KONICA MINOLTA

Dispatcher
Phoenix

License Transfer Instructions

(Prior to Release 3.6)

To transfer your license of Dispatcher Phoenix from an old computer to a new one, you will need to request a license transfer using the SEC website (www.sec.kmbs.us). Once you receive license transfer information, you can then register the application on the new computer.

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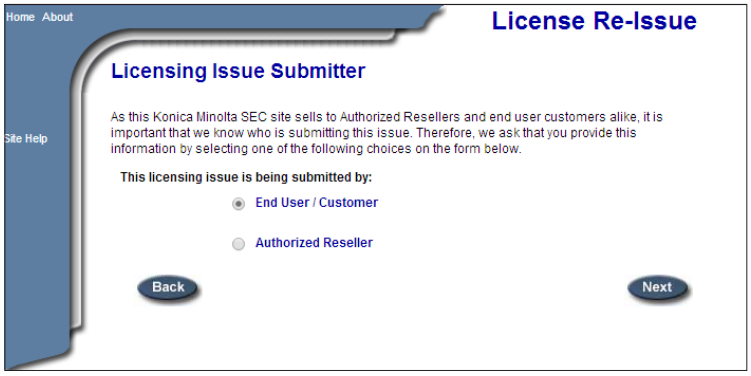
Note: These instructions apply to all versions of Dispatcher Phoenix prior to Release 3.6.

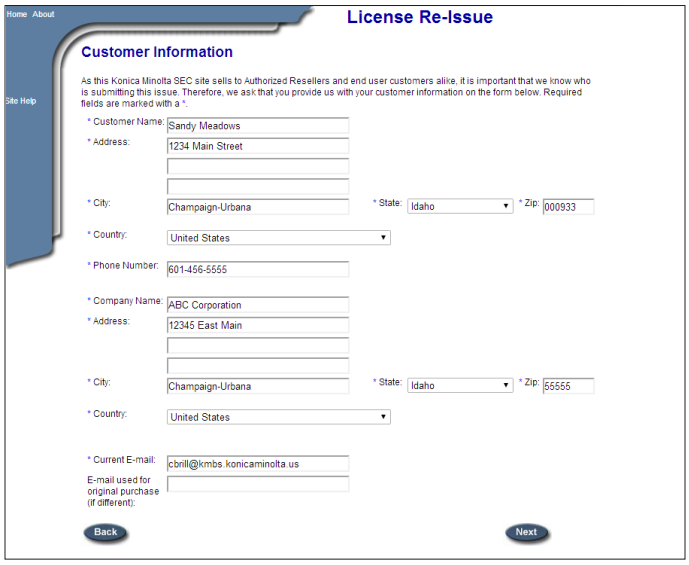
> Requesting License Transfer

Follow these steps:

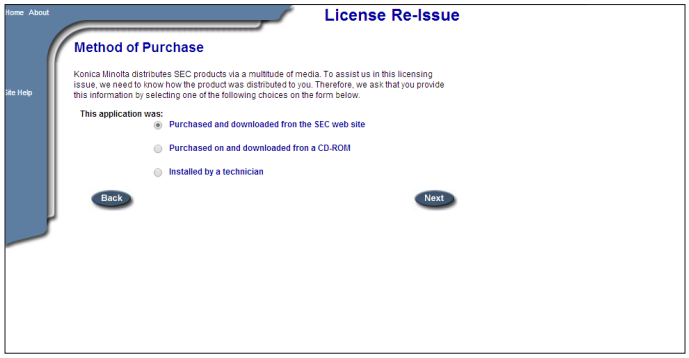
1. Log into the SEC website and select the **Assistance** tab.
2. On the Assistance window, select the **click here** link under **License Issues** to begin.
3. The SEC Policy screen will appear next; select the **Continue** link to affirm that you've read, understood, and agreed with SEC licensing policy.
4. A screen will appear, listing what you need in order to request a license transfer; select the **Next** button when you are ready.
5. The License Issue Submitter screen will appear. Select either **End User/ Customer** or **Authorized Reseller**; then select the **Next** button. See the following illustration for an example of this screen:



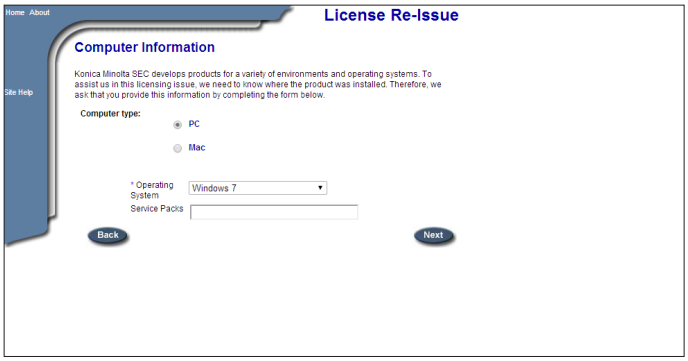
6. On the Customer Information screen, fill out the fields with the appropriate information; then select the **Next** button when you are done. See the following illustration for an example:



