

# Getting Started

**Please review all the instructions before performing the installation!**

## 1. What you will need:

- A. **Are You OK?®** software version 8.x (provided with purchase)
- B. Way2Call Hi-Phone Desktop (provided with purchase)
- C. Computer with 64-bit Windows 7 or a VIRGIN installation of Windows XP Professional with Service Pack 2 or 3 installed.
- D. Properly installed sound card and speakers.
- E. A printer: preferably a laser printer installed to your local computer or network.
- F. A NIC (**N**etwork **I**nterface **C**ard) connected to your LAN (**L**ocal **A**rea **N**etwork). This item is optional but necessary for efficient technical support. The **Are You OK?®** computer should have access to email.
- G. A speaker This item is optional, but necessary if you wish to monitor calls.

## 2. Hardware installation.

Using the provided USB cable connect the Way2Call Hi-Phone Desktop to your computer's USB port.

## 3. Software Installation.

- A. If you are upgrading from a previous version of **Are You OK?®** (**version 5.x or lower**) to a new computer: copy the folder c:/ruok from your old computer to c:/ruok on your new computer. This will allow your current subscriber database to be captured by the new version of **Are You OK?®**. You may delete this folder (c:/ruok) after you have completed the installation and verified the presence of your subscriber data in the new version.
- B. Install the Way2Call Hi-Phone Desktop drivers located on the CD provided with the unit – restart the computer (be sure that the device is properly connected). **IMPORTANT: RESTART YOUR COMPUTER NOW!!**

- C. Install the **Are You OK?®** Software by inserting the installation CD into your CD ROM drive. The installation program should start automatically.
- Select Dialer and Administration.
  - Enter your 3-digit area code when prompted.
  - Complete the configuration screen.
    - First line:** *Automatically selected by the software.*
    - Second line:** *Automatically selected by the software.*
    - Third line:** *Automatically selected by the software.*
    - Fourth line:** *Automatically selected by the software.*
    - Fifth line:** select the printer you wish to use on week days.
    - Sixth line:** Select the printer you wish to use on weekends; this may be the same printer as selected for the fifth line.

#### 4. If you wish to monitor calls.

- Connect a speaker to the headphone jack on the Way2Call Hi-Phone Lite.
- Navigate to:

#### 5. Start - All Programs - Way2Call Multiple Hi-Phone Devices Drivers - Way2Call TAPI Setup

- Click on Run
- Insure that the HiPhone Desktop Lite is highlited (selected)
    - Click on Continue
    - Place a check in the box next to **Switch to HEADSET by Default**
    - Click on OK
    - Click on Close

#### 6. Upgrading from version 6.x or 7.x. to Version 8.

- Backup your data.
  - Right click on **Start**
  - Click on **Explore**
  - Double Click on **Local Disk (C:)**
  - Double Click on **Program Files**
  - Double Click on **RUOK**
  - Click on **DbBackups** to highhighlight it
  - Right Clcik on **DbBackups** and select **copy**
  - Place your mouse cursor on an open area of you descktop

- i. Right Click and select **Paste**
- B. Backup your outgoing messages.
  - a. Right click on **Start**
  - b. Click on **Explore**
  - c. Double Click on **Local Disk (C:)**
  - d. Double Click on **Program Files**
  - e. Double Click on **RUOK**
  - f. Double Click on **Messages**
  - g. Double Click on **User** to highlight it
  - h. Right Click on **User** and select **copy**
  - i. Place your mouse cursor on an open area of your desktop
  - j. Right Click and select **Paste**
- C. Install **Are You OK? version 8.x**
- D. Replace the new DbBackups with the old DbBackups
  - a. Right Click on the DbBackups folder that you previously saved to the desktop;
  - b. Click on **Copy**
  - c. Right click on **Start**
  - d. Click on **Explore**
  - e. Double Click on **Local Disk (C:)**
  - f. Double Click on **Users**
  - g. Double click on **Public**
  - h. Right click on RUOK
  - i. Click on Paste
  - j. You will be asked if you want to replace the existing file. Select Yes.
- E. Restore the database
  - a. Right click on **Start**
  - b. Right click on **Explore**
  - c. Double Click on **Local Disk (C:)**
  - d. Double Click on **Program Files**
  - e. Double Click on **RUOK**
  - f. Double Click on **Bin**
  - g. Double Click on **Restore Database**
  - h. Follow the on screen instructions.
- F. Restore the Messages
  - a. Right Click on the **Messages** folder that you previously saved to the

- desktop
- b. Click on **Copy**
  - c. Right Click Rightt click on **Start**
  - d. Right click on **Explore**
  - e. Double Click on **Local Disk (C:)**
  - f. Double Click on **Program Files**
  - g. Double Click on **RUOK**
  - h. Click on **Messages to highlight it**
  - i. Right Click on **Messages**
  - j. Click on **Paste**
  - k. You will be asked if you want to replace the exisitng file. Select Yes.

## 7. What now?

- A. You will see two new icons on your desktop:
  - a. RUOK dialer. The dialer will also appear in your system tray as it will automatically start when you boot up your computer. This program is designed to run 24/7 and should not ever be shut down unless you are working in message management or otherwise instructed to do so. To avoid memory leak problems, your computer should be shut down and restarted at least once a week.
  - b. RUOK Administration. This is the program that you use to maintain your subscriber database.
- B. Manual. A printable manual may be downloaded from our website ([www.ruok.com](http://www.ruok.com)) under help topics.