

Thank you for evaluating this demonstration release of Help!

Run Help! on your Macintosh, and you will soon realize that Help! does much more than just solve extension conflicts...

In addition to finding the cause of your extension conflicts, Help!

- Tells you which specific upgrade fixes the problem.
- Tells who to contact for additional support.
- Identifies problems with your applications.
- Identifies unnecessary files which can be removed.
- Identifies software which requires more RAM than is available.
- Recommends specific upgrades that will benefit your Macintosh.
- Tells you about software that is no longer supported.
- Identifies damaged software files.
- Finds uninstalled files and tells you where they belong.
- Finds duplicate files which can be removed to conserve disk space.
- Reports the latest available version of all your software.

Help! KNOWS About Your Macintosh

Because Help! relies on a vast database of KNOWN Macintosh problems, Help! is the ONLY diagnostic tool which can

- Reliably find intermittent conflicts.
- Find problems without repeatedly crashing your system.
- Find problems even with your extensions turned off.
- Solve ALL your problems at once—in usually less than 5 minutes!

Help! KNOWS About Other Macintoshes Too!

Using Help's simulation features, you can easily find out what problems to expect with your software before upgrading to a later version of the Mac OS, or even a different Macintosh model altogether. Help! lets you know what to expect ahead of time without risk!

Read All About It in a Professional-Looking Printable Report

After finding all your problems, Help! doesn't force you to read about them inside a postcard-sized window using a monospaced font. Instead, it creates a full-page report which was designed to look good on the screen and even better on paper. Help! even includes several options which let you customize the content of the report.

(Make sure to print out a copy of the report while using the demo!)

And it is all written in PLAIN ENGLISH. Help! knows you are a real person who doesn't always have time to keep up with the latest technical jargon. The Help! report explains each condition plainly and completely. Most problems are quickly and easily solved by following Help's instructions alone.

### Tons of Configuration Information

In addition to diagnosing over 10,000 different Macintosh problems, and reporting current version information for over 8000 products (including shareware!) Help! tells you everything you need to know about your Macintosh configuration including

- Macintosh model and CPU type
- System version
- Amount of installed and available RAM
- Attached ADB devices (including many 3rd-party products)
- Detailed information about files in your System Folder
- Detailed information about installed Applications
- Installed fonts (bitmap & TrueType)
- Desk accessories and installed drivers
- Parameter RAM (PRAM) settings
- Attached SCSI devices
- All mounted volumes
- Installed expansion cards
- Active video devices
- Currently open files

There's enough complete information here to find additional problems on your own or send to a technical support professional for assistance.

### How Does Help! Stay Up To Date?

Teknosys continually spends many hours looking for new and updated information about product updates, problems, incompatibilities, and conflicts from a variety of sources including

- Apple Computer, Inc.
- 3rd party software publishers
- 3rd party hardware manufacturers

- product release notes and updaters
- Macintosh consultants
- customer feedback
- major publications and product reviews
- internal testing at Teknosys
- America Online
- CompuServe
- eWorld
- internet/world-wide-web

Help! customers can purchase a yearly subscription to the Help! knowledgebase which ensures that they have the most current information sent directly to them on a regular basis just as soon as it is available. Subscribers to Help! also receive the latest version of Help!, which provides new features and improvements added since the previous release.

### About Help! Demo

This demonstration version of Help! has all of the same features and abilities of the release version. The only difference is that Help! Demo will only report one problem per section of the Diagnostic Report (ten files of each type in the Current Versions section).

We recommend first trying the tutorial (next chapter) to get an overview of how Help! works.

Help! was designed with the user in mind, so feel free to explore it on your own (you can even use Balloon Help) and discover everything that Help! can do for you.

### System Requirements

Help! requires System 7.0 or later and is fully compatible with System 7.5 and later. Help! requires 2 megabytes of available RAM, as well as 2 megabytes of hard disk space. Help! supports all Macintosh models, including Power Macintosh, and all newly released models.

### Ordering Help!

Help! is available from major Macintosh mail order catalogs, selected retailers, and also from Teknosys directly. If you have difficulties locating Help!, or have any questions about it, please contact us at

**Teknosys, Inc.**  
**3923 Coconut Palm Drive, Suite 111**  
**Tampa, FL 33619**

(813) 620-3494 main office & technical support  
(800) 873-3494 sales & customer service

(813) 620-4039 fax

America Online: TEKNOSYS (preferred)

CompuServe: 71333,710

Internet: teknosys@combase.com