

*Termite Report Writing made Simple.*



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## SECTION 1 - Getting Started

### What's Inside:

*Installing the software*

*Information wizard*

*Toolbars*

*Keyboard shortcut keys*



## INSTALLING THE WinTOS SOFTWARE

1. Place the Installation Cd in the computer and wait for the Cd menu screen
2. Click on “**Winsetup**” and click Next through the steps
3. When the Winsetup is finished, click on “**Install WinTOS**” and click next on the windows.
4. Click “**Finish**” when the installation is done and open the program from the shortcut on the desktop

The first time you open the program, login in with

User Name: **user1**

Password: **one**

**INSTALLING WinTOS ON A NETWORK: Call A & K Computers for Networking Instructions.**

## THE INFORMATION WIZARD

The **INFORMATION WIZARD** is a simple procedure to update the program with your information. It will open the first time you install the program and when you perform an update.

**STEP 1** - The first step of the **INFORMATION WIZARD** is to select the appropriate state form.

**STEP 2** - The second step of the **INFORMATION WIZARD** is to setup your company information. Type in your company information and click “**NEXT**” when you are finished. The last three **fields are** for the custom invoice, second page disclaimer, and contract types. These three (**3**) fields should remain blank unless your company has custom forms that A&K has designed.

VTRW Setup Wizard  
Step 2 of 4  
In the second step, enter in your company information.  
Company Name: A&K COMPUTERS  
Company Address: 3381 Stevens Creek Blvd.  
City, State, Zip: San Jose CA 95117  
License #: PR9999 Tax Rate: 0  
Telephone #: 408-244-4811  
Fax #: 408-241-0113  
Alternate #: 408-260-3075 E-Mail: www.AKCOMP.  
Invoice Form Type: 2nd Page Form Type(s):  
Contract Type:  
Previous Next Cancel Finish

**STEP 3** - The third step of the **INFORMATION WIZARD** is to setup the Findings and Recommendations for your program.



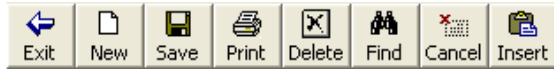


For first time installation, make sure the first option is check-marked. (Use the Finding & Recommendations codes shipped with VTRW.) For updates, make sure the second option is check-marked.

## TOOLBARS

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### MAIN TOOL BAR



1    2    3    4    5    6    7    8

The **MAIN TOOL BAR** has many options to choose from which control some of the VTRW program functions.

1. The first shortcut key is used to exit the writing screen back to the main screen
2. Start a **NEW** report
3. **SAVE** a report
4. **PRINT** a report
5. **DELETE** a report
6. “**SEARCH**” or “**FIND**” a report
7. Cancel the previous action but not the entire report
8. Insert a missing report number

### SHORTCUT TOOL BAR

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The **SHORTCUT TOOL BAR** is located on the left side of the program screen. Utilizing this toolbar can save you time and allow easy access to different areas of the program.

- The top of the Shortcut Toolbar displays the number of records that are saved in the VTRW program. You can move to the “**NEXT**” or “**PREVIOUS**” record by clicking on the “**UP**” and “**DOWN**” arrows to the right of the record box.
- The section below the Record counter consists of five (5) check boxes. These check boxes display whether the different sections of the report have already been filled out.
- The middle section of the **SHORTCUT TOOL BAR** consists of the shortcut buttons to the different areas of the program. (FR = Finding & Recommendations NOC = Notice of Completion)
- The bottom of the toolbar has a history bar showing all records related to the current one. Also, there is a memo button to keep track of notes that also provides a date and user stamp.





## **KEYBOARD SHORTCUT KEYS**

The following list is made up of the **KEYBOARD SHORTCUT KEYS** for the VTRW program functions. They can also be found by clicking on “Record” at the top of the VTRW screen.

**(CTRL = CONTROL)**

<b>CTRL + A</b>	=	ADD
<b>CTRL + E</b>	=	EDIT
<b>CTRL + Y</b>	=	RE-INSPECTION / SUPPLEMENTAL REPORT
<b>CTRL + D</b>	=	DELETE
<b>CTRL + W</b>	=	DIAGRAM
<b>CTRL + R</b>	=	FINDING & RECOMMENDATIONS
<b>CTRL + S</b>	=	SAVE
<b>CTRL + F</b>	=	FIND/SEARCH
<b>CTRL + G</b>	=	GO TO RECORD
<b>CTRL + Q</b>	=	QUIT/EXIT PROGRAM
<b>CTRL + P</b>	=	POSTING PAYMENTS
<b>F3</b>	=	NEXT RECORD
<b>SHIFT + F3</b>	=	PREVIOUS RECORD
<b>ALT + F4</b>	=	QUIT/EXIT PROGRAM
<b>ESC</b>	=	TO ESCAPE CURRENT SCREEN
<b>TAB</b>	=	MOVE TO THE NEXT FIELD



## SECTION 2 - Setting up your Pick list

What's Inside:

*Rolodex*

*Description List*

*General Description*



## **ROLODEX**

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The VTRW program has a **ROLODEX** built in, which helps to reduce repetitive typing by saving contact information. The First **ROLODEX** can be found under the “**Report Ordered by**” field from the main screen of the program. Any field in the front page with a drop down box contains a Rolodex. To access the **ROLODEX**:

- Place the cursor on the “**Report Ordered by**” field
- Press the “**F9**” key
- Fill out the Company information, agent information, address etc.



