

Adobe™ Acrobat™ and Acrobat Plug-ins Software Development Kit Version 2.0

SUPPORT OPTIONS/INSTALLATION/SERIALIZATION

DEVELOPER SUPPORT

Per the Adobe Acrobat Developers Support Program which you have joined, you will receive 5 developer support cases per year. If you are interested in purchasing additional cases, please see your Developers Welcome Kit for information. You can reach Adobe Acrobat Developer Support at the following:

U.S.

Phone: (415) 962-4930

Email: acrodevsup@adobe.com

BBS: (206) 623-6984 Send messages to acr-dev.

AMSTERDAM

Phone: +31-20-6511-313

Email: eurosupport@adobe.com

INSTALLATION/SERIALIZATION

The Acrobat Exchange, Exchange LE and Distiller products have pre-installed serial numbers. This is a convenience provided for you so you will not need to search for numbers to install your software. **We have, however, provided you with the global serial number for your products here in case you choose to use Acrobat Support Options separate from Developer Support.**

When calling Adobe for Customer Support, if asked, please refer to this number:

ARW100R3200-197-050-309

Adobe™ Acrobat™ Support Options

To get the most value out of your Adobe Acrobat products, particularly when installing and integrating new hardware and software, consider Adobe's support programs. Whether you need support for a single user or a corporation of thousands, there's an Adobe support program to meet your needs.

Adobe's Basic Services

For primary technical information and answers, you're free to take advantage of Adobe's Basic Support Services at any time. You're responsible only for telephone charges. These services include:

- **Adobe US Automated Technical Support** — A full-time, computer-driven diagnostic system with answers to the most commonly asked questions. Call +1-206-628-2757, 24 hours a day, 7 days a week.
- **Adobe US Fax Request Line** — An easy way to request free technical notes by fax. Dial +1-206-628-5737, 24 hours a day, 7 days a week.
- **CompuServe Questions & Answers** — An Adobe bulletin board for CompuServe subscribers. Directory: GO ADOBE
- **Adobe US Electronic Bulletin Board** — A 24-hour-a-day bank of information. Dial +1-206-623-6984.

US and Canada — For registered users of Adobe Acrobat products in the US and Canada, pay for support options include:

- **Adobe Support Credit (ASC) Packages** — In addition to the ASC that comes free with most Adobe applications, you may purchase ASCs for more technical support. Visa, Mastercard, or American Express are accepted and each support call is \$25. Call 800-87-ADOBE (800-872-3623)
- **900-555-ADOBE** — This business-to-business 900 service is a way for infrequent users to get help from an Adobe Technical Support Representative. Each minute is \$2.00 plus toll, if any, and charges will appear on your monthly phone bill. Call 900-555-ADOBE (900-555-2362)

Europe — Adobe's European Adobe Acrobat Support Centers (AASC) have native speaking support engineers ready to help you. Please contact one of the following to receive support or to obtain additional information:

Adobe Systems Europe	Phone: +31-(0)20-6511200 Fax: +31-(0)20-6511214 Bulletin Board: +31-(0)20-6511222 (Read/Download only)
AASC-UK (+ Ireland)	Phone: 0706-832662 Fax: 0706-832571 Bulletin Board: 081-8137195
AASC-France	Phone: 1-47404040 Fax: 1-47404047 Bulletin Board (MiniTel): 3616 PINGE
AASC-Germany (+ Austria & Switzerland)	Phone: 01805-212100 Fax: 01801-5212101

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