

El Dorado Software

Quick Start Guide

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El Dorado Software ELDSOFT 2006 Billing Software Quick start Installation & Setup Guide

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Introduction:

Thank you for choosing ELDSOFT-2006 as your new billing software program, we welcome you to the El Dorado family!

If you are installing a demo and this is your first time with El Dorado Softworld, we are certain you will like what you see.

As simple as **1-2-3**: By following this guide you will be able to quickly and efficiently **(1) install, (2) setup** and begin **(3) using** your new billing software.

Before you start:

Make sure the computer you are loading the ELDSOFT program on meets the minimum system requirements found on page 4.

Set aside 30-45 minutes to complete the installation, preferably during normal business hours, just in case you need help during the process, one of our support technicians can help you right then and there.

It is best to install ELDSOFT-2006 on a computer that has direct internet access; this enables our support technicians to log in remotely if needed and also allows for easy downloadable updates if required.

Options for Technical Support:

With this Quick Start Guide, and the onscreen help within the program, we have tried to address every possible scenario. However, in the event that you cannot find the answer you need, we do offer several options for Tech Support:

1: Check our website at WWW.Waterbill.com look at the FAQ page, most likely the answer will be here if the problem has been encountered previously.

2: E-mail your questions to: Support@CreativeTechUSA.com please be as detailed as possible in your description of the problem, the events surrounding the problem and the configuration of your system (I/E Networked, # of accounts etc.). Also be sure to include your name, the Company or Utility name and a contact phone number in case we have questions.

3: Call Tech Support at 800-898-3838 during normal business hours, we can help with general questions over the phone, or for more complicated problems we can link to your computer to resolve even the most difficult questions quickly and efficiently.

(1) Getting Started:

System requirements:

| | |
|-------------------------------|---|
| Processor | <input type="checkbox"/> Intel Pentium III or compatible 800-Megahertz (MHz) or higher processor. |
| Operating System | <input type="checkbox"/> Windows XP or Vista for workstations, Windows Server 2003 or greater for servers. |
| Memory | <input type="checkbox"/> 512 Megabytes of RAM or greater. |
| Hard Disk ¹ | <input type="checkbox"/> The application will require 12 Megabytes for a typical installation. <input type="checkbox"/> Desktops require 25 Megabytes or greater of free hard-disk space. <input type="checkbox"/> Servers require 30 Megabytes or greater of free hard-disk space. |
| Drive | <input type="checkbox"/> 52X or greater CD-ROM drive. |
| Display | <input type="checkbox"/> 17" or larger SVGA or higher-resolution color monitor. |
| Technical Support | <input type="checkbox"/> 56K Modem with independent phone line, DSL or Cable broadband connection. |
| Additional Hardware | <input type="checkbox"/> High quality Laser or Inkjet Printer (17 pages per minute or greater). <input type="checkbox"/> High quality Data Backup Device (DVD, CD-RW or Tape). <input type="checkbox"/> Optional: High quality Battery Backup Device with Conditioner. |
| Software | <input type="checkbox"/> Office-2003 or later |
| Printer Driver(s) | <input type="checkbox"/> PCL5 or PCL5e for laser and inkjet printers <input type="checkbox"/> Direct Serial port (non USB) connection for Dot-Matrix printers |

