

The Macintosh Advantage

Reasons to choose a Macintosh over a PC running Windows.

## Customer Support Information

Apple Americas Customer Support Center

The Support Center provides sales information and order administration services to support the fulfillment of orders for entities which purchase directly from Apple Computer, Inc.

Apple e-Mail Mailing Lists

Join any of the official Apple e-mail mailing lists.

Apple Internet Connection Kit

This site, managed by Apple, is your guide to the World Wide Web! Click any button to your left to get important information on Apple Internet Connection Kit (AICK) Updates and Documentation.

Apple Solution Professionals Network

The Apple Solution Professionals Network (ASPN) is a network of professionals - experts who specialize in computer solutions. If you are a computer user, ASPN is a great resource for you! The ASPN Directory of Consultants - Connecting People to Solutions provides customers easy access to finding the right solution for their computing needs. Consultants can provide a direct connection to the information and support you need to run your business effectively.

Apple Software Library

Get the latest Apple software updates from <ftp.info.apple.com>.

Apple Tech Info Library

Apple's official technical support database. It contains over 18,000 articles on all aspects of Apple products, past and present. It is

updated daily with new information. This is the same technical support database used by Apple support staff, world-wide.

## Apple Training

includes information about Apple's Training offerings worldwide, such as links to world wide Apple training sites, Apple Americas Training content includes info about courses and our training providers.

## Developer Services and Products

These World Wide Web pages are created and maintained by Apple Computer for Apple Developers. They contain information provided by Apple to help you to develop your applications and solutions. Includes information about resources such as Apple Directions, Developer Purchase Program, Developer University, Developer Technical Support, APDA, develop, Inside Macintosh, and so on.

## Service Source Online

This website is offered specifically for Apple Authorized Service Providers who purchase the Service Source subscription. Access to this website is password protected.

## Support Professional Solution Series

Apple's cross-platform compatible support solution, addressing the entire technical support cycle from "support readiness" to response.

## Technical Support Resources

This page helps direct you to sources of technical support and information.

## Market Specific Sites

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## Apple Computer Science Engineering & Design

The Apple Computer Science Engineering & Design's (SED) web site is focused on empowering scientists, engineers, and designers: to visualize data to understand, design & create; to collaborate with others to share their discoveries; and to present their ideas, products and findings for the good of their clients, customers, patients and profitability.

## Apple Computer's Disability Resources Online

Apple Computer is committed to making computer technology that meets the special needs of children and adults with disabilities. Visit our web pages for information about alternative input devices, creative solutions for customers with visual impairments, and Internet resources for our customers with disability.

## Apple Education Worldwide

The Apple Virtual Campus:

The Apple Virtual Campus redefines the higher education community. It exploits a new world of hardware, software, and networking technologies to advance the principles of the university.

K-12 Education:

Apple Education serves pre-schools through high schools located in the United States. Our commitment spans everything from product design and education research to curriculum solutions and teacher training tools.

## Apple Enterprise Web site

This site provides the latest information on Apple products, technologies, solutions, and more...for large business and government customers. Our goal is to help you, our Enterprise customer, become more competitive by providing best-in-class solutions and technologies in key areas, while fitting seamlessly into your information systems infrastructures.

## Apple Library of Tomorrow

The Apple Library of Tomorrow (ALOT) program supports innovative research and demonstration projects in all types of libraries. ALOT's goal is to help libraries with great ideas and limited budgets take some risks and experiment with cutting-edge projects that they could not do without the grants. Donations consist of equipment and software manufactured by Apple Computer, Inc. and third-party manufacturers and publishers.

## Apple Library Users Group Home Page

Welcome to the one of the largest users groups in the world, The Apple Library Users Group (ALUG) includes school, public, academic and corporate librarians as well as individuals interested in using Apple

computers to manage information. ALUG is a forum for librarians, media specialists, and information professionals to share information with one another about their use of Apple IIs, Apple IIIs, Macs and even Lisas! Founded in 1981 with 25 members, this group now numbers nearly 10,000 and has members from around the world, including the People's Republic of China, San Quentin Prison, and the Library of Congress. The common bond of all of these members is that they all work in libraries and they all use Apple computers.

#### Apple Multimedia Program

he online media information source for technology, tools, resources, and the new media developer community.

