

**lightspeed drivers download stenovations**



## Installing OnSite.

To start, log in to your MAC computer as an administrator, where you will install both the OnSite Server and the OnSite Client .

The OnSite Server is where your data resides and the OnSite Client accesses the OnSite Server's data. To use the OnSite Server on another computer, you must copy the OnSite Client to the Applications folder of the computer.

To install Lightspeed OnSite:

Double-click Install Lightspeed Server and follow the onscreen instructions to complete the server installation.

NOTE: During the installation, you're asked whether you want to install the demo or licensed version. Choose to install a licensed version and enter your Lightspeed OnSite license key when prompted. If you're upgrading from OnSite 2.X, this option is Migrate Database .

When the installation is complete, click the Lightspeed OnSite Client ("Lightspeed") from the Applications folder to launch Lightspeed OnSite.

When the login screen appears, enter your username and password and then click Connect . The default username/password is lightspeed/admin.

If required, unlock the Lightspeed Server preferences by clicking the lock icon and entering your system username and password .

To access your Lightspeed Onsite server from another computer, download the Lightspeed OnSite Client .

Do not run the installer on client-only computers. Your client will detect the OnSite database on your network. Launch Lightspeed OnSite, click Servers , and then select your Lightspeed server, login with the username/password, then click Connect .

To connect to your server using an IP address, click on 'Add'

For a remote connection to allow client computers to access the Lightspeed OnSite server on your local area network (LAN), your network administrator must open your server port on your router.

From the Apple menu, click System Preferences > Lightspeed Server . Select the database and note the port listed on the left to communicate to your network administrator.

Supported devices for Lightspeed Hub.

Lightspeed Hub makes hardware easy. Once installed on your computer, it helps you set up your hardware in fewer steps and guides you through the process. It also connects directly to Lightspeed Retail POS, bringing you a reliable connection to your hardware throughout the day.

At this time, however, only the below devices are supported with Hub. And although Hub is designed to guide you through the setup of your device, articles with more in-depth setup instructions are included below should you need them.

Receipt printers.

The supported receipt printers for Hub can connect to your computer in three possible ways. Which connection type(s) each receipt printer can support varies from one to the other.

USB Connects directly to your computer with a USB cable. LAN Connects directly to your network with a LAN cable. Your computer then connects to your printer through your network. WLAN Connects wirelessly to your network. Your computer then connects to your printer through your network.

Epson.

Epson TM-m30.

USB LAN.

Epson TM-T88V.

Epson TM-T88VI.

USB LAN.

Star Micronics.

Star TSP100U.

Star TSP100IIIU.

Star TSP100LAN.

Star TSP100IIILAN.

Star TSP100IIIW.

WLAN.

Label printers.

The supported label printer for Hub is the Zebra ZD410. Its USB model—the ZD41022-D01M00EZ—connects to your computer with a USB cable. If you have the Bluetooth model—the ZD41022-D01W01EZ—you can connect it to both your computer with a USB cable and your iPad via Bluetooth.

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The Steno Life CAT Comparison.

Stenovations - digitalCAT Interview.

1 - Cost concerns are always at the top of the question list for students. Why does CAT software cost what it costs, which many students/reporters say is too much?

(Carmen Santone - Director of Sales) The court reporting environment, like many professional environments, is in constant flux. The continuous development of technology and the implementation of that technology into both the court systems and the world of broadcast captioning keeps the demand for development of both software and hardware constant. What this means for CAT software companies is the employment of full-time programmers who are constantly developing the latest features that reporters, captioners and their clients demand.

That said, students will be pleased to learn that Stenovations' Academic Partnership Program (APA) allows students involved in a CR curriculum free access, that is, licensure, to our digitalCAT software throughout that student's educational career. All we ask is that the student pay a one-time processing and shipping/handling fee of \$35.

2 - Often there is a difference between student versions of your CAT software and reporter versions. Can you tell us the student software limitations, if any.

