

Telelink 6

Installation Manual

Table of contents

- 1. SYSTEM REQUIREMENTS 3**
 - 1.1. Hardware Requirements 3
 - 1.2. Software Requirements 3
 - 1.2.1. Platform 3
 - 1.2.1.1. Supported Operating Systems 3
 - 1.2.1.2. Pre-required packages 3
 - 1.2.1.3. Compatibility limitations 3
- 2. INSTALLING TELELINK 6 4**
 - 2.1. Starting the installation 4
 - 2.1.1. Option 1: Installation from the Telelink 6 website 4
 - 2.1.2. Option 2: Installation from a Telelink 6 USB stick 4
 - 2.2. Installation of the pre-requisites 4
 - 2.3. Upgrading from a previous Telelink 6 version 5
 - 2.4. Telelink 6 Installation 6
 - 2.4.1. Installation “Welcome Screen” 6
 - 2.4.2. Choosing the Destination Folder 7
 - 2.4.3. Installation on-going 7
 - 2.4.4. Installation Finished 8
- 3. SOFTWARE CONFIGURATION (FIRST TIME USE) 9**
 - 3.1. First Time Use: Database configuration 9
 - 3.2. First Time Use: New database 9
 - 3.3. First Time Use: Existing database 10
 - 3.4. First Time Use: Connecting to the database 11
 - 3.5. First Time Use: Select your authentication method 12
 - 3.6. First Time Use: Activate user management (with Isabel authentication) 13
 - 3.7. First Time Use: Activate user management (with Standalone mode) 13
 - 3.8. First Time Use: Installation finished 14

1. SYSTEM REQUIREMENTS

1.1. Hardware Requirements

- Intel Pentium dual core CPU with 2 GHz processor
- Free disk space: 1 GB
- 4 GB of RAM
- Screen resolution: 1024x768 or higher, 16 bit High Colour

1.2. Software Requirements

1.2.1. Platform

1.2.1.1. *Supported Operating Systems*

- Windows 8 (x86 or x64)
- Windows 10 (x86 or x64)

1.2.1.2. *Pre-required packages*

- .NET Framework 3.5
- Windows Installer 3.1
- MS Access Database Engine 2010

The Telelink installer will download the pre-requisites if needed and automatically install them.

1.2.1.3. *Compatibility limitations*

Unfortunately, due to technical limitations, Telelink 6 cannot be installed on a system with Office 2010 **64Bit** version.

Installing Telelink 6 alongside an application that specifically requires MS Access 2007 Database Engine may cause this application to no longer function properly. However, if you are only using MS Access 2007 as such, then there is no problem.

2. INSTALLING TELELINK 6

2.1. Starting the installation

2.1.1. Option 1: Installation from the Telelink 6 website

Go to the ING website: <https://www.ing.be/en/business/daily-banking/e-banking/multi-bank-management> and click on Download Telelink 6. After downloading the Telelink6 installer (setup.exe), run the file. The installer will start the Telelink 6 installation process.

2.1.2. Option 2: Installation from a Telelink 6 USB stick

Plug the Telelink 6 USB stick into your PC and browse to the stick. You will see a file named “setup.exe”. Double-click the file to start the Telelink6 installation process.

2.2. Installation of the pre-requisites

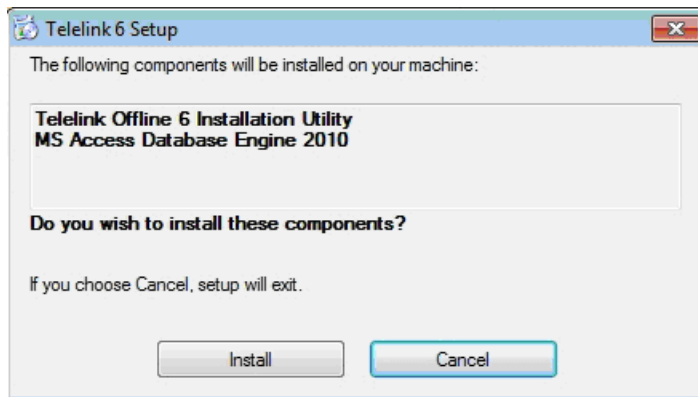
This is the first step of the Telelink 6 setup. The Telelink 6 installer will detect if your system has all the required packages (see [1.2.1.2](#)) installed.

