

# **Search\_IT\_US**

## **User Manual**

Created: Tuesday, November 29, 2011



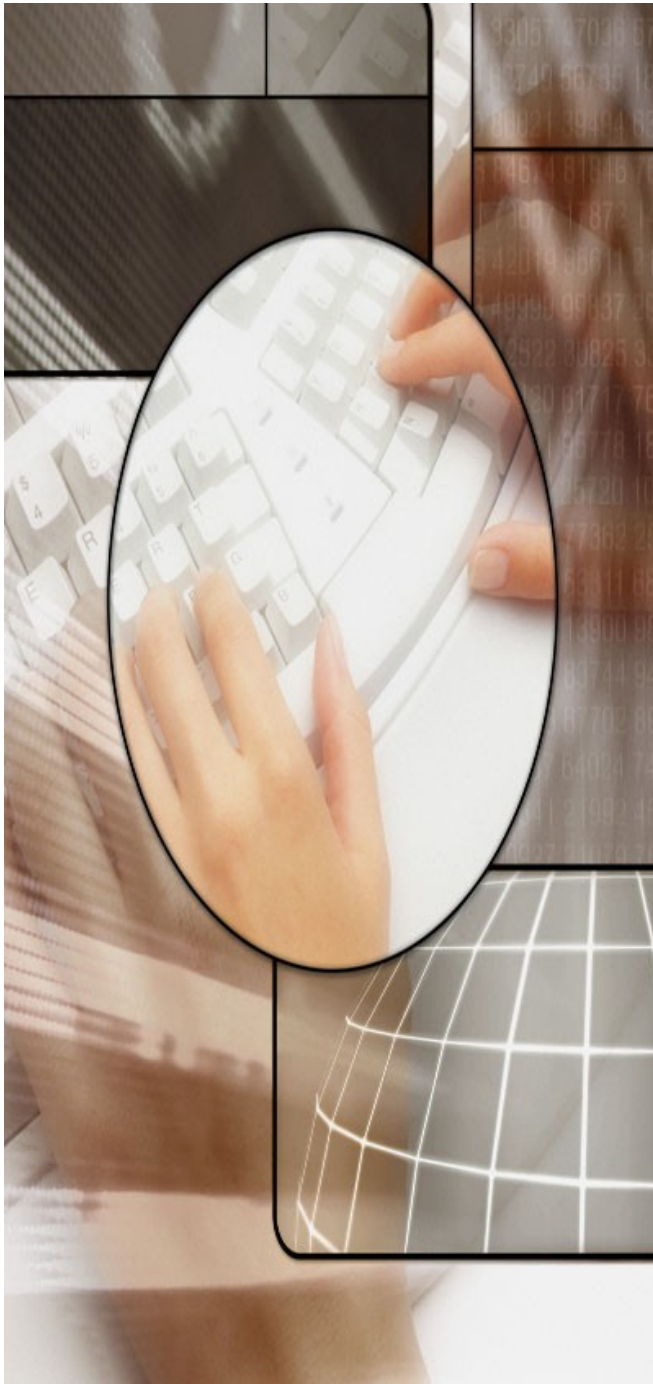




# Search\_IT\_US

The title page normally introduces your product or service. You might include the author's name, company name, company logo, copyright information, etc.





## Table of Contents

<b>Chapter 1: [Not found&gt;Welcome]</b> .....	1
<b>Chapter 2: [Not found:Installation_en]</b> .....	
<b>Chapter 3: Basic Functions</b> .....	3
Basic Function 1 .....	3
Basic Function 2 .....	3
<b>Chapter 4: Toolbar</b> .....	4

<b>Chapter 5: Overview</b>	5
<b>Chapter 6: Search in contacts</b>	6
<b>Chapter 7: Company search</b>	8
<b>Chapter 8: Search in custom tables</b>	9
<b>Chapter 9: Group search</b>	10
<b>Chapter 10: Knowledgebase</b>	11
<b>Chapter 11: PDF Index</b>	13





Home > Basic Functions

## Basic Functions



Basic Function 1



Basic Function 2

See also

[\[Not found: Welcome\]](#)

[\[Not found: Installation\\_en\]](#)

[Toolbar](#)

[Overview](#)

[Search in contacts](#)

[Company search](#)

[Search in custom tables](#)

[Group search](#)

[Knowledgebase](#)

Home > Basic Functions > Basic Function 1

## Basic Function 1

This opening paragraph should describe the feature that you are documenting. Explain how it is commonly used and what the benefits are. For example: The Widget Master email link allows you to easily send information about each widget to various departments within your company. Often, the feature that you are documenting can be best explained by walking the reader through step by step. Use screenshots to illustrate the steps where possible.

