Software Overview

This Document Covers the Enterprise Messaging Software, but can be used as a General Registration Information Guide for All WaveWare Software.

This Document Covers the Download Method of Installation:

> ➢ **From the WaveWare Website**

For More Detailed Information, Refer to each Software Product's own Manual.

WaveWare Software *Requires* a *Registration/Activation Key* to allow it to be "*Fully Functional*".

The *Registration/Activation Key "ONLY"* works on the PC that *Generated* the "*Request Key*".

WaveWare Software is "ONLY" Supported on Desktop PC's.

No Servers, Server OS's, No Virtual Machines or Terminals.

Desktop PC Requirements:

The Minimum Hardware Requirements for use with WaveWare Software are:

"Desktop" **Model Windows PC with…**

Either: Windows XP Pro SP2 or SP3 or Windows 7 Pro SP1

> ➢ **1+ GHz Processor**

> ➢ **10+ GB Hard Drive**

> ➢ **1+ GB Memory**

> ➢ **1+ RS-232 Serial Com Port**

> ➢ **1 Ethernet Port**

> ➢ **1 CD-ROM**

Please Note: More RS-232 Serial Com Ports may be needed depending on the Application Requirements.

Please Note:
It is Suggested that Both the Dealer and the Customer Save a Copy of the Software and the Registration Key.

If the "Version" of the Software that was Activated is Lost, you will have to Re-Purchase the Software.

IMPORTANT: We DO NOT Support Multiple Users Log-in.

Important Information

To Order our Software

The Customer (End User) Company Name is "Required" Information when sending a Purchase Order.

To Register our Software

The Customer (End User) Company Name, the Dealer Company Name and the Version of the Software is "Required" Information to be Sent in an Email for the Activation Key or the Activation Key will be Delayed.

All Information Must match the PO on Record for this Application, or it will Delay Activation/Registration.

Any Questions, please contact Technical Support at: 1.800.373.1466 or support@wirelessmessaging.com

No Purchase Order is required, if you are Requesting a Trial Activation Key.
Send an Email with your Name, Company Name along with the Generated Request Key.
State that you are Requesting a Trial Key.

Note: Some of our Software Packages Do Not "Generate" a "Request Key".

For those Few Software Packages that don't, you only need to send an Email Requesting an Activation Key.

Send the Email with:

- ➢ **Your Name**
- ➢ **Your Company Name**
- ➢ **The Name of the Software**
- ➢ **The End User Company Name**
- ➢ **State that you would like to Request an Activation Key (or Trial Key)**

Send the Email Request to: Sales@WirelessMessaging.com

Downloading WaveWare Software from our Website

(In this Example: WaveWare Enterprise Messaging Software)

Download the Enterprise Messaging Software (Both the Server and Client) from the WaveWare Website and save to a Folder on the Desktop PC.   Website: http://www.wirelessmessaging.com/wavewaresw.html

Be sure to Download and Save Both Software Portions to a Folder and keep for any Future re-installs.

It is highly "Recommended" that you "Keep a Copy" of the Purchased Software in a Safe place.

NOTE: Without the Originally Purchased Software "Version", you will have to "Re-Purchase" the Software.

