



## HELPFUL LINKS

[Registration Number/Activation Key Issues](#)
[Product Documentation](#)
[Redownload Software](#)

## Tech Support

Case# 23557-74159 (Opened 7/13/2005)

**System Info****OS:** Windows XP**Handheld:** Sony PEG-UX40

Hello, Shannon

**Registration number:** Demo**Product:** Documents To Go Version 7.00 (English)**Case Summary:** [Documents To Go 7.00 Support Question](#)
[Post Reply to DataViz](#)
[My Problem is Solved - Close Case](#)
**Posted By:**Shannon Moore  
7/19/2005  
at 11:54 AM EST

I'll not pay \$20 to learn whether or not I want to buy your product. Waiting one or two days for your response to my response, ad nauseum, is too long and inconvenient. I will not purchase your product and am posting this discussion on my site. If you want to make a sale, remember your job is to serve the customer. I'll not beg you to take my money and I'll certainly jump through no more hoops to determine if your product is useful to me.

Good day.

**Posted by:**DataViz Support  
on 7/18/2005  
at 12:43 PM EST

Dear Shannon,

I apologize for the frustration this is causing.

You may certainly contact our technical support at 203.874.0085. please know that most of our calls are subject to a \$19.99 fee unless the call is related to installation issues. I'm very sorry, but we don't do call backs.

If you are not comfortable paying for support, please consider troubleshooting this with me over email, i would like to help you as much as i can, it's just unfortunately, the situation you are describing is somewhat unique and may take a few more emails for us to figure this out. I apologize once again for the inconvenience.

Kind regards,  
Annya  
DataViz Technical Support

**Posted By:**Shannon Moore  
7/18/2005  
at 12:43 PM EST

Is it possible to talk with someone on the phone about this? Two minutes on the phone would likely provide resolution and with much less confusion and effort on your and my parts. I'd like to buy and use your product (even recommend it to my associates and clients), but I'm about out of patience with trying to use it and have come up with an adequate alternative, though not nearly as integrated as your product. Again, I want to use DTG, but unless I can get it to work soon, I will forego using it.

I can be reached at 336-675-4956 or please relay how I should call you.

Kind regards,  
Sam

**Posted by:**DataViz Support  
on 7/13/2005  
at 9:33 PM EST

Dear Shannon,

I looked at the previous case, and from the notes it seemed that you were able to work out the issue with Drew.

However, if the problem still persists, could you please provide step by step instructions on how you create, edit, save the file. Otherwise, it's difficult to picture exactly where the problem is. Our demo does not have limitations so it might be with regards to how you are editing the files. When you tap on the File menu are you doing that while the file is open, what do you see under the File menu?

Look forward to hear back from you.

Kind regards,  
Annya  
DataViz Technical Support

**Posted By:**  
Shannon Moore  
7/13/2005  
at 9:33 PM EST

DataViz Mail Version:  
Email Client:  
Email Server:

Problem Description:  
Continuation of closed case 23187-95208...

This is still not working properly. I do not have an option to save on the handheld.

I opened an existing document.  
File - Duplicate  
Saved as a different name  
Made changes  
Save was not an option on any menu...  
Made sure Autosave was turned on in preferences  
Exited document  
Re-entered document - changes were there  
Exited document  
Synced to PC  
New file is there, but nochanges are saved!

Is this a limitation on the demo? Why can't I save? I'm ready to purchase this, but this must work like I need in the field.

Thank you,  
Sam