

Table of Contents

Selecting the Softlink Alice modules to suit your library needs	2
Getting Started	3
Minimum Hardware Requirements	3
Optional Hardware and Software	3
Installation	3
Beginning the Guided Tour	4
Entering Data	4
Entering Softlink Alice	4
First Login.....	4
Inquiry Module	5
Search	5
Search Criteria	7
Availability Detail	8
Quick Searches	8
QuickPic	10
Circulation	11
Lending Items	11
Returning Items	11
Searching for Patrons	11
Finding Loan information	12
Reserving Items	12
Fines	12
Paying Fines	12
Favourites	12
Borrower	13
Changing Barcodes	13
Adding a Student	13
Maintaining Borrower Records	14
Reversing Maintenance	14
Removing Records	14
Management	15
Adding Resources	15
Adding Additional Copies	16
Creating MARC Records	16
Changing Barcodes	16
Cataloguing Web Sites	16
Periodicals	17
Softlink Alice Standard Features	18
Help	18
Stocktake.....	18
Email.....	18
Reports	18
Security.....	18
Multi-Tasking	18
Additional Softlink Alice Modules	19
Softlink Services.....	20
Epilogue	20
Uninstalling the Demo	20

Softlink Alice

The library management software solution for your library

Selecting the modules to suit your library needs

There are many modules and services available to choose from – but which ones are ideal for your library? To assist with your selection, Softlink has developed the following guide. Depending on the specialised functions performed in your library you may need to select extra or fewer modules than those suggested.

Primary School Libraries

Softlink Alice Modules:	Page
Management	14
Circulation	10
Inquiry (incl. Quick Search)	5
QuickPic	9
Book Wizard	18
Book Wizard Control	18
Rapid Retrospective	18
Secure Web Browser	18
Softlink Services:	
Data Conversion - Resources	19
Support Agreement	19
Softlink Training Courses (1,2,3)	19

Secondary School Libraries & Higher Education Institutions

Softlink Alice Modules:	Page
Management	14
Circulation	10
Inquiry (incl. Quick Search)	5
Internet Inquiry	18
Periodicals	16
Journal Indexing	16
Acquisitions	18
Subject Authority	18
Multimedia	5
Rapid Retrospective	18
Name Authority	18
Secure Web Browser	18
SDI (Selective Dissemination of Information)	18
Softlink Services:	
Data Conversion – Resources	19
Data Conversion – Loans	19
Support Agreement	19
Softlink Training Courses (1,2,3,4)	19

Softlink Alice Guided Tour

Getting Started

This guided tour utilises a demonstration version of *Softlink Alice*, and will show you many of the easy-to-use features and integrated capabilities of the program. For your first tour through *Softlink Alice*, we recommend you follow the guide's suggestions using the sample data. This demonstration is a full, working version of *Softlink Alice* limited only by the total number of items and patrons.

Minimum Hardware Requirements for the Demonstration

- Pentium processor or better with 32 MB of RAM
- Windows 95 / 98, Windows NT 4 Workstation or Windows 2000
- CD-ROM drive
- 25 Mb of free disk space

Optional Hardware and Software

To take full advantage of this demonstration, a sound card may be used to listen to sound clips that are catalogued in the sample data. Additionally, a live connection to an Internet Service Provider may be used for the purpose of cataloguing a Web site. These items are not required for the demonstration, but will make additional *Softlink Alice* features available.

After the guided tour, feel free to add actual items and patrons from your library. This will give you an excellent idea of how *Softlink Alice* will benefit you.

Installation

To install the *Softlink Alice* demonstration, insert the CD provided.

The CD has an 'auto run' facility, but if your computer does not automatically load the Softlink Installation Wizard please complete the following steps:

- Click **Start**, then **Run**.
- Use the **Browse...** function to browse the CD. Double-click on **Setup**, then click **OK**. Select **Next**.

Once the Softlink Installation Wizard has loaded

- Select **Demonstrations** by moving the mouse pointer to the heading.
- Select **Softlink Alice**.
- Select **English Demonstration**.
- From the Welcome to Softlink Alice Demonstration Window select **Next**.
- Read the Softlink Alice Demonstration License Agreement. To agree with the terms of use and proceed with the installation select **Yes**.
- Select **Next** to install the *Softlink Alice* Demonstration in the default location.
- Select the appropriate language (English by default) and select **Next**
- Select **Next** on the Special options screen.
- Select **Next** once you have checked that the options you have chosen are correct.
- Once the installation has completed select **Finish**.

Softlink Alice will guide you through the automated installation process. Upon the completion of the installation, the *Softlink Alice* demonstration will automatically start.

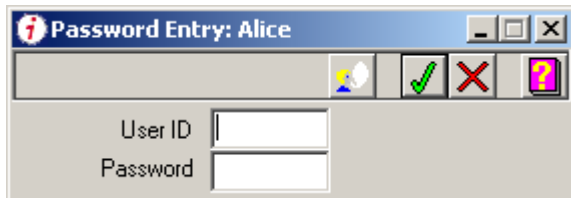
Beginning the Guided Tour

Entering Data

Where you read text written like this: *Sample Text*, type it into the program. *Softlink Alice* users enter data with bar code readers and do not need to press the <ENTER> key after each scan. This guide assumes you do not have a bar code reader, so you will need to press <ENTER> after you type information.

