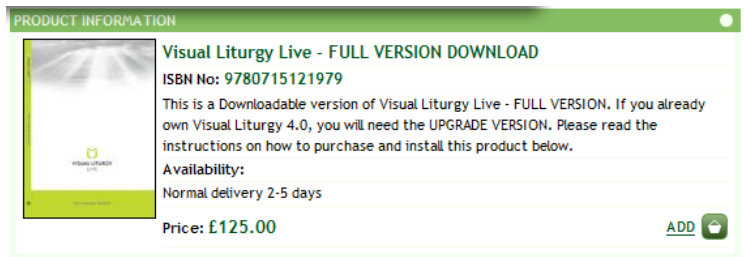


# Downloading and installing Visual Liturgy Live for Common Worship – Full Version



## Purchasing and downloading the VL Setup file

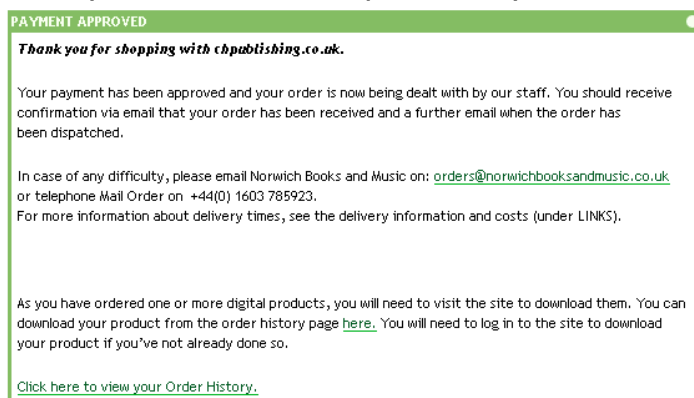
1. Log on to Church House Publishing's secure online shop, [www.chpublishing.co.uk](http://www.chpublishing.co.uk).
2. Follow the links from the bottom right-hand corner of the homepage to Visual Liturgy Live (or use the BROWSE ALL TITLES tab and select the Visual Liturgy Software category).
3. Select **Visual Liturgy Live – FULL VERSION DOWNLOAD** (ISBN 9780715121979) which will bring up the product information screen. (Be aware that there are several other *Visual Liturgy Live for Common Worship* products – **please be sure to double-check you have the correct (FULL VERSION DOWNLOAD) product before purchasing.**)



4. Click on the green “**ADD**” basket icon to add this product to your basket. You will be prompted to specify a Delivery Country – though if you only purchase downloadable products you will not, of course, be charged delivery. If you are ready to checkout, click on “**PROCEED TO CHECKOUT**” at the bottom left-hand corner.
5. If you have used our site before to purchase Church House Publishing resources, click on the [login here](#) link and enter your username and password. If you have *not* previously created an account on [www.chpublishing.co.uk](http://www.chpublishing.co.uk), click on the [create one now](#) link and enter your details to create your account.

**Please note that you to register separately to use [www.chpublishing.co.uk](http://www.chpublishing.co.uk) – you cannot use a username and password you have already set up for Visual Liturgy.**

6. Once you have logged into your account you will be asked to confirm your order details and provide your credit/debit card information.
7. When your order has been processed, you will see this screen:

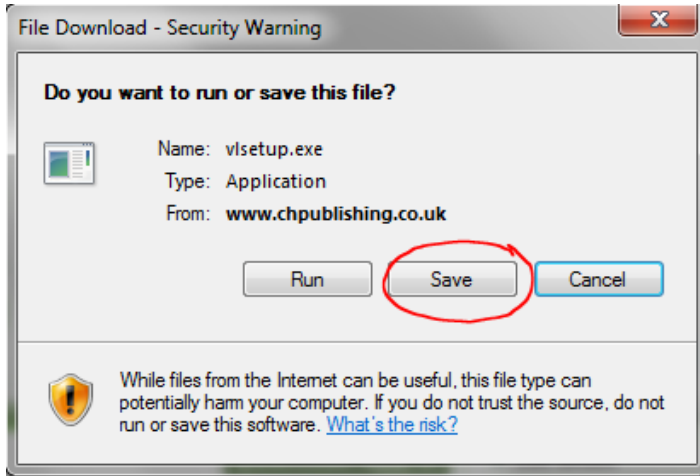


Follow the link at the bottom [Click here to view your Order History](#).

8. You should see your most recent order with a Download now button adjacent to it:

[Download Now](#) 

9. Click on this link – please be aware that the Visual Liturgy Setup file is quite large (around 75 Mb) so there may be a slight delay before the following dialogue appears. Select “Save” (not “Run”) and choose a memorable location on your computer to save it to.



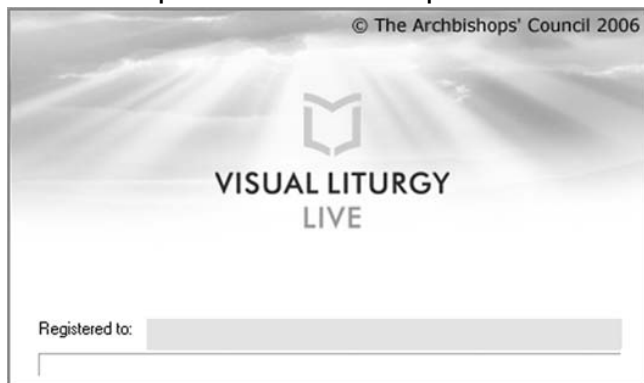
### Installing VL

10. Once the file has been downloaded – depending on the speed of your connection this may take a few minutes – double-click the vlsetup.exe file to begin installation.
11. Follow the on-screen instructions. Please note that various system updates may need to be run as a precursor to installing VL. These system updates will upgrade some of your Windows® components. If the system needs to restart while installing the system updates and the setup doesn't continue automatically, please restart the setup manually by referring to the instructions in 10.

