Information Pamphlet Information Customers for Norsk Data Customers ND-40.012.1 EN



Information Pamphlet for Norsk Data Customers
ND-40.012.1 EN

Contents

Dear Norsk Data Customer! 1

1. Contents of the Information Box 2

Software 3

PD-sheets 3

Documentation 3

Ring Binder with Newsletters, Forms and Catalogues 4

2. How to Order Additional Products 5

Hardware 5

The Hardware Description Catalogue 5

Software 6

How to Order New Programs 6

The Software Description Catalogue 8

Product News 8

3. The Service and Support Organization 9

Support Offers 9

Depot Service 10

Planning and Installation 10

Supervisor Info Pack 10

Customer Support Information 11

NOTIS User 11

The Data Shop 12

4. Training, Documentation and Publications 13

Courses - The Course Catalogue 13

Documentation 13

How to Order Documentation 13

The Documentation Catalogue 14

Newsletters 14

5. NOCUS - The Nord Computer User Society 16

The Third Party Software Catalogue 17

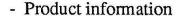
Index 18

The information in this manual is subject to change without notice. Norsk Data A.S assumes no responsibility for any errors that may appear in this manual, or for the use or reliability of its software on equipment that is not furnished or supported by Norsk Data A.S.

Dear Norsk Data Customer!

We at Norsk Data want to help you get the most out of your Norsk Data computer system. When you use it properly, your system will be a very valuable and effective tool for solving your information tasks.

To help you achieve this goal, this pamphlet gives an overview of the services Norsk Data offers to assist you in the best possible way. It contains information on:



- Service
- Support
- Courses
- Documentation

Chapter 1 describes what you will find in the information box that accompanies this installation. Among other things, the information box contains software diskettes, documentation, and the latest issues of our regularly published newsletters and catalogues.

Chapter 2 describes how you can order additional hardware and software products.

Chapter 3 deals with the organization of service and support in Norsk Data.

Chapter 4 informs you about the education and documentation services that Norsk Data offers.

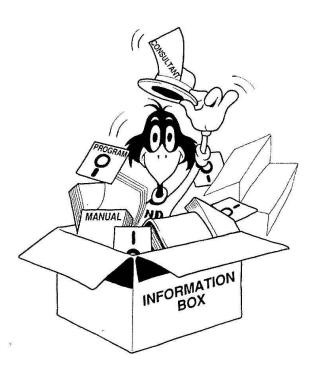
Chapter 5 contains information on NOCUS, the Nord Computer User Society.

You make all applications, orders and requests for further information to your local Norsk Data Organization.

1. Contents of the Information Box

In the information box that accompanies your ND computer facility, you will find the following material:

- 1. This information pamphlet.
- 2. A ring binder with software diskettes and product descriptions (PD-sheets) for the software diskettes.
- 3. A set of documentation for the computer system.
- 4. Two ring binders with the latest issues of our regularly published newsletters and catalogues.



The information pamphlet also describes some other Norsk Data activities and material that is not included in the information box.

Software

The information box contains the software that accompanies the installation. You will find the diskettes in the software ring binder. A number of central programs follow the system as standard software. Other programs can be ordered when ordering the machine. Additional programs can also be ordered later - see Chapter 2.

Software is supplied on one or more diskettes, depending on program size. The diskettes have either single or double format, depending on your hardware.

The contents of the diskettes are described on the PD-sheets.

PD-sheets

Each program is followed by a PD-sheet (PD = Product Description). This tells which files the diskette(s) contain, how the product is installed, and the relevant documentation.

Diskettes come in one of two sizes: 5 1/4 inch or 8 inch. These diskettes can have one of two formats: Double sided/double density format, or single sided/single density format. The descriptions for both the double format and the single format are included on the PD-sheet. You must then select and use the information that is valid for your installation.

Documentation

In the information box you will find all documentation necessary to use the system's hardware and software products. Additional documentation can be ordered - see Chapter 4 for a description of the documentation available.

Ring Binders with Newsletters, Forms and Catalogues

In the information box you will find two ring binders with—the latest issues of the newsletters and catalogues described in this pamphlet.

Ring binder 1 contains:

- Newsletters
- Brochures
- Forms

Ring binder 2 contains:

- The Documentation Catalogue
- The Course Catalogue

Additional publications or catalogues can be ordered at any time.

2. How to Order Additional Products

Hardware

Norsk Data offers computer systems of different sizes, from the ND-Butterfly workstation to the top-end machines in the ND-5000 series. If you are interested in brochures on the hardware systems available from Norsk Data, please contact your sales representative.

You always have the opportunity to expand and/or upgrade your new system. For example, you may wish to expand the storage capacity, the number of terminals or the number of printers.

