Welcome to Compaq

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Quality and Engineering

The passion to push technology, to recognize an idea whose time has come, the passion not just of thousands of engineers, but of an entire company, to listen and learn and adapt to whatever the customer may want today while anticipating what they might need tomorrow. In short, the passion to do things right for the customer.

What We Do

• Establish affordability as a key design criteria.

• Leverage our buying power with suppliers and use of multiple
  sources, continuing to drive component costs lower.

• Leverage the technology base in each product by taking that
  technology and transferring it to other more innovative products.

• Implement new manufacturing techniques that allow earlier
  identification of problems so issues can be addressed earlier.

• Design products so that they are easier to manufacture and service.

• Develop strategic alliances with key industry <u>partners</u>, which
  result in competitive advantages for COMPAQ products.

Customer Service and Support

Combine **CompaqCare**, Compaq's service and support programs, with the support you already receive from your Authorized COMPAQ Reseller and you have available to you the broadest and most comprehensive service programs in the industry. For information, select the ⊗ next to each topic.

Warranty
- Three-Year Limited Warranty on all COMPAQ PC and System products
- One-Year On-site Limited Warranty on COMPAQ Printer products

  For complete details, see also <u>Warranty</u>.

Compaq Customer Support Center - 1-800-345-1518
- Compaq's toll-free hotline, staffed by Compaq technical support personnel, is available **24-hours, 7 days a week** for all PC and System products.
- Effective January 1, 1993, all COMPAQ Printer products will also include 24-hour toll-free hotline support
- Free **lifetime** technical support on **ALL** products
- Product information
- Reseller Referral Service
- RemotePAQ - Remote dial-in access to diagnostic utilities
- Technical Support Alliances

  For complete details, see also: <u>Compaq Customer Support Center</u>, <u>Product Information</u>, <u>Service and Support Providers</u>, <u>RemotePAQ</u>.

Self-help tools - available 24 hours a day
- ⊗ PAQFax: fax-based document retrieval system
- ⊗ CompuServe Compaq Forum - technical support and file downloading
- ⊗ QuickSource - help utility software for printer support
- ⊗ EZ Help - software utility that provides product specific help
- ⊗ QuickFind - CD-ROM technical library
- ⊗ Download Facility - free public access to files

  For complete details, see also: <u>Online/Self-Help Tools</u>

More support
- ⊗ Multiple choices of Service and Support Providers
- ⊗ ToolKits and TechNotes - third-party integration documentation
- ⊗ Advanced Network Support Agreements
- ⊗ Technical Training

  For complete details, see also: <u>Technical Assistance</u>

An on-line reference tool that provides powerful search capabilities for answering questions on features, DOS commands, and User Program utilities. With EZ Help, documentation can go anywhere you take your COMPAQ computer. While all COMPAQ products include hard copy documentation, most also include EZ Help - an online reference manual.

Compaq has signed Technical Support Alliances (TSAs) with hardware, software, and operating system companies pledging to provide timely technical support to their shared customers in multivendor environments based on COMPAQ Personal Computer Systems.

The COMPAQ PAQFax system is a convenient, easy-to-use system for requesting and receiving product information through a facsimile machine. You can receive information sent directly to your fax machine. After you respond to requests of the voice menu, PAQFax hangs-up and places a return call to the fax number you supplied. In minutes you will receive the information you requested.

CompuServe is an electronic network system offering hardware/software forums, file downloading, electronic mail, and access to many more products and services. Subscribers can communicate directly with Compaq support technicians through the Compaq Forum.

The Download Facility is a free service that allows you to download drivers, utilities, and patches. from Compaq via a modem.

QuickFind is a comprehensive search and retrieval CD-ROM database with over 25,000 pages of valuable technical information and over 6,000 illustrations.

QuickSource is an information and help utility software for COMPAQ PAGEMARQ Laser Printers. This easy-to-use, support software provides answers to product questions and troubleshooting assistance.

ToolKits provide you with step-by-step information to help you quickly install, configure, and support the COMPAQ SYSTEMPRO in advanced multivendor environments.

Compaq-sponsored courses are available to help you make the best possible use of your COMPAQ products. Compaq offers sales and technical certification as well as advanced training.

Compaq provides fee-based Advanced Network Support Agreements. These agreements provide advanced levels of technical expertise in the configuration, installation, and ongoing operation of local area networks.

RemotePAQ is a feature of the Compaq Diagnostics software program that allows Compaq technical support engineers to dial up COMPAQ computers at customer sites anywhere in North America to remotely troubleshoot hardware and software configurations.

Compaq realizes that many of our users prefer flexibility when selecting a service provider in the event they need support of their COMPAQ products. Therefore, Compaq offers you a wide variety of Service Providers to support your COMPAQ products.

How to Purchase COMPAQ Products

Because we have multiple ways of purchasing COMPAQ products, you can select an Authorized COMPAQ Reseller that provides the service and support that best fits your needs. You can purchase COMPAQ products from the following:

• Computer Dealers
• Specialized Resellers
• Retail Stores
• Computer Super Stores
• Office Super Stores
• Value Added Resellers (VARs)
• System Integrators
• Network Integrators
• Consumer Electronic Stores

For assistance in locating the nearest Authorized COMPAQ Reseller that best fits your needs, please call 1-800-345-1518 in the U.S. and call 1-800-263-5868 in Canada and choose the Reseller Referral Service from the menu.

Compaq Expanded Government Program

The Compaq Expanded Government Program extends Government pricing to the following:

• Federal Government agencies
• State and Local government agencies
• Accredited Educational institutions, K-12 and higher education
   institutions, both public and private
• Accredited Hospitals, both public and private

For more information, please contact Government Customer Service   at 1-800-635-8269.

Product Line Information

Hardware

The COMPAQ product line is a broad range of products that address a wide array of users' needs, offering the kind of quality, durability and reliability Compaq is known for throughout the industry. You'll find affordable notebook and portable PCs with features and functionality you'd never expect from computers this size, Desktop products that redefine the category, Servers that give you outstanding price/performance and unparalleled compatibility, and network printers, our newest product category, that set new standards of versatility and productivity.

