

Sheetfed ImageReader Scanners

SE2HGS. SE6C. SE6CD



I upgraded to Windows 95 and now my scanner doesn't work. Or How can I get a replacement driver for my scanner?

Situation & Solution: You probably have our older driver that only worked with Windows 3.1 and Windows 3.11. You can verify this by looking at the disk(s) that came with your scanner labeled Info Technician. If you have only one disk or if the disk is not labeled VxD, you have our older drivers.

Warning: Some of your original software may not work with the new scanner drivers (see Notes below).



If you have Internet access, you can download a new driver from our Web site: www.infoconnection.com, click on Tech Help, then on Download Area. All driver files are self-extracting archives (directions on the Web site) and all manuals are in pdf format (you can read them with an Adobe Acrobat Reader). Downloads from our Website are free of any charge from Info.

- For the color sheetfed scanners (model number on the bottom of the scanner: SE6C, SF6C, SE6CD, or SF6CD), the driver you want is labeled **ImageReader and ImageReader ADF (VxD)**.
- For the grayscale scanner (model number on the bottom of the scanner: SE2HGS or SF2HGS), the driver you want is labeled **ImageReader GS (VxD)**.



If you are familiar with logging on to BBSs, you can also download the drivers from our BBS 408-538-2580. Access on the BBS is also free from any charge from Info though it may be subject to long-distance charges from your phone company.



Or, you can purchase the drivers on floppy disk from Info. If you have a Visa or MasterCard, your order can be taken over the phone 408-538-2510. There is a nominal charge for the driver and a charge for shipping.

Note: If the TWAIN interface that came with your scanner is titled Sheetfed Scanner v2.01 or you have two sets of jumpers on the interface card, you will have to remove the IRQ jumper from the interface card that came with your scanner for it to function with the new driver (do not remove the I/O jumpers, they are still used by the new driver). You will also have to modify your Config.sys and remove the line referring to the scanner if you installed the original driver. The new driver does not use the Advisor and Utility software.

Note: Info Center 1.0, 1.1, and 1.2 (without any letter) will not work with the new driver. There is no Info Center software available for download on either the Website or on the BBS. You can, however, purchase it (or other software) from our office: 408-538-2510.

Note: Equip will not work with the new driver; in essence it is earlier version of Info Center. Interpreter may give you unreliable results with the new driver. Recognita works fine with the new driver, but you will need to change your scanner type in the Setup to TWAIN.

Note: With any scanning software you use, once you have installed the new driver, you will need to select the new source as your scanner. In some programs, you may also need to select a scanner type. If the type TWAIN is available, this is the one you should select.

Note: After you install the VxD driver, you will have two TWAIN sources for your scanner. Which one you choose will depend on what software you are using to scan. When you are using a 16-bit program (written for Windows 3.x but works in Windows 95) with the scanner, you will need to choose (16). When you are using a 32-bit program (written exclusively for Windows 95) you should use (32). Some 32-bit programs work better with the 16-bit source.



When I tried to begin the install, I got the error message: Cannot find d:\install\setup.exe or one of its components.

Situation & Solution: You need to know the drive letter your CD-ROM. On many computer systems, this is **d:**, but it can be any letter; **e:**, **g:** and **q:** are not uncommon.

Windows 95:

1. Double click on the **My Computer** icon on your desktop. In the window that opens, you should see icons for your floppy drive, your hard drive and your CD-ROM drive.
2. Make a note of the letter that is below the icon for the CD-ROM. This is the drive letter for your CD-ROM.
3. Close the **My Computer** window and try the install again substituting the correct drive letter for the d: in the Quick Start Guide.

Windows 3.1 or Windows 3.11:

1. Double click on the **Main** icon, then double click on the **File Manager**. Across the top, below the title bar, you will see small icons for your floppy drive, hard drive and CD-ROM.
2. Make a note of the letter that is next to the icon for the CD-ROM. This is the drive letter for your CD-ROM.
3. Close the **File Manager** and **Main**. Try the install again substituting the correct drive letter for the d: in the Quick Start Guide.



There is nothing in the selection box when I go to select source.

Situation & Solution: The driver was not installed for one of three reasons.

If you only typed d:\setup.exe, only Image Pals Go will have been installed. The scanner's device drivers (and Info Center) are not installed. Reinstall the Scanning System CD following the directions in the Quick Start Guide:
d:\install\setup.exe.