**Only numbers and letters can be added to the rolodex. Any invalid character will cause an error to appear.**

To bring up saved rolodex entries on the screen, you can type the agents name, click the drop down box and select the entry, or press the up/down arrow keys to scroll through the entries.

The **ROLODEX** also has a built in **SEARCH FUNCTION**. To start the “**SEARCH FUNCTION**”, press the “**F7**” key from any of the three **ROLODEX** screens.

## **GENERAL DESCRIPTION**

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The small field above the **GENERAL DESCRIPTION** box is used to setup specific descriptions from the list of codes in the program.

General Description:

- The codes are set and saved under the Findings and Recommendations Code Section of the program.
- To setup codes for the **GENERAL DESCRIPTION** section see the section **FINDING & RECOMMENDATIONS** for help in adding a code.

If you do not want to enter a General Description code, simply type in the General Description into the large box below the code field.



## SECTION 3 - Setting up your WinTOS Preferences

What's Inside:

**General**

**Invoice**

**Company Information**

**System**

**Other options**



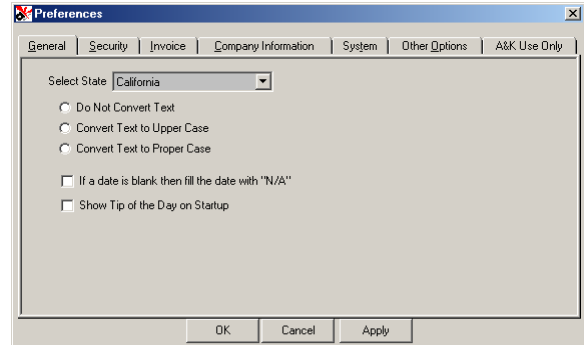
## PREFERENCE SECTION

To open the Preferences Section, click on **Preferences** at the top of the screen. The **PREFERENCE SECTION** consists of seven different areas that organize setup information for your company.

### GENERAL

The **GENERAL** tab has the following:

- Changing or selecting state forms
- Setting up text conversion from Normal, Upper Case, Proper Case, Proper Case
- Option to fill in date fields with “**N/A**” If the dates are not available
- Option to enable/disable the tips of the day



After making you selection, click on “Apply” and then “Ok” to save the changes.

### INVOICE

The **INVOICE** tab has the following options:

- The first option lets you choose the different types of invoice forms. To obtain a customized invoice form, contact A & K Computers.
- The next option is to set your tax rate
- The final option is to setup your invoice number the same as your report number. **This option should be check-marked for easy invoice tracking.**

### COMPANY INFORMATION

This section is for setting up your **COMPANY INFORMATION** and will appear on every report.

The three type fields at the bottom are for custom forms only. These should be left blank unless A&K has made a custom form for your company.

### SYSTEM

The System tab can be used to set up various options in the program that control the system settings. You can change the report number sequence, load a logo, or change the last report number. The checkbox for bypass company information should always be checked to make sure the company information appears automatically on every report.

### OTHER OPTIONS

The **Other Options** tab is used to set up the section headers in the Finding / Recommendations section. For most companies the first checkbox should be checked and the number of lines per page should be set at 55.



## SECTION 4 - Using your WinTOS Software

### What's Inside:

*Front Page*

*Second Page Disclaimer*

*Finding / Recommendations Page*

*Diagram Page*

*Contract Page*

*Notice of Completion Page*

*Invoice Page*

*Re-inspection / Supplemental report*

*Printing a report*



## **FRONT PAGE OF THE INSPECTION REPORT**

To start a new report

- Click on the “**ADD NEW RECORD**” button from the Main Toolbar or press <Ctrl + A>.
- To move from field to field press the “**TAB**” or the “**ENTER/RETURN**” key.



Dates in the program need to be entered in double digit format. For example:  
January 1 2005 = 010105

Any field that has a drop down menu box has a rolodex. You can access the rolodex by pressing the F9 key. The rolodex entries can be brought up by typing the name of the field, clicking the drop down box and choosing an entry, or by pressing the up and down arrow keys to scroll through the rolodex.

Each of the 4 main fields: “Ordered BY”, “Report sent to”. Property Owner, “Party In Interest” have a Bill to check box above them. By clicking on this box, the information will be sent to the invoice automatically as the Bill to Recipient.

