

PRECISION MAIN MENU

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SECTION 1 INTRODUCTION

Because you are probably unfamiliar with computers, it is recommended that you read through this manual prior to using the computer. This will provide an overview that will make the system easy to use.

Importance of backup copies

Computer systems are subject to loss of information from mechanical failure, interruption of electrical power and human error. You can easily prevent loss of information by doing an HdBackup before doing critical functions and end-of-day Backup 1 (floppy disk backups). The use of backups cannot be overemphasized. Backup copies must be made daily. Two sets of backup diskettes **MUST** be maintained. Alternate the sets of backup diskettes with each use. In the event of a problem, lost data may easily be restored by copying your most recent backup copies onto the hard disk. (See Appendix A, starting on page 41 for more information.)

Precision tip: Alternating backups prevents the loss of information in the rare occurrence of a major computer failure during the backup process.

About diskettes

Information is stored on the hard disk and on floppy diskettes (from now on referred to as disks) in a highly compressed coded manner. Disks are subject to loss of information from numerous sources. The liberal use of spare copies (from now on referred to as backups) cannot be overemphasized! To minimize the possibility of disk failure, follow these precautions:

Always make sure the disks have been removed from the disk drive units before turning the computer on or off.

Keep 3½", Floptical or Zip disks in their boxes or plastic containers.

Work in a clean environment. Do not subject disks to tobacco smoke, tobacco ashes or dust.

Handle the disks carefully.

Always wait until the Windows Desktop or the Ms-Dos prompt (C:\PDS>) appears on the screen before removing the disks from the computer.

Keep disks away from magnetic fields such as motors, telephones, magnetized tools or the computer equipment itself.

Do not subject disks to very high or very low temperatures. (They may warp or get brittle and crack.)

Always have adequate current backup copies of all disks when using the system.

Reformat backup disks before using them for the first time each month.

Turning the computer on and off

Never turn any piece of computer equipment on or off with disks in the computer. This could cause information to be erased from the disks rendering them useless. The order in which you turn the computer equipment on or off may be important. Consult the operator's manual supplied with your computer.

The disk drive units

Before inserting a disk, make sure that all parts of the computer system have been turned on. Note that the power switch for the computer turns on the main unit only. All attachments have their own power switches. The 3½", Floptical and Zip disks are inserted into all disk drives with the metal shutter pointing to the rear of the disk drive unit. The disks are inserted into

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Inserting disks	horizontally mounted disk drive units with the factory label facing up. Vertical units have their disks installed with the label facing left or right depending on the computer. Check the operator's manual. Slide the disk into the slot gently. Do not try to force it.
The keyboard	Some computers provide a numeric keypad and a typewriter type keyboard. The numeric keypad is there for convenience. The keys on the numeric keypad function identically to the keys on the main typewriter keyboard. Any time numeric information is required, you may use the numeric keys on the typewriter keyboard or the numeric keys on the numeric keypad.
The special keys	The computer keyboard is similar in layout to a typewriter but because a computer is not a typewriter, there are special keys on the keyboard which you will use to help control the computer. To promote clarity, when you are to press a specific key, this instruction manual will indicate which key to press by placing the name of that key within left ([]) and right ([]) brackets. For example, on the keyboard is a key marked "Shift". If you were instructed to press that key, the manual would tell you to press [Shift]. Do not type the word "Shift". Press the button that has the word "Shift" printed on it.
Using keys in combination	Sometimes a combination of keys are needed to accomplish a function. The system works in the un-shifted mode, just like a typewriter. That is to say, if you press a letter key, you will get a lowercase letter. To get a capital letter you would hold down the [Shift] key and while holding down the shift key, press the desired letter. For example, if it was desired to type a capital "E", you would press [Shift] and while holding down [Shift], you would press [E]. To simplify this, the manual would say to type [Shift]-[E]. In this manual when two keys are printed next to each other with a connecting dash (-), you must press the keys in the manner explained above.
System reset	The system may be reset by pressing [Ctrl]-[Alt]-[Delete]. Some computers also have a mechanical (hardware) reset. The location of the computer reset button (from now on referred to as [Reset]) varies according to computer design. NEVER PRESS THE [RESET] UNLESS SPECIFICALLY TOLD TO DO SO. PRESSING THE [RESET] AT THE WRONG TIME CAN RESULT IN THE LOSS OF ALL INFORMATION IN THE SYSTEM!
The [Enter] and [Return] keys	Perhaps the most important key on the keyboard is the [Enter]. This key must be pressed to tell the computer that you have completed typing in a piece of information. Some computers have their [Enter] labeled [Return], while some computers have both. The [Enter] and [Return] are interchangeable.
Single character answers	When working with the system, the [Enter] key should NOT be pressed after answering a question which requires the push of only a single key. This will be indicated on the screen by a flashing question mark, a flashing

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message, or a single blinking underscore, called a cursor. Answering a "Y/N" question is one such example. You would press **Y** for yes, **N** for no.

Precision tip: If the prompt is spelled out such as "Yes/No", you will have to type in the word **YES or **NO** and then press [Enter].**

Filling a field

Other times, you will type information into the computer that will consist of more than a single key response. The area into which you type the information will be represented by a black box punched through the blue or white background. The size of the black box represents the size of the field. Characters (letters, numbers, blank spaces and punctuation marks) may be typed into the field until the field is full. The blinking underscore is the cursor which shows the current typing position. As you type in the information, (fill the field) the blinking cursor will move right. If you fill a field, the information will flash. After typing information into a field, whether or not you have used all the space, you must press [Enter]. The system will then move to the next field.

If this instruction manual tells you to type the word "HELLO" and then press [Enter], it would indicate so by telling you to type:

HELLO [Enter]

The [Caps Lock] key

If you find that you are entering capital letters when you expected lower case letters to be displayed, you probably accidentally locked the keyboard in upper case only mode. To unlock the keyboard, press [Caps Lock]. You should now be in the standard un-shifted mode.

[Backspace] key

While filling a field, if you make a mistake and need to backspace a character or two, press the [Backspace]. This will backspace the cursor one space thereby erasing 1 character. By holding that key, the automatic key repeat function will take over and you will get a repeated backspace. This will quickly erase part or all of the information typed into that field. Note that the automatic key repeat works with any key.

Erasing field information

When entering information into a field, erasing the information in that field will not prevent the old field information from returning when leaving that field. To prevent all field information from returning, erase the old field information with [F5], [Alt]-[Delete] or [Backspace]. If the field is a non-numeric field, press the [Space Bar] and press [Enter]. If the field is a numeric field, press **0** (zero) before leaving that field with [F1], [F2], [F9], [F10], [Up Arrow], [Down Arrow] or [Enter].

Erase a line

You can erase a whole line by pressing [F5] or [Alt]-[Delete] at any time. To prevent the line from returning, after erasing the old information, press the [Space Bar] then press [Enter].

Filling successive fields

In several places, the system will request information in several successive fields. In these places the [F1], [F2] or [Up Arrow] will allow you to move to a previous field and retype the information there. By pressing [F9], [F10],

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[Down Arrow] or [Enter], you may return to the point at which you left off. Note that [F9], [F10], [Down Arrow] and [Enter] are interchangeable when filling successive fields.

Non-numeric field

When returning to a non-numeric field that contains information, the system will position the cursor immediately after the last character of information entered in that field. However, if the field is completely filled, the whole field will flash.

Numeric field

When returning to a numeric field that contains information, the contents of that field will flash. Entering information in a numeric field will cause the old information in that field to disappear.

Precision tip: The [F9], [F10], [Down Arrow] and [Enter] keys work differently in sections with Full-Window Text Entry. See the section on Full-Window Text Entry starting on page 5.

[Left Arrow] and [Right Arrow] keys

The [Left Arrow] and [Right Arrow] keys will allow you to position the cursor anywhere within the field information so that corrections may be made to field information without retyping the field information. Once the cursor is placed within the field information, the information at the cursor position may be replaced by typing over the old information.

Precision tip: The [Left Arrow] and [Right Arrow] work differently in sections with Full-Window Text Entry. See the section on Full-Window Text Entry starting on page 5.

[Tab] key

Pressing [Tab] will move the system cursor to the beginning of the field.

[Home] key

Like [Tab], pressing [Home] will move the system cursor to the beginning of the field.

[End] key

Pressing [End] will move the cursor to the end of the field information.

[Delete] key

Once the cursor has been placed within field information, the character over the cursor may be removed by pressing [Delete]. The character directly above the cursor will disappear and all field information to the right of the cursor will move one position to the left.

[Insert] key

Pressing [Insert] will make room for additional field information within existing field information. Each time [Insert] is pressed, a blank space is inserted in the field information directly above the cursor. All previously existing field information above and to the right of the cursor will move one position to the right. You may press [Insert] repeatedly to make room for more than one additional character of field information.

Precision tip: The [Insert] works differently in sections with Full-Window Text Entry. See the section on Full-Window Text Entry below.

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Precision tip: [Insert] will not work while entering information into a numeric field.

Precision tip: As [Insert] is used, any field information pushed beyond the right-most edge of the field will be lost.

Typing ahead of the computer

It is possible to type information into the computer faster than the system can respond to that information. Even though the information does not appear to have been accepted by the computer, the computer will have memorized the information and will feed it to the system when it is able to process that information. This feature is called type-ahead. Type-ahead is active at all times except in certain critical places.

[Esc] key

The [Esc] key has been reserved for circumstances where your special attention is required, to allow you to tell the system to go back to the previous function or to cancel a function.

Printing the screen

At any time you may have the computer copy whatever you see onto the printer (screen print) by pressing [Print Screen]. Make sure the printer is on and that it has paper in it prior to using this screen print function. If the printer is off or out of paper, the computer can freeze up. On a Windows 95/98/ME system, press [Shift]-[Print Screen].

FULL-WINDOW TEXT ENTRY

Full-window text entry

The Full-window text entry is used in different areas of the system. That means the system works very much like a word processor.

The Full-window text entry automatically moves to the next line if the text you type doesn't fit on the line. This is called word-wrap. With word-wrap you don't press [Enter] to begin a new line within the same paragraph. As you add or insert text, word-wrap automatically rearranges the lines of text to accommodate the new text.

[Enter] key

[Enter] ends the current paragraph by placing a paragraph symbol (¶) in the text. If [Enter] is pressed in the middle of a line of text, text to the right is moved down to the next line. If the next line is not blank, word-wrap will adjust the text. Paragraph symbols never appear on the hard copy.

Precision tip: If you do not wish to have the paragraph symbol appear on the screen use [Down Arrow] to move to the next blank line you would like to use. Press [Home] or [Tab] to move back to the left margin. (Please read "Prevent word-wrap" below for more information.)

Prevent word-wrap

Sometimes you will want to prevent word-wrap. Pressing [Enter] at the end of a paragraph will prevent word-wrap from running that paragraph into the next paragraph. Normally, as you add text, blank lines beneath will be used. Pressing [Enter] to make blank lines between paragraphs will

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prevent the blank lines from being used when adding text to the paragraph above.

Precision tip: If you would like to add to the middle of a paragraph, press [Enter] where you would like to start adding text. Before adding the new text, press [Left Arrow]. After you have entered the new text make sure you have a blank space at the end of the text just added. Then, using the arrow keys, move the cursor under the paragraph symbol (¶) and press [Delete]. This will move the remaining text back up to the new text.

[Left Arrow] key

[Left Arrow] will move the cursor one character to the left. No characters will be erased. If the cursor is at the beginning of a line, the cursor will move to the end of the previous line.

[Right Arrow] key

[Right Arrow] will move the cursor one character to the right. No characters will be erased. If the cursor is at the end of a line, the cursor will move to the beginning of the next line.

[Home] & [Tab] keys

[Home] or [Tab] will move the cursor to the beginning of the line.

[End] key

[End] will move the cursor to the end of the line.

[Up Arrow] key

[Up Arrow] will move the cursor one line closer to the first line. The text will scroll if necessary.

