

# *FAXSupport System 2.3*

## **FAXmodem Support System for Word for Windows 2.x**

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### **Un - Install Routine for the FAXmodem Support System.**

If you backed up your original template file prior to the installation, you have two options to choose from. Depending on your situation, you can ( or should ) choose one or the other Un-install routines.

**Un-Install Macro Only** is the recommended method of removal. Since it only modifies the FAXmodem Support System macros and the Win.ini entries created at the time of the original installation.

**Manually Coping the Backup TemplateName.bff to TemplateName.dot** option is more dramatic as it will overwrite the current TemplateName.dot with your original version. This is only recommended in severe situations, since any other macros you may have added or created within the template file since you first installed the FAXmodem Support System will be lost ( use with care ).

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## Technical Support and Assistance

While the addition of PCs to our lives have greatly improved many facets of our lives, the available options allow users to quickly create systems that have a high level of complexity. With this complexity comes issues of compatibility and combinations that the programmer may have not envisioned as the application was being coded. If you find that you are experiencing problems, the first thing to do is to be able to accurately explain what you are expecting to happen verses what is actually occurring. Next we need to understand a little about your configuration. The "de-bug" button below was created so you can double-click it and it will create a document with your configuration information.

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With your problem description ( what you are expecting to happen verses what is actually occurring) and a copy of the configuration information, we can work towards resolving your problems. Please also include a way for us to contact you, in case we need more information.

Sorry if you have experienced a problem.  
Sincerely

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