

Total Contacts with HelpDesk Solution

Version 7

revised 4/8/2026

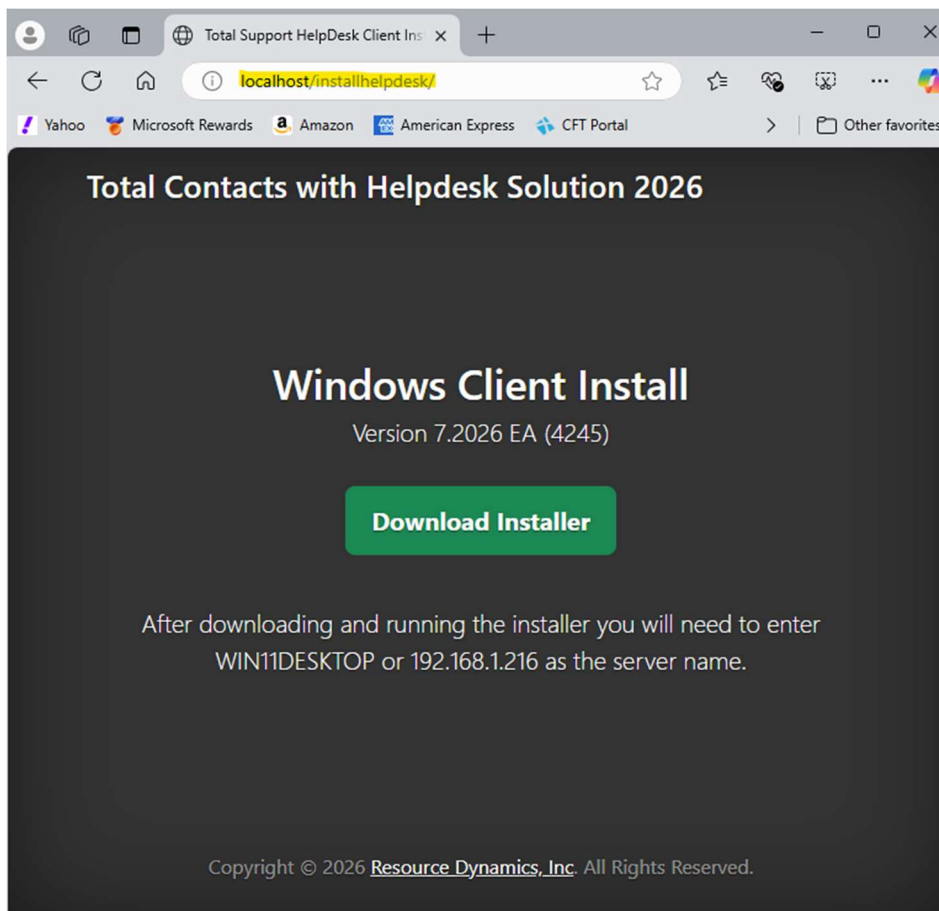
Client Install

The client install uses port 9800. Please be sure this port is open across the network.

From a client workstation on the network, open windows explorer and enter //servername/installhelpdesk or from a browser use <http://servername/installhelpdesk>.

TIP: depending on network security, you might need to get the IP address that the server is on and can use <http://10.10.10.5:9800> (replacing the 10.10.10.5 with server IP address)

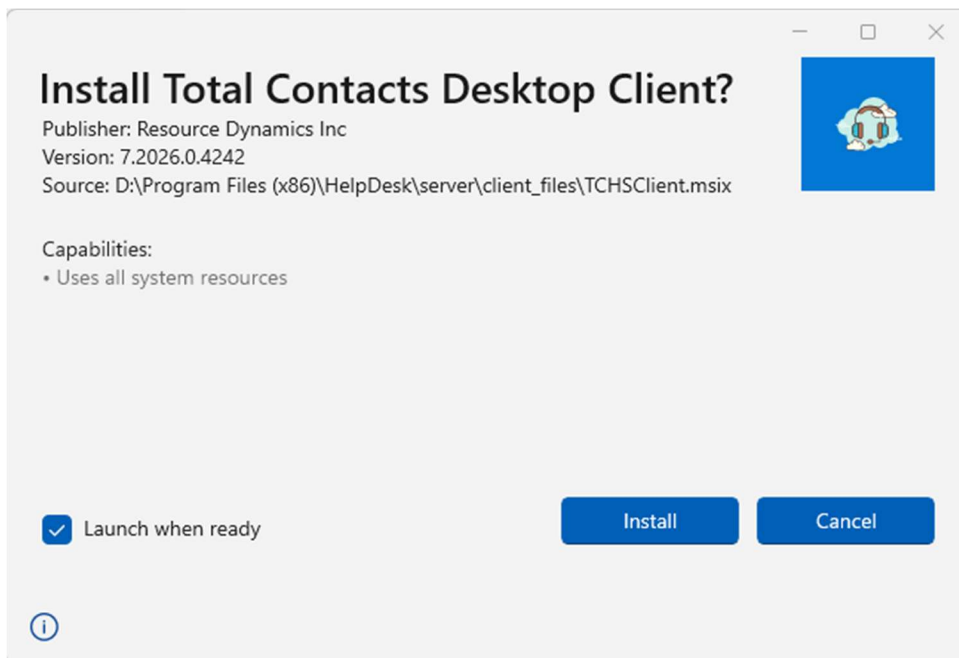
This is the screen that will display. Click on the green button to download the client installer.