If there are other programs running while you are installing the driver, it may

not completely install, even though you got the message the installation was successful. You need to ensure there are no programs running in the background when you install the CD.

Windows 95:

1. With your desktop clear, press the **Ctrl**, the **Alt** and the **Delete** keys at the same time (Ctl+Alt+Delete). This will bring up a **Close Programs** window. Everything listed in this window is a running program. **Explorer** is the Windows 95 desktop, you cannot close this program. **Systray** is the taskbar and time listing in generally in the lower right hand corner of your screen, you also cannot close this program (some systems do not list this program in the Close Program window). All other programs can be closed, one at a time.
2. Highlight a program then click on **End Task**. The Close Program window will disappear, but pressing Ctl+Alt+Delete will bring it back up. This will only close these programs until the next time you boot your computer. All of these programs are generally set up to run as soon as you start your computer or boot up Windows.
3. When only Explorer and Systray are listed in the Close Programs window, click on **Cancel**.
4. Try to install the driver once more following the Quick Start Guide instructions.

Note: In Windows 95, you can also install the driver in **Safe Mode**. If you have the installation on CD-ROM, copy the installation files into a temporary directory before shutdown and reboot into Safe Mode, then install from the temporary directory. If you have the installation files on floppy disk, you can install directly from the diskettes in Safe Mode.

Windows 3.1 or Windows 3.11:

1. With your desktop clear, click **Ctrl** and **Esc**. This will bring up a **Task List** window. **Program Manager** is the Windows 3.1 and Windows 3.11 desktop and cannot be closed. All other programs listed are running applications that can be closed one at a time.
2. Highlight a program then click on **End Task** to close it. This will only close these programs until the next time you boot your computer. All of these programs are generally set up to run as soon as you start your computer or boot up Windows.
3. When Program Manager is the only program listed, click on **cancel**.
4. Try to install the driver once more following the Quick Start Guide instructions.

If your Windows directory is not where you tell the installation, it will act as if it hasn't been installed. You will need to check where Windows is located and tell the installation the proper place:

Windows 95:

1. Click on **Start**
2. Click on **Programs**
3. Click on **MS-DOS Prompt**
4. Make a note of the path in front of the flashing cursor. For example: **c:\windows>**. You will have to tell the installation **c:\windows**.
5. Type **exit** and press enter to exit the prompt.

Windows 3.1 or Windows 3.11:

1. Open **Main**
2. Double-Click on **MS-DOS Prompt**
3. Make a note of the path in front of the flashing cursor. For example: **c:\windows>**. You will have to tell the installation **c:\windows**.
4. Type **exit** and press enter to exit the prompt.



Windows 95 did not find my scanner as a new device. Or My scanner is not listed in the Windows 95 Device Manager.

Situation & Solution: Windows 95 does not have built in support for scanning devices. Thus, no scanner will be plug and play in Windows 95. Neither the scanner nor its proprietary card (if it has one) will be seen by Windows 95. On occasion Windows 95 *may* detect an scanner ISA card as an unknown device but it will not have any direct support for it. You must follow the Quick Start Guide that came with your scanner to install it into your system.



I put a piece of paper in my scanner but no image appeared in my Windows.

Situation & Solution: Windows is not a scanning program and has no built in support for scanning devices. You need to use scanning software to scan an image into your computer. Follow the Quick Start Guide that came with your scanner to install the drivers and scanning software.



When I attempt to scan, I get a “Scanner not Ready” error message.

Situation & Solution: If you haven't installed your Info Technician diskettes, you will get this message. Also if you installed them and your scanners device line has been corrupted or deleted for some reason, you will get that message. Do one of the following to solve that problem.

1. **Reinstall the Info Technician** (either on diskettes or CD) that came with your scanner. When the driver has been installed, you will be prompted to restart your computer. After the system has completed the startup sequence, attempt to test your scanner.
2. **If you had a scanner or some sort of image capturing device installed on your computer prior** to installing a Info ImageReader product, make sure all drivers, files, etc. are deleted from your computer. If you are not familiar with doing that, contact the technical support staff for that product.
3. **If you installed a new driver for your scanner** (such as one you have downloaded from the Website), you will need to make sure you have selected the new source in your scanning software. Also, if the interface card for your scanner has two sets of jumpers, you will need to make sure the jumper setting for the IRQ is removed (leave the jumpers for the I/O setting, it is still used by the new scanner driver). If your previous scanner source was labeled 2.01, you will also need to delete the scanner device line from your config.sys.
4. **Some of our earlier 2-Disk Info Technician installations** had a problem with the Info Configuration utility. When you used the utility to adjust your I/O Address setting, the device driver for your scanner was corrupted. The updated Info Technician installation on our Website, BBS or available through our office no longer have this problem.



