

Microsoft Support Services

[When You Have a Question](#)

[Product Support Within the United States and Canada](#)

[Product Support Worldwide](#)

When You Have a Question

If you have a question about Works, first look in the *Companion for Microsoft Works for Windows 95* or consult online Help. You can also find late-breaking updates and technical information in the README file that came with your Works disks. If you cannot find the answer, contact the Microsoft Product Support Services.

Outside the United States and Canada, contact Microsoft Product Support Services at the Microsoft subsidiary office that serves your area. For information about Microsoft subsidiary offices, see [Product Support Worldwide](#).

The Microsoft Support Network

The Microsoft Support Network offers high-quality technical support options that allow you to get what you need: the right answers right now. For information about support services in the United States and Canada, see [Product Support Within the United States and Canada](#).

Services and prices may vary outside the United States and Canada. The Microsoft Support Network is subject to Microsoft's then-current prices, terms, and conditions, and is subject to change without notice.

Product Support Within the United States and Canada

In the United States and Canada, the following support services are available through the Microsoft Support Network:

[Use the System Info feature to view information about your system](#)

[Information Services](#)

[Standard Support](#)

[Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Other Microsoft Services](#)

See Also

[Product Support Worldwide](#)

Use the System Info feature to view information about your system

The System Info feature examines your computer and displays information about Works and your operating system. This information may be useful to the technical support engineer, should you need to call for assistance.

► **To see information with the System Info feature**

1. On the Help menu, click About Microsoft Works.
2. Click System Info.
3. In the left pane, click the type of information you want.

You can also save or print information and run programs from the System Info dialog box.

See also

[Information Services](#)

[Standard Support](#)

[Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Other Microsoft Services](#)

Information Services

No-cost and low-cost electronic information services are available 24 hours a day, 7 days a week, including holidays.

Microsoft FastTips

(800) 936-4100 on a touch-tone telephone. Receive automated answers to common technical problems, and access popular articles from the Microsoft Knowledge Base, all delivered by recording or fax. You can use the following keys on your touch-tone telephone after you reach FastTips:

<u>To</u>	<u>Press</u>
Advance to the next message	*
Repeat the current message	7
Return to the beginning of FastTips	#

Microsoft Download Service

Access, via modem, sample programs, device drivers, patches, software updates and programming aides (1200, 2400, or 9600 baud; no parity; 8 data bits; 1 stop bit). In the United States, call (206) 936-6735. In Canada, call (905) 507-3022.

Internet

Access the Microsoft Knowledge Base and Software Library. The Microsoft World Wide Web site is located at <http://www.microsoft.com>. The Microsoft Gopher site is located at <gopher.microsoft.com>. The Microsoft FTP site is located at <ftp.microsoft.com> and can be accessed via anonymous logon.

CompuServe and America Online

Access the Microsoft Knowledge Base, the Microsoft Software Library, and participate in MS forums. On CompuServe, at any ! prompt, type **go mskb** to access the Microsoft Knowledge Base, **go msl** to access the Microsoft Software Library, and **GO Microsoft** to access the Microsoft forums. To access the Microsoft Knowledge Base on America Online, type **GOTO MICROSOFT** in the America Online client application.

See also

[Standard Support](#)

[Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Other Microsoft Services](#)

Standard Support

In the United States, no-charge support from Microsoft support engineers is available via a toll call between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays.

- For technical support for Works for Windows, call (206) 635-7130.
- For technical support for Works for the Macintosh, call (206) 635-7160.

In Canada, support engineers are available via a toll call between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays. Call (905) 568-3503.

When you call, you should be at your computer and have the appropriate product documentation at hand. Be prepared to give the following information:

- The version number of the Microsoft product that you are using.
- The type of hardware that you are using.
- The exact wording of any messages that appeared on your screen.
- A description of what happened and what you were doing when the problem occurred.
- A description of how you tried to solve the problem.

See also

[Information Services](#)

[Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Other Microsoft Services](#)

Priority Support

The Microsoft Support Network offers priority telephone access to Microsoft support engineers 24 hours a day, 7 days a week, except holidays in the U.S. In Canada, the hours are from 6:00 A.M. to midnight Eastern time, 7 days a week, excluding holidays.

