Total Access Speller™

For Microsoft® Access

FMS

www.fmsinc.com

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Many people at FMS contributed to the creation of Total Access Speller. They include:

- **Product Design and Development:** Luke Chung and Molly Pell
- **Quality Assurance and Technical Support:** John Litchfield, Molly Pell, and Madhuja Vasudevan
- **Documentation:** Luke Chung and Molly Pell

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Welcome to Total Access Speller!

Thank you for selecting Total Access Speller. This valuable development tool makes it easy to spell check the objects you design in Microsoft Access.

Total Access Speller is developed by FMS, Inc., the leading developer of products for Microsoft Access, Visual Basic, and SQL Server. In addition to Total Access Speller, we offer a wide range of products for Microsoft Access developers, administrators, and users:

- Total Access Analyzer (database documentation)
- Total Access Admin (real-time database monitoring)
- Total Access Components (ActiveX controls)
- Total Access Detective (difference detector)
- Total Access Emailer (email blaster)
- Total Access Memo (rich text format memo fields)
- Total Access Statistics (advance data analysis)
- Total Access Startup (version launcher)
- Total Visual Agent (database maintenance and scheduling)
- Total Visual CodeTools (code builders and managers)
- Total Visual SourceBook (source code library)
- Total Zip Code Database (city and state lookup lists)
- EzUpData (share your data, reports, and files over the internet)

Visit our web site, www.fmsinc.com, for more information. We also offer Sentinel Visualizer, an advanced data visualization program that identifies relationships among people, places and events through link charts, geospatial mapping, timelines, social network analysis, etc. Visit our Advanced Systems Group at www.fmsasg.com for details.

Please make sure you sign up for our free email newsletter. This guarantees that you will be contacted in the event of news, upgrades, and beta invitations. Once again, thank you for selecting Total Access Speller.

Luke Chung
President

Chapter 1: Introduction

Discover how Total Access Speller can help you deliver more professional applications by catching typos and spelling errors in your Access objects. This chapter introduces the product and highlights key features and concepts you should know when using the product.

Topics in this Chapter

- ➢ **About Total Access Speller**
- ➢ **Product Highlights**
- ➢ **Enhancements in This Version**
- ➢ **Enhancements from Previous Versions**
- ➢ **Visit Our Web Site**

About Total Access Speller

No matter how much time and effort you spend designing and testing your applications, a typo or spelling error in the interface can make a professional application appear unprofessional. Before delivering an application, it is important to ensure that the user-interface is free of spelling errors. Although Microsoft Access has had spell checking available for some time, its functionality applies only to data in tables, and not to the object design properties that affect what the user sees.

Until now, there has been no way to spell check these object design property values automatically. Examining them manually can be time consuming and error prone, and your user will take notice if you overlook even one mistake. Total Access Speller is the first product for Microsoft Access that allows you to spell check your object designs.

Product Highlights

Total Access Speller examines the object properties that appear on your application's user-interface, and allows you to spell check them. It supports spell checking for tables, table fields, queries, query fields, forms, form controls, reports, report controls, macros (including embedded macros), built-in command bars, and user command bars. You decide which objects to spell check, which property values to examine, and which spelling suggestions to apply.

Total Access Speller is integrated with your Office/Access spell checker so it supports your own language and custom dictionary.

For most objects, changes are made to your application automatically. For situations that cannot be updated automatically, Total Access Speller provides a reference report, so you can make the corrections manually.

Enhancements in This Version

Total Access Speller for Microsoft Access 2016 (Version 16.0)

This version of Total Access Speller is the ninth version of the product since its debut in 1993. It includes a new version for Microsoft Access 2016, plus continued support for earlier Access versions.

Enhancements from Previous Versions

Total Access Speller for Microsoft Access 2010 (Version 14.0)
Total Access Speller for Microsoft Access 2013 (Version 15.0)

It includes a new version for Microsoft Access 2010 and 2013, plus continued support for earlier Access versions.

Support for 32 and 64 bit Versions of Access 2010 and 2013

Total Access Speller 2010 and 2013 each includes two programs in one to support the 32 and 64 bit versions of Microsoft Access 2010 and 2013.

Microsoft does not allow 32 and 64 bit versions of the same version of Access to be installed on one machine. The Total Access Speller 2010 and 2013 setup programs detect the appropriate version and installs it on your machine.

Machine and User Installation Options

The setup program and add-in supports installation for the machine or user. This allows Total Access Speller to run for users with or without administrator permissions as set under Windows User Account Control (UAC).

Improved Spell Checking of Macros

Spell checking has improved for documenting macros including comments and message boxes.

New Option to Ignore Invisible Controls

A new option is available to exclude controls with Visible property set to No. This avoids spell checking controls that users never see. Labels associated with controls that are invisible are also excluded. This option is set when selecting objects to spell check.

Property List Shows Built-In Status

On the Property List, a new checkbox column shows whether the property is a built-in property or one added by you.

Total Access Speller 2007 (12.0) and Total Access Speller X.5

In conjunction with the release of Access 2007, FMS released a new version of Total Access Speller for Microsoft Access 2007 plus version X.5 upgrades for earlier Access versions. These versions include the following enhancements:

Support for Access Data Projects (ADPs)

Total Access Speller now supports spell checking Access Data Projects (ADPs), just like in standard Databases.

More Automated Property Changes

Property changes to command bars, which previously required you to manually update them, are now automatically updated. Additionally, spell checking of caption properties with hotkeys has been improved to preserve the hotkey (unless the letter no longer exists).

General Enhancements

- Option to specify whether properties on linked tables should be updated
- Improved handling of databases under Visual Source Safe control
- Property data is stored in a temporary database in your Application Data folder, rather than in the add-in

Main Screen Redesign

The main screen is redesigned with a new spell checking wizard, the ability to view results from the most recently run spell checking, additional program options, and separate About form and Suggestion Box links.

Spell Checking Wizard Enhancements

The Wizard is enhanced to allow column filtering in object and property selection screens, and to display more streamlined and helpful information.

New Reports

Five new reports are available to provide full detail about the spell checking results. Additionally, support is added for printing to A4 paper in addition to US Letter size.