In the case of Stenovations, the only difference between digitalCAT Reporter Edition (RE) and digitalCAT Academic Edition (AE) is the software build. For example, while the professional reporters have access to the most current version of digitalCAT, students have access to an earlier version of the software. digitalCAT AE is fully functional and includes every feature a student would possibly need whereas digitalCAT RE includes the latest features that attorneys, judges are requesting.

3 - Compatibility is a big issue as well. Are there any steno machines that your CAT software IS NOT compatible with? How about operating systems?

digitalCAT is fully compatible with all steno writers.

digitalCAT has been Vista-compatible since February of '07. We are now both Vista 32-bit as well as Vista 64-bit compatible. Of course, digitalCAT is also compatible with Windows XP, Windows 2000, Windows ME and Windows 98SE.

4 - Sticking with compatibility - is there any chance that different CAT systems will be compatible at some point - or at least allow you to convert work from one software into another?

We recognize that much of the CAT world is heavily proprietary and that this at times can be burdensome to the end user. Much of this has to do with the way the programmers write the code for their specific software and how the software handles translation of steno to English. Stenovations has and will always remain open to the idea of working with the other vendors in order to better satisfy the needs of all court reporters, captioners and CART writers.

5 - What kind of support do you offer for those with student versions of your software? Reporter versions? Prices? 24/7 support?

Students who enjoy membership in our Academic Partnership Program (APA) not only have free access to professional-grade software but students also are entitled to free support at our direct line. This free support is extended Monday through Friday from 8:00 a.m. to 5:00 p.m. We reserve the evening, late night and weekend hours for our working reporters, who sometimes require tech support on a more urgent basis.

The pricing of support contracts for working reporters is answered below.

6 - Is there a charge for upgrades? About how often are upgrades done?

There is no charge for the student digitalCAT AE upgrades.

The digitalCAT RE for professional reporters support agreement includes updates. This is where most seasoned reporters recognize a vast difference between Stenovations and its competitors. In the CAT world, upgrades often come in tandem with support contracts.

Stenovations support contract is \$300 annually after the first year. What is extremely important to note is that, unlike many of our competitors, this is NOT a mandatory contract. What this means to a client is that if a contract were to lapse, we would not financially penalize that client when they decide they would like to upgrade to the latest version of digitalCAT. We would only charge for the one year of support, currently \$300, and not

charge a penalty for the period of time that client went without a contract. It is for this reason that 90 percent of our reporter clients are not running outdated, antiquated software.

7 - If a student or reporter wants to try your software for 30 days, would they have to pay for that?

Because we are reporter-run and operated, we understand and have experienced firsthand the financial burden facing students. The 35 dollars that we require is merely a shipping/handling fee and so the software licensure is granted for 30 days and beyond, for as long as you are a student involved in a CR curriculum. What we desire is to grant students free software during their tenure as a student so that, upon graduation, they are making an educated decision relative to the software company they wish to work with as a professional reporter.

8 - What kind of training do you offer for your software, and at what cost?

Training is offered at no charge on the second Thursday and Friday of each month in our Charleston offices.

9 - What sets your CAT software apart? Why should a student/reporter consider your software over others?

Stenovations is reporter-owned and managed. This is and always has been a labor of love to Stenovations owner/reporter Johnny Jackson as well as to myself and the rest of the staff of Stenovations. We believe that CAT software should be easy-to-use, allow for the quick production of your work product AND should not be a financial burden to both students and working reporters.

Any student unfamiliar with our revolutionary LightSpeed writer, the writer on which the most recent NCRA speed contest was won by Mark Kislingbury this past July in Anaheim, should take a long, hard look at Stenovations before making any financial commitments elsewhere. The LightSpeed writer is only sold as a professional-grade writer and retails at \$2,495.

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on the cheap and sleazy side ([www.cheapandsleazy.net](http://www.cheapandsleazy.net))

Words and Pictures by April Davis, RPR, XHTML by G.D. Warner.

My Experience as a Newcomer to the LightSpeed.