- If you have started the installation via the Telelink 6 website, the installer will download all required packages and automatically install them. This may take a few minutes depending on the speed of your internet connection.
- If you have started the installation via the Telelink 6 USB stick, all the pre-requisites are conveniently located on the USB stick and will be automatically installed by the Telelink 6 installer.

Telelink pre-requisite verification in case of a clean installation:

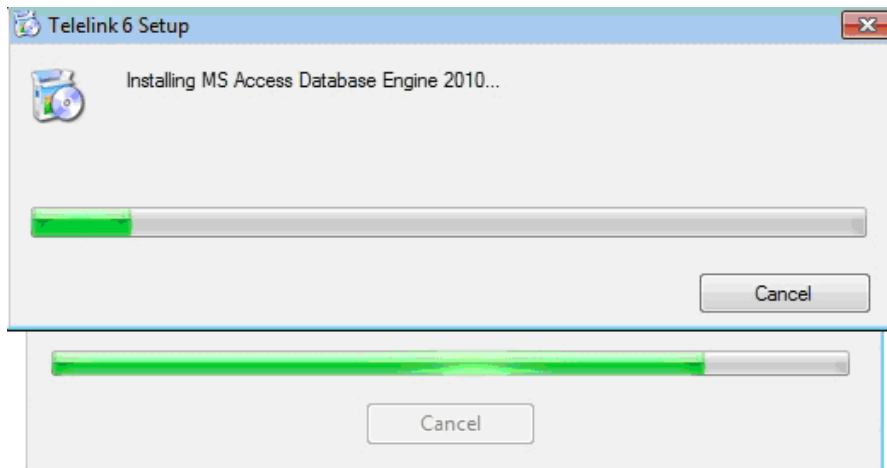


Telelink 6 pre-requisite verification in case of an upgrade of a previous installation:



Note: The Telelink Offline 6 Installation Utility will only be installed when upgrading from a previous Telelink 6 version.

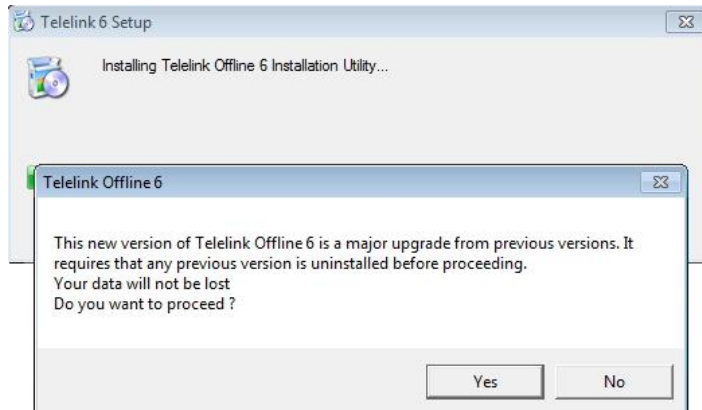
After clicking Install, the Telelink 6 setup will install all the pre-requisites automatically.



Please wait, this may take up to a few minutes depending on the speed of your PC.

2.3. Upgrading from a previous Telelink 6 version

- In case you are installing Telelink 6 for the first time on a PC, you may skip this step and continue with step [2.4](#).
- In case you are upgrading your existing Telelink 6 version, you will see the following message:



Click on “Yes” to start the Telelink 6 upgrade.
The Telelink Offline 6 Installation Utility will then uninstall the previous Telelink 6 version before continuing to the installation of the new Telelink 6 version.

The process will not delete any of your data.

2.4. Telelink 6 Installation

2.4.1. Installation “Welcome Screen”

The Telelink 6 setup has now started.



- Click on “Install” to perform a default installation. This will install Telelink 6 with the following settings:
 - The application will be installed for all users on the PC.
 - The installation folder is “C:\Program Files\ING\Telelink 6\”

If you have chosen this process, go to [step 2.4.4](#).