Once downloaded, the file will be in your default Downloads folder.

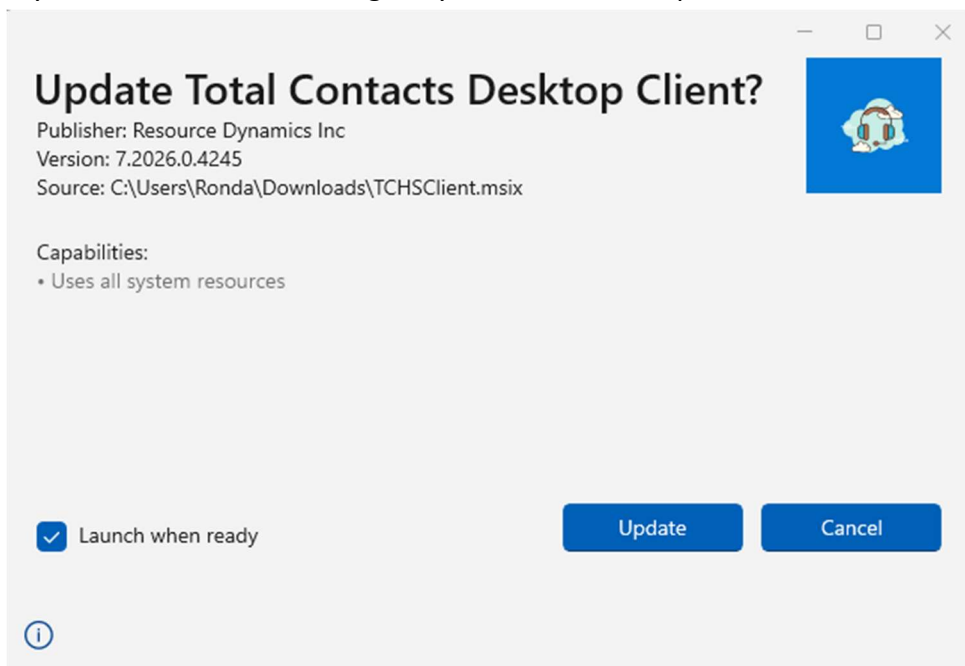
File name TCHSClient

Launch the installer and this screen will display.

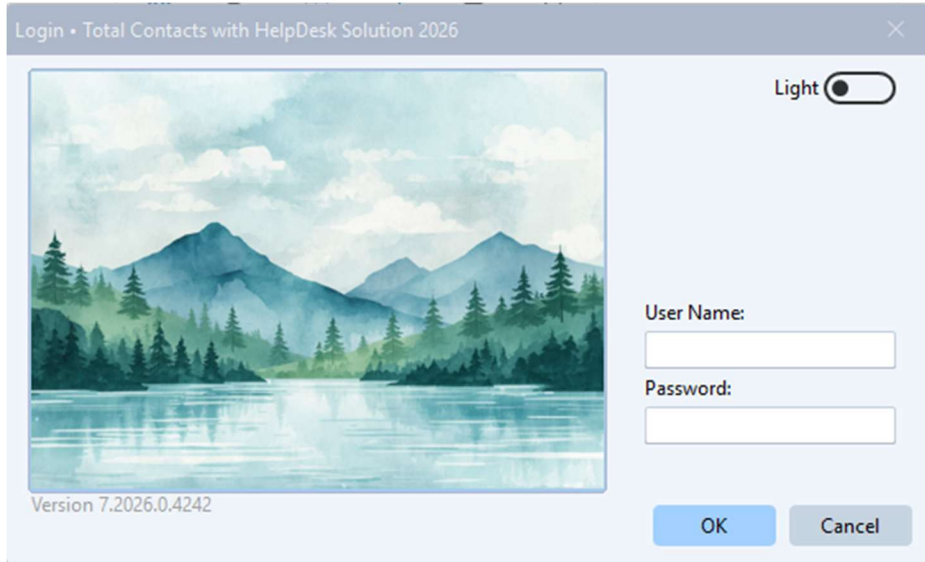


If this is a new client install you will have the 'install' button.

