

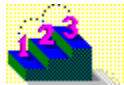
# Menu Bar Editor Help Contents

For additional assistance, contact [Technical Support](#).



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## Step-by-step procedures

The topics below provide step-by-step instructions for working with the Menu Bar editor.

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## Menu Bar editor

Click the Menu Bar editor screen below to display descriptions of screen elements.

**Menu Bar Editor - Untitled**

**File Edit View Help**

**Menu Name:**

**Menu Alias:**

**Help Text:**

**Accelerator**

Shift  Ctrl  Alt

**Initial State**

Checked

Disabled

**Move Item:**

**Menu Bar Items:**

- File
- Open
- **Exit**



New  
Open From  
Update/Save  
Save As  
Exit

Undo  
Cut  
Copy  
Paste

Menu Bar Preview  
Status Bar



## New (Menu Bar editor)

File menu

**Keyboard** Ctrl+N

Clears the present menu bar and creates a new one. The Menu Bar editor prompts you to save or update your work if you have not already done so.





## Open From (Menu Bar editor)

### File menu

Opens an existing menu bar for editing. If you are working on a menu bar, the Menu Bar editor prompts you to save or update it if you have not already done so. From the submenu, you can choose:

- ♦ Current Book. Opens a menu bar stored in the current ToolBook book. This command is only available when you open the Menu Bar editor from ToolBook.
- ♦ Other Book. Opens a menu bar stored in a ToolBook book that is not currently open.
- ♦ File. Opens a menu bar file stored in .MNU format.





## Update/Save (Menu Bar editor)

File menu

**Keyboard: Ctrl+S**

The Update and Save commands both save the currently open menu bar to the book or file where it was previously saved.

Update only appears on the File menu when you open a menu bar stored as a resource in a ToolBook book.

Save only appears on the File menu when you open a menu bar stored separately. If the menu bar has not yet been saved, the Save As dialog box appears







## Save As (Menu Bar editor)

### File menu

Saves the bitmap you're working on for the first time, or saves it as a new file in a new location. You can save it as a resource in a ToolBook book or as a standalone file. From the submenu, you can choose:

- ♦ Bitmap In Current Book. Saves the menu bar as a resource in the current ToolBook book. This command is only available when you open the Menu Bar editor from ToolBook.
- ♦ Bitmap In Other Book. Saves the menu bar as a resource in a ToolBook book that is not currently open.
- ♦ File. Saves the menu bar as a separate file.





## Exit (Menu Bar editor)

File menu

**Keyboard: Alt+F4**

Closes the Menu Bar editor. If the menu bar you're working on has changed since the last time it was saved, you are prompted to save or update it.





## Undo (Menu Bar editor)

Edit menu

**Keyboard: Ctrl+Z**

Reverses the most recent action. When the action cannot be undone, Undo is dimmed on the Edit menu.





## Cut (Menu Bar editor)

Edit menu

**Keyboard: Ctrl+X**

Removes the selection and places it on the Windows Clipboard, replacing the previous contents of the Clipboard.





## Copy (Menu Bar editor)

Edit menu

**Keyboard: Ctrl+C**

Places a copy of the selection on the Windows Clipboard, replacing the previous contents of the Clipboard.





## Paste (Menu Bar editor)

Edit menu

**Keyboard: Ctrl+V**

Pastes the contents of the Windows Clipboard into the current edit box.





## Menu Bar Preview (Menu Bar editor)

View menu

Displays or hides a preview of the menu bar you are working on.





## Status Bar (Menu Bar editor)

### View menu

Displays or hides the status bar at the bottom of the Menu Bar editor window.





## **Menu Name**

Specifies the text that you want to appear as the menu bar item name.

To use one of the letters in the menu or menu item name as a mnemonic access character (or DAM key), type an ampersand (&) before the letter. For example, if you type "Te&xt," "x" is the mnemonic access character for the Text menu. To have an ampersand appear in a menu or menu item, use two ampersands (&&).