Registering/Activating Enterprise Messaging Software

After Installing the Software, Start the Software for the First time.
You should see the "Register WaveWare Enterprise" Icon in the Center of the Screen.
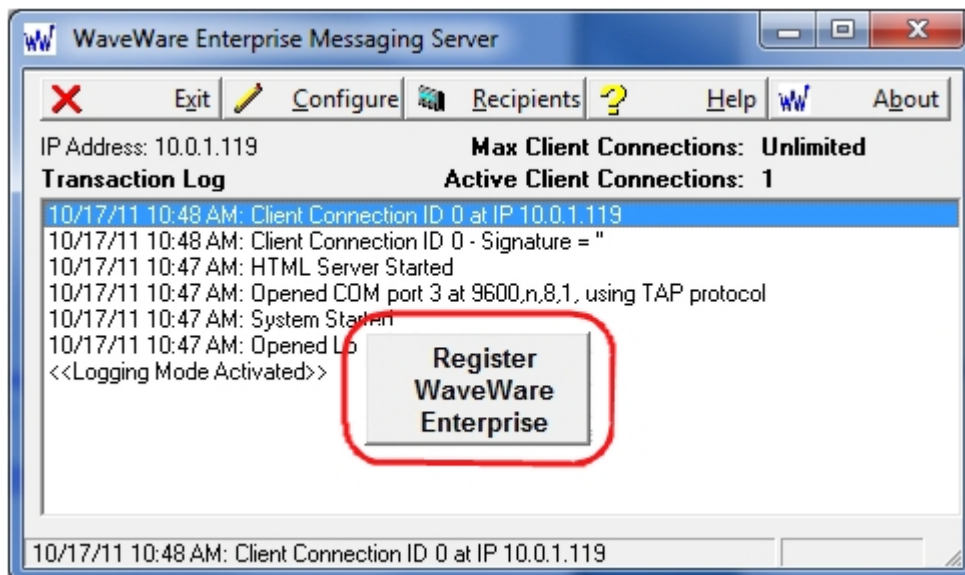**Click, on the Register Icon.**
See Fig. 5

Fig. 5 – (Register Icon will vary per Software Package Purchased)

If the above Screen with the Register Icon is seen, after Clicking the Icon, Jump to Page 8.

If you Do Not see the Register Icon, Please Continue to the next Page to Register the Software.

If you did Not see the Register Icon…

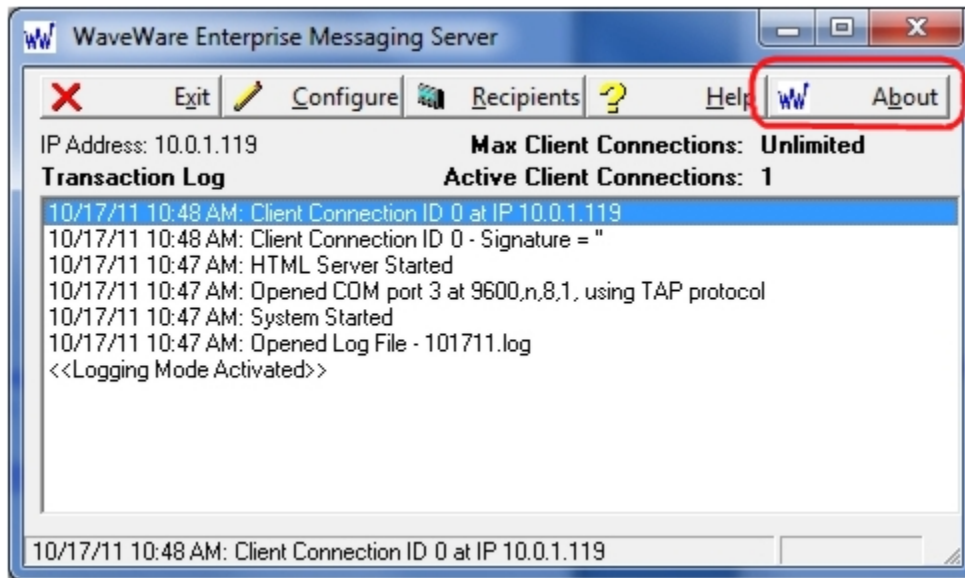**On the main Screen, Click on the "About" Button, as Shown below. See Fig. 6**

Fig. 6

Next, Click on the Registration Button. See Fig.7

Fig. 7

See next page for Instructions for Registering our Enterprise Messaging Software.

