

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 Microsoft PowerPoint, first look in the PowerPoint User's Guide or consult online Help. You can also find late-breaking updates and technical information in the Readme file that came with your PowerPoint disks. If you cannot find the answer, contact the Microsoft Support Network.

Outside the United States, 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 you a wide range of choices and access to high-quality, responsive technical support. Microsoft recognizes that support needs vary from user to user; the Microsoft Support Network allows you to choose the type of support that best meets your needs, with options ranging from electronic bulletin boards to annual support programs. For information about support services in the United States and Canada, see [Product Support Within the United States and Canada](#).

Services vary outside the United States and Canada. In other locations, contact a local Microsoft subsidiary for information. 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](#)

[Electronic Services](#)

[Standard Support](#)

[Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Product Training and Consultation](#)

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 PowerPoint 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. From the Help menu, choose About PowerPoint.
2. Choose the System Info button.
3. In the Choose A Category box, select the type of information you want.

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

See also

[Electronic Services](#)

[Standard Support](#)

[Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Product Training and Consultation](#)

Electronic Services

These services are available 24 hours a day, 7 days a week, including holidays.

Microsoft FastTips

Dial (800) 936-4100 on a touch-tone telephone. Receive automated answers to common questions, and access a library of technical notes, all delivered by recording or fax. You can use the following keys on your touch-tone telephone after you reach FastTips:

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

CompuServe

Interact with other users and Microsoft support engineers, or access the Microsoft Knowledge Base to get product information. At any ! prompt, type **go microsoft** to access Microsoft forums, or type **go mskb** to access the Microsoft Knowledge Base. For an introductory CompuServe membership kit, call (800) 848-8199, operator 519.

Microsoft Download Service

Access, via modem, the Driver Library and the most current technical notes (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 Driver Library and the Microsoft Knowledge Base. The Microsoft Internet FTP archive host, ftp.microsoft.com, supports anonymous login. When logging in as anonymous, you should type your complete electronic mail name as your password.

See also

[Standard Support](#)

[Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Product Training and Consultation](#)

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 PowerPoint for Windows or Macintosh, call (206) 635-7145.

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

[Electronic Services](#)

[Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Product Training and Consultation](#)

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 United States, call (900) 555-2000; \$2 (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, billed to your VISA card, MasterCard, or American Express card. In Canada, call (800) 668-7975; \$30 per incident, billed to your VISA card, MasterCard, or American Express card.

See also

[Electronic Services](#)

[Standard Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Product Training and Consultation](#)

Text Telephone

Microsoft text telephone (TT/TDD) services are available for the deaf or hardofhearing. 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

[Electronic Services](#)

[Standard Support](#)

[Priority Support](#)

[Other Support Options](#)

[Product Training and Consultation](#)

Other Support Options

The Microsoft Support Network offers annual support plans. For information, in the United States, contact the Microsoft Support Network Sales and Information 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) 668-7975 between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays.

See also

[Electronic Services](#)

[Standard Support](#)

[Priority Support](#)

[Text Telephone](#)

[Product Training and Consultation](#)

Product Training and Consultation

Microsoft Solution Providers are independent organizations that provide consulting, integration, customization, development, technical support and training, and other services for Microsoft products. These companies are called Solution Providers because they apply technology and provide services to help solve real-world problems.

In the United States, for more information about the Microsoft Solution Providers program or the Microsoft Solution Provider nearest to you, please 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) 668-7975 between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays.

See also

[Electronic 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 books in the product package were 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 you a wide range of choices and access to high quality, responsive technical support. Microsoft recognises that support needs vary from user to user; the Microsoft Support Network allows you to choose the type of support that best meets your needs, with options ranging from electronic bulletin boards to annual support programmes.

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 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.