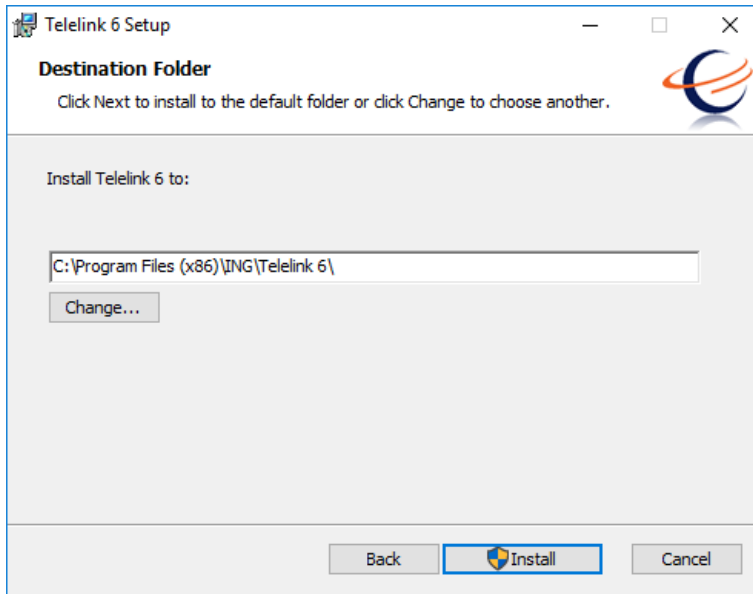
- Click on “Advanced” to specify a different installation directory or select the Telelink Modules you wish to install. Please follow steps 2.4.2 and 2.4.3 for more detailed information.

2.4.2. Choosing the Destination Folder

If you have chosen the “Advanced” option in the previous screen, you will now be asked to specify the desired installation directory.

The default location is “C:\Program Files\ING\Telelink 6\”.

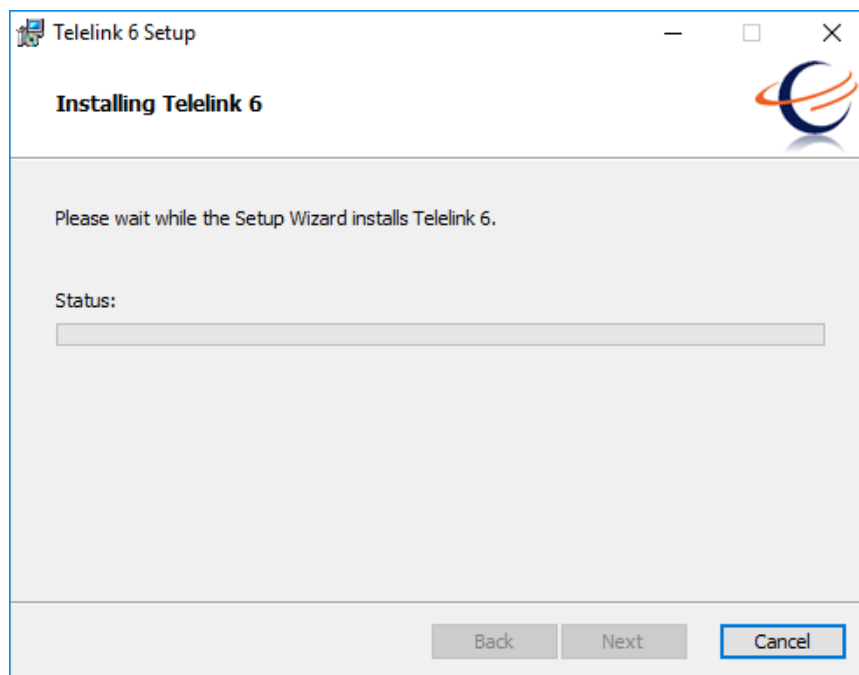
You may change this by click on the “Change...” button and browsing for the desired location or by typing in the full path yourself.



Note: This is not the location of your Telelink 6 database files. You will be asked later on where you wish to place these files.

2.4.3. Installation on-going

The setup will now install Telelink 6. This will take a few minutes.



2.4.4. Installation Finished

The Telelink 6 setup has successfully finished installing.

You may tick the “Launch Telelink 6” box to instantly start Telelink 6 when clicking on “Finish”.

Alternatively, you can launch Telelink 6 via the Telelink 6 shortcut that was automatically placed on your desktop or via the Start Menu > All Programs > ING > Telelink 6.



- Please continue with the Software Configuration under step 3.

