

Using the Student Suite with your Palm OS® Handheld

Getting Started

Using the Student Suite with your Palm OS® Handheld

Getting Started



FranklinCovey Software License Agreement

By breaking the seal on the Software diskettes and/or CD-ROM, or installing, copying, or otherwise using this software product, you agree to be bound by the terms of this software license agreement. If you do not agree to the terms of this license agreement, you are not authorized to use the software product and must promptly return the package to the place where you obtained it.

Purchaser's License

Franklin Covey Co.'s ("FranklinCovey") software is protected by copyright law and international copyright treaty and is owned by FranklinCovey. The FranklinCovey software computer program ("Software") is licensed, not sold, to you. You own the diskettes or CD-ROM, but FranklinCovey retains ownership of all copies of the Software. You may copy this Software onto a computer for personal use and you may make an archive copy for the sole purpose of protecting your investment from loss. As an express condition of this license, you must reproduce on each copy the copyright notice as it appears on the original Software supplied by FranklinCovey. The Software may not be available for use by more than one person. Making the Software available for use by more than one person is illegal and will terminate this license. Each person using the Software must purchase a separate Software package, just as they would purchase their own copy of FranklinCovey planning pages.

Transferring the Software License

You may legally transfer all of your rights to use this Software to another person provided you also transfer all copies of the Software, diskettes, and documentation (including this Agreement). Remember, by transferring your right to another person, you no longer have any right to use it. The person to whom this Software is transferred may legally use it in accordance with copyright law, international treaty, and this Agreement. Upgrades and the original version of the Software constitute a single product. The original version and upgraded Software may not be available for use by two different people at the same time and may not be transferred separately. You may not decompose, reverse engineer, disassemble, or otherwise reduce the Software to a human perceivable form. Except as provided in this license, you may not transfer, rent, lease, lend, copy, modify, translate, sublicense, time-share, or electronically transmit or receive this Software, media, or documentation. You agree that neither the Software nor any direct product thereof will be transferred or re-exported, directly or indirectly, into any country prohibited by the U.S. Export Administration Act and its regulations, nor will it be used for any purpose prohibited by the Act.

Limited Warranty

This Software and accompanying physical media are warranted to be free of defects in materials and workmanship for 30 days from the purchase date. FranklinCovey will replace the defective media or documentation. If FranklinCovey does not receive notice within 30 days of purchase, it will be assumed that the Software is operating in a satisfactory manner and that you wish to keep the Software and be bound by the terms and conditions of this license. Specifically, FranklinCovey makes no representation or warranty that the Software or documentation are error-free or meet any user-particular standards, requirements, or needs. Other than the above mentioned guarantee and support, this Software and accompanying media and documentation are provided as is, without warranty of any kind, either expressed or implied, including but not limited to the implied warranties of performance, merchantability, and fitness for a particular purpose. The entire risk as to the quality and performance of the program is assumed by you. Should the Software prove defective after the trial period, you (and not FranklinCovey) assume the entire cost of all necessary servicing, repair, or correction. In no event will FranklinCovey be liable for any damages, including lost profits, lost savings, or other incidental or consequential damages arising out of the use or inability to use this program.

Termination of This License

This License will terminate immediately, without notice from FranklinCovey, if you fail to comply with any of its provisions. Upon termination of this License, you must destroy all copies of the Software. You may terminate this License by destroying all copies of the Software at any time. FranklinCovey reserves all rights not specifically granted to the user in this statement.

Disclaimer and Limitation of Liability

FranklinCovey assumes no responsibility for any damage or loss resulting from the use of this Software. FranklinCovey also assumes no responsibility for any damage or loss caused by the use of any third party software or hardware. FranklinCovey assumes no responsibility for the deletion of data as a result of malfunction, repairs, or hardware battery replacement. Be sure to make backup copies of all important data or other media to protect against data loss. Notwithstanding the foregoing, FranklinCovey's aggregate liability to you in relation to any claims arising under this Agreement shall not exceed the total amount paid to FranklinCovey under this Agreement.

Entire Agreement

This Agreement sets forth the entire understanding and agreement between the parties and may be amended only in writing signed by both parties. No vendor, distributor, dealer, retailer, salesperson, or other person is authorized by FranklinCovey to modify this Agreement or make any warranty, representation, or promise that is different than, or in addition to, the warranties, representations, or promises of this Agreement.

