

The Rat and Mouse Register for Windows

Version 15

Copyright 2020

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Program Installation

1. Download and run the file **Setup15RM.exe**, located at <http://evsoft.us/version15.shtml#RatMouse>
2. The installation program should now progress smoothly to completion. To start the program, look for the **Rat and Mouse Register V15** icon, and double-click on it.
3. If you are trying the demo version of the software, you're ready to start. If you have purchased the software, you should now register it in accordance with the instructions you received in the email regarding your purchase.
4. Now that you've installed the software, let's move on to the next section, where we cover some of the important basics about using the program.

Getting Started—Important Background Stuff

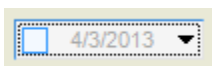
We think that you'll find the program very intuitive and easy to use, but, to help ensure success, we recommend that you take a few moments to read these important paragraphs that describe important features that are used throughout the program.

Selecting item(s) from a list

You select items (animals, winnings, litters, etc.) just like any other modern Windows program. To select a single item, just click on the item. It will become highlighted on the screen. To select a group of items that are adjacent on the list, click on the first item, then hold down the **Shift** key, and click on the last item. They all will become selected. To select more than one item, but select them one at a time, click on the first item, then depress the Control key (**Ctrl**) and click on each individual animal.

Entering Dates

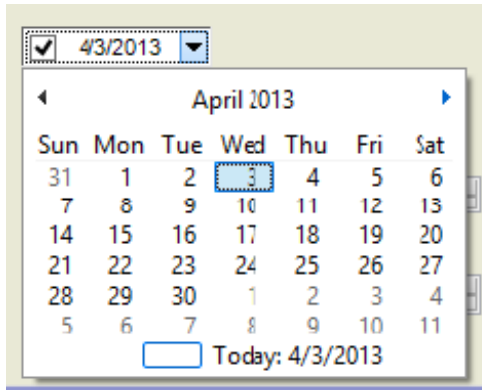
To enter dates we supply a calendar control. You can just type in the date if you want: click to the right of the checkbox, and start typing; but the calendar makes it easier. Here's a picture of one as it first appears on the page:



If a date has already been entered in the date box, the checkbox on the left will be checked. To remove a previously entered date, uncheck the box on the left—it then will be grayed out as shown in the example above.

To select the currently displayed date, just make sure that the checkbox is checked. To change the date, click on the dropdown button, which will open the calendar. When the calendar is first opened, it looks like the image at the top of the next page (depending upon your version of Windows, the appearance may be slightly different). You can pick any day in the currently selected month by clicking on the date. To move forward or back one month at a time, click on the left or right arrows.

To directly select any month from this year click on the month name. A list of months will appear, that allows you to select any month from the currently selected year. In some versions of Windows there will be left and right arrows on the month selection list. To change years one at a time, click the left or right



arrows. In other versions of Windows, click on the year shown on the calendar itself, and 'scroll up' and 'scroll down' buttons will appear that let you move forward and back one year at a time.

You also can enter partial dates for when you don't know the complete actual date. Select an approximate date from the date calendar. Then right-click on the calendar's drop-down button, and it you can select to display a partial date. Let's say you selected July 15, 2018. Right-click on the calendar, and you will be given these choices:

2018
 July 2018
 Summer 2018
 July 15, 2018

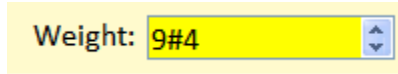
Whenever using approximate dates for the date of birth, the program will place a tilde(~) in front of calculated data like show class or age, to show that those calculations are approximate.

Entering Weights

If you live in the US, the program will come set up for the English system based on pounds and ounces. If you live in any other country, it will be set up in metric units (either grams or kilograms, kilograms is the default). In the US, it defaults to pounds and ounces, but you can change it to ounces only, or decimal pounds. Please note, and this is important, DO NOT try to enter pounds and ounces using a decimal point between the two. Yes ARBA does it because their old clunky database couldn't do it any other way, but this is wrong, it is confusing, and it can lead to errors.

