



## Customer Care Center

An optimal PC system doesn't just include the right hardware and software such as that you purchased with your SPEA product, it also includes practical, professional service. By making your choice for SPEA you have opted for top-level support, available to you in a number of different forms.

### *How to ...*

... get **information** about existing and new SPEA products



[SPEA Mailbox \(BBS\)](#)  
[CompuServe / Internet](#)  
[Media Gallery CD](#)

... get **technical support** if you have trouble installing, configuring or using a SPEA product



[CompuServe / Internet](#)  
[SPEA ExpertLine](#)

... get the latest software (**updates**) or optional software for your SPEA product



[SPEA Mailbox \(BBS\)](#)  
[CompuServe / Internet](#)  
[Media Gallery CD](#)

... use your **guarantee** if necessary



## Hardware-Guarantee

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The telephone and modem numbers mentioned above, times of availability and the technical data correspond to the status at the time of printing. SPEA Software AG reserves the right to make short term changes without prior warning.

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Rel. 1095.3

## *SPEA Mailbox (BBS)*



- **Product and Service Information**
- **Help files from the Technical Support Group**
- **Software Updates**
- **Optional Software not included in the Standard Delivery Scope of a Board**

SPEA customers and products users have 24-hour modem access to our Bulletin Board system, the SPEA Mailbox, via the following telephone numbers:

### **SPEA Mailbox:**

+49 8151 / 1 29 21 (... 28.800 baud)

+49 8151 / 26 62 41 (... 14.400 baud)

+49 8151 / 2 11 96 (... 19.200 baud, Zyxel)

+49 8151 / 7 80 01 (ISDN)

### **SPEA UK Mailbox:**

+44 1844 / 26 03 65

## *CompuServe / Internet*



- **Product and Service Information**
- **Help files from the Technical Support Group**
- **Software Updates**
- **Optional Software not included in the Standard Delivery Scope of a Board**

### **CompuServe**

The SPEA Forum in CompuServe is accessed with the command:

GO SPEA

### **Internet**

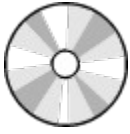
The Internet services are available via the following address:

<http://www.vobis.de/bbs/firmen/spea>

### **Microsoft Network**

This service is currently in preparation.

## *SPEA Media Gallery CD*



- **Product Information**
- **Software Updates**

Information about new developments and product improvements at SPEA as well as the latest software releases and user documentation is available via the Media Gallery CD, which is **updated on a monthly basis**. The CD can be obtained from your retailer or national distributor.

## *SPEA ExpertLine*



- **Technical Product Assistance**
- **Tips and technical Information**

Questions about SPEA products which users outside of Germany may have are best directed to local retailers or the national representative. If this should not suffice, you can consult the SPEA ExpertLine with its extensive service offers via the following **fax** number:

+49 8151 / 21 258

Note that you will also find important technical notes and information in the manuals and README files, delivered with all SPEA products. Many questions can be answered by reading the tips and notes documented there.

## *SPEA Hardware Service*



### **- Help if you need to use your Product Guarantee**

SPEA products are subjected to intensive tests and fulfill the highest quality standards. Nevertheless, you have the benefit of additional security with an extended guarantee for SPEA graphics boards. In the unlikely event of you needing to use your guarantee, please contact your local distributor or retailer for help and advice.

The underline options (on the right) are available to you: Select one with the mouse!