I have an AT&T Globalyst computer. When I attempt to prescan or scan, I either get a lockup or I get a Fatal Exception 06 Error. (This may happen with other types of systems as well.) (SE6C, SE6CD)

Situation & Solution: This usually happens if you have the Sheetfed Scanner version 2.05 scanning window and the color sheetfed scanner. You can do the following in order to solve this problem:

We have updated 32-bit drivers that you can download that don't have this problem on AT&T Globalyst computers. If you are using InfoCenter 1.1 or earlier, then you will not be able to use those drivers. If you would like to upgrade your version of InfoCenter then contact Info Peripherals for availability. Refer to the next step if that is the case.



When I attempt to scan, I get the message: Please Insert Paper In Scanner.

Situation & Solution: This usually happens if one of the following 3 conditions exist.

- 1. Your interface card was not properly inserted into the computer.** To make sure this is not the case you will want to shut down your computer and make sure that the interface card is inserted correctly.
- 2. The setting on your interface card (jumpers or dip switches) don't match the setting to which your scanner driver is referring.** The SE2HGS, SE6C, SE6CD scanners have interface cards that use the default setting of 270H. The Info Technician installs the drivers with this same default setting. Compare your interface card setting to the chart provided in the User's Guide. If you notice that your card isn't set at the default setting, change it accordingly.
- 3. The current setting you are using for your scanner isn't available.** If this is the case, then you will need to select an alternate I/O address for your scanner. Usually the settings 320H, 360H, 370H are available. Consult the User's Guide that came with your scanner to change the jumper settings or dip switch settings on your interface card (see also below).
- 4. You've tried all of the I/O address settings, and you continue to get the Please Insert Paper In Scanner message.** If this is the case, then your system doesn't recognize the interface card at all. In this case your interface card may need to be replaced. Contact Info Peripherals Tech Support, 408-538-2510, tech@infoconnection.com, or leave a message for the sysop of the Info Peripherals BBS.



When I attempt to calibrate my grayscale sheetfed scanner, I get the message: Scanner does not need to be calibrated. (SE2HGS)

Situation & Solution: You will need to get replacement drivers for your scanner. You can either download the drivers from our Web site (www.infoconnection.com, go to Tech Help, then to Download Area) or from our BBS (408-538-2580) or get a replacement copy from Customer Service (408-538-2534).



My computer will not boot up now that I've connected my scanner to my computer.

Situation & Solution: There are a few situations that we know of that could cause

that to happen.

1. **The interface card wasn't inserted into the computer correctly.** You will want to shut your computer down and make sure the interface card was installed correctly.
2. **The current settings on the card conflict with something on your computer at boot up.** Try changing the I/O setting on the card before installing it into your computer (refer to the User's Guide or see below).
3. **The expansion slot in which you installed the card is not working correctly.** Try a different expansion slot.
4. **The interface card could be defective.** Contact Info Peripherals to obtain a replacement.



I installed my grayscale scanner successfully. When I attempt to scan, I get a solid white streak or a series of streaks in my scans. (SE2HGS)

Situation & Solution: The grayscale wasn't calibrated or the calibration sheet wasn't placed into the scanner correctly. Recalibrate the scanner in order to solve that problem. When you insert the calibrate sheet, be sure to insert the sheet Face Up with the Black Band going through first, followed by the Gray Band. After the calibration is complete, attempt to test the scanner again.



I know own a computer with a fast Pentium (133 MHz or faster), Cyrix or an AMD K5 CPU and my scanner doesn't work now that is it installed.

Situation & Solution: Cyrix and AMD K5 CPUs cause problems because they are internally faster than Pentium-based chips. The information below should help. You may also need to change the I/O address the scanner is using. Some of the Cyrix system boards use I/O 270H for an internal system device. Changing the scanner setting to 320H or 370H should help.

