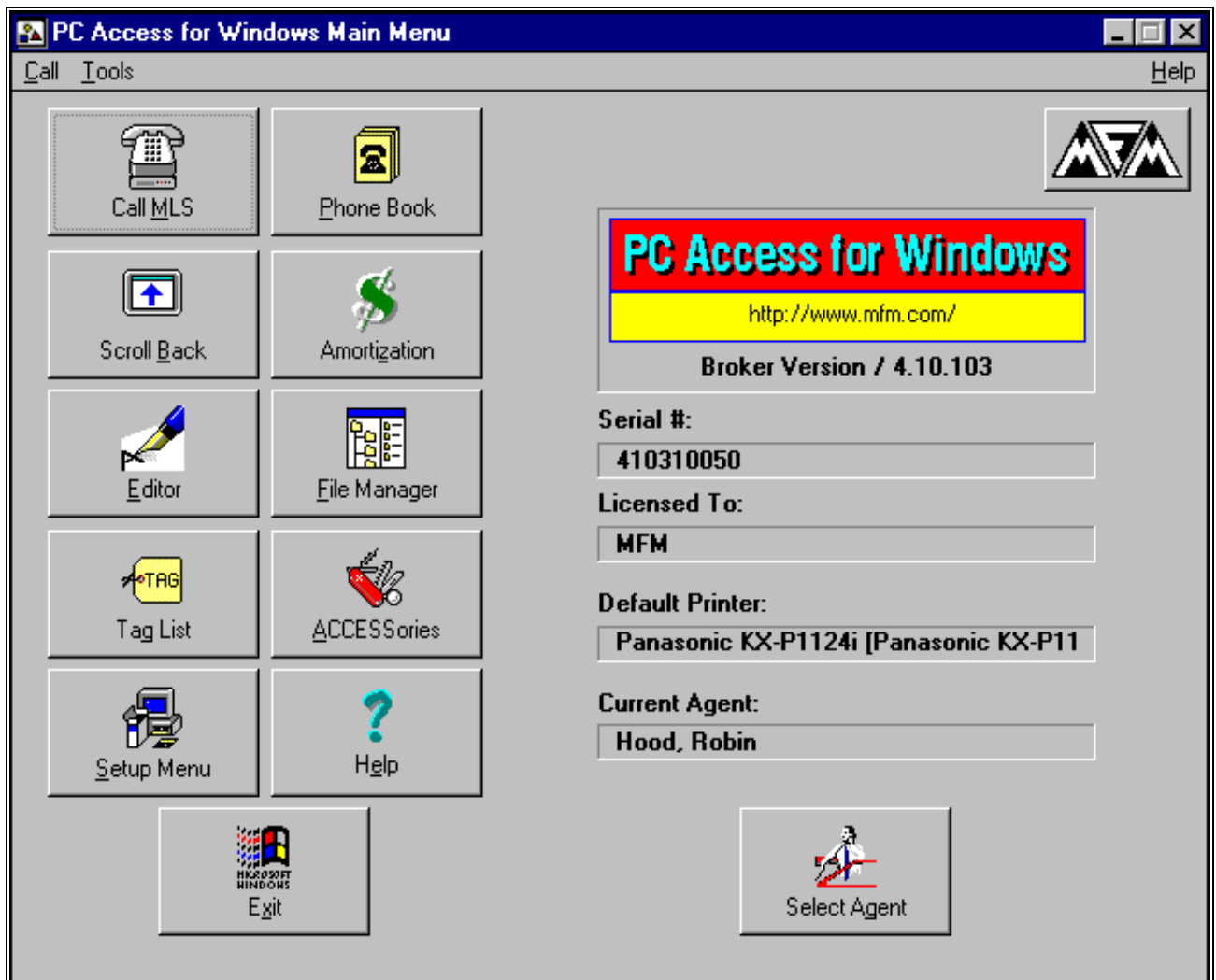


# Installation Guide

by MFM Communication Software, Inc.



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# About the User Authorization

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## Please read this *entire* section before installing!

PC Access for Windows is a Copy Protected program. The User Authorization (i.e., Copy Protection) is a software mechanism that enforces the license agreement that protects MFM Communication Software from copyright violations. MFM has gone to great lengths to minimize the impact of this enforcement mechanism on legitimate users. However, there are some unavoidable pitfalls that you should be aware of *before* you install PC Access for Windows.

