

Welcome.



Click here to see the On Hand introduction again.

Click here to take a guided tour of On Hand.

The Help You're Seeking is On Hand

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What's On Hand?

On Hand is both a catalog and an actual storehouse of software - containing many popular business and entertainment software packages!

The On Hand CD represents many well-known software companies. Product descriptions, as well as software demos and hands-on trials give you the opportunity to assess a wide variety of software packages at your leisure.

When you are ready to order and install any software represented on the CD, all you do is fill out a simple order form on-line, and dial a single 800 number. For each product you order, Softbank gives you a password, which unlocks the software and makes it immediately available to you.

Related Topics:

[Free Software](#)

[Getting Technical Support](#)

[On Hand Pricing and Guarantees](#)

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Free Software

As a user of On Hand, you have access to free software in every release. To find out which software titles are being offered, go to the Catalog screen, then select Free Software from the Select list box at the top of the screen. This will display a list of currently available free software titles.

You can learn more about any of these products by clicking on the catalog listing, then clicking on the [Product Info button](#).

To make it easy for you to start using these products, they have been automatically included on the On Hand order form. All you need to do to use them is to bring up the Order Form screen, then call 1-800-SOFTBANK. A Softbank sales associate will provide you with passwords that will unlock the software.

If for any reason you do not want any of these free products, just select them in the Order Form list (one at a time) then click on the [Remove from Order Form button](#) that appears on the right-hand side of the screen.

Getting Technical Support

For each product you purchase, support is available *directly from the product developer*. The technical support number for each product appears initially in the product's installation dialog box. After installation, you can look up the support number for a product at any time on the Installer screen, where it appears to the right of the product name.

If you have any problems *using On Hand itself*, please call Softbank for assistance, at:

408-644-7822

On Hand Pricing and Guarantees

Softbank offers competitively low pricing on all products in the Catalog. When you place an order with Softbank, if a lower street price is available on any software package, your Softbank sales associate will make sure to inform you, and to charge you the lower price on your order.

All software ordered through On Hand comes with a no-risk, 30-day, money-back guarantee (exclusive of document shipping and handling).

About On Hand

About On Hand



Softbank On Hand

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technical support: (408) 644-7822

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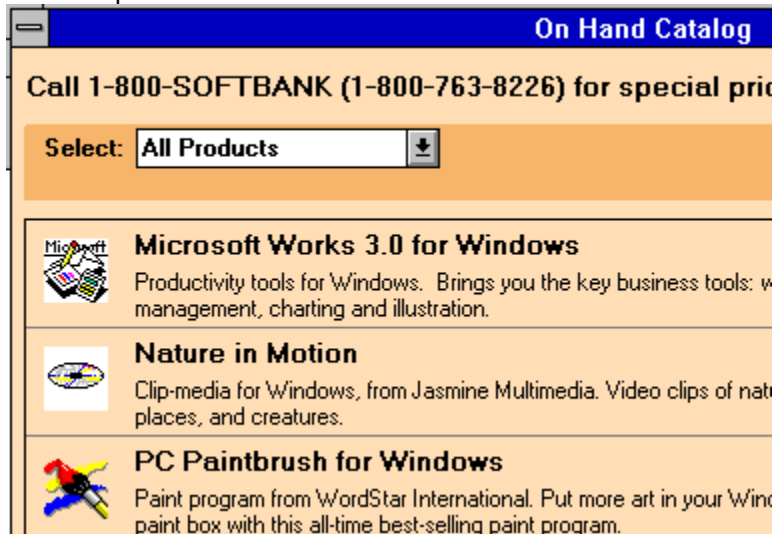
Browsing the Catalog



Click here for a demonstration.

The Catalog appears when you start On Hand. If you go elsewhere in On Hand, you can always return to the Catalog by clicking on the [Catalog button](#) that appears at the bottom of every screen.

When you first view the Catalog, *all* products on the current CD appear in an alphabetical list. Each entry in the list contains a product name, along with the product's list price, On Hand price, and a brief description.



