



How To:

Attach Palm-Tech Files to an Email

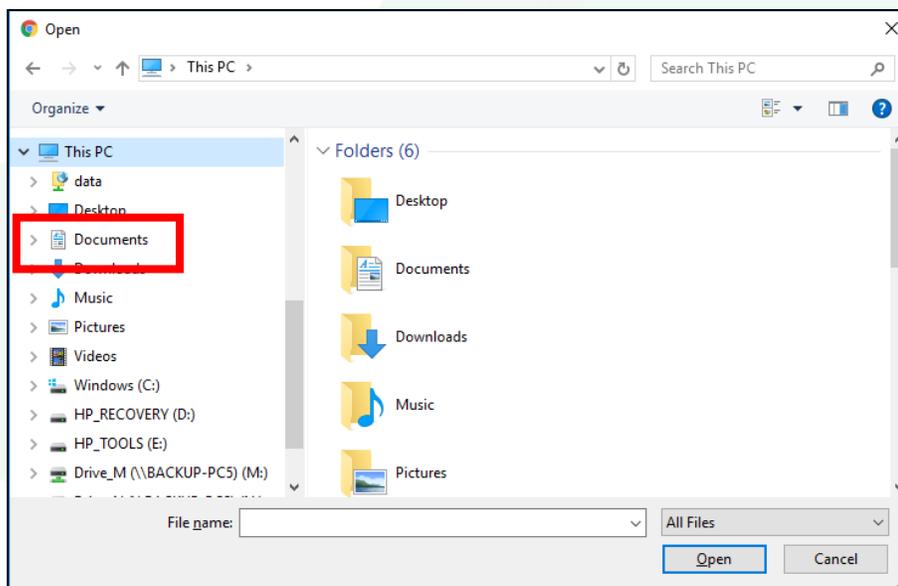
This step by step How To article explains how to attach certain Palm-Tech files to an email.

For a complete list of available How To documents visit the Support section of our website: www.palm-tech.com/support/

HOW TO: ATTACH PALM-TECH FILES TO AN EMAIL

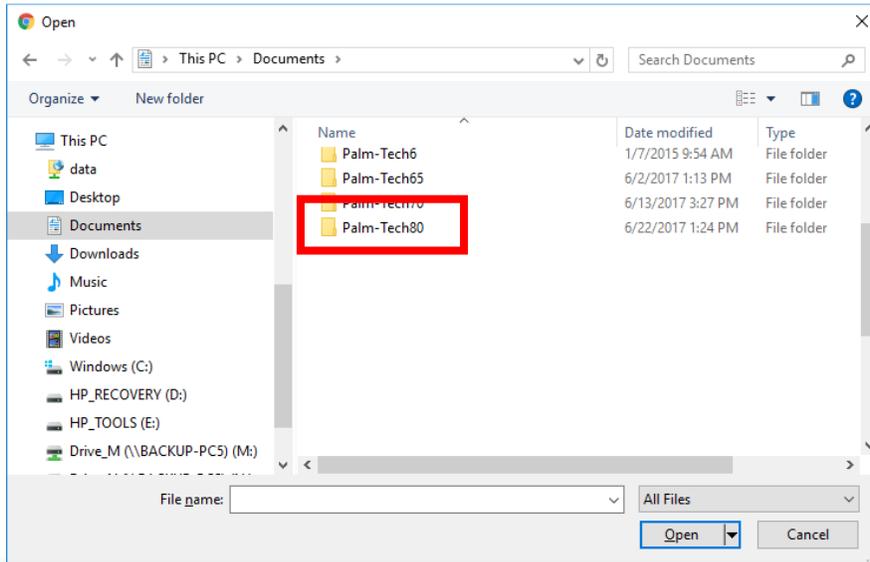
Sometimes the best way for our support team to help you is by taking a look at the actual files you are using. This document explains how to attach Palm-Tech files, such as Templates, Libraries, Inspection Files and/or Error Reports, to an email. This is done outside of the Palm-Tech program. In order to email the files you will need a basic understanding of how the email program/service you use works, as the specifics can vary from one email program to another.

1. First, open up your email program and start a new email. The address you will be sending the email to is: support@palm-tech.com.
2. Next, click on the button in your email that allows you to attach a file. Each email works slightly differently, but for many it will look like a paper clip.
3. This will bring up a window that allows you to navigate to find the file you want to attach. This window will open up to the **last folder you attached a file from** so you will want to follow these steps to find the Palm-Tech folder.
 - a. On the left hand side double click on Documents to navigate to the Documents folder.