The capacity of the main computer can be expanded by upgrading the system or by combining several machines. If you want to order new hardware equipment, or just want information on expanding your system, communication possibilities, etc., contact your Norsk Data sales representative. He will always be able to inform you about the present and future possibilities regarding your installation.

The Norsk Data periodical 'Product News' keeps you up-to-date about new products.

The Hardware Description Catalogue

The Hardware Description Catalogue is published twice each year. This catalogue is made for all ND customers. It is designed to give a total overview of all the hardware products available from Norsk Data.

The catalogue has two parts:

- 1. A 1-2 page description of each system or product.
- 2. A table of contents where the products are grouped by type.

The catalogue can be obtained through your sales representative.

Software



There are many types of software available for your computer system. You can contact your Norsk Data sales representative if you want a demonstration of new software or if you want to order software. The programs that follow your installation are listed on the first page in the software ring binder.

The Software Description Catalogue (described on page 8) gives an overview of all software that can be ordered from Norsk Data. Some software available from other users of Norsk Data equipment is described in a catalogue published by NOCUS (the Nord Computer User Society - see Chapter 5).

New programs can be ordered at any time. It is important, however, that you make sure your installation has the necessary hardware and basic software to run the new programs.

New versions of programs, with documentation, that you already have will be sent to you automatically if you have a maintenance contract that covers these programs. Otherwise, they must be ordered specifically.

How to Order New Programs

Contact your Norsk Data sales representative when you want to order new programs.

The software from Norsk Data is identified by the ND number. When ordering software, always give:

- The ND-number
- The floppy type (5 1/4 inch or 8 inch)

The example below, using the software number for the NOTIS-WP word processing program, shows you the type of information contained in the complete number.

EXAMPLE:

Complete software number: 210079M07-NO-01D The different numbers and letters stand for:

		**	*
21007	9 =	ND number	Identifying the product (here NOTIS-WP)
M	=	Version	Large changes require a new version of the program
07	=	Revision	Smaller changes require a revision of the program
NO	=	Language	NO = Norwegian EN = English GE = German etc. XX = language independent
01	= .	Floppy no.	Programs often require more than one floppy. They are numbered 01, 02, 03, and so on.
D		Floppy format	D = double sided/ double density S = single sided/ single density

The Software Description Catalogue

Twice a year the Software Description Catalogue is published. This catalogue is intended to give all ND customers a total overview of all standard software available from Norsk Data. The catalogue has two parts:

- 1. A 1-2 page description of each software product.
- 2. A table of contents where the software products are grouped by type.

The catalogue can be obtained through your sales representative.

Product News

The pamphlet Product News is published four times a year. This pamphlet is divided into chapters for the following product groups:

- Systems (hardware)
- Basic software
- Office automation/ADP
- Communication
- Technical/scientific
- ND Comtec

In Product News, there is an overview of each new product:

- A short description
- Features and benefits of the product
- Prerequisites
- A list of available literature for more detailed information.

Product News is distributed to ND customers by the sales representatives, who also will be helpful with the products you are interested in.



3. The Service and Support Organization

Support Offers



Customer Service and Support are major commitments at Norsk Data and we offer a wide range of services which are available to our customers through maintenance contracts covering both hardware and software.

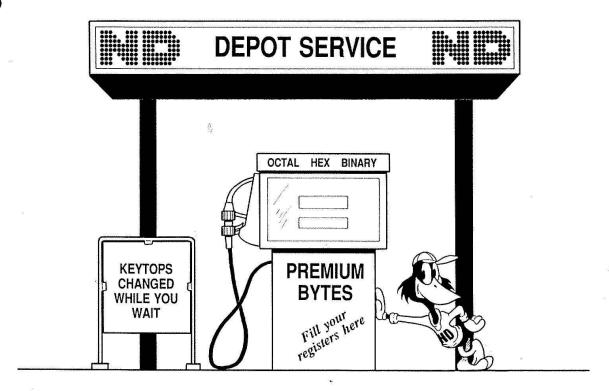
You are able to choose a level of service that matches your particular needs. A maintenance contract offers a guaranteed response time depending on which level of support is chosen. Other contract specifications include telephone advisory service, on-site visits and assistance, regular preventive maintenance, remote diagnostics, updating of hardware and distribution of new versions or revisions of software. All support levels in the customer support organization utilize Telefix - the remote diagnostic system. A requirement for Telefix is that your computer is connected to a modem.

We also provide you with up-to-date information through the bulletin Customer Support Information (CSI) and the magazine NOTIS User (see page 11).