3. SOFTWARE CONFIGURATION (FIRST TIME USE)

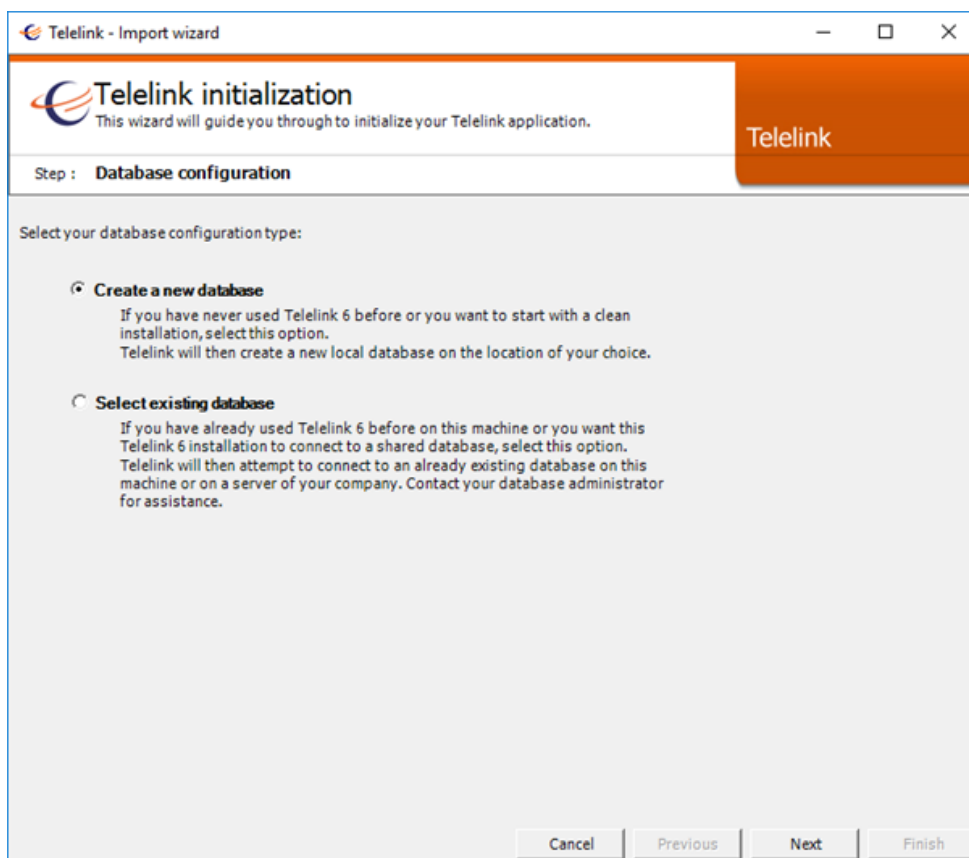
When launching Telelink 6 for the first time on your PC, the application will guide you through a number of steps to correctly configure your Telelink 6 platform. We will explain these steps in more detail in the following pages.

3.1. First Time Use: Database configuration

In the first screen you will be prompted to create a new database or connect to an existing one.

- Select "Create a new database" if you have never used Telelink 6 before. Go to step 3.2.
- Select "Select existing database" if you or a colleague have already used Telelink 6 before and you want to connect to a local or shared database. Go to step 3.3.

Click on "Next" to confirm your choice.



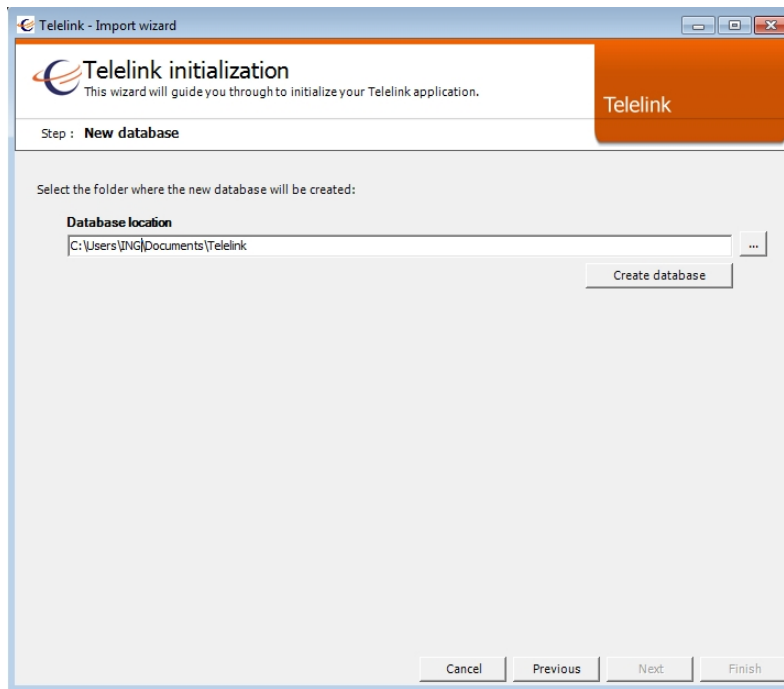
3.2. First Time Use: New database

In this screen you can select the location for your Telelink 6 database.

