

# Ultr@Ware



## product configuration notes



IMAGING TECHNOLOGIES INC.



ULTRAWARE™ APPLICATION SUITE

# Product Configuration Notes

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## **COLOPHON**

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This manual was written and formatted in Microsoft Word 2000. Typefaces used are Arial Black, Courier New, Garamond, Symbol, Webdings, and Wingdings.

# About This Guide




This guide was developed for those who want to design, plan, implement, support, and use an information management or print-on-demand solution built on the *UltraWare* Application Suite.

This reference assumes knowledge of the fundamentals of the Microsoft Windows family of operating systems including Windows 9x/ME, Windows NT, Windows 2000, Windows XP and Windows 2003.

## Notational Conventions

- Characters or commands that you type appear in **bold lowercase** type.
- Placeholders for variable information appear in *italic*.
- File and folder names appear in Title Caps. Filename extensions appear in all lowercase.
- Acronyms appear in all uppercase.

Monospace type represents code samples, examples of screen text, or entries you type at a command prompt.

<b>ICON KEY</b>	
	Tip/Hint
	Information
	Warning

Several types of notes and other specific information appear throughout this guide. A specific icon marks each type of information. The definition of each icon and the type of information represented appears in the table at left.



# Product Configuration

This guide provides essential information about installation and use requirements for Alto Imaging Technologies' Ultr@Ware suite. Requirements and recommendations are listed for each product, as are dependencies for combining the applications into more complete solutions. The core Ultr@Ware Suite includes:

**Image Arranger™**—A proven image capture application with many editing and “make-ready” capabilities at both the page and document level.

**Ultr@Print™**—A flexible print job setup and management application with powerful layout features, internet/intranet printing (**Ultr@PrintWeb™**) and an open printing architecture supporting virtually any printers you choose.

**Ultr@Doc™**—A SQL-Server based digital document library that is configurable and scalable to meet your needs.

**Ultr@Web™**—Active Server and XML modules providing secure internet/intranet access for printing and viewing existing content as well as updating or adding to the content of the *Ultr@Doc* database.

**Ultr@Copy™**—An easy-to-learn digital copier application that combines scanners and high-speed printers into powerful digital duplicator systems.

In addition, there are several specialized applications built on the core Ultr@Ware products. These include:

**Alto Digital Publishing (ADP)**—Alto's custom publishing solution which is facilitates building custom books such as coursepacks or training guides. ADP includes automated copyright management for coursepacks and other published products requiring reprint permission.

**Alto Case Management (ACM)**—A case management and litigation support application.

**Alto Internet Transaction Server (AITS)**—An interactive job submission system with graphical job ticket, cost estimating, document preview and status tracking.

## Hardware Recommendations

Successfully deploying the Ultr@Ware applications is dependent on using the right hardware and operating system platforms. There are two configurations we recommend, depending on the application(s):

### Recommended Specifications for RAID Server for UltraDoc/UltraWeb, ADP, AITS and/or ACM

<u>Processor</u>	One Intel Quad Core Xeon 2.5-GHz with 1066MHz FSB
<u>Memory</u>	4 GB DIMM DDR2 Memory
<u>Hard Drive(s)</u>	
<u>RAID Cage</u>	Three or more 146GB Serial-Attach SCSI 15K RPM hot swappable hard drives
<u>Boot Drive</u>	Separate 36+ GB Ultra320 SCSI 10K RPM drive, or C: partition on RAID Volume. Note: Acceptable systems have also been implemented using fast SATA drives
<u>Backup System</u>	Optional DAT Tape or Disk-to-Disk, as site requires.
<u>Disk Controller</u>	Integrated dual channel Ultra320 SCSI
<u>RAID Card</u>	Integrated or Add-in SCSI controller supporting RAID 5 and drive technology chosen above
<u>RAID Level</u>	RAID Level 5-Striping with Parity
<u>Optical Drive</u>	16X DVD-RW
<u>Operating System</u>	Microsoft® Windows® 2003 Server R2 (1-4 processors), Standard Edition with 5 Client Access Licenses
<u>Monitor</u>	17 LCD Flat Panel Monitor
<u>Video</u>	Integrated PCI Graphics – 8MB+
<u>Power Supply</u>	Redundant Power Supply
<u>Network Card:</u>	Integrated Intel® PCI 10/100/1000 Twisted Pair Ethernet
<u>Chassis</u>	
<u>Configuration</u>	Tower or Rack-Mount as appropriate to site
<u>Other</u>	USB Mouse and Keyboard