The User Authorization mechanism is on Disk #1 of your PC Access for Windows software. Do *not* run SCANDISK on Disk #1 as it may corrupt your User Authorization! You must use the original Disk #1 whenever you install or uninstall PC Access. A copy of this diskette will not work since the copy will not have the User Authorization mechanism. Most Agent and Broker copies of PC Access for Windows use the Machine Tie method of User Authorization. Most network copies of PC Access for Windows use the Disk Tie method of User Authorization.

When you install PC Access on your PC it automatically transfers the User Authorization mechanism to your hard drive as the last step of the installation. The User Authorization mechanism is *very* sensitive to the machine on which it resides. If you try to copy PC Access to a different computer, the User Authorization mechanism will detect that it has been moved. If this occurs, you will see a message indicating that there is a User Authorization Error and PC Access will not run. In addition, if you upgrade your computer, you may also receive a User Authorization Error, depending on the nature of your upgrade.

If your copy of PC Access uses the Machine Tie method of User Authorization, upgrading your computer's CPU, BIOS or motherboard will cause the User Authorization to think it has been illegally moved to a different computer. Upgrading any other components, including the hard drive, should not harm the User Authorization.

If your copy of PC Access uses the Disk Tie method of User Authorization, be sure you uninstall the User Authorization *before* you perform your upgrade. After you have performed your upgrade you can use the User Authorization Manager icon to re-install the User Authorization.

If your copy of PC Access uses the Machine Tie method of User Authorization, once you use an install count, that particular install count cannot ever be uninstalled from this PC and moved to a different PC. Towards the end of the installation procedure you will see a message from the User Authorization Manager (UAM) stating this fact very clearly. If you continue past this point, your install count is permanently installed to this PC. If you cancel at this point, you will *not* use the install count (and nor will PC Access be able to run on this PC). Accordingly, you should make sure you are installing PC Access on the PC that you intend to run it on. Do not install it on another PC just to test it!

Because the Machine Tie method of the User Authorization cannot be uninstalled and moved to a different PC, the UAM explicitly tells you how many install counts remain on your Disk #1 and gives you a chance to cancel before you use an install count. After you have installed all of your PC Access disks and the UAM asks you to reinsert Disk #1, pay close attention to the messages that the UAM displays. Installation of the User Authorization is the last step of the install process.

# Installing PC Access for Windows™

---

## Introduction

Welcome to the *PC Access for Windows™ Installation Guide*. This brief document tells you how to install PC Access for Windows™ and get back to your real work as quickly as possible.

- Please read this entire document, especially if you are new to computers. It contains information essential for preventing common problems. It also tells you how to learn more about PC Access and your computer.

A larger document, the *PC Access for Windows™ Reference Guide*, is available separately. It describes all features of PC Access in rigorous detail. Once you install PC Access, all the information in the *Reference Guide* is available to you in the on-line help. If you are more comfortable with printed documentation (for example, if your computer's display is small), see the order form at the back of this booklet.

---

## Running SETUP.EXE

Before you install your copy of PC Access, make sure your computer has at least 10 MB of hard disk space available on the drive where you plan to install PC Access. Make sure your computer is on and running Microsoft® Windows™ (version 3.1 or later) or Microsoft® Windows NT™ (version 3.51 or later). Find your PC Access for Windows™ distribution diskettes in the shipping container. Begin the installation by inserting the diskette labeled "Disk 1".

### Windows 3.1 and Windows NT 3.51 users

If you are running any other applications, exit them and return to the Program Manager window. Pull down the **File** menu item in Program Manager. Select **Run...** from the **File** menu. A **Run** dialog box should appear (see the figure below). Type: **A:\SETUP.EXE** (or **B:\SETUP.EXE** if you are using your B: drive) in the **Command Line** field and click on the **OK** button.

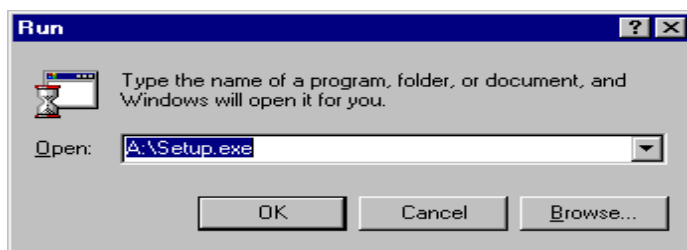


Figure 1. The Run dialog

### Windows 95 and Windows NT 4.0 users

If you are running any other applications, exit them and return to the Windows desktop. Click the **Start** button and select the **Run** item. At the **Open:** prompt, type **A:\SETUP.EXE** and click on **OK**.

