

## INSTALLATION GUIDE

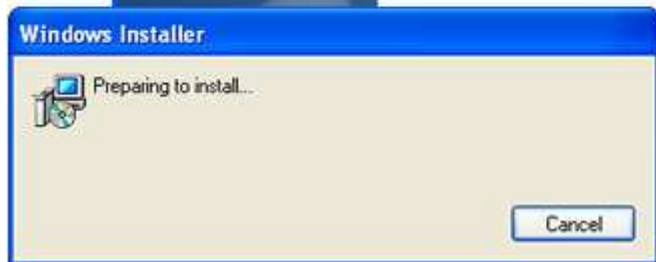
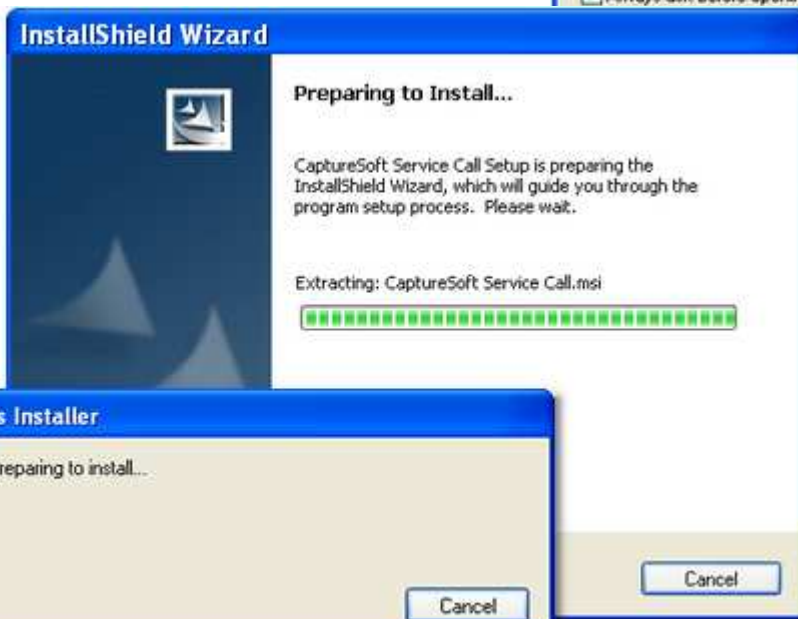
This guide will provide you with step-by-step instructions for installing **Service Call**. If you have difficulty with the installation process, please contact our Help Desk at **888-412-7226**. Our Help Desk is open Monday through Friday between the hours of 8:30 a.m. and 5:30 p.m. (EST), except Holidays. If these hours are not convenient, please call to arrange a more suitable time. If you prefer to e-mail your questions, please send them to **techsupport@barcoding.com**

Before you begin, please ensure that you have **QuickBooks® Pro or Premier 2004 or higher or Enterprise V4 or higher** as well as **Microsoft ActiveSync 4.1 or higher** installed on your computer. In addition, reconfirm that your PC has at least **50 MB** of Hard Disk Space available and is running one of the following Operating Systems:

- **Windows 2000**
- **Windows XP Professional**
- **Windows 2000/2003 Servers**

Now, let's install Service Call.

- Download the **MSDE Setup** and **Service Call** files by **saving** them to your PC using the links provided.
- Once both downloads are complete, double-click on **MSDE\_Setup.exe** and follow the installation instructions. When complete, you will be prompted to reboot your PC.
- After rebooting, proceed by double-clicking on **ServiceCall\_Setup\_XXX.exe**.
- This will launch the screen seen to the right, where you will click on the **"Run"** button.



- The **InstallShield Wizard**, seen here, is preparing to install the application.

- To continue, click on **"Next"** at the **Welcome** screen seen below.



- The **Settings** screen, seen to the right, provides you with information about the **Destination Folder** for this application.
- To continue, click on **"Install"**.
- Service Call** is now being installed, as seen below.



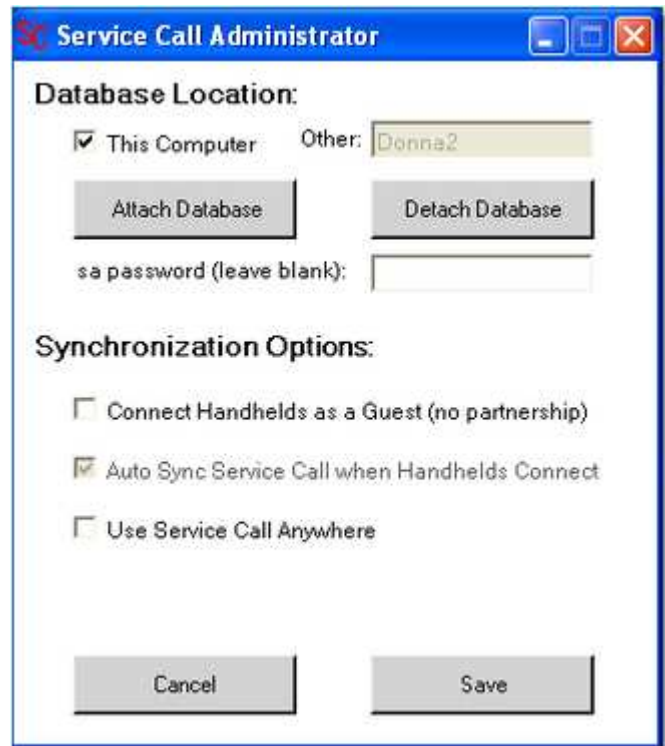
- When the installation is complete, the **Service Call Administrator**, seen to the right, will automatically launch.
- Ensure that a checkmark is placed in the box found to the left of **"This Computer"**.
- Proceed by clicking on the **"Attach Database"** button.
- The screen seen below will appear when your database has been attached.



- Next, ensure that the **first** and **second** boxes are checked under **Synchronization Options** and click on **"Save"**.

**Please Note:** If you have **Service Call's Wireless Edition**, you will uncheck the first box and place a checkmark to the left of "Use Service Call Anywhere".

- The **Service Call Update Database** screen, seen to the right, will automatically launch.
- If the Current Database Version and the New Database Version are **different**, click on the **Tune-up Database** bar and then click on the **Update** button. If the two Versions are the **same**, simply click on **"Cancel"**.



- The screen seen here indicates that the installation is now complete. Click on **"Finish"**.
- Shortcut icons can now be found on your Desktop for **Scheduler** and **Gatekeeper**.
- Proceed by following the attached **Set-Up Guide** prior to using **Service Call** on your Windows Mobile device.

