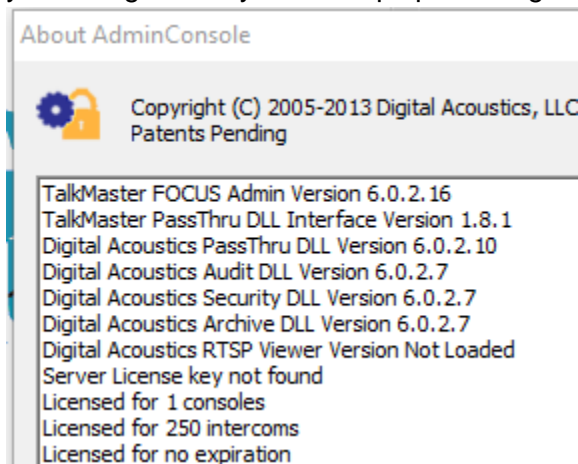


Transferring TalkMaster FOCUS Server to a New Computer

TalkMaster FOCUS Server can easily be moved to a new computer by using the Administrator Console to export the settings, installing the software on a new computer, preparing the license, restoring the settings, and finally, setting up the IP Address and cutover to the new computer.

Copy the Settings From the Old Computer

- Open the Administrator Console on the old computer
- Select menu option **Help** → **About**
- If the dialog box displays **Server license key not found**, you are running the free version and you can ignore any other steps pertaining to the License



- If the dialog box displays **Server License key found**, save a screenshot of the entire **About AdminConsole** dialog
- Select menu option **File** → **Export Settings**. Make sure to specify a new directory to save them to
- Press **OK**

Prepare the new computer

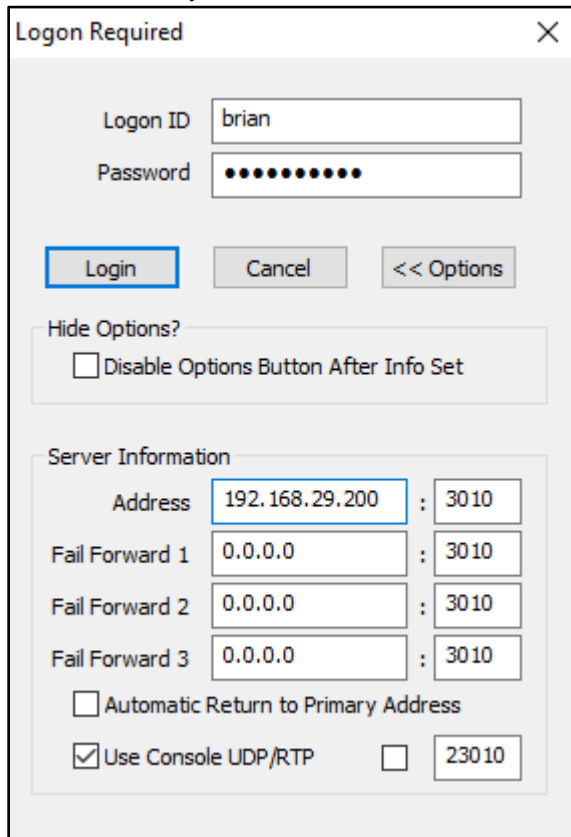


A note about licenses. The TalkMaster FOCUS License is typically tied to a specific CPU serial number unless you have purchased a Fail Forward/VM License. The Fail Forward/VM License is not tied to a physical machine so TalkMaster can operate in environments such as VMWare's vMotion.

- Copy the directory containing the settings to the new computer
- Install TalkMaster FOCUS on the new computer
- Open the Administrator Console on the new computer
- If a Server license key was found on the old computer and you have not purchased the Fail Forward/VM license
 - Select menu option **Licensing** → **Create Signature** and save the file with your company name
 - Send the signature file and the screenshot of the **Help** → **About** dialog to license@digitalacoustics.com and request that your license be regenerated for use on a new computer. You will receive an email back with instructions on installing it
- If a Server license key was found on the old computer and you have purchased the Fail Forward/VM license
 - Select menu option **File** → **Import Settings**
 - Specify the directory that the settings from the old computer were copied to
 - Select the **Software License** option
 - Press **OK**
 - The License will be copied, the Administrator Console will be closed and the TalkMaster Server will be restarted
 - Start the Administrator Console and select menu option **Help** → **About** to verify that your license is active
- Select menu option **File** → **Import Settings**
 - Specify the directory that the settings from the old computer were copied to
 - Select the **Clean Install** option
 - Press **OK**
 - The settings will be copied, the Administrator Console will be closed and the TalkMaster Server will be restarted
- Open the Administrator Console on the new computer again and verify that all of the Queues, IP Endpoints, Messages, Paging Groups and Operators are present

When you are ready to cutover to the new computer

- If the new computer will use the same IP Address as the old computer, the old computer should be shut down now and the old IP Address set on the new computer. Once this has been done, all of the IP Endpoints will connect to the new computer
- If the new computer is using a different IP address, then the IP Endpoints will be listed on the new computer but will not be connected.
 - The simplest way to connect them is to go back to the old computer, log on to the Administrator Console, select the **IP Endpoints** tab, change the **Server IP** to the new computer's IP Address and then press **Save**. Repeat for each device
 - After completing the previous step, the IP Endpoints should all be connected to the new computer
 - At this point, other computers running any of the TalkMaster software consoles must be sure to enter the new computer's IP Address when they login
 - On the Login dialog, press the **Options** button to expose the **Server Information**
 - Enter the new server **Address** and then press the **Login** button. The new settings will be automatically saved



- If TalkMaster Automation-Alerts, Automation-Events, or VoIP Connect are installed, make sure to use their associated **Service Configuration** tool found in the Windows Start menu under TalkMaster FOCUS to set the **Server IP**