

Installation Instructions

New Installation

Download and run PABXSoft Version 8 from

http://www.pabxsoft.com/Downloads/Version%208/PABXSoft_Installer.exe

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

During installation you will be asked to select 'Purchased License' and pause the installation to copy the license file, without opening, to the main PABXSoft folder in C:\Program Files

Click Finish and Reports will launch automatically

Complete the final two configuration questions as prompted.

Close Reports and start Call Collector - Windows Service

Click on Install, wait a few seconds, then Start, wait a few seconds, click on Refresh and make sure it says 'Service Running', click on Show. Wait for call data to appear (when calls are terminated).

Registering a purchased license after using 14 day trial

If the software is already installed and working on a 14 day trial then follow these instructions to register a purchased license.

Shut down all PABXSoft programs (e.g. Call Collector or Call Collector Windows Service, Reports, Scheduler, Watchdog).

Copy the purchased license, without opening, to the PABXSoft main folder in C:\Program Files. Open PABXSoft Reports and go to Setup>Registration. Click on Purchased License, then click on Locate and double click the license file, then click Continue. The software should register.

Close Reports and repeat the process on any other computers running PABXSoft, each time closing Reports after registration. When finished re-start the Call Collector (or Call Collector Windows Service).

Upgrading from previous version to V8

Download PABXSoft Version 8 from

http://www.pabxsoft.com/Downloads/Version%208/PABXSoft_Installer.exe

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 license key (it will be a file either called lkey.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:\)

Take a backup copy of your DATA folder (C:\Program Files\PABXSoft\Call Collector\)
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. Desktop). 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 copy your licenses key to the PABXSoft folder in C:\Program Files.

Do this and then 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> Delete Shortcut to Call Collector