Area	Telephone Numbers
Argentina	Microsoft de Argentina S.A. Customer Service: (54) (1) 814-5105 (54) (1) 814-4807 (54) (1) 814-4808 (54) (1) 811-7199 Technical Support: (54) (1) 815-1521 Fax: (54) (1) 814-0372
Australia	Microsoft Pty. Ltd. Installation Support: (61) (02) 870-2870 Fax: (61) (02) 805-0519 Bulletin Board Service: (61) (02) 878-5200 Technical Support: (61) (02) 870-2131 Sales Information Centre: (61) (02) 870-2100
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)
Technical support: 0660-6511

Belgium
Microsoft NV
Phone: 02-7303911
Customer Service: 02-7303922
CompuServe: 02-2150530 (GO MSBEN)
Bulletin Board Service: 02-7350045
(1200/2400/9600 baud,
8 bits, no parity, 1 stop bit, ANSI terminal emulation)
Technical Support:
(Dutch speaking): 02-5133274
(English speaking): 02-5023432
(French speaking): 02-5132268

Bolivia
See Argentina

Brazil
Microsoft Informatica Ltda.
Phone: (55) (11) 530-4455
Fax: (55) (11) 240-2205
Technical Support Phone: (55) (11) 533-2922
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
Technical Support Bulletin Board Service: 1 (905) 507-3022
Text Telephone (TT/TDD) 1 (905) 568-9641

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

Chile
Microsoft Chile S.A.
Tel: 56 2 218 5771, 56 2 218 5711, 56 2 218 7524
Fax: 56 2 218 5747

Colombia
Microsoft Colombia
Tel: (571) 618 2245 Soporte Tecnico: (571) 618 2255
Fax:(571) 618 2269

Denmark
Microsoft Denmark AS

Phone: (45) (44) 89 01 00
 Technical Support: (45) (44) 89 01 11
 Microsoft Sales Support: (45) (44) 89 01 90
 Microsoft BBS: (45) (44) 66 90 46 (Document
 303030 in FaxSvar contains detailed
 instructions)
 Microsoft FaxSvar: (45) (44) 89 01 44

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

England
 see United Kingdom

Finland
 Microsoft OY
 For Technical Support, please contact your
 local dealer.
 Phone: (358) (9) 0 525 501
 Microsoft BBS: (46) (0) 8 750 47 42
 (Information in Swedish and English)
 Microsoft FaxSvar: (46) (0)8 752 29 00
 (Information in Swedish and English)

France
 Microsoft France
 Phone: (33) (1) 69-86-46-46
 Telex: MSPARIS 604322
 Fax: (33) (1) 64-46-06-60
 Technical Support Phone: (33) (1) 69-86-10-20
 Technical Support Fax: (33) (1) 69-28-00-28
 Fax Information Service: (33) (1) 69-29-11-55

French Polynesia
 See France

Germany
 Microsoft GmbH
 Phone: 089 - 3176-0
 Telex: (17) 89 83 28 MS GMBH D
 Fax: 089 - 3176-1000
 Information: 089 - 3176 1199
 Prices, updates, etc.: 089 - 3176 1199
 Bulletin board, device drivers, tech notes :
 Btx: microsoft#
 or *610808000# CompuServe: GO MSEURO
 (Microsoft
 Central Europe)
 Technical support: 089 3176 1120

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
 Technical Support: (852) 804-4222
 Fax: (852) 560-2217

Ireland
 See United Kingdom

Israel
 Microsoft Israel Ltd.
 Phone: 972-3-575-7034
 Fax: 972-3-575-7065

Italy
 Microsoft SpA

Phone: (39) (2) 269121
 Telex: 340321 I
 Fax: (39) (2) 21072020
 Customer Service (Prices, new product info,
 product literature): (39) (2) 26901359
 Bulletin Board: (39) (2) 21072051
 Technical Support: (39) (2) 26901351

Japan
 Microsoft Company Ltd.
 Phone: (81) (3) 5454-8000
 Fax: (81) (3) 5454-7972
 PSS Technical Support Fax: (81) (3) 5454-7955
 Customer Service Phone (Version
 upgrade/Registration)
 Phone: (81) (3) 5454 2305 Fax: (81) (3) 5454-
 7952
 Channel Marketing (Pre-sales Product Support)
 Information Center
 Phone: (81) (3) 5454-2300 Fax: (81) (3) 5454
 7951