### Completing the installation

The PC Access **SETUP.EXE** program leads you through a sequence of windows. Each one describes a step in the PC Access installation, lists any possible choices you can make at that step, and waits for your response. Usually you can accept the default choice by simply pressing the **Enter** key or by clicking the

left mouse button on the **Next** button. Some steps may require up to a few minutes to complete, depending on how fast your computer is.

When you finish installing PC Access to your hard drive, the **SETUP.EXE** program automatically starts the User Authorization Manager (UAM) so you can install your User Authorization. After the UAM installs the User Authorization, it offers to run PC Access for you so you can complete the final steps: registering and setting up your copy of PC Access.

---

## Verify Registration Code Window

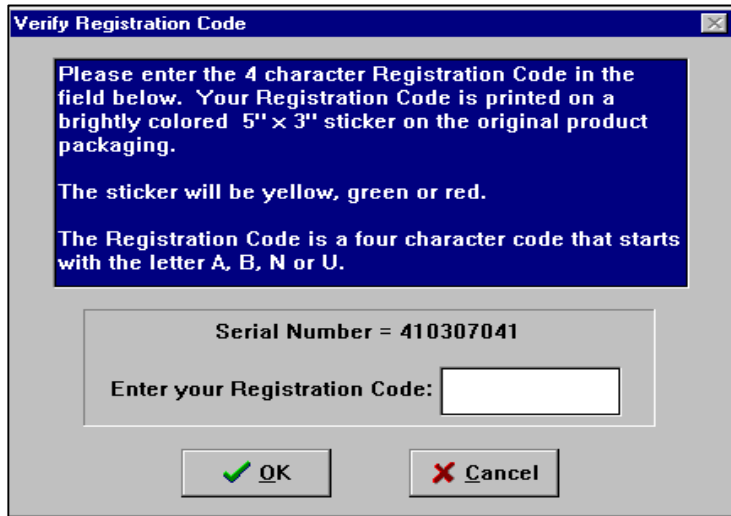


Figure 2. The Verify Registration Code window

## Registration Code

After the User Authorization Manager (UAM) tells you how many install counts you have left on Disk #1, it will ask you for your Registration Code. You must enter the four-character registration code from your PC Access **License Envelope** your PC Access disks came in. If you type an incorrect registration code and click **OK** or press the **Enter** key, the UAM will display an error message. If this happens, click on the **OK** button on the error dialog and re-enter the correct code.



Figure 3. The Register PC Access window

The **Register PC Access** window appears the first time you run PC Access. Ordinarily this happens automatically after you have installed PC Access and the UAM installs your User Authorization. This

window requires you to enter information that PC Access uses to register your copy and validate your user license. Type the appropriate information in each field. When you finish a field, you can select the next field with the mouse, or by pressing the **Tab** key. Fields that are not marked with an asterisk (\*) on this window are mandatory. If you press the **Enter** key or click the **OK** button before you have finished filling in all the mandatory fields, PC Access warns you to finish them before proceeding.

You must fill in the **Register PC Access** window with correct information. Once you complete the **Register PC Access** window and click the **OK** button, you can never change the information on this window! If you are unsure about any of the information, click the **Cancel** button and run PC Access again later when you have all the information you need. You do not have to re-install PC Access if you cancel at the **Register PC Access** window; you can simply double click the PC Access for Windows™ icon and it will start you at the **Register PC Access** window.

## Company and User Information

Fill in all the fields on the **Register PC Access** window. The fields on this window identify you and your company. If you have an Office/Broker version of PC Access (i.e. if this isn't your own personal copy of PC Access), type your System Administrator's name in the **User** field. You should type the User name as *firstname* followed by a space followed by *lastname*. Do not include any commas, suffixes, prefixes, or accreditations. Click the OK button when you are done filling in all of the fields.