You have the option to browse to the desired location by pressing on the  button.

Alternatively, you can also type in the full path in the Database location field.

Click on "Create database" button to create the database in the chosen path, this will light up the "Next" button. Click on "Next" to continue with the setup. Please go to step [3.4](#).




Note:

- The default location to place your database files, proposed by Telelink 6, is in the My Documents folder.
- Everyone using Telelink 6 must have sufficient rights to the selected location to write, read and modify the database.

3.3. First Time Use: Existing database

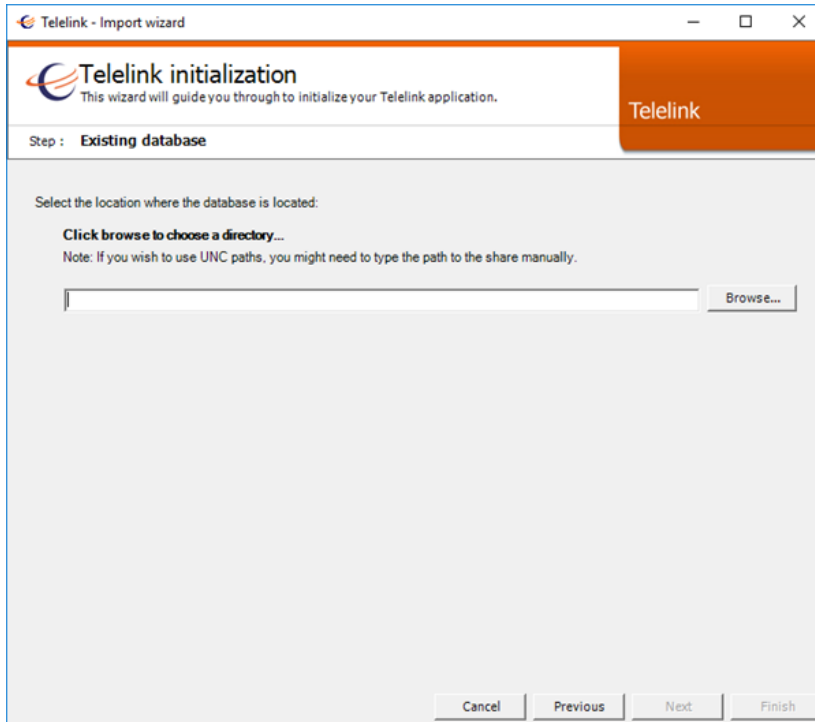
If you plan to use Telelink 6 with multiple people at the same time, you may opt to place the databases on a network location.

You have the option to browse to the desired location by pressing on the  button.

Alternatively, you can also type in the full path in the Database location field.

If you wish to use a shared drive, you may need to fill in the full location yourself (for instance a UNC path: [\\172.16.0.1\shared\telelink](#)).

The “Next” button will light up when you have selected a valid location. Click on it to continue with the setup.