Restricted Rights

The Software is provided with restricted rights. Use, duplication, or disclosure by the government is subject to restrictions as set forth in DFARS 252.227-701 (c) (1) for the Department of Defense of FAR 52.227-19 (c) (2) for other U.S. Government entities. Contractor/manufacturer is FranklinCovey, 2200 West Parkway Boulevard, Salt Lake City, UT, 84119-2099.

© 2001 Franklin Covey Co. Palm is a trademark and Palm OS, HotSync, and Graffiti are registered trademarks of Palm, Inc. Windows, Microsoft, and Outlook are registered trademarks of Microsoft Corporation.

Contents

The FranklinCovey™ Student Suite™	7
System Requirements	7
Installation	8
Basics of the Student Suite	9
First time startup	9
Switching between modules	10
Using the Semester Manager	11
Accessing the Semester Manager	11
Adding a new semester	11
Editing the name of an existing semester	11
Deleting a semester	11
Selecting a particular semester	12
Choosing the default semester	12
Sorting your list of semesters	12
Using the Student Suite	12
Using the Class Schedule	13
Accessing the Class Schedule	13
Adding a class	13
Setting the date and time for a class	13
Changing class information	14
Deleting a class	14
Copying a class to your Date Book	15
Copying instructor information to your Address Book	16
Adding a Note	16
Deleting a note	16

Using the Course Work Module	17
Entering an assignment	17
Adding a note	18
Sorting your Course Work	18
Setting Course Work display options	18
Using Class Notes	19
Defining the Class Notes application	19
Changing the Class Notes application	20
Using the Grades Tracker	20
Viewing Course Work grades	21
Viewing class grades	21
Entering a Course Work grade	22
Entering a class grade	22
Sorting information in Grades Tracker	22
Using the Financial Aid Module	22
Creating a Financial Aid entry	22
Adding a note	23
Displaying Financial Aid information	23
Editing Financial Aid information	24
Using the School Deadlines Module	25
Entering a new deadline	25
Editing a deadline	25
Deleting a deadline	26
Modifying your predefined deadline list	26
Deleting a deadline type	26
Technical Support	27
Free Unlimited Online Support	27
Basic Phone Support	28
Premium Phone Support	28
Handheld Accessories	28

The FranklinCovey™ Student Suite™

You know FranklinCovey as the leader in life leadership, time management, and personal productivity. FranklinCovey now offers the Student Suite for Palm Powered™ handhelds.

Student Suite is a simple and effective method for tracking vital information pertaining to your academic career on your handheld device running the Palm operating system (Palm OS®).

With the FranklinCovey Student Suite, you can ...

- Input all vital class information in one location—class title, catalog number, instructor information and office hours, room number and location, to name only a few.
- View your course work and class assignments, and update the information as needed.
- Enter detailed class notes and review past information.
- Track information on student loans.
- View critical deadlines such as “by-dates” for tuition, adding and dropping classes, financial aid applications, and so forth.
- Track your course work and class grades.

The Student Suite also integrates with the “core four” applications of the Palm operating system, which includes the Date Book, the Address book, Memo Pad, and the To Do List.

System Requirements

The FranklinCovey Student Suite will work on all handheld devices based on the Palm operating system (Palm OS®) running Palm OS 3.0 at a minimum.

First, be a Palm Powered™ handheld user

The instructions in this manual assume that you are already familiar with using the Palm operating system on your specific Palm Powered handheld.

For information on using the features common to Palm Powered handhelds, refer to the documentation that came with your Palm Powered device.

Installation

Installing the Student Suite™

1. Insert the Student Suite CD in your CD-ROM drive.
2. The Student Suite installation screen will appear automatically.
Note: If the Student Suite installation screen does not appear automatically, choose **Start, Run** from the Windows taskbar (or open the Student Suite CD folder on the Macintosh) and navigate to the **Setup.exe** file.
3. From the Student Suite installation screen, choose the option to install the Student Suite.
4. The Palm Install Tool launches automatically, and the Student Suite application is added to the list of applications to install.
5. Click Done to close the Palm Install Tool. Then, perform a HotSync® operation to install the Student Suite application.

