

EGI Support Document Coversheet

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EGI Support Frequently Asked Questions

How do I join the EGI Customer area?

The EGI Customer area is available via the EGI website at www.egi.com. EGI customers and those working for EGI customers are encouraged to join the customer site. To join, click on the “Join Today” link and fill in the fields. We will email you with either a confirmation or a request for more information to verify that you meet membership criteria. If you were not added to our list of lab members during the install or at a later time, we will need to verify your status. The resources available in the customer site will be discussed below.

What are my training options?

The training materials below are useful for several reasons. They provide a reference source for questions and a means to train new lab members. In addition, the training materials should be used occasionally by existing lab members to prevent “procedure drift”. Procedure drift occurs when errors are made in the training of new users, these errors are passed along and new errors can be added when the former new user trains another new user. To avoid procedure drift, we recommend all new users be trained using the materials listed below.

Manuals, EGI Documentation and Training Videos

The Customer area on our website has all of the current manuals relevant for your system. The Customer section also includes EGI training movies, which are available for streaming or download in Quicktime format. Other documentation available on the customer site includes placards and quickstart guides all of which can be found at: <http://www.egi.com/membership-documentation>

The manuals are in PDF format. The manuals may be printed but the electronic versions do facilitate quick searches using Acrobat Reader’s “Find” feature. Before contacting support, we recommend you do a search in the relevant manual using keywords for your question, for example “acquisition setup” or “workbench”.

The EGI Manuals are periodically updated and new manual versions are announced via the EGI Support Newsletters. If you miss an issue of the newsletter, you can always find back issues at: <http://www.egi.com/membership-newsletters>



EGI Workshops

EGI has training sessions available. These training sessions are announced via the support newsletter as well as our website: <http://www.egi.com/education>

In addition to these workshops, EGI can arrange for a support engineer to visit your lab for a two day intensive training session. Please contact EGI's orderdesk at orderdesk@egi.com for more information or to arrange an in-lab training session.

How do I make additional purchases?

After your initial system purchase, all additional purchases will be handled by our Orderdesk. To arrange purchases, email orderdesk@egi.com. Payment can be made by credit card, purchase order or we can bill you. Please inform Orderdesk if you wish to pay with a credit card. Orderdesk handles all purchases including warranty extensions and Net Station Software Subscriptions.

What warranties do I have?

Below, the various warranties that we offer are explained.

System

The complete system is covered with a one year warranty, this warranty will start on the install provided that the customer does not delay the install more than 3 months after delivery. In such a case, the warranty will begin on the last day of the third month after delivery of the system.

The warranty covers all system components including the computer, cart, Net Amps, and Nets. The Apple warranty is handled by Apple, the Dell warranty by Dell. If you have any problems arranging an Apple or Dell repair, please let us know at supportteam@egi.com. Please contact us whenever you have a problem with a system component and we will refer you to Apple or Dell support if appropriate.

Net Amps

The first year warranty of the Net Amps is covered by the system warranty. An extended warranty is offered for the Net Amps which can be purchased by contacting Orderdesk.

Nets

As mentioned above, the Nets come with a 1 year warranty. Extended warranties can be purchased via Orderdesk. The Nets can be warranted for an additional 2 years and the warranties must run concurrently.

Nets should be returned at least once a year for inspection and refurbishment. The refurbishment includes electrode replacement as well as elastomer/chinstrap repair. See



below for service instructions. The average refurbishment time is 2 weeks, but may be longer.

Net Station Software Subscription

The EGI system comes with a one year Net Station Software Subscription (NSSS) for the licenses that come with the system. The NSSS includes Net Station maintenance upgrades, EGI technical support and two tuition waivers that can be used at EGI sponsored training events. Net Station functional upgrades may require an additional charge. You will be notified in advance of when your NSSS expires. Contact Orderdesk@egi.com to renew your NSSS. The NSSS for all licenses at a lab can be combined for a single charge.

How are HASPs and Net Station Licenses related?

