American History Explorer for Windows

for IBM PC and Compatible Computers

Online Guide

Copyrights and Trademarks

American History Explorer is a trademark of Parsons Technology, Inc. The **American History Explorer For Windows** software and *Online Guide* are Copyright (C) 1995 by Parsons Technology, Inc. All rights reserved. All maps are Copyright 1993-1995, Parsons Technology, Inc.

IBM is a registered trademark and PC is a trademark of International Business Machines Corporation. Microsoft and Microsoft Mouse are registered trademarks of Microsoft Corporation. MS-DOS, Paintbrush, and Windows are trademarks of Microsoft Corporation.

Portions Copyright (C) 1984-1995 FairCom Corporation. All Rights Reserved.

The Great-American History Fact Finder licensed from Houghton Mifflin Company. Copyright (C) 1993 by Ted Yanak and Pam Cornelison. All rights reserved. No part of this database may be reproduced in any other form or by any means, electronic or mechanical, including photocopying, without permission in writing from the publisher.

Material from *Encyclopedia of Historic Places,* Facts on File is Copyright (C) 1984, Courtlandt Canby. All rights reserved.

United States History for Christian Schools is Copyright (C) 1991 Bob Jones University Press. All rights reserved.

The Encyclopedia of North American Indian Tribes is Copyright (C) 1986 Bison Books. All rights reserved.

Song Book songs by Bobby Horton are Copyright 1987, 1988 Bobby Horton.

Song Book songs by Linda Russell are Copyright 1984, 1991, Prairie Smoke Records.

The **American History Explorer For Windows** software, *Online Guide, Information Guide,* or portions thereof may not be reproduced in any form whatsoever (except as permitted within the license agreement) without the written permission of Parsons Technology, Inc.

Correspondence concerning the **American History Explorer For Windows** software, *Online Guide,* and *Information Guide* should be directed to Parsons Technology, Inc., One Parsons Drive, P.O. Box 100, Hiawatha, Iowa 52233-0100 USA.

Printed in the USA.

American History Explorer

The **American History Explorer For Windows** software and *Information Guide* ("documentation") are licensed property of Parsons Technology. Use of the software indicates your acceptance of the following LICENSE STATEMENT, DISCLAIMER OF WARRANTY, and CHOICE OF LAW.

License Statement

American History Explorer For Windows ("this software") is licensed for the exclusive use of the original purchaser ("you") for use on one computer only. This software is not copy protected. Parsons Technology authorizes you to make backup copies of the software for your archives only, for the sole purpose of protecting your investment from loss. You are free to move this software from one computer location to another, as long as there is no possibility of its being used at two locations at one time. This software should be treated like a book, which cannot be read by two people at two different locations at the same time (unless, of course, the Parsons Technology license agreement has been violated).

Disclaimer of Warranty

We have made every effort to verify that **American History Explorer For Windows** is an effective tool for studying early American history. However, you must be aware that **American History Explorer For Windows** is sold to you "as is," without any warranty of any kind. The only exception is the 30-day warranty extended for replacement of defective disks.

IN NO EVENT SHALL PARSONS TECHNOLOGY BE LIABLE OR RESPONSIBLE FOR ANY PROBLEMS THAT ARISE BECAUSE OF DEFECTS WITH **American History Explorer for Windows**.

Choice of Law

This statement shall be construed, interpreted, and governed by the laws of the State of Iowa.

When You Need Help

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 **1-319-395-0115** 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.

Technical Support

Registered customers get free technical support, notices of product updates, and other announcements. You're registered if you purchased your product directly from Parsons Technology, Inc., or purchased through a distributor, then completed and returned the registration card. 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. (We don't accept written correspondence because of time delays.)

* Check this *Online Guide* and any README file on the disks for solutions.
* Try to duplicate the problem.
* Boot with a system-formatted DOS disk and run the program.
* Complete the Problem Report in Appendix A of this guide.

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.

CompuServe Information Service--the best way to get help

Type **GO Parsons** at any CompuServe menu prompt. Select the forum and complete the problem report found in the Miscellaneous Info. library (file name: SYSPRO.TXT) or in the back of this guide. We do our best to respond within 24 hours in the forum only. You also can use our library of application bulletins and other information releases and interact with experts and other users.

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

GEnie--one-day response

Parsons Technology is located in the IBM RoundTable, Category 31, and in Software Library Section 10. Leave messages in Category 31 under topics for each of our products. Questions are answered within about 24 hours.

Telephone

Call Technical Support's voice number at **1-319-395-7314**. An automated attendant will direct you to the right location and give Technical Support department hours. We'll take all the time needed to answer your questions, but you may have to wait a short time while we offer this same attention to other callers ahead of

you.

***SmartFax*--for even more information**

Technical bulletins, product descriptions, and other information on the most commonly asked questions can be sent directly to your FAX machine 24 hours a day. The *SmartFax* number is **1-319-395-0176**. The system asks which document you want. Choose 100 for instructions for using the system and a partial directory of available information. Choose 101 for a complete directory. You must call from a FAX machine.

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 replace a defective disk, call Technical Support at **1-319-395-7314**. Within 30 days of purchase, we replace disks free. After this, contact Technical Support for prices.

Orders

To order Parsons Technology products, contact our Orders Department toll-free 24 hours a day at **1-800-223-6925**. 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.

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.