

# Steltronic Technical Support from the Internet

Steltronic technical support can remotely connect to your PC provided you can “browse” the internet. Once you have verified your internet connection is working, please go to this website below:

**[www.steltronicusa.com](http://www.steltronicusa.com)**

Once you are on our technical website, please click the FAQ button, then download live technical support, and follow the instructions below.

The screenshot shows the Steltronic website's technical support page. The navigation menu at the top includes Home, Support, Parts, **FAQ**, Gallery, and Contact Us. The 'FAQ' button is highlighted with a red box. Below the navigation menu, there are three main sections:

- Pre-Installation Documents** (orange header):
  - 1. Monitor Structure Requirements with Vision Hardware located near LCD monitors
  - 2. Monitor Structure Requirements with Vision Hardware located near pinsetters
  - 3. Automatic Scoring Electrical Requirements
  - 4. Curtain Wall Electrical Diagram with Lane computer mounted near pinsetters
  - 5. Curtain Wall Electrical Diagram with Lane computer mounted near LCD monitors
- Automatic Scoring Documents** (green header):
  - 1. **Technical Support** (highlighted with a red arrow):
    - A. Download live technical support software
    - B. First Time Instructions for live technical support
    - C. Contact Technical Support
    - D. Focus Software Video Tutorials
  - 2. User Manuals
  - 3. Installer Manuals
  - 4. Warranty
  - 5. Scoring Parts Exchange Program
  - 6. Installer Forms
  - 7. Steltronic Hardware Dimensions
  - 8. Software Comparison
  - 9. Bowling Center Forms
  - 10. Frequently Asked Questions
- Software Updates and Bulletins** (yellow header):
  - 1. WINS Database Restoration
  - 2. Service Bulletins

On the next screen, you will see that a successful installation has taken place, and a new icon placed on your desktop.