If you have any questions, please contact us. Contact details are available at: www.softlink.net.au

Entering Softlink Alice



- To log into the *Softlink Alice* demonstration, type DE into the **User ID** field and demo into the **Password** field. These fields are not case-sensitive.
- Click **OK** or press <Enter>.



First Login



A Language needs to be selected the first time you log into the system.

- Select your preferred language from the combo box.
- Click **OK** or press <Enter>.



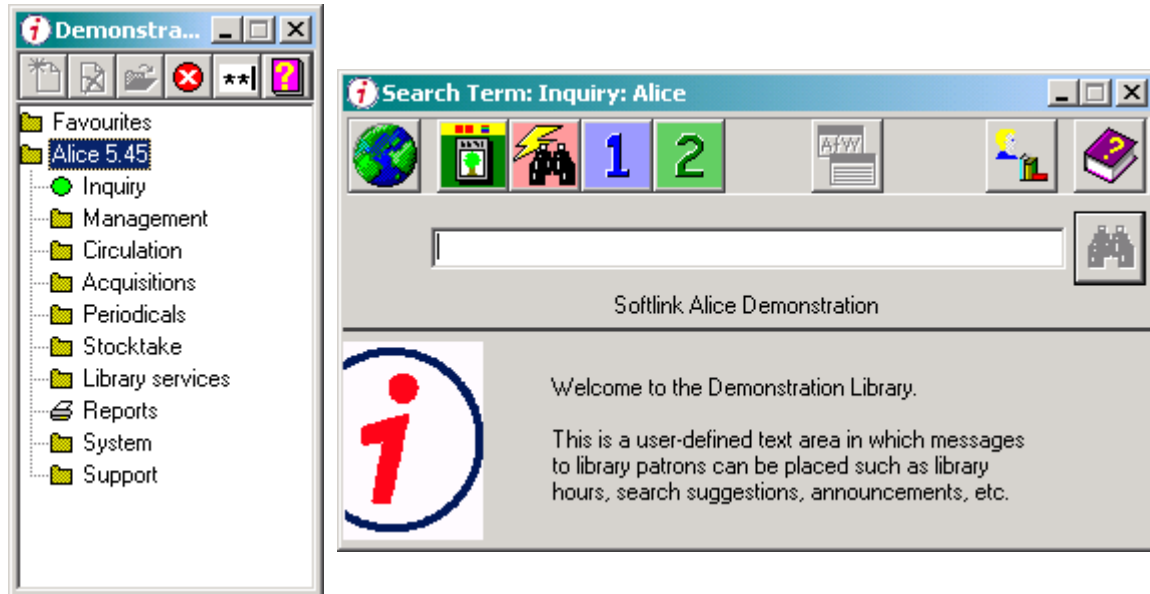
On subsequent logins, you will not need to select a language.

Inquiry / OPAC

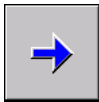
Search

This section of the guided tour highlights the use of **Inquiry** as well as the many multimedia features available in *Softlink Alice*.

To start Inquiry, click the **Alice** folder, then double click on **Inquiry**.



- Type **CREATURES** in the **Search Term** field, then click **Start** or press <ENTER>. The initial results screen will show the closest alphabetical match to your search term.



- With the keyword Creatures highlighted, click **View** to view the search results list.
- With the title Creatures Great and Small highlighted, click **View** to view the resource details screen.



Multimedia files; including library maps, images, slide shows, Book Wizard, sound clips, and video clips, can be catalogued and viewed in *Softlink Alice*.

When a multimedia file is available for a given resource, its corresponding button will become active.



- Click the **Camera** button to view a bitmap image catalogued with this resource.



- Click **Back** to return to the resource details screen.



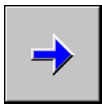
- Click the **Video Clip** button to view the video associated with this resource.



- Click the **Play** button to start the video.



- When the video is finished, click **End** to end this search.



- Type in the search term: King <ENTER>
- With the keyword KING highlighted, click **View**.
- Click on the title Martin Luther King; fighter for freedom, then click **View**.



- Click the **Map** button to view the library map.



- Click **Back** to return to the resource details screen.



- Click the **Sound** button to listen to King's "*I have a dream*" speech.



- When the sound clip has finished, click **End** to end this search.



- Type in the search term: New York Magazine<Enter> then click **View**.
- Click **View** again to see the resource details screen.