### Recommended Specifications for Image Arranger or UltraPrint

<u>Processor</u>	Intel® Core2 Quad Q6600 2.4GHz with 1066MHz FSB
<u>Memory</u>	2GB 800MHz DDR SDRAM
<u>System Drive</u>	80GB SATA II/300 7200rpm hard drive <sup>1</sup>
<u>Data Drive</u>	250GB SATA II/300 7200 rpm hard drive <sup>1</sup>
<u>Disk Controller</u>	Integrated RAID-Ready SATA II/300 Controller
<u>Optical Drive</u>	16X DL Multi-Format DVD+/-R+-RW/CD-R/RW drive
<u>Operating System</u>	Microsoft Windows XP Professional or Windows Vista Ultimate (optionally,

	Windows 2003 Server)
<u>Monitor</u>	20" LCD Flat Panel Monitor
<u>Video</u>	ATI or nVidia 16X PCI-Express with 128+ MB Dedicated Video Memory
<u>Network Card</u>	Integrated Intel PCI 10/100/1000 Twisted Pair Ethernet
<u>Other</u>	USB Mouse and Keyboard, Mini-Tower or Desktop Case, as desired.

**Scanning Requirements:** Document Scanner with TWAIN Interface<sup>2</sup>

<sup>1</sup>The newer SATA 7200 RPM drives provide a very good level of performance; for the utmost in performance, 10K RPM SATA or SCSI 10K or 15K RPM drives with a SCSI HD controller should be used.

<sup>2</sup>Care should be exercised in the choice of scanner since there is a wide variation in the quality of the TWAIN drivers for these scanners. See About Scanning in the following sections.

## Operating System Requirements

The following table shows which *Ultr@Ware* components run in each indicated Microsoft Windows operating system.

	Microsoft Windows Vista Ultimate	Microsoft Windows 2000/2003/XP Pro
<i>Image Arranger</i>	Y	Y
<i>UltraCopy</i>	Y	Y
<i>UltraDoc</i>	Y	Y
<i>UltraPrint Server</i>	Y	Y
<i>UltraPrint Client</i>	Y	Y



Alto Imaging does not recommend using Windows 95/98/ME, nor Windows NT Server for any *Ultr@Ware* applications. The applications will usually operate on these operating systems with the proper ODBC drivers and other system updates; however, Alto Imaging Technologies only provides support for the Microsoft Windows 2000, 2003, XP, and Vista OS family. Furthermore, there are many system features and capabilities in the more recent Windows 2003/XP/Vista operating systems that are difficult if not impossible to achieve in the earlier operating systems. We highly recommend updating any systems pre-dating these to one of the newer operating systems.

## Software Updates and Annual Maintenance Program

This guide primarily describes the licensing requirements for each product or combination of products in the UltraWare suite. In addition to these configuration details, each initial installation is required to include at least the first year of software maintenance, and multiple years are recommended if the purchase is part of a multi-year contract. The purpose of the software maintenance fee is to help offset the cost of continued development of improvements to the software products. What this fee buys is unlimited access to new releases of the products during the term of the software maintenance coverage. Some software companies provide occasional updates for little or no charge but require that you purchase a new license when a new version (e.g., 6.X --> 7.X) is released. Our base cost for

software maintenance is 12% per year of the MSRP (of course, some of you mark this up to your end-user customers). Based on that rate, it takes 8 years to equal buying a new license. During that time frame, we release tens of updates per version and 3 or 4 entirely new versions of the software. Overall, we think this is a good value for the cost.