---

## Installation Assistant Window

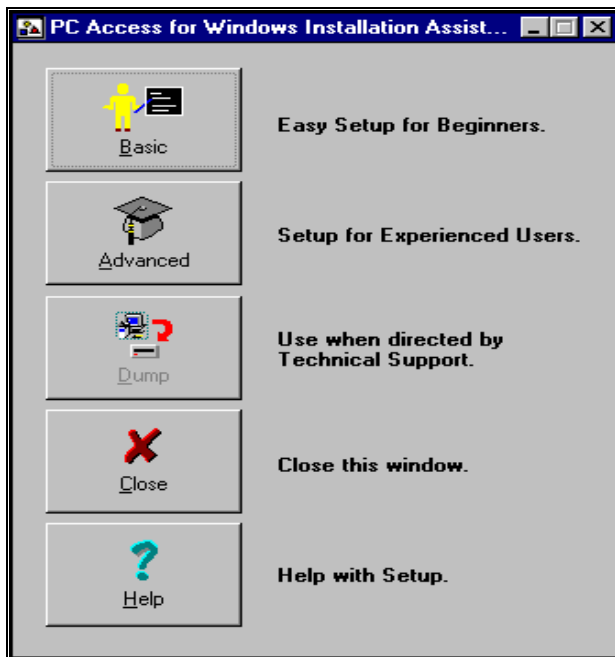


Figure 4. The Installation Assistant window

The **Installation** (or **Setup**) **Assistant** window appears after you fill in the **Register PC Access** window. You may begin setting up PC Access by clicking your mouse on the **Basic** button. This tells PC Access to display several easy setup windows where you can specify the minimum amount of information necessary to enable PC Access to operate.

- If you are an *advanced* PC Access user, you may wish to click the **Advanced** button to start the advanced PC Access setup. This lets you specify a large number of setup items, giving you detailed control over how PC Access operates. However, the advanced setup is complicated, so *we recommend that you try the easy setup first (by clicking the **Basic** button)*. You can always come back later and change any advanced setup item.

---

# Setup Assistant - MLS Setup Window



Figure 5. The MLS Setup window

The **Setup Assistant - MLS Setup** window appears when you click the **Basic** button on the **Setup Assistant** window.

This window has the following input field and radio button groups: **Phone Number to Dial**, **Speed**, and **Emulation**. When you finish specifying correct values for them, click the **Next** button.

## Phone Number to Dial

Type the phone number of the data line of your MLS. Your MLS provider must tell you this telephone number.

### *Dialing Prefixes*

Your MLS must tell you the telephone number to type in the **Phone Number to Dial** field. However, you may need to add some prefixes to the telephone number to make it work correctly on your telephone line.

### Reaching an Outside Line

If the telephone line running to your modem goes through a PBX or Key System, you may have to dial “9” to access an outside line. If so, enter the number 9 followed by a comma, followed by the MLS’s computer phone number. For example: 9,555-1212

### Disabling Call Waiting

If you have Call Waiting on the same phone line the modem connects to, you may lose your MLS connection if someone calls you while you are logged into the MLS. To solve this problem, many telephone companies allow you to disable call waiting on a call-by-call basis. The most common method used is to dial \*70 before the number you are dialing. Include this prefix in the **Phone Number to Dial** field, like this: \*70,,555-1212

This disables call waiting on your current call only. While you are using your modem, people calling you will get a busy signal.

**If you are unsure whether you have this feature or have questions on how to use it, please contact your local telephone company.**

## Speed

Selecting the proper modem speed for your computer can be tricky. In general, you should select a speed that is close to the rated speed of your modem. However, some slower computers may not be able to keep

up with the fastest speeds your modem supports. **We recommend starting at 9600.** It is best to start out with a slow speed and make sure everything is working properly. Once you have verified that PC Access is working correctly with your computer, you can return to this MLS Setup window and try a higher speed. On the other hand, if you select too high a speed during the initial setup, you will have a difficult time figuring out what is wrong.

## Emulation

The **Emulation** radio button group lets you select which type of MLS you will be calling. If you don't know which MLS your city uses, please call your MLS board office and ask them. If you select the wrong emulation, PC Access will not work properly.

Your choices are:

- **BORIS Maestro:** if you are dialing into a BORIS Maestro System.
- **BORIS Master:** if you are dialing into a BORIS Master System.
- **Moore Compass:** if you are dialing into a Moore Compass System.
- **West Penn MLS:** if you are dialing into the West Penn Multi-List.

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## Setup Assistant - Agent Setup Window

