Product Support

Thank you for purchasing **It's Legal** for Windows. Select from the following topics to learn more about:

Registering It's Legal
Troubleshooting
Getting Help--Customer Service and Technical Support
Purchasing Other Products From Parsons Technology
Purchasing The Plain-Language Law Dictionary

Registering It's Legal

When you purchase any product directly from Parsons Technology, you are automatically registered in our customer database. Therefore, you do **not** need to send in a registration card. Registration entitles you to the following registered customer benefits:

* **Free, unlimited technical support for current versions of all our programs.**
* **Notices of updates to current products.**
* **Announcements of new products.**

If you purchased this product through a distributor, be sure to complete and return the customer registration card included with your packet. If you've misplaced the registration card, just click on the Display Form button below for a replacement. When the form appears, choose Print Topic from the File menu at the top of the window to print it.

[**Display Form**]

You may also register your product by calling **1‑800‑847‑6995** or faxing the registration card to us at **1‑319‑395‑7449**. Contact us at these same numbers with any address changes so that we can keep you current with Parsons Technology developments.

See also:
    <u>**Getting Help--Customer Service and Technical Support**</u>
    <u>**Purchasing Other Products From Parsons Technology**</u>

Parsons Technology Product Registration

We make it easy to register your product with three convenient methods:

Call 1-800-847-6995   **Print this form and mail it to:**

Fax 1-319-395-7449   Parsons Technology Registration
                                One Parsons Drive
                                PO Box 100
                                Hiawatha, IA 52233-9905

Name _____

Address _____

City _____ State _____ Zip _____

Day Phone (_____) _____ Evening Phone (_____) _____

Preferred disk size: [   ] 3.5" or [   ] 5.25"

If you are registering a Windows product, do you need 5.25" media?

[   ] Yes   [   ] No

Which of the following best describes you? (*please check one*)

[   ] I do not own Microsoft® Windows.

[   ] I own and use Microsoft® Windows.

[   ] I own Microsoft® Windows but don't use it.

Software use: (*please check one*)

[   ] I buy software for home use.

[   ] I buy software for business use.

[   ] I buy software for both uses.

Which version of **It's Legal** did you purchase? (*please check one*)

[   ] Windows version (Product Code: ITL5W)

[   ] Deluxe CD-ROM edition (Product Code: IL5CD)

Troubleshooting

If you are having a problem operating **It's Legal**, there are a variety of options available to help you resolve your difficulty. The Troubleshooting Procedure topic below includes a list of steps you should follow to resolve any problem you may have. The Problem Report topic includes a form you should complete *BEFORE* contacting Parsons Technology's Technical Support Department, in the event you are unable to resolve your difficulty and need further assistance. To begin, first read the Troubleshooting Procedure. Then, print and complete the Problem Report form, if necessary.

Troubleshooting Procedure
Problem Report

Troubleshooting Procedure

Whenever you encounter a problem with the program or have a software-related question, follow this procedure:

1. Access **It's Legal**'s online Program Information Help (**F1**). This system presents up-to-date operational information and is often context sensitive, reflecting a topic related to your current location and function.

2. Refer to the contents and index within your **It's Legal** User's Guide for specific topic and page numbers.

3. Refer to any README file included on your program setup disks. This file contains current information about **It's Legal**.

4. Use an automated service (such as <u>CompuServe</u> or <u>GEnie</u>) to get help. See the When You Need Help section at the front of your User's Guide for details.

5. If you still cannot resolve your problem, contact Parsons Technology's <u>Technical Support Department</u>. However, before you contact Parsons Technology, please fill out the Problem Report form. This will save you time on the telephone and is especially helpful if you cannot be at your computer when you call. Additionally, a technician may ask you to send this form.

   To display the Problem Report form, click the button below. When the form appears, choose Print Topic from the File menu at the top of the window to print it.

   [Display Form]

See also:

Customer Service
Technical Support
Registering It's Legal
Purchasing Other Products From Parsons Technology

Problem Report

Please print and complete this form *BEFORE* contacting Parsons Technology for <u>Technical Support</u>. To print the form, choose Print Topic from the File menu at the top of the window.

Registered Customer Information

Customer #: _____ Today's Date: _____

Name: _____

Address: _____

City/State/Zip: _____

Day phone: (_____) _____ FAX number: (_____) _____

Program Specific Information

Program and version: _____

Date ordered: _____ Date replaced: _____

Please answer the following questions:

1. Was there an error code or message?   (   )Yes   (   )No

    If yes, please indicate the number and message including error address and file name (if any).

