

## THIS MATERIAL MUST BE PRINTED BEFORE STARTING

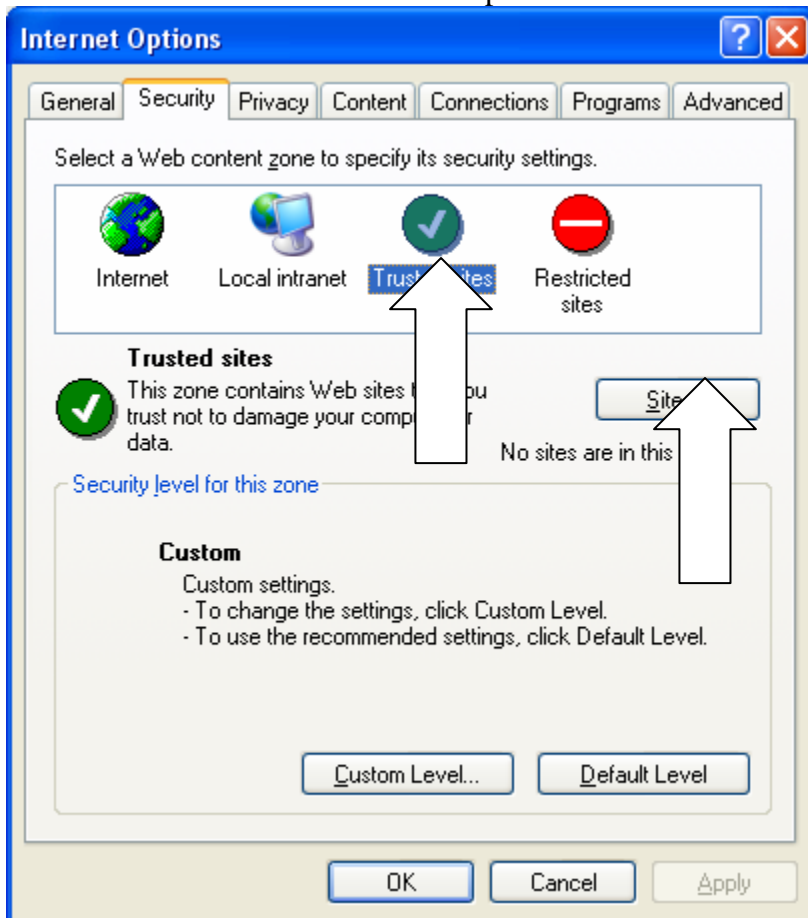
### How to Install version 5.6.4 build 8 of Touchstar

Please note: If you have version 5.6.4 build 17, this will automatically overwrite the program to the newest version.

#### Adjusting Active X Controls

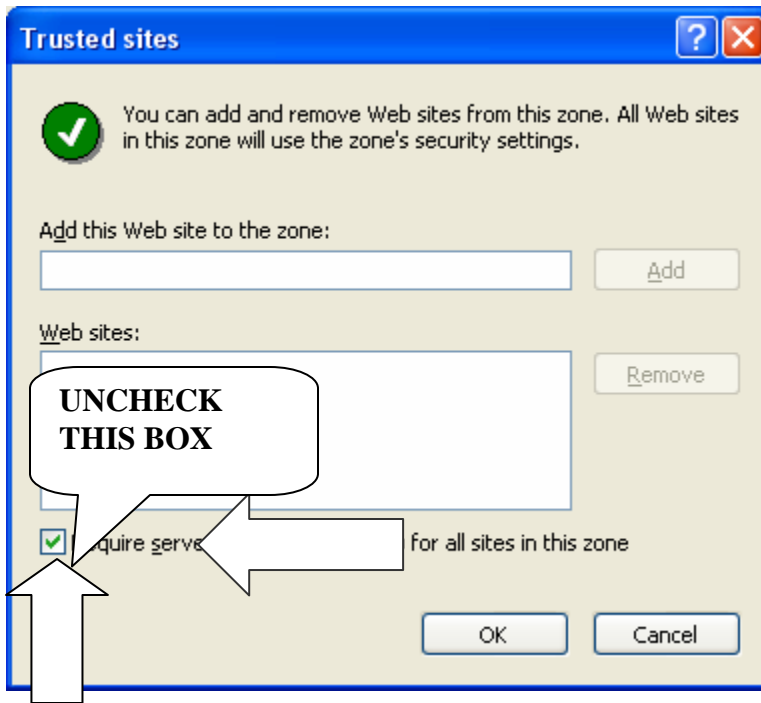
Enabling Active X Controls in your Trusted Sites area of Internet Options allows you to view the scripts. If you omit any of these steps, you will receive pop-ups.

Open Internet Explorer. Click on TOOLS, click on INTERNET OPTIONS  
Click on the SECURITY tab at the top.



Click on **TRUSTED SITES**.

Click on the **SITES** button on the lower right side of the screen.