Generating the "Request Key" for WaveWare Software

After Clicking the Register Icon or Registration Button, Click the "Generate Request Key" Button. See Fig. 8

Fig. 8

Follow the Instructions on the Server Request Key Screen to send the "Request Key" to WaveWare. See Fig. 9
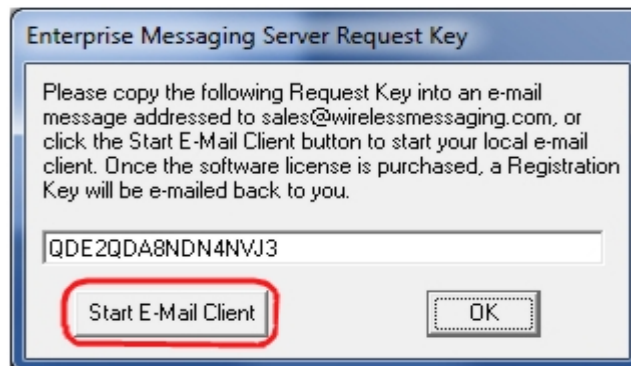

Fig. 9

If you have Internet and Email capability on the PC, Click on the "Start E-Mail Client" Button. See Fig. 9

IMPORTANT NOTE: The "Activation Key" will ONLY work on the Computer that Generated the Request Key.

Please proceed to the Next Page for instructions to send the Generated Request Key to WaveWare.

Email the "Request Key" for the Software to WaveWare

After you Click on the "Start Email Client" Button (Previous Page -Fig. 9)…

This should start and open an E-mail Client Window with the "Key" in the Body of the E-Mail, and our "Sales" Email Address in the "To: Window" and the "Software Name" in the Subject Line.   As shown below in Fig. 10.

If you Do Not have Internet and Email on the Desktop PC, then Copy and Paste the Request Key into Notepad or a Word Document and then Copy that file to a Flash Drive and take to a PC that does have Email capability. Registration is by Email Only.

Please, Be sure to "ADD ALL" of the 4 Required Information Fields to the Email, as shown below. See Fig. 10
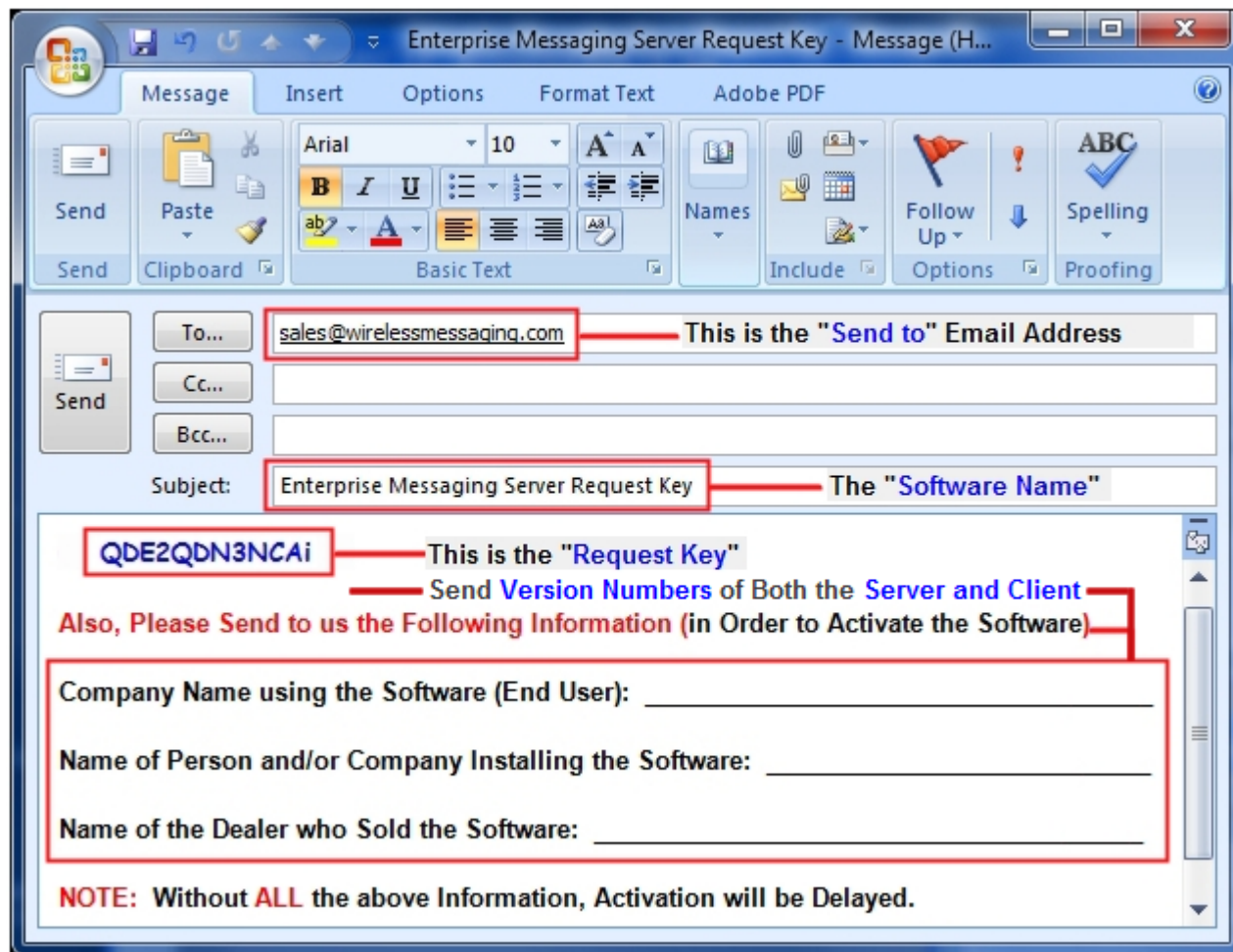

