



Calyx Install Hints

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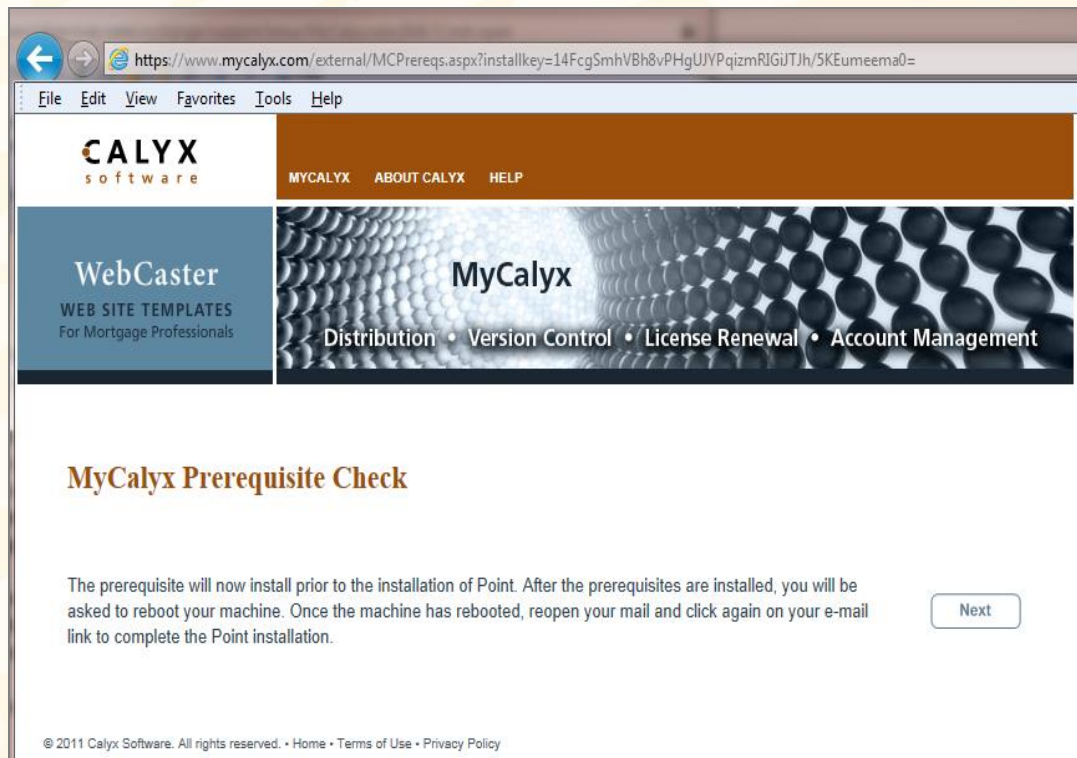
When installing Calyx for the first time or re-installing to connect to Point Central, be advised that you may encounter some or all of the issues below.

- If the **install Point** link in your email doesn't work, make sure you are using Internet Explorer to access and open it.
**Calyx install does not work with other browsers.*
- You will also need to turn down the UAC (User Access Control) setting on your Windows Vista, Windows 7 and 8 systems.

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- If you click on the email link and get a screen that looks like the one below, you will need to turn on **Compatibility View**, because this is a misleading screen.

