

MOVE OR REINSTALL YOUR DOLPHIN POWER SELLER

If you are MOVING your Dolphin to another computer, the Dolphin on your previously used computer will no longer function and should be uninstalled.

You **MUST** have administrative rights and a **Username** and **Password** to access and move your Dolphin ZoomCalls account.

Step 1 – Download Software

You will need administrative rights to install our software on your PC.

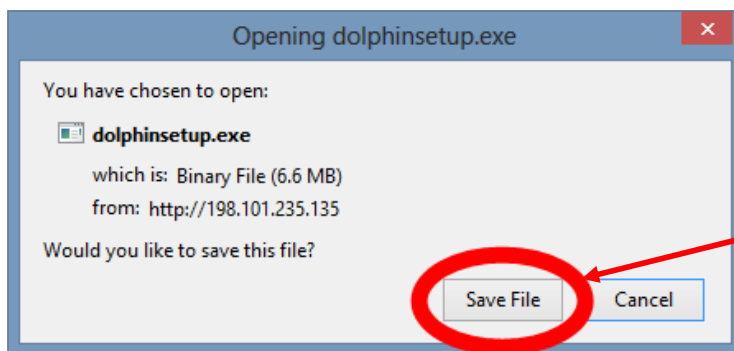
You cannot install our software on a Virtual Private Network (VPN).

You may have to suspend some brands of security software such as Norton or McAfee during the installation.

You may also have to make an exception in your security software to allow use of the dialer.

Download the latest version of Dolphin to your PC:

<http://www.HelpMeDial.com/downloads/powerseller/dolphinsetup.exe>

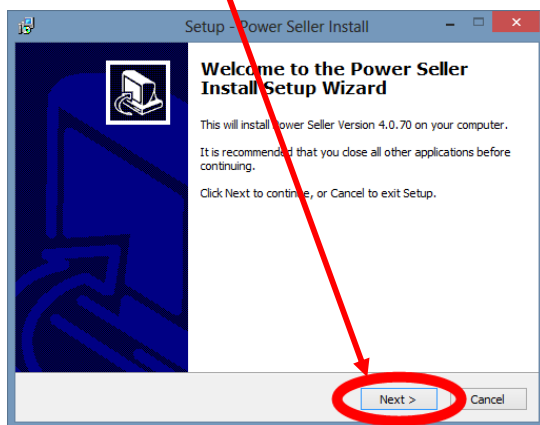


a) Click **Run** or **Save File**.

a) Run or Save File

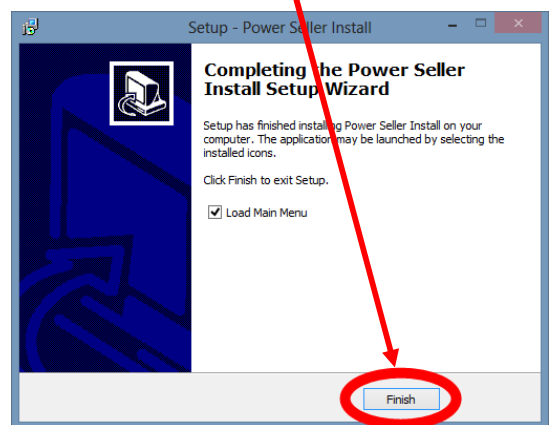
Step 2 – Install Software

a) Click **Next**. Follow the prompts and create a desktop icon.



a) Next

b) Click **Finish**.



b) Finish

During the installation, if you get a message that some features are blocked, click Allow.