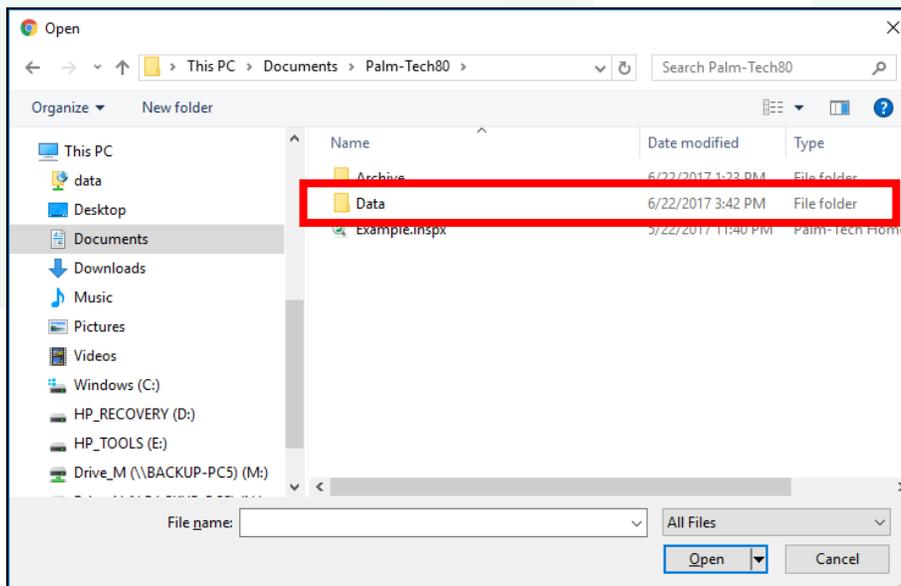


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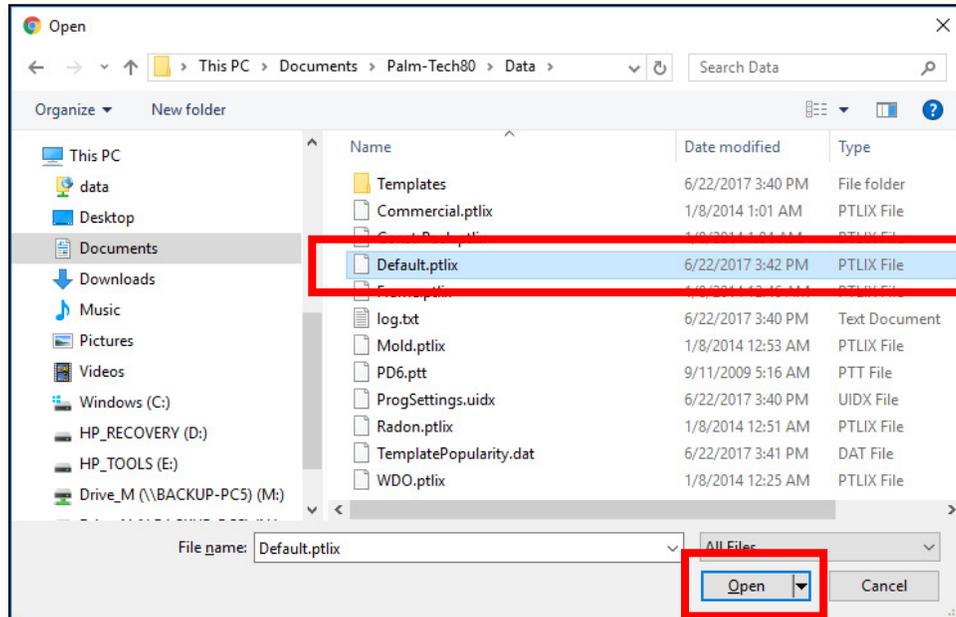
- b. Once in Documents, double click on Palm-Tech80 to open this folder.



4. The next place you navigate will depend on what type of file you will be attaching.
- a. **The Library** file is located in the Data folder. Library files have .ptlix on the end and most inspectors use the Default.ptlix. To attach your library file, double click on the Data folder, click on the .ptlix file you want to attach to highlight it, and then click on the button that allows you to attach the file in the lower right corner of the window.



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- b. **Templates** are located in the Templates folder inside the Data folder. To attach a template, double click on the Data folder and then the Templates folder. Click on the template you want to attach and click on the button that allows you to attach the file in the lower right corner of the window.
 - c. **Error Reports** are located in the path: Data>Maintenance>Tech-Support. Once you navigate to the Tech-Support folder you'll click on the error report you want to send and then click on the button that allows you to attach the file in the lower right corner of the window.
 - d. **Inspection Files** are located in the Palm-Tech80 folder when you first navigate to it. You will want to click once on the inspection file (not the PDF file) to highlight it. Then click on the button that allows you to attach the file in the lower right corner of the window.
5. Once you have attached the necessary files to the email, type up the description of the problem you are having in the body of the email and then send it to us.