Options

Our options are engineered and tested to the same strict standards as our entire product line. They're also fully covered under the Compaq Limited Warranty. More importantly, our options are designed to optimize the total system performance.

Software

Compaq provides operating systems, network software, and other drivers and utilities that are   optimized to run on your COMPAQ system. Each software product is fully tested to run on COMPAQ hardware.

Whichever of these products you choose, you can rest assured it has been designed, engineered, and thoroughly tested to withstand the pressures of today's constantly changing business world.

History & Background Information

Worldwide Leader

Compaq Computer Corporation is a world leader in the manufacture of PC servers, printers, and desktop, portable, laptop and notebook personal computers. Compaq, founded in 1982, is among America's 500 largest corporations.

COMPAQ products are sold and/or supplied in over 85 countries through a network of more than 8,300 Compaq Marketing Partners, including authorized resellers (national chains, franchisers, and superstores), specialized dealers, value added resellers (VARs), distributors, network integrators, systems integrators, and authorized third-party maintainers. Compaq also offers customers a broad range of service and support programs including free technical support through the COMPAQ Customer Support Center.

Leadership

Over the years, Compaq has been the first to ship the latest technology in innovative products. To name just a few:

• First 80386-based PC

• First 80386-based portable computer

• First 386SX-based notebook to ship with credit card-size memory boards

• First implementation of drive array technology in a PC

• First implementation of multiprocessor technology in a PC

🌎 Worldwide Locations

COMPAQ products are available in over 85 countries through a network of more than 8,300 Compaq Marketing Partners. Authorized COMPAQ Resellers are located in countries listed below. As Compaq expands its global presence, our products will be available in additional countries. If the country you are interested in is not on this list, please contact us for the latest information.

Abu Dhabi	Italy
Argentina	Ivory Coast
Australia	Jamaica
Austria	Japan
Bahrain	Jordon
Bangladesh	Kenya
Belgium	Kuwait
Bermuda	Latvia
Bolivia	Lebanon
Botswana	Lithuania
Brazil	Malaysia
Brunei	Malta
Bulgaria	Mauritius
Cambodia	Mexico
Canada	Morocco
Cayman Islands	Nepal
Chile	New Zealand
Colombia	Niger
Costa Rica	Nigeria
Croatia	Norway
Cyprus	Oman
Czechoslovakia	Pakistan
Denmark	Panama
Dominican Republic	Paraguay
Dubai	Peoples Republic of China
Ecuador	Peru
Egypt	Poland
EL Salvador	Portugal
Estonia	Puerto Rico
Finland	Qatar
France	Republic of South Africa
Germany	Romania
Ghana	Russia
Grand Cayman	Saudi Arabia
Greece	Singapore
Guatemala	Slovenia
Honduras	South Korea
Hong Kong	Spain
Hungary	Sri Lanka
India	St Thomas
Iran	Surinam
Israel	Sweden
Switzerland	Turkey
Taiwan	United Arab Emirates
Thailand	United Kingdom
The Netherlands	United States

The Philippines	Uruguay
Trinidad	Venezuela
Tunisia	Virgin Islands

Compaq operates manufacturing facilities in Singapore, Erskine, Scotland, and at its headquarters in Houston, Texas.

International headquarters are located in Munich, Germany for Europe, Singapore for Asia Pacific, Tokyo for Japan, Houston, Texas for Latin America.

Industry Alliances

Compaq has signed Technical Support Alliances (TSAs) with hardware, software, and operating system companies pledging to provide timely technical support to their shared customers in multivendor environments based on COMPAQ Personal Computer Products. TSAs are part of Compaq's industry-leading strategy to provide multivendor support, develop new products and programs, and address market opportunities in the growing networking environment.

Who Are Some of the Companies

Some of the companies included   in the Technical Support Alliances are:

-3COM Corporation   -Oracle Corporation
-Banyan Systems, Inc.   -Proteon, Inc.
-Digiboard, Inc.   -Racal Interlan, Inc.
-Digital Communications Associates (DCA) -The Santa Cruz
-Emerald Systems, Inc.   Operation (SCO)
-International Business Machines (IBM)   -SMC (Standard
-Interactive Systems   Microsystems Corp.)
-Liberty Electronics   -Stallion Technologies
-Microsoft Corporation   -Western Digital Corp.
-Novell, Inc.

TSAs Consist of:

• Cooperative telephone hotline support between Compaq and each TSA
   company for resolving customer issues
• Technical cross-training on products and product-related issues
• The exchange of products and technical information

Compaq and each TSA vendor have developed formal phone call escalation procedures to handle customer calls. Regardless of whom a customer calls for technical help, each vendor has procedures in place to identify and escalate the issue. In some cases, two or three vendors may talk with each other via conference call to discuss the solution to a customer's networking problem.

Product Information

COMPAQ Product Features and Specifications

Upgrades & Options

Pricing

Free Compass Newsletter

COMPAQ Product Features and Specifications

Questions on COMPAQ Products?

You can call an Authorized COMPAQ Reseller or the Compaq Customer Support Center's Product Information Service for information on:

- Features and specifications on current COMPAQ products
- Features and specifications on discontinued COMPAQ products
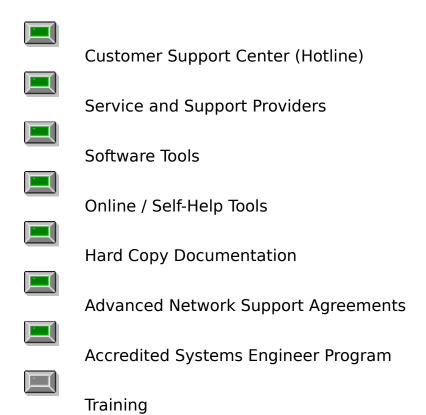- Information on parts and options
- Warranty information
- Pricing

The Number to Call

You can reach Compaq's Product Information Service or the Reseller Referral Service at 1-800-345-1518 in the U.S. In Canada call 1-800-263-5868 for the Reseller Referral Service. You can also receive product information 24 hours a day via PAQFax.