If you run the client install again, you will have an 'update' button.

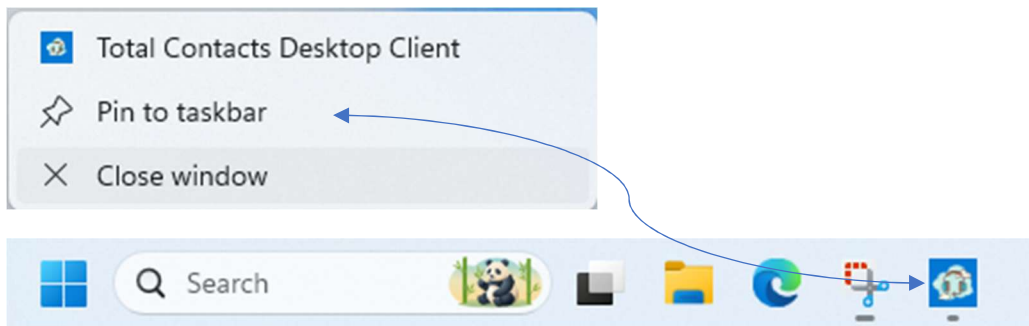


Once installed, the logon screen will automatically display for you.



The default is ADMIN user with no password. If your ADMIN has configured the Users, you should logon with your credentials.

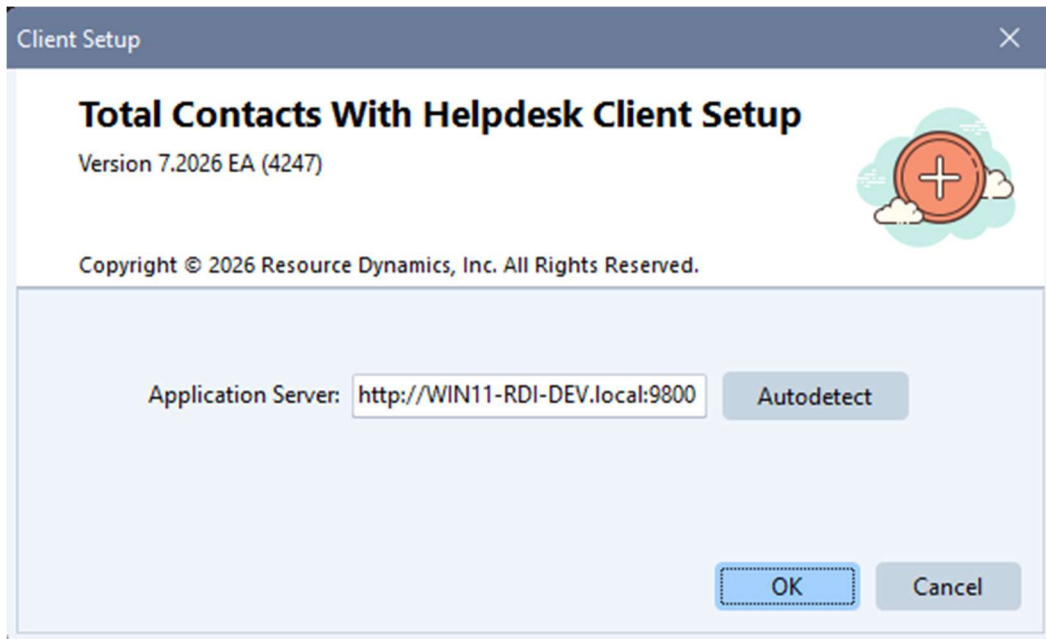
The Total Contacts with HelpDesk Solution Client is installed as a Windows APP. You can go to your installed APPS, locate Total Contacts Desktop Client and pin to your taskbar.