Total Access Speller 2007 Supports New Access 2007 Features

In addition to the new features above, Total Access Speller 2007 supports the new functionality and features introduced with Microsoft Access 2007:

- Supports the new ACCDB database format in addition to Access 2000, 2002-2003 MDB database formats

- Object selection screen has an option to spell check embedded macros in forms and reports
- Spell checks the new Navigation Caption of datasheet views
- Displays the Office 2007, Vista/XP look and feel, and transparent buttons with graphics
- Supports tabbed or traditional window views depending on your current database's setting under Access Options

Visit Our Web Site

FMS is constantly developing new and better developer solutions. Total Access Speller is part of our complete line of products designed specifically for the Access developer. Please take a moment to visit us online at www.fmsinc.com to find out about new products and updates.

Product Registration

Register your copy of Total Access Speller on-line. Be sure to select the email notification option so you can be contacted when updates are available or news is released. You must be registered to receive technical support.

Product Updates

FMS is committed to quality software. When we find problems in our products, we fix them and post the new builds on our web site. Check our Product Updates page in the Technical Support area for the latest build.

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Product Descriptions and Demos

Detailed descriptions for all of our products are available. Each product has its own page with information about features and capabilities. Demo versions for most of our products are also available.

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FMS personnel often speak at conferences and write magazine articles, papers, and books. Copies and portions of this information are available to you online. Learn about our latest ideas and tricks for developing more effectively.

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Keep in touch with us:

- Signup for our blog: http://blog.fmsinc.com
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Links to Other Development Sites

Jump to other locations, including forums, user group home pages, and other sites with news, techniques, and related services from our web site.

Chapter 2: Installing Total Access Speller

Total Access Speller comes with an automated setup program to get you up and running as quickly as possible. This chapter explains the versions of Total Access Speller that are available, system requirements, installation steps, and instructions for uninstalling.

Topics in this Chapter

- ➢ **Available Versions**
- ➢ **System Requirements**
- ➢ **Installing Total Access Speller**
- ➢ **Using the Update Wizard**
- ➢ **Uninstalling Total Access Speller**

Available Versions

Due to the different properties and behaviors of each version of Access, a separate version of Total Access Speller is required for each Microsoft Access version:

- Version 16 for Access 2016
- Version 15 for Access 2013
- Version 14 for Access 2010
- Version 12 for Access 2007
- Version 11 for Access 2003
- Version 10 for Access 2002
- Version 9 for Access 2000
- Version 8 for Access 97

Databases that can be opened by an Access version are supported by its version of Total Access Speller. For instance, version 14 supports these Access databases: ACCDB, ADP, and MDB (2000 and 2002-2003 formats). Support for ADPs ended with Access 2013.

System Requirements

Total Access Speller has the following system requirements:

- Microsoft Access
  (You must have the version of Access that corresponds to your version of Total Access Speller)
- Hardware and operating system supported by Microsoft Access
- 20 MB free disk space
- Microsoft Office Proofing Tools.

Microsoft Office Proofing Tools

Total Access Speller does not include its own spell checker and uses the Microsoft Office spell checker to respect your own language and custom dictionary. For this reason, you must have Microsoft Office Proofing Tools installed.

Run the Microsoft Access Spell checker at least once

If you've never run it, there is a chance it is not installed in your copy of Access. Simply open a table, go to a text field, and press [F7] to verify spell checking is installed and working.

Installing Total Access Speller

Total Access Speller is installed using an automated setup program. To install Total Access Speller, follow these steps:

1. Locate and run the setup program.

2. When prompted, enter your registration information and product key (serial number).

3. Specify whether you want to install it for just yourself or any user on your PC. The latter requires administrative rights.

4. Specify the destination directory for the files.

Be sure to read the README file for any late breaking news that is not included in this User Guide.

Using the Update Wizard

If you are registered, you should receive emails from FMS when updates are released for the products. To verify you have the latest build, you can use the Total Access Speller Update Wizard with an active Internet connection.

From the main Windows menu, select All Programs, FMS, Total Access Speller, Update Wizard. Follow the prompts on the form to check for the latest update.

Uninstalling Total Access Speller

Total Access Speller supports the standard Windows installation protocol, so uninstalling is similar to uninstalling other programs:

Start the Uninstall Process

From the Windows Start Menu, select Control Panel, then:

Windows Vista, Windows 7, 8, and Windows 10

- In the Programs section, select Uninstall a Program

Windows XP

- Select Add/Remove Programs

Select Total Access Speller for Removal

- Select Total Access Speller from the list of installed programs

- Click on Uninstall from the menu

- The installation program loads. Choose Remove and follow the prompts.

After a few moments, the Total Access Speller program files and its registry entries are deleted.

Chapter 3: Using Total Access Speller

Now that Total Access Speller is installed, you may want to jump right in and start it. While we have designed the product to be easy to use, you should read the material in this chapter to understand important tips and concepts for getting the most out of the program.

Topics in this Chapter

- ➢ **Starting Total Access Speller**
- ➢ **Main Menu**
- ➢ **Start Spell Checking**
- ➢ **Spell Checking Your Text**
- ➢ **Apply Changes**

Starting Total Access Speller

Before you run Total Access Speller from your database, there are a few simple steps to take:

1. **Close any open objects**
   Because Total Access Speller needs to work with objects in design view, you must close all open objects.

2. **Check all objects out of Microsoft Visual SourceSafe**
   If your database is using Microsoft SourceSafe for version control, check out all objects. If objects are not checked out, Total Access Speller cannot apply changes to it.

3. **Obtain appropriate permissions**
   If you are using a secured Microsoft Access database, you must be logged in as a user with sufficient permissions to view object designs and make changes.

4. **Don't use MDE, ADE, or ACCDE databases**
   Because they are for production purposes only, you should not spell check MDE, ADE, or ACCDE databases. Instead, spell check the original version of the database and then recreate the file.

Launch the Total Access Speller Add-in

Total Access Speller runs in Microsoft Access as an Add-In. To start the program, open your database, and open the Total Access Speller add-in.