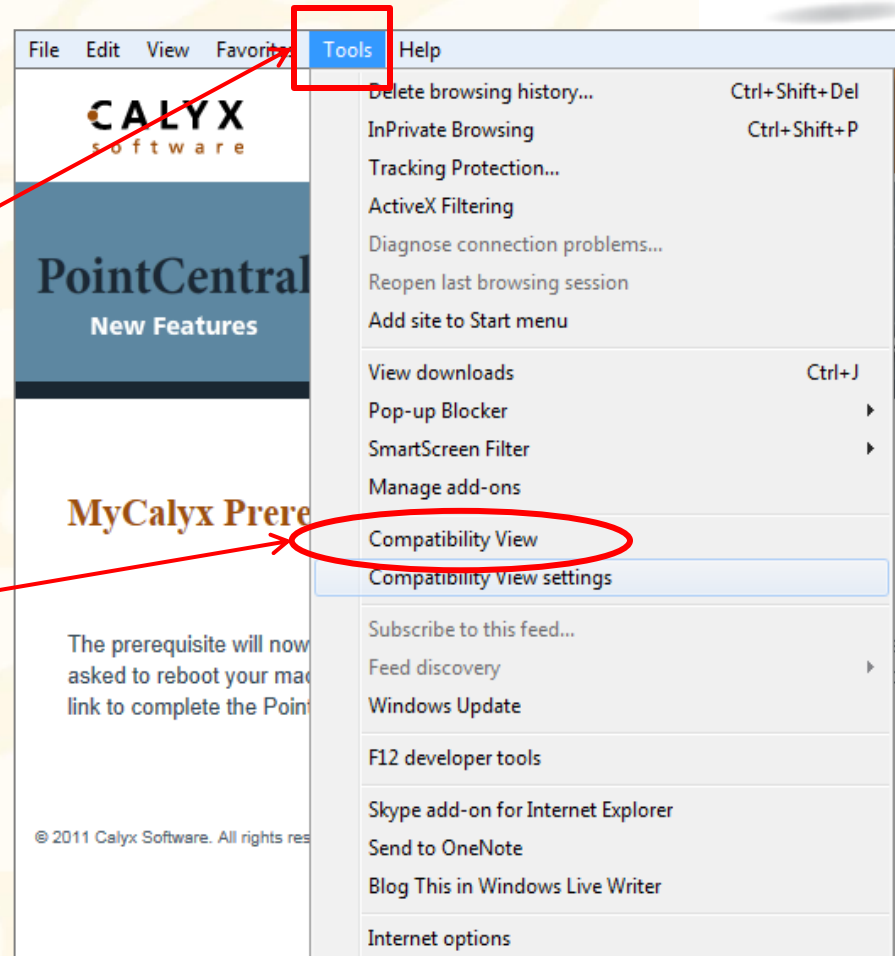


System questions or issues, please email : support@focusitinc.com
or call 480-346-1299 Option 1 (Hours of Operation are 7 days a week from 5:00 AM to 10:00 PM PST)

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To turn on **Compatibility View**, click on **Tools** on the menu bar at the top of the Internet Explorer screen and under **Tools**, click on **Compatibility View**.

