

## **APPENDIX F**

### **Getting Help**

If you have a technical question relating to your RamFactor card or any other Applied Engineering product that is not covered in the manual, please contact the dealer from whom you purchased the product. If you are experiencing difficulties with one particular program, contact the program's author or publisher.

In the event that the dealer or the publisher's support personnel cannot answer your question, call Applied Engineering Technical Support. The support representatives are experienced in the applications and uses of Applied Engineering products, but in order to provide a quick and effective answer to your question, they will need to know as much as possible about the hardware and software specifically related to your question. Please provide the technical support representative with the following information:

- ◊ The Applied Engineering product related to your question and its revision number.
- ◊ The original and current memory configuration of the card (if applicable).
- ◊ The model and revision of your computer.
- ◊ What peripherals are being used and what cards are in each slot.
- ◊ The name, version, and revision level of the software with which you are experiencing problems.
- ◊ The results of any test programs, diagnostics, or troubleshooting done by you, your dealer, or your software publisher's support department.

**Applied Engineering  
Technical Support**

**1-900-884-0123**

**A \$1.50 per minute fee will apply.**

**Average length of call is 6-7 minutes.**

**9 AM to 5 PM (CST) Monday Through Friday**

**BBS System - (214) 241-6677**

**24 Hours, 7 Days a Week**

## **Federal Communications Commission Radio Frequency Interference Statement**

The equipment described in this manual generates and uses radio frequency energy. If it is not installed and used properly, that is, in strict accordance with these instructions, it may cause interference to radio or television reception.

**FCC I.D. Number: EYW5QGRAMFACTOR**

This equipment has been type tested and found to comply with the limits for a Class B computing device in accordance with the specifications in Subpart J of Part 15 of the FCC Rules. These rules are designed to provide reasonable protection against radio and television interference in residential installation.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- ☐ Reposition the receiver's antenna. Also make sure the antenna wires are making good electrical contact.
- ☐ Use a roof-mounted antenna rather than a "rabbit-ear" antenna or an antenna mounted in the attic.
- ☐ Make sure that all electrical connections on the computer are secure and any shielded I/O cables are properly fastened.
- ☐ Move the computer away from the receiver.
- ☐ Plug the computer and receiver into separate electrical circuits.

If necessary, the user should consult the dealer or an experienced radio/television technician for additional suggestions. The user may find the following booklet prepared by the Federal Communications Commission helpful:

**"How to Identify and Solve Radio-TV Interference Problems"**

This booklet is available from the U.S. Government Printing Office, Washington, D.C. 240402, Stock No. 004-000-00345-4.

**Warning:** This equipment has been certified to comply with the limits for Class B computing device, pursuant to Subpart J of Part 15 of FCC Rules. Only peripherals (computer input/output devices, terminals, printers, etc.) certified to comply with the Class B limits may be attached to this computer. Operation with non-certified peripherals is likely to result in interference to radio and TV reception.

Applied Engineering is not responsible for any radio or television interference caused by unauthorized modifications to this equipment. It is the responsibility of the user to correct such interference.