

Moving PhoneTree Pro/Lab to a New PC



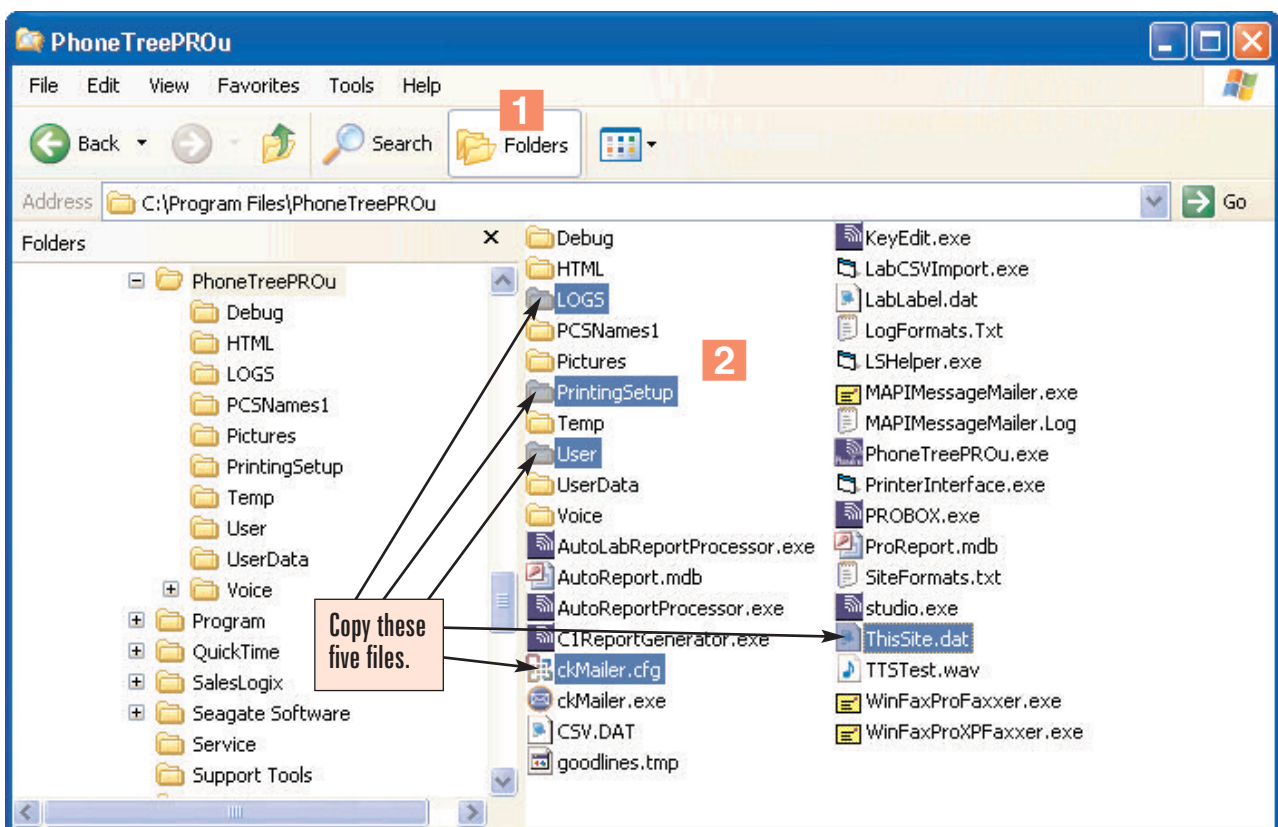
Question: We need to move our PhoneTree Pro/Lab system to a different PC. What is the best way to go about this?

Answer: It is possible to relocate PhoneTree Pro/Lab from one PC to another and retain your original configuration. Follow the steps outlined below:

Note: Before attempting to move PhoneTree to a different PC, be sure your CD copy of the PhoneTree software is **version 3.5.46 or later** (the version number can be found on the disc label). If your version is earlier than this, please contact PhoneTree Customer Support at 1-800-555-0559 or by e-mail at support@phonetree.com to obtain a newer version.

For PhoneTree Pro and Lab products

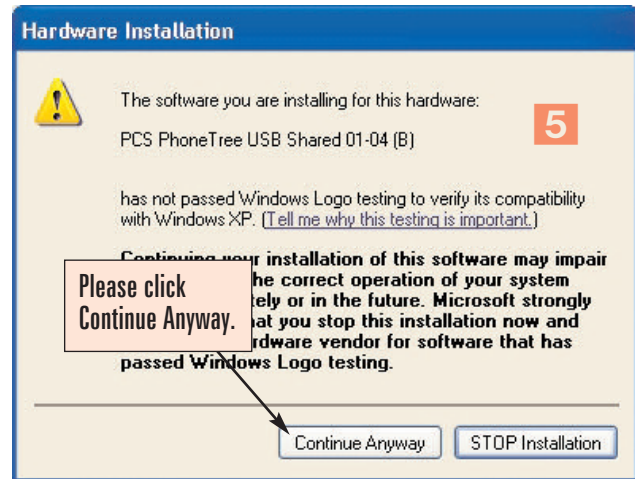
- 1 On the old PhoneTree computer, use Windows Explorer to browse to C:\Program Files\PhoneTreePROu.
- 2 Copy the entire **Logs** folder, the **PrintingSetup** folder and the **User** folder, as well as the files **ckMailer.cfg** and **ThisSite.dat** [select all five files, then right-click on one of them and choose **Copy** from the drop-down menu that appears].



