



# Tech Info Library

## Apple Support Information: Internet, AOL and CompuServe (1/97)

Article Created: 19 July 1994

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TOPIC -----

Apple publishes support information, including Apple software updates and the Apple Tech Info Library to the following commercial online services and Internet sites.

DISCUSSION -----

### 1) America Online

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The Apple Computer, Inc. area on AOL is located in the Computing channel. The America Online keyword is: applecomputer

### 2) CompuServe

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These areas are maintained by Apple on CompuServe, each with a different "GO" word (shortcut) - You can also access the Apple area from GO MACPLANET or GO APPLE

- Apple Support Forum (GO APLSUP) - Apple Information and USA Apple software updates are posted here.
- Apple Tech Info Library (GP APLTIL) - Apple's official technical support database.
- Apple Support Forum (GP APLWW) - Apple Worldwide (localized) Apple software updates are posted here.

- Sysop Address: 74431,1617 (Internet: 74431.1617@compuserve.com)

### 2)The Internet

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- <http://www.apple.com> - Apple Computer, Inc's main home page. Click on the Customer Support button in the upper left corner of the home page to visit the Customer Support area (<http://www.info.apple.com>)

- <http://www.info.apple.com> - Apple Computer, Inc's Customer Support home page, known as: "Get Info: Apple Support Information"

- [ftp.info.apple.com](ftp://ftp.info.apple.com), [ftp.apple.com](ftp://ftp.apple.com) and [ftp.info.euro.apple.com](ftp://ftp.info.euro.apple.com) - Apple ftp servers, serving the complete collection of Apple software Updates.

- <http://club.apple.com> - Apple Club, a fee-based "diamond-lane" server, providing priority access to Apple software updates.

Article Change History:

- 07 Jan 1997 - Removed AppleLink info, revised Internet information
- 04 Nov 1996 - Updated CompuServe Sysop address and GO words.
- 01 Jul 1996 - Added Fax Doc Word
- 29 Mar 1996 - Deleted eWorld references, added additional Internet info.

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Keywords: kol,kinter,kfax

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