

Lorsque vous avez une question

Si vous êtes à l'étranger et que vous avez une question sur un produit Microsoft, commencez par :

- consulter la documentation fournie avec votre produit ;
- vous reporter à l'aide en ligne ;
- consulter le fichier LISEZMOI se trouvant sur l'une des disquettes de votre produit. Ce fichier fournit des informations générales qui sont devenues disponibles après la publication de la documentation du produit.

{button ,AL(` French')} Voi aussi

Appel d'une filiale Microsoft

Avant de téléphoner à une filiale Microsoft, installez-vous devant votre ordinateur et assurez-vous que la documentation appropriée du produit est à portée de main. Soyez prêt à fournir les informations suivantes :

- le numéro de version du produit Microsoft que vous utilisez ;
- le type de matériel que vous possédez, y compris éventuellement le matériel de réseau ;
- le système d'exploitation que vous utilisez ;
- le libellé exact des messages apparus à l'écran ;
- la description du problème et des circonstances dans lesquelles il s'est produit ;
- les mesures que vous avez prises pour essayer de résoudre le problème.

Microsoft France

Service Client : (33) (1) 69-86-11-11
Télex : MSPARIS 604322
Télécopie : (33) (1) 64-46-06-60
Téléphone du Support technique : (33) (1) 69-86-10-20
Télécopie du Support technique : (33) (1) 69-28-00-28
Service d'informations par télécopie : (33) (1) 69-29-11-55

Microsoft Canada Inc.

Téléphone du siège social : 1 (905) 568-0434
Support Client : 1 (800) 563-9048
Réseau de support Microsoft :
Support technique
Standard Support : 1 (905) 568-3503
Support priorité : 1 (800) 668-7975
Panneau d'affichage (BBS) : 1 (905) 507-3022
Service de télécommunications pour les malentendants (TT/TDD) : 1 (905) 568-9641

Luxembourg Microsoft NV

Téléphone : (32) 2-7303911
Service Client : (32) 2-7303922
CompuServe : (32) 2-2150530 (GO MSBEN)
Panneau d'affichage (BBS) : (32) 2-7268545 (1200/2400/9600 bauds, 8N1, ANSI)
Support technique : (32) 2-5133274 (néerlandais)
(32) 2-5023432 (anglais)
(32) 2-5132268 (français)

Suisse Microsoft AG

Téléphone : 01 - 839 61 11
Télécopie : 01 - 831 08 69
Documentation :
Téléphone : 01 -155 59 00
Télécopie : 064 - 224294
Microsoft Info-Service, Postfach 8099
Zürich Prix, mises à jour, etc. : 01 - 839 61 11
CompuServe : GO MSEURO (Microsoft Europe Centrale)
Support technique : 022 - 738 96 88 (français)

{button ,AL(` French')} Voi aussi

Les services de Support technique de Microsoft dans le monde

Wenn Sie eine Frage haben

Wenn Sie eine Frage zu einem Microsoft-Produkt haben, gehen Sie bitte in der folgenden Reihenfolge vor:

- Sehen Sie in der gedruckten Dokumentation zu Ihrem Produkt nach.
- Sehen Sie im Online-Benutzerhandbuch nach.
- Überprüfen Sie die INFO-Datei (oder README-Datei) auf den Datenträgern, auf denen das Produkt ausgeliefert wurde. In dieser Datei finden Sie aktuelle und technische Informationen.
- Rufen Sie Informationen von elektronischen Diensten (z. B. Bulletin Boards) ab, sofern verfügbar.

Wenn Sie keine Lösung finden, erhalten Sie Informationen zum Software Service, indem Sie sich mit der Microsoft-Niederlassung in Verbindung setzen, die für Sie zuständig ist. Wenn sich keine Microsoft-Niederlassung in Ihrem Land befindet, setzen Sie sich bitte mit dem Händler in Verbindung, über den Sie das Microsoft-Produkt bezogen haben.

Microsoft Support Network

Das Microsoft Support Network bietet (wenn verfügbar) umfassenden Zugang zu einer Vielzahl von qualifizierten und schnellen Software Service-Optionen. Microsoft hat erkannt, daß unterschiedliche Benutzer unterschiedlichen Anforderungen an den Software Service haben. Das Microsoft Support Network ermöglicht Ihnen die Auswahl aus Service-Optionen, die Ihre Anforderungen am besten erfüllen (angefangen bei elektronischen Bulletin Boards bis hin zu Jahresmitgliedschaften in Support-Programmen).