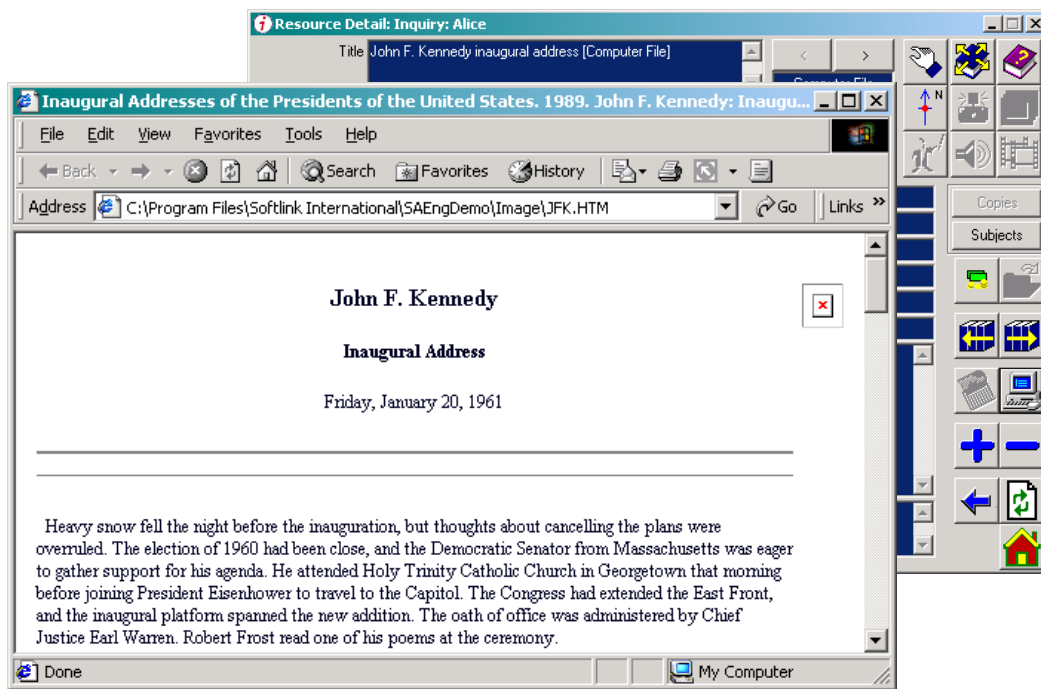


- Click the **Camera** button to view the index page, which has been catalogued with this resource.



- Click **End** to end this search.

Softlink Alice also offers the ability to catalogue electronic files including documents and HTML files downloaded from the World Wide Web.



- Type in the search term: *kennedy* <ENTER>
- With the keyword **KENNEDY** highlighted, click **View**
- The title *John F. Kennedy's Inaugural Address* is available. Click **View** to see its details.



- Click the **View** button to spawn your Web browser and load a HTML file downloaded from the World Wide Web.



- When you are finished, close your browser and click **End** to end this search.

Search Criteria

Softlink Alice offers the ability to search on many different fields and restrict your search to a specific field.

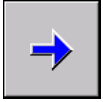
- To find an item by author, type their name into the **Search Term** field.
- Type in the surname: *Brandt* <ENTER>



- With *Brandt, Keith 1930-* highlighted, click **View** to see the results list.
- The library has three resources by this author.



- Click the **Restrict to available resources only** button and the resources that are on loan will disappear from the list.

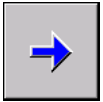


- Click **View** to see the resource details of the available resource.



- Click **End** to end the search.

- To find an item by its barcode, type (or scan) the barcode into the Search Term entry. For this example, type: 3077 <ENTER>.



- With the barcode 3077 highlighted, click **View** to see the results list.
- Click **View** to see the resource details for the title "Insects"



- Click the **Map** button to view the library map. Notice that the item is flashing red, indicating that it is currently on loan.



- Click **Back** to return to the resource details screen.

Availability Detail



- Click the **Availability** button to see the availability details of the resource. Available to library staff but not patrons are the details of who has borrowed this item.



- Click **End** to end this search.

Quick Searches

Softlink Alice offers three levels of the Quick Searching, to assist those libraries with very young OPAC users. The Quick Search functionality may be turned off if not required.



- Click the **Quick Search – Category** button.



- Click the **Animals** category button

Dinosaurs

- Click the **Dinosaurs** button



- Click **View** to see the resource details of the first title in the list.



- Click the **Map** button to view the library map.



- Click **Back** to return to the resource details



- Click the Quick Search – One term button.
- Type in the search term: `cat`
- Note that the **Begins with** radio button is active



- Click **View** to see the results list.



- Click **Back** to return to the enter search term screen.
- Select the **Exactly matches** radio button.



- Click **View** to see the results list. Note that the list has been refined to only those resources which contain the word `cat`.



- Click **View** to see the resource details of the first title in the list.



- Click the **Quick Search – Two Term** button.
- Type in the search term: `cats`
- Type in the second search term: `dogs`



- Click **View** to see the results list.



- Click **View** to see the resource details of the first title in the list.



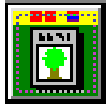
- Click the **Notes** button to see the notes for this resource.



- Click **End** to end the search. Close the window to exit Inquiry

QuickPic

QuickPic offers an alternative method of searching the collection, through the use of graphical representations of subject headings.



Click the **QuickPic** button.
A list of all **QuickPic** categories will be displayed.



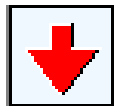
Click the **Animals** button.
A list of all the **Animals** categories will be displayed.



Click the **Zoo** button.
A list of all the **Zoo** categories will be displayed.



