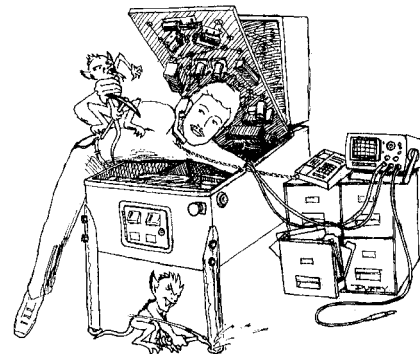




Nº 117 SERVICE BULLETIN



Joe Blackwell Director, Parts Sales & Technical Support Susan Molitor Parts Sales Manager Patty Schraps Parts Stockroom Manager Jim Thornton Technical Support Engineer Chas Siddiqi Technical Support Engineer Jay Alter Technical Support Doc. Administrator

TO: Parts & Service Managers

DATE: June 14, 2000



Please Join our Service Bulletin eMail Distribution List by eMailing us at Parts.Service@SternPinball.com. Current Users who want to be Changed, Add eMail Addresses, or be Removed **CLICK ON BUTTON**.



Symptom:

Service Bulletins (distributed by fax) with graphics and pictures are hard to read (either too dark, distortions, etc.) Faxes are getting lost or misdirected.

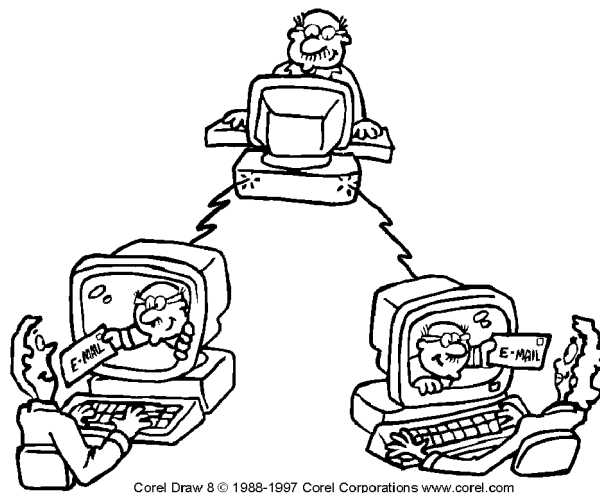
Problem:

As our Service Bulletins are being created with more graphics for easier explanations, sending via Fax Machine can produce a poor quality output (depending on your fax machine). Some faxes get shrunk to accommodate Fax Machines Headers & Footers. These poor quality faxes to you, our Distributors, are then sent in-turn to operators, and of course, the quality continues to degrade. Also, Fax machines which are busy or out of paper (or other problems) can result in missed Service Bulletins.

Solution:

In addition to the fax, we're offering *Service Bulletins* (or any special announcements) via **eMail**. The files will be in a **Placeable Document File (PDF)** format which can be opened with **Adobe® Acrobat® Reader™** (version 3.0 or higher; visit www.adobe.com for a free distribution copy you can download, if you do not already have it).

We're currently building a Distribution Network via eMail. **If you are not already** a part of this new adventure from **Parts Sales & Technical Support** and would like to be added to the list, please eMail us at parts.service@sternpinball.com.



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Again, at this time, we're **NOT STOPPING** Service Bulletins getting distributed via the Fax Machine. We do however, encourage you to receive them directly to your PC. So please join the ranks. *If you're already a part of our list*, and would like **another** eMail address to add or need to change an eMail address, also contact us at parts.service@sternpinball.com.

Benefits:

- Graphics in color, can be viewed in color.
- Distributors in-turn can eMail their operators with ease.
- Files can be printed on your printer for a cleaner & sharper output.
- Your Service Bulletin Binder will have better quality pages.
- If **you** need to **fax** an operator, the quality will be better.
- You're guaranteed to receive all bulletins & announcements directly to your desk in a timely fashion.

In the future, our PDF files can also provide links to the world wide web, such as our future web site (www.sternpinball.com **coming soon this summer!**). One of the features of our site will provide current Service Bulletins, Schematics, Pinball Code, Pinball Links and other pertinent information.

File sizes (of our Service Bulletins, Announcements, etc.) can range from 100KB up to 3.5MB (although we'll make every effort to keep the file sizes at a minimum). On average, a file size of 500KB can take a couple of minutes to download. Your Internet **Service Provider (ISP)** and modem connection can vary this download time.

Please *phone* or *eMail* with any questions or comments at the below numbers or address.

• 2020 Janice Avenue • Melrose Park, IL 60160 • Tel 708-345-7700 or Toll-Free (USA/Canada) 1-800-542-5377 • Fax 708-345-7889 •