

The SynOptics Technical Source CD_ Feedback Form

Please answer the questions below to provide us with direction for future versions of The SynOptics Technical Source (STS) CD.

1. Rank the value of The SynOptics Technical Source CD.

Choose one value

Please explain why this tool is of the value you indicated.

Excellent value

Good value

Little value

2. Has The SynOptics Technical Source CD... (Answer Yes or No)

Increased your sales?

If yes, approximately by what percent?

%

Saved you time?

If yes, approximately how many hours per week?

hrs

Become a primary information source?

Made you more productive in some way not already specified? If yes, please explain.

3. Why do you use the STS CD? (Mark all that apply)

CD serves as a quick reference for technical documentation

Easier to find manuals on CD than keeping track of hard copies

To locate manuals that were lost

To study product documentation BEFORE purchasing a new SynOptics product

Other, please specify.

4. The following questions are regarding the CD user interface.
(Answer Yes or No)

Were the main menu categories understandable and easy to use?

Were you able to find the document you wanted quickly?

Were you able to find the document you wanted easily?

Was the CD search function difficult to use?

Were you able to view documents easily?

Was it easy to print documents ?

Did you have any difficulty working with the user interface? If yes, please explain in the space given for question 5.

5. If you have any comments or recommendations regarding this CD, include them here.

6. What computer do you use to view the CD?

Check below

Macintosh

IBM-compatible computer

7. If you use an IBM-compatible computer, did you use the The Setting Up Your System, Installing, and Running The SynOptics Technical Source CD for DOS - Windows guide?

Check one

Yes

No

8. If yes, did the guide help you?

Check one

Yes

No

9. If the guide did not help you, what additional information would have helped you install the CD-ROM?

Your name and address:

Name

Title

Company

Address

City

State/Province

Zip Code

Country

Telephone Number

Fax Number

Please use this cover sheet to fax your comments.

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From:

Thank you for you time.