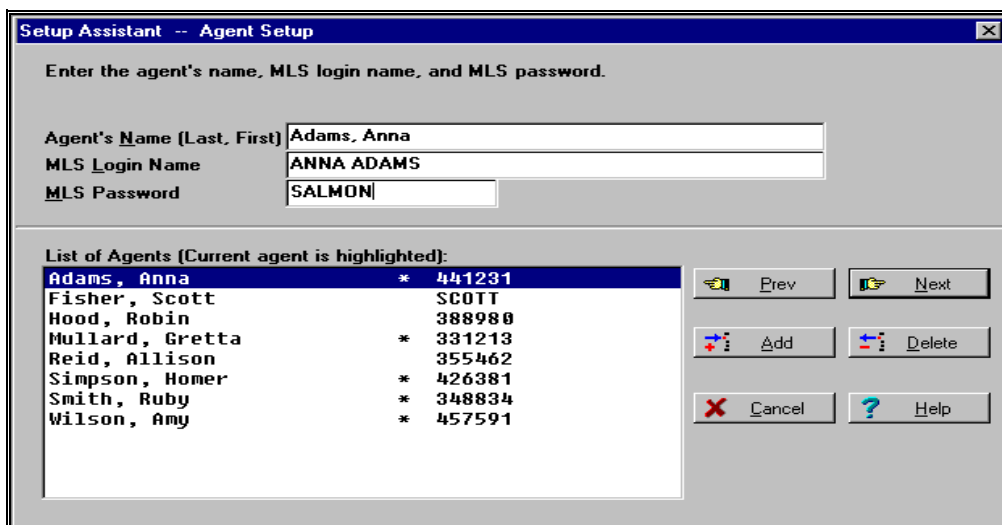


Figure 6. The Agent Setup window for the Office/Broker version of PC Access. The Agent version of PC Access does not display a List of Agents.

The **Setup Assistant - Agent Setup** window appears when you click the **Next** button on the **Setup Assistant - MLS Setup** window.

You must set up at least one agent (usually yourself) before you can use PC Access to call your MLS. If you purchased the Broker version of PC Access and your office has multiple agents who need to access the MLS through the same computer, you should create entries for each of them now.

In the Agent version of PC Access, you may only enter your own name and MLS login information in the **Setup Assistant - Agent Setup** window.

In the Broker version of PC Access, the **Setup Assistant - Agent Setup** window lets you maintain a directory of agents who you (the PC Access System Administrator) authorize to use your Office/Broker version of PC Access.

A **List of Agents** appears in the bottom half of the window in the Office/Broker version, showing the agent names you have entered so far. The list of agent names is scrollable; you can manipulate the scroll bar with the mouse if your current list is too long to display all at once. A highlight bar marks the current

entry in the list. The basic setup items for the current entry appear in the upper half of the window, where you can edit them.

The **Setup Assistant - Agent Setup** window has these buttons in the lower half:

- **Prev:** Click this to view the previous **Setup Assistant** window (**MLS Setup**).
- **Next:** Click this to view the next **Setup Assistant** window (**Modem Setup**).
- **Add:** This button only appears in the Broker version of PC Access. Click this button to add a new agent entry to the agent list. If you click the **Add** button, a blank entry appears in the list, and the editable fields in the top half of window become blank.
- **Delete:** This button only appears in the Broker version of PC Access. Click this button to delete the current agent entry. This does not remove the agent's directory or delete any of the agent's files.
- **Cancel:** Click this to cancel the **Setup Assistant**.

The **Setup Assistant - Agent Setup** window has the following editable fields in the upper half: **Your Name**, **MLS Login Name**, and **MLS Password**.

## Your Name (or Agent's Name in the Broker version)

Enter your name (or the agent's name in the Broker version) in this format: "**lastname, firstname**" (do not type the quotes). Do not include any suffixes (i.e. "**Jr.**") or accreditations (i.e. "**CRA**"). You must use the Advanced Setup later if you want to add suffixes or accreditations. The name that you type into this field will appear in the footer of printed reports. If you have the Broker version, the name you type here will also appear in the Agent List window when you first start PC Access.

## MLS Login Name

Enter your MLS Login Name (or this agent's MLS Login Name if you are using the Broker version). PC Access automates the dialing and login process when you tell it to call the MLS. When the MLS prompts for a Login Name (or your User Name) during the login process, PC Access will use the name you type into this field. Your MLS provider assigns the name used for the MLS Login Name field.

## MLS Password

Enter your MLS Password (or this agent's MLS Password if you are using the Broker version). PC Access automates the dialing and login process when you tell it to call the MLS. When the MLS prompts for a Password during the login process, PC Access will use the word(s) you type into this field. Your MLS provider assigns the password used for the MLS Password field, so if you aren't sure what your MLS Password is, call your MLS provider for assistance.

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## Setup Assistant - Modem Setup

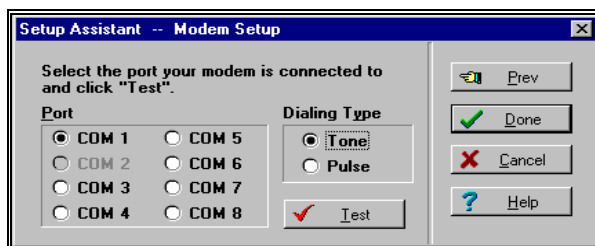


Figure 7. The Modem Setup window

The **Setup Assistant - Modem Setup** window appears when you click the **Next** button on the **Setup Assistant - Agent Setup** window.

