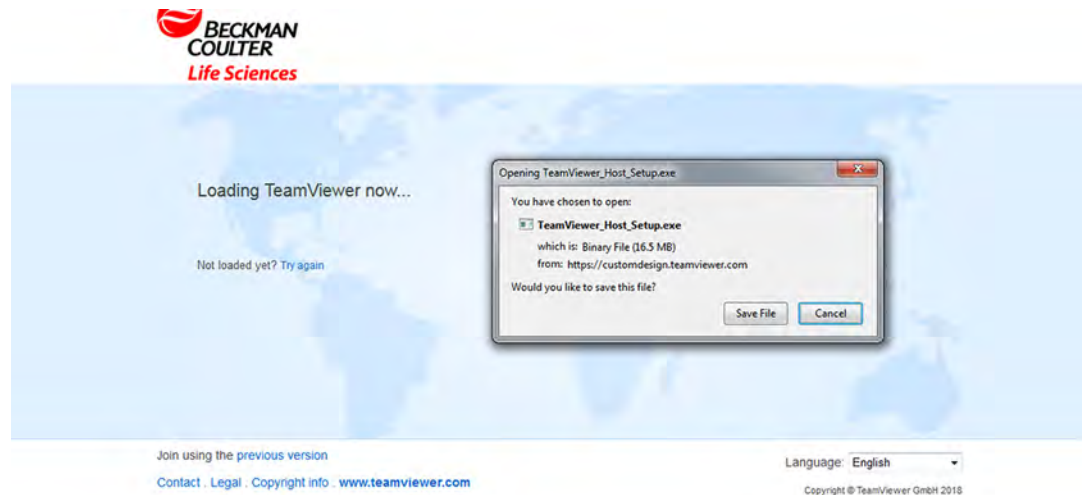




## BeckmanConnect Installation and Activation Instructions



1. Click the link provided in the registration email to download the remote support software. When you click on the link, you will see the screen below.

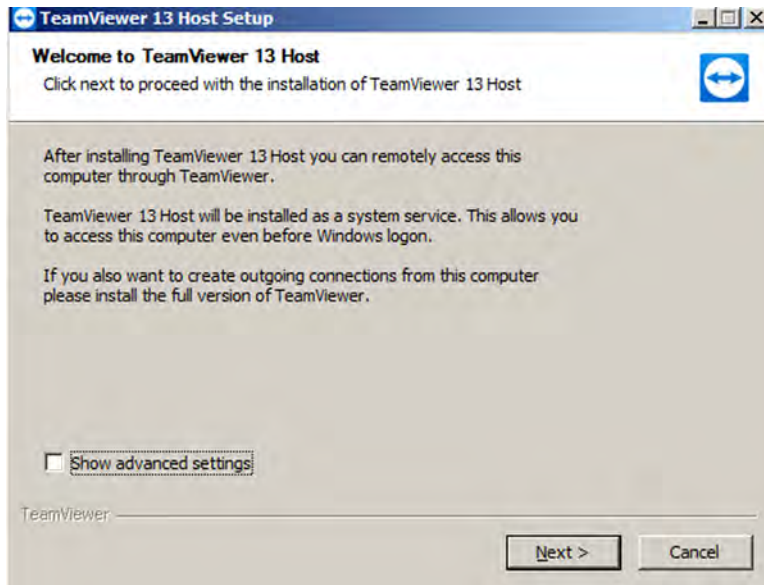


2. Click **Save File**.
3. If downloading the file directly onto the instrument PC: click **Open**. If a security warning appears, such as the one below, proceed by clicking **Run**. A warning may not appear or may be different, depending on the browser being used and the security settings on the computer.