For metric, ounce and decimal pound users, the data entry is straightforward—just type in the value.. But for English, Pounds and Ounces', users, I will explain a bit more on the next page. If you want to store weights in units other

than what the program uses as the default, click on **Options, Weight Units**—and then select the way you want to enter and view weights in the program.



Weight: 9#4

Entering Numbers

Entering numbers is straightforward, just type them into the box. We also provide those little up/down arrows on the right side of the box, and you can use them to increment the numbers up or down.

Getting Started—The 3 Major Screens

The Summary Screen

This is the screen that greets you first after the program has started, and is the screen that controls how the program works and what the program shows you. You will spend a lot of time looking at this screen! Here's what the top left corner looks like:



Let's define some terms:

- **Menu Bar:** The line near the top that begins **File Edit Display**
- **Tool Bar:** That's the line of icons that begins with the buttons captioned **View Income Judge's Data Add Rat/Mouse Add Pedigree**
- **Control Bar:** The line that begins **Active American Rats/Mice**
- **Summary List:** The table that fills the rest of the screen

The Menu Bar is what you use to change settings in the program that are infrequently used. If you have the Deluxe or Platinum Editions, it also provides access to the chore scheduling/viewing portions of the program called TaskMaster and Master Breeding List.

Use the **Tool Bar** to access the most commonly used features in the program. We will talk about some of these icons in this manual. But the most important icon of all on this screen, and you will see it on many of the other screens, is this one that features a life preserver and looks like this:

because clicking on this icon will bring up detailed information on the presently selected screen, and allows you to search the entire built-in help manual for answers to your questions. These built-in help screens provide FAR more information than is contained in this introductory booklet. Please use them as your first source of information about the program. Because the program contains roughly 100 different screens, and because we can't think of every ques-

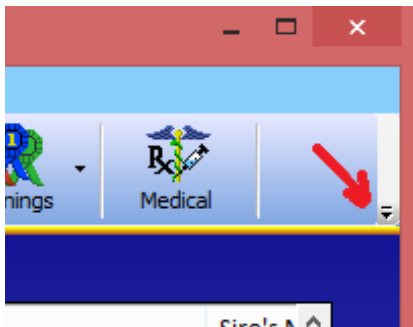
tion that might be asked, if you find that a help screen that is either missing completely, or is not very helpful, do not hesitate to contact us, so that we can improve the built-in help.



On older and/or smaller screens, not all the icons will fit on the screen at one time, so you may have to click over on the right side, shown below where the red arrow is pointing, to see the rest of the icons.

(I drew the red arrow, to help you find the drop-down button in the picture, the red arrow will NOT appear on your computer screen)

OK, on to the **Control Bar**. This feature regulates what you see in the Sum-

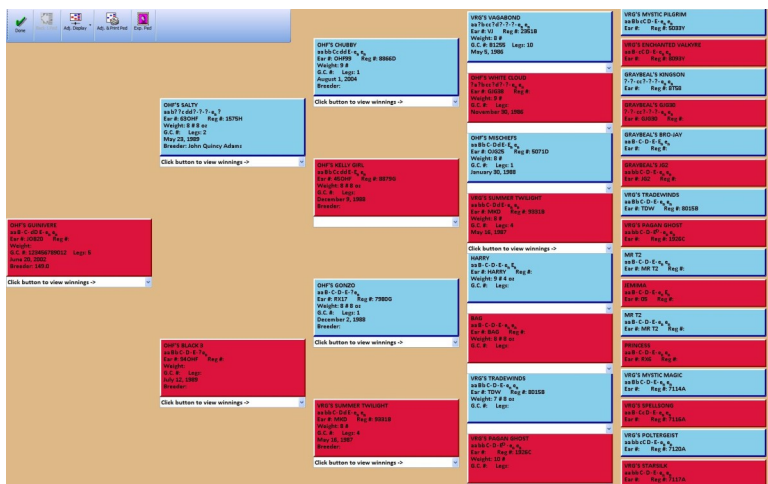


mary List. Clicking on any underlined item brings up a list of choices. So, if you refer back to the picture on the previous page, clicking on **Active** will allow you to pick from choices like **Archive**, **Sold Animals**, **Registerable Animals**, and so on. Clicking on **Rex** brings up a list of all of your breeds and gives you the ability to add a new breed to your herd.

