

Yuvee, Inc.

NeoKeys[®] Launcher Software

Installation Guide

IMPORTANT NOTE: This is an installation guide ONLY for use when there is an issue with the automated software installation that is standard for the software that occurs on download.

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1. Installation instructions and system requirements

Congratulations on downloading the NeoKeys Launcher software.

1.1 Installation Instructions

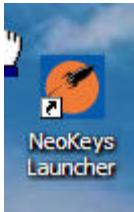
Follow the steps on the website (www.neokeyslauncher.com) to download the software.

Once it is downloaded, click on the icon that will appear on your desktop to install the software. The installer icon looks like:



Follow the instructions during installation.

When installation is complete, you will see a NeoKeys Launcher icon on your desktop. That icon looks like:



When you click on the icon, here is what the software will look like when it is running.



1.2 Operating System and Memory Requirements

The software works on most Windows XP, 2000 and Vista operating systems, and requires about 1.5 MB of memory at installation.

1.3 Browser Requirements

To access the Internet using the software, you must have either Microsoft's Internet Explorer or Mozilla's Firefox (www.mozilla.org) browser installed. Both are free downloads from their respective websites.

1.4 Microsoft .Net Framework

The software requires the installation of the Microsoft .NET 2.0 (or later) Framework. The software, as part of its install process, will prompt you to install the Microsoft .NET Framework from the Microsoft website automatically if it is not already on your system. (The .NET Framework requires approximately 30 MB of memory, and is a free download.)

Once this .NET Framework is installed, then click on the NeoKeys Launcher installer icon which looks like:



to install the NeoKeys Launcher software.

1.5 Adobe Acrobat Reader

Some of the help and information documents are in .pdf format. You will need Adobe Acrobat Reader to view and print these documents. You can download the Acrobat Reader for free from www.adobe.com if you do not already have it installed.

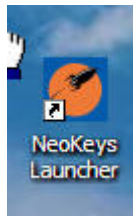
2. Troubleshooting

2.1 Installation Problems

Some steps in fixing any installation issues are:

- (2) Confirm that the NeoKeys Launcher software is installed.

If you see the NeoKeys Launcher icon on your main screen, then the software should be installed. The icon looks like:



Click on the icon, if the software runs, and you see an image of the Launcher that looks like:



Then you have installed the Launcher, and it is running.

If you do not see the icon on your desktop, you can doublecheck to confirm that it is not installed on your system by opening your Control Panel from your Start button, and then clicking on “Add/Remove Programs”. Scroll down through the list that will be shown of your installed programs. If you see “NeoKeys Launcher” program listed, then the software is installed.

If you do not see the icon, then

- (2.1) Confirm you received the downloaded files. If, on our desktop screen, you see the icon for the installation that looks like:



then that is the NeoKeys Launcher install file. You run the installation process by clicking on that icon. If you do not see this installer icon, then you probably have not downloaded the software from the website. Please go back to www.neokeyslauncher.com, and follow the download process.

- (2.2) Confirm that your system is Windows 2000 or XP or Vista.

If you do not have Windows 2000, XP or Vista as your operating system, then the NeoKeys Launcher software CANNOT run at all on your system.

- (2.3) Confirm that the correct version of the Microsoft .Net Framework is installed.

If you do not have the correct .NET Framework installed, then the software will not install or run.

Please see the section on the The Microsoft website www.microsoft.com has a free utility to check if it is installed. Go to http://msdn.microsoft.com/netframework/downloads/framework1_1/, and then click on the bullet point that states that it will check to see if you have it installed.

You can also check to see if it is installed by by opening your Control Panel from your Start button, and then clicking on "Add/Remove Programs". Scroll down through the list that will be shown of your installed programs. If you see the "Microsoft .NET Framework 1.1" program listed then you should have the correct .NET Framework already installed on your system.

If you do not have the correct .NET Framework installed, please see Section 1.4 above on how to download it and install it.

- (4) PCs allow for an almost unlimited number of set up situations and an immense number of third party applications. We cannot be responsible for errors in our software or inability to install due to third party software that may be causing a problem or various implementations of operating systems and settings. For instance, your computer may be running firewall software or have other system protections that are preventing our software from installing and running properly. You will have to check your system for any issues like this since we cannot predict what these might be.
- (5) If you cannot determine a reason why something is going wrong on the installation process, you can try uninstalling the program, and re-installing it. You can do this by opening your Control Panel from your Start button, and then clicking on "Add/Remove

Programs”. Scroll down through the list that will be shown of your installed programs. If you see “NeoKeys Launcher” software listed, then click on the “remove” button to uninstall the software.

- (6) If nothing works to get the software running:

If you are still having problems, contact us using the contact information on the “Contact us” page of www.neokeyslauncher.com. In the message part of the contact form, explain the problem and give us contact information for you. We will use reasonable efforts to attempt to get back to you, but we cannot and do not make any guarantees or assurances that we can help or what the timing or substance of our response will be.