[Down Arrow] key

[Down Arrow] will move the cursor one line closer to the last line. The text will scroll if necessary.

[Page Up] key

If the number of allowed text lines is greater than the window size, [Page Up] will scroll the text so that lines closer to the first line become visible. The cursor position will not change.

[Page Down] key

If the number of allowed text lines is greater than the window size, [Page Down] will scroll the text so that lines closer to the last line become visible. The cursor position will not change.

[Insert] key

[Insert] will insert a blank space at the cursor position. All text from the cursor position to the right of the cursor will move one space right.

[Delete] key

[Delete] will remove the character at the cursor position. All text on the same line but to the right of the cursor will move one space to the left.

[Backspace] key

[Backspace] will erase the character to the left of the cursor. All text from the cursor position to the right of the cursor will move one space to the left.

Precision tip: As you delete text by using [Delete] or [Backspace], word-wrap will not automatically move text up from the previous line. You may force text to move up from

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the previous line by positioning the cursor to the right of the text on the line and pressing [Delete].

[F5] key

[F5] will erase the entire line that the cursor is on leaving the whole line blank. If the next key pressed is an [Up Arrow] or a [Down Arrow], the erased text is restored. Pressing any other key, including [Space bar], will prevent the deleted line from returning. Pressing [F5] while on a blank line will remove the line. All lines beneath will move up.

[Shift]-[F5]

Pressing [Shift]-[F5] will shift all lines from the line that the cursor is on down one line. The line with the cursor will be blank.

Overflow text area

When entering or inserting text it is possible to push the last line of text past the last available line (bottom of the text area). When this happens the line of text that is pushed off is temporarily held in an overflow area. The overflow area can only store one line of text. Therefore, if you enter additional text that causes another line to be pushed into the overflow area, any information already in the overflow area will be lost. Pressing [Esc] to exit the edit mode and stop entering text will also cause the loss of any text in the overflow area.

Overflow warning message

If text has been pushed into the overflow area the system will show the following warning message:

TEXT HAS EXCEEDED AVAILABLE SPACE

When this message appears, **STOP** entering text and **DO NOT** press [Esc]. You may retrieve the line in the overflow area as described below.

Retrieve overflow text line

Delete a line anywhere in the text area. This will cause the following lines to move up. When the text moves up, the line from the overflow area will move up onto the last available text line.

Precision tip: If you are working in C.A.R.S. - Repair orders (pending) - Description of work you can add additional lines to the text area. After retrieving the line from the overflow area, press [Esc]. When "Your selection" is displayed, press [Ctrl]-[A] for each line you would like to add.

Note: For each line added to the Description of work, there will be one less parts line. For example, if you were to add two lines to the Description of work you will only have twenty-nine lines to enter parts.

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SECTION 2.0 INSTALLING THE SYSTEM

Install system to hard disk

The instructions below describe the installation of Precision Data Systems' software on a Windows 95 / 98 / ME or MS-Dos systems.

Precision tip: The instructions assume that the Windows or Ms-Dos system is already up and running.

When installing the system on a computer with Windows 95/98/ME, close any open programs, shut down your system and when safe, turn off the computer. If your system is Ms-Dos, exit any programs and turn off the computer. Follow the instructions below for installing the Security Plug.

Install Security Plug

Included with the Master Diskettes is a plug to install onto the back of your computer. The plug is a security device which will protect both of us. It will prevent our software from falling into the hands of un-licensed users and will prevent someone from making a copy of your system to steal your customers. This plug **MUST** be installed before using your system.

HOW TO INSTALL THE SECURITY PLUG

1. Turn Off the computer. Disconnect the parallel printer cable from the back of the computer. **(Multi-users note: Install plug on the Fileserver.)**
2. Insert the enclosed plug firmly into the outlet that the printer cable had been plugged in. Note the shape of the enclosed plug. It will only plug in one way. Carefully tighten the retaining screws. Do **NOT** over tighten.
3. Attach printer cable to the plug and tighten.
4. Turn on the computer. Follow the instructions listed below.

Extension cables are available if attaching the enclosed plug interferes with the location of the computer.

If you are installing the software on an Ms-Dos system skip to page 14.

INSTALLING THE SYSTEM ON WINDOWS 95 / 98 / ME

Installing the software on Windows 95 / 98 / ME

Insert the WINDOWS 95 / 98 / ME INSTALLATION DISK in drive "A". After inserting the disk, click on the "Start" button, click on "Run" and type: **A:\SETUP**. Click the "OK" button. The computer will go through some initial setup.

Next, the system will show a screen recommending you exit all Windows programs. Click the "Next" button.

Destination directory

The system will show that the PDS Software will be installed in the "PDS" directory. Click the "Next" button.

Precision tip: Unless you have more than one copy of PDS Software on your computer you should use the PDS directory.

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The system will now show that it is adding necessary files.

RUNTIME DISK

You will be asked to insert the RUNTIME DISK into drive "A". Remove the WINDOWS 95 / 98 / ME INSTALLATION DISK and insert the RUNTIME DISK. Click the "Yes" button to continue.

HD INIT DISK

After the system transfers the information from the RUNTIME DISK the system will ask you to insert the HD INIT DISK into drive "A". Insert the HD INIT DISK and click the "Yes" button to continue.

Install The Manager's Assistant™

After the system transfers the information from the HD INIT DISK the system will ask "Install the Manager's Assistant Program?". If you purchased The Manager's Assistant™, click on the "Yes" button, otherwise click on the "No" button.

If you clicked on the "Yes" button to install The Manager's Assistant™ the system will ask for the following disks: SYSTEM DISK, MAINDATA DISK, MA PROGRAM DISK and the CHECK DISK. When prompted for the disk insert the disk into drive "A" and click the "Yes" button.

Precision tip: With the master disks you will find a Master disk labeled "MA CONVERSION", this disk will not be installed on the system. It is used to store conversion programs that may be needed at a later time. Keep this disk with your Master Disks.

Install The Manager's Assistant™ Accounts Payable

After the system transfers the information from the CHECK DISK it will ask "Install The Manager's Assistant™ Accounts Payable?". If you purchased The Manager's Assistant™ Accounts Payable function click the "Yes" button, otherwise click the "No" button.

If you clicked the "Yes" button to install The Manager's Assistant™ Accounts Payable function the system will ask for the PAYABLES DISK. Insert the disk and click the "Yes" button.

Install The Service Manager™

The system will ask "Install The Service Manager™ Program?". If you purchased The Service Manager™ click on the "Yes" button, otherwise click on the "No" button.

If you clicked the "Yes" button to install The Service Manager™ the system will ask for the SM PROGRAM DISK and then the SM SETUP DISK. Insert the disks as asked for and click on the "Yes" button.

Install Precision Parts Manager

The system will ask "Install the Precision Parts Manager Program?". If you purchased Precision Parts Manager click on the "Yes" button, otherwise click on the "No" button.

Precision tip: If you did not purchase the Precision Parts Manager but you did purchase C.A.R.S. computerized repair

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orders, the Precision Parts Manager Program MUST be installed. The PI PROGRAM disk contains files which C.A.R.S. needs to run.

If you clicked on the "Yes" button to install Precision Parts Manager the system will ask for the PI PROGRAM DISK.

Install C.A.R.S.

The system will ask "Install the C.A.R.S. Program?". If you purchased C.A.R.S. click on the "Yes" button, otherwise click on the "No" button.

If you clicked on the "Yes" button to install C.A.R.S. the system will ask for the POS PROGRAM DISK, the POS SETUP DISK, POS UTILITY DISK and the POS DATA DISK. Insert the disks as asked for and click on the "Yes" button

Install Newkey

After the system transfers the information from the POS DATA DISK it will ask "Install the Newkey Program?". If Newkey was supplied with your system click on the "Yes" button, otherwise click on the "No" button.

If you clicked on the "Yes" button to install Newkey the system will ask for the NEWKEY DISK.

Install the Mitchell Interface

The system will ask "Install the Mitchell Interface?". If you have purchased the Mitchell interface click on the "Yes" button, otherwise click on the "No" button.

If you clicked the "Yes" button to install the Mitchell interface the system will ask for the MITCHELL INTERFACE DISK. After the system has transfers the information from the MITCHELL INTERFACE DISK the system will display the following in "Notepad":

MITCHELL INTERFACE INSTALLATION NOTES:

An environment variable must be set to tell the system where to find the CD-ROM drive. This is done by editing the PdsSet.Bat file which is located in the Directory you specified earlier during this installation. Add the following command:

```
SET MITCHELL=n
```

The "n" represents the drive letter for the CD-ROM drive. The value of "n" MUST be as follows:

```
3 = drive D      4 = drive E      5 = drive F
6 = drive G      7 = drive H
Values beyond 7 (drive H) are not supported.
```

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Example: If the CD-ROM drive is drive "F:" use the following command:

```
SET MITCHELL=5
```

To print a copy of these instructions click on "File", then click "Print".

Exit Mitchell Interface notes

Click on the "X" button to exit the Mitchell notes.

Install the Quick Quote Interface

The system will ask "Install the Quick Quote interface?". If you purchased the Quick Quote interface click on the "Yes" button, otherwise click on the "No" button.

If you clicked on the "Yes" button to install the Quick Quote interface the system will ask for the QUICK QUOTE INTERFACE DISK. After the system transfers the information from the QUICK QUOTE INTERFACE DISK the system will display the following in "Notepad":

QUICK QUOTE INTERFACE INSTALLATION NOTES:

To allow Quick Quote to work correctly with the Precision Data Systems' Interface, the "Quick Quote Database & Program" must be installed as follows:

Click on Start, Programs, Ms-Dos prompt. Select an unused Ms-Dos drive letter. To determine if a drive letter is available, at the "C" prompt, type:

```
DIR n: [ENTER]
```

The "n" is the drive letter "D", "E", "F" or "G". If the computer responds, "Invalid drive specification", that drive letter is unused. After locating an unused drive letter, enter the following command:

```
SUBST n: %DST% [ENTER]
```

The "n" represents the unused drive letter. %DST% represents the directory you specified earlier during this installation. For example, if you specified the ABC directory and found drive letter D unused, the command would be:

```
SUBST D: C:\ABC [ENTER]
```

Next, install the Quick Quote Database & Program. When prompted for the hard drive letter, enter the letter chosen above.

To print a copy of these instructions, click on "File", then click "Print".

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Exit Quick Quote Interface notes

Click on the "X" button to exit the Quick Quote notes.

Install the Filedrawer

The system will ask "Install the Filedrawer Program?". If you have purchased the Filedrawer Program click on the "Yes" button, otherwise click on the "No" button.

If you have clicked the "Yes" button to install the Filedrawer Program the system will ask for the FILEDRAWER DISK.

Install Tickler Letters

The system will ask "Install the Tickler Letters Program?". If you have purchased the Tickler Letters Program click on the "Yes" button, otherwise click on the "No" button.

If you have clicked the "Yes" button to install the Tickler Letters Program the system will ask for TICKLERS DISK.

Precision tip: In with the Master disks you will find a disk labeled "A: FILE CD HLW" this disk does not get installed. Keep this disk with your Master Disks.

Completing the Windows 95/98/ME installation

The system will now display the "Installation complete" screen. Before you can use PDS Software, you must restart Windows or your computer. Make sure you have removed the last disk from the "A" drive.

The "Yes, I want to restart my computer now." will be chosen. Click the "Finish" button. The computer will restart. When Windows has loaded you will be on the Windows "Desktop" and a "Pds" window will be open.

If applicable, complete the instructions given for the Mitchell Interface and the Quick Quote interface given above.

Setting up the Windows 95/98/ME system for use

Before you use the PDS software you **MUST** go through the Company setup for **each of the systems you have purchased**. To do this double click on the "PDS_Menu" icon. When the Precision Data Systems Main Menu appears, press the letter for the first program listed on the menu. Go through the Company setup for that program. (See the Instruction manual for the program chosen for more information.) Do this until you have completed all of the company setups.

