



## **XC2 Technical Support Options**

### **XC2 Technical Support Program**

Basic XC2 Technical Support program provides technical assistance regarding the direct use of XC2 to manage your backflow prevention program. Includes all functions and features listed in the XC2 Manual, including:

- \* One Pre-designated contact person to communicate all technical questions with EngSoft Solutions staff members
- \* Adding records, Assemblies, Facilities, Tests, etc.
- \* Searches (Query) for lists of records
- \* Sending Letters, Follow-up Letters
- \* Printing: Test Forms, Envelopes, Labels, Reports, etc.  
Including "Quick Reports" and Exporting
- \* Administrator Setup and Preferences
- \* Creating and modifying letters, including:  
Database inserts, Letterhead, Logo, etc.  
Setting up "Send To" and "Activity Codes"
- \* Timbuktu Remote Access assistance (Requires modem and Timbuktu™)

XC2 Technical Support program **DOES NOT INCLUDE** assistance with basic Windows functions. If your user(s) is **NOT PROFICIENT** with the use of Windows 95/98/NT operating system/interface, you will need to subscribe to the XC2 Technical Support Plus+ program, or receive assistance from the Systems Administrator in your organization.

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## XC2 Technical Support Plus+

For users not proficient with Windows 95/98

- \* Navigating the file system using "My Computer"
- \* Finding files and folders
- \* File and Folder(Directories) functions:
  - Creating, Naming, Saving, Opening, Deleting
  - Moving, Copying
- \* Backing up files and folders
- \* Creating "Short Cuts"
- \* Using the Internet or internet browsers
  - Dial-up Networking, Netscape, MS Internet Explorer, etc.

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Neither of the above programs include assistance with the following listed functions. You will need to receive assistance from your Systems Administrator for these items:

- \* Basic word processing
- \* Using Windows "Explorer" or "File Manager"
- \* Setting up and accessing "Shared Drives" and other network functions
- \* Setting up Removable (Zip, Syquest) drives and UPS (Uninterruptable Power Supply)