The **Setup Assistant - Modem Setup** window lets you control how PC Access connects to and dials your modem. Be sure to click the **Test** button whenever you change your modem setup.

The **Setup Assistant - Modem Setup** window has these buttons in the lower half:

- **Prev:** Click this to view the previous **Setup Assistant** window (**Agent Setup**).
- **Done:** Click this after you select the **Port** for your modem and click the **Test** button.
- **Cancel:** Click this to cancel the **Setup Assistant**.

The **Setup Assistant - Modem Setup** window has the following buttons:

## Port

Click the radio button corresponding to the COM port you use to communicate with your modem or direct connection. You may only select among the COM ports your computer actually has. If you don't know what COM port your modem uses, try guessing each available port and clicking the **Test** button for each one. When you pass the modem test, you have found the correct port (assuming your PC has only one modem installed).

Normally PC Access detects which COM port your mouse is on if you are using a serial mouse. If a COM port is used by the mouse, it will appear in gray on the **Port** radio button group box and you will not be able to select it. In the figure above, COM 2 is "grayed out".

## Dialing Type

If you have Touch-Tone service from your local telephone company, select **Tone**. If you do not have Touch-Tone service, select **Pulse**. If you are unsure, select **Pulse** or contact your local telephone company for assistance.

## Modem Test

Click this button on the **Modem Setup** window to test your current modem Reset and Initialization strings. Be sure you have connected your modem to your computer first, and your modem is turned on. Also be sure you not running another communication program or a FAX program. *We strongly recommend that you perform the Modem Test to verify that you have selected the proper COM port and that your setup strings are valid.*

# Using PC Access

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## PC Access Program Manager Group or Folder

After you finish installing PC Access, you will have a new group in your Windows™ Program Manager or Explorer. When you open the group window, it should look similar to one of the following figures

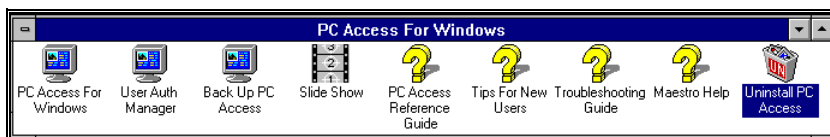


Figure 8. The PC Access Program Manager group window in Windows 3.1

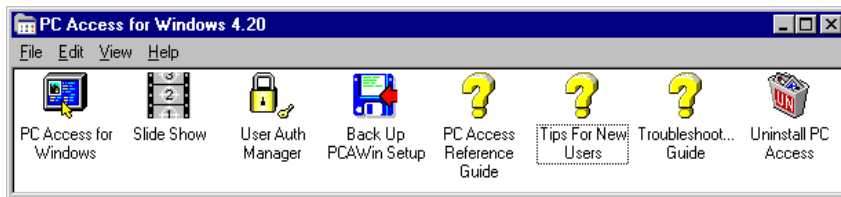


Figure 9. The PC Access folder window in Windows 95

## PC Access for Windows™ Icon

Double-click this icon to start PC Access for Windows™.

## Slide Show Icon

Double-click this icon to start the Slide Show. You can also run the Slide Show from the ACCESSories button on the PC Access for Windows™ Main Menu, or from the Accessories menu on the terminal window. Before you run the Slide Show, make sure you have taken at least one slide while you are connected to the MLS.

## Back Up Icon

Double-click this icon if you want to back up your PC Access configuration. Read the section of this Installation Guide titled “Back up PC Access” for more details about using this icon.

## Uninstall PC Access Icon

Double-click this icon if you want to uninstall PC Access. This will remove PC Access and all of its files from your hard drive. If your User Authorization is Uninstallable, you should Uninstall the User Authorization by running the User Authorization Manager *before* you use this Uninstall icon.

## User Auth. Manager Icon

Double-click this icon to run the PC Access User Authorization Manager. This program will allow you to install, uninstall (Disk Tie versions only) or reset your User Authorization.

## PC Access Help Icon

PC Access provides on-line help for nearly every one of its windows and error messages. This icon lets you view the PC Access on-line help even if you are not running PC Access. Double-clicking this icon displays the table of contents for the PC Access on-line help.

## Tips for New Users Icon

Double-clicking this icon displays the *Tips for New Users* topic in the PC Access on-line help.

## Troubleshooting Guide Icon

Double-clicking this icon displays the *Troubleshooting Guide* topic in the PC Access on-line help. Use this if you have any problems running PC Access.

