

# HP NewWave Developer Assist Services



**Superior electronic  
technical assistance for  
NewWave application  
developers**

## **Choose the level of assistance you need**

HP's NewWave Developer Assist services offer high quality electronic technical assistance to NewWave application developers. Two levels of support are available. Each enables you to focus on the unique capabilities of your application by reducing the time you spend solving development problems. Each is available in one year increments.

## **HP NewWave Developer Assist**

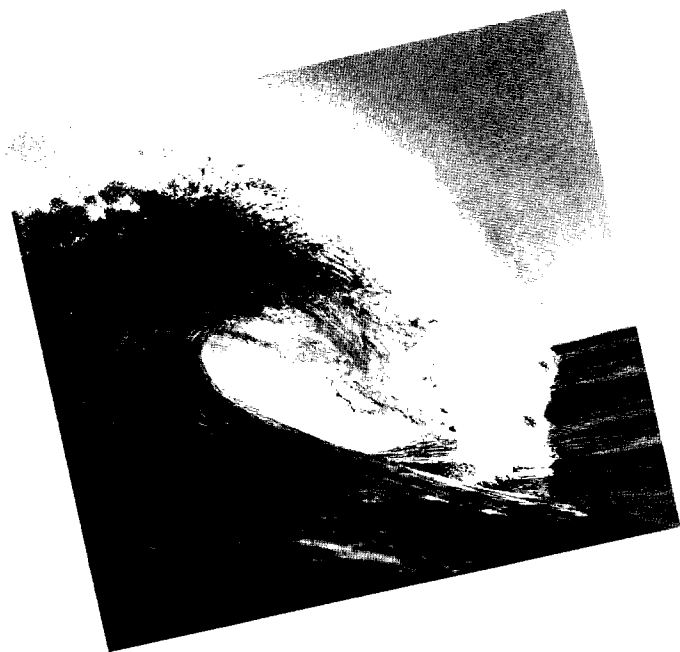
This is HP's basic technical support service for NewWave developers. Through this service, you can submit questions to one of HP's highly qualified NewWave specialists and receive an answer within three working days. You also have access to on-line information in the NewWave knowledge base, sample code, and other time saving services designed to improve your overall productivity.

## **HP NewWave Developer Premier Assist**

This is an enhanced version of the basic NewWave Developer Assist service. It gives you all the benefits of NewWave Developer Assist, plus one working day response time to development questions. You also will have access to early interim release versions of NewWave software and tools. Although this is pre-release software, it does enable you to plan ahead and prepare your application for future NewWave environment enhancements.

## **Who should subscribe?**

NewWave Developer Assist and Premier Assist are for anyone who develops NewWave applications. Independent software developers, corporate developers, value added businesses, systems integrators, software publishers, educators, computer consultants, and industry analysts can all benefit.



**HP Computer Museum**  
**[www.hpmuseum.net](http://www.hpmuseum.net)**

**For research and education purposes only.**

## Worldwide connections through CompuServe®

NewWave Developer Assist services use CompuServe's state-of-the-art information network and electronic mail system to support NewWave developers worldwide. CompuServe's advanced communication network guarantees that all communication between you and HP support engineers is completely confidential.

Services	Assist	Premier Assist
Response time to development questions	3 working days	1 working day
Service request submission and acknowledgement	•	•
Knowledge Base	•	•
Access to interim release software		•
Support for interim release software		•
Knowledge Base for interim release software		•
Sample code for programming	•	•
Software patches	•	•
Technical notes	•	•
Access to NewWave Developer Public Forum	•	•
Register NewWave application I.D. codes	•	•
Access to marketing news	•	•

## Share your ideas . . .

As a NewWave developer you can talk to other NewWave developers through the HP NewWave developer public forum. You can share ideas and experiences, ask questions, or simply keep abreast of the latest NewWave developments. The NewWave forum offers you a direct link to the creative minds that are developing cutting-edge NewWave products.



HP Developer Assist  
Developer Technical Library  
1. NewWave Knowledge Base  
2. Sample Code  
3. Technical Notes  
News  
Patches  
fp

```

QAFORM [1] : NewWave Developer Question
Date: November 25, 1989 11:37

PLEASE FILL IN ALL FIELDS

Caller Name: Rob Reynolds          Phone: (408) 778 8982
Company Name: HP
Submitter Mailbox: SSDP

Your Question and Supporting Details (150 lines):

Why doesn't NewWave use Microsoft's defined DBE protocol like other
Windows and OS/2 PM applications?

Please fill in the following fields where applicable:

NewWave Release: 2.0      Windows Version: 2.11  MS DOS Version: 3.28

```

### ...and leverage the knowledge of others

As a subscriber to a NewWave Developer Assist service, you have access to the NewWave knowledge base. This comprehensive database lets you query technical information, or look at hints and discoveries from other NewWave developers.

### Get off to a fast start

HP believes that your software development project will benefit from the expertise and experience of our NewWave support specialists. Our support services give you fast reliable answers to your NewWave questions, boosting your development productivity.

### Help us help you

So that we can better understand your unique development needs, we periodically send all Developer Assist subscribers a questionnaire to complete and return to HP. We use your comments to improve our support services. Ensuring your success is our number one priority.

### Ordering information

#### **HP NewWave Developer Assist**

*Product Number:* D1728A

*Shipping Media:* 5¼-inch 360K disks

#### **HP NewWave Developer Premier Assist**

*Product Number:* D1729A

*Shipping Media:* 5¼-inch 360K disks

Subscribers to a NewWave Developer Assist service will also be charged a CompuServe connect fee for the time they spend online. This fee will vary according to the time of day, type of service, and type of access.

```

PC3 MAIL: Quit this Option
Next Reply Forward Use Move Copy Print Kill Last Quit

Received: 11/26/89 17:48 From: COMPUSERV
Sender: VJ5J7.1611 Sent: 11/26/89 17:27
Subject: ORA for HP NewWave Developer Assist

Microsoft's DDE provides a communication channel between programs. Both
applications must be written to be aware of each other and to understand
data that is passed. Application designs are thus dependent on one another.
To implement a visual link, a DDE application must understand the data
structures of all applications with which it wishes to link.

In contrast, the OMF provides standard protocols for integrating objects
which means that applications can be designed and developed independently
and they will be able to integrate seamlessly. There is no need for one
object to understand any detail of the design and implementation of another.

VJ5J7.1611 for VJ5J7.1611 11/27/89 Nov-89 Message 3/4-168

- End - PgUp, T, PgDn, T, Home, End

```

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**European Headquarters:**

Hewlett-Packard S.A.  
150, Route du Nant d'Avril  
1217 Meyrin 2  
Geneva, Switzerland  
41/22 780 8111

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