

Fetchit Installation Instructions—Remote Desktop Services (Terminal Server)



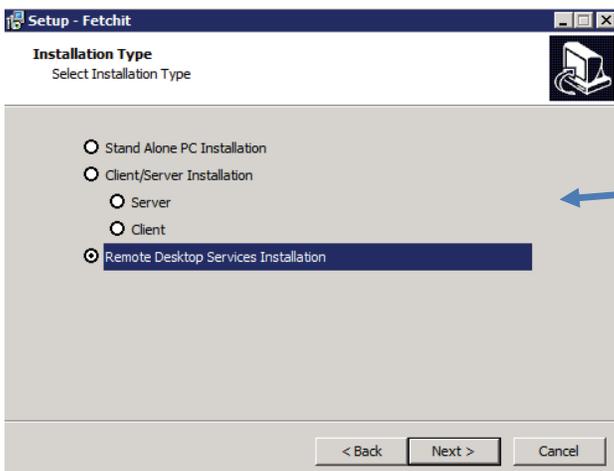
Run the installer. This is only run ONCE and then Fetchit will be available for all users on the server.



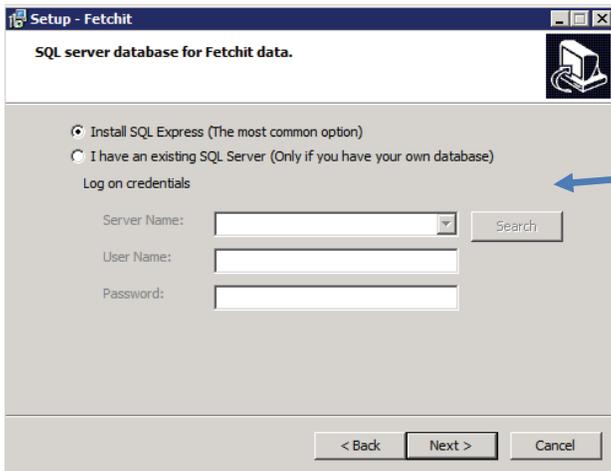
Click Next.



Click Accept, then Next.

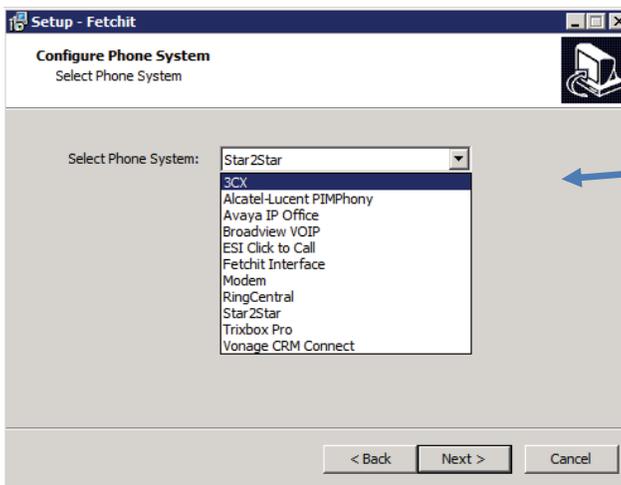


Select Remote Desktop Services Installation. Then Next.

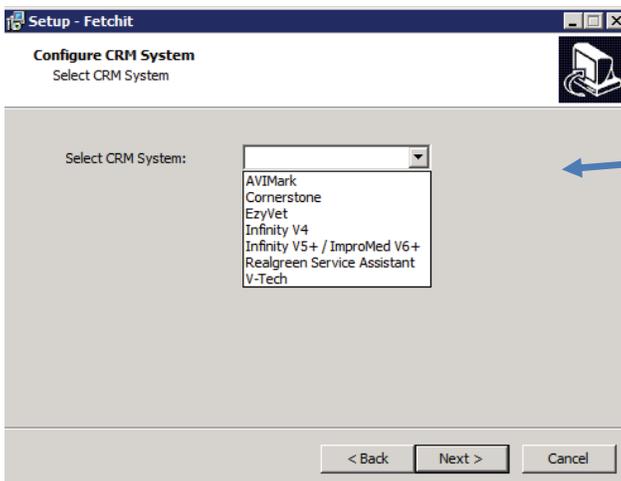


For the Server: Fetchit needs a SQL database to store it's data. If you have an existing SQL server, specify the logon credentials here. If not, just select Install SQL Express. Then Next.

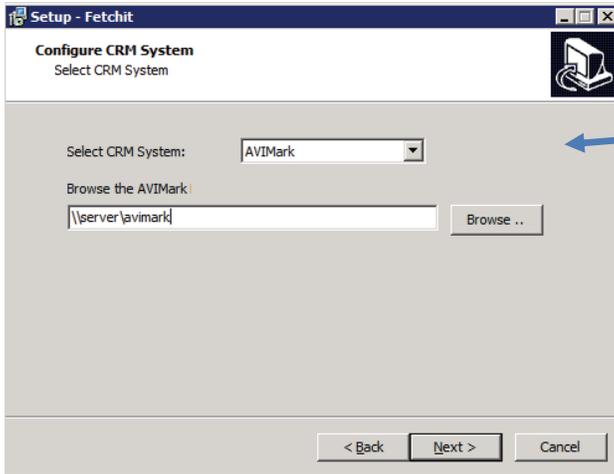
For a Workstation: Click the Search button and wait for it to finish. Then click the Server Name dropdown, find the FISQLEXPRESS instance and the username & pwd will auto-fill.