Note: We recommend you close the Student Suite installation program before conducting a HotSync operation to install the Student Suite.

Refer to the documentation for your Palm Powered device for details on HotSync operations.

Removing Applications

In the event that you run out of memory or decide that you no longer need an application you installed, you can remove applications from your Palm Powered handheld. You can remove only add-on applications, patches, and extensions that you install; you cannot remove the applications that reside in the ROM portion of your handheld.

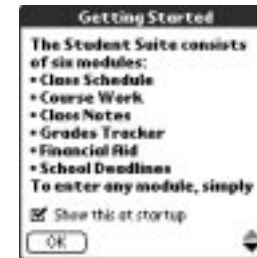
Removing an add-on application

1. On your Palm Powered handheld, tap the Applications soft button (this takes you to the Applications Launcher screen), then tap the Menu soft button.
2. Tap App, tap Delete, then tap the application that you want to remove.
3. Tap Delete, then tap Yes.
4. Tap Done when you are finished removing applications.

Basics of the Student Suite

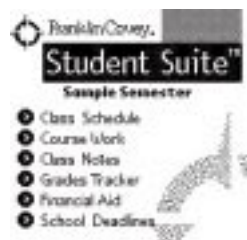
First Time Startup

The first time you start the Student Suite on your Palm Powered handheld, you will see a Getting Started screen that offers to guide you through the basics of using the Student Suite.



- To avoid seeing this screen in the future, uncheck the "Show this at startup" box.
- Tap OK to continue.

- The Student Suite home page appears. A sample semester appears, which you can use or delete (see "Adding, Deleting or Changing Semesters with the Semester Manager" on page 11).

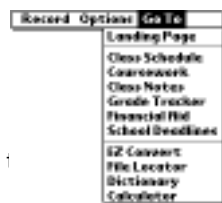


Note: The Student Suite uses the word “semester” as the term for secondary and higher education grading periods. If your school uses a different system, such as “term” or “quarter,” simply assume that “semester” means that grading period.

Switching Between Modules

When you are working in a Student Suite module, you can easily switch to another Student Suite module.

1. From within any Student Suite module, tap the Menu soft button,



2. From the drop-down list, select the desired module.
3. If the application does not exist on your Palm Powered device, tapping the name will give you a message prompting you to install the application from the Student Suite CD. Tap OK to return to the module screen.

Using the Semester Manager

You can have more than one semester listed in the Student Suite. You may also want to change the default semester that appears when you enter the Student Suite, and you may wish to delete semesters at some point. All this is done in the Semester Manager.

Accessing the Semester Manager

1. Enter the Student Suite and go to the Home page. If you are taken to another screen upon entering the Student Suite, simply tap the Home icon to get to the Home page.
2. Tap the Menu soft button.
3. Tap Options, then tap Semester Manager.

Adding a new semester

1. In the Semester Manager, tap New.
2. In the New Semester screen, enter the name of the new semester.
3. Tap OK.

Editing the name of an existing semester

1. In the Semester Manager, select an existing semester by tapping it (when you tap it, the semester name is highlighted).
2. Tap Edit, then enter the desired name.
3. Tap OK.

Deleting a semester

When you delete a semester, all information associated with that semester is also deleted, including the Class Schedule, Course Work, Grades, and School Deadlines.

1. In the Semester Manager, select an existing semester by tapping it.
2. Tap Delete. The Delete Semester screen appears, asking if you are sure you want to delete the semester.
 - a. To cancel without deleting, tap Cancel.
 - b. To continue and delete the semester, tap OK.

Note: Deleting a semester will delete all information associated with that semester, such as Class Schedule, Course Work, Grades, and School Deadlines.

Selecting a particular semester

1. In the Semester Manager, select an existing semester by tapping it.
2. Tap Go. You are taken to the Home screen for that semester.

Choosing the default semester

1. In the Semester Manager, simply tap the check box for the semester that you want to make the default.
2. Tap Go.
3. The default semester will appear automatically when you next enter the Student Suite.

Sorting your list of semesters

1. In the Semester Manager, tap the Sort drop-down list to choose how you want to sort your list of semesters.
2. You can choose to sort by Name or by Creation Date.

Using the Student Suite

The Student Suite includes six modules you can use for each semester you've defined.

