# **■ VISUAL CALENDAR PLANNER 1.1**

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Disclaimer

### **Overview**

### Say Good-bye To A Desktop Planner

Imagine this, you are working on a desk with piles of paper stacking up. A call came through, an important business client of yours wanted to meet you for an appointment to see your new product. You are struggling on one hand to tell him to hold on to the phone while you are trying very hard to remove the piles of paper to take a glance at your buried desktop planner, by the time you finally found your desktop planner, the client is already waiting impatiently. You have to flip through all pages to find a particular time slot to fix this appointment, meanwhile keep apologizing to your client about your delay. What is the impression of your client about you?

Dump your desktop planner away, replace it with Visual Calendar Planner. It will help you plan your days/appointments/events effectively. With a simple click, you already have an overview of your month. When you're done fixing your appointment with your client, simply click the "sink" button and Visual Calendar Planner will faithfully reposition itself to the bottom most of all other applications you are currently working on. Just like a desktop planner but with enhanced features.

### **Seize The Day**

Visual Calendar Planner is an easy to use application. If you know how to use a word processor, you already know how to use Visual Calendar Planner. You can enter text the way you use in a text editor, without worrying about relearning the program. You customize your days with colors, **bold** headings, *Italic* the characters, <u>underline</u> important events, and even <u>strike-through</u> the tasks you have done. You can change the <u>size</u> you desire, or put in various effects of fonts. You can also combine all these effects like this <u>example</u>.

Visual Calendar Planner complies to common user interface, so you don't have to relearn all the keystrokes in order to use the application.

Visual Calendar Planner allows you to have an overview of month-at-a-glance style, so that you can plan your schedules without flipping your appointment books back and forth. If you like to have a better view of what is happening on a particular day, simply double click the date of that day, Visual Calendar Planner will pull up a zoom view for you to scrutinize.

Visual Calendar Planner is customizable. Don't like the default and dull black color of those fonts? Customize it your way. No alarm clock to remind you every hour? Check out the "chime" feature. Want to look for a particular month and year? Use the "fast search" feature by double clicking on the month itself.

You will find Visual Calendar Planner useful and amazed by how fast you can learn to use it effectively. I hope you will enjoy using Visual Calendar Planner. Don't forget to register if it proves to be productive to you.

## **License Agreement**

Visual Calendar Planner is a <u>Shareware</u>. It is not a free software, neither is it a public domain software. Non-Licensed users are granted a limited license to use Visual Calendar Planner on a 30 day trial basis for the purposes of determining whether Visual Calendar Planner is suitable for their needs. If the users decided to use Visual Calendar Planner after their 30 days trial period, they are required to register Visual Calendar Planner. The use of unlicensed copies of Visual Calendar Planner by any person or business without registering after the initial trial period is strictly prohibited. Registration entitles YOU to use Visual Calendar Planner.

Visual Calendar Planner is licensed on a per user basis. The license grants the user the right to install and use the software on one or more computers so long as the total number of users does not exceed the license quantity.

You are encouraged to pass a copy of Visual Calendar Planner along to your friends for evaluation. Please encourage them to register their copy if they find that they can use it.

### **Registrations & Incentives**



#### **Registration Incentives**

There are many ways to register for Visual Calendar Planner. The registration fee is US\$19.95. If you register Visual Calendar Planner 1.1 now, you will be provided the registration codes for the next **TWO** major upgrades (version 1.5 and 2.0) **FREE**. Version 1.5 and 2.0 will be substantially more expensive than the current version. Registrations will remove the nagging and unnecessary reminders for you. Any of the registration methods will entitle you the free upgrades.

When you register using your credit card or SWREG, please mention the product number. Do not worry about the difference in version number, i.e. version 1.0 and version 1.1, they are essentially the same product.

I will mail you a confirmation letter the same day after receiving your registration via U.S. First Class mail or fax (if you have a fax machine), irregardless of the methods you register. If you don't receive my confirmation letter within 30 days after your registration, **please write to me immediately.** 

#### **Credit Card Orders for U.S. Users**

You can order with MC, Visa, Amex, or Discover from Public Software Library (PsL) by calling

**Toll-Free: 1-800-2424-PsL** Phone: 713-524-6394 FAX: 713-524-6398 CIS Email: 71355,470

Internet: 71355.470@compuserve.com

You can also mail credit card orders to PsL at P.O.Box 35705, Houston, TX 77235-5705. Please mention product number 11042. You will get the registration code IMMEDIATELY via PsL credit card order.