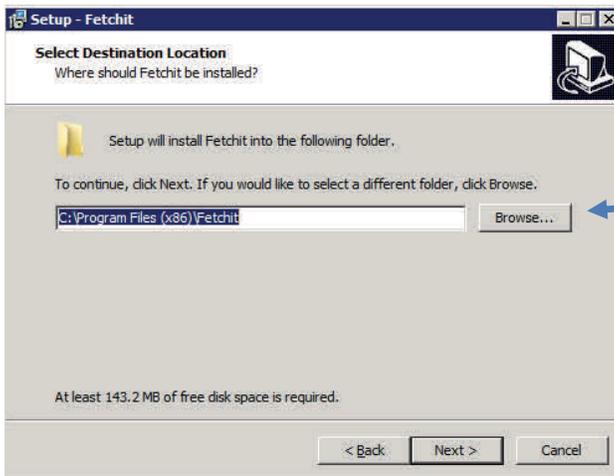
Select your phone system from the dropdown. If you have a Whozz calling box, select Fetchit Interface. Then Next.



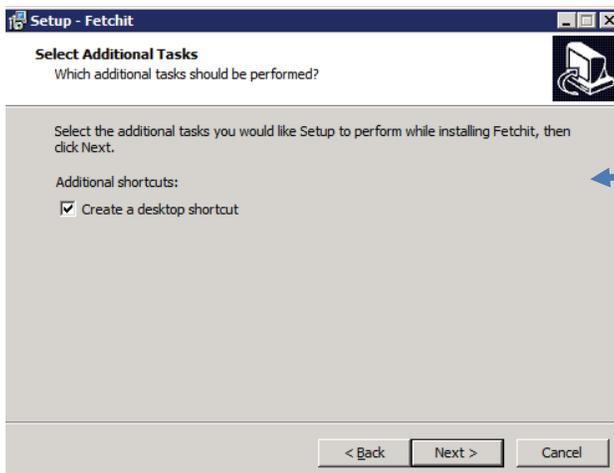
Select your CRM system from the dropdown. Then Next. (If selecting AVIMark, see next slide)



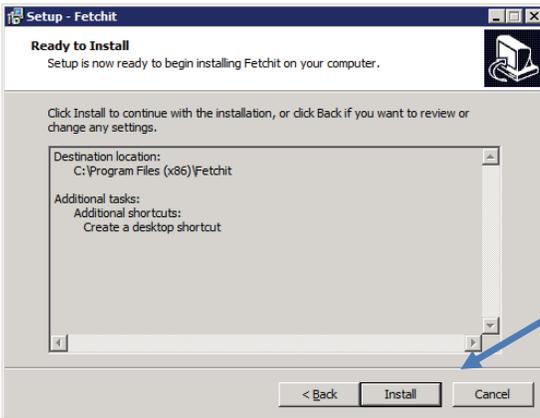
Note: If you select AVIMark, select the UNC path to AVIMark. Then Next.



Accept the default installation folder unless you need to change it for some reason. Then Next.

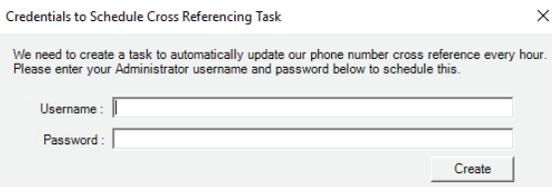


Click Next.



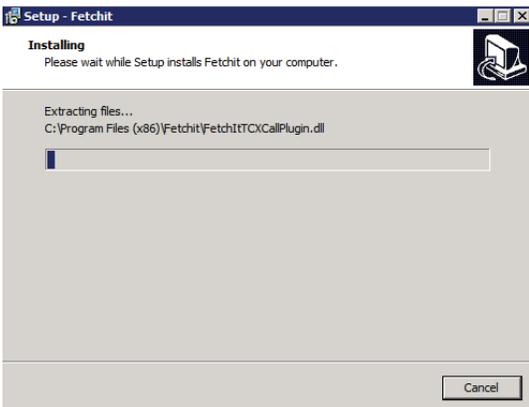
Click Install.

NOTE: If installing with ImproMed (Infinity), you will get this prompt. It is best to have users exit ImproMed but you can continue and they will just get a msg that ImproMed is disconnected and can reconnect.



Fetchit needs an Administrator login to create a scheduled task that runs every hour to update the phone number cross reference. Enter valid credentials here. Fetchit will not work without this! Then click Create.

NOTE: This will not be asked on a Client install.



The installer will run the initial task to build the cross reference table. This will take a couple of minutes.

NOTE: This will not be asked on a Client install.

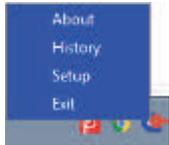


Once complete click Finish.

Fetchit License Activation



Launch Fetchit via the shortcut on your desktop.



Right-click on the Fetchit icon in the system tray (lower right) and select About.



Paste in the email address and license key provided in your signup email. Then click Activate. This only needs to be done once and activates all computers.