Click the **Bears** button.
A list of all the resources related to the subject **Bears** will be listed.



Click the **Next Page** button.



Click the button for "The polar bear" resource.



Click the **spine label** for this resource, a map will be displayed, showing the shelf location.



Click the **Item Details** button to show the resource details.



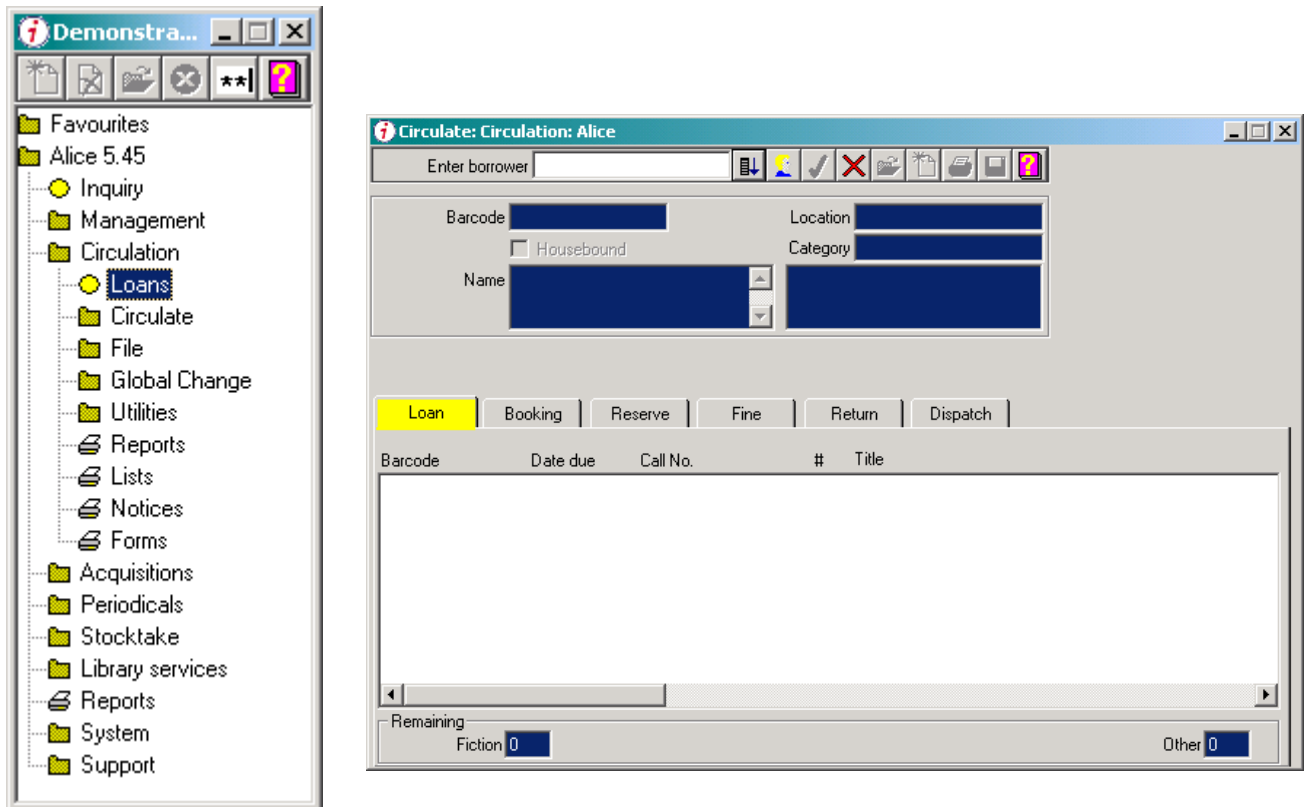
Click the **Home** button to start a new **QuickPic** search.



Click the **Close** button to return to the initial **Inquiry** screen.

Circulation

To begin circulating resources, click on the **Circulation** folder, then double-click **Loans**.



Lending items

First, lend an item to Camille. She hands you her library card and the book *Saturn\the spectacular planet*.

- Type (or scan) Camille's bar code: 1003 <ENTER>
- Type (or scan) Saturn\the spectacular planet bar code: 3082 <ENTER>
- This checks out item 3082 to Camille Arnold.

Todd also wishes to borrow a resource. He hands you his library card and the resource.

- Type (or scan) Todd's bar code 1013 <ENTER>
- Type (or scan) the resource bar code: 3064 <ENTER>

Returning Items

To return items, simply click the **Return** tab and begin scanning (or typing) the resource barcodes.

- Type 3077 <ENTER>, 3089 <ENTER>, 3487 <ENTER>, 3019 <ENTER>, and 3046 <ENTER>.

Searching for Patrons

Darla wishes to borrow a resource, but has forgotten her library card.



- Click the **Loan** tab, then click the **Name** button.
- From the lookup list, double-click on *Anderson, Darla*
- Type (or scan) the resource barcode: 3272 <ENTER>

Finding Loan Information

Mark has forgotten which resources he has checked out. He hands you his library card and asks what items he has on loan.



- Type (or scan) Mark's barcode: 1002 <ENTER>
- Click the **Details** button to see the **Patron Status** screen with a list of items loaned to Mark.