### **Credit Card Orders for International Users**

You can order with Visa, MC or Amex outside of United States via:

Printmaster Computers (S) Pte Ltd 1, Rochor Canal Road #06-04 Sim Lim Square Singapore 0718

Tel: 65-3391588 (Business hours, Monday-Saturday)

Fax: 65-3392275 (24 hours)

You will receive registration codes via voice, fax or mail, depending on your preference.

### THE ABOVE NUMBERS ARE FOR ORDERS ONLY.

Any questions about the status of the shipment of order, refunds, registration options, product details, technical support, volume discounts, dealer pricing, site licenses, etc, must be directed to the address listed at <u>Technical Support</u>

### **CompuServe**

Product Number: 1683

Product Title: Visual Calendar Planner 1.0

CompuServe provides on-line registration. Electronic orders may be placed with CompuServe Information Services and billed directly to your CompuServe Statement for your convenience. Just type GO SWREG and request Visual Calendar Planner 1.0. SWREG is provided as a basic service by CompuServe. If you sign up for basic service, there will be no additional charge for using SWREG.

After receiving confirmation of your order, I will mail to your CompuServe ID the registration code required in Visual Calendar Planner AND a follow-up confirmation letter via U.S. Mail.

### **European Order using Giro and Eurocheque**

In Europe there are additional ways of registration. Survival BBS in Denmark offers registration via Eurogiro or using Eurochecque. Eurochecque must be made out in Danish currency, and hold an amount of 140 Danish Crowns (DKK). Eurogiro can be in any currency, so you may elect to calculate the equivalent of the registration fee in your country's currency and send it to the below address.

Make Eurochecques payable to Henrik Moerk.

You may send for registration details, or get support over FIDOnet; You can also use a modem to call Survival BBS directly.

Survival BBS P.O. Box 1538 DK-2700 Bronshoj, Copenhagen Denmark

BBS Number: +45 38 89 52 53 9600-N-8-1 (v.32, v.42 bis, MNP5)

Fido: 2:231/306

Giro Account: 1-207-4247

For more information about technical support via Survival BBS, please refer to Technical Support.

#### Money Order, Checks and Cash

Orders from outside the United States must be accompanied by an International Money Order, or a check in U.S. Funds drawn on an American Banking Institution. U.S. Banks are unable to process checks drawn on foreign banks. Please do not send cash hidden inside a piece of paper.

Please send your Money Order or Check to:

Bok Nan Lo P.O. Box 9132 Reno NV 89507 USA

When you order direct through me, you will receive **TWO** versions (version 1.5 and 2.0) of Visual Calendar Planner diskettes and registration codes in future or when available.

I've tried to list as many options as possible for your convenience. Register whatever means is convenient to you. If none of the options stated above is convenient for you to register Visual Calendar Planner, please feel free to contact me for a viable solution. We can arrange for some special methods of registrations.

Lastly, If you like my product but not willing to register for some reasons after your evaluation period, please feel free to write to me, I will try to justify your needs based on your reasons.

### **Site License and Volume Discount**

Any corporates, business firms, educational institutions or anyone who wants to buy in volume are welcomed. Following is a list of discounts, choose the one that is appropriate to you:

5 copies or more 25% discount 10 copies or more 35% discount 20 copies or more 45% discount

50 copies or more 55% discount or site license

Site license is available upon inquiry.

### **Getting Started**

There are two ways to get you started with Visual Calendar Planner:

- 1. Open the menu File | New
- 2. Click on the first picture on the toolbar



When you are prompted with a dialog box, enter your desired new filename. Make sure you enter a valid filename with extension, the extension of the filename must end with .PLN to ensure compatibility with future versions.

Once a new planner has been created, you are ready to use the features:

- 1. Go to today's date (which is highlighted in red).
- 2. Click on the area below the date.
- 3. Enter text into the box provided.
- 4. Apply necessary font effects provided in the toolbar. Alternatively, you can also press Ctrl-A to pop up a font dialog.

Tips: When you click on a daily box, all text attributes and text styles applies to that particular box only.

