Windows® 95 Guide to Support

September 1, 1995

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Introduction:

Welcome to the Windows® 95 Guide to Support. Whether you're a home computer user, business professional, or network professional you know that working with new software like the Microsoft® Windows 95 operating system is a new experience of discovery and at times uncertainty. To assist you in your exploration of all the new features and functionality Microsoft is providing a unprecedented number of free or no charge support tools and support options that will allow you to discover the power of Windows 95. This Windows 95 Guide to Support is designed to assist you in discovering the tools available to you within Windows 95 and those available via different electronic services on August 24th, 1995. This Guide will assist you to become more self reliant and productive in meeting your computing needs.

Additionally, this guide will inform you on how to contact many organizations affiliated with Microsoft that can help you or your company get the most out of the wealth of features provided by Windows 95. These organizations provide training, consulting, custom software development, on-site support, and on-line assistance as well as many other services.

We designed the Windows 95 Guide to Support so that it outlines the resources that will provide you with the most timely and cost effective support experience. Follow the structure outlined in this document to quickly resolve the problems you encounter now, and empower yourself to meet your own future computing needs. We would also like to encourage you to download this document as a reference of all the support options available to you for Windows 95.

Note: We have included pricing and contact information in this guide for various products and services in the United States. These prices and phone numbers are subject to change without notice, and will vary across county boundaries. This guide makes reference to some tools and products that will not be found in specified locations until August 24, 1995.

For Your Information

Many of the self-help support options mentioned in the this document make reference to the Microsoft Knowledge Base and the Microsoft Software Library. In order to really take advantage of these great resources here is a brief description of what they can offer you.

Microsoft Knowledge Base:

The Microsoft Knowledge Base is the same database that Microsoft support engineers use to provide you with answers over the phone. The database contains more than 50,000 detailed articles with technical information about Microsoft products, bug and fix lists, documentation errors, and answers to the most commonly asked technical support questions.

Microsoft Software Library:

The Microsoft Software Library contains hundreds of free software add-ons, bug fixes, peripheral drivers, software updates, and programming aids. Included in the library, are two Windows 95 Help files called the Windows 95 Support Assistant, which contains information and troubleshooting advice on pre-setup, setup, and networking, and the Hardware Compatibility List, which lists all the PC systems and peripherals compatible with Windows 95.

Built-in Support

Built right into Windows 95, you'll find a variety of new and enhanced support tools designed to answer many of your questions on how to use Windows 95.

Windows 95 Tour:

When you start Windows 95, you'll see the Welcome Screen which contains a button labeled "Windows Tour." Selecting this button launches a ten-minute interactive tour that will save you time and quickly get you up and running with Windows 95's new features.

Windows Help System:

You can find the answers to many of your questions about using Windows 95's new features right on the Start button. The Windows 95's Help system is vastly improved over earlier versions and is much more task oriented. The new Windows 95's Help system has jumps that take you directly to features being described and the help window remains on the screen to provide you a continual source of reference. The Windows 95 Help system contains Wizards that will direct you through such operations as installing printers and establishing dial-up networking connections. The new Help file also contains trouble shooting guides and tips and tricks on how to use Windows 95.

Question Mark Buttons:

Many dialog boxes in Windows 95 contain a question mark button that you can use to get information about any item in the dialog box. Once you select this button, the cursor changes to a context help pointer. You can then point to any item in the dialog box that you want information about and click on it. When you do, Windows 95 will display a detailed description of the item.

Read Me files:

When you install Windows 95, Setup copies several Read Me files to the Windows 95 directory. These Read Me files contain complementary or late-breaking information that supplements the Microsoft Windows 95 documentation. We Recommend that you view any of these Read Me files with Notepad or the new WordPad.

Internet

The Internet is a massive, worldwide network that consists of millions of computers of all types and varieties. If you have access to the Internet via your corporate network or subscribe to a local Internet Service Provider, then you can access Windows 95 support on the Internet.

