

PUBLICATIONS RELEASE
<b>System 80</b>
<b>Technical Support Overview</b>
7002 3916-000

This Library Memo announces the release and availability of the *System 80 Technical Support Overview*, 7002 3916-000.

This publication is a standard library item (SLI). It is part of the standard library provided automatically with the purchase of the product.

This overview describes the services Unisys provides to System 80 users. The topics discussed include:

- The Branch Office
- System Maintenance Services
- The Unisys Customer Support Center (CSC)
- Documentation Services
- User Associations

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**UNISYS**

**System 80  
OS/3**

**Technical Support  
Overview**

January 1990

Printed in U S America  
7002 3916-000

Priced Item



**UNISYS**

**System 80  
OS/3**

**Technical Support  
Overview**

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# About This Overview

## Purpose

This overview describes the services Unisys provides to OS/3 users. It tells you how to report suspected software deficiencies, hardware malfunctions, and operational difficulties. It also explains how to get help in configuring your system, choosing additional software and equipment, and applying technical corrections to your OS/3 software.

## Scope

This overview lists the support services provided by the branch office and the Customer Support Center. It explains how technical corrections to OS/3 software are prepared and distributed, describes Unisys educational and documentation services, and lists Unisys user associations.

## Audience

This overview is intended for:

- The data processing manager responsible for the computer system
- The system administrator or other personnel responsible for the operation of the computer system and data processing activities

## How to Use This Overview

Read the entire overview to familiarize yourself with the information it presents, and use it for reference as needed.

## Organization

This overview contains five sections:

### **Section 1. The Branch Office**

This section discusses the services your local Unisys branch office can supply.

### **Section 2. System Maintenance Services**

This section describes how Unisys prepares and distributes technical corrections and proprietary changes to OS/3 software.

### **Section 3. The Unisys Customer Support Center**

This section describes the Unisys Customer Support Center (CSC) and explains how to get technical help.

### **Section 4. Documentation Services**

This section describes the kinds of documentation Unisys supplies and explains how you can order additional documentation.

### **Section 5. User Associations**

This section discusses the advantages of joining a Unisys user association.

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# Section 1

## The Branch Office

The branch office is your primary link with Unisys. Your branch office can give you hardware and software support, help you choose the Unisys educational services that will best meet your needs, and order the expendable supplies you need. Please call your local branch office during normal working hours for the services described in the following subsections.

### Hardware and Software Support

#### Hardware Support

- On-site support
- Localization of problems within your communications networks
- Assistance with site environmental problems (power, cooling, humidity, etc.)
- Support for products with no Unisys maintenance agreement (except during the warranty period)
- Hardware installation and upgrade planning assistance

#### Software Support

- On-site support
- In-depth software installation planning
- Application program assistance
- Local code assistance or development
- Information on orders and reorders
- Performance or conversion guidance
- Ordering user documentation

When you want to purchase additional hardware, software, or documentation, contact your sales representative for prices and, if needed, for consultation and assistance. Your Unisys sales representative can help you configure your system to meet your data processing needs.

## **Educational Services**

Unisys educational services offers a wide range of well-designed computer education courses. This group helps customers to understand Unisys products, develop the appropriate skills to use them more effectively, and solve data processing problems.

Unisys computer education courses include independent study courses, computer-assisted user guidance programs, hands-on training courses, and specialized lectures and seminars. Some courses combine classes taught at Unisys learning centers with self-study instruction that can be completed at your site.

- Independent study (self-study) courses let you learn at your own pace at your own site. These courses use various media, such as workbooks with step-by-step lesson plans, videotapes, audiotapes, and slides.
- A user guidance program is an online software learning tool supplied as part of a purchased interactive software product. You learn about the product while actually using it. A user guidance program is similar to an independent study course because it requires no supervision and you learn at your own site. User guidance programs are supplied with the corresponding interactive software products.
- Hands-on training courses consist of lectures and laboratory work at Unisys learning centers. Lectures provide operating theory; laboratory work provides demonstrations and guided practice.
- Lectures and seminars stress problem-solving techniques rather than actual system operation. Subjects range from how to plan, control, and evaluate the use of products or components to the interrelationships between software and hardware components. Lectures and seminars are provided at Unisys learning centers.

