

Q2: I want to transfer SUPERPAY to a new PC.

2.1 Summary - for IT personnel familiar with Windows.

Plug in a flashpen into the USB drive on your 'old' PC. If you haven't got a flashpen, it costs about £10 to buy one with enough storage for your SUPERPAY data and program. However, if your 'old' PC can write to CD, then you could use Windows to copy your SUPERPAY files to CD and then use Windows to copy them back again to the new PC instead of using a pen drive as described below

1. On your 'old' computer determine where your SUPERPAY program and data are stored: i.e. Load SUPERPAY and go to the MAIN MENU. Press Alt-F10 to display a screen of System Information. If the lines which start with Program:, Local, Shared, and Data are **not** all the same, contact our hotline.
2. Assuming SUPERPAY is all in one folder, on the 'old' PC copy the entire folder to the pen drive. (If it's not all in one folder, you should contact our hotline.)
3. On your new PC, plug the memory stick into the USB drive and copy the entire folder to the same place on the new hard drive.
4. On your new PC, set up a short-cut to **sp.exe** on your desk top.
5. If you don't know how to create your own short-cut, go to SUPERPAY's website, www.superpay.co.uk, and download the latest version of SUPERPAY. Follow the on-screen instructions and tick the CREATE A SHORT-CUT box when asked. Make sure you complete the download, i.e. keep following the on-screen instructions until you click on FINISH.
6. Many users change their printer when they change PC. If you are connecting a printer to a USB port on your new PC or across a network, then you should now make sure you have .NET FRAMEWORK 2.0 (this is a free download from Microsoft's web-site). This will enable you to use SUPERPAY's PRINT HELPER -see below.
7. If you need SUPERPAY's PRINT HELPER, refer to Q1 (above) and download SUPERPAY's PRINT HELPER from our website www.superpay.co.uk.

2.2 If you are not familiar with copying whole folders in Windows, you can use SUPERPAY to take a Backup of your data on your old PC. You then download the most recent version of SUPERPAY from our website onto your new PC and use it to Restore your data onto your new PC.

1. First, decide whether you will backup the data on your 'old' PC to floppy disk or flash pen/memory stick. Note: you cannot backup to CD within SUPERPAY.
2. Next, on your 'old' PC, go to UTILITIES, SYSTEM DETAILS and enter the appropriate drive letter in the BACKUP/RESTORE DISK DRIVE field. If you are backing up to floppy disk, you can skip this step.
3. On your 'old' PC, go to UTILITIES, FILE MAINTENANCE and choose option 1, BACKUP TO FLOPPY DISK and enter each company number in turn or enter ALL to backup all your companies in one go. If your data takes more than one disk, SUPERPAY prompts you when to insert a new disk. (Note: if you are backing up to a flash pen, the menu option still shows BACKUP TO FLOPPY DISK even though the backup is to the drive letter you entered in Step 2. above.
4. Before closing down SUPERPAY on your 'old' PC, press ALT-F10 and note the name of the directory where your **data** is stored. (see 1. in 2.1 above). You will need this location to RESTORE your data to the same directory name on your new PC.
5. You then go to our website www.superpay.co.uk and follow the on-screen instructions to download the latest version of SUPERPAY (tick the SHORT-CUT BOX to create a SUPERPAY icon on your new PC) to the directory name that you noted in 4. above. We do not recommend that you use your latest update disk/CD to install SUPERPAY on your new PC since the version on our website is probably more recent. (The download procedure is described in 2.3 below.)
6. Many users change their printer when they change PC's. If you are connecting a printer to a USB port on your new PC or across a network, then you should now refer to Q1 (above) and also download SUPERPAY's PRINT HELPER from our website.
7. When you first load SUPERPAY on your new PC you will be asked to enter an up to date licence number to activate SUPERPAY (rather than use the demo version). This number is on the Despatch Note that

came with this FAQ manual and consists of a letter, then 4 or 5 numbers, plus 3 groups of 3 numbers; e.g A1234-123-456-789.

8. On your new PC, go to UTILITIES, FILE MAINTENANCE and choose option 2, RESTORE FROM FLOPPY DISK. (If you have used a flashpen, you will first need to change the drive letter on your SYSTEM DETAILS screen.). Enter a company number or enter ALL to restore all. If your data is on more than one disk, SUPERPAY prompts you when to insert a new disk. Note: you start with the last disk in the sequence rather than the first.

2.3 Download Superpay from our website

The SUPERPAY download from our website follows standard Windows conventions.

1. First, decide where you want to install SUPERPAY. We suggest C:\SUPERPAY. If you Backed up your data **within** SUPERPAY on your 'old' PC, you need to Restore that data into the same directory name on your new PC and unless you have the unlimited version of SUPERPAY, your data and program need to be in the same directory; i.e. you cannot choose a different directory.
2. Now go to our website www.superpay.co.uk and click on DOWNLOADS. In the 'Download SUPERPAY for 2006-2007' section click on **Download version 3.16.x** where x is the latest update number (or 3.17.x or 3.18.x)
3. A standard Security window is then displayed. The format depends on your browser.

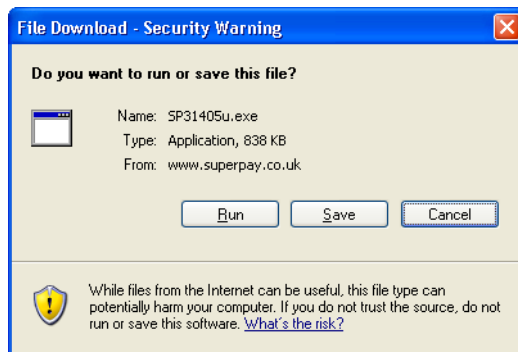


Diagram 1: Standard Security Window

4. Click RUN or OPEN, whichever option is displayed.
5. A progress window is then displayed. You are then asked if you want to run this software. Check that the name Computastore Ltd is displayed in the message and click on RUN to continue. A progress bar is displayed.
6. The Setup Wizard is then displayed.