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SECTION 2.0 INSTALLING THE SYSTEM

INSTALLING THE SYSTEM ON MS-DOS

Install the software on an Ms-Dos system

Insert the MS-DOS INSTALLATION DISK in drive "A". To install the system on a computer with Ms-Dos, type: **A:INSTALL** [ENTER].

The following will appear:

Precision System Installer
Copr. 1987-2001 by Robert Pollock

This will install Precision Data Systems' programs into a "PDS" directory on hard disk C and will rename your CONFIG.SYS and AUTOEXEC.BAT files to AUTOEXEC.OLD and CONFIG.OLD respectively.

Precision tip: If your current CONFIG.SYS and AUTOEXEC.BAT files have been customized, you will have to manually add the appropriate lines to those files.

Press to continue. Pressing [Esc] cancels the installation.

RUNTIME DISK / HD INIT DISK

You will be asked to insert the RUNTIME DISK into drive "A". Do so and press to continue. After the system transfers the information from the RUNTIME DISK the system will ask you to insert the HD INIT DISK into drive "A". Do so and press to continue.

Install The Manager's Assistant™

After the system transfers the information from the HD INIT DISK the system will ask "INSTALL the Manager's Assistant Program ? ()". If you purchased The Manager's Assistant™ press , otherwise press .

If you pressed to install The Manager's Assistant™ the system will ask for the SYSTEM DISK, MAINDATA DISK, MA PROGRAM DISK and the CHECK DISK. Insert the disks as asked for and press .

Precision tip: With the master disks you will find a Master disk labeled "MA CONVERSION", this disk will not be installed on the system. It is used to store conversion programs that may be needed at a later time. Keep this disk with your Master Disks.

Install The Manager's Assistant™
Accounts Payable

After the system transfers the information from the CHECK DISK it will ask "INSTALL The Manager's Assistant™ Accounts Payable ? ()". If you purchased The Manager's Assistant™ Accounts Payable function press , otherwise press .

If you pressed to install The Manager's Assistant™ Accounts Payable function the system will ask for the PAYABLES DISK. Insert the PAYABLES DISK into drive "A" and press to continue.

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Install The Service Manager™

The system will ask "INSTALL The Service Manager™ Program ? ()". If you purchased The Service Manager™ press , otherwise press .

If you pressed to install The Service Manager™ the system will ask for the SM PROGRAM DISK and the SM SETUP DISK. Insert the disks as asked for and press .

Install Precision Parts Manager

The system will ask "INSTALL the Precision Parts Manager Program ? ()". If you purchased Precision Parts Manager press , otherwise press .

If you pressed to install Precision Parts Manager the system will ask for the PI PROGRAM DISK. Insert the disk and press to continue.

Precision tip: If you did not purchase the Precision Parts Manager but you did purchase C.A.R.S. computerized repair orders, the Precision Parts Manager Program MUST be installed. The PI PROGRAM disk contains files which C.A.R.S. needs to run.

Install C.A.R.S.

The system will ask "INSTALL the C.A.R.S. Program ? ()". If you purchased C.A.R.S. press , otherwise press .

If you pressed to install C.A.R.S. the system will ask for the POS PROGRAM DISK, the POS SETUP DISK, the POS UTILITY DISK and the POS DATA DISK. Insert the disks as asked for and press .

Install Newkey

After the system transfers the information from the POS DATA DISK it will ask "INSTALL the Newkey Program ? ()". If Newkey was supplied with your system press , otherwise press .

If you pressed to install Newkey the system will ask for the NEWKEY DISK. Insert the disk and press to continue.

Install the Mitchell Interface

The system will ask "INSTALL the Mitchell interface ? ()". If you have purchased the Mitchell interface press , otherwise press .

PRECISION MAIN MENU

SECTION 2.0 INSTALLING THE SYSTEM

If you pressed to install the Mitchell interface the system will ask for the MITCHELL INTERFACE DISK. Insert the disk and press to continue. After the system has transfers the information from the MITCHELL INTERFACE DISK the system will display the following:

MITCHELL INTERFACE INSTALLATION NOTES:

An environment variable must be set to tell the system where to find the CD-ROM Drive. This command must be added to your "AUTOEXEC.BAT" file. Use the command:

```
SET MITCHELL=n
```

where "n" represents the drive letter for the CD-ROM drive. The value for "n" must be as follows:

3 = drive letter D 5 = drive letter F 7 = drive letter H
4 = drive letter E 6 = drive letter G

Example: If the CD-ROM is assigned drive "F:", use:

```
SET MITCHELL=5
```

Values beyond 7 (beyond drive letter H) are not supported.

To print a copy of these instructions on your printer, press [PRINT SCREEN].

Press to continue or [ESC] to cancel.

Precision tip: If you have installed the Mitchell Interface you MUST add the above command to the AUTOEXEC.BAT file before using your computer.

Install the Quick Quote Interface

The system will ask "INSTALL the Quick Quote interface? ()". If you purchased the Quick Quote interface press , otherwise press .

If you pressed to install the Quick Quote interface the system will ask for the QUICK QUOTE INTERFACE DISK. Insert the disk and press to continue. After the system transfers the information from the QUICK QUOTE INTERFACE DISK the system will display the following:

QUICK QUOTE INTERFACE INSTALLATION NOTES:

To allow it to work correctly with the Precision Data Systems' Interface, the "Quick Quote Program and Data Base" must be installed as follows:

Select an unused MSDOS drive letter. To determine if that letter is available, at the "C" prompt, type:

```
DIR n:[ENTER]
```

where "n" is the letter "D", "E", "F", or "G". If the computer responds, "Invalid drive specification", that letter is unused.

After locating an unused drive letter, enter the command:

PRECISION MAIN MENU

SECTION 2.0 INSTALLING THE SYSTEM

SUBST n: C:\PDS

where "n" represents the unused drive letter. For example, if you found drive letter D unused, the command would be:

SUBST D: C:\PDS

Next, install the Quick Quote Database & Program. When prompted for the hard drive letter, enter the letter chosen above.

To print a copy of these instructions on your printer, press [PRINT SCREEN].

Press to continue or [ESC] to cancel.

Install the Filedrawer

The system will ask "INSTALL the Filedrawer Program? (N)". If you have purchased the Filedrawer Program press , otherwise press N.

If you have pressed to install the Filedrawer Program the system will ask for the FILEDRAWER DISK. Insert the disk and press to continue.

Install Tickler Letters

The system will ask "INSTALL the Tickler Letters Program? (N)". If you have purchased the Tickler Letters Program press , otherwise press N.

If you have pressed to install the Tickler Letters Program the system will ask for TICKLERS DISK. Insert the disk and press to continue.

Precision tip: In with the Master disks you will find a disk labeled "A B F I E L D H L W" this disk does not get installed. Keep this disk with your Master Disks.

The system will ask you to "Re-insert the INSTALLATION DISK into Drive A:". Do so and press to continue.

Completing the Ms-Dos installation

After the system transfers the information from the INSTALLATION DISK the system will display the following:

You must RESET your computer before operating the Precision Data Systems software.

Installation is Complete.

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If applicable, complete the instructions given for the Mitchell Interface and the Quick Quote interface given above.

PRECISION MAIN MENU

SECTION 2.0 INSTALLING THE SYSTEM

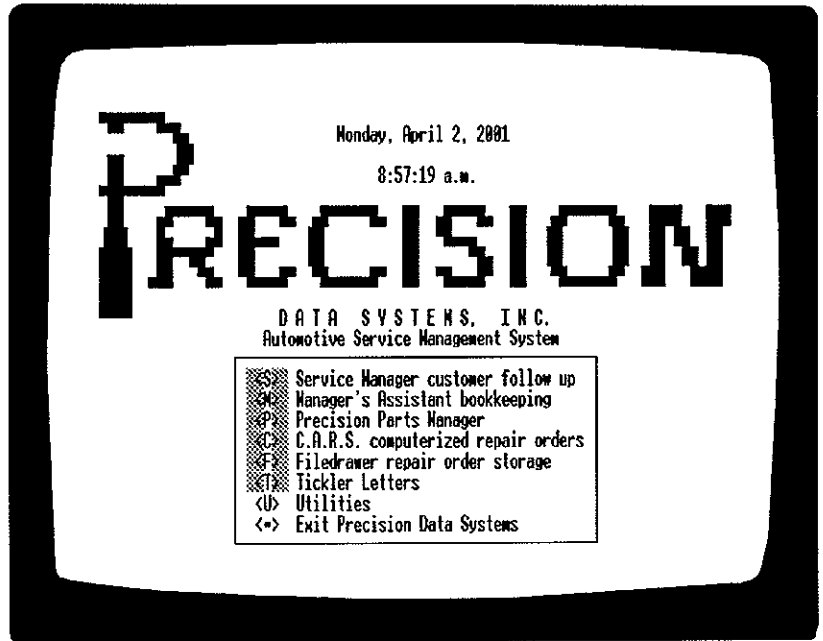
Setting up the Ms-Dos system for use

Before you use the PDS software you **MUST** go through the Company setup for **each of the systems you have purchased**. To do this, press the letter for the first program listed on the menu. Go through the company setup for the chosen program. (See the Instruction manuals for each of the programs for more information on company setups.) Do this until you have completed all of the company setups.

SECTION 2.1 PRECISION MAIN MENU

Precision Main Menu

Upon the entering Precision Data Systems' each day the following will appear:



Precision tip: Only the parts of the programs you have purchased will appear on the Precision Main Menu.

The Service Manager™

The Service Manager™ by Precision Data Systems is designed to merchandise automotive service work by keeping vehicle service history records, sending customers service reminders and promoting additional service sales. The Service Manager™ also accumulates useful statistics about the services sold and the employees who performed those services. The Service Manager™ directly integrates with Precision Data Systems' Computerized Automotive Repair order System (C.A.R.S.). The information generated is consistent with and may be used to supplement the information generated by The Manager's Assistant™.

Information managed

The information is taken directly from your shop repair orders. For each vehicle that comes into your shop, the system will store the owner's name, address, city, state, zip code and the home and work phone numbers. The Service Manager™ will also store the number of times the vehicle was in for service and the dollars spent for a current and cumulative time period (which are user definable).

Also the system will keep track of twenty categories of service, recording the date that service was performed, the number of miles on the odometer at the time that service was performed, and the employee who performed the service for each of the twenty categories. The Service Manager™ will also keep track of when the customer was last sent a letter thanking him for his business, and whether the system has mailed any of twenty automatic reminder letters.

PRECISION MAIN MENU

SECTION 2.1 PRECISION MAIN MENU

The Service Manager™ will also accumulate the number of vehicles serviced by each employee and the number of service jobs performed by each employee according to the twenty categories. These statistics are accumulated for later analysis.

The Manager's Assistant™

The Manager's Assistant™ is a fully integrated bookkeeping system designed to simplify the daily and monthly paper work found in auto repair facilities and service stations. It:

- Quickly balances 1 to 4 shifts per day
 - Maintains a perpetual inventory of key items
 - Accumulates, bills and ages the accounts receivable
 - Accumulates sales by department and employee
 - Provides a gross margin analysis
 - Evaluates sales vs. budgets
 - Produces a business analysis
 - Reports gross margin estimates based on actual sales
 - Compares actual sales to targeted amounts
 - Calculates employee commissions and salesman commissions
 - Prints pay checks
 - Prints a paid-out report with audit trail
 - Maintains two checking accounts
 - Writes checks and itemizes expenditures by account and payee
 - Accumulates information month to date and year to date
- With the fuel module, the system will also:
- Handle 4 products and 2 types of service
 - Balance 24 dispensers
 - Balance storage tanks and convert stick readings to gallons
 - Recommend a gasoline order by product
 - Provide a comprehensive pool margin analysis

The Manager's Assistant™ directly integrates with Precision Data Systems' Computerized Automotive Repair order System (C.A.R.S.). The information generated is consistent with and may be cross-checked with the information entered into Precision Parts Manager. Information generated by the Service Manager™ can be used to supplement information generated with The Manager's Assistant™.

