REMOTE SUPPORT

Before Your Remote Support Call

When you call us for help, we connect to your computer over the internet and work on your Impact ECU while you watch. Please have the six things below set up **before you call** so we can get straight to your bike.

1 A Windows computer

Windows 8 or newer, fully up to date. Run Windows Update before you call. A laptop works best, since it has to sit next to the bike.

We can't connect to a Mac, Chromebook, tablet, or phone.

2 A strong internet connection

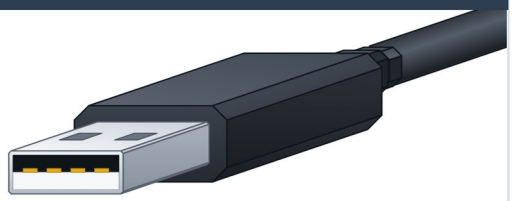
Weak internet causes more trouble on these calls than anything else. If the signal is poor where the bike is parked, the connection freezes or drops and we have to start over.

- Set the laptop next to the bike and play a video online. If it plays smoothly, you're set.
- If it stutters, roll the bike closer to the house or use your phone's hotspot.

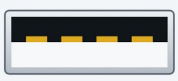
3 A USB "printer cable" (Type A to Type B)

It's the same cable most printers use. The two ends are different shapes:

TYPE A



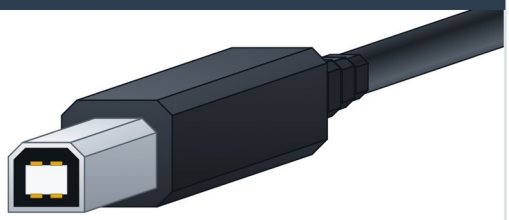
LOOKING AT THE END



Flat, wide rectangle

Goes into your computer

TYPE B



LOOKING AT THE END



Square, with two slanted corners

Goes into the Impact ECU

Need one? Office supply and electronics stores sell it as a "USB printer cable."

4 AnyDesk, downloaded ahead of time

AnyDesk is the program we use to see your screen. It's free, and you don't need an account.

1. Go to **anydesk.com/en/downloads/windows** and click **Download Now**. You can also use this **direct download**.
2. Open the file once it finishes downloading. AnyDesk starts on its own.

5 A battery tender on the bike

Hook up a battery tender rated at **5 amps or more** before you call. A weak battery gives erratic sensor readings.

6 The ECU plugged into the computer

Square end into the Impact ECU, flat end into the computer. Leave it connected for the whole call.

WHEN YOU'RE READY

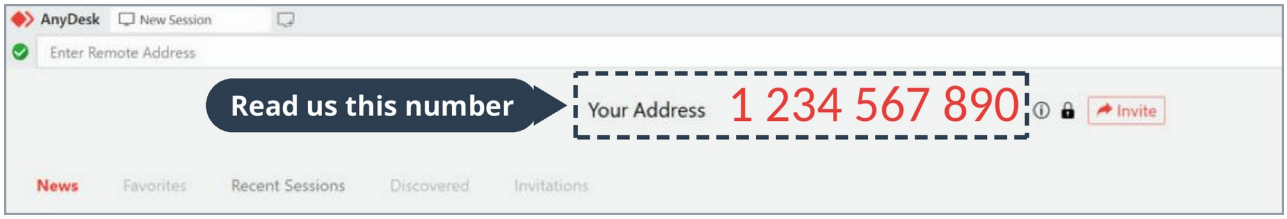
Give us a call

Tech support: +1 (464) 250-9894

Monday to Friday, 8 AM to 7 PM | Saturday, 9 AM to 4 PM | Central Time

Once we're on the phone:

1. Open AnyDesk and read us the number next to **Your Address**.



The number on your screen will be different.

2. A box will pop up asking if we can connect. Click **Accept**.
3. You can watch what we're doing the whole time. Close AnyDesk when we're finished and the connection ends.

One caution: only give your AnyDesk number to us, on a call you placed to the number above. If someone calls claiming to be tech support and asks for it, hang up.