To add a separator bar instead of a menu bar item, leave the Menu Name box empty.

**Menu Alias**

Specifies the message that ToolBook sends instead of the menu item's name when the user chooses that menu item.

**Help Text**

Specifies the descriptive text to be displayed in the status bar when the menu or menu item is chosen.

**Accelerator**

Specifies the key or keys you want to use as an accelerator, or keyboard shortcut, for the menu item.

**Initial State**

Specifies if the menu item is disabled or if a checkmark is displayed next to a menu item by default.



Promotes the selected menu text.



Demotes the item selected in the Menu Bar Items box.



Moves the item selected in the Menu Bar Items box up in the list.





Moves the item selected in the Menu Bar Items box down in the list.

**Insert**

Adds a blank menu or menu item before the item selected in the Menu Bar Items box.

## **Separator**

Add a separator bar before the item selected in the Menu Bar Items box.

**Delete**

Deletes the item selected in the Menu Bar Items box.

## **\*Menu Bar Items**

Lists the menus, submenus, menu items, and separator bars youve created, in outline format.

♦

## Opening the Menu Bar editor

### Step-by-step

You can create and edit custom menu bars using the Menu Bar editor and save them as resources in a Multimedia ToolBook book or as menu bar files (.MNU).

#### **To open the Menu Bar editor:**

- ♦ Double-click the Menu Bar editor icon in the Program Manager.

#### **To open the Menu Bar editor from within ToolBook:**

- 1 Choose Resources from the Object menu.
- 2 Choose menu bar under Available Resources in the Resource Manager dialog box, then click New.

♦

♦

## Opening an existing menu bar

Step-by-step

See also...

You can open and edit an existing menu bar file (.MNU) or menu bar resource stored in a ToolBook book. If you have another menu bar open, the Menu Bar editor closes it and prompts you to save or update it if you have not already done so.

### To open an existing menu bar:

1 Open the Menu Bar editor.

2 Choose Open From from the File menu and choose the source of the menu bar from the submenu.

♦ File. Opens the standard Windows Open File dialog box. Navigate to the file you want, then click OK to open it.

♦ Other Book. Opens the Choose Book dialog box. When you choose a book, the Choose Menu Bar dialog box appears. Select the menu bar you want, then click OK.

♦ Current Book. Opens the Choose Menu Bar dialog box. Choose the menu bar you want, then click OK.

♦ Current Book is only available when you open the Menu Bar editor from a ToolBook book.

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**Step-by-step**

Opening the Menu Bar editor

**Menu Commands**

Open From



♦

## Creating a new menu bar

Step-by-step

See also...

You can create a custom menu bar using the Menu Bar editor and save it as a resource in a ToolBook book or as a menu bar file (.MNU). You can create any number of menu bar resources for a given book, then assign one to a viewer or the Reader-level Main window.

The Menu Bar editor works like an outliner: you promote and demote text to create menus, submenus, or menu items.

### To create a custom menu bar:

- 1 [Open the Menu Bar editor.](#)
- 2 Choose New from the File menu. If you have another menu bar open, the Menu Bar editor closes it and prompts you to save or update it if you have not already done so.

The Menu Bar editor window is empty, ready for you to enter information.

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## **Step-by-step**

Opening the Menu Bar editor

♦

## Adding a menu bar item

Step-by-step

See also...

You can use the Menu Bar editor to add items to a menu bar. The Menu Bar editor works like an outliner: you promote and demote text to create menus, submenus, or menu items.

### To add a menu bar item:

- 1 [Open](#) or [create](#) a menu bar.
- 2 From the Menu Bar Items box, select the item that you want to appear just below the new item, then click Insert. The Menu Bar editor inserts and selects a blank line before the menu or menu item you selected. The Menu Bar editor inserts the item at the same level as the item preceding the insertion. For example, if the item preceding the insertion is a submenu, the insertion will also be a submenu.
- 3 Enter a name for the menu or menu item in the Menu Name box, then press Enter. You can designate one of the characters in the menu name as a [mnemonic access character](#). For details, see [Designating a mnemonic access character](#)ME.