Information managed

The information is taken from your shift sheets, shop repair orders, house charge tickets, cash paid out slips, and checking account records. As little or as much information as desired may be printed in a format convenient to the user. A complete audit trail is maintained.

The Manager's Assistant™ system is designed to be used by owners and managers of service facilities and service stations.

Precision Parts Manager

Precision Parts Manager is an easy to use self managing inventory system which will organize your inventory into logical groups. It has been designed to provide you with the hard facts necessary to make inventory decisions that will aid in improving inventory turnover and increase inventory coverage

PRECISION MAIN MENU

SECTION 2.1 PRECISION MAIN MENU

while decreasing inventory cost. Precision Parts Manager directly integrates with Precision Data Systems' Computerized Automotive Repair order System (C.A.R.S.). The information generated is consistent with and may be used to cross-check the information entered into The Manager's Assistant™.

Types of inventory systems

Precision Parts Manager may be used as a perpetual inventory system, a sales-tracking periodic inventory system, or as a conventional periodic inventory system. The system contains features specifically designed to ease the taking of physical inventories.

Information managed

The information is taken directly off of your sales receipts or repair orders, vendor invoices and your purchase orders. Precision Parts Manager will constantly evaluate your inventory at retail level, current cost (last cost), weighted average cost (average cost) and lower of cost or market (L.C.M. cost).

The system will cross reference each stocked item to the last sale, receipt (last 5 times) and last order, and keep track of the quantity, date and invoice number of these transactions. It will also maintain unit sales volume information for the last 24 months and for two other time periods (current and cumulative) which are user definable.

C.A.R.S.

C.A.R.S., an extension of Precision Parts Manager, produces the repair order submitted to the customer. This eliminates hand written repair orders and fully integrates Precision Parts Manager, The Service Manager™, The Manager's Assistant™, Filedrawer and Tickler Letters. Once the customer has the completed repair order, all paper work associated with that repair order is complete.

Filedrawer

Filedrawer extends the capability of The Service Manager™ and C.A.R.S. by storing all repair orders for each vehicle in complete detail.

Tickler Letters

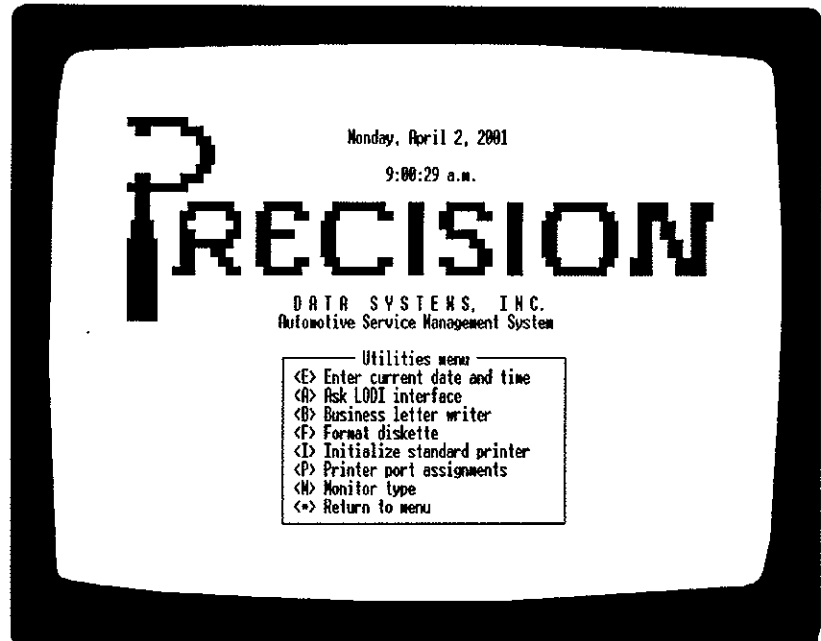
Tickler letters extends the capability of Filedrawer and C.A.R.S.. It allows you to send letters reminding customer's of important services which were noted on their repair orders.

PRECISION MAIN MENU

SECTION 2.1 PRECISION MAIN MENU

Utilities

Selecting the Utilities function will display the Utilities menu as shown below.



Briefly, this is what each choice will do:

Enter current date and time

Allows you to change the system date and time.

Ask LODI interface

Transfers critical information from The Manager's Assistant™ and Precision Parts Manager into Ask LODI.

Business letter writer

Will allow you to type a one page letter or other one page document.

Format diskette

Allows you to easily format a diskette.

Initialize standard printer

Puts the printer into condensed mode (17 characters per inch).

Printer port assignments

Routes printing to printers on ports other than LPT 1.

Monitor type

Tells the system whether you are using a monochrome or color monitor. If you are using a color monitor you will have a choice of two different color schemes. (See Monitor type on page 30 of this manual for more information.)

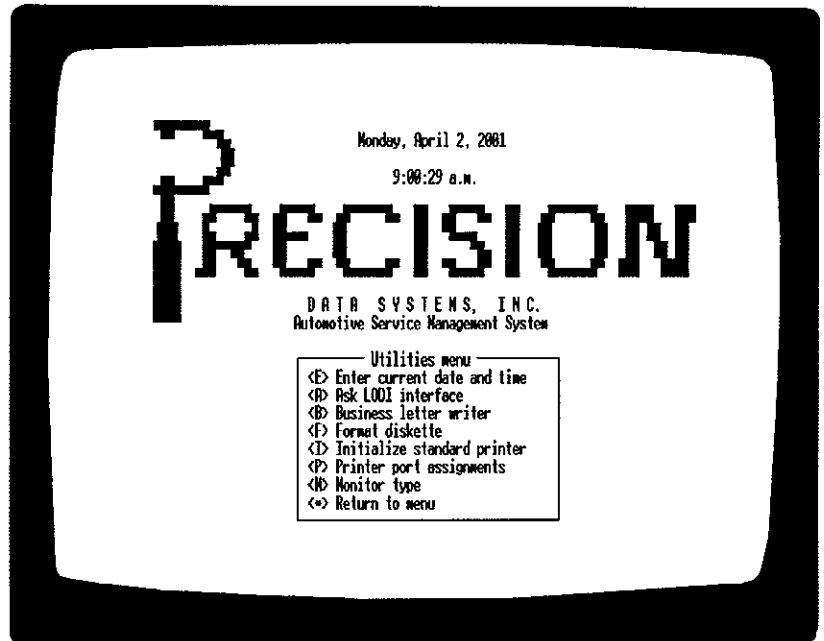
Return to menu

Returns to the Precision Main Menu.

SECTION 3 UTILITIES

Utilities menu

Selecting the **U**tilities function will display the Utilities menu as shown below.



ENTER CURRENT DATE AND TIME

Enter current date and time

The **E**nter current date and time function on the Utilities menu allows you to change the system date and time.

Entering the system date

The date and time will be memorized by the computer. Always enter the correct date. The computer date stamps information as it is recorded on the disk. The system uses the date to help manage the system. The system date must be entered in the format MM/DD/YYYY. That means if today is March 13, 2001, you would type:

03132001 [Enter]

You must use two digits for month and day. Use four digits for the year. The system will type the slashes for you.

Entering the time

The system shows the time on the Precision Main Menu screen and also prints the time on repair orders in C.A.R.S..

The system time must be entered in the format HH:MM:SS. The time must be entered in military (24 hour) format. For example, if the time is 3:20pm you would type:

152000 [Enter]

You must use two digits for hour, minutes and seconds. The system will type the colons for you. After entering the time you will be returned to the Precision Main Menu.

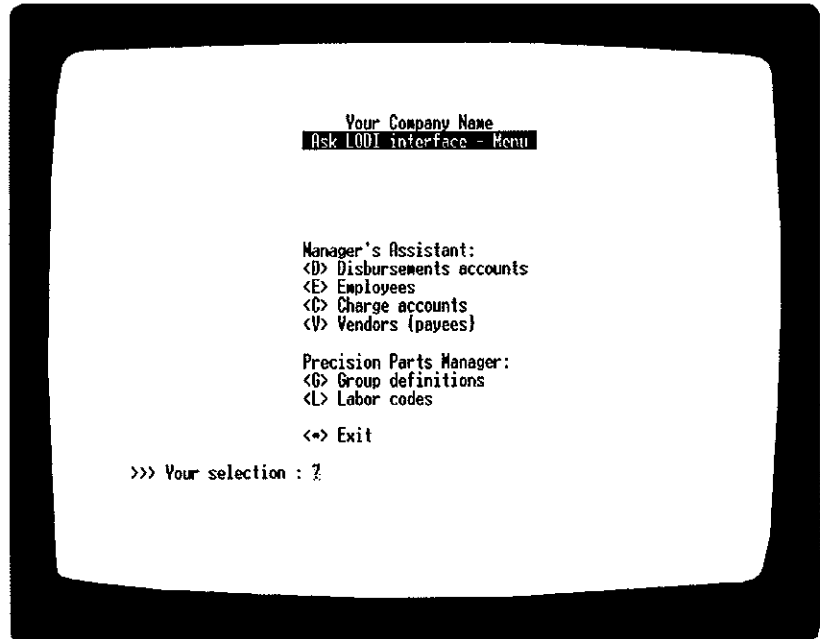
PRECISION MAIN MENU

SECTION 3 UTILITIES

ASK LODI INTERFACE

Ask LODI interface

The Ask LODI interface will allow you to transfer information from The Manager's Assistant™ and Precision Parts Manager to Ask LODI with the press of just a single key. At the Precision Main Menu - Utilities menu, chose Ask LODI interface the following will appear:



The following is a description of what can be added to Ask LODI:

From The Manager's Assistant™:

Disbursement accounts: will add the account number and description of your disbursement accounts from The Manager's Assistant™.

Employees: will add the employee number, name, address and phone number for all employees listed in The Manager's Assistant™. The system will also give you the option of including the "Comment" line from the employee records.

Charge accounts: will add the name, account number, address and phone number for house charge account customers listed in The Manager's Assistant™ - Accounts Receivable.

Vendors (payees): will add the vendor abbreviation, name, address, phone number and contact for all vendors listed in The Manager's Assistant™ - Checking Accounts.

Precision tip: After adding new disbursement accounts, employees, house charge accounts or vendors you should update the entries in the Ask LODI interface. To do this,

PRECISION MAIN MENU

SECTION 3 UTILITIES

return to the Ask LODI interface and press the letter for the section which you have added the information.

From Precision Parts Manager:

Group definitions will add the Group number and description information for all active groups listed in the Precision Parts Manager.

Labor codes will add the labor code and description information for all labor operation codes (stock numbers) with the prefix of 01-.

Precision tip: After adding new labor codes go to Precision Parts Manager and run the "Posting" function. Then return to the "Ask Lodi" interface and press **L.**

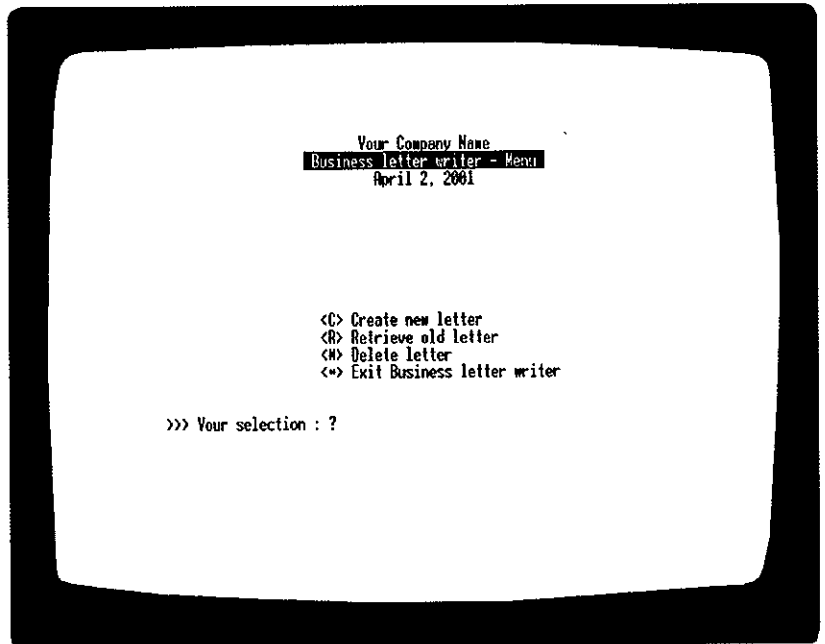
BUSINESS LETTER WRITER

Business letter writer

The Business Letter Writer, found in Precision Main Menu - Utilities, will allow you to type a one page letter. You will also find it useful for typing any kind of one page document. The Business letter writer uses Full-window Text Entry. (See Section 1 starting on page 5 of this manual for information on how to use Full-window Text Entry.)