    Code #: _____ Message: _____

2. Is the computer locking up?   (   )Yes   (   )No

3. Any problems installing?   (   )Yes   (   )No

    Comments: _____

4. How is the program being installed?

            ____from 3.5" disk to hard drive   ____from 5.25" disk to hard drive

5. Did you use the DISKCOPY command on the original disks(s)?

                                                        (   )Yes   (   )No

    Did any error messages occur?   (   )Yes   (   )No

    If yes, copy the messages here: _____

    If no, make a DISKCOPY of all original disks to be certain the program is not caused by a defective disk.

6. Can you duplicate the problem at will?   (   )Yes   (   )No

    On a separate sheet, please describe the specific problem and what solutions you tried. In addition, list the steps which duplicate the problem (if known). Add any other comments you feel are helpful.

System Profile

Please supply the following system information.

1. Computer brand/model (check one):

   ___ PC XT   ___ PC AT   ___ 386   ___ 486   ___ Other PC

2. DOS version and manufacturer (type **VER** at prompt):_____

You can find the information required for questions 3, 4, and 5 by choosing
Help Menu from the Windows Program Manager, then About Program Manager.

3. Windows version:_____

4. Operating mode (check one):   ___Standard   ___386 Enhanced

5. Free memory and system resources: _____

   _____

6. Other programs that you have running: _____

   _____

7. We may need the contents of the files listed here. Please transmit the
   information or have a printed copy in front of you when you call:

       CONFIG.SYS
       AUTOEXEC.BAT
       WIN.INI
       SYSTEM.INI

8. Printer model (if necessary): _____

9. Floppy drive size(s):   ___ 5.25"   ___ 3.5"

10. Monitor brand and model: _____

11. Type of graphics card: ___ HERC   ___ CGA   ___ EGA   ___ VGA   ___ MDA

                               ___ Other (state type): _____

12. Amount of available memory (**CHKDSK C:** at prompt): _____

    Bytes available on disk: _____

    Total bytes memory: _____

    Bytes free: _____

    XMS memory (**\MEM** at prompt): _____

Getting Help

Parsons Technology addresses customer needs and concerns in two departments:

Customer Service
Technical Support

See also:
Registering It's Legal
Purchasing Other Products From Parsons Technology

Customer Service

At Parsons Technology, you-the customer-are first. If you need help with any of the following, please call our Customer Service Department at **1‑319‑395‑9626** or fax us at **1‑319‑395‑0466**. A friendly representative will be happy to help you.

* **Questions or problems about your bill.**
* **Defective user's guides.**
* **Questions or problems about your shipment.**
* **Questions about returning a product.**

See also:

Technical Support
Registering It's Legal
Purchasing Other Products From Parsons Technology

Technical Support

Registered customers get free technical support for current versions of all our products. (See Registering It's Legal for information on registering.) We offer phone support that is best used for getting you up and running. In depth and on-going support is mainly and best provided via CompuServe and other online services, as detailed below. Because of time delays associated with corresponding by mail, we do not accept written correspondence.

You can also contact Technical Support to replace any defective disks.

> **NOTE:** If you're hearing-impaired or have other physical disabilities that affect your communication, please mention this in your correspondence along with the method by which you prefer for us to respond to you.

Before you contact us for technical support ...

* Have you checked the *User's Guide,* the online Help, and the README file supplied with the software disks for possible solutions?

* Can you duplicate the problem at will? Please try to repeat the steps that initially caused the problem.

* Have you tried booting with a system-formatted DOS disk and running the program? See your DOS manual if you need help formatting a system disk.

* Complete the Problem Report.

If you are unable to resolve the problem after checking the above items, please contact us by one of the following methods rather than by mail:

* The best way to get help quickly is to talk to us on CompuServe Information Service

* GEnie provides same-day response.

* Another good way to get help is to use the Telephone

* SmartFax gives you even more information.

See also:
Customer Service
Purchasing Other Products From Parsons Technology

Defective Disk Replacement

Usually you receive one of these messages if you have a bad disk:

"General failure error reading drive ..."   **"Sector not found ..."**

"CRC error ..."   **"Bad sector ..."**

"Unrecoverable read error ..."   **"Address mark not found ..."**

To check, use the DISKCOPY command to copy the entire disk. DISKCOPY reports any bad sectors. (See your DOS manual.) Check all disks. To replace defective disks, call Technical Support at **1-319-395-7314**. Within 30 days of purchase, we replace disks free. After this, contact Customer Service for prices.