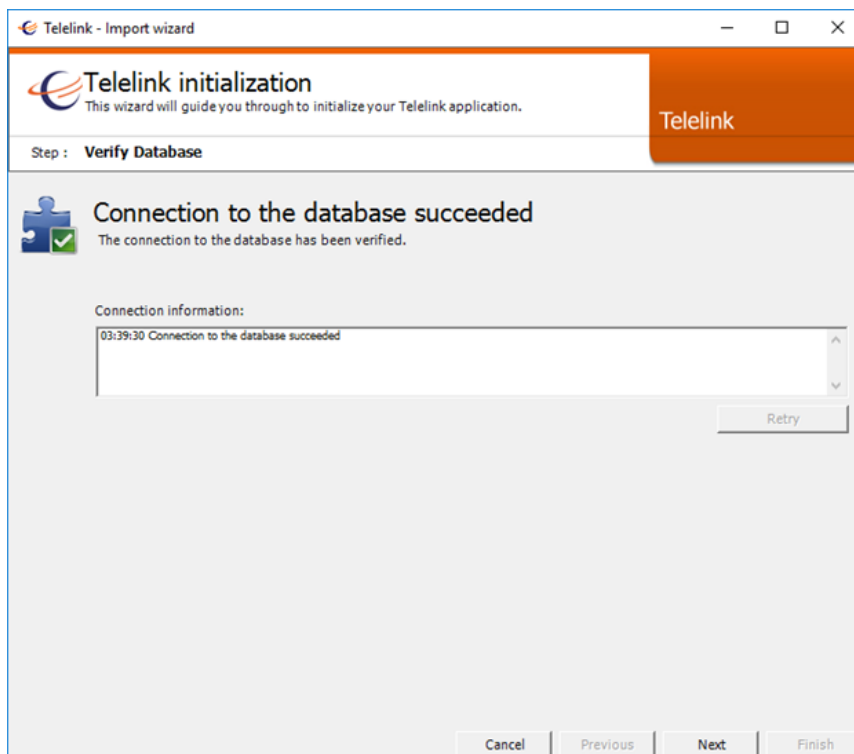


Note: Everyone using Telelink 6 must have sufficient rights to the selected location to write, read and modify the database.

3.4. First Time Use: Connecting to the database

Telelink will now automatically verify the database connection. The “Connection information” screen (see example below) will show the message that the connection to the database succeeded.

You can now press on the “Next” button to continue with the software configuration.

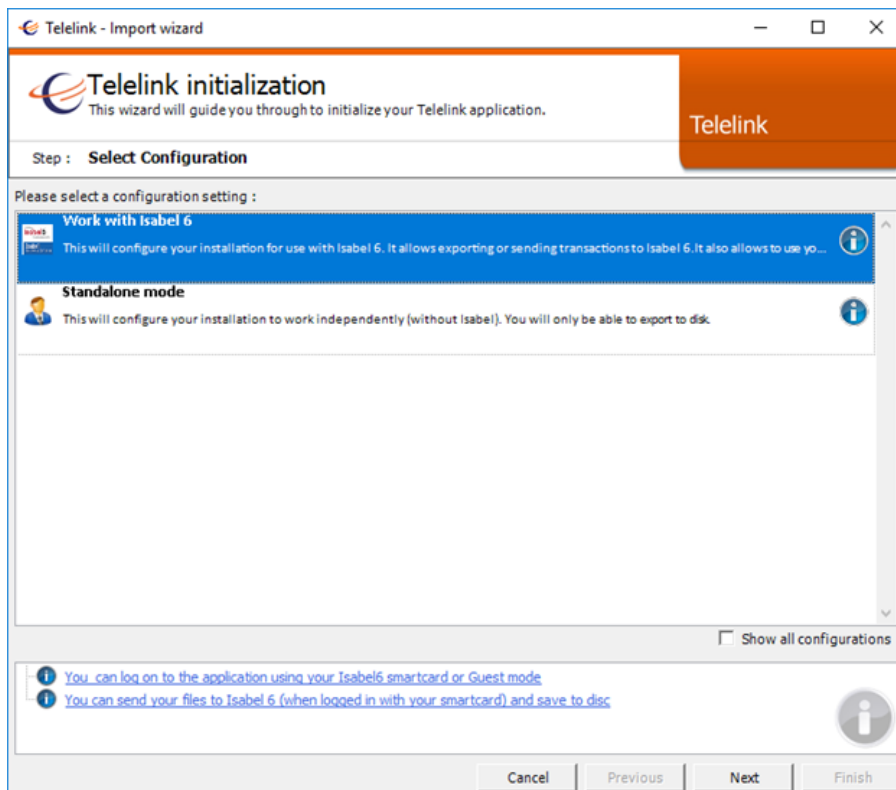


Note: In case you encounter any difficulties here, please contact the ING support. Their contact details can be found under [at the end of this document](#).

3.5. First Time Use: Select your authentication method

Telelink 6 will now ask you to configure this installation to work with Isabel 6 or to work in Standalone mode.

- Work with Isabel 6:
 - This option will permit you to export your files from Telelink 6 to Isabel and send them, using the secure Isabel channel, to ING.
 - This option is only available when Telelink 6 detected an existing Isabel 6 installation:
 - Please launch Telelink with your Isabel 6 secure signing card.
 - If the option is not available, please install Isabel6 security components first and then restart Telelink 6.
- Standalone mode:
 - This option will permit you to use Telelink 6 without Isabel.
 - Telelink will require an Isabel configuration file to load your accounts when you finish the software configuration.