Entering the Business letter writer

To use the Business letter writer, press **B** at the Utilities Menu. The Business Letter Writer Menu screen will appear:



Create a new letter

To create a new letter, press **C**. The system will ask for the name of the letter you are creating. The name may consist of eight numbers and/or letters. The system suggests starting the name of the letter with "BL". This will make it easier to ask the computer which letters you have created using the Business letter writer. (Do not use spaces or punctuation marks in the

PRECISION MAIN MENU

SECTION 3 UTILITIES

name of the letter.) If there is already a letter by that name the system will flash the message "Not new!". (If you want to work on that letter use the Retrieve old letter function described below.)

Length of letter

The letter can be up to 66 lines long. If you type anything on the 1st line of the screen it will print at the very top line of the paper. Anything typed onto the 66th line will print on the very last line on the paper.

Print letterhead

The system can print a letterhead for you. To have the system print your letterhead for you type: *****HEADING***** on the line where you would like the letterhead to begin.

Precision tip: The system will use your name and address as recorded in the Service Manager™, Manager's Assistant™ or Precision Parts Manager to print the heading, depending on which functions you have. The system will always use the printer control file from the Service Manager™ (CfsPrn.Dta) to select the type style for the heading and body of the letter. (See Appendix C, starting on page 49, of this manual for information on the CfsPrn.Dta file.)

The letterhead takes 4 lines. This will shorten the available printable lines to 62. The system will allow you to type on the last 3 lines, but anything on those lines will be lost when the letter is printed. Of course, the letterhead can also be typed in just as you would on a typewriter.

Retrieve an old letter

To retrieve an old letter, press **[F]**. The system will prompt you for the name of the letter. Type in the name of the letter and press **[Enter]**. If the name does not exist the system will display "Not found". After you have entered the correct name the old letter will be displayed on the screen. This will allow you to edit the letter and print a copy of the letter.

Edit the letter

Pressing **[E]**dit will allow you to make changes and corrections to the letter displayed on the screen.

Print a copy of the letter

To print a hard copy of the letter as it is currently stored in the system, press **[P]**. The computer will print one copy of the letter.

Cancel changes made to the letter

If you have made changes to the letter and decide you would like to retain the original letter, press **[C]**ancel. The system will warn you that you are about to erase the changes you have just made and ask:

"Are you sure you want to do this ? (**[Y/N]**).

Precision tip: If you have retrieved an old letter, Cancel will retain the original text. If you have created a new letter, Cancel will erase your new letter. Pressing **[E] to exit will store the text of the letter as shown on the screen. The new text will be stored.**

PRECISION MAIN MENU

SECTION 3 UTILITIES

[Page Up] - [Page Down]

If all of the letter does not fit on the screen at once, using the [Page Up] and [Page Down] will allow you to scroll the text up or down so you can review the text on the screen.

Delete a letter

To delete a letter that is no longer needed, press **F**. You will be prompted for the name of the letter. (See Appendix D - Directory of Letters Created, starting on page 53, for information on getting a list of Business Letters.)

FORMAT DISKETTE

Format Diskette

If you would like to format a diskette, chose **F** format diskette on the Utilities menu. You will be prompted to insert a diskette in drive "A". Do so and press [Enter], the format program will run.

Precision tip: On an Ms-Dos system the AUTOEXEC.BAT file supplied with your system contains a variable FORMATCMD which forces the system to un-conditionally format diskettes in drive "A". If you want the Format utility to format a disk other than in drive "A", change the FORMATCMD variable in the AUTOEXEC.BAT file.

On a Windows 95/98/ME system the PDSSET.BAT file supplied with your system contains a variable FORMATCMD which forces the system to un-conditionally format diskettes in drive "A". If you want the Format utility to format a disk other than in drive "A", change the FORMATCMD variable in the PDSSET.BAT file.

INITIALIZE STANDARD PRINTER

Initialize standard printer

The **I** initialize standard printer utility sends the necessary codes to the printer connected to the computers built-in parallel port (LPT 1) to force the printer into condensed mode (17 characters per inch). As supplied, this will work with most printers.

Precision tip: If necessary the codes that get sent to the printer can be customized to work with any printer. The codes are stored in the PdsPrn.Dta file. This file contains numbers (printer control codes) to tell the printer to switch to condensed mode. The printer control code numbers are separated by commas. The first number in the file should be seventeen to indicate that the purpose is to switch the printer into the seventeen pitch mode. This number is for informational purposes only and is not used by the system. The next number tells the system how many codes are required to tell the printer how to switch to the condensed mode. The next numbers will be the actual ASCII codes themselves. For example, if your printer requires four codes

PRECISION MAIN MENU

SECTION 3 UTILITIES

to go into condensed mode there will be four additional numbers. As supplied, the data file contains 17,1,15. For more information on Printer Control Codes see Appendix C, starting on page 49, of this manual.

PRINTER PORT ASSIGNMENTS

Parallel and serial printers

The Printer port assignments enables the system to automatically switch among up to 13 printers without a mechanical switch box. 9 of the printers can be parallel type printers and 4 may be serial type printers. Most computers come factory-equipped to handle 1 parallel printer and 2 serial printers. Adding additional printers requires additional equipment.

Precision tip: If two printers will be used to print repair orders in C.A.R.S., they must understand the same printer control codes. (For more information on Printer control codes, see Appendix C, starting on page 49.)

Write to disk

The Printer port assignments will allow you to temporarily capture the printing in a disk file. The contents of the file can be viewed using the "Ms-Dos - Edit" function or the "Windows - Notepad" function. The file name used by the system is PdsPrntA.Txt.

Precision tip: The PdsPrntA.Txt file can only hold one report. Printing a second report will erase the first report. Saving reports printed to disk files is not recommended because it requires knowledge of copying the contents of one file to another.

Location of PdsPrntA.Txt

On single user systems the PdsPrntA.Txt file will be found in the PDS directory.

The location of the file on multi-user systems depends upon the type of network you are running and the name of the file depends on which station you are using. The system creates a separate file for each station. The file for station A (the fileserver) is named PdsPrntA.Txt. The file for station B is named PdsPrntB.Txt and so on.

Lantastic multi-user systems that use floppy boot disks in the stations will find the PdsPrint.Txt file in the PDS directory on the fileserver (main computer).

Windows 95/98/ME and Lantastic multi-user systems that do not use floppy boot disks will have a different file for each station. The fileserver's PdsPrint.Txt will be found in the PDS directory. The PdsPrint.Txt file for each station will be found in the Station directory for that station.

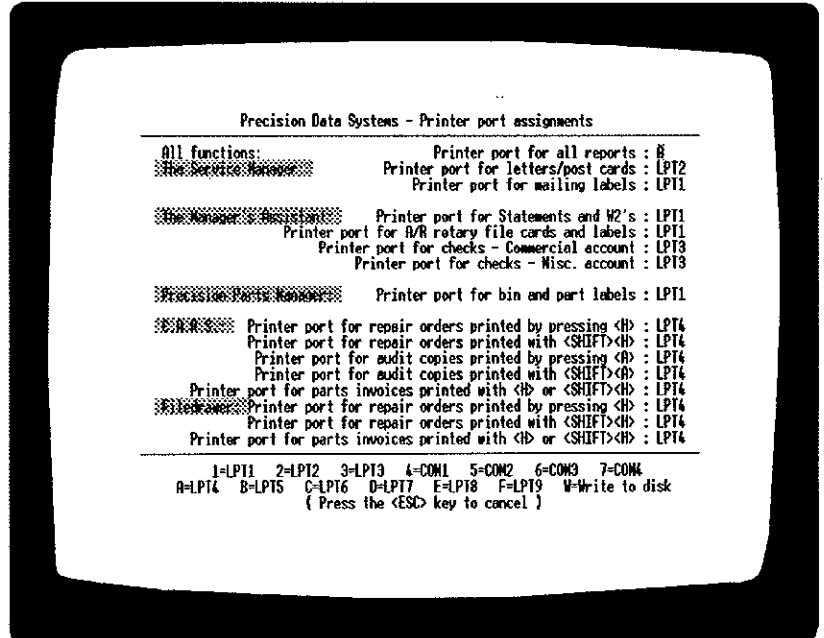
Precision tip: If you are having trouble locating the file for the stations on your network, please call Precision Data Systems, Inc. for assistance.

PRECISION MAIN MENU

SECTION 3 UTILITIES

Printer port assignments

At the Precision Main Menu - Utilities menu go to Printer port assignments. The following will appear:



Change the Printer port assignments

To change the assignment for any of the choices, answer **N** to the question "Are all entries correct ? (**Y/N**)". Then press the number which corresponds to the port where you would like the item to print.

The system can print the following items to a printer port other than LPT 1.

All functions - Reports

Reports from each of the functions (The Manager's Assistant™, The Service Manager™, Precision Parts Manager, C.A.R.S., Filedrawer and Tickler Letters.) will **ALWAYS** print to the printer port selected here, regardless of which function generates the report.

The Service Manager™

Letters/post cards.
Mailing labels.

The Manager's Assistant™

Statements and W-2 forms
Accounts Receivable rotary file cards and labels
Checks for the Commercial account
Checks for the Misc. account

Precision Parts Manager

Bin and part labels

C.A.R.S.

Repair orders printed by **B**
Repair orders printed by [SHIFT]-**B**
Audit copies printed by **A**
Audit copies printed by [SHIFT]-**A**

PRECISION MAIN MENU

SECTION 3 UTILITIES

File drawer

Parts invoices printed with or -.

Repair orders printed by or

Repair orders printed by - or -

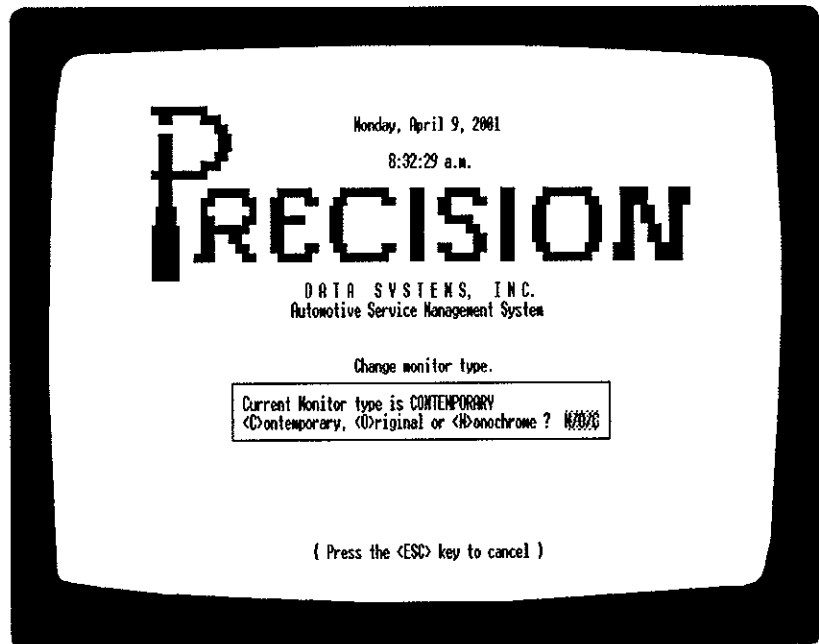
Parts invoices printed with , -, or -.