Have you seen it?

Mark Kislingbury has one.

A lot of the regulars on Depoman have one.

Yes, that's right -- I'm talking about the LightSpeed, from Stenovations.

At my school, my fellow students can often be found pondering which writer to buy. When I quiz them, they're only aware of a small number of writers: The Stenograph 400 SRT, the Mira, and the Diamante.

"But what about the Passport? Or the Flash? Or the LightSpeed?" I ask.

"What are those?" is usually the answer they give me. That's usually fixed by showing them Technolust or Technolust II . but that leads to the dreaded question:

"How come there's no review of the LightSpeed on Cheap and Sleazy?"

Thanks to April Davis, RPR, returning author of the ProCAT Stylus review, I no longer have to dread hearing that question!

My experience as a newcomer to the Lightspeed.

My first Lightspeed purchase was the silicon overlay model:

Greta Duckett's LightSpeed With silicon Overlay.

After reading dramatic horror stories of setting up the configurations I was apprehensive, but excited. While it seemed a little overwhelming on day one, it wasn't as bad as the stories. My tran rate out of the box with the default configuration was 13 percent. That is normal since we all write differently. I wrote some practice material and it was very easy to recognize the most obvious changes in sensitivity that needed to be made for my personal writing style. The user interface is very easy to understand and use and changes are very easily made. Within a day I had it down to 8 percent. I felt good enough to take the silicon overlay LS into a trial that same day.

Initially the ridges that are on the keys to assist with finger placement threw me off and I whined about it. It was simply a lot to absorb all at once. After a week I found that the ridges aren't too bad. If they were a little smaller it would be nice. I understand in the next version they will be smaller by popular demand. If you are a pounder or are used to key tops on your writer you will acclimate much faster than I did and likely love it right out of the box. My biggest issue with this was the feel of the silicon. That really is not an LS problem, but my personal problem. My best friend got one the same day I did and loves the feel and would never trade it.

As I debated the whole situation of the feel I decided to buy a refurbished LS with the old style of smooth, hard keys.

The LightSpeed Classic.

I figured I could use it as my back up writer. When it arrived I loved the feel and within seconds I knew I would return the silicon overlay model. There was no problem with how it functioned and it worked the way it was supposed to, I just like the feel of the keys on the older one better. I am one of those people that just can't write with key tops and that's what the silicon felt like to me.

With the refurbished LS, as with the silicon model, as each day progressed I would go home and make a change here and there and by the end of the first week I was down to a manageable 4 percent. Although that doesn't sound wonderful to some of you, you have to consider the following: The touch takes getting used to. Finger placement and touch in the first week are going to throw you off because we are so used to writing a certain way and this is very different. It will get better as you get comfortable with it. Tweaking the keys is an ongoing work in progress for me.

When I refer to configuration settings I am speaking more about the pressure sensitivity settings. Each key has 1, 2 or 3 individual sensors on it. When you plug the writer into the software you are able to adjust the sensitivity of each sensor separately so that it is specific to your touch.

LightSpeed Sensitivity Adjustment Screen.

This is done mostly through trial and error. Everybody seems to have a different way of doing this and there is no right or wrong method. What worked best for me with both models was setting the sensitivity of every key to the same thing and making the whole thing very sensitive because I have a light touch. Once I did that I was able to see which strokes I was dragging and adjust those keys upward.

With my purchase I did get a tripod. It was easier to use the tripod the first couple of weeks because that is what we are used to. I have always used a tilting tripod, as I like to tilt my keyboard away from me slightly. I contacted the company that makes the tripod that comes with the LS and for \$20 they made me a tray for the LS that could be attached to my tilting tripod. By week three I was using it in my lap instead, which is incidentally what the majority of people on the message boards said would happen. I only bring the tripod to court now and have been know to use it as a footrest instead!