### Starting and registering VL

12. Once you have installed VL, start the application using your preferred method, for example,
  - Click on the VL icon on your desktop
  - or
  - Click Start on your computer taskbar and select All Programs/Visual Liturgy Live

You will be presented with the splash screen and a timing bar:



13. The first time you run VL you will be asked to register your copy. Registration is an essential part of the online subscription service process and must be completed if you want to take advantage of VL's Internet features such as new content updates.

14. In order to register your copy you will need a VL Serial Number. This will be e-mailed to the address associated with your account on [www.chpublishing.co.uk](http://www.chpublishing.co.uk) usually within three business days of your purchase. You have 60 days in which to register your copy.
15. Once you have been provided with your Serial Number, fill in your details and click the Register Now button to complete this step.

**Welcome to Visual Liturgy Live**

To run Visual Liturgy Live, you must register via the Internet. You may also print out this form for your own records or to assist with support; however you will still need to register online. To purchase, renew or manage your subscription, visit the web site:  
<http://www.visualliturgylive.net>

Login name  Password   Save

Serial Number (Required)

Check here if you have a team subscription

Contact details Title  First name  Last name

Church or organization

Email  Telephone

Address

Town  County

Country  Postcode

Key (do not complete unless received by post) 8550

I would like to receive news from Church House Publishing

Register Now Print Close Help

If you do not yet have your Serial Number, you can choose to register later by clicking Close. If you have not received for Serial Number after three full business days, please contact [orders@norwichbooksandmusic.co.uk](mailto:orders@norwichbooksandmusic.co.uk), providing details of when your order was placed and, if possible, the reference for your transaction.

16. Once Visual Liturgy Live is installed and registered, check for any updated or optional content to download. To do this, choose Online Update from the Edit menu in the top bar. Log in with the same username and password used for registration.

Note: when you log in successfully, the online update window will report "Active Subscription." If it says "Subscription Unknown", check that the username and password is the same as that used for registration.

17. If you experience any technical difficulty in installing or using Visual Liturgy Live, you will find many Frequently Asked Questions answered in the support area of [www.visualliturgylive.net](http://www.visualliturgylive.net).
18. If you need further help, please send an e-mail with your contact details, Serial Number (if you have it) and a brief description of your issue to [visualliturgy@hymnsam.co.uk](mailto:visualliturgy@hymnsam.co.uk). Someone will e-mail or call you back as appropriate as soon as possible within normal office hours.

## Downloading VL – Frequently Asked Questions

### **Why has CHP moved away from supplying CD-ROM version for Visual Liturgy Live?**

Visual Liturgy Live was designed on its launch to make the most of the vast majority of customers having online access. Four years on from launch, the version of Visual Liturgy that we are able to supply by downloading contains four years' worth of software patches, improvements and substantial additional content. With average download speeds now much faster than in 2007, this is a more efficient method of delivering the best available version of the product to customers.

### **Is it secure?**

Please refer to our Terms and Conditions for more details, but Church House Publishing's online shop has been fully secure for many years and we have sold digital products for download since 2009. The VL Setup file that is available for download is the same file as appeared on the CD-ROM version installed by several thousand customers in a more up-to-date version.

### **What happens if my connection breaks while downloading or my hard disk crashes?**

For any digital download you purchase from [www.chpublishing.co.uk](http://www.chpublishing.co.uk), you will continue to be able to access a secure link from which to download it in future. You will need to log in to the site and click on **MY ACCOUNT** and then review your **Order History**, where you will find links to allow you to re-download any products you have purchased (for you own use and within the terms of the site and any relevant product Licence Agreement).

### **How do I set up a Team Licence for my copy of VL?**

Please see the detailed instructions on Team Licences at [www.visualliturgylive.net](http://www.visualliturgylive.net):

Upgrading your Visual Liturgy Live licence to a Team Licence

<http://www.visualliturgylive.net/document.aspx?id=112&FileID=121>

How to create and manage VL Live team licences

<http://www.visualliturgylive.net/document.aspx?id=112&FileID=122>

Installing VL Live for a team member

<http://www.visualliturgylive.net/document.aspx?id=112&FileID=123>

### **If I purchase a Team Licence for Visual Liturgy Live, how can my colleagues get hold of the**

We have a new downloadable install for Visual Liturgy Live, ideal for installing Visual Liturgy Live for team members, or for when you are replacing your computer and need to re-install.

You can find the download at <http://www.onlyonline.co.uk/uploader/welcome.aspx>

You or other team members can log on with your subscription details. You can then save the setup file – do not choose “Run” if the web browser offers it. Then run setup from the file you saved.

### **How do I get hold of the Manual for Visual Liturgy Live?**

A free PDF of the Visual Liturgy Live Manual is available at

<http://www.visualliturgylive.net/uploads/documents/Visual%20Liturgy%20Live%20manual.pdf>

You can also order a printed copy from <http://www.chpublishing.co.uk/product.asp?id=2393569>

### **Will there be a downloadable UPGRADE Version?**

Work on a downloadable UPGRADE version (which checks to see if a previous version of Visual Liturgy is installed on your computer before allowing installation) is underway. In the meantime, if you are eligible for the Upgrade Version (i.e. you own a copy of Visual Liturgy 4.0) then you will need to purchase a CD-ROM version <http://www.chpublishing.co.uk/product.asp?id=2392841>