



License Transfer Instructions

(Release 3.6 and above)

To transfer your license of Dispatcher Phoenix from an old computer to a new one, you can set the application license to be deactivated on your current computer; then you can reactivate it on the new computer. In case you do not have an Internet connection, you will need to manually deactivate your license.

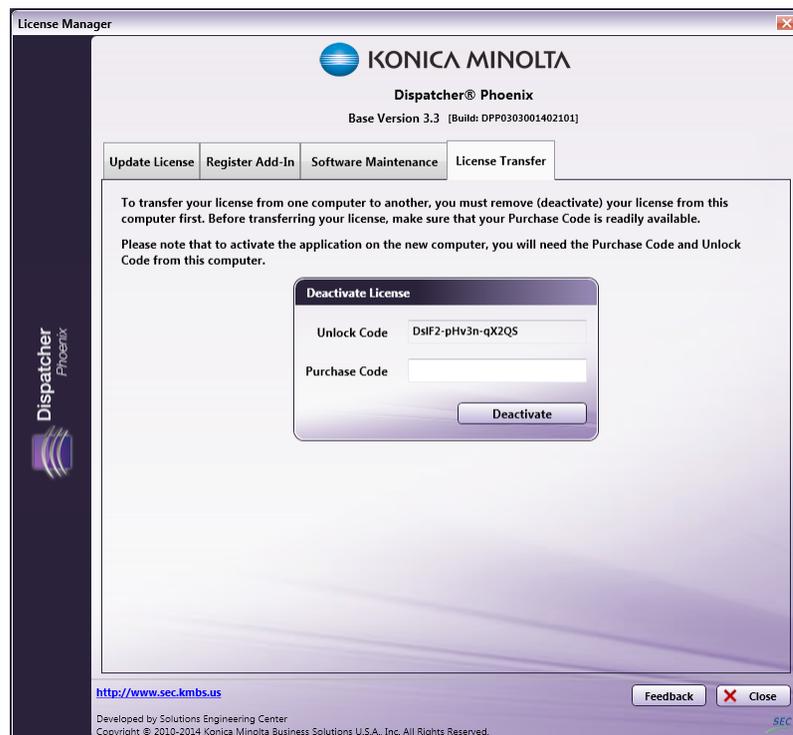
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Note: These instructions apply to Dispatcher Phoenix, Release 3.6 and later.

- To begin, you must open the License Manager window by choosing **License Transfer** from the **Help** menu on Dispatcher Phoenix’s main application screen.

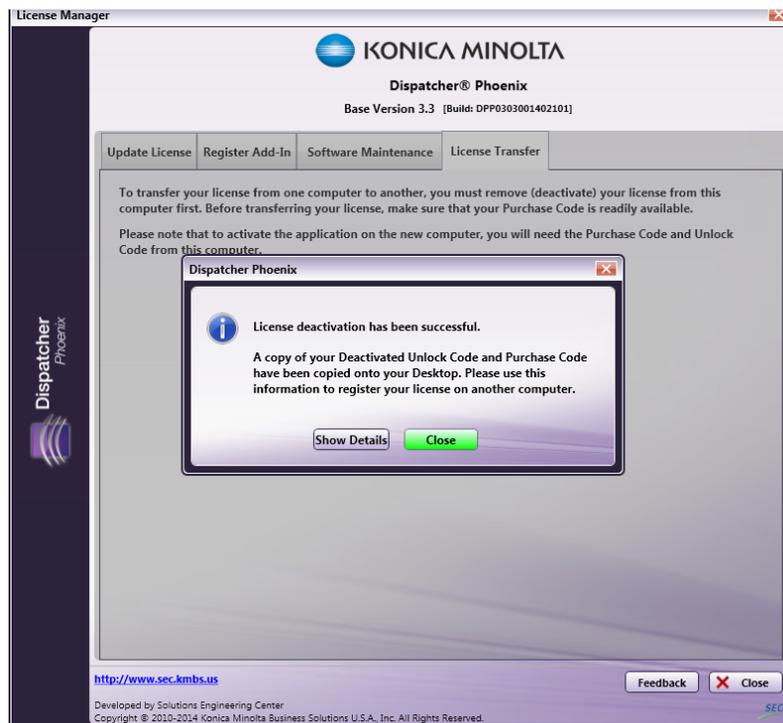
The License Manager will open, as in the following illustration:



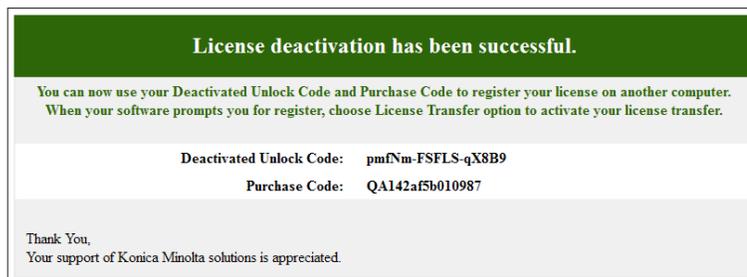
Automatic Deactivation Process

➤ To automatically deactivate your license, do the following on the License Tab of the License Manager window:

1. Find the application's Purchase Code; then paste/enter the product's Purchase Code into the **Purchase Code** field
2. Select the **Deactivate** button.
3. Select **Yes** on the confirmation message that appears.
4. Another message will then appear, stating that License deactivation has been successful, as in the following illustration:



5. To view the License deactivation information, select the **Show Details** button on this message. A notice similar to the following illustration will appear:

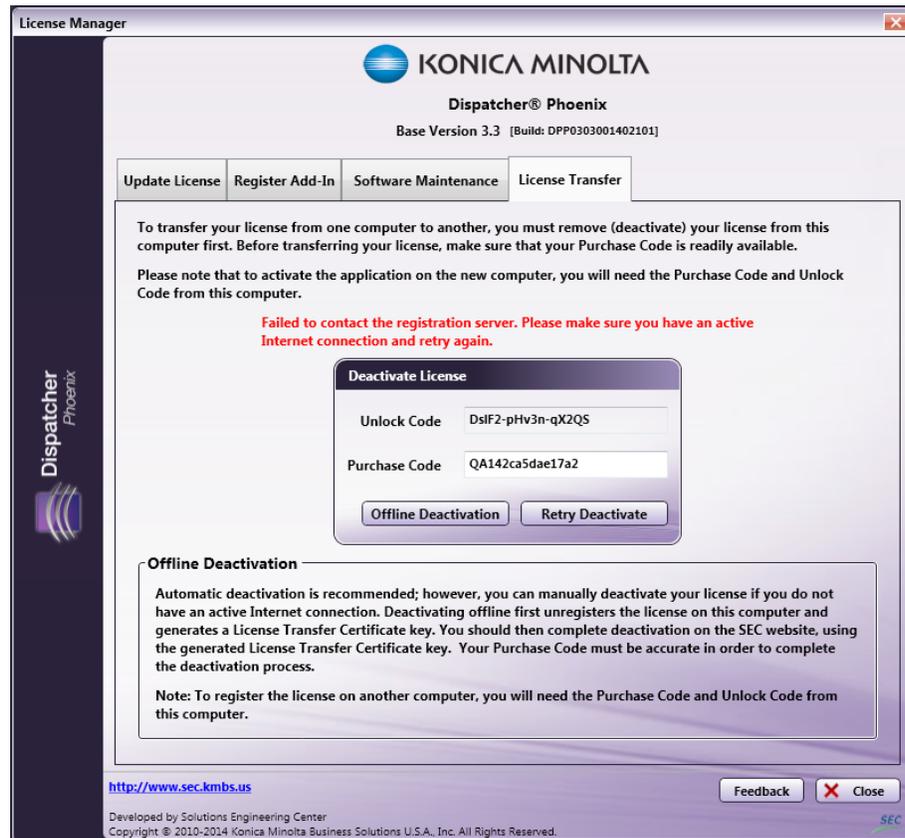


NOTE: To activate your license on a new computer, you will need to copy the Deactivated Unlock Code and Purchase Code.

