Installation Guide

One of the GREAT features of this communication system is its **simplicity**. Before you begin, be sure you have retrieved a serial number from PointClear.net. This number will identify who you are and will be assigned to your entire organization. It will also make it easier for us to support you if you should have any questions. If you have not yet retrieved a serial number, send an email to tech@pointclear.net or call 1-888-926-8839 and one of out technical staff members will be sure to get in touch with you as soon as possible.

Whether you are installing the software using a CD or retrieving the program from our download site on the Internet; the process is practically the same. Remember you must have your Serial Number to install the program.

If you already have an earlier version of the program installed, the installation will just update your system. **NO DATA FILES WILL BE CHANGED!**

CD Installation:
1. It is strongly suggested that you exit ALL Windows applications prior to executing the install program.
2. Place the CD in the CD-ROM drive.
3. Wait approximately 30 seconds for the CD to load the autorun utility.
4. You should now see the Setup Utility appear.

> **NOTE:** If you do not see the setup utility after 30 seconds, open Explorer and open your CD-ROM drive. Then double-click on the Setup.exe program.

5. The setup utility will walk you through the rest of the setup procedure.
6. If you have any questions, please do not hesitate to contact support. (See the Step by Step Installation Guide for further detailed instructions)

Internet Installation:
1. It is strongly suggested that you close ALL Windows applications prior to executing the install program.
2. Go to the download site www.pointclear.net and click on the industry your are in. Click on the Download Upgrade menu.
3. Click on the Download/Upgrade link.
4. You will be given two options.
   - Run this program from its current location.
   - Save this program to disk. (Used for installation at a later time)
5. Choose the option to "Run this program from its current location" and click OK.
7. The setup utility will walk you through the rest of the setup procedure. (See the Step by Step Installation Guide for further detailed instructions)


CD Installation

1. It is strongly suggested that you **exit all Windows applications** prior to executing the install program.

2. Place the CD in the CD-ROM drive.

3. Wait approximately 30 seconds for the CD to load the autorun utility.

4. You should now see the Setup Utility appear.

> **NOTE:** If you do not see the setup utility after 30 seconds:
> - Open Explorer.
> - Access your CD-ROM drive.
> - Double-click on the Setup.exe program.

5. The first screen is the Welcome Screen for the Setup utility that warns you to close all Windows applications prior to running the Setup program.

6. **Click** the **Next >** button if you have already closed your Windows programs.

7. You will be prompted to select whether you would like to install the *Single User Version* or the *Multi User Version*.
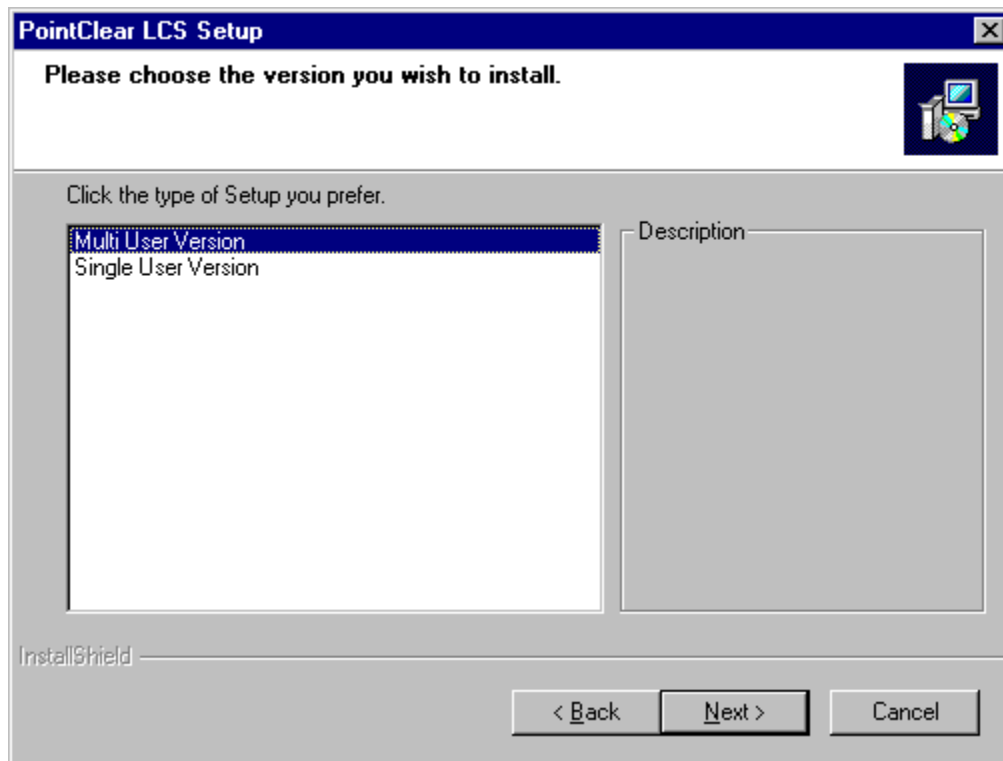