**Note** Because the Menu Bar editor uses the ampersand character to indicate a mnemonic access character, you must type two ampersands (&&) to use an ampersand in a menu or menu item.

♦

**Step-by-step**

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[Testing a menu bar](#)

♦

## Saving changes to a menu bar

Step-by-step

See also...

You can save a menu bar as a file (.MNU) or as a resource in a ToolBook book (.TBK).

### To save a menu bar as a file:

- 1 Open or create a menu bar you want to save.
- 2 Choose Save As File from the File menu.
- 3 Under File Name, enter a name of up to eight characters for the palette file.
- 4 Under Directories, select the path to save the file in a directory.
- 5 Click OK.

### To save a menu bar as a resource in a .TBK file:

- 1 Open or create a menu bar you want to save.
- 2 Choose Save As from the File menu, then choose Menu Bar in Current Book or Menu Bar In Other Book. Menu Bar In Current Book is only available when you open the Menu Bar editor from a ToolBook book.
- 3 For Save File As Type, choose ToolBook Palette.
- 4 Under File Name, enter the name of the .TBK file in which you want to save the bitmap as a resource. Or, double-click the .TBK file name in the box (even if it is dimmed).
- 5 If you choose Save As Menu Bar In Other Book in Step 2, the Menu Bar editor will ask you to verify that you want to replace the existing file. Click Yes.
- 6 Enter a name for the resource, then click OK.

♦

**Step-by-step**

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[Designating a mnemonic access character](#)

[Opening the Menu Bar editor](#)

**Menu Commands**

[Save As File](#)

[Update/Save](#)



## Designating a mnemonic access character

Step-by-step



To make your menus and menu items easy to access without using a mouse, you can designate one of the characters in the menu name as a mnemonic access character in the Menu Bar editor.

**Tip** You can also designate a keyboard shortcut, called an accelerator, for a menu item.

### To designate a mnemonic access character:

- 1 In the Menu Bar Items box, select the item you want to edit.
- 2 In the Menu Name box, type an ampersand (&) before the character you want to use as the mnemonic access character. For example, if you type Te&xt, "x" is the mnemonic access character.

**Note** Because the Menu Bar editor uses the ampersand character to indicate a mnemonic access character, you must type two ampersands (&&) to use an ampersand in a menu or menu item.



**Step-by-step**

Designating a keyboard shortcut

Testing a menu bar





## Deleting a menu bar item

Step-by-step



You can delete menu bar items from a menu bar.

**To delete a menu bar item:**

- 1 Open an existing menu bar.
- 2 In the Menu Bar Items box, select the item that you want to delete, then click Delete.



**Step-by-step**

Opening an existing menu bar

Testing a menu bar

♦

## Promoting or demoting a menu bar item

Step-by-step

♦

The Menu Bar editor works like an outliner. You promote and demote text to create menus, menu items, or submenus.

### **To promote a menu bar item:**

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Select the item in the Menu Bar Items box, then click the left arrow button.

### **To demote a menu bar item:**

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Select the item in the Menu Bar Items box, then click the right arrow button.

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**Step-by-step**  
Testing a menu bar

♦

## Moving a menu bar item

Step-by-step

♦

You can change the order of your menu bar items by moving them up or down in the Menu Bar Items box.

**To move an item up in the Menu Bar Items list:**

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Select it, then click the up arrow button.

**To move an item down in the Menu Bar Items list:**

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Select it, then click the down arrow button.

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**Step-by-step**  
Testing a menu bar

♦

## Adding a separator bar between menu items

Step-by-step

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You can use separator bars to divide menu items into logical groups. For example, you could separate navigation commands from commands used to manipulate text.

### To add a separator bar between menu items

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From the Menu Bar Items box, select the menu item before which you want the separator bar to appear, then click Separator. The Menu Bar editor inserts a blank line before the menu item you selected.

