



Tech Info Library

CompuServe: Apple Support Area Overview (7/94)

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TOPIC -----

This article gives a general overview of the Apple Support Areas available on the CompuServe Information Service.

DISCUSSION -----

1) Apple Support Forum (also called the Apple Users' Forum) (GO APLSUP) - The Apple Support Forum contains all current Apple software updates, issues of The Information Alley, the Apple Support biweekly electronic magazine on supporting Apple products and basic information on how to contact Apple, organized in a number of libraries by category.

2) Apple Feedback Forum (GO APLFBK) - The Apple Feedback Forum consists of a survey of 5 questions gauging the customers' opinion of the Apple services on CompuServe, as well as an area to make additional suggestions. Results are tabulated weekly by CompuServe and passed onto Apple. Customers with specific questions requiring an answer should e-mail the Apple Forum sysop at 74431,1472.

3) Apple New Updates (GO APLNEW) - The Apple New Software Updates Library allows a large number of CompuServe customers to download the latest and most popular Apple Software Updates released quickly and easily. Software updates are also posted to the appropriate library in the Apple Support Forum.

4) Apple Tech Info Library (GO APLTIL) - The Apple Tech Info Library, our official technical support database will be available July 11th on CompuServe. The Apple Tech Info Library contains over 4,000 articles on Apple products, past and present and is updated weekly. Topics covered in articles include:

- Technical product specifications
- Product compatibility information
- How to setup and interface products
- Answers to commonly asked questions
- Descriptions of known problems and, in many cases, workarounds

The Apple Support areas are updated daily and the Sysop checks incoming e-mail daily, Monday through Friday. While the sysop(s) cannot provide direct "one on one" technical support, they will give their "best effort" assistance in helping CompuServe customers find answers to their questions via Apple's online

resources.

Apple areas can be easily accessed by CompuServe customers by typing in the GO words which appear next the names of each area above. Additionally, typing the GO words "APPLE" or "MACINTOSH" will present you with a menu which includes the item "Apple Computer, Inc" Choosing this item will display a list of the four Apple areas listed above.

Interested customers can subscribe to CompuServe by purchasing a CompuServe Starter Kit from a variety of computer resellers, mail order companies or call CompuServe customer service in the USA at 1-800-848-8990.

For more detailed information on Apple support areas on CompuServe, use "CompuServe" as a search string in the Apple Tech Info Library.

Support Information Services
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