As most of you know, we have a strong "customer-driven" mindset toward how we spend our development resources. Most every feature and capability we add comes from addressing specific needs brought to our attention by one or more actual customers. We could sit in a room and dream up "cool" things to do in our software, but it might not mean a thing to the actual users. What this translates into is a regular series of releases that incorporate new and improved features that frequently have utility even to those who didn't ask for them. Each release includes the changes which came before so that it is not necessary to install every release to get the benefit of our ongoing development efforts. Generally if you update your sites once or twice a year, you will remain on the continuous improvement curve.

One final point regarding software maintenance relates to our warranty. As in the case of most software providers, we warrant our software to work as described in our documentation for 90 days. After this period, there is no warranty. Should a problem arise that we have corrected in a newer release, then any customer with up-to-date software maintenance would automatically be able to install it to address their problem. Customers who are under software maintenance coverage will also have priority consideration given to any problems or feature requests they bring to our attention.

## Image Arranger

### *Configuration Notes*

Image Arranger is a powerful application developed to convert paper and film-based information to digital format. It combines multiple document and image views with convenient drag and drop, image editing, and conversion options. Once conversion is complete Image Arranger provides sophisticated output options and links to *Ultr@Doc* document database for storage and retrieval.

Support for a family of industry-leading scanners and other capture devices is based on 32-bit high performance Microsoft Windows NT drivers using a TWAIN source-manager/image-source model and open-platform, high-speed interfaces such as SCSI and USB 2.0. Image Arranger allows captured information to be arranged and edited, as well as combined with other existing imaged documents. Various editable, printable, and displayable formats are provided for storing the captured information, making it easy to match file format to content characteristics. Built-in Optical Character Recognition (OCR) based on ScanSoft's TextBridge 32-Bit libraries, provides a convenient way to convert scanned documents to a standard editable format.

Printing is submitted through normal printer drivers or high-performance image mode to selected output devices (Custom Print). Image Arranger consists of the following system components:

**IMAGE ARRANGER**—Allows you to scan and edit images and save them in a variety of file formats to the Windows file system or the Ultr@Doc database.

**SCANNER LIBRARIES**— for use by Image Arranger and other TWAIN-compatible applications

Utility drivers are also provided for tasks such as file conversion, shared network printer submission, and the use of Custom Print capability from non-Ultr@Ware applications.

### **CLIENT/SERVER CONFIGURATION**

- **Server (Scan Station)** – Fully functional version including scanning support. And all document building and make-ready features. If Arranger is used with a directly attached scanner, or in conjunction with the scanning capability of a digital copier/multifunction device, then the Server license is required.
- **Client (Workstation)** – All document building and make-ready features are supported in the Client version of Arranger. It is useful for situations where one or more PC's will be used for editing and reuse of image documents previously captured. You can install one or more licenses of the Client version at any site where there is *at least one Server version installed*.

**ADVANCED RESOURCE MANAGEMENT (ARM)**

ARM allows Arranger to work with unlimited size documents. It does this by way of a memory-mapped file containing the image document. As a result, its performance is directly dependent on the performance of the system disk drive where the ARM file is written. We recommend a 10K RPM SCSI HD for this purpose—actually we have several customers using the newer 15K RPM drives with blazingly fast performance.

For smaller documents that fit in the available physical memory, you can disable ARM and achieve best performance in a “memory-only” mode. This is obviously not going to work where large documents are scanned at 600 dpi since the document size can easily exceed Windows’ ability to map the required memory. A practical limit for the non-ARM mode is about 400 pages @ 600 dpi in a 2GB system. For larger documents and/or smaller amounts of memory, you must use ARM.