- In the United States, call (900) 555-2000; \$1.95 (U.S.) per minute, \$25 (U.S.) maximum. Charges appear on your telephone bill. Not available in Canada.
- In the United States, call (800) 936-5700; \$25 (U.S.) per incident; in Canada, call (800) 668-7975, at \$30 (CDN) per incident. These services are billed to your VISA card, MasterCard, or American Express card.

See also

[Information Services](#)

[Standard Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Other Microsoft Services](#)

Text Telephone

Microsoft text telephone (TT/TDD) services are available for the deaf or hard-of-hearing. In the United States, using a TT/TDD modem, dial (206) 635-4948 between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays. In Canada, using a TT/TDD modem, dial (905) 568-9641 between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays.

See also

[Information Services](#)

[Standard Support](#)

[Priority Support](#)

[Other Support Options](#)

[Other Microsoft Services](#)

Other Support Options

The Microsoft Support Network offers annual fee-based support plans. For information in the United States, contact the Microsoft Support Network Sales Group at (800) 936-3500 between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays. In Canada, call (800) 563-9048 between 8:30 A.M. and 6:30 P.M. Eastern time, Monday through Friday, excluding holidays. Technical support is not available through these sales numbers. Please refer to the Standard Support phone number for technical support.

[Information Services](#)

[Standard Support](#)

[Priority Support](#)

[Text Telephone](#)

[Other Microsoft Services](#)

Other Microsoft Services

Microsoft Authorized Support Centers

Microsoft Authorized Support Centers (ASCs) are a select group of strategic support providers who offer high quality customized support services that span the complete systems life cycle of planning, implementation and maintenance of your multivendor environment. Services include: on-site support, integration and implementation services, help desk services, hardware support, development resources, and others. Choosing an ASC allows you to work with one vendor for all of your technical support and service needs. You can also combine ASC services with your in-house help desk or Microsoft support service option to best fit your information technology support needs.

For more information on the ASC program, in the U.S. call (800) 936-3500 between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays. In Canada, call (800) 563-9048 between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays.

Microsoft Solution Providers Program

Microsoft Solution Providers are independent developers, consultants, and systems analysts that offer fee-based technical training and support, industry knowledge, objective advice, and a range of value-added services to companies of all sizes. Solution Providers work with organizations to help implement computing systems that take advantage of today's powerful new technologies.

For the name of a Microsoft Solution Provider near you, in the U.S. call (800) 426-9400 between 6:30 A.M. and 5:30 P.M. Pacific time, Monday through Friday, excluding holidays. In Canada, call (800) 563-9048 between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays.

Microsoft TechNet

Microsoft TechNet is the front-line resource for fast, complete answers to technical questions on Microsoft systems and desktop products. Information available on TechNet ranges from crucial data on client-server and workgroup computing, systems platforms, and database products, to the latest on support for Microsoft Windows and Macintosh-based applications. As a TechNet user you receive:

- Twelve monthly compact discs containing the Microsoft Knowledge Base, Microsoft operating systems product resource kits, customer solutions, key Microsoft conference session notes, and other valuable information.
- Twelve monthly supplemental (drivers and patches) compact discs containing the Microsoft Software Library.
- A dedicated Microsoft TechNet forum on CompuServe (GO TECHNET).
- WinCIM, a Windows-based application for accessing CompuServe.
- A 20% discount on Microsoft Press books.

For more information about Microsoft TechNet, in the United States and Canada, call (800) 344-2121, between 7:00 A.M. and 7:00 P.M. Central time, Monday through Friday. Outside of the U.S. and Canada, contact your Microsoft subsidiary, or call (303) 684-0914.

See also

[Information Services](#)

[Standard Support](#)

[Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

Product Support Worldwide

If you are outside the United States and have a question about a Microsoft product, first:

- Consult the documentation and other printed information included with your product.
- Check online Help.
- Check the README files that come with your product disks. These files provide general information that became available after the documentation in the product package was published.
- Consult electronic options such as CompuServe forums or bulletin boards, if available.

If you cannot find a solution, you can receive information on how to obtain product support by contacting the Microsoft subsidiary office that serves your country.

The Microsoft Support Network

The Microsoft Support Network, where available, offers high-quality technical support options that allow you to get what you need: the right answers right now.

The Microsoft Support Network is subject to Microsoft's then-current prices, terms, and conditions in place in each country at the time the services are used and is subject to change without notice.