- Class Schedule
- Course Work
- Class Notes
- Grades Tracker
- Financial Aid
- School Deadlines

Third-Party Applications

The Student Suite also contains other useful applications that you can install from the Student Suite CD, though they are not addressed in this Getting Started Guide. Refer to the application documentation on the Student Suite CD for information on these applications.

Using the Class Schedule

The Class Schedule is where you enter vital information about each of your classes, such as the course number, credit hours, instructor, office hours, and other information. You can also copy your schedule to the Date Book and instructor information to the Address Book in your Palm Powered device.

Accessing the Class Schedule

1. To access the Class Schedule from the Student Suite home screen, simply tap Class Schedule.
2. The Class Schedule screen shows the classes you have already entered.

Adding a class

1. To add a class to your Class Schedule, tap New.
2. Fill in the information regarding your class.

Setting the date and time for a class

Setting a date and time is much like using the Palm OS Date Book feature. To set the date and time:

Class Edit

Name: Crit Intro to Lit Forms

Date/Time: MW 6:00 p

Location: OSH 132

Course #: ENGL 2900

Credits: 3

Department: English

Website: _____

Instr. First Name: _____

Instr. Last Name: _____

Instr. Phone: _____

Done Note

1. Tap Date/Time.
2. In the Class Time window, tap the Time: field.
3. Enter the Start Time and End Time of the class, and tap OK.
4. Tap Start Date, then tap the desired start date in the Select Date window.
5. Tap Repeat to set the repeat frequency.
6. In the Change Repeat window, you can specify when you want the class to repeat, and can also choose the ending date of the class.
7. Tap OK twice to return to the Class Edit window, then Done to return to the Class Schedule screen



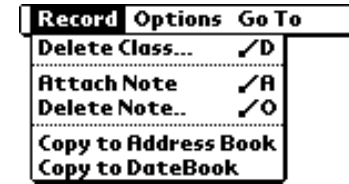
Changing class information

1. To change class information, tap the desired class in the Class Schedule screen.
2. Tap Edit.
3. Make the changes in the Class Edit screen, then tap Done when finished.

Deleting a class

1. To delete a class, tap the class name in the Class Schedule screen.
This takes you to the Class View screen.

2. Tap the Menu soft button, then the Record menu.

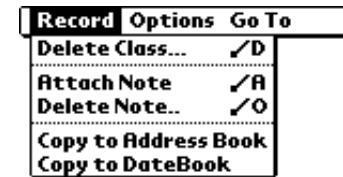


3. Tap Delete Class. You are prompted "Are you sure you want to delete the current class?"
4. Tap OK to delete the class, or Cancel to return to the previous screen without deleting the class.

Copying a class to your Date Book

You can copy date and time information from a class on your Class Schedule to your Date Book.

1. In the Class Schedule, tap the class you want to copy to the Date Book.
2. In the Class View screen, tap the Menu soft button, then tap Copy to Date Book.



3. You are prompted that the current class will be copied to the Date Book.
 - a. To copy the class with an Alarm selected, tap to check the Alarm check box.
 - b. Tap Cancel to return to the previous screen without copying the class to the Date Book.
 - c. Tap OK if you want to copy the class to the Date Book.
4. Tap Done until you return to the home screen.

Note: If you choose to modify or delete the class from your Class Schedule (for example, when dropping a class), you must also modify or delete it from the Date Book, as this is not done automatically.

Copying instructor information to your Address Book

You may wish to add instructor information to your Address Book for easy access anytime and anywhere.

1. In the Class Schedule, tap the class containing the instructor information you wish to copy.
2. In the Class View screen, tap the Menu soft button, then tap Copy to Address Book.
3. You will see a prompt indicating that the instructor was added to the Address Book.
4. Tap OK, then Done until you return to the home screen.

Adding a Note

You can attach a note to entries in Class Schedule and other modules. For example, you might enter required textbooks, alternate instructors, or notes on special class sessions in a note.

Adding a note

1. In the Class Schedule (or other module), tap the item to which you want to add a note.
2. Tap Edit. In the Edit screen, tap Note.
3. Tap OK when finished with the note, then Done until you reach the Home page.

Deleting a note

1. In the Class Schedule (or other module), tap the item containing the note you wish to delete.
2. Tap Edit, then tap Note.
3. In the Note screen, tap Delete.

