

Customer Service Supplement

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August 1988

First Edition (August 1988)

Changes are periodically made to the information contained in this publication; these changes will be incorporated into new editions.

A Product Comment Form is provided at the back of this publication. If this form has been removed, please address your comments to: AST Research, Inc., Attn: Product Marketing, 2121 Alton Ave., Irvine, CA 92714. AST Research may use or distribute any of the information you supply in any way it deems appropriate without incurring any obligations whatsoever.

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INTRODUCTION

The Customer Service Supplement is a collection of documents designed to help you get the information or assistance you need from AST. It consists of the following:

- *Product Service Tips*: If you have a problem with your AST product, read this section.
- *International Product Support*: If you are an international user, read this document to find the nearest AST subsidiary.
- *Bulletin Board System*: If you need technical product information, read this section.
- *Product Comment Form*: If you have suggestions or comments about an AST product or manual, complete this form and mail it in.

PRODUCT SERVICE TIPS

AST Research has rigorously tested this computer product to ensure that you get the maximum performance from your AST Premium system. If you have any technical problems, follow the steps below to get assistance:

1. *Gather all information pertinent to your system:* You should have the product name, serial number, software version, and so on, as appropriate.
2. *Consult the Troubleshooting section of your AST user's manual for the product:* Troubleshooting is usually Appendix A. Follow the suggestions you find there.
3. *Run the system diagnostic tests if applicable:* These tests help identify and isolate the problem.
4. *Write down any error the diagnostic tests report:* The tests report errors either by displaying a message on the screen or by emitting beeps. The Error Message section in your AST user's manual explains these error messages.
5. *Contact the authorized AST reseller from whom you purchased the product.* Report the symptoms and error messages to the reseller.
6. *If this is not possible, call the Product Information Center at (714) 863-0181:* They will give you the phone number of the nearest AST authorized service center. If you purchased the equipment outside the United States, contact the nearest AST subsidiary listed on the International Product Support document.

INTERNATIONAL PRODUCT SUPPORT

For technical support, warranty service and ex-warranty service on your AST product, please contact the local authorized AST reseller where you purchased the equipment. For additional information on available service outside the United States, please contact the nearest AST subsidiary.

To ensure that you receive information on future enhancements to your AST product, please return the product registration form to the nearest AST subsidiary listed below:

Europe, Middle East, and Africa territories

AST Europe, Ltd	Telephone:1/568-4350
AST House, Goat Wharf	TELEX:268756 ASTEUR
Brentford, Middlesex	FAX:1-568-4600
United Kingdom TW8 OBA	

West Germany

AST Research	Telephone:211/59 57 0
Deutschland GmbH	TELEX:8585502 AST D
Emanuel-Leutze-Strasse 1B	FAX:211-59 10 28
D-4000 Dusseldorf 11 Seestern	
West Germany	

France

AST France	Telephone1-48.70.20.02
86-90, Victor Hugo	TELEX:233 824 F
93170 Bagnolet	FAX:1/48.70.22.94
France	

Far East

AST Research (Far East) Ltd. Telephone:5/717 223
Marketing & TELEX:66920 ASTMS HX
Sales Support Dvsn FAX:5/807-0599
Room 2903, Citicorp Centre
18 Whitfield Road, Causeway Bay
Hong Kong

Canada

AST Research Canada Telephone:416/826-7514
6549A Mississauga Road FAX:416/826-6909
Mississauga, Ontario L5N-1A6
Canada

Australia/New Zealand

AST Australia Telephone:2/264-5505
Suite 808, 8th Floor FAX:2/264-3869
45 Market Street
Sydney, 2000 N.S.W.
Australia

Latin America

AST Research, Inc. Telephone:714/863-1333
2121 Alton Ave. TELEX:753699 ASTR UR
Irvine, CA 92714-4992 FAX:714/863-9478
USA

AST BULLETIN BOARD

AST Research has set up a Bulletin Board System (BBS) for users of AST Premium systems and AST PC-compatible products. Users who have modems can use the BBS to attain product and technical information and communicate with AST and other users of AST products.

An AST technician monitors the BBS daily. Users' calls are usually acknowledged within 48 hours. The system is menu-driven, offers extensive communication options, and contains instructions for leaving and retrieving messages and information.

Phone Number: (24 hours)

(714) 852-1872

Contact the bulletin board by modem using the following parameters:

- 300/1200/2400 baud
- 8 data bits
- 1 stop bit
- No parity
- Full duplex

BBS features include:

- 16 lines
- 24-hour availability
- AST Authorized Service Centers listing
- Some updated AST utility software and systems

Product Name:

Manual Name:

Manual Number:

PRODUCT COMMENT FORM

We appreciate your comments and suggestions. Please let us know what you think about our product or its manual.

Product/Manual Comments and Suggestions

Submitter Information:

Name

Address

Phone

Please mail this form to:

**AST Research, Inc.
Attn: Product Marketing
2121 Alton Avenue
Irvine, CA 92714-4992**