



Tech Info Library

Apple Fax on Demand Service (1/95)

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Security: Everyone

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TOPIC -----

Apple Computer offers a "Fax on Demand" service called Apple Fax. This service is available 24 hours a day, 7 days a week. Product literature as well as technical support information is available through this service free of charge. Over 200 outgoing fax lines assure you of receiving the latest product information direct to your fax machine within minutes.

DISCUSSION -----

You can access the Apple Fax system directly by calling 1-800-505-0171. When you call, you are given the option of having one of two catalogs faxed to you:

- Product Literature Catalog
- Technical Support Catalog

If you already know the document number, you may request a specific document.

Product Literature Catalog
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The product literature catalog contains the document numbers needed to request product literature sheets, also known as spec sheets, of Apple's current line of shipping and announced products.

Technical Support Catalog
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The technical support catalog is a five-page catalog containing document numbers of available technical support documentation created by the Apple Assistance Center. Here is a list of topics in the catalog:

- HyperCard

- Macintosh Fonts and Desk Accessories
- Macintosh Operating Systems
- Macintosh Quadra
- Macintosh Software Troubleshooting
- Networking
- Newton
- Performa
- PowerBook
- Power Macintosh
- QuickTime
- Miscellaneous

Over 90 documents are currently available. The catalog includes a short abstract on each document, helping you to find the technical information you need. The documents are written in a concise, easy to read, step by step format.

Access to Apple Fax can also be obtained through Apple's automated Interactive systems at 1-800-SOS-APPL. During long queue times, you are given the option of transferring to Apple Fax, where an answer to your question may already be available.

Article Change History:

23 Jan 1995 - Added Miscellaneous category.

Support Information Services

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