# Using On-line Help

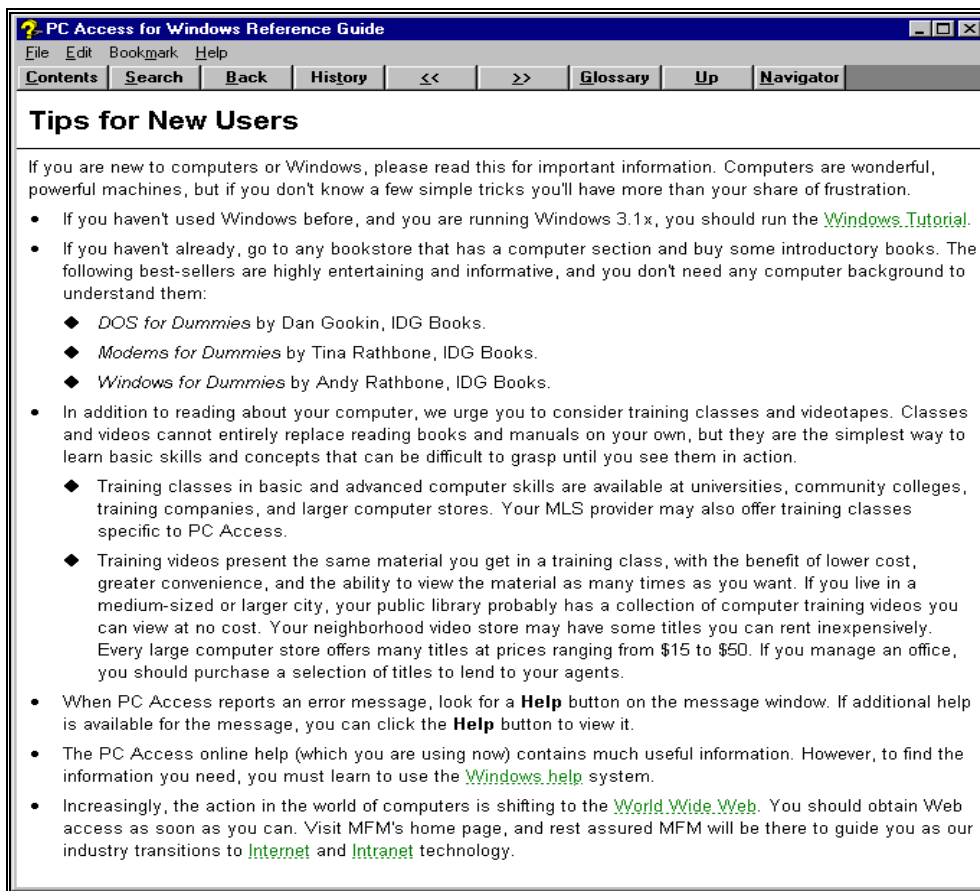


Figure 10. The "Tips for New Users" on-line help topic

If you have used other Windows™ applications, you are probably familiar with on-line help. If not, you should take a few moments to learn the basics of this powerful tool. You might start by double-clicking the **Tips for New Users** icon in the PC Access for Windows™ group. This opens a help window (see above figure).

The help window has a title bar at the top, a menu bar below the title, a bar of buttons below the menu, and then the help topic text. Some words or phrases in the text have underlines. These are *hotspots* or *hypertext links*. When you move the mouse pointer over a hotspot, the pointer changes from an arrow into a hand. If you click the mouse on a hotspot, the help systems displays new information. If you click on hotspot text with a dotted underline, a popup window appears over the current topic, showing additional information about the hotspot item. If you click on hotspot text with a solid underline, the help window jumps you to a new help topic relating to a hotspot item.

You can print any help topic by selecting the **File | Print** menu item.

For more information, read *Help on Using Windows™ Help*. You can reach this from the *Tips for New Users* topic by clicking on the hotspot at the end of the topic (see above figure). You can also click the **Help** menu item from any help window.

Most windows in PC Access have a **Help** button. Clicking it displays a help topic for the current window. We urge you to read the on-line help whenever you have a question about anything you see in PC Access. ***This is especially important when PC Access displays an error message.*** Nearly all error message windows in PC Access have a **Help** button, giving you important information about what you should do next.

# Back Up PC Access Setup

## When You Should Back Up PC Access



Figure 11. The Back Up PC Access for Windows Setup Files window

You should back up PC Access:

- After you complete your initial installation and setup
- After you add or change information on any of the following windows: MLS Setup, Phone Book Setup, Edit Agent, Modem Setup
- Before you take your computer to a repair shop for any upgrades or repairs

## Back Up Icon

To back up PC Access, double-click the **Back Up PC Access** icon in your PC Access for Windows™ group. For more information, click the **Help** button when the **Back Up PC Access for Windows Setup Files** window appears.