Upgrades and Options

What Options Can You Get from COMPAQ?

Call the Compaq Customer Support Center's Product Information Service for information on:

• How to upgrade your product
• What options are offered by Compaq
• How to purchase COMPAQ options and upgrades

The Number to Call

You can reach Compaq's Product Information Service or the Reseller Referral Service at 1-800-345-1518 in the U.S. or in Canada call 1-800-263-5868. You can also receive product information 24 hours a day via PAQFax.

$ Pricing

What Prices Should You Expect to Pay?

Call your Authorized Compaq Reseller for their current sales price. The Compaq Customer Support Center's Product Information Service can provide you with the suggested list price.

The Number to Call

You can reach Compaq's Product Information Service or the Reseller Referral Service at 1-800-345-1518 in the U.S. or in Canada call 1-800-263-5868. You can receive product information 24 hours a day via PAQFax.

Free Newsletter

Compaq offers customers a FREE quarterly technology and information color newsletter called COMPASS. To get your free subscription, call 1-800-AT-COMPAQ (1-800-282-6672).

Technical Assistance

Customer Support Center (Hotline)

Service and Support Providers

Software Tools

Online / Self-Help Tools

Hard Copy Documentation

Advanced Network Support Agreements

Accredited Systems Engineer Program

Training

☎   Customer Support Center (Hotline)
1-800-345-1518

What's Offered Through the Compaq Customer Support Center

The Compaq Customer Support Center has a team of specialists and engineers who support Compaq customers by telephone. You can get Compaq technical support on every product we sell, **24 hours a day**, for as long as you own the product.   Services offered through the hotline are:

• Technical Problem Resolution
• Product Information
• Reseller Referral*
• Customer Relations on Non-Technical Issues*
• Pricing
• PAQFax
• Warranty Information
• RemotePAQ Diagnostics

The Number to Call

In the U.S. or Canada, call 1-800-345-1518. *In Canada, call 1-800-263-5868 for Reseller Referral and Customer Relations.

The technical support staff is backed by Technical Support Alliances with companies like Microsoft, Novell, Banyan, SCO, and Oracle. These agreements establish procedures for information sharing, resolving compatibility issues, and reducing duplication of effort between Compaq and its TSA partners. This exchange of information ensures that Compaq customers get the most up to date information and technical assistance.

Intelligent Troubleshooting

Compaq has designed a proprietary artificial intelligence system to streamline the troubleshooting process. This system is called SMART (Support Management Automated Reasoning Technology). Thanks to SMART, members of our technical support staff have an information bank comprised of literally thousands of hours of engineering and troubleshooting expertise.

SMART captures the wealth of knowledge and experience of individual technical experts and makes it available to our entire team of hotline personnel. It allows Compaq hotline engineers to match the characteristics of customer trouble calls with those of past cases. Similar cases, with their suggested solutions, would then be displayed on the SMART screen. With every engineer having access to the latest information, your questions can be answered quickly, efficiently, and accurately.

What to have ready when calling the Hotline for technical problem resolution:

• Product name
• Product model number
• Product serial number
• Purchase date
• Expansion boards
• Conditions under which problem occurred
• Any error messages

• Hardware configuration
• Type of printer attached
• Third-party hardware/software
• Hard copy of data (INSPECT, CONFIG.SYS, AUTOEXEC.BAT)

Please have your <u>Advanced Network Support Agreement</u> Customer ID Number, along with the following information when calling for the following operating systems:

Microsoft LAN Manager and OS/2:

• Operating system version
• Printouts of LANMAN.INI, PROTOCOL.INI, SETUP.INI, CONFIG.SYS,
   STARTUP.CMD, PSTAT, SYSLEVEL

SCO UNIX:

• Installed system software versions
• Process status at time of failure (if possible)

NetWare:

• Installed software versions
• Network interface card settings and revisions
• Printouts of AUTOEXEC.NCF, STARTUP.NCF and System Directory

Banyan VINES:

• Operating system versions, revisions, and installed patches
• Number of servers on network

🖧 Advanced Network Support Agreements

Compaq provides fee-based Advanced Network Support Agreements. These agreements provide advanced levels of technical expertise in the configuration, installation, and ongoing operation of local area networks. A designated Compaq technical support team, with knowledge about your particular networking environment, will be assigned to your account.

Types of agreements:

• Unlimited Access
• IncidentPAQ
• 7 x 24 Support Option

Unlimited Access

The Unlimited Access version is for companies who can benefit from a platform update analysis, Integration ToolKits, and QuickFind, and who want unlimited access to technical support for a fixed fee.

Features

• Assigned technical support team
• Advanced technical training (you may attend specified training courses
   offered at various sights across North America)
• Problem management responsibility (Compaq takes full responsibility for
   resolving problems involving third-party manufacturer's products that have
   been certified to work on COMPAQ server platforms)
• Customized platform update analysis (Compaq will advise you of all
   updates and enhancements required to bring your servers to current
   revision and release levels)
• Diagnostic toolkit upgrade (you will receive all the current versions of
   Compaq Diagnostic utilities)
• Documentation (you receive the COMPAQ QuickFind Support Reference
   Library and a COMPAQ Integration ToolKit that matches your network
   operating system environment)
• Optional 24 hours per day, 7 days a week support

IncidentPAQ

The IncidentPAQ version is primarily intended for businesses that don't want the platform update analysis or documentation and prefer to pay according to number of incidents used (sold in blocks of five incidents). The IncidentPAQ version provides:

Features

• An assigned technical support team
• Compaq problem management responsibility
• Diagnostic Toolkit Upgrade

7 x 24 Support Option

Offered as a fee-based option for unlimited access or IncidentPAQ agreements, the new 7 x 24 Network Operating System Support provides customers in networked environments with direct access to Compaq's engineering expertise seven days a week, 24 hours a day. This
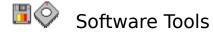
option addresses the needs of a growing number of companies that schedule their network maintenance after hours and during the weekend in order to minimize workday downtime.