License Transfer Instructions

Manual Deactivation Process

- If you do not have an active Internet Connection, you will have to manually deactivate your license. The following screen will appear when you try to automatically transfer your license:



Do the following:

1. Select the **Offline Deactivation** button.
2. Select **Yes** on the confirmation message that appears.
3. You will receive notification about a License Transfer Certificate Key that has been automatically generated, as in the following illustration:



Manual Deactivation Process (continued)

- When you select the **Show Certificate Key** button, an Offline Deactivation notice will open. See the following illustration for an example:

Offline Deactivation

Please use the following information to complete the next step in the offline deactivation process:

License Transfer Certificate Key:	UUEkNDJhZjVlMDEwOTg3fDEzOTAQMDI3NTV8NOVGM0MSNDQ4ODYyNz1ENDdFMkU1QThCMTNEQTlOMTM=
Deactivated Unlock Code:	Dslpf-QreLS-qX2VB
Purchase Code:	QA142af5b010987

Follow the steps below to complete the deactivation process:

STEP 1: Copy the License Transfer Certificate Key listed above (without spaces).

STEP 2: Open a Web Browser and go to 'http://sec.kmbs.us'.

STEP 3: Login using your SEC credentials.

STEP 4: Click on the Assistance tab.

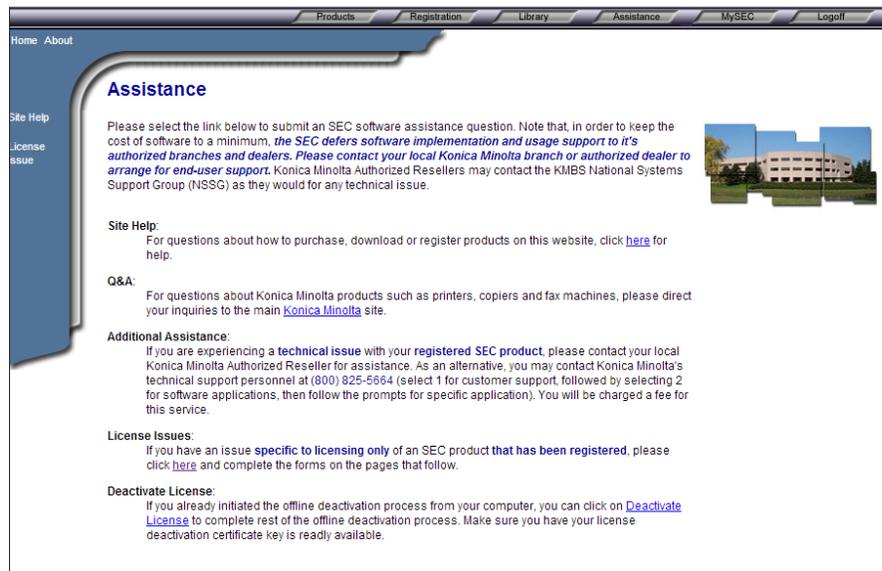
STEP 5: Click on the Deactivate License link.

STEP 6: Paste the License Transfer Certificate Key into the Certificate Key field; then select the Submit button.

STEP 7: Once deactivation has completed, you can use the Deactivated Unlock Code and Purchase Code (listed above) to register your license on another computer.

Thank You,
Your support of Konica Minolta solutions is appreciated.

