



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.

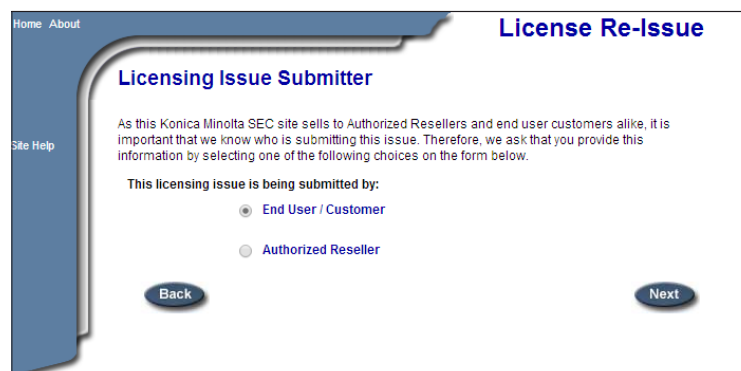
CONTENTS	
Requesting License Transfer	1
Activating Registration On New Computer	5

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

> Requesting License Transfer

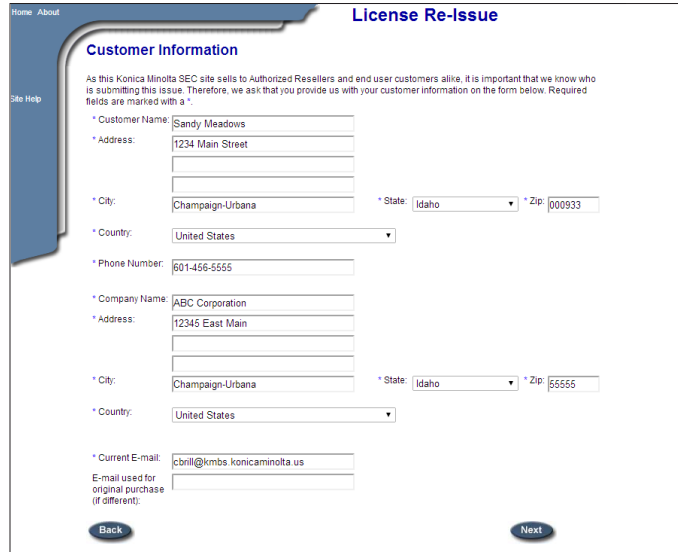
Follow these steps:

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:



License Transfer Instructions

- 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:



License Re-Issue

Customer Information

As this Konica Minolta SEC site sells to Authorized Resellers and end user customers alike, it is important that we know who is submitting this issue. Therefore, we ask that you provide us with your customer information on the form below. Required fields are marked with a *.

* Customer Name: Sandy Meadows
 * Address: 1234 Main Street
 * City: Champaign-Urbana * State: Idaho * Zip: 000933
 * Country: United States
 * Phone Number: 601-456-5555

* Company Name: ABC Corporation
 * Address: 12345 East Main
 * City: Champaign-Urbana * State: Idaho * Zip: 55555
 * Country: United States

* Current E-mail: jcbill@kmba.konicaminolta.us
 E-mail used for original purchase (if different):

Back **Next**

- 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:



License Re-Issue

Method of Purchase

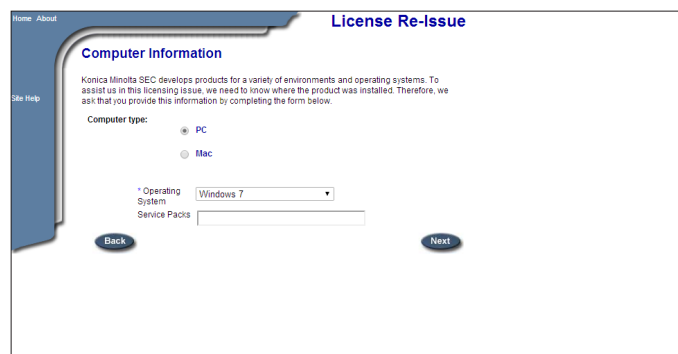
Konica Minolta distributes SEC products via a multitude of media. To assist us in this licensing issue, we need to know how the product was distributed to you. Therefore, we ask that you provide this information by selecting one of the following choices on the form below.

This application was:

- Purchased and downloaded from the SEC web site
- Purchased on and downloaded from a CD-ROM
- Installed by a technician

Back **Next**

- 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:



License Re-Issue

Computer Information

Konica Minolta SEC develops products for a variety of environments and operating systems. To assist us in this licensing issue, we need to know where the product was installed. Therefore, we ask that you provide this information by completing the form below.

Computer type:

- PC
- Mac

* Operating System: Windows 7
 Service Packs:

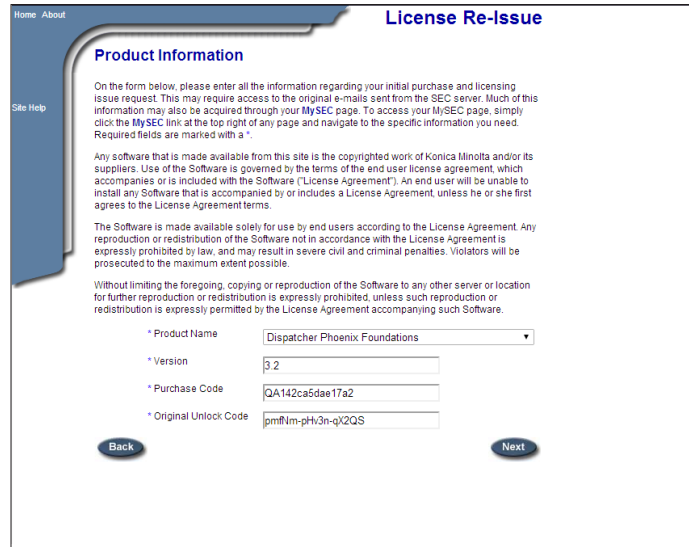
Back **Next**

License Transfer Instructions

- 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.



The screenshot shows a web browser window with the title "License Re-Issue". The page has a navigation bar with "Home" and "About" links, and a "Site Help" link. The main heading is "Product Information". Below the heading is a paragraph of instructions: "On the form below, please enter all the information regarding your initial purchase and licensing issue request. This may require access to the original e-mails sent from the SEC server. Much of this information may also be acquired through your MySEC page. To access your MySEC page, simply click the MySEC link at the top right of any page and navigate to the specific information you need. Required fields are marked with a *".

Below this is a paragraph of legal disclaimer: "Any software that is made available from this site is the copyrighted work of Konica Minolta and/or its suppliers. Use of the Software is governed by the terms of the end user license agreement, which accompanies or is included with the Software ("License Agreement"). An end user will be unable to install any Software that is accompanied by or includes a License Agreement, unless he or she first agrees to the License Agreement terms."

Another paragraph follows: "The Software is made available solely for use by end users according to the License Agreement. Any reproduction or redistribution of the Software not in accordance with the License Agreement is expressly prohibited by law, and may result in severe civil and criminal penalties. Violators will be prosecuted to the maximum extent possible."

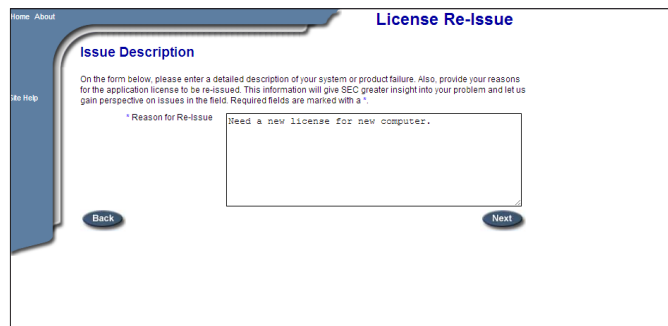
A final paragraph states: "Without limiting the foregoing, copying or reproduction of the Software to any other server or location for further reproduction or redistribution is expressly prohibited, unless such reproduction or redistribution is expressly permitted by the License Agreement accompanying such Software."