Diagram 2: Superpay setup wizard

Click on NEXT.

7. You are then asked to enter the name of the destination folder for SUPERPAY. You are prompted with what you last entered in this download box **or** c:\superpay.

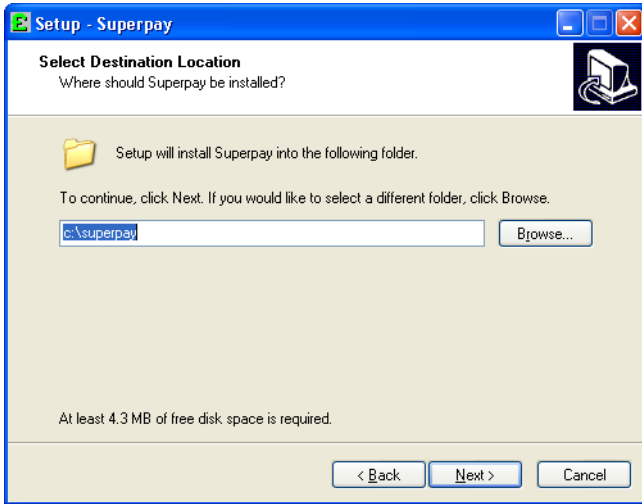


Diagram 3: Choose install location

Many users accept the default c:\superpay. If you want a different directory, either key in the directory name **or** click on BROWSE to find the directory. When you click on your choice, that directory name is automatically inserted in the location field.

Click on NEXT to continue. If the directory does not exist, SETUP asks if you want to create a new directory.

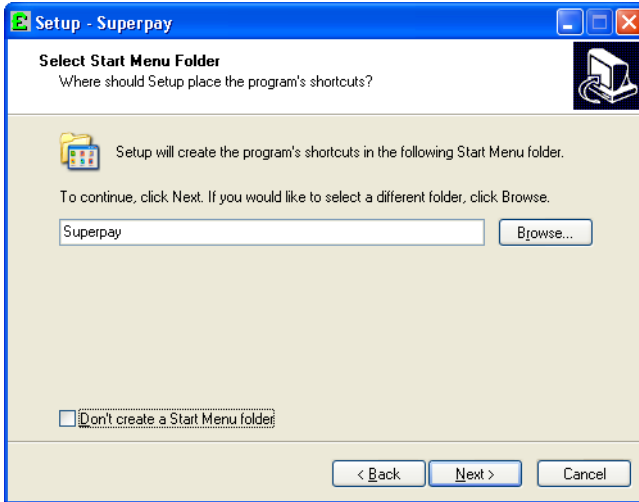


Diagram 4: Create shortcut in Start menu

At the bottom of the screen, SETUP displays a DON'T CREATE A START MENU FOLDER tick box. If you're not sure what this means, leave the box ticked and click on NEXT. If you want SUPERPAY in your START menu, untick the box and either accept the default folder (which follows standard Windows conventions) or enter another folder name. Then click on NEXT.

8. SETUP then asks if you want to create some icons.

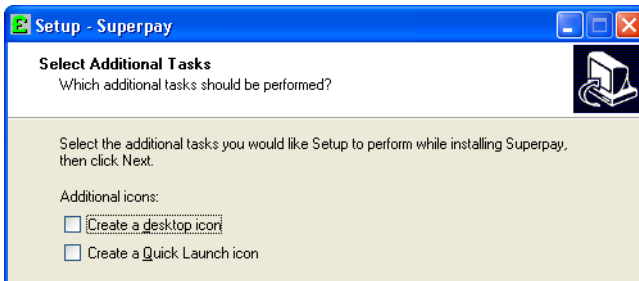


Diagram 5: Create icons if required

Since you are putting SUPERPAY onto your new PC, tick the CREATE A DESKTOP ICON box. Leave the other box unticked. Then click on NEXT.

9. SETUP then confirms the INSTALL details. Click INSTALL to proceed. A progress bar is displayed.
10. When the installation is complete, the following screen is displayed.

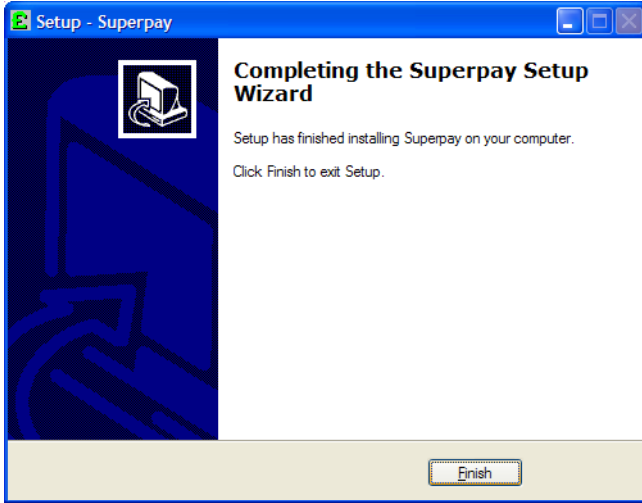


Diagram 6: Installation complete

Click on FINISH to close this window, and then click X on the top right of your Internet browser to go back to your desktop. Now double-click your SUPERPAY icon to load SUPERPAY. Enter your Licence number when requested to do so.

2.4 Return to what you were doing

If you were downloading SUPERPAY simply to create a short-cut, return to 2.1 point 6 above. If you were downloading SUPERPAY so that you can RESTORE your data, return to 2.2 point 6 above.

