



GLOBAL VILLAGE  
COMMUNICATION

Fax Back Document # 2501

## How to... Receive 5xx/Duo Series Modem Installation Instructions

### **Introduction:**

This document provides information about how to receive PowerPort Mercury 5xx or Duo series modem installation instructions.

In order to process a request for installation instructions for your PowerPort Mercury 5xx or Duo series modem, Global Village is required to receive the attached release form.

Please print, sign and date the attached form, and fax it back to us at (800) 658-4562 or (408) 548-2423, or you may mail it to us at:

Global Village Communication/Boca Research, Inc.  
Customer Satisfaction Department  
1380 Bordeaux Avenue  
Sunnyvale, CA 94089

**IMPORTANT NOTE:** Do not alter the attached form in any way.

### **Global Village Online Support**

FaxBack System: 800.890.4562, eMail: [techsupport@globalvillage.com](mailto:techsupport@globalvillage.com),  
Web Site: <http://www.globalvillage.com>, Fax: 800.340.8007, BBS 800.335.6003 8N1

## 500/Duo Install Instruction Release Form

To: Global Village/Boca Research, Inc.

This releases Global Village Communication/Boca Research, Inc. from all liability and responsibility for any damage that might occur as a result of the installation for my PowerPort Mercury for the PowerBook 500 or the PowerBook Duo into my PowerBook computer.

Global Village Communication/Boca Research, Inc. has advised and warned me of the complexity of installation I may encounter while installing my PowerPort product into my PowerBook. I understand that Global Village Communication/Boca Research, Inc. requires Apple authorized dealer installation of the PowerPort products mentioned above.

I understand that Global Village Communication/Boca Research, Inc. is not responsible nor required to assist me during the installation of my PowerPort Mercury for the PowerBook 500 or the PowerBook Duo. I also understand that Global Village Communication/Boca Research, Inc. I will not replace, repair, or compensate me for the following items or any components within these items should they be damaged during or after an unauthorized installation of my PowerPort product:

1. PowerBook 500 or PowerBook Duo computer.
2. PowerPort/Mercury modem for the PowerBook 500 or the PowerBook Duo.
3. All data, programs, and files that reside within the PowerBook 500 or the PowerBook Duo.
4. All components or peripheral devices working in conjunction with or connected to my PowerBook 500 or the PowerBook Duo.

If I choose to install my PowerPort product myself or to have it installed by someone who is not an Apple authorized dealer, I release Global Village Communication/Boca Research, Inc. from all liability for any resulting damage. I understand that I take complete responsibility for any unauthorized installation and any revocation of any warranties associated with either my PowerBook 500 or PowerBook Duo and/or my PowerPort /Mercury for the PowerBook 500 or the PowerBook Duo.

### **Global Village Online Support**

FaxBack System: 800.890.4562, eMail: techsupport@globalvillage.com,  
Web Site: <http://www.globalvillage.com>, Fax: 800.340.8007, BBS 800.335.6003 8N1

## Installation Guide Request

Please provide us with all of the following information:

Your Name: \_\_\_\_\_

Phone Number: (     ) \_\_\_\_\_

Company Name: \_\_\_\_\_

Full Street Address : \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Country (if outside the US): \_\_\_\_\_

Please send the installation guide for the (circle one): **PowerBook 5xx** or **PowerBook Duo**

Please Ship via (circle one): **First Class Mail** or **Federal Express**

A Federal Express account number or credit card number is required for a Federal Express shipment. If neither field is filled out, we will ship the instructions at our expense via US Postal Service. We do not fax these instructions.

Federal Express Account Number: \_\_\_\_\_

Credit card type: \_\_\_\_\_

Credit Card Number and Expiration: \_\_\_\_\_

I understand the terms of this release form.

Your Signature \_\_\_\_\_

Date: \_\_\_\_\_