- 1) Microsoft Security Essentials or Windows Defender;
- 2) Current Windows Operating System;
- 3) Drivers for printers including PDF printing;
- 4) Email system for sending patient reports, i.e. Outlook;
- 5) Data Backup Software.

USE OF ANY OTHER SOFTWARE PROGRAM WILL VOID YOUR SOFTWARE WARRANTY WITH IHT. IHT WILL NOT BE RESPONSIBLE FOR CONFLICTS OR PROBLEMS WHICH MIGHT ARISE AS A RESULT OF UNAUTHORIZED SOFTWARE INSTALLATION.

I Training and Support Resources:

Training: Training by a Certified IHT Trainer is required for all first-time owners within 90 days of the purchase of a BioScan system. Training schedules can be found on the main www.ihbio.com website under the "Training" tab or call IHT at 801-889-2224 and follow the prompts. In the "BioScanGathering" customer only section of the IHT website, there are also a number of short videos which can be used after the Level I Training Course to help reinforce the training points. The videos are not meant to substitute for IHT Training.

Operator's Manual: The current Operator's Manual can be found in the email sent to you with the software link instructions or you can go to the "BioScanGathering" customer section of our website www.ihbio.com, and click on "Current Software" for the latest Operator's Manual will be on that page for you to download.

BioScanGathering: The IHT website has a customer only section entitled "BioScanGathering." It can be accessed by going to the home page of the www.ihbio.com website and following the prompts to do a general registration. As soon as you receive the confirmation of this general registration, please follow the prompts to request a customer registration.

Register today for access to this important site.

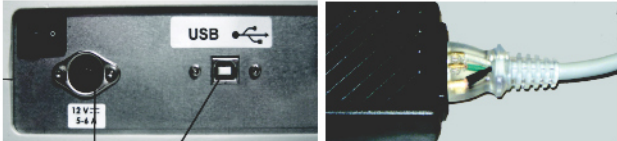
Phone Support: IHT provides technical support from 8 am until 5 pm Mountain Time. Call 801-889-2224 or the toll-free number of 888-224-2337. If you receive a recording for tech support, please leave your name and number and tech support will call you back very shortly. If you have an urgent request during the business day call 801-889-2318 and IHT will transfer to a tech support person.

After hours support is available for a charge. Please listen to the prompts if you call after hours and leave a message and a tech support person will return the call and collect the fee and provide service at that time. If you want to request service at the next opportunity of normal business hours, please leave a message with call back information and a tech support person will return the call as soon as possible after IHT reopens.

A

Connecting the Power Supply and USB cable

The power supply and USB ports are in the back of the unit as shown below. Line up the pins of the power supply and plug it into the correct port, also be sure to plug the three prong cable all the way into the power supply. The USB cable will insert only when correctly oriented with a USB port, insert the cable into an open USB port on your computer.



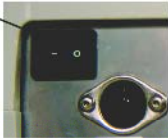
Power Port USB

WARNING: The unit requires the special power supply, which is provided with the unit. Plugging in a different power supply will cause damage to the circuitry and will void any warranty.

B

Powering On Your BioScan

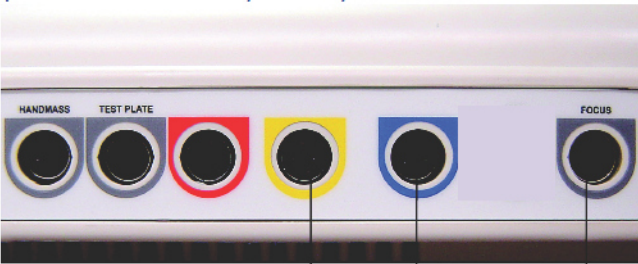
To turn power on, put the power switch in the back of the unit to the "ON" position, this is indicated by the symbol "I".



C

Connecting the Accessories

Accessory plugs are color-coded and the accessory ports are located on the left side of the unit. Yellow is for the BioConnect 6 pin, Blue is for the BioConnect 8 pin. The grey port near the front is for the Focus accessory. Be sure to line up the pins and plug each into the correct port. Do not force as pin breakage is possible and will void any warranty.



