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# What is PowerGadgets Mobile for XenApp?

PowerGadgets Mobile for XenApp is a data visualization solution by Software FX that takes advantage of Citrix's XenApp application virtualization product to deliver real-time charts, gauges, maps and dashboards to your mobile device. By taking advantage of Citrix Receiver for Mobile Devices, PowerGadgets makes these business intelligence tools available to all supported phones without much effort on the user's side. It requires no development environment or compilation making PowerGadgets a great reporting and monitoring solution for professionals who don't write code. And by supporting all phones running Android, Blackberry OS as well as Windows Mobile Professional and iPhone, PowerGadgets becomes accessible to most smart phones (as well as other mobile devices) currently on the market.

In addition, PowerGadgets is visually and programmatically rich – scaling from vector-based graphics and managed .NET code - making it the perfect enterprise tool to report and monitor data from many sources, including but not limited to SQL Server, ODBC, Web Services, File System, Windows Management Instrumentation (WMI), Processes and even the Windows Registry. You can even use PowerGadgets to retrieve information from other Microsoft applications that are built on top of PowerShell such as Exchange Server (12), MOM and Virtual Machine Manager.

This Quick Start Guide will introduce you to the most interesting product features of PowerShell as well as introduce a few samples.

## **PowerGadgets Requirements**

PowerGadgets requires minimal software to run and has a very small footprint. Before you install PowerGadgets, please make sure you have installed:

#### PowerGadgets Mobile Creator:

- .NET Framework 2.0
- Windows XP SP3, Windows Vista, Windows 7, Windows Server 2003 or Windows Server 2008.

#### PowerGadgets Mobile for XenApp:

- Citrix XenApp 5.0 or above
- Citrix Receiver for Mobile Devices

# Authoring a Gadget via the PowerGadgets Mobile Creator

The PowerGadgets Mobile Creator is a fully functional GUI that lets you specify not just the gadget visual attributes but its data sources as well. It is an easy way to create the gadget and get it ready for deployment, even allowing you to preview your creation on different devices.



After running the installer, you will be given the choice to start the PowerGadgets Mobile Creator. Later, it can always be accessed from the Start menu.

# **Multiple Gadgets: Dashboards & Storyboards**

Adding multiple Gadgets to a solution allows you to visualize different data on the same application as well as further understand your current data by interconnecting elements (creating dashboards). There are two different ways of adding a Gadget control to your solution: on a grid or on a slide. When you add a control to a slide that already contains a Gadget, a grid is created. You may control the size of each cell of the grid, allowing you to make sure your data is visible even on the smallest screens. If a grid becomes too crowded and you need more room, you may create another slide for your solution (thus creating a storyboard). The transition between slides is very natural, being as simple as swiping your finger over a touch screen capable device or clicking the arrows at the top of the slide. Some devices also support left and right arrows through the keyboard.

## The Grid

As previously mentioned creating a grid is as simple as adding more than one control to a slide. There are no restrictions on the combination of controls or on how many can be added. To add a control, simply click on the toolbar icon corresponding to the control you would like to add.



At this point PowerGadgets Mobile Creator will add the selected control to the slide, making a guess on how to position it.

#### Positioning multiple controls

Controls can be rearranged within the grid with ease. Just drag and drop the control you would like to move in to the desired position. An orange outline marks the selected control and the thick orange bar denotes the new location. Dropping a control on top of the arrows to the side of the slide will create a new slide with the selected control. Observe picture below.



## **Resizing multiple controls**

Cells within the grid can be resized by dragging its borders. Every control will automatically resize to take full advantage of the allowed space.

There are two different ways of setting the size of a cell containing a gadget, by percentage or by pixel size. To select between the two modes, right click on the cell header and select from the popup menu.



From the picture above you can see a third option, Auto. This option is enabled if the grid only contains Images or titles. The cell's size will obey the text or image.

When trying to decide the size of your cells, it is recommended that you try both portrait and landscape view for multiple devices. That way you can avoid having your gadgets becoming useless due to size constraints.

## Devices

PowerGadgets Mobile for XenApp is compatible with any handset supported by Citrix Receiver for Mobile Devices. Having the wide spread support makes it easier to reach a broader audience, but the variation in screen resolutions becomes something to be accounted for. PowerGadgets Mobile Creator allows you to display your controls as seen on a variety of devices, allowing you to make sure your data is clearly legible by everyone.

