

Tips & Tricks

To help us better serve your Agents, there are a few recommendations that we would like to provide agents who contact the Support Center so that a resolution for their issue can be found in a timely fashion.

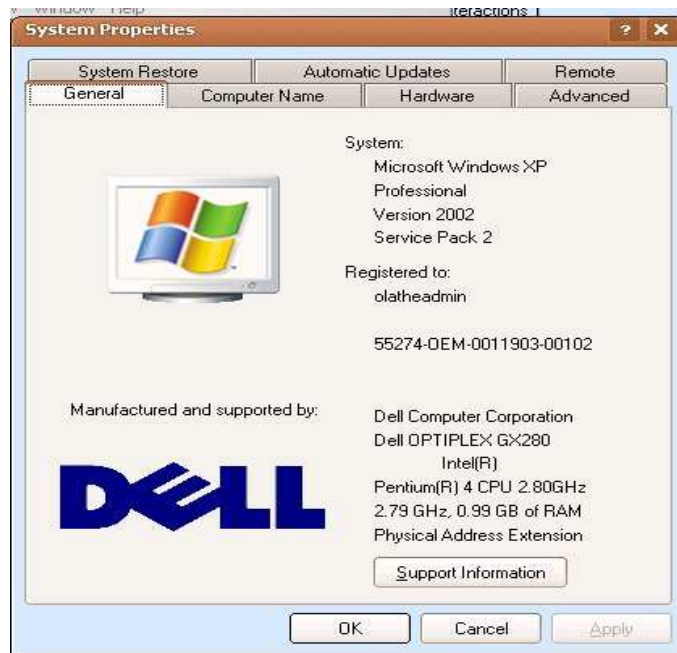
In order to help us better serve your customers and resolve their issues in a timely fashion, there are a few pieces of helpful information that our System Support Consultants use when an agent contacts the Support Center. Often times it can take several moments for our System Support Consultants to help an agent gather the basic information necessary to be able to resolve the issue the agent is calling about. That time used, while may not mean much to a Support Consultant, could mean the difference between making or losing a sale to an agent.

The recommendations are as follows:

- 1) Be at the computer in question before contacting Support.
- 2) Have the application open to the error message or section that you are calling about.
- 3) Have your name, call back phone number, and MLS Board name ready.
- 4) Know the type of internet connection you have.
- 5) Know the name and version of the software you are calling about.
- 6) Know the version of Windows that is on the computer.
- 7) If a Paragon Desktop 2/3 issue, what type of processor and amount of RAM is in the computer.
- 8) If a Paragon Online 3 Issues, what Version of Internet Explorer is on the computer.
- 9) Have a brief description of the issue ready for the System Support Consultant who answers the call.
- 10) What, if any, troubleshooting steps had previously been attempted to resolve the issue.

To check what version of Windows is installed on a computer or for the type of processor/amount of RAM, follow the following steps.

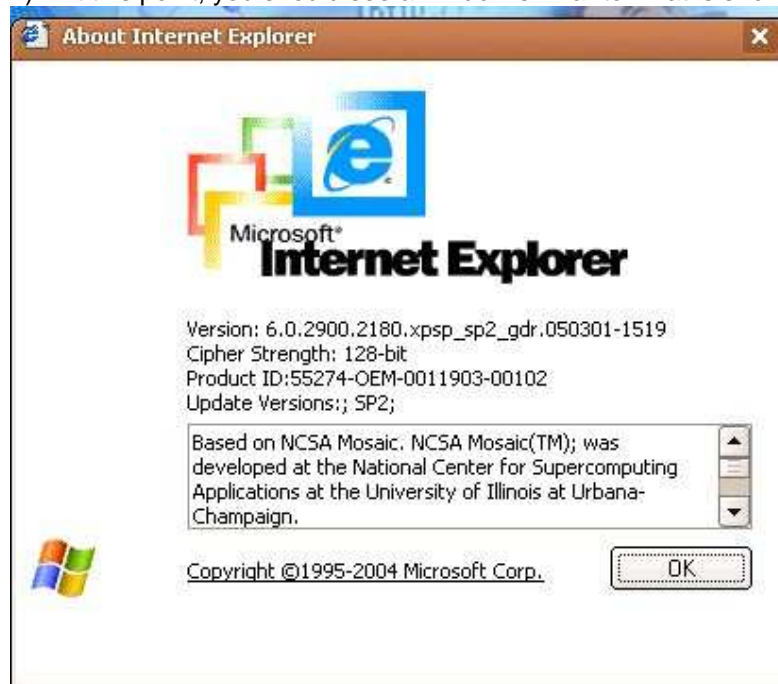
- 1) Right click on **My Computer**.
- 2) Left Click on **Properties**.
- 3) At this point, you should see a screen similar to what is shown below.