Yellow 6 Pin

Blue 8 Pin

Focus

D

Software Authorization Process For The First Time:

- 1 | Power On your BioScan Device.
- 2 | Open the email from ihsoftware-support@ihtbio.com and then click the software link to download an install file. If your web browser asks what to do, click either the [Run] or [Open] button. If your web browser does not prompt you, then click the menu button in the top right corner of the web browser to view downloads then click the install file.
- 3 | When the software installation is completed click **Finish**. The computer may need to be restarted. Click **OK** to restart.
- 4 | Double click the **SRT** icon, a few finalizing software configuration steps will occur and then the software will be ready.

As you know, you are now required to have access to the internet at least once a month for continued use of your BioScan.

E

Ongoing Software Authorization Process:

Two ways to authorize:

- 1) **Continuous internet connection:** If you are continually connected to the internet with either WiFi or wireline connection, your computer will automatically seek and receive this authorization from the IHT Web App program on the internet monthly.
- 2) **Manual internet connection:** You must connect the computer you are using with your BioScan Device to the internet for a few minutes each month to accomplish this authorization. The software will automatically give you a "dialogue screen" notification 14 calendar days prior to the date of expiration of the monthly authorization. Connect to the internet and open the SRT software and the authorization will happen automatically in a few minutes. Please alert your staff of this or if they operate your system or they will click away the dialogue screen and then one day you will have patients in front of you and the software will not be authorized to run the software.

NOTE: If you use a backup computer to travel and test: Note that if you use a different computer when you travel, a laptop for instance, you will need to authorize that computer with IHT during IHT business hours before you travel so that you are able to use that computer to do testing.

Setup (Continued)

Q & A

F

Powering Off Your BioScan:

Shutting Down Your BioScan System Properly: First close the SRT software by closing and saving an open patient visit, and then clicking the red "X" in the top right corner of the screen. The SRT software will do a back up of the day's data and other maintenance functions which only takes a few minutes. **DO NOT TRY TO CANCEL THIS PROCESS OR SHUT COMPUTER OR BIOSCAN DEVICE DURING THESE FEW MINUTES.** Allocate enough time at the end of your day to properly shut down your system.

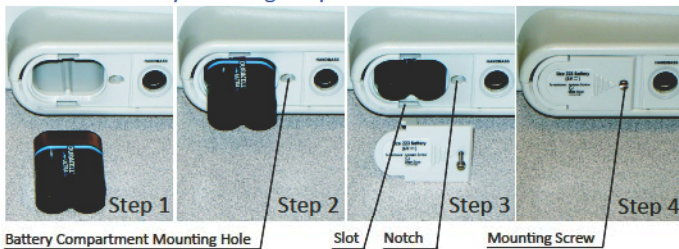
When the SRT software has completed the backup and maintenance functions it will close. After this occurs, click the power switch in the back-right side, as you look at the front of the BioScan unit, to the OFF position which is indicated by the "O" icon.

NOTE: BACK UP WARNING: While the SRT Software will back up your data every day of use, IHT strongly recommends you have a back up system which is remote from your computer. If you have a disk crash for example, the SRT back up is necessarily stored on the disk of your computer. There are third party services, for example Carbonite, which can be set to back up at a certain time every day or which you can manual start the back up at the end of each testing day or week. IHT strongly suggests you review your clinic situation and implement a remote back up plan which fits your situation specifically.

G

Replacing the Battery:

The unit is shipped with a Duracell 223 (or equivalent) battery already installed which has an expected lifespan of approximately 3-6 months depending on use. The battery is located on the left side and towards the back of the unit. To replace the battery, Step (1) unscrew the battery door mounting screw from the battery compartment mounting hole. Do not attempt to completely remove the mounting screw from the battery door. Slide the battery door towards the front of the unit until the battery door notch clears the battery compartment slot. Lift the right edge of the unit so that the battery slides out. Step (2) Insert the metal connector end of the battery by ensuring the flat side is facing up and the grooved side is facing down. Step (3) Install the battery door by reversing the procedure.