**INTEGRATION WITH ULTR@DOC**

Image Arranger operates as a standalone application using the Windows file system like any other Windows application. It has the usual Open, Save and Save As... file I/O capabilities. In addition, whenever the Ultr@Doc database is installed, Arranger’s Database menu becomes active, providing the user direct access to the database for retrieving documents already stored in the database, adding new documents and replacing existing documents.

**ABOUT SCANNING**

Image Arranger (Server version) works with a scanner or digital multifunction device that uses a TWAIN driver for the scan function. Arranger is also capable of working with scanning systems that send the captured documents to an accessible location on the network. In the latter case, the documents are accessed using Arranger’s “File-Open” menu. With a TWAIN device, Arranger controls the image acquisition process through the TWAIN user-interface provided by the manufacturer of the scanning device.

**What to Order from Alto Imaging:**

- Include one Server License for each PC connected to a scanner or multifunction device.
- Include one Client License per non-scanning workstation.
- All other necessary Alto Imaging drivers and utilities will be included.

## Ultr@Copy

### *Configuration Notes*

This is a very useful application for easing the transition from using optical/analog copiers to using a digital scanner/printer combination. Ultr@Copy, which normally does not display either the TWAIN UI or the printer driver controls, synthesizes the main scan and print controls into one common user interface. Because of this, Ultr@Copy requires a TWAIN device whose source driver permits hiding the UI. This is TWAIN feature referred to in the TWAIN spec as “Suppress UI.” There are some TWAIN drivers that do not implement this feature and the associated scanning devices will not operate with Ultr@Copy. Scanners that are known to work correctly with Ultr@Copy include:

- Canon 3020, 5020/5080
- Fujitsu M4097D and most other models
- Ricoh 420, 450DE
- Panasonic 6045, 6055, 2055
- Heidelberg 665
- Xerox 620S
- imageRunner 330, 400, 5000, 8500, 105

There are many additional scanning devices that will also work with Ultr@Copy. However, it will be necessary to test scanners we have not used before in order to be sure they will work correctly.

Unlike Image Arranger, Ultr@Copy *requires* a TWAIN device and therefore will not operate with a scanner or digital multifunction device that sends the captured documents to an accessible location on the network.

#### **ULTR@COPY AS A CLIENT TO ULTR@DOC**

Ultr@Copy operates as a standalone application, taking input from a scanner and sending its output to a variety of normal Windows destinations such as a file, a printer, a fax server, email, etc. In addition, whenever the Ultr@Doc database is installed, the Ultr@Doc destination becomes active, providing the user direct access to the database for storing the scanned document in the database. This can be very useful, for example, in mailroom applications or for easing the capture process in a large backfile storage project.

#### **WHAT TO ORDER FROM ALTO IMAGING:**

- Include one Ultr@Copy License for each PC connected to a TWAIN image source (scanner or multifunction device).
- All other necessary Alto Imaging drivers and utilities will be included.

## Ultr@Print

### *Configuration Notes*

**Ultr@Print Client/Server** provides an advanced print-on-demand management system designed for high-volume document production. Ultr@Print provides a sophisticated, yet cost effective solution capable of driving single or clustered print engines ranging in speed from 40 to 300+ impressions per minute.

Ultr@Print's page description language (PDL) interpreter accepts Adobe Portable Document Format (PDF), PostScript, HP-PCL, and most common image file formats providing high-speed Raster Image Processing (RIP) services to monochrome and full-color output devices.

The Custom Print Interface built into Ultr@Print provides optimized direct printing support for the Canon imageRUNNER 110/150 and the Heidelberg DigiMaster 9110/9150. Other printer families are being added to the Custom Print support in response to market requirements. The most recent addition is for selected Ricoh Aficio products, specifically the Aficio 9000/1100/1350 models and related re-branded products from Toshiba. The Custom Print Common feature provides similar document and page-level control over most other printers on the market today. Advanced image controls include n-up printing, booklet making, variable text overlay, and other imposition/layout options.