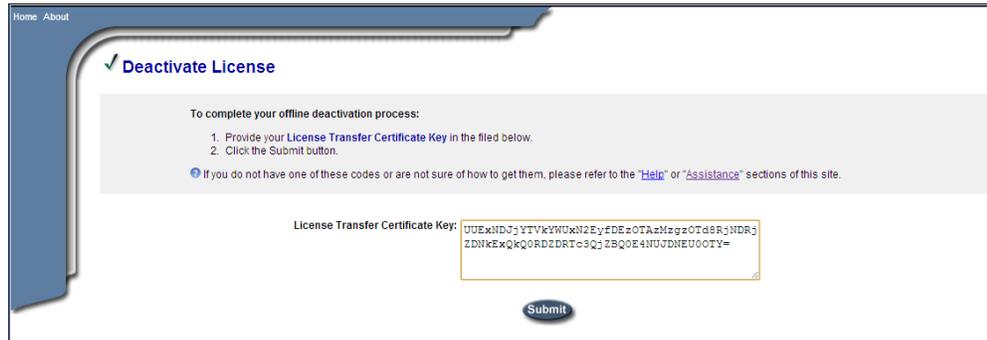
- Copy the License Transfer Certificate Key listed. Make sure that you do not copy any spaces.
- Go to <http://sec.kmbs.us>.
- Log into the SEC website using your SEC credentials.
- Click on the **Assistance** tab.
- Click on the **Deactivate License** link, as appears in the illustration to the right.
- The Deactivate License screen will then appear.



License Transfer Instructions

Manual Deactivation Process (continued)

The following illustration is an example of the Deactivate License screen with a License Transfer Certificate Key already pasted into the field:



11. Paste the License Transfer Certificate Key into the available field; then select the **Submit** button. A confirmation message will appear with a Deactivated Unlock Code and Purchase Code, as in the following illustration:

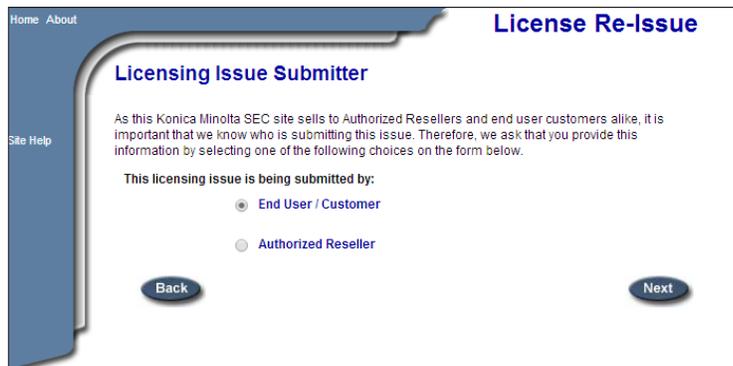


12. Now you can register your license on a new computer, using the Deactivated Unlock Code and Purchase Code that is listed in the confirmation message.

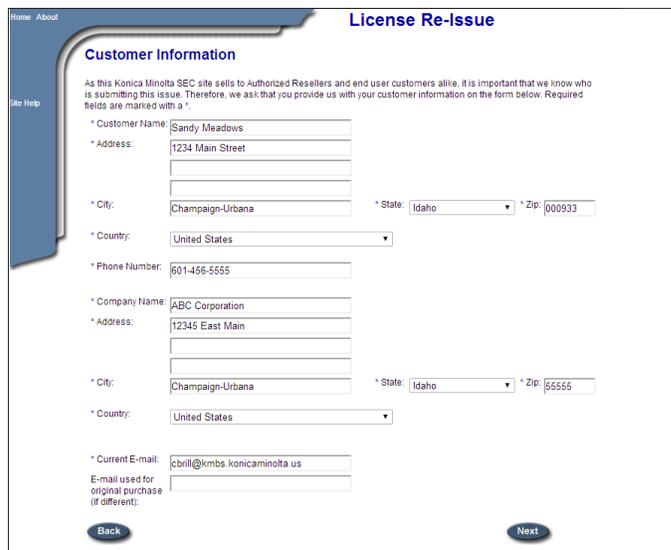
Transfer License From Crashed Computer

➤ If the computer on which Dispatcher Phoenix is installed suddenly crashes or becomes inoperable and there is no way to recover the system to deactivate your license, you will need to request a license transfer using the SEC website (www.sec.kmbs.us). 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 appears, 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 Transfer Instructions

Transfer License From Crashed Computer (Continued)

- 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:



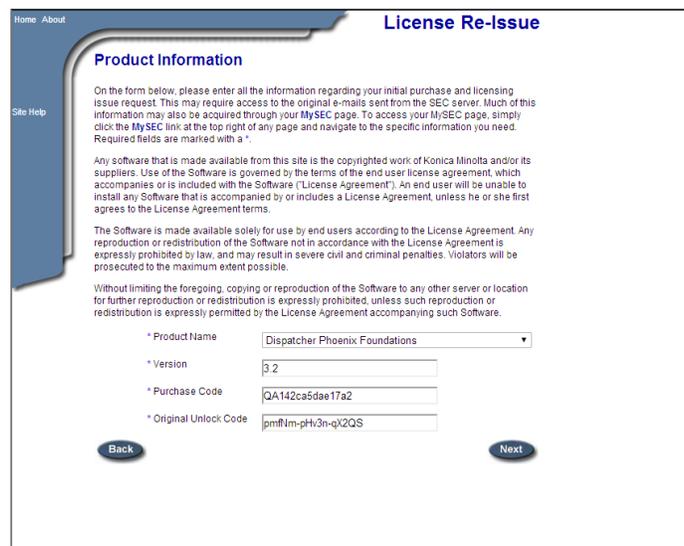
- On the Computer Information screen, choose your Computer Type, Operating System, and enter any relevant Service Packs that have been installed; then select the Next button when you are done. See the following illustration for an example:



- On the Product Information screen appears, 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.

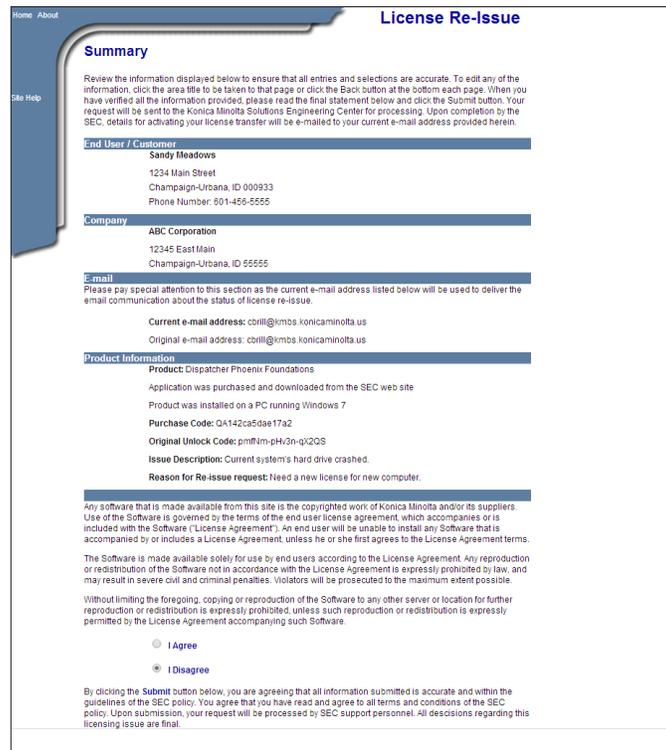


Transfer License From Crashed Computer (Continued)

- 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:



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



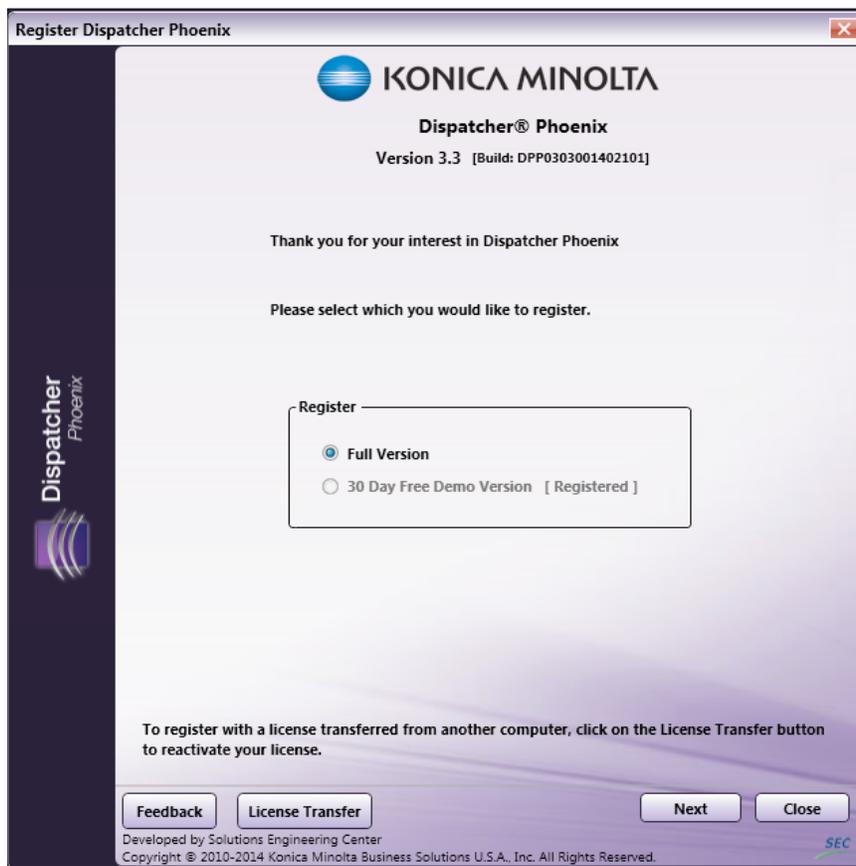
- At this point, your request is submitted. Upon evaluation, you will receive an email listing your license transfer information.

License Transfer Instructions

Activating Registration On New Computer

After deactivating your license, you must register Dispatcher Phoenix on your new computer. The Registration screen now includes a “License Transfer” option that allows you to easily reactivate your license. Do the following:

1. When the Register Dispatcher Phoenix window appears, click on the License Transfer button on the bottom of the window, as in the following illustration:

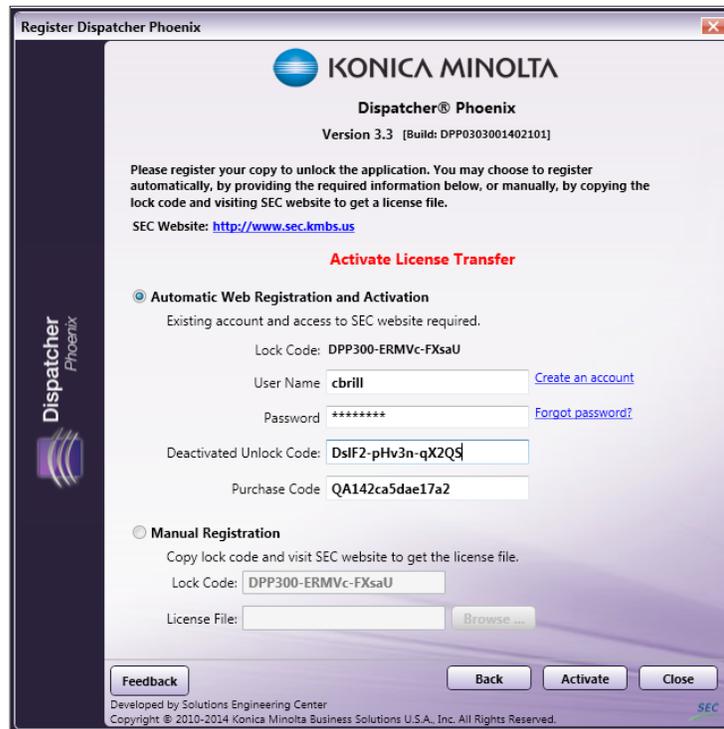


Note: If you try to register as a “Full Version,” you will receive an error that “Registration Failed. Cannot register the product because the purchase code has no licenses remaining.”

2. Once you click on the License Transfer button, the Activate License Transfer window appears.

Activating Registration On New Computer (Continued)

3. On the Activate License Transfer window, do the following:
 - Enter your SEC User Name and Password in the **User Name** and **Password** fields.
 - Paste your Deactivated Unlock Code into the **Deactivated Unlock Code** field.
 - Paste your Purchase Code into the **Purchase Code** field.
 - Select the **Activate** button.



4. When you are done, you will receive a confirmation message.

