



OCCAM
Research Corporation

Dear MUSE® Owner:

Thank you for purchasing MUSE and welcome from all of us at Occam Research Corporation.

Before installing and using MUSE 1.01, please see the enclosed manual, *MUSE QuickStart*. It contains all installation and update instructions, including explanations of new features, Help methods, keyboard shortcuts, and ideas for how to use the sample files provided. Since it is our primary vehicle for providing you with program information between full reprints of MUSE manuals, you will receive a new edition of *MUSE QuickStart* with each new version of MUSE.

To receive the support provided to all registered MUSE owners, including free telephone support, access to our support fax line, access to our on-line support services, and to be in a preferred position to receive product information and special update offers, please register your copy of MUSE by filling out the MUSE Product Registration card in this package and mailing it to Occam Research Corporation.

Once we receive your card, you will be registered for warranty coverage, special offers and promotions, upgrade programs and early notice of future Occam Research products and services.

If you need assistance and you've already referred to the MUSE documentation, you may call the Occam Research Hot Line at 617-923-3903. Our Automatic Call Distribution system will quickly route your call to an available support representative. Be sure to have your serial number ready when you call. Telephone support is provided for registered users Monday through Friday from 9:30 A.M. to 6:00 P.M. Eastern Time. You may also leave a voice mail message through the Hot Line, send us a fax, or contact us through one of our on-line services. These methods are available 24 hours per day, 7 days per week.

Hot Line	617-923-3903
Fax	617-923-8365
AppleLink	OCCAM.HELP
America Online	MUSE ORC
CompuServe	75300,2513

You can also communicate with us—as well as with other MUSE users—in the Macintosh Forum on CompuServe and in the Macintosh Business Forum on America Online.

We at Occam Research are committed to the highest levels of support for our customers. To this end, we will strive to resolve at least 80% of all inquiries within one phone call and, in all cases, within one business day. In addition, we will respond within one business day to support requests that we receive via fax or through one of our on-line services.

We look forward to providing you with high-quality support to maximize the return on your investment in MUSE.

Sincerely,

Steve Wills
Manager of Customer Support
Occam Research Corporation

Part # G303-0492p