

Customer Care Guide

At IBM®, our goal is to provide comprehensive, high-quality support resources to help you whenever you have a question or encounter a problem. In this guide, you can find information about

- using the documentation for your custom service package
- obtaining assistance for IBM Small Business WebConnections and the Whistle InterJet® II
- obtaining information about your IBM service contract and license agreement
- performing simple diagnostic tests to isolate problems with your InterJet

Using Your InterJet Documentation

If you encounter a problem when installing your InterJet, refer to the troubleshooting information in *Installing the InterJet II*.

If you have a question about using WhistleWare™, InterJet Help is the fastest, easiest way to find an answer. Click **help** on any WhistleWare page to obtain information about the settings and options on that page. You can also look up specific topics in the InterJet Help Table of Contents or Index. The troubleshooting topics in InterJet Help provide solutions to many common problems.



Obtaining Technical Support on the Web

The IBM Small Business WebConnections Web site provides the following:

- answers to your questions about the InterJet and custom service packages
- an easy-to-use Troubleshooting Wizard
- up-to-date information about the InterJet, WhistleWare, and IBM Small Business WebConnections services

Access online technical support at the following location:

<http://www.ibm.com/smallbusiness/webconnections/support>

Using Technical Support E-mail Services

You can ask questions about the InterJet and custom service packages by sending an e-mail message to the IBM Small Business WebConnections Support department. Address your message to **wcsupport@info.ibm.com**.

When sending an e-mail message to obtain technical support, please

- ask a specific question about the InterJet or custom service packages
- describe any problem that you have encountered in detail, including any steps that you have already taken to resolve the problem and any error messages that you encountered

You will receive an e-mail message in response from a technical support specialist.

Calling the IBM Small Business Help Center

Specialists at the IBM Small Business Help Center can help you with your InterJet and custom service package. Call the IBM Small Business Help Center to do the following:

- purchase services and upgrades
- obtain billing information
- consult a technical support specialist
- obtain replacement CD-ROMs or manuals

Before calling the IBM Small Business Help Center for technical support, please refer to your InterJet manuals, InterJet Help, or the support information on the IBM Small Business WebConnections Web site. If you are unable to find the information that you need, an IBM Small Business Help Center Specialist is always available to help you.

When calling the IBM Small Business Help Center for technical support, please be prepared to

- ask a specific question about the InterJet or custom service packages
- describe any problem that you have encountered in detail, including any steps that you have already taken to resolve the problem and any error messages that you encountered

IBM Small Business Help Center Support

You can obtain person-to-person technical support at no charge, throughout the duration of your service contract with IBM. You can call 24 hours a day, 7 days a week to speak with an IBM Small Business Help Center Specialist.

In the U.S., call toll-free: **1-877-217-1040**

Obtaining Information About Your Service Contract

You can obtain detailed information about your service contract and license agreement with IBM Small Business WebConnections at the following location:

<http://www.ibm.com/smallbusiness/webconnections/subscribers>

Obtaining Support for Third-Party Software

You can obtain online assistance with Netscape® Communicator or any other program that your custom service package includes, on either the program's Help menu or the following Web sites:

- For Netscape Communicator: <http://www.netscape.com>
- For Xitami: <http://www.xitami.com>
- For Adobe® Acrobat® Reader: <http://www.adobe.com>

Performing Diagnostic Tests for the InterJet

You can perform the following diagnostic tests to quickly determine whether specific functions or components of your InterJet are working properly. If you are unable to successfully complete any of these tests, report your test results to your IBM Small Business Help Center Specialist.

Function or Component	Diagnostic Test and Its Result if Successful
InterJet hardware	Switch off the InterJet, wait briefly, then switch it back on. The InterJet completes a self-check, then displays the Whistle logo and the system date and time.
Ethernet connectivity on the Office network	Connect a single client computer to the Office network port on the InterJet, using the orange crossover cable. Once you have connected the computer to the network, the port's Link indicator turns green, and you can access WhistleWare using Netscape Navigator or Internet Explorer on the client computer.
Ethernet connectivity on a Perimeter network	Connect a single client computer to the Perimeter network port on the InterJet, using the orange crossover cable. Once you have connected the computer to the network, the port's Link indicator turns green.
WAN connectivity	If your InterJet uses a dial-on-demand connection, use the Connection Status screen on the InterJet LCD to connect to your ISP. Once the InterJet connects to your ISP, the WAN indicator on the front panel turns green. If your InterJet has a full-time connection and is connecting to your ISP through a WAN port on its back panel, the WAN indicator on the front panel remains green.
Netscape Communicator	Install Netscape Communicator on a client computer, using either the InterJet II Setup CD-ROM or the installer in the <code>software</code> folder on the InterJet. You can then start Netscape Communicator on the client computer.
Internal mail	Use Netscape Messenger or another e-mail program to send an e-mail message to another InterJet user within your organization. The user receives the message.

Diagnostic tests continued on next page.

Function or Component	Diagnostic Test and Its Result if Successful
External mail	1 Use Netscape Messenger or another e-mail program to send an e-mail message to a person outside your organization. The person receives the message. 2 Ask a person outside your organization to send an e-mail message to an InterJet user in your organization. The user receives the message.
Internet access	On a client computer, use Netscape Navigator or Internet Explorer to access a Web site on the Internet, using a valid URL—such as <code>www.whistle.com</code> . The browser displays the Web site.
Internal Web publishing	Create an internal Web site, using either the template that the Webmaster Agent provides, or an HTML editor or Web-page-authoring program. If you use an HTML editor or Web-page-authoring program, save the home page using the file name <code>index.htm</code> , then copy the file to the <code>internal</code> folder on the InterJet. You can then click Internal Web site on the InterJet home page to view the home page.
Public Web publishing	Ensure that the file for your public Web site's home page is <code>index.htm</code>. If the host for your public Web site is the InterJet, and you use an HTML editor, copy your home page file to the <code>public</code> folder on the InterJet. If the host for your public Web site is a Web-hosting service provider, transfer your home page file to your service provider's Web server, using Web site mirroring or another method. If the host for your public Web site is a computer on your Perimeter network, copy your home page file to the appropriate location on that computer. A person outside your organization should be able to view your public home page using a Web browser.
File sharing	Using Windows® Network Neighborhood or the Chooser on a Macintosh®, access the InterJet file server. You should be able to see the <code>public</code> , <code>internal</code> , <code>dropbox</code> , and <code>software</code> folders.