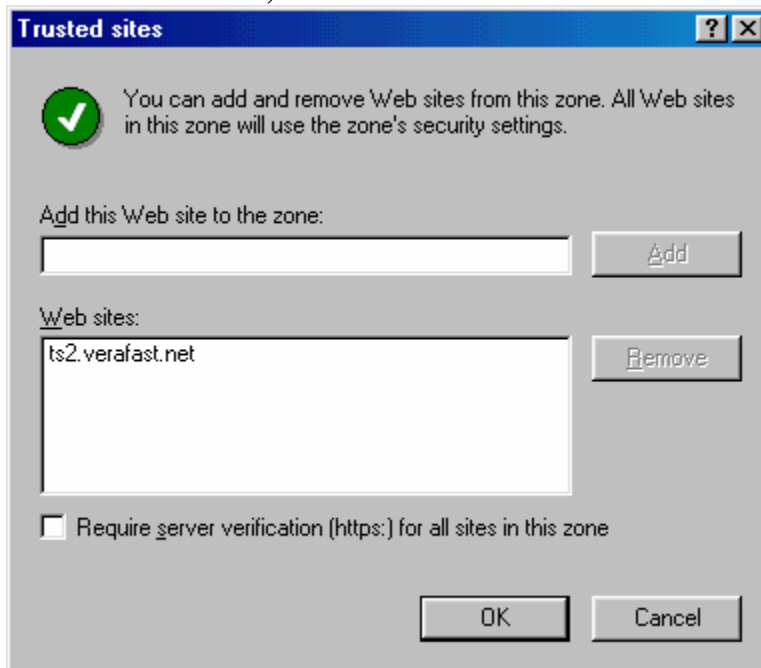


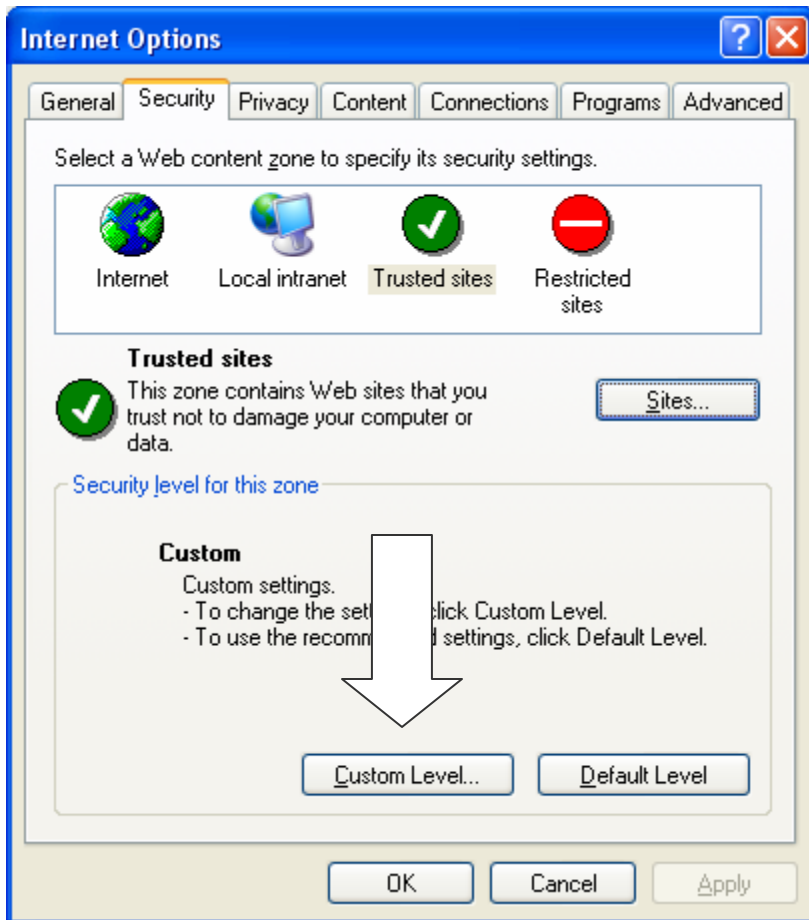
**VERY IMPORTANT: uncheck the Require Server Verification box.**

In the “ Add This Website to the Zone “, type:

ts2.verafast.net

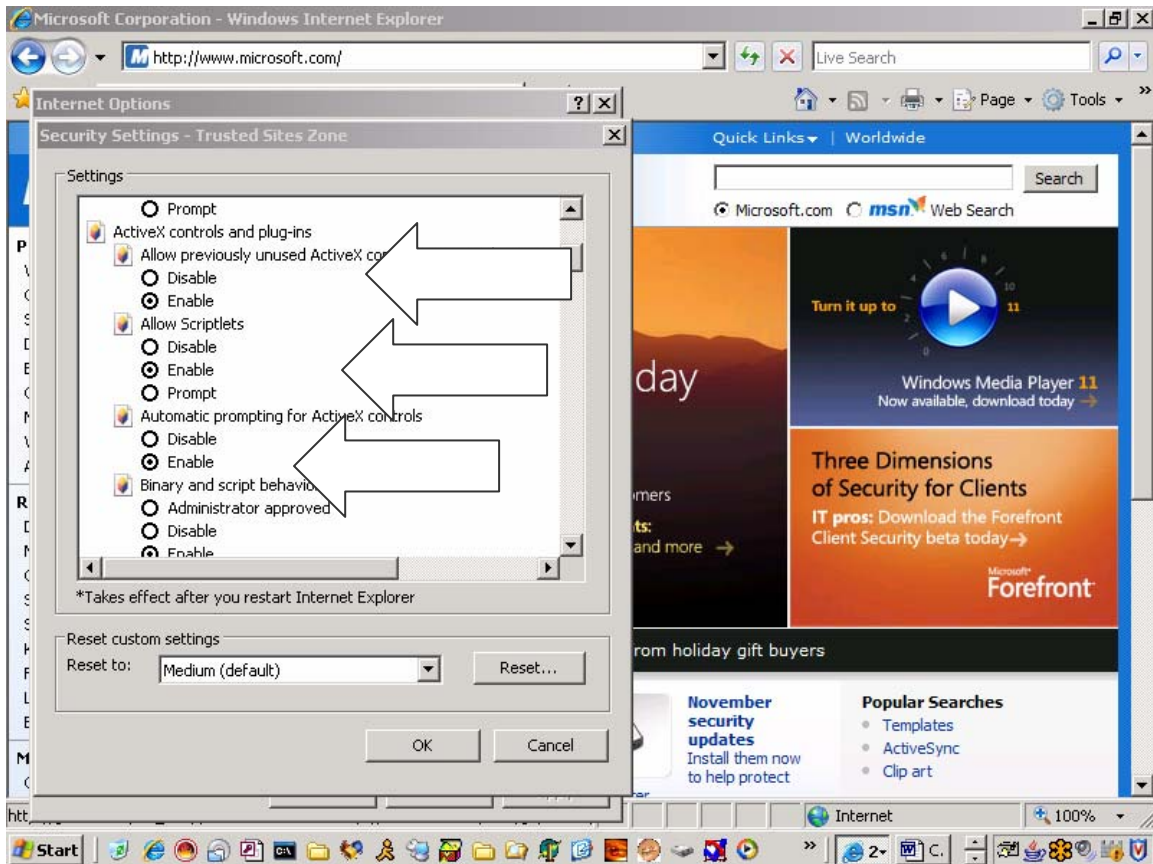
Then Click on **ADD**, then **OK**.





Now click on CUSTOM LEVEL

Scroll down a little until you see ACTIVE X CONTROLS AND PLUG INS



**Enable ALL 10 ACTIVE X CONTROLS (IE version 7).** Click on OK when finished, and you will be asked if you want to accept the changes. Say YES.

\*\*\*\*Important: There are 10 Active X Controls for Internet Explorer Version 7. If you have Version 6, there are only 5 to enable.