## **SECOND PAGE DISCLAIMER**

The **SECOND PAGE DISCLAIMER** is a hidden file. This form prints automatically with the Inspection Report and contains most of the general disclaimers suggested by the Structural Pest Control Board.

**We also offer customized SECOND PAGE DISCLAIMERS. The 2<sup>nd</sup> page must be typed in Microsoft word and sent to A&K Computers for any changes to be applied. There is a \$100.00 charge for all custom second pages. This also applies to all custom contracts, custom invoices, custom logos, and custom digital signatures.**

## **FINDINGS & RECCOMENDATIONS**

Before you can start using your **FINDING AND RECOMMENDATION** section you will need to setup your Finding and Recommendation Code Book. There are two ways to setup your code book.

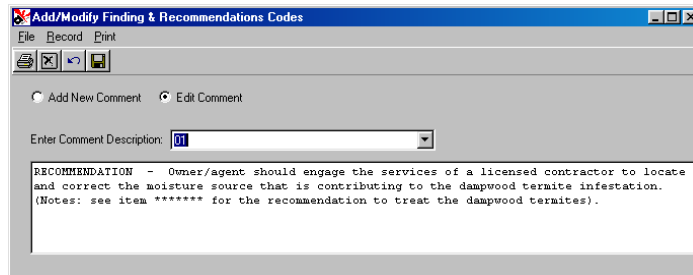
1. At the main screen, click on Code Setup at the top of the screen and scroll down to “**Edit Finding & Recommendation Codes**”

### **ADDING A COMMENT:**

- Click on the “**ADD NEW COMMENT**” option
- Type in the desired code name under “**ENTER COMMENT DESCRIPTION**” box and fill out the wording for the code below.
- Click on the “**SAVE**” button when you are finished



When adding a comment, to get a new line on the screen you must hit the button.



## EDITING AN EXISTING COMMENT

- Click on the “**EDIT COMMENT**” option
- Click on the “**DOWN**” arrow key in the “**ENTER COMMENT DESCRIPTION**” box and find the code you want to change.
- Edit the comment on the screen and click save when you are finished making changes

## 2. Setup the code book (Multiple View)

- Click on “**Code Setup**” at the top of the screen
- Scroll down to “**Edit multiple Finding & Recommendation Codes**”
- Click on “**Insert a Row**” to go to a blank space
- Type in the Code name on the left and the actual code wording on the right



You will notice the asterisk & number symbols on some of the Finding codes. These symbols are used in the replacement column in the Batch Input section.

**You must place seven asterisk symbols or seven number sign symbols for the replacement column to function correctly.**

## USING YOUR FINDING AND RECOMMENDATION

There are three (3) different ways to fill out the **FINDING AND RECOMMENDATIONS**

### OPTION I. MANUAL ENTRY

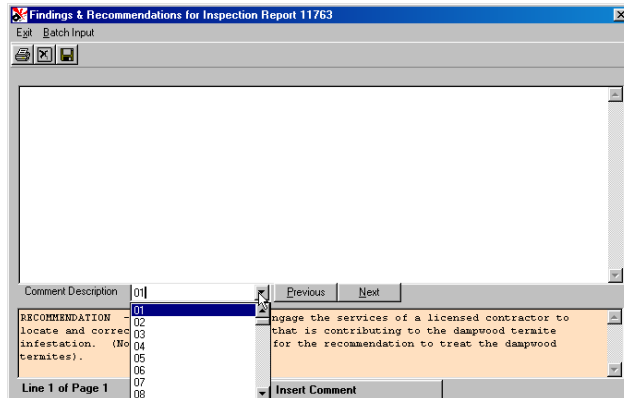
- Click on the “**F/R**” button located at left side of the program screen
- Left click on the screen and start typing

**To assure that your Findings and Recommendations appear correctly on the screen, there is a page and line counter located at the far left of the screen. From here you can see which page and line you are currently on.**

### OPTION II. LOOK UP LIST



- From the middle of the screen you will notice the “**Comment Description**” drop down box.
- Click on the “**Down Arrow**” key and select a code
- Click on the “**Insert Comment**” button located below the pick list or press the “**Enter/Return**” key on the keyboard to insert the code.



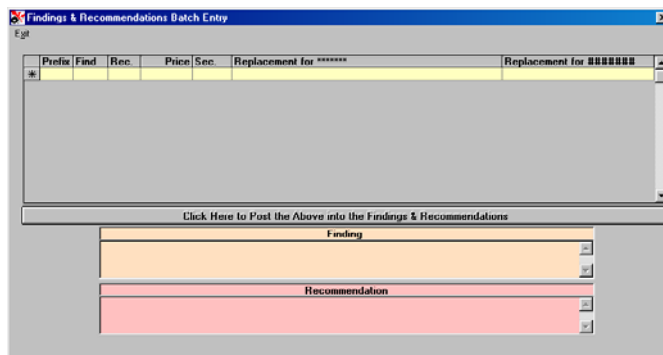
### OPTION III. BATCH INPUT

This last option is the fastest way to complete your Finding and Recommendation.

