SOFTWARE SUPPORT LIST

*We're pleased to offer the following list as a tool to help you
with the work of keeping your PC software productive.*

But of course you're more than welcome to call us (916) 966-1962

Software Title / Mfg.	Key Purpose	Internet (*Buy, get info. and/or download*)	Internet Support	Telephone Support	E-mail Support	Comments, notes & common troubleshooting issues
Common						
Acrobat from Adobe	Display PDF (*Portable Doc. Format*) docs.	http://www.adobe.com/products/acrobat/readstep2.html	http://www.adobe.com/support/products/acrreader.html	**800-642-3623** (*$39 per incident the last time we checked*)	← after payment	If documents don't open, will they if you start Acrobat and then use its' [**File**] and [**Open**] commands?
ACT from Sage	Contact mgmt. (*for high level needs & network sharing*)	http://www.act.com/	http://www.act.com/support/technicalsupport/ (*Requires registration to access*)	**866-903-0006** (*ACT Advantage annual support $299*)	← after payment	Try to repair and optimize the database with commands [**File**] and [**Administration**] & [**Data-base Maintenance**]
Access from Microsoft	Database management with forms & reports	http://office.microsoft.com/en-us/FX010857911033.aspx	← same	**866-452-4755** First call-in only **800-936-4900** 5-pack is $1,289 (*for Advanced issues*)	←with 1st call-in or, ←after payment	
Adaware from Lavasoft	Spyware detection & removal	http://www.lavasoft.com/	http://www.lavasoft.com/ and choose [**Support**] and then the [**FAQ**] drop-down	Not available	Send To: generalsupport@lavasoft.de for registered users with a paid-for customer #.	
Excel from Microsoft	Calculating & manipulating numbers	http://office.microsoft.com/en-us/FX010858001033.aspx	← same	**866-452-4755** First call-in only **800-936-5700** Additional calls $49 to $259 (*for Advanced issues*)	←with 1st call-in or, ←after payment	A worksheet can occasionally become corrupt. When it does you can sometimes copy and paste to a new spreadsheet to recover your work.

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Outlook from Microsoft	E-mail and contact mgmt. (*for mid-level needs*)	http://office.microsoft.com/en-us/FX010857931033.aspx	← same	**866-452-4755** First call-in only **800-936-5700** Additional calls $49 to $259 (*for Advanced issues*)	←with 1st call-in or, ← after payment	A corrupt message can cause Outlook to stop working. Creating new personal folders and then opening the old folders as 'extras' may allow you to copy the old entries into the new folders. It's important NOT to copy the corrupt message.
Outlook Express from Microsoft	E-mail and E-mail address mgmt.	http://support.microsoft.com/ph/2578	← same	**800-936-5700** Call-in $59	← after payment	
PDF ReDirect from EXP Systems LLC	Create PDF docs. in any application	http://www.exp-systems.com/	Via E-mail only→	(*Not provided*)	Send To: exp@exp-systems.com	Highly rated '*FREE*' software that lets you print in any application to create a PDF file of one or more pages.
PowerPoint from Microsoft	Presentations	http://office.microsoft.com/en-us/FX010857971033.aspx	← same	**866-452-4755** First call-in only **800-936-5700** Additional calls $49 to $259 (*for Advanced issues*)	←with 1st call-in or, ←after payment	
QuickBooks from Intuit	Accounting for Small Business	http://quickbooks.intuit.com	http://support.quickbooks.intuit.com/support/ContactSupport.aspx?lid=ContactSupport%20(SUBHDR)	Free 1st 30-days.	N/A	*Note:* 2SS.Com is an Intuit QuickBooks Professional Advisor with '*special*' advisor-only support available. You may want to call us first?

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Quicken from Intuit	Accounting for Individuals	http://quicken.intuit.com/?src=www.quicken.com	http://quicken.intuit.com/support.jsp	**800-811-8766** Free for many common problems and $25 for others.	https://quicken.custhelp.com/cgi-bin/quicken.cfg/php/enduser/ask.php	If you're having problems with data, first backup, then try the [**File**] [**File Operations**] [**Validate**] procedure to see if that corrects your data and the problem..
SystemWorks from Symantec	Virus Checking and software maintenance	http://www.symantec.com/home_homeoffice/products/system_performance/nsw2006/index.html	http://www.symantec.com/norton/support/productdetail/index.jsp?pvid=nsw_2006 http://www.symantec.com/norton/support/productdetail/index.jsp?pvid=nsw_2008	**800-745-6061** Call-in $10	Started at: http://www.symantec.com/norton/support/productdetail/contact_ts.jsp?pvid=nsw_2006	If you have a problem, try restarting you PC before continuing any troubleshooting in SystemWorks. If problems persist try '**Norton Protection Center**', '**Help & Support**' and '**Start Support Session**' where an '*AutoFix*' tool may solve the problem.
Windows Media Player from Microsoft	Video, audio and graphic media display.	http://www.microsoft.com/windows/windowsmedia/mp10/usingplayer.aspx	← same	**800-936-5700** $49 to $259 (*for Advanced issues*)	E-mail support $49 started at: http://support.microsoft.com/oas/default.aspx?ln=en-us&x=9&y=15&c1=500&gprid=7658&	Check for updates with [
WinFax Pro from Symantec	Send & receive Fax, low-count (*<100*) mass-faxing	Third party support only. One provider is: http://www.getfaxing.com/	http://www.getfaxing.com/services.htm	No Call-in #, schedule a Chat or request via E-mail for $40 at the links shown ← and →	http://www.getfaxing.com/services.htm	When designing a custom fax cover page maximize the PC by restarting it and turning un-needed programs off till you're done.