- Click **Finish** when you are done.

Reserving Items

Mark also wishes to reserve an item that is currently on loan.



- Click the **Reserve** Tab, then click **Add**.
- Type (or scan) the resource barcode: 3075 <ENTER>

Fines

Todd returns a book and has damaged it.



- Type (or scan) Todd's barcode: 1013 <ENTER>
- Click the **Fine** tab.
- Click **Add**, then click in the **Fine Description** field and type: Damaged Book. Double click on the **Debit** field and enter a fine amount of 500.



- Click **Save**.

Note: *Softlink Alice automatically inserts the decimal, making the fine \$5.00*

Paying Fines

Todd now wants to pay his fine.



- Click the **Payment** button. *Softlink Alice* will automatically set the payment amount to the full balance of Todd's outstanding fines. Click **OK** to receive payment.



Note: *Softlink Alice will accept partial payments of fines.*



- Click **Close** to close this window

Favourites

You decide that **Loans** is a function you will use frequently. Right-click on **Loans** under the **Circulation** folder, then click **Add to favourites**. This option will now appear in the Favourites folder in addition to its current location.

Borrower

- Click the **File** folder under **Circulation**, then double-click **Borrower**.

The screenshot shows two windows from a library management system. On the left is a 'Demonstration' window with a tree view of the software's menu structure. Under the 'Circulation' folder, the 'File' folder is expanded, and 'Borrower' is highlighted. On the right is the 'Borrower Details: Circulation: Alice' window. It has a list of borrowers at the top, with '1001 Anderson, Darla (STUDY HALL)' selected. Below the list are several tabs: 'Borrower', 'Address', 'Limits', 'Image', 'Special', and 'Contract'. The 'Borrower' tab is active, showing fields for Barcode (1001), Borrower type (Student), Surname (Anderson), Given name (Darla), Master (dropdown), Comment (text area), Sex (M/F) (Female), Student code (570-34-0344), Date of birth (12/05/1987), Scholastic year (9), Roll class (STUDY HALL), and Message (text area). There are also fields for Loan category (Grade 9), Housebound (checkbox), Membership (Start/Expiry dates), and Loan Limits (Fiction: 5, Other: 5). A PIN field is at the bottom.

All standard borrower information is stored under the first two tabs. The other tabs hold additional information for each borrower that you may or may not wish to store. For example, the **Special** tab holds 20 user-definable fields. The field names shown in this demonstration are merely examples of what you might choose.

Changing Barcodes

The barcode label on Jesse Mendez's library card has fallen off.

- In the search field above the **Borrower Lookup** window, type in the first couple of letters of his surname: `men` <ENTER>
- Click the **Change** button next to the **Barcode** field, then type (or scan) a new barcode `1040` <ENTER>

Adding a Student

Steven Jones is a new student and needs to be added to *Softlink Alice*.



- Click **Add**, then type (or scan) a new barcode for him: `1041` <ENTER>



- Select the **Student** Borrower Type and click **OK**.
- Enter the following basic information:
 - Surname: `Jones`
 - Given Name: `Steven`
 - Sex: `Male` (use dropdown list)
 - Scholastic year: `7`
 - Loan Category: `Grade 7` (use dropdown list)
 - Loan Limits, Fiction: `2`
 - Loan Limits, Other: `1`



Click **Save** to save this new entry.



- Click **Close** when you are finished.

Maintaining Borrower Records

It is the end of the school year, and time to do some maintenance on your borrower records.



- Click the **Global Change** folder under the **Circulation** folder.
- Double-click **Scholastic Year**.
- Click **OK** to graduate all of your students one grade level.



- Click **Close** when you are finished.

Reversing Maintenance

You realise that you had already run this function and now your students are one year ahead of where they should be.



- Double-click **Scholastic Year**.
- Place a check in the **Decrement** rather than **Increment** check box.
- Click **OK** to subtract 1 from your students' scholastic years.



- Click **Close** when you are finished.

Removing Records

The 9th grade students will be moving on to High School, so they need to be removed from your data.



- In the **Global Change** folder, double-click **Delete**.
- For **Year to delete**, enter: 9.
- Click **OK**.