- Click on the word “**Batch Input**” at the top of the F/R window
- You will notice a spreadsheet like screen appear

The first column is called the “**Prefix**” column. This column organizes the F/R section. It can be divided into the areas 1-11 or the items 1-5 depending on how you divide your Finding and Recommendations. If you are using the areas 1-11 enter the prefixes as 01, 02, 03....10,11. If you are using the items 1-5 enter the prefixes as 1,2,3,4,5.

The prefix also must contain a letter to show how many codes there are in each area. For example, if there are 3 stallshower codes you would use 02a, 02b, and 02c. If there were 2 subterranean termite codes you would use 1a and 1b.



If you need to insert any additional phrases, statements, notes, etc., before the first Findings code of a report use the prefix 00a. For any codes that go at the end of a report after the Finding & Recommendations use the prefix 99a.

The second column is for the Findings Code. Here you can type in the Findings code pertaining to the inspection report.



The third column is for the Recommendations code.

The fourth column is the “Price” column. This column will not print on the report. However it can be copied into the contract section of the program.

The fifth column is used for the Sections 1-4.

You will notice some of the Findings and Recommendations codes have a blank section replaced by 7 asterisk symbols. This blank section is occupied using the asterisk symbols ( \* ). The replacement column recognizes these symbols and replaces them with text typed within the replacement column. In order for the replacement column to function correctly, **you must have seven (7) asterisk symbols ( \* )** for each blank.

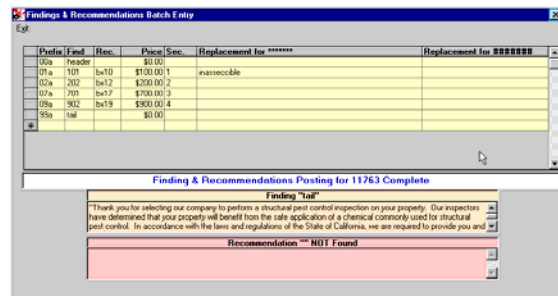
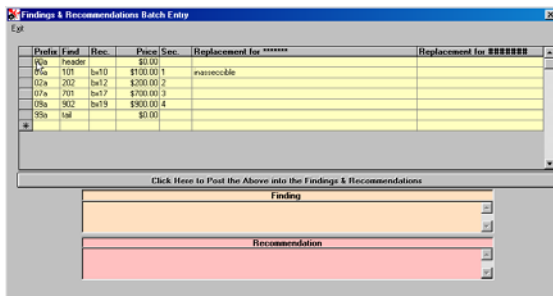
### SECTION COLUMN

- 1 = SECTION I
- 2 = SECTION II
- 3 = FURTHER INSPECTION
- 4 = TIME AND MATERIAL

Numbers 1~4 represents the section listed above.

When you are finished inserting information into the Batch Input screen, you will need to **“POST”** the information to the report.

- Click on the button labeled **“Click here to Post the Batch Input”**, located in the middle of the Batch Input screen. Close the Batch Input to see the items posted in the report and to make changes to what has been posted.



## DIAGRAM

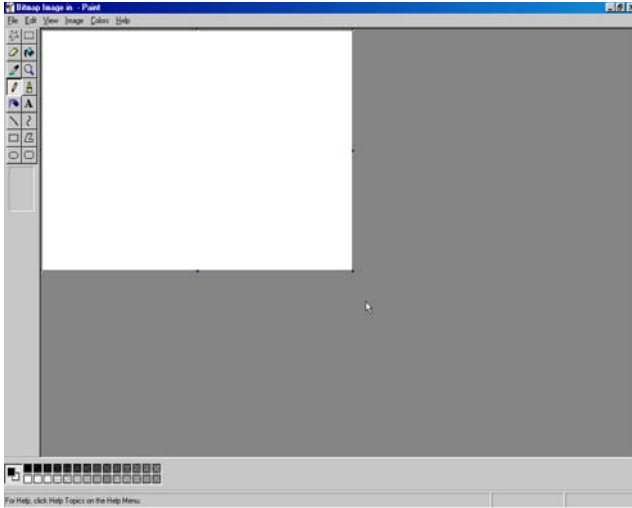
### USING MICROSOFT PAINT BRUSH

The WinTOS program uses the Microsoft Paint Brush program for the **DIAGRAM** section.

To start using the **DIAGRAM**, click on the **“DIAGRAM”** button on the Shortcut tool bar located on the left side of the WinTOS program and left click on the grey screen. The Microsoft Paint Brush program offers many options to choose from. The first step is getting familiar with the tools and functions.