In Access 2016, 2013, 2010 and 2007, select Total Access Speller from the Database Tools, Add-Ins ribbon:
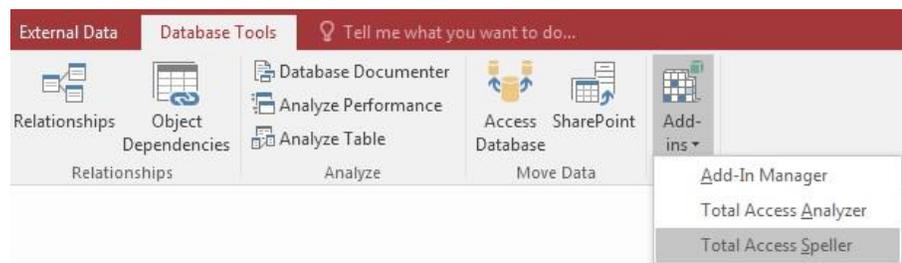
Starting Total Access Speller from the Microsoft Access 2016 and 2013 Ribbon

Starting Total Access Speller from the Microsoft Access 2007 Ribbon

In earlier versions of Microsoft Access, select Total Access Speller from the Tools, Add-Ins menu:
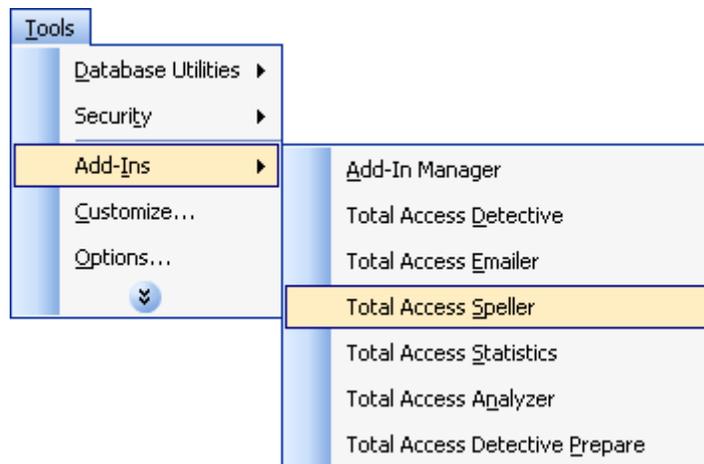
Access 2003 and Earlier: Starting Total Access Speller from the Tools, Add-Ins Menu

Microsoft Visual SourceSafe Warning

If your database is under Microsoft Visual SourceSafe control, a warning message appears reminding you that your objects must be checked out in order for Total Access Speller to apply the changes to your objects:

Microsoft Visual SourceSafe Warning

Check the box to avoid seeing this warning again on any future database.

Main Menu

When you launch Total Access Speller, the main screen appears:

Total Access Speller Main Menu
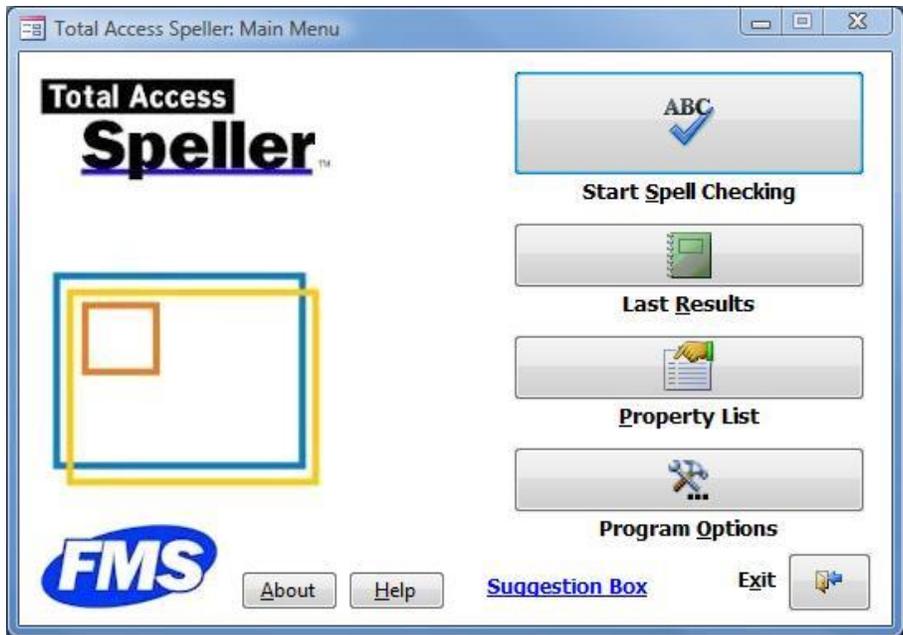
Total Access Speller 2003 (or earlier) Main Menu

This screen lets you:

- Spell Check your database objects
- See the results of the last spell checking you ran
- Edit the list of properties to spell check
- Set program options

Start Spell Checking

Press the [Start Spell Checking] button to begin spell checking the objects in your database.
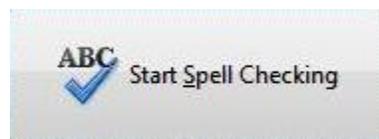
Select Objects

A list of objects is presented for you to select:
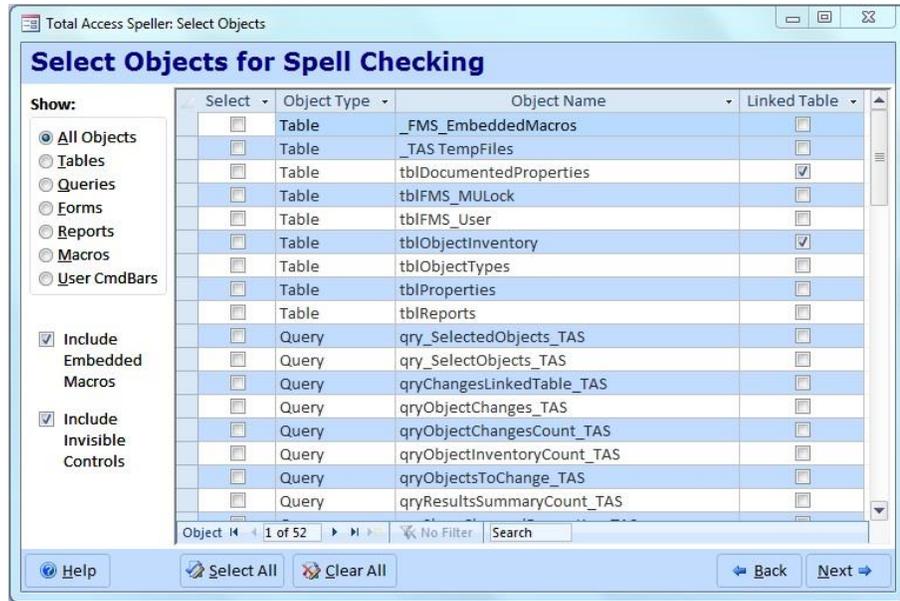
Selecting Objects for Spell Checking

For Jet databases (MDBs and ACCDBs), Total Access Speller spell checks the following objects:

- Tables and Table Fields
- Queries and Query Fields
- Forms and Form Controls
- Reports, Report Controls
- Embedded macros (Microsoft Access 2007 or later)
- Macros
- User Command Bars

For Access Data Projects (ADPs), Total Access Speller supports spell checking native Access objects:

- Forms, Form Controls
- Reports, Report Controls
- Embedded macros
- Macros
- User Command Bars

Total Access Speller cannot spell check objects in SQL Server, such as tables, views, and diagrams.