Your box should look something like this now:



Actual screen may vary, depending on the resolution of your monitor. The above screen is snap-shot with a 1024 x 768 resolution monitor, with text color of Fuschia, text attribute set to bold, text size 10 and Arial True Type fonts.

I strongly urge you to run Visual Calendar Planner at the resolution of at least 800x600. Please refer to your Microsoft (tm) Windows (R) manual for more information about setting your monitor's resolution.

Tips: Double click on the date, a zoom view of today will be displayed.

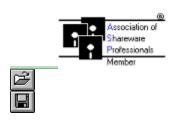
# **Menu Commands**

File (Alt-F)	
	New Planner
<b>(2)</b>	Open Planner
	Save Planner
	<u>Exit</u>
Edit (Alt-E)	
*	<u>Cut</u>
<b>B</b>	Copy
億	<u>Paste</u>
# <b>3</b>	Zoom View/Edit
Goto (Alt-G)	
	Previous Month
	Current Month
$\triangleright$	Next Month
	Fast Search
- ( ( 4 14 - 7 )	
Format (Alt-T)	
Format (Alt-1)	Bold
	Bold Italic
В	
B	Italic
<u>r</u>	<u>Italic</u> <u>Underline</u>
<u>r</u>	Italic Underline Strike Through Color, Size, Fonts
<u>ア</u> <u>リ</u> 干	Italic Underline Strike Through Color, Size, Fonts
<u>ア</u> <u>リ</u> 干	Italic Underline Strike Through Color, Size, Fonts
<u>ア</u> <u>リ</u> 干	Underline Strike Through Color, Size, Fonts t-C) Clock and Chime
<u>ア</u> <u>リ</u> 干	Italic Underline Strike Through Color, Size, Fonts  t-C) Clock and Chime Daily Appearance
<u>ア</u> <u>リ</u> 干	Italic Underline Strike Through Color, Size, Fonts  t-C) Clock and Chime Daily Appearance Monthly Appearance
<u>ア</u> <u>リ</u> 干	Italic Underline Strike Through Color, Size, Fonts  t-C) Clock and Chime Daily Appearance Monthly Appearance Weekly Appearance Autoload File

	Registration Help		
Help (Alt-H)			
	Help Contents		
	About		

# **ToolBar Commands**

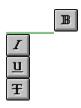
## **Documents**



## Clipboard



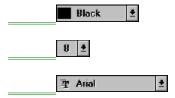
## **Text Attributes**



## **Zoom View/Edit**



# **Text Styles**



## **Technical Support**

If you have any problem using Visual Calendar Planner, please do not hesitate to write to me immediately. Choose whatever way that is convenient to you. I welcome all comments and suggestions. If you're in Europe, Survival BBS will offer you help if you have a modem.

#### CompuServe ID

73523,2502

To send mail to CompuServe from other e-mail services, for example, MCI Mail, use 73523.2502@CompuServe.com

#### Internet

lo@cs.unr.edu

#### Mail

Bok Nan Lo P.O. Box 9132 Reno NV 89507 USA

### **Bulletin Board Service (BBS)**

I'm glad to announce that Survival BBS will be the main distribution and support site in Europe. Survival BBS has been established since 1989 and will continue to serve the BBS community with pride. SysOp of the BBS is Henrik Moerk.

You may send for registration details, or get support over FIDOnet; You can also use a modem to call Survival BBS directly.

Survival BBS P.O. Box 1538 DK-2700 Bronshoj, Copenhagen Denmark

BBS Number: +45 38 89 52 53 9600-N-8-1 (v.32, v.42 bis, MNP5)

Fido: 2:231/306

For more information about registration methods via Survival BBS, please refer to Registration

## Installing/Uninstalling

### **Installation**

file id.diz

mhrun300.dll

threed.vbx

To INSTALL Visual Calendar Planner, you need a file called VBRUN300.DLL in your WINDOWS/SYSTEM directory. This file is common to many windows applications, so I decided not to include it.

If you don't have VBRUN300.DLL, you can get a copy from the following sites:

- 1. CompuServe: GO WINSHARE forum, lib #10, filename-VBRUN3.ZIP
- 2. Internet: ftp.cica.indiana.edu, pub/pc/win3/util, filename-VBRUN300.EXE
- 3. BBS: Most major Bulletin Board Services (BBS) in your town or city do carry the file VBRUN300.ZIP or VBRUN3.ZIP or VBRUN300.EXE, search around for a while. Sorry for the inconvenience caused.

