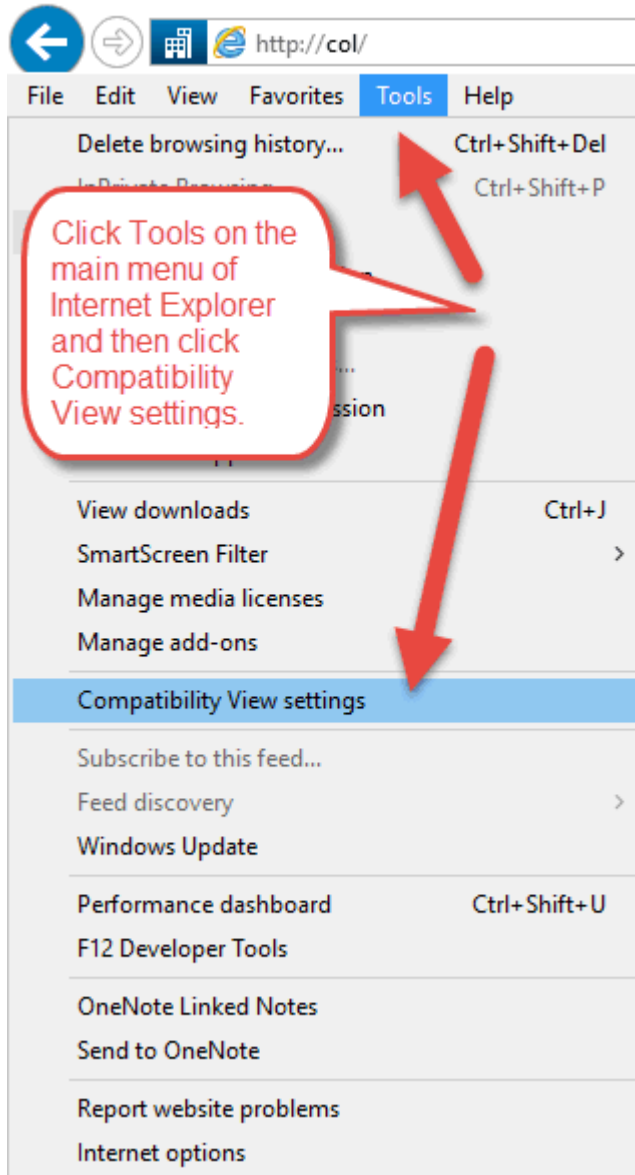


To Our Customers Using PCS,

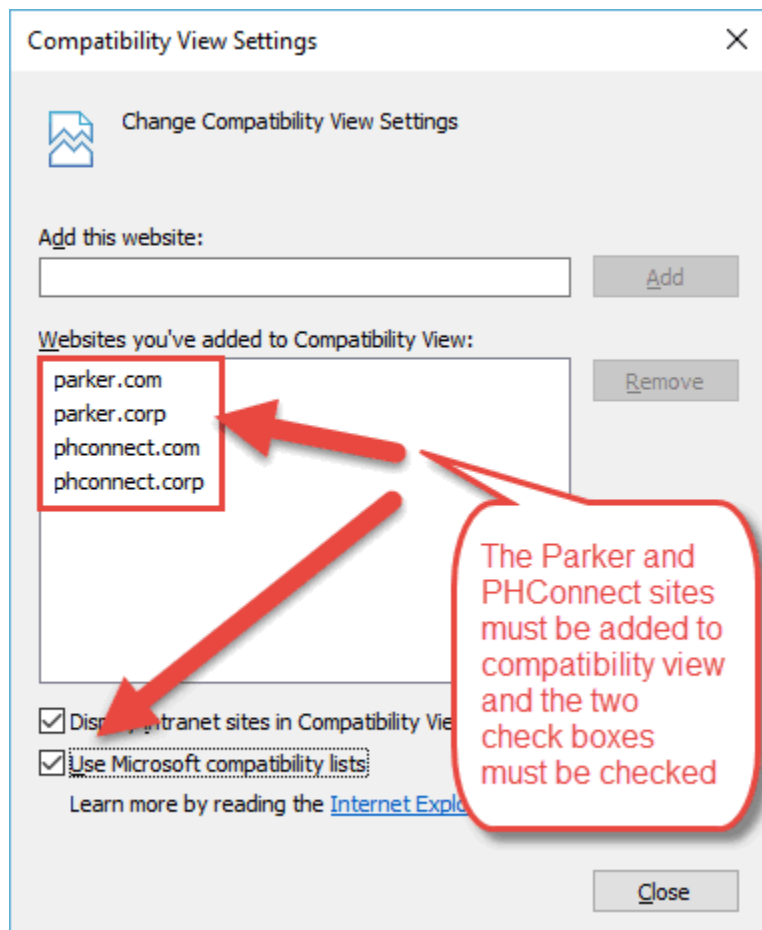
It is important to ensure your Internet Explorer browsers are set up properly to support PCS. Incorrect set up is a common cause for problems, and one we see often in support calls. Please follow the steps outlined below as the first line of defense when PCS is not working properly, ie... **freezing up, not providing a price, not providing a lead time, not allowing the consult manufacture link to work, etc...**

Here are the steps to properly set up compatibility mode for use with Parker systems.

- 1) Open Internet Explorer 11 or less (compatibility mode is not supported in Microsoft Edge)
- 2) Click on **Tools** on the main menu in the upper-left hand corner of the browser window
- 3) Click on "**Compatibility View settings**"



- 4) Add each of the following by **typing the website name** into the "Add this website" text box and **click Add**.
 - a) parker.com
 - b) parker.corp
 - c) phconnect.com
 - d) phconnect.corp



- 5) Make sure the two check boxes on the bottom of the window are checked
- 6) Click **Close**
- 7) Close all Internet Explorer windows
- 8) Re-launch Internet Explorer and log onto the desire Parker system
- 9) Clear your cache (CTRL R)

Thank you.

Parker Cylinder Division