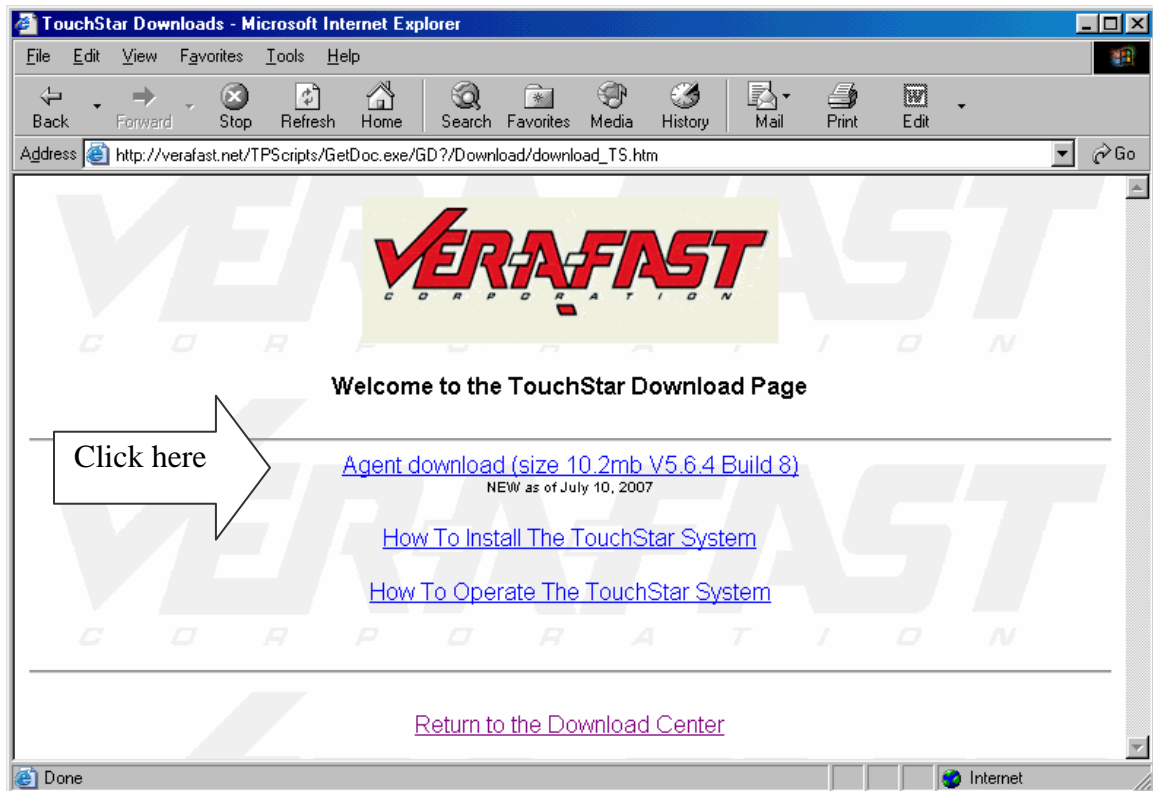
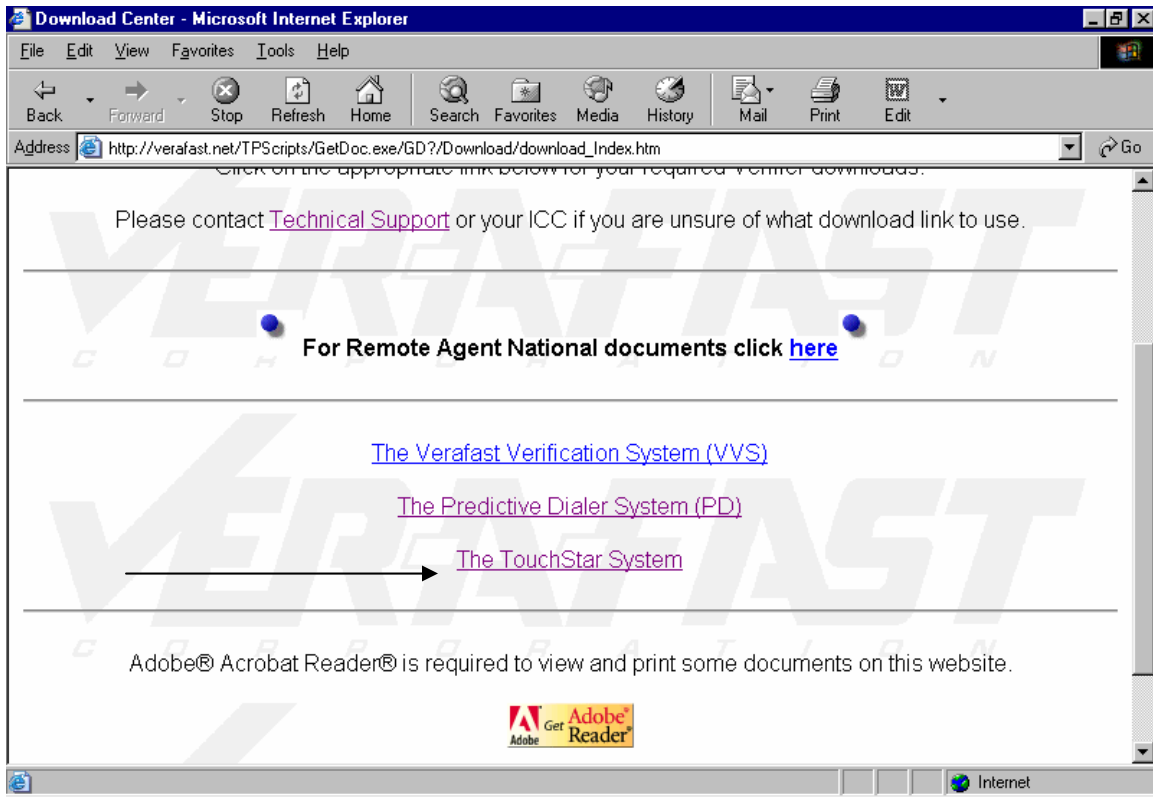
## **INSTALLING THE TOUCHSTAR SYSTEM**

Go to [www.verafast.net](http://www.verafast.net)

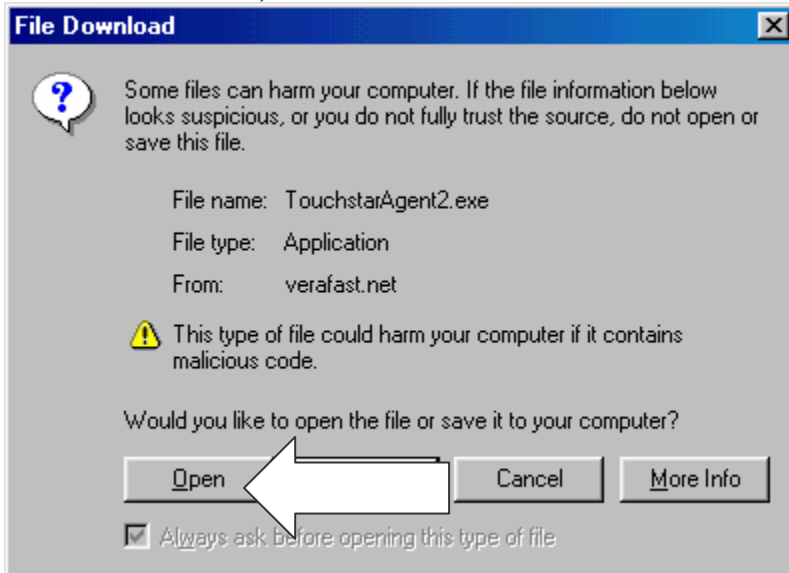
Click on **DOWNLOADS**

Login with your verifier number and password that you were originally given.

