

## HOW TO UPDATE TO THE 8 8 14 SOFTWARE VIA THE SERVICE PACK:

This Service Pack install is only used when you already have the 9 9 13 – 7 7 14 Software on the computer as the foundation. The service pack software download is found on [www.welcometoindigo.com](http://www.welcometoindigo.com) in the Updates and Downloads.

You would always choose the latest service pack date listed. Currently the latest is the 8 8 14 and the fee will be 300 Euro

### Before Installation:

1. If you have backdated the computer clock please make sure it is set to the current date before you start
2. Make sure your Windows updates are up to date. As long as the computer is scheduled for regular updates it will be fine. Just want to make sure that they haven't been turned off.
3. You need to have your USERNAME and PASSWORD in order to access the software updates area to do the Download and to be able to Activate.
4. Test this by going to the website with your Indigo account [www.welcometoindigo.com](http://www.welcometoindigo.com) It requires your Username and your Password to open
5. Your Username is your email address and if you don't know your Password, here is where to go to reset it; [http://www.welcometoindigo.com/my\\_account/password](http://www.welcometoindigo.com/my_account/password) This will generate an auto reply email so you can create a new one.
6. Click on the **8-8-2014 Service Pack** Save /Run
7. The install window will cover the entire screen and you just go through the prompts Next Next Next /finish.

**Note:** Ignore the error message that comes up after clicking Yes to the Video add on's as this is only needed if you have purchased the BIG software or have an Educator

### Activation:

The Activation is done from inside the Software on the Password Screen.

On the Password Screen (don't enter 1122) Look for the word Activation / Click it /Click Internet / Enter your Username and Password / You will be directed to Pay Pal to pay the activation fee.

### Full Step by Step Activation Process:

1. You will only be able to activate if the device is detected at 25% The device needs to be communicating with the software to allow the online Activation.
2. The Activation is done through the software once you get into the Password Screen
3. Once inside the Password Screen look for the word Activation (don't enter 1122)
4. Click Activation
5. Click Internet

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6. Enter your Username and Password
7. Click Send to Server (There will be a long pause)
8. You should be directed to Pay Pal to pay the Activation fee. There is no fee required to reactivate on the same computer with the same software that has reverted to Demo Mode, unless you have replaced the hard drive or have updated to a newer version of the software.

**Very Important:** During the final process of making the payment on PayPal make sure you do not miss this step: AFTER the PayPal payment has been approved/received and finalized. Do not close out the page.

1. Click "**Return to QX Bahamas Ltd**" Look for these very important words on the screen in blue "**Return to QX Bahamas Ltd**" This MUST be clicked to apply the fee you just submitted through PayPal to the actual Activation of the software.
2. There will be a long pause, so wait until you see the message "Congratulations you are activated"
3. Click Ok
4. There will be another message congratulating you. When the Ok is clicked it will take you out of the software.
5. Upon re-entry into the software it will be fully activated.

**Note:** If you have closed the PayPal page without clicking "**Return to QX Bahamas Ltd**" the software will still be in Demo Mode. You will see the hand holding the lightning bolt and won't be able to access the software fully, as in, the TEST function. If you are still in Demo Mode after reentry into the software, simply perform the Activation steps again. This time you should get the congratulation message prompts, without going to PayPal.

**Test the Software:**

1. On the Indigo be sure to set the Gage Matrix again for the Main Matrix. It is found under Order of Remedies on the Main Matrix. Only do it if you see GT Matrix Activation. You will need to close and reopen the software for it to be fully functioning and giving accurate results.
2. Do a trial session and run a TEST go to Risks Profile, Hyper reactions (Allersodes) panel, the Homeopathic feedback, Dental, Aging, Homotoxicology, the BV, the DD to re-index all those databases.
3. It is good to open as many parts of the software as possible on the first test session to get all the databases synching again.

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