

Our Technical Service Department is here to work with you to resolve any problems you may encounter with our service. We have provided this page to help answer some of the most frequently asked questions.

## Frequently Asked Questions (FAQ):

Q: The graphics are not very clear on my screen. Can I increase the resolution?

A: The CD product is developed at 632X624. If your computer monitor is not set to a compatible monitor setting, you may need to make a change to your monitor setting. To upgrade these settings, please consult your computer users manual or consult with your computer dealer.

Q: I tried to run a program and my computer says "Not enough memory to open...", what can I do?

A: First try closing all other windows and applications. If this is not enough you may increase your virtual memory in your memory control panel. You will need to restart your computer after any changes to your system to notice a change. If this does not work you may not have enough memory in your computer to open that particular program. To upgrade your memory, please consult with your computer dealer.

Q: While copying a program to my Hard Disk I received an error message, "There is not enough room on disk to copy the selected items."

A: This message states that your computer Hard Disk is full. Remove any unnecessary files to free-up Hard Disk space to allow the program to copy.

If you are still having problems with our product, please E-mail us at:

Techsupport@softusa.com or stop by our web page:

[www.softusa.com](http://www.softusa.com)