The Summary List, by default shows all the animals of the selected breed that are currently in your herd. You can choose to show as many or as few columns of information as you would like. We give you a list of 20 different types of data to choose from, just click the **Customize Table** icon. You will see a list of all the possible choices. Click the left icon on the list to include it on the screen, click the right icon to include it on your inventory printouts. And, again, you can change the animals shown in the list by clicking on the Control Bar.

Note that you can put the Summary List columns in any order that you would like, just drag the name of the column to the desired position in the table.

The Pedigree Screen



Above is a tiny picture of what the Pedigree Screen looks like. It is reached by clicking on an animal, then clicking the **View Ped** icon on the Summary Screen. As shown above, it is set up to show a 4 generation pedigree with the males in blue, the females in red. But you can have the program color the boxes by the color of the animal, if you prefer. So chocolates are chocolate-colored, lilacs are lilac-colored, and so on.

When you first receive the software, it will show a 3 generation pedigree (8 animals down the right side). But on any computer you can change it to show 4 generations, as above, and on higher resolution monitors, it will can be set to show 5 generations. But, regardless of the number of generations shown, you can see further back into an animal's ancestry. Just right-click on any one of the critters, a menu will pop up, and one of the choices is Show This Animal's Pedigree. If you click on it, the program will bring up the pedigree for that animal. And you can repeat this process, looking further and further back into an animal's parentage, until you finally run out of historical information in your program.

While on the Pedigree Screen, click on the Adj. Display icon to select between:

Standard view: males in blue, females in red.

Colored by variety: — the boxes are colored by the color of the animal.

Registration problems: any red boxes are animals that will prevent the root animal from being registered, with the reason shown in the lower right corner of the box

Line Breeding Coefficient: the coefficient is shown in each box, unique animals are grayed out

Inbreeding Coefficient: the coefficient is shown for the root animal, ancestors that appear in both the maternal and paternal trees are shown in color, all others are grayed out.

Right-click on any animal to:

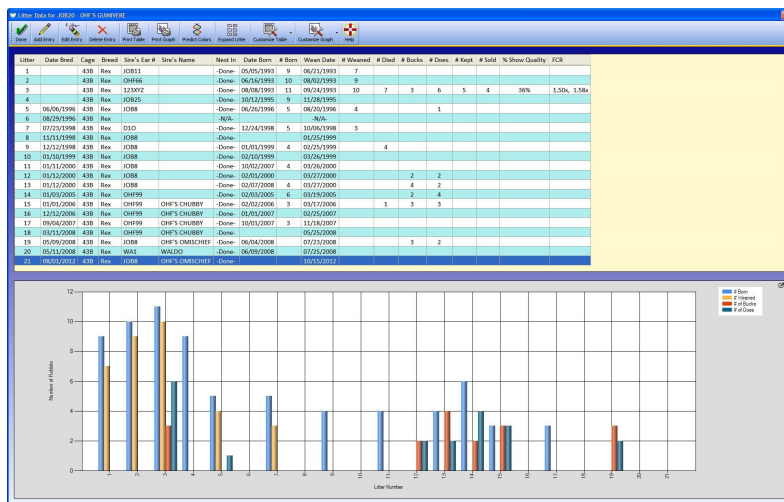
- Change the color of the box on the screen

- Highlight its occurrence(s) on the pedigree

- View that animal's pedigree.

This is the same screen that you use to enter full pedigrees, both when you first get the program, and later on, when you are entering the pedigree of a newly-purchased critter. We will cover that process in detail in the topic entitled Entering a Pedigree.

.The Litter Data Screen



The Litter Summary Screen has two main sections. The upper section is a table that contains one line for each time that you have bred the female. The lower section is a bar graph in which you can select to display any of the parameters listed in the table, for instance, number born, number weaned, number of males, number of females and so on.