H

Additional software on my BioScan computer:

IHT prohibits the use of any additional software on this computer except for specifically authorized third party programs. These programs are the following:

- 1) Microsoft Security Essentials or Windows Defender;
- 2) Current Windows Operating System;
- 3) Drivers for printers including PDF printing;
- 4) Email system for sending patient reports, i.e. Outlook;
- 5) Data Backup Software.

USE OF ANY OTHER SOFTWARE PROGRAM WILL VOID YOUR SOFTWARE WARRANTY WITH IHT. IHT WILL NOT BE RESPONSIBLE FOR CONFLICTS OR PROBLEMS WHICH MIGHT ARISE AS A RESULT OF UNAUTHORIZED SOFTWARE INSTALLATION.

I

Training and Support Resources:

Training: Training by a Certified IHT Trainer is required for all first-time owners within 90 days of the purchase of a BioScan system. Training schedules can be found on the main www.ihtbio.com website under the "Training" tab or call IHT at 801-889-2224 and follow the prompts. In the "BioScanGathering" customer only section of the IHT website, there are also a number of short videos which can be used after the Level I Training Course to help reinforce the training points. The videos are not meant to substitute for IHT Training.

Operator's Manual: The current Operator's Manual can be found in the email sent to you with the software link instructions or you can go to the "BioScanGathering" customer section of our website www.ihtbio.com, and click on "Current Software" for the latest Operator's Manual will be on that page for you to download.

BioScanGathering: The IHT website has a customer only section entitled "BioScanGathering." It can be accessed by going to the home page of the www.ihtbio.com website and following the prompts to do a general registration. As soon as you receive the confirmation of this general registration, please follow the prompts to request a customer registration.

Register today for access to this important site.

Phone Support: IHT provides technical support from 8 am until 5 pm Mountain Time. Call 801-889-2224 or the toll-free number of 888-224-2337. If you receive a recording for tech support, please leave your name and number and tech support will call you back very shortly. If you have an urgent request during the business day call 801-889-2318 and IHT will transfer to a tech support person.

After hours support is available for a charge. Please listen to the prompts if you call after hours and leave a message and a tech support person will return the call and collect the fee and provide service at that time. If you want to request service at the next opportunity of normal business hours, please leave a message with call back information and a tech support person will return the call as soon as possible after IHT reopens.

International Health Technologies Software Authorization for BioScanMSA

The MSA software and modules needs to be authorized / unlocked upon first use and at regular intervals throughout the year. The purpose of this authorization system is to accommodate both customers on a subscription program as well as those who have prepaid for various services. Those on subscription must remain current with scheduled payments to continue use of the system. Those who have prepaid still need to reauthorize the software; however no additional payments are required as long as you authorize via the internet.

Software authorization is performed **automatically** which requires a direct internet connection and is available 24/7. Please also review our **Computer Requirements** document regarding antivirus and firewall security requirements. You may need to contact your network administrator or office I.T. department to confirm proper security is enabled.

Automatic authorization of Software:

Windows 10 or Windows 11: When you double-click the **MSA** icon on the desktop an authorization process may initiate, if the authorization process does not initiate please close the software and then click the **Start** button in the lower left corner of the screen, click the folder **MSA**, then click **Authorize**.

First, you will be presented with the terms and conditions to use the software. If you agree, click the **“I have read and accept the terms.”** If you do not agree, click **I reject the terms** and the software authorization will stop. Please contact IHT at your convenience to discuss the terms and conditions if you have any questions.

Type in the case-sensitive **User Name, Password, and Serial** number provided to you from IHT into the fields. You received this when you first received the system and were advised to keep this information in an available place or registration and unlock purposes. Your assigned User Name may be an email address or your name without white space between the words. White space instead is represented by an underscore _ symbol. Once all fields are filled in, click the **Authorize** button. After a few moments the software will be authorized, and then click the **OK** button.

If you have misplaced your User Name or Password, please contact IHT immediately.

Product Authorization for BioScan MSA

Applications must be authorized before they can be used.