You can visualize your Gadget in different devices, toggle the skin on and off as well as switch between landscape and portrait from the menu (under View), or from the toolbar.



# Populating PowerGadgets from Databases

### **Use Windows PowerShell**

PowerGadgets is a great way to monitor systems from remote locations. With that in mind we have developed a way to populate your gadget straight from PowerShell. Create scripts that generate the data you need to display and insert it on the PowerShell Script field.

0	Build a new Gadget
	Use Windows PowerShell
	PowerShell Script:
	Results: Test
	Finish Cancel

Keep in mind that the data can be further formatted from the Adjust Data to Chart option on the wizard. More details can be found on later chapters of this guide.

## Use a SQL Database

The most popular way of populating a gadget is from a SQL Database. Directly from the creator, you may use a SQL Server, Access file, OleDB or ODBC database to get your data.

G Build a new G	Gadget
Use a SQL Da	atabase Server Name:
SQL Server	Log on to the server Use Windows Authentication Use SQL Server Authentication User name: Password:
OleDB	Database Name:

A user name and password are necessary for most databases. Therefore a decision needs to be made whether or not that information is going to be stored in the PGF. Note that the PGF is a clear text file so anyone with access to it would potentially be able to see the log in information by opening the file with a text editor. Although the log in information is saved as clear text by default, PowerGadgets offers you the choice to prompt the user or encrypt the information. Just click on the "Settings" link that is displayed after you input the password.



### **Use from Web Services**

The web service paradigm is rapidly being adopted throughout the industry from basic prototypes to fully fledged online API exposure for first class web sites such as EBay or Amazon. PowerGadgets leverages this paradigm by allowing you to populate your gadget from a web service.

The following are parameters required for invoking the web service:

- Web Service WSDL Specifies the web service description language either in the form of a web based URL or file.
- Method to invoke The name of the method to execute.

Prior to making use of a web service, you have to determine what type of information the web service returns and then appropriately associate this information to one of the gadgets. A web service can supply a primitive value or an array of privative values such as an integer or double, however a web service can also supply complex objects multiple properties. After configuring the web service to be used, the data can be further specified using "Adjust Data to Chart", from the Chart Wizard menu.

### Parameters

When connecting to your data source, you may use parameters in your query. Parameters are defined on the query string by starting with the @ symbol. Here is an example:

Select firstname, rating from Agents where brokerage\_id=@myParam

If parameters are used, you will be presented with a dialog to configure your parameters. You may change the title of your parameter, define default and other values and even decide when will the user will be prompted to select a value.

0	Build a new Gade	get			
	Set Parameters	for your data			
	Parameters:				
	9 myParam	Title: myParam		Prompt: First Time	
		Default Value			
		Custom: 0		O Ambient: Current Year 👻	
		Predefined Values:			
		Name	Value	Add	
		Robert	0	Remove	
		Jane	1	Remove	
		Karl	2		
		Allow Only Pred	efined Values		
				<u><u> </u></u>	

#### **Refresh Rate**

After connecting your gadget to a data source, you may choose to have the presenter refresh the data at a specified interval, ranging from 5 seconds to 1 hour. This can be done from the Data menu on the menu bar, or straight from the toolbar.



# **Publishing Your Gadget**

PowerGadgets Mobile for XenApp gadgets publishes as an application in the Citrix Access Management *Console*. Start by launching the *Citrix Access Management Console* on your server (usually under *Start>All Programs>Citrix>Management Consoles*). Just as with any other application, you need to navigate to your Application folder and click *New>Publish application* (under Common Tasks).



You will be prompted to give a name and a description on the first screen of the wizard.

CITRIX'	
Name	
Steps	Enter the name and description that you want to be displayed to clients for this application.
<ul> <li>Welcome</li> </ul>	Display name:
Basic	My Dashboard
Name	
Туре	Application description:
Location	Dashboard using PowerGadgets
Servers	
Users	
Shortcut presentation	
Publish immediately	

After selecting a name, make sure you select "Installed Application" under "Choose the type of application to publish".

