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Registration and Installation instructions

Getting started with V.Com is a quick 3 step process

We recommend printing this guide to make it easier to follow the steps.

Step 1.

Registration

1. Go to the V.Com website at www.virtualintercom.com
2. Click on "**register**" on the top right hand side of the screen.
3. Fill out the registration form, (please make sure to use a valid, working email address because we will be sending your information and updates to your email) and then click "**submit**".

Step 2.

Download

There are 2 parts to V.Com:

1. The **Dispatcher** which is the main component of V.Com. The Dispatcher must always be running on ONE computer in the office. Pick the computer that you would like to host the dispatcher. This computer must be on at all times in order for V.Com to function. This computer can be your server or any other computer in your office.
2. The **Intercom** which runs on every computer in the office. This is where messages are sent from and displayed.

Before continuing to the next step, please go to the computer that will be running this dispatcher (This will not affect anything else running on this computer).

Now you are ready to download:

There are two ways to proceed from here.

1. The *quick* way, follow the steps labeled **Simple**, then go to the Install section.
2. The *quicker* way (may require more advanced technical knowledge, or your office network technician's help). Follow the steps labeled **Advanced**, then go to the Install section.

Simple

- Login to your account at www.virtualintercom.com by clicking "**Login**" on the top right side.
- Click "**Download**" on the navigation bar on the top of the screen.
- Click on the "**Download now**" button on the bottom left, and then click "**Save**". *Hint:* remember where you save the setup file because you will need to run this setup later. **If you need help with this step, please reference Appendix A at the end of this guide.**
- Proceed to the Install section below (Step 3).

Advanced

- Login to your account at www.virtualintercom.com
- Click "**Download**" on the navigation bar on the top of the screen.
- Click on the "**Download Now**" button on the bottom left, and then click "**Download**" again.
- Save to a shared network drive.
- Run the Installation from the shared drive.
- Proceed to the Install section below (Step 3).

Step 3.

Install

Install Dispatcher

1. Run the setup file named "**VCom_Setup_Full_xxxx.exe**" (the 'xxxx' represents the latest version number.)
(Note: Depending on your configuration, you may see the following prompts.)



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- If it prompts you to install the .Net Framework click **“Install”**.
 - If a security warning comes up click **“Run”**.
2. Click **“Next”**.
 3. Read the agreement, then click on **“Accept”**, then click **“Next”**.
 4. Click **“Server-Dispatcher”**, and then click **“Next”**. Please reference the screenshot below.



5. Click **“Next”**, **“Next”** again, then **“Install”**.
6. Click **“Finish”**. The Dispatcher is now installed.
7. Let's start the Dispatcher:
Go to: Start → All programs → V.Com → Dispatcher.
8. The first time you start the Dispatcher, you will be prompted for your username, password, and serial number. Use the same information that you chose when registering on the website. The serial number was emailed to you when you registered. Your serial number can also be found on you're "My Account" page after logging in to www.virtualintercom.com. Please fill in the form and click the **“Submit”** button.

9. Click **“Ok”** when it says registration successful.
10. Now it is time to decide how you want the Dispatcher to run updates. We recommend automatically checking for updates after 12 AM daily. To do this click on **“Automatic”**, then click **“Ok”**.



11. Now its time to enjoy the power of V.Com.
Go to: Start → all programs → V.Com → Intercom.
If a windows firewall screen pops up with the options “Block”, “Unblock”, or “Cancel”, you must click **‘Unblock’**.
12. A wizard will now come up to help you setup the V.Com Banner.
Please reference the section below labeled **V.Com Intercom setup wizard** on page 5 for help setting up the Banner.

You have successfully installed the Dispatcher. Now it is time to install the V.Com Intercom on the other computers in your office by following the instructions on the next page.

Install V.Com Intercom

(This step must be done on all computers that will run the V.Com Intercom.)

1. Run the file named “**VCom_Setup_Full_xxxx.exe**” (the ‘xxxx’ represents the latest version number.)
(Note: Depending on your configuration, you may see the following prompts.)
 - If it prompts you to install the .Net Framework click “**Install**”.
 - If a security warning comes up click “**Run**”.
2. Click “**Next**”.
3. Read the agreement, then click on “**Accept**”, then click “**Next**”.
4. Click “**Next**”.



5. Click “**Next**”, “**Next**” again, then “**Install**”.
6. Click “**Finish**”.
7. Now its time to enjoy the power of V.Com.
Go to: Start → all programs → V.Com → Intercom.
If a windows firewall screen pops up with the options “Block”, “Unblock”, or “Cancel”, click ‘**Unblock**’.

V.Com Intercom setup wizard

1. Click “**Next**”
2. Here you can set the colors, font, and display mode (scrolling or flashing). Then click “**Next**”.
3. Fill in the Intercom ID (This work with you Hot Keys. Usually this field identifies the location of your computer, i.e. Front Desk, Doctors Office, Room 1 etc.), and the “person using this intercom” field, then click “**Next**”.



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4. Now click "***Finish***".

