Customer Service Supplement

000857-001 A
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.

Copyright 1988 AST Research, Inc. All rights are reserved, including those to reproduce this book or parts thereof in any form without permission in writing from AST Research, Inc.

WARNING

This manual is protected by United States Copyright law (Title 17 United States Code). Unauthorized reproduction and/or sales may result in imprisonment of up to one year and fines of up to $10,000 (17 USC 506). Copyright infringers may be subject to civil liability.
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.
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
AST House, Goat Wharf
Brentford, Middlesex
United Kingdom TW8 OBA

Telephone: 1/568-4350
TELEX: 268756 ASTEUR
FAX: 1-568-4600

West Germany

AST Research
Deutschland GmbH
Emanuel-Leutze-Strasse 1B
D-4000 Dusseldorf 11 Seestern
West Germany

Telephone: 211/59 57 0
TELEX: 8585502 AST D
FAX: 211-59 10 28

France

AST France
86-90, Victor Hugo
93170 Bagnolet
France

Telephone: 1-48.70.20.02
TELEX: 233 824 F
FAX: 1/48.70.22.94
Far East

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

Canada

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

Australia/New Zealand

AST Australia Phone: 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. Phone: 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
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