

Appendix C • Getting Help

InterCon Technical Support for InterPrint is available by:

- Calling 703.709.5520
- FAXing to 703.709.5555 (Label ATTN: Technical Support)
- Sending Internet email to `tech@intercon.com`
- Sending email via AppleLink to `INTER.TECH`

Before contacting Technical Support, please prepare the following information:

- Symptoms
- Product Serial Number (found in the [InterPrint](#) pop-up menu, under the item [About InterPrint™ ...](#))
- Macintosh model in use
- RAM (megabytes)
- Operating System version
- INITs in use
- Network connection & brand (Ethernet Card, router...)
- Mac's IP Address
- Server's IP Address
- Subnet Mask (for your network)
- Do you have a Domain Name Server?
- Are you on the Internet?

- Brand of printer

Most of the previous information is necessary to receive technical support from InterCon, so please have it available. It is a good idea to verify the host information with your System Administrator.

Along with the previous information, write down any error messages you see.

Feature requests are also welcome for any InterCon product. Send them either to our email or AppleLink address.

If you send in your Technical Support request via FAX or email, include your complete mailing address and phone number. This will give Technical Support the opportunity to call you back to discuss your observations, and to provide [extra-prompt](#) shipping of a future version of a program.