- 4) The version of Windows is listed in the **System** section on the first screen that displays. Also on this screen, a user would be able to find what type of processor and the amount of RAM that is in their computer.

To find the version of Internet Explorer, follow the following steps.

- 1) Open Internet Explorer to the Paragon login screen.
- 2) Left Click on **Help**
- 3) Left Click on **About Internet Explorer**.
- 4) At this point, you should see a window similar to what is shown below.



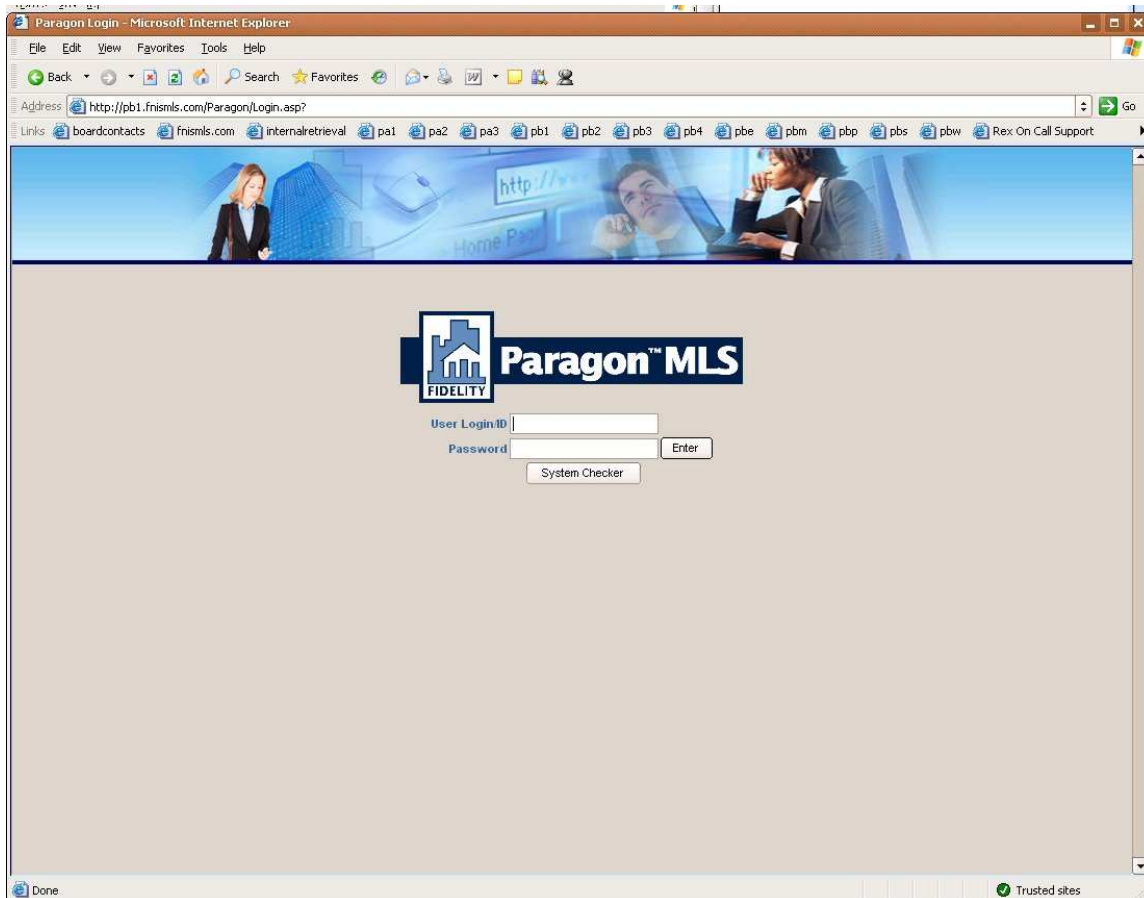
- 5) The Version number is listed next to **Version**.

To determine the version of Voyager/Paragon Desktop (2 or 3), follow the following steps.

- 1) Left Click on **Help**
- 2) Left Click on **About the System**
- 3) The version of the program is listed as the **Production Build #**.

To determine the version of Paragon Online, please examine the following images and use the criteria listed to determine what version of Paragon Online your MLS Board uses.

If your login screen looks similar this image, you are using Paragon 3.



Good luck with this tool!

Fidelity MLS Systems Division

If you have a suggestion for Tips & Tricks, please email mlsinfo@fnis.com or call 877.657.4357.

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