

# PrintMaster Technical Support

## Before contacting Technical Support, please have the following information ready:

1. Copies of your CONFIG.SYS, AUTOEXEC.BAT, SYSTEM.INI, and first page only of the WIN.INI files. You can have these ready in printed form (for telephone discussion or mail) or as text only files (for E-mailing).  
For Windows 95 users: go to Start, then Run, type `òsyseditÓ`, then hit return.  
For Windows 3.1x users: Go to File, then Run, type `òsyseditÓ`, then hit return.
2. Windows 95 USERS: Device Manager Printout. (In Device Manager, click Print and select the option All Devices and System Summary.)
3. List of all items in your Startup folder. (WIN 3.x: Startup folder resides on your desktop. WIN 95: Click from the Start menu, to Programs, to Startup.)
4. Name of the Mindscape program. (PrintMaster Publishing Suite, PrintMaster Bonus Pack, etc.)
5. Version of the program. (In PrintMaster, click Help and select About PMW.)
6. Media type: CD-ROM or diskette.
7. Operating System: Windows 3.x or Windows 95.
8. Precise description of the problem and steps needed to reproduce it. Include any error messages with the exact wording and punctuation that appears on screen.
9. Computer make and model, such as IBM Aptiva, Packard Bell Legend, and so on.
10. CPU chip and speed, such as 486 DX4 100, P150, and so on.
11. RAM [memory], such as 8MB, 16 MB, and so on.
12. Video Card Manufacturer and model number, such as Diamond Stealth 64 PCI, Cirrus Logic 542x, and so on.
13. Sound Card Manufacturer and model number, such as Creative Labs Sound Blaster 16 PnP, Ensoniq Ultrasound, and so on.
14. CD ROM Drive Manufacturer and model number, such as Texel DM 5924 external, NEC 6x, and so on.
15. For print problems: Printer Manufacturer and model number, such as HP Deskjet 682c, Epson Stylus Pro, and so on.

## For Mindscape Technical Support in:

### U.S.A.

#### Online Services

Internet-Web pages:

Customer Services            [www.mindscapecservices.com](http://www.mindscapecservices.com)

PrintMaster                    [www.printmaster.com](http://www.printmaster.com)

Company Info                 [www.mindscape.com](http://www.mindscape.com)

Email: Support@mindscape.com

**Mindscape, Inc.**

800 Automated Support: 800-409-1497 24 Hours  
Fax: 415-897-5186 24 Hours  
Phone: 415-898-5157 8:30 AM - 5:00 PM Pacific Time  
Mail: Attn: Tech Support  
88 Rowland Way  
Novato, CA 94945

**Europe**

Phone: 44-1-444-239-600 M-F 9.30-13.00 and 14.00-16.30  
Facsimile: 44-1-444-248-996 24 Hours  
Mail: Mindscape International, UK  
Priority House, Charles Ave.  
Maltings Park, Burgess Hill  
West Sussex RH15 9PQ  
England

Online Services

Internet Web page: www.mindscapeuk.com  
Email: Uktechsupport@mindscape.com

**Australia**

Phone: 61-2-899-2277  
Facsimile: 61-2-899-2348 24 Hours  
Mail: Mindscape International, Australia  
5-6 Gladstone Road  
Castle Hill  
New South Wales 2154

Online Services

Email: 73414.470@compuserve.com