The form contains four input fields, each with an asterisk indicating it is required:

- * Product Name: A dropdown menu with "Dispatcher Phoenix Foundations" selected.
- * Version: A text box containing "3.2".
- * Purchase Code: A text box containing "QA142ca5dae17a2".
- * Original Unlock Code: A text box containing "pmfNm-pHv3m-qX2QS".

At the bottom of the form are two buttons: "Back" and "Next".

- 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:

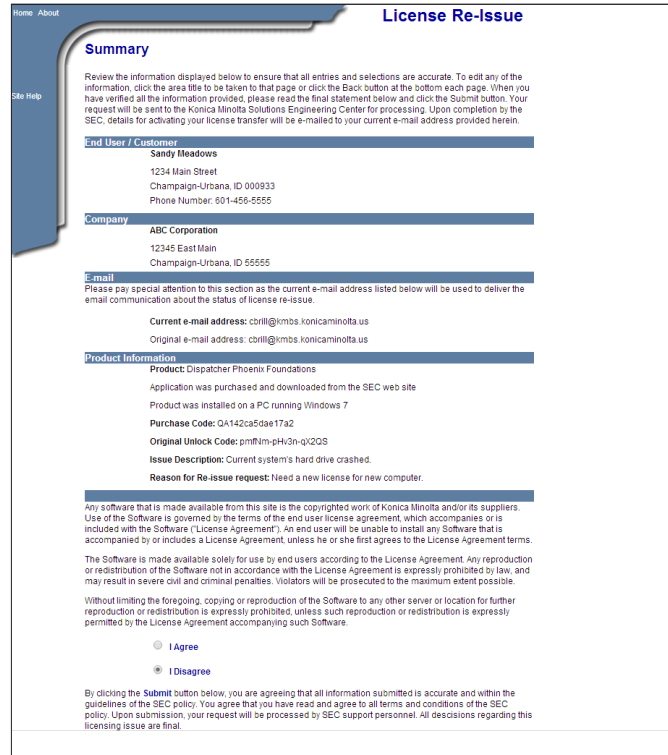


The screenshot shows a web browser window with the title "License Re-Issue". The page has a navigation bar with "Home" and "About" links, and a "Site Help" link. The main heading is "Issue Description". Below the heading is a paragraph of instructions: "On the form below, please enter a detailed description of your system or product failure. Also, provide your reasons for the application license to be re-issued. This information will give SEC greater insight into your problem and let us gain perspective on issues in the field. Required fields are marked with a *".

Below this is a text input field with the label "* Reason for Re-Issue". The text entered in the field is "Need a new license for new computer.". At the bottom of the form are two buttons: "Back" and "Next".

- 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:



Home About Site Help License Re-Issue

Summary

Review the information displayed below to ensure that all entries and selections are accurate. To edit any of the information, click the area title to be taken to that page or click the Back button at the bottom each page. When you have verified all the information provided, please read the final statement below and click the Submit button. Your request will be sent to the Konica Minolta Solutions Engineering Center for processing. Upon completion by the SEC, details for activating your license transfer will be e-mailed to your current e-mail address provided herein.

End User / Customer
Sandy Meadows
1234 Main Street
Champaign-Urbana, ID 000933
Phone Number: 601-456-5555

Company
ABC Corporation
12345 East Main
Champaign-Urbana, ID 55555

E-mail
Please pay special attention to this section as the current e-mail address listed below will be used to deliver the email communication about the status of license re-issue.
Current e-mail address: cbrill@xmbms.konicaminolta.us
Original e-mail address: cbrill@xmbms.konicaminolta.us

Product Information
Product: Dispatcher Phoenix Foundations
Application was purchased and downloaded from the SEC web site
Product was installed on a PC running Windows 7
Purchase Code: Qk142ca5d9e17a2
Original Unlock Code: pmfMm-pH43n-qX2OS
Issue Description: Current system's hard drive crashed.
Reason for Re-issue request: Need a new license for new computer.