INSTRUCTIONS:

- 1) This computer must be able to use internet so this program can make an internet connection to the IHT WebSite. Please enable your internet.
- 2) Please type your assigned User Name, Password and Serial Number into the fields below. (You received these details by email and also in the box with your system.)
- 3) Press the 'Authorize' button. Then this program will contact IHT directly and your system will be authorized.

Call us at 801-889-2224 if you would like help or if you have misplaced your details.

User Name

Password

Serial

Authorize

A dialog will appear indicating **“Authorization was successful”**, click the **OK** button, wait 30 seconds, and then double click the **MSA** icon again to launch the software again which should open up normally.

If you require assistance with software authorization please contact IHT Tech Support at 801-889-2224. Fees will apply.

International Health Technologies Software Authorization Instructions for BioScanSRT

The software and modules needs to be authorized upon first use and at regular intervals throughout the year. The purpose of this authorization system is to accommodate both customers on a subscription program as well as those who have prepaid for various services. Those on subscription must remain current with scheduled payments to continue use of the system. Those who have prepaid still need to reauthorize the software; however no additional payments are required as long as you authorize via the internet.

Software authorization is performed **automatically** which requires a direct internet connection and is available 24/7. Please also review our **Computer Requirements** document regarding antivirus and firewall security requirements. You may need to contact your network administrator or office I.T. department to confirm proper security is enabled.

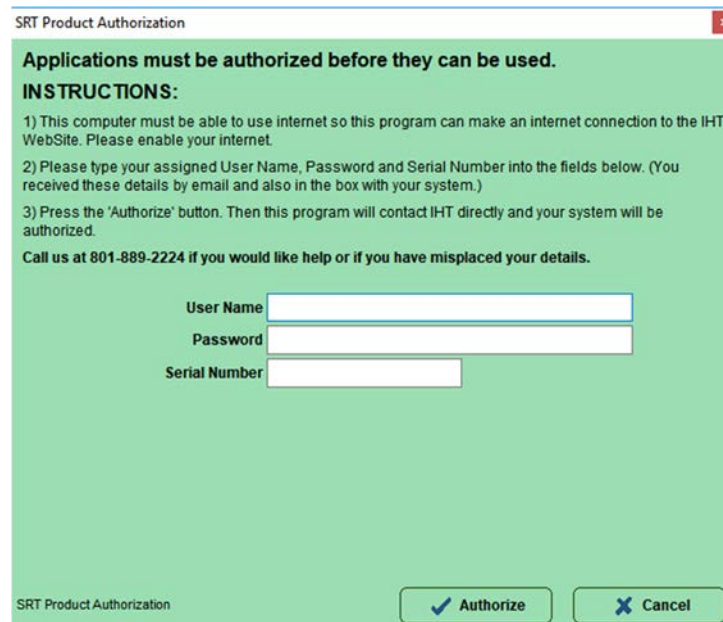
Automatic authorization of BioScanSRT Software:

Windows 10 or Windows 11: When you double-click the **SRT** icon on the desktop an authorization process may initiate, if the authorization process does not initiate, please close the software and then click the **Start** button in the lower left corner of the screen, click the folder named **SRT**, then click **Authorize**.

First, you will be presented with the terms and conditions to use the software. If you agree, click the **“I have read and accept the terms.”** If you do not agree, click **I reject the terms** and the software authorization will stop. Please contact IHT at your convenience to discuss the terms and conditions if you have any questions.

Type in the case-sensitive **User Name, Password, and Serial Number** provided to you from IHT into the fields. You received this when you first received the system and were advised to keep this information in an available place for authorization purposes. Your assigned User Name may be an email address or your name without white space between the words. White space instead is represented by an underscore _ symbol. Once all fields are filled in, click the **OK** button. After a few moments the software will be authorized, and then click the **OK** button.

If you have misplaced your User Name or Password please contact IHT immediately.



A dialog will appear indicating success, click the **OK** button, wait 30 seconds, and then double click the **SRT** icon again to launch the software again which should open up normally.

If you require assistance with software authorization please contact IHT Tech Support at 801-889-2224. Fees will apply.

