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# AST AUTHORIZED SERVICE CENTER NEWSLETTER

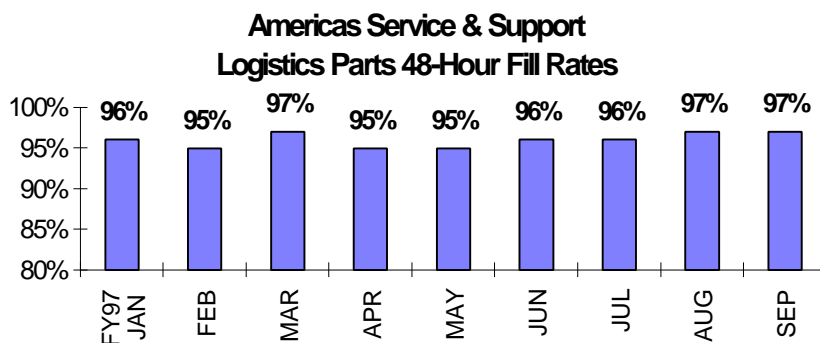
December 1997

## Parts-Ordering Window Extended

*By: Jan Massey*

The hours for placing spare parts orders have been extended. **Effective immediately**, all ASCs within the continental US can expect parts to ship out the same day the order is placed, if the part is in stock. The Repair & Sales Order Processing Department at (800) 288-4278, is available from 8:00 a.m. to 7:00 p.m. (CST). From coast to coast, ASCs can expect their orders to ship the same day they are placed. ASCs operating in the Eastern Time zone can begin placing orders at 9:00 a.m. while ASCs operating in the Pacific Time zone, can call AST beginning at 8:00 a.m.

Logistics is able to make this commitment to AST's Authorized Service Center partners because of consistency in achieving the 1997 goal of a 95% fill rate in parts shipping same day or next day. For Q3 of this year, 90% of orders placed, shipped the same day and 96% of orders placed, shipped the same day or the next day.



Using **AST® Now!** can further extend the hours you can place your orders! This EDI service is available to you 24 hours a day, 7 days a week. We help you manage your workday, and schedule the best time to request parts or warranty-claim reimbursements.

For information on how to access this service send an e-mail to the following mailbox: **WWW.AST.NOW@AST.COM**.



*Working for your business.*

#### Important Phone Numbers:

AST Technical Support  
800-727-1278  
Advantage!™  
800-758-1278



AST Customer/Sales Inf.  
US/Canada  
800-876-4278  
International  
714-727-9292



AST ASC Support  
800-288-4278



AST Infoline  
800-727-1278  
Advantage!®  
800-758-0278



Online! BBS  
817-230-6850



Warranty Registration  
and Upgrades  
800-727-1278



Spare Parts Sales  
800-727-1278  
800 GO4-AST1

## REPAIR REMINDER:

When returning parts to AST, please place the return portion of the shipping document inside the box with the part. This slip contains the Return Authorization and part numbers to be returned to AST and is very important in getting your warranty reimbursement claim processed in the most expedient manner. Thanks for your cooperation.

## Pronto! Pro™ On the World Wide Web

By: Jeff Warner

Effective December 31st, Pronto! Pro information will be available via the Internet at the following address:

**WWW.AST.COM/PRONTO**

We also wanted to inform you that the December Pronto! Pro CD includes a sample of the 32 bit Pronto! Pro.

The new 32 bit Pronto! Pro to be released in February 1998 replaces the older 16 bit application that we had been using. What does this mean to you? Faster access times, and easier navigation! It also allows us to distribute and update system information in the most timely fashion available.

Please try the new Pronto! Pro tools at your earliest convenience. Let us know what you think by emailing us at:

**PRONTO@AST.COM**

## Obtaining Out of Warranty Parts

By:  
Teresa Roberts

When you have a need for out of warranty parts, be sure to check with the AST cross-ship department first!

Many times AST offers out of warranty boards, hard drives, etc., on an out of warranty cross-ship basis. Therefore, you would not need to go to PC ServiceSource for this service. PC ServiceSource® is primary distributor for your spare part **purchases**. However, for out of warranty cross-shipments please try checking with AST first, then go to PC ServiceSource as an alternate source for buying the part.

The AST cross-ship team can be reached by calling:

- 800-288-4278 and selecting option 2.
- The hours of operation are 8:00 a.m. to 7:00 p.m. CST.