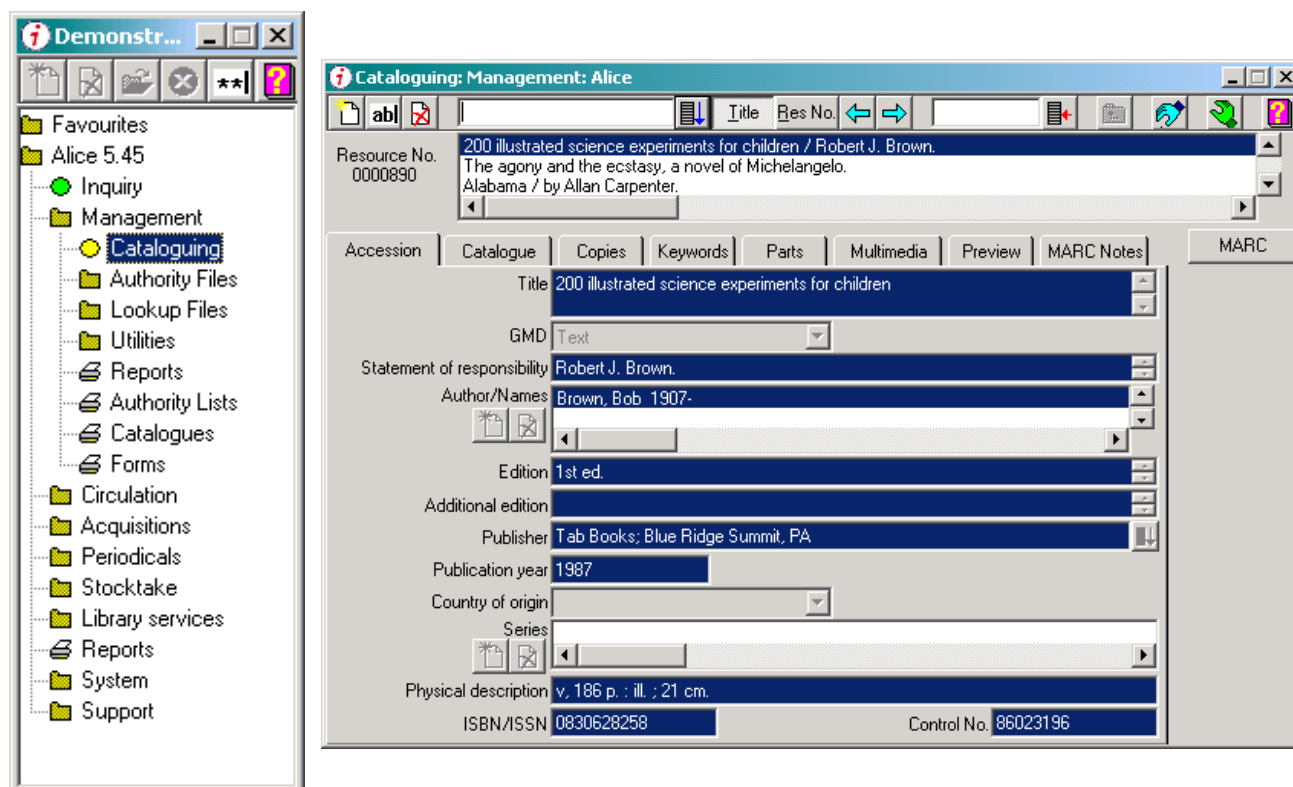


- Click **Close** when you are finished.

***Note:** Softlink Alice will not delete any student who has outstanding loans.*

Management

To begin managing records in your catalogue, click the **Management** folder, then double-click **Cataloguing**.



All standard resource information is stored under the first three tabs. The other tabs hold additional information for each resource that you may or may not wish to store.

Adding Resources



- To add a new resource, Click **Add**.
- Type: Huck <ENTER>

Note: Softlink Alice will display the closest alphabetical match to ensure that unwanted duplicate titles are not added.



- Click **New** to add this as a new title.



- Complete the title information: Huckleberry Finn then click **OK**.



- To add an author name from the author authority file, click the **Author Add** button next to the **Author/Names** field.
- In the search entry, type: Twain <ENTER>

Note: Softlink Alice will display the closest alphabetical match from the author authority file



- Since *Mark Twain* is already in the author authority file, simply click **OK** to add *Twain* as the author of this resource.



- Enter any other information as you see fit and click **Save** when you are finished.

- Click the **Copies** tab.



- Click **Add** to add the specific copy information for the book Huckleberry Finn.



- Type (or scan) its new barcode: 4001 <ENTER>
- Enter any of the copy specific information as you see fit. When you are finished click **Save**.

Adding Additional Copies

You realise that you have actually purchased four copies of this resource.



- To easily add more copies, click **Replicate**, set the **Number of Additional Copies** to 3, and click **OK**.



- Click **Close** after the additional copies have been generated.

Creating MARC Records

- If you would like to create a MARC record from the information you have entered, click the **MARC** button, then click **Yes** to generate the MARC record.



- When you are finished viewing the MARC record, click **Close**.

Changing Barcodes

A barcode has been removed from one of your resources: Words with wrinkled knees.

- Type: words into the search entry field above the title list, then press <ENTER>
- Next to the **Barcode** field click **Change**.
- Type (or scan) the new barcode: 4010 <ENTER>

Cataloguing Web Sites

Softlink Alice also allows you to catalogue Web sites.



- To do so, first click the **Accession** tab, then click **Add**.

- Type the title: Softlink <ENTER>



- Click **New** to indicate that this is a new title.



- The **Add Resources** screen appears, which allows you to add or modify your new title. Click **OK**.
- Using the dropdown menu, change **GMD** (General Material Designation) to World Wide Web.
- In the **Physical description** field, type:
http://www.softlink.com.au



- Click **Save**. (In this case you cannot use <ENTER>).

If you have Internet access from this machine leave the cataloguing screen open and start *Softlink Alice* inquiry.



