



Apple Software Support
Apple Computer Inc.
10260 Bandley Drive
Cupertino, CA 95014

DATE _____

CONTROL # _____

INTERNAL
USE ONLY

Apple Owner

Apple Dealer

Name: _____

Person to Contact: _____

Company: _____

Store Name: _____

Address: _____

Address: _____

City/State/Zip: _____

City/State/Zip: _____

Home Phone: () _____

Phone: () _____

Work. Phone: () _____

Service Center # _____

Received

Response
Sent

This is a report of a problem with an Apple product.
 suggestion for changing or improving an Apple product.

Problem occurs in: Apple III Native Mode Apple II Emulation Mode Both

Apple III Serial # _____ (APPEARS ON BOTTOM SIDE OF SYSTEM) **Memory Size** 96K 128K Other _____

List on the appropriate line below any Cards or devices plugged into the integrated connectors on the rear panel or the internal expansion slots, and the accessories attached to them.

Connector	Card or Device (& Manufacturer)	Connector/ Expansion Slot	Card or Device (& Manufacturer)
Floppy Disks _____		Audio _____	
_____		Port C _____	
_____		Slot 1* _____	
Port A _____		Slot 2* _____	
Port B _____		Slot 3* _____	
Color Video _____		Slot 4* _____	
B/W Video _____		*THESE ARE SLOT NUMBERS, NOT DRIVE OR PASCAL VOLUME NUMBERS.	

Disposition

Other Accessories: _____

Any Special P/ROMs: _____

Describe any modifications to the Apple hardware: _____

Describe the environment in which the system is primarily used: _____

Office Home Other (e.g., production floor) _____

Air conditioned Carpeted area Typical high temperature _____

Other important environmental factors: _____

List software products (the program, the operating system and language) in use at the time of problem, with their version numbers, if applicable:

Exact Name of Software Product Version No. User Registration No. (If Applicable)

If the problem relates to documentation, enter the appropriate code(s) and page number(s) in the columns below.

CODE

- D1 typographical error, word omission, etc.
- D2 format is confusing
- D3 information is presented unclearly
- D4 information is missing or insufficient

CODE

- D5 information is incorrect
- D6 inconsistency with another manual
- D7 inconsistency with software
- D8 inconsistency with hardware

Be sure to include the name of the manual and its number (030- ____ - __), which is found inside the front cover, in your explanation.

- Describe the problem/suggestion in the space below (additional sheets may be attached).
- Be specific about the conditions of the event (e.g., which keys were pressed prior to problem).
- Attach program listings and/or sample runs if applicable and possible. If your data diskette demonstrates the event, include a copy of it.
- Describe any remedies you may have found for the problem.

Code	Page	Description of Hardware/Software/Documentation Problem or Suggestion