Ordering education courses is easy; just contact your Unisys sales representative. Your Unisys sales representative will listen to your needs, describe the appropriate curriculum, arrange a schedule, discuss fees, and explain how to fill out an education order form.

If your class size is large enough, you can make arrangements with Unisys to hold classes at your site instead of at a learning center.

If standard courses do not meet your training requirements, you can request special courses to be held at your site or at a mutually acceptable site.

All these details can be worked out with your Unisys sales representative. Remember that your options are varied and that Unisys will work with you to find the training arrangement that best fits your needs.



## Expendable Supplies

There are several items you should always keep in stock because you'll be using them on a daily basis:

- **Print bands** - Your system printer uses exchangeable print bands so you can use different character sets. Your initial equipment order contains enough print bands to begin operation. A wide variety of bands are available, providing national language character sets, special business character sets, special scientific character sets, and limited character sets for faster operation.
- **Printer paper**
- **Printer ribbons**

These items aren't supplied automatically, so you should order them through your local Unisys branch office, or, in the continental United States, from Unisys DIRECT, the order processing center for supplies. You can call Unisys DIRECT from 8:30 a.m. to 8:00 p.m. EST, Monday through Friday, at **1-800-448-1424**.

You can also order these supplies through outside vendors, but they must conform to Unisys standards. See your peripheral subsystems manuals or your Unisys representative for more information about product standards.



## Section 2

# System Maintenance Services

Unisys periodically sends you technical changes to your OS/3 software in one of the following forms:

- System maintenance correction (SMC)
- Broadcast SMC
- System maintenance package (SMP)

An SMC is a correction for a specific software problem. The customer who first reported the problem receives it first. Once the SMC has been verified, it may be shipped to other customers.

A broadcast SMC is an official Unisys vehicle for distributing proprietary change information that should be applied to your system immediately. Software corrections contained in a broadcast SMC will be included in a later SMP; documentation corrections will be included in subsequent revisions of the appropriate manuals.

Unisys occasionally issues packages of approximately 100 verified software corrections. These packages, called SMPs, provide maintenance changes to OS/3 software that enhance system stability or forestall potential difficulties. We select the corrections that a majority of our customers have found helpful and group them with current broadcast SMCs into SMPs.

Successive SMPs are identified by adding a letter to the release number. For example, 12A and 12B are SMP levels for release 12 software.

You should install an SMP as soon as possible to remain on the most current software level. You install SMCs and SMPs interactively. Dialogs are available to help you in the more complicated installations of SMPs.



# Section 3

## The Unisys Customer Support Center

### Introduction

The Customer Support Center is a consultative, diagnostic, and maintenance center. Its services are available to you after Unisys has installed your system and turned it over to you for operation. (This point is known as RFU, or ready for use.)

Call the Customer Support Center to:

- Ask questions about the installation and operation of Unisys software and hardware.
- Report software and hardware problems and receive timely problem resolutions.
- Report errors or discrepancies in user documentation.

The Customer Support Center offers the following support.

#### Hardware Support

- Hardware initialization
- Localization of a failing device
- Recovery assistance\*
- Customer Support Center-controlled testing\*
- Collection of system I/O error log data for trend analysis\*
- On-site assistance from customer service engineers

#### Software Support

- Help with software installation and operational procedures
- Answers to technical questions
- Problem source identification

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\* May require a data connection (initiated by the OS/3 user to ensure security)

- Problem workaround assistance
- Access to existing system maintenance corrections
- Open User Communication Form (UCF) status information

## Contacting the Customer Support Center

The Customer Support Center expects to receive calls from the system administrator or another authorized person. Give the appropriate names to the Unisys customer service representative when you register your site.

Call the Customer Support Center as soon as possible after you encounter a problem so that you can save needed information using appropriate dump procedures.