At the top of the screen is a menu bar which provides you with the ability to add rows to the table, edit the table, print the table and so on. If you have the Deluxe or Platinum edition of the software, there is also a button that will ask the program to show the color possibilities for the offspring, based on the genetics of the animal.

Another important button is the Expand Litter button. When clicked, it takes the currently selected litter and automatically enters the animals from that litter into your animal database and creates pedigrees for the animals in the litter.

As with all the major tables in the program, you can select which columns of data you wish to display, and the order in which to display that data.

Entering Data

Introduction

When you first get the program, you will be anxious to get some data entered. Please take the time to do this in the order we recommend, in the long run it will make your life MUCH easier. Here's how to begin: click on **Select My First Breed** on the Control Bar, a screen will appear that shows all of the breeds currently in the program. Pick the one that you'd like to work with first. Then click the **Accept** button. You can return to this screen at any time to add more breeds. Data is entered separately for each breed of rat or mouse, so you only work with one breed at a time, but you may have as many breeds as you want, and you can quickly change the currently selected breed. The only exception to this is that a separate "breed" called Hybrid is provided for those of you who, cross-breed. The Hybrid selection allows you to enter animals of all breeds together, readily permitting cross-breeding, and to flag animals as carriers. Even though they are entered together, the program knows the breed of each individual animal, and will label that breed correctly on all of the paperwork that the program prints out.

Special Data Fields

Most data entry is straightforward. But **Variety** can be a little tricky. A menu will be shown when you get to the variety field. Type the number of the variety, followed by a "B" if it's a single broken color, and the program will automatically spell out the full variety name, including the word "broken", where appropriate. If you have a variety that is not on the list, you can just type in the full variety name. For multi-colored broken varieties, type the correct number for broken, followed by the colors. For example, to enter an animal that is orange, beige and white, type 5 ORANGE WHITE BEIGE, then depress Tab. The true color will appear on pedigrees, while "B/C" will appear on show entry forms. You may also use this method for roans, typing the appropriate number for roan, followed by the color, spelled out.

In a similar fashion, if you are entering animals in the Hybrid area, you will have to select the breed of each animal from a breed menu. If you wish to mark an animal as a Satin Carrier, type the letter C immediately after the menu number that represents the breed of the animal that you are entering. So, to indicate that an animal is an Abyssinian Satin Carrier, type 2C, then depress Tab

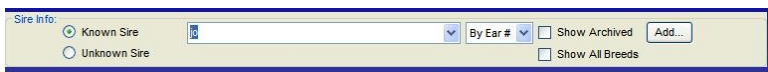
Entering Pedigrees

1. Enter the pedigrees of your breeding stock, starting with the pedigrees of the oldest generation in your herd. At this time, **DO NOT PUT IN ANY ANIMALS USING ADD RAT/MOUSE**, always begin by entering the complete pedigree of an animal using the Add Pedigree function, reached by clicking **Add Ped** on the Summary Screen.
2. Clicking the **Add Ped** button brings up the Pedigree Screen that we talked about previously. It will display a blank pedigree, with the leftmost animal (we call that the 'root animal',) displayed in yellow, and on the right side of the screen is a box where you type in what you know about that animal.
3. Type in everything you know about the yellow animal, copying it from the paper pedigree that you have. Use the **Tab** key to move from field to field.
4. When you have typed in all that you know about the first animal, click **Next Rat/Mouse**. The program will take everything that you've typed, place it in the yellow box, change that box's color to red or blue depending upon the sex of the animal, and highlight the next box in yellow.
5. Repeat steps 3 and 4 until you have typed in all the animals on this pedigree. At this point you can either click **All Done**, which will take you back to the Summary Screen, or you can click **Next Pedigree**, which will clear the screen so that you can start entering another pedigree, by repeating steps 3 & 4.

