

## Technical Support Request Form for Visual Office Version 3

Please fill in all appropriate information for your Visual Office technical support request, bug report, or product suggestion. Please fill in all the information completely and provide us with exact and specific details. The more specific and detailed your information is, the better we will be able to help you. Display the About box to report the version number of your software. **Every Technical Support request must include a Visual Office version number and serial number.**

Before, faxing your questions, please view the README file, help file, and tutorial. After you complete the form, save the file to disk or print it on your printer. There are three ways that you can forward this information to us:

1. Send the file to CompuServe ID **100337,1036** .
2. Send the file to **visual@club-internet.fr**
3. FAX the printed file and any attachments to **(33) 01 46 74 02 86**
4. Send the printed file and any floppy disks (if necessary) by mail to:

**PIM Sarl**  
**Technical Support**  
**19 rue Nicolas Poussin**  
**92 160 ANTONY**  
**FRANCE**

Please also include an MSD report. (MSD is a utility included with Windows that you can start from the command line by simply typing MSD. MSD.EXE is located in your Windows directory.) Please run MSD.EXE on any machine that you are experiencing the problem on.

### Check List:

- (1) Review the README file, help file, tutorial
- (2) Run MSD.EXE and attach the generated report. (or copy to a disk)
- (3) Answer all questions on the attached form.

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DATE:

TIME:

YOUR NAME:

Visual Office Version Number (**x.xx**):

Edition :        ( ) Personal        ( ) Professional        ( ) Enterprise

Visual Office serial number:

MS-DOS version number:

Windows version number:

Computer Brand Name and Model:

CPU Type:

Network Type:

Physical RAM in MB:

Windows Available Memory/Resources:        /

Video Resolution, colors and card type:

Problem Type:    ( ) Problem    ( ) Request    ( ) Documentation

Severity:        ( ) Crashes    ( ) Major    ( ) Minor    ( ) Trivial

Description of problem / question / suggestion (provide as much detail as possible. If you are reporting a documentation problem, note the page number, or the help file name and topic title):

....

Explicit steps for us to reproduce the problem:

Have you been able to reproduce this problem consistently?:

Please fill in the following information completely and attach it to your request. Also you must be a registered user to obtain technical support. If the problem is a bug, we will fix the bug and send the new version to you free of charge. (Except if you use an old version and that the current version fix the problem, in this case you have to upgrade your version).

Name: **Your Name Here**

Phone: (day): ( **xxx** ) **xxx-xxxx**

Best Time To Call:

(fax): ( **xxx** ) **xxx-xxxx**

E-mail:

Company: **Your Company Name**

Address:

Address:

City:

State:

ZIP:

Country:

Attachments:

Please indicate the items you have attached to this technical support request.

Comments:

(Any other comments or questions)