

## **PABXSoft Version 8 Installation Instructions**

### **1. Download File**

**Download PABXSoft full version installer** from [www.pabxsoft.com](http://www.pabxsoft.com) > Downloads > Full Version installer > Version 8. Please do not use an old installation file, the software is continually being enhanced and some of the instructions below depend on using the latest installer.

### **2. License File**

Unless you are installing the 14 Day Trial, you must have a Version 8 license (e.g. Companyname.lic)

During installation you will be prompted to copy this file to the newly created PABXSoft folder. Do not try to open the license file, it is encrypted and unreadable.

### **3. Administrator Account**

***Is the installation account an Administrator account?***

Yes? Then you can proceed with the installation and skip to **section 5** below.

No? To install PABXSoft their account needs to be temporarily upgraded to Administrator.

Note: You CAN NOT install PABXSoft Version 8 under one account and run it under another account.

### **4. Upgrade to Administrator and then change back to Regular account**

If you do not want the account to remain as an Administrator after installation you can change them back to Regular. However, if they need to be able to start and stop the Call Collector Windows Service then follow these instructions.

Log out of their account and log in under an Administrator account.

Change their account type back to Regular.

Open My Computer and browse to the PABXSoft installation directory (e.g. C:\Program files\PABXSoft (or C:\Program Files(x86) if a 64 bit machine).

Open the Call Collector Service folder and run ManageService.exe

Enter their User Name and click Apply.

This will allow them permission to Start/Stop the Call Collector Service

### **5. Very Important !!!**

If you are registering an SME license (low cost license restricted to 20 extensions) you **MUST** enter the extensions to be reported on in...

Reports > Maintenance > Extensions & Departments > Extension Names.

With this license *ONLY the extensions in this list* will have data collected by the Call Collector.

If you are unsure of your license type click Help>About on the main Reports screen.

If it is an SME license it will say so e.g. SME Advanced)

### **6. Always make sure you configure PABXSoft in Reports before starting Call Collector Service.**

Once you have configured the software in Reports (it will launch automatically after installation of the software), close Reports and start Call Collector Windows service. Click Install, and then Start. Wait a few seconds and click Refresh. If the message says Service Running, then click Show and make some calls. They should appear in the screen within a few seconds of the termination of the call (nothing appears while the call is in progress).

### **7. Frequently asked questions**

Answers to these commonly asked questions are explained on the FAQ pages at [www.pabxsoft.com](http://www.pabxsoft.com).

How to provide PABXSoft reports to other computers

What to check if no call data appears in the software (under Call Collector Section)