

Technical Support US Canada

Q: How can I get technical support for NeXT-related questions?

A: In general, you can get support from whoever sold your computer to you. There are several different support sources:

- If you bought your machine from a reseller, a dealer or a NeXT VAR, you should contact the reseller.
- If you're a customer in higher education, you should contact the campus support center for NeXT at your college or university. (If you don't know who that is, the bookstore or microcomputer center from whom your machine was bought should be able to tell you.)

- If you're a registered NeXT developer who has attended our class in Programming NeXT Computers, you may contact NeXT directly. Details on how to contact NeXT for technical support are provided in class. For information on how to become a NeXT developer, see "How to become a NeXT developer". If your company is a NeXT developer but you haven't been to class yourself, please direct your question to someone in your company who has attended class.
- If you have access to the Internet, you can profitably make use of `comp.sys.next`. This is an

electronic bulletin board whose readership includes many talented and knowledgeable people who often help answer questions. (See also "How to find Usenet NetNews").

- Non-registered developers, resellers, support providers and direct customers who qualify may purchase a subscription to NeXT's Customer Support Hotline. The Hotline provides immediate, personal assistance by NeXT technical experts on networking, system software and other technical issues. This is not a development support hotline. To qualify, subscribers must attend and

complete the NeXT System Administration Course.

- If you live in Asia and bought your machine from a reseller in Asia, you should contact the reseller. If you bought your machine somewhere else, such as in the U.S., and brought it with you when you moved to an Asian country, you should contact NeXT Computer Planning and Marketing Center of Canon Inc., Japan. For information on how to contact Canon, see "How to get Tech Support (Europe and Asia)".

- European customers should contact their local reseller. If you are unclear about the appropriate support channel, you can learn where it is from NeXT's European Information Center (+45 84522) or from your local NeXT office.