Filtering and Selecting Objects

Select the objects you want to check by checking the Select column.

Filter the list by object type using the option group on the left. The list of objects is displayed with the object type and name. For tables, if it's a linked

table, the Linked Table column is checked. You can also filter the list by clicking on the column header.

The [Select All] and [Clear All] buttons behave as expected for the currently displayed list of objects.

Option to Include Embedded Macros

Microsoft Access 2007 introduced embedded macros in forms and reports. Like regular macros, embedded macros can include actions that display text to users. Since embedded macros are not separate objects, you can optionally include or exclude them from spell checking with this option:
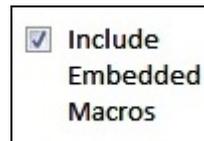
If selected, this option only applies to your selected forms and reports.

Since embedded macros are not available prior to Access 2007, earlier versions of Total Access Speller do not include this option.

Option to Include Invisible Controls

By default, all form and report controls are included for spell checking. There's an option to exclude invisible controls by unchecking this option:

If unchecked, all the properties of controls with its Visible property set to No are ignored. Additionally, labels associated with controls that are not visible are also excluded. The purpose of this option is to avoid the time to review text that users would never see. However, a control that may be invisible in design mode could become visible if your program changes the setting when it runs.

Moving Forward

After you select the objects you want, click the [Next] button for Total Access Speller to build the list of property values for all the objects you selected:

Building the Property List

This process is typically fairly fast but depends on how many objects you selected. If you find that it's taking too much time, you can click the [Cancel] button to return to the Select Objects wizard page.

Spell Checking Your Text

For your selected objects, Total Access Speller builds a list of text values for the properties to spell check. This is the page where you do your work. This Spell Checking page is where you perform the actual spell checking:
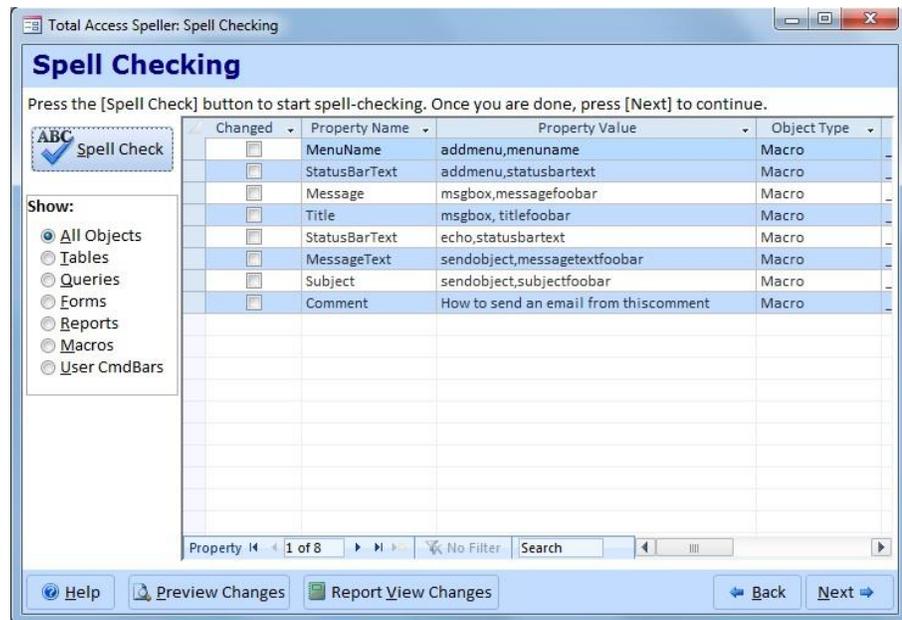
List of Properties to Spell Check

The [Property Value] column contains the current property's value which may be overwritten manually or when you spell check it. If the value is modified, the [Changed] column becomes checked.

Using the Object Filter

You can filter the list of properties by object type using the option buttons on the left. Select the [All Objects] option button to turn the filter off.

You can also filter the datasheet at the column header or by right clicking on the grid itself. This lets you filter on a variety of criteria.

Start Spell Checking

Press the [Spell Check] button to spell check the values in the [Property Value] column for the list of displayed (filtered) properties:
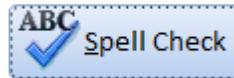
The Spell Check button launches the Microsoft Access Spell Checking tool to check the Property Value field:
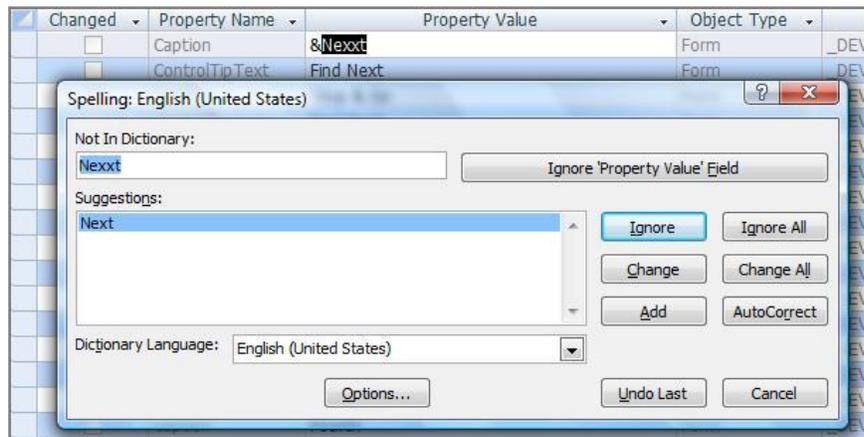
Spell Checking Dialog

Use the spell checker just as you would in Access to spell check your data—accept or ignore the suggested spelling changes. You can also enter your desired value.

As you make your changes, only the table is updated and not your objects. That happens in the next screen. This gives you the ability to cancel your changes if you decide not to proceed, and your objects remain unchanged.

Hotkeys on Control Captions

On forms, hotkeys can exist on control captions or associated labels to controls. Hotkeys are defined by using a & key before a letter so that the control can be selected by pressing the Alt and letter.

