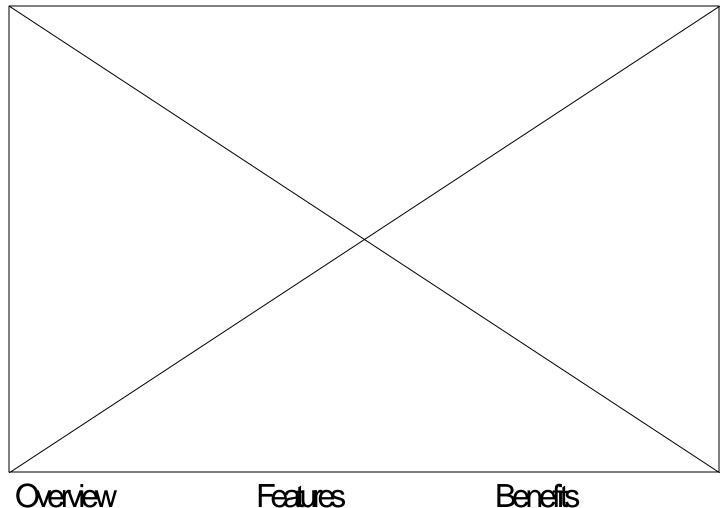# Apple Technical Information Source

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 disc.
· 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.

Product Details

The Technical Information Source CD-ROM is ideal for resellers, in-house support organizations, systems integrators, 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 four major categories. Everything is tied together with a HyperCard front end, allowing you to browse quickly through the entire disc and find the information you need.

· Q&A. The Q&A section offers a broad foundation of technical reference information about Apple products and solutions. It will help you answer users' questions and can direct you to other sources of support information.

Included 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 HyperCard front end and a built-in search capability allow you to sift through the more than 1,000 articles quickly and efficiently.

· Software. The Software section will help you recommend, replace, troubleshoot, and enhance system and application software. Included are limited-functionality versions of Apple and third-party software, as well as demonstration files. The applications let you emulate users' problems for more effective troubleshooting, and assist you in providing advice on the best solution for a prospective user's needs.

Also included are 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. There are current and historical versions of Macintosh, Apple IIGS®, and Lisa® system software, peripherals drivers, utilities, and more.

This section also offers diagnostic programs needed to troubleshoot networking problems and to verify system enhancements. Programs include NodeCheck, MacEnvy, and Disk First Aid. This collection does not include the hardware diagnostics used by authorized Apple Service Technicians. Finally, you'll find the system utilities most often needed by support providers, including Apple File Exchange, Font/DA Mover, and ResEdit.

· Briefing Center. This is your one-stop source for presentations and training materials on Apple products. 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–to help you put together your own presentations.

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

· New Products. Here you'll find information about products that Apple has announced since the previous Technical Information Source release. This section may include in-depth technical descriptions, guided tours, compatibility information, and training and presentation materials.

Additional Features

The Technical Information Source disc also provides a keyword search feature and an on-line owner'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 comments and suggestions for content enhancements and design changes.

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

· Owner's guide
· Multiuser software license
· Limited warranty statement

Apple Computer, Inc.

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