Per Incident

For those of you who have minimal network support needs, and prefer to purchase "a la carte" options, Compaq also offers Per Incident, for the resolution of a single network-related incident.

For more information call Compaq Customer Support Center at 1-800-345-1518 in the U.S. or 1-800-263-5868 in Canada.

See Also: Industry Alliances

Software Tools

Compaq supplies several software tools to help you diagnose or correct both hardware and software problems.

Software Diagnostic Tools

The following diagnostic tools are available from Compaq:

• Diagnostics diskette - use to diagnose general hardware problems

    - INSPECT - utility that provides a listing of system and operating
                 environment information
    - RemotePAQ - utility for remote diagnostics via modem

• Drive Array Advanced Diagnostics diskette - use to specifically diagnose
  drive array subsystem problems

• System Configuration diskette - use to correct address problems with
  boards

RemotePAQ

RemotePAQ is a utility within the Compaq Diagnostics software program that allows Compaq technical support engineers to dial up COMPAQ computers at customer sites anywhere in North America to remotely troubleshoot hardware and software configurations. This service is provided with the customer's consent only. RemotePAQ speeds problem identification and resolution by expediting the exchange of critical information about your system, including configuration and set up, via modem.

RemotePAQ allows for:
• Remote communication to upload diagnostic information
• Drivers and patches to be downloaded to your computer from Compaq

RemotePAQ ships with all products on the Diagnostics diskette (revision 8.08 or later).

For more information on RemotePAQ, call the Compaq Customer Support Center at 1-800-345-1518.

Drivers, Patches, and Utilities

Drivers, patches, and utilities are called SoftPAQ Solution files. These files contain programs that remedy hardware or software problems or contain drivers and utilities.

You can get SoftPAQ files from:

• CompuServe - Compaq Forum (GO Compaq)
• QuickFind
• Download Facility
• Diskette (sent by Compaq Customer Support Center personnel)

 ROM Upgrades

You can now reprogram the ROM on certain COMPAQ products. This new ROM chip is called Flash ROM. Whenever a ROM update is required, Compaq will distribute a copy of the COMPAQ System ROM Update Diskette (ROMPaq). This diskette contains the code to erase and reprogram a flash ROM to the most recent level of system functionality.

For more information on the Flash ROM, contact your Authorized COMPAQ Reseller or call the Compaq Customer Support Center at 1-800-345-1518.

Online / Self-Help Tools

CompuServe: Modem Accessed Service

Download Facility: Modem Accessed Service

QuickFind: CD-ROM Database

QuickSource: Printer Help Utility Software

PAQFax: Phone to Fax Information

EZ Help: Hypertext User Manual

CompuServe: Modem Accessed Service

What is CompuServe?

CompuServe is an electronic network system offering hardware/software forums, file downloading, electronic mail, current news, up-to-the-minute stock quotes, an online encyclopedia, conferences on a variety of topics, and access to additional services and information.

Compaq Forum on CompuServe

The Compaq Forum allows you to communicate directly with Compaq support specialists and other Compaq users via CompuServe's worldwide network. The forum offers you a variety of services:

• A forum to submit technical questions directly to Compaq
• Access to Compaq technical information and documentation
• Ability to download drivers, utilities, and software solutions
• Share suggestions and creative ideas on using COMPAQ products
• Exchange messages with other Compaq users

The Compaq Forum is available 24 hours a day. Dedicated Compaq support specialists reply to questions during Compaq Customer Service Center business hours. You can download files, send and read messages any hour of the day.

CompuServe is available in over 162 countries.

What You Need

To communicate with CompuServe, you will need a PC, an internal or external modem, a phone line, and communications software.

Free Introductory Membership

As a Compaq customer, you are entitled to a free introductory membership to CompuServe. You will receive a personal User ID number and password, one free month of CompuServe basic services, and a $15 usage credit towards your online time. To order, call CompuServe at 1-800-524-3388 and ask for representative #371.

How to Access

Once you become a CompuServe member, enter GO COMPAQ to access the Compaq Forum.

Download Facility: Modem Accessed Service

The Download Facility is a PC-based service that allows you to download SoftPAQ Solution Files (drivers, utilities, patches, etc.) from Compaq via a modem (at the recommendation of a Customer Service Center support member). This facility is not menu driven, nor can users browse file lists. You must obtain the exact SoftPAQ filename from the Compaq Customer Service Center. To access the Download Facility, dial 1-713-378-1418 with your modem. You can download the utilities and drivers you need free of charge.

QuickFind: CD-ROM Database

What is QuickFind?

QuickFind is a comprehensive search and retrieval CD-ROM database with over 25,000 pages of valuable information and over 6,000 illustrations. From technical maintenance guides and upgrade information to multivendor system configuration notes, QuickFind has it.

What is on QuickFind?

The following types of information can be found on the COMPAQ QuickFind Support Reference Library:

• Maintenance and Service Guides
• Technical Reference Guides
• Quick Reference Guide
• Memory Upgrade Charts
• Patches, Drivers, and Utilities
• Product Information

How to Get QuickFind?

Annual subscriptions to QuickFind can be obtained from your Authorized COMPAQ Reseller. Call 1-800-345-1518 in the U.S. or 1-800-263-5868 in Canada to locate your nearest Authorized COMPAQ Reseller.

How is QuickFind Updated?

When you subscribe to QuickFind, updated CD-ROMs are sent to you on a quarterly basis. Updates will be available on CompuServe to allow you to receive information that is published between quarterly updates. These updates can be attached to your existing CD-ROM database.

What Do I Need to Run QuickFind?