8. **Click** on the type of setup you want to install.

9. **Click** on the **Next >** Button.

10. The next window will allow you to enter the Program folder where you would like to install the software.

---

11. If you choose, you may type in a new folder name or select one from the list of existing folders. If you type a new folder name within the "Program Folders:" field, the setup utility will create the new folder for you.

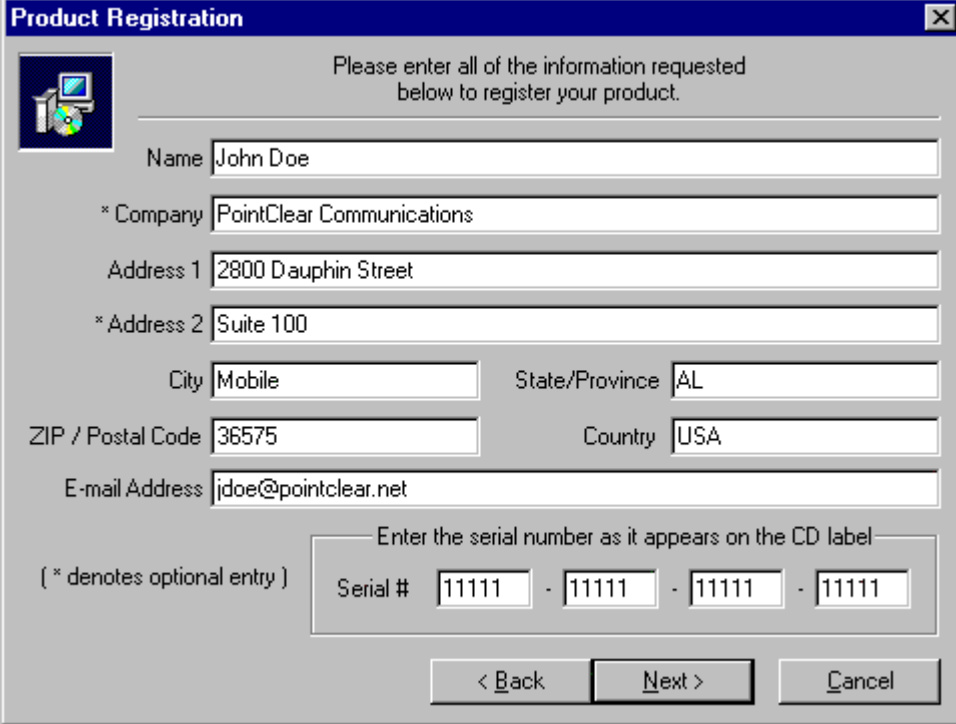12. Once you have made your selection, **Click** on the **Next >** button.
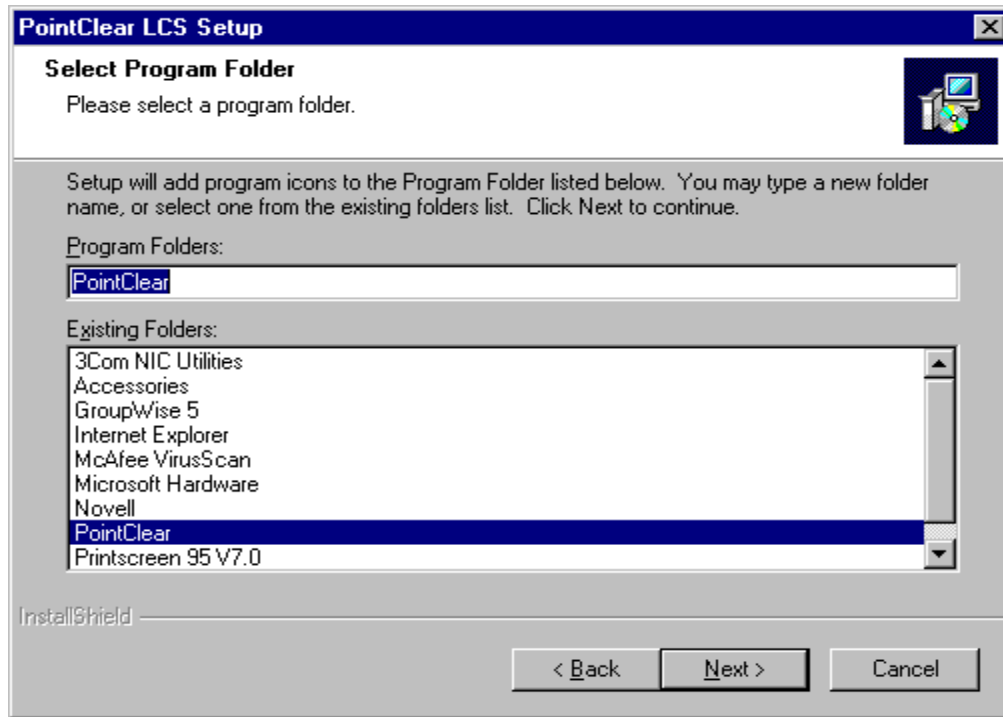
13. You will now be able to access your program through the [Start] button. In this example, you would click on Start, select Programs, and then PointClear to access the program when the installation was complete.