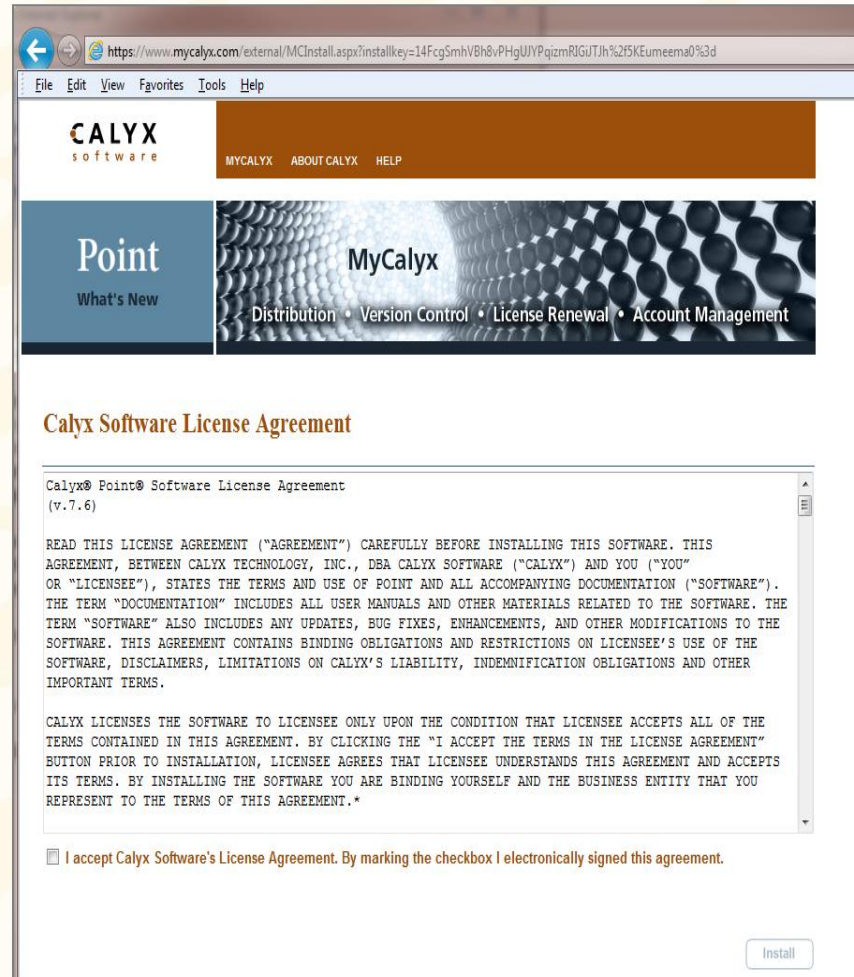


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Close the screen and click on the link in the email again and you should see this screen.

Now you can continue with the install.

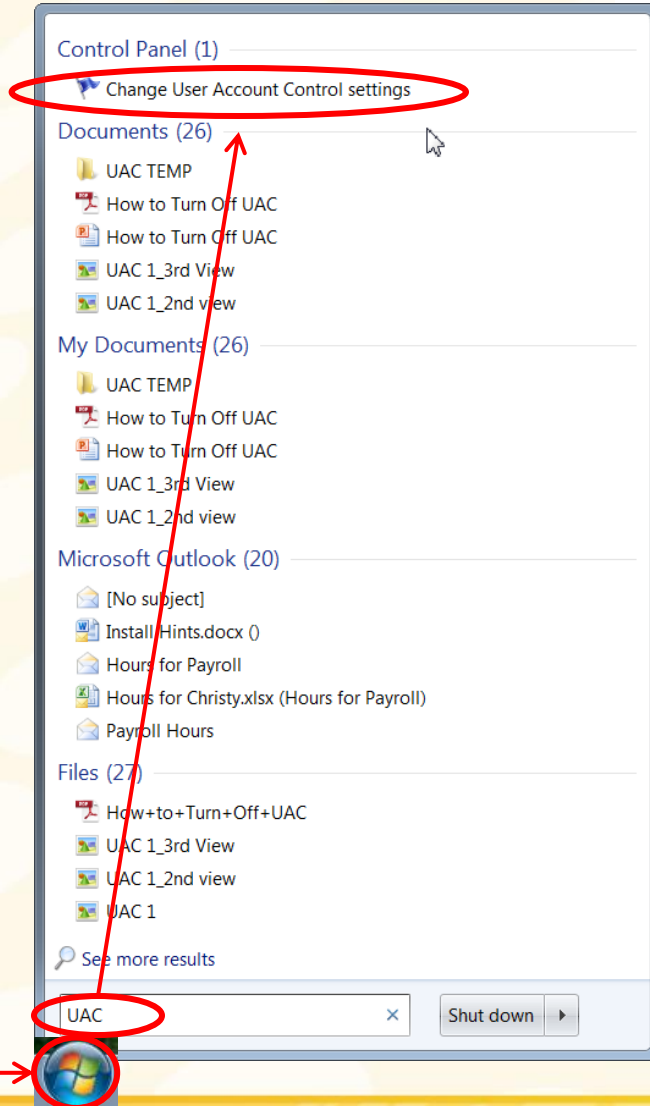


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


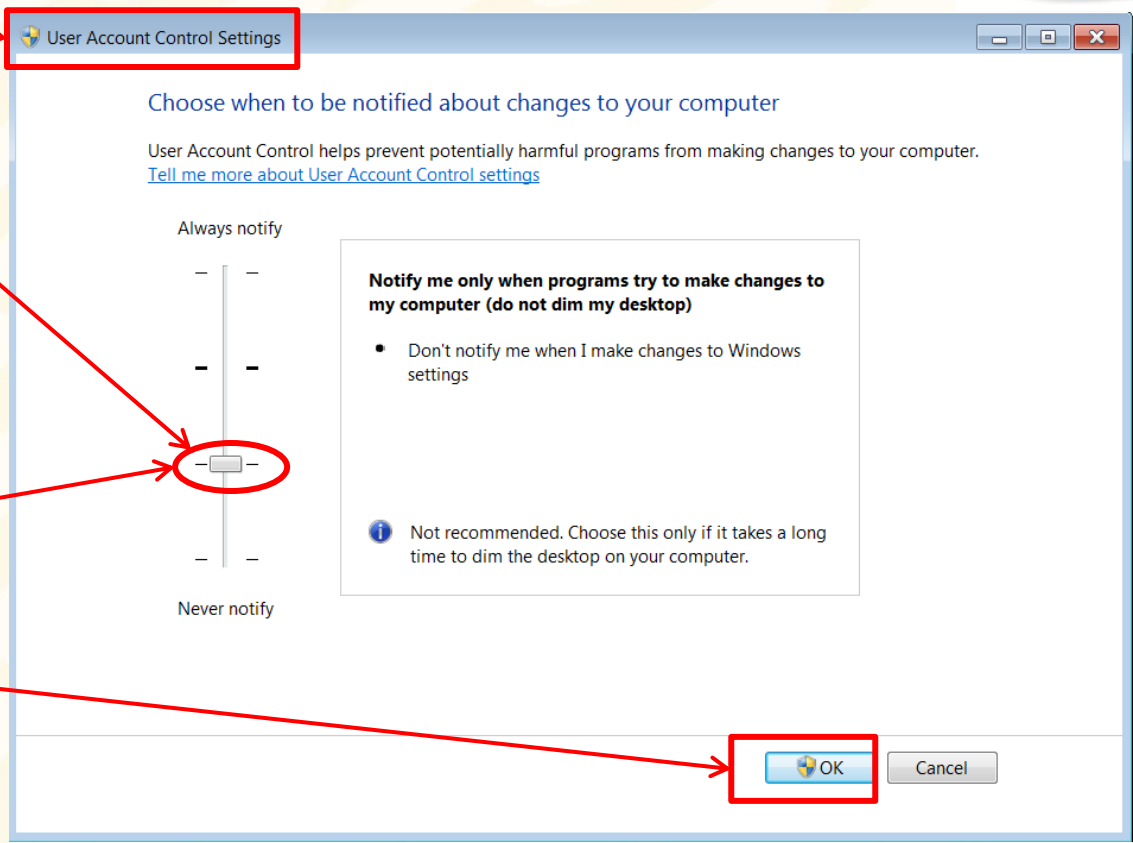
➤ After you install if you do not connect with Point Central you may need to disable your **User Access Control**. To do that, follow the steps below:

1. From the desktop, click the Windows **Start** icon.
2. In the search field, type **UAC** and then click on **Change User Account Control settings**



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3. In the **User Account Control Settings** window, click on the **bar**  under the **Always notify** and **Never notify** section and pull it down to the last level above **Never notify**.



4. Click on **OK**.

5. Restart the computer and try installing Calyx.



To reference the
Calyx Knowledge Base
for this topic,
use the link below.

[Calyx Install Hints...](#)

Helpful Links



Below are some helpful links to help you find your way around focusIT and Calyx.

Support Request Form

<http://www.focusitinc.com/submit-a-case>

or call us at (480) 346-1299 option 1 or email us at support@focusitinc.com

Other Helpful Links

- focusIT Support - <http://www.focusitinc.com/support>
- focusIT Contact Page - <http://www.focusitinc.com/ContactUs>
- focusIT Solutions Page - <http://www.focusitinc.com/solutions.html>
- focusIT Self Help Page - <http://www.focusitinc.com/selfhelp>
- Calyx Support - <http://www.calyxsupport.com/contact>
- Calyx Training - <http://www.calyxsoftware.com/support/training.asp> or <http://www.calyxsupport.com/Training>
- MyCalyx Webinar - <http://www.calyxsoftware.com/downloads/mycalyxunveiled.wmv> or <http://www.calyxsupport.com/MyCalyx>
- Calyx Knowledge Base - <http://kb.calyxsupport.com/kb>
- Calyx Message Board - <http://messageboard.calyxsupport.com>
- Calyx User Guide/ Download Page - <http://www.calyxsupport.com/downloads/index.htm>

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