Note: Your On Hand package comes with two CDs; one contains a catalog of Microsoft product offerings; the other contains a catalog of all other products. You can switch CDs at any point.

To scroll through the Catalog:

Click on the up or down arrows in the [scroll bar](#) to the right of the list.

To select any item in the list:

Click on the product name. After you select an item you can ask to [learn more about it](#), or [order it](#).

To find a specific product by name:

Click on the [Find button](#) on the right-hand side of the screen. In the dialog box that appears, enter a product name or description; you do not have to type the whole name or description to get a match. On Hand scrolls to the product, or to the closest match it can find. See *Related Topics* for more detailed steps.

To find products for selected Companies, Categories, etc:

Click on the **Select** list box that appears at the top of the screen. Choose the type of search you want to do: either Categories, Companies, Keywords, Free Software, Specials, or [Related Products](#). A second list box appears to the right, listing specific selections available under the given type of search. For example, if you choose Categories in the **Select** list box, you can choose from entries like Games/Entertainment, Publishing/Graphics, and Communications in the right-hand list box. After you click on a choice in the second list box, the product listing changes to contain the requested selection of products. See *Related Topics* for more detailed steps.

Related Topics:

[Finding Products by Category, Company, and More!](#)

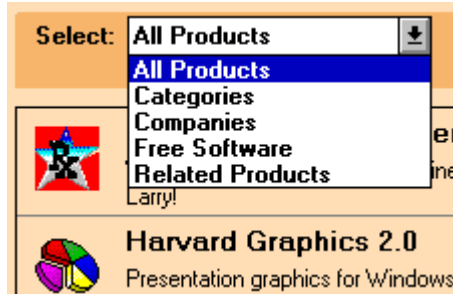
Finding Products by Name or Description (Using the Find Button)

Finding Products by Category, Company, and More!

You can narrow down the product listing in the Catalog, to see only categories of special interest to you. For example, you could view only database and spreadsheet programs or word processors, or you could ask to see all products developed by a particular company:

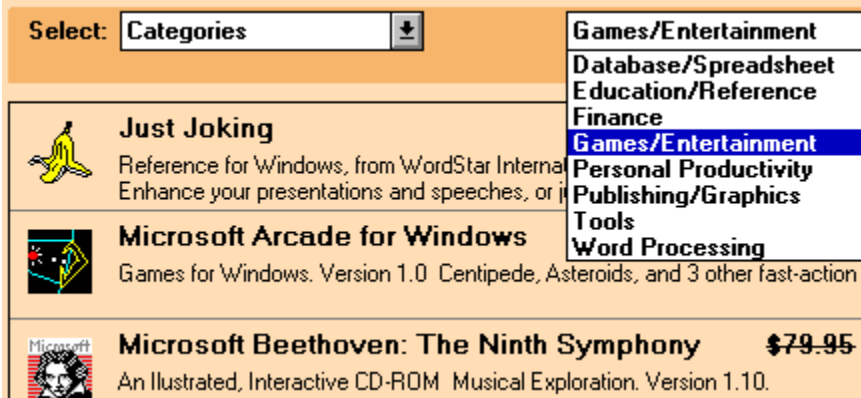
1. Choose the type of search you want to do.

Click on the **Select** list box in the upper-left side of your screen. This list gives you the choice of: All Products, Categories, Companies, Free Software, Specials, or Related Products. Select the type of search you want to do. For example,



2. Indicate the specific selection of products you want to see.

Click on the secondary list box that now appears on the right-hand side of the screen. It contains specific selections for the given type of search. For example, if you chose Categories, you will see a list of possible product categories, like Business Management and Clip Art. Click on the selection you want On Hand to use. For example, if you want to see a list of Database products, select Database.



The Catalog list changes to display only those products that fit your selection.

To make a different selection:

Use the **Select** list boxes to identify another product selection.

To return to a listing of all products:

Choose All Products in the primary (left-hand) **Select** list box.