The Ultr@Print Client user interface is an easy-to-use tool for building complex documents from one or more source files of similar or mixed file types. A tree-like view allows user's of any skill-level to quickly create and organize print collections. Ultr@Print Client also provides a portal to the Ultr@Doc document management system.

In addition to job and queue control, printing services provided by Ultr@Print include full-featured job ticketing for controlling the production process. Viewing services allow for previewing or modification at the local or remote host.

Ultr@Print consists of the following system components:

- **ULTR@PRINT SERVER**—a Windows service providing centralized job acceptance and RIP services for PCL, postscript and PDF files. Ultr@Print Server License includes one copy of the Ultr@Print Client. Ultr@Print Server can be used to RIP for multiple printers. If run on a high-end PC (see recommended specs earlier in this guide), it can service the needs of several iR110/DM9110 machines. If required, additional Ultr@Print Servers can be installed to provide parallel job processing for multiple printers.

## ALTO IMAGING TECHNOLOGIES

- **ULTR@PRINT CLIENT**—Provides the interface for print job building, queue control, job status information, advanced print functions and the custom print features. Since the client does not have the RIP services of UltraPrint Server, it is limited to working with TIFF print-ready files. The client is useful for situations where multiple workstations will be used for managing the printing process. You can install one or more licenses of the Client version at any site where there is *at least one Server version installed*.
- **ULTR@PRINTWEB**—Ultr@Print's built-in Web Server that permits print job submission directly into Ultr@Print's job queue using Internet Explorer. It requires both the web server and the ftp server in Microsoft's IIS.

**Utility print drivers** are also provided for tasks such as file conversion, shared network printer submission, and use of Custom Print capability from non-Ultr@Ware applications.

### **WHAT TO ORDER FROM ALTO IMAGING:**

- Include one or more Ultr@Print Server License(s), depending on the number and size of print systems to be supported. *Typically, one Server is all that is needed.*
- Include additional Ultr@Print Client Licenses for any workstation that will be creating or managing print jobs. Normally there will be one client per operator/PC in the print shop and one or more wherever administrative/IT support for the print shop is located.
- All other necessary Alto Imaging drivers and utilities will be included.

### **OTHER REQUIRED ITEMS:**

- Microsoft Internet Information Server (IIS) 6.0+ for Ultr@PrintWeb

## Ultr@Doc/Ultr@Web

### *Configuration Notes*

Ultr@Doc and Ultr@Web Servers provide an enterprise-level, information management platform ideal for collaboration and distribution of electronic documents. Ultr@Doc is a front-end application providing an interface to a Relational Database Management System (RDBMS) built on Microsoft's powerful SQL Server engine. Ultr@Doc allows users to manage documents in electronic information stores through an easy-to-use client. Distributed architecture provides interoperability through ODBC middleware with other applications and platforms. Support for mass storage devices like RAID, SAN, NAS and Multi-disk optical systems is included.

Ultr@Web Server leverages Microsoft's ActiveX, and Active Server Page (ASP) technologies giving remote users the ability to view, print, and modify database objects. Ultr@Web Server pages can easily be merged with an existing company web site running on Microsoft's Internet Information Server. The Web pages are easily modified with custom logos, new backgrounds and personalized messages.

Both Ultr@Doc and Ultr@Web take advantage of Windows and SQL Server security utilizing user-level access control lists (ACL). A tiered access model with definable users, groups and document-level access provides a very flexible security framework.

Alto Imaging Technologies powerful family of collaboration and content management solutions effectively meets the needs of users across a broad range of application requirements.