*Note: Before calling the Customer Support Center, refer to "What to Do before Calling the Customer Support Center" in this section for a list of the information you need when you report a problem.*

The Customer Support Center telephone number is printed on a sticker provided by Unisys. Post it on the system console or the telephone.

In the continental United States, the number is:

**1-800-328-0440**

All other customers should contact their local Unisys representative for the number to call.

## Entering Your System Code

After you reach the 800 number, you will be asked for your system code. If you use a push-button telephone, you can enter it by pushing the appropriate buttons on the telephone. Calls from rotary phones are intercepted by a receptionist.

When prompted, enter your system code:

XXXX

where xxx is

050 for System 80 models 3 through 6  
107 for System 80 model 7E  
051 for System 80 model 8  
044 for System 80 models 10, 15, and 20  
074 for all Series 90 (software support only)

and where y is

1 for hardware support  
2 for software/communications support

If you accidentally key in an incorrect code, you will be connected to a receptionist who will help you.

## **Sending Error Log Data**

To send error log data for trend analysis, dial:

**1-800-328-0816**

You can send error log data at your convenience, 24 hours a day, seven days a week. The Customer Support Center keeps your five latest trace transmissions. For more information on sending error log data, see "Hardware Assistance from the Customer Support Center" in this section.

## **Customer Support Center Hours of Operation**

You can contact the Customer Support Center during the following hours:

### **Software**

8:00 a.m. to 5:00 p.m. in your local time zone, Monday through Friday

### **Hardware**

8:00 a.m. to 5:00 p.m. in your local time zone, Monday through Friday  
9:00 a.m. to 5:00 p.m. EST, Saturday

Customer Support Center services are not available on United States national holidays.

During off-hours, calls for software or hardware assistance are recorded on an answering machine. Your call will be returned the next working day.

## **What to Do before Calling the Customer Support Center**

Before calling, consult all available documentation, such as:

- Programming or Operating Guides and Reference Manuals
- System Message Manuals
- System Release Announcements (SRAs) and System Release Descriptions (SRDs)

When you call, be prepared to provide the following information:

- Your name and telephone number
- The name of your company
- Your site identification number
- Your software release level
- Your SMP level and SMCs beyond your SMP level (See Section 2.)
- SYSGEN, ICAM, and IMS generation information
- Console log data
- Error messages

If you have already called the center about this software problem, give the contact number, the date, or the name of the representative who handled your previous call, as well as the results of the corrective actions previously recommended.

If your hardware problem is a checkstop or hardware-related HPR (halt and proceed), be prepared to make a remote maintenance connection. Have the dataset, modem, or acoustic coupler powered up and ready for immediate use.



## How Does the Customer Support Center Work?

The Customer Support Center is staffed by the following specialists:

- The *support center software representative* is a specialist in customer communications who has a technical background. He or she isolates the problem to a specific product and searches all known data about that product for a solution.
- The *product support representative* is an individual from a Unisys development or continuation organization. The support center representative calls upon him or her to provide expertise in a specific product area.
- The *support center hardware representative* is a specialist with customer engineering field experience. He or she identifies your problems using our remote maintenance tools and tries to return your equipment to service by advising you over the phone. If that is not possible, he or she will direct the RESPOND center (or the SERVISII center in Europe) to send a customer service engineer to your site.

## Software Assistance from the Customer Support Center

When a support center representative receives your call, he generates a contact record in the customer support data base. This contact report tracks your problem from initial report to final resolution.

Based on information you supply, the representative generates a list of keywords to identify symptoms you observed and uses these keywords to search the customer support data base. This data base contains information from:

- User Communication Forms (UCFs)
- Problem list entries (PLEs)
- System maintenance corrections (SMCs)
- Contact reports
- Site profiles

If a similar problem has been reported, the support center representative will suggest a corrective action. If an SMC has been generated to resolve the problem, he will send a copy of it to your site.

If the problem has not been reported previously or if there is no correction available, the support center representative will make every effort to provide a workaround. He may call upon a specialist in the specific product area.

