

Installing the software

IMPORTANT: Do NOT plug the base into the computer at this point! Install the software first!

If upgrading your current version, simply run the [Get Feedback v2.6](#) installation – it will attempt an automatic *upgrade*. If this process fails, please uninstall the current version of [Get Feedback](#) first, and then restart installation of [Get Feedback v2.6](#).

Update Procedure

1. Run the GF_26_setup.exe file from the downloaded installation package, or CD:

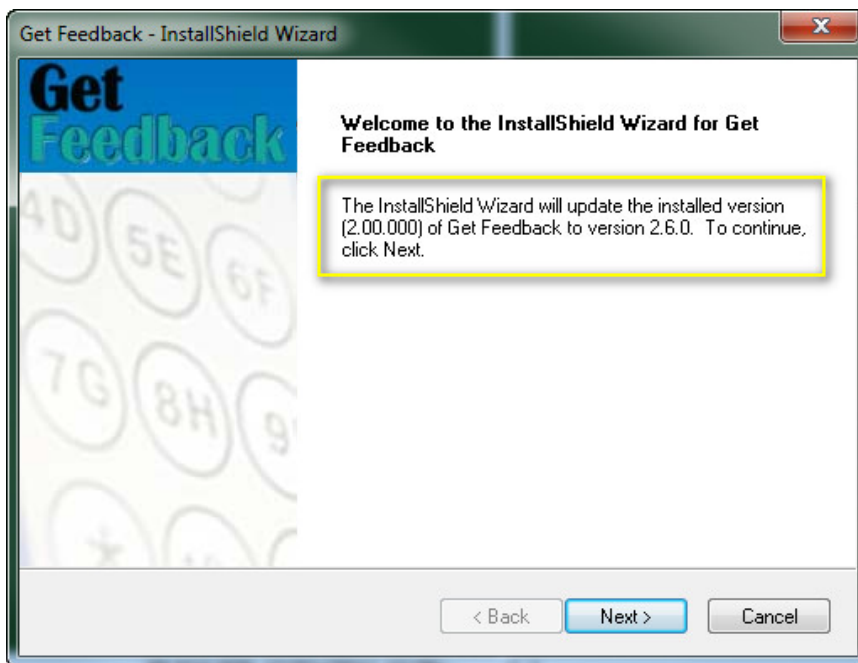
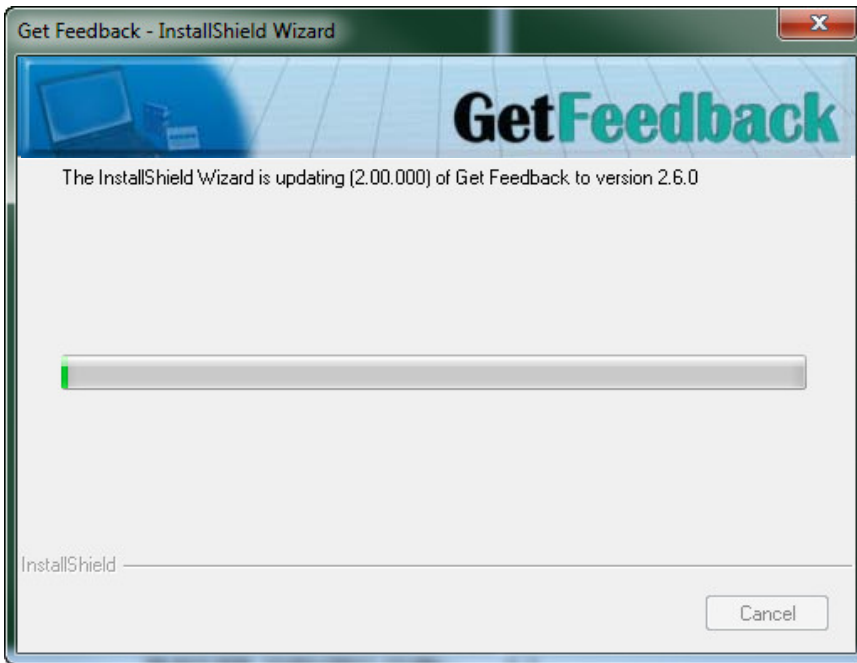
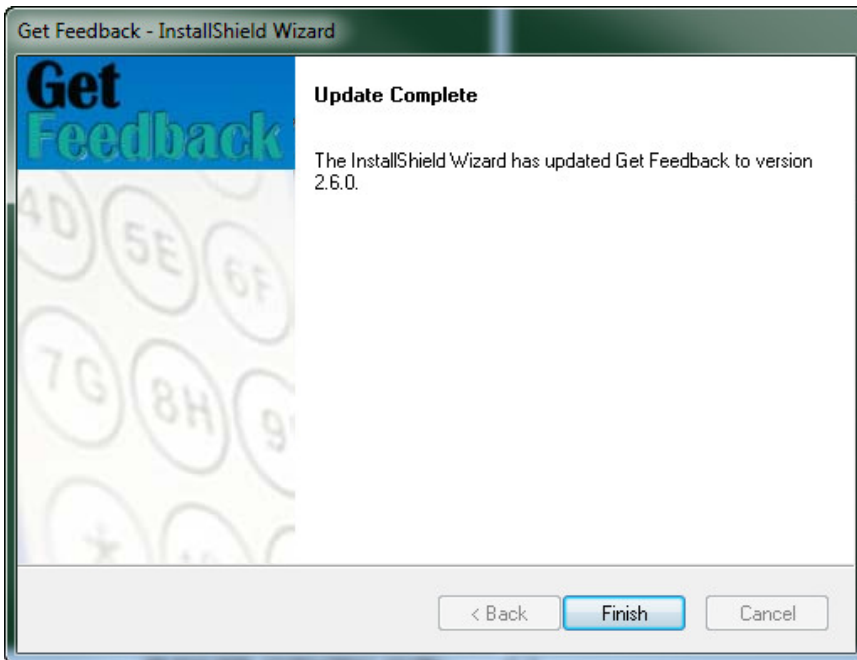


Figure 1 - Get Feedback v2.6 detects an earlier version and attempts to upgrade your current software automatically

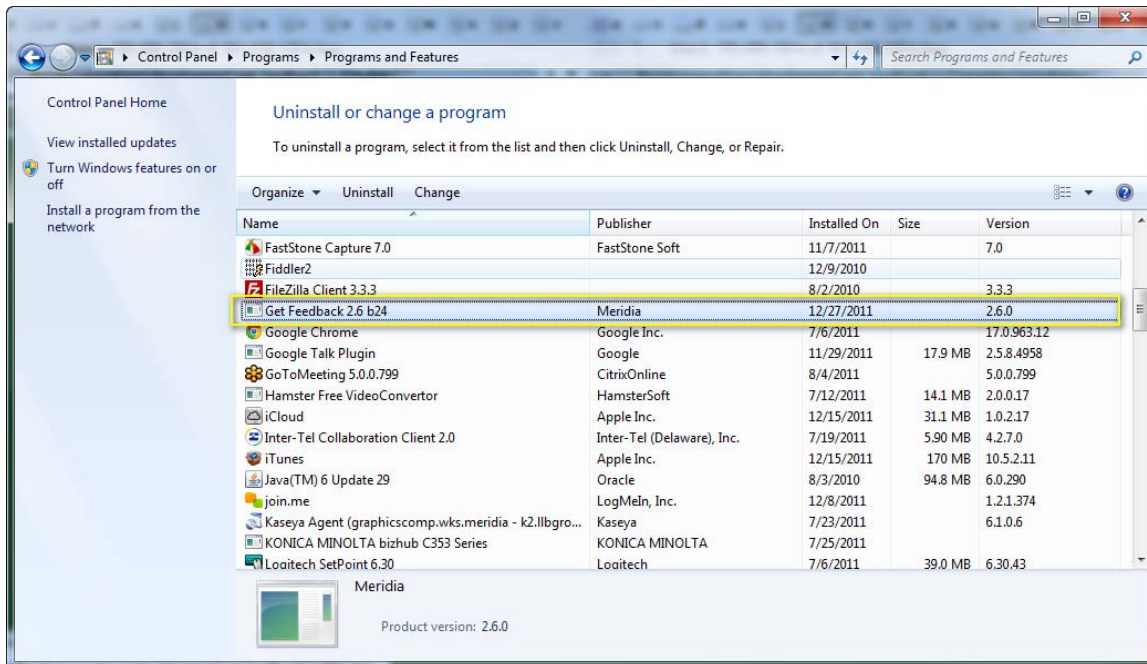
2. Note that the setup program is updating version 2.0 to 2.6:



3. Click Finish when the Update Complete window comes up:



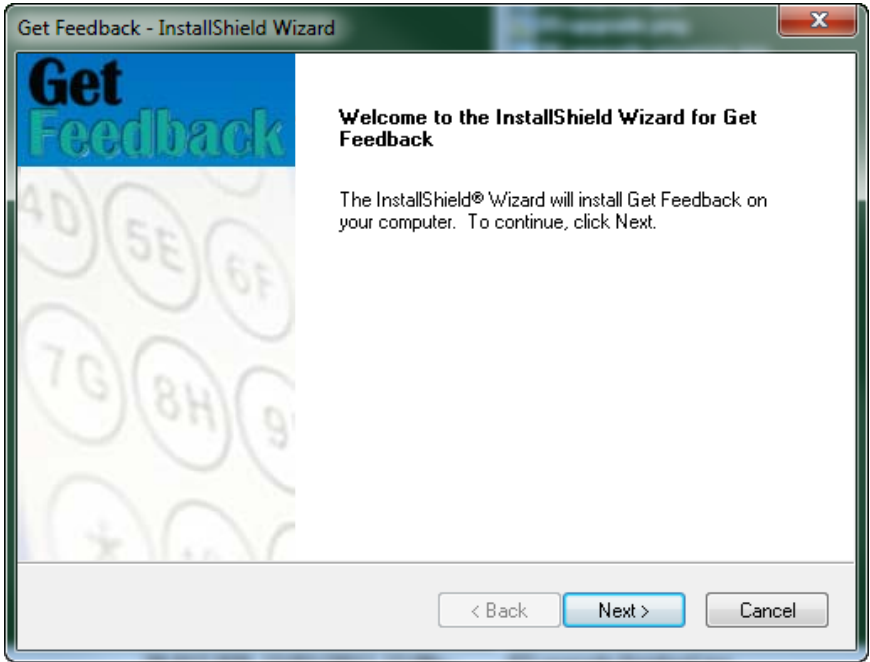
- Verify that [Get Feedback](#) has been updated to v2.6 in Add/Remove Programs (Windows XP) or Programs and Features (Vista & 7):



First-Time Installation

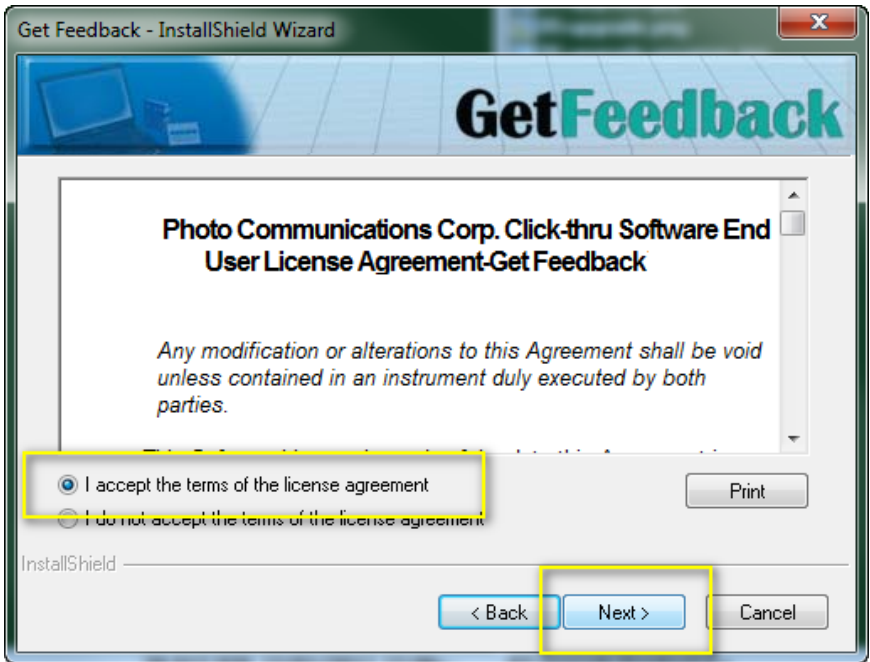
- Installation starts automatically after inserting the CD into your CD drive.
- If it does not, or you've downloaded [Get Feedback](#) from our website, locate the GF_26_setup.exe file on the installation media (CD or the folder where you downloaded the installation package).

3. The initial screen of the installation program should look like this:

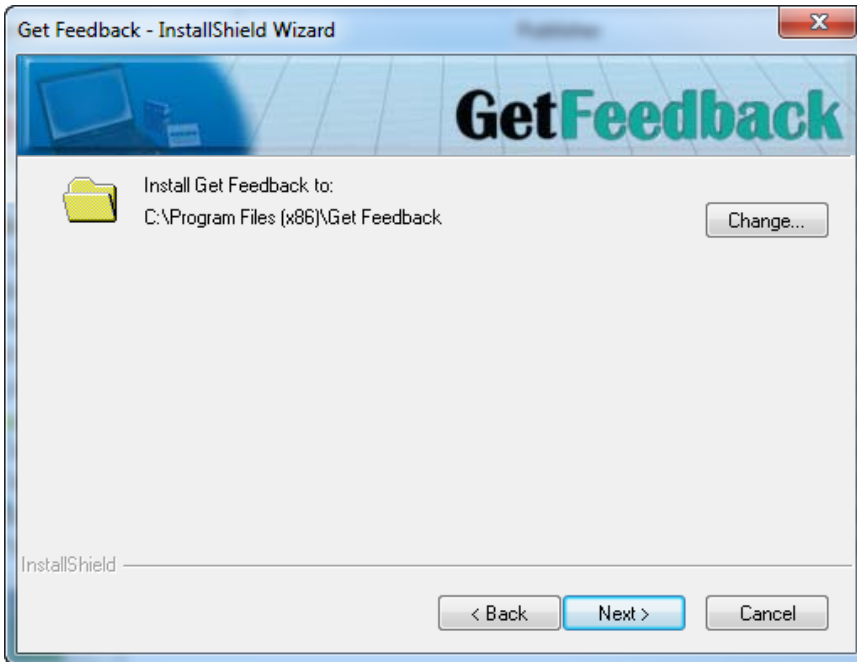


4. Click **Next** to proceed.

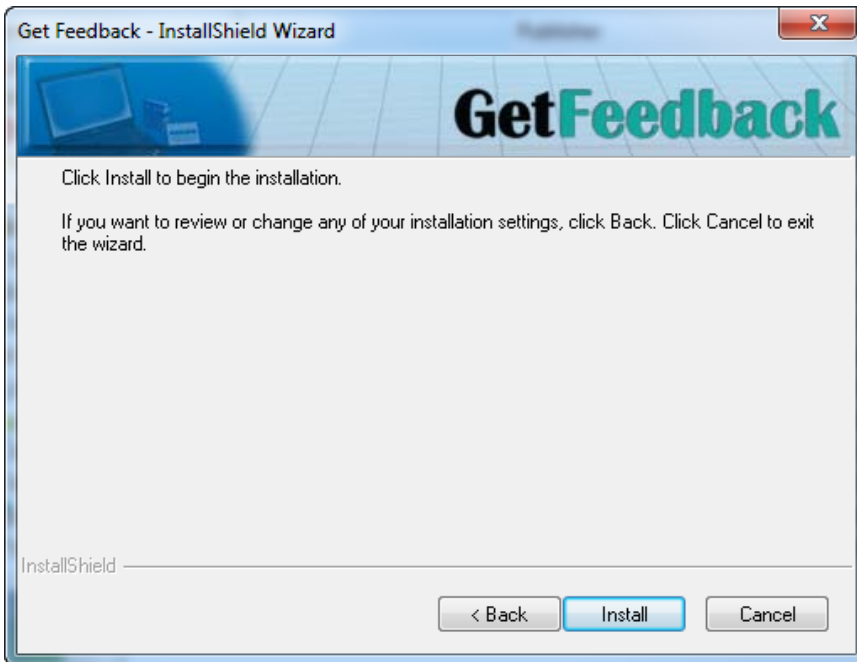
5. Read the license agreement, and select 'I accept the terms of the license agreement.' Click **Next** to proceed:



- By default, *Get Feedback* is installed in the directory C:\Program Files\Get Feedback¹. If you would prefer to install the software elsewhere, click **Change** and choose your preferred location using the *Choose Folder* dialog. Click **OK** when done:

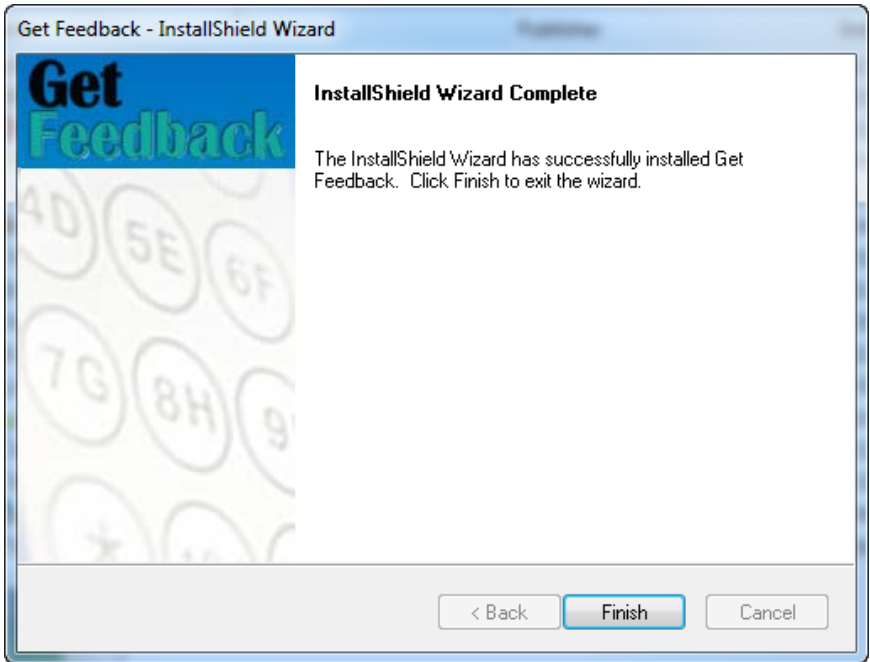


- Click **Next** to proceed.
- Setup is now ready to install *Get Feedback*. To review or change any of the settings, click **Back**. Otherwise, click **Install**:

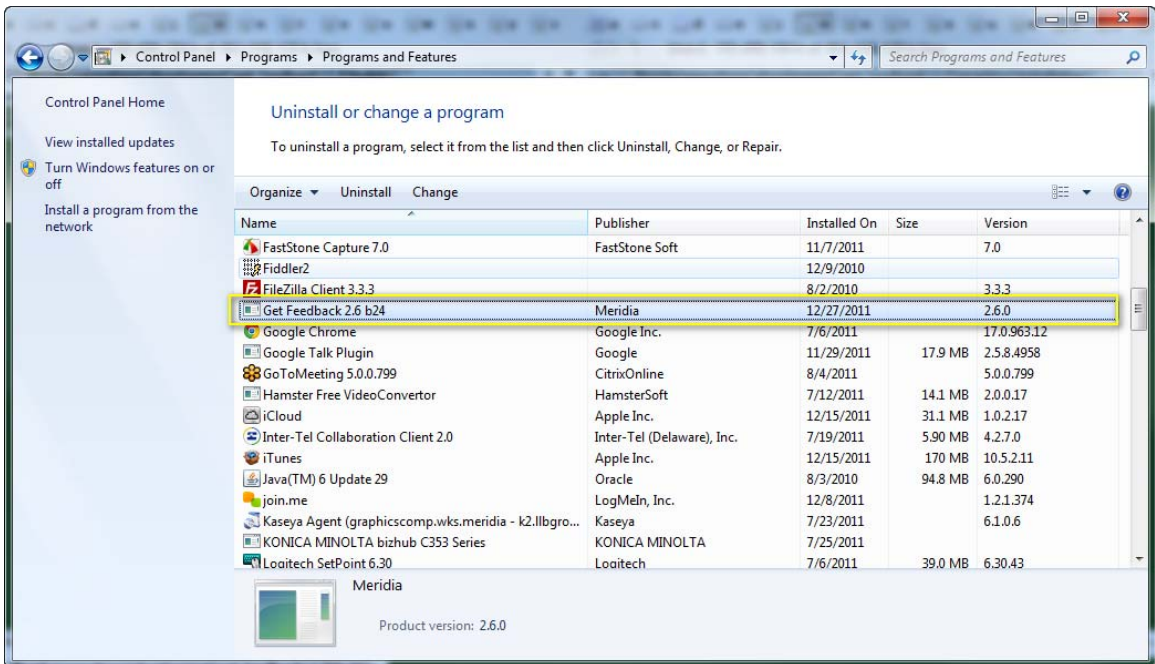


¹ On 64-bit systems, the installation location is: C:\Program Files (x86)\Get Feedback

- After the installation, click Finish to end the installation process and return to the desktop. This concludes the installation of Get Feedback:



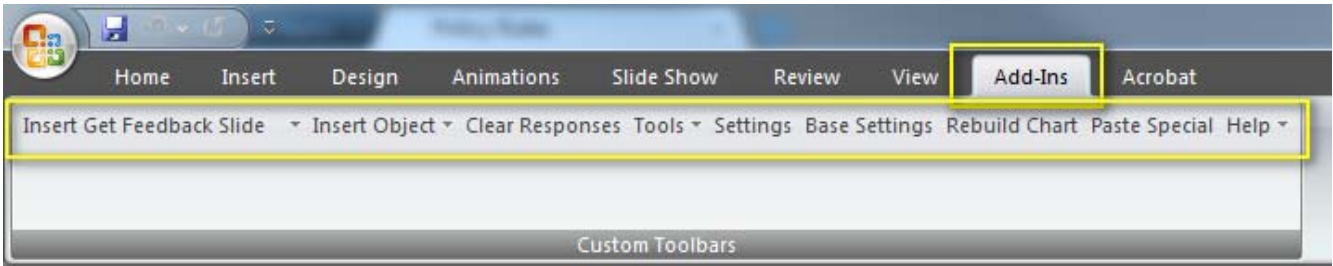
- Verify that Get Feedback has been updated to v2.6 in Add/Remove Programs (Windows XP) or Programs and Features (Vista & 7):



11. If you decide to launch the application, you should see the PowerPoint splash screen first and then a [Get Feedback](#) splash screen immediately after that:



12. After PowerPoint launches, locate the Add-Ins tab and [Get Feedback](#) toolbar in it:



Installing the hardware

Get Feedback uses the latest in patented audience response RF (Radio Frequency) technologies. Using one or more Merida Base Units connected to a PC, your audience can communicate reliably and instantly with the software using wireless Meridia RF keypads.

Each Meridia Base Unit supports up to 500 wireless RF keypads, gathering the responses from the keypads and sending the data directly to [Get Feedback](#). There is no limit to the number of Base Units that can be used in a meeting or event and therefore no limit to the number of voting participants using keypads.

Note: Meridia keypads and bases will be shipped to you preprogrammed to Base ID 9 unless otherwise specified. When using multiple bases simultaneously, you will need to assign one of the bases, and its corresponding keypads, to a different Base ID. See [Advanced Base Settings](#) and [About the Keypads](#) for more information.

The hardware installation procedure described below only needs to be performed once per each USB port on every computer where the software is installed. Once hardware installation is complete, the Meridia Base Unit is ready to be used as soon as it is connected to the computer.



Figure 2 - Get Feedback system consists of USB Base (Receiver) and Responder Keypads (computer is not included)

1. Insert the Get Feedback installation CD in your computer's CD drive.
2. Plug the smaller end of the USB cable provided into the Meridia Base Unit:



Figure 3 - USB cable connected to Base Unit

3. Plug the other end of the USB cable into a spare USB port on your computer. Windows must be running in order to auto-detect the hardware. A pop-up message should appear if a Meridia Base Unit has not been previously installed on the computer:

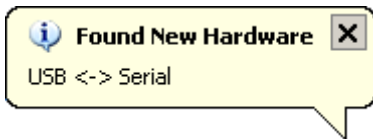


Figure 4 - Found New Hardware pop-up on Windows XP

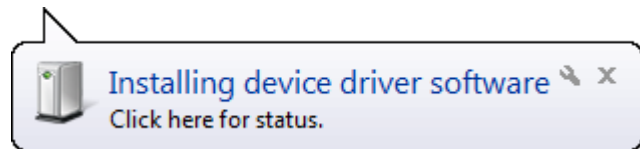
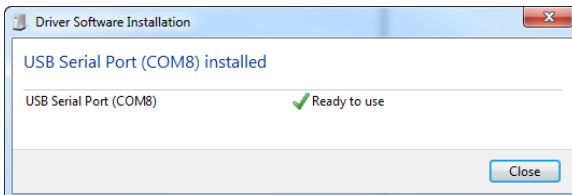
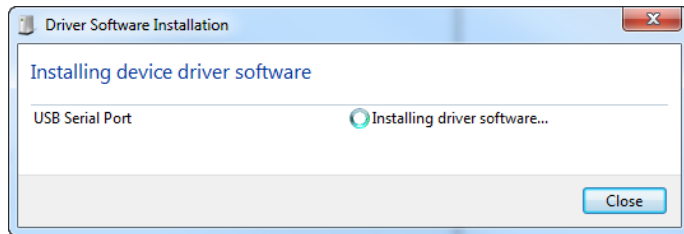
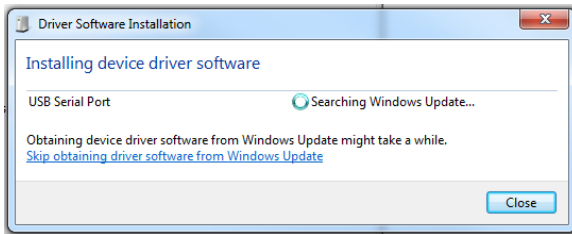


Figure 5 - Found New Hardware pop-up on Vista and 7

4. The automatic installation (via Windows Update) should continue and produce messages similar to these:



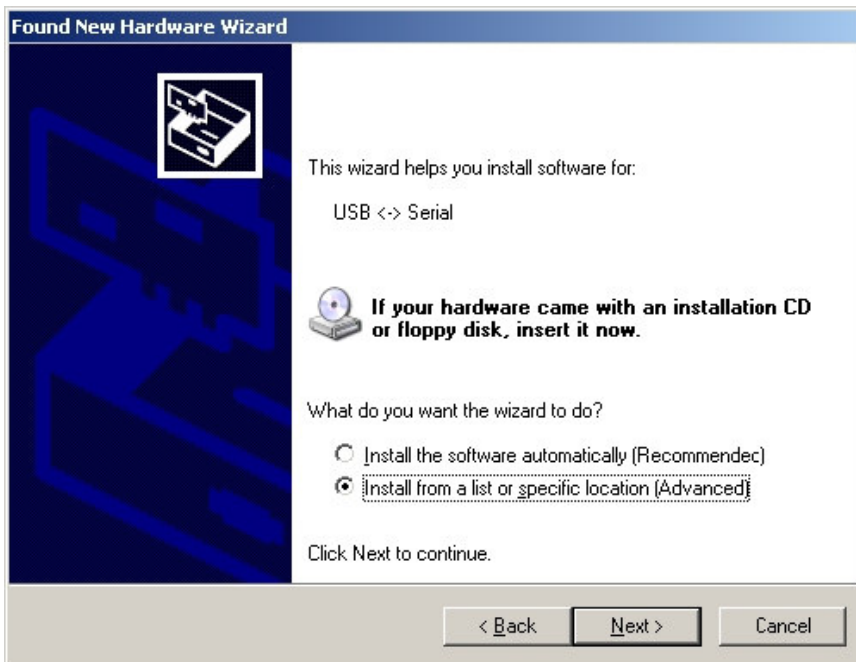
If you have trouble installing the drivers, please consult your IT and/or our [Support FAQ page](#).

