The

# Loan Chief

Lite

A Financial Tool for Loan Schedules Charts and

Solving

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TABLE OF CONTENTS

About Insight Software Solutions	3 3 3 4
2 1	4 5 5 5
Screen Layout In The Loan Chief	6 6 6 6
Moving Around In The Loan Chief	7 7 8 8 8
Schedule Inputs	0
Overview 1   Chart Inputs 1	4
Inputs	8 8 9
Solve For Calculator	20
Color Attribute Selection	21 22 23
Filing System	25

Answers	То	Common	Problems									2	25

General Information

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## About Insight Software Solutions

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## Contents of Distribution Disk

The Loan Chief diskette contains several files which are needed for optimal performance. Their name and function are listed below.

LOAN.EXE	This is the main executable program.
LOAN.CFG	This contains program configuration information
	such as screen color and printer selections. This
	file is automatically created if not found.
LOAN.PTR	This contains printer definitions for a variety of
	printers.
LOAN.DOC	This is the User Manual for the Loan Chief.
LOAN.BAT	This is a start up batch file for hard disks.
INSTALL.EXE	This copies the program to a hard disk.
LOAN.INF	This contains saved information.

# Program Support

Once registered, you will receive notification of major updates and new products. Registration includes a 90 day support policy where free updates will be provided for major problems. If a problem cannot be resolved, then a refund of money will be made.

Insight Software Solutions offers support through the mail, phone, fax, BBS and CIS. Please refer to the address and phone numbers on the previous page. Our official support BBS is the Rocky Mountain Software BBS (RMS). RMS can be reached 24 hours a day at (801) 963-8721 where a conference dedicated to us can be found. Our latest software products and versions, bulletins, news and message system are located on RMS under conference #4. RMS accepts modem baud rates of 1200 to 38400.

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# Getting Started With The Loan Chief

# System Requirements

The Loan Chief is almost hardware independent. It will run on most PC systems. The minimum requirements are as follows:

IBM type PC, XT, AT or PS/2 (or compatible) 512K Ram Dos 2.0 or higher any monochrome, color, or composite monitor virtually any printer that supports condensed printing

#### Installation

The Loan Chief may be run from either a floppy or hard disk. An installation program called INSTALL.EXE is provided to assist you in the installation of the program on a hard drive. From the A> prompt, simply type in "INSTALL". This will prompt you through the installation process. Alternatively, you may simply copy the contents of the floppy diskette onto the hard disk. We recommend that it be placed into its own subdirectory.

# Running the Loan Chief

To run the Loan Chief, simply type "LOAN". This can be done from the floppy disk or from a hard drive if you used the provided installation procedure.

# Screen Layout In The Loan Chief

# Common Screen Lines

There are several common screen lines found in the Loan Chief. This includes the first, second, twenty third, twenty fourth, and twenty fifth lines. The first line contains the current date and time as specified by DOS. It also contains the name of the program. The second line is part of the box surrounding the user work area. It generally contains a centered title describing the function of the current screen. The twenty third line is the status line. It shows the status of the Help, Caps, Scroll Lock, Num Lock, and Insert keys. The twenty fourth line is the prompt line. It indicates what you are supposed to do for a given input field. The twenty fifth line is the Function Keys Status line. It shows what Function Keys (F1, F2, ...) are available for use and what their particular functions are.

#### Menu Screens

Menu Screens appear as a list of numbered items. There is also a movable highlight bar indicating the current menu selection.

# Data Input Screens

Data Input Screens contain fields or areas which can be changed by you. These fields are generally preceded by a label indicating what type of value is desired for the field.

#### Data View Screens

Data View Screens contain scrollable text for your viewing. Generally, the text can be scrolled up and down and left and right. Indications of the current location in the text are given on the left side of the status line.

Moving Around In The Loan Chief

# Menu System

Menus appear as a list of numbered options. To select the option desired, you may press the associated number. An alternate method is to use the arrow keys along with the <Enter> key. One option is always highlighted and indicates the current option. To change the current option, you may press the UP and DOWN arrow keys to move the highlight bar. Once the desired option is highlighted, pressing the <Enter> key selects it.

## Moving Field to Field

Moving from one field to another field can be accomplished by many different keystrokes. Listed below is a summary of the keystrokes available and the function they perform.

ENTER KEY: Moves you to the next logical field.

RIGHT ARROW KEY: If the cursor is on the last editing character of the field, this key moves the cursor to the right of the current field.

