

## 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
<b>Common</b>						
Acrobat from Adobe	Display PDF (Portable Doc. Format) docs.	<a href="http://www.adobe.com/products/acrobat/readstep2.html">http://www.adobe.com/products/acrobat/readstep2.html</a>	<a href="http://www.adobe.com/support/products/acrobat.html">http://www.adobe.com/support/products/acrobat.html</a>	<b>800-642-3623</b> ( <i>\$39 per incident the last time we checked</i> )	← 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)	<a href="http://www.act.com/">http://www.act.com/</a>	<a href="http://www.act.com/support/technicalsupport/">http://www.act.com/support/technicalsupport/</a> (Requires registration to access)	<b>866-903-0006</b> (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	<a href="http://office.microsoft.com/en-us/FX010857911033.aspx">http://office.microsoft.com/en-us/FX010857911033.aspx</a>	← same	<b>866-452-4755</b> First call-in only <b>800-936-4900</b> 5-pack is \$1,289 (for Advanced issues)	← with 1 <sup>st</sup> call-in or, ← after payment	
Adaware from Lavasoft	Spyware detection & removal	<a href="http://www.lavasoft.com/">http://www.lavasoft.com/</a>	<a href="http://www.lavasoft.com/">http://www.lavasoft.com/</a> and choose [Support] and then the [FAQ] drop-down	Not available	Send To: <a href="mailto:generalsupport@lavasoft.de">generalsupport@lavasoft.de</a> for registered users with a paid-for customer #.	
Excel from Microsoft	Calculating & manipulating numbers	<a href="http://office.microsoft.com/en-us/FX010858001033.aspx">http://office.microsoft.com/en-us/FX010858001033.aspx</a>	← same	<b>866-452-4755</b> First call-in only <b>800-936-5700</b> Additional calls \$49 to \$259 (for Advanced issues)	← with 1 <sup>st</sup> 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)	<a href="http://office.microsoft.com/en-us/FX010857931033.aspx">http://office.microsoft.com/en-us/FX010857931033.aspx</a>	← same	<b>866-452-4755</b> First call-in only <b>800-936-5700</b> Additional calls \$49 to \$259 (for Advanced issues)	← with 1 <sup>st</sup> 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.	<a href="http://support.microsoft.com/ph/2578">http://support.microsoft.com/ph/2578</a>	← same	<b>800-936-5700</b> Call-in \$59	← after payment	
PDF ReDirect from EXP Systems LLC	Create PDF docs. in any application	<a href="http://www.exp-systems.com/">http://www.exp-systems.com/</a>	Via E-mail only →	(Not provided)	Send To: <a href="mailto:exp@exp-systems.com">exp@exp-systems.com</a>	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	<a href="http://office.microsoft.com/en-us/FX010857971033.aspx">http://office.microsoft.com/en-us/FX010857971033.aspx</a>	← same	<b>866-452-4755</b> First call-in only <b>800-936-5700</b> Additional calls \$49 to \$259 (for Advanced issues)	← with 1 <sup>st</sup> call-in or, ← after payment	
QuickBooks from Intuit	Accounting for Small Business	<a href="http://quickbooks.intuit.com">http://quickbooks.intuit.com</a>	<a href="http://support.quickbooks.intuit.com/support/ContactSupport.aspx?lid=ContactSupport%20(SUBHDR)">http://support.quickbooks.intuit.com/support/ContactSupport.aspx?lid=ContactSupport%20(SUBHDR)</a>	Free 1 <sup>st</sup> 30-days.	N/A	<b>Note:</b> 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	<a href="http://quicken.intuit.com/?src=www.quicken.com">http://quicken.intuit.com/?src=www.quicken.com</a>	<a href="http://quicken.intuit.com/support.jsp">http://quicken.intuit.com/support.jsp</a>	<b>800-811-8766</b> Free for many common problems and \$25 for others.	<a href="https://quicken.custhelp.com/cgi-bin/quicken.cfg/php/enduser/as_k.php">https://quicken.custhelp.com/cgi-bin/quicken.cfg/php/enduser/as_k.php</a>	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	<a href="http://www.symantec.com/home_homeoffice/products/system_performance/nsw2006/index.html">http://www.symantec.com/home_homeoffice/products/system_performance/nsw2006/index.html</a>	<a href="http://www.symantec.com/norton/support/productdetail/index.jsp?pv_id=nsw_2006">http://www.symantec.com/norton/support/productdetail/index.jsp?pv_id=nsw_2006</a>  <a href="http://www.symantec.com/norton/support/productdetail/index.jsp?pv_id=nsw_2008">http://www.symantec.com/norton/support/productdetail/index.jsp?pv_id=nsw_2008</a>	<b>800-745-6061</b> Call-in \$10	Started at: <a href="http://www.symantec.com/norton/support/productdetail/contact_ts.jsp?pv_id=nsw_2006">http://www.symantec.com/norton/support/productdetail/contact_ts.jsp?pv_id=nsw_2006</a>	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.	