Ultr@Doc consists of the following system components:

- ULTR@DOC CLIENT — Provides user interface for database configuration, search and retrieval. Runs as a client application that accesses the Ultr@Doc server components installed in the SQL-Server environment. Also included is a "thin-client" which can be installed on any PC at the site to extend UltraDoc's capabilities for storage and retrieval to all of Microsoft's Office applications – Word, Excel Powerpoint and Outlook.
- ULTR@DOC SERVER — SQL-Server components that define and implement the database architecture, including:
  - SQL Scripts & Tables – Used to implement the primary database schema for storage, indexing and retrieval.

- SQL STORED PROCEDURES — Structured Query Language (SQL) procedures providing storage, indexing, and retrieval calls to the RDBMS.

Ultr@Web consists of the following system components:

- ACTIVE SERVER MODULES — Hypertext Markup Language (HTML) web pages with ASP components. ActiveX controls are included to provide viewing and upload helpers to Microsoft Internet Explorer.

**What to Order from Alto Imaging:**

- Include one or more Ultr@Doc/Web Server License(s), depending on the database architecture and number of concurrent users expected. *Typically, one Server is all that is needed.* One Ultr@Doc Client License is included with each Server License.
- Include additional Ultr@Doc Client Licenses for any workstation that will be managing the database. Normally there will be one Ultr@Doc client per workstation used for administrative/IT support for the database.
- Include sufficient client access licenses for Ultr@Web to handle the maximum number of concurrent users accessing Ultr@Web via Internet Explorer.
- All other necessary Alto Imaging drivers and utilities will be included.

**Other Required Items:**

- Microsoft Internet Information Server (IIS) 6.0+ for Ultr@Web.
- Microsoft SQL Server 2000/2005 for Ultr@Doc.
- Microsoft SQL Server Client Access Licenses—the number required depends on the number of users who will make connections to the database, either from one of the Ultr@Ware clients (Image Arranger, Ultr@Copy, Ultr@Doc or Ultr@Print) or from Internet Explorer (the Web client for the database). At this time, Microsoft offers per-device access licenses for SQL-Server, not concurrent licenses. They also offer a per-processor license which does not require individual per-device access licenses. Please check with Microsoft's SQL-Server website for their current licensing information.

## Special Solutions Based on Ultr@Doc/Web Content Management

Alto Imaging offers several vertical market solutions that are built on the Ultr@Ware applications. All of them use the content management power of Ultr@Doc and Ultr@Web, but provide specific interfaces and workflow for the markets they serve. Each of these is discussed below.

### **CASE MANAGEMENT & LITIGATION SUPPORT (ACM)**

Specialized database structures and user interface allow managing all the information associated with any number of cases and clients. ACM along with other Ultr@Ware components provides mailroom services, internet/intranet secure access to the case/client documents, automatic Bates numbering, local and remote printing of documents and sets of documents and a framework for building a law firm's entire digital document repository.

#### **What to Order from Alto Imaging:**

- Include one Alto Case Management Server License.
- Include one license of UltraDoc/Web Server as described earlier in this document.
- Include licenses of Image Arranger, Ultr@Copy and Ultr@Print as required to implement the overall solution.
- All other necessary Alto Imaging drivers and utilities will be included.

### **COURSEPACK PUBLISHING AND OTHER CUSTOM PUBLISHING (ADP)**

Preparing and publishing custom courseware materials for university classes calls for several special capabilities. In addition to a large document capture requirement feeding into a bibliographically organized, reusable document library, there is a significant copyright management need. Our copyright management component tracks all the information associated with the document and generates permission letters using a large publisher database. There is also a link to the Copyright Clearance Center for filing automated permission requests and updating the permission information in the ADP database. The document capture and printing processes are integrated with the copyright management module, eliminating often-duplicated activity between the production and copyright functions.

#### **What to Order from Alto Imaging:**

- Include one Alto Digital Publishing Server License.