The letter could be at the beginning or middle of a word. Because having a & in the middle of a word would flag the word as a typo, Total Access Speller includes text parsing to remove the & before you spell check the

text. If you change the property value, Total Access Speller resets the & to the same hotkey before updating the property in the actual object. If you change the text so the hotkey no longer exists, the property is still updated but this is flagged in the hotkey report so you are aware the hotkey disappeared.

Finishing

When you finish spell checking, click the [Next >] button to move to proceed. You need to make at least one update to proceed.

Canceling

If you click the [< Back] button, Total Access Speller returns to the Select Objects wizard page. You are prompted to confirm your choice, since any spelling changes you made are lost when you go back.

Apply Changes

You are now ready to tell Total Access Speller to apply the changes you made to the property values. A confirmation page appears:
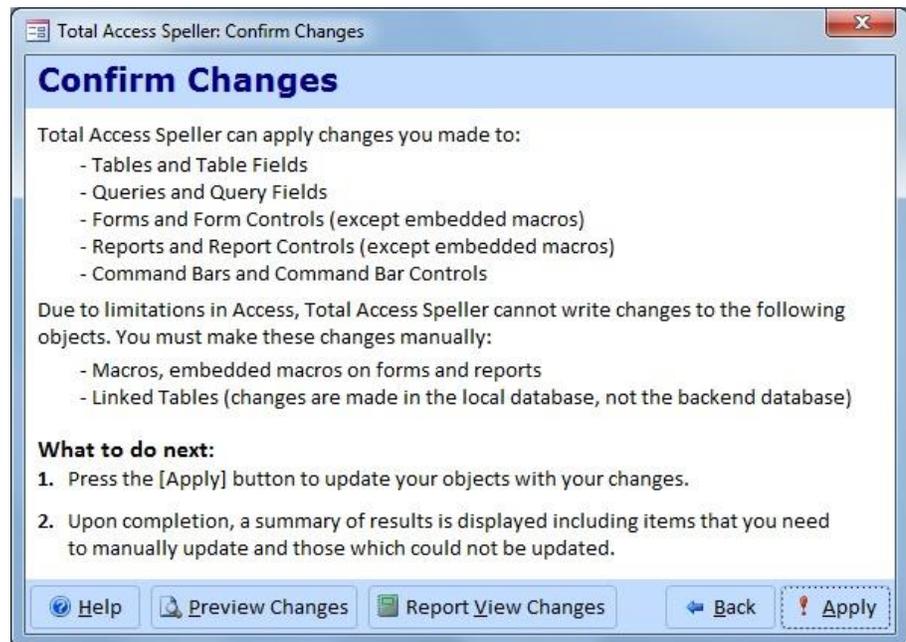
Confirmation Page: Last Step before Applying Changes

Automatically Applying Changes

For MDB and ACCDB databases, Total Access Speller writes changes back to your objects for the following types:

- Tables and Table Fields

- Queries And Query Fields
- Forms and Form Controls
- Reports and Report Controls
- Command Bars

For ADP databases, Total Access Speller writes changes to these object types:

- Forms and Form Controls
- Reports and Report Controls
- Command Bars

Click the [Apply] button to update your objects. Afterwards, the results page appears:
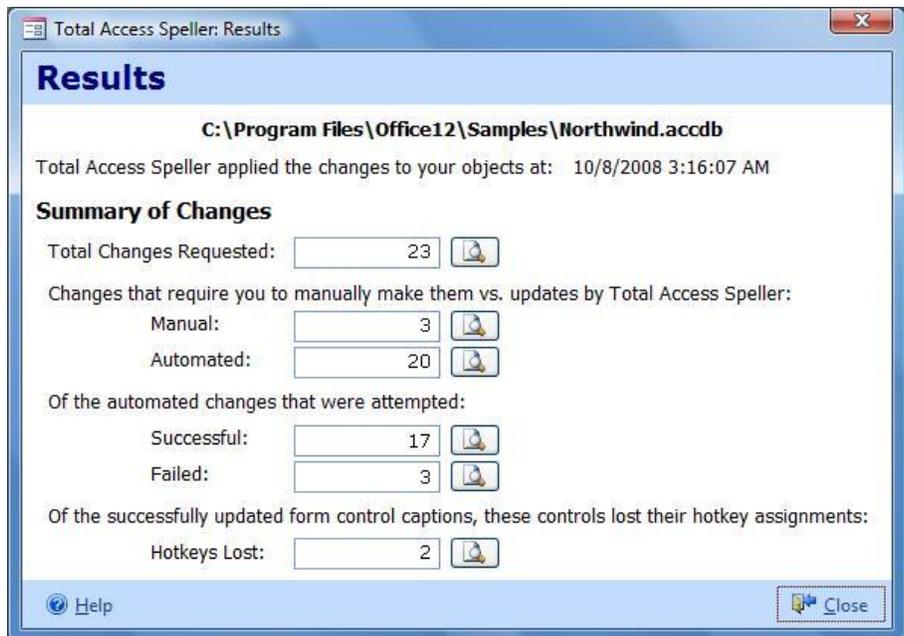
Spell Checking Results

The Results form displays a summary of the changes you requested and how many were implemented and if there were any problems.

Reports are available for each category including:

- The entire list of requested changes
- Those that require you to manually update them
- Those that were attempted to be applied automatically
- Those that were successfully applied automatically
- Those that failed to be applied
- Those that were updated but lost their hotkey

Applying Manual Changes

Unfortunately, for certain object types, Total Access Speller is unable to apply changes automatically. For these objects, you need to apply the changes manually by opening the object in design view, changing the property value, and saving it.

Total Access Speller lists all properties that it can't change in the Manual Changes Report. You can preview this report on the screen, but it is best to print this report so you have a hard-copy reference to use when applying manual changes.

Total Access Speller cannot make changes for the following object types:

Macros and Embedded Macros

Due to Access security limitations, Total Access Speller cannot apply changes to macros (including embedded macros).

Invalid Property Values

Total Access Speller cannot apply changes that are invalid by Microsoft Access's rules. For example, if the length of the value exceeds Microsoft Access's limitations, or if your change includes a character or value not allowed by Access, Total Access Speller does not write the change to the property.

If Total Access Speller encounters problems updating a property, the Failed Attempted Changes report is available listing the changes were not made. Carefully examine this report and make the changes manually to see why it failed.

Losing HotKeys

If a form control's caption originally had a hotkey (e.g. "&Next") and the new caption no longer has that letter, the hotkey is lost. The change was made to your property, but the hotkey could not be preserved.

The Lost Hotkey report lists these and you will need to manually set a new hotkey for them by adding an ampersand & character.