If you are using a Cyrix CPU:

Cyrix has provided us with a patch to solve this problem. The patch can be downloaded from our Web site (www.infoconnection.com, go to Tech Help, then to Download Area) or from our BBS (408-538-2580) or get a copy from Customer Service (408-538-2534).

If you are using an AMD K5 CPU:

There are no utility files available to help the AMD K5 CPU adjust its internal speed. Although you can download or get updated 32-bit drivers. These drivers should work on your system provided you have eliminated any potential conflicts with the scanner.



I get an "Error OC25.DLL, cannot read source" message when installing the Info Technician diskettes. (SE2HGS)

Situation & Solution: An updated scanner driver is available on our web site or BBS to solve this problem or you can get replacement diskettes from our office (see above).



While installing my Info Technician CD-ROM (or diskettes), I get the message: Typelib.dll file out of date, or any dll file out of date. (The message may refer to other files with .dll at the end of it. This covers those files as well if it mentions that the file is out of date. Here is an example of the error message: C:\windows\system\typelib.dll out of date. There are many different versions and updates to these dll files. The installation is encountering a different version of the file on your system.)

Situation & Solution: The series of steps that follow will work any file that has a DLL extension that is being reported out of date.

Windows 95:

1. Click Start then Programs. Click on your MS-DOS Prompt icon. This should place you in your C:\Windows directory.
2. Type in CD\windows\system and press your enter key.
3. Type in Ren typelib.dll typelib.xxx. Then press your Enter key.
4. Type in exit then press your Enter key to return to windows.
5. Click Start then Shut Down. Select Restart Computer.
6. When your computer as finished starting up, attempt to reinstall your Info Technician diskettes.

Windows 3.1 or Windows 3.11:

1. On your Program Manager, click File then Exit. (Make sure all programs are closed prior to exiting windows.)
2. Type in CD\windows\system and press your enter key.
3. Type in Ren typelib.dll typelib.xxx. Then press your Enter key.
4. Type in win and press your Enter key to return to windows.
5. When windows has finished starting up, attempt to reinstall your Info Technician diskettes.

Note: We have developed new One-Disk installs that don't need to reference files with dll extensions. Check our download site for the updated driver installations (see above).



While installing my Info Technician CD-ROM (or diskettes), I get a message about a threed.vbx file out of date. (The message may refer to other files with .vbx at the end of it. This covers those files as well if it mentions that the file is out of date. Here is an example of the error message: C:\windows\system\threed.vbx out of date. There are many different versions and updates to these vbx files. The installation is encountering a different version of the file on your system.)

Situation & Solution: You can attempt to rename the file and restart your computer so it doesn't load at all. Perform the following steps to accomplish this.

Windows 95:

1. Click Start then Programs. Click on your MS-DOS Prompt icon. This should place you in your C:\Windows directory.
2. Type in **CD\windows\system** and press your enter key.
3. Type in **Ren threed.vbx threed.xxx**. Then press your Enter key.
4. Type **exit** then press your Enter key to return to windows.
5. Click Start then **Shut Down**. Select **Restart Computer**.
6. When your computer as finished starting up, attempt to reinstall your Info Technician diskettes.

3.1 or Windows 3.11:

1. On your Program Manager, click File then Exit. (Make sure all programs are closed prior to exiting windows.)
2. Type in **CD\windows\system** and press your enter key.
3. Type in **Ren threed.vbx threed.xxx**. Then press your Enter key.
4. Type in **win** and press your Enter key to return to windows.
5. When windows has finished starting up, attempt to reinstall your Info Technician diskettes.

Note: We have developed new One-Disk installs that don't need to reference files with dll extensions. Check our download site for the updated driver installations (see above).



During installation of my Info Technician CD-ROM (or diskettes) I experience a system lockup. Or When I am installing, I get a error message: Storage.DLL already in use.

Situation & Solution: Usually that is a result of a program or utility open on the system when you're trying to install the disks. You'll want to make sure that all other programs and utilities are closed when attempting to install the Info Technician diskettes. Use the following to accomplish that.

Windows 95:

1. Press the following keys simultaneously in this order: **<CTRL> <ALT> <ESC>**. This opens a window labeled **Close Programs**. Highlight one of the entries and click the End Task button. The Close Programs window will close when you do that. Use that same keystroke sequence again to open the window and proceed with closing your programs.
2. Close every program except Explorer and Systray. Then attempt to install your Info Technician diskettes. If the problem still persists, you will need to restart your computer in **Safe Mode**. Click Start then Shut Down. Select Restart Computer. As your computer restarts, you will see the text: Starting Windows 95. At this point hit your **<F8>** function key. This will give you a Windows 95 Start Menu. Select Safe Mode and press your Enter key.
3. When your system finishes loading, attempt to install your Info Technician diskettes.

