

Upgrading from previous version to V8

Download PABXSoft Version 8 from

www.pabxsoft.com > Downloads > PABXSoft Full Version Installer > Version 8

When Download is complete **close down ALL PABXSoft programs** (these might include)

Call Collector (pabxacd if looking in Task Manager>Applications)
Call Collector Windows Service (psicccservice in Task Manager > Processes)
Reports
Watchdog
Scheduler

Using My Computer / Windows Explorer browse to C:\Program Files\PABXSoft and **remove your old license key (it will be a file either called lickey.lic, or a file in your business name.lic)** Cut the file out and save to another backup location. (Sometimes the file is located on the root directory (C:\). Make sure the old license file is removed from the PABXSoft main directory and from the root directory C:\)

Save your new license to the PABXSoft folder, without opening it.

Take a backup copy of your DATA folder (C:\Program Files\PABXSoft\Call Collector\DATA)
This folder contains your existing database and raw data files that we assume you want to keep. Right click the DATA folder, select COPY and then PASTE it to a different location (e.g. My Documents). This is only a security measure.

Run the Download PABXSoft_Installer. You will be asked whether you wish to replace the existing database. **Say NO.**

Near the end of the installation you will be asked to select your license type (Purchased License), click Next. The screen will ask you to copy your license to the PABXsoft folder. If you did not do this earlier, please do it now.

Click Finish

The new version 8 Reports screen should automatically load and self-register. You can then close Reports and start up Call Collector or Call Collector Windows Service to gather data.

Note

The previous installation probably had a shortcut to Call Collector in the PC start menu. If you are using the Windows Service Version of Call Collector now (which we recommend you do), then please remove the shortcut to the normal Call Collector. Right Click Start>Explore>StartMenu>Programs>Startup> then delete 'Shortcut to Call Collector'.