Note: If you got to this section because you were in the process of setting up the Dispatcher computer, you now have to go to each computer and setup the Intercom. Please follow the instructions on the top of page 5 in order to install the Intercoms on each computer.

Congratulations you have successfully installed V.Com in your office.

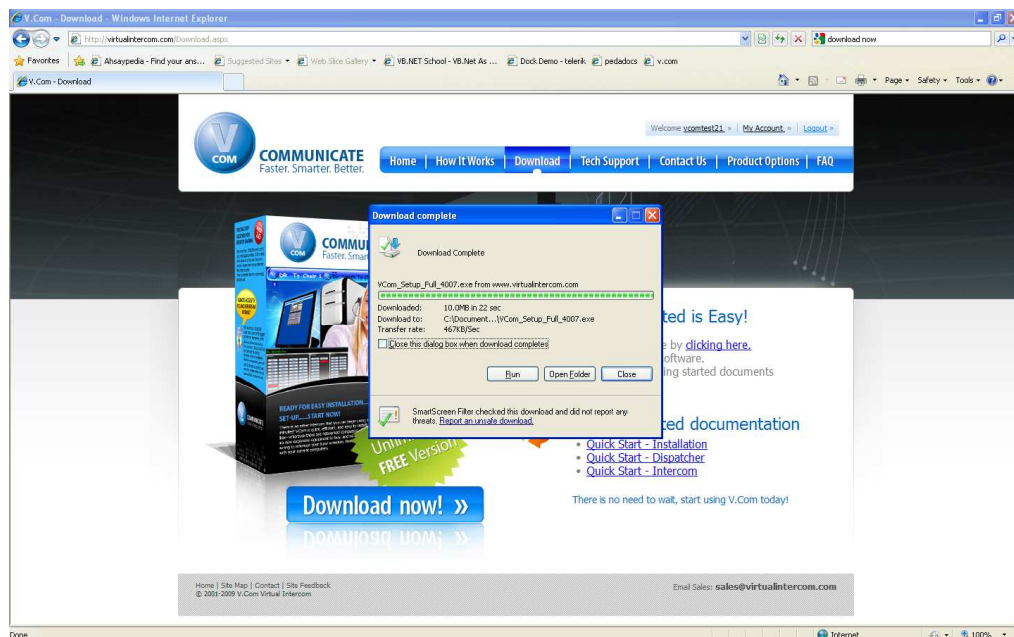
Appendix A

Download Help

If you are using Internet Explorer, please follow these steps. If you are using Mozilla Firefox, skip to the heading “Firefox” below.

Internet Explorer Instructions

After clicking the Download Button, you will be prompted to “Run”, “Save” or “Cancel”. Click on “Save.” Then click on “Save” again. The file will begin to download. Once it finishes you should have a screen similar to this:



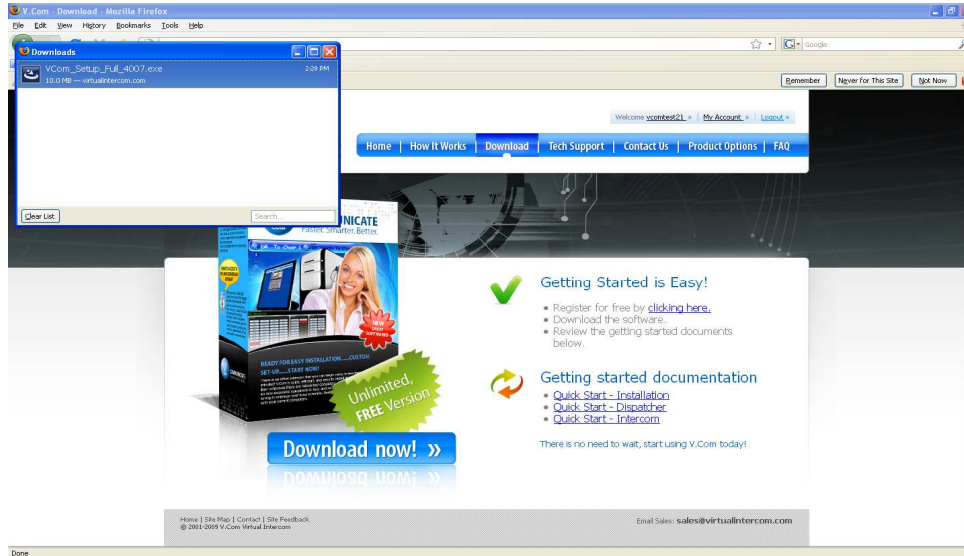
Click on “Open Folder”, and then Double click on “VCom_Setup_Full_4007.exe.” You may now proceed to section 3, which can be found on page 2.



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Mozilla Firefox Instructions

After clicking the Download Button, you will be prompted to “*Save File*” or “*Cancel*”, click “*Save File*.” After the file has been downloaded, your screen should look like this:



Double click on “*VCom_Setup_Full_4007.exe*.”
Depending on the how your computer is setup; you may be prompted with “open executable file?” If this happens click “*Ok*.”
You may now proceed to section 3, which can be found on page 2.