LEFT ARROW KEY: If the cursor is on the first character of the field, this key moves the cursor to the field to the left of the current field.

DOWN ARROW KEY: Moves the cursor to the field below the current field.

UP ARROW KEY: Moves the cursor to the field above the current field.

PAGE DOWN KEY: Moves the cursor to the last field on the screen.

PAGE UP KEY: Moves the cursor to the first field on the screen.

TAB KEY: Moves the cursor to the next logical field.

TAB LEFT KEY: Moves the cursor to the previous logical field.

 $<\!\!\text{CTRL}\!>$  RIGHT ARROW KEY: Moves the cursor to the field to the right of the current field.

 $<\!\!\text{CTRL}\!\!>$  LEFT ARROW KEY: Moves the cursor to the field to the left of the current field.

# Editing Within a Field

Editing within a field can be accomplished with many different keystrokes. Listed below is a summary of the keystrokes available and the functions they perform.

RIGHT ARROW KEY: Moves the cursor one character to the right.

LEFT ARROW KEY: Moves the cursor one character to the left.

HOME KEY: Moves the cursor to the beginning of the field.

END KEY: Moves the cursor to the last character in the field.

BACKSPACE KEY: Moves the cursor to the left one character and erases that character and shifts all trailing characters to the left one space.

INSERT KEY: Toggles between insert mode and typeover mode.

DELETE KEY: Erases the character under the cursor and shifts all trailing characters to the left one space.

ALPHA/NUMERIC KEY: Outputs the character where the cursor is and moves the cursor over to the right, one space. If insert mode is on, then all trailing characters are moved to the right, one space.

# Special Fixed Fields

There are certain fields which have fixed values. When the cursor is moved to these fields, a window of choices appears. Each choice has either an associated number or letter next to it. Pressing the associated number or letter automatically makes the desired selection and moves the choice into the input field.

# Special Function Keys

There are a number of special function keys which perform a variety of tasks. These keys are as follows.

<ESC> KEY: This key always takes you back one level from where ever you are. For example: if you enter a screen from a menu, then the <Esc> key will take you back to that menu.

<F1> KEY: This key is the help key. It toggles off and on

whether help messages should be shown with each input.

<F2>..<F10> KEYS: These other function keys may or may not be active and have different functions in different parts of the program. Brief explanations of what these keys do are displayed on the screen in the Function Key line. Detailed information is given under the documentation of each particular screen as to which Function Keys are active and what their function is.

Loan Schedules

## Schedule Inputs

## Loan Values

PAYMENT MODE: This is the frequency of payments to be made. This may be on a weekly, bi-weekly, semi-monthly, monthly, quarterly, semi-annual or annual basis.

COMPOUND METHOD: This is the frequency at which the interest rate is compounded. This may be on a daily (360 or 365 days), monthly, quarterly, semi-annual or annual basis. Generally, a mortgage is compounded on a monthly basis.

ORIGINAL PRINCIPAL: This is the original principal of the amount to amortize.

MONTHS IN LOAN: This is the number of months over which to amortize the original principal. This can be up to 360 months allowing for a 30 year loan amortization. This field becomes "WEEKS IN LOAN" if the payment frequency is either weekly or biweekly.

INTEREST RATE: This is the rate at which to amortize. Three decimal places are allowed. Variable interest rates are made possible through the F3 (INTEREST) function key. Variable interest rates are only available for monthly through annual payment methods.

ORIGINATION DATE: This is the date at which the loan amortization starts. The printed schedule keeps track of every month and year based upon the origination date.

## Special Features

OPTION: This consists of seven choices which are as follows: None, Recurring Extra Payment, Variable Extra Payment, Double Principal Payment, Balloon Payment, 13 Monthly Payments Per Year and Variable Payment.

None is for doing basic amortization schedules. Recurring Extra Payment adds the ability to specify a constant extra amount payable towards the principal each month. This allows you to see how a little more of a payment reduces the length of a loan by a great deal. This option is available only

when the payment mode is monthly through annual. Variable Extra Payment works just like the "Recurring Extra

Payment" except that a different extra amount can be specified

for any month or period of the loan. This option is available only when the payment mode is monthly through annual.