14. The next screen will allow you to choose a name for your Administration File. This allows you to easy identification who's computer the file belongs to. For instance, you may want to call John Doe's Admin file "johndoe.xmm."
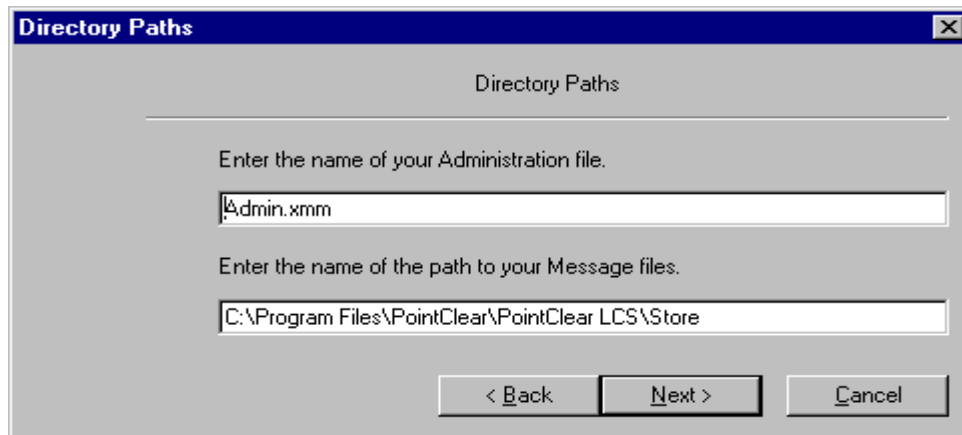
15. You will also have to enter the path to your Message files. If you would like to remotely administer John Doe's files, it would be wise to put his files on the network for easy access. You could keep his files locally on his machine, however, you would then have to share the local folder over the network to remotely administer.