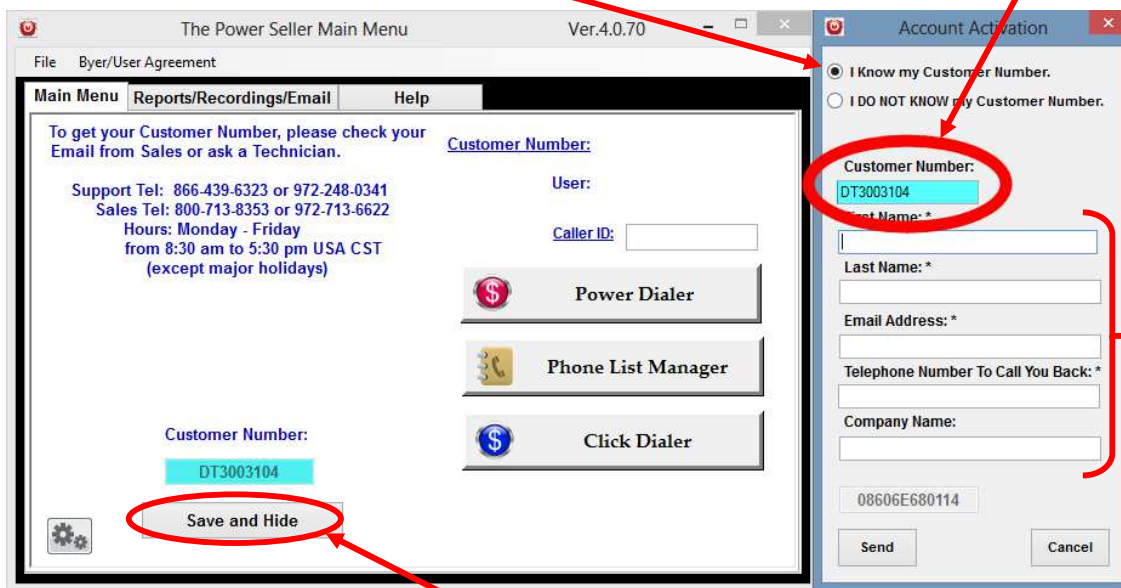
Step 3 – Account Activation

After the software installation, you will see an **Account Activation** questionnaire.

a) Use your mouse on the title bar of the **Account Activation** screen to move it to the right, away from the Dolphin screen.

c) Enter your **Customer Number**. **The Customer Number is case sensitive.** The Dolphin begins with **DT**. (The Customer Number will auto populate in the Dolphin as you type.)

b) Choose **I know my Customer Number**.



Step 3) Account Activation

d) On the Dolphin, click the **Save and Hide** button (below the Customer Number). The Dolphin Main Menu will appear and the **Customer Number** will be displayed.

e) Leave the rest of the fields blank in the Account Activation screen. **DO NOT** click Send, Cancel, or close the screen.



VERY IMPORTANT:
Keep the Account Activation screen open. You may need to move it further to the right in the next step.

Step 4 – ZoomCalls Account Login

- a) Open your web browser (see **NOTES** below) and go to the login page of your Dolphin ZoomCalls Account.

NOTES: Your ZoomCalls Account Number is the first four numbers of your Dolphin Customer Number.

Example: D T **3 0 0 3** 1 0 4

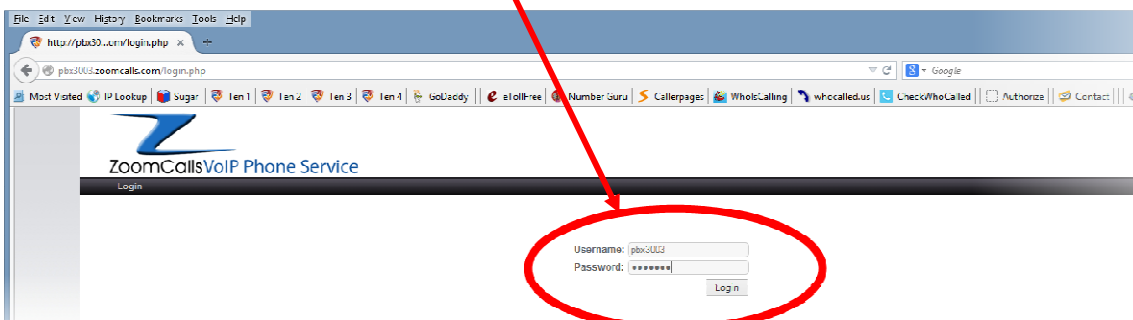


ZoomCalls Account Number

The web page address you will go to is: **pbx####.zoomcalls.com/login.php**.
Replace the four pound signs above with your 4-digit Account Number.
(Example: pbx3003.zoomcalls.com/login.php)