Die vom Microsoft Support Network angebotenen Dienstleistungen unterliegen den im jeweiligen Land gültigen Preisen und allgemeinen Geschäftsbedingungen (Stand zum Zeitpunkt der Beanspruchung der Dienstleistung) und können ohne Vorankündigung geändert werden.

{button „AL(`German`)“} Siehe auch

Anrufen bei der für Sie zuständigen Niederlassung

Wenn Sie anrufen, sollten Sie sich an Ihrem Computer befinden und die entsprechende Produktdokumentation zur Hand haben. Halten Sie bitte auch folgende Informationen bereit:

- die Versionsnummer des eingesetzten Microsoft-Produkts.
- die Produkt-ID (PID) Ihres Software-Produkts. Sie erhalten die PID, indem Sie auf eine Option in der Software klicken, mit der rechten Maustaste klicken und dann auf **Info** klicken.
- die Art der Hardware, die Sie verwenden (ggf. einschließlich Netzwerkhardware).
- das Betriebssystem, das Sie verwenden.
- den genauen Wortlaut aller Meldungen, die auf Ihrem Bildschirm erschienen sind.
- was passiert ist und was Sie gerade getan haben, als das Problem auftrat.
- wie Sie versucht haben, das Problem zu lösen.

Wenn sich keine Microsoft-Niederlassung in Ihrem Land befindet, setzen Sie sich bitte mit dem Händler in Verbindung, über den Sie das Microsoft-Produkt bezogen haben.

{button ,AL(`German`)} Siehe auch

Niederlassungen weltweit

Per qualsiasi domanda riguardante un prodotto Microsoft

Per qualsiasi domanda riguardante un prodotto Microsoft:

- Consultare la documentazione ed altro materiale stampato incluso nella confezione del prodotto.
- Consultare la Guida in linea.
- Consultare i file LEGGIMI presenti nei dischi del prodotto. Questi file contengono informazioni generali divenute disponibili dopo la stampa dei manuali.
- Consultare servizi elettronici come CompuServe o BBS, se disponibili.

Se non si trova una soluzione, è possibile ricevere informazioni su come ottenere assistenza per i prodotti contattando la filiale Microsoft del proprio paese.

Servizi di supporto Microsoft (Microsoft Support Network)

I servizi di supporto Microsoft, ove disponibili, offrono un'ampia gamma di scelte e accesso ad un supporto tecnico completo e di alta qualità. Microsoft riconosce che le esigenze di supporto variano da utente a utente, per questo Microsoft consente di scegliere l'assistenza più adatta alle proprie esigenze, con opzioni che vanno dai servizi BBS a programmi di assistenza annuale.

I servizi di supporto Microsoft sono soggetti ai prezzi, termini e condizioni Microsoft validi in ogni paese al momento in cui un servizio viene usato e sono soggetti a cambiamenti senza preavviso.

{button ,AL(`Italian')} Argomenti correlati

Chiamare una filiale Microsoft

Prima di chiamare, accertarsi di avere a portata di mano la documentazione del prodotto e di trovarsi in prossimità del computer. Potrebbe inoltre essere necessario fornire le seguenti informazioni:

- Il numero di versione del prodotto Microsoft utilizzato e il numero di serie, se disponibile.
- Il tipo di hardware di cui si dispone, compreso l'hardware di rete, se esistente.
- Il sistema operativo in uso.
- Il contenuto esatto dei messaggi visualizzati.
- La descrizione dell'operazione che si stava eseguendo quando si è verificato il problema.
- Il modo in cui si è tentato di risolvere il problema.

Il Servizio Supporto Tecnico Clienti è disponibile presso le filiali Microsoft. Per gli indirizzi delle filiali Microsoft nel mondo consultare "Filiali nel mondo" in questa stessa Guida.

Per l'Italia: Microsoft S.p.A.
 Centro Direzionale S. Felice
 Palazzo A
 Via Rivoltana, 13
 20090 Segrate MI

 Telefono: (02) 703921
 Telex: 340321 I

 Fax: (02) 7039.2020
 Informazioni clienti (prezzi e informazioni sui nuovi prodotti e sugli
 aggiornamenti): (02) 7039.8398
 Servizio telematico Bulletin Board (BBS): (02) 7030.0102
 Servizio Supporto Tecnico Clienti: (02) 7039.8351

{button ,AL(`Italian')} Argomenti correlati

Filiali nel mondo

Cuando tenga alguna duda

Si tiene preguntas acerca de un producto de Microsoft:

- Consulte la documentación y cualquier otro documento impreso incluido con el producto.
- Consulte la Ayuda en pantalla.
- Consulte los archivos LÉAME incluidos en los discos del producto