**Note** You can only insert a separator bar between two items on a menu or submenu. If you insert a separator bar in front of the first menu item in a menu or submenu, none of the items will appear in the menu or submenu. When you select a menu name, the Separator button is dimmed.

♦

**Step-by-step**  
Testing a menu bar





## Designating a keyboard shortcut for a menu item

Step-by-step



You can use the Menu Bar editor to create a keyboard shortcut for any menu item. Keyboard shortcuts are also called accelerators. Like [mnemonic access characters](#), accelerators make it easy to access menu items without using a mouse.

### To designate a keyboard shortcut for a menu item:

- 1 In the Menu Bar Items box, select the item you want to edit.
- 2 Choose a key from the Accelerator scroll box.
- 3 If desired, check one or more of the modifier keys.

The keyboard shortcut appears to the right of the menu item, for example, MyCommand Alt+Shift+F2.



**Step-by-step**

Designating a mnemonic access character

Testing a menu bar



## Undoing changes

### Step-by-step

You can reverse the effect of your most recent action in the Menu Bar editor, if that action can be reversed. When an action cannot be reversed, the command is dimmed on the menu.

### To undo a change:



Choose Undo from the Edit menu.



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## Setting the default appearance of a menu item

Step-by-step

♦

You can use the Menu Bar editor to specify whether a menu item will appear disabled or with a checkmark next to it by default.

### To set the default appearance of a menu item:

1 In the Menu Bar Items box, select the item you want to edit.

2 Check one or both of the options in the Initial State box:

♦

Checked. Places a checkmark to the left of the menu item by default.

♦

Disabled. Dims the menu item by default.

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**Step-by-step**  
Testing a menu bar

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## Specifying an alias for a menu item

### Step-by-step

You can specify the message that ToolBook sends when the user chooses that menu item. This message is called an alias. An alias is useful when the message you want ToolBook to send is different from the name of the menu command.

#### To specify an alias for a menu item:

- 1 In the Menu Bar Items box, select the item you want to edit.
- 2 Enter an alias in the Menu Alias text box, then press Enter.

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## Specifying help text for a menu item

Step-by-step



You can use the Menu Bar editor to specify the descriptive text to be displayed in the status bar when the menu or menu item is selected. Use this text to describe what the menu item does.

### To specify help text for a menu item:

- 1 In the Menu Bar Items box, select the item you want to edit.
- 2 Enter a description of the menu item in the Help Text box, then press Enter.



**Step-by-step**  
Testing a menu bar





## Testing a menu bar

### Step-by-step

You can test your menu bar in the Menu Bar editor using the Menu Bar Preview window, which shows your menu bar the help text in the status bar as they will appear in an application.

#### To test a menu bar

- 1 Open the menu bar you want to test.
- 2 Choose Menu Bar Preview from the View menu to place a checkmark next to it. The Menu Bar Preview window will appear showing the open menu bar.
- 3 Choose menu items as you would in an application.



## **Mnemonic access character**

An underlined character in a menu or menu item name that you can use, in combination with the Alt key, to access that name. For example, if the F in File menu is underlined, you can press Alt+F to access that menu. Then, you can press any character that is underlined on that menu to access that item. For example, pressing N might access the New command.



## Technical Support

### Help menu

You can receive Asymetrix Technical Support in a variety of ways. Click a topic below for step-by-step instructions about Technical Support.

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[Using the Asymetrix Bulletin Board System \(BBS\)](#)

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# ♦ Calling Technical Support

## ♦ Step by step

Registered Asymetrix product users receive 30 days of complimentary technical support, beginning with their first call to Asymetrix Technical Support. Phone support can be extended beyond the complimentary period by purchasing a technical support contract.

Use the appropriate Asymetrix technical support telephone numbers for your location as listed below.