World Wide Web:

Microsoft maintains two home pages on the World Wide Web that contains an abundance of technical information on Windows 95 such as the Microsoft Knowledge Base, the Microsoft Software Library, white papers on Windows 95, and other Microsoft product and services information. The Microsoft World Wide Web sites are located at:

<u>The Microsoft Home Page</u>
- **http://www.microsoft.com.**
  The Microsoft Knowledge Base
            http:\\www.microsoft.com/kb/indexes/windows.html?Windows+95
  TheTo access the Microsoft Software Library
            httsoft.com/kb/softlib/default.html

<u>Microsoft Windows 95 Home Page</u>
The Microsoft web page specifically targeted to Windows users that will provide the most direct access to Windows 95 specific information.
- **http://www.windows.microsoft.com**
  Windows 95 Support Tools
            http://www.windows.microsoft.com/windows/support/support.htm

Support Tools:

There are several support tools that can be down loaded from the WWW server at no cost that are very beneficial to all Windows 95 users.

The Windows 95 Support Assistant:

A new product on the no-cost on-line support environment is the "Windows 95 Support Assistant" file (Assist.exe). Developed by Microsoft's Product Support Services (PSS) organization, and the User Education Group, this help file runs on Windows® 3.1, Windows® for Workgroups and Windows 95. This help file is of indispensable assistance in your migration to Windows 95. The Windows 95 Support Assistant contains the following content:

- Solutions to the most frequently asked support questions from the Windows 95 beta.
- Sections of the Windows Resource Kit describing use of Windows 95 with Netware and other third party networks.
- One hundred + Knowledge Base (KB) articles written by PSS engineers covering procedures, productivity tips and tricks, and specific product issues associated with setup and networking with Windows 95.
- Walk-through troubleshooters dealing with setup, networking, and hardware issues.
- A glossary of Windows 95 commonly used terms.
- A reference guide to products and services available to customers to help them understand and take advantage of Windows 95's special features.

The Windows 95 Support Assistant help file uses the Windows 95 help file search engine for easy navigation to assist computing professionals with their move to Windows 95. Take a look at the setup and networking issues today at no cost before you install Windows 95 to make your migration smooth and easy.

The Windows 95 System Check

The Windows 95 System Check is a stand alone application that can be used to ensure that your existing hardware meets the minimum requirements to run Windows 95. This application will check for processor type, hard disk space, RAM, a certain applications that are know to cause problems during setup. You can get your copy of the system Check form the Migration Planning kit located in the Technical Information and Support Area at http://www.windows.microsoft.com.

The Windows 95 Application Compatibility List

The Windows 95 Application Compatibility List (ACL95.hlp). This Application Compatibility List (ACL) clarifies which applications are compatible with the Microsoft Windows 95 operating system.

The Windows 95 Hardware Compatibility List

This hardware compatibility list (HCL) contains a list of computer systems and peripherals that are compatible with the Microsoft Windows 95 operating system. The HCL clarifies which products meet the "Designed for Windows 95" logo requirements, which include Plug and Play support and support for 32-bit Windows 95 drivers. The HCL also clarifies which products are compatible with Windows 95   - that is these products have been tested and work with Windows 95, but do not meet the logo requirements. Finally the HCL makes clear which device drivers are located on the Windows 95 diskette, CD-ROM, or online services

Note: The most current version of the HCL is always located on the following online services:
- The Microsoft Network®: under the Windows 95 area
- Worldwide Web: http://www.microsoft.com
- Gopher: gopher://gopher.microsoft.com
- FTP: ftp://ftp.microsoft.com
- CompuServe®: GO MSL
    Microsoft Download Service (MSDL): (206) 936-6735 (no connect-time charges)

FTP: (File Transfer Protocol)

Microsoft's FTP site is a repository for the Microsoft Software Library, Microsoft Knowledge Base, resource kit utility files, and other Microsoft product information. The Microsoft FTP site is located at ftp.microsoft.com.

Gopher:

Microsoft's Gopher site takes advantage of the Gopher search capabilities to provide you with quick and easy access to information from the Microsoft Software Library and the Microsoft Knowledge Base. The Microsoft Gopher site is located at gopher.microsoft.com.

WinNews:

 Microsoft's biweekly electronic newsletter provides up-to-date information about Windows 95 via Internet E-mail. To subscribe to WinNews, send E-mail to Microsoft's list server at enews35@microsoft.nwnet.com. You can leave the Subject field blank, but be sure to include in the body of your message the text Subscribe WinNews. (If you don't have access to the Internet, you can find WinNews on the Microsoft Network, CompuServe, America Online, Prodigy and GEnie at the locations mentioned in the Online section above.)

Online Services

If you have a modem and subscribe to a commercial online service, there is Windows 95 support readily available via the Microsoft forums.

MSN™, The Microsoft Network .