#### Online Resources:

##### Online Forums:

Talk, meet, and share ideas with other users

CompuServe:  
Go:ASTFORUM

Prodigy:  
Jump:ASTSUPPORT

America Online®:  
Keyword:AST



##### AST World Wide Website:

Get the latest new product and tech inf., and download files

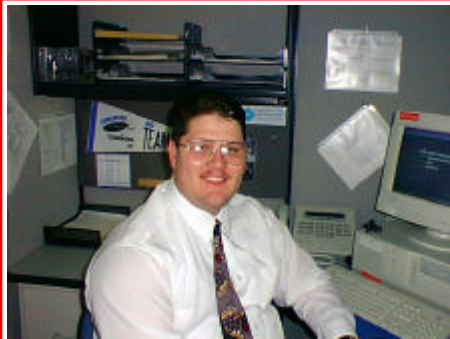
[www.ast.com](http://www.ast.com)



##### AST® NOW!

Electronic parts ordering, real-time claims processing

Email for enrollment to:  
[ast.now@ast.com](mailto:ast.now@ast.com)



**JAMES SPENCE**  
**ASC ADMINISTRATOR**

#### *In the Spotlight...*

An Interview with James Spence,  
ASC Administrator  
by  
Jonathan Overton

Many of you may have spoken to our ASC Administrator, James Spence at one time or another. With this in mind, we thought you might be interested in learning more about him. James has been with AST for two and half years. Within six months, he was promoted from the Logistics Major Accounts team to ASC Administrator.

As ASC Administrator, James is responsible for maintaining the Service Center database, which includes changes in locations, status, and resolving customer and service center issues which pertain to service delivery.

Here are the questions and answers from the November interview session.

**Q: What is the most rewarding and challenging part of your job?**

A: My job is a new challenge each day. Issues change from day to day, which requires me to research the issues and resolve them.

**Q: If you could offer the Service Centers advice on working with our customers, what would you recommend?**

A: Two things would benefit both the customer and the Service Center. First, set the customer's expectations accordingly and second, keep them informed of their repairs including any changes in the time to repair their unit.

**Q: What is the best method for Service Centers to contact you?**

A: I can be reached at 817-230-5945 or via E-mail at [james.spence@ast.com](mailto:james.spence@ast.com). I work to return calls or E-mails within 24 hours. If any technicians receive A+ certification please fax them to 817-230-5910.

James has requested that you notify him immediately of any changes in addressing, management, or phone numbers. This will insure your receipt of Pronto! Pro updates and forth coming AST Service information. If you have issues other than status changes and service delivery issues, please contact the ASC support line at 800-288-4278.



## AST ASC Newsletter Credits:

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Editor: Tami Nantz

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## AST NEWSLETTER ANNOUNCEMENT:

Beginning with the January ASC Newsletter, we will be moving the Common Issues and Solutions normally featured on the last page of the newsletter to the Snap Shot. Since the Snap Shot deals with Technical, Software and Informational Bulletins, we feel the move is logical. If you have any comments regarding this change, please notify us at [service.newsletter@ast.com](mailto:service.newsletter@ast.com)

## COMMON ISSUES and SOLUTIONS For Business Desktop and Portable Products

### BUSINESS DESKTOPS

**Issue:** This issue affects the following systems: 501951, 501952, 501954, 501955, 501956, 501972, 503043, 503057, 503058, 503079, 503080, 503081-037, 503082, 503083, 503084, 503086, 503087, 503116, 503118, 503152, 503153-037, and 503116-137. If installing Microsoft® Windows® 95 Operating system release 2, the system will not recognize devices installed on any of the IDE controllers.

**Solution:** To verify that the issue is a lost controller simply clear the Non-Volatile RAM via jumper or the CLEARNVS Utility. Jumper settings to clear the CMOS are in Pronto! Pro™. To clear the CMOS via Utility:

- 1) Download 12493031.exe from [www.ast.com](http://www.ast.com) and make the diskette.
- 2) From the MS-DOS® Command Prompt, run the CLEARNVS utility
- 3) Reboot the system and the controller will work for the first time only.

To fix this Issue you need to download the file IDEINFUP.EXE from [FTP.INTEL.COM/PUB/PATCH](http://FTP.INTEL.COM/PUB/PATCH) and follow the instructions on

how to apply the fix.

**Issue:** This issue may affect the newer systems utilizing the NLX chassis such as the new Bravo MS and LC. When booting the system, it is unable to identify the hard disk or any add-in cards.

**Solution:** The system board may become unseated from the riser card due to transport. Reseat it firmly. Both should work after rebooting the system.

### PORTABLE PRODUCTS

**Issue:** This issue affects the Ascentia™ M display. The symptoms are:

- 1) No video after post.
- 2) The unit seems to boot fine, but there is no display.
- 3) Moving the LCD panel causes the video to go off and on.

**Solution:** The plastic above the keyboard, where the button is located turns the LCD panel off when the panel is closed. The plastic piece can be removed, by sliding it left and lifting. The panel part number is 234802-210.

**Issue:** This issue affects the Ascentia M. You may see a yellow exclamation mark beside the USB port in the device manager.

**Solution:** This is normal for this unit. By default, USB is disabled in CMOS.

