Contacting Technical Support

Promise Technical Support provides several support options for Promise users to access information and updates. We encourage using one of our electronic services which provide product information updates for the most efficient service and support.

If you decide to contact us, please have the following information available before reaching a Promise Technical Support technician:

1. Product Model & Serial #

2. BIOS and Driver Version Numbers (check the EIDEPRO BIOS banner and floppy label for version information)

3. Description of Problem

4. System Configuration

   ♦ Mainboard and CPU type
   ♦ Hard Drive Models
   ♦ Other Controllers

These are the available Technical Support sources:

Internet E-Mail Support	PromiseOnline™ World Wide Web Page
Support@promise.com RecommendedTechnical Service	**http://www.promise.com** Tech Support; TP Documents, Drivers, Utilities

24 hr Bulletin Board Service	FAXBack Document Service
(408) 452-1267 Modem Settings: N/8/1 @14.4K Baud	**(408) 452-9160** Retrieve Document #2210; Call from FAX phone handset

Phone Technical Support	FAX Technical Support
(408) 452-1180 8:30-5:00p.m. M-F Pacific Standard Time	**(408) 452-9163** Attention to Technical Support

If you wish to write to us for support, address it to:

> Promise Technology, Inc.
> Attn: Technical Support
> 1460 Koll Circle
> San Jose, CA 95112   USA

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