Calling a Microsoft Subsidiary Office

When you call, you should be at your computer and have the appropriate product documentation at hand. Be prepared to give the following information:

- The version number of the Microsoft product that you are using.
- The type of hardware that you are using, including network hardware, if applicable.
- The operating system that you are using.
- The exact wording of any messages that appeared on your screen.
- A description of what happened and what you were doing when the problem occurred.
- A description of how you tried to solve the problem.

Microsoft subsidiary offices and the countries they serve are listed below.

If there is no Microsoft office in your country, please contact the establishment from which you purchased your Microsoft product.

<u>Area</u>	<u>Telephone Numbers</u>
Argentina	Microsoft de Argentina S.A. Customer Service: (54) (1) 814-5105 (54) (1) 814-4807 (54) (1) 814-4808 (54) (1) 811-7199 Fax: (54) (1) 814-0372 Technical Support: (54) (1) 815-1521
Australia	Microsoft Pty. Ltd. Fax: (61) (02)805-0519 Sales Information Centre: (61) (02) 870-2100 Installation Support: (61) (02) 870-2132 Bulletin Board Service: (61) (02) 878-5200 Technical Support: (61) (02) 870-2131
Austria	Microsoft Ges.m.b.H. Phone: 0222-68 76 07 Fax: 0222-68 16 2710

Information: 0660-6520
Prices, updates, etc.: 0660-6520
CompuServe: GO MSEURO (Microsoft Central Europe)
Standard Support: Installation and Handling
Works for Windows: 0660-6514
General information about the Microsoft Support Network in Central Europe:
FAX: 0049/2622/167006

Belgium

Microsoft NV
Phone: 02-7303911
Customer Service: 02-7303922
CompuServe: 02-2150530 (GO MSBEN)
Bulletin Board: 02-7303911 (1200/2400/9600 bd, 8N1, ANSI)
Technical Support:
02-5133274 (Dutch speaking)
02-5023432 (English speaking)
02-5132268 (French speaking)

Bolivia

See Argentina

Brazil

Microsoft Informatica Ltda.
Phone: (55) (11) 530-4455
Fax: (55) (11) 240-2205
Technical Support Phone: (55) (11) 871-0090
Technical Support Fax: (55) (11) 241-1157
Technical Support Bulletin Board Service: (55) (11) 872-4106

Canada

Microsoft Canada Inc.
Head Office Phone: 1 (905) 568-0434
Customer Support Centre: 1 (800) 563-9048
Microsoft Support Network:
Standard Technical Support Phone: 1 (905) 568-3503
Priority Support Information: 1 (800) 668-7975
Text Telephone (TT/TDD) 1 (905) 568-9641
Technical Support Bulletin Board Service: 1 (905) 507-3022

Caribbean

Microsoft Caribbean, Inc.
Phone: (809) 273-3600
Fax: (809) 273-3636
Technical Support: (214) 714-9100

Chile

Microsoft Chile S.A.
Phone:
56 2 218 5771
56 2 218 5711
56 2 218 6966
Fax: 56 2 233 5917
Customer Service: 56 2 218 5399
Personal Operating System and Applications
Phone: 56 2 232 4467

Colombia

Microsoft Colombia
Phone: (571) 618 2245

Fax: (571) 618 2269
 Technical Support: (571) 618 2255

Czech Republic Microsoft
 Panská 6/ I
 11000 Praha 1
 Phone (+42) (2) 2683-20 or -27
 Fax: (+42) (2) 266020
 Technical Support:
 Phone: (+42) (2) 245 10554

Denmark Microsoft Denmark AS
 Phone: (45) (44) 89 01 11
 Microsoft Sales Support: (45) (44) 89 01 90
 Microsoft FaxSvar: (45) (44) 89 01 44
 Microsoft BBS: (45) (44) 66 90 46
 (Document 303030 in FaxSvar contains
 detailed instructions)
 Technical Support: (45) (44) 89 01 11

Dubai Microsoft Middle East
 Phone: (971) 4 513 888
 Fax: (971) 4 527 444

Ecuador Corporation Microsoft del Ecuador S.A.
 Technical Support: (593) (2) 463-094

England See United Kingdom

Finland Microsoft OY
 Phone: (0358) (90) 525 502 500
 Microsoft FaxSvar: (46) (0)8 752 29 00
 (Information in Swedish and English)
 Microsoft BBS: (46) (0) 8 750 47 42 (Information
 in Swedish and English)
 For Technical Support, please contact your local
 dealer.