1. Start the application by...
2. On the startup screen, click the...
- 3.

See also

[Basic Function 2](#)

Home > Basic Functions > Basic Function 2

## Basic Function 2

This opening paragraph should describe the feature that you are documenting. Explain how it is commonly used and what the benefits are. For example: The Widget Master email link allows you to easily send information about each widget to various departments within your company. Often, the feature that you are documenting can be best explained by walking the reader through step by step. Use screenshots to illustrate the steps where possible.

1. Start the application by...
2. On the startup screen, click the...
- 3.

See also

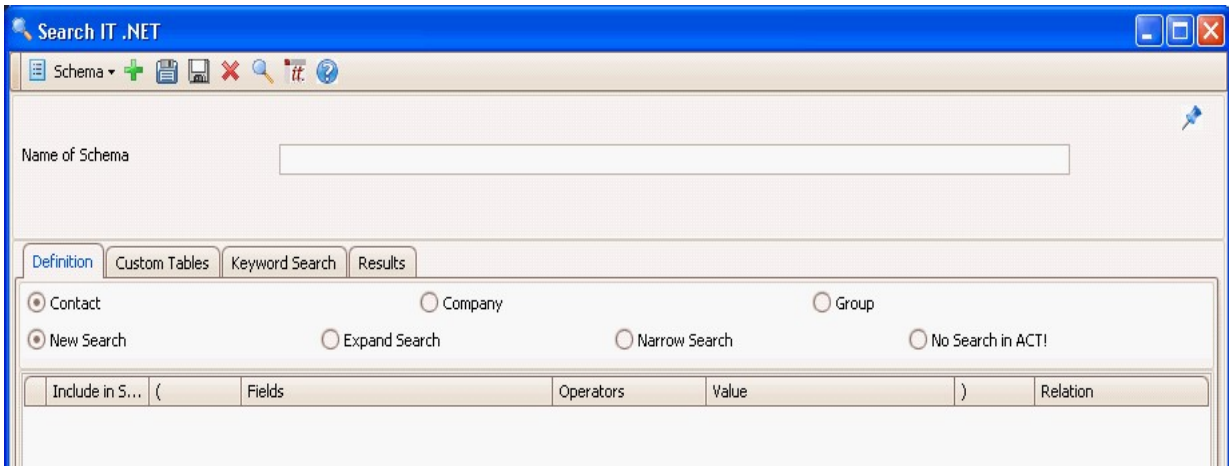
[Basic Function 1](#)

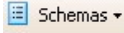
Home > Toolbar

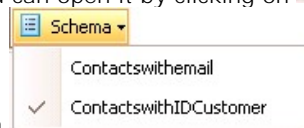
## Toolbar

This is the main mask of Search IT.








Here you can define the schema with your search settings you want to run in your database.



If you already saved a schema you can open it by clicking on . It will drop down and



the existing schemas will be shown. The one with the check in the front is the current schema which is opened.

-  Add a new schema
-  Save your current schema with current values
-  Save your current schema without any values
-  Delete the current shown schema
-  By clicking on this icon the current search inquiry will be run and the results will show up afterwards
-  Go to the configuration to get more information about Search IT
-  This icon will bring you directly to the manual

### See also

- [\[Not found:Welcome\]](#)
- [\[Not found:Installation\\_en\]](#)
- [Basic Functions](#)
- [Overview](#)
- [Search in contacts](#)
- [Company search](#)
- [Search in custom tables](#)
- [Group search](#)
- [Knowledgebase](#)