The Net Station USB HASPs are considered the licenses for the software. Care should be taken to maintain control of the HASP as Net Station licenses are \$7,000 (discounted to \$3,500 for existing customers). There is a \$500 charge for the first lost HASP, additional lost HASPs require the purchase of a new Net Station license. HASPs may be set to expire as part of a Beta program (see below). This does not mean the license expires and it is unrelated to the expiration of the NSSS. Net Station Licenses do not expire, only access to upgrades and support expire based on the status of the NSSS. Contact supportteam@egi.com to extend or remove expirations, as appropriate.

Software updates

When a new version of Net Station becomes available, you will be notified via a support newsletter email. You will be informed whether a HASP update is required. If so, please use the instructions in the “Updating your license” appendix in the current version of the Net Station Waveform Tools manual. It is important that the update file be compressed on the Mac before being sent to EGI.

How do I reach EGI Support?

Technical support is offered by EGI to users with a valid NSSS. Support is available 9am-5pm PST Monday-Friday. You are welcome to call EGI support @ 541-687-7962. We do prefer email as it gives us an automatic way to track open issues. We try to return emails within two hours and guarantee that emails sent to supportteam@egi.com will be responded to within 24 hrs. Each lab has an assigned EGI support engineer. Please email your support engineer directly and cc supportteam@egi.com. Please enter a subject in the subject field of your email as subject-less emails may be classified as junk. If you are unsure who your support engineer is, email supportteam@egi.com and your email will be forwarded to the appropriate engineer.



Part of our quality system requires support engineers confirm that all open issues are resolved. If you receive a request for status of an issue from your support engineer, please do respond even if the issue is resolved.

We recommend that labs appoint one person as our contact person. This will streamline the communication between your lab and EGI and will help to avoid miscommunication. While we do not require only one lab member contact us, we have found it to be more efficient than having multiple contacts.

What about support for E-Prime?

EGI has the following support arrangement with Psychology Software Tools(PST), the makers of E-Prime. EGI supports the E-Prime Extensions of Net Station (EENS) and is responsible for answering questions related to EENS or those related to how E-Prime interfaces with Net Station. E-Prime questions not related to the EENS should be referred to PST support. PST support is available via their website www.pstnet.com. You will need to sign up for PST support using the license number that can be found on the sleeve of the installation disk or from E-Prime's "About" menu. Sample experiments can be found at: <http://step.psy.cmu.edu/>

How do I get an item serviced?

To return items to EGI please contact your support engineer or supportteam@egi.com. You will then receive an email with a Return Materials Authorization (RMA) Number and instructions. Please follow the instruction in the email. The RMA # must be written on the outside of the package to be returned. Items returned without a visible RMA # will be delayed and may be returned to the sender. The serial number of the item to be returned will be required to process the return request.

If you would like to pay for the service (or shipping if the item is under warranty) with a credit card, please inform us of that when requesting an RMA.

Net Service

As above, contact EGI when you wish to return your Nets for servicing. We will need the serial numbers of the Nets to be returned in order to process the return. Also please inform us of any specific damage that needs to be repaired.

Net service time is estimated at two weeks. Multiple Nets returned at the same time may extend the service time. Please check with us for a more accurate service time estimate. Do be aware service time is an estimate. Also, service time can be longer than usual around school breaks as it is a popular time to return Nets. You may wish to ship Nets in small batches or instruct us to ship your Nets back separately when completed to avoid extended service times.



What system maintenance is needed?

Please refer to the GES Hardware Technical Manual for complete maintenance instructions.

EGI recommends that additional software not be installed on the system computers as this removes the computers from their “Factory Certified” state. The risk from most software is minimal. Software that is likely run in the background without any indication or software that could launch automatically during an experiment should not be installed. Some virus protection software is an example of this type of software.

OS Versions

Software versions are tested on a particular Operating System (OS) version. The compatible OS can be found in the support newsletter announcing the release of a new version of the software. Thus, it is advisable not to upgrade the computer OS version except when instructed to via a support newsletter.

Why should I upgrade my application version?

It is very important that customers use the current software version. Old versions may contain bugs that are fixed in new versions and will not contain new features. Prior to upgrading your software, check the hardware compatibility information in the software release notes and contact us if you are unsure if your hardware is compatible with a software update.

The current versions of the Net Station software are available in the Customer Area of our website.