Monitor types

MONITOR TYPE

Older versions of Precision Data Systems software supported the use of Monochrome monitors. The newer versions of the software require the use of VGA Color monitors. The onitor choice is available to make upgrading to a color monitor easier.

Precision tip: There are some functions in the software which will not operate on a monochrome monitor. One example of this is the C.A.R.S. - Appointment scheduler. You must have a VGA or better color monitor.



The "Monitor type" function gives you a choice of monitor types.

ontemporary - Will have a white background and blue text.

riginal - Will have a blue background and white text.

onochrome - Will only be used if the monitor you are using is an old monochrome monitor.

Precision tip: If you have two companies using Precision Data Systems software on the same computer, leaving one system

PRECISION MAIN MENU

SECTION 3 UTILITIES

set to Original and changing the other system to Contemporary will make it easier to tell which system you are using.

PRECISION MAIN MENU

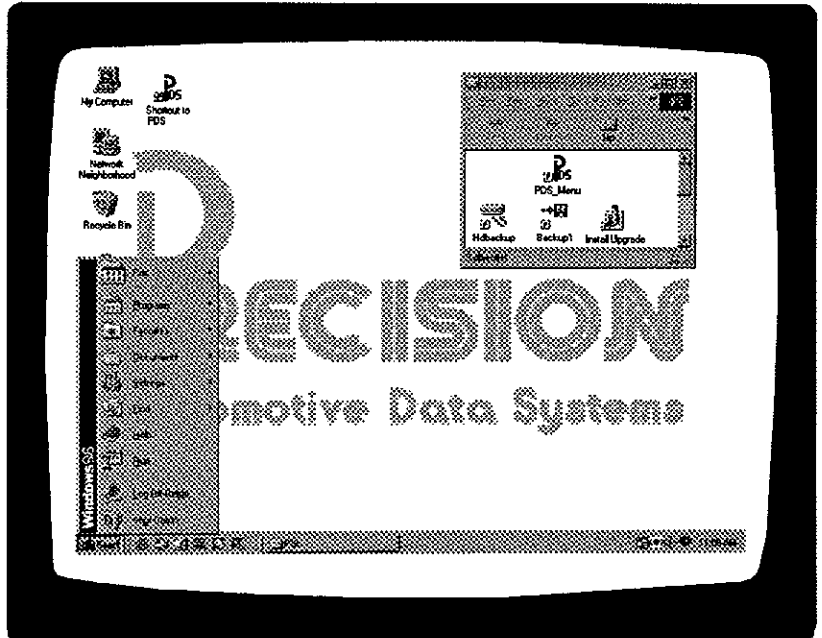
**SECTION 3
UTILITIES**

SECTION 4 SHUTTING DOWN THE SYSTEM

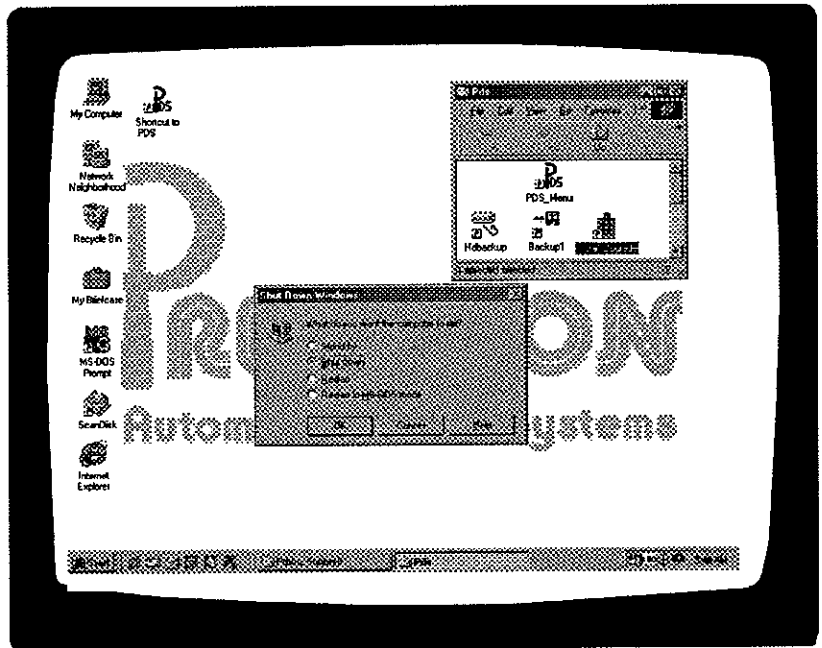
ON A WINDOWS 95 / 98 / ME SYSTEM

Shutting down the system on
Windows 95 / 98 / ME

To shut down computers, exit Precision Data Systems programs to the Windows Desktop, then click on the "Start" button. The following will appear:



Next, click on "Shut down" and the following will appear:



Click on the "Ok" button. Windows will go through a shut down procedure.

PRECISION MAIN MENU

SECTION 4 SHUTTING DOWN THE SYSTEM

If you are using an older computer, when the Windows shut down has completed, the screen will go to black and the following will be displayed:

It's now safe to turn off
your computer.

Turn off the power to the computer, monitor, printer and any other accessories by their power switches or turn off the power at the surge protector.

If you are using a new computer, when the Windows shut down has completed, the computer will turn off. Shut off the monitor, printer and any other accessories by their power switches or turn off the power at the battery backup unit.

Precision tip: If you are using a battery backup unit, DO NOT turn off the power at the surge protector. Shutting power off at the surge protector will prevent the battery backup unit from recharging.

ON AN Ms-Dos SYSTEM

Shutting down the system on Ms-Dos

Exit the Precision Data Systems programs to the Ms-Dos prompt (C:\PDS>). Turn off the power to the computer, monitor, printer and any other accessories by their power switches or turn off the power at the surge protector.

SECTION 5 IN CASE OF DIFFICULTY

Explanation

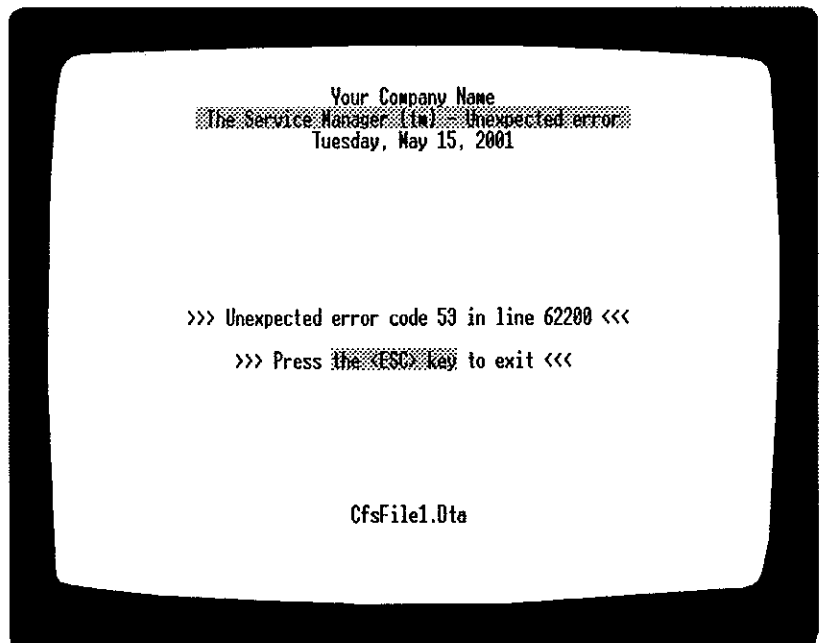
If something goes wrong while you are using the system, you may see a message indicating the difficulty.

The first step in correcting a problem is to **WRITE DOWN EXACTLY** what you were attempting to do at the time the error message appeared, and **EXACTLY** what the error message said. **BE SPECIFIC.**

Precision tip: On a Ms-Dos system, press [Print Screen], to print a copy of the error message. On a Windows 95/98/ME system, press [Shift]-[Print Screen], to print a copy of the error message.

Fatal error

The following form of error message is produced when the program cannot cope with a condition encountered. It indicates that the program cannot continue to process the information. This is called a fatal error. Because some information is processed while some is not, the information may be incomplete and cannot be used. An error message produced by a fatal error looks like this:



When the computer displays an error message, write down the message and the exact circumstances that caused the message to appear. The error code indicates the exact type of error. **Contact Precision Data Systems for advice before proceeding.** (Using the system with incomplete information will only compound the problem.)

Error code 53

Error code number 53 indicates that the program cannot locate expected information on the disk.

PRECISION MAIN MENU

SECTION 5 IN CASE OF DIFFICULTY

Error code 57

Error code number 57 indicates that the computer cannot read a disk. This error is caused by mechanical failure of the computer, disk drive or the diskette being used. If the error occurs while doing a backup to a diskette try re-formatting the diskette. If the error occurs any other time contact your computer store or Precision Data Systems for advice.

Error code 25

Error code number 25 indicates a device fault. This is usually a printer that has malfunctioned and has become unavailable during printing. Make sure the printer is on-line and is not jammed. Then try printing again.

Error code 27

Error code number 27 indicates a printer which is out of paper. Make sure the printer has paper and the paper has not jammed. Then try printing again.

Loss of power during critical function

Loss of power during a critical function will cause loss of information. The system will prompt you to make an HdBackup before starting any critical function. Listed below are the critical functions.

Exiting the Shift checkout function (MA)
During the posting of invoices (MA)
While ending the pay period, month or year (MA)
Processing repair orders (SM)
Deleting inactive vehicles (SM)
Posting inventory (PI)
Deleting inactive items (PI)
Transferring paid repair orders (CARS)

If a power failure occurs during the above functions there is no way of knowing if all information was processed. You must copy your most recent backup by doing an HdRevers.

Loss of power at other times

If you were adding or editing information in other sections of the system when the power failed you will have to verify that the changes or additions are still in the system. If information was lost, it will have to be put in again.

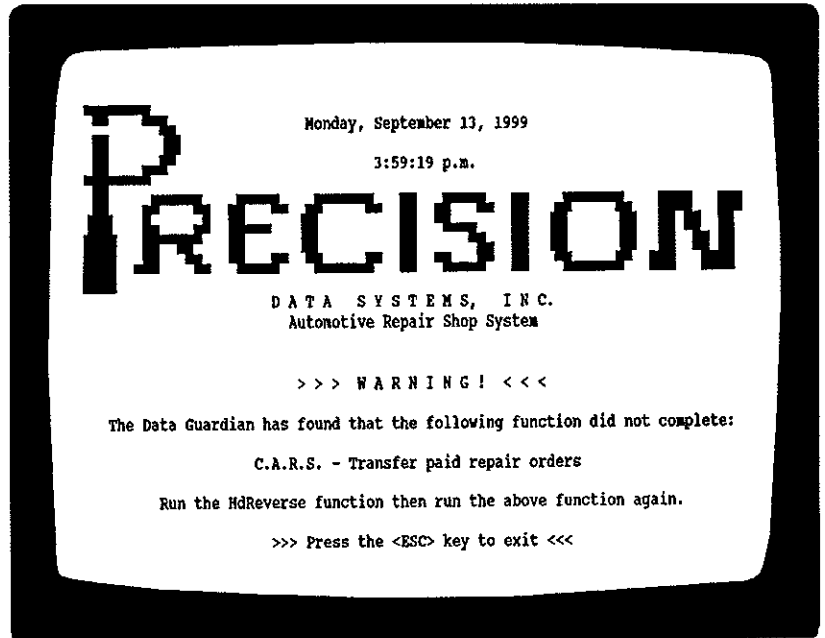
PRECISION MAIN MENU

SECTION 5 IN CASE OF DIFFICULTY

DATA GUARDIAN

Data Guardian

On a single user system the Data Guardian will detect data that was damaged by a malfunction and backups that have not properly completed. If the Data Guardian detects a problem the very next time you return to the Precision Main Menu the system will show an error message. The following is one such error message:



The above may be caused by the interruption of a critical function or a backup. The data has been damaged and you must take the recommended action to correct the problem. For assistance call Precision Data Systems for help.

