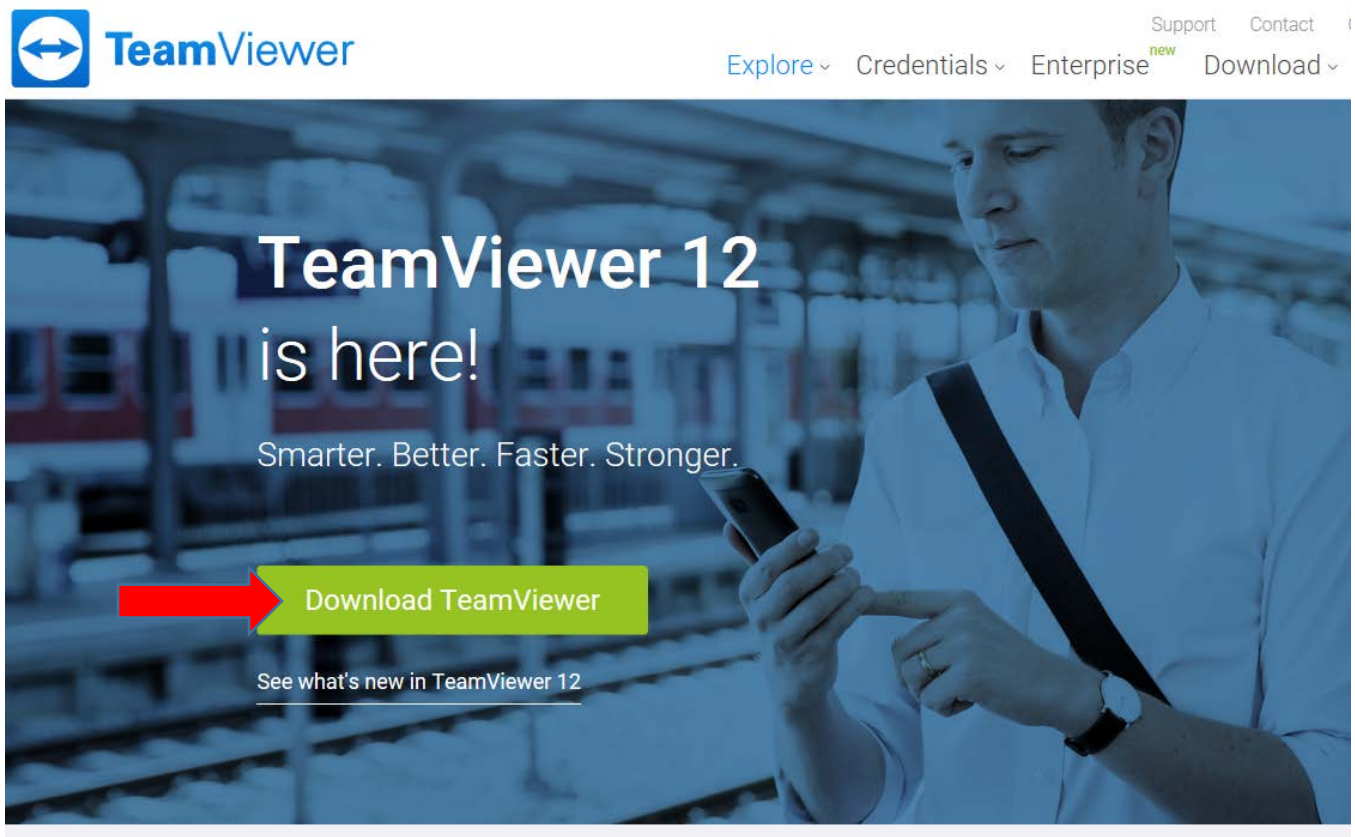


Online Support Requirements

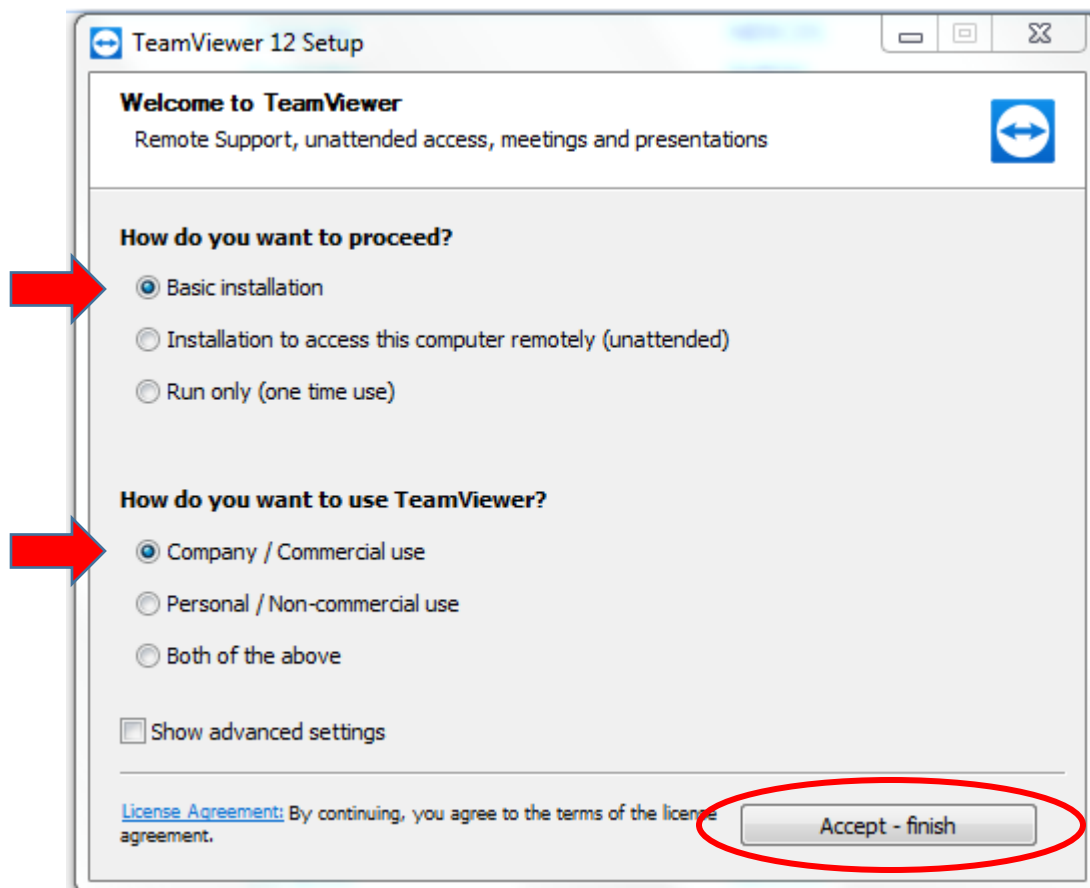
To perform online support, the following minimum requirements and software are required for Nidec tech support to provide online support to our customers.

The following guidelines have been tested and are provided in good faith. If problems with installation of software or access by Nidec occur then please work with your organizations IT department. We cannot provide IT support for your PC, software or network security infrastructure.

