

**Schaumburg Township District Library
Remote (Dial-In) Problem Survey Form**

Problem Tracking ID:	Date: / / Time:
	<input type="radio"/> Patron <input type="radio"/> Library <input type="radio"/> Business
User Problem Description:	Name:
	Contact:
	Phone: ()
	Home Library:
	Zip:
User Problem <input type="radio"/> Wrong Number <input type="radio"/> Busy Signal <input type="radio"/> Comm Software Parameters (Setting) <input type="radio"/> Wrong Sirsi Terminal Emulation (AIX) <input type="radio"/> Modem (Settings/Hardware) Problems <input type="radio"/> Line (Common Carrier) Problems <input type="radio"/> System Unavailable (Down/Upgrade/Maint)	Modem <input type="radio"/> Internal <input type="radio"/> External <input type="radio"/> LAN <input type="radio"/> WAN
System <input type="radio"/> PC/AT 486 Color <input type="radio"/> PC/AT 486 Mono <input type="radio"/> PC/AT 386 Color <input type="radio"/> PC/AT 386 Mono <input type="radio"/> PC/AT 286 Color <input type="radio"/> PC/AT 286 Mono <input type="radio"/> Macintosh Series <input type="radio"/> Apple II Series <input type="radio"/> Terminal (IBM) <input type="radio"/> Terminal (Other)	Baud Rate <input type="radio"/> 300 <input type="radio"/> 9600 <input type="radio"/> 1200 <input type="radio"/> 14400 <input type="radio"/> 2400 <input type="radio"/> 19200 <input type="radio"/> 4800 <input type="radio"/> 38400 <input type="radio"/> 7200 <input type="radio"/> 57600 <input type="radio"/> Other (specify) _____
	Comm Port <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4
Communications Software <input type="radio"/> Bitcom <input type="radio"/> Carbon Copy Plus (DOS or Windows) <input type="radio"/> Close Up (Customer or Support) <input type="radio"/> Co Session (DOS or Windows) <input type="radio"/> Crosstalk for Windows <input type="radio"/> Crosstalk (Mark IV and DOS Versions) <input type="radio"/> DOS FaxPro <input type="radio"/> Faxit! for Windows <input type="radio"/> Lap Link Pro <input type="radio"/> PC Anywhere (Host or Remote) <input type="radio"/> Procomm Plus <input type="radio"/> Procomm Plus for Windows <input type="radio"/> Q Modem Pro <input type="radio"/> Smartcom (Executive and DOS Versions) <input type="radio"/> Viscom <input type="radio"/> WinFax Pro for Windows <input type="radio"/> Win Sleuth Pro <input type="radio"/> Other (Specify) _____	Operating System <input type="radio"/> DOS <input type="radio"/> Windows <input type="radio"/> DR DOS <input type="radio"/> System 7 <input type="radio"/> OS/2 <input type="radio"/> Other
	Read STD L Online Guide? <input type="radio"/> Yes <input type="radio"/> NO
	# Attempts before Call <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> 8 +
	Entered by: _____
	Copies to <input type="radio"/> Circulation <input type="radio"/> Director <input type="radio"/> Info Systems <input type="radio"/> Consultant
	Reviewed by: _____