HyperCard: Again Supported by Apple (1/94)

Article Created: 13 December 1993
Article Reviewed/Updated: 28 January 1994

TOPIC ---

Starting December 13, 1993, HyperCard is again sold and supported by Apple
Computer. Apple will offer both pre-sales and technical support. This
article outlines the levels of HyperCard support offered, and how they can
be ordered.

DISCUSSION --

Presales Support

For pre-sales support, call the Apple Assistance Center at 1-800-SOS-APPL
(1-800-767-2775).

Up and Running Support

Up and running support will be offered free of charge by Apple via the
Apple Assistance Center at 1-800-SOS-APPL. Up and Running support
includes:
• Help with installation, compatibility, and configuration
• Basic product use: tools, menus, and command syntax

Up and running support is available Monday through Friday from 6 a.m to 6
p.m. Pacific time.

Advanced HyperCard Support (Scripting Support)

Apple will answer scripting questions, on a fee basis, for the current version,
and for the immediately preceding version, of HyperCard and AppleScript.
At this writing, that means HyperCard 2.1 and 2.2, and AppleScript 1.0 and 1.1.

Scripting support for HyperCard versions before 2.1 will be provided on a
best-effort basis. If support cannot be provided, customers will not be
charged.

HyperCard scripting support includes: creating, modifying, and debugging
stacks; and using HyperTalk commands.

Not included: stack concept and design, writing and using XCMDs (external

commands), project management, or consultation.

Scripting support is available Monday through Friday from 6 a.m to 6 p.m.
Pacific time. To order, call Apple at 1-800-950-2442.

Programming-Level Support

For programming-level development support, including use of XCMDs and OSAX,
the Apple Macintosh Technology Partners Program is available.   For
information and/or an application, call the Developer Support Center at
1-408-974-4897.

Article Change History:
28 January 1994 - Scripting Support section re-worded.
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Keywords: <None>

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This information is from the Apple Technical Information Library.

19960215 11:05:19.00

Tech Info Library Article Number: 14286