If the driver cannot be located automatically through Windows Update, the operating system displays a **Found New Hardware Wizard**:

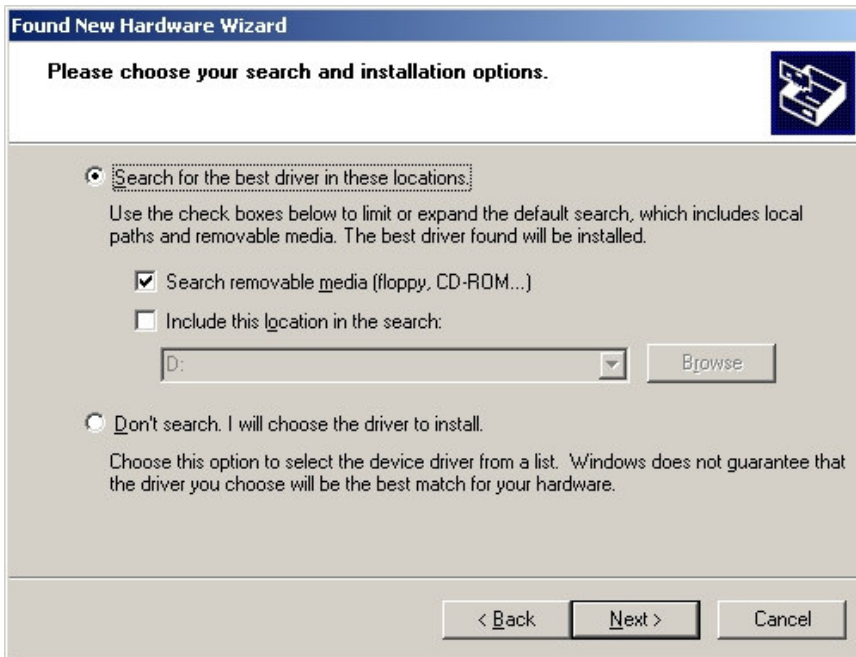
1. From the list of options, select 'No, not this time' and click **Next**:



2. Select 'Install from a specific location' and click **Next**:



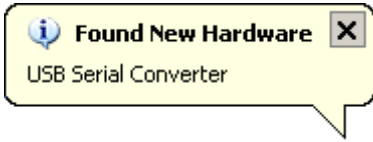
3. If you have the installation CD in the CD/DVD drive, Select 'Search removable media' and click **Next**. The Wizard will locate the USB driver on the CD and install it:



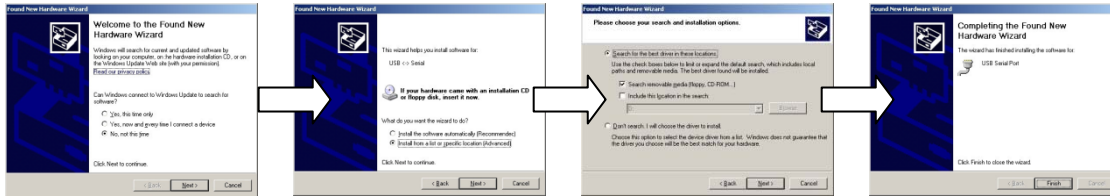
4. The Wizard reports that the USB Serial Converter has been installed successfully. Click **Finish**:



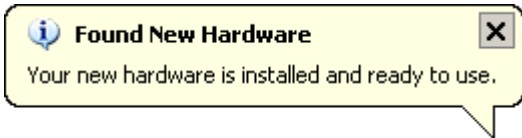
5. A notification balloon will confirm that “USB Serial Converter” device has been installed:



6. If a second **Found New Hardware** message is displayed. Repeat steps 4-7.



7. The hardware installation process is complete. A confirmation message appears, stating that ‘Your new hardware in installed and ready to use.’



If you have trouble installing the drivers, please consult your IT and/or our [Support FAQ page](#).

Uninstalling Get Feedback

To uninstall [Get Feedback](#), select **Programs → Get Feedback → Uninstall Get Feedback** from the Start button. Alternatively, use the **Add or Remove Programs** or **Programs and Features** option from Control Panel. Locate [Get Feedback](#) in the list of installed applications and click **Remove (or Uninstall)**.

From the *Confirm Uninstall* prompt, click **Yes** to remove [Get Feedback](#) and all components and settings.

All your saved PowerPoint presentations will be preserved, as long as they are not saved in the [Get Feedback](#) program installation directory (which will be deleted).

Once [Get Feedback](#) has been uninstalled, saved presentations including Get Feedback Slides will still open and display only as regular PowerPoint presentations. Although saved response data will remain visible in charts, graphs etc., neither the Get Feedback Toolbar in Add-Ins tab nor the Get Feedback Control Bar during a Slide Show Mode will be available and reports will not be able to generate.