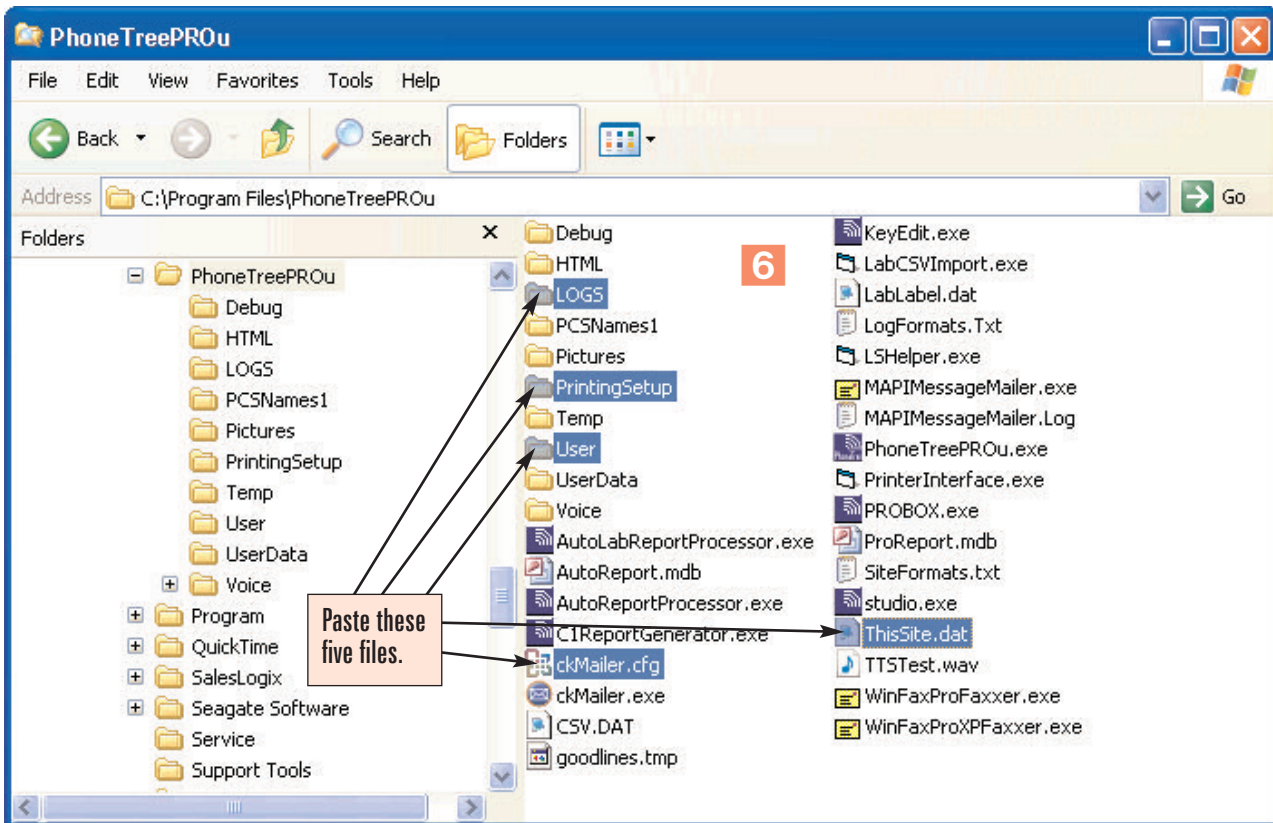
- 3 Make these copied files available to the new computer by using one of the following two methods:
 - a) Place the five files in a location on the office network where you will be able to browse to them from the new PhoneTree computer, **OR**:
 - b) Create a compressed archive containing the five files, then burn the archive to a CD [creating a .zip or other archive avoids the problem of CD files being automatically set to read-only].

Moving PhoneTree Pro to a New PC, continued

- 4 Install the PhoneTree Pro/Lab software and, if you had previously been using the Text-to-Speech software for patient names and/or your message, both Text-to-Speech CDs (Kate/Female and Paul/Male) on the new computer. You must install under the user name from which you will be using the software. Do not yet launch the PhoneTree software.
- 5 Connect the PhoneTree hardware, including the phone cable(s), USB cable and finally, the power cable. You may receive one or more messages explaining that PhoneTree has not passed Windows Logo testing. It is 100% safe to install PhoneTree on your PC – therefore you should click the **Continue Anyway** button at these prompts.



- 6 Before launching the PhoneTree software, copy the backed-up LOGS, PrintingSetup and USER folders, as well as the ckMailer.cfg and ThisSite.dat files into the C:\Program Files\PhoneTreePROu directory on the new computer. Choose to overwrite the existing files.



- 7 Launch the PhoneTree Pro/Lab software. As long as the location and name of the daily appointment file has not changed, PhoneTree will operate on the new computer just as it did before the move.