### **Australia/Asia Pacific**

#### ♦ **Infotainment Asia Pacific Pty Ltd.**

(61+3) 5255-471 (direct) 9 a.m. to 6 p.m. Eastern Standard Time  
(61+3) 5255-482 (fax)

#### ♦ **XLTECH Pty Ltd.**

(61+2) 9752-111 (direct) 9 a.m. to 6 p.m. Eastern Standard Time  
(61+2) 9752-167 (fax)

### **Europe (except France, Germany, and United Kingdom); Middle East; Africa;**

#### **Russia**

(44) 1923-208433 9:00 to 17:00 GMT  
(44) 1923-208419 (fax)

#### **France**

05-90-83-19 (freephone) 9:00 to 17:00 GMT  
(44) 1923-208419 (fax)

#### **Germany**

01-30-81-27-07 (freephone) 9:00 to 17:00 GMT  
(44) 1923-208419 (fax)

#### **United Kingdom**

0800-716957 (freephone) 9:00 to 17:00 GMT  
(44) 1923-208419 (fax)

#### **U.S.A. and rest of world**

(206) 637-1600 (direct) 6 a.m. to 6 p.m. Pacific time, Monday through Thursday; 6  
(206) 454-0672 (fax) a.m. to 3 p.m. Friday

When you call Technical Support, please be at your computer with your Asymetrix documentation and have the following information:

- ♦ Your Asymetrix product serial number (found on the first installation disk, your license agreement envelope, or your Asymetrix product box).
- ♦ The version of the Asymetrix product you are running.
- ♦ Your system configuration information (you can find this information by choosing System Info from the Help menu, or by double-clicking the System Info icon in the Asymetrix product program group, located in the Program Manager; or by double-clicking Windows Setup, located in the Program Manager in the Main group).
- ♦ The exact wording of any error message you have encountered.
- ♦ What happened and what you were doing when the problem occurred.
- ♦ How you tried to solve the problem.

When you leave a message or send a fax, please include the information listed above. A technical support representative will respond within two business days to messages sent and faxes left before or after business hours.

♦

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♦

## Using the Asymetrix Bulletin Board System (BBS)

Step by step

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You can receive online technical support on the Asymetrix Bulletin Board System (BBS) by leaving a message for the Asymetrix System Operator. The System Operator checks the BBS daily for new messages and answers them within two business days (Monday through Friday). To help the System Operator answer your question, gather information about your system as described in Step 5 below.

The data configuration for the BBS is: no parity, 8 data bits, 1 stop bit.

### To connect to the Asymetrix Bulletin Board System:

1 Call the Asymetrix BBS number:

- ♦ If you have a 1200 to 9600 baud modem (v.32bis), call (206) 451-1173.
- ♦ If you have a 9600 to 14,400 baud modem (v.32bis), call (206) 451-8290.

2 Enter your first and last names at the prompts.

If you are a new BBS user and you see a welcome message, there is probably another user with the same name. Hang up the phone, redial, and use a different name, such as "Jim" instead of "James," or include your middle initial.

3 Enter your password, then retype it to confirm its spelling.

4 If you are a new user, complete the new user questionnaire.

Make sure you have your Asymetrix product serial number (found on the first installation disk, your license agreement envelope, or your Asymetrix product box). You will be asked about your software and hardware. Where applicable, it is recommended that you accept the defaults.

5 To leave a message for the System Operator, type C for "Comments to the sysop," then leave a message containing the following information:

♦ All the information gathered about your system configuration. For details on gathering this information, see instructions below.

- ♦ The version of DOS you are running.
- ♦ The version of Windows you are running.
- ♦ The version of the Asymetrix product you are running.
- ♦ The exact wording of any error message you have encountered.
- ♦ What happened and what you were doing when the problem occurred.
- ♦ How you tried to solve the problem.

6 To log off the BBS, type G for "Goodbye," then type Y to confirm.

**Tip** At any time, you can type "?" to get online command help. If you have any problems or difficulties with the Asymetrix BBS, leave a message for the BBS System Operator or call the Asymetrix Technical Support line at (206) 637-1600.

