



This form provides our Technical Support staff with important details about your computer. Having this information allows our support engineers to accurately diagnose and efficiently resolve any problems you experience due to your computer hardware configuration or settings.

Once completed, please return to EDC Customer Service by fax to 503.526.0905

	<b>EXAMPLE</b>	<b>YOUR COMPUTER</b>
<b>Company Name</b>	Consultants-R-Us	
<b>User</b>	John Smith	
<b>Computer Specifications</b>		
<i>Manufacturer</i>	Dell	
<i>Model</i>	Precision 420	
<i>Processor</i>	733 MHz Pentium III	
<i>RAM</i>	128 MB	
<b>Graphics Card</b>		
<i>Manufacturer</i>	ELSA	
<i>Model</i>	Synergy Force	
<i>Memory</i>	32 MB with AGP4X	
<b>Operating System</b>		
<i>Name</i>	Windows NT	
<i>Version (date)/Service Pack</i>	Version 4/SP 5	
<b>Display Settings</b>		
<i>Hardware Acceleration or Application Performance Boost</i>	Full	
<i>Resolution</i>	1280 x 1024	