Scroll to bottom to The **TOUCHSTAR** System.

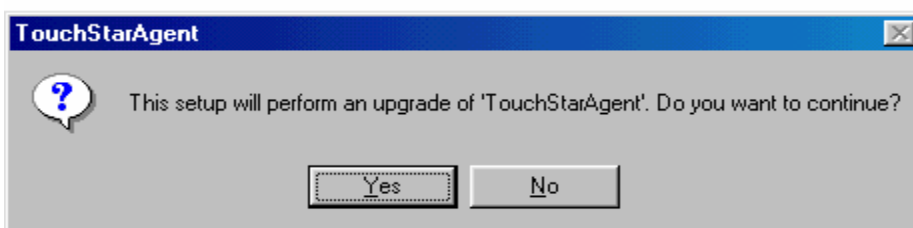


\*\*\*\*\*IMPORTANT\*\*\*\*\*  
**BEFORE CHOOSING OPEN AND CONTINUING WITH THE INSTALLATION  
OF TOUCHSTAR, PLEASE CLOSE YOUR WEB BROWSER PAGE!!!!**

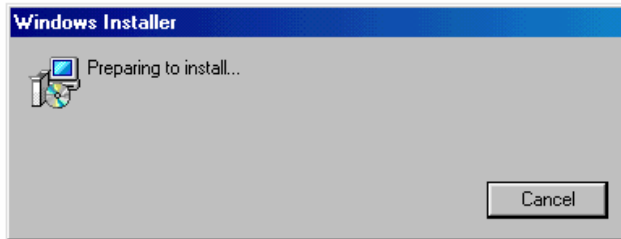


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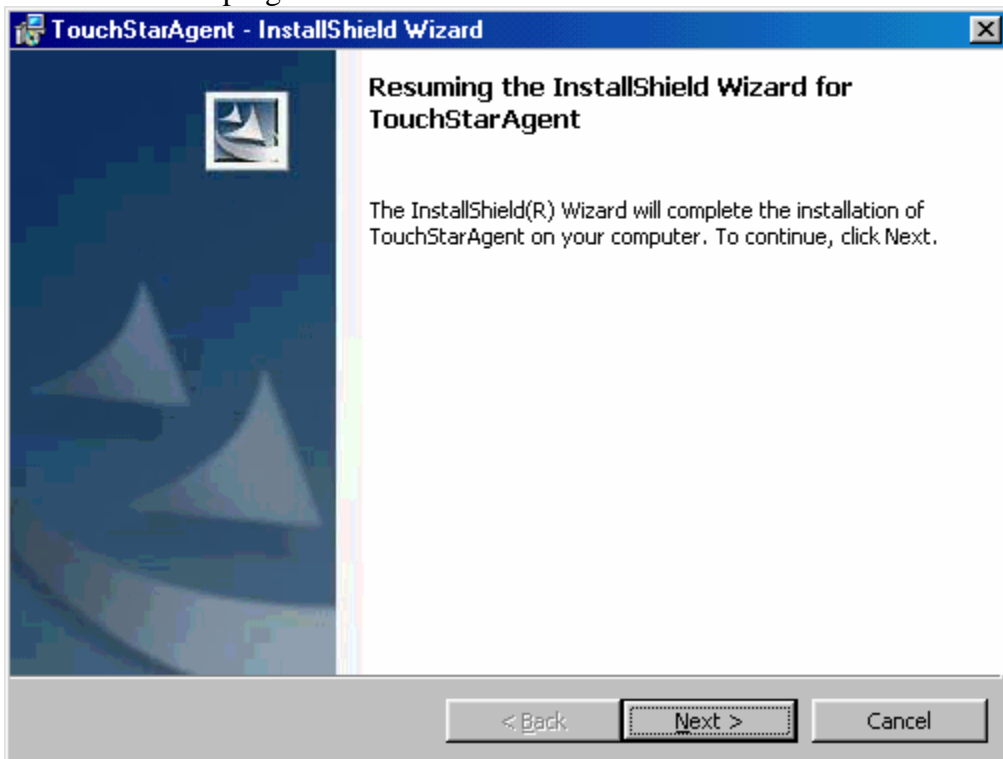
\*\*\*\*\*FOR EXISTING USERS OF TOUCHSTAR: (you will not see this if you have never installed Touchstar before.) New users just need to click on INSTALL.