3.1 or Windows 3.11:

1. Press the following keys simultaneously in this order: **<CTRL> <ESC>**. This will open your Task List. Highlight one of the entries and click the End Task button. If the Task List closes, then you will need to use those keystrokes again to reopen it.
2. Close every program except the Program Manager. The attempt to install your Info Technician diskettes.

Note: We have developed new One-Disk installs that don't need to reference files with dll extensions. Check our download site for the updated driver installations (see above).



When I attempt to scan, there is no color option available, only Grayscale and Line Art. (SE6C, SE6CD)

Situation & Solution: The Grayscale drivers have been installed. Reinstall the

drivers and be sure to choose ImageReader (SE6C) or ImageReader ADF (SE6CD).



With Windows 95, there are two sources for my scanner, which one do I choose?

Situation & Solution: Which source you choose depends on the software you are using to scan.

- If the software you are using was written for Windows 3.x (most Windows 3.x software works perfectly fine in Windows 95), it is 16-bit software. You will need to select Sheetfed scanner (16) as your source. **Note:** Choosing (32) in a 16-bit program will likely result in an error message when you attempt to scan.
- If the software you are using was written for Windows 95 only, it is 32-bit. You can select either (32) or (16). Some 32-bit scanning software works better with the (16) source. The difference between the (32) and (16) is negligible.



My scanner doesn't work with the Cuneiform OCR software program.

Situation & Solution: The Cuneiform software program loads support for True Hewlett Packard scanners if you don't tell it not to. Our SE2HGS, SE6C, and SE6CD scanners all *emulate* HP Scanners. The support for the True HP scanners needs to be deleted from the system in order for the scanner to work. This will not effect the Cuneiform software at all. Use the following steps to remove those files. So far this seems to only be a Windows 95 issue.

1. Exit Windows. (Windows 95 - Click **Start** then **Shut Down**. Select **Restart In MS-DOS Mode**).
2. At your MS-DOS Prompt, type **CD\windows\system\iosubsys**, then press your Enter key.
3. Type **DEL vhpscand.vxd**, press Enter.
4. Type **CD\windows\system**, press Enter.
5. Type **DEL hpscanner.dll**, press Enter.
6. Type **Exit**, press Enter.
7. After a restart of your computer, you should be able to use your scanner in the cuneiform program.



The book that came with my scanner doesn't tell me how to use the software.

Situation & Solution: The manuals for the software are on the CD-ROM disc that came with your scanner. They are in **pdf** format that can only be read with the **Adobe Acrobat Reader**. The Reader installation is also on the CD (see below).

If you want printed manuals, you can print from the Adobe Acrobat Reader (for pdf files). Info does not offer any pre-printed or bound manuals.

Here is a quick, easy way to find and open the manuals on the scanner CD-ROM:

1. Put the **Info CD** in your CD-ROM drive:
2. Start the **Find** function.
Windows 95:

- a) Click **Start**
- b) Click **Find**
- c) Click **Files or Folders**

Windows 3.1 and 3.11:

- a) Double-click **Main**
- b) Double-click **File Manager**
- c) Click **File**
- d) Click **Search**

3. On the **Named** or **Search For** line, type ***.pdf**.
4. On the **Look In** or **Start From** line, type the drive letter of your CD-ROM.
5. Click **Find Now** or **OK**.
6. This should find the manual files.
 - **Guide.pdf** is the manual for **InfoCenter**.
 - **Ip2go.pdf** is the manual for **Image Pals Go!**

If you have already installed the Adobe Acrobat Reader, all you have to do is double-click on the file name & the Acrobat Reader will load and display the chosen manual.

If you have not already installed the Adobe Acrobat Reader, you must do so to be able to read the manuals.

- 1) With the CD in the drive, click on **Start** (*Windows 95*) or **File** (*Windows 3.1 or 3.11*).
- 2) Click on **Run**.
- 3) Type **D:\Acrobat\Reader.exe** (if D is not your CD-ROM drive letter, substitute your drive letter for the D).
- 4) Click **OK**. This will start the installation. Follow the on-screen prompts from this point.



