

## **Contacting NeXTedge Technical Support**

NeXT System Administration training is a prerequisite for accessing the Technical Support Hotline 800 number. Please observe the following steps before calling or e-mailing the NeXTedge Technical Support team:

- 1.** Determine that you have a software question.
- 2.** Check the manuals in the Digital Librarian for the answer.
- 3.** Check relevant printed user manuals.
- 4.** Check NeXTanswers™ in the Digital Librarian, using a keyword search.
- 5.** Check *Support Bulletins*, either printed or on-line.
- 6.** Check *NeXT Technical Alerts*.

If these avenues prove unsuccessful, please contact our Technical Support team. So we can answer your question as quickly as possible, we ask that you be prepared with the following information before making your call or sending your e-mail:

1. Try to duplicate the problem on another system and outline the steps clearly and concisely for the NeXTedge Technical Support team member.
2. Complete the Technical Support Preparation Form on the next page.
3. If the request is not urgent, send the question to Ask\_NeXT@next.com. Please do not copy anyone if you send the request to this address.
4. If your request is urgent, call 1-800-848-NeXT.

### **Technical Support Preparation Form**

Please have the following information at hand before calling or e-mailing NeXTedge Technical Support. This will enable us to diagnose your problem as quickly as possible.

- What kind of system are you on?
  
- What software are you running?

- What is your disk size?
- How much memory do you have?
- Are any cards installed?
- Is the problem intermittent or does this happen regularly?
- Is the machine in question on a network? If so, how many machines are on the network?