- Double Principal Payment displays what doubling the principal payment each month does to the loan. It cuts the loan period almost in half. This option is available only when the payment mode is monthly through annual.
- Balloon Payment adds the ability to show the loan for a short period of time and then what one final payment would be to pay off the loan. This option is available only when the payment mode is monthly.
- 13 Monthly Payments Per Year allows you to specify a month where two normal payments will be made. This typically reduces a 30 year mortgage to 21 years. This closely simulates a bi-weekly payoff schedule. This option is available only when the payment mode is monthly.
- Variable Payment adds the flexibility to specify whatever payments you would like for every month of the loan. You can specify exactly how you plan to pay your loan and see the effect it has. This option is available only when the payment mode is monthly through annual.

COMPARE: This field appears only when one of the following special options have been selected: Recurring Extra Payment, Variable Extra Payment, Variable Payment, Double Principal Payment or 13 Monthly Payments. By selecting "Y" for Compare, two schedules will be generated side by side. The first will be the basic loan schedule and the second will be a loan schedule which conforms to the special option selected. You will be able to compare the two at any point in time.

PAYMENT: This field appears only with the special option of "Recurring Extra Principal", "Variable Extra Payment" or "Variable Payment". For the Recurring Extra and Variable Extra, it is an additional amount of money which is to be applied to the loan each and every period. This amount of money pays towards the principal of the loan and accelerates the amortization and pays it off early. Variable Extra Payments are made possible through the F2 (PAYMENTS) function key. For the Variable Payment, you are allowed to override the periodic payment amount. You can specify whatever amount you want to pay towards the loan. This allows total flexibility in the amounts you wish to pay towards your loan. Variable Payments are made possible through the F2 (PAYMENTS) function key.

MONTHS: This field appears only with the special option of "Balloon Payment". It allows the number of months to be specified before the balloon payment is to be made.

TAX ANALYSIS: This field appears only if the payment mode is monthly. It is intended to be used for mortgages only. The tax savings option adds several elements to the Basic Schedule. Property taxes and insurance amounts are added to give a fuller picture of your total payment. Tax savings (based on itemized deductions) are also computed with a given tax bracket. Tax analysis may be used in conjunction with any of the special options.

TAX BRACKET: This field appears only if the tax savings feature has been selected. This is the estimated tax bracket in a percentage form of the person for whom the schedule is for. This allows an estimated savings in taxes that a person can realize from a mortgage based on itemized deductions.

PROPERTY TAX: This field appears only if the tax savings feature has been selected. This is the amount of property tax paid per month for a mortgage. This allows a for a better picture of actual tax savings as property taxes are a deductible item.

# Other Inputs

TITLE: A title line printed on the top of the report. This uses a line on the report only if something is entered; therefore, you can fit more of the report on a page if the title is left blank.

# Loan Schedule Function Keys

F2 KEY (PAYMENTS): This function key is available only if one of the following special options has been selected: Variable Extra Payment or Variable Payments. This pops up another screen which allows up to 100 payment inputs. Each payment is numbered. New function keys appear indicating how to change payments above 100. There will be enough inputs and function keys to cover the duration specified for the schedule. By this fashion you may enter in different payments for the entire span of the schedule. The new F2 key (DUP) will duplicate the previous value and advance the cursor. This allows easy duplication of payments without having to rekey them all in.

F3 KEY (INTEREST): This pops up another screen which allows up to 120 interest rate inputs. Each interest rate is numbered. By this fashion you may enter in different interest rates for each period of the schedule and produce a stepped rate or variable rate loan schedule. The new F2 key (DUP) will duplicate the previous value and advance the cursor. This allows easy duplication of interest rates without having to rekey them all in. The variable interest rates are only available if the payment

mode is monthly through annual.

F4 KEY (VIEW/PRINT): Pops up another screen containing all the Schedule Printing options. Please refer to the section on "Schedule Printing".

Loan Charts

# Overview

Loan Charts is a novel concept which allows you to create a table of any type loan values that you may be in need of. You select the type of loan values you need--whether it be loan payments, loan principal amounts, months in a loan or the interest rate, you can now compute them. Once you choose what you want to solve for, you enter one of the remaining loan values as a constant and the other two as a range of values. Bingo! A chart is produced solving for all loan values specified in the ranges.

Let's look at an example. You want to purchase a car. You want to know what your payments will be. So you select "Solve For Loan Payments". You have determined that you can get a 9% interest rate, so you select "Interest Rate" for your constant and enter 9%. You are interested in payments for 3, 4 and 5 year loans, so you enter 36 months for the first term with a 12 month increment and 3 increments. You hope you can afford a vehicle in the \$10,000 to \$15,000 range, so you enter the first loan amount as \$10,000 with an increment of \$500 with 10 increments. You press the "view" key and a chart is produced that shows what the loan payments would be for a \$10,000, \$10,500 ... \$15,000 loan for 3, 4 and 5 years at a 9% interest rate.