CompuServe Information Service

If you are a CompuServe member, type **GO PARSONS** at any menu prompt. Select the Parsons Technology Forum. Please complete the problem report found in Library 1 - Misc. Info. (file name: SYSPRO.TXT). You can also access the problem report by clicking here: <u>Problem Report</u>. We do our best to respond to questions within 24 hours in our Forum.

You may also discover that many of your questions have already been answered. You can tap into our library of application bulletins and other information releases. You can participate in a progressive dialog with experts and other helpful users.

If you would like to receive a free introductory membership to CompuServe, call CompuServe's Telephone Sales and Inquiry Department at **1-800-848-8199** and ask for Representative #194. (You'll need a telecommunications program and a modem.)

GEnie

If you prefer, you also can reach us on GEnie. Parsons Technology can be found in the IBM RoundTable, under Category 31, and in Software Library Section 10. You can leave your messages in Category 31 under topics for each of our products. We check GEnie once each working day, so your question will be answered in approximately 24 hours.

Telephone

The Technical Support Department's voice number is **1-319-395-7314**.

Before you call, make sure your computer is turned on and the relevant program running (if possible). Have the completed Problem Report at your fingertips.

An automated attendant will direct you to the right location and give Technical Support Department hours. We are a service-oriented company and will take all the time needed to answer your questions. But when you first dial in, you may have to wait a short time while we offer this same attention to the callers ahead of you.

SmartFax

Parsons Technology also maintains a SmartFax system which lets you receive technical bulletins, product descriptions, and other information about our products automatically. Just call from your own FAX machine. The SmartFax number is **1-319-395-0176**.

The system will answer with a voice and will ask you which document you would like to receive. Choose document 100 for instructions for using the system and a partial directory of available information. Choose 101 for a complete directory. The item you choose will be sent directly to your FAX machine. This service is available 24 hours a day.

Purchasing Other Products From Parsons Technology

Parsons Technology offers a full line of quality products, including a new Windows version of our award-winning **Personal Tax Edge** and other new titles including **The Plain-Language Law Dictionary** and **Medical Drug Reference**.

All our products come with an unconditional, money-back guarantee. If you are not satisfied with a program or our service, simply return your package within 30 days for a full refund (excluding shipping). No questions asked!

To order Parsons Technology products, contact our Orders Department toll-free 24 hours a day at **1–800–223–6925** or visit your local software retailer. Outside North America, call **1–319–395–7300.**

Our order line staff are eager to help you, but they are not trained in the mechanics of our software. Please do not call them with technical support questions. They cannot transfer your call to Technical Support.

You can order products using online services, too. To shop using CompuServe Information Service, type **GO PA.** If you use GEnie, type **PARTECH.** You can also place orders using DELPHI.

See also:

   Other Titles from Parsons Technology
   Registering It's Legal
   Getting Help--Customer Service and Technical Support

Personal Tax Edge for DOS or Windows

Completing your tax return has never been easier! **Personal Tax Edge** includes everything you need to prepare and file your federal income taxes. All commonly used forms and schedules are built into the software, ready to print in an IRS-approved format on your own printer!

Personal Tax Edge actually interviews you and then chooses and helps you complete the tax forms you need. And you can be sure that your taxes are accurate! **Personal Tax Edge** automatically performs all necessary tax calculations and even audits your return letting you know where you left out information and flagging entries that are common IRS triggers.

Call **1-800-223-6925** or see your local software dealer for more information about **Personal Tax Edge**. (Outside North America, call **1**–**319**–**395**–**7300**.)

Medical Drug Reference for DOS or Windows

Now you can have instant access to critical information on more than 5,000 prescription and non-prescription drugs! In addition to a general description of each drug, **Medical Drug Reference** gives you details like:

* How to Take the Medication
* Possible Side Effects
* Drug Interactions
* Precautions
* Storage Information
* Notes
* And Much More!

Best of all, you can rest easy knowing you have the same information the professionals use: The **Medical Drug Reference** is based on information provided by First Databank, the leading supplier of electronic drug information to hospitals and pharmacies across the country.

Call **1-800-223-6925** or see your local software dealer for more information about the **Medical Drug Reference**. (Outside North America, call **1–319–395–7300**.)

The Plain-Language Law Dictionary for DOS or Windows

Be informed with **The Plain-Language Law Dictionary**--the essential reference guide to help you protect your legal rights. You'll have instant access to over 6,500 legal terms, phrases, and procedures--all in language you'll be able to understand!

Search by any word or topic to find exactly what you are looking for. And study any topic as much as you want--keywords are hyperlinked so you can click on any highlighted definition to get its meaning.

Plus, **The Plain-Language Law Dictionary** includes extensive coverage and explanations of landmark laws and documents like The Declaration of Independence, The Constitution, Marriage and Divorce Laws, Social Security programs, and much more!