If the product support representative decides that there is a deficiency in Unisys software, he will submit a User Communication Form (UCF) on your behalf and give you a UCF authorization number.

Refer to this number when you call to discuss this problem. The support center representative will tell you the current status of your UCF. Label any documentation you send to Unisys with the UCF authorization number, customer name, and problem description.

For more information about UCFs, see "The User Communication Form (UCF)" in this section.

### Hardware Assistance from the Customer Support Center

Your site is registered in the support center's customer files. This file is created using site and customer engineering branch contact information and is kept current by support center and engineering branch personnel. When your site is registered, remote maintenance interface connectivity and console functionality are validated.

When you call with a hardware problem, support center personnel return your equipment to operation as soon as possible. They also help you correct procedural problems and perform self-maintenance operations.

A remote maintenance connection facility is available. Through the remote maintenance interface, the support center representative can:

- Retrieve the internal hardware state (SAVE STATE) of systems that have experienced a stop.
- Execute all diagnostic routines, including microdiagnostics for detailed central analysis and macrodiagnostics for system initialization problems and higher level central complex analysis.
- Test peripheral devices.

If you transmit system I/O error log data to the support center on a regular basis, the hardware specialist can use that data to identify peripheral devices that require maintenance. Use the error log editor program, ONUERL\*, to format and transmit your error log data whenever your log file is nearly full. You can send ONUERL data at your convenience, 24 hours a day, seven days a week. The support center keeps your five latest transmissions. Support center representatives use this data for preventive maintenance and to update your site record with device types and microcode levels.

For the telephone number for sending error log data, see "Contacting the Customer Support Center" in this section. For more information on the ONUERL program, see the *Models 3-6 and 8-20 Operations Guide* (UP-8859) or the *Model 7E Operations Guide* (7002 3866).

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\* For model 7E systems, ONUERL is only available while under warranty or while a maintenance agreement (MA) is active.

## The User Communication Form (UCF)

The User Communication Form (UCF) is the Unisys form used to record the information needed to correct a problem. The System User Report (SUR) was previously used for this purpose. UCFs are created electronically by support center representatives. In most cases, you will have no need to fill out a UCF. The only time you might need to fill out a UCF is when you send documentation of a problem to the support center. Your local Unisys branch office can supply you with UCF forms.

When you call the Customer Support Center with a problem that has not already been reported, the CSC representative creates a UCF using the information you give him on the telephone. He will give you the authorization number for your UCF. Give that number whenever you call to ask about that problem.

When you send documentation of a problem, attach a UCF with the following fields filled in:

- 5. Unisys Customer number (assigned by Unisys)
- 7. Company name
- 13. Host system (processor)
- 19. Operating system
- 20. O.S. level
- 27. Materials description
- 35. Detailed description
- 49. Authorization number

Figure 3-1 shows the fields you need to fill in when you send a UCF with documentation of a problem.

In field 27, identify the kind of documentation you are sending (tape label, device type, etc.). Use field 35 to continue your description of the materials you are sending and to give any new information that was not apparent when you reported the problem.

The UCF is a 4-page snap-set form. Page 1 is the instruction page, and pages 2 through 4 comprise the UCF. Remove the instruction page, keep page 4, and send the original and copy (pages 2 and 3) to the following address:

Unisys Corporation  
Township Line and Union Meeting Road  
Blue Bell, PA 19424-0001  
Attention: UCF Coordinator

For more information about the UCF, see the *User Communication Form (UCF) Customer User Guide* (UP-15133).