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I Agree
 I Disagree

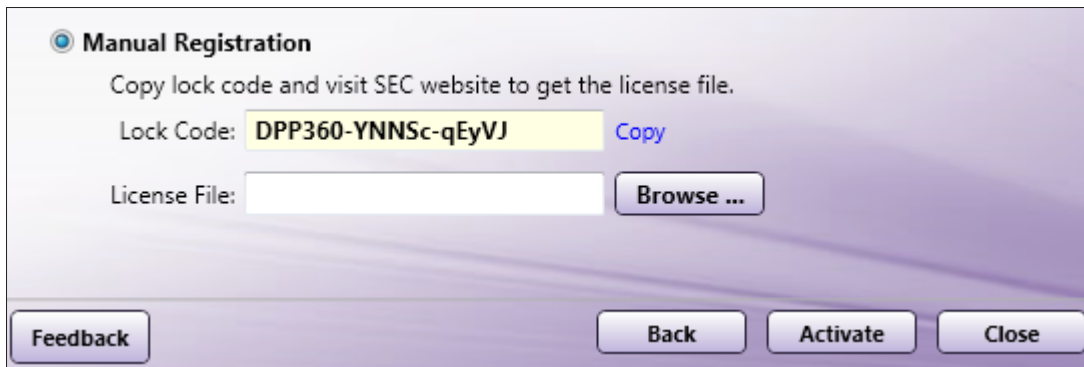
By clicking the Submit button below, you are agreeing that all information submitted is accurate and within the guidelines of the SEC policy. You agree that you have read and agree to all terms and conditions of the SEC policy. Upon submission, your request will be processed by SEC support personnel. All decisions regarding this licensing issue are final.

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

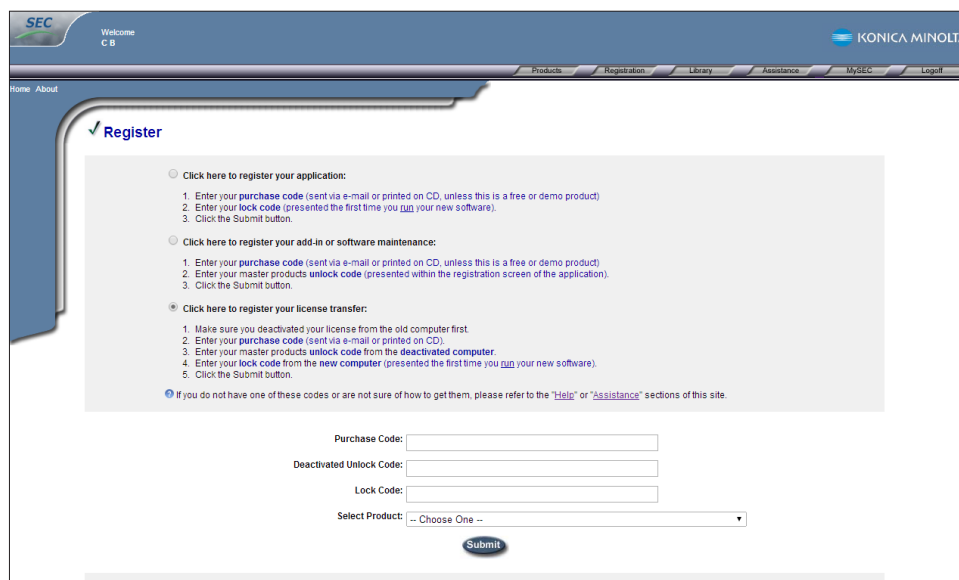
License Transfer Instructions

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.

License Transfer Instructions

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.