When I attempt to scan, I get an Image Transfer Failed or Out of Memory message.

Situation & Solution: Error messages while scanning, such as these, usually only occur if there is not enough free disk space or enough free resources for the scanning software to process the image. Even if you seem to have enough free disk space for the image, the virtual memory usage during the image transfer will take up some of the free disk space making it not free for the image transfer.

There are three things that influence the size of the file created when scanning an image: Resolution, Mode, and Scanning area. A higher resolution (dpi) will yield a clearer picture, but it will also create a larger file. A color mode (millions of billions of shades) will create a larger file than a grayscale (256 shades) or black and white (LineArt, Half-tone, Bi-tone, only two shades) mode. A larger scanning area will also create a larger file than a small scanning area. The following example is a letter-sized image scanned with a 30-bit scanner (billions of shades in the color mode). All sizes are approximate and may differ from your own results.

	color	grayscale	black and white
100dpi:	2 ½ Mb	1 Mb	120 Kb
300dpi:	25 Mb	8 Mb	1 Mb
4800dpi:	6 Gb	2 Gb	260 Mb

Try reducing the resolution of your image, reduce the scanning area, change the mode, or free up hard drive space. Information on how to change the resolution, mode and scanning area is in the scanner User's Guide. Freeing up hard drive space is a matter of deleting or otherwise removing unneeded files or programs. Information on how to delete files is in Windows documentation. Which files you delete or remove is your decision (only you know what is important to you). Some software has special uninstall programs to remove them from your computer. The alternative to freeing up hard drive space is getting a larger hard drive.



I just upgraded to Windows NT and now my scanner doesn't work.

Situation & Solution: There are no NT drivers for any of the Sheetfed scanners, nor are there plans, at any time, to develop NT drivers for the Sheetfed scanners.



I don't have a CD-ROM drive, can I get the software for my scanner on floppy diskette?

Situation & Solution: There is a charge to exchange the CD-ROM that came with the scanner to floppy diskettes. The software is all copyrighted material. The charge a floppy exchange for the ImageReader or the ImageReader ADF is \$10 + \$2.50 shipping/handling (total \$12.50).

In addition, to exchange the CD-ROM for floppy disks, you will need to send the CD-ROM back to us with a piece of paper with your name, address, phone number, and scanner model (found on the cover of the Quick Start Guide).

There are 6 diskettes: InfoCenter, Image Pals 2 Go!, and the scanner driver.

You can pay by check, money order, Visa or MasterCard. The address to send it to:

Info
580 Division St
Campbell, CA 95008
attn: Customer Service



If your question is not covered here, check the InfoCenter FAQ and your other software FAQ. If it is not covered either place, contact Info Technical Support for more assistance.

Please include the following information if you contact Info Technical Support. If you do not include the following information (especially if you are faxing or emailing), your support could be delayed as this information is gathered. The following information is generally important to solving the problem with your scanner or software.

NAME: **PHONE NUMBER:** **FAX NUMBER:**
ADDRESS: **E-MAIL ADDRESS:**
COMPUTER MANUFACTURER: (what company built your computer or if it is custom built)
COMPUTER TYPE: (486 or Pentium and what speed)

VERSION OF WINDOWS: (Windows 95 or Windows 3.1 or 3.11)

SCANNER MODEL NUMBER: (Commonly found on the front of the Quick Start Guide)

SERIAL NUMBER: (Usually on the back or bottom of the scanner or on the box)

WHEN YOU PURCHASED THE SCANNER:

WHERE YOU PURCHASED YOUR SCANNER:

PRINTER TYPE: (if your problem is related to your printer)

MODEM TYPE and FAX PROGRAM: (if your problem is related to faxing)

DESCRIPTION OF YOUR PROBLEM: (Please be as specific as possible, including which program you were using to scan, what dpi & mode, etc.)

Info Technical Support will generally reply in the same media. Support personnel are available Monday through Friday 8am to 4:30 pm, Pacific Time, excluding Holidays. Replies are handled in the order we receive them.

➤ **Email:** tech@infoconnection.com

➤ **FAX:** 408-538-2577

➤ **BBS:** 408-538-2580

Phone: 408-538-2510 (if you get voicemail, be sure to leave a phone number and a brief description of your problem).