<b>UNISYS</b>		<b>User Communication Form (UCF)</b>			
1. Class (product addressed) <input type="radio"/> Software <input type="radio"/> Hardware <input type="radio"/> Documentation <input type="radio"/> MTR		2. Form (category addressed) <input type="radio"/> Trouble report <input type="radio"/> New feature suggestion		3. Date UCF prepared (numeric) MM/DD/YY / /	
<b>Site Identification</b>					
4. Initiator (person submitting UCF)		5. Unisys Customer number (assigned by Unisys)		6. Telephone number	
7. Company name		8. Telex/Fax number		9. Support mode (type required) <input type="radio"/> Symbolic <input type="radio"/> Non-symbolic	
10. Address			12. Customer-assigned UCF reference number Dist./Sub./Cty.   Branch/Loc.   Customer reference		
11. City		State/Country		Zip/Mail Code	
<b>System/Product Description</b>					
13. Host system (processor)		14. System release		15. Product style	
16. Product level		17. Component		18. Firmware/plateau level	
19. Operating system		20. OS level			
21. Frequency <input type="radio"/> One time-occurrence <input type="radio"/> Multiple occurrences		22. Reproducible <input type="radio"/> Yes <input type="radio"/> No		23. Product status <input type="radio"/> Unusable <input type="radio"/> Problem avoidable <input type="radio"/> Degraded <input type="radio"/> System unaffected	
24. Problem severity/priority <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C					
<b>Supporting Materials</b>					
25. Materials attached (e.g. dump, trace, object code, tape) <input type="radio"/> Yes <input type="radio"/> No		26. Quantity		27. Materials description	
28. Materials shipped separately <input type="radio"/> Yes <input type="radio"/> No		29. Method shipped		30. Previous UCF register number	
31. Previous UCF customer reference number					
<b>Description</b>					
32. Concise description (maximum 76 characters)					
33. Operations impact					
34. Pertinent configuration					
35. Detailed description					
Description continued <input type="radio"/> Yes <input type="radio"/> No					
36. Correction/Workaround					
37. Suggested fix attached <input type="radio"/> Yes <input type="radio"/> No		38. Fix tested by site <input type="radio"/> Yes <input type="radio"/> No			
<b>Unisys Use Only</b>					
39. Analyst		40. Organization		41. Dist./Sub./Country	
42. Br./Loc.		43. Telephone number		44. Telex/Fax number	
45. Address					
46. City, State, Country, Zip/Mail code					
47. Date received		48. Date acknowledged		49. Authorization number	
50. Assigned priority		51. Register number			
Keywords (minimum of one)					
3027057 (12/88)					

Figure 3-1. User Communication Form (UCF) Fields to Be Filled In by the User

# Section 4

## Documentation Services

### Customer Manuals

For each Unisys system you purchase, you receive a complete library of system documentation and program product documentation for all ordered products. This is your *standard library*, and it consists of one copy of each manual that applies to your configuration.

Manuals in the standard library are periodically updated or revised. Unisys maintains technical material mailing lists to inform its users of these updates and revisions, as well as of new documents that become available. If you want *automatic* delivery of updated or revised documentation, you must arrange to have your name placed on a mailing list for that set. To do this, see your Unisys sales representative or systems analyst account representative.

Manuals are written for a diverse group of customers, ranging from the least experienced to the most experienced. The types of customer manuals are:

- **Reference Manual** - Documents all product functions, such as commands, programs, statements, and status messages. The organization is often alphabetical, allowing quick access to specific information. A reference manual is designed for a user who is familiar with the subject and is only looking for specific data.
- **Guide** - Contains step-by-step procedures and need-to-know information that the user needs to accomplish the task specified in the title. It may also include reference information. A guide is written for a novice or a user who is unfamiliar with the subject.
- **Quick-Reference Guide** - Contains condensed procedural, need-to-know, and reference information that is organized for quick access and ease of use. It does not document all product functions. It may include lists of common error messages, status codes, commands, or other frequently required information. A quick-reference guide is written for a user who is familiar with the subject.
- **Reference Card** - Contains condensed reference information that is placed on a card for quick retrieval. A reference card is written for a user who is familiar with the subject.
- **Reference Handbook** - Contains condensed reference information that is organized for quick retrieval. It contains more information than a reference card. A reference handbook is written for a user who is familiar with the subject.