The Customer Support organization in Norsk Data is designed to give as good service and support as possible. The local field service organization is set up as close to you as possible, with the service center function as the initial contact for any question regarding service and support. Local support groups are established to assist field service. Complex questions, requiring even further specialized knowledge, are referred to Corporate Technical Support.

Norsk Data also has logistic departments in all subsidiaries. These are located both centrally and in district offices throughout the country. A main warehouse and repair centre at Norsk Data's headquarters in Norway supports the different subsidiaries.

The service offerings may vary slightly from country to country. Your local Norsk Data organization can supply information about **your** service and support offerings.



Depot Service

At most of the local Norsk Data offices there is a Depot Service. You can bring your ND terminals and ND-Butterfly workstations to the Depot Service for upgrading or service.

Planning and Installation

The manual 'Site Preparation' (ND-13.028) is made for use by Norsk Data customers and describes the planning and preparation of the computer room before the installation of the computer system takes place. If you do not have it already, you will find the manual in the documentation set in the information box.

The manual helps you with precautions and problems which can occur when planning a computer room. It describes the requirements for the room, the floor, power supply, grounding, climate, cleaning, how to connect terminals and printers, and so forth.

Supervisor Info Pack

Each month, your system supervisor will receive a Supervisor Info Pack. This Info Pack contains a variety of technical publications to help optimize the use of your system. Some information is intended only for the system supervisor or system programmer. Some information is intended for all end-users and should, therefore, be circulated among all the system's users.

The Supervisor Info Pack contains:

Each month:

Customer Support Information

Each quarter:

NOTIS User

Documentation List

Customer Support Information

Customer Support Information (CSI) is a monthly publication intended for a broad group of ND users, from system supervisors to system programmers.

By reading the CSI, you are able to keep track of developments in the software products. New products and new versions of products are presented here through program descriptions.

There is also a 'Technical Hints' section which is designed to help you get the most out of your ND system by offering simple hints on how to solve some common problems, or how to avoid problems in the first place.

The CSI index, which is accumulated during the year, gives a brief summary of each software error report. This makes it easy to find out if the answer to a problem has been published, and makes it easy to keep an eye on the current status of a product.

Also included in CSI is a subscription form which supervisors can use to order extra copies of our two quarterly publications. Up to 15 extra copies of NOTIS User and an unlimited number of the Documentation List can be ordered.

NOTIS User

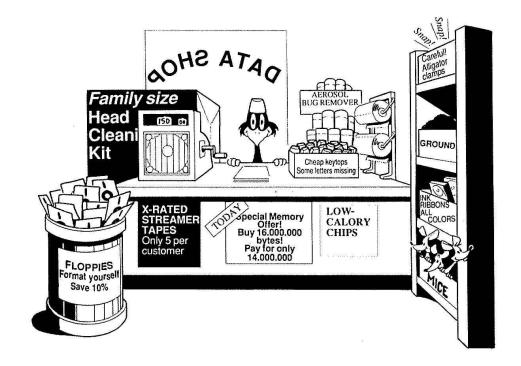
NOTIS User is a magazine designed to help you get the most out of your NOTIS products. In this magazine you will find step-by-step instructions to help you complete your office automation tasks more easily and efficiently. Whether you use the whole NOTIS range or just WP, whether you have a computer background or not, this magazine will have something for you.

NOTIS User is published four times a year in English, Norwegian, Swedish, Danish and German. Countries not having one of the above as their native language will receive the publication in English. System supervisors receive three copies of NOTIS User along with the Customer Support Information (CSI) in January, April, July and October. To make the most effective use of the magazine, it should be circulated among the system's end-users.

The Data Shop

In most countries where we are represented, we have a Data Shop. Ring binder 2 contains a brochure on the Data Shop, and also a direct mail catalogue for the articles in the Data Shop.

The Data Shop is a place where you can buy necessary accessories such as diskettes, magnetic tapes, data paper, cleaning material and lots of other things. You can give your order by mail (see our direct mail catalogue), by phone or by visiting your local Data Shop.



4. Training, Documentation and Publications

Courses - The Course Catalogue

Norsk Data offers you a wide range of courses, at many different levels, for the education of programmers, system supervisors and end-users. You will find the Course Catalogue in ring binder 2 in the information box. More information on available courses can be obtained from your local Norsk Data organization.

Documentation

When you receive products from Norsk Data you are sent a free copy of the documentation that describes the product. This applies both to new products and to new versions of existing products. If you want more copies, these can be specially ordered.

You can also order documentation for products that you do not have. The Documentation List, an alphabetical list of all available documentation, is sent out with the Customer Support Information each quarter. The Documentation Catalogue is published once a year.