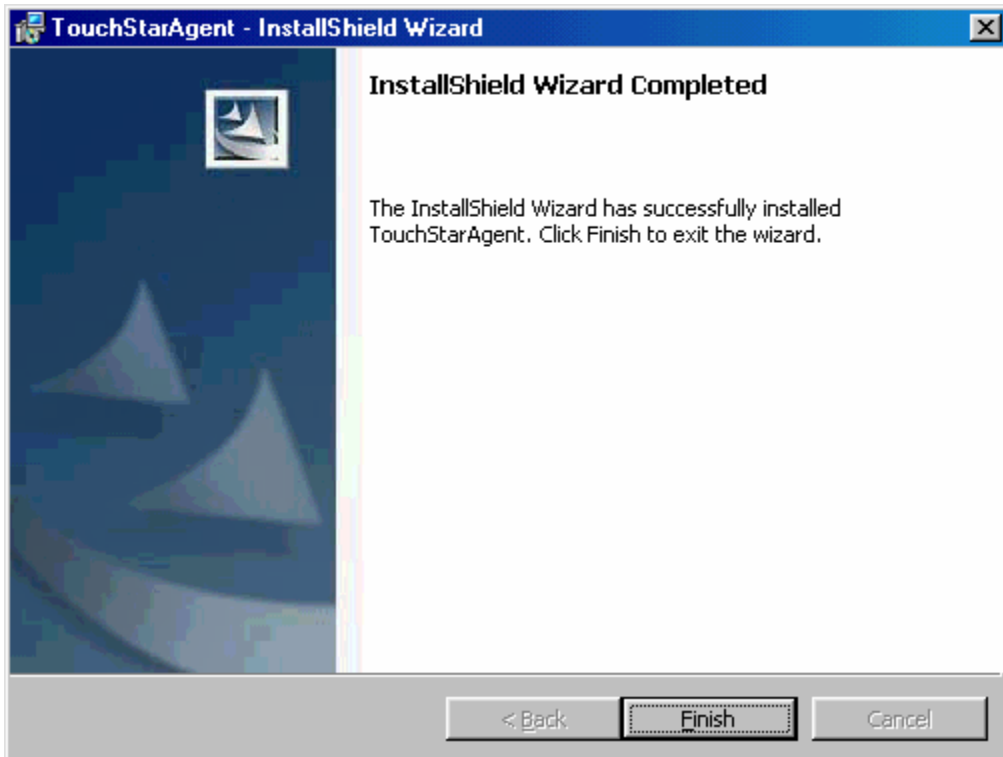
Say YES to perform upgrade.



It will install the program.

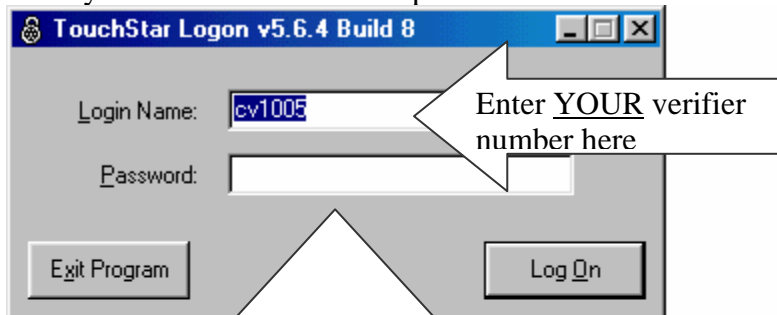


Click on NEXT



Click on FINISH.

Enter your verifier number and password here.



Your password will need to be entered each time.

\*\*\*\*\*If you are NEW TO THE SYSTEM, you will NOT see a campaign yet.

Telephony Server Log On

Campaign: TStar PARENT

Secondary Campaign: \*None\*

Station No: 161 (T161) Refresh

Extension:

Shift: N/A

Room: 0

You have successfully passed the security log on. Now you must log on to the Telephony Server using your assigned campaign.

Exit Log on

Enter your phone number here

Make sure you are in the correct campaign. If you are unsure, call Production at ext. 3100

Your phone number needs to be added in the extension box with no spaces and dashes, ONCE YOU HAVE BEEN ASSIGNED TO A CAMPAIGN. Your number will remain there after logging in with a campaign for the first time.