16. The next screen to appear is the registration screen. You must enter your information for ALL required fields. These fields are noted with a ***** symbol.

> **Note:** The Serial Numbers do not contain the letter O. If you see an O in your serial number, it is the number 0.

17. **Click** on the **Next >** button once you have filled out the required information.

18. The setup process is now complete. **Click** on the **Finish** button to exit the setup utility and start communicating. The next step will be to setup your mailboxes.

Internet Installation

1. It is strongly suggested that you close ALL Windows applications prior to executing the install program.

2. Go to the PointClear Web Site at www.pointclear.net. Click on the LCS tab. Choose the Download/Upgrade menu.

3. Click on <u>download/upgrade</u>.

4. You will be given two options:
    *   <u>R</u>un this program from its current location.
    *   <u>S</u>ave this program to disk. (Used for installation at a later time)

5. **Choose** the option to **"<u>R</u>un this program from its current location"** and **click** on the **OK** button. **Click** on the <u>**Yes**</u> button if prompted with a message to run the program from the PointClear.net location.

6. The Install program will open a Welcome window. This window lets you know what version of PointClear you are about to install. **Click** on the **Continue** button to start the Setup Utility.

7. The first screen is the Welcome Screen for the Setup utility that warns you to close all Windows applications prior to running the Setup program.

8. **Click** the <u>**Next >**</u> button if you have already closed your Windows programs.

9. You will be prompted to select whether you would like to install the *Single User Version* or the *Multi User Version*.

10. **Click** on the type of setup you want to install.

11. **Click** on the <u>**Next >**</u> Button.
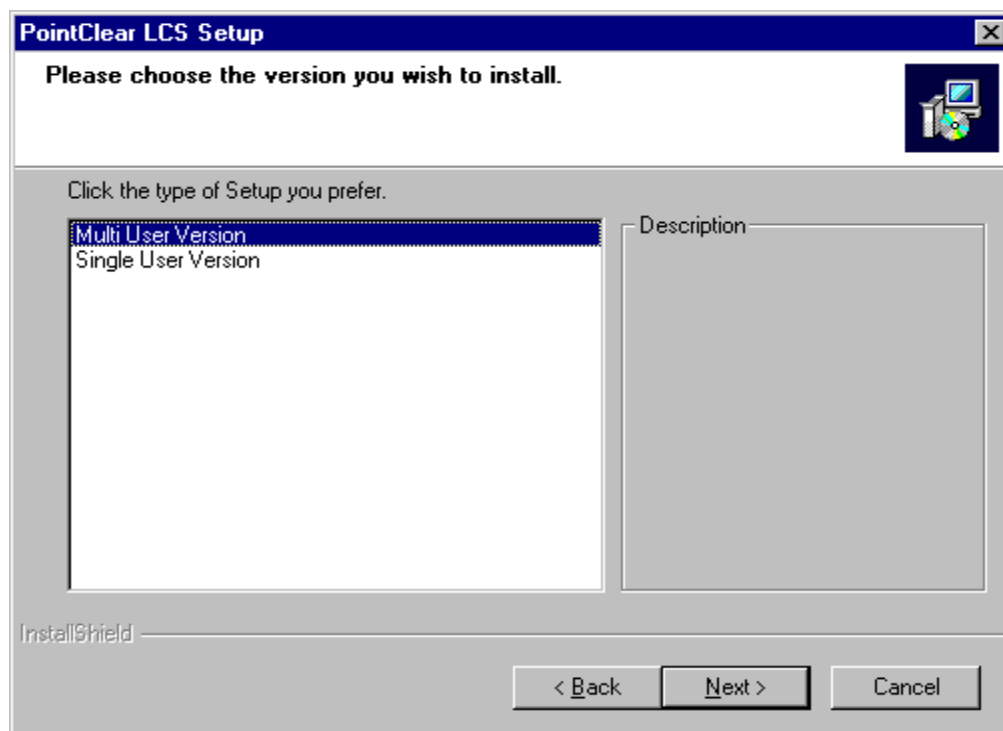
12. The next window will allow you to enter the Program folder where you would like to install the software. If you choose, you may type in a new folder name or select one from the list of existing folders. If you type a new folder name within the "Program Folders:" field, the setup utility will create the new folder for you.