To run QuickFind you need a COMPAQ or compatible computer, 390 Kbytes of base memory free, EGA monitor (minimum) to display graphics, MS-DOS 3.1 or later, a CD-ROM drive and appropriate drivers, and 1 megabyte of free hard drive space.

You can also set up a host PC to allow access to QuickFind remotely via modem using a third-party software package that supports remote PC applications using a modem.

The purchase of QuickFind includes a site license agreement allowing unlimited shared access on a network.

QuickSource: Printer Help Utility Software

What is QuickSource?

QuickSource is a set of information and help software utilities for COMPAQ PAGEMARQ Laser Printers. This easy-to-use, electronic support software provides answers to product questions and troubleshooting assistance.

What Does QuickSource Include?

• QuickTour - provides product line information
• QuickConfig - provides configuration information
• QuickSolve - provides hardware, software, and network
   resolution information
• QuickHelp - provides online help for QuickSource

To obtain QuickSource, call 1-800-AT COMPAQ (1-800-282-6672).

QuickSource in Detail

At Compaq, we know how critical it can be to get a fast accurate answer. That's why COMPAQ QuickSource is offered at absolutely no charge. With this intelligent software utility, the answers to all your COMPAQ PAGEMARQ questions are waiting.

With COMPAQ QuickSource you can get the right answer faster than ever before. After all, QuickSource uses the same technology our own customer support engineers use when they're troubleshooting. Once you've followed the easy instructions for installing QuickSource, finding your answers will be simple. Just scroll through the simple pull-down menus and maps and you'll be headed for a resolution. Everything from options to system configuration can be found in the four different sections of QuickSource - all by clicking the mouse.

QuickTour

If you have general questions about COMPAQ PAGEMARQ Laser Printers, you're likely to find them in this section of QuickSource. You'll find a comprehensive description of options, information on software drivers and software support, detailed explanations of standard features and specifications, and common questions and answers.

QuickConfig

QuickConfig gives you the ins and outs of setting up and caring for your printer. It takes you through unpacking and installation, replacing the print cartridge, finding pin assignments, and printing. It also answers other common printer questions. You'll even find information on installing options, selecting fonts, and safety procedures.

QuickSolve

When you're faced with a problem and need a solution fast, QuickSolve is the place to go. All you have to do is enter a description of your problem, or just pick the general menu category and it automatically responds with answers. You can even misspell words and it still knows what you're looking for. QuickSolve gives you the answer and it tells you the action to take. In some instances, it even visually walks you through the solution with real-life graphics. If you need help getting acquainted with QuickSolve, just spend a few minutes in

QuickTutorial and you'll be ready to troubleshoot in no time.

QuickHelp

Just in case it's not easy enough to find what you need in QuickSource, you can turn to QuickHelp. In QuickHelp, you'll find out exactly where to go for the answers you need, and how to get them fast. With a built-in glossary and word search feature, it's a short path to the right answer. Help is always available to you, regardless of where you are in the utility. Just click on the yellow question mark and your options are right in front of you.

Ordering QuickSource

QuickSource is loaded with information on COMPAQ PAGEMARQ Printers and Compaq is providing it to you free of charge. Just call us and we'll send you the diskettes. Once you receive the diskettes, all you need is a 386-based PC with eight megabytes of available storage, a VGA monitor, Windows 3.x, and a mouse.

Call 1-800-AT COMPAQ (1-800-282-6672) today and you can have all the answers.

PAQFax: Phone to Fax Information

Free Information in Minutes!

The COMPAQ PAQFax system is a convenient, easy-to-use system for requesting COMPAQ product information and having it sent directly to a fax machine. After you respond to requests of the voice menu, PAQFax will send the information directly to the fax number you supplied. In minutes you will receive the information you requested.

Where to Call

Call the Compaq Customer Support Center at 1-800-345-1518 and select the PAQFax option. You will receive your information selections at no charge.

PAQFax Features

PAQFax has a number of key features:

• Available 24-hours, 365 days a year
• Up-to-date product information
• Access by any fax machine in North America
• Up to five documentation requests during one phone call
• Easy to use

What You Need to Use PAQFax

To use PAQFax, the following is required:

• Touch-tone telephone
• Facsimile machine
• COMPAQ Product Information Catalog

Product Information Catalog

The Product Information Catalog is a listing of publications available through PAQFax. Each publication has a four-digit document number used for ordering purposes. The catalog categorizes product information into areas such as:

• Product features
• Technical specifications
• Configurations and memory upgrades
• Software upgrades
• ToolKits and TechNotes
• QuickFind overview
• U.S. price lists
• Compaq training information

You can request a Product Information Catalog the first time you use the PAQFax system. You can then order updated versions at any time.

EZ Help: Hypertext User Manual

While all COMPAQ products include hard copy documentation, most products also include EZ Help - an online reference manual.

This on-line reference tool provides powerful search capabilities for answering questions on features, DOS commands, and User Program utilities. With EZ Help, documentation can go anywhere you take your COMPAQ computer.

For more information, call the Compaq Customer Support Center at 1-800-345-1518.

Hard Copy Documentation

- Service Quick Reference Guide

- Maintenance and Service Guides

- Technical Reference Guides

- Set Up and Operations Guides

- Multivendor Integration Documentation

Service Quick Reference Guide

This guide provides switch and jumper setting information for all COMPAQ products. It also includes:

• Mass storage compatibility lists
• Cable information
• Processor and coprocessor locations
• Option and spare part numbers
• Memory upgrade charts
• Software information

The Service Quick Reference Guide is also available electronically through QuickFind. To get a copy of the Service Quick Reference Guide, call 1-800-345-1518 in the U.S. or 1-800-263-5868 in Canada.

