

# ***Microsoft<sup>®</sup> Windows<sup>®</sup> 95***

## ***Product Support Options***



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## **WINDOWS 95 PRODUCT SUPPORT**

The following is an overview of programs and tools to support users and computing professionals with the migration, installation, and ongoing support of Microsoft® Windows™ 95 Operating System. For the most up-to-date information regarding Windows 95 including the Microsoft Knowledge Base, Microsoft Software Library, various white papers, and other information, contact the following online sources:

- World Wide Web (Mosaic) site is located at <http://www.microsoft.com>
- Internet FTP site is located at [ftp.microsoft.com/peropsys/win\\_news](ftp.microsoft.com/peropsys/win_news) (for Windows 95 product info)
- CompuServe - "GO Winnews"
- Prodigy™ - "JUMP WINNEWS"
- America Online - Use Keywords "WINNEWS"
- Genie™ - Download files from the WinNews area under the Windows RTC.
- Microsoft WINNEWS - To subscribe to the Microsoft weekly Windows 95 Update List, send mail to: [enews@microsoft.nwnet.com](mailto:enews@microsoft.nwnet.com). As the only text in your message write "Subscribe WINNEWS"
- Microsoft FastTips - Answers to frequently asked questions from the Windows 95 Preview Program. Updated weekly; available 7 days a week, 24 hours a day. Call (800) 936-4200.

## **MICROSOFT SUPPORT STRATEGY**

For all support issues except networking issues, technical support is available for 90 days after the first call to a support engineer. Upon verification of support entitlement and product registration, callers will be seamlessly routed to the first available support engineer at Microsoft or one of the Windows 95 Launch Support Team members. Customers who purchased their new computer systems with Windows 95 pre-loaded will be referred back to their respective hardware manufacturer or OEM, who has agreed to arrange for support. Customers calling after the expiration of their 90-day support period, requiring networking support, or those who require 24x7 support, will be referred to a third party support provider or to one of Microsoft's fee-based support offerings.

## **MICROSOFT WINDOWS 95 LAUNCH SUPPORT TEAM**

For Windows 95, Microsoft has partnered with leading support providers who will complement Microsoft's own product support services during the initial months of peak demand. These vendors received extensive training built on their in-depth understanding of system architecture, operating systems, and networking environments. The selected vendors include: Digital Equipment Corporation, Keane Inc., Softmart Inc., Stream International Inc., and Unisys Corporation.

## MICROSOFT WINDOWS 95 SUPPORT OFFERINGS

Microsoft will offer 90-day, no-charge telephone support for Windows 95 (non-networking issues), fee-based Priority Support (networking issues), as well as comprehensive electronic information service offerings as outlined below. In addition, Microsoft offers a range of support services including annual support contracts, per incident and per minute support options.

- Windows 95 Retail Standard Support  
*(90-day, no-charge toll support, Monday - Friday, 6 AM - 6 PM, PT, excluding holidays. Operational upon product launch).*
- Desktop Priority Support  
*(Includes priority access to product support queues on all desktop applications and personal operating systems products including Windows 95. Available 24 hours a day, 7 days a week, excluding holidays. Operational upon product launch.)*
- Windows 95 Networking Support  
*(Networking issues are defined as setup, configuration, or usage of Windows 95 in a networked environment. This includes, but is not restricted to, the following: Setting up a computer to be used in a networked environment, network administration, dialing in to a computer, connecting to the Internet via a service provider, and using e-mail or fax from within Windows 95. For fee-based support information, reference the Priority Support section in the Window's 95 User's Guide. Support will be available 24 hours a day, 7 days a week, excluding holidays. Operational upon product launch.)*

### INFORMATION SERVICES

All Microsoft customers have 24-hours-a-day, seven-days-a-week access to Microsoft's wide range of no-cost and low-cost Information Services, including:

- Internet - World Wide Web, Gopher, and FTP. Access the Microsoft Knowledge Base, Microsoft Software Library, various other white papers and information resources at the Microsoft Internet sites listed below:
  - The Microsoft World Wide Web site is located at <http://www.microsoft.com>
  - The Microsoft Gopher site is located at [gopher.microsoft.com](http://gopher.microsoft.com).
  - The Microsoft FTP site is located at [ftp.microsoft.com](http://ftp.microsoft.com). Access is available via anonymous logon.
- Microsoft Forums on CompuServe. Facilitated by Microsoft, a variety of BBSs on all major Microsoft products provide an interactive dialog with a worldwide community of Microsoft customers. Exchange information with peer users and access the Microsoft Knowledge Base and Software Library. No support charge; CompuServe connect charges apply.
  - Access the Microsoft Connection on CompuServe at **GO Microsoft**.
- Microsoft FastTips. Toll-free, 24 hours a day, seven days a week access to automated information. Access common questions and answers as well as technical articles, via voice, fax and US Mail.
  - To access FastTips for Personal Operating System products: (800) 936-4200