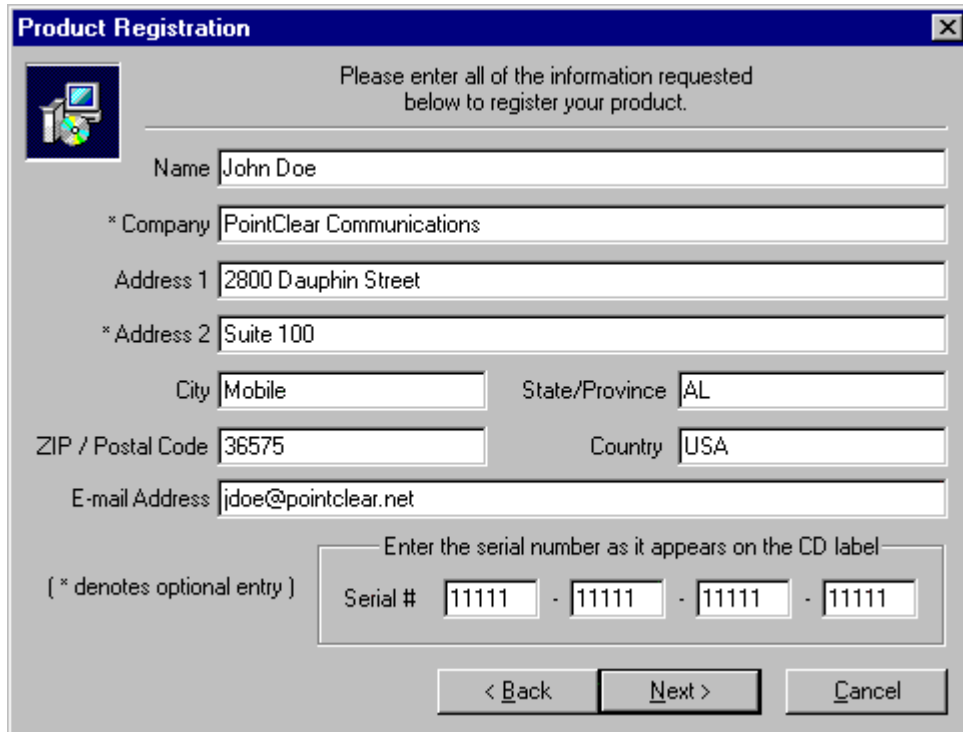13. Once you have made your selection, **Click** on the **Next >** button.
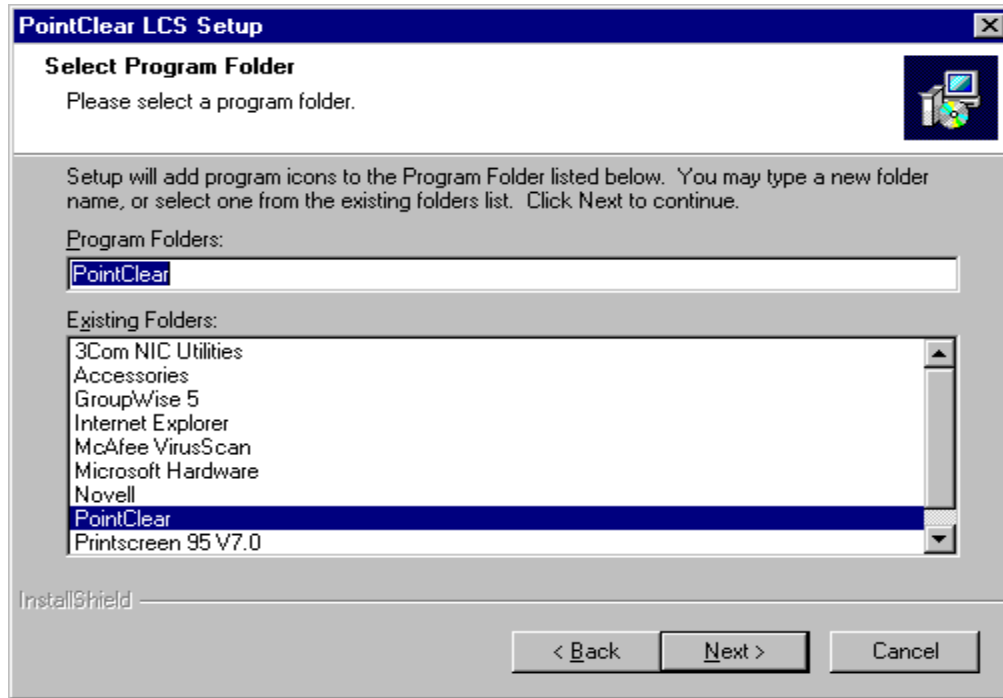
14. You will now be able to access your program through the [Start] button. In this example, you would click on Start, select Programs, and then PointClear to access the program when the installation was complete.