# Chart Inputs

# Chart Type

CHART TYPE: This specifies the type of loan chart you want to produce. You may produce a chart which solves for any one of the four factors found in loan. You may solve for Loan Principal Amount, Loan Payment Amount, Loan Interest Rate or Loan Term.

CONSTANT: When producing a loan chart, one value remains constant. This allows you to select the loan factor which is to remain constant.

PMT AMOUNT: This field only appears if you have selected the Loan Payment as the constant loan value. The loan payment amount is to be entered here.

LOAN AMT: This field only appears if you have selected the Loan Amount as the constant loan value. The loan principal amount is to be entered here.

INT RATE: This field only appears if you have selected the Loan Interest Rate as the constant loan value. The loan interest rate amount is to be entered here.

NUM MONTHS: This field only appears if you have selected the Loan Term as the constant loan value. The number of months in the loan is to be entered here.

#### Loan Amount

Please note that these inputs only appear if the Loan Chart Type is not "Solve For Loan Amounts" and the Loan Constant is not "Loan Amount".

FIRST LOAN AMOUNT: This is the first loan principal amount in the chart.

LOAN AMT INCREMENT: This is how much you want to increment the loan principal amount.

# OF INCREMENTS: This is the number of loan principal increments to use in the chart.

#### Payment Amount

Please note that these inputs only appear if the Loan Chart Type is not "Solve For Payment Amounts" and the Loan Constant is not

"Loan Payment".

FIRST PMT AMOUNT: This is the first loan payment amount in the chart.

LOAN AMT INCREMENT: This is how much you want to increment the loan payment amount.

 $\ensuremath{\texttt{\#}}$  OF INCREMENTS: This is the number of loan payment increments to use in the chart.

## Interest Rate

Please note that these inputs only appear if the Loan Chart Type is not "Solve For Interest Rates" and the Loan Constant is not "Interest Rate".

FIRST INTEREST AMOUNT: This is the first loan interest rate in the chart.

INT RATE INCREMENT: This is how much you want to increment the loan interest rate.

# OF INCREMENTS: This is the number of interest rate increments to use in the chart.

# Loan Term

Please note that these inputs only appear if the Loan Chart Type is not "Solve For Loan Term" and the Loan Constant is not "Loan Term".

MONTHS IN LOAN: This is the first loan term (in months) in the chart.

MONTH INCREMENT: This is the number of months you want to increment the loan term.

# OF INCREMENTS: This is the number of loan term increments to use in the chart.

#### Other Inputs

TITLE: A title line printed on the top of the report. This uses a line on the report only if something is entered; therefore, you can fit more of the report on a page if the title is left blank.

# Loan Chart Function Keys

F4 KEY (VIEW/PRINT): Pops up another screen containing all the Schedule Printing options. Please refer to the section on "Schedule Printing".

Schedule Printing

### Inputs

The Schedule Printing screen allows for a variety of options which affect the way the schedule is to be printed. The fields are listed below with their respective functions.

PRINT DESTINATION: This function allows you to specify where the schedule is to be sent--it can be sent to the screen, printer or to a file. The schedule appears on the screen as it will appear when it is printed. When viewing the schedule on the screen, function keys are available to send the schedule directly to the printer without having to come back and change the print destination to the printer.

SCHEDULE DETAIL: Determines whether to print every month, quarter, half year or year of detail on the schedule. The schedule detail cannot be a smaller period than that specified in the deposit mode. For example, you cannot illustrate monthly values for an schedule which has only annual deposits. Deposit Methods of weekly, bi-weekly and semi-monthly are always illustrated on their respective periods.

YEARLY BASIS: Allows you to select how the cumulative totals of the schedule are to be displayed. They can be displayed on either a calendar or fiscal year basis. A fiscal year basis displays the totals at exact yearly intervals. For example, a loan paid monthly which starts in March would show totals each March. If a calendar basis is chosen, totals would be shown at the end of each calendar year. For example, a loan which starts in April would show totals each December or end of the year. Yearly Basis has no effect on weekly, bi-weekly and semi-monthly loans.

CUMULATIVE VALUES: Shows each line of values as cumulative totals from all previous years or months in the schedule.