- Include one license of UltraDoc/Web Server as described earlier in this document.
- Include one license of Ultr@Print Server as described earlier in this document.
- Include licenses of Image Arranger, Ultr@Copy and Ultr@Print Client as required to implement the overall solution.
- All other necessary Alto Imaging drivers and utilities will be included

### **IN-PLANT OR COMMERCIAL PRINT CENTERS – ALTO INTERNET TRANSACTION SERVER (AITS)**

Whether printing from paper masters or electronically submitted jobs, the UltraWare suite is ideal for any type of digital print-on-demand operation. The Alto Internet Transaction Server (AITS) implements a full-featured web job submission solution for any type of centralized printing operation. Users login to their own account and view status of any existing jobs, submit new print jobs with interactive job cost estimating and previewing. Submitted documents can be in any of over 300 supported formats from virtually any PC application.

#### **What to Order from Alto Imaging:**

- Include one Alto Internet Transaction Server License.
- Include one license of UltraDoc/Web Server as described earlier in this document.
- Include one license of Ultr@Print Server as described earlier in this document.
- Include licenses of Image Arranger, Ultr@Copy and Ultr@Print Client as required to implement the overall solution.
- All other necessary Alto Imaging drivers and utilities will be included

### **HOSPITAL AND OTHER FORMS MANAGEMENT APPLICATIONS**

Based on a library of approved forms, this system allows local printing anywhere in the hospital from a simple web page interface. From the same interface you can view, print locally or order packs of forms from the print center. Selected forms can be used to print an admissions pack with required patient information extracted from the patient database and overlaid on the forms as they are printed.

#### **What to Order from Alto Imaging:**

- Include one license of UltraDoc/Web Server as described earlier in this document.
- Include one license of Ultr@Print Server as described earlier in this document.

## PRODUCT CONFIGURATION NOTES

- Include licenses of Image Arranger, Ultr@Copy and Ultr@Print Client as required to implement the overall solution.
- All other necessary Alto Imaging drivers and utilities will be included

*NOTE: Since these special market segment solutions invariably involve a great deal of system design and integration with existing infrastructures and workflow, we are available to assist in developing pre-sales proposals, as well as in the post-sales installation and training process.*

# Getting Help

There are many sources of support available to ensure your experience with Alto Imaging Technologies *UltraWare* Software Suite is an enjoyable one. Here are several ways to obtain the help you need.

## **MICROSOFT WINDOWS DOCUMENTATION**

Refer to the documentation provided by the computer manufacturer or with the operating system.

## **SCANNER DOCUMENTATION**

Your scanner documentation provides complete information about the hardware.

## **ALTO IMAGING TECHNOLOGIES RESELLERS**

Your local reseller (the one that helped you choose your *UltraWare* system) may be best equipped to help you. Your vendor has specially trained service technicians available to answer questions, and the equipment to analyze your problems.

## **INTERNET**

The Alto World Wide Web server provides access to technical reports, new product announcements, a trade show schedule, and other general information about Alto Imaging Technologies and our products.

If you have access to the World Wide Web, you can view the Alto Imaging Technologies web pages at <http://www.altoimaging.com/>

We have several web-based services for helping you get answers when you need them. If you have a persistent question or problem you need our help with, you can access the following support links:

- [Alto Knowledge Base](#) – Answers to frequently asked questions
- [Alto Support Request](#) – Web form to submit a technical or operational question
- [Downloadable Product Manuals](#) – Current versions of all product manuals

## **ALTO CUSTOMER RESPONSE CENTER (CRC)**

The Alto Customer Response Center (CRC) is available Monday through Friday, 8:00 am to 5:00 pm, Central Time (GMT-6). You can reach us by telephone at +1 (251) 343-9339 (US).

If you do call for assistance, have the following information ready so our Customer Support Representatives can help you more quickly.

- Your phone number, fax number, email and shipping addresses
- A description of the problem
- The version of the Alto Imaging application you're using (from the Help menu choose the About command)
- The printer, scanner, and computer models
- The type and version of operating system you're using
- The amount of memory installed on your PC and printer
- The printer interface and emulation (PDL) you are using
- Your printer type and any firmware version information you have



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