Occasionally, your PC may "lock up" while you are working with a quote in the iQ program. If you cannot open a project or line item, you can use this procedure to try to reset any projects or line items that may be locked.

If you try these steps and still cannot work with an existing project, call the iQ Help Line at (888) 772-7796 and ask for further assistance.

1. From the iQ Main Window, single click on the "locked" project (one that will not allow you to view or edit its contents).

2. Press and hold the Ctrl button on your keyboard and right-click on the "locked" project. A button labeled Jimmy Lock displays.

3. Click on the Jimmy Lock button to "unlock" the project.
Recover Locked Projects

4. Click on the project to open it. If this does not unlock the project, continue with the following steps:

5. From the iQ Main Window, click on the "locked" project (one that will not allow you to view or edit its contents).

6. Highlight the first item contained in the project (on the right side of the window).

7. Press and hold the Ctrl button on your keyboard and right-click on the "locked" project. A button labeled Jimmy Lock displays.
Recover Locked Projects

8. Click on the Jimmy Lock button to "unlock" the line item.

9. Repeat Steps 7 and 8 for each line item in the project.