Entering Litter Data

The Litter Data Screen is where we display breeding records for each female. This screen shows each time the female was bred, to whom she was bred, when/if she kindled, how many were born, how many died, how many were males, how many were females, and so on. Litter data is always entered for the female, but can be viewed by either the female or the male. To access this area of the program, click on an animal, so that it is highlighted. Then click **View litters**. That brings up the Litter Data Screen. When you first view it, it will be empty. To enter a breeding, click the **Add Entry** button. This brings up the Litter Data Entry screen. For entering historical data, fill in all the fields that you wish and click either **Done** or **Add Another**, which lets you add another litter for the same female. For a new breeding, just enter the sire and the date bred, and click **Done**. Then later, you can return and edit this litter to add

data like date born, number born, sex of the offspring, and so on. All of the data entry boxes are standard date and number boxes, as described in the first part of this manual. But the Sire Info box is special, so let's look at it, and talk about it for a bit. It looks like this:



Most of the time, the sire will be in your database. In this case, leave **Known Sire** selected. If you know your animals by name, rather than ear number, then select **By Name** from the drop-down. Then start typing in the data box. The program will show you names or ear numbers of males currently in your herd that are similar to what you are typing. Select the one that matches.

Sometimes, the animal is in your herd, but you haven't entered him into the database yet. In that case, you can click the **Add....** button, and enter him right now. Then select him from the list, as above.

If the sire IS NOT in your database, and you don't have his information handy, select the **Unknown Sire** button—this will allow you to enter some reminders as to who the sire is, so that later, when you get his pedigree, you can enter that pedigree into the program, then come. Back, select **Known Sire** and pick him from the list.

There are two other check boxes that are provided for rare, special cases. If you are entering historical data, it is possible that the sire is now dead, and therefore in your archives. In that case check the **Show Archived** box, and you will see *all* males in this breed. The **Show All Breeds** checkbox is useful when entering a cross-breed breeding, as it will cause the program to show you all the males from all breeds.

Using Add Rat/Mouse

OK, so I sort of said you shouldn't ever use Add Rat or Add Mouse. Well, turns out I lied. There are two times when it is OK to use Add Rat or Add Mouse:

- 1: If you have a critter and have no idea who its parents are, but you want to keep track of it in the system. Then use Add Rat or Add Mouse to put in that animal.
- 2: To put in a new litter of animals, whose parents' pedigrees are already in the program. You would only do this *only* if you do not keep litter data records in the system, because using the Expand Litter function that is available on the Litter Data Screen is faster and easier than this method. See the data on Entering Litter Entry on page 13 for that method. But, if you don't keep litter data, then to add a new litter:
 - Select both the sire and dam on the Summary List.
 - Click Add Rat or Add Mouse. The program will bring up the Detail Screen and enable it for data entry. The sire and dam information will already be filled in.
 - Enter the name, color, ear number, etc. for the first animal.
 - click **Add Another**. The program will ask if it is from the same litter. If you click **Yes**, it will fill in the sire, dam and date of birth, so you don't have to type it again.
 - Repeat until done.

Printing the Important Stuff

Printing Pedigrees

This is a pretty lengthy subject, so I'm going to split it up into a couple of smaller topics. Here's one other point that I should mention. Most of the other items you choose to print will, by default, be made to, in some way, match the format that you choose for your pedigrees. So be sure to set up how you want your pedigrees to look before you do something like design your business cards.

Picking the Pedigrees to Print

There are 2 ways to select the pedigrees to print.

1. Click on an animal, click **View Ped**. This brings up the Pedigree Display Screen. Check to make sure that you only see red and blue boxes. If you see yellow boxes, then you know it is an incomplete pedigree, and maybe you don't really want to print it. If the displayed pedigree meets with your approval, then click the **Adjust & Print Ped** button on the toolbar. This brings up the Pedigree Printout Setup Screen.
2. Select one or more animals from the Summary List. Click the **Print** icon. Select Pedigrees. This will also bring up the Pedigree Printout Setup Screen.

In either case, but especially if you used option 2 and picked more than one animal, it can take quite a few seconds for the program to bring up the Pedigree Printout Setup Screen, because it is doing a LOT of work drawing up a picture of what your printed pedigree(s) will look like, so please be patient.