Microsoft's new subscription online service is an excellent place to obtain Windows 95 support. You'll be able to get answers to your questions from Microsoft support engineers as well as share information with other Windows 95 users in the Windows 95 Member-to-Member BBS. In addition, you'll be able to access the Microsoft Knowledge Base, the Microsoft Software Library as well as a list of the most frequently asked questions about Windows 95. From MSN Central pull down the Edit menu, select the Other Location... command, and then enter the Go word PSS_WINDOWS95 or MSSUPPORT in the Go To Service dialog box. This will take you to the "Microsoft Support Desktop".

The Microsoft Support Desktop

The "Microsoft Support Desktop" which features Windows 95 Frequently Asked Questions for easy access to the answers of the most common questions, the Microsoft Software Libary containing an integrated library of software and fixes, and the Microsoft Knowledge Base, a comprehensive collection of detailed articles with technical information about Microsoft products. Integrated with the rich content are the Microsoft Member BBSs, where Microsoft Network members from around the world meet together for daily advice and answers on using Microsoft products.

Microsoft Online Institute:

The Microsoft Online Institute (MOLI) is an online interactive learning and information center on MSN that uses a campus paradigm to provide online access to learning materials, instructor expertise, product information, developer articles, user forums, and other resources for Microsoft product and technology information. Users will also find training and support materials on Windows 95 that includes classes, certification information, books, videos, computer-based training titles, white papers, and more. From MSN Central pull down the Edit menu, select the Other Location... command, and then enter the Go word MOLI in the Go To Service dialog box.

CompuServe:

You can get answers to your Windows 95 questions and discuss your questions with other users from around the world in CompuServe's Microsoft Product Support forum. You can also access both the Microsoft Knowledge Base and the Microsoft Software Library. Furthermore, you can tap into the resources provided by the Windows User Group Network (WUGNET) in the WinNews forum. In addition to these support forums, CompuServe provides you with a gateway to Microsoft's FTP site on the Internet. To access the Microsoft Product Support forum, use the command GO MSUSER. To access the WinNews forum, use the command GO WINNEWS. To access Microsoft's FTP site via the gateway, use the command GO FTP.

America Online:

The Microsoft Resource Center provides you with information directly from Microsoft such as the Microsoft Knowledge Base and the Microsoft Software Library. The Windows forum allows you to tap into discussions and other resources provided by America On-line's Windows gurus. To access the Microsoft Resource Center, use the Keyword MICROSOFT. To access the Windows forum, use the Keyword WINDOWS FORUM.

Prodigy:

You can receive information about Windows 95 via WinNews Microsoft's biweekly electronic Newsletter by typing Jump WinNews at the search prompt.

GEnie:

You can find information about Windows 95 in the Microsoft Knowledge Base and the Microsoft Software Library in the Microsoft area. To access the Microsoft area, type MICROSOFT at any prompt.

Microsoft Download Service (MSDL):

MSDL is Microsoft's FREE online Bulletin Board System (BBS). MSDL provides you with easy access to the Microsoft Electronic Technical Library in which you can find sample programs, updated device drivers, software updates, and much more. You can access MSDL 7 days a week, 24 hours a day. To do so, configure your communications package to dial (206) 936-6735 using 1200, 2400, or 9600 bps, no parity, 8 data bits, and 1 stop bit.

CLUBWIN:

Microsoft has a new on-line support and advocacy group called CLUBWIN. CLUBWIN is comprised of some of the top Windows 95 Beta testers. These product enthusiasts will endeavor to assist in answering the questions of new Windows 95 users on-line and provide direction to other support resources. CLUBWIN members have expertise in areas such as migration issues, networking, multimedia, programming and the Windows architecture. The CLUBWIN support and advocacy group will provide pre-and post-purchase assistance to Windows 95 customers on most major on-line services. CLUBWIN members will also put postings on their own Web pages which will link together and will be accessed from Microsoft's home page sometime soon. CLUBWIN members also volunteer at trade shows and conferences to assist Windows 95 customers. Microsoft thanks all these individuals for their altruistic services, and we hope you will also.

In addition, The Cobb Group will be releasing a Windows 95 newsletter for the IS community that will contain tips and information from various sources, including CLUBWIN members. For subscription information and availability contact the Cobb Group at (502) 491-1900.