The software installers are stuffed or zipped and usually are protected with passwords. The passwords are available by emailing us. For security reasons, please don't ask for passwords in emails entitled “Password”.

Once the stuffed installer (called an archive) is downloaded it must be unstuffed or unzipped. Stuffed archives have a .sea or .hqx, extension. Zipped archives have a .zip extension. Unstuffing is done with the application “Stuffit Expander”, Unzipping can be done with the OS (Mac OS 10.3 or later) by double clicking on the archive.



What will EGI Support need from me to help with my issue?

Issue Reporting

When reporting a problem to us, you can save time by providing as detailed a description of the problem as possible. Please provide the complete text of any error message (or a screen shot-see below). We may also need the version of the application you are running and the operating system version. Also, if the problem has appeared after a change to the system such as a software version change, please include that in your report.

Below, you will find information about several items your EGI support engineer may need from you in order to resolve your issue.

System Profiler

Occasionally a problem may arise which requires an exploration of the hardware or software installed on the Macintosh. The “About This Mac” window and the System Profiler can be used for this purpose. Support may ask you to retrieve some portion of the information in the System Profiler windows or we may ask you to generate a report. The System Profiler creates a report that contains information useful in diagnosing a number of problems. To create an System Profiler report:

1. From the Apple menu, choose About this Mac
2. In the resulting window, click on the “More Info” button.
3. From the File menu, choose “Save”. Save the report on the desktop and use the instructions below to send the file to EGI

Sending files to EGI

As a means to diagnose a problem, we may ask you to send us a file. Files smaller than 1 MB can be attached to an email but should be zipped or stuffed and bin-hexed (AKA compressed) first. IMPORTANT: files needed by us should be compressed on the machine they were generated on. Transferring uncompressed files across a network may damage the files.

Zipping files on a Mac is accomplished by following the process below:

1. Hold down the control key while clicking on the file.
2. In the resulting contextual menu, choose “Create an archive” or “compress” depending on your Mac OS version.
3. A file with the same name as the file you clicked on with the “.zip” extension will be generated in the same location.

Files larger than 1 MB should be compressed and placed on our FTP server. Our FTP server has a folder called incoming which is to be used for this purpose. The folder is



protected such that you must have a username and password in order to access the folder. The user name and password are customer and support, respectively.

When using an FTP program enter the following information:

Server: incoming.egi.com

Username: customer

Password: support

If you are unfamiliar with FTP, you may choose to use a file transfer service such as www.yousendit.com

Taking Screen Shots

Occasionally, we may need more information about your problem. One way to transmit the information to support is to take a screen shot of the windows as they appear on your computer. To take a screen shot on a Macintosh:

1. To take a screen shot of the entire desktop, hold down the command and shift keys and press the 3 key. You will hear a click. The screen shot will appear on the desktop with the name "Picture n" where n is the number of the most recent screen shot.
2. To take a screen shot of an individual window, hold down the command, shift, and press the 4 key. A crosshair will appear. Press and hold the space bar and an icon of a camera will appear in place of your crosshair. Position the camera over the window that you'd like to take a screenshot of and click the mouse button.
3. To take a screen shot of a portion of the screen, hold down the command and shift keys and press the 4 key. A crosshair will appear. Drag from one corner of the area to be included in the screen shot to the opposite corner and release your mouse button.

Creating a Tool Clipping

Another Item we may ask for is a Net Station tool clipping. To create a tool clipping:

1. Launch Net Station and choose Waveform Tools from the Tools menu or from the Sidebar
2. In the waveform tools window, the tool specifications you have defined are listed at the bottom of the window. The tool specifications are dragged to the desktop to create a tool clipping multiple tools can be included in a clipping by shift-clicking or command-clicking.
3. The tool clipping should be zipped and attached to an email. To zip a file, click on the file while holding down the control key. In the contextual menu choose "Create Archive" or "Compress".



EGI Remote Access

We have the ability to access your machine to more quickly diagnose your support issue. The machine to be accessed must have a connection to the internet. If your EGI support engineer feels a remote session would be beneficial, you will receive further instructions. The system we use for remote access uses 128 bit encryption for security.