## PAINT SCREEN



## PAINT TOOLBAR

Left: Cut and move



Right: Cut and move

Left: Eraser



Right: Fill in paint

Left: Pick Color



Right: Magnifier

Left: Freehand drawing



Right: Freehand paint

Left: Airbrush



Right: Insert Text

Left: Line drawing



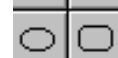
Right: Curved line

Left: Square drawing



Right: Polygon drawing

Left: Circle drawing



Right: Oval drawing

## CONTRACT

The contract screen is meant for only the items to be completed or inspected. Simply click on the screen to start typing all of the items for your report. You can also transfer the information from the Finding & Recommendations Batch.

- Click on the word “**BATCH INPUT**” at the top of the screen The Batch Input screen will appear
- Click on “**COPY FROM F/R**” located on the top section of the Batch Input screen to copy over the Finding & Recommendations Batch Input
- Click on “**Click here to Post the Above into the Contract**”

Prefix	Find	Rec.	Price	Sec.	Replacement for *****	Replacement for #####
00a	header		\$0.00			
01a	101	bx12	\$200.00	1	inaccessible	
02a	202	bx13	\$300.00	2		
05a	501	mx12	\$400.00	3	uninspected	
06a	601	mx15	\$500.00	4		
99a	tail		\$0.00			
*						

Click Here to Post the Above into the Contract

Finding

Recommendation

You can see that each section is divided with the price of each item. On the screen any adjustments or changes can be made.



## **NOTICE OF WORK COMPLETED**

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### **USING THE NOTICE OF WORK COMPLETION**

To start the **Notice of Work Completion**, click on the “**NOC**” button from the left shortcut toolbar.

Once you are in the **NOC** section, you will notice that most of the information has been copied over from the main screen. Here you can type in the items that have been completed, the total cost of items, and the certification for the **NOC**. The remarks field at the bottom takes codes from the F/R codes. The field is meant for certification or clearance statements. To move from field to field, press the “**TAB**” key

## **INVOICE**

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### **USING THE INVOICE SECTION**

From the Main screen of the program

- Click on the “**INVOICE**” button from the left shortcut toolbar

The “**Bill to**” field has a built in Pick List. This Pick List is connected to the Rolodex and can be accessed by clicking the binocular icon. When all information has been inserted click on the “**SAVE**” button to save

To move to a different field in the **INVOICE** section, you can use the “**TAB**” key or the “**ENTER/RETURN**” key. To create multiple invoices add a new record and type in an extension to the report number, you can use any number except a duplicate of a number already used.



**NOTE: For the currency field, Do not type in the dollar symbol ( \$ ).**

## **REINSPECTION REPORT / SUPPLEMENTAL REPORT**

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To start a **REINSPECTION** or **SUPPLEMENTAL REPORT**

- Click on “**RECORD**” at the top of the screen
- Scroll Down to “**make Re-inspection or Supplemental Report**”
- Select between creating a Re-inspection or a Supplemental report and choose which sections of the original report to copy over
- Click on the “**OK**” button to execute the operation



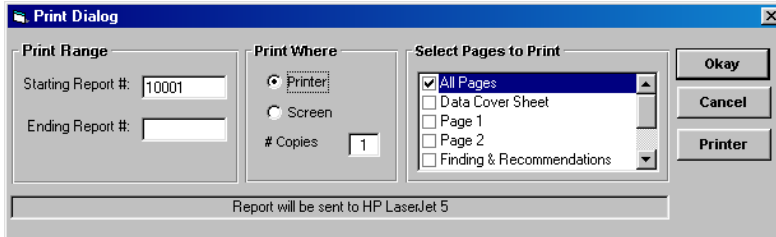
## PRINTING A REPORT

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To **PRINT** an Inspection Form

- Click on the “**PRINT**” shortcut key
- The Print Dialog screen will appear
- Select and check mark the options given
- Click on the “**OK**” button to start the print job

Select “**ALL PAGES**” to print all documents pertaining to the specified Inspection Report.



Choose the Screen option to print to the screen.

To convert the report to PDF format to email to customers, choose the email option and the files will be saved to the C:\WinTOS folder in a folder called email. They will be sorted by the report number and can be attached to any email as an attachment. If you want to combine all of the files into 1 and send them out then Adobe Acrobat Full version is required or other PDF software.



## SECTION 5 - Additional Reports / Functions

What's Inside:

*Chemical report*

*Payment report*

*Aging report*

*Commission Report*

*Activity report*

*Rolodex report*

*Addresses inspected report*

*Scheduling Appointments*

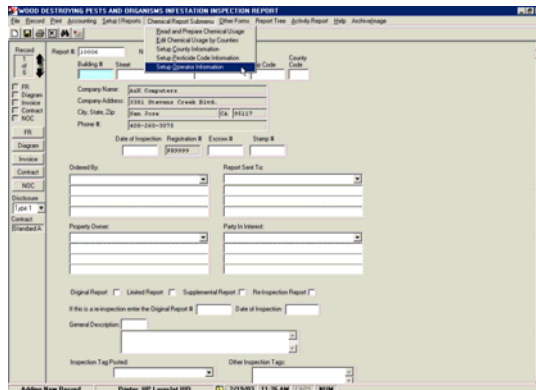


# CHEMICAL USAGE REPORT

## SETTING UP THE OPERATOR INFORMATION

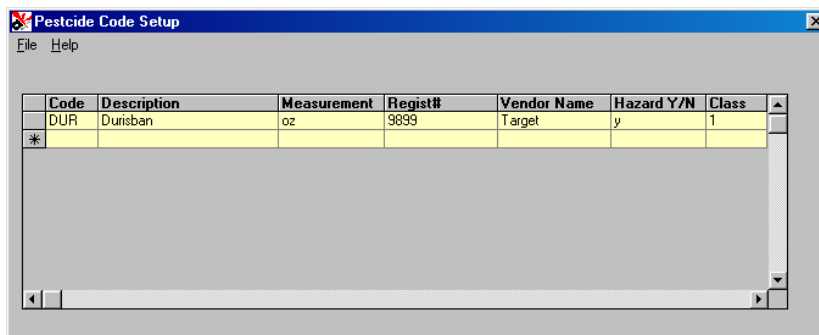
From the main screen of the program

- Click on the word “**Chemical Report Submenu**” located on the top of the main toolbar.
- Scroll down to the “**Operator Information**”
- Add the chemical applicator license # and name



## SETTING UP THE PESTICIDE CODE INFORMATION

- Click on the “**Chemical Report Submenu**”
- Scroll down to “**Setup Pesticide Code Information**”
- When filling out the Code field, make a 3 letter abbreviation of the chemical name (ie: Premise = Pre)



## SETTING UP THE COUNTY INFORMATION

- Click on the word “**Chemical Usage Report**” located at the top of the main toolbar
- Scroll down to “**Setup County Information**”
- Type in the code for each county and the name of the county. When you are finished just close the box and the information will automatically be saved.

## USING THE CHEMICAL USAGE REPORT



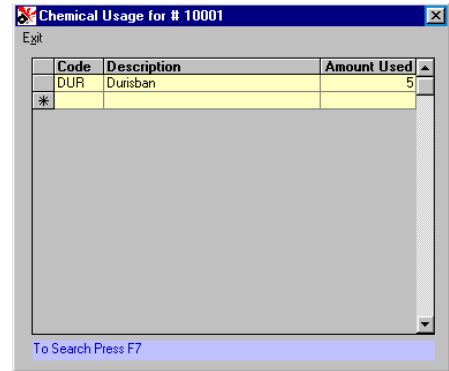
Before you can print a **Chemical Usage Report** you **must have** the chemicals stored in the Notice of Completion screen. From the Notice of Completion Screen, click on the word **“Chemical Used”** located at the top left section of the screen

From the **Chemical Usage** screen

- Type in the Code for the chemical used and press enter
- Also type in the Chemical Amount Used

When all **Chemical Used** has been posted, From the Main screen of the program click on the word **“Chemical Usage Report”**

- Scroll down to **“Read and Prepare Chemical Usage Report”**
- Type in the month and year to report from

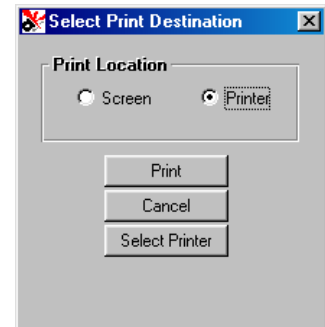


**PRINTING THE CHEMICAL USAGE REPORT**

- Click on the word **“Chemical Usage Report”**
- Scroll down to **“Edit Chemical Usage by Counties”**
- Select the county that you want to print the Chemical Report for. If you service only one county, then that particular county will appear as the default county.

You can edit the **Chemical Usage Grid** screen by typing in the information manually at the Edit Chemical Used screen

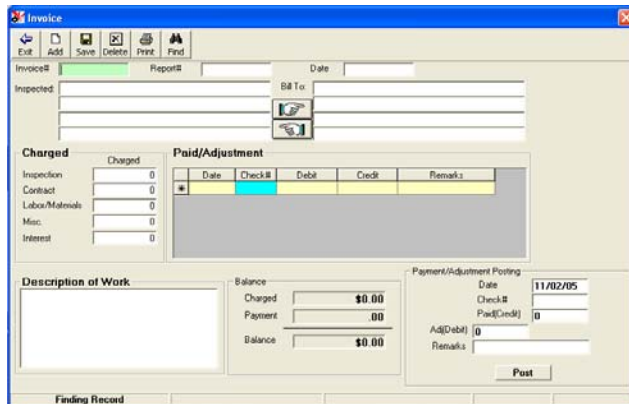
Once the right county has been selected, click on **“PRINT”** and choose either the screen or the printer



**POSTING PAYMENTS**

The **VTRW** has a built in Payment entry program. In this section you can log all Payment transactions.