Telephony Server Log On

Campaign: FC-PC ONLY PARENT

Secondary Campaign: \*None\*

Station No: 165 (T165) Refresh

Extension: 4403319962

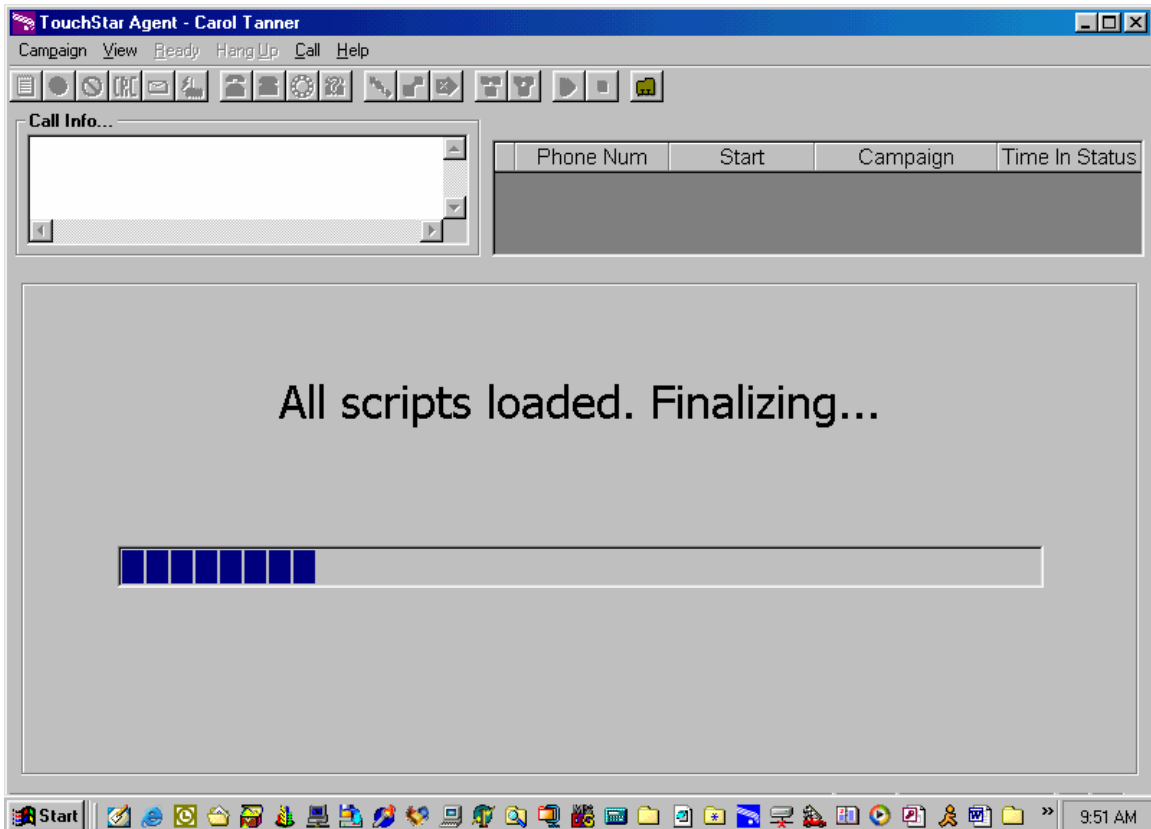
Shift: N/A

Room: 0

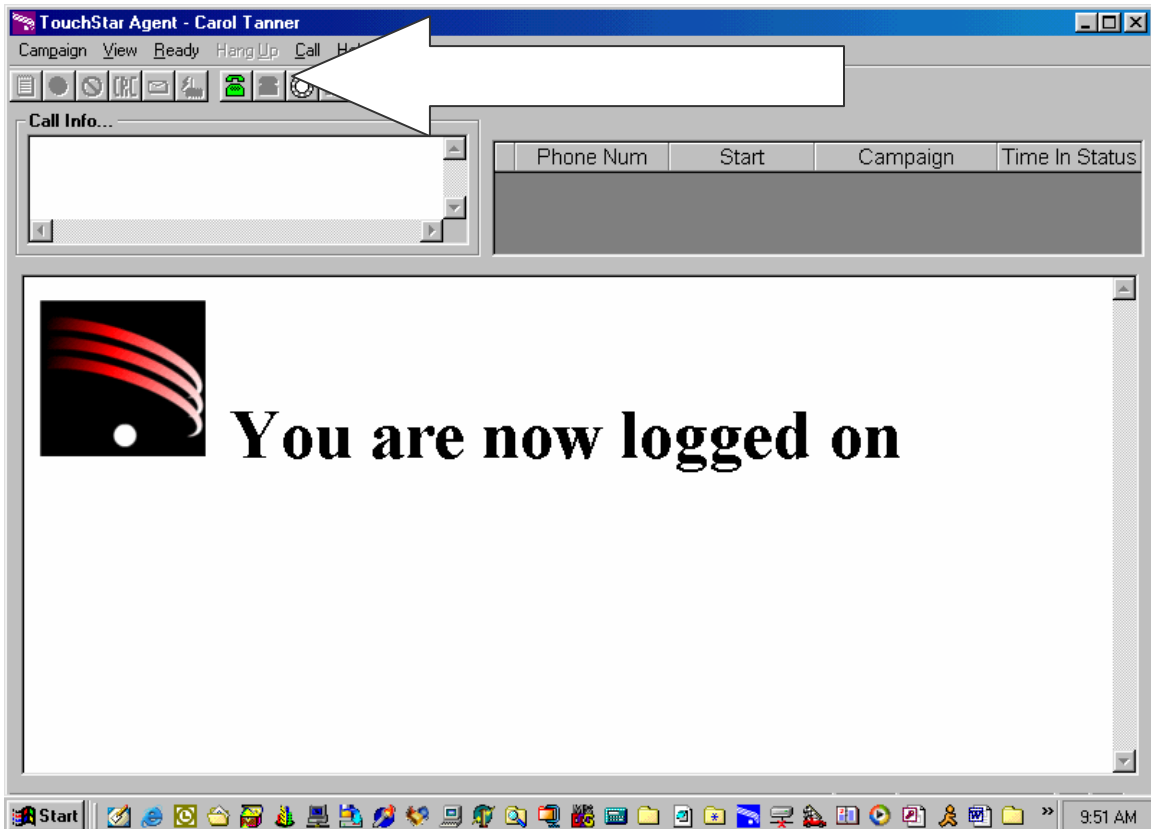
You have successfully passed the security log on. Now you must log on to the Telephony Server using your assigned campaign.

Exit Change Settings Log on

Click on Log On.