France Microsoft France
 Phone: (33) (1) 69-86-46-46
 Fax: (33) (1) 64-46-06-60
 Telex: MSPARIS 604322
 Technical Support Phone: (33) (1) 69-86-10-20
 Technical Support Fax: (33) (1) 69-28-00-28
 Fax Information Service: (33) 36-70-13-13

French Polynesia See France

Germany Microsoft GmbH
 Phone: 089-3176-0
 Fax: 089-3176-1000
 Telex: (17) 89 83 28 MS GMBH D
 Information: 089-3176 1199
 Prices, updates, etc.: 089-3176 1199
 CompuServe: GO MSEURO (Microsoft Central
 Europe)
 Bulletin board, device drivers, tech notes: Btx:
 *microsoft# or *610808000#
 Standard Support: Installation and Handling
 Works for Windows: 089/3176-1140
 General information about the Microsoft Support

Network in Central Europe:
FAX: 02622/167006

Greece Microsoft Hellas, S.A.
Phone: (30) (1) 6893-631 through (30) 1 6893-635
Fax: (30) (1) 6893 636

Hong Kong Microsoft Hong Kong Limited
Fax: (852) 560-2217
Technical Support: (852) 804-4222

Hungary Microsoft Hungary
Phone: (+36) (1) 2691212
Fax: (+36) (1) 269 1030
Technical Support:
Phone: (36) (0)1/1172289

Ireland See United Kingdom

India Microsoft India
Phone: (01) (91) 646 0694, 646 0767, 646 0813
Fax: (01) (91) 646-0813

Israel Microsoft Israel Ltd.
Phone: 972-3-613-0833
Fax: 972-3-613-0834

Italy Microsoft SpA
Phone: (39) (2) 7039-21
Fax: (39) (2) 7039-2020
Customer Service (Prices, new product info,
product literature): (39) (2) 7039-8359
Bulletin Board: (39) (2) 7030-0102
Technical Support: (39) (2) 7039-8351

Japan Microsoft Company Ltd.
Phone: (81) (3) 5454-2490
Fax: (81) (3) 5454-7972
Channel Marketing (Pre-sales Product Support)
Information Center
Phone: (81) (3) 5454-2300
Fax: (81) (3) 5454-7951
Customer Service Phone (Version
upgrade/Registration)
Phone: (81) (3) 5454-2305
Fax: (81) (3) 5454-7952
Works: (81) (3) 5454-2311
PSS Technical Support Fax: (81) (3) 5454-7955

Korea Microsoft CH
Phone: (82) (2) 531-4500
Fax: (82) (2) 531-1724
Technical Support: (82) (2) 531-4800
Technical Support Fax: (82) (2) 563-5194
Technical Support Bulletin Board Service: (82)
(2) 538-3256

Liechtenstein See Switzerland (German speaking)

Luxembourg Microsoft NV
Phone: (32) 2-7303911

Customer Service: (32) 2-7303922
 CompuServe: (32) 2-2150530 (GO MSBEN)
 Bulletin Board: (32) 2-7350045 (1200/2400/9600
 bd, 8N1, ANSI)
 Technical Support:
 (32) 2-5133274 (Dutch speaking)
 (32) 2-5023432 (English speaking)
 (32) 2-5132268 (French speaking)

México Microsoft México, S.A. de C.V.
 Technical Support: (52) (5) 325-0912
 Applications and Operating Systems
 Bulletin Board Service: (52) (5) 590-5988
 (1200/2400 baud, 8 bits, No parity, 1 stop bit,
 ANSI terminal emulation)
 User MSMEXICO, NO Password

Netherlands Microsoft BV
 Phone: 02503-89189
 Customer Service: 02503-77700
 CompuServe: 020-6880085 (GO MSBEN)
 Bulletin Board: 02503-34221 (1200/2400/9600
 bd, 8N1, ANSI)
 Technical Support:
 02503-77877 (Dutch speaking)
 02503-77853 (English speaking)

New Zealand Microsoft New Zealand Ltd
 Phone: 64 (9) 358-3724
 Fax: 64 (9) 358-3726
 Technical Support:
 Phone: 64 (9) 357-5575
 Fax: 64 (9) 358-0092