Peer Services

User Groups:

If you're interested in conversing with other Windows 95 users, you should consider joining a local user group. User group benefits include: monthly meetings, featuring new product demonstrations; user group newsletters; discounts on computer products; access to the Internet and other user group members via a bulletin board; and member-to-member technical support, including help lines. For information about joining or forming a user group in your area, call the Association of Personal Computer User Groups (APCUG) at (914) 876-6678. If you want to start a special interest group, contact the Microsoft Mindshare User Group Program at 800.228.6738, ext. 1 and request a free copy of Making Connections, an on-line guide to getting a user group off the ground or visit the Mindshare Forum on Compuserve (Go Mindshare) or Email us at: Mindshar@Microsoft.com.

Hard Copy:

There are variety of books that can help you learn more about Windows 95.

Users guide: Introducing Microsoft Windows 95

 A 95 page book that contains common tasks; visual overviews; a catalog of Windows features; an illustrated glossary of basic term, including mouse basics.

Microsoft Press:

Microsoft Press offers many books on Windows 95 that are great resources for answering your questions. The most helpful resource book is the *Windows 95 Resource Kit*. Designed for the computing and support professional, but equally suited for the intermediate user, the Windows 95 Resource Kit includes more than 1300 pages of essential technical information on installing and supporting Windows 95. In addition to the detailed technical information, it includes a deployment guide, several utilities, and software tools. (You can also find electronic versions of the Windows 95 Resource Kit on Microsoft TechNet and in the Microsoft Windows 95 Migration Kit.)

You can obtain Microsoft Press books from either your local bookstore, Microsoft Press (800) 677-7377, or via CompuServe by using the command GO MSP. Other Microsoft Press books on Windows 95 include:

- **Developing International Software for Windows 95 and Windows NT** - $35.00(U.S.)
  Presenting Microsoft's own guidelines for creating international software.
  #1-55615-840-8
- **Field Guide to Microsoft Windows 95** - $9.95 (U.S.)
  Step-by-step instructions and screen illustrations help accomplish tasks and make information easy to find.
  #1-55615-675-8
- **Hardware Design for Microsoft Windows 95** - $29.95 (U.S.)
  A practical guide for developing plug and play pc's and peripherals.
  #1-55615-642-1
- Inside Windows 95 - $24.95 (U.S.)
  The first book to fully document the internals of the next generation of Windows.
  #1-55615-626-X
- **Introducing Windows 95** - $12.95 (U.S.)
  First official end-user look at Windows 95 from the Windows 95 product team. Describes features, benefits, and behaviors of the product.
  #1-55615-860-2
- **Microsoft Windows 95 Resource Kit** - $49.95 (U.S.)
  Nearly 1400 pages of technical information and three disks containing software tools and utilities, this kit will help to simply the transition to Windows 95.
  #1-55615-678-2
- **Upgrading to Microsoft Windows 95 Step by Step** - $19.95 (U.S.)
  Quickly and efficiently learn how to use Microsoft Windows 95 when upgrading from Windows 3.1 or Windows for Workgroups.
  #1-55615-816-5

- **Step-by-Step Training**
  Microsoft Press Step-by-Step Series - This series makes it possible for users to learn - and continue- to learn computer skills outside the traditional instructor-led classroom. Each book comes with a disk that contains every example in the text. By using the practice files and following the instructions in the book, you can learn by doing and can start by applying what you've learned right away. Each lesson takes only 20 - 45 minutes to complete. For order information, call (800) 888-3303.

  Windows 95 Series
  - **Microsoft Windows 95 Self-Based Study** - $29.95 (U.S.) #1-55615-683-9
  - **Microsoft Visual Basic for Windows 95 Self-Base Study** - $29.95 (U.S.) #1-55615- 694-4
  - **Upgrading to Windows 95 Self-Based Study** - $29.95 (U.S.) #1-55615-816-5

Other Hard Copy Documentation:

Many book publishers have books about Windows 95. You can find these books in your local bookstore. Here is a brief list of Titles from Ziff-Davis Press. We suggest that you visit your local book store or call MS Press if you desire more information on Windows 95.

Title	Publisher
How to Use Windows 95	Ziff-Davis Press
PC Learning Labs Teaches Windows 95*	Ziff-Davis Press
Be Productive in Windows 95	Ziff-Davis Press
The Windows 95 Manager's Handbook*	Ziff-Davis Press
Que's First Look at Windows 95	Que
Unveiling Windows 95	Que
Understanding Windows 95	New Riders Publishing

* Comes with a 3.5-inch disk.