Please take a few minutes to back up PC Access after you finish your initial installation and setup. If you have to re-install PC Access later, the installation program will automatically restore the work you did setting up the MLS and Agent profiles. Without a backup you would have to set up PC Access again completely.

## Uninstalling User Authorization

This topic applies only to the network version of PC Access; most non-network versions of PC Access cannot be uninstalled. If you want to move a network version of PC Access to a different server, you must first uninstall the User Authorization from your existing server drive. To do this, start the User Auth Manager from the PC Access for Windows program manager group. The second button from the top is the Uninstall button. Click on this button and follow the instructions on the screen. After you uninstall the User Authorization from your server drive, nobody else on the network will be able to use this copy of PC Access.

# Obtaining the Full Reference Guide

Due to a lack of space on the PC Access for Windows diskettes, we were unable to include the user printable version of the full Reference Guide. If you want to print a copy of the full Reference Guide yourself, you may download (free of charge) the file from MFM's Web server ([www.mfm.com](http://www.mfm.com)).

Use your Web browser to go to the following URL and then follow the instructions:

**<http://www.mfm.com/support/refguide.html>**

The Reference Guide is very large (approx. 300 pages) and you must have a LaserJet II or compatible printer to print it yourself. Note that it may be more cost effective to purchase the bound copy of the book from MFM. We sell the book at close to our actual cost.

**If you want, you may purchase a bound copy of the book by filling out and returning (or FAXing us) the included Printed Manual Order Form. The last page of this booklet is the form you need.**

# Getting Technical Support

You can reach the Moore End User PC Support Department by calling **(517) 332-7745** during the hours of 8:00 AM to 8:00 PM Eastern Standard Time. Technical Support is available Monday through Friday, excluding holidays.

**Moore Data Management  
2117 West River Road North  
Minneapolis, MN 55411  
Voice: 1-800-347-6367  
FAX: (612) 588-7280**

If you want to download an update to PC Access for Windows and you don't have access to the Internet or the World Wide Web, you may use the Moore BBS instead. In PC Access set up a Phone Book entry that uses VT-100 / ANSI emulation, 19200 speed, 8 data bits, no parity, 1 stop bit, hardware flow control, and Auto Z-Modem download. Set the phone number to 1-800-817-6694. When you dial this Phone Book entry PC Access will connect you to the Moore BBS. You will need to go to the File menu to download the update. Read the sign-on banner for instructions on performing the download.

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## The Internet and the World Wide Web

If you have access to the Internet, you may also send comments, requests, and technical support questions directly to MFM Communication Software, Inc. (the creators of PC Access). MFM's Web address is **<http://www.mfm.com/>** and it is available 24 hours a day, 7 days a week. MFM recommends that you use the latest version of Netscape Navigator to get the best results from our Web site, but we also support less sophisticated Web browsers.

MFM strongly encourages users to visit our Web site. We maintain an extensive up-to-date list of known problems, workarounds, updated versions of PC Access, and other important information.

For those users who do not have a Web browser but do have email, you can email us at **[mfm-techsupport@mfm.com](mailto:mfm-techsupport@mfm.com)**. Please be sure to include your full name, telephone number, and your PC Access serial number (which you can find on Disk #1). *If you are emailing us about a problem you are having with PC Access, please be sure to include as much detail as possible.* We will attempt to answer all email promptly and free of charge, but we reserve the right to pass some questions to the technical support staff at Moore if we become too backlogged.

# Reference Guide Order Form

Our experience has shown that less than one in ten people read the printed version of the Reference Guide. Therefore, to be environmentally friendly and reduce global deforestation, we have replaced the printed version of the Reference Guide with a full Windows Help version of the document. For help on any particular subject, simply click on the Help button found on the window of PC Access for Windows for which you have the question. You will find the online documentation to be fast, efficient, and easy to use. Everything that is in the printed version of the Reference Guide is already available in the online version that you installed with PC Access.

If you still feel that the printed version of the Reference Guide would be more useful to you, you may order it directly from MFM Communication Software by completing the order form below. Photocopy this page and either mail or FAX the completed form to MFM Communication Software at the address below. Don't forget to include one of the payment types shown below. The printed version of the Reference Guide is approximately 300 pages long. The Reference Guide will be shipped to you via US Mail or UPS (at MFM's discretion).

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone # (IMPORTANT!): \_\_\_\_\_

Description	Qty	Price	Total
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