IHT Computer Requirements/Internet Policy/Anti-Virus Uninstall Instructions

Computer Minimum Requirements for Best Practices to operate IHT Software:

*Desktop or Laptop system specifications:

- * CPU: Intel i-5, Intel i-7, or Intel i-9 processor.
- * RAM/Memory: 16 GB or more.
- * Hard Drive: laptop Solid State Drive (SSD) 512 GB or if desktop SATA Drive of 1 TB or more
- * Video: laptop HD 1600 x 900 or if desktop HD 1920 x 1050 or better
- * Screen: laptop 15.6-inch acceptable but 17.3 preferable; if a desktop, then 28" or larger
- * Ports: 3 USB Type A (or converter cables if Type C)
- * External mouse and full-size keyboard
- * Operating System: Win10 or Win11, Home or Pro.
- * Not Supported: Win10 S, Win11 S, and Apple Mac

Anti-Virus Windows Defender: This free program is the only anti-virus program authorized to operate with the IHT software. Note that any other anti-virus program can cause intermittent errors with the IHT software.

Unauthorized Programs: Please note that your computer should be dedicated to the IHT software and should not have any other programs installed other than Windows Defender, your email program, PDF capability, printer drivers and third party back up software service. When purchasing a new computer, many extra programs and anti-virus software have a "free trial." IHT suggests that you instruct the store to un-install these additional programs before you start using the IHT software to avoid intermittent and possibly disastrous errors in the software with your clients while running the IHT software. Note that crashes caused by use of unauthorized programs are not covered by the IHT Support Service and any recovery action IHT might undertake will be billed on time and materials.

Back Up Advice: The IHT software initiates an automatic backup of your BioScan data every time the software is closed. This backup is to the hard drive of your computer. However, IHT strongly suggests that you have an offsite backup method to store your data in the event of a catastrophic failure of your computer, e.g., Carbonite or a similar cloud service.

Windows Defender installation instructions:

1-Installation of Windows Defender.

PLEASE NOTE: Windows Defender is a "file-scanning only" anti-virus software. Any other Anti-Virus product would void the warranty on the system as it is not an IHT Approved Software Product. Other Anti-Virus software and software "suites" may compromise the operation of the IHT software and any customer support efforts by IHT undertaken because of the installation of unapproved software will be billable for time and materials at the then current hourly rate. Additionally, there is the possibility of termination of any existing hardware warranty and/or any then current customer support contract.

IHT Computer Requirements/Internet Policy/Anti-Virus Uninstall Instructions

To install Windows Defender: Click your **Start** button in the lower left corner, scroll to the **W's** and click Windows Security and then toggle the **Real-time protection** switch to **On**.

2-The firewall included with Windows must be enabled.

The use of other third-party firewall software solutions is not permitted as they may result in loss of functionality and critical system data and may void your IHT Warranty.

- a. Select the **Start** button > **Settings** gear > **Update & Security** > **Windows Security** and then **Firewall & network protection**.
- b. Select a network profile.
- c. Under **Microsoft Defender Firewall**, switch the setting to **On**.

3-A firewall-capable device, such as a router, must be installed between your internet connection and the computer used for the IHT Product.

IHT also requires that the embedded firewall is enabled and permits access to the IHT Web Application (“IHT Web App”) website:

<http://medproductsbioscan.com/mpapps/IHTLicensingServer.dll/wsd/IHTLicensing>

(TCP port 80 if you have an IT person who needs to know this information). This access is required to allow for automatic software reauthorizations via the internet.

IHT Internet Policy

IHT may utilize remote desktop access to provide customer support. This “hands-on” support when required is efficient and allows IHT Tech Support to “show” you on your computer screen what we are doing when we help you solve a particular issue. We try to teach you in the process so that you continue to gain independence in your operation of the IHT software applications. IHT’s goal is to give you the tools to be independent in running the IHT software applications, but we are here to help you if you need us.

The computer must have convenient access to the internet when remote desktop support is required. This can be wireless or wired. Your computer is required to access the internet and “ping” the IHT Web Application (Web App) monthly to reauthorize the use of your software. It only needs to be on the internet for a few minutes while the IHT software is opening each month to complete this “handshake” for authorization and will do this “in the background” and not require your intervention. However, if you do not have continual access to the internet, you will need to connect to the internet each month and allow this “handshake” to be completed to continue the use your software. You can disconnect from the internet after the software is opened.

