

DX Desktop Directory Service - FAQ's

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DX

The DX Desktop Directory software has been developed by ePartners, a Microsoft Gold certified Partner and two time recipient of Microsoft's Global Partner of the Year Award. It is provided FREE of charge to DX members for installation on their own PCs or networks, and in this regard we are unable to provide technical assistance, however advice and training will be available.

Technical queries should be referred to your IT administrator as they are likely to require resolution within your specific IT environment. However the following FAQs should help in the first instance.

1. Is the software safe to use?

The DX Desktop Directory software has been developed by ePartners, a Microsoft Gold certified Partner and two time recipient of Microsoft's Global Partner of the Year Award. It has been piloted with a sample of DX Members prior to launch and has been independently tested by VeriTest, a testing service of Lionbridge Technologies.

2. I have tried to download/install the software, but an error message appears

You may not have access rights to download software and will need to contact your IT administrator. You may wish to discuss using the Network version (which will require the involvement of your IT administrator) instead.

If you have downloaded the software but are unable to install it, it is possible that your organisation's IT policy restricts you from installing software. You will need to contact your IT administrator. You may wish to discuss using the Network version instead.

3. How long will it take to download the software?

The Table below gives the average times for downloading based on the bandwidth of your organisation.

End User Bandwidth	Approx. download time in minutes
56Kbps	Not recommended (see below)
64K ISDN	Not recommended (see below)
128K ISDN	38
640K-DSL	7
1.54M T1/1.5M DSL	3

4. I have Dial Up Access - can I use DX Desktop Directory?

For Members with Dial Up Access we recommend you use the Online Directory or download the PDF version of the Directory - please visit www.thedx.co.uk/directory for further details

5. Which operating systems support the software?

The DX Desktop Directory is only suited to Microsoft operating systems. It is not suitable for Apple Macintosh, Linux, or Sun Office operating systems.

6. I'm getting an error message when I update the database

You may have restrictions on your internet access and will need to contact your IT Administrator. The Network version may be a better option for your organisation. Your IT administrator may need to open the Firewall Port (Port 80) to allow updates to be made to the database.

7. I've got the Network version, but I am still unable to receive the database updates

If you have a proxy server in place, it may prevent the database updating. You will need to contact your IT administrator with the recommendation that Port 80 is opened and the DX website url www.thedx.co.uk be added as a trusted site.

8. What's the best version of the software for me?

Please see page 3 of the Installation Guide for our recommendations

9. I'm not getting the Toolbar and/or SmartTag in MS Word

The Toolbar and SmartTag options will only work with MS Office 2000 or above.

If you have MS Office 2000 or above but are still not seeing the Toolbar or SmartTag search options, then it is likely that when the software was installed, one or both of these options were deselected. In this case, you (or your IT administrator) will need to un-install the software and then re-install, taking care not to de-select them.

10. I had selected to install SmartTag during installation but this is not working in MS Word

Select Tools from the Menu Bar and Select Auto Correct option Click on the Word SmartTag Tab and ensure the 'DX Addressing System (DX SmartTag)' is ticked.

11. I had selected to install DX Toolbars during the installation but this is not working in MS Word

Select View from the Menu Bar and select Toolbars and ensure 'DX Toolbar' is selected.

12. I cannot download/install/run the application

You may have one of the following issues:

1. If you have already attempted to install DX Desktop Directory, you will need to un-install it, then re-install
2. Your internet security level may be too high (Firewall settings)
3. Your computer User Account may not allow you to download, install or run certain software

If either of points 2 or 3 are not resolved by the solutions provided above, customers are advised to speak to their technical IT support department to get the matter resolved.

If your address book or mailing database is not clean, then it could be costing your firm time and money.

Research shows that DX members are not sending as much mail through the DX Document Exchange as they could be - in fact, around 20% of Members' mail which is currently sent by Royal Mail could be enjoying the benefits of the DX service.

To request your DX database cleanse, or find out more, visit www.afd.co.uk/dxdatamatch

DX Directory Services

The DX Desktop Directory is our first recommendation for obtaining up to date accurate DX Member addresses, however if you are unable to download the DX Desktop Directory we have a range of alternative ways you can find out who else is using the DX Document Exchange.

	DX Desktop Directory	DX Online Directory	DX Download Directory	DX Printed Directory
Partners, fee-earners, paralegals	✓	✓		
Secretaries	✓	✓		
Mailroom staff		✓	✓	
Mailshots	✓			
Intranets	✓		✓	
No PC access				✓
	our recommendation	our recommendation		