### To gather system configuration information for the System Operator:

- 1 Choose System Info from the Help menu. If you cannot run your Asymetrix product, double-click the System Info icon in the product's program group, located in the Program Manager.
- 2 Copy down all the information listed in the System Status box.

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## Using CompuServe

Step by step

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If you are a CompuServe member, you can receive online technical support by leaving a message for the Asymetrix Forum Moderator. The Forum Moderator checks CompuServe daily for new messages and answers them within two business days (Monday through Friday). To help the Forum Moderator answer your question, gather information about your system as described in Step 3 below.

Refer to your CompuServe documentation for step-by-step instructions for logging onto CompuServe, leaving messages for the Forum Moderator, and logging off CompuServe.

### To connect to CompuServe:

- 1 Log on to CompuServe.
- 2 To connect to
  - ♦ Windows Third Party Developer A forum, Section 1, type `GO ASYMETRIX` or `GO WINAPA` at the prompt.
  - ♦ Multimedia Vendors forum, Section 15, type `GO MULTIVEN` at the prompt.
  - ♦ IBM Ultimedia Tools A forum, Section 5, type `GO ULTIATTOOLS` at the prompt.
- 3 In the Asymetrix section (Section 1), leave a message for the Forum Moderator containing the following information:
  - ♦ All the information gathered about your system configuration. For details on gathering this information, see instructions below.
  - ♦ Your Asymetrix product serial number (found on the first installation disk, your license agreement envelope, or your Asymetrix product box) and version.
  - ♦ The version of DOS you are running.
  - ♦ The version of Windows you are running.
  - ♦ The exact wording of any error message you have encountered.
  - ♦ What happened and what you were doing when the problem occurred.
  - ♦ How you tried to solve the problem.
- 4 Log off CompuServe.

### To gather system configuration information for the Forum Moderator:

- 1 Choose System Info from the Help menu. If you cannot run your Asymetrix product, double-click the System Info icon in the product's program group, located in the Program Manager.
- 2 Copy down all the information listed in the System Status box.

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## Using America Online

### Step by step

♦

If you are an America Online member, you can receive online technical support by leaving a message for the Asymetrix Forum Moderator. The Forum Moderator checks America Online daily for new messages and answers them within two business days (Monday through Friday). To help the Forum Moderator answer your question, gather information about your system as described in Step 3 below.

Refer to your America Online documentation for step-by-step instructions for logging onto America Online, leaving messages for the Forum Moderator, and logging off America Online.

**Note** America Online operates a text telephone (TDD) for deaf or hearing-impaired members.

#### To connect to America Online:

- 1 Log on to America Online.
- 2 Do one of the following:
  - ♦ From the Go To menu, select Keyword, then type *Asymetrix*.
  - ♦ Go to the Computing and Software area, select Industry Connection, then select Asymetrix.
- 3 Leave a message for the Forum Moderator containing the following information:
  - ♦ All the information gathered about your system configuration. For details on gathering this information, see instructions below.
  - ♦ Your Asymetrix product serial number (found on the first installation disk, your license agreement envelope, or your Asymetrix product box) and version.
  - ♦ The version of DOS you are running.
  - ♦ The version of Windows you are running.
  - ♦ The exact wording of any error message you have encountered.
  - ♦ What happened and what you were doing when the problem occurred.
  - ♦ How you tried to solve the problem.
- 4 Log off America Online.

**Tip** You can receive the software required to use America Online at no cost, plus five complimentary hours of online time. For details about America Online, call (800) 827-6364 or (703) 893-6288.

#### To gather system configuration information for the Forum Moderator:

- 1 Choose System Info from the Help menu. If you cannot run your Asymetrix product, double-click the System Info icon in the product's program group, located in the Program Manager.
- 2 Copy down all the information listed in the System Status box.

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## Using Internet

### Step by step

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If you have access to Internet mail, you can receive online technical support by leaving a message for the Asymetrix Forum Moderator. The Forum Moderator checks Internet daily for new messages and answers them within two business days (Monday through Friday). To help the Forum Moderator answer your question, gather information about your system as described in Step 3 below.