IHT Computer Requirements/Internet Policy/Anti-Virus Uninstall Instructions

You will begin to receive a dialogue box reminding you to “reauthorize” your software at 10 calendar days from the day you MUST do the reauthorization. If you do not reauthorize by the date indicated on the dialogue box, your software will not open.



To operate your software, you will need to connect to the internet and allow the software to authorize itself. If you are connected to the internet and you are still unable to authorize the internet, you will need to call our office at 801-889-2224 and press the Tech Support selection to get help in determining the problem which is preventing authorization.

Power Protection for your Computer and IHT System:

IHT highly recommends the use of battery-backup UPS (uninterruptable power supply) with surge suppression to protect from significant voltage spikes. Additionally, an AC Power Conditioner and an anti-static mat installed to the wall outlet may be necessary for protection against micro amperage spikes if your facility is prone to these types of fluctuations. Please consult with an electrician to determine if your location could benefit from this.

Apple, Android, and Windows Mobile

The IHT Software Applications are Microsoft Windows-based and must have direct access to the hardware (i.e., not run from within a virtual window). Our apps will not work in an Apple operating system. Many tablets do not run in a native Microsoft Windows environment, and therefore, IHT does not support the use of these with IHT hardware. IHT Software also does not support the use of a Windows Mobile.

Additional Requirements for MSA Professional (MSA Pro) System:

- 1) RS-232 (9 Pin) Serial Port or 2) USB-to-Serial Port Adaptor – IHT may have some available for purchase, or you can purchase the following on the internet:



I/O Gear GUC-232A

The serial cable included with the MSA Pro is used to connect the MSA Pro to the USB-to-Serial Port Adaptor for extending the length, and it **does not require** modifications to the MSA Pro or the adaptor.

Anti-Virus Uninstall Instructions for Win 10 and Win 11:

1. Hold down the windows key on the keyboard and press the 'W' key;
2. Type "Programs and Features" (without quotes) into the search bar;
3. Click the button named "Programs and Features";
4. Review the list of programs for anti-virus, security, and malware protection programs;
5. Select the program that you will be removing;
6. Click on uninstall at the top of the list of applications;
7. Follow the on-screen instructions;
8. After completion of uninstall, review the list of applications to verify that the program uninstalled is gone. Check to determine if there are any other programs to be removed;
9. If you find any other "Anti-Virus" programs uninstall them;
10. Immediately after completing the above, Windows Defender will need to be enabled;
11. Hold down the windows key on the keyboard and press the 'W' key;
12. Type "Windows Defender" (without quotes) into the search bar;
13. Click the button named "Windows Defender";
14. Click the Settings tab at the top of Windows Defender;
15. Checkmark the option "turn on real-time protection" and then click Save Changes.

Please contact IHT Tech Support at 801-889-2224 if you need help.

Thank you for being an IHT Customer, we appreciate you and all you do with your clients and patients!



ATTENTION!

IHT Customer Service Hours of Operation: 8am-5pm MST Mon-Fri.

Phone: 801-889-2224

- **During regular business hours, if you do not wish to hold for the next available support person, please leave a message and your call will be returned as soon as possible in the order it was received. Usually within the hour.**
- **After-hours support is available at an additional charge. Please leave a message indicating that you would like afterhours support and your call will be returned as soon as possible. If you do not need after-hours support but would like to receive a call back please leave a message. There is no charge to leave a message which will be returned the next business day.**

Please note:

1. **You MUST have up to date contact information on file with IHT at all times including, Address, Phone Number, and Email Address to receive notifications about technical issues, updates, warranty, service agreements, new offers, etc. We will confirm your information before assistance can begin.**
2. **Retain the original packaging your system arrived in. If you need to return your system for service, the original packaging makes it much easier and safer. Please contact technical support for an RMA number if required. Refer to the shipping instructions emailed with your RMA information.**

Thanks for being an IHT Customer!!