Microsoft Windows 95 Migration Planning Kit:

This kit, which is available in hard copy and CD-ROM, is designed for the corporate networking professional considering rolling out Windows 95 in the enterprise. This kit includes information on Windows 95's benefits, a deployment guide, a demonstration kit, networking insights, a business analysis tool called the Windows 95 System Check (See section on Internet in this guide), the Windows 95 Resource Kit, and more. For information on obtaining the Microsoft Windows 95 Migration Planning Kit, call (800) 426-9400.

Windows 95 Video Tapes, CBT's, and Audio Cassettes

There are many computer-based training (CBT) programs and video tapes about Windows 95. With computer-based training programs you learn about Windows 95 right on your computer while video tapes provide a classroom-like environment.

Windows 95 TrainCast:

If you are a business or network professional, Value Added Reseller, or even a interested user you can learn more about rolling out Windows 95 in the enterprise environment by obtaining video tapes of Microsoft TV's Windows 95 TrainCast series. The TrainCast series will help you plan and implement the deployment of Windows 95 by highlighting major features, illustrating usability features, different methods of installation, and demonstrating networking tools. For more detailed information on the Windows 95 TrainCast video tapes see the following sources:

- http://www.windows.microsoft.com/windows/events/trainsch.htm
- Microsoft TV at (800) 597-3200
- Send Internet mail to mstv@microsoft.com.

TrainCast Video Tape Titles

1. Windows 95 for the IS and Network Professional
2. Reducing Support Costs with Windows 95
3. Setup, Installation, and User Interface Support Issues
4. Networking with Windows 95, Including Printing
5. Windows 95 and NetWare
6. Remote Connectivity with Windows 95
7. Windows 95 Systems Administration & Tools
8. Windows 95 Support , Beta Issues, and Migration

Note: Stay tuned for the Working With Windows 95 Programming on MSTV See
http://www.windows.microsoft.com/windows/events/ trainsch.htm for a schedule and more detail on program specifics.

Third Party Support Materials:

You can obtain Windows 95 training in the form of videos and multimedia computer-based training from the following independent vendors. Microsoft is providing this information in the interest of providing a complete picture of available support options for Windows 95. It is not Microsoft's intention to single out any particular vendor providing support. If you are interested in any of these third party products please contact the Vendor directly.

Assistance with Setup and the Upgrade Process

There are several tools in the market place designed to assist you in the upgrade process. These software tools are designed to help you in making a more informed migration to Windows 95. Microsoft also provides many tools which can be downloaded for free off the Internet from the Windows 95 Home Page located at http://www.windows.microsoft.com. Please see the section of this document on the Internet for more information on the following:

- The Windows 95 Support Assistant
- The Windows 95 System Check (Located in the Migration Planning Kit)
- The Windows 95 Application Compatibility list
- The Windows 95 Hardware Compatibility list

Norton Utilities for Windows 95:
The New System Doctor will examine the hard drive, repair disk related problems, and identify and recommend the removal of duplicate files to create more disk space. After installation Norton Utilities will also monitor your system. For more information call Symantec at (800) 441-7234 or (503) 334-6054.

Touchstone: Win '95 Advisor:
The Win '95Advisor advises you on issues prior to installation that could effect your migration and makes recommendations. The software rates various components of your system and recommends upgrades if necessary. The software also generates a pre-installation checklist and scans for incompatibilities and inefficient use of disk space. For more information call Touchstone at (800) 531-0459 or (714) 969-7746.

The following is a key to understanding the table below:

VT = Video tape
CBT = Computer Based Training (CD or floppy)
AC = Audio Cassette

User/Corporate Training	Format	Phone	Internet
Class Act Multimedia	CBT	(800) 235-3276 (801) 221-9400	http://www.ltsnet.com/classact/win95/win95ns.html
CRT Multimedia	CBT	44-181-749-7074 (1) (Fax) 0181-740-0020	
cbt systems	CBT	(800) 205-7531 (206) 222-7811	Available on The Microsoft Online Institute (see internet section)
Good Times Entertainment	VT	(416) 756-9927 (Fax) (416) 756-3905	
Graphix Zone	CBT	(714) 833-3838 (800) 828-3838	
Individual Software	CBT & (floppy)	800-822-3522 (510) 734-6767	
Winstruct Software Training	VT	(800) 242-4842	
J3 Learning	VT, CBT	(800) 532-7672 (612) 930-0330	
Micro Video Learning Systems	VT	(800) 231-4021 (212) 777-9595	

National Education Training	CBT	(800) 526-0452	
		(708) 369-3000	
Personal Training Systems	CBT, AC	(800) 832-2499	http://www.ptst.com
		(415) 462-2100	
ViaGrafix	VT	(800) 842-4723	http://
		(918) 825-6700	

Note: Other trademarks or trade names mentioned herein are the property of their respective owners.