(NOTE: I've been trying to convince April that she should send me a picture of her using her tripod as a footrest, but so far, no joy! Perhaps one of these days . )

My models both had Bluetooth. A lot of people don't opt for that, but I did for a number of reasons. One thing is I have been used to using Bluetooth for the last six years. I like to be mobile. Another reason is that I use a 9" laptop to keep the weight down. Tiny laptops do not typically come with a lot of RAM or resources. If you run the LS through the cable you have to have the LS software running in the background to transmit the data. I didn't want to have two programs open at the same time with the limited resources on the laptop. When connected via Bluetooth I still attach the cable to the laptop for a power source, but not for data transmission.

They will be coming out with another version of the LS very soon.

The LightSpeed LX.

The Starlight is in the works as well ( Cancelled !).

The StarLight was replaced by the LightSpeed LSQ sometime back:

The LightSpeed LSQ: The New StarLight.

For now I will stick with my refurbished version. Although the Starlight will have the audio feature that is on all of our wish lists, I am unlikely to purchase one. I tend to be wary of electronics that try to do too many things in one unit. Running a full version of windows and having the LS keyboard, onboard audio and display concerns me. Also, it will have to be larger than the current LS. Small is better for me. I could be wrong and only time will tell if the Starlight is the greatest thing since sliced bread or not.

Overall I think this is a great writer. Even with the tweaking and learning curve, I have no plan to go back to using a traditional writer. As soon as they get another refurbished older version in stock I will be purchasing it for a backup and will be eagerly awaiting to see what the new LSX that is in the works will be like. I find the LS to be very user friendly and easy to set up, it is lightweight and it is reasonably priced. I love going to work with a bag that weighs less than five pounds on my shoulder. I don't even look like a reporter and constantly get asked, "Where is your machine?"

My wish list would be that they offer both a silicon and non-silicon version. If it had an onboard audio option I bet they would sell a lot more of them as well.

Lightspeed OnSite Downloads.

This is only a mandatory upgrade if you intend to update to macOS 11 (Big Sur). Lightspeed OnSite 2019 4.0.0 is not required for previous versions of macOS.

Before upgrading your installation to Lightspeed OnSite 2019 4.0.0, ensure the following criteria are met to avoid potential data loss or loss of uptime:

NOTE: OnSite has simplified to a YYYY.release version scheme; e.g. 2018.1 is the first release in 2018. We previously updated the naming of

OnSite releases after version 3.9.8. All OnSite releases after version 3.9.8 include the year the version was released in its name (for example, 2015 2.3.3); therefore, it is important to note that 2015 2.3.3 is newer than version 3.5.

You must be using a payment processor other than Authorize.net, Heartland, or Axia. You must have a valid Maintenance Plan as of Nov 10, 2020. You must currently be running Lightspeed 2016 1.3.4 or later. You must be running macOS 10.13 or later.

If you have any questions or are unsure about whether you meet the requirements, please contact Lightspeed Support before upgrading to OnSite 2019 4.0.0.

Archive.

OnSite 2019 2.0.1.

Before you upgrade your macOS to 10.14 (Mojave)

Please be advised that macOS 10.14 (Mojave) is only compatible with Lightspeed OnSite version 2019 1.0.0 and later. We recommend upgrading Lightspeed OnSite to at least 2018 3.0.3 before updating your operating system to macOS 10.14 (Mojave). If you are on a previous version of Lightspeed OnSite and would like to update to macOS 10.14 (Mojave), we recommend updating your operating system and Lightspeed OnSite as follows:

Ensure macOS is updated to 10.12 (Sierra). Upgrade Lightspeed OnSite to 2018.3.0.3. Update macOS to 10.14 (Mojave). Upgrade Lightspeed to 2019.1 or later.

Important Notes.

Before you begin your upgrade, please review the following notes:

If you are currently using AUTHORIZE.NET, HEARTLAND or AXIA, and wish to continue to do so, DO NOT UPGRADE as this version of OnSite removes those payment processors. Please allow sufficient time for a complete backup of your database during the server update process, as well as additional time for the server migration “starting” phase. If you are running macOS 10.12 (Sierra): You must be using OnSite 2016 1.0.7 or later in order to receive support.