Spell Checking Complete

After you click the [Close] button, you return to the main menu. If you want to see the results again and view the reports, they are available under the [Last Results] button.
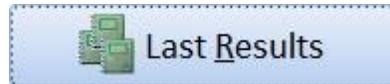
Editing the Property List

Total Access Speller reviews property values in your database objects that could potentially contain typographical errors. Access supports thousands of properties across many object types, but only a small set are relevant for spell checking.

To make the process of spell checking easier, Total Access Speller only examines properties that are potential locations of typographical errors. For example, it would make no sense to look at the BackColor property on a form control, since this property only supports numerical values. Similarly, the RecordSource property should not be spell checked, since it contains SQL strings rather than text values your users see.

Total Access Speller contains a default list of properties for you to spell check. There may, however, be cases where you want to add additional properties to this list, or turn off certain properties for certain databases.

To edit the list of properties for spell checking, use the Edit Properties form. From the main menu, click the [Properties List] button:
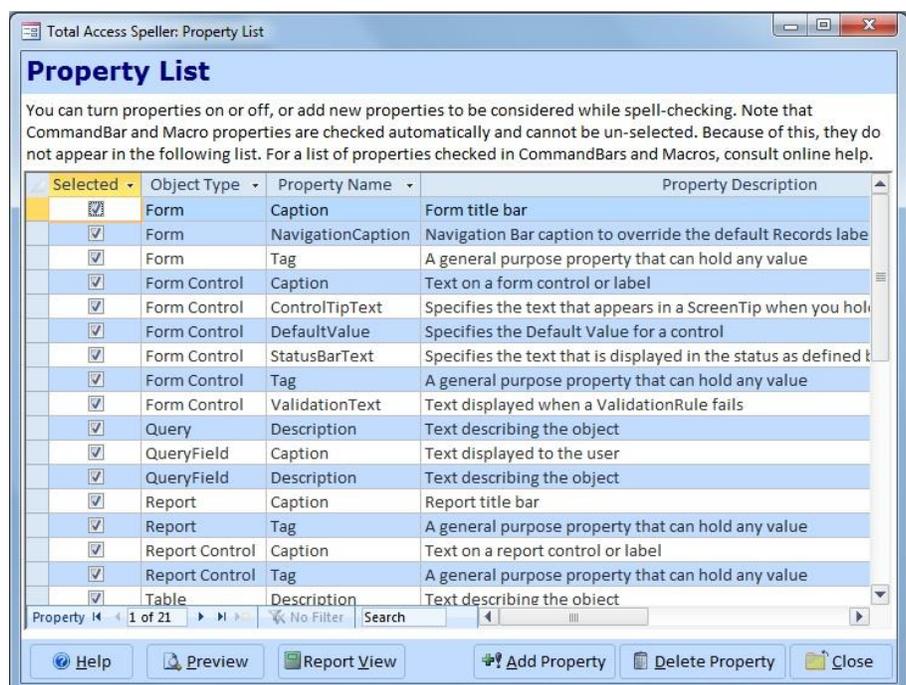
Edit Properties Form

Use this form to select or unselect specific properties. To get the most benefit from Total Access Speller, you should include every property in the default list—you can always choose to ignore spelling suggestions on an individual basis.

Note that command bar and macro properties do not appear in the Edit Properties form. This is because Total Access Speller automatically checks all applicable property values for the selected command bars and macros. Total Access Speller reads the following property values from command bars and macros:

Macros	Command Bars
Comment	Caption
MenuName	DescriptionText
Message	
MessageText	Tag
StatusBarText	ToolTipText
Subject	
Title	

Adding Properties

To add properties to the list, click the [Add Property] button, and the Add Property Form appears:
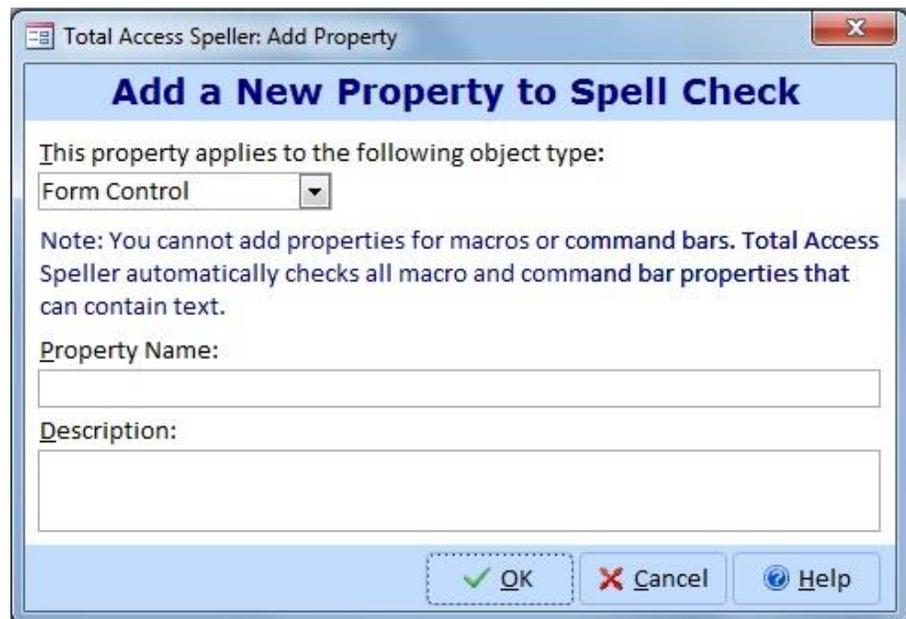
Add Property Form

To add a property, select the type of object the property applies to from the drop down list.

Total Access Speller supports properties on the following object types:

- Tables and Table Fields
- Queries and Query Fields
- Forms and Form Controls
- Reports and Report Controls

There are several guidelines to note when adding a property to the list:

- You cannot add properties for macros or command bars. By default, Total Access Speller examines all applicable properties and settings for macros and command bars.

- Total Access Speller does not examine custom properties of ActiveX controls. You should not add custom properties to the property list.

- When spell checking Access Data Projects (ADPs), you cannot add properties for objects that exist in SQL Server, such as tables, views, and diagrams.

- Total Access Speller is designed to spell check properties that appear in your application's user interface. This design includes properties that do not affect your application's functionality. Although you can add any Access property to the list, you should **NOT** add properties that affect an object's operation. For example, do not try to spell check the Name property of an object, or the ControlSource property of a control. Changing these property values may adversely affect your application.