My Gadget - Publish Applie	cation (3/8)
<b>CİTRİX'</b> Type	
Steps Velcome Basic Name Type Location Servers Users Shortcut presentation Publish immediately	<ul> <li>Choose the type of application to publish.</li> <li>Server desktop</li> <li>Content</li> <li>Installed application</li> <li>Note: To change the application type after publishing it, you must use the Change Application Type task.</li> <li>Quick Help</li> <li>Grants users access to a single application already installed on your servers.</li> </ul>
	< Back Next > Cancel

Next you need to locate the PowerGadgets Presenter (usually in C:\Program Files\PowerGadgets Mobile for XenApp\) and add the PGF location and file name as a parameter and add that as the command line. Make sure to use quotes if there are spaces on folders or file names. For example:

"c:\Program Files\PowerGadgets Mobile for XenApp\PowerGadgets.Presenter.exe" "c:\Gadgets\MyGadget.pgf"

My Dashboard - Publish Appl	lication (4/8)	×
Location Select and configure the re	esource being published.	
Steps Velcome Basic Name Type Location Servers Users Shortcut presentation Publish immediately	Working directory: c:\program files\PowerGadgets Mobile for XenApp	lget.pgf" owse
	< Back Next > C.	ancel

The next screen will allow you to select on which server the gadget will be published.

Servers			
	s will host the application.		
Steps	Choose the servers on v Servers:	which this published application will ru	in when being delivered via ICA.
Welcome	Name	Relative location	Application location
Basic	XENAPPSERVER	Servers	Default
Name			
Туре			
Location			
Servers			
Users			
Shortcut			
presentation			
Publish immediately			
	•		
	1 item		
	Add	dit Remove	Import from file

After selecting the desired servers, you will select which users are allowed to access the gadget.

My Dashboard - Publish A	pplication (6/8)
CITRIX	
<b>Users</b> Configure the users wh	o may access the application.
Steps Velcome Basic Name Type Location Servers Users Shortcut presentation Publish immediately	<ul> <li>Specify the users who can access this application.</li> <li>To add users, choose a directory type at the bottom and select Add. More</li> <li>Allow anonymous users</li> <li>Allow only configured users</li> </ul> Configured users:
	Select directory type: Citrix User Selector
	< Back Next > Cancel

By default a gadget will have the PowerGadget icon. This can be changed on this next screen.

Configure the appearance and location of the application shortcut. These settings function differently on different clients. More Application icon Icon: Change icon Client application folder: Application shortcut placement Application shortcut placement Application shortcut placement Place under Programs folder (Citrix XenApp plugin only) Start menu folder (Citrix XenApp plugin only): Add shortcut to the client's desktop	
	These settings function differently on different clients. More         Application icon         Icon:       Change icon         Client application folder:         Application shortcut placement         Add to the client's Start menu         Place under Programs folder (Citrix XenApp plugin only)         Start menu folder (Citrix XenApp plugin only):

It is recommended that you specify the size of the gadget to match the display of the target mobile device. To do so, make sure to select *Configure advanced application settings now* on this screen.

Publish immediately				
Ste	ps	The essential settings for this application have been configured.		
✓ W	'elcome asic	When the wizard is finished, the application will be available to the configured users immediately. If you don't want the application to be available immediately, you can disable it until you are ready.		
	Name Type	Disable application initially		
/	Location			
/	Servers	Advanced application settings default to the most common settings and are not required to be set for		
/	Users	the application to be available to users. You can configure these settings now, or you can configure them later using the application Properties tasks.		
/	Shortcut presentation			
Þ P	ublish immediately	Configure advanced application settings now		
A	dvanced			
	Content redirection			
	Limits			
	Client options			
	Appearance			

The appearance options will be on the last screen of the wizard. On the screenshot bellow the Custom size selected will match the screen of an iPhone.

1y Dashboard - Publish Ap	plication (12/12)
Appearance	
Steps Velcome	Configure the application appearance Session window size: Custom
✓ Basic ✓ Name	Width: 320 🕂 Height: 480 🐳
<ul> <li>Type</li> <li>Location</li> </ul>	Colors: True color (24-bit)
<ul> <li>✓ Servers</li> <li>✓ Users</li> <li>✓ Shortcut</li> </ul>	Application Startup Settings
presentation <ul> <li>Publish immediately</li> <li>Advanced</li> </ul>	<ul> <li>Hide application title bar</li> <li>Maximize application at startup</li> </ul>
<ul> <li>Content redirection</li> <li>Limits</li> </ul>	Note: Startup settings are ignored in seamless mode ICA sessions.
<ul> <li>Client options</li> <li>Appearance</li> </ul>	
	< Back Finish Cancel