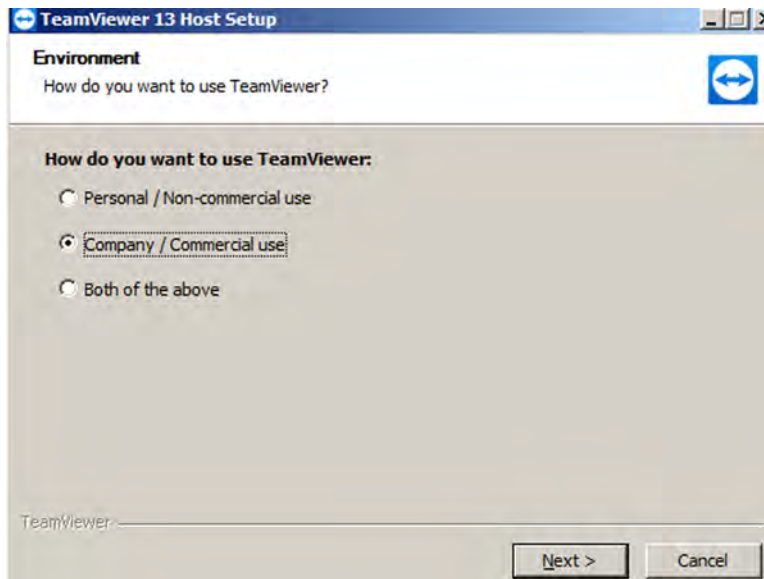


**If the file is not downloaded on the instrument PC:** Use a removable drive to transfer the downloaded file to the instrument PC and open the installation file. Or, visit the software download link provided in the registration email on the instrument PC to download the remote support software directly onto instrument PC and open the installation file.

4. Upon running the install file, a **Welcome** message appears. Leave **Show advanced settings** unchecked. Click **Next**.



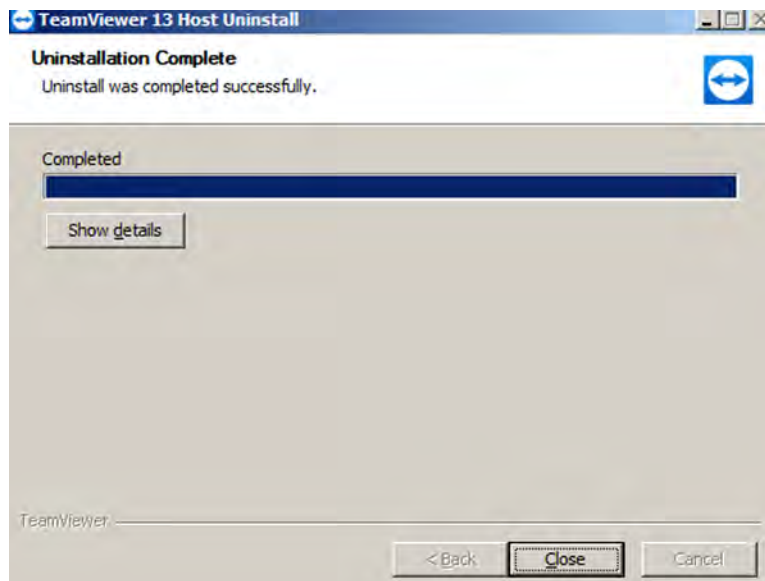
5. On the **Environment** screen, select **Company/Commercial Use**. Click **Next**.



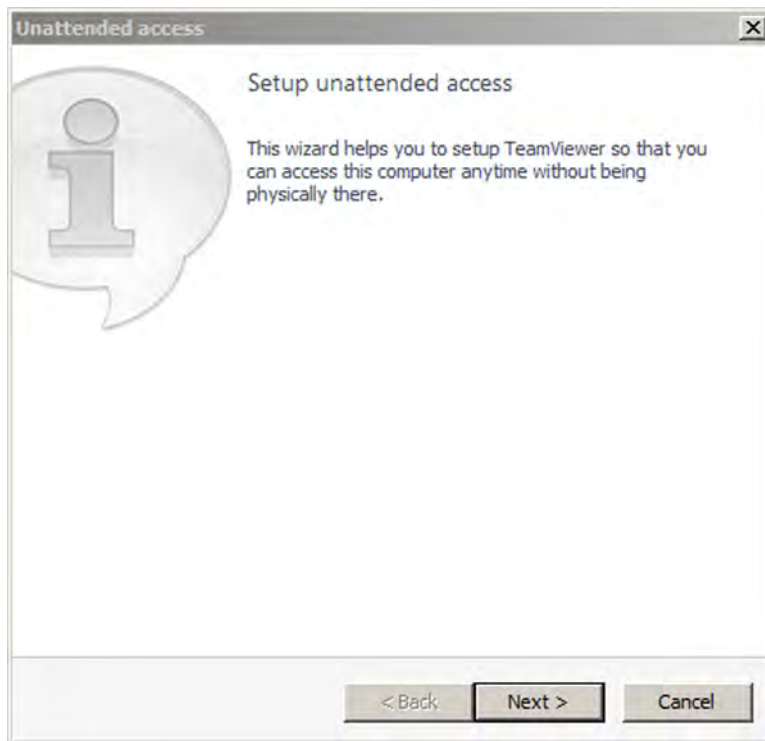
6. On the **License Agreement** Screen, check **I accept the terms of the License Agreement**. Click **Next**.