CD-ROM Based Support

If your system is equipped with a CD-ROM drive, then you can subscribe to one of Microsoft's monthly technical information CDs.

Microsoft TechNet:

Microsoft TechNet is the front-line resource for fast, complete answers to technical questions on Windows 95 and other Microsoft products. On each Microsoft TechNet CD you'll find the Microsoft Knowledge Base, Microsoft Software Library, the Windows 95 Resource Kit, white papers, networking information, and other valuable and strategic information. An annual subscription to Microsoft TechNet cost $295 for a single-user license and $695 for a single-server unlimited users license. To order Microsoft TechNet call (800) 344-2121.

Microsoft Developer Network:

The Microsoft Developer Network is the official source of tool kits, operating systems, and development-related technical, strategic, and resource information from Microsoft. Level 1 of the Developer Network includes the Developer Library, the Developer Network News, and a dedicated CompuServe forum. Level 2 of the Developer Network incorporates all of the benefits of Level 1 plus the Development Platform—a set of CDs containing all the Microsoft operating systems and related Software Development Kits (SDK) and Device Driver Development Kits (DDK). An annual subscription to Microsoft Developer Network Level 1 costs $195 while Level 2 costs $495. To order Microsoft Developer Network call (800) 759-5474.

Automated Services

Microsoft FastTips:
You can call Microsoft FastTips, an automated information service, and get quick answers to your common technical problems sent to you via fax or US Mail. When you call Microsoft FastTips, the first thing you'll want to do is order the FastTips Map and the FastTips Catalog. The FastTips Map provides you with a diagram of the service's many options and will be helpful in getting the most out of the service. The FastTips Catalog lists the order numbers for all the technical documents that are available. Once you have the FastTips Catalog, you can easily order the technical documents and learn more about Windows 95. To access Windows 95 FastTips, call (800) 936-4200.

Special Services For The Hearing Impaired

Services for the Hearing Impaired: For the hearing impaired, Microsoft offers technical support for all Microsoft products via text telephone (TT/TDD). Microsoft's TT/TDD support is available Monday through Friday 6 a.m. to 6 p.m. Pacific time, excluding holidays. To access Microsoft's TT/TDD support, call (206) 635-4948.

Classes and Instruction:

Microsoft Authorized Technical Education Centers (ATEC's)

Independent education centers that deliver technical training on Windows 95; offering Microsoft-Official Curriculum courses using Microsoft Certified Trainers.

Microsoft Authorized Academic Training Program (AATP)

The Microsoft Authorized Academic Training Program authorizes accredited academic institutions of higher education to offer training and Microsoft Certified Professional testing to students enrolled at that institution using Microsoft-developed course materials and Microsoft-certified trainers.

Microsoft Solution Provider Authorized Training Centers (ATC's)

The Microsoft Solution Provider Authorized Training Center Program authorizes Microsoft Solution Providers to offer training to individual end-users of Microsoft products to perform their jobs. SP ATEC's use internally-developed courses and trainers that have passed the applicable Microsoft Certified Professional exams.

For more information, call Microsoft at (800) SOLPROV to order the *Microsoft Solution Provider Authorized Technical Education Center Information Kit.* Call Microsoft at (800) 235-8081 to order the *Microsoft Authorized Academic Training Information Kit.* For information on the *Microsoft SP ATC* program call (800) SOLPROV.

For referrals to Microsoft authorized education sites near you, call Microsoft at (800) SOLPROV for referrals to local Microsoft Solution Provider Authorized Technical Education Centers. Call Microsoft at (800) 235-8081 for referrals to local Microsoft Authorized Academic Training sites.

Certification:

The Microsoft Certified Professional program qualifies technical professionals skilled in implementing and supporting solutions with Microsoft products, as demonstrated by their performance on Microsoft certification exams. It helps individuals assess and promote their skills, and provides a benchmark for organizations to use when hiring technical staff, determining training needs, or outsourcing technical services. For more information on the program or to request a Microsoft Education and Certification RoadMap, call (800) 636-7544.

