**Welcome to *Wildcat! Interactive Net Server***

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### Customer Access

Mustang Software, Inc. offers a series of comprehensive support solutions designed to meet your specific needs. Our goal is to provide the highest quality support to help you get the most out of our software products. Our **TECHelp Support Programs** are structured to provide no-cost service and support through a series of online options, coupled with voice support for program installation and setup. Other voice support options are also available.

### Online TECHelp Support

We subscribe to the premise that a large majority of the support needs of customers should be handled through online activity. For this reason, the focus of our support program revolves around the exchange of messages and online information. Online interaction is our primary method of technical support for customers.

Most support questions relate to issues that are not urgent in nature, and can be asked and answered much better in an exchange of messages. Studies of technical support help desks has shown repeatedly that:

1. The simple act of taking the time to write down the details of a problem often leads to its solution without contacting the software vendor.
2. In cases where a solution is not discovered after reducing the problem to writing, the written text serves as a clear method of presenting the situation to others for review and solution.

To that end, Mustang Software has established a wide network of online support options for all customers. Each online service offers a forum to ask questions, download sample files, technical notes, bulletins, and more. These include:

- **Mustang Online** - Unlimited 24-hour, seven days a week access to our own *Wildcat! Interactive Net Server* via modem at 805-873-2400 and Telnet at wildcat.mustang.com
- **CompuServe** - Mustang Software is part of the PC Vendor Support Forum. To reach type GO PCVENA, then select subtopic 9.
- **America On-Line** - Mustang's support section on AOL is called MUSTANG and can be reached with the keyword MUSTANG.
- **Microsoft Network** - To reach Mustang's support forum on MSN, select *Edit,* then click *Go To*, select *Other Location* and type MUSTANG.
- **Internet** - Our Internet mailing address for TECHelp questions is support@mustang.com. Our World Wide Web page is located at www.mustang.com .

### Voice TECHelp Support

Voice TECHelp is available at no cost during product installation and the first 45-day period where most conceptual problems are likely to be encountered. However, in keeping with our premise that most support issues are better handled online, only the initial introductory period for software installation is provided at no cost. Ongoing voice support is available as a prioritized, secondary level of support for customers that desire to pay for priority access.

### Introductory TECHelp

Introductory TECHelp is provided free of charge to all registered users of Mustang Software products for 45 days from the first support call or electronic product update. During this 45-day period, Introductory TECHelp Support provides for unlimited calls. It is available Monday through Friday between 9 a.m. and 8 p.m. Pacific Time, except holidays. To contact Introductory TECHelp during the first 45 days dial 805-873-2550.

There are several options for individuals an businesses to continue voice support beyond the Introductory period.

### Platinum TECHelp

Platinum TECHelp provides customers with priority voice support after the initial 45 day setup period. It offers fast, affordable telephone support on a subscription or pay-as-you-go basis. Platinum TECHelp calls are prioritized and handled with little or no delay by our most seasoned technicians. Customers can choose from a subscription plan, a flat rate 800 telephone number service or a per minute 900 telephone number service. It is available Monday through Friday between 9 a.m. and 8 p.m. Pacific Time, except holidays. Three variations of Platinum TECHelp are available:

- Platinum TECHelp Subscription - This program provides toll-free support via an 800 number for a period of one year or 5 hours, whichever comes first. The cost is $450 and the number for Platinum 800 TECHelp is provided when service is arranged. This service is primarily designed for the business customer that wants to prepay for support, perhaps as part of a single purchase order.
- Platinum TECHelp 800 Service - This program provides toll-free 800 support on a per call flat-rate basis charged at the time of the call to your Visa, MasterCard, or American Express. The cost is $19.95 per call. To

use Platinum TECHelp 800 Support, dial 800-663-7509 and have your credit card available. This service is designed for the individual or business that needs immediate answers to questions.

- <u>Platinum TECHelp 900 Service</u> - This program provides support on a per-minute basis charged directly to your monthly telephone bill and is available only in the U.S. The cost is $9.95 for the first 10 minutes and $1 for each additional minute. To use Platinum TECHelp 900 Support, dial 900-555-4674 (900-555-4MSI). This service is also designed for the individual or business that needs immediate answers to questions, but provides a more convenient billing method.

**Voice TECHelp is also available outside the US**

**USA Direct TECHelp**

USA Direct TECHelp is only available to customers located outside of the United States and Canada. It is available Monday through Friday between 9 a.m. and 8 p.m. Pacific Time, except holidays. USA Direct TECHelp is available in two variations:

- <u>USA Direct TECHelp Subscription</u> - This program provides support via an standard toll call number for a period of one year or 5 hours, whichever comes first. The cost is $199 and the number for USA Direct TECHelp is provided when service is arranged.
- <u>USA Direct TECHelp Per Call</u> - This program provides support on a per call flat-rate basis on a standard toll call line, charged at the time of the call to your Visa, MasterCard, or American Express. The cost is $14.95 per call. To use USA Direct TECHelp Support, dial 805-873-2595 and have your credit card available.

**Using the online documentation**

Online documentation for Wildcat! *Interactive Net Server* is provided in the form of Windows Help files.

There are several ways to read these help files:

- **From any graphical Wildcat! Program (for instance *wcConfig, wcDraw, wcIde*)**

    Select **Help** from the menu and choose a topic, or

    Press [F1] for help with the current procedure, or

    Use the "?" button at the top right of any window, then click an item in that window for more information.

- **From Windows Explorer**

    Double-click any file name with the extension .HLP

- **From an MS-DOS Prompt window**

    Type

    ```
    START WINHELP [Enter]
    ```

    Select a help file from the list.

**To close any help window, press [Escape] (Windows 95) or [Alt][F4] (Windows NT).**

**To print the entire document, click the [Help Topics] button at the top of the help window, then click the [Print] button at the bottom of the Help Contents property sheet.**