

## **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**