Maintenance and Service Guides

Maintenance and Service Guides are troubleshooting manuals that can be used for reference when servicing COMPAQ products. Each product line, and in some cases each product, has its own Maintenance and Service Guide. They include information on:

• Disassembling the system
• Assembling the system
• Troubleshooting procedures
• Switch and jumper settings

The Maintenance and Service Guides are also available electronically in QuickFind. To get a copy of the applicable Maintenance and Service Guide, contact your Authorized COMPAQ Reseller or call the Compaq Customer Service Center at 1-800-345-1518.

Technical Reference Guides

Technical Reference Guides provide hardware and firmware (ROM) information on selected COMPAQ products. This information is designed for:

• Developers needing information about the hardware in their
   systems and general information about how the system works.
• Programmers who need to know about programmable
   devices and firmware.
• Engineers or technicians needing technical information to
   design accessories for the system.

Some of the Technical Reference Guides are also available electronically in QuickFind. To find out which products have a Technical Reference Guide and how to order them, contact your Authorized COMPAQ Reseller or call the Compaq Customer Service Center at 1-800-345-1518.

Set Up and Operations Guides

Compaq ships setup and operating instructions with each product. Each set of documentation is tailored for the specific computer, printer, or option that you purchased and includes information such as:

- Setting up the product for the first time
- Installing options
- Operating the product correctly
- Using COMPAQ EISA Configuration Utility
- Troubleshooting minor problems
- Error messages

For more information on how to get additional copies of the documentation, contact your Authorized COMPAQ Reseller or call the Compaq Customer Service Center at 1-800-345-1518.

Multivendor Integration Documentation

ToolKits - Guides to Multivendor Integration

Resolving technical issues in complex multivendor environments is critical to your business. That's why Compaq is taking the lead in addressing your systems integration needs.

To help you successfully integrate and optimize your network or multivendor system, Compaq has developed a library of systems integration guides called "COMPAQ Integration ToolKits". ToolKits are for customers evaluating, installing, or supporting the COMPAQ SYSTEMPRO in a Novell NetWare, SCO UNIX, Microsoft LAN Manager, or Banyan VINES operating environment.

ToolKits provide you with step-by-step information to help you quickly install, configure, and support the COMPAQ SYSTEMPRO in advanced multivendor environments.

TechNotes - Latest Integration Information

If you would like to keep up with the latest systems integration information from Compaq, try our COMPAQ TechNote Services for Novell NetWare, SCO UNIX, Microsoft LAN Manager, and Banyan VINES.

COMPAQ TechNotes complement the COMPAQ Integration ToolKits. Each TechNote covers a specific systems integration topic, such as tips and techniques for systems optimization and performance tuning.

The TechNote Service entitles you to a full calendar year of COMPAQ TechNotes.

Purchase Information

For pricing and availability of ToolKits or TechNotes, call 1-800-345-1518 in the U.S. or 1-800-263-5868 in Canada.

Compaq Accredited Systems Engineer (ASE) Program

The Compaq Accredited Systems Engineer (ASE) Program recognizes the expertise of an elite group of highly-trained Systems Engineers. ASE candidates complete a series of rigorous tests to demonstrate COMPAQ product knowledge and integration proficiency. In preparation for these exams, candidates complete a curriculum that provides extensive training on integrating COMPAQ hardware with either Novell NetWare, SCO UNIX, Banyan VINES, or Microsoft LAN Manager (Microsoft NT in 1993).

As a customer of COMPAQ products, you can be assured that an ASE providing you pre-sales consulting and post-sales support has met our high standard of expertise. In addition, ASEs are equipped with a suite of tools necessary to ensure the optimum integration and configuration of your complex multivendor network.

ASEs are employed by all COMPAQ Specialized Resellers and many Authorized COMPAQ Computer Resellers. In addition, the ASE Program is open to COMPAQ Customers. For a nominal accreditation fee, your company's ASE is given on-line access to all Compaq documentation including Toolkits, TechNotes, QuickFind, Maintenance and Service Guides, and Product Specifications. In addition, this on-line access includes the latest system configuration, optimization, and diagnostics software for you to download.

For complete details on the Compaq ASE Program, and how you could participate, call our Customer Support Center at 1-800-345-1518 and select the PAQFax option. Order the documents pertaining to the ASE Program.

Training

Many Courses Available

Compaq-sponsored courses are available to help you make the best possible use of your COMPAQ products. Compaq offers sales and technical certification as well as advanced training.

Our hands-on training courses cover everything from specific COMPAQ products to network systems integration. This training also supports the Compaq Accredited Systems Engineer (ASE) program by preparing candidates for the ASE exams.

To Register

To register for courses or to request information about available courses and training programs, call 1-800-732-5741 in the U.S. or 1-416-733-7876 in Canada.

Training Formats

Compaq offers training in the following formats:

- Event Style Training - combines several courses into one intensive week allowing you to complete your requirements with one travel expense. These events, known as Compaq Technical Colleges (CTC), feature five full days of instruction on up-to-date hardware and software integration technology.

- Regional Training - gives you the flexibility of local training in your own geographic area. Compaq Regional Training Centers are located in eight major metropolitan areas.

- On-Site Training - allows your company to host training at your facilities for convenience. On-site training can also be tailored to the specific needs of your organization.

You can get a list of available Compaq technical courses through PAQFax.

Service and Support Providers

Choices

Compaq realizes that many of our users prefer flexibility when selecting a service provider in the event they need support of their COMPAQ products. Therefore, Compaq offers you a wide variety of choices in selecting a provider to service your COMPAQ products:

• Computer Dealers
• Specialized Resellers
• Retail Stores
• Computer Super Stores
• Office Super Stores
• Value Added Resellers (VARs)
• System Integrators
• Network Integrators
• Third Party Maintainers

To locate your nearest Service Provider, call the Reseller Referral Service at 1-800-345-1518 in the U.S. or 1-800-263-5868 in Canada.

Warranty Information

Warranty Basics

Obtaining On-Site Service

Product Registration

🎗 Warranty Basics

We take pride in every product we ship. It's our goal that our customers be proud of purchasing and owning a COMPAQ product. That's why Compaq provides a free on-site limited warranty covering all parts and labor with every product. This warranty covers just about anything that could happen to your COMPAQ hardware, anywhere in the U.S. or Canada.