7. On the Method of Purchase screen, specify how the application was purchased; then select the **Next** button when you are done. See the following illustration for an example:



8. On the Computer Information screen, choose your Computer Type, Operating System, and enter any relevant Service Packs that have been installed; then select the **Next** button when you are done. See the following illustration for an example:



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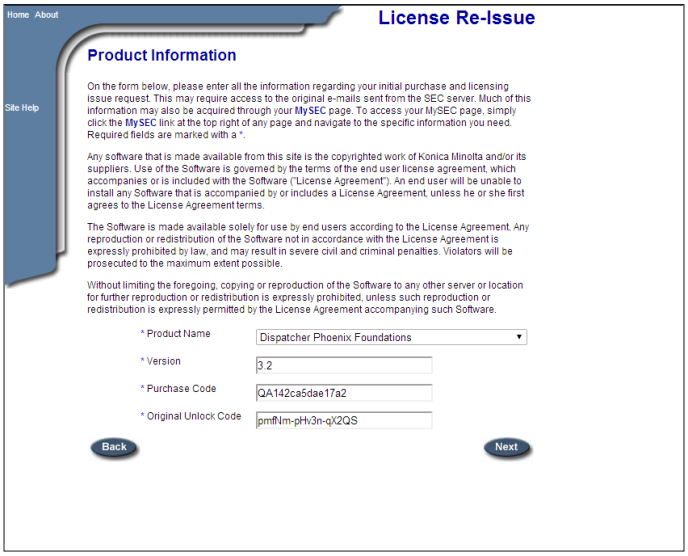
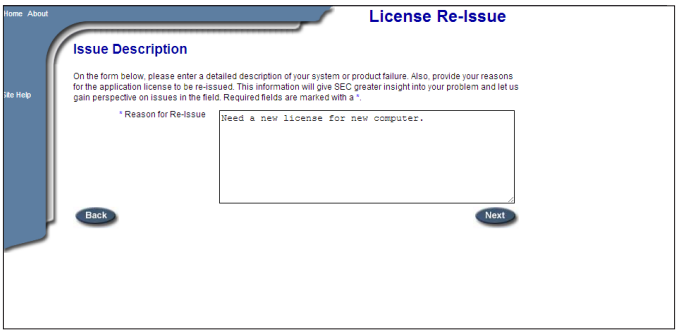
9. On the Product Information screen, choose the Product Name and Version; then paste the Purchase Code and Original Unlock Code into the appropriate fields. Select the **Next** button when you are done. See the illustration to the right for an example.

   Note the following:

   - The Unlock Code should be listed on your MySEC web page on the SEC web site.
   - The Purchase Code should be listed in an email from SEC or printed on the certificate that came with the Dispatcher Phoenix DVD.

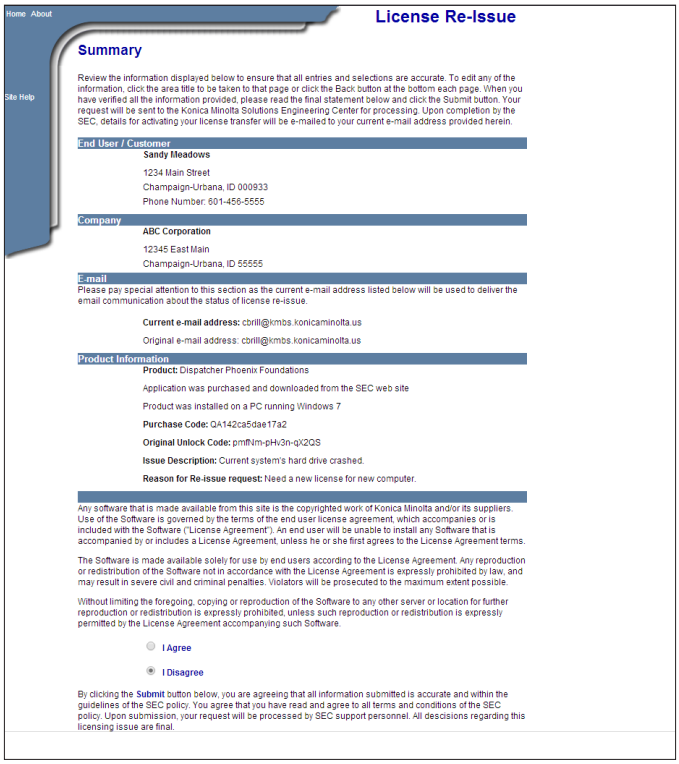


10. On the Issue Description screen, enter the reason for your request in the text field provided; then select the **Next** button when you are done. See the following illustration for an example:



11. On the Licensing Agreement that appears next, select the **I Agree** link at the bottom of the page to signify that you have read, understood, and agree with the licensing agreement.