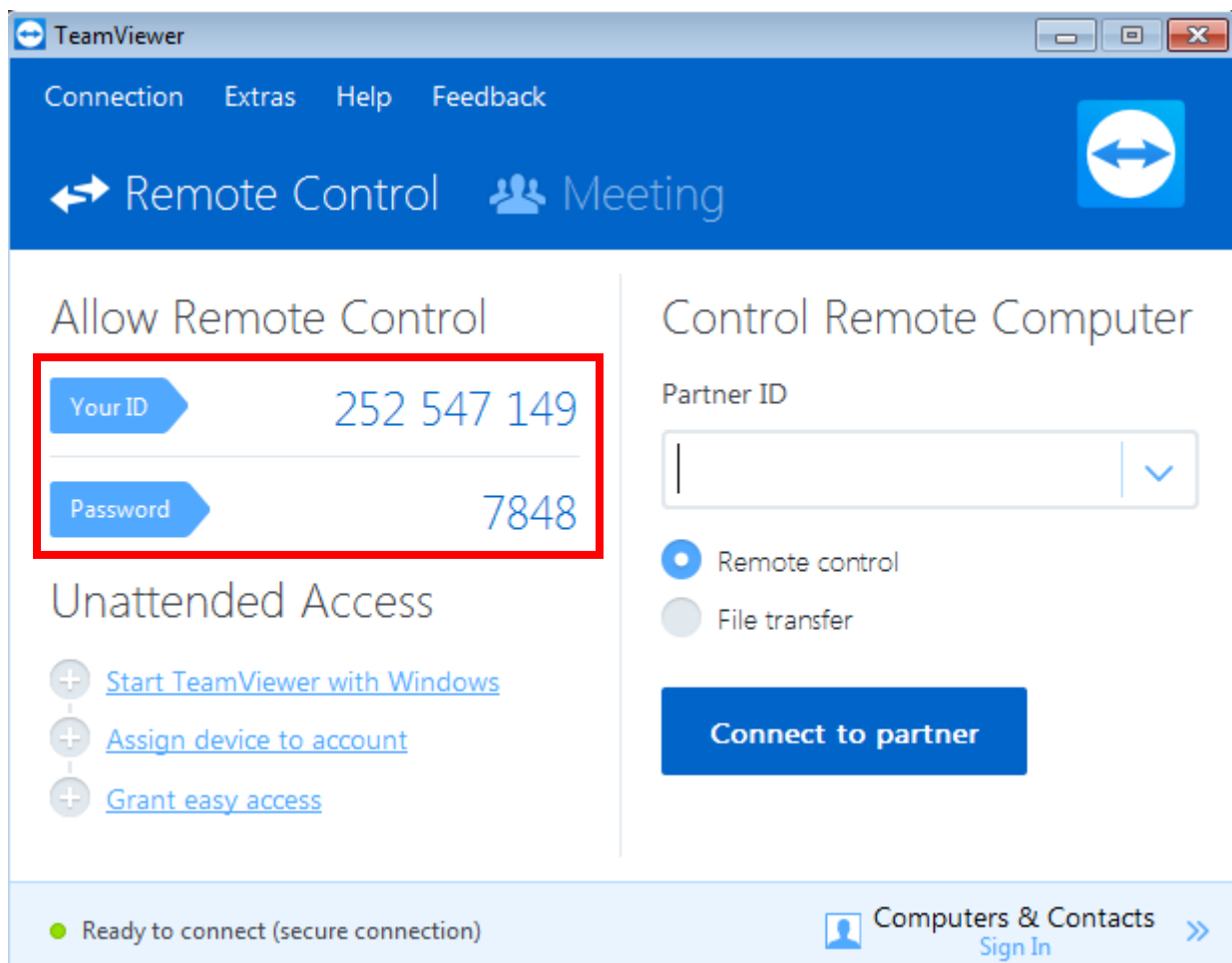
First go to www.teamviewer.com and download the free TeamViewer 12 setup software from their website to a temporary folder location or your computer desktop.



While connected to the Internet Run the TeamViewer setup software on your PC, and select the radio buttons for the Basic Installation and Company / Commercial use. To begin the software installation select 'Accept – finish'



Once you have successfully installed the TeamViewer software while remaining connected to the internet you should see a screen just like the one below.



In order for Nidec tech support personnel to gain remote control access to your PC you will need to provide Your ID and Password, see sample of both shown above in the red rectangle. Once technical support enters this information into their TeamViewer Remote Control panel they will be able to remotely access your PC. Finally when your session is complete simply close the TeamViewer software by clicking on the Red X in the top right corner of your TeamViewer screen.