4. You are prompted “Are you sure you want to delete this note?”
 - a. Tap No to return to the note without deleting.
 - b. Tap Yes to delete the note.
5. Tap Done until you reach the Home page.

Using the Course Work Module

The Course Work module lets you track assignments (such as homework, midterms, tests, lab work, and essays) for your various classes. You can enter just about any type of course work you can imagine, and even create your own assignment types.

Entering an assignment

1. From the Student Suite home screen, tap Course Work.
2. To add a Course Work item, tap New, then enter the specifics for the item.

- a. Class lets you link the item with a class that you have already entered.
- b. Type lets you define the item, e.g., homework assignment, essay, etc.
- c. Give the item a name in the Name field. For example, this could be the title of an essay you are writing.
- d. Tap Due Date to define the date the item is due.
- e. The Grade field lets you enter the grade you receive on the Course Work item (see “Using the Grades Tracker” on page 20).
- f. The Steps fields let you list the steps necessary to complete this assignment. Tap Add Step to add a step.

- When you are finished entering the assignment information, tap Done.
The Course Work item now appears on the Course Work list.

Adding a note

You can add a note to Course Work items. See “Adding a Note” on page 15 for information on adding notes.

Sorting your Course Work

You can sort your Course Work list by class (that is, all Course Work for a particular class will be grouped together) or by due date.

- In the Course Work screen, tap the sorting drop-down list.

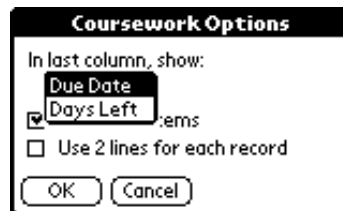


- Tap either By Class or By Due Date.

Setting Course Work display options

In the Course Work screen, you can tap the Show button to set options for how you want your Course Work list displayed.

- In the Course Work screen, tap Show.
- Tap the drop-down list below the prompt: “In last column, show:”



- Tap either Due Date or Days Left.
- To display Course Work items that you have already completed or that are past their due date, tap the “Show Past Items” check box.
- To allow up to two lines per Course Work item, tap the “Use 2 lines for each record” check box.
- Tap OK when finished.

Using Class Notes

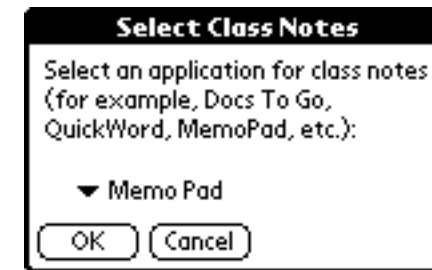
Some of your class notes may be very extensive and require you to use good old pen or pencil and paper. However, you may wish to keep certain notes on your Palm Powered handheld for easy reference anytime and anywhere you wish.

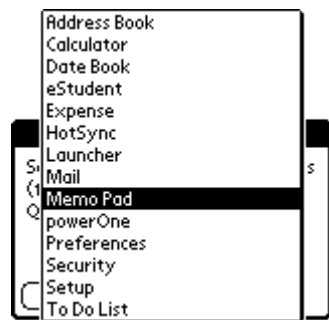
To use the Class Notes module, you will define which Palm OS application to use to keep your notes. Then, you can keep notes using Graffiti® power writing software, or you may wish to use an external keyboard designed to work with your specific Palm Powered handheld.

Defining the Class Notes application

The first time you enter the Class Notes module, you will be taken to the Select Class Notes screen, where you can define the application to use for Class Notes.

- From the Student Suite home screen, tap Class Notes.
- In the Select Class Notes screen, tap the drop-down list icon.





3. Select the application you desire to use to take Notes (in this example, Memo Pad is selected).
4. In the Select Class Notes screen, tap OK.
5. You are taken to the main screen of the application you selected.

Note: The next time you enter the Class Notes module from the Home screen, you will be taken to the application you chose in this procedure.

Changing the Class Notes application

If you wish to change the Class Notes application, you do this from the Options menu on the Student Suite home screen.

1. On the Student Suite home screen, tap the Menu soft button, then Options.
2. Tap Select Class Notes App.
3. In the Select Class Notes screen, tap the drop-down list icon.
4. Select the application you desire to use to take Notes.
5. In the Select Class Notes screen, tap OK.

