

SERVICE DATA UPLOADER

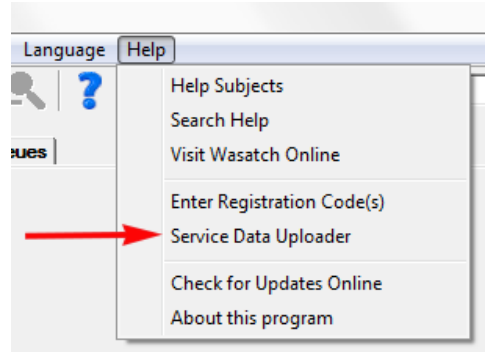
The Wasatch Service Data Uploader is provided to speed the solution of problems for customers with a current Service Agreement.

The “Service Data Uploader” is a powerful tool for working quickly with Wasatch Customer Service to get your questions answered. It enables Wasatch to examine your settings and imaging configurations in detail, and it makes it simple for you to upload problem files without needing to deal with email attachments or file compression utilities.

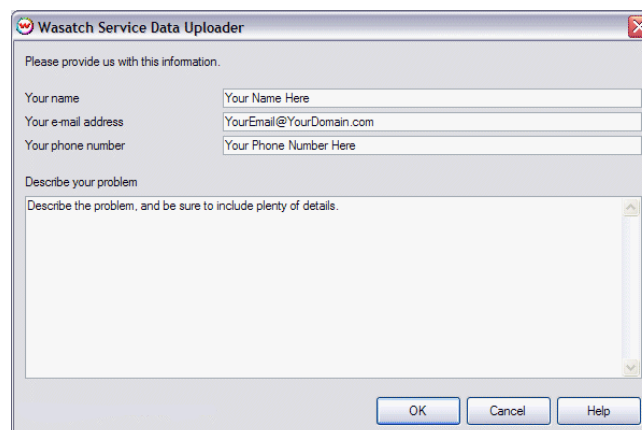
The general settings of Wasatch SoftRIP, and some details of your system, are always uploaded. You may additionally request that imaging configurations and ICC profiles for your current printer configurations be uploaded. This can save many rounds of questions and answers when you want a problem solved quickly.

This tool can also be used to upload problem files, or to make an instant “snapshot” of your Wasatch system’s status for your own use or for sending to your dealer, without uploading it to Wasatch.

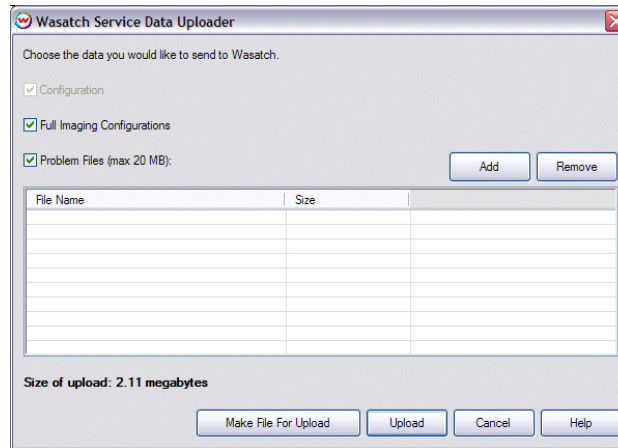
Run Service Data Uploader from the main Wasatch **Help** menu here:



The next screen will prompt for your contact information so that someone can get back to you about your problem.

A screenshot of the 'Wasatch Service Data Uploader' dialog box. The dialog has a title bar with a red 'X' in the top right corner. The main area contains the text 'Please provide us with this information.' followed by three input fields: 'Your name' with the placeholder 'Your Name Here', 'Your e-mail address' with the placeholder 'YourEmail@YourDomain.com', and 'Your phone number' with the placeholder 'Your Phone Number Here'. Below these is a text area labeled 'Describe your problem' with the instruction 'Describe the problem, and be sure to include plenty of details.' At the bottom of the dialog are three buttons: 'OK', 'Cancel', and 'Help'.

After completing all contact information and a problem description, press OK to reach the next window:



If your problem has anything at all to do with image quality, make sure you check **Full Imaging Configurations**. If you'd also like to upload some small (under 20 megabyte) problem files, check **Problem Files**, and use the **Add** button.

When your selections are complete, you can either press **Upload** to immediately send data to Wasatch, or you can press **Make File For Upload** to create the data file and place it where you like on your system.

It can be extremely useful to choose **Make File For Upload** if you are not on the internet, or if you simply want to make a "snapshot" of system data for your own use, or for later transmission to someone other than the Wasatch service department. The "tar" or "Tape Archive" file format created by Service Data Uploader can be opened by most common compression/decompression utilities, making it completely accessible to all service technicians other than those at Wasatch. This also allows you to review exactly what information is being sent to Wasatch, should you have concerns about security.

If you are running tests on someone else's computer, as often happens during sales calls or at trade shows, attaching a thumb drive and using **Make File For Upload** to place data on that thumb drive is a great way to secure the service information for later analysis or transmission.

Any time you upload data to Wasatch, contact our service department via email to let them know it's coming.

Email: wct@wasatch.com