

Tech Support — At Your Service!

Our Place or Yours?

Looking for answers to your prepress questions? Ask J.S. McCarthy Technical Support. This team of professionals — all with extensive prepress experience — is available to help you find solutions to the questions that come up every day in this ever-changing world of electronic graphic design.

Whether you work on a Mac or a PC platform, our tech support personnel can provide information and guidance in the preparation of files in Quark, Pagemaker, and InDesign. They can give you the information and utilities you need to create clean files and print-ready Acrobat pdf's, and can provide instructions for using our state-of-the-art online proofing system called **JSM Remote Proof**. In addition, JSM tech support can assist you with font management, offer suggestions and



workarounds for problems with graphics programs, and install ICC print profiles and calibrate your monitor. Our tech support people are available to our customers at no charge by phone and e-mail, and by appointment can even come to your office for more personalized consultation.

Also look for our **JSM TechNotes**

newsletter. Each issue is packed full of tech tips, tricks, and solutions to help you get your work done. Ask to be put on our mailing list, or download issues in pdf format from our website:

www.jsmcCarthy.com/technical_tips.asp

Our goal is to solve potential printing problems before they happen. If you have an immediate question or problem we could help with, or you'd like information about an on-site consultation, please call us at **888-465-6241**. Or send e-mail to: techsupport@jsmcCarthy.com.

We're at your service!

**one source
one solution**