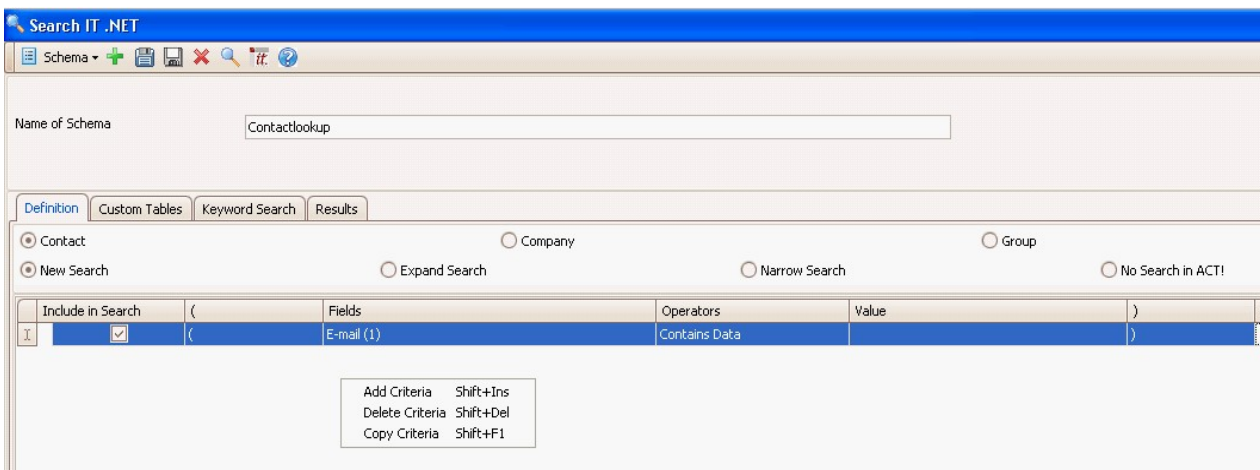
Home > Overview

## Overview

To make a contact search follow these steps:

1. Define the schema 'Contact'
2. Define if you want a New Search, Expand Search, Narrow Search or No Search in ACT!
3. You can include or exclude a specific criteria from the search. This is important if you saved a schema and you use it as template. You can easily change a not needed criteria then without changing the template.
4. In a contact search, you can select any contact field of your ACT! database
5. Define the Operator you need, whether the field should contain or not contain data or whether it should or should not contain any specific data.
6. If your needed details need more than one criteria you can define the relation of the different criterias - is it an 'and' or 'or' search

If you make a right mouse click you can delete the marked line or add a new or copy a marked line.



See also

- [\[Not found: Welcome\]](#)
- [\[Not found: Installation\\_en\]](#)
- [Basic Functions](#)
- [Toolbar](#)
- [Search in contacts](#)
- [Company search](#)
- [Search in custom tables](#)
- [Group search](#)
- [Knowledgebase](#)

Home > Search in contacts

## Search in contacts

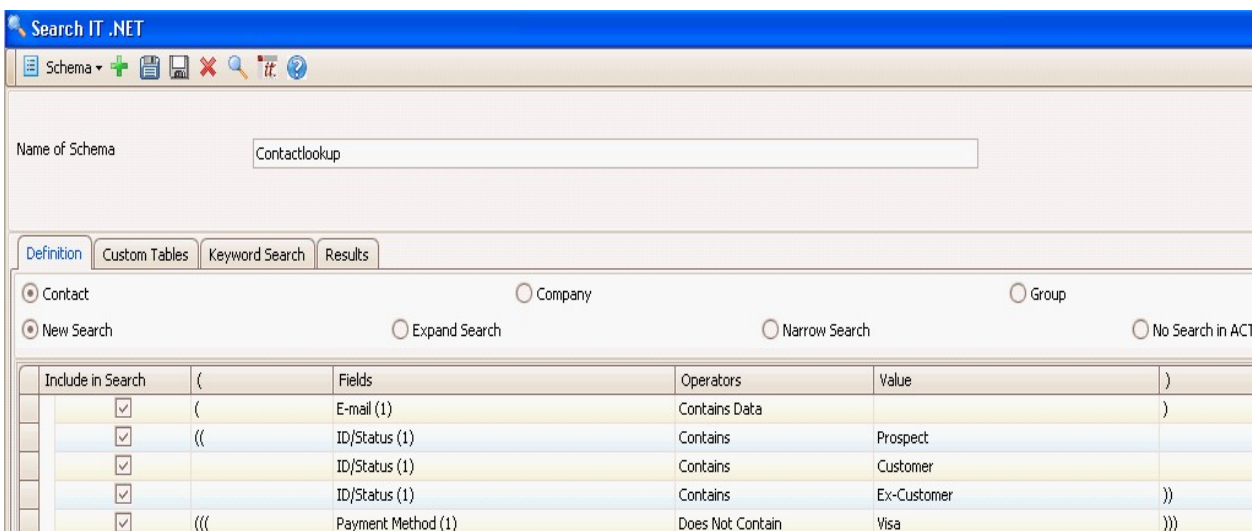
With Search IT you have the possibility to search for several criterias.