You are already running this program

Windows allows you to jump out of a program without exiting that program. (The program you jumped out of continues to run.) It also allows you to start another copy of the program you jumped out of. Running more than one copy of a program can cause the loss of information.

To protect your information, Precision Data Systems will prevent you from accidentally running a second copy of the software by clicking on the PDS_Menu icon. This will produce the message, "You are already running this program". Clear the message by pressing [Space bar] or [Enter]. Clearing the message will return you to the Windows Desktop.

Check the "Task bar" (the gray bar usually located at the bottom of the screen which contains the "Start" button) for a button that is labeled "PDS Menu". If present click on the button to jump back into PDS.

PRECISION MAIN MENU

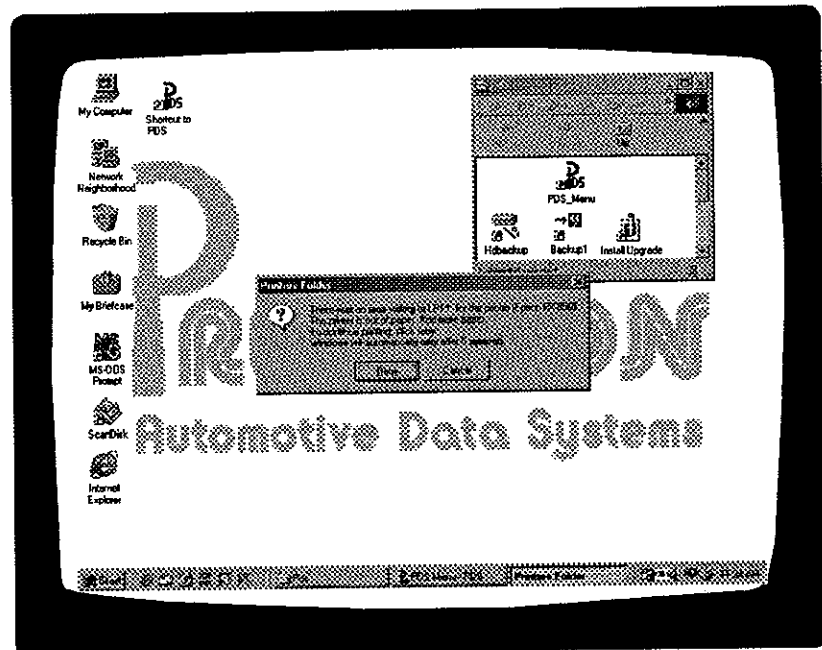
SECTION 5 IN CASE OF DIFFICULTY

If while you are making a backup and have trouble with a disk, aborting the backup can make Windows think you are running the program when you are not. There will be no PDS_Menu button on the "Task bar". Clicking the "Open" icon will clear the message.

Multi-users note: The "Open" icon on the main (Fileserver) computer of a Multi-user system has additional functions. Before clicking the "Open" icon on the main (Fileserver) computer, all stations MUST EXIT Precision Data Systems and return to the Windows Desktop.

Windows 95/98/ME printer error

On a Windows 95/98/ME system printing does not go directly to the printer. It gets stored on the hard disk as a print job. After the complete print job is on the hard disk, Windows will send the print job to the printer. If a printer problem occurs you will be returned to the Windows Desktop. A window titled "Printer Folder" will appear in the middle of the screen.



The message in the window will read:

There was an error writing to LPT1 for the printer (Printer name)
There was a problem sending your document to the printer
Make sure the printer cable is connected and that the printer is online
To continue printing click retry
Windows will automatically retry after 5 seconds

There will be buttons labeled "Retry" and "Cancel" at the bottom of the window. Check the printer to make sure the cable is connected, the printer has paper and is on-line. If Windows has not cleared the "Printer Folder"

PRECISION MAIN MENU

SECTION 5 IN CASE OF DIFFICULTY

window, click the "Retry" button. (Clicking the cancel button will erase the print job from the hard disk.)

After the "Printer Folder" window has disappeared you will be at the "Windows Desktop". Click the "PDS Menu" button on the task bar to return to Precision Data Systems.

If you are unable to resolve the difficulty, contact Precision Data Systems, Inc. at 13957 S. Kostner Avenue, Crestwood, IL 60445, phone number (708) 371-6555, Fax number (708) 371-6558, E-mail address pdsinc2@flash.net for assistance.

PRECISION MAIN MENU

**SECTION 5
IN CASE OF DIFFICULTY**

APPENDIX A MAKING BACKUPS

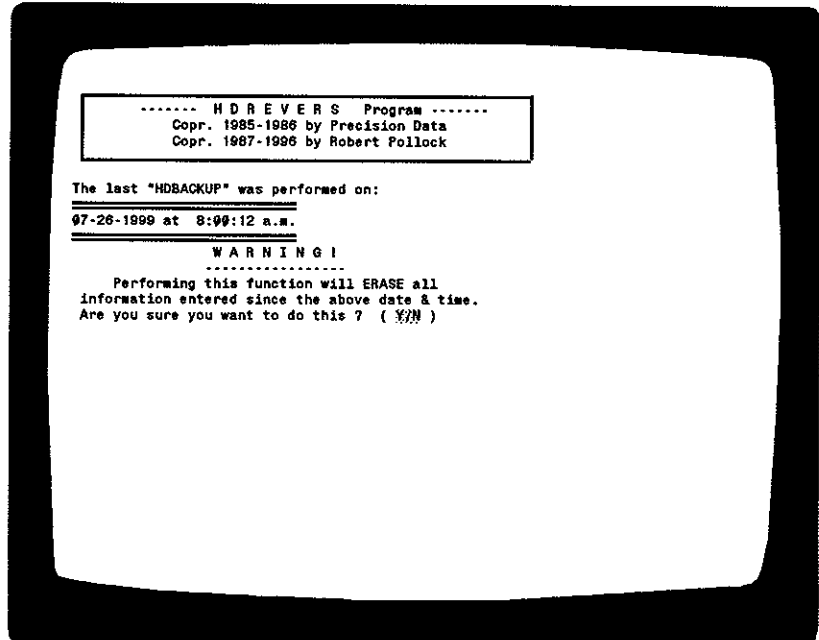
Description	<p>The process of making a spare copy of your information (data) is called "making a backup". When using Precision Data Systems, there are several methods of making backups:</p> <p style="text-align: center;">HdBackup Backup1 Archive</p>
Overview	<p>Backup copies of your information MUST be maintained in a way so that the information is stored physically outside of your computer. If your computer breaks, is stolen or lost in a fire you will not lose your information. The computer can be replaced. Without backup copies your information can not.</p> <p>Backup copies must be made at three different times.</p> <p style="text-align: center;">HdBackup - Prior to any critical function Backup1 - At the end of the business day Archive - At the end of the business month.</p>
HdBackup	<p>Use HdBackup prior to doing any critical function. Any time that an HdBackup is needed the system will warn you.</p>
HdBackup on a Windows 95/98/ME system	<p>On a Windows 95/98/ME system exit the programs to the Windows "Desktop". In the "PDS" window, click on the "HdBackup" icon.</p>
HdBackup on an Ms-Dos system	<p>On an Ms-Dos system, exit the programs to the Ms-Dos prompt (C:\PDS>) and type: <code>HDBACKUP</code> [ENTER].</p> <p style="text-align: center;">Technical note: HDBACKUP simply makes a copy of all information (*.DTA files) in the BACKUP sub-directory.</p>
HdRevers	<p>Sometimes during the critical function something goes wrong. The power might go out. The printer may jam. You can even run out of paper. Any of these events will cause damage to your information. HdRevers lets you un-do the damage. It copies the information from the BACKUP sub-directory into your current directory. This puts the information exactly back to what it was when you made the HdBackup just a few minutes ago.</p>

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APPENDIX A MAKING BACKUPS

HdRevers on a Windows 95/98/ME system

To do an HdRevers on a Windows 95/98/ME system, exit the programs to the Windows "Desktop". In the "PDS" window click on the "HdRevers" icon. The system will show the following warning:



Note the date and time shown on the screen. Make sure it makes sense to you before proceeding. If the date and time displayed are **NOT** current or do not make sense, call Precision Data Systems for help. **DO NOT** proceed.

HdRevers on an Ms-Dos system

To do an HdRevers on an Ms-Dos system, exit to the Ms-Dos prompt (C:\PDS>) and type: **H D R E V E R S** [ENTER]. The system will warn you that it is about to erase all information entered since the above date and time. (See the figure above.) **Note the date and time shown on the screen.** Make sure it makes sense to you before proceeding. If the date and time displayed are **NOT** current or do not make sense, call Precision Data Systems for help. **DO NOT** proceed.

Backup1

At the end of every business day you **MUST** make a copy of your information. This will prevent the loss of information if your computer should stop working.

Precision tip: Before doing the first Backup1 for the month, reformat the set of backup disks you are going to use. The next day reformat the second set of backup disks you are going to use. Reformatting the disks will show if there are any problems with the disks.

Use Backup1 to make the end of day backup. The Backup1 will copy your information onto one set of diskettes. Thus the name Backup1.

PRECISION MAIN MENU

APPENDIX A MAKING BACKUPS

Backup1 on a Windows 95/98/ME system

On a Windows 95/98/ME system, exit the programs to the Windows "Desktop". In the "PDS" window, click on the "Backup1" icon.

Backup1 on an Ms-Dos system

On an Ms-Dos system, exit the programs to the Ms-Dos prompt (C:\PDS>) and type: **BACKUP1** [ENTER].

Filedrawer users note: Backup1 DOES NOT backup Filedrawer. Filedrawer has a separate built-in backup function. (See the Filedrawer manual for more information.)

Restore1

Restore1 will copy a backup made with Backup1 back onto the hard disk.

Restore1 on a Windows 95/98/ME system

On a Windows 95/98/ME system, exit the system to the Windows "Desktop". In the "PDS" window, click on the "Restore1" icon.

Restore1 on an Ms-Dos system

On an Ms-Dos system, exit the programs to the Ms-Dos prompt (C:\PDS>) and type: **RESTORE1** [ENTER].

Precision tip: Using Restore1 will erase the information currently in your computer and replace it with the information contained on the backup diskettes.

Archive

Archive will backup the data from The Manager's Assistant™ only onto floppy disks. In The Manager's Assistant™ when closing out a month the system brings totals forward and erases the detailed information for the month. Archive copies the information before it is erased so that you can refer to the information months or years later.

Archive on a Windows 95/98/ME system

On a Windows 95/98/ME system, exit the programs to the Windows "Desktop". In the "PDS" window, click on the "Archive" icon.

Archive on an Ms-Dos system

On an Ms-Dos system, exit the programs to Ms-Dos prompt (C:\PDS>) and type: **ARCHIVE** [ENTER].

RestoreA / RestoreArchive

RestoreA will copy a backup made with Archive back onto the hard disk.

RestoreArchive on a Windows 95/98/ME system

On a Windows 95/98/ME system, exit the system to the Windows "Desktop". In the "PDS" window, click on the "RestoreArchive" icon.

RestoreA on an Ms-Dos system

On an Ms-Dos system, exit the programs to the Ms-Dos prompt (C:\PDS>) and type: **RESTOREA** [ENTER].

Precision tip: Using RestoreA / RestoreArchive will erase the information currently in your computer and replace it with the information contained on the backup diskettes.

PRECISION MAIN MENU

APPENDIX A MAKING BACKUPS

TO READ AN ARCHIVE DISK

Read an Archive disk

An Archive disk cannot be read directly because it is recorded in compressed format. To read the information the Archive disk must be copied back onto the hard disk. Because THIS WILL ERASE the current information, you must first make backups of the current information so the current information can be put back on the hard disk after you are done with the Archive information. Follow the steps below for the type of system you are using.