Korea
 Microsoft CH
 Phone: (82) (2) 531-4500
 Fax: (82) (2) 555-1724
 Technical Support: (82) (2) 531-4800
 Technical Support Fax : (82) (2) 563-5194
 Technical Support Bulletin Board Service : (82)
 (2) 538-3256

Liechtenstein
 Luxembourg
 See Switzerland (German speaking)
 Microsoft NV
 Phone: (32) 2-7303911
 Customer Service: (32) 2-7303922
 CompuServe: (32) 2-2150530 (GO MSBEN)
 Bulletin Board Service: (32) 2-7350045
 (1200/2400/9600 baud,
 8 bits, No parity, 1 stop bit, ANSI terminal
 emulation)
 Technical Support:
 (Dutch speaking): (32) 2-5133274
 (English speaking): (32) 2-5023432
 (French speaking): (32) 2-5132268

México
 Microsoft México, S.A. de C.V.
 Phone: (52) (5) 325-0910
 Customer Service: (52) (5) 325-0911
 Bulletin Board Service: (52) (5) 590-5988
 (1200/2400 baud, 8 bits, No parity, 1 stop bit,
 ANSI terminal emulation)
 Fax: (52) (5) 280-7940
 Technical Support: (52) (5) 325-0912

Netherlands
 Microsoft BV
 Phone: 02503-89189
 Customer Service: 02503-77700

CompuServe: 020-6880085 (GO MSBEN)
 Bulletin Board Service: 02503-34221
 (1200/2400/9600 baud,
 8 bits, No parity, 1 stop bit, ANSI terminal
 emulation)
 Technical Support:
 (Dutch speaking) Technical Support: 02503-
 77877
 (English speaking) Technical Support: 02503-
 77853

New Zealand Microsoft New Zealand Ltd.
 Phone: 64 (9) 358-3724
 Fax: 64 (9) 358-3726
 Technology Link Centre (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 00
 Technical Support: (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

Papua New Guinea See Australia

Paraguay See Argentina

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

Scotland See United Kingdom

South Africa Microsoft South Africa
 Phone: (27) 11 444 0520
 Fax: (27) 11 444 0536

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) (8) 752 56 00
 Information on Technical Support: (46) (8) 752
 09 29
 Sales Support: (46) (8) 752 56 30
 Microsoft BBS: (46) (8) 750 47 42 (Document

202020 in FaxSvar contains detailed instructions)
Microsoft FaxSvar: (46) (0)8 752 29 00

Switzerland
Microsoft AG
Phone: 01 - 839 61 11
Fax: 01 - 831 08 69
Documentation: Phone: 155 59 00 Fax: 064 - 224294,
Microsoft Info-Service, Postfach, 8099 Zürich
Prices, updates, etc.: 01/839 61 11
CompuServe: GO MSEURO(Microsoft Central Europe)
Technical support: (German speaking) 01 - 342 - 4082
Technical support: (French speaking) 022 - 738 96 88

Turkey
Microsoft Turkey
Phone: (90) 212 2585998
Fax: (90) 212 2585954

United Kingdom
Microsoft Limited
Phone: (44) (734) 270000
Fax: (44) (734) 270002
Upgrades & Registration: (44) (81) 614 8000
Technical Support:
Bulletin Board Service:
(44) (734) 270065 (2400 Baud)
(44) (734) 270060 (9600 Baud)
Fax Information Service: (44) (734) 270080
Main Line (All Products): (44) (734) 271000
MSDOS 90 day F.O.C. Support: (44) (734) 271900
MSDOS Charged Support: (44) (891) 315500

Uruguay
See Argentina

Venezuela
Corporation MS 90 de Venezuela S.A.
Technical Support: 58.2.910046, 58.2.910510
Other information: 58.2.910008, 58.2.914739, 58.2.913342
Fax: 58.2.923835

Wales
See United Kingdom