Training/Consulting/Certification

If you prefer instructor-led training, need a technical consultant, or want to pursue Microsoft certification, Microsoft has partnered with strategic companies to provide you with these types of services.

Microsoft Authorized Technical Education Centers (ATEC):

You can receive training on using and supporting Windows 95 through regularly scheduled classes at an ATEC. You can also contract with ATECs to provide customized training at your site. For more information on Microsoft ATECs call (800) 765-7768.

Microsoft Authorized Academic Training Program (AATP):

Microsoft has authorized accredited academic institutions of higher education to offer training and Microsoft Certified Professional testing to students enrolled at that institution using Microsoft-developed course materials and Microsoft certified trainers. For more information on Microsoft AATP, call (800) 235-8081.

Microsoft Authorized Support Centers (ASCs):

You can receive expert advice/support on implementing Microsoft products in multi-vendor environments from ASC personnel—a select group of strategic support providers who have partnered with Microsoft. Services include on-site support, integration and implementation services, hardware support, development resources, and others. For more information on Microsoft ACSs call (800) 963-3500.

Microsoft Solution Providers:

You can receive fee-based technical training and support, objective advice, and a wide range of value-added services from Microsoft Solution Providers—a select group of independent

developers, consultants, and system analysts who have partnered with Microsoft. Microsoft Solution Providers will help you implement strategies that take advantage of today's powerful new technologies. For more information on Microsoft Solution Providers, call (800) 765-7768.

Microsoft Certified Professional Program:

Becoming a Microsoft certified professional on Windows 95 is an important credential that means you're skilled in implementing and supporting solutions with Windows 95. If you're interested in becoming a Windows 95 Microsoft certified professional, you need to enroll in courses offered at one of the organizations listed below. For more information on the program and to request a Microsoft Education and Certification Guide, call (800) 636-7544.

Contacting Technical Support

Original Equipment Manufacturer (OEM) Support:

If Windows 95 came pre-installed on your computer when you bought it, you must call the OEM for Windows 95 technical support. OEM's selling systems with pre-installed versions of Windows 95 have specially trained Windows 95 technical support teams.

OEM's have placed their contact support information in the literature provided with the PC or/and electronically in the pre-installed version of Windows 95 on your PC. To access the electronic version follow these instructions:
- Right mouse click on the "My Computer icon" on the Windows 95 desktop.
- Click "Properties" option.
- Click the "Support Properties" button on the tab labeled "General".

Note: Not all OEM's will include the contact information electronically within the pre-installed version of Windows 95.

If after investigating the self-help resources listed in this Guide you still have questions that you can't find the answers to, you have the option to contact Microsoft technical support.

Getting Prepared:

Before you call a Microsoft technical support engineer, make sure you're prepared to help the engineer help you. Doing so will ensure that you get the best technical support possible.

1. Identify your issue as a Networking or non-networking, If it is networking remember that networking support is provided on a fee basis. See section on Networking support.
2. Have your product ID ready to identify yourself.
3. Be at the computer or workstation that is experiencing technical difficulty.
4. Be prepared to describe the problem thoroughly or re-create it at the computer.
5. Note the exact wording of any error message.
6. Have your Priority Account ID number or credit card number handy.
7. Know the name and version number of the Microsoft product you're using as well as the type of hardware.
8. Be able to describe what happened and what you were doing when the problem occurred.
9. Have a paper and pen handy so you can create a log in which you record every step that is taken

To resolve your problem. You can then refer to this log while you're on the phone and when your call is over you'll have a permanent record of a solution that worked.

Microsoft Support Options:

If you're eligible for technical support from the Windows 95 Launch Support Team, you have several technical support options available to you. Below is a brief description of these product and service offerings. However, if you are responsible for support in a large organization, we suggest that you call the Microsoft Sales Fax Service at 800-727-3351 and request the catalog of documents that summarize the Microsoft Support Network Offerings. These documents will have the most comprehensive information and pricing information on the more complex service packages.

Windows 95 Retail Standard Support:

As part of the Windows 95 Retail Standard Support plan, Microsoft offers no-charge telephone support via a toll call for 90 days. When you call, you'll speak with a qualified support engineer who specializes in solving problems with Windows 95. To contact Windows 95 Retail Standard Support call (206) 635-7000.