Once you select the object type, enter the property name and add a description for your own reference. Click [OK] to save your changes or [Cancel] to discard them, and Total Access Speller takes you back to the Edit Properties form.

Deleting Properties

While you cannot delete properties in the built-in property list, you can delete properties that you have added by selecting the property and clicking the [Delete Property] button.

If you want to disable a property without deleting it, just uncheck its checkbox in the form.

Property Report

A report is available listing all the properties in the list and if they are selected. The report can be previewed or opened in report view:

Total Access Speller	Property List	
	Sorted by Object Type and Property Name	
Property Name	Property Description	Selected
Form		
Caption	Form title bar	☑
NavigationCaption	Navigation Bar caption to override the default Records label.	☑
Tag	A general purpose property that can hold any value	☑
Form Control		
Caption	Text on a form control or label	☑
ControlTipText	Specifies the text that appears in a ScreenTip when you hold the mouse pointer over a control	☑
DefaultValue	Specifies the Default Value for a control	☑
StatusBarText	Specifies the text that is displayed in the status as defined by the AddMenu and Echo macro actions	☑
Tag	A general purpose property that can hold any value	☑
ValidationText	Text displayed when a ValidationRule fails	☑
Macro		
Comment	A comment describing the macro line	☑
MenuName	The name of a menu as defined by the AddMenu macro action	☑
Message	Specifies the message displayed by the MsgBox macro action	☑
MessageText	Specifies the text for the message for the SendObject macro action	☑
StatusBarText	Specifies the text that is displayed in the status as defined by the AddMenu and Echo macro actions	☑
Subject	Specifies the text for the subject for the SendObject macro action	☑
Title	Specifies the window title displayed by the MsgBox macro action	☑
Query		
Description	Text describing the object	☑
Query Field		
Caption	Text displayed to the user	☑
Description	Text describing the object	☑

Program Options

Set general settings for how Total Access Speller behaves on two tabs:

- Paper Size
- Linked Tables

Paper Size for Reports

The Paper Size tab allows you to specify whether you want the reports in Total Access Speller to use US Letter or A4 paper sizes:
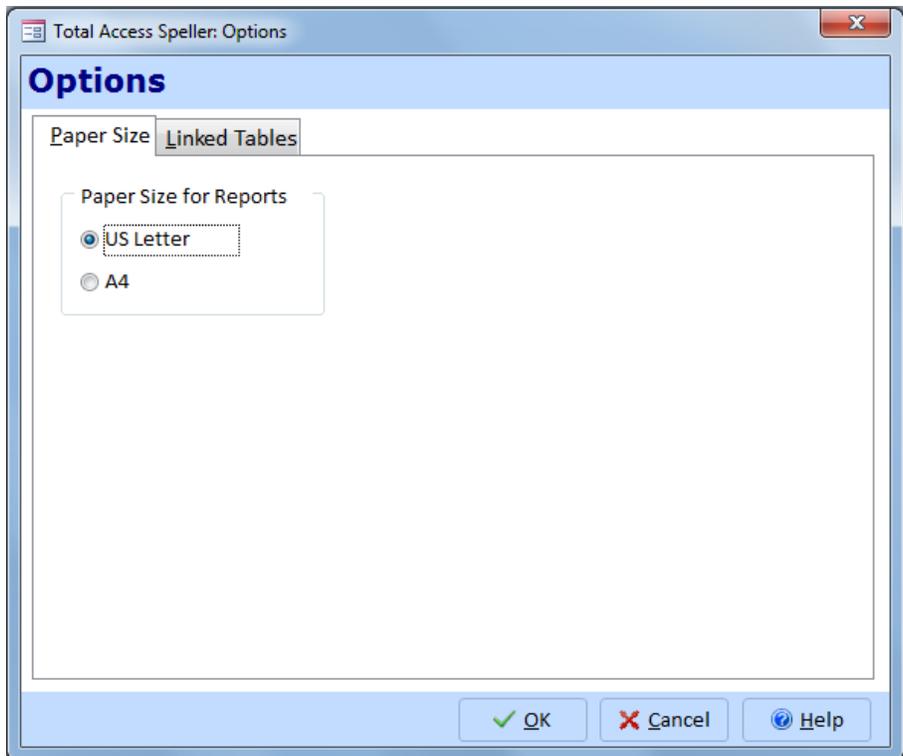
Option to set Paper Size

Linked Table Properties

Properties for linked tables can exist in two places. By default, the properties of the back-end (source) table are used by the front-end (linked) table.

However, the linked table can override the properties defined by the source table. When this happens, future changes to properties on the source table are not reflected on the front-end table. This is usually not what you want to do since you usually want to keep them in sync.

To spell check the actual table's properties, you spell check the source database rather than the linked database. This applies changes at the source which may be used by multiple linked databases.

Due to permission issues, Total Access Speller only examines your current database and does not apply changes to the source database. You have this option:
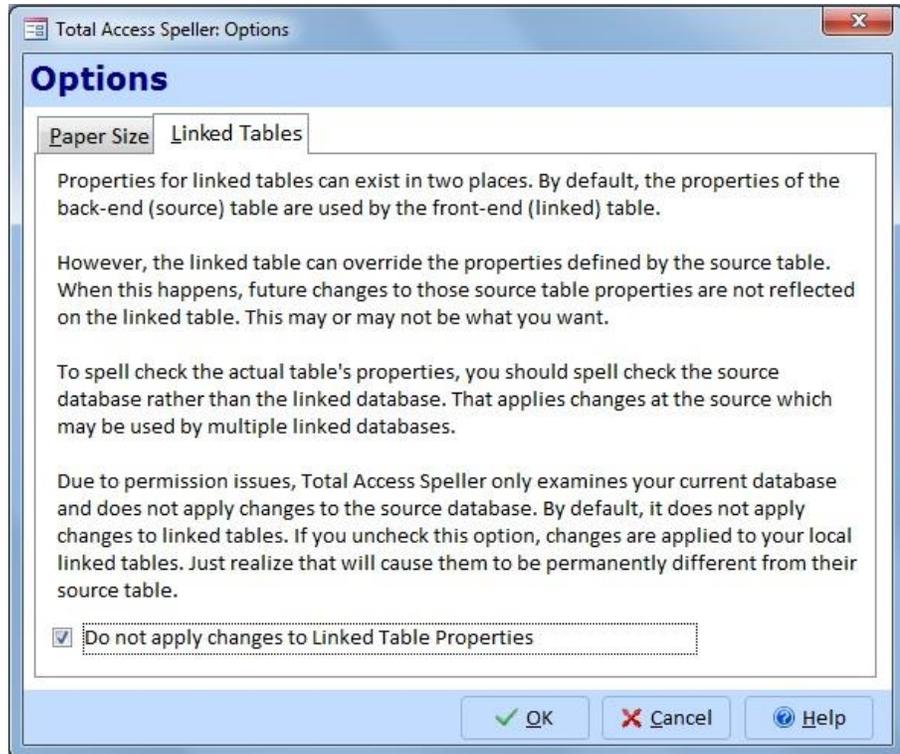
Option to Update Local Properties of Linked Tables

By default this option is checked and changes are NOT applied to linked tables. They show up in the results report without the Applied box checked.

