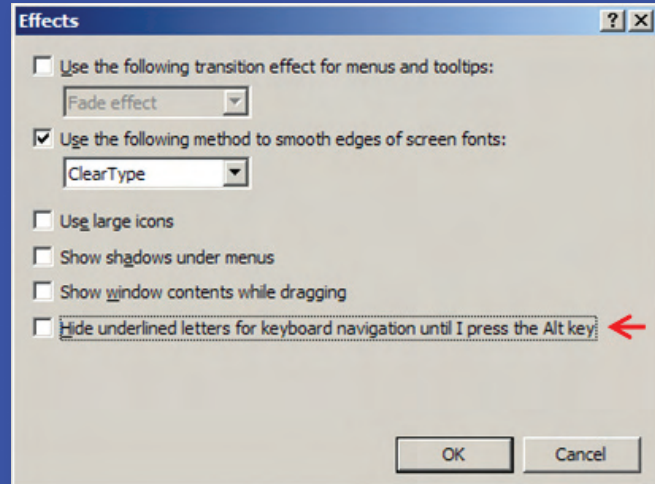


(Tips of the Month continued from page 4)

Menu Mnemonics



In MineSight®, you can navigate through the menus by typing Alt-<letter>, such as **F** (which is underlined) for the **File** menu. These are called menu mnemonics and underlining the letter is controlled by the operating system. In Windows® XP that setting is found on the **Control Panel | Display Properties | Appearance (tab dialog) | Effects** button.



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Extended Hours: Mon - Fri: 6 p.m. - 9 p.m.;	
Sat - Sun: 8 a.m. - 5 p.m.	

Standard support hours are from 6 a.m. to 6 p.m. weekdays. Extended support hours by telephone and E-mail are from 6 p.m. to 9 p.m. Monday through Friday, and 8 a.m. to 5 p.m. Saturday and Sunday, Arizona Time. Technical support is provided by telephone, E-mail, and Fax. Mintec provides regional toll-free telephone numbers from several countries for clients to contact the Tucson office. Using the Mintec web site and E-mail attachments, support staff is able to pass relevant data and information quickly between sites. In-bound and out-bound support E-mail is routed to all support staff in the Tucson office and copied to the regional office. Mintec support is based on a team response model to ensure consistent and timely responses, as support analysts rotate through training assignments.