

How to Locate your Dongle Number

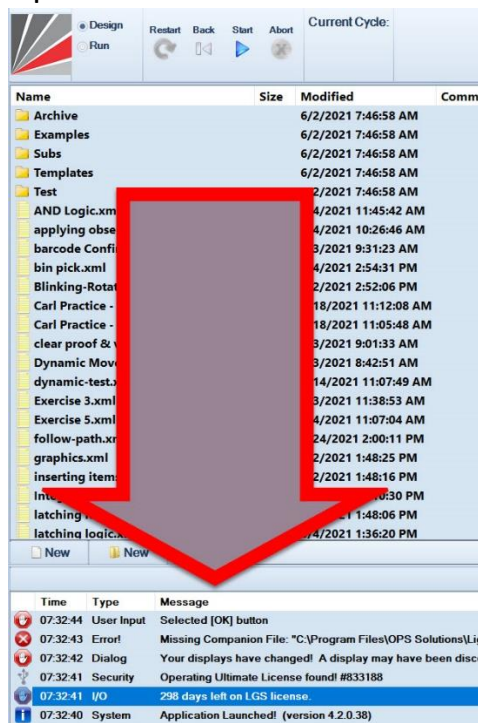
A) When LightGuide software is functioning Option #1:

1. Open software
2. In top left corner click Menu tab
3. Click Help
4. Click Contact Info...
5. The top line is your Dongle number



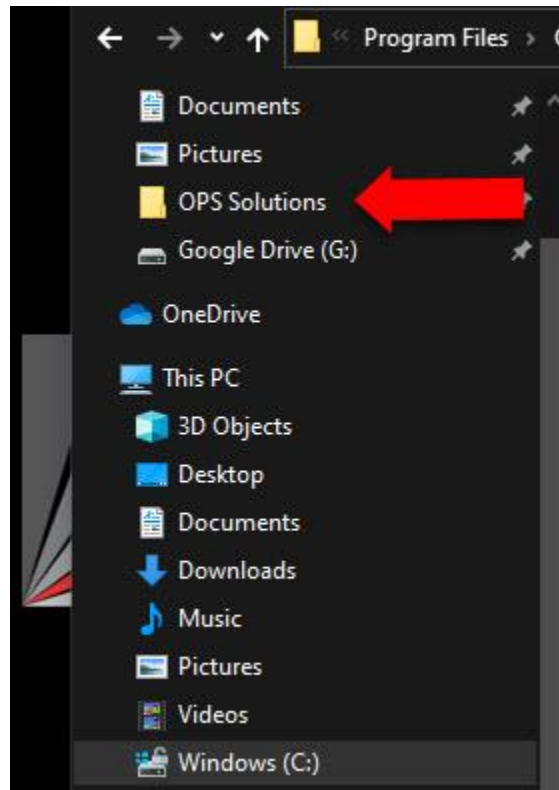
B) When LightGuide software is functioning Option #2:

1. Open software and look in the log area



2. In the 'Type' column locate the 'Security' entry

- i. If necessary, use the elevator bar on the right side to scroll through the log
 3. The six digit number at the end of the line is your Dongle Number
 - i. The format will be 83XXXX
- C) If you are unable to open the LightGuide software
 1. Use the **Win+E** keys to open Windows Explorer
 2. In the left column locate the OPS Solutions folder



3. Navigate to the 'Light Guide Systems' folder
4. Navigate to the 'Application Logs' folder
5. In the Application Logs folder, you will see several folders labeled by date; choose one of those folders
6. In there you will see several other numbered folders; choose one of those folders
7. In that folder you will find an Application Log file (example name: 2021-06-03 Application Log_0000.txt)
8. Open that text file in Notepad, Wordpad, or your favorite text editor

9. The 1st column is 'Time', 2nd column is 'Date', 3rd column is 'Type'
10. In the 3rd column locate the 'Security' entry
 - i. If necessary, use the elevator bar on the right side to scroll through the log
11. The six digit number at the end of the line is your Dongle Number
 - i. The format will be 83XXXX

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2021-07-08 Application Log_0000.txt - Notepad
File Edit Format View Help
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14:12:40 07/08/2021 System Application Launched! (version 4.2.0.38)
14:12:41 07/08/2021 I/O 358 days left on LGS license.
14:12:41 07/08/2021 Security Operating Ultimate License found! #83 [REDACTED]
14:12:41 07/08/2021 Security GB6C2sKYVvG4DHETpvvIziWol9BdpKw1N/v0Aco8Z7k=833188
14:12:41 07/08/2021 Display Display canvas '1' started on screen 0
14:12:41 07/08/2021 I/O Starting Webcam Vision: e6973b4
14:12:41 07/08/2021 I/O Starting Observer Vision Manager
14:12:41 07/08/2021 I/O Starting Observer2 Vision Manager
14:12:41 07/08/2021 I/O Starting Observer3 Vision Manager
14:12:42 07/08/2021 I/O Ready for companion application communications
14:12:42 07/08/2021 Error! Companion file not found: C:\Program Files\OPS Solutions

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D) The final option to locate the dongle is a sticker placed on the Monitor and / or the computer case

1. The sticker will look similar to this:



- i. Patented Technology
2. This option may not be 100% accurate as computer hardware gets swapped or moved/replaced. The actual dongle in the computer may be different from what is displayed on the sticker.