Notes for those using older versions of Lightspeed OnSite.

If you are running Lightspeed OnSite 2018.3.0.2 or lower: We recommend scheduling approximately double the time it normally takes to do a full backup.

If you are running Lightspeed OnSite 2016.1.3.3 or lower: You must first be running 2016 1.3.4 or newer before upgrading to the latest OnSite. Please upgrade to Lightspeed OnSite 2016.1.3.4 before continuing. If you are running Lightspeed OnSite 3.7.6 or lower: Due to technology changes, Smart Finds and Trackers cannot be migrated during the upgrade process. Your Smart Finds and Trackers have been exported and you can re-create them by following this video. If you are running Lightspeed OnSite 3.7 or higher: The installer will backup Lightspeed OnSite for you when you run the upgrade. If you are running Lightspeed OnSite 3.5–3.6.8: Perform a manual backup of Lightspeed OnSite from Tools > Utilities > Backup Database.

Notes for Webstore and eCom Customers.

If you are an existing Lightspeed eCom customer upgrading from Lightspeed OnSite 2016.1 or earlier, please read this information before upgrading. As of OnSite version 2019.1 and later, the Magento and Webstore connectors have been removed as they are no longer supported. If you wish to continue using the connector, please do not upgrade to the latest version. If you wish to upgrade to the latest version of OnSite, we encourage you to speak with our Sales team about Lightspeed eCom.

Upgrade Instructions:

Log all users out. Open the installer and double-click the Lightspeed OnSite Server icon. Double-click the Install Lightspeed OnSite Server icon. Follow the on-screen steps in the installer window. When the installer is finished, launch the Lightspeed OnSite application and log in as you normally would.

Text once you click the upgrade or install button/link.

Do not upgrade your installation to Lightspeed OnSite 2019 2.0.1 if any of the following criteria are not met, as proceeding may result in potential data loss or loss of uptime: NOTE: OnSite has simplified to a YYYY.release version scheme; e.g. 2018.1 is the first release in 2018. We previously updated how we version OnSite releases after version 3.9.8. All OnSite releases after version 3.9.8 include the year the version was released in the version number (for example, 2015 2.3.3); therefore, it is important to note that 2015 2.3.3 is newer than 3.5.

You should not be using Authorize.net, Heartland, or Axia as your payment processor. You must have a valid Maintenance Plan as of April 17, 2019. You must be currently running Lightspeed 2016 1.3.4 or above. You must be running macOS 10.13 or higher.

Lightspeed OnSite 2019 2.0.1 supports Lightspeed OnSite for iPad 1.3 (or later). Please upgrade your mobile devices after upgrading Lightspeed OnSite for Mac.

Remember to run a manual backup (Tools > Utilities > Backup Database) if you are currently running 3.6.8. or lower.

Users currently running Lightspeed OnSite 3.6.8 or lower who have purchased the On-Target Reports (OTR) add-on module are advised to contact their OTR developer prior to upgrading. Custom reports developed using OTR will need to be re-created in Lightspeed OnSite 3.9.8.

If you have any questions or are unsure about whether you meet the requirements, please contact Lightspeed Support before moving forward with the OnSite 2019 1.0.2 upgrade.

Warning.

You should not be using Authorize.net, Heartland, or Axia as your payment processor if you are planning to upgrade.

Do not upgrade your installation to Lightspeed OnSite 2019 2.0.1 if any of the following criteria are not met, as proceeding may result in potential data loss or loss of uptime: NOTE: OnSite has simplified to a YYYY.release version scheme; e.g. 2018.1 is the first release in 2018. We previously updated how we version OnSite releases after version 3.9.8. All OnSite releases after version 3.9.8 include the year the version was released in the version number (for example, 2015 2.3.3); therefore, it is important to note that 2015 2.3.3 is newer than 3.5.