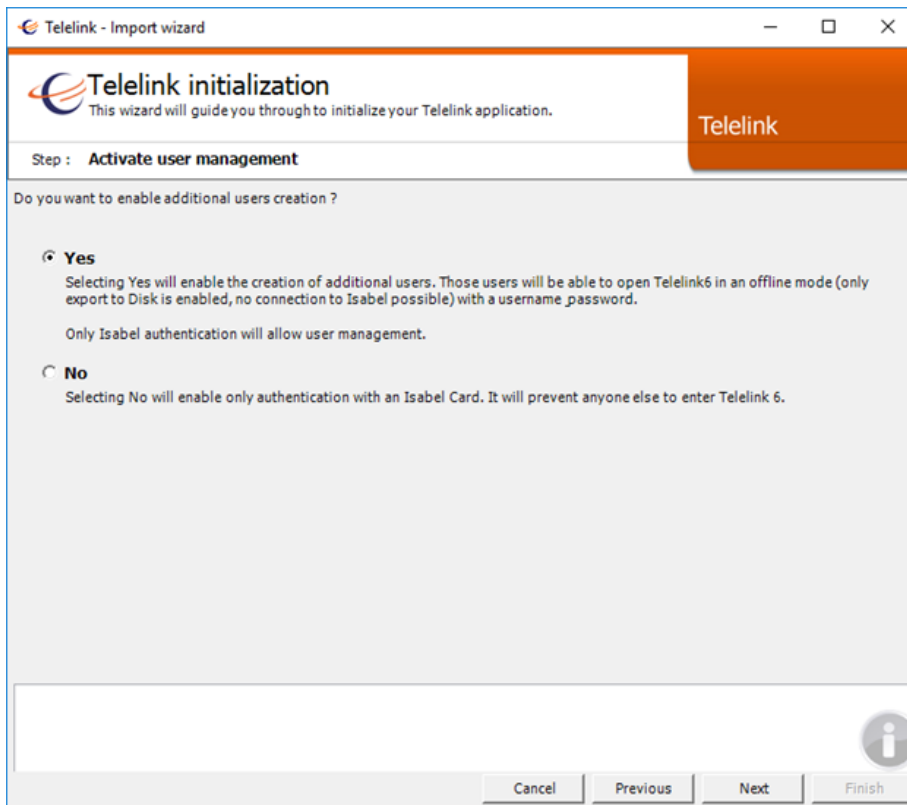


Click Next to continue.

- If you chose to work with Isabel 6, go to step 3.6.
- If you chose to work in standalone mode, go to step 3.7.

3.6. First Time Use: Activate user management (with Isabel authentication)

Telelink will now propose you to activate user management. This feature will allow co-workers connecting to the same Telelink 6 database, without an Isabel installation on their PC, to log in to Telelink 6 with a username and password. If you choose “No”, everyone wishing to work with this Telelink 6 database, must login using their Isabel 6 secure signing card.

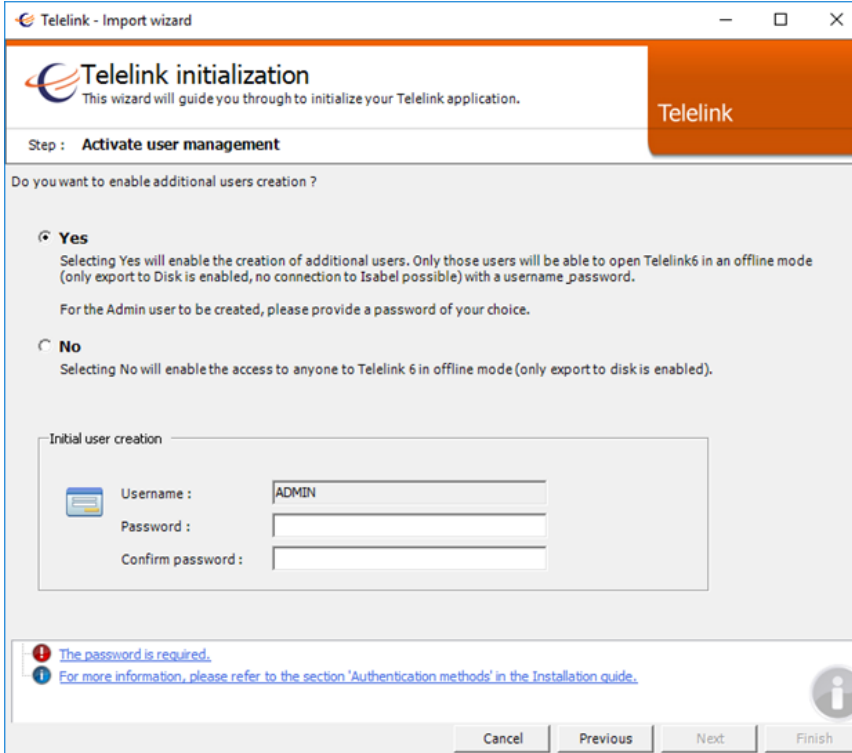


Click Next to continue.

