

Important Note for Apple Mac Users

We have found that there is a conflict between GoKnow's Model-It and certain Mac-based fax software extensions that will prevent GoKnow's Model-It from operating correctly. Therefore, in order to successfully run Model-It, the conflicting extensions must be disabled. Note: after running Model-It, the fax extensions can be re-enabled in order to use the fax software.

To disable the conflicting extensions:

1. Open your Apple Menu by clicking on apple at the top left corner of your computer. Move your arrow cursor to select on "Control Panels". The control panel menu should appear. Move your arrow cursor to select "Extensions Manager" (Figure 1).

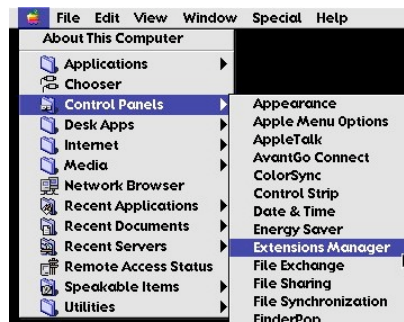


Figure 1

2. Your Extensions Manager window should be open. Scroll down to find the "Extensions" folder. Double-click on the "Extensions" folder if the extension list is not visible. You should see your extension list as shown in Figure 2 (although your extension names may differ).

3. Scroll down the extensions list and look for the following group of extensions: "STF Phonebook Lib", "STF Toolbox", and "STFInit". If you find these extensions in the list, you need to make sure that they are "off" by looking at the checkboxes next to the extensions. If the extensions are not checked (or if they do not appear in the list), then they are already disabled—you can close the extension manager window to continue using Model-It. If the extensions are in the list and checked "on", then click on the checkboxes to turn them off as seen in Figure 3. You must then restart your computer by clicking the Restart button in the Extensions Manager window. When your computer restarts, you can continue using Model-It.



Figure 2

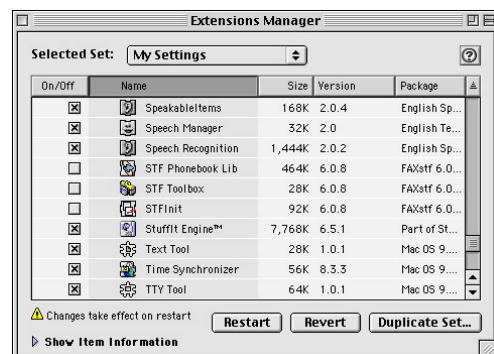


Figure 3