By un-checking this option, changes are applied to your local linked tables. So, if you modify the description property of a linked table, the change is made in the local database's link to the table, and NOT in the actual table as it exists in the linked database. That means other databases that are linked to that table would not "see" your change. This may or may not be what you want.

Chapter 4: Troubleshooting and Support

This chapter provides information about troubleshooting problems that arise and obtaining support for Total Access Speller.

Topics in this Chapter

- ➢ **Support Resources**
- ➢ **Web Site Support**
- ➢ **Technical Support Options**
- ➢ **Contacting Technical Support**

Support Resources

There are many resources available to help you resolve issues you may encounter. Please check the following:

Readme File

Check the README file for the latest product information. The README file is located in the directory where you installed the product.

Product Documentation

We've spent a great deal of care and time to make sure the Total Access Speller manual and help file are very detailed. Check the Table of Contents and Index for your question, and read the appropriate pages.

Web Site Support

The FMS web site contains extensive resources to help you use our products better. Resources include product updates, frequently asked questions (FAQs), forums, information on new versions, betas, and other resources.

Web Site

The FMS web site is located at:

> www.fmsinc.com

News and important announcements are posted here.

Support Site

The main support page is located at:

> http://support.fmsinc.com

From this page, you can quickly locate the other support resources.

Product Updates

FMS takes product quality very seriously. When bugs are reported and we can fix them, we make the updates available on our web site. If you are encountering problems with our product, make sure you are using the latest version.

Product updates can also be checked using the update wizard. See **Using the Update Wizard** on page 11 for details.

Frequently Asked Questions (FAQs)

Common questions and additional information beyond what is in the manual is often available from our FAQs.

Microsoft Patches

Our support site also includes links to Microsoft patches that are related to our products. Make sure you're using the latest versions by checking here or visiting the Microsoft site.

Technical Support Options

FMS is committed to providing professional support for all of our products. We offer free access to our online FAQs and forums. Bug reports, feature requests, suggestions, and general pre-sales questions related to our products are always available at no cost.

Additional maintenance plans are available to provide subscribers with enhanced technical support. This is the best way for you to stay current with the rapidly changing technologies that impact project development, and to ensure you are getting the maximum return from your software investment. Please visit our web site, www.fmsinc.com, for the most up-to-date information.

Features & Benefits	Premium	Incident	Standard
Access to FAQs	✔	✔	✔
Access to Forums	✔	✔	✔
Minor Upgrades/ Bug Fixes	✔	✔	✔
Telephone Support	✔	Per incident	First 30 Days
Email Support	✔	Per incident	First 30 Days
Priority Response Time [1]	✔	✔	
Senior Engineer Support Team	✔	✔	

Email Project for Testing	✔	✔	
Programmatic Code Assistance [2]	✔	✔	
Major Upgrades for Current Version (not between Access versions)	✔	Additional fee	Additional fee
Cost	Annual Fee	Fee Per Incident	Included

1. Response generally within two business days. Actual resolution may take longer depending on complexity of the issue reported.

2. Custom Programming implementation is not provided in our Support Maintenance plans. For products that include a programmatic interface, we can provide instructions for using our programmatic interface, and show examples, but we do not implement this into your projects. This service is available from our Professional Solutions Group.

Premium Subscription

The Premium Subscription is the ideal option for customers seeking the highest level of support from FMS. The annual fee entitles you to telephone and email technical support from a senior support engineer.

From time to time, FMS may release new versions of existing products which add new features. These are point releases (e.g. from version 16.0 to 16.1) and are different from new builds that correct problems in existing features (e.g. from version 16.00.0001 to 16.00.0002).

These point releases are available for a nominal upgrade fee to existing customers. Premium Technical Support subscribers receive these upgrades automatically and for no additional charge during their subscription term.

NOTE: Upgrades between versions (for instance going from Access 2010 to Access 2016) are not considered Point Release Upgrades and are not included in the Premium Subscription.

Subscriptions are available for a twelve month period, and may be purchased at any time. You must be the registered owner of the product to purchase a subscription and the only person contacting FMS for support under the subscription.

Please ensure you have purchased the Subscription you need for Total Access Speller.

Per Incident

Our Per Incident package is available individually or by purchasing multiple incidents in advance. The Per Incident support package provides telephone and email technical support from a Senior Technical Support Engineer for resolving one incident.

An incident is defined as a single question related to one of our products. The Per Incident period is from start to finish (report of the incident to resolution) for a single incident. If you anticipate multiple questions for a single product, we recommend purchasing the Premium Subscription.

Standard Subscription

Our Standard Subscription comes with every product purchased for no additional cost. The standard subscription comes with access to our FAQs and forums, and responses to bug reports and feature requests for that version.

Please note that the person requesting support must also be the registered user of the product. Registration is required and will be requested by our Technical Support professionals.

Contacting Technical Support

If the troubleshooting suggestions and other support resources fail to resolve your problem, please contact our technical support department. We are very interested in making sure you are satisfied with our product.

Contact Us

The best way to contact us is to submit a ticket on our support site:

> http://support.fmsinc.com

Please provide detailed information about the problem that you are encountering. This should include the name and version of the product, your operating system, and the specific problem. If the product generated an error file, please submit that as well.

Our ticketing system will let you track the progress of your issue and see the entire thread of communications and file attachments.

Please bear in mind that a unique issue may involve meetings between the technical support staff and product developers, so your patience is appreciated.

Registering Your Software

You must be registered to receive technical support. If you purchased our software directly from us, you should already be registered. If not, submit your information in your ticket:

- Product Name and Version

- Serial Number

- Contact information (name, address, email)

Registration also entitles you to free product updates, notifications, information about upcoming products, and beta invitations. You can even receive free email notification of our latest news.

Microsoft Technical Support

FMS only provides technical support for its products. If you have questions regarding Microsoft products, please contact Microsoft technical support.

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