

Support

Receiving Technical Support

First, check the manual that came with your software. When using Windows versions of TRI-TECHNICAL SYSTEMS, INC., click the **Help** button that appears on the main menu.

Call the cash register dealer who sold the cash register and TRI-TECHNICAL SYSTEMS, INC. software for answers.

If your dealer cannot help you, support is available in the other forms listed below:

- Please visit our website: www.technology4retailers.com. The site contains setup documentation as well as instructional tutorials on some of the products.
- Email TRI-TECHNICAL SYSTEMS, INC. at sales@technology4retailers.com. Briefly describe your problem. Include your name, company information, telephone number, email address, etc. Either we will try to put you in contact with a dealer in your area or we do have end-user support options that could be contracted directly through TRI-TECHNICAL SYSTEMS, INC.
- Call 563-556-3556 and ask to speak with a sales representative. We will either try to put you in contact with a dealer in your area or we do have end-user support options that could be contracted directly through TRI-TECHNICAL SYSTEMS, INC.

Crucial Information

The following information is very important during the analysis of any problem:

1. The **version and serial numbers** of our software are located on the software disk or on the computer screen when the program is running.
2. The **EPROM version** of the register and the date it was issued, plus the **make and model** of the cash register.
3. The exact wording of the error message.
4. What program you are using: Polling, Inventory, QuickBooks Interface, or DenView. Also, know what were you doing at the time the problem occurred and record this information.
5. Computer type, system version, and amount of available memory. Also, have the Network configuration if applicable.
6. Printer manufacturer, type, and model.
7. Modem manufacturer, type, and model.

It is often helpful to record answers to your support questions in case the same problem is encountered in the future.

SPECIAL NOTE: DEALER SUPPORT AND TRAINING SESSIONS ARE OFFERED OVER THE PHONE. DEALERS AND/OR DEALERS AND USERS CAN ALSO COME TO TRI-TECHNICAL SYSTEMS, INC. IN DUBUQUE, IA FOR PERSONAL TRAINING ON ALL OF TRI-TECHNICAL SYSTEMS, INC.'S PRODUCTS. PLEASE CALL FOR PRICING AS FEES MAY APPLY.