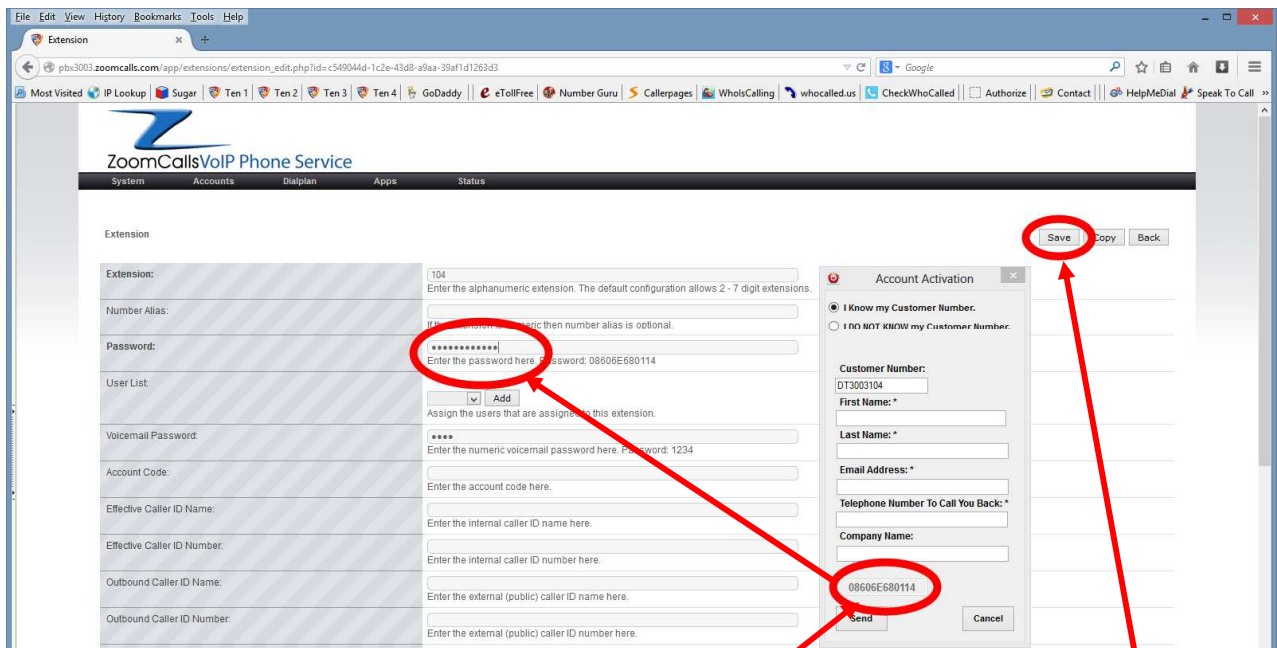
NOTE: Once you are on your browser, if your Dolphin is on top minimize the Dolphin so it is out of the way. **DO NOT** close it.

- b) Log in with the **Username** and **Password** that we set up for you and click on **Login**.
(If you cannot remember your login information, contact our office.)



b) Login

Step 5 – ZoomCalls Account Extension (continued)



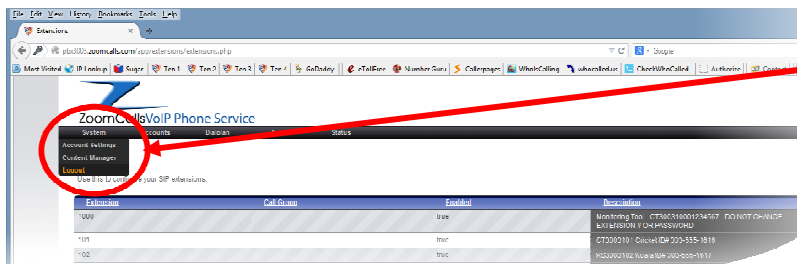
c) Extension Password

- c) In the **Password** field on your ZoomCalls Account screen (the third field from the top) delete the existing Password and carefully type in the number that is on the lower left of the **Account Activation** screen (above the Send button). **This number is case sensitive and MUST be accurate or the Dolphin will not work.**

NOTE: You will not be able to see the password as you type. To verify that you entered the correct password, click on another field and then click back onto the Password field. The Password will then be displayed below the field. **Make sure the password is correct.**

VERY IMPORTANT:

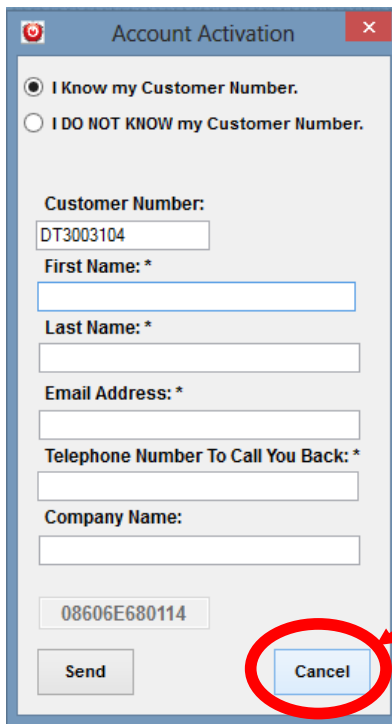
- d) Click **Save** at the top right of the ZoomCalls web page (next to the Copy and Back buttons).



e) Logout

- e) After saving in d) above, you can log out of your ZoomCalls account by highlighting **System** on the left side of the black bar and clicking on **Logout** from the dropdown box. You may close your browser.

Step 6 – Close Account Activation



a) Click **Cancel** on the lower right of the **Account Activation** screen to close it.

a) Close Account Activation

Step 7 – Caller ID



NOTE: You might need to maximize your Dolphin screen.

a) Enter the **10-digit Caller ID** that you want to display when you make calls by typing the 10 numbers into the Caller ID box.

b) Click on **CLICK HERE TO SAVE** to the left of the Caller ID.

Step 7 Caller ID

Congratulations! You are now ready to begin using your Dolphin again.