7. Wait for the software to complete installation, then click **Close**.



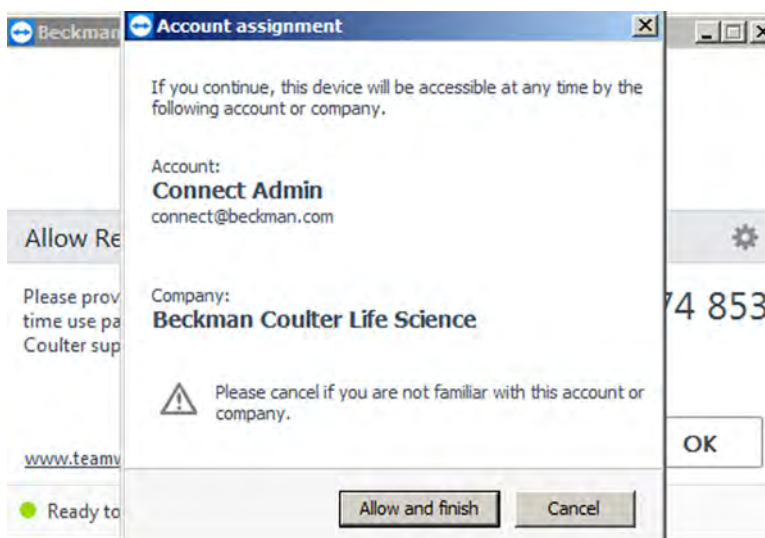
- When opening the remote support client for first time, the **Unattended Access** screen appears. Select **Cancel**.



- On the **Account assignment** prompt, click **Allow and finish**.

**NOTE** The “If you continue, the device will be accessible at any time by the following account or company” phrase is inaccurate based on the TeamViewer policies put in place by Beckman Coulter.

Beckman Coulter can access the machine only after you call and provide the single use password. Once the password is provided and a connection is established, screen viewing, remote control, and file transfer access must all be independently approved.



The account assignment prompt will only appear once. If you click **Cancel** or close the window, the software will need to be removed and reinstalled to receive the prompt again. No remote support functionality will be enabled until the **Allow and finish** is selected and the entire procedure outlined in this document is completed.

If you do not receive this prompt, close and reopen TeamViewer or reboot the PC. Check that the circle in the lower left of the TeamViewer window is green. If the circle is red, either IT has blocked this application or the computer does not have internet access.

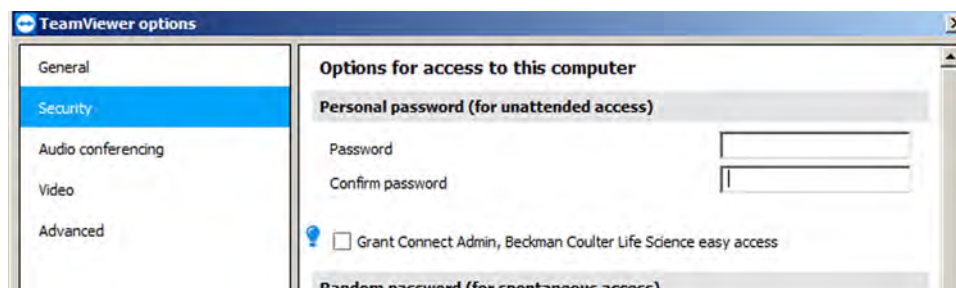
10. Reply to the registration email received from [connect@beckman.com](mailto:connect@beckman.com) and provide your System ID or serial number and TeamViewer ID for each software installation. No Beckman Coulter support representative will be able to access your machine until this step is complete.

## Additional Notes

Uncheck **Don't show this dialog box again** to avoid this popup during each windows login.



**IMPORTANT** Do not check the **Grant Connect Admin, Beckman Coulter Easy access** button or enter a personal password in the **Security** screen in **TeamViewer options**. Checking this box would allow Beckman Coulter to connect without the customer-provided one-time user password; although without approval of the request prompt, Beckman Coulter would not be able to see screen or transfer files.



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**Contact Us**

If you have any questions, contact our Customer Support Center.

- Worldwide, find us via our website at [www.beckmancoulter.com/customersupport/support](http://www.beckmancoulter.com/customersupport/support)
- In the USA and Canada, call us at 1-800-369-0333.
- Outside of the USA and Canada, contact your local Beckman Coulter Representative.