

AbbottCare

Updated information and special instructions for installing and using i-Sell, i-Rent, Quick Fix and Express Sell software from:

AbbottSoft

Installing our software: Warning. There is absolutely no way you can install and use this software until you contact our support department and allow us to assist you in setting up the program initially on your computer. There is no charge from us for this support. It will take approximately an hour to setup on your computer, before you can start using the program. It is necessary for you to be ready before you call for our above support.

1. Open the tutorial file on your CD. Print and file all the chapters and then review them before you call us. This way you can ask questions during the free support.
2. Make sure you have the printer you are going to use attached to your computer, turned on, tested for function, loaded with paper and ready to run.
3. Call us after 7pm EST and be ready to focus on the install without interruption, or outside interferences.

Warning: If you ignore the above and take off on your own then you will most probably cause non-recoverable errors and will then have to re-purchase another copy or pay fees for us to fix your computer. Maybe both! **DO NOT ATTEMPT TO INSTALL ON YOUR OWN.**

How to recover your copy of our software: If you change computers or your hard drive fails:

When WE set up the software on your computer the first time our software will register itself on your computer. Once installed our software cannot be installed on another computer without the current access code. (We only provide the access code one time) Therefore you must make daily backups of both your data and our software. (It is all in the same folder) and then use the "Recover" procedure built into Windows to change to another computer, or new hard drive. NO OTHER METHOD WILL WORK. (Your data will also be updated and you will be ready to continue business)

How and when to do your backups: Here is how you should do your daily backup of your program and data. It only takes a few minutes and if you do it as explained here, then you will be ready for most emergency recoveries. This method will also protect you if you have a fire or a disaster such as a burglary where your computers and thus your valuable data is lost.

Next we will explain the proper procedure:

End of day continued:

1. Run your daily report, assemble all your invoices, closed work orders or rental tickets for the day and compare them to your daily printout.
2. Count your cash and verify that it agrees with the bank deposit totals on the daily report.
3. Copy the folder holding your program and it's data (normally [c:\Program Files\Quickfix Xp](#)) onto a **new CD**. Once finished write the date of the backup on the CD.
4. **Take the CD, your daily reports (along with your money) home.** Never leave the CD and the computer at the same location overnight

Watch out when inputting data or you might see EOF: Your program has restrictions on what you can place in it when recording data. Regardless if it is clients, inventory or whatever.

NEVER: Use, commas, quotes, or any other symbol when typing information into our program. You can corrupt your data and require us to fix it for you. Normally you will see a notice advising you of your error and that you must remove it.

If you get a message that says (Input past EOF) then you have probably done what you have been warned about in the above. This will require we fix your file and will cost you money.

Want to change a client name or inventory/Equipment description or part number?

You can't! Once you have saved either; then you must delete and then reinstall. You can of course change any of your other self-recorded information, any time you want. You cannot however change the client number or name or or inventory/equipment part number or description. (likewise, when running the program it will automatically record information which cannot be changed, except by us) – Again. Think ahead.

Watch those line numbers: When you are inserting inventory or equipment into your POS, Work order or Rental contract you must check the line numbers and make sure they add up sequentially, (top to bottom) else you will mess things up. It only takes a minute and if you had problems when inserting items you may have messed up the mathematical arrays. Never save problems, just back out and start over. Next time, slow down and think as you create work orders, sales or rental contracts.

Learning your program before starting actual business: is easy. Just set up a few test clients, inventory items and if using rental manager, equipment. Once you have made enough invoices and explored the program, just run your day end, reset. Then run your month and year end and reset both. (this will close out test income and you can start over for real). You may also want to delete your test clients and inventory/equipment so that you are not cluttering your program up. Now you can start real business. **NOTE:** If you are a larger business using a network, and if you paid us to set up a training module then you can ignore the above. You can always train new employees off the actual program.

Keep an eye on our website for any new free modules or further announcements.