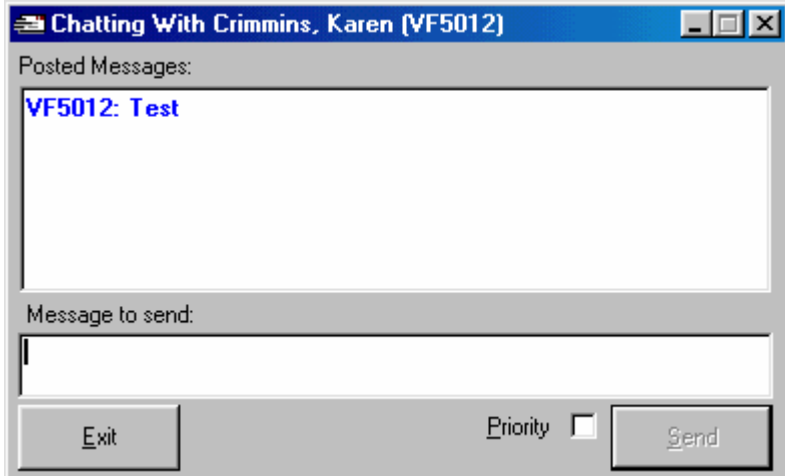


The scripts will load. Your phone will ring. Pick up the phone and say “hello”.  
You do not hang up your phone until you are done making your calls or if you need to take a break.

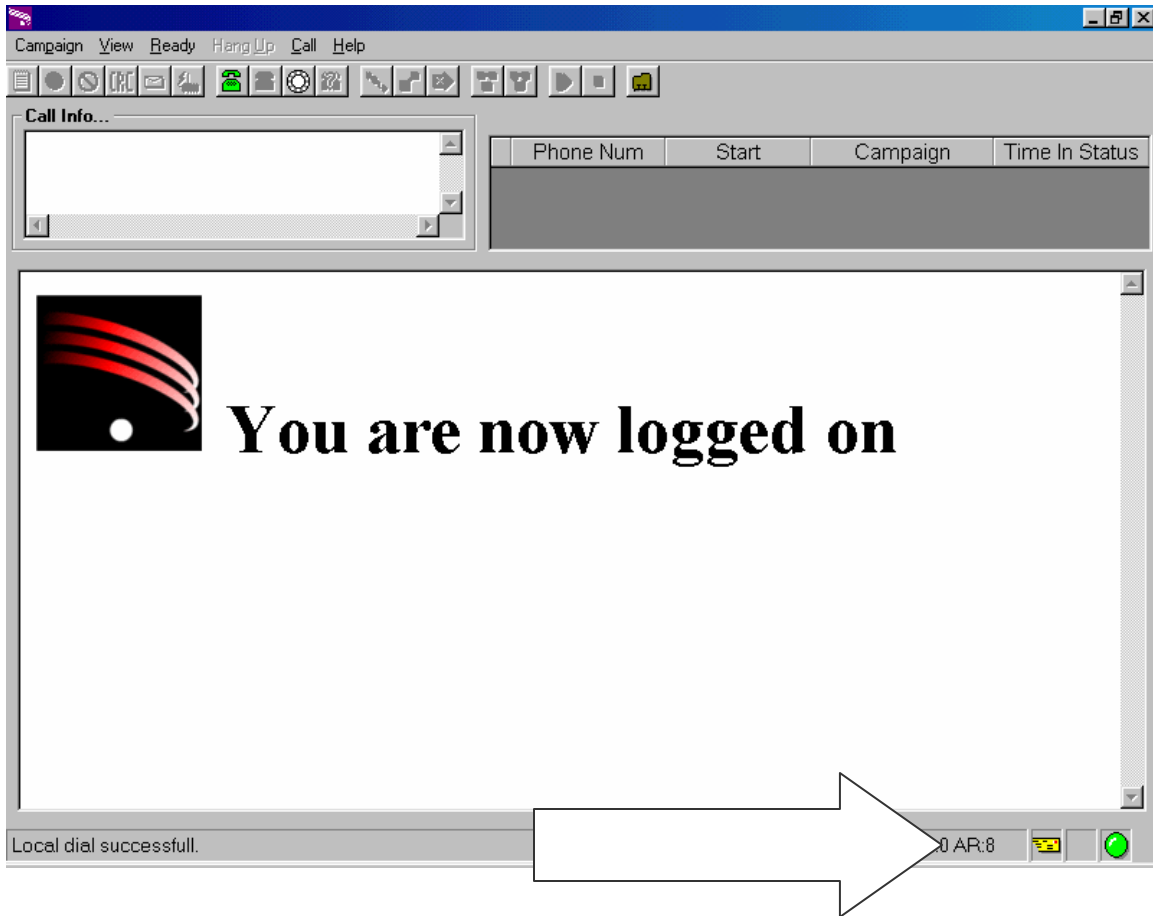


Click on green phone icon to pull the calls.

You may get a message from production while on the system.



Make sure you follow any instructions they may give you.



Your window will flash and you will see a blinking yellow envelope when you have a new message from production. (If you never see the blinking envelope, please contact tech support).

When you are ready to stop calling, click on the green phone icon, hang up your phone receiver, and click on CAMPAIGN, go to LOG OFF.



Click on OK

Go back to CAMPAIGN, and click QUIT.