Fig. 10

NOTE 1: Include in the Body of the E-Mail: Your Company Name, Contact Name and the Name of the Company from whom the "Software was Purchased From" and send the E-Mail to us: Sales@WirelessMessaging.com

NOTE 2: Include the "Version" Numbers for the Software you are Installing, in the Email.
For this Example: For Both the Server and the Client.

NOTE 3: Failure to Send All the Required Information will Delay Sending the Activation Key.   See Fig. 10

Without _All_ the Required Information, No Key will be sent.

Registering/Activating our Software

WaveWare will send a Reply Email with the "Registration/Activation Key" for either a Trail Key or Permanent Key.

If you have not received a reply within 1 Hour, please call us at: 1.800.373.1466, and ask for Tech Support.

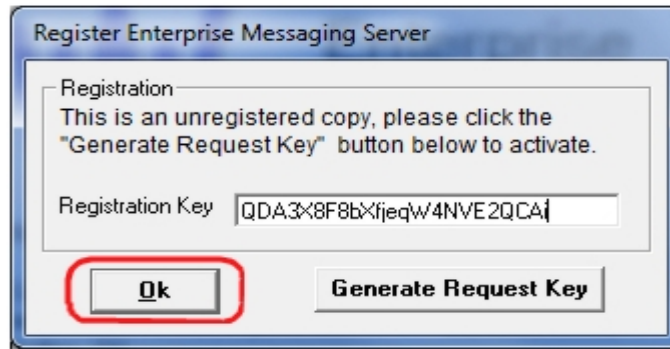**Copy and Paste the "Activation Key" into the "Registration Key" Field and Click "OK". See Fig. 11**

Fig. 11

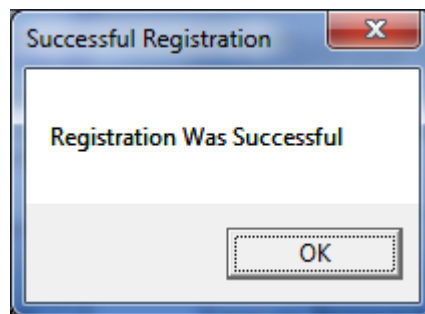**You should then see: "Registration Was Successful". Click "OK", See Fig. 12**

Fig. 12

This Concludes the Registration Process. Please refer to the Software Manual to continue Configuration.

If you have any Problems with the Installation or Registration or just have Questions, please Contact the Dealer from whom you have purchased the Software.

Please Note:

WaveWare Supports our Dealers and our Dealers Support their Customers.

Thank you.

Software Developed by: WaveWare Technologies, Inc.

WaveWare Technologies, Inc.   1.800.373.1466   www.WirelessMessaging.com