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 "sysedit", then hit return.
   For Windows 3.1x users: Go to File, then Run, type "sysedit", 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.mindscapeservices.com
PrintMaster	www.printmaster.com
Company Info	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	
InternetWeb 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