

Appendix E • Getting Help

If you are experiencing problems with InterPPP, please prepare the following information before contacting [InterCon Technical Support](#) :

- Symptoms
- Product Serial Number
- Modem (brand, model, speed...)
- Macintosh model in use
- RAM (megabytes)
- Operating System version
- INITs in use
- Mac's IP Address
- Remote IP Address
- Error messages

Contact **InterCon Technical Support** by:

- Calling 703.709.5520

- FAXing to 703.709.5555 (Label ATTN: Technical Support)

- Sending Internet email to tech@intercon.com

- Sending AppleLink email to INTER.TECH

If you send in your technical support request via FAX or email, include your complete mailing address and phone number. This gives Technical Support the opportunity to call you back to discuss your observations and provide prompt shipping of a future version of a program. Feature requests are also welcomed for any InterCon product. Send them either to our email or AppleLink address.