For technical support

If you have questions or problems with CDU, you can contact us by telephone, by fax, or via email. You can help us by doing the following:

1.
Read this manual. The documentation describes how to use the product and has answers to frequently asked questions. It may take only a few moments to get the answers you need.

2.
Check the ReadMe file. This file contains detailed information on known problems and their solutions.

3.
Write down the events that lead to the problem. Have you changed anything in your computer recently? Are you doing anything differently that may affect CDU?

4.
Have this additional information available before contacting Technical Support:
- your CDU registration number (on your CDU registration card)
- your CDU software version number (visible in the lower right corner of the CDU control panel)
- your Macintosh model
- your Apple System software version number (located in "About this Macintosh...")
- the amount of physical RAM on your machine (located in "About this Macintosh...")

AppleLink: CONNECTIX.TS
America On-line: Connectix
CompuServe: 75300,1546
Internet: support@connectix.com
Fax: 415-571-5195
Phone: 415-571-5100
            800-950-5880 (US)