How to Order Documentation

Special ordering:

Both documentation and ring binders can be ordered by using the order form at the back of every manual. You also find this order form in ring binder 1 in the information box. You can also order by sending an ordinary letter, but remember to give both the name, the number, the version, and the language of the manual.

Send your order to your local Norsk Data office.

The subscribtion system:

The subscription system IDIS (Information Distribution System) will ensure that you automatically receive the most current version of the manual series you select. This system is described in the brochure in ring binder 1 in the information box.

The Documentation Catalogue

This catalogue is published once a year. It describes all the documentation for the Norsk Data products. The catalogue provides the following information:

- A short introduction to the different documentation types and an explanation of the documentation numbering system.
- An overview of all manuals and reference cards. This section is organized by product type.
- A short description of each document is listed in order by number.
- An alphabetical list of all documents and their version number, product number and price.

The Documentation Catalogue is free of charge and is sent once a year to the receivers of Customer Support Information.

You will find the Documentation Catalogue in ring binder 2.

Newsletters

NOTIS User

NOTIS User is a magazine designed to help end-users get the most out of their NOTIS products. See page 11 for further information on the NOTIS User magazine.

Customer Support Information

Customer Support Information (CSI) contains valuable information on Norsk Data software, manuals, new products, etc. See page 11 for further information on the CSI.

Documentation List

The Documentation List is a quarterly publication listing all the manuals available from Norsk Data. In addition to the complete list, the manuals are also sorted by language: Danish, German, Norwegian and Swedish. Since it is not only system supervisors who need to order manuals, two copies of the Documentation List are included in the Supervisor Info Pack and we encourage you to circulate them among the system's end-users.

Product News

This periodical is described on page 8 in Chapter 2.

Local Publications

Local publications are distributed by the Norsk Data organizations in each country. Contact your local ND office to get more information on this.

5. NOCUS - The Nord Computer User Society

Norsk Data has a user organization called NOCUS (Nord Computer User Society). It is run internationally, which means that all customers of Norsk Data can be members of NOCUS.

NOCUS is independent of Norsk Data. It is administered by an executive committee with representatives of member companies in several European countries. The representatives of the executive committee are selected by the NOCUS members at the NOCUS Annual General Meeting.



The goals of NOCUS are to:

- Establish contact among users of computer systems delivered by Norsk Data A.S, and spread knowledge and information within the professional areas of the members.
- 2. Take care of the members' interests towards Norsk Data.
- 3. Help the members to use their Norsk Data systems in the best and most effective way.

Some of the main activities of NOCUS are:

- 1. An annual international meeting.
- 2. The NOCUS general assembly (held at the annual international meeting).
- 3. Regional meetings, e.g.:
 - An annual Scandinavian meeting
 - An annual meeting in Denmark
 - An annual meeting in France
 - An annual meeting in Great Britain

- 4. Meetings of special interest groups such as:
 - Office automation
 - ADP (tools, databases)
 - Technical applications
 - COBOL
 - Communication
 - Operating systems
- 5. A NOCUS newsletter published quarterly.
- 6. Cooperation between Norsk Data and NOCUS concerning a Third Party Software Catalogue.

If you want to be a member of the organization, or want more information, please contact the NOCUS secretariat:

NOCUS Secretariat P.O. Box 44, Bogerud 0621 Oslo 6 NORWAY Tel. + 47 2 62 60 00

The Third Party Software Catalogue

This software catalogue, prepared by Norsk Data in close cooperation with NOCUS, contains information on software available on ND computer systems from third party sources.

The catalogue is a service to those who are looking for specific solutions or tools developed by users of ND computers or by independent software vendors. The catalogue is also a reference to some of the areas where ND computer systems are used.

The software described can be ordered directly from the vendors listed in the catalogue. This software is not supported by Norsk Data or NOCUS, but in most cases some support or assistance is available from the vendors.

The latest issue of the catalogue can be obtained through your sales representative.

Index

Additional software 6 Catalogues 4 Course catalogue 13 Courses 13 CSI 11, 14 Customer support information 11, 14 Data shop 12 Depot service 10 Documentation 13 Documentation catalogue 14 Documentation list 15 Floppy diskette format 3, 7 Hardware 5 Hardware description catalogue 5 Installation 10 Manuals 13 Newsletters 14 NOCUS 16 NOTIS user 14 Ordering documentation 13 Ordering hardware 5 Ordering software 6

Organization for users 16

PD-sheet 3
Planning the computer room 10
Product news 8
Programs 6, 17
Service 9
Software 6, 17
Software description catalogue 8
Software number 7
Support offers 9
Third party software 17
Training 13
User organization 16