CUMULATIVE TOTALS: Only applies if you are not using annual detail and you are not using cumulative values. Selecting "Yes" here will show the totals after each year as a cumulative total. Selecting "No" will show the totals for each individual year.

DOLLAR VALUES: Specifies the use of dollar values in the schedule. If "no" is selected, cents appear in the figures. You would normally use dollar values if you prefer working with whole numbers or if you are working with a very large mortgage where the numbers start to merge when showing the cents.

DATE FORMAT: This specifies the format in which the dates will appear in a report. For example, a date of October 23, 1992 would appear as follows: DD/MM/YYYY = 23/10/1992 DD-MM-YYYY = 23-10-1992 DD.MM.YYYY = 23.10.1992 = 10/23/92 MM/DD/YY MM-DD-YY = 10-23-92 = 10.23.92 MM.DD.YY MM/DD/YYYY = 10/23/1992YY-MM-DD = 92-10-23= 10-23-1992 = 92.10.23 MM-DD-YYYY YY.MM.DD = 10.23.1992 YYYY-MM-DD = 1992-10-23MM.DD.YYYY YYYY.MM.DD = 1992.10.23 DD/MM/YY = 23/10/92  $= 23-10-92 \\= 23.10.92$ MMM YYYY=Oct 1992DD MMM YY=23 Oct 92 DD-MM-YY DD.MM.YY

SEQUENCE COLUMN: This allows you to specify the left column of the schedule. The options produce the following columns: "Date Only" "Payment Number Only" "Date & Payment Number"

	PMT	PMT	
DATE	NUM	NUM	DATE
10/25/94	1	1	10/25/94
11/25/94	2	2	11/25/94

## Function Keys

F4 KEY (START PRINT): This function starts the actual printing of the schedule or summary. Based on the print destination, it either sends the schedule to the screen, printer or ascii file.

Solve For Calculator

The Solve For Calculator is for calculating loan values. It consists of four solve for values. By selecting one of these values to solve for, inputs appear which you must enter to solve for the selected value. These values and inputs are listed below.

PRINCIPAL: This allows you to solve for the principal amount of a loan given the periodic payment, duration and interest rate.

PAYMENT: This allows you to solve for the periodic payment of a loan given the principal amount, duration and interest rate.

DURATION: This allows you to solve for the duration of a loan given the principal amount, periodic payment and interest rate.

INTEREST RATE: This allows you to solve for the interest rate of a loan given the principal amount, periodic payment and duration.

On-line User Manual

The Loan Chief provides the capability to review this manual online. Option number five from the main menu allows this. Once option five is selected, the user manual is loaded into memory and displayed on the screen. You can scroll through it at will by use of the arrow keys and PgUp and PgDn keys. The manual can be printed by your printer by simply pressing the F2 Key. The file "LOAN.DOC" contains the user manual. It is in standard ascii format and can be read in by virtually any editor or word processor. It can be printed by simply using the Dos Print command.

# Configuration

The configuration section allows you to configure the program to work with the printer of your choice, to work with the colors of your choice, to select default schedule printing options and to set miscellaneous options. Option number six from the main menu brings up this menu. The menu contains four options. The first is to allow you to change the colors used in the program. The second is to select a printer and set up specific printer options. The third is for selecting Schedule Printing Defaults options. The fourth is for setting up miscellaneous functions and data in the program.

#### Color Attribute Selection

Selecting the color attribute option brings up a screen with a list of all the different areas where different colors are used and a displayed list of color to choose from. These are listed below with a brief description of what areas are effected by the specified color attribute names. Listed below the attribute names is a list of active Function Keys which can help in setting up your colors.

SCREEN ATTRIBUTE: The color that the screen uses everywhere except for the following special areas. This is the most common color.

FIELD ATTRIBUTE: The color that input fields appear in while they are not being edited. This distinguishes them from normal text on the screen.

EDIT ATTRIBUTE: The color of an input field while it is being edited. This helps identify where you are at on the screen.

 $\ensuremath{\mathsf{FKEY}}$  ATTRIBUTE: The color that the FKey line appears in at the bottom of the screen.

ERROR ATTRIBUTE: The color that error messages pop up in.

MENU NORMAL ATTRIBUTE: The color that pop up scrollable selection windows appear in.

MENU HIGHLIGHT ATTRIBUTE: The color that the highlighted selection of menus and pop up scrollable selections appear in.

STATUS ATTRIBUTE: The color that the screen title appears in. Also the color of the Caps Lock, Num Lock, Insert, Scroll, and Help status.