- Search for *Softlink*, and when viewing the **Resource Details** screen click the **WWW** button.
- *Softlink Alice* will launch your Web browser and automatically go to the Softlink Web site. When you are finished, close your Internet browser.



- Click **End** to end your search **Inquiry**.

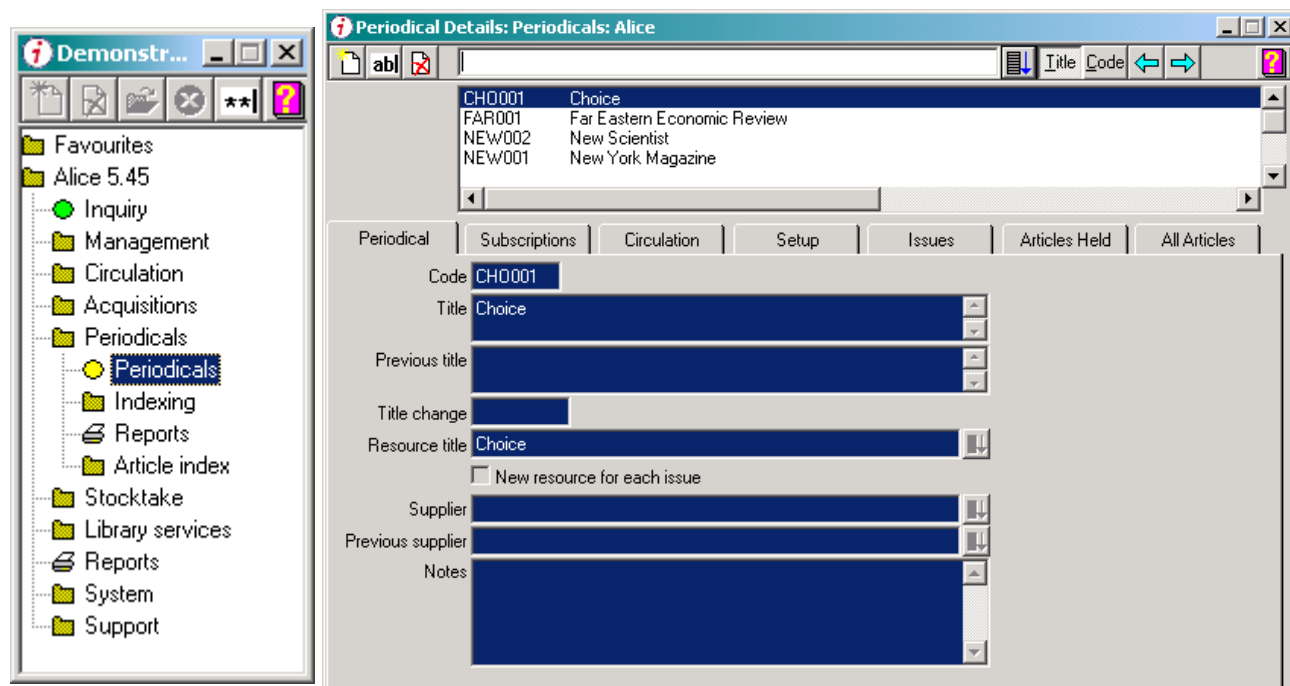


- Click **Close** to exit from Inquiry and click **Close** to end the cataloguing session.

Periodicals

Softlink Alice allows you to track your periodical subscriptions; including renewal dates, costs, and other information. *Softlink Alice* also allows you to print circulation routing slips, and other reports related to your subscriptions.

- Click the **Periodicals** folder, then double-click **Periodicals**.



The functionality of the periodicals screen is identical to the cataloguing screen; therefore, you don't need to learn several methods of accomplishing similar tasks. The tabs on the screen are used as follows:

Periodical - Contains basic information about the magazine.

Subscriptions - Contains detailed information for tracking purposes. Information here is used to generate subscription renewal notices and overdue issues reports.

Circulation - Contains the circulation list for this periodical, which can be printed upon receipt of the magazine.

Setup - Contains the issue description formula which allows *Softlink Alice* to refer to the magazine in the same way its cover does, i.e. date or folio format.

Issues - Displays a list of outstanding and missing issues. As each issue is received, it is removed from this list.

The Indexing and Article Indexing options provide access to cataloguing or loading Journal article information.



- Click **Close** to finish.

Softlink Alice Standard Features

In addition to the functions described already, *Softlink Alice* has numerous other utilities to help you in the day-to-day operation of your library. Following the brief descriptions below, please feel free to try any area in the software.

Help

On-line help files using Windows hyper-links allow you to easily find the answers to your questions.

Stocktake

Softlink Alice allows you to stocktake all or part of your collection without having to close your library or stop circulation.

Email

Softlink Alice provides the ability to dispatch reports and notices via email.

Reports

Hundreds of reports are available in *Softlink Alice* including borrower lists, overdue slips, shelf lists, catalogue reports, and a Top 100 list. In addition to the standard reports within Softlink Alice, our Customised Report Service caters for those report requirements which are individual to your library. Reports can be printed, displayed on the screen, saved as text files, or RTF files.

Security

Softlink Alice provides up to 37 levels of user-customized security, allowing you to specify access levels for your library aides or student assistants.