Finding Products by Name or Description (Using the Find Button)

You can search for a specific product in the Catalog by name, or by typing in a description that may match the product's brief description in the Catalog. You don't have to type the whole name or descriptive word to get a match. For example, you could enter *quo* to find *Correct Quotes*.

1. Click on the Find button on the right-hand side of the screen.

The Find dialog box appears.



2. Type in some or all of the product name or description, and press the Enter key. On Hand scrolls to the product, or to the closest match it can find.

Learning More About Products



Click here for a demonstration.

On Hand provides many options for evaluating software before you purchase it. After you select a product in the Catalog list, you can:

- **Read more about product features and system requirements**, by clicking on the [Product Info button](#) - *available for all products.*
- **Get a preview of the product**, along with more detailed descriptions of features, by clicking on the [View It! button](#) - *available for selected products.*
- **Run an actual, trial version of the product**, by clicking on the [Try It! button](#)- *available for selected products.*

Related Topics:

[Viewing Product Information](#)

[Using the View It! Button](#)

[Using the Try It! Button](#)

Viewing Product Information

In the Catalog:

1. Click on the name of a product that interests you.
2. Click on the [Product Info button](#) at the bottom of the screen.

The Product Info screen appears, displaying a detailed description of the product you selected. For example, here is an excerpt from the Product Info screen for Correct Quotes:

The screenshot shows a web browser window titled "On Hand Product Info". At the top, it says "Call 1-800-SOFTBANK (1-800-763-8226) for special pricing." Below this is a navigation bar with "Select: All Products" and "Product List: Correct Quotes". The price is listed as "Our Price: Free". There are "Previous" and "Next" navigation arrows. The main content area features the "Correct Quotes" logo, which consists of four overlapping speech bubbles in green, blue, red, and purple. To the right of the logo, the text reads "FREE from . . . WORDSTAR CORRECT QUOTES The Instant Library of Quotations." Below the main content, there is a paragraph: "Let your writing and your public speaking come alive with irony, humor, and astute observations. With Correct Quotes you can call up just the right quote --". At the bottom of the screen, there is a navigation bar with five buttons: "Catalog", "Product Info", "Order Form", "Installer", and "Help".

While in the Product Info screen, you can:

- **Ask to view the product**, by clicking on the [View It! button](#) (View It! is available for selected products).
- **Ask to try the product**, by clicking on the [Try It! button](#) (Try It! is available for selected products).
- **Add the product to the order form**, by clicking on the [Add to Order Form button](#).
- **Order the product immediately**, by clicking on the [Express Order button](#).
- **Read about other products**, by clicking on the [previous and next arrows](#) at the top of the screen.
- **Return to the Catalog**, by clicking on the [Catalog button](#) that appears at the bottom of the screen.

Using the View It! Button

After you select a product in either the Catalog or Product Info screens, look at the right hand side of your screen to check if a View It! button appears. This button indicates that a preview is available for the product.

Click on the [View It! button](#) to take a look at the product, and receive additional, useful information provided by the product developer.

Using the Try It! Button

After you select a product in either the Catalog or Product Info screens, look at the right hand side of your screen, to check if a Try It! button appears. This button indicates that a trial version of the selected product is available for you to use.

Click on the [Try It! button](#) to access the trial version of the software. On Hand will either:

- Immediately start the trial version of the software.
- Guide you through steps to install and launch the software.

Express Ordering

Use express ordering if you want to order and install a specific product as soon as possible. When you ask to express order a product, On Hand immediately adds the product to the order form, and displays the product license agreement. Once you review and accept the agreement, just call Softbank and complete the order process.

All software ordered through On Hand comes with a no-risk, 30-day, money-back guarantee (exclusive of document shipping and handling).

To place an express order:

1. Select a product in either the Catalog or Product Info screens.
2. Click on the [Express Order button](#). On Hand will add the product to the order form and display the product's license agreement.

Note:

- If there are any special offers associated with this product, the Consider This dialog box appears at this point. You can either learn more about these offers, or proceed with your express order. See [Special Product Offers](#).
- If there are other product orders pending on the order form, clicking Express Order adds the product to the order form, and displays the order form screen. Then the express order process stops so that you can review the order form.