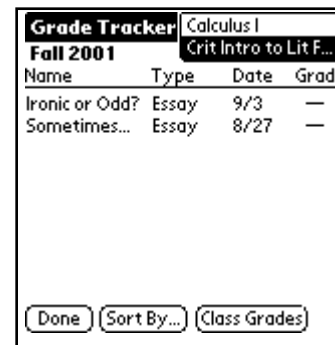
Using the Grades Tracker

The Grades Tracker collects all the assignments you enter in the Course Work module and displays them with grade information.

You can also view grades that you have received in your classes in a separate screen (see “Viewing class grades” on page 21).

Viewing Course Work grades

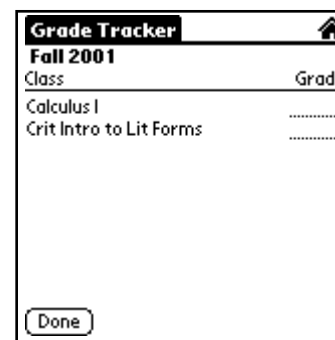
1. From the Student Suite home screen, tap Grades Tracker.
2. Your Course Work is shown according to the class it is associated with. To see Course Work from different classes, tap the drop-down menu at the top of the Grades Tracker screen and select a different class.



3. If you have entered a grade for a particular assignment, it will be shown in the Grade column. If you have not entered a grade, a dash will appear by that assignment.

Viewing class grades

1. From the Grades Tracker screen, tap Class Grades.



2. A list of your classes is shown. If you have entered a grade for a particular class, it will be shown in the Grade column.
3. Tap Done to return to the Grades Tracker screen.

Entering a Course Work grade

Entering grades for Course Work is not done in Grades Tracker—it is done in the Course Work module (see “Using the Course Work Module” on page 16).

1. In the Course Work screen, tap the assignment to which you will assign a grade. Tap Edit, then enter the grade on the Grade line.
2. Tap Done.

Entering a class grade

Entering grades for classes is done in the Grades Tracker.

1. In the Grades Tracker screen, tap Class Grades.
2. Enter the grade in the Grade column, then tap Done.

Sorting information in Grades Tracker

You can choose to sort your Grades Tracker information by the name of the assignment, the type of assignment, or the due date of the assignment.

1. From the Grades Tracker screen, tap Sort By.
2. Tap the drop-down icon next to Sort By.
3. Tap Name, Type, or Date as your sort order.
4. Tap OK to return to the Grades Tracker screen.

Using the Financial Aid Module

The Financial Aid module allows you to enter information on student loans, and track the repayment terms and schedule for the loans.

Creating a Financial Aid entry

1. From the Student Suite main screen, tap Financial Aid, then tap New.
2. Fill in the particulars of the type of financial aid received.

Much of this information will be available on the documents accompanying your student loan.

- a. Description. Give the loan a descriptive name.
- b. Orig Date. The loan “origination date.”
- c. Amount. The amount financed.
- d. Term (months). The period of time in months that you have to pay back the loan.
- e. Rate (%). This is the interest rate (simple interest) you will pay on the loan.

Note: The Financial Aid module calculates interest as simple interest.

- f. Due Date. The date your first payment is due on the loan. Uses the Palm Select Date feature.

Adding a Note

You can add a note to Financial Aid items. See “Adding a Note” on page 15 for information on adding notes.

Displaying Financial Aid information

You can view the status of each of your entries in the Financial Aid module. The Financial Aid module assumes that you begin repaying the loan on the date specified, and calculates the principal and interest paid accordingly.

1. From the Financial Aid screen, tap the loan you wish to view.
2. A screen appears showing you the particulars of the loan. This screen cannot be edited (to edit loan information, you must tap Edit).

Editing Financial Aid information

1. From the Financial Aid main screen, tap the loan you wish to edit, then tap Edit.
2. Make changes to the loan information as desired, and tap Done.

Loan Tracking

The Financial Aid module assumes that you begin making scheduled payments on the Due Date, in the amount shown in the Monthly Payment field (see above).

If you make payments on time, starting with the Due Date and in the required amount, you will finally pay the amount shown as Total Loan Amount (this is the original amount of the loan plus Total Interest), and will have paid interest in the amount shown as Total Interest.

