



THE 116 GROUP

UPDATING YOUR ELEPHANT SYSTEM

All Elephant users who have a current maintenance contract are entitled to both tariff and product updates. The Tariff updates are critical to maintain the accuracy of Elephant whilst the product updates ensure that all users enjoy the latest features as they are added.

When new charge bands are added to the standard BT list, pertinent entries will be added to all custom tariffs in your Elephant system with the standard non-discounted BT rates being automatically applied.

Please note that all update files are security protected and are only available to customers who are under current maintenance contracts. Should you require further information on this please do not hesitate to contact the help desk.

The procedure for updating Elephant is achieved by downloading two files from the Internet, one for the program update and one for the tariff update specific for your country. There are two procedures depending upon whether or not your PC has direct access to the Internet, please refer to the appropriate instructions.

Update procedure for PCs with Internet access and version 1.5.7 or above.

Note: Many anti-virus programs block Elephant from directly downloading the update. Temporarily disabling your AV software will get around this issue, alternatively follow the Manual Download instructions.

Close **all** client copies of **Elephant** before proceeding.

From the logging PCs main Elephant menu, select **File – Web update**. The system will use your serial key to check your contract status and country, if these are correct pressing the OK button will download all of the relevant files.

Update procedure for PCs with Internet Access (Manual Download)

Close **all** copies of **Elephant** before proceeding. The data collection utility should **not** be closed.

From a PC with Internet Access, open our web site at www.wcgl.co.uk select the option **Support** from the menu. You will then be displayed with all the possible file download options.

button (for older versions of Internet Explorer select **Run this program from its current location** and press the **OK** button). When the file has been downloaded, a dialog box will appear prompting for the location to which the update files will be saved, the default being C:\Elephant which should be changed if your Elephant does not reside in the default folder. When prompted, enter the password obtained from the helpdesk and, once this file has decompressed, you will be informed that the process is complete.

Repeat the above process for the tariff update by clicking on the pertinent country **Tariff & STD code update**.

Update Procedure for PCs without Direct Internet Access (Manual Download)

From a PC Internet Web Access, open our web site at www.wcgl.co.uk, select the option **Support** from the menu. You will then be displayed with all the possible file download options.

Click on the relevant **software update** and in the **File download** window click on the **Save** button (for older versions of Internet Explorer select **Save this program to disk** and press the **OK** button). The update files can be saved on a memory stick or any other removable media suitable for transfer to the Elephant PC.

Repeat the above process for the tariff update by clicking on the pertinent country **Tariff & STD code update** saving the file to the same disk.

Run the saved file **Update.exe** by clicking on **Start – Run** and entering the file name, eg **E:\Update.exe** in the dialogue box and pressing the **OK** button. Run the saved tariff update (the filename takes the form of country.exe) by clicking on **Start – Run** and entering the file name (eg **E:\UK.exe**) in the dialogue box and pressing the **OK** button.

Both files are self-extracting zip files that will decompress its contents to the folder that you specify, the default being **C:\Elephant**. Press the **Unzip** button; you will be prompted for the password. Once the installation process is complete, you will be advised that the files have been unzipped successfully, click on the **Close** button.

Finalising update

Restart **Elephant** and the system will identify that a software update has been installed asking you if you wish to update the databases, select **Yes** to update the STD codes and call charges.

Please be aware that when remote network copies of Elephant are restarted, they should identify that an update has been installed on another PC and ask you if you wish to update this copy. If this does not happen automatically simply repeat the above procedure to install the software update on the remote copies, it is not necessary to update the tariffs from every PC.

Should you experience any problems, please contact the help desk on 020 3371 3333, or email support@wcgl.co.uk