Publishing your gadget as an application allows you to run more than one gadget at the same time. While in most devices it is preferred to run one gadget at a time and use the slide or grid to display multiple components, some devices have enough real estate to allow multiple instances of PowerGadgets to run at a time. To achieve this, create a batch file (you may use any text editor and save the text file as .bat) and make a list of the pgf file you wish to run. The parameters \_size and \_position allows you to design the look of your dashboard. Follow the format below:

start [PowerGadgetsPresenter] [PgfNameAndLocation] /\_size:[Width],[Height] /\_position:[Left],[Top]

Here is an example:

start "c:\Program Files\PowerGadgets Mobile for XenApp\PowerGadgets.Presenter.exe" C:\Gadgets\HospitalAdmissions.pgf /\_size:380,480 /\_position:0,0 start "c:\Program Files\PowerGadgets Mobile for XenApp\PowerGadgets.Presenter.exe" C:\Gadgets\HospitalRevenue.pgf /\_size:380,480 /\_position:384,0 start "c:\Program Files\PowerGadgets Mobile for XenApp\PowerGadgets.Presenter.exe" C:\Gadgets\HospitalStaffReview.pgf /\_size:380,480 /\_position:0,505 start "c:\Program Files\PowerGadgets Mobile for XenApp\PowerGadgets.Presenter.exe" C:\Gadgets\LustomerService.pgf /\_size:380,480 /\_position:384,505

## **Tips and Tricks**

## Android

The current version of Citrix Receiver for Android does not allow you to fit the remote desktop to the screen of the device yet. You may zoom in and out just like the Android's web browser. The recommended setting for the Session Window Size is Full Screen.

## iPhone

On the home screen, make sure you got to Settings, Display Options, Session Resolution and change from Default to Fit Screen. The deployed applications work better if Session Window Size is set to Custom (480x320) to match the screen of the device.

### Windows Mobile

Windows Mobile Citrix Receiver application allows you to set the Session Resolution per application. Make sure to adjust to whichever resolution works best for the gadget you are working with.

### Samples

The installer comes with a few samples to get you started. You may deploy them as you would any other Gadget, with the exception that since the sample uses a Compact SQL Database, the corresponding file (.sdf) needs to stay on the same folder as the pgf file. Also, only one user is allowed to log in on the Compact SQL Database, so only one user can see the sample at a time.

# **Customizing a PowerGadgets Chart**

## Chart Wizard

## Select Chart Gallery

Bars, lines, scatter and even financial charts. There are many different galleries available to use on your chart. Depending on your data, change your Gallery to better visualize your data. From this menu you may also select between 2D or 3D charts and even create combination of different galleries.

## Data

If you have skipped this part while creating your gadget, or if you need to change the data source for any reason, this is the place to do it. For more details on how to populate your chart, please read "Populating PowerGadgets" section of this Quick Start Guide.

## Adjust Data to Chart

After populating your chart, you may adjust the data to exclude undesired columns and also reorder and rename the series.

## Auto Format

For your convenience we have created a set of palettes that can be used on your gadget. Selecting a color scheme will modify the color of multiple components of your chart to generate a great looking chart. You can also start from a scheme and personalize items individually for a more custom look. Borders and backgrounds (from gradients to custom images) can be modified from here as well.

## **Configure Axes and Panes**

The chart gadget will try to accommodate your data and automatically create axes to give it context. If you are not satisfied with the axis or need more options, use this menu. You can modify the way the labels are displayed and control gridlines.

Also from this menu, you may create a secondary Y axis or extra panes. If there is a large difference between values on different series, adding a secondary Y axis or pane may help data comprehension.

## Configure Legends, Titles and Point Labels

A legend box, titles and point labels may be added to better describe your data. Since size is usually an issue when dealing with mobile devices, these features are turned off by default. You may turn them on individually and configure them from this menu.

### **Edit Chart In-Place**

This option will enable context menus on the chart. After selecting it, right click on different parts of the chart for further customization. For example, you may change the color of a series by right clicking one of its points.



There are different context menus for different parts of the chart. Series, plot area, legend box and axes are examples of chart components that can be customized while editing the chart in-place.

## Enable Data Grid

Toggles the display status of the Data Grid. For real estate purposes it is disabled by default.

## Enable ToolBar

The ToolBar allows the end user to customize the chart up to a certain point. Note that even if enabled it will not display on the creator. To preview, save your gadget and reopen with the presenter.

### **Advanced Settings**

The chart gadget is very customizable. To keep things simple we have created the Chart Wizard which lets you access the most common properties rather easily. But if you need to go beyond that, there are many other options on the Advanced Settings menu. The Advanced Settings menu allows you to see the property grid for the chart. Here is what the grid looks like.