You must have a valid Maintenance Plan as of April 17, 2019. You must be currently running Lightspeed 2016 1.3.4 or above. You must be running macOS 10.13 or higher. You should not be using Authorize.net, Heartland, or Axia as your payment processor.

Lightspeed OnSite 2019 2.0.1 supports Lightspeed OnSite for iPad 1.3 (or later). Please upgrade your mobile devices after upgrading Lightspeed OnSite for Mac.

Remember to run a manual backup (Tools > Utilities > Backup Database) if you are currently running 3.6.8. or lower.

Users currently running Lightspeed OnSite 3.6.8 or lower who have purchased the On-Target Reports (OTR) add-on module are advised to contact their OTR developer prior to upgrading. Custom reports developed using OTR will need to be re-created in Lightspeed OnSite 3.9.8.

If you have any questions or are unsure about whether you meet the requirements, please contact Lightspeed Support before moving forward with the OnSite 2019 2.0.1 upgrade.

Download Client SHA1 Checksum

OnSite 2019 1.0.2.

Before you upgrade your macOS to 10.14 (Mojave)

Please be advised that macOS 10.14 (Mojave) is only compatible with Lightspeed OnSite version 2019 1.0.0 and later.

We recommend upgrading Lightspeed OnSite to at least 2018 3.0.3 before updating your operating system to macOS 10.14 (Mojave).

If you are on a previous version of Lightspeed OnSite and would like to update to macOS 10.14 (Mojave), we recommend updating your operating system and Lightspeed OnSite as follows:

Ensure macOS is updated to 10.12 (Sierra). Upgrade Lightspeed OnSite to 2018.3.0.3. Update macOS to 10.14 (Mojave). Upgrade Lightspeed to 2019.1 or later.

Important Notes.

Before you begin your upgrade, please review the following notes:

Please allow sufficient time for a complete backup of your database during the server update process, as well as additional time for the server migration “starting” phase. If you are running macOS 10.12 (Sierra) : You must be using OnSite 2016 1.0.7 or later in order to receive support.

Notes for those using older versions of Lightspeed OnSite.

If you are running Lightspeed OnSite 2018.3.0.2 or lower: We recommend scheduling approximately double the time it normally takes to do a full backup. If you are running Lightspeed OnSite 2016.1.3.3 or lower: You must first be running 2016 1.3.4 or newer before upgrading to the latest OnSite. Please upgrade to Lightspeed OnSite 2016.1.3.4 before continuing. If you are running Lightspeed OnSite 3.7.6 or lower : Due to technology changes, Smart Finds and Trackers cannot be migrated during the upgrade process. Your Smart Finds and Trackers have been exported and you can re-create them by following this video. If you are running Lightspeed OnSite 3.7 or higher: The installer will backup Lightspeed OnSite for you when you run the upgrade. If you are running Lightspeed OnSite 3.5–3.6.8: Perform a manual backup of Lightspeed OnSite from Tools > Utilities > Backup Database.

Notes for Webstore and eCom Customers.

If you are an existing Lightspeed eCom customer upgrading from Lightspeed OnSite 2016.1 or earlier, please read this information before upgrading. As of OnSite version 2019.1 and later, the Magento and Webstore connectors have been removed as they are no longer supported. If you wish to continue using the connector, please do not upgrade to the latest version. If you wish to upgrade to the latest version of OnSite, we encourage you to speak with our Sales team about Lightspeed eCom.

## Upgrade Instructions:

Log all users out. Open the installer and double-click the Lightspeed OnSite Server icon. Double-click the Install Lightspeed OnSite Server icon. Follow the on-screen steps in the installer window. When the installer is finished, launch the Lightspeed OnSite application and log in as you normally would.

## Warning

Do not upgrade your installation to Lightspeed OnSite 2019 1.0.2 if any of the following criteria are not met, as proceeding may result in potential data loss or loss of uptime: NOTE: OnSite has simplified to a YYYY.release version scheme; e.g. 2018.1 is the first release in 2018. We previously updated how we version OnSite releases after version 3.9.8. All OnSite releases after version 3.9.8 include the year the version was released in the version number (for example, 2015 2.3.3); therefore, it is important to note that 2015 2.3.3 is newer than 3.5.