- Microsoft Download Service (MSDL). Access to the Microsoft Electronic Technical Library, containing sample programs, device drivers, software updates and programming aids.
  - Direct modem access to the MSDL is available by using the Microsoft Terminal, or another modem dial-in application, and dialing (206) 936-6735. The MSDL is available 7 days a week, 24 hours per day, including holidays. The connect information is as follows: 1200, 2400, or 9600 baud, no parity, 8 data bits, and 1 stop.

## TOOLS & PROGRAMS FOR THE COMPUTING PROFESSIONAL

- **Windows 95 TrainCast**

A series of eight free, cable and satellite training sessions scheduled to be broadcast through August 1995. Sessions are for support professionals, helpdesk engineers, and IS managers interested in a “under the hood” look at Windows 95. Each show includes extensive product demos and live Q & A sessions with Windows 95 World Wide Trainers and Product Managers. Local downlink host sites include Authorized Technical Education Centers, resellers, and corporate and college sites throughout North America. For a bi-monthly programming guide, information on viewing sites, or to purchase TrainCast video tapes, call (800) 597-3200 or e-mail (mstv@microsoft.com).
- **Microsoft TechNet CD, Technical Information Network**

The Microsoft TechNet brings monthly, up-to-date CD(s) containing over 100,000 pages of detailed technical information including the Microsoft Knowledge Base, Software Library and Microsoft Resource Kits. TechNet provides fast in-depth answers to your questions about; user support, network management, database administration, system implementation and technology directions and product evaluations. Annual subscriptions are available for a single user license, or for unlimited use server license. The August Technet CD will include special coverage on Windows 95!. Call (800)-344-2121 for more information.
- **Windows 95 Resource Kit**

Microsoft Resource Kits are designed for the computing and support/helpdesk professional who installs and manages Microsoft products. The Windows 95 Resource Kit includes over 1,500 pages in three volumes of essential technical information for the MIS manager or network administrator who is installing and supporting Windows 95. In addition to the detailed technical information, it also includes deployment guide, several utilities and software tools. A BETA version of the Windows 95 Resource Kit is available for \$19.95 (subject to change). Call 1-800-677-7377 to order or for more information.
- **Microsoft Developer Network**

The Developer Network Level 1, provides technical information for the developer via the Development Library, the Developer Network News, and a dedicated CompuServe forum. Level 2 incorporates all the Level 1 benefits plus adds the Development Platform, a set of CDs which contain all the Microsoft operating systems and related SDKs and DDKs. To subscribe to the Microsoft Developer Network, call (800) 759-5474.

- **Microsoft Authorized Technical Education Centers**  
 These training centers are available for the delivery of Windows 95 training and training curriculum. Options range from regularly scheduled classes, to customized training delivery at your site.  
 Call (800)-SOL-PROV=(800) 765-7768 for more information.
- **Third Party Support Channel**  
 A wide array of third party options are available including the Microsoft Windows 95 Launch Support Team, Microsoft Authorized Support Centers, and Microsoft Solution Providers. Call (800)-936-3500 for more information.
- **Microsoft Press** - Microsoft Press publishes several publications in addition to the Windows 95 Resource Kit including; *"Introducing Microsoft Windows 95"* -, *"Inside Windows 95"*, by Adrian King, *"Hardware Design for Microsoft Windows 95"*, and *"Advanced Windows"*. Call 1-800-677-7377 to order or to request a catalog.
- **Windows 95 Launch Support Team** - In addition to Microsoft's PSS there are five Windows 95 Launch Support Team vendors that focus on outsourcing software product support and are fully trained on Microsoft operating systems including a in depth level of training on Windows 95. Many are fully qualified to support a variety of Microsoft product lines ranging from Microsoft Home titles, to the Microsoft Office Suite, Microsoft Back Office and Microsoft Windows NT operating system. The Windows 95 Support Launch team includes:
  - Microsoft
  - Digital Equipment
  - Keane Inc.
  - Softmart
  - Stream International Inc.
    - Unisys