12. On the Summary screen that appears, select **I Agree**, as in the following illustration:



13. At this point, your request is submitted. Upon evaluation, you will receive an email listing your license transfer information.

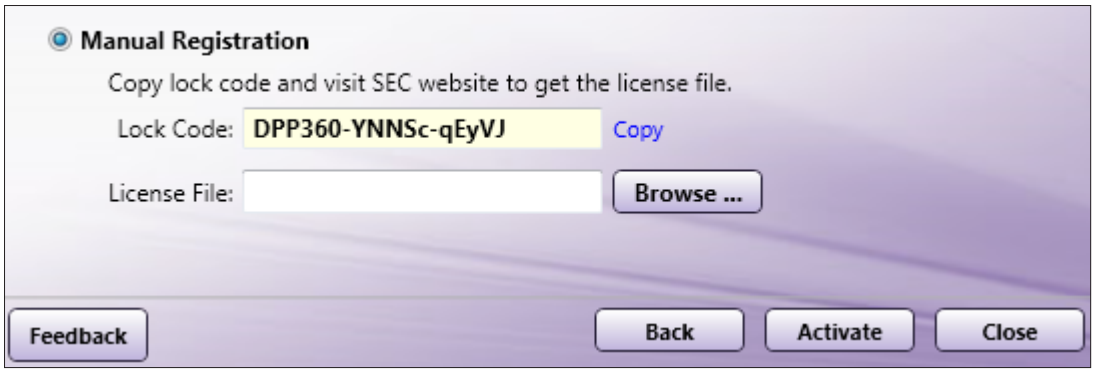
Activating Registration On New Computer

Once you receive your license transfer information, you can register Dispatcher Phoenix on your new computer. Do the following:

1. Install the software on the new computer. When you start your new installation of Dispatcher Phoenix, the Register screen will appear; then, do the following:

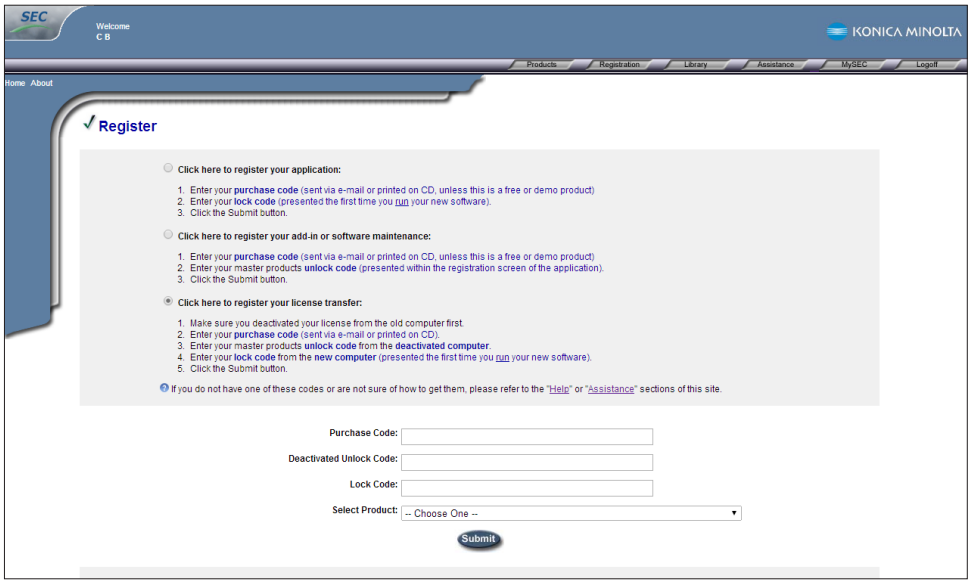
   a. Select the **Full Version** radio button; then select **Next**.

   b. On the next screen that appears, select the **Manual Registration** radio button, as in the following illustration:



3. Log into the SEC website (www.sec.kmbs.us); then click on the **Registration** tab.

4. Select the **Click here to register your license transfer** radio button. Different fields on the bottom of the screen will appear, as in the following illustration:



5. Enter/paste the Purchase Code that was sent to you via email into the **Purchase Code** field. The product associated with that Purchase Code will automatically appear in the **Select Product** drop-down list.

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6. Enter/paste the original unlock code from your old system in the **Deactivated Unlock Code** field.

7. Enter/paste the Lock Code from your new computer in the **Lock Code** field.

8. Select the **Submit** button when you are done.

   This will generate the license file which corresponds to your application. A link to this file will be displayed. Click the link to download your license file.

9. Go back to the Dispatcher Phoenix Register window. Select the **Browse** button to find the downloaded license file, and select the **Activate** button. Do NOT unzip the license file prior to activation.