Update Financial Aid Information

The Financial Aid module lets you edit the information for a particular loan. For example, you may negotiate a different interest rate, or may receive forbearance on when you are to begin repaying the loan, so you are able to change these items.

Using the School Deadlines Module

School Deadlines makes it easy to identify deadlines you care about as a student, list them, and add them to your Palm OS Date Book.

Entering a new deadline

1. From the Student Suite main screen, tap School Deadlines, then tap New.

Name	Date
<input type="checkbox"/> Fall 01 Tuition Due	9/7
<input type="checkbox"/> Last Day to Drop Classes	9/14
<input type="checkbox"/> Last Day to Elect for Post/...	9/21

2. In the New Deadline screen:
 - a. Tap the drop-down list (if desired) to select from a list of pre-defined deadline types.

Note: You can use a deadline type from the drop-down list, enter your own deadline name, or combine the two.

 - b. Tap Date: and select the date from the Select Date screen.
 - c. Tap Note and add a note to the deadline, if desired. See “Adding a Note” on page 15 for information on adding notes.
3. Tap OK when finished entering the deadline.

Editing a deadline

You can edit deadlines that you have created, or delete them as necessary.

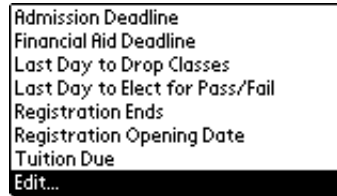
1. On your list of deadlines, tap the deadline you wish to edit, then tap Edit.
2. Make changes to the deadline name and date as necessary, then tap OK.

Deleting a deadline

1. On your list of deadlines, tap the deadline you wish to delete.
2. Tap Delete, then tap OK when prompted to delete.

Modifying your predefined Deadline list

1. From either the New Deadline or Edit Deadline screen, tap the deadline drop-down list.
2. Scroll down the list of predefined deadline types, and tap Edit.



3. In the Deadlines screen, tap New.



4. In the New Deadline Type screen, enter the name of the new deadline and tap OK.

Deleting a deadline type

1. From either the New Deadline or Edit Deadline screen, tap the deadline drop-down list.
2. Scroll down the list of predefined deadline types, and tap Edit.

Technical Support

If you are experiencing a problem that cannot be solved by consulting this guide, contact FranklinCovey Technical Support by telephone, e-mail, or at their Web site.

Before requesting support, please attempt to reproduce and isolate the problem. When you do contact support, please be ready to provide the following information:

- The name and version of the operating system you are using
- The actual error message or state you are experiencing
- The steps you took to reproduce the problem
- The version of handheld software you are using and available memory

Finding version and memory information

1. Tap the Applications icon, then tap the Menu icon.
2. Tap App, and then tap Info. Tap Version to see version numbers, and tap Size to see the amount of free memory, in kilobytes.

Free Unlimited Online Support

On the Web at www.franklincovey.com/support. This service includes:

- Searchable Knowledgebase. Simple keyword or phrase searches help you find answers on most issues with a FranklinCovey electronic product. This area includes detailed installation helps and error message logs.
- Downloads Page. Find all the latest downloads for your product to ensure you have the latest version.
- User-to-user Online Forum. Visit with other users of FranklinCovey electronic products for helps and fixes to many common issues. Monitored daily by FranklinCovey Technical Experts.
- E-mail. Don't have time to search? Send an e-mail to support@franklincovey.com. Guaranteed response time of 24 business hours or less.

Basic Phone Support

This service is free for 30 days from your first call (a charge applies after 30 days). Call (801) 975-9999 Monday thru Friday, 7am to 6pm MST.

Premium Phone Support

A charge of \$19.95 per incident applies, credit card only. Call toll free within the United States. Features of Premium Phone Support include:

- Extended Hours
Monday through Friday 7 a.m. to 8 p.m.
Saturday 8 a.m. to 4 p.m. MST
- Toll-free Access at (800) 418-1492
- Lowest Wait Times
- Premium Level Technicians

Handheld Accessories

There are many accessories that go with a handheld device, such as modem cables for remote HotSync operations, FranklinCovey binders and cases designed to protect your handheld, and much more.

To order handheld accessories, call FranklinCovey at (800) 877-1814, visit our Web site at www.franklincovey.com, or visit a FranklinCovey retail store near you.