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Software Title / Mfg.	Key Purpose	Internet (*Buy, get info. and/or download*)	Internet Support	Telephone Support	E-mail Support	Comments, notes & common troubleshooting issues
Word from Microsoft	Word processing	http://office.microsoft.com/en-us/fx010857991033.aspx	← same	**866-452-4755** First call-in only **800-936-5700** Additional calls $49 to $259 (*for Advanced issues*)	← with 1st call-in or, ←after payment	A document can occasionally become corrupt. When it does you can sometimes copy and paste to a new document to recover your work.
Specialized						
Atom Time from Atom Time	Maintain your PC's time by synchronization over the Internet	http://www.atomtime.com/	http://www.atomtime.com/support.html	(*Not provided*)	Mail To: support@atomtime.com	
CuteFTP from Globalscape	Transfer files using FPT (*File Transfer Protocol*)	http://www.cuteftp.com/	http://www.cuteftp.com/support/ftp.asp	**210-366-3993** Priority paid support	Started at: http://www.cuteftp.com/support/mail1.asp	
eFax from	Fax sending (*for fee*) & receiving via E-mail (*for free*)	http://www.efax.com	http://www.efax.com/en/efax/twa/page/help	**800-958-2983**	Via webmail at: http://www.efax.com/help/faq	
FrontPage from Microsoft	Webpage / website authoring (*medium complexity*)	http://office.microsoft.com/en-us/FX010858021033.aspx	← same	**800-936-4900** Call-in $49 to $259 (*for Advanced issues*)	E-mail support $99 started at: http://support.microsoft.com/oas/default.aspx?ln=en-us&x=9&y=15&c1=505&gprid=2514&	

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Google Desktop Search from Google	Searching of PC-based content (*Fast with results like Google*)	http://desktop.google.com/?promo=mp-gds-v1-1	http://desktop.google.com/support	*(Not provided)*	Started at: http://desktop.google.com/support/bin/request.py	
Google Earth from Google	Mapping with simple location search and layering of data	http://earth.google.com/	http://earth.google.com/support	*(Not provided)*	Started at: http://desktop.google.com/support/bin/request.py	
PC Anywhere From Symantec	Remote control of a PC via Phone line or Internet	http://www.symantec.com/home_homeoffice/products/remote_pc_fax/pca115/index.html	http://www.symantec.com/norton/support/productdetail/index.jsp?pid=&pvid=pca_12	**800-745-6061** Call-in $10	Started at: http://www.symantec.com/norton/support/productdetail/contact_ts.jsp?pvid=pca_12	
Picasa from Google	Searching of PC-based photo and graphic files.	http://picasa.google.com/index.html	http://picasa.google.com/support/	*(Not provided)*	Started at: http://picasa.google.com/support/bin/request.py?contact_type=contact	
Publisher from Microsoft	Brochures, Flyers, and similar docs. with a small no. of pages.	http://office.microsoft.com/en-us/FX010857941033.aspx	← same	**866-452-4755** First call-in only **800-936-5700** Additional calls $49 to $259 (*for*	← 1st call-in or after payment	
QuickTime from Apple Computer	Video, audio and graphic media display.	http://www.apple.com/quicktime/player/win.html	http://www.apple.com/support/quicktime/	*(Not provided)*	N/A	

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Real Player	Video, audio and graphic media display.	http://www.real.com/	http://service.real.com/realplayer/	***For paid versions:*** **866-688-2077**	Started At: http://real.custhelp.com/cgi-bin/real.cfg/php/enduser/ask.php?p_prod_lvl1=3&p_prod_lvl2=11&tabName=tab0	
WinZip from WinZip computing	Compresses one or more files into one smaller file	http://www.winzip.com	http://www.winzip.com/xsupport.htm - and - http://www.winzip.com/xtech.htm	(*Not provided*)	Start at: http://www.winzip.com/xtech.htm	