F2 KEY (SHOW COLOR): Displays the current color specified in the field where the cursor is located. The color is displayed in a window in the bottom right corner.

F3 KEY (OTHER COLORS): There are 256 colors available, but only 128 of them are displayed on the screen at one time. The F3 Key toggles between displaying the different sets of 128 colors.

F4 KEY (DEFAULT MONO): Automatically sets all the fields to the default colors selected by Insight Software Solutions for a monochrome monitor.

F5 KEY (DEFAULT COLOR): Automatically sets all the fields to the default colors selected by Insight Software Solutions for a color monitor.

#### Printer Selection

The printer selection brings up a menu which has several options. The options are to Select A Printer, Delete A Printer, Add A Printer, Modify A Printer, and to adjust Miscellaneous Printer Options. Below the menu items is a list of the current printer specifications.

Selecting a printer brings up a list of printers. Simply use the arrow keys to highlight your printer type and press the <Enter> key. If your printer is not listed, you may try several of the printers listed to see if your printer is compatible with one of those listed. If it is not, then you may enter your own printer definition for your exact printer.

Deleting a printer definition should not be used very often. Simply use the arrow keys to select the printer definition to be deleted and press the <Enter> Key. You will be prompted to verify that you really want to delete the printer definition.

Adding a printer definition can be difficult if you are not familiar with printer control sequences. Selecting this option brings up a printer input screen; it asks for a printer name along with many different printer control sequences. The printer control sequences need to be entered in hexadecimal notation. If you are unable of performing this task, Insight Software Solutions is willing to set up your printer definition for free if you are a registered user and you send Insight Software Solutions a copy of the control codes out of your printer manual.

Modifying a printer definition brings up the same screen as Adding A Printer definition, you may then change any of the

fields desired. If the printer name is changed, the changed definition will not be overwritten but will appear as a new printer definition--this allows you to create a similar printer definition without rekeying all the control sequences back in.

Miscellaneous Printer Options allows you to specify several different items. These items are as follows:

Use 8 Lines Per Inch allows for more information to be put on a page. The default lines per inch is 6 which allows for 60 lines per page. By selecting 8 lines per inch, you increase your lines per page to 80.

Top Margin allows for a top margin on your reports. The reports normally start printing on the first line of the page. PLEASE NOTE that laser printers and some ink jet printers should leave the top margin at zero.

Left Margin allows a larger left margin. The reports are centered on the page. However, if a larger left margin is desired (for punched holes, etc) then it can be specified.

Pause After Each Page allows you to insert new pieces of paper if your printer does not have continuous form paper.

Use IBM Graphics instructs the program to use the IBM graphic characters for producing solid lines and boxes. If your printer does not directly support these characters, then an "N" should be entered here.

Printer Port allows your printed output go to either LPT1, LPT2 or LPT3; this is helpful if you have more than one printer connected to your computer.

Bypass Printer Check allows you to bypass all printer error checking. There are rare cases where the printer error checking can cause an error message to display even though there really is not an error. Certain hardware like an automatic printer switching box or some software spoolers may cause this. You may turn the error checking off by selecting "Y" here to avoid this rare problem. CAUTION: If your system works with the error checking on, then DO NOT turn it off. If there is a real printer problem, the computer could get hung and require a reboot.

# Filing System

The Loan Chief provides the capability to save and retrieve all information that has been entered in the Loan Schedule and Loan Charts Input Screens. To invoke this option, select option 4 from the main menu--this will bring up another menu. The menu allows you to load the information or save it out.

#### Answers To Common Problems

Problem: The reports do not print out correctly on my printer. Solution: Make sure that the correct printer driver has been selected. To select a printer driver, you enter the configuration menu. Select "Printer Selection", then select "Select A New Printer Default". Choose the appropriate printer. If your printer is not listed, then it is more than likely compatible with another printer listed. Almost all printers fall under one of the following printers: Epson, IBM Graphics Printer or HP LaserJet II.

Problem: Every time I try to print, the program tells me that my printer is either off-line or out of paper. Solution: The program attempts to make sure the printer is okay. Some networks, spoolers and hardware fool the program into thinking that the printer is not okay. There is an option in the program to bypass this printer error checking. You must turn it on. To turn it on, do the following: Enter the configuration menu, Select "Printer Selection", then select "Miscellaneous Printer Options". This brings up an entry screen. Change the "Bypass Printer Check" to a "Y".