Standard Ordering



Click here for a demonstration.

If you want to add products to your order form as you browse through the catalog, without interrupting your shopping, use the steps described here. If you want to buy a particular product immediately, please see [Express Ordering](#).

All software ordered through On Hand comes with a no-risk, 30-day, money-back guarantee (exclusive of document shipping and handling).

1. In the Catalog or the Product Info screen, click on a product.
2. Click on the [Add to Order Form button](#). On Hand adds the product to the order form, but leaves you in the catalog to continue shopping. Repeat steps **1** and **2**, to choose more products. (Note that [Special Product Offers](#), may appear for some products when you click the Add to Order Form button.)
3. Click on the [Order Form button](#) to bring up and review the order form.
4. When you are satisfied with the order form, click on the [Place Order button](#). On Hand displays the license agreement for each software product, in turn. Review each license agreement, then either accept or reject it.

Note: Some products available from On Hand cannot be unlocked and installed from the CD -- for example, the Microsoft CD-based composer series. These products will be mailed to you instead. You will not be asked to review license agreements for products that are mailed to you, so they do not appear during the license review process. If you have only non-installable products on your order form, you do not need to click on the Place Order button; instead simply call Softbank to place your order when you are ready.

5. Follow instructions displayed on screen to call Softbank and complete your purchase. Be sure to have your VISA, MasterCard, or American Express card ready when you call. See [Installing Products](#) to start using your products.

For detailed descriptions of any of these steps see the following related topics.

Related Topics:

[Adding Products to the Order Form](#)

[Reviewing the Order Form](#)

[Accepting the Terms of Product License Agreements](#)

[Arranging Payment, and Receiving Passwords for Ordered Products.](#)

[Using the Printed Order Form](#)


[Ordering in Quantity](#)

[Shipping and Handling Charges for Documentation](#)

[Getting Current Product Prices](#)

Adding Products to the Order Form

In either the Catalog or Product Info screen, select a product you want to order. Click on the Add to Order Form button. On Hand marks the item as ordered, as shown below:

	Correct Quotes	\$49.00	Free
Reference for Windows, from SoftKey International. The instant library of quotations! Make a real impact with more than 5000 quotations for all occasions.			

*After you add a product to the order form,
a checkmark appears in the Catalog listing.*

Continue selecting products until you are ready to review your order form and place an order. If you think you may change your mind about purchasing a product that you have added to the order form, don't be concerned. You can easily remove products from the order form at any point.

Related Topics:

[Special Product Offers and Information](#)

Special Product Offers and Information

There may be special offers or information associated with selected products. When you ask to add any one of these products to the order form, information about special offers appears in the Consider This dialog box. You can then either ask to learn more about the special offers, or tell On Hand continue with your order.

Reviewing the Order Form

To review your order form, click the [Order Form button](#), which appears at the bottom of the screen, in both the Catalog and Product Info screens.

The Order Form appears, listing all products you have ordered so far, for example:

On Hand Order Form			
Click the Place Order button and follow the instructions.			
System ID: 056-01943	Retailer ID: 715520	Catalog ID: A001	
Product	Product #	Password	Price
Correct Quotes			Free
Just Joking			Free
QuickCards for Windows 3.1			Free

If you have changed your mind about any products, select the product in the Order Form list, then click the [Remove from Order Form button](#) that appears to the right of the order form.

Accepting the Terms of Product License Agreements

When you are satisfied with the content of your order form, you are ready to review the license agreement for each software product you are ordering (print whichever ones you want). You will not be asked to review license agreements for products that will be mailed to you, for example, the Microsoft CD-based composer series.

Click on the [Place Order button](#) in the Order Form screen. On Hand displays the license agreement for each product in turn. As each agreement appears you can click on:



to accept this product's license agreement. On Hand adds an identifying product number to the order form, so that you can provide it to Softbank when you call.



to reject this agreement. If you decline the license for a product, a dialog box pops up to tell you the product will be removed from your order form. You can change your mind and reconsider, or decline and have the product removed from the order form.



to print a copy of the license agreement.

When all license agreements have been displayed, product numbers appear next to all the products in the order form whose license agreements you accepted.

Arranging Payment, and Receiving Passwords for Ordered Products.

After you display and accept product license agreements in the Order Form screen, call 1-800-SOFTBANK to arrange payment for your products.

If you prefer to mail in your order, see [Using the Printed Order Form](#).

A Softbank sales associate will ask you to read the product number for each product you are ordering. Next, he or she will supply you with a password for each product. Type this password in the Password field and press Enter. For each password you enter correctly, a confirmation message appears.

Once the password is accepted, the product belongs to you! On Hand will list the product in the Installer screen.

To bring up the Installer screen, and start installing your new products, click on the [Installer button](#).

Using the Printed Order Form

You can print the order form either to prepare a mail order, or to have a printed form for your own records, even if you are phoning in the order. Click on the Print Order Form button that appears on the right-hand side of the screen.

If you are just printing the order form for your own records, you can immediately click the Print Order button in the Mail Order screen, without entering any additional information.

If you are preparing a mail order, be sure to enter all the necessary information, as prompted on screen. (That is, enter all name, address and shipping information.) After you enter this information, print your form and mail it in to Softbank. You can either:

Mail the printed order form, with your check or credit card information, to:

Softbank Inc.
PO Box 3175
Salinas, CA 93912-3175
Attn: Order Processing

Or fax it with your credit card information to:

Softbank Inc.
(408) 655 - 6072

Ordering in Quantity

If you would like to order more than one copy of a product, please tell the Softbank sales associate when you call in your order. You will be given a password over the phone to unlock one copy of the software. The remaining copies will be shipped to you.

Shipping and Handling Charges for Documentation

Shipping and handling charges are included to transport software documentation to you. You can request to have documentation shipped either overnight, 2nd day, or ground.

Getting Current Product Prices

When you call Softbank to place your order, your Softbank sales associate will provide you with the best available price for the product you have ordered. The current Softbank prices may be lower, but will *never* be higher, than the prices listed in the On Hand catalog.

Installing Products



Click here for a demonstration.

You can install products (one at a time) any time after you have purchased them.

Before you install a product:

- If you are installing an *upgrade* to a product, the installation will only be able to proceed if the installation program can detect a previous version of the product on your system.
- Read (*carefully!*) any dialog boxes that appear during the installation of each product. Installation processes are different for each product, and there may be special instructions you need to follow.
- If you are re-installing software, be aware that the product passwords you receive will work only on the system configuration for which they were issued. They are based on your particular system and hard drive IDs. Call Softbank technical support if you need assistance re-installing software you have purchased.
- If you are installing software that has electronic documentation, it will be installed automatically, along with the software. You will be offered the option to leave it on the CD (to save disk space) or to install it on your hard drive. In either case, an electronic documentation program group is created on your system, and individual document icons will be added to it. You will open and read documents by clicking on the document icon.

To install a product:

1. Bring up the Installer screen by clicking the [Installer button](#).

The Installer screen displays a list of purchased products.

2. Select a product and start installation.

Click on the name of the product you want to install, then click the [Start Installation button](#). On Hand will display a message, informing you that the product installation is about to begin. When you click on OK, the product's own installation screens appear, and guide you in supplying any necessary information.

A Quick Key to On Hand Commands

[Getting Around and Getting Help in On Hand](#)

[Catalog and Product Info Commands](#)

[Order Form and Installer Commands](#)

Getting Around and Getting Help in On Hand

These buttons appear at the bottom of every On Hand screen. Click on any button to learn what it does.

To move between On Hand screens:



For help:



To leave On Hand:



Catalog and Product Info Commands

Click on any button below to learn what it does.

To find a product:



To print product info:



To order products:



To learn more about a product:



Order Form and Installer Commands

Click on any button below to learn what it does.

To start the order process and complete the order form:



**To remove a product from
the order form:**



*Remove from
Order Form*

**To restore a product
you have removed:**



Undo

To install a product:



Installer



*Start
Installation*





List Price	Our Price
\$49.00	\$39.00 ✓
\$99.95	\$79.95 ✓

Scroll
bar



"Related Products" appears only if there are other products in On Hand that may be of special interest to you in conjunction with the currently selected product in the Catalog list.

{ewr MVMC12, ViewerMCI, [device AVIVideo][stdcontrol]!
filename} animation will play here.









[Previous](#)   [Next](#)

{ewr MVMC12, ViewerMCI, [device AVIVideo][stdcontrol]!
helpshow.bmp} animation will play here



Order Form



Remove from
Order Form



Place Order


{ewr MVMC12, ViewerMCI, [device AVIVideo][stdcontrol]!
filename} animation will play here.


Takes you to the Catalog screen.


On Hand Catalog

Call 1-800-SOFTBANK (1-800-763-8226) for special price

Select: **All Products**

 **Microsoft Works 3.0 for Windows**
Productivity tools for Windows. Brings you the key business tools: word processing, spreadsheets, database management, charting and illustration.

 **Nature in Motion**
Clip-media for Windows, from Jasmine Multimedia. Video clips of nature scenes, nature places, and creatures.

 **PC Paintbrush for Windows**
Paint program from WordStar International. Put more art in your Windows desktop with this all-time best-selling paint program.

Takes you to the Installer screen.


On Hand Installer	
Select a product, then click Start Installation.	
Product	Supplier
Best Books	201 586
ClickBook Lite	415 617
Correct Quotes	404 428
ImagiNation	(800) 74
Jasmine Multimedia Library	818 780
PC Paintbrush	404 428
Just Joking	404 428
Dinosaur Adventure (DOS)	818 249

Takes you to the Product Info screen.

On Hand Product Info

Call 1-800-SOFTBANK (1-800-763-8226) for special pricing.

Select: All Products Product List: Correct Quotes
Our Price: Free Previous ▲ ▼ N



FREE from . . .
WORDSTAR
CORRECT QUOTES
The Instant Library of Quotations.

Let your writing and your public speaking come alive with irony, humor, and astute observations. With Correct Quotes you can call up just the right quote --

[Catalog](#) [Product Info](#) [Order Form](#) [Installer](#) [Help](#)

Takes you to the Order Form screen.

On Hand Order Form			
Click the Place Order button and follow the instructions.			
System ID: 056-01943	Retailer ID: 715520	Catalog ID: A001	
Product	Product #	Password	Price
Correct Quotes			Free
Just Joking			Free
QuickCards for Windows 3.1			Free

Closes On Hand. If you have products on your order form, On Hand saves them before closing.

Brings up a Find dialog box so that you can search for any product in the Catalog by name or by its one-line Catalog description.

Places the currently selected product on the order form and immediately displays the product's license agreement. If you accept the agreement, you can then call Softbank, arrange payment, and start using the product.

Adds the currently selected product to your order form. A checkmark appears to the right of the product entry in the Catalog, as a reminder that it is now on the order form.

Starts the order process by showing you, one at a time, the license agreement for each software product on the order form. You review, then either accept or reject each license agreement. You can then call Softbank to arrange payment and receive passwords to unlock the products whose license agreements you accepted.

Some products are not installable from the CD; these will be mailed to you instead. When you order these, there is no license to review before calling Softbank.

To remove any product from the order form, just click on it, then click on the Remove from Order Form button.

This button appears if there is further information available for this product. Click on it for additional useful descriptions of product features.

This button appears if there is a trial version available for the currently selected product. Click on it, then follow displayed instructions to try out the software.

Prints the currently displayed product info.

Brings up the Installer screen, from which you can install any products you have purchased.

Appears in the Installer screen, and starts product installation.
From this point on, the instructions you see are issued by
your new software, not by On Hand.

Brings up On Hand help.



Re-inserts the product you just removed from the order form.