3.7. First Time Use: Activate user management (with Standalone mode)

Telelink will now propose you to activate user management. This feature, if activated, will make sure that every time Telelink starts up, it requires a username and password to continue. The first user will always be ADMIN and thus receive all the rights in the application. Only the ADMIN can create additional users and configure their roles.

- Clicking “Yes” will thus enable User Management on this database. Make sure you remember the password well, as this is the only password which can reset passwords from other users.
- Clicking “No” will disable User Management on this Telelink 6 database. Any user will be able to open Telelink 6 on this pc without any login or password asked.



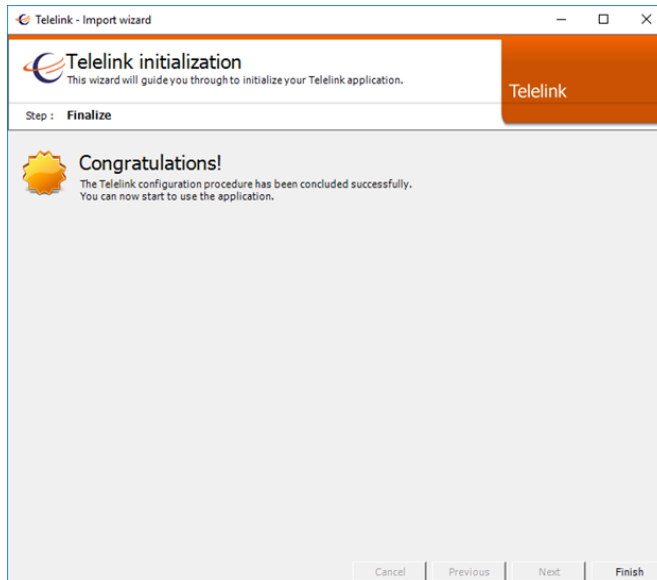
The screenshot shows the 'Telelink initialization' wizard window. The title bar reads 'Telelink - Import wizard'. The main header contains the 'Telelink' logo and the text 'Telelink initialization' and 'This wizard will guide you through to initialize your Telelink application.' The current step is 'Activate user management'. The main content area asks 'Do you want to enable additional users creation?' with two radio button options: 'Yes' (selected) and 'No'. The 'Yes' option includes a sub-note: 'Selecting Yes will enable the creation of additional users. Only those users will be able to open Telelink6 in an offline mode (only export to Disk is enabled, no connection to Isabel possible) with a username_password. For the Admin user to be created, please provide a password of your choice.' The 'No' option includes a sub-note: 'Selecting No will enable the access to anyone to Telelink 6 in offline mode (only export to disk is enabled)'. Below this is a section titled 'Initial user creation' with three input fields: 'Username' (containing 'ADMIN'), 'Password', and 'Confirm password'. At the bottom, there is a message box with an error icon and the text 'The password is required.' and an information icon with the text 'For more information, please refer to the section 'Authentication methods' in the Installation guide.' The bottom navigation bar contains 'Cancel', 'Previous', 'Next', and 'Finish' buttons.

Click Next to continue.

3.8. First Time Use: Installation finished

You have now successfully installed Telelink 6.

The entire necessary configuration has been done and you are ready to start using Telelink 6.



The screenshot shows the 'Telelink initialization' wizard window at the 'Finalize' step. The title bar reads 'Telelink - Import wizard'. The main header contains the 'Telelink' logo and the text 'Telelink initialization' and 'This wizard will guide you through to initialize your Telelink application.' The current step is 'Finalize'. The main content area features a 'Congratulations!' message with a sun icon and the text: 'The Telelink configuration procedure has been concluded successfully. You can now start to use the application.' The bottom navigation bar contains 'Cancel', 'Previous', 'Next', and 'Finish' buttons.

Click "Finish" to continue starting your first Telelink 6 session.