

Demonstration Programs

We have a large collection of demonstration programs. Most are limited working versions of the program.

Please call and ask whether we have a demo of the program you want and the number of disks you will need to send us. Some of the larger programs require several disks.

Support

Support is available from many sources. We can help with general support questions and distributor or manufacturer support services are usually the best for specific technical problems. The user community is the best source of advice based on personal experience.

If we cannot answer your support questions, we will be able to refer you to the relevant technical support service. Ask for Support when you call.

Support Numbers

MacDirect 02 838 8388

Aldus (02) 418 8488

Claris (02) 882 8800

Conexus (02) 975 2799

Fosh (03) 866 8599

Hewlett Packard (008) 033 833

InfoMagic (02) 930 3999

Maestro (06) 242 9755

Microsoft (02) 870 2131

Netcomm (02) 805 1488

Symantec (02) 879 6577

Thinkworks (02) 417 7344 - Apple Software Site Licences

Fifth Generation Systems is the first US manufacturer to offer Australian users toll free calls to its US support service. Here are the many ways to contact Fifth Generation support.

Fifth Generation Systems

0014-800-128-493

FAX: (504) 295-3268
BBS: (504) 295-3344 (300/1200/2400 baud, N, 8, 1)
BBS: (504) 295-3261 (9600 baud, N, 8, 1)
AppleLink: FifthGenSys
America Online: FIFTHGEN
CompuServe: 76004,2301
Genie: Fifthgensys
InterNet: FIFTHGEN@aol.com FGS products & Customer Service
techsupport@salient.com AutoDoubler & DiskDoubler

BBS Support Systems

These product support BBS systems have a range of technical documents, advice and program updates.

Infomagic (02) 930 3920
Maestro (06) 299 2189
Microsoft (02) 870 2348
Netcomm (02) 888 6909
Symantec (02) 879 6322

Pay for Support Programs

InfoMagic supplies first time installation support and refers all other calls to resellers or product manufacturers or to their pay support line.

Callers to the InfoMagic Technical Support Line - (02) 930 3999 are charged \$18 by credit card for the call.

The \$18 charge covers the resolution of a problem. If further calls are required for the same problem then these will be covered by the \$18 payment.

Microsoft will implement a similar program in September.

Adobe Support

As Infomagic is now charging for Adobe product support, Adobe's US support service is an option. Adobe does have a good technical support service in the US. Calls can be made to technical support between 3am and 10.30am Monday to Friday.

ATM & Type Products 408 986 6505
Photoshop & Premiere 408 986 6535
Illustrator, Streamline & Dimensions 408 986 6515

You can also fax technical support on 408 562 6767.

Adobe also offers Automated Support Line services. An ASL service that offers answers to common problems is available 24 hours a day on 408 986 6560. This service is best used at the weekend when telephone connection costs are around \$1 a minute to the US. Note that you have to navigate several levels of this system to get an answer and the automated services are for answers to FAQ type questions - ie My ATM 2.0 won't work on my Centris 650.

An Automated Fax service is available, if you have a fax machine where you can attach a push button telephone handset to negotiate the levels of the system. This service has data sheets, FAQ answers and other information. Call 408 986 6587.

Upgrades

Most upgrades are provided by local Australian distributors. You may or may not be advised of an upgrade. Usually an original program disk is required to qualify for an upgrade. Incremental upgrades to fix small problems are usually available at no charge from the distributor and MacDirect. Major upgrades cost between 10% and 40% of the value of the program.

Adobe Upgrades (02) 930 3900

Aldus Upgrades (02) 44 44 77

Apple System Software Upgrades 008 028 315 - Micromatch

Claris CrossGrades and Upgrades 008 028 316 - Micromatch

Microsoft Upgrades (02) 870 2111

Salient Upgrades (02) 530 608

Symantec Upgrades and Crossgrades 008 810 101 - New Versions

PageMaker 5.0 Upgrade

The upgrade is free if you purchased PageMaker after 6/1/93. Send Aldus your registration card and dated invoice to receive your upgrade. The upgrade will cost \$295 if your PageMaker was purchased before 6/1/93.