Three-Year Limited Warranty

COMPAQ Portable Products:
- First year parts and on-site labor
- Second and Third year parts and carry-in labor

COMPAQ Desktop Products:
- First year parts and on-site labor
- Second and Third year parts and carry-in labor

COMPAQ System Products:
- Three years parts and on-site labor
- System products include COMPAQ SYSTEMPRO,
  COMPAQ SYSTEMPRO/XL, COMPAQ SYSTEMPRO/LT,
  COMPAQ ProSignia and COMPAQ ProLiant

• For end users that purchased COMPAQ Products on or after 12/1/92,
  upgrade warranty contracts may be purchased directly from Compaq
  to convert 2nd and 3rd year carry-in coverage to on-site coverage. For
  end users that purchased COMPAQ Products before 12/1/92, and are
  still under warranty, extended warranty contracts for additional years
  of on-site coverage may be purchased from Compaq.

One-Year Limited Warranty

COMPAQ Printer Products:
- One year parts and on-site labor

The on-site portion of the warranty for **all** COMPAQ Products provides for:

• Second business day on-site repair
• Dispatch of multiple Guaranteed Service Providers
• Should you desire service within 4, 8, 12, or 24 hours, upgrades are
  available from a number of participating Authorized COMPAQ
  Guaranteed Service Providers

Consult your COMPAQ Product Quality Statements booklet shipped with your product for the specifics of your warranty. For warranty questions, contact your nearest reseller or the Compaq Customer Support Center. Keep your sales receipt because it is your proof of the date of purchase. Also, your warranty extends only to you and is not transferable to anyone who purchases the product from you.

Worldwide Warranty for COMPAQ Portables and Laptops

The mobile nature of today's COMPAQ portable computer users makes it imperative for them

to be able to obtain warranty service worldwide. Our worldwide carry-in warranty program is available on all COMPAQ portable and notebook computers. For example, if you purchase a COMPAQ notebook in the U.S., you can get carry-in warranty service in Paris - or anywhere a COMPAQ Guaranteed Service Provider is available.

For more information, call the Compaq Customer Support Center at 1-800-345-1518 in the U.S. and 1-800-263-5868 in Canada.

See also: Obtaining on-Site Service
             Product Registration

Obtaining On-Site Service

To obtain service on your COMPAQ product, contact your Authorized COMPAQ Guaranteed Service Provider. Requests for warranty service and questions can also be directed to the Compaq Customer Support Center.

To Call

To locate your nearest reseller, or if you have any questions, contact the Compaq Customer Service Center at 1-800-345-1518 in the U.S. or 1-800-263-5868 in Canada.

To Write

You may also request information on warranty service by writing to these addresses:

In the United States:
Compaq Computer Corporation
Customer Support Center - Customer Relations
P.O. Box 692000
Houston, TX 77069-2000

In Canada:
Compaq Canada Inc.
Customer Relations Department
111 Granton Drive, Suite 101
Richmond Hill, Ontario L4B IL5

Product Registration

Your COMPAQ product comes with either a registration diskette or registration card. To register, complete the card or diskette that came with your COMPAQ product. Or, if you prefer, you may register by calling 1-800-AT-COMPAQ (1-800-282-6672).

All registration information is kept strictly confidential and is not sold for mailing lists or any other purposes.

Benefits

Registering your COMPAQ product entitles you to the following benefits:

• Establishes an ownership record
• Receipt of free information
• Eligible for special offers
• Opportunity to win a free COMPAQ PC (See registration
   card or diskette for complete sweepstakes rules).

Plus, with the information you provide, you will help us to continue to develop products and services that fit your needs.

Questions?

If you have any questions, please call 1-800-AT-COMPAQ (1-800-282-6672) in the U.S. or Canada.

Phone Numbers, etc.

- Addresses & Phone Numbers

- Recycling Programs

- Free Compass Newsletter

- Help Desk Feedback and Evaluation

🏷️ Common Questions

If I buy a product in North America, can I obtain on-site service outside North America?

All COMPAQ portables and laptops continue to feature a carry-in <u>worldwide limited warranty</u>. In addition, on-site service will be available in participating countries.

COMPAQ products continue to carry a regional warranty that requires service to be procured in the country of origin. The warranty on desktop and system products is invalidated when such units are moved outside of the country or region of purchase. Refer to the Product Quality Statement Booklet shipped with your products for details.

What is the warranty coverage for COMPAQ products sold prior to May 4, 1992?

These products will continue to be covered by a one-year carry-in <u>warranty</u>. Compaq also offers a contract to upgrade your in-warranty unit from carry-in to on-site.

What does next business day response mean?

Under the on-site <u>warranty</u> policy, you should expect, at a minimum, a phone call the next business day after you request on-site service. Your unit(s) should be operational within two business days after the initial on-site service request is made.

What types of problems are covered by the Compaq on-site warranty?

The Compaq on-site <u>warranty</u> specifically promises to resolve all COMPAQ hardware functionality issues. This does not include applications or non-Compaq operating system software, non-COMPAQ options/hardware, or peripheral devices.

For on-site warranty service calls where Compaq is requested to dispatch an Authorized COMPAQ Service Provider, how will the warranty be validated?

You will be asked for the purchase date. If this is not available, you will be asked for the serial number of the unit. The date of manufacture is built into this number and a method has been developed that will determine if the unit   qualifies for on-site <u>warranty</u>.

Does the on-site warranty apply to options?

The on-site <u>warranty</u> does apply to all options purchased after May 4, 1992. The warranty is valid for the same warranty time period as the unit into which the option is placed. Refer to the Product Quality Statement booklet shipped with your product for details.

How will an option warranty be validated?

You will be required to submit proof-of-purchase (invoice) or a service receipt (spares warranty) to verify the <u>warranty</u>.