### Example:

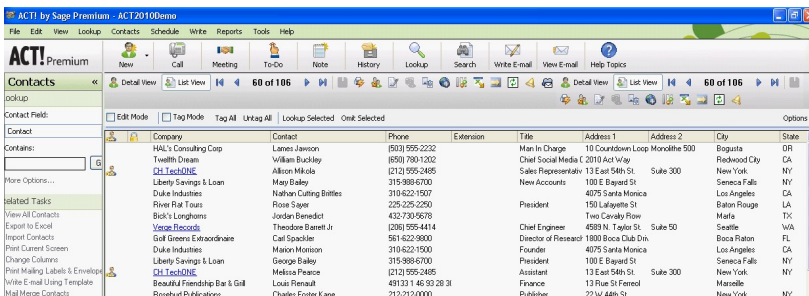
You need to find contacts who

1. have an email address
2. have the ID/Status
  1. customer or
  2. ex-customer or
  3. prospect
3. do not pay with credit card

The schema would look like this:



To search for contacts which fulfill these inquiries, just click on . The results will be shown as contact list in ACT!



See also

- [\[Not found: Welcome\]](#)
- [\[Not found: Installation\\_en\]](#)
- [Basic Functions](#)
- [Toolbar](#)
- [Overview](#)
- [Company search](#)
- [Search in custom tables](#)
- [Group search](#)
- [Knowledgebase](#)



Home > Company search

## Company search

### See also

[\[Not found:Welcome\]](#)  
[\[Not found:Installation\\_en\]](#)  
[Basic Functions](#)  
[Toolbar](#)  
[Overview](#)  
[Search in contacts](#)  
[Search in custom tables](#)  
[Group search](#)  
[Knowledgebase](#)

Home > Search in custom tables

# Search in custom tables

## See also


[\[Not found: Welcome\]](#)  
[\[Not found: Installation\\_en\]](#)  
[Basic Functions](#)  
[Toolbar](#)  
[Overview](#)  
[Search in contacts](#)  
[Company search](#)  
[Group search](#)  
[Knowledgebase](#)

Home > Group search

## Group search

### See also

[\[Not found:Welcome\]](#)  
[\[Not found:Installation\\_en\]](#)  
[Basic Functions](#)  
[Toolbar](#)  
[Overview](#)  
[Search in contacts](#)  
[Company search](#)  
[Search in custom tables](#)  
[Knowledgebase](#)



Home
Submit a Ticket
Knowledgebase
News
Downloads
Troubleshooter
English (U.S.)

Login
Subscribe

Remember me

Lost password
Login

» Knowledgebase

- Downloads (76)
- BulkChange IT (7)
- Dial IT (Tapi.Net) (82)
- VoipAddon (16)
- Import IT (54)
- Export IT (22)
- FetchIT (12)
- Group-IT (7)
- Service-IT (11)
- table-it (25)
- Outreach (12)
- Scan-IT (19)
- Global (34)
- Installation (4)
- Workflow (1)
- Licensing (9)
- Search IT (3)
- Share IT (1)
- ACT! hosting (1)
- Import IT New (4)

