# Tech Info Library

## Japanese Macintosh Products: Support in the U.S.

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Revised:        9/23/92
Security:       Everyone
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Japanese Macintosh Products: Support in the U.S.

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Article Created: 24 April 1991


Article Change History
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09/22/92 - REVISED
           • To include reseller referal phone number.
09/22/92 - UPDATED
           • To include information on the Kanji TrueType product.


TOPIC -------------------------------------------------------------

On April 23, 1991, Apple USA announced a program to sell and support
Japanese-language Macintosh System Software in the United States.  This is
an extension of a program currently being piloted in Hawaii.  To find a
reseller for this product, call 1-800-882-8856.

DISCUSSION --------------------------------------------------------

These Japanese products will be available only through a limited number of
Apple-authorized dealers and VARS (Value Added Resellers).  These resellers
are required to have a Japanese-speaking System Engineer who has attended a
special class for Japanese product support and who provides support before
and after the sale.  Inquires concerning these Japanese products should be
directed only to these authorized dealerships.

The following products are being offered:

• The KanjiTalk Upgrade kit, which includes
  - the KanjiTalk operating system version 6.0.7, and
  - HyperCard-J version 2.0J  ("lite" HyperCard localized in Japanese).

• Kanji TrueType - A Japanese font extension that allows high quality, low cost
  printing solution.  It includes two complete fonts.

- HyperCard 2.0J, which includes Japanese manuals.

- The extended Kana character-based keyboard.


Price pages for these products will be available only to specially
authorized resellers.


Service
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Only Kanji-authorized resllers will be allowed to service Apple's Japanese
systems.


Support
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A special support program will handle the Japanese products.  Customers
will be supported by specially trained bilingual dealer System Engineers.
These dealer SEs will escalate their questions to a third party vendor, in
essence filling in the role of the Apple field Systems Engineer.

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Tech Info Library Article Number:6791