

## Frequently Asked Paragon Questions

**Q:** If I know the MLS numbers I want to print, what is the fastest way to find them.

**A:** *From the main Paragon screen, type the MLS numbers in the “Find a Listing” section located in the top left corner of the screen. Separate multiple MLS numbers with a comma.*

**Q:** In Search I put in a minimum of 2 baths and I get no matches? What am I doing wrong?

**A:** *Just like in the Maestro system, you need to use four digits when inputting baths. If you want two full baths as a minimum, you must enter 2000.*

**Q:** If I know the location I want to search, do I have to open the location box to find it?

**A:** *No. If you know the code (i.e. W19 for Fitchburg) you can enter it directly. For county quarter sections use the 3-letter abbreviation (i.e. DSE for Dane Southeast). For the East and West side of Madison use EST and WST. For a full county type in the name of the county.*

**Q:** If I don't know the code for a location, what is the easiest way to find it?

**A:** *Open up the location box and select the County name in the “Filter By” drop down. If you don't see the location you are looking for on the first page, click on the letter that the municipality begins with on the alphabet bar.*

**Q:** When searching I can't find Garage, Style, and the other features

on the back of the profile sheets. Are they not available on Paragon?

**A:** *They are. When you click on search and pick your class, the first screen that loads contains the primary criteria. There are also sections for Secondary and Advanced. Features are the first entry under Secondary. If you want to change the order the search prompts appear, click on Customize Layout and Save Search when you are finished.*

**Q:** My buyer wants a 2 or 3+ garage. When I enter that in Paragon, I get no matches. Is it broken?

**A:** *No. If you are asking for multiple features within the same feature group (i.e. Garage), you need to add your choices in the bottom box on the screen labeled "Must Have 1 or More".*

**Q:** Why do my printouts print on 2 pages? I hate that!!!!

**A:** *Under File on the very top tool bar, click on Page Setup. Change these margins to .25". You may also need to remove the header and/or footer.*

**Q:** How can I print 75 listings at once?

**A:** *Once your 75 matches are loaded on the screen click on the **Print** + button to choose the type of report you want to print. You may pick different reports for the same property if desired. As printing 75 listings at a time uses a lot of paper and toner, you may want to try to view them on the screen first and then select the ones you really want to print. (This last sentence was added for the benefit of the brokers J )*

**Q:** I have entered my Prospect and saved a search. When I go to the Email Notification Tab my search is not there. Why?

**A:** *When you save the search, it is not enough to just name the search; you must also associate that search with your prospect. At the bottom of the save search screen there is a box to select your prospect.*

**Q:** In Tax I can never get anything to come up. Why?

**A:** *Just like in Maestro you need to type the municipality in the format of C Madison. Please note the space between the C and the Madison. If you are doing this correctly and still get no matches, broaden your search parameters. As in Maestro, many of the municipalities we get data from do not include the property address in their records.*

**Q:** What tips can you give me for doing a CMA?

**A:** *Follow the tabs from left to right. There are three steps to doing a CMA. First, enter your subject property on the first tab. Second, search for your comps on the second tab. Third, pick which reports you want to include in your presentation on the fourth tab.*

**Q:** What tips can you give me for setting up a Prospect?

**A:** *Follow the tabs from left to right. There are three steps to setting up a prospect. First, enter the prospect contact information on the first tab. Second, do a search and assign it to your prospect on the third tab. Third, set up notification to your prospect or yourself on the fourth tab.*

**Q:** How do I change my email address and/or phone number in Paragon?

**A:** *You must call or email the MLS with changes to your member information.*

**Q:** The Paragon system seems slower than Maestro. Why would we

upgrade to something slower?

**A:** *Paragon is a web-based system and is highly graphical. Because of this, the screens do take longer to load. For those accessing Paragon frequently, a high-speed connection to the Internet is highly recommended. The slower screen loads are offset somewhat by a faster response to search requests. All new MLS systems available that can accommodate an MLS our size are now web-based.*

**Q:** I like Maestro. Why are you making my life complicated?

**A:** *The Maestro system is about six years old. This is quite old in the computer program world. The vendor that supplies us with Maestro is the same vendor that is bringing us Paragon. As Maestro is an old product for them, they are no longer making enhancements to it and support is being eliminated.*

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