Frequently Asked Questions

Please find answers to Frequently Asked Questions below.

Q: Which versions of JAWS will Leasey work with?

A: Versions 14, 15 or 16.

Q: Are there any versions of Microsoft Office you would particularly recommend?

A: Yes. Microsoft Office versions 2010 or 2013 are preferred.

Q: Does it matter which version of Microsoft windows I have?

A: No. Provided JAWS is performing as it should with the Windows operating system you are using, Leasey will function normally.

Q: Are there any steps you suggest I take before I install either the demonstration version of Leasey or a fully authorized copy?

A: Yes. Please read the documentation, particularly the sections on installation and configuration. If you have previously installed any custom script files, we suggest you back them up prior to installing Leasey in the event you wish to return to them in the future. To do this:

- Go to the Start Menu.
- Select All Programs.
- Select JAWS, followed by the version number into which Leasey will be installed.
- Select Explore JAWS.
- Select Explore My Settings.
- You will now be located inside a folder containing script and settings files. Please make a backup of all the files in this folder.
- Press ALT+F4 to close down Windows (or File) Explorer.

Q: How many computers can I install Leasey onto with a single user license?

A: Provided JAWS has been successfully activated on the computers you wish to use with Leasey, and the same JAWS serial number is being used on each of these, there are no difficulties. Leasey can be activated on each machine. Should you be using multiple JAWS serial numbers, additional licenses will be required.

Q: Can I get Technical Support if I purchase Leasey?

A: Of course you can. All registered license holders of Leasey Total Package and Leasey Advanced can obtain Technical Support by Email, Skype and telephone only. Please visit our Contact page to see how this can be obtained. Please do not ask support questions on social media, thank you.

Q: Can I Buy Leasey outside the UK?

A: You can indeed. Please understand at this time the product only supports the English language and you must be using an English release of JAWS. We hope to explore Leasey development in alternative languages soon.

Q: Leasey is a very new product and I am looking forward to it. But what if I find a problem or want to suggest an improvement?

A: All software packages contain problems of some kind. We understand this, which is why we have the Leasey Update facility so we can fix them quickly. In addition, we are very interested to hear of any improvements you would like to suggest. Simply send your problem or suggestion to support@leaseycentral.com and we will contact you as soon as possible.