15. The program will also create shortcuts on your desktop that will point to this area of your Hard Drive. This will permit easy accessibility to the PointClear LCS system.

16. The next screen will allow you to choose a name for your Administration File. This allows you to easy identification who the file belongs to. For instance, you may want to call John Doe's Admin file "johndoe.xmm."
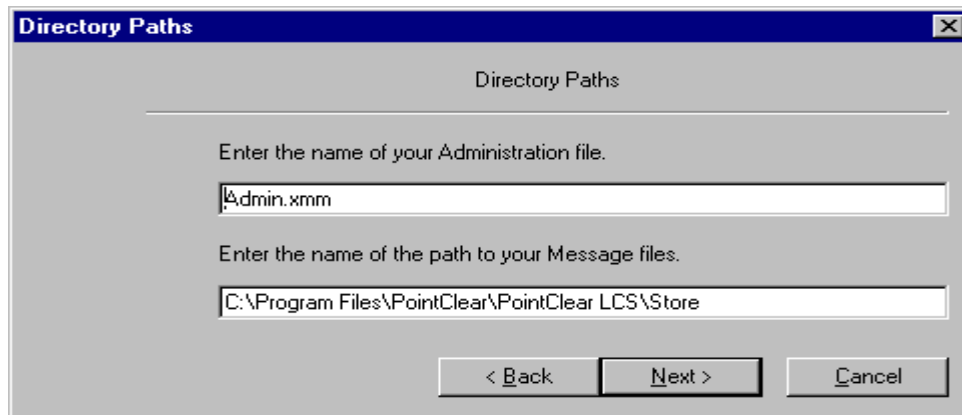
17. You will also have to enter the path to your Message files. If you would like to remotely administer John Doe's files, it would be wise to put his files on the network for easy access. You could keep his files locally on his machine, however, you would then have to share the local folder over the network to remotely administer.

18. The next screen to appear is the registration screen. You must enter your information for ALL required fields. These fields are noted with a ***** symbol.

> **Note:** The Serial Numbers do not contain the letter O. If you see an O in your serial number, it is the number 0.

19. **Click** on the **Next >** button once you have filled out the required information.

20. The setup process is now complete. **Click** on the **Finish** button to exit the setup utility and start communicating. The next step will be to setup your mailboxes.