Northern Ireland See United Kingdom

Norway Microsoft Norway AS
 Phone: (47) (22) 02 25 50
 Microsoft Sales Support: (47) (22) 02 25 80
 Microsoft BBS: (47) 22 18 22 09
 (Document 404040 in FaxSvar contains
 detailed instructions)
 Microsoft FaxSvar: (47) (22) 02 25 70
 Technical Support: (47) (22) 02 25 50

Papua New Guinea See Australia

Paraguay See Argentina

Poland Microsoft Sp.z o.o.
 ul. Grzybowska 80/82
 00-844 Warszawa
 Phone: (+48) (2) 6615433
 Fax: (+48) (2) 6615434
 Technical Support:
 Phone: (+48) (2) 6216793 or (+48) (71) 441357

Portugal MSFT, Lda.
 Phone: (351) 1 4412205

	Fax: (351) 1 4412101
Republic of China	Microsoft Taiwan Corp. Phone: (886) (2) 504-3122 Fax: (886) (2) 504-3121 Technical Support: (886) (2) 508-9501
Republic of Ireland	See United Kingdom
Russia	Microsoft A/O Leningradsky Prospekt80 125178 Moscow Phone: (+7) (502) 224 50 46 Fax: (+7) (502) 224 50 45 Technical Support: Phone:(+7) (095) 267-8844 or (+7) (095)158-6963
Scotland	See United Kingdom
Singapore	Microsoft Singapore Pte Ltd Phone: (65) 227-6833 Fax: (65) 227-6811 Microsoft Download Service BBS: (65) 227-6798 Technical Support for: Works for Windows: (65) 220-7202
Slowenia	See Germany Technical Support Phone: (+386) (61) 1232354
Slovak Republic	Microsoft Panská 6/ I 11000 Praha 1 Phone (+42) (2) 2683-20 or -27 Fax: (+42) (2) 266020 Technical Support: Phone: (+42) (7) 312083
South Africa	Microsoft South Africa Phone: (27) 11 445 0000 Fax: (27) 11 445 0045 or (27) 11 445 0046 Technical Support (Toll Free): 0 802 11 11 04 (Toll): (2) 11 445 0100 Customer Service Centre: (27) 11 445 0145
Spain	Microsoft Iberica SRL Phone: (34) (1) 804-0000 Fax: (34) (1) 803-8310 Technical Support: (34) (1) 803-9960
Sweden	Microsoft AB Phone: (46) (08) 752 09 29 Sales Support: (46) (8) 752 56 30 Microsoft FaxSvar: (46) (0)8 752 29 00 Microsoft BBS: (46) (8) 750 47 42 (Document 202020 in FaxSvar contains detailed instructions) Information on Technical Support: (46) (8) 752 09 29

Switzerland	<p>Microsoft AG Phone: 01-839 61 11 Fax: 01-831 08 69 Prices, updates, etc.: 01/839 61 11 CompuServe: GO MSEURO (Microsoft Central Europe) Documentation: Phone: 155 59 00 Fax: 064-224294, Microsoft Info-Service, Postfach, 8099 Zürich Standard Support: Installation and Handling Works for Windows: 01/342-4084 Technical support (French speaking): 022-738 96 88 General information about the Microsoft Support Network in Central Europe: FAX: 0049/2622/167006</p>
Turkey	<p>Microsoft Turkey Phone: (90) 212 2585998 Fax: (90) 212 2585954</p>
United Kingdom	<p>Microsoft Limited Product Support Services Bulletin Board Service Microsoft KeyData: (01734) 270065 (up to 14.4Kbaud, n, 8, 1) Faxback Information Service Microsoft KeyFax: (01734) 270080 Telephone Support Desktop Apps & Personal Operating Systems: (01734) 271000 Microsoft Ltd Microsoft Information Centre: (0345) 002000 Microsoft Ltd fax: (01734) 270002 Microsoft Ltd phone: (01734) 270001</p>
Uruguay	<p>See Argentina</p>
Venezuela	<p>Corporation MS 90 de Venezuela S.A. Other information: 58.2.910008 58.2.914739 58.2.913342 Fax: 58.2.923835 Technical Support: 58.2.910046 58.2.910510</p>
Wales	<p>See United Kingdom</p>