#### Apple Publishing and New Media

ll about becoming a publisher in new and/or traditional media. This page is under construction.

#### Apple Small Business Home Page

f you're a small business owner, employee, or if you aspire to entrepreneurship, you've come to the right place. We've built this site with you in mind--your questions about business productivity, your need to communicate with other small business professionals, and your hunger for the information and resources you require to meet your business goals.

#### Apple Solutions Marketing

ontains links to all the Market Specific sites.

#### Apple State & Local Government Resources

his is a site for state and local government customers. A password is required.

### Apple Marketing Information

#### Apple Computer's Connectivity Demonstration and Support Network (CDSN)

pecializes in providing resources for the demonstration of Apple and third-party connectivity products and solutions.

#### Apple Market Centers Seminar Series

Apple continues their commitment to making life easier by offering a series of solutions-based seminars covering a wide spectrum of topics. These seminars are designed to keep individuals and organizations everywhere up to date with the latest solutions and developments affecting our lives today. These seminars are hosted by Apple professionals solely dedicated to providing effective solutions and feature key industry experts who bring a wealth of knowledge and experience.

## Special Events or Sites

### Apple User Groups

Come here for information about Apple User Groups (worldwide) and Special Interest Groups (SIGs).

### Apple Webcasts

### Convomania

Convomania is a club whose members are kids with a disability and/or serious illness. Convomania is a virtual hangout for times when kids who are sick or disabled want to be with other kids like themselves. Or unlike themselves.

### Mission Impossible

Apple Computer presents Mission: Impossible, The Web Adventure for anyone willing to take the challenge. Match wits with international terrorists and double agents, win fabulous prizes, and check out the hottest film of the summer. Produced and developed with Paramount Pictures.

### Tomorrow's Cities

The world as we know it is ever-changing. And each year, the impact of humanity's exponential growth becomes more profound. That impact -- and its consequences for life in tomorrow's cities -- were among the topics discussed and explored at the last UN conference of this century: Habitat II, The City Summit. Because the outcome of this Conference may have implications for all of humanity, Apple Computer and WETV felt the need to bring the Conference to the world -- via this Tomorrow's Cities webcast. Tomorrow's Cities will be here for your review and participation through August 1996.

### Youth Central

Apple Computer helps launch Youth Central, a new web site created by kids-for kids. The brainchild of 15-year-old Alex Hempton of San Diego, Calif., Youth Central distinguishes itself as a kid created, kid approved and kid run clubhouse on the 'Net.

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The "Information Alley" is a publication of Apple Computer, Inc., Service and Support Engineering. It is available to all Apple customers and Apple computer users through electronic mail (e-mail).

The goal of the "Information Alley" is to help Apple computer users get full use of their Apple computers, peripherals, and software. You are welcome to distribute the "Information Alley" to anyone.

This message was sent to recipients of the infoalley mailing list, maintained at infoalley@whoville.austin.apple.com. The purpose of this mailing list is to send to all subscribers a copy of the text version of the Information Alley, Apple's technical support journal.

Please direct any questions or comments to: alley@apple.com. (Please understand that over 100 messages per day get sent to this address, so please be patient if you are waiting for a reply).

**IMPORTANT!**

Do not send technical questions to this address, we cannot provide technical support at this address.

Subscribing and unsubscribing to the Information Alley mailing list

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To subscribe:

Send message to: listproc@whoville.austin.apple.com

Message: subscribe infoalley (Your Real Name)

You'll receive an automated reply letting you know you've been added to the list.

To unsubscribe:

Send message to: listproc@whoville.austin.apple.com

message: unsubscribe infoalley

You'll receive an automated reply letting you know you've been removed from the list.

Information Alley Contents

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The contents of Information Alley come from Apple's Technical Information Library (TIL). This library consists of over 12,000 articles related to Apple products and technologies. The TIL is available through various online sources including:

America Online: Use AOL Web Browser to visit: <http://til.info.apple.com>.

CompuServe: Located in the Apple Tech Info area (go apltil).

AppleLink: Located in the Support Area.

The Internet (gopher):

[info.hed.apple.com](http://info.hed.apple.com) -- Path: Home Gopher Server -> Computer Information ->  
Apple Tech Info Library

[info.apple.com](http://info.apple.com)

World Wide Web: <http://til.info.apple.com> OR <http://www.info.apple.com>