





# ProtoView Development Product Support

If you have questions about any ProtoView products, you may contact our Technical Support staff. ProtoView now offers different types of technical support services for you to choose from including 30 days of complimentary telephone support, standard support, and available extended support packages.

When contacting our Technical Support staff, please provide the following information:

- Your [Customer ID](#) number.
- Your product registration number found on the label of each disk or CD that you received with your ProtoView product(s).
- The exact version of the ProtoView product you would like to receive assistance with. This version number is often displayed in each products **About** dialog box.
- The exact wording of any messages that appeared on your screen.
- The error code returned from the message you are having a problem with.
- A brief and concise explanation of the question or problem that you are experiencing.
- How you tried to solve the problem.

The following support plans have been developed to meet your needs:

[Complimentary Technical Support](#)

[Standard Technical Support](#)

[Extended Support Packages](#)

[Product Training and Consultation Services](#)





# Complimentary Technical Support

If you are a registered user, free technical support is available by telephone for 30 days from the date of your first telephone call. ([Standard Technical Support](#) is always available at no charge.)

To obtain technical support by telephone, call (609) 655-5000. Technical Support hours are Monday through Friday, 9:00 A.M. to 5:00 P.M. Eastern Standard Time (excluding holidays).

You must have your [Customer ID](#) available when phoning for support.



# Standard Technical Support

Available at no charge, Standard Technical Support provides all registered users with technical support through the following services:

## Bulletin Board Services(BBS)

ProtoView Development maintains a 24 hour Bulletin Board Service. This bulletin board is available for technical questions and problem reports. It also contains updated information about your ProtoView product(s) along with a library of examples and source code that can be downloaded for your own use.

This service is free of charge to all ProtoView users and can be reached at (609) 655-4411. The communication parameters are 9600/2400/1200/300,8,N,1.

Do NOT attach your [Customer ID](#) to any public electronic mail, including the ProtoView BBS.

If you are uploading a project to the ProtoView BBS, you must include a README file with your upload. This README must have your [Customer ID](#) or the upload will not be processed.

## On-line Support Forum

You can join ProtoView on CompuServe where you can ask questions, download files and communicate with other ProtoView users. To access the ProtoView forum on CompuServe, type GO PROTOVIEW at the CompuServe command prompt.

Do NOT attach your [Customer ID](#) to any public electronic mail.

If you are uploading a project to the ProtoView private mailbox, you must include a README file with your upload. This README must have your [Customer ID](#) or the upload will not be processed.

## ProtoView Technical Fax

You may also ask about a problem or question by sending a facsimile message. The number for faxing is (609) 655-5353. Be sure to include your name, fax number, telephone number and as much information about the problem as possible. Our technical support personnel will review your questions and fax back a reply.

Your [Customer ID](#) must appear on the Fax when requesting support.



## Extended Support Packages

Several support packages are available at an additional charge. ProtoView offers priority, premier, and pay-as-you-go support options. All paid-for support plans have a 30 day money-back guarantee. Call ProtoView at 1-800-231-8588 and ask about the different support packages available.



# Product Training and Consultation Services

Within the United States, ProtoView Development offers the following services for training and consultation.

## **ProtoView Professional Services**

**ProtoView Professional Services** offers education and training in many areas of Windows Client/Server Development programming. Both beginning and advanced courses are available in 5 day units

**ProtoView Professional Services** has highly skilled and experienced personnel available for the development of Windows applications and systems. These services can be provided on-site, off-site, full or part time. For more information, PPS can be reached at 800-782-2345 or 770-390-6226. The Fax number is 770-390-6228.



# Customer ID

Your Customer ID will appear on the invoice for any product(s) you purchase from ProtoView. If you are not sure of your Customer ID, please contact ProtoView.

Your Customer ID is required by ProtoView to effectively track your support needs. This number must appear when requesting support through Fax services, or must be available when phoning for support. Requests for technical support through phone or Fax will not be processed if you do not have a Customer ID.

Do NOT put your Customer ID on public messages when sending a support request through electronic mail. This is for your security.