You must have a valid Maintenance Plan as of October 17, 2018. You must be currently running Lightspeed 2016 1.3.4 or above. You must be running macOS 10.13 or higher.

Lightspeed OnSite 2019 1.0.2 supports Lightspeed OnSite for iPad 1.3 (or later). Please upgrade your mobile devices after upgrading Lightspeed OnSite for Mac.

Remember to run a manual backup (Tools > Utilities > Backup Database) if you are currently running 3.6.8. or lower.

Users currently running Lightspeed OnSite 3.6.8 or lower who have purchased the On-Target Reports (OTR) add-on module are advised to contact their OTR developer prior to upgrading. Custom reports developed using OTR will need to be re-created in Lightspeed OnSite 3.9.8.

If you have any questions or are unsure about whether you meet the requirements, please contact Lightspeed Support before moving forward with the OnSite 2019 1.0.2 upgrade.

## Download Client SHA1 Checksum

OnSite 2018 1.0.2 – root certificate update.

This build contains the update for the root certificate.

Upgrade requires a Maintenance Plan valid on January 31, 2018.

## IMPORTANT:

If you are an existing eCommerce customer, please read this information before upgrading.

Please allot sufficient time for a complete backup of your database during the server update process, as well as additional time for the server migration “starting” phase. We recommend scheduling approximately double the time it normally takes to do a full backup .

## Upgrade Instructions:

If you are running Lightspeed OnSite 3.7 or higher, the installer will backup Lightspeed OnSite for you when you run the upgrade. If you are running Lightspeed OnSite 3.5–3.6.8, perform a manual backup of Lightspeed OnSite at Tools > Utilities > Backup Database. Log out all users. Open the installer and double-click the Lightspeed OnSite Server icon. Double-click the Install Lightspeed OnSite Server icon. Follow the on-screen steps in the installer window. When the installer has completed, launch the Lightspeed OnSite application and log in as you normally would.

Note for users upgrading from 3.7.6 or lower: Due to technology changes, Smart Finds and Trackers cannot be migrated during the upgrade process. Your Smart Finds and Trackers have been exported and you can re-create them by following this video.

Important macOS Sierra support: If you are running macOS Sierra you must be using OnSite 2016 1.0.7 or later in order to receive support. If you have not upgraded to macOS Sierra, the latest version will be supported.

## WARNING.

Do not upgrade your installation to Lightspeed OnSite 2018 1.0.2 if any of the following criteria are not met, as proceeding may result in potential data loss or loss of uptime:

NOTE: OnSite has simplified to a YYYY.release version scheme; e.g. 2018.1 is the first release in 2018. We previously updated how we version OnSite releases after version 3.9.8. All OnSite releases after version 3.9.8 include the year the version was released in the version number (for example, 2015 2.3.3); therefore, it is important to note that 2015 2.3.3 is newer than 3.5.

You must have a valid Maintenance Plan as of January 31, 2018.

You must be currently running Lightspeed 2016 1.3.4 or above.

You must be running macOS 10.12 or higher.



Lightspeed OnSite 2018 1.0.2 supports Lightspeed OnSite for iPad 1.3 (or later). Please upgrade your mobile devices after upgrading Lightspeed OnSite for Mac.

Remember to run a manual backup (Tools > Utilities > Backup Database) if you are currently running 3.6.8. or lower.

Users currently running Lightspeed OnSite 3.6.8 or lower who have purchased the On-Target Reports (OTR) add-on module are advised to contact their OTR developer prior to upgrading. Custom reports developed using OTR will need to be re-created in Lightspeed OnSite 3.9.8.

If you have any questions or are unsure about whether you meet the requirements, please contact Lightspeed Support before moving forward with the OnSite 2018 1.0.2 upgrade.