	Chart Wizard	Advanced Settings
	Appearance	
Ð	Background	Gradient
Đ	Border	Simple Border
Đ	Font	Tahoma, 8pt
	ForeColor	0, 0, 0
	Palette	Default
	PlotAreaColor	Transparent
	Attributes	
Ð	AllSeries	Global Attributes
	ConditionalAttributes	0 Items
Ð	DataGrid	Data Grid
Ð	Gallery	Lines
Ð	LegendBox	Legend Box
Ð	Series	3 Items
Ð	View3D	3D Attributes
	Axes And Titles	
	AxesStyle	FlatFrame
Ð	AxisX	Main X Axis
Ð	AxisY	Main Y Axis
Ð	AxisY2	Secondary Y Axis
Ð	Panes	1 Items
	Titles	0 Items
	User Interaction	
	ContextMenus	True
Ð	Highlight	Highlight Attributes
Ð	Personalize	Personalization Attrib
Ð	ToolBar	ToolBar
	ToolTips	True
	Window	
	Anchor	TopLeft
	Caption	PowerGadgets
	Floating	False
	Group	
Ð	Location	-1, -1
	Modal	False
	Name	
	RefreshInterval	00:01:00
	Sidebar	
Ŧ	Size	0, 0
	TopMost	False

For example, if you need to add a custom grid line to the X Axis of your chart, expand the AxisX property click on CustomGridLines and then on the "..." button that appears.

⊡	Axes And Titles	
	AxesStyle	FlatFrame
Ξ	AxisX	Main X Axis
	AutoScroll	False
	CustomGridLines	0 Items 🛛 🛄
	FirstLabel	0

Add and customize a new member to the collection on the CustomGridLine Collection Editor...

CustomGridLine Collection Editor			
Members:	+	Constant O prop	
	•	<ul> <li>■ Misc</li> <li>Alignment</li> <li>Color</li> <li>EndCap</li> <li>IneAlignment</li> <li>OutsideTex</li> </ul>	t False
Add <u>R</u> emove		ShowLine ShowText StartCap Style Text TextColor Value Width	True True Flat Solid 0, 0, 0 2 1
			OK Cancel



# And the new custom grid line will be added to the chart.

# Customizing a PowerGadgets Gauge

Once you have decided which type of gauge better suites your needs, it can be customized from the Advanced Settings menu.

A	Appearance	A.I.
	2	A.U.
B		All
	BackColor	Transparent
ΞB	Border	RadialBorder
∃F	ont	Segoe UI, Larger
P	Palette	BlackForest
S	Shadow	None
S	Style	0
	Behavior	
I	mages	(Collection)
I	nnerGauges	(Collection)
ΞN	MainIndicator	📐 Main Needle
ΞN	MainScale	Main RadialScale (0, 100)
±S	Scales	(Collection)
Т	litles	(Collection)
Т	ToolTip	
Т	FoolTipEnabled	True
	Data	
Ν	MainValue	50
ΞV	Window	
C	Caption	PowerGadgets
F	loating	False
6	Group	
Ν	Vodal	False
R	RefreshInterval	00:30:00
S	Sidebar	
Т	ГорMost	False

From functional to cosmetic changes, much can be done using this menu. For example, to add a inner digital panel (or any other gauge) inside a radial gauge, click the InnerGauge item and then on the "…" button that appears. The InnerBaseGauge Collection Editor window will be displayed. Click on the Add button to add a new member. Note the arrow next to the Add button, which allows you to add different types of gauges as an inner gauge.

mbers:		InnerDigitalPanel pro	operties:
0 🖾 InnerDigitalPanel	1	₿₽₽₽	
	+	Layout	120
		Angle	0
		DigitalPanel	DigitalPanel
			Layout Attributes
		Enk romainvalue	0.5, 0.5
		VerticalPosition	
		Visible	True
Add   Remove			
InnerDigitalPanel			K Cancel

You can now customize the inner gauge on its Advanced Settings menu. For instance, you can control the Layout of the inner gauge from the Layout property. Bellow the Layout Target has been set to AnchorPoint, which allows you to define the position visually.



Different scales, images and titles can be added to the gauge in a very similar way.

# **Customizing a PowerGadgets Map**

Maps allow you to combine cutting edge graphical map representation with the dynamic functionality of PowerGadgets. We provide you with a full library of world continents, countries, U.S. states, counties and zip code maps, so you can have fully functional map gadgets in virtually minutes. Also, by creating your own proprietary SVG's, Maps possibilities are endless. Here for example, we customized Maps for an airline reservation sample gadget.