TIP: After you install the client, if you are unable to connect to the server, check the following:

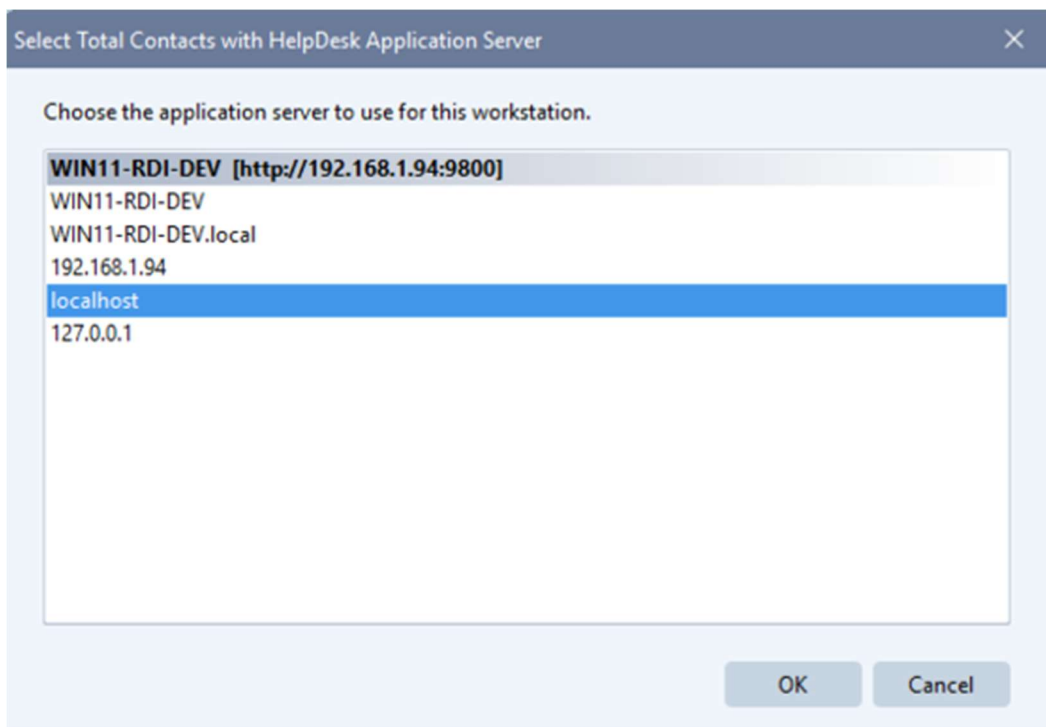
First, verify the services are running on the application host server. If they are, then proceed to check the client setup, which is not the same as the client install.

From the Windows start menu, locate the Total Contacts Client Setup



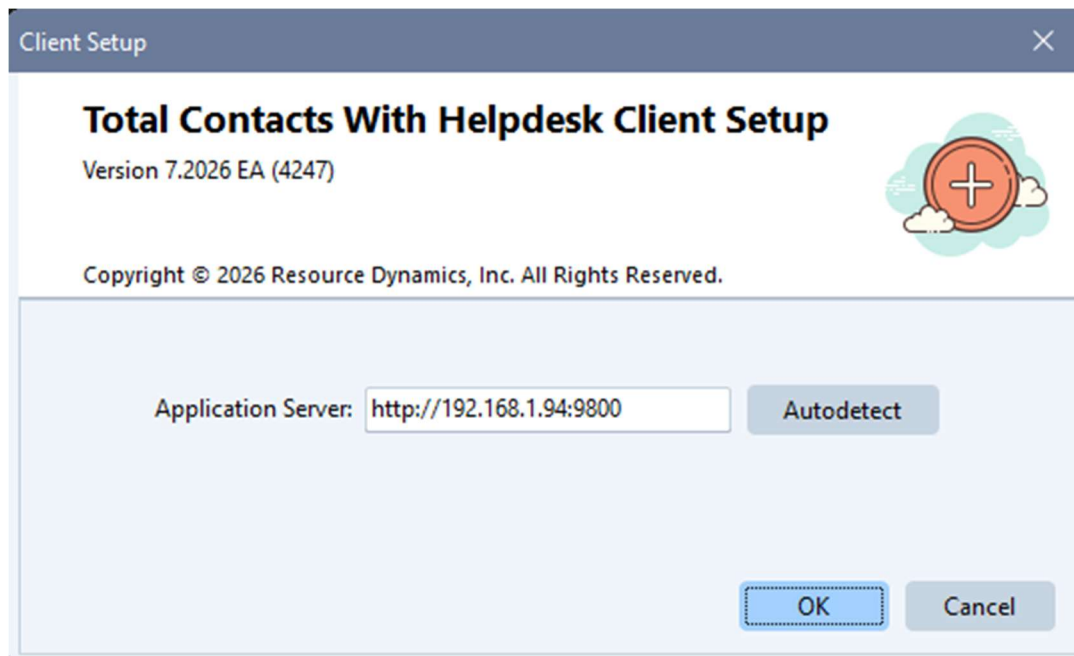
(example)

click on the Autodetect button will open ALL servers on the network and give choices for the different options including IP address. If run on the server it will also show the loopback addresses (localhost).



(example)

Select and click OK will configure the client setup to YOUR servers IP address



(example)

Click OK and you're done!