ON A WINDOWS 95/98/ME SYSTEM

1. At the Windows Desktop, do an HdBackup by clicking on the "HdBackup" icon.
2. At the Windows Desktop, do a Backup1 by clicking on the "Backup1" icon.
3. Insert the Archive disk in to drive "A". Make sure the Archive disk is write-protected.
4. Click on the "Restore Archive" icon to restore the data.
5. Do this step ONLY IF the Archive information just restored contains an old company name:
 - A) Insert the Newname disk.
 - B) Click on the icon for the "Ms-Dos prompt". If you do not have an "Ms-Dos prompt" icon on the Windows "Desk top", click on the "Start" button. Next, click on Programs, then click Ms-Dos prompt.

Precision tip: If you don't have an icon for the Ms-Dos prompt, call us. We will help you make one.

- C) At the Ms-Dos prompt (C:\PDS>) type **A:\NEWNAME**.
 - D) The computer will ask for the Maindata disk. Insert the disk & press [ENTER].
 - E) The computer will ask for the PI Program disk. DO NOT insert it; press [ESC].
 - F) Return to Windows by typing **EXIT**, then press [ENTER]. Return to the Windows Desktop and return to the PDS system.
6. Go into **Manager's Assistant™** and print the reports you need.

Note: If your Archive disk contains data that must be converted to be read by the current version of the programs, you will get a message showing the name of the conversion program that needs to be run. You must again, return to the Ms-Dos prompt to run the conversion program. At the "C"

PRECISION MAIN MENU

APPENDIX A MAKING BACKUPS

prompt (C:\PDS>) type the name of the conversion program and press [Enter]. After the conversion program is done, type EXIT, then press [Enter] to return to Windows. At the Windows Desktop return to the PDS system.

7. If you need information from another Archive disk, exit to the Windows "Desktop" and go back to step 3.
8. When you have finished with your old information, exit to the Windows "Desktop" and click on the "HdRevers" icon. This will restore the current information.

If you have any questions or are unsure of anything, please call Precision Data Systems, Inc. for help.

ON AN Ms-Dos SYSTEM

1. At the "C" prompt (C:\PDS>) do an **HDBACKUP**.
2. Using the next set of disks in the rotation do a **BACKUPI**.
3. Insert the Archive disk in to drive "A". Make sure the Archive disk is write-protected.
4. Type **RESTOREA**, then press [ENTER].
5. **ONLY IF** the Archive information just restored contains an old company name, do the following:
 - A) Insert the Newname disk.
 - B) Type **A:NEWNAME**, press [Enter].
 - C) The computer will ask for the Maindata disk. Insert the disk & press [ENTER].
 - D) The computer will ask for the PI Program disk. **DO NOT** insert it; press [ESC].
6. Go into Manager's Assistant™ and print the reports you need.

Note: If your Archive disk contains data that must be converted to be read by the current version of the programs, you will get a message showing the name of the conversion program that needs to be run. Exit to the "C" prompt (C:\PDS>) and type in the name of the conversion program and press [Enter]. After the conversion program is done return to the system.

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APPENDIX A MAKING BACKUPS

7. If you need information from another Archive disk, exit to the "C" prompt (C:\PDS>) and go back to step 3.
8. When you have finished with your old information, exit to the "C" prompt (C:\PDS>) and type: **REVERSE**. This will restore the current information.

If you have any questions or are unsure of anything, please call Precision Data Systems, Inc. for help.

APPENDIX B
OFFICIAL POST OFFICE TWO-LETTER ABBREVIATIONS

Alabama	AL	Montana	MT
Alaska	AK	Nebraska	NE
Arizona	AZ	Nevada	NV
Arkansas	AR	New Hampshire	NH
California	CA	New Jersey	NJ
Colorado	CO	New Mexico	NM
Connecticut	CT	New York	NY
Delaware	DE	North Carolina	NC
District of Columbia	DC	North Dakota	ND
Florida	FL	Ohio	OH
Georgia	GA	Oklahoma	OK
Hawaii	HI	Oregon	OR
Idaho	ID	Pennsylvania	PA
Illinois	IL	Rhode Island	RI
Indiana	IN	South Carolina	SC
Iowa	IA	South Dakota	SD
Kansas	KS	Tennessee	TN
Kentucky	KY	Texas	TX
Louisiana	LA	Utah	UT
Maine	ME	Vermont	VT
Maryland	MD	Virginia	VA
Massachusetts	MA	Washington	WA
Michigan	MI	West Virginia	WV
Minnesota	MN	Wisconsin	WI
Mississippi	MS	Wyoming	WY
Missouri	MO		

PRECISION MAIN MENU

APPENDIX B
OFFICIAL POST OFFICE TWO-LETTER ABBREVIATIONS

APPENDIX C PRINTER CONTROL FILES

Precision Main Menu - Utilities Initialize standard printer - PdsPrn.Dta

Initialize standard printer - PdsPrn.Dta

The codes that tell the printer to go into condensed mode are stored in the PdsPrn.Dta file. The printer must be in condensed mode to print reports from the system. The first number in the file must be 17. The second number in the file tells the system how many codes are required to tell the printer how many codes are required to tell the printer how to select condensed printing. The next number(s) are the actual ASCII codes themselves. For example, if the printer requires 1 code to switch into condensed mode there will be only one number.

The PdsPrn.Dta file used with Epson compatible printers contains 17, 1, 15. The PdsPrn.Dta file used with Tandy DMP series printers contains 17, 2, 27, 20.

Precision tip: The PdsPrn.Dta file is use by the End-of-month function and the Initialize standard printer function.

The Service Manager™ - CfsPrn.Dta

Customize the letterhead

You can customize the letterhead (company name and address) printed at the top of your letters by having the system tell the printer to select a special print style. The information necessary for the system to do this is stored in the printer control file (CfsPrn.Dta).

The CfsPrn.Dta contains numbers (printer control codes) to tell the printer which print style to use for printing the letterhead, followed by a second set of numbers to tell the printer which print style to use for printing the body of the letters. This is followed by a third set of numbers, to tell the printer which print style to use for the body of the post cards. Last is a set of numbers, to tell the printer how to switch back to "normal" printing (the print style usually used for printing reports).

Characters per inch for letterhead

Printer control codes are numbers separated by commas. The first number in the file tells the system how many characters that will be printed per inch for the print style you have chosen for printing the letterhead. If this number is not correct the letterhead will not be correctly centered.

Type style for the letterhead

The second number tells the system how many codes are required to tell the printer how to select the type style you have chosen for the letterhead. The next numbers will be the actual ASCII codes themselves (see printer manual for codes). For example, if the print style you have chosen for the letterhead requires four codes there will be four numbers.

Characters per inch for the
body of the letters

The next number tells the system how many characters will be printed per inch for the print style you have chosen for printing the body of the letter. (This number is usually 10.)

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APPENDIX C PRINTER CONTROL FILE

Type style for the body of
the letters

The next number tells the system how many codes are required to tell the printer how to select the type style you have chosen for the body of the letter. The next numbers will be the actual ASCII codes themselves (see printer manual for codes). For example, if the print style you have chosen for the body of the letter requires six codes there will be six numbers.

Characters per inch for the
body of the post cards

The next number tells the system how many characters will be printed per inch for the print style you have chosen for printing the post cards. (This number is usually 17.)

Type style for the body of
the post cards

The next numbers tell the printer how to select the type style you have chosen for the post cards. The next numbers will be the actual ASCII codes themselves (see printer manual for codes). For example, if the print style you have chosen for the post cards requires five codes there will be five numbers.

Characters per inch for reports

The next number tells the system how many characters will be printed per inch for the print style you have chosen for printing reports. (This number is usually 17.)

Type style for the reports

The next number tells the system how many codes are required to tell the printer how to select the type style you have chosen for the reports. The next numbers will be the actual ASCII codes themselves (see printer manual for codes). For example, if the print style you have chosen for the reports requires five codes there will be five numbers.

C.A.R.S. - PosPrn.Dta

Customize the repair order heading

You can customize the repair order heading (company name and address) by having the system tell the printer to select a special print style. The information necessary for the system to do this is stored in the printer control file (PosPrn.Dta). It contains numbers (printer control codes) to tell the printer which print style to use for printing the repair order heading (company name and address) followed by a second set of numbers to tell the printer which print style to use for the body of the repair orders.

Characters per inch for the repair order heading

The printer control codes are numbers separated by commas. The first number in the file tells the system how many characters that will be printed per inch for the print style you have chosen for printing the repair order heading. If this number is not correct the heading will not be properly centered.

Type style for the repair order heading

The second number tells the system how many codes are required to tell the printer how to select the type style you have chosen for the heading.

PRECISION MAIN MENU

APPENDIX C PRINTER CONTROL FILE

The next numbers will be the actual ASCII codes themselves. For example, if the print style you have chosen for the heading requires four codes there will be four numbers.

Characters per inch for the
body of the repair order

The next number tells the system how many characters that will be printed per inch for the print style you have chosen for printing the body of the repair order. If this number is not correct the heading will not be centered.

Type style for the
body of the repair order

The number after that tells the system how many codes are required to tell the printer how to select the type style you have chosen for the body of the repair order. The next numbers will be the actual ASCII codes themselves. For example, if the print style you have chosen for the body of the repair order requires six codes there will be six numbers.

If no printer control codes are desired the PosPrn.Dta file must contain the following: **0,0,0,0**.

PRECISION MAIN MENU

**APPENDIX C
PRINTER CONTROL FILE**

APPENDIX D DIRECTORY OF BUSINESS LETTERS CREATED

Getting a Directory of Business Letters created

If you would like to see a list of the letters you have created with Business Letter Writer use the following steps.

Precision tip: If you did not start the name of the letter with "BL" it is impossible to get a list of just the letters created with Business Letter Writer.

ON A WINDOWS 95 / 98 / ME SYSTEM

Windows 95/98/ME system

Exit the Precision Data Systems software to the Windows "Desktop". Click on the icon for the "Ms-Dos prompt". If you do not have an "Ms-Dos prompt" icon on the Windows "Desk top", click on the "Start" button. Next, click on Programs, then click Ms-Dos prompt.

Precision tip: If you don't have an icon for the Ms-Dos prompt, call us. We will help you make one.

The computer will go directly to an Ms-Dos "C" prompt. The Ms-Dos prompt should say **C:\PDS>**. If it does not, type **CD \PDS** then press [ENTER].

Print the list of Business Letters to the screen

If you would like the list to appear on the screen, at the Ms-Dos prompt, type: **DIR BL*.DTA /P** [Enter]. This will display the names of your Business Letter Writer letters. If there are more names listed than can fit on one screen the system will tell you: "Press any key to continue . . .". Press the [Space Bar], this will display the next set of names.

Print the list of Business Letters on paper

If you would like the list printed on paper, at the Ms-Dos prompt, type: **DIR BL*.DTA >LPT1**. This will print the list on the printer attached to LPT1.

When done, type **EXIT**, then press [ENTER] to return to Windows. At the Windows "Desktop" return to the PDS system.

ON AN Ms-Dos SYSTEM

Ms-Dos system

On an Ms-Dos system, exit the programs to the Ms-Dos prompt (C:\PDS>). The Ms-Dos prompt should say **C:\PDS>**. If it does not, type **CD \PDS** then press [ENTER].

Print the list of Business Letters to the screen

If you would like the list to appear on the screen, at the Ms-Dos prompt, type: **DIR BL*.DTA /P** [Enter]. This will display the names of

PRECISION MAIN MENU

APPENDIX D DIRECTORY OF LETTERS CREATED

your Business Letter Writer letters. If there are more names listed than can fit on one screen the system will tell you: "Press any key to continue . . .". Press the [Space Bar], this will display the next set of names.

Print the list of Business Letters on paper

If you would like the list printed on paper, at the Ms-Dos prompt, type: **DIR BLA.DTA >LPT1**. This will print the list on the printer attached to LPT1.

When done, type **PDS**, then press [ENTER] to return to the PDS system.

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