SEARCH

### Knowledgebase

**Downloads (76)**

- Table IT
- Dial IT Manual

**BulkChange IT (7)**

- After updating ACT! version the icons disappeared
- ACT is shutting down

**Dial IT (Tapi.Net) (82)**

- How to make sure I can use Dial-it (Tapi.net) with my phone
- Why Isn't the Customer Record Displayed When I Answer the Phone

**VoipAddon (16)**

- Why Isn't the Customer Record Displayed When I Answer the Phone
- How Can I Change the Information that Shows Up on the Caller Id Screen

**Import IT (54)**

- Error Message 'wrongDatabase'
- After updating ACT! version the icons disappeared

**Export IT (22)**

- After updating ACT! version the icons disappeared
- ACT is shutting down

**FetchIT (12)**

- Once Fetch IT has processed an email, can it move it to a different mailbox?
- Error while trying to register

**Group-IT (7)**

- After updating ACT! version the icons disappeared
- ACT is shutting down

**Service-IT (11)**

- Errors with Addon
- Configure and Start Service

**table-it (25)**

- After updating ACT! version the icons disappeared
- ACT is shutting down

**Outreach (12)**

- After updating ACT! version the icons disappeared
- ACT is shutting down

**Scan-IT (19)**

- After updating ACT! version the icons disappeared
- ACT is shutting down

**Global (34)**

- Licensing: Error 3013
- Upgrade of my Addon

**Installation (4)**

- .gip not found
- Not using a proxy

**Workflow (1)**

- Addon Compatibility ACT! 2010 (ACT! 12)

**Licensing (9)**

- Location of Lic-File
- How to find the location of the license file

**Search IT (3)**

- Addon Compatibility ACT! 2010 (ACT! 12)
- Old Icons are still on the toolbar

**Share IT (1)**

- Problems with activate a license

**ACT! hosting (1)**

- Error when logging into the ACT! for Web

**Import IT New (4)**

- Importing of Default Product
- How to link Contacts in ACT! database with Companies

📄

### Deactivating ACT Dialer

You can deactivate ACT Dialer with the Following Steps: Open ACT! Choose "Tools" -> "Preferences" Choose Tab "Communication" Click "Dialer Preferences" Uncheck "Use Dialer" Click "Ok" Click "Ok" again Close ACT! Now your ACT ...

📄

### How to import document exported from another ACT! database with Export IT tool

If you export documents from one database and import to another one there are 3 ways of documents importing to ACT! Database. \* If you have all your data (Contacts and Documents) in one file then you can import everything during Contacts import by ...

Live Chat Software by Kayako

Search\_IT\_US

### **How to Remove "DependDlIs.xml" from Your System**

To remove "DependDlIs.xml" please do the following steps: 1. make sure your Act is closed. 2. Open Your FileBrowser and change to %AppData%\ACT\Act Data 3. Delete file "DependDlIs.xml"









### **License Notice**

This is a single license, although you may require an RDP (Remote Desktop Connection) license. Please submit a ticket on <http://support.cromaddon.com> [1] to get help. Remote Desktop Protocol (RDP) is a proprietary protocol developed by Microsoft, ...









### **Problems with Phone.exe**

Depending on your version of DialIT (Basic/Skype, Standard/TAPI, Advanced/TAPI/Skype or Professional/Call Center), DialIT requires a TAPI driver or SKYPE. If both are installed you can decide - again depending on the version - which service you want to...

#### Most Popular

-  [Error while trying to register](#)
-  [Errors with Addon](#)
-  [After updating ACT! version the icons disappeared](#)
-  [Addon Compatibility ACT! 2010 \(ACT! 12\)](#)
-  [Old Icons are still on the toolbar](#)
-  [ACT is shutting down](#)
-  [Problems with activate a license](#)
-  [How to make sure I can use Dial-it \(Tapi.net\) with my phone](#)

#### Recent Articles

-  [Problems with Phone.exe](#)
-  [License Notice](#)
-  [How to import document exported from another ACT! database with Export IT tool](#)
-  [How to Remove "DependDlIs.xml" from Your System](#)
-  [Deactivating ACT Dialer](#)
-  [Import 3.0](#)
-  [How to report an issue in New Import IT tool](#)
-  [Scan IT SageCRM - Use Webservice for Scan IT](#)

# Index

## T

Toolbar icons 4