

Reg_English

COLLABORATORS

	<i>TITLE :</i> Reg_English		
<i>ACTION</i>	<i>NAME</i>	<i>DATE</i>	<i>SIGNATURE</i>
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REVISION HISTORY

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Chapter 1

Reg_English

1.1 Reg_English.guide

Registering Vapor Software

Thank you for supporting Amiga Software Development! By registering the Software you use, you ensure further development of high quality Amiga applications.

How To Use	How to use the registration utility
Registration Sites	Information on registration sites
Manually	Registering without the registration utility
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Support	How to get support and updates

- Other stuff: -

License	General Software License
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The information presented in this document is valid as of June 17th, 2000. Please check out the WWW Support Site for latest information.

1.2 Reg_English.guide/How To Use

How To Use

The registration utility provides an easy, GUI driven means to gather all necessary information required for registration. It also calculates resulting fees and discounts, and shows all options available. You can print the resulting registration form or directly mail it via Internet mail if you have an Internet connection.

After starting the program, you will be shown the main window.

Depending on your screen size, the window contents may be larger than the visible size of your screen. Use the window's scrollbars to move the contents just as you do with Workbench windows.

Fill in the necessary personal information and select the registration site, method of payment and products you want to register.

The order list will immediately calculate the fee based on your selection of products and the costs per registration site.

You can quit the registration program at any time. All the information you have filled in will be saved in the file S:\Vapor.Reginfo and is automatically reloaded when you start the registration program the next time.

When you have finished filling out the fields, you have four options on how to proceed with the finally generated registration form.

- The button Save form to file allows you to save the resulting registration form to a disk file. You can inspect the file with a text viewer like More or include it into your favorite EMail package to mail the form.
- The button Print form prints the resulting form on your printer.
- Pressing Mail form via net attempts to automatically mail the resulting form via Internet. In order for this to work, you must have a working Internet connection and a TCP/IP stack loaded. You are informed of the success or failure of this operation.
- With pressing View form, a text window opens presenting the resulting registration form. You are encouraged to check out the form before printing or mailing it.

1.3 Reg_English.guide/Registration Sites

Registration Sites

There are two ways of registering the applications: Online and Offline.

The fastest way of registration is using our online registration facility at

<http://www.vapor.com/order/>

You can directly select the applications you want to order and pay by secure credit card transaction. The complete process, including delivery, only takes a few minutes!

The online registrations are processed by the UK company Silicon Circus Ltd.

Offline registrations can be done using this registration utility.

Methods of Payment

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Cash

Plain, good old Cash included with the registration letter. This is not encouraged since such letters tend to "get lost" in some countries especially if coins are included.

Cheque

Eurocheques are guaranteed by the issuing bank and therefore are "good by definition", not imposing any clearance delay on registration processing. Other types of cheques may need some time for clearance.

Bank transaction

Generally only available in the same country as the registration site is located in. Please put a clear reference to your registration mail onto the transaction sheet, so that payment and registration can be linked.

Bank balancing

Generally only available in the same country as the registration site is located in. Payment will be charged from the bank account given.

Postal money order

Sometimes also called International Money Order. Please put a clear reference to your registration mail onto the transaction sheet, so that payment and registration can be linked.

Adress

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Claudia Wagner
Landsberge 5b
D-45549 Sprockhövel
Deutschland
Fax: ++49 2339 138025
email: Reg-DE@vapor.com

Bank account:

Kontonummer: 394053850
Bank.....: 1822direkt Frankfurt
BLZ.....: 50050201
Owner.....: Claudia & Oliver Wagner

Method of payment: Cash included, Cheque included, Bank transaction, Bank balancing, Postal money order.

Delivery: E-Mail (free), Disk (+ DM 5.00), CD-R (+ DM 15.00).

Prices:

AmIRC 3	DM	45.00
UPGRADE AmIRC 3	DM	20.00
AmigaNCP	DM	50.00
AmTALK II	DM	20.00
MicroDot II	DM	40.00
Voyager 3	DM	50.00

UPGRADE Voyager 3	DM	30.00
MetalWeb 4	DM	40.00
UPGRADE MetalWEB 4	DM	30.00
Genesis	DM	69.00
mFTP	DM	45.00
UPGRADE AmFTP -> mFTP	DM	30.00
AmTelnet II	DM	35.00
NetInfo II	DM	20.00
Contact Manager	DM	15.00
X-Arc	DM	30.00

1.4 Reg_English.guide/Manually

Registering Manually

If you, for some reason, don't want to use the registration program, you can of course register manually. Information about Registration Sites, prices and methods of payment can be found in the section Registration Sites.

Please make sure you include all the necessary information in the letter or email you send, especially your address and what you want to register!

All sites grant a discount for multi-unit registrations. This discount is 5% for 2 to 4 units and 10% at 5 or more units. Make sure you subtract this discount before you calculate the final registration fee!

1.5 Reg_English.guide/Problems

Problems

Trouble with the registration utility

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If you have any trouble starting or using the registration utility, please write a bug report to bugs@vapor.com. Please include a extensive problem description and an overview of your system configuration.

Bug reports which help to track down a formerly not known bug in the registration utility will be rewarded a 50% discount on a single registration of your choice!

You can also register manually in such a case; see the section Manually on how to do that.

Trouble with the registration process
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Well, what if you have sent the money and registration and you don't get your key files or disks?

Of course, we hope that this never happens. However, experience tells us that problems with email do occur, and the following instructions are Just in case. Please understand that none of the registration sites will just cash in your money and not send anything back just for being evil, as no one would actually benefit from that.

First, allow about a 4 week processing delay before you start to worry about your registration, to cover snail mail delay, cheque clearance and related stuff.

Write a email to the specific registration site to find out what is happening. If you don't get a reply to such an inquiry, something is probably broken.

Most likely, something is wrong with your email link in such a case. Write a test message to bounceme@vapor.com, which should trigger a automatical informational message that your message has arrived at vapor.com's mail system. If this works, please write to reg-trouble@vapor.com specifying what's wrong.

If you however don't get a response from bounceme@vapor.com, something is definitvly broken with your mail account. In that case, your registration email probably never arrived, or the key file sent to you was lost on its way. Try a different mail account, if you have one, or resort to traditional snail mail then.

1.6 Reg_English.guide/Support

Support

There are several means of getting support and updates for Vapor products.

Internet

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- * WWW (World Wide Web)

The URL for the WWW support pages is <http://www.vapor.com/>.

- * FTP (File Transfer Protocol)

Access to files is available from the server <ftp.vapor.com> in directory /pub.

These two sites may be partially mirrored on other sites. Availability of mirrors will be announced on the main sites.

E-Mail

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Vapor runs a number of mailing lists which provide support for the various products. To learn how to access these lists, write a mail to listserv@vapor.com and put the following two lines in the mail body:

```
HELP
LIST
```

You will in return receive a mail giving instructions on how to use the listserver, and an index of currently available mailing lists.

You can access the listserver with internet mail and every online service which provides an gateway to internet mail, for example Compuserve or AOL.

In order to access files via email, you can use the file server. Write a mail to fileserv@vapor.com containing the lines

```
HELP
LIST
```

to receive instructions and a list of available files.

Modem

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Many Amiga supporting BBSes will provide access to AmiNet files, and since major updates and releases of Vapor products will always be uploaded to AmiNet, you are able to download these files there.

1.7 Reg_English.guide/License

License

Registered Software License Agreement

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1.8 Reg_English.guide/Index

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