Multi-Tasking

Written to take advantage of 32-bit Windows technology, *Softlink Alice* has the ability to multi-task all of its functions. This means that you can add items and patrons on-the-fly while loaning resources to patrons, print overdue notices while adding new resources and using on-line help, or print reports in the background while working elsewhere in the system.



- When you are finished using *Softlink Alice*, click **Close** on the **Desktop** menu.

Additional Softlink Alice Modules

Internet Inquiry

Make your library collection available on the Internet/Intranet!

Allow your students to search your collection from home using their Web browser. The Softlink Web Site hosts an interactive demonstration of Internet Inquiry – visit www.softlink.net.au to review this module.

Secure Web Browser

Maintain control over student Internet sessions!

The Softlink Alice Secure Web Browser module restricts students from accessing sites other than the catalogued URL site. No ad-hoc browsing is possible with the Alice Browser.

Additional Softlink Alice Modules

SDI (Selective Dissemination of Information)

Create borrower profiles and produce current awareness reports!

Generate reports of newly acquired resources matching those areas of interest listed in a borrower's profile. These can then be emailed/printed for their review. Patrons are able to alter their area of interest via the Softlink Alice Inquiry module.

Subject Authority

Access third party subject headings and See/See Also References.

The Subject Authority module enables the loading of a master Subject Authority file and the See and See Also references for each Subject in use. Only the Subject Headings in use are visible to the library patron. An example third party source is the SCIS Subject Authority database. This database consists of all the subject headings that have been assigned to the resources catalogued on the SCIS database on the Voyager system.

Name Authority

Provides easy access to third party name authority entries.

The Name Authority module enables you to load an established name authority listing. An example source is the SCIS Name Authority database. This data contains all the names of authors, editors, illustrators, narrators, composers, film directors, agencies and organisations which have been selected by SCIS cataloguers as 'main' or 'added' entry headings when describing those involved in the authorship and production of the resource.

Acquisitions

Maintain budgetary control of purchases (both resource and general library expenses) and track your resource purchasing on the "Wish List".

The Acquisitions module caters for future orders, standing orders, subscription renewals, items held on approval and non-book expenses. Orders and requests to suppliers, lists of resources purchased from a budget dissection, claims for late orders, budget reports, Wish List reports and "on approval" reports are all available.

Rapid Retrospective

The quickest and easiest way to catalogue an existing collection!

Used in conjunction with supported bibliographic databases, Rapid Retrospective loads bibliographic data using a resource ID Number (e.g. ISBN). Rapid Retrospective accepts the resources local copy information i.e. shelving details, circulation rules and optionally the locally defined subject headings. Bibliographic databases supported by Rapid Retrospective include SCIS, BNB on CD, National Library of NZ, TES – BookFind CD (BookData), and Brodart Precision 1.

Book Wizard

The multimedia software that encourages reading!

Allow your students to search for resources which suit their reading level, and genre preferences. Book Wizard interfaces with the Softlink Alice Inquiry module (& vice versa). Try the interactive Book Wizard demonstration found in the Demonstrations folder of the Softlink Alice CD!

Softlink Services

Each Softlink office is comprised of a team of IT and Library professionals. The Directors of Softlink International are conscious of your need for quality assistance and have established the following service areas to ensure your needs are met.

Technical Support

The Technical Support Service provides unlimited access to a team of IT professionals via email, fax or phone. Subscription to this service is on an annual basis and includes free upgrades to the Softlink software purchased by your library. To discuss the support service further, simply contact the Client Services Manager at your local Softlink office.

Data Conversion

The Softlink Data Conversion Team are able to convert resource, borrower, loans and journal data from a multitude of formats. To ensure a high level of conversion accuracy and efficiency, each conversion is completed after consultation with you and our in-house library professionals.

Training

Many training options are available. The most popular training format is the Softlink range of courses on CD-ROM. CD-ROM based training allows for a self-paced, individual learning environment. Softlink Training courses on CD-ROM currently cover: an introduction to Alice; Circulation; System Administration; and Advanced Cataloguing. On-site consultation and telephone training are also available and delivered by our library qualified training professionals. Additional details of the training options for your library are available from the training department of your local Softlink office.

Epilogue

Softlink Alice is a user friendly, yet comprehensive integrated library management system. Although this guided tour is an excellent introduction to *Softlink Alice*, we strongly encourage you to play with all the functions on the menu. As you investigate the ways in which *Softlink Alice* can solve your library needs, please feel free to contact us for information and advice, including details of the Softlink Alice hardware requirements.

If you would like to contact your local Softlink office please check our Web site (www.softlink.net.au) for a full listing of our offices worldwide.

Alternatively, contact the Softlink International head office to have your request forwarded to your local office:

Email: info@softlink.net.au

Address: 68 Commercial Drive
Shailer Park QLD 4128
Australia

Ph: +61 7 3801 4111

Fax: +61 7 3801 4555

Uninstalling the Demonstration

To uninstall the *Softlink Alice* demonstration, simply use the **Windows Control Panel, Add/Remove Programs** feature to remove the *Softlink Alice* Demonstration.