Selecting Your Pedigree Style

The program provides you with 6 basic styles of pedigree:

1. Pre-Sale. The upper left corner of the pedigree has blank lines for you to manually fill in the buyer information at the time of sale.
2. Post-Sale. The program prints the buyer information on the pedigree. If you have not already specified the buyer, it asks for the sale information and attaches it to the animal in addition to printing it on the pedigree.

3. **Non-Sale.** Nothing is printing in the upper left corner of the pedigree.
4. **Multi-Mini.** Prints the pedigrees of up to four animals that you have selected onto one sheet of paper. Regardless of how many animals you have chosen, the program will print each pedigree on 1/4 of the page.
5. **Breeding Certificate.** Looks just like a regular pedigree, but in the upper left corner says 'This male bred to:' and provides a space to write in the sire info.
6. **Photo Pedigree.** A family portrait pedigree. Prints each animal's picture, captioned with it's name or ear number.

Selecting Your Pedigree Format

Under the **Adjust Format** icon are many different choices for adjusting the look of your pedigree. Most are self-explanatory, a few might not be obvious. The best thing to do is just pick one, click the **Preview Pedigree** icon, and see if you like the look.

Hint: one easy way to make your pedigrees different from everyone else's pedigrees is to pick a different Header Font. Just click the **Select Header Font** button and find one you like. Then maybe make it a different color.

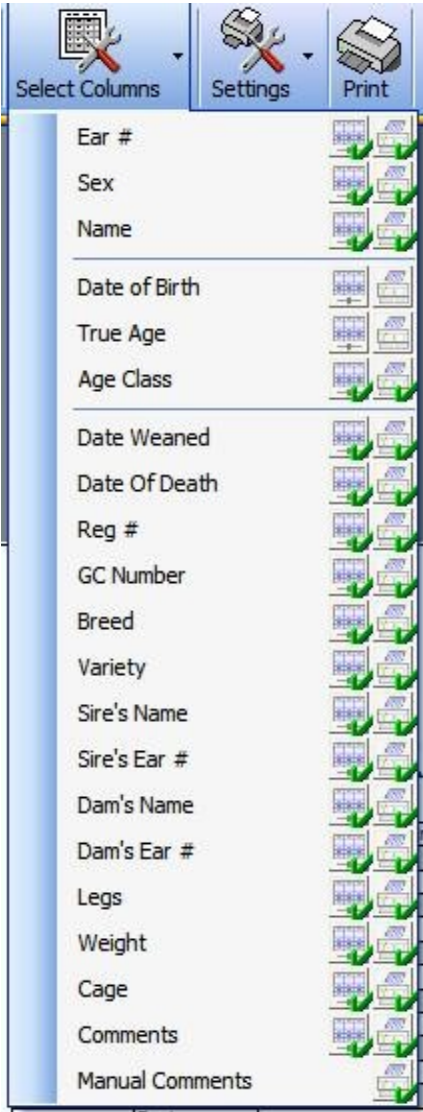
The **Select Colors** icon gives you control of the coloration on the printed pedigree, and you can see those color changes when you click the **Preview Pedigree** icon. Note that the colors of the boxes on the actual Pedigree Display Screen are NOT affected by how you color your printed pedigrees. Also, when you export a pedigree, it does NOT follow the coloration and style of your printed pedigrees. Windows provides a lot more ability to control printed pedigrees than on the exported pedigrees.

To include a picture on your pedigree, click the **Add/Edit Picture** icon. You can either have a small picture, located in a 2 inch by 2 inch square between the sire and dam, or a full page image. You can also specify whether you want to use the picture of the animal that is leftmost on the pedigree, so it's different on each pedigree, or you can specify a single image to appear on every pedigree. If using a single image for every pedigree, the program stores that image separately for each breed. That way you can use a club logo or representative picture of the breed, and it will automatically be correct for each pedigree you print, regardless of which breed is selected.

