

Special TextEffects for Windows

for IBM PC and Compatible Computers

User's Guide

If you need assistance...

Technical Support: Customer Service: Main Office:

1-319-395-7314

1-319-395-0115

1-319-395-9626

To use CompuServe or other online options to get help, see the When You Need Help section at the front of this guide.

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Special TextEffects for Windows

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Disclaimer of Warranty

We have made every effort to verify that **Special TextEffects for Windows** is an effective program for manipulating text. However, you must be aware that **Special TextEffects 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, as specified in the Defective Disk Replacement statement.

IN NO EVENT SHALL PARSONS TECHNOLOGY BE LIABLE OR RESPONSIBLE FOR ANY PROBLEMS THAT ARISE BECAUSE OF DEFECTS WITH Special TextEffects for Windows.

Choice of Law

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

Preface

Parsons Technology is pleased to bring you **Special TextEffects for Windows**, the program that lets you create text images that put excitement into all of your desktop publishing projects, including those you produce using **Parsons Power Publisher for Windows**, also from Parsons Technology.

I would like to thank several people who worked to bring you this new edition to our line of fine Windows products. Tim Ruiz, Brian Kristiansen, and Dennis Edmunds coordinated the development of the software. Carol Wickey produced and edited this *User's Guide*, while Kristen Duerr, Steve Juehring, and Dave Sauser provided Quality Assurance testing.

Above all, our thanks go to you, our customer, for your support of Parsons Technology and the products we provide. We welcome any comments and suggestions you may have regarding **Special TextEffects for Windows**.

Bob Parsons
President

One Parsons Drive
P.O. Box 100
Hiawatha, Iowa 52233-0100

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 *User's 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 ReportProblem Report in the back 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 ServiceCompuServe 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 check, use the DISKCOPY command to copy the entire disk. DISKCOPY reports any bad sectors. (See your DOS manual.) Check all disks. To replace defective disks, 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.