- **Training Guide** - Teaches a user how to perform a given task or set of tasks in step-by-step procedures. It includes practice exercises and solutions that vary in the degree of difficulty.
- **Template** - Is a printed strip or sheet that can be used as a development aid. The size and shape of the template is defined by the needs of the product.
- **Overview** - Introduces or describes a product or product library. There are several types of overviews:
  - **Evaluation Overview, Capabilities Overview, or Capabilities Manual** - Summarizes product capabilities and benefits.
  - **Technical Overview** - Describes a large or complex program product. It contains conceptual rather than procedural or reference information.
  - **Library Overview** - Introduces the documents in a product information library for a given system or a related series of products. Users can quickly review the components of a library to determine where to look for specific information.
  - **Functional Overview** - Introduces large and complex products as a whole, explains the interaction of the product pieces, and points to other documents in which the product pieces are more completely documented.
  - **Master Index** - Combines the index information for a library into a single document. The other documents in the library continue to have their own indexes. The master index has more detailed information than a library overview; it enables a user to locate the specific term, command, or topic of interest quickly and easily.

## Release Documentation

Besides customer manuals, Unisys provides System Release Announcements (SRAs) and System Release Descriptions (SRDs) to support its systems.

- The SRA informs customers of the availability of an updated version of the system software and tells them how to order it.
- The SRD always accompanies the ordered software. It contains guidelines and restrictions that apply to the software announced in the current SRA.
  - Guidelines provide special information on the use of the software. They call your attention to aspects of the software that may not be readily apparent from the current customer manuals.
  - Restrictions are temporary limitations on software functions. They are lifted as soon as possible and are documented only in the SRD.

## How to Order Additional Customer Manuals

There is no charge for the standard library; it's considered part of your basic package.

You can also order extra copies of any manual from your Unisys sales representative. Ask your Unisys representative for more information.





## Section 5

# User Associations

Unisys pledges to constantly improve the quality of its products and services. Since the full potential and the limitations of any system do not become apparent until it is used every day, we need the feedback of our users. Your feedback can help us to give you the hardware and software support you need.

One direct and effective way to help Unisys serve you better is for you to become a member of a user association. Unisys sends several members of senior management, engineering, and programming groups to the conferences of the following user associations:

- CUBE, Inc.

A North American user association that includes users from Canada, Mexico, and the United States.

- UUA

A user association made up primarily of users from Europe, that also includes users from Asia, Australia, New Zealand, and the United States.

- JUUA

A Japanese user association.

At these conferences we get valuable information to help us:

- Meet your current and future requirements quickly and economically
- Identify areas for improvement
- Plan the development of future systems

## **User Associations**

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Any company with one or more Unisys computer systems can join a user association as a unit member and send as many representatives as it wishes to its conferences. At conferences you can exchange ideas and information about Unisys products and services with other users as well as with Unisys representatives. They can help you avoid mistakes, evaluate alternatives, and get new ideas for increasing the usefulness and performance of your system.

To get more information on user associations, contact your local Unisys representative.

# NOTES



# Help Us To Help You

Publication Title \_\_\_\_\_

Form Number \_\_\_\_\_ Date \_\_\_\_\_

Unisys Corporation is interested in your comments and suggestions regarding this manual. We will use them to improve the quality of your Product Information. Please check type of suggestion:

Addition  Deletion  Revision  Error

Comments \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_ Company \_\_\_\_\_

Address (Street, City, State, Zip) \_\_\_\_\_

Telephone Number \_\_\_\_\_

# Help Us To Help You

Publication Title \_\_\_\_\_

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\_\_\_\_\_

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Telephone Number \_\_\_\_\_



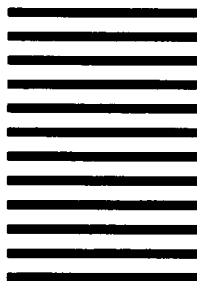
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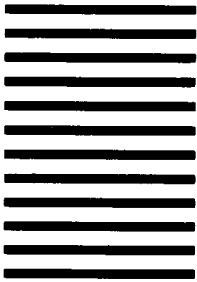
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