TECHNICAL SUPPORT

**Technical Support is free of charge but is limited to Registered Users only.
If you have a problem or query concerning UltraFind, please email:**

support@ultradesign.com

We normally answer support queries within a few hours (depending on your timezone).

Your Customer Number

**If you are a registered user, you will find your Customer Number in UltraFind's About
Screen (See "About UltraFind" in the Apple menu). Please quote your Customer Number in
all communications with Technical Support and if you are reporting a problem please give
us as much information as you can.
(Note: Your Customer Number is different from your UltraFind Serial Number.)**

On the World Wide Web we maintain an UltraFind Technical Support page at:
http://www.ultradesign.com/support.html

There is also a page for UltraFind Frequently Asked Questions (FAQs) at:
http://www.ultradesign.com/faq.html

OBTAINING UPGRADES, ADDITIONS OR EXTRA LICENSES

Free Upgrades

**UltraFind is upgraded approximately 2 or 3 times a year to incorporate new Apple
technologies and provide new power and features. We do not release 'minor updates', our
Upgrades always contain major new features and therefore you should always be running
the latest version.**

**Registered Users of any version of UltraFind 2 can upgrade free of charge to all versions of
UltraFind 2 (2.6, 2.7, 2.8, etc.).**

**A good guideline to follow is: If THIS copy of UltraFind is more than 6 months old then
there may be a newer version. The latest version can always be found:**

- on the UltraFind Web Site at: http://www.ultradesign.com/ultrafind.html
**- on the major online systems (Compuserve, AOL, NiftyServe etc.)
- on the major Internet archives (e.g.: Info-Mac HyperArchive)**

Obtaining Additions

**You can get UltraFind Addition modules from the UltraFind Web Site and from the major
communications systems.**

Obtaining Extra Licenses / Site Licenses

If you would like to install UltraFind on more machines, you must purchase a User License for each machine. You will find the current pricing for Multi-User and Site Licenses, and a secure (SSL) order form at: http://www.ultradesign.com/ordering.html   For more information please email us at sales@ultradesign.com

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