IBM

International Business Machines Corporation
Personal Computer Customer Relations

P.O. Box 2910
Delray Beach, Florida 33444
305/998-6048

Dear New Owner:

Thank you for purchasing an IBM PC*jr*. We appreciate your expression of confidence in selecting IBM, and want you to know we have made every effort to provide you with a useful and reliable product at an affordable price. This letter outlines the support available to help ensure your continuing satisfaction with your new IBM PC*jr*.

IBM Personal Computer products are available from a variety of authorized sales locations, including IBM Personal Computer Dealers, IBM Product Centers, the IBM National Marketing Division and the IBM National Accounts Division. All have received extensive training on IBM Personal Computer products, and are responsible for providing support and warranty service on products they sold to you.

In addition, IBM has established a PC*jr* Information Center to assist you with any problem you may have setting up and getting started using your PC*jr*. You are welcome to call 1-800-222-PCjr, Monday through Friday, 10:00 a.m. to 7:00 p.m. Eastern Time if you need assistance.

Although a product failure is unlikely, I suggest you review the Warranty Terms and Conditions associated with each product you have purchased. Any questions you may have concerning your warranty, or provisions for service after the warranty expires, can be answered by any authorized sales location.

I am confident you will enjoy the same excellent support that other owners of IBM Personal Computer Products are receiving. If your experience proves otherwise, I invite you to write or call IBM Personal Computer Customer Relations at the address and telephone number shown above.

I also invite you to complete the postage paid Customer Response Form enclosed with this letter. The information you provide will help us make continuing improvements to our products and services.

Again, thank you for your purchase of our products. We hope you are pleased with your purchase and receive many hours of enjoyment from your IBM PC*jr*.

Sincerely,

Walton L. Ward
Manager, Customer Relations

Enclosure

IBM

Please take a few minutes to fill out this form, so that we can continue to meet the needs of our customers.

Purchase Information

1. Purchased From _____

   Name of Store

   Address _____

   City _____ State _____

   Zip Code _____

   Date Purchased _____ Serial Number _____

2. How did you first learn about the IBM PCjr?

   ☐ Friend/Business Associate ☐ Advertisement ☐ Article in _____
   ☐ Dealer Recommendation ☐ Brochure ☐ Consultant
   ☐ Saw in Store (Store Name): _____

3. Please indicate hardware purchased

   ☐ System Unit with ☐ Printer ☐ Joystick
      Diskette Drive
   ☐ System Unit without ☐ Modem
      Diskette Drive

4. Please indicate software purchased _____

Ship Information

5. Were any of the boxes or IBM products damaged in shipment?

   Yes _____ No _____

   If yes, list damage _____

6. Did your IBM PCjr work correctly after installation in your home or business?

   Yes _____ No _____

   If no, describe problem _____

Consumer Data

7. Age Group: ☐ 16-25 ☐ 26-35 ☐ 36-45 ☐ 46-55 ☐ 56-65 ☐ 66-Over

8. Household Income: ☐ Less than $25,000 ☐ $25,001-$30,000

   ☐ $30,001-$40,000 ☐ $40,001-$50,000 ☐ $50,001-Over

9. Primary Use: ☐ Business ☐ Education ☐ Personal (Home)

Dealer Information

10. Was warranty information explained by your dealer? Yes _____ No _____

11. What is your overall satisfaction with your dealer?

☐	☐	☐	☐	☐
Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied

Your Name _____

Address _____

City _____ State _____ Zip Code _____

Home Phone ( ) _____ Business Phone ( ) _____

BUSINESS REPLY MAIL

FIRST CLASS   PERMIT NO. 321   BOCA RATON, FLORIDA 33432

POSTAGE WILL BE PAID BY ADDRESSEE

IBM PERSONAL COMPUTER
CUSTOMER RELATIONS
P.O. BOX 2910
DELRAY BEACH, FLORIDA 33444
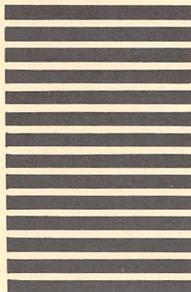
Fold here

Tape   Please do not staple   Tape

Keyboard Difference Chart

IBM Personal Computer Keys and Key Combinations	Cordless Keyboard Equivalent Keys and Key Combinations		
F1	Fn	then	F1
F2	Fn	then	F2
F3	Fn	then	F3
F4	Fn	then	F4
F5	Fn	then	F5
F6	Fn	then	F6
F7	Fn	then	F7
F8	Fn	then	F8
F9	Fn	then	F9
F10	Fn	then	F10
Shift/F1 thru F10	Hold Shift Press Fn	then	F1 thru F10
Ctrl/F1 thru F10	Hold Ctrl Press Fn	then	F1 thru F10
Alt/F1 thru F10	Hold Alt Press Fn	then	F1 thru F10
Ctrl/Break (or Break)	Fn	then	Break
Ctrl/End	Ctrl with Fn	then	End
Ctrl/PrtSc (Echo Print)	Fn	then	Echo
Ctrl/Home	Ctrl with Fn	then	Home
Ctrl/Num Lock (Pause)	Fn	then	Pause
Ctrl/PgDn	Ctrl with Fn	then	Pg Dn
Ctrl/PgUp	Ctrl with Fn	then	Pg Up
Shift/PrtSc (Print Screen)	Fn	then	Prt Sc
Scroll Lock	Fn	then	Sc Lock
Num Lock	Hold Alt Press Fn	then	N
PgUp	Fn	then	Pg Up
PgDn	Fn	then	Pg Dn
Home	Fn	then	Home
End	Fn	then	End
\	Alt	with	/
'	Alt	with	'
¦	Alt	with	[
~	Alt	with	]
↵	Enter		
All 256 extended codes	Num Lock Hold Alt	then	Numeric Value

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