Call **1-800-223-6925** or see your local software dealer for more information about **The Plain-Language Law Dictionary**. (Outside North America, call **1-319-395-7300**.)

Other Titles from Parsons Technology

These exciting software packages area also available from Parsons Technology.

Address Book for DOS or Windows

The best way to organize, update, categorize, and print all your addresses.

American History Atlas for Windows

Over 90 colorful maps and 1,200 detailed articles let you discover American history in the comfort of your own home!

Announcements 2.0 for Windows

Your easy-to-use personal printing press for creating cards, posters, banners, and more in just minutes.

Computer Calendar for Windows

Computer Calendar is your comprehensive personal information manager--and it includes your choice of daily theme packs.

Crosswords Plus for Windows

Introducing **Crosswords Plus**--the two-in-one program that gives you 100 puzzles and helps you create your own!

Daily Journal for Windows

Keep track of everything that happens in your business or personal life with this fun and easy to use program.

Diet Analyst for DOS

This personal nutritionist helps you track your weight and health. It includes the Brand Name Foods Disk FREE--with nutritional information on 495 of the most common brand name foods available in your grocery store.

Fabulous Fonts for Windows

100 TrueType fonts that will make your cards, posters, letters, memos, and presentations sizzle!

Family Origins for DOS or Windows

This complete genealogical program allows you to record and chard your family history for future generations.

Form Creator for DOS

The best way to produce professional-quality custom forms for businesses, homes, schools, and organizations.

Garden Planner for Windows

This start-to-finish planning tool lets you easily design a custom garden onscreen. Choose the plants you'd like to include and get information on planting, germination, harvest times, and more!

Golf Digest's ScoreCard for Windows

Track every round and know your latest handicap with this exciting new program!

Holman Bible Dictionary for Windows

Enhance your understanding of every person, place, and event in the Bible with the **Holman Bible Dictionary** for Windows. Search by topic or Bible reference to find exactly what you're looking for.

The Home and Car Buyers Companion for Windows

Buy your car or home the smart way! These new Windows programs walk you through the buying process step-by-step, helping you with everything from what size mortgage you can afford to comparison shopping.

Medical Matters for Windows

Organizing your family medical history and insurance information is a snap with this program, which also includes an online reference guide that defines medical terms in plain English, and give information on over 4,000 prescription and non-prescription drugs.

Membership Plus for DOS

The record-keeping software designed for churches, service groups, and more! Makes it easy to organize records, update membership lists, and track contributions.

MoneyCounts for DOS or Windows

MoneyCounts makes it easy to categorize, track, and report your daily income and expenses. It will help you organize your expenses and manage your cash, checking, savings, credit cards, assets, and loans. This money management program is ideal for personal or small business use.

PC Bible Atlas for DOS or Windows

Colorful, detailed maps of the biblical holy lands include online text describing historical events.

Personal Advocate for DOS

Address database and letters help you make the government, credit bureaus, and businesses work for you.

Personal Chef for DOS

Everything you need to organize recipes, plan meals, and monitor the nutritional contents of the foods you eat.

ProCalc 3D for DOS

ProCalc has more than 100 built-in functions, a powerful macro language, password protection, database capabilities, and more!

QuickVerse 2.0 for DOS or Windows

Powerful online concordance for Bible study, comparison, and research. Choose from KJV, NKJV, RSV, NRSV, TLB, NCV, NASB, and NIV Bible translations. (Extra translations sold separately.)

Resident Expert for All Versions of DOS

Never be stumped by DOS again! This online reference guide puts everything you need to know about DOS at your fingertips--including DOS 6.0!

Screen Dreams for Windows

This screen saver gives you beautiful photographs depicting the theme of your choice: Holy Lands, Golf Digest, or Spectacular Adventures!

Super Sketch for DOS or Windows

Unleash your creativity with this powerful, easy-to-use drawing program! **Super Sketch** puts a fully array of shapes, symbols, colors, patterns, and borders at your fingertips to create charts, flyers, graphs, diagrams, and much more!

ViruCide Plus for DOS or Windows

Protect your PC from more than 2,300 known and unknown viruses with this comprehensive protection package.

Wordquest for Windows

Wordquest gives you two exciting word games in one program! You can play the same puzzle two ways--either circle words in the classic WordMaze letter grid or play fill-in-the-blank with the challenging WordTangle puzzle. You can even create your own puzzles!

For more information on these and other Parsons software products, call **1-800-223-6925** (outside North America, call **1–319–395–7300**) or see your local software retailer.