A Word About Paper Size and Pedigree Size

The program will attempt to fit the pedigree style that you have selected onto whatever size paper you have selected. It will print one pedigree per page, with the exception of the Multi-Mini, in which it will fit 4 on the page. Obviously if you decide to print a Multi-Mini, 4 generation pedigree on a 3x5 card, the print will be too small to print legibly and read, so plan accordingly

Printing Inventories



This is an easy one. You have two choices, you can select individual animals, or you can print all the animals in the currently shown area on the Summary List. Even if your Summary List is long, and you have to scroll on the screen to see all the animals, your printed inventory will automatically include them all. So, as usual, start on the Summary Screen. If printing just selected animals, pick them first. Otherwise, just click the **Print** icon and pick the kind of inventory you want to print. A preview screen will then appear, and you can decide from looking at the preview what columns you want to print, what paper orientation and size you want.

When you click **Select Columns** you will see the menu shown to the left. There are two columns of check marks. The left column shows what you currently have selected on the Summary Screen. The right list is what you have selected to print.: Be sure to check/uncheck the items in the **RIGHT** column that you want to have appear on your inventory printout.

Don't forget to watch the right side of the page on the preview, to be sure that everything fits. If you pick too many columns, it will spill off the

end and not print at all — stuff that spills off the right side of the page is lost.

If you are printing in Portrait Mode, and want to print more columns, switch to Landscape Mode.

Designing and Printing Business Cards

Helpful Hint: Before you design your business cards do two things:

- 1, Design your pedigrees.
2. Enter your web and email address information into the program under **Options, Personal Settings, Update Web & Email Info.**

This is because when you design your business cards, it will ‘carry in’ the style you laid out for your pedigrees –so doing them first makes your life a bit easier — you won’t have to work hard to make your business cards match your pedigrees, they will match.

Start on the Summary Screen. Click the **Print** icon and select **Business Cards**. The Business Card Setup Screen will (slowly) appear. Click the **Adjust Format** icon and proceed through each of the menu choices, *in order.*, as follows:

of Cards per page. Your only choices are 8 or 10. The program will print on either of these 2 standard business card sizes, no other. All cards are 2” x 3-1/2”, most are 10 to the sheet. Some are 8 per sheet, for use in older/cheaper printers that can’t print close to the top/bottom edge of the paper.

Style. You have 4 choices here.

1. Text only (= no picture on card)
2. Left-Justified Image
3. Right-Justified Image
4. Centered Image. This is the only one that might need a word of caution. If you opt to print a centered image, the text will print over it. So you’d better pick an image that is pale, and a text color that is dark, because otherwise the printed text won’t show. Don’t forget that your printer can’t print white — we get a lot of tech support calls where folks are expecting their printers to print white, which really means they print nothing at all!

Information Shown. Here you step line-by-line through your card, deciding what information you want to have shown on your card. For each line you will pick the information you want shown on that line, and the font and color for that line. Please note that the program stores the actual information. So, if for instance, you put your caviary name on line 1, and then 2 years from now you change your caviary name, you will have to come back here and reprogram that line. Remember that if the line is too long, you may be able to get it to fit by making the font size smaller for that line. **Margins.** This is last, and, frankly, can be a bit of a pain. We try to get it right to begin with, but, especially with Windows 8, sometimes we are unable to exactly predict where your print-

er is going to print. So, here's what to do:

1. Make a test printout on plain white (cheap) paper.
2. .Place the printout behind a fresh sheet of business cards and hold it up to the light. If the alignment is wrong, adjust the margins accordingly Making the top margin bigger pushes the printout down. Making the left margin bigger pushes the printout to the right.
3. Make another printout on cheapo paper and repeat step 2.
4. Keep repeating 2 and 3 until the printout is good.

Now you're ready to print for real. Put in the good paper and click the **Print** icon. All of your settings will be saved, so the next time you need to print business cards, all you will have to do is come to this screen and click the **Print** icon.

