

Attention!

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In order to obtain the maximum benefits from your investment, please read your user manual first to fully understand your product's capabilities. If you feel you still need technical assistance or suspect you have a defective product, please contact the dealer from whom you purchased the card. If you are experiencing difficulties with one particular program, contact the program's author or publisher.

In the event that the dealer or the software publisher's support personnel cannot answer your question, call Applied Engineering Technical Support. Please provide Technical Support with the following information:

- ◇ The Applied Engineering product related to your question and its revision number
- ◇ The original and current memory configuration of the card (if applicable)
- ◇ The model and revision of your computer
- ◇ What peripherals are being used and what cards are in each slot
- ◇ The name, version, and revision level of the software that you are experiencing problems with
- ◇ The results of any test programs, diagnostics, or troubleshooting done by you, your dealer, or your software publisher's support department

If an AE technician has determined that the product needs to be returned, he will issue a Return Material Authorization (RMA) number. Once the RMA# has been issued, please complete the form on the back of this page and send it along with the defective product and a copy of your original invoice to:

RMA# _ _ - _ _ _
Applied Engineering
Technical Support
3210 Belt Line Road, Suite 154
Dallas, TX 75234

The returned product may be subject to a service charge if:

- 1) it is sent to technical support without an invoice,
- 2) our test results show that the product is not defective,
- 3) the product is not in its original AE memory configuration.

Applied Engineering Technical Support
(214) 241-6069

9 AM to 12:30 PM & 1:35 PM to 5 PM(CST) Monday through Friday

Mailing Label:

RMA# _____
**Applied Engineering
Technical Support**
3210 Belt Line Road, Suite 154
Dallas, TX 75234

Return Address: _____

Daytime Phone: _____

↑ cut out and tape or glue to package

↑ fill out and leave attached

If you should ever have to return your AE product for repair, please complete this form and attach a copy of your original invoice.

RMA Number: _____

Computer:

- ☐][
☐][Plus
☐ //c
☐ //e Non-Enhanced
☐ //e Enhanced
☐ IIGS ROM # _____
☐ Other (list) _____

Peripherals:

- ☐ Monitor _____
☐ Printer _____
☐ Modem _____
☐ Other (list) _____

CS Slot Settings

- 1: ☐ Your ☐ Printer
2: ☐ Your ☐ Modem
3: ☐ Your ☐ Text
4: ☐ Your ☐ Mouse
5: ☐ Your ☐ Smart
6: ☐ Your ☐ Disk
7: ☐ Your ☐ A-Talk
Startup: _____

Slot 0 ([Plus) : _____ Slot 5 : _____
Slot 1 : _____ Slot 6 : _____
Slot 2 : _____ Slot 7 : _____
Slot 3 : _____ Aux. Slot (/ / e) : _____
Slot 4 : _____ Mem. Exp. (IIGS): _____

Symptoms:

Description of Software (name, version number, any enhancements, etc.):

Steps to Duplicate Problem:

