



Tech Info Library

Library Help: How to Search the AppleLink Tech Info Library

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TOPIC -----

This article gives helpful search information for the Tech Info Library (TIL).

DISCUSSION -----

The purpose of this document is to help you, the AppleLink customer, make best use of Apple's technical support database: The Tech Info Library.

The Tech Info Library (TIL) contains over 14,000 articles written in a topic and discussion format on Apple products, past and present. It is constantly updated with new and revised product information. It is the same database used by Apple's technical support teams.

There are two ways to search the Tech Info Library:

1) To type a text query, enter the desired search topic and click the Search Library button. The number of documents found will appear in the Results window. To view the titles of these documents click on the Display Selections button. This will display a list of all TIL documents that contain your search criteria. Double-click on the title of the document you wish to view, to open the article.

2) To locate articles by topic, click the Library Index button. You will then see articles grouped in subject folders. This is an easy way to browse through articles on a specific subject area.

CORRECT SPELLING -----

To insure a complete search, it is important to spell correctly. Products are indexed into the TIL by their full name. Capitalization and trademark symbols are not necessary.

USE FULL PRODUCT NAMES -----

When making searches, it is important to use the full product name. In the past, we implemented a feature of the TIL to allow for typing errors and abbreviations. For example, you could search for "mac" instead of "macintosh."

This feature produced less than desirable results. It is no longer being used.

For a complete listing of all Apple product names, see the Apple Computer, Inc. Trademark List. This can be located by searching for "trademark list" in the TIL Search window.

KEYWORD SEARCHES: -----

The following keywords can help you easily narrow a search in the Tech Info Library. For best results, use a keyword and a product name. For example, the search string:

EXAMPLE "SPECSHT and Quadra 840AV"

This will find the "Quadra 840AV: Specifications" article.

The current list of all keywords follows:

Topic	Description	Keyword
Cable Info	Cable, port pinouts, info	CABINFO
Compatibility	Hardware, Software Compatibility info	KCOMPAT
Emerging Issues	Emerging Support issues	KISSUE
Internet Related Information		KINTER
Hardware Troubleshooting	Hardware problem Q and A articles	HTS
Matrix/Table Support	Charts detailing RAM, VRAM support for specific computers	KTABLE
Network Troubleshooting	Network problem Q and A articles	KNTS
On Line Information		KOL
Newton MessagePad	Newton topics, including HW & SW	KNMP
PowerBook	PowerBook articles	KPBOOK
PowerPC	Technical, support info on PowerPC	KPPC
Software Troubleshooting	Software problem Q and A articles	KSTS
Specification Sheets	Spec Sheets for all Apple products	SPECSHT
Support Issues	Support issues for specific products	SUPT
System 7 Articles	Q and A articles on System 7 family	SYS7
System 7.5 Articles	Q and A articles on System 7.5	SYS7.5
Third Party Compatibilty Lists		PCOMPAT
Third Party Info	Third party developer directory	3PTY
Windows/DOS	Technical, support info on Windows and DOS products, working with Apple products.	KWINDOW

FULL SEARCH PHRASE -----

It is possible to use a full search phrase when searching the TIL.

EXAMPLE: search for "color stylewriter pro"

This will find all articles that contain the exact phrase "Color Stylewriter Pro."

SEARCHING TIP: -----

Use "AND" between search terms:

EXAMPLE: If you're looking for information on toner cartridges for a LaserWriter, type the search string "laserwriter and toner" This query will find every occurrence of both these words in a single document. You can also use "OR" and "NOT," as well.

HELPFUL INFORMATION: -----

Limits

- A query may not have more than 25 operators.
- A query phrase may not exceed 30 words (or 200 characters).
- A query may not exceed a combination of 50 words and operators.

Lexical Trimming

The Library search mechanism automatically does something called "lexical trimming" with your search words. This means that it removes any common suffix you've used in your search word before it looks for matching words. If you type the word PRINTER as a search word, the search retrieves articles that contain the words PRINT, PRINTER, PRINTING, PRINTED, and so on.

The following characters give you an error message if you try to use them alone. You can use them mixed with real terms.

-
- :
- "
- \$
- #
- .
- !

You cannot embed these characters in a term, since they will separate the terms:

- &
- ,

Please direct any comments or requests for assistance to Support Information Services at the AppleLink address TECH.DB.

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Keywords: <None>

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