

Backing up Your Telpay | Business System

Here are some of the reasons why you should have your Telpay for Business system backed up after each session. For your protection, Telpay requires that files are received from you in succession. The system maintains a complete file of payments made by you which is easily available and will help you avoid the possibility of duplicate payments. Additionally, the system maintains a file of your Customer Specific Billers.

It is strongly recommended that you choose the option on the System Administration screen that requests the system to copy your Telpay for Business data onto a USB flash drive, CD-Recordable/DVD-Recordable media, data tape or a similar medium after every session. Failure to do so can result in loss of accounts receivable and history data. USB flash drives are inexpensive (less than \$20.00 CAD) and very easy to use. The System Administration screen includes an option to automatically create a [backup](#) of your data after each session. Up to six months of back ups will be retained. The system will purge oldest file(s) if insufficient space is available for the current requirements.

Note: If you have made a [backup](#) using the Telpay for Business [backup](#) utility, please see the “System Restore Procedure” section below. If you have installed Telpay for Business on a new computer and your old computer (or its hard drive) is still available, you can copy the previous Telpay for Business files to the new computer. If your computer has crashed, you can contact your IT support or a disk-recovery service to retrieve your Telpay for Business data if a [backup](#) is not available.

If you have not performed a [backup](#) of the Telpay for Business data after each session and you require Telpay to reset you session, a \$25.00 fee will apply. This fee applies if your system crashes or if you move the software to a different computer.

System [Backup](#) Procedure

After you have transmitted payments to Telpay, the software will display the “[Backup](#) your Telpay for Business data” screen. You can [backup](#) your data to a floppy disk, USB flash drive, hard drive (other than your local drive), network drive, CD or DVD. Select the media that you want to [backup](#) to and then click the [Backup](#) button.

PIN & Personal [Backup](#)

While Telpay for Business is easy to learn and use, it is important that more than one person at your business be familiar with its operation. We suggest having at least one other person in your business ready to use Telpay for Business in the event of staff changes, sickness and holidays.

As well, please ensure that your Telpay deposit amount (the one used to initialize the software) is stored in a secure, safe, retrievable location. This will save time and effort on your part should you ever need to re-install your Telpay for Business application.

System Restore Procedure (on a new computer)

Step 1. Install the latest Telpay for Business software from www.telpay.ca.

Step 2. Start the Telpay for Business software and click the “Restore Data” button on the “Activating Your Telpay Software” screen.

Step 3. Insert your **backup** media. If a screen listing the contents appears, close it. Click the “Select File” button. Locate the **backup** file on your media. Click the “Restore” button.

Note: If you have multiple Telpay Access Numbers, you will need to follow the System Restore Procedure for each Access Number.

System Restore Procedure (computer crashed)

In this case, the data is very likely still available. A computer technician can likely restore it if you have not backed up your system. If you are transferring to a different computer, you may have to download the software from www.telpay.ca.

In the event that your backed up data is not fully up-to-date, you will not be able to transmit payments to TelPay. Again, backups after every session are highly recommended. Telpay does provide limited **backup** in the form of transaction history, which is available for one full year. We do not, at this time, maintain a **backup** of your Customer Specific Biller file. [Contact](#) Telpay for assistance.