Apple Assistance Directory

GENERAL INFORMATION
Customer Relations
If you have questions that are not related to the use of your Apple product—for example, about Apple Computer, Inc., Apple programs and policies, or other concerns—please call Apple Customer Relations. Apple Customer Relations is open from 7:00 A.M. to 5:00 P.M. Pacific time, Monday through Friday, excluding holidays.

Apple Customer Relations: 1-800-776-2333.

Apple Product & Support Information
Apple Assurance gives you access to Apple’s automated product information system, which provides recorded information on most Apple products, 24 hours a day, 7 days a week. Articles with answers to many commonly asked questions and troubleshooting information are also available. You can have product specifications or support information sent directly to your fax device; just call from a touch-tone phone and follow the instructions. The information you request will be sent to your fax device within minutes. The fax service is also available 24 hours a day, 7 days a week.

Apple Product & Support Information: 1-800-505-0171
Apple Web Sites
For the latest product and technology information, visit Apple on the World Wide Web at:

http://www.apple.com/

For up-to-the-minute information on getting great results from your Apple Color LaserWriter, stop by our Color LaserWriter home page at

http://product.info.apple.com/printers/colorlaser/

TECHNICAL SUPPORT

When you have a question, we suggest you check the manual and support tools included with your product, as well as the information on this CD, before calling for assistance. Apple’s award-winning product manuals provide step-by-step instructions, organized so that you can quickly and easily find the information you need.

Apple User Assistance/Technical Support
Every Apple product comes with Apple Assurance. Apple Assurance includes support for as long as you own your Apple product. Trained staff members are ready to help you with the successful use of your Color LaserWriter including:

• Installation and setup
• Compatibility with Apple hardware and software products
• Referrals for support of third-party products
• Hardware and software troubleshooting for Apple products
• Available service options

User Assistance is open from 6:00 A.M. to 6:00 P.M. Pacific time, Monday through Friday. (Hours for available support may vary according to Apple product.)

User Assistance: 1-800-SOS-APPL (1-800-767-2775).
Note: As Apple does not provide support for non-Apple software programs, your questions are best directed to the manufacturer of the application program you’re using. The phone number for assistance is generally listed in the front of the manual for the program.

Hardware Repair Services

**Your Apple Warranty and Service Options During the Warranty Period.** Apple Assurance, along with the Apple One-Year Limited Warranty, covers remedial repairs (repairs required because of defects in parts or workmanship) for one full year after the date of original retail purchase. If you’re in the U.S.A., your Apple product may be eligible for on-site repair by an Apple Authorized Service Provider or by Apple (see your warranty card in the back pocket of this guide for all warranty terms and conditions). If you are outside the U.S.A. during the warranty period, you may qualify to take your product to an Apple Authorized Service Provider for repair at no charge. Apple or your Apple Authorized Service Provider can tell you about additional service options.

To find out how to obtain repair services during the warranty period, see the Apple One-Year Limited Warranty card in the back pocket of this guide or contact your reseller. Proof of purchase will be required for warranty repair service.

Apple Authorized Service Provider in the U.S.: 1-800-538-9696, ext. 525

Hardware Repair Services: 1-800-538-9696, ext. 525
Product Record
Please take a moment to record the following information about your Color LaserWriter. This information will help us to help you more quickly when you call for assistance.

  Color LaserWriter serial number
  Date of purchase
  Where purchased
  Amount of memory (RAM)
  Size of internal hard drive (if applicable)
  Computer type
  System software version
  Application

PRINTER SUPPLIES
Apple Supplies Express Program
The Supplies Express Program makes reordering Color LaserWriter printer supplies significantly hassle free and significantly more efficient. You can choose from two packaged offers which deliver a predetermined quantity of supplies or to order exactly what you want exactly when you need it.

Apple Supplies Express Program: 1-800-600-7805

REFERRALS
Apple Authorized Resellers
Apple Authorized Resellers may provide software support, guidance, and technical consulting services. Many resellers are also Apple Authorized Service Providers, and can provide hardware repair services. Apple Authorized Service Providers have the Apple tools, information, and technical backup they need to assist you.

Apple Authorized Reseller Referral: 1-800-538-9696, ext. 525

Apple User Groups
Wherever you are, you can probably find an Apple user group that shares your special interests. Composed of volunteers, most user groups hold monthly meetings, offer training courses, operate online bulletin boards, and maintain public-domain software libraries for their members’ use.

To start an Apple user group, or to locate one near you: 1-800-538-9696, ext. 500

Training Providers
Quality training is available from many Apple Authorized Resellers. Additionally, the Apple Training Alliance (ATA) provides many convenient opportunities to learn about using Apple products, to improve your computing skills, and to increase your productivity. ATA members are professional training organizations who specialize in computing technology and application training. ATA members provide training in introductory and advanced computing skills, application software such as word processing, accounting packages and graphics, as well as specialized topics such as multimedia and networking.

Apple Training Alliance Referral: 1-800-732-3131, ext. 400

SPECIAL RESOURCES
Disability Solutions
At Apple, we’re committed to helping individuals with disabling conditions use computer technology to change what it means to live with a disability. The Macintosh Disability Resources packet provides information on adaptive hardware and software products and solutions that make Apple technology accessible to individuals with a disability.

Disability Resources: 1-800-776-2333 or 1-800-833-6223
GENERAL INFORMATION

Apple Customer Relations
1-800-776-2333

Apple Product & Support Information
1-800-505-0171

Apple Product Faxback Requests
1-800-IMAGE96 (462-4396)

Color LaserWriter Home Page
http://product.info.apple.com/printers/colorlaser/

Apple Web Site
http://www.apple.com/

TECHNICAL/HARDWARE SUPPORT

Apple User Assistance/Technical Support
1-800-SOS-APPL (1-800-767-2775)

Hardware Repair Services
1-800-SOS-APPL (1-800-767-2775)

PRINTER SUPPLIES ORDER INFO

Apple Supplies Express Program
1-800-600-7805

REFERRALS

Apple Authorized Reseller Referral
1-800-538-9696, ext. 525

Referrals to User Groups
1-800-538-9696, ext. 500

TRAINING

Apple Training Alliance Member Referral
1-800-732-3131, ext. 400

**SPECIAL RESOURCES**

Disability Solutions
1-800-776-2333 or 1-800-833-6223

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