

E: *Getting Help*

If you have a technical question relating to your RamWorks III or RamWorks *basic* card that is not covered in the manual, please contact the dealer from whom you purchased the card. 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 that you are experiencing problems with.
- ◇ 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
(214) 241-6069**

9 AM to 12:30 PM & 1:35 PM to 5 PM(CST)

Monday Through Friday

(Please call only the number above for technical support. Our sales office cannot transfer calls to the support lines.)

Returning a Product

If your product needs to be returned, the technical support representative will give you a Return Material Authorization (RMA) number.

- ☐ Record the RMA number for your own records.
- ☐ Write the RMA number on the outside of the package you send to us.
- ☐ Write the RMA number at the top of the return form included with your product package.

Fill out the Return Form on back of the yellow sheet marked "Attention!" A correctly completed form will greatly reduce the time it takes to process and return your product.

Attach a copy of your original invoice to the return form.