### Map Wizard

### Select a Map

PowerGadgets Mobile Creator comes loaded with maps ranging from world maps, continents even states divided by zip codes. If you are using a custom map, place it on the Custom Maps folder and it will be added to this list (by default C:\Program Files\PowerGadgets Mobile Creator\Maps\Custom Maps). Please contact Software FX at <a href="mailto:support@softwarefx.com">support@softwarefx.com</a> for additional information on how to prepare an SVG file to be used with PowerGadgets.

### Data

If you have skipped this part while creating your gadget, or if you need to change the data source for any reason, this is the place to do it. For more details on how to populate your map, please read "Populating PowerGadgets" section of this Quick Start Guide.

## Adjust Data to Map

After populating your chart, you may adjust the data to exclude undesired columns and also reorder and rename the series.

### Auto Format

For your convenience we have created a set of palettes that can be used on your gadget. Selecting a color scheme will modify the color of multiple components of your chart to generate a great looking chart. You can also start from a scheme and personalize items individually for a more custom look. Borders and backgrounds (from gradients to custom images) can be modified from here as well.

## **Configure Legend, Titles and Point Labels**

A legend box, titles and point labels may be added to better describe your data. Since size is usually an issue when dealing with mobile devices, these features are turned off by default. You may turn them on individually and configure them from this menu.

## Enable Data Grid

Toggles the display status of the Data Grid. For real estate purposes it is disabled by default.

## **Enable ToolBar**

The ToolBar allows the end user to customize the chart up to a certain point. Note that even if enabled it will not display on the creator. To preview, save your gadget and reopen with the presenter.

# Support

At Software FX, we strive to provide our customers with the most comprehensive support options for Chart FX products. Below you will find a list of resources and support options available to quickly get you up to speed and help you generate the most advanced charts using Chart FX.

## **Trial Users**

Trial users get 30 days of free e-mail and phone support during the evaluation period (starting from date of download). Please include your trial serial number when contacting support.

## **Standard Support**

Owners of any Chart FX product receive 30 days of free e-mail and phone support from date of purchase OR 1 free incident beyond the 30 days per serial number. To obtain support, simply include your product serial number along with the details of your issue when communicating with support.

## **Priority Support Program**

Owners of any Chart FX product may sign up for a full one year subscription of direct phone and e-mail contact with our tech support staff. A support account is required for this option. To purchase a support account, please click here. Once obtained, please include your support account # when communicating with support.

## **Free Online Support**

All Chart FX users have free access to our online support at support.softwarefx.com which includes hundreds of Knowledge Base articles, FAQ's, community, as well as product patches and samples, 24 hours a day, 365 days a year.

### Reporting a bug or an issue.

If you encounter a bug or an issue, there are two options to report it:

### E-mail :

support@softwarefx.com

### **Community Forums:**

http://community.softwarefx.com/forums/

## Updates and Latest Documentation.

For the latest version of Grid FX as well as updated documentation, please visit http://support.softwarefx.com/

# Purchasing

## **Order Online**

Using our secure Electronic Software Delivery system (<u>https://www.softwarefx.com/esd/</u>), you can download your software immediately when paying via credit card. If you need to pay with an alternate method (U.S. check, wire transfer or purchase order), please contact sales@softwarefx.com or use one of the contact methods below to submit your order.

#### Taxes, Tariffs and Duties

Any import taxes, tariffs or duties imposed by the destination country will not be reflected in your order total and will be your responsibility to pay if incurred. Please keep this in mind when making your order.

#### Email

You may email your order along with your contact and billing information to an email address below. One of our sales staff will contact you and arrange that your software is shipped out promptly.

#### Phone

You can phone in your order, toll free, if you prefer. A salesperson will take your order and expedite its shipping.

#### Fax

Please download our PDF Order Form (<u>http://www.softwarefx.com/SfxOrder/orderForm.pdf</u>). Proceed to complete the form electronically or manually and fax it to the fax number provided.

#### **Partners & Resellers**

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#### **Returns and Exchanges**

Please contact our sales department if you need to request a return or exchange. You will be sent an RMA form to fill out and return if purchase was made within 30 days. A 15% re-stocking fee applies in most cases. No returns of any type will be accepted without an RMA number. Electronically delivered (emailed) software cannot be returned. Please read the Terms and Conditions.

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