You can access it from the main screen at the top of the menu or you can access it from the lower right of the invoice section.





## PAYMENT REPORT

To print a list of all payments posted for a certain date range:

- Click on **Accounting** at the top of the screen
- Scroll down to **Payment Report**
- Set up the date range and click okay
- This report will list all payments that have been received and logged in the program

## AGING REPORT

To bring up a list of what invoices are outstanding for a certain date range:

- Click on **Setup/Reports** at the top of the screen
- Type in the date range
- The list will be arranged by the number of days the invoice is outstanding

## COMMISSION REPORT

The Commission Report is meant to list all payments received, organized by inspector to calculate commission rates by percentage. Click **Setup/Reports** and scroll to **Commission Report**. If no payments are posted, the Commission Report will be empty.

## ACTIVITY REPORT

To run the activity report:

- Click on **Activity Report** at the top of the main screen.
- Scroll down to “**read and prepare Activity Report**”.
- Set a date range for the Activity Report and choose either unposted or all transactions. (Choosing unposted will bring up all reports that have not been placed on an Activity Report for that date range. All transactions simply prints out all reports.)
- You may transfer the data to floppy disks or save the WDO file to your computer.



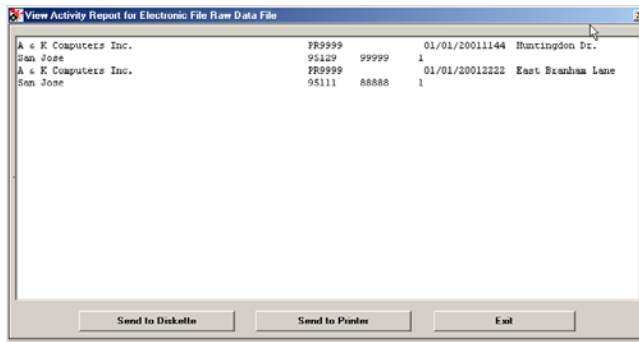
If any information is missing from the Activity Report (inspector license #, type of activity, etc.) the electronic filing to floppy disks will not continue.

To create a statement, click on **Print Statement**.

To transfer the data to floppy disks, click on the option **Electronic Filing**. Then click on **Send to Diskette**.

To save the data file to your computer, click on **Save To Computer** and a file called WDO.log will be saved. You can send the Activity Report to the Structural Pest Control Board on a floppy disk or through their website. You must have a pre-paid account with the SPCB first, then on their website you can click on the option **Upload Activity Report** and double click on the WDO file.

WDO Inspection & Completion Activity Report Form			
<b>Company Information</b>			
Company Name	A & K Computers, Inc.	Report Date	2/15/01
Address	3381 Stevens Creek Blvd	Report Period	1/1/01 - 2/15/01
City State Zip	San Jose CA 95117		
Registration No.	FR9999	Inspections	2 X 1.75 = 3.50
Branch Office No.		Completions	0 X 1.75 = .00



## ROLODEX REPORT

To print a list of all of the Rolodex items entered into the VTRW, click on **Setup/Reports** at the top of the VTRW screen, then scroll down and click on **Rolodex Report**.

The Rolodex Report can be printed to the screen or printer, and also can be sorted by Company Name, Agent Name, etc. These Rolodex items will be pulled from the Rolodexes found on the front page of the report.

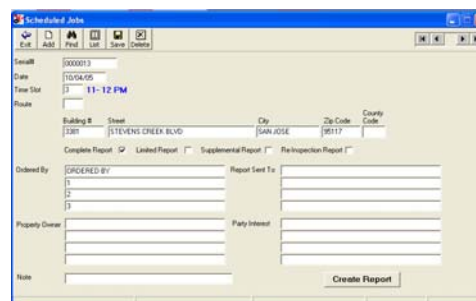
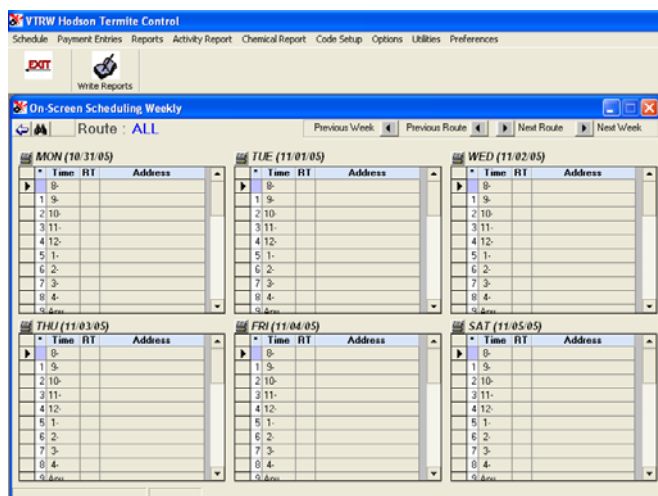
## ADDRESSES INSPECTED REPORT

This report is used to list all of the addresses inspected for a certain date range. To access the report, simply click on **Setup/Reports** at the top of the screen, and click on **Addresses Inspected**. The report can be sent to the screen or printer and different ranges to sort the addresses can be set up.