Will Compaq be monitoring the CompuServe forum 24 hours a day, seven days a week?

While <u>CompuServe</u> is available to users around the clock, Compaq Support Specialists will be monitoring the Compaq Forum during the business hours of the Compaq Customer Support Center. However, customers can download software solutions and drivers as well as access

Compaq technical information any hour of the day.

How do I check the ROM revision on my PC?

The <u>Diagnostics</u> diskette contains a utility called Inspect, which will provide you with the ROM revision information.

Addresses & Phone Numbers

Phone Numbers - United States

- <u>Compaq Customer Support Center</u>1-800-345-1518
- <u>Training</u>   1-800-732-5741
- <u>Download Facility</u> (modem required)   1-713-378-1418
- <u>To Register Your Product</u>   1-800-AT-COMPAQ
                                      (1-800-282-6672)
- Compaq Corporate Headquarters 1-713-370-0670

Phone Numbers - Canada

- <u>Compaq Customer Support Center</u>1-800-345-1518
- <u>Reseller Referral Service</u>   1-800-263-5868
- <u>Customer Relations</u>   1-800-263-5868
- <u>Training</u>   1-416-733-7876
- <u>To Register Your Product</u>   1-800-AT-COMPAQ
                                      (1-800-282-6672)
- Compaq Corporate Headquarters 1-416-733-7876

Addresses

Compaq Computer Corporation
P.O. Box 692000
Houston, TX 77069-2000

Compaq Canada Inc.
111 Granton Drive, Suite 101
Richmond Hill, Ontario L4B IL5

Recycling Programs

How Does Compaq Help the Environment?

Compaq is concerned about the environment and believes in recycling. To encourage our customers to recycle, we have a program called BackPAQ. This recycling program gives you the opportunity to recycle disposable COMPAQ products.

Recycling Used Batteries

A recycling program for both Nickel Cadmium and Nickel Metal-hydride batteries is available for all laptop and notebook customers. This plan provides you with a safe and easy method of battery disposal.

To participate in the program, call 1-800-524-9859. You will receive a pre-addressed, postage-paid battery mailer that is directly forwarded to a reclamation facility where the metals are recycled for other uses.

Recycling Print Cartridges

Through BackPAQ, you can also recycle COMPAQ Print Cartridges. When you are ready to recycle a used cartridge, call 1-800-345-1518 in the U.S. or 1-800-263-5868 in Canada and provide the requested information. Compaq will send you everything you need to return the cartridge.

Free Compass Newsletter

Compaq offers customers a FREE quarterly technology and information color newsletter called COMPASS. To get your free subscription, call 1-800-AT-COMPAQ (1-800-282-6672).

Help Desk Feedback and Evaluation

Thank you for using the COMPAQ Help Desk utility. We are always looking at ways to improve our service to our customers, like yourself. So, we would like your input and ideas on the Compaq Help Desk. Please print the following and mail it back to us.

Mail to: Compaq Computer Corporation
                      P.O. Box 692000
                      Houston, TX 77069-2000
                      attn: Mail Stop 120614

1) Overall, how well did the COMPAQ Help Desk meet your information needs?

_____
_____
_____

2) Was there anything that you particularly liked about this utility?

_____
_____
_____

3) Anything you particularly disliked?

_____
_____
_____

4) Was there anything in the utility that you did not already know about Compaq?

_____
_____
_____

5) Was there anything in the format or the content that you would like to see changed? or information added?

_____
_____
_____

6) For what purpose do you use the Help Desk utility?

- Reference tool
- Tool to support others
- To assist in purchasing decisions
- Educational / training tool
- Other

_____
_____

Now please tell us a little about yourself.

7) Which of the following best describes your situation?

- Home User
- Business User
- Support Specialist
- Network Administrator
- Purchasing Decision Maker
- Sales Agent
- other

_____
_____

8) What is your job responsibility? [or title]

_____

9) Please enter any additional comments:

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

If you would like to be added to Compaq's mailing list to receive future communications from Compaq about new products and services, please fill out the following:

Name   _____
Title   _____
Company   _____
Address   _____
City,State,Zip _____
Phone number   _____

Thank you for your time.

COMPAQ Help Desk

Your Compaq Information Source

Click here or press the enter key to continue.

Version 1.1
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Help Desk Contents

Select a button.

Purpose of the COMPAQ Help Desk

Welcome to Compaq

Product Information

Technical Assistance

Warranty Information

Phone Numbers, etc.

For additional Help, select Help on menu bar.

Search Button

Lists all the words you can use to search this application. All topics associated with that word are listed.

HyperText Links

You can access related information by clicking on any green highlighted word or symbol (⊗).

Printing

Print information within this application by selecting File -> Print Topic.

Back Button

Displays the last topic you viewed.

History Button

Displays a history of the topics you have viewed in the current session.

COMPAQ Help Desk

Project Manager...........Jim May
Technical Writer...........Laurie Roddy
Icon Artist.....................Heidi Cleveland
Human Factors.............Mary Czerwinski
Programming Support...Mike Yonker/Ed Heller
Text Consultant............Debra Horton

Compaq Computer Corporation

Purpose of the COMPAQ Help Desk

Purpose

COMPAQ Help Desk is designed to be a focal point for information for Compaq customers. This information is subject to change without notice.

Information Content

The information in this application applies to *North America only*. Support may vary from country to country. Please call your local Compaq office or Authorized COMPAQ Reseller for more information.

Version/Date

This is Version 1.1 of Help Desk and was released on November 6, 1992.

Searching

To find information quickly, use the Search button.   This button opens the Search dialog box, where you may select a word that you want to search for.   All topics associated with that word are listed.

HyperText Links

You can access related information by clicking on any green highlighted word or symbol (⊗).

Printing

Print information within this application by selecting Print Topic from the File menu.

Copyright

© 1992 Compaq Computer Corporation.
Please feel free to copy this application for others to use. You may share this application via diskette, network mail, bulletin boards, etc.

COMPAQ Help Desk