<a href="http://www.microsoft.com/windows/windows_media/mp10/usingplayer.aspx">http://www.microsoft.com/windows/windows_media/mp10/usingplayer.aspx</a>	← same	<b>800-936-5700</b> \$49 to \$259 (for Advanced issues)	E-mail support \$49 started at: <a href="http://support.microsoft.com/oas/default.aspx?ln=en-us&amp;x=9&amp;y=15&amp;c1=500&amp;gprid=7658&amp;">http://support.microsoft.com/oas/default.aspx?ln=en-us&amp;x=9&amp;y=15&amp;c1=500&amp;gprid=7658&amp;</a>	Check for updates with [
WinFax Pro from Symantec	Send & receive Fax, low-count (<100) mass-faxing	Third party support only. One provider is: <a href="http://www.getfaxing.com/">http://www.getfaxing.com/</a>	<a href="http://www.getfaxing.com/services.htm">http://www.getfaxing.com/services.htm</a>	No Call-in #, schedule a Chat or request via E-mail for \$40 at the links shown ← and →	<a href="http://www.getfaxing.com/services.htm">http://www.getfaxing.com/services.htm</a>	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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Word from Microsoft	Word processing	<a href="http://office.microsoft.com/en-us/fx010857991033.aspx">http://office.microsoft.com/en-us/fx010857991033.aspx</a>	← same	<b>866-452-4755</b> First call-in only <b>800-936-5700</b> Additional calls \$49 to \$259 (for Advanced issues)	← with 1 <sup>st</sup> 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.
<i>Specialized</i>						
Atom Time from Atom Time	Maintain your PC's time by synchronization over the Internet	<a href="http://www.atomtime.com/">http://www.atomtime.com/</a>	<a href="http://www.atomtime.com/support.html">http://www.atomtime.com/support.html</a>	(Not provided)	Mail To: <a href="mailto:support@atomtime.com">support@atomtime.com</a>	
CuteFTP from Globalscape	Transfer files using FPT ( <i>File Transfer Protocol</i> )	<a href="http://www.cuteftp.com/">http://www.cuteftp.com/</a>	<a href="http://www.cuteftp.com/support/ftp.asp">http://www.cuteftp.com/support/ftp.asp</a>	<b>210-366-3993</b> Priority paid support	Started at: <a href="http://www.cuteftp.com/support/mai11.asp">http://www.cuteftp.com/support/mai11.asp</a>	
eFax from	Fax sending (for fee) & receiving via E-mail (for free)	<a href="http://www.efax.com">http://www.efax.com</a>	<a href="http://www.efax.com/en/efax/twa/page/help">http://www.efax.com/en/efax/twa/page/help</a>	<b>800-958-2983</b>	Via webmail at: <a href="http://www.efax.com/help/faq">http://www.efax.com/help/faq</a>	
FrontPage from Microsoft	Webpage / website authoring (medium complexity)	<a href="http://office.microsoft.com/en-us/FX010858021033.aspx">http://office.microsoft.com/en-us/FX010858021033.aspx</a>	← same	<b>800-936-4900</b> Call-in \$49 to \$259 (for Advanced issues)	E-mail support \$99 started at: <a href="http://support.microsoft.com/oas/default.aspx?ln=en-us&amp;x=9&amp;y=15&amp;c1=505&amp;gprid=2514&amp;">http://support.microsoft.com/oas/default.aspx?ln=en-us&amp;x=9&amp;y=15&amp;c1=505&amp;gprid=2514&amp;</a>	

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

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Real Player	Video, audio and graphic media display.	<a href="http://www.real.com/">http://www.real.com/</a>	<a href="http://service.real.com/realplayer/">http://service.real.com/realplayer/</a>	<b>For paid versions: 866-688-2077</b>	Started At: <a href="http://real.custhelp.com/cgi-bin/real.cfg/php/enduser/ask.php?prod_lv1=3&amp;prod_lv2=11&amp;tabName=tab0">http://real.custhelp.com/cgi-bin/real.cfg/php/enduser/ask.php?prod_lv1=3&amp;prod_lv2=11&amp;tabName=tab0</a>	
WinZip from WinZip computing	Compresses one or more files into one smaller file	<a href="http://www.winzip.com">http://www.winzip.com</a>	<a href="http://www.winzip.com/xsupport.htm">http://www.winzip.com/xsupport.htm</a> - and - <a href="http://www.winzip.com/xtech.htm">http://www.winzip.com/xtech.htm</a>	(Not provided)	Start at: <a href="http://www.winzip.com/xtech.htm">http://www.winzip.com/xtech.htm</a>	