## SCHEDULING APPOINTMENTS

To schedule an appointment, click on **Schedule** at the top of the screen and click on **View Weekly Schedule**.

You can double click on any of the time fields to start an appointment. By clicking the Printer icon at the top of each date you can print out the route sheet for the day. The Schedule view will be default on all routes but can be changed to view individual routes. From the appointment screen you can also create a report and print field sheets.





# PRINTING-OUT FIELD SHEETS

Click on **Schedule** at the top of the screen and choose **Scheduled Jobs** to get to this screen.

Click on **Print FieldSheet1** to get a print-out of the **FIELD SHEET**

Click on **Print FieldSheet2** to print out the **FIELD WORK SHEET**





1. Place a blank CD in your CD-Writer
2. Double click on “**My Computer**”
3. Double click on the “**C drive**”
4. Right click on “**WinTOS**”
5. Left click on “**Send to**” and left click on “**CD drive**”
6. This will send the job to the CD-Writer
7. Click on the bubble at the bottom of the screen that says “**You have files waiting to be written to CD**”
8. In the window that opens, click on the option at the far left that says “**Write these files to CD**”
9. Leave the name of the CD as the date and click next to start the backup



**Backups should be made once a week and on a new CD each time to ensure safety. These directions may not work if you are on a network or if your program is installed in a special location. Call A&K if you have any questions on backing up.**

**If you do not have a CD-Writer, you can save the WinTOS folder to a zip drive, flash drive, or other removable media device.**



## WINTOS FAQ

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### Digital Signature / Logo

**Q:** How do I load a digital signatures?

**A:** Sign the back of a business card and scan the digital signature on a bit map image file (.bmp) make sure you only save the business card size. Go to Code Setup at the top of the main screen and select Operators. Click on load digital signature and find where you saved the signature file and double click to load it. Checkmark the option to print the digital signature on the front page of the report to allow the signature to appear.

**Q:** How do I load the company logo?

**A:** Same as digital signature except you go to file>preferences>System and hit load image. The logo (.bmp file) must be 1 inch by 1 inch in size.

### Printer

**Q:** When printing, nothing comes out?

**A:** There might be a lot of printing jobs stuck in the memory. Click on the printer icon next to the time/day icon and clear out the pending jobs and try again.

The cable could be disconnected from the printer to the computer

-The driver may be highlighted or set as default on the wrong driver or no driver may be specified.

-The printer may need legal paper instead of letter and vice versa.

-Printer may be set to work offline. (Uncheck mark in printer properties)

-Paper jam (lift top)

-out of ink (replace cartridge)

### Diagram

**Q:** The diagram section blacks out when trying to access it.

**A:** The attributes needs to be at 500 and 350 in pixels, no color but black and white. You can find these options by clicking on the start button>scrolling up to programs>scrolling over to Accessories>and clicking on Paint. At the top of the screen, click on Image and scroll down to attributes. Also check to make sure that paint is optioned in the VTRW preferences instead of smart draw in the system tab.

**Q:** Where and how do I enable the text editor in the diagram so I can change the fonts and size of type?

**A:** To enable the text editor a text box must be placed on the screen. Then the text editor can be selected and will default open from then on when entering the diagram.

### Front page

**Message:** I get a year date coming out 20 instead of 00

Change the date properties in the regional settings in the control panel to mm/dd/yy for the short date format



**Message:** If you get an error “ the field is too small to accept the amount of data, try pasting less data” in the Rolodexes.

One of the rolodex entries is too long. Simply shorten the one which is too long, which is usually obvious, and the error will go away.

## **CONTACT SUPPORT**

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Contact Information:

**Support Line – 408-730-1308**

**Fax Line – 408-493-4426**

**Email address – [Vtrw1@yahoo.com](mailto:Vtrw1@yahoo.com)**

**We offer phone and online support. For offices without a dsl or other high speed internet connection, pcanywhere is required.**



A & K Computers does not offer On-site Support unless under special circumstances. All on-site visits will be charged. If On-site location is ten (10) miles or greater, there will be a travel expense charge. Please call for more information.

## **System Requirements**

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### **HARDWARE (PC)**

#### **(Minimum Requirement)**

- Pentium II Processor or higher
- 64 Mb Ram
- 3.2 GB Hard Drive
- 56 KBPS Modem
- CD ROM Drive
- Floppy Disk Drive

### **SOFTWARE**

#### **(Operating System)**

- Microsoft Windows 7
- Microsoft Windows XP



Make sure the operating system has the latest updates installed. Updates can be obtained from the manufacturer.