



Overview

The Technical Information Source CD-ROM provides fast, fingertip access to a wide range of support tools and information—all in one place. Contents include technical databases, frequently used system utilities and diagnostics, and support-oriented HyperCard® stacks.

The Technical Information Source compact disc is ideal for anyone who supports Apple® computer systems. By helping you work more efficiently, it enables you to provide faster and more accurate support to your users. In turn, the time you save allows you to offer a broader range of support services, resulting in even greater end-user satisfaction.

Features

- ▶ Broad range of software, tools, and information

- ▶ Distributed on CD-ROM (compact disc, read-only memory)

- ▶ HyperCard front end

- ▶ Can be configured as a volume on an AppleShare® file server

- ▶ Updated regularly

Benefits

- ▶ Supplies, all in one place, most of the tools and information you need to support your Macintosh® and Apple II personal computer users.

- ▶ Provides up to 550 megabytes of data on one convenient disc.
- ▶ Virtually eliminates the risk of the information's being accidentally erased or infected by a computer virus.

- ▶ Provides fast and intuitive navigation through everything on the disc.

- ▶ Lets everyone on a network share tools and information.
- ▶ Leverages your investment in the AppleCD SC® drive and the Technical Information Source.
- ▶ Decreases demands on support providers.

- ▶ Ensures that you have access to the latest software, tools, and information to keep all your systems operating at their best.



Apple Technical Information Source

Product Details

The Technical Information Source CD-ROM is ideal for resellers, in-house support organizations, independent support contractors, and anyone else who needs to provide top-quality support to users of Apple II and Macintosh computers.

The disc is organized in eight major categories. Everything is tied together with a HyperCard front end, allowing you to quickly browse through the entire disc and find the information you need.

Applications

The Applications section provides limited-functionality versions of Apple and third-party software, as well as "guided tours." The applications let you emulate users' problems for more effective troubleshooting, and assist you in providing advice on the best solutions for a prospective user's needs.

Copy Center

The Copy Center includes images of many of the 3.5-inch disks released by Apple. These disk images enable you to provide users with replacement disks quickly and easily, no matter what system they're using. Included are

current and historical versions of Macintosh, Apple IIgs®, and Lisa® system software, peripheral drivers, utilities, and more.

Diagnostics

In this section, you'll find the diagnostic programs often needed to troubleshoot networking problems. Programs include NodeCheck™, AppleTalk® Peek, and AppleTalk Poke. This collection does not include the hardware diagnostics used by authorized Apple Service Technicians.

Presentations

As a support provider, you probably receive frequent requests for technical presentations. This section provides Apple-developed presentations on such technical topics as networking, connectivity, and the A/UX® operating system. There are also building blocks—including clip-art images—that will help you put together your own presentations.

References

The References section offers a broad foundation of technical reference information about Apple products and solutions. It will help you prepare ahead of time to answer users' questions, and can

direct you to other sources of support information.

Tech Info

The Tech Info section is a database of answers to the technical questions asked most often by support providers. It covers both the Macintosh and the Apple II product families. The special HyperCard front end and a built-in search capability allow you to sift through the more than 4,000 articles quickly and efficiently to find the answer you need.

Training

If you're frequently called on to help new users get up to speed, the Training section will save you a lot of time. It provides self-paced training stacks on most Apple CPUs and peripherals, helping users train themselves so that your time is freed for more demanding support activities.

Utilities

The Utilities section provides the system utilities most often needed by support providers, including the Apple File Exchange, Font/DA Mover, and ResEdit™. They're brought together in one place so you'll always have the tool you need to solve a particular problem.

Additional Features

The Technical Information Source disc also provides a keyword search feature and an on-line user's guide and help files. In

addition, to make sure that future versions of this disc meet your expectations and needs, Apple has included a built-in feedback

feature, which lets you send in suggestions for design changes and content enhancements.

System Requirements

To use the Technical Information Source, you'll need:

► An Apple Macintosh computer with at least 1 megabyte of RAM (2 megabytes recommended)

► An AppleCD SC drive or compatible CD-ROM drive

Ordering Information

Apple Technical Information Source
Order No. M0772LL/A

With your order, you'll receive:
► Apple Technical Information Source CD-ROM

► User's guide
► Multiuser software license
► Limited warranty statement

Apple Computer, Inc.

20525 Mariani Avenue
Cupertino, CA 95014
(408) 996-1010
TLX: 171-576

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