Desktop Priority Support:

If you're an individual user, help desk professional, or developer, you can choose the Desktop Priority Support plan. Under this plan you receive toll-free telephone access to the same qualified support engineers from the Windows 95 Retail Standard Support plan, but with priority routing during business hours and access during nights and weekends. Desktop Priority Support is available 24 hours a day, 7 days a week, excluding holidays.

You can choose to purchase the Desktop Priority Support plan in an annual subscription, which includes 35 incidents per year; 5 incident packs; or on a per-incident, pay-as-you-call basis. An incident is defined as a single support issue and the reasonable effort needed to resolve it. A single support issue is a problem that can't be broken down into subordinate problems.

In annual subscription to the Desktop Priority Support plan costs $395, and a 5 incident pack costs $125. For more information on purchasing any of these support plans, call (800) 936-3500.

If you select the per-incident, pay-as-you-call plan, you can choose to pay $35 per incident or $1.95 per minute with a $35 maximum. To have the per-incident, pay-as-you-call charges billed to your credit card, call (800) 936-5700 for the Priority Support Line. To have the per-incident, pay-as-you-call charges added to your phone bill, call (900) 555-2000.

Windows 95 Networking Support:

If you're working with Windows 95 in a networked environment, you must use the Windows 95 Networking Support plan. Networking issues are defined as configuring server-based setup, administering a network, dialing into another computer, connecting to the Internet, connecting to MSN, or using E-mail or fax. Windows 95 Networking Support is available 24 hours a day, 7 days a week, excluding holidays.

You can choose to purchase the Windows 95 Networking Support plan in an annual subscription, which includes 35 incidents per year or on a per-incident, pay-as-you-call basis.

An annual subscription to the Windows 95 Networking Support plan costs $395. For more information on purchasing this support plan, call (800) 936-3500.

If you select the per-incident, pay-as-you-call plan, you can choose to pay $35 per incident or $1.95 per minute with a $35 maximum. To have the per incident, pay-as-you-call charges billed to your credit card, call (800) 936-5700. To have the per-incident, pay-as-you-call charges added to your phone bill, call (900) 555-2000.

Premier Support

This is support option designed for large organizations which that require comprehensive support on Microsoft products 24 hours a day. Premier Support customers are assigned a dedicated Microsoft support engineer, a technical Account manager (TAM), to coordinate a support team that is responsible for addressing the customers support needs.

Premier Support provides both telephone and electronic technical support on a unlimited priority basis with guarantees for specific response times based on the nature of the issue at hand.

Annual subscription costs in the United States is $25,000 which includes 150 incidents, Microsoft Development Network (MSDN) level 1, a Technet CD ROM license for the server, and a online tool to submit electronic service requests. Many proactive reporting services are also supplied on issues like support demand, support infrastructure, and software implementation.

There is also a lot of flexibility designed into this support option with ability to expand the service contracts in 10 pack incidents and increase the number of online tool installations to submit service requests. Additional diagnostic services can also be purchased.

Premier Global Support

Premier global support provides an all encompassing option of the support services into a single contract. This support option is designed for the very large scale multi-national and global corporate customers of Microsoft. This option provides 24 hour support on all Microsoft products. Each Premier global support Customer is assigned a Premier Global Account Manager. This manager coordinates a team of support engineers to meet each customers support needs.

The Premier Global Support allows for up to 10 support contacts each with unlimited access to their Microsoft account manager on any issue related to Microsoft products.

Premier Global Support provides both telephone and electronic technical support on a unlimited priority basis with guarantees for specific response times based on the nature of the issue at hand.

Annual subscription costs in the United States is $225,000 which includes unlimited incidents implemented through one of your 10 designated company contacts, Microsoft Development Network (MSDN) level 1, a Technet CD ROM license for the server, and a online tool for each designated support contact to submit electronic service requests. Many periodic reporting services are also supplied on issues like support demand, support infrastructure, and software implementation.

The Premier Global Support contract also includes a Technical Mentor Program that provides for two of your company contracts to visit Microsoft for up to one week to learn and gain insights into Microsoft's support infrastructure and procedures.

There is also a lot of flexibility designed into this support option with ability to expand the number of online tool installations to submit service requests. Additional analytical and diagnostic support services can also be purchased.

*All support options, access times, and prices mentioned in the guide are subject to change without notice. Specified support options are available in the United States and will differ across county boundaries.

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