



## Tech Support

### Tom Buckholtz's Direct Outcomes eCommerce Project

**Problem: The font size for the sample pages is too small for me to read.**

Solution 1: Both the web version and the standalone executable version of the sample pages can be zoomed in to any font size you like. The larger size will fix font readability problems. To zoom in: "right mouse click" inside ECI's Internet Document Viewer. From there select the "zoom in" option. At this point there is a "hand" icon for the mouse indicating that you can drag the enlarged image around to read the text as needed.

Solution 2: Upon request, ECI's support team can email the samples pages directly to you for more viewing options. These files still require that macromedia's Flash player version 6 or above be installed on your system. Files used for stand-alone web version of sample pages (both files must be saved in the same directory):

view\_sample\_of\_do21.html (locate and launch this file with your web browser)  
view\_sample\_of\_do21.swf

Solution 3: Upon request, ECI's support team can provide you with a stand alone executable version of the sample pages. Now your computer does not need to have Macromedia's Flash player installed on your system at all. With the doc viewer program running, you can "grab" a corner or edge of the document viewer and drag the size to be larger or smaller as needed. This method is nicer than the previous method since you still see the whole sample page.

File used for the stand-alone Windows executable version of sample pages:  
view\_sample\_of\_do21.exe (file may be executed directly from within a zipped file)

**Problem: I am unable to complete the on-line purchase of these books. Clickbank will not accept my credit card or my check's routing number for payment, yet I believe my credit card or bank account is in good standing.**

Some larger companies, including Hewlett Packard from our support experience, have their firewall set up to block purchasing of on-line products at some of their office locations.

Solution 1: To avoid this problem use a different computer that is not behind the firewall, such as your home computer.

Solution 2: Send a check, which book(s) your are ordering, quantity, and your email address to ECI for the books you would like to order. In California please add 8.5% sales tax. Once check has been received, a secure web link will be emailed to you so you can download the book without the on-line purchase requirement.

Address to send checks when bypassing on-line purchases:  
Attn: Direct Outcomes order processing  
Embedded Components, Inc.  
233-i East Red Oak Drive  
Sunnyvale, CA 94086-6616