Adobe Online Services Guide

improving NET expectations

For the latest in Adobe technical and product information, Adobe's online services are fast, convenient and accessible 24-hours-a-day, 7-days-a-week. This guide will introduce you to the different online services that are currently available.

Adobe Systems Incorporated has an online presence on the following services:
- World Wide Web (www.adobe.com)
- FTP (ftp.adobe.com)
- CompuServe (Go ADOBE)
- America Online (keyword: ADOBE)
- Adobe BBS, a 16-line BBS (206-623-6984, modem settings 8-N-1)

An automated technical documents service is available via Internet e-mail:
- send an e-mail to techdocs@adobe.com and type "help'"in the subject field.

Not all services are available in all countries. Online services information and availability are subject to change. Please check our Web site and online forums for the most up-to-date information about Adobe's online services and policies.

WWW http://www.adobe.com
world wide web

Check out our Web site! Located at www.adobe.com, you can get the latest in Adobe software updates, technical documents and much more.

We've organized the information to make it easy for you to find. You can access product information by alphabetical listing and sort by platform, or seek a solution for a specific task such as Internet Publishing. Navigational tools - under the Search, Index and Map buttons- all help you get to what you need quickly. And as you explore the more than 10,000 colorful pages, you can choose from hundreds of Portable Document Format (PDF) files for viewing with our free Adobe Acrobat reader.

Be sure to bookmark this site and visit us often! Watch for fresh content each week to inspire you in your creative endeavors, including product updates, patches and plug-ins, customer support tips, tricks from power users, and virtual art shows.

FTP The Adobe FTP Site
ftp://ftp.adobe.com

If you have access to FTP (File Transfer Protocol) services, you can reach the Adobe FTP site at ftp.adobe.com.

The Adobe Applications forum is a popular online location with Adobe customers. Choose the GO ADOBE command from anyplace in CompuServe. Adobe product information, technical notes, product updates, updated filters and drivers are a sampling of what is available there. There is also a forum for Adobe product users to communicate with each other, post product tips, and post and answer questions. Adobe staff monitors this forum primarily to minimize miscommunication, post information and answer questions of general interest. As a result, they may not answer individual postings. If you have a specific issue that requires an immediate or "official" response, please contact the appropriate technical support group by telephone.

Adobe Online consists of two forums on CompuServe. The Adobe Applications Forum has sections for all of Adobe's application software. You can access this forum by using the GO ADOBEAPP command.

The Adobe Systems Forum has sections for tools and standards supported by Adobe. You can reach this forum by using the GO ADOBESYS command.

Please feel free to explore both forums. If you have any questions leave a message for 'Sysop' and the Adobe Online Support Staff will help you.

You can access the Adobe Online area of America Online by using the keyword ADOBE. Adobe product information, tech notes, product updates, updated filters and drivers are a sampling of what is available there. There is also a forum for Adobe product users to communicate with each other, post product tips, and post and answer questions.

Adobe staff monitors the America Online Adobe forum primarily to minimize miscommunication, post information and answer questions of general interest. As a result, they may not answer individual postings. If you have a specific issue that requires an immediate or "official" response, please contact the appropriate technical support group by telephone.

The Adobe BBS is especially useful to those customers who do not have access to the Internet or other online services. Adobe Systems, Inc. maintains a 16-line bulletin board system (BBS) in our Seattle office for our customers and anyone interested in Adobe products. The Adobe BBS uses SoftArc's FirstClass software to provide a clean, intuitive graphical user interface for both Macintosh and Windows customers. Open the AdobeBBS folder, read through the ReadMe file, and install the FirstClass client software. A command line interface for UNIX and other customers is available, but Windows and Macintosh users are strongly encouraged to use the FirstClass client software.

Adobe | Technical Documents via e-mail

Send us an e-mail at techdocs@adobe.com and receive a reply e-mail containing a technical reference document, fact sheet, or answers to common questions. More than 1000 technical reference documents are available. For complete instructions on how to use this automated e-mail service, send an initial e-mail with only the word "help" in the subject line. (No need to include other text in the e-mail.)