Refer to your electronic mail documentation for step-by-step instructions about starting mail and sending messages on Internet.

#### To access Internet:

- 1 Start your electronic mail application.
- 2 In the box where you enter the receiver's address, type `support@asymetrix.com` or `techsup@asymetrix.com`.
- 3 Leave a message for the Forum Moderator containing the following information:

- ♦ All the information gathered about your system configuration. For details on gathering this information, see instructions below.
  - ♦ Your Asymetrix product serial number (found on the first installation disk, your license agreement envelope, or your Asymetrix product box) and version.
  - ♦ The version of DOS you are running.
  - ♦ The version of Windows you are running.
  - ♦ The exact wording of any error message you have encountered.
  - ♦ What happened and what you were doing when the problem occurred.
  - ♦ How you tried to solve the problem.
- 4 Send your message.

#### To gather system configuration information for the Forum Moderator:

- 1 Choose System Info from the Help menu. If you cannot run your Asymetrix product, double-click the System Info icon in the product's program group, located in the Program Manager.
- 2 Copy down all the information listed in the System Status box.

♦

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## Using the Fax on Demand System

Step by step

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If you have a fax machine, you can receive answers to frequently asked questions from the Asymetrix Fax on Demand System, which is available 24 hours a day.

### To use the Fax on Demand System:

- 1 From your fax machine or regular phone, dial (800) 770-5444 or (206) 637-5833.
- 2 If you do not have a list of available fax documents, or if the list you have is old, follow the directions in the Fax on Demand System's recording to receive a list. The list is updated frequently.  
If you have a current list of available documents, follow the directions in the Fax on Demand System's recording to receive up to three fax documents.
- 3 If you are calling from a regular phone, the Fax Back System will prompt you to enter your fax machine phone number. Enter a "1" and your area code, followed by your phone number.  
If you are calling from a fax machine phone, the system will automatically fax to that number.

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**Step by step**

Calling Technical Support

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Using CompuServe

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Using the World Wide Web

♦

## Using the World Wide Web

### Step by step

♦

If you have access to the World Wide Web (WWW), you can receive online technical information and technical support at the Asymetrix Web site. The Asymetrix Internet Tech Center Web page provides access to

- ♦ answers to frequently asked questions (FAQ), organized by product.
- ♦ the Asymetrix FTP (file transfer protocol) site, which includes an index of the names, size, details, and locations of all Asymetrix FTP files.
- ♦ Asymetrix online technical support, where you can leave a message. Your message will be answered within two business days (Monday through Friday).

#### **To access the Asymetrix web site:**

- 1 Load your Windows Web browser (for example, NetScape or Mosaic).
- 2 Enter the location (URL) of the Asymetrix web site:

`http://www.asymetrix.com.`

#### **To reach the Asymetrix Internet Tech Center Web page:**

- 1 Click the Technical Services button on the Asymetrix main menu graphic.
- 2 Click the "Internet Tech Center" hyperlink.
- 3 Click the appropriate hyperlink to go to FAQ, the Asymetrix FTP site, or technical support.
- 4 If you click the "Submit a problem or suggestion to Asymetrix's Technical Support" hyperlink to go to technical support, enter your contact information, as well as the details of your problem, including the following information:
  - ♦ All the information gathered about your system configuration. For details on gathering this information, see instructions below.
  - ♦ Your Asymetrix product serial number (found on the first installation disk, your license agreement envelope, or your Asymetrix product box) and version.
  - ♦ The version of DOS you are running
  - ♦ The version of Windows you are running
  - ♦ The exact wording of any error message you have encountered
  - ♦ What happened and what you were doing when the problem occurred
  - ♦ How you tried to solve the problem

#### **To gather system configuration information for the Forum Moderator:**

- 1 Choose System Info from the Help menu. If you cannot run your Asymetrix product, double-click the System Info icon in the product's program group, located in the Program Manager.
- 2 Copy down all the information listed in the System Status box.

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