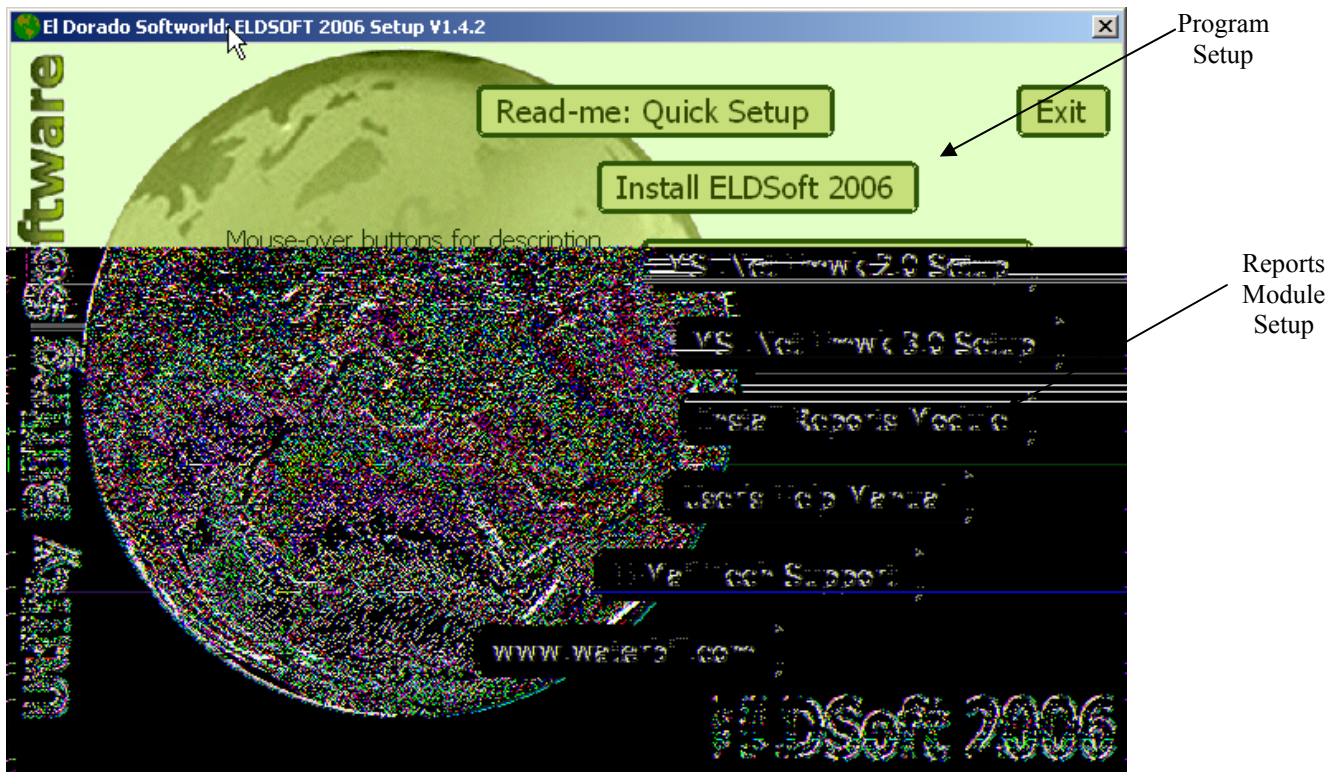
(1) Add 10 Megabytes for each additional 1000 accounts billed and 5 Megabytes per workstation, on server installations.

We recommend Windows XP Professional for all workstations.

Some Dot Matrix printers are not recommended for use with ELDSOFT 2006, although most will operate satisfactorily.

Standard ELDSOft 2006 installation instructions:

- 1) Ensure that all other programs on your computer are closed.
- 2) Insert the ELDSOft 2006 CD into the CD drive on your computer (if you have received the program by FTP Download, the file must be "unzipped" or "extracted" out of the zipped folder), when you see the file named ELDSOft 2006 double click it to start the installation process).
If installing from disc you should see a screen similar to the one shown below after inserting the CD:



- 3) Follow the onscreen instructions as shown starting at the top and working down; the install process is highly automated.
- 4) Open the Users Help Manual and print the entire manual if you wish to have a Hard copy user manual for future reference (recommended).
- 5) After installation is complete, Re-start your computer to finalize installation.

- 6) When the computer restarts, to run the program, go to: Start menu> Programs> ELDSOFT and look for the Globe icon, double clicking the icon will launch the program.
- 7) To install a shortcut on your desktop, right click the Globe icon>Send to> Desktop (create shortcut). This will create a Globe icon on your desktop and allow access to ELDSOFT 2006 directly.
- 8) The program installs by default as a Demonstration version, if you have already purchased ELDSOFT-2006 you will have been provided with an Activation Key, to register your software, enter your "Registered to" information and Activation Key, *Note; both of these are case sensitive and must be entered exactly as provided.

***Note:** The default username is **USER**, and password is **ELDS**

*If the software is being installed on a network, please refer to the appropriate section on network installation in the Users Manual.



(2) Configuration:

Proper setup/configuration of the ELDSOFT 2006 billing software system will ensure that it is easy to use and operates in the manner it is designed to. All ELDSOFT 2006 software versions have been designed to fulfill many billing scenarios, from simple flat rate billing to overly complex environments that previously required custom software solutions to be designed around each specific need.

In order to meet the many diverse requirements of utility billing, the ELDSOFT 2006 series of programs are designed to be highly flexible with many optional configurations allowing almost any utility's special requirements to be efficiently accommodated.

In order to properly configure the software for a specific application, we recommend following the four easy steps below to establish the ideal configuration for your system, during this process you will also learn about the many features and special calculations available in the ELDSOFT series software.


To ensure your success ELDSOFT 2006 has a built in Wizard to guide you through the process, which can be accessed directly from the main screen, following this wizard will guide you through the main setup and configuration choices in ELDSOFT 2006 easily and quickly. To launch the settings wizard from

the main screen, click the Settings Wizard  button and then click the  (All) icon to setup the entire program.

(3) Begin Using:

Congratulations, now that you have installed your ELDSOFT billing software and completed the preliminary setup/configuration process, you are ready to start adding your customers.

To add and manage your Customer information, click on the Account Manager Button from the main screen, this brings up the centralized account manager module where all customer, financial and meter reading data can easily be entered and updated.

For help setting up accounts and entering data you can click the  icon on any screen at any time to bring up the most relevant section of the built in users manual.

Thank you, from the entire El Dorado Softworld Team.