Printing Cage Cards

As always, start on the Summary Screen. Select the animals for which you want to print cage cards. Click the **Print** icon. This brings up the Cage Label Setup Screen. If this is your first time here, click the **Adjust Format** icon and follow these steps:

1. Select your printer (it's probably already selected)
2. Select the size of the paper you are going to be using. Note: unless you are printing 1 card per page, the size of the paper is different from the size of the card/label.
3. Select the number of cards/labels you want to print per page
4. Select each line that you want to print.

As you proceed, sometimes the program will automatically redraw a preview image of the labels, but most of the time, when you want to see how your design is progressing, click the **Preview Printout** icon.

While the program will attempt to adjust your text size to fit your labels, keep in mind that it won't generally choose a font size smaller than 8 or 9. So there's no way you can print 8 lines of text on a 1 inch tall label. So either pick the most important lines to print on your small labels, or pick larger labels/cards to include everything you want to print.

Most folks use the labels that come 30 to the page (Avery 5130/5160 are typical numbers), and print 4 or 5 lines per label. Some folks print one animal or two animals on 3x5 or 4x6 cards and tape them to magnets.... Whatever works for you.

There is also a special feature in the program, if you have selected **Prepare Show List**, rather than be on the **Active** list, then when you print cage cards, the program will print cards for all of animals currently selected for the show entry instead of the selected animals.

Printing Receipts/Bills of Sale

If you are printing receipts for animals you have sold, it's often best to print their pedigrees first using the Post-Sale format. If you are selling items other than animals that are listed uniquely in your database, then just start on the Summary Screen. Click the **Print** icon and select **Receipts**. This brings up the Sales Receipt Preparation Screen. Proceed as follows:

1. Click the blue button and enter the buyer information. If you have recently sold animals to this buyer, the program will ask if you want to add those animals to this receipt.
2. Specify the date of sale
3. Fill in the lines on the table with the items you are selling. Empty lines will automatically appear each time you fill up a line. Be sure to check the **Taxable** box if tax must be charged.
4. Enter a tax percentage, if required.
5. Enter whatever you'd like in the method of payment field
6. Enter the amount paid.
7. Click the yellow button to print.

How to Save \$50 to \$900

OK, I'm being tricky here, but this is REALLY important. We have over 14,000 customers and EVERY DAY we get anywhere from 1 to 4 phone calls and/or emails where folks have had a lightening strike, a fire, a power surge, or their computer just plain up and died. AND THEY NEVER MADE A BACK-UP OF THEIR DATA.

So, here they are, wondering who is due to kindle, who they sold animals to, and how they are going to recreate their data. In some cases, they've had our program for over 15 years, and never made a backup of their data. So their choices are either retype it all in, if they can find the data, or pay someone to recover their data. If when the computer died, it didn't kill their hard drive, the usual cost to recover their data is anywhere from \$50 to \$150. But if the hard drive died, and they REALLY want that data (I've had a few that did), the hard drive has to be sent to a special disk recovery facility, and they typically charge \$300 to \$900 to recover the data.

Brand new computers die, old computers die, middle-aged computers die. DON'T THINK THIS WON'T GOING TO HAPPEN TO YOU. IT WILL!

So, save yourself a bundle of money. Go out, buy a \$3 flash drive and make a ritual of backing up your data every time you say 'Whew, I don't want to have to enter all of *that* again'. If you need help learning how to make a backup, call us. We're here to help, we'd much rather spend 10 minutes teaching you how to do a backup, than spend 4 fruitless hours trying to help you get your data off the charred remains of your dearly departed computer.

Technical Support

We pride ourselves on our technical support, and encourage you to use it. The best ways to reach us are:

By Phone: 413-499-0426 between 8 AM and 8 PM Eastern time.

(Please note, if you are not in the Eastern zone, it is later here than where you live. So don't call us at 11 PM YOUR time thinking we're just finishing dinner.—it's at least midnight here, we're in bed and get a tad grumpy when the phone rings that late at night!)

By Email: support@evsoft.us 8 AM to 11 PM Eastern

By Mail: PO Box 1534
Lanesboro MA 01237

