
HOW TO INSTALL YOUR NEW SOFTWARE FROM A DOWNLOAD

If you have purchased software (such as; [Dragon](#), [Philips SpeechExec](#), [Olympus ODMS](#) etc) from VoiceX as a download please follow the simple steps in the pages attached or contact the VoiceX Technical Support Team...

VOICEX TECHNICAL SUPPORT

support@voicex.com.au | Australian Clients Call : 1300 551 778 | New Zealand Clients Call : 9887 0396

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NB: Your product serial / license number is **your product** and your right to use the software. **It is the customers responsibility to ensure that this is recorded in a safe place for all future installs.** VoiceX and the manufacturer are not liable should you misplace your license.

TIP: VoiceX recommends keeping an asset register of all software you own and recording all license numbers down and storing on the cloud for disaster recovery and insurance purposes! If you have not received an email with your license details, please double check your junk and clutter folders as this will be delivered from our automated license management system.

WINDOWS USERS

DOWNLOADING & EXTRACTING YOUR SOFTWARE

Click on the link provided to you by VoiceX. This will automatically open your default web browser (such as Google Chrome, Firefox, Internet Explorer etc) and (depending on your browser settings) either automatically start downloading the file to your DOWNLOADS (or other nominated folder) or will prompt you to "Save" or "Save As".

If you select "Save" this will start downloading the file to your default download folder. If you click "Save As" this will give you the selection to choose where you would like to save your download.

TIP: If you are unable to click on the link provided, copy and paste it directly into your web browser.

If your software is PC/ Windows based the file will usually be downloaded as a compressed .zip file. Once downloaded the .zip file will require EXTRACTING. It is **very important** to follow the below steps to ensure that your software is installed correctly:

- **RIGHT MOUSE CLICK** on the .zip folder
- Select **EXTRACT FILES** or **EXTRACT ALL**
- Choose where you would like your extracted folder to be stored and then click **EXTRACT**

Please note that Microsoft Windows has a built in .zip extract tool. No additional software is required to extract a .zip folder. If you do have advanced file extraction software, such as WinZip or WinRAR please follow the extraction wizard as it appears.

You may wish to keep a copy of your downloaded software on your computer, server or backup disk for future installs. You can even copy this to a DVD or external hard drive.

INSTALLING YOUR SOFTWARE

Once you have downloaded and extracted your software media you are ready to install.

- Open the EXTRACTED folder and **double click the INSTALLER** (usually "setup.exe" or <program name>.exe)
- Follow the installation prompts
- Enter your product serial or **LICENSE NUMBER** provided to you via email and on your VoiceX invoice

MAC USERS

DOWNLOADING YOUR SOFTWARE

Click on the link provided to you by VoiceX. This will automatically open your default web browser (such as Safari, Google Chrome, Firefox, Internet Explorer etc) and (depending on your browser settings) either automatically start downloading the file to your DOWNLOADS (or another nominated folder) or will prompt you to "Save" or "Save As".

If you select "Save" this will start downloading the file to your default download folder. If you click "Save As" this will give you the selection to choose where you would like to save your download. Your software will download as either a .DMG or .PKG file - no extraction is required.

INSTALLING YOUR SOFTWARE

- DOUBLE CLICK the downloaded file. This will MOUNT the package (as if you inserted a DVD)
- DOUBLE CLICK on the mounted file. Depending on your Mac settings your program will immediately commence to install or open the package
- If your software did not immediately commence installing - double-click the SETUP file
- Follow the prompts to install your software and enter your product serial or LICENSE NUMBER provided to you via email and on your VoiceX invoice.

NEED HELP?

You can be assured that the technical support and user training you receive from VoiceX is first class. We are fully authorized by all our product manufacturers including; Nuance (Dragon), Philips, Olympus & Grundig and our technical team work closely with the developers to ensure any unknown issues are investigated fully and solved quickly as possible. Our technical team is also experienced in installing and supporting software in "non-standard" Window's desktop environments, such as Citrix and Remote Desktop / Terminal Server.

VoiceX offers a range of installation and on-going technical support options. Some of our more popular options are listed below, or you can contact our team to arrange a quotation based on your specific requirements.

STANDARD SOFTWARE INSTALLATION & CONFIGURATION

VoiceX Remote Installation & Configuration : \$59 per computer / install

One of our in-house VoiceX Team Members will remote on to your computer using TeamViewer (or any other preferred system) and will install Dragon, configure the program in a way that will work best for how you are going to use the system and the applications you work in.

TECHNICAL SUPPORT

If you have installed your software but need some help, VoiceX can also assist. VoiceX offers an Annual Support Agreement which covers all of your users and provides unlimited technical support (via remote control, phone or email), or you can pay-as-you-go.

Pay-As-You-Go Remote Technical Support : \$39 per 15 minute block

Contact our team to book in a remote support session or request a quote for an **Annual Support Agreement**.

VoiceX Technical Support

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