After the required steps mentioned above taken by you, run INSTALL.EXE

If you encounter any problem installing Visual Calendar Planner, for example, some messages telling you "CTL3D.DLL is in use" or "xxxx.VBX is in use", exit the installation process and restart Microsoft Windows. This will give you a clean bootup with no conflict with other files currently being used.

#### **Files Installed In Your Machine**

Assuming the default installed directory for Visual Calendar Planner is /VCP

**/VCP** 

orderfrm.wri **/VCP** planner.exe /VCP planner.hlp /VCP readme.txt /VCP vendor.doc **/VCP** planner.ini /WINDOWS sbchook.vbx /WINDOWS/SYSTEM apiguide.dll /WINDOWS/SYSTEM cmdialog.vbx /WINDOWS/SYSTEM ctl3d.dll /WINDOWS/SYSTEM dwspydll.dll /WINDOWS/SYSTEM mhal200.vbx /WINDOWS/SYSTEM mhqcmb.vbx /WINDOWS/SYSTEM mhgfrm.vbx /WINDOWS/SYSTEM mhglbl.vbx /WINDOWS/SYSTEM mhqtxt.vbx /WINDOWS/SYSTEM

### **Uninstalling Visual Calendar Planner**

Please read <u>Disclaimer</u> before you proceed with uninstalling Visual Calendar Planner. Uninstall at your own risk.

/WINDOWS/SYSTEM

/WINDOWS/SYSTEM

You can safely delete any files in the /VCP directory without any adverse effect. I strongly do not recommend files that are installed in /WINDOWS/SYSTEM to be removed. **Make sure you make a backup of those files mentioned above before you delete them.** 

# About...

Visual Calendar Planner 1.1 Bok Nan Lo Copyright © 1993-1994 All Rights Reserved.

### **Shareware**

Shareware is a unique marketing method for software known as "Try Before You Buy". Shareware distribution gives users a chance to try software before buying it. If you try a Shareware program and continue using it, you are expected to register.

Copyright laws apply to both Shareware and commercial software, and the copyright holder retains all rights, with a few specific exceptions as stated below. Shareware authors are accomplished programmers, just like commercial authors, and the programs are of comparable quality. (In both cases, there are good programs and bad ones!) The main difference is in the method of distribution. The author specifically grants the right to copy and distribute the software, either to all and sundry or to a specific group. For example, some authors require written permission before a commercial disk vendor may copy their Shareware.

Shareware is a distribution method, not a type of software. You should find software that suits your needs and pocketbook, whether it's commercial or Shareware. The Shareware system makes fitting your needs easier, because you can try before you buy. And because the overhead is low, prices are low also. Shareware has the ultimate money-back guarantee -- if you don't use the product, you don't pay for it.

### **Disclaimer**

Users of Visual Calendar Planner must accept this disclaimer of warranty: VISUAL CALENDAR PLANNER IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND. THE AUTHOR FURTHER DISCLAIMS ALL IMPLIED WARRANTIES INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE. THE ENTIRE RISK ARISING OUT OF THE USE OR PERFORMANCE OF THE SOFTWARE AND DOCUMENTATION REMAINS WITH YOU.

IN NO EVENT SHALL THE AUTHOR OR ANYONE ELSE INVOLVED IN THE CREATION, PRODUCTION, OR DELIVERY OF THE SOFTWARE BE LIABLE FOR ANY DAMAGES WHATSOEVER (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, OR OTHER PECUNIARY LOSS) ARISING OUT OF THE USE OF OR INABILITY TO USE THE SOFTWARE OR DOCUMENTATION, EVEN THE AUTHOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

# New Planner

## Shortcut Key: Ctrl-N

There are two ways to get you started with Visual Calendar Planner:

- 1. Open the menu File | New
- 2. Click on the first picture on the toolbar

Visual Calendar Planner will display a dialog box and prompt you for a filename. When a new filename is entered, Visual Calendar Planner will create two files. The first file will be filename.rec, second file will be filename.pln

For example, if you enter the filename **myplan** when prompted with a dialog box: Visual Calendar Planner will create 2 files, **myplan.rec** and **myplan.pln** 

After creating a planner, you can go ahead and use Visual Calendar Planner. Please refer to <u>Getting</u> <u>Started</u> for more details.

# **Open Planner**

### Shortcut Key: Ctrl-O

There are two ways to retrieve an existing planner:

- 1. Open the menu File | Open
- 2. Click on the second picture on the toolbar

Visual Calendar Planner will display any existing **.PLN** files in a dialog box. If your planner file is not found in the current directory, change to a desired directory. The default directory for Visual Calendar Planner to search for a **.PLN** file is where the filename PLANNER.EXE resides.

# ■ Save Planner

### Shortcut Key: Ctrl-S

To save an existing planner:

- 1. Open the menu File | Save or
- 2. Click on the third picture on the toolbar

A status of the file saving process will be displayed at the bottom of Visual Calendar Planner.

Tips: If you click the <u>Previous Month</u> button or the <u>Next Month</u> button, Visual Calendar Planner will automatically save the current month's planner.

# **Exit**

# Shortcut Key: Alt-F,X

To close Visual Calendar Planner, use File | Exit



## Shortcut Key: Ctrl-X

You can cut any text from any <u>daily cell</u>. Before cutting any text, you have to highlight the text using the mouse or the keyboard. Any cut text will be placed in Microsoft Window's clipboard.



## Shortcut Key: Ctrl-C

You can copy any text from any <u>daily cell</u>. Before you copy any text, you have to highlight the text using the mouse or the keyboard. Any copied text will be placed in Microsoft Window's clipboard.

# Paste

## Shortcut Key: Ctrl-V

You can paste any text from the clipboard into any <u>daily cell</u>. Any previous <u>text attributes</u> and <u>text styles</u> will be applied to the daily cell where you paste your text. The total number of characters in a daily cell cannot exceed 1000 characters.

# M Zoom View/Edit

Shortcut Key: Ctrl-Z

Shortcut Mouse Click: Double click on a daily cell's date

The Zoom View/Edit feature allows you to have a broader/deeper view of a <u>daily cell</u>. Enter or manipulate text in the Zoom View/Edit cell the way you manipulate in a daily cell.

Click "Ok" button when you are done making changes to your Zoom View/Edit box. All changes will be reflected in the <u>daily cell</u>.

Click "Cancel" button if you don't want to make any changes.

Click "Fonts" button if you want to apply font effects like text attributes or text styles.

Zoom View/Edit is limited to 1000 characters of text.

Tips: Zoom View/Edit is "always on top", so if you minimize Visual Calendar Planner, Zoom View/Edit will still float so that you can have a better view of your events/memo/appointments for that particular day.

# Previous Month

There are two ways to bring you to the previous month:

1. Open the menu Goto | Previous Month

- 2. Click on the picture

Tips: Any changes made to the current month will be saved automatically.

# **Current Month**

## Shortcut Key: F5

You can also use the menu Goto | "present month, present year"

Use this feature to bring you back to the present month.

# Next Month

There are two ways to bring you to the next month:

1. Open the menu Goto | Next Month

2. Click on the picture

Tips: Any changes made to the current month will be saved automatically.

## **Fast Search**

Shortcut Key: F5

Shortcut Mouse Click: Double click on the panel displaying month

Use this feature to bring you to a desired monthly view. Fast Search allows you to search between the year 1990 and 2009.

Tips: Any changes made to the current month will be saved automatically before displaying the desired selection.

# **Bold**

Shortcut Key: Ctrl-B

This will apply a bold  $\underline{\text{text attributes}}$  to a  $\underline{\text{daily cell}}$ .

# **Italic**

Shortcut Key: Ctrl-I

This will apply an italic <u>text attributes</u> to a <u>daily cell</u>.

# Underline

Shortcut Key: Ctrl-U

This will apply an underline <u>text attributes</u> to a <u>daily cell</u>.

# **Strike Through**

Shortcut Key: Ctrl-T

This will apply a strike-through <u>text attributes</u> to a <u>daily cell</u>.

# Color, Size, Fonts

## Shortcut Key: Ctrl-A

This dialog box comes in handy when you want to apply all <u>text attributes</u> and <u>text styles</u> to a particular <u>daily cell</u>.

### **Clock and Chime**

To display the Clock and Chime dialog box, use the menu Customize | Clock and Chime

#### **Clock**

The clock uses the system clock. If you want to change the time of the clock, you have to use Control Panel's Date/Time in Microsoft Windows.

The clock is customizable. You can choose one of the six predefined options of display simply by clicking your choice:

- 1. 8:30 AM/PM
- 2. 8:30 am/pm
- 3. 8:30 a/p
- 4. 8:30:45 a/p
- 5. 16:30:45
- 6. 16:30

To change the appearance of the clock, click on the "fonts" button, apply necessary <u>text attributes</u> and <u>text styles</u> when a dialog box appears.

### **Chime**

Chime is preset to beep at every hour. You can choose one of the three options displayed:

- 1. Telephone
- 2. Alarm clock
- 3. Wrist watch

Alternatively, you can also turn off the beeping by clicking on the picture.

# **Daily Appearance**

To display the Daily Appearance dialog box, use the menu Customize | Daily Appearance.

This command will change the appearance of your <u>daily cell</u> looks. There are currently three different appearance of a cell, **daily, today** and **memo**. You can customize each of them. To customize anyone of the appearance, simply click anywhere in the <u>daily cell</u>, a dialog will appear to prompt you for changes to be made.

Tips: Try to use 12 points or smaller font size because a font size too big will be covered up partially.

# **Monthly Appearance**

To display the Monthly Appearance dialog box, use the menu Customize | Monthly Appearance.

This command will change the appearance of your month display which is found at the bottom of Visual Calendar Planner. To customize the appearance of the month, simply click at the panel displaying the month. A dialog box will prompt you for changes to be made.

# **Weekly Appearance**

Shortcut Mouse Click: Double click on individual weekday (i.e. Sun, Mon... etc) panel on the screen

This command will change the appearance of your weekdays or weekends or both.

## **Autoload File**

To display the Autoload File dialog box, use the menu Customize | Autoload File.

A box will display the filename and filepath of your planner file if there exists one. Simply check the check-box provided to autoload the current planner when you start up Visual Calendar Planner. Uncheck the check-box if you don't want to autoload any planner.

# **Registration Code**

There are three input box to fill in:

- 1. User Name
- 2. User Company
- 3. Registration code

When you register your copy of Visual Calendar Planner, I will send you a registration code. Registration will remove the Registration Reminder Screen and remove the unnecessary beeping when the Registration Reminder Screen appears. Furthermore, registration will customize your copy of Visual Calendar Planner. Your name and company will show up when you start up Visual Calendar Planner.

Please read Registrations & Incentives for more information.

# Text Color ■ Black ±

Apply one of the sixteen predefined color to a <u>daily cell</u>. This command will only affect one cell.

# Text Size 8 ±

The range of a font size is valid from 4 to 20.

Apply one of the predefined font size to a <u>daily cell</u>. This command will only affect one cell.

## Text Fonts Arial ±

Apply one of the predefined fonts to a daily cell. This command will only affect one cell.

This command will show you any True Type fonts, Printer fonts and OEM fonts in your system.

If you have less than 15 fonts in your Microsoft Windows system, Visual Calendar Planner will automatically sorts them in order when loading up. If you have more than 15 fonts in your system, you have to click on the box to invoke the sorting routine. This will take a few seconds to complete, please be patient. Once the fonts are sorted in ascending order, you are ready to use them without a need to sort them again.

## **Text Attributes**

Refers to **Bold**, *Italic*, <u>Underline</u>, <u>Strike-through</u>

# **Text Styles**

Refers to text Color, Size, Font styles

# Daily Cell



# **Help Contents**

Displays this help file.

### **ASP Ombudsman**

Bok Nan Lo is a member of the Association of Shareware Professionals (ASP). ASP wants to make sure that the shareware principle works for you. If you are unable to resolve a shareware-related problem with an ASP member by contacting the member directly, ASP may be able to help. The ASP Ombudsman can help you resolve a dispute or problem with an ASP member, but does not provide technical support for members' products. Please write to the ASP Ombudsman at 545 Grover Road, Muskegon, MI 49442-9427 USA, FAX 616-788-2765 or send a CompuServe message via CompuServe Mail to ASP Ombudsman 70007,3536.