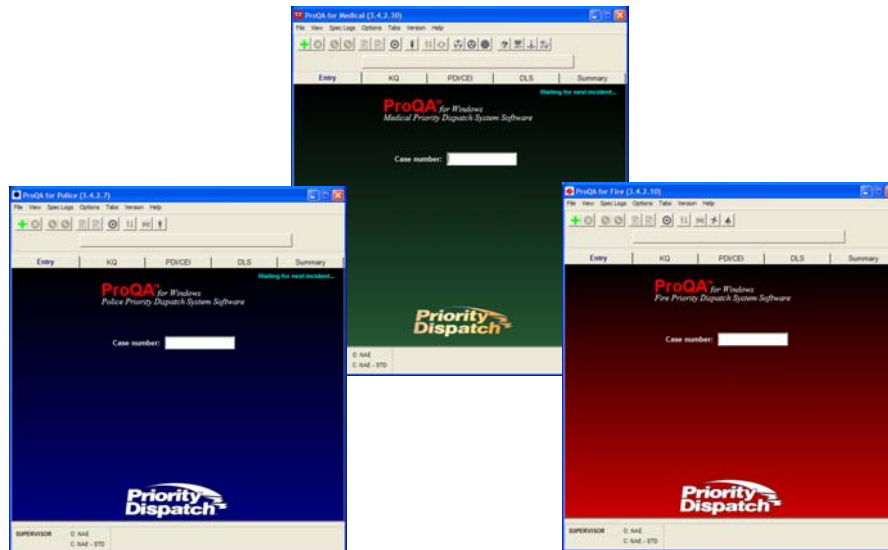




ProQA[®] Uninstall Instructions



Screenshot Overview

Software by:

PRIORITY DISPATCH CORP.

PROQA[®] FOR FIRE, MEDICAL, AND POLICE

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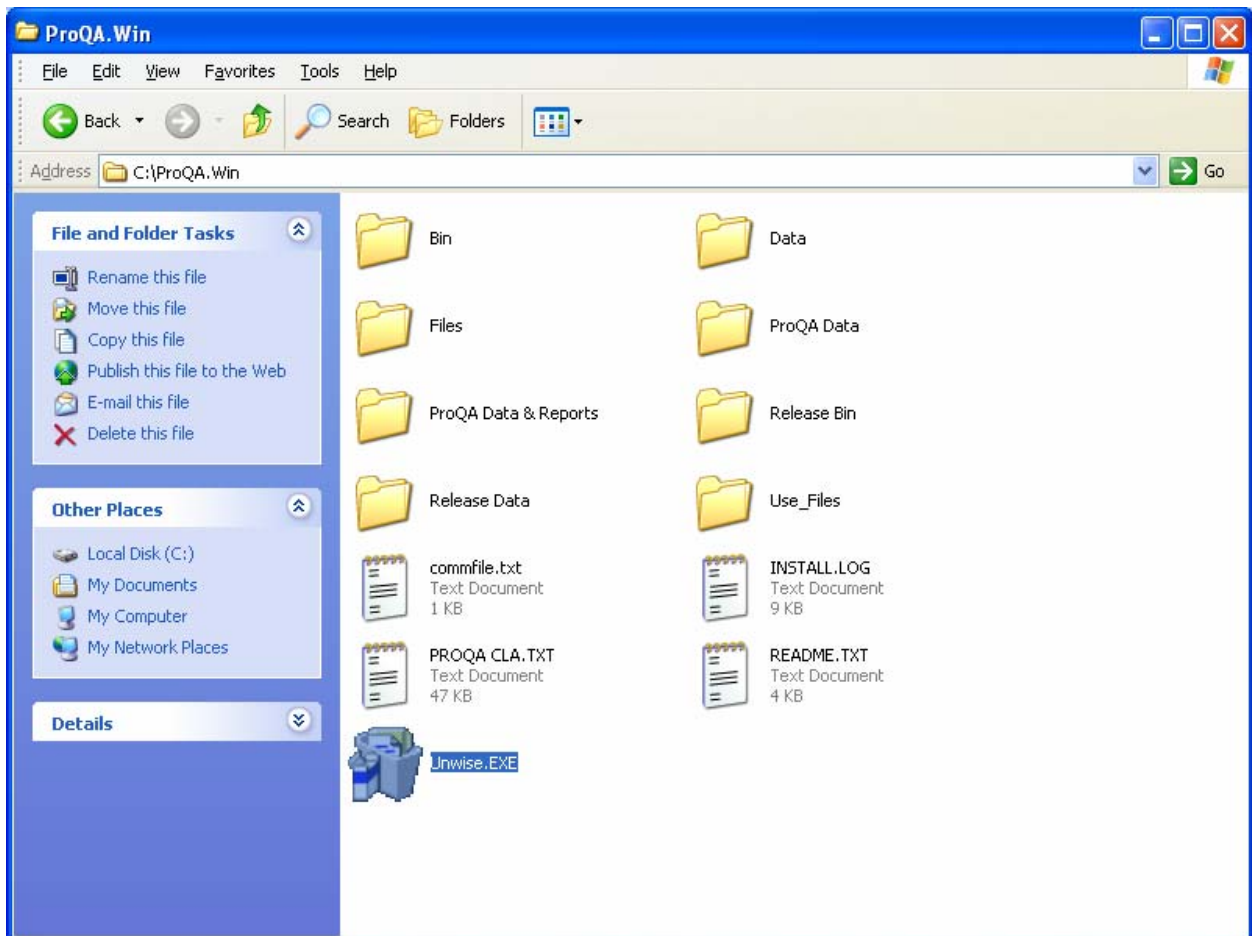
Prior to upgrading to ProQA version 3.4.2.38 or above, you will want to conduct a complete uninstall of the older version of ProQA. Follow these step-by-step instructions to ensure a complete removal of ProQA.

If your agency has established localized response settings utilizing the ProQA Response Configuration Utility or has entered local "Abort" reasons into the Configuration Utility, the following steps should be conducted **PRIOR** to any uninstall process.

BACKUP FILES:

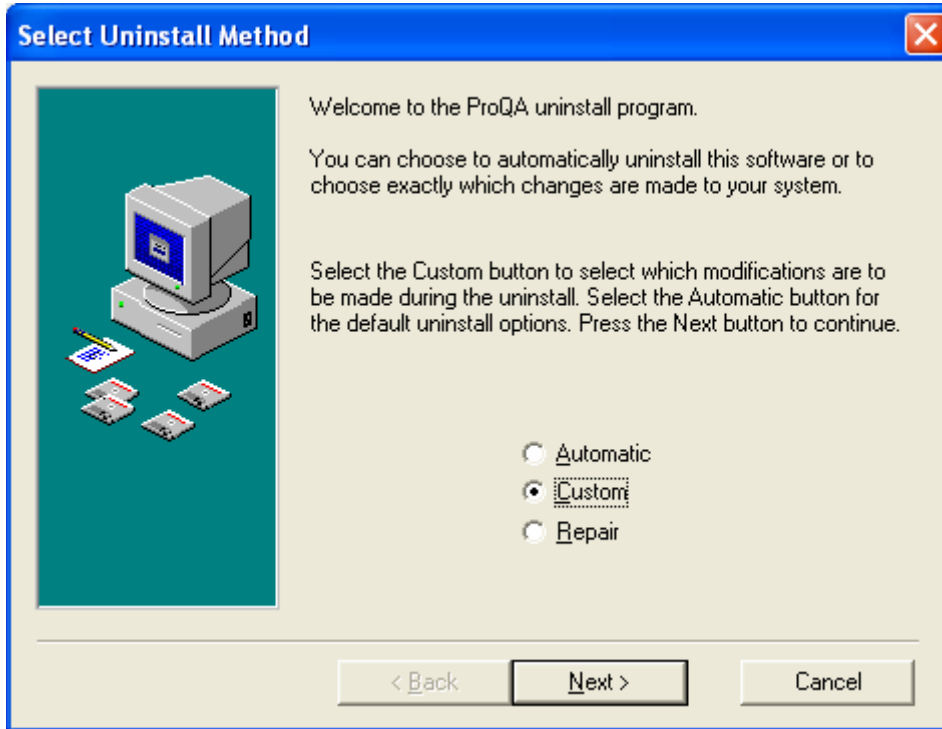
Go to the ProQA.win folder (the default location is C:\ProQA.win for Medical ProQA, C:\ProQAF.win for Fire ProQA, and C:\ProQAP.win for Police ProQA) and open the "Data" folder. Here you want to **copy** the files *rspstd.def* and *abort.nae*. Save these files to a safe location such as the desktop or a server location. You should also ensure that you have screenshots of your current Configuration Utility settings.

To begin the uninstall process, go to the appropriate C:\ProQA.win folder and double click the "Unwise.EXE" file.

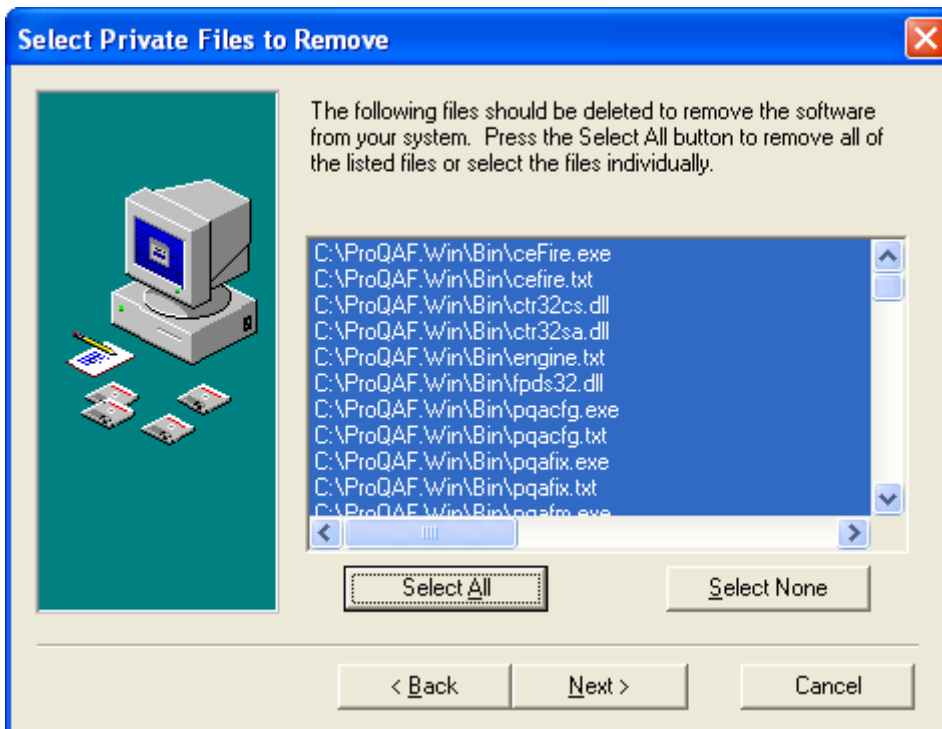


This will begin the Uninstall Process.

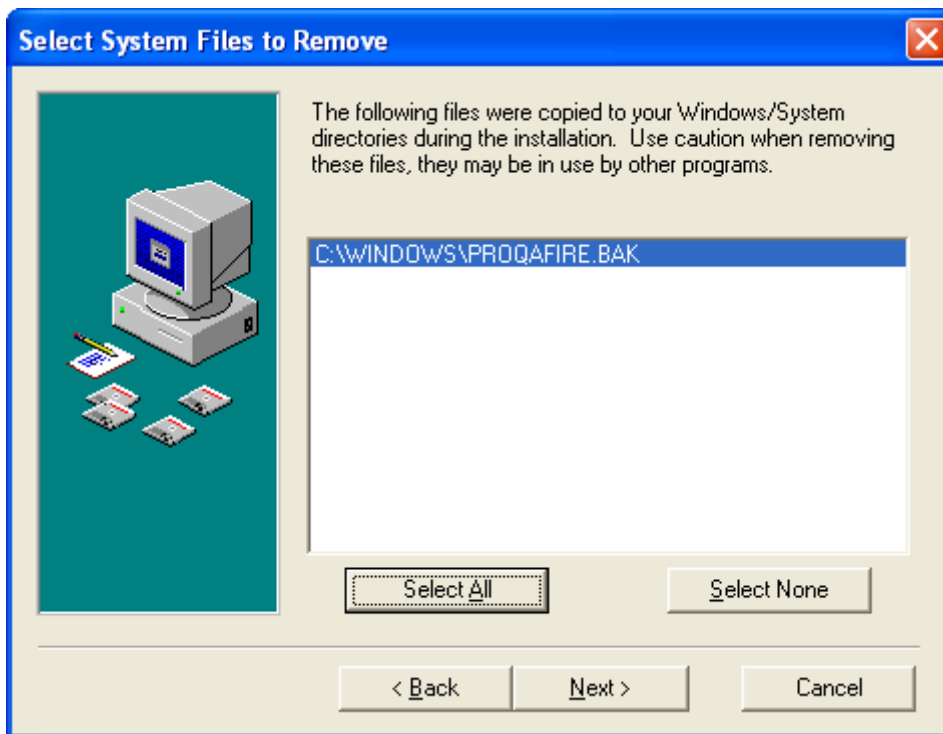
Follow the following steps to uninstall ProQA:



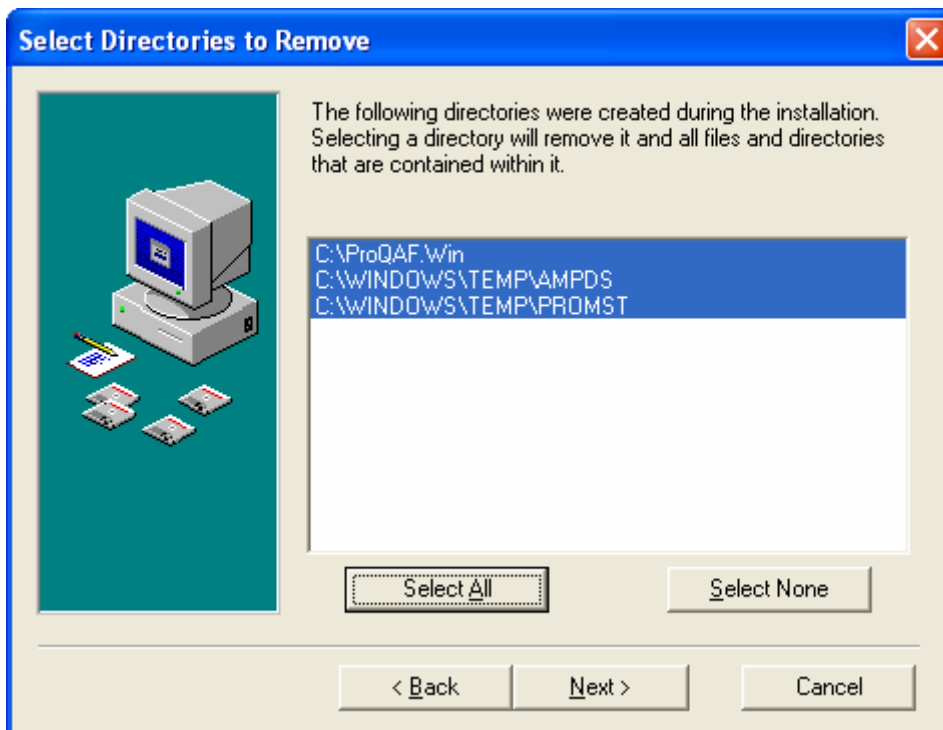
Select "Custom."



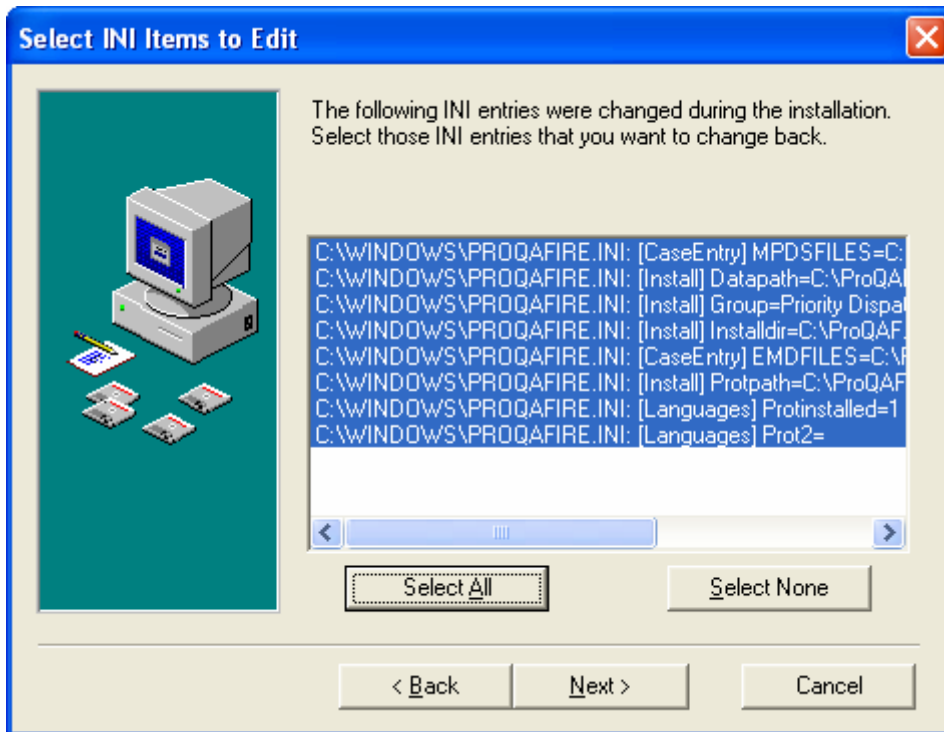
Select "Select All" then "Next."



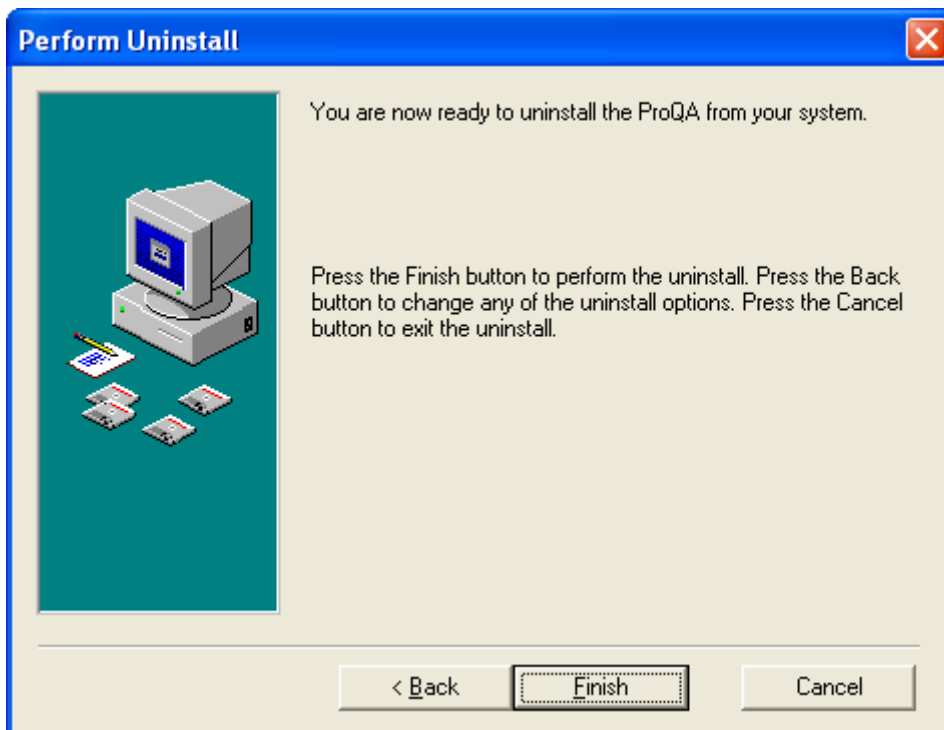
Select "Select All" then "Next."



Select "Select All" then "Next."



Select "Select All" then "Next."



Select "Finish" and the files will be removed, uninstalling ProQA from the machine.

Once the process is completed Navigate to the C:\windows directory on a Windows XP machine or the C:\WINNT directory on a Windows 2000 machine. Remove the following files:

PROQA.INI (PROQAPOLICE.INI OR PROQAFIRE.INI)

pqacfg.ini

pqafm.ini

pqaio.ini

pqaopm.ini

pqarsp.ini

pqaloc.ini

The PROQA.BAK (PROQAPOLICE.BAK OR PROQAFIRE.BAK) files do not need to be deleted.

These "ini" files are created when the applicable Utility is opened and are not removed by the uninstall process.

This completes the uninstall process. The machine does not need to be restarted as ProQA does not write to the Windows Registry.

ProQA may now be installed. When the installation has completed, follow your screenshots and set the Configuration Utility appropriately. Finally, copy the rspstd.def and abort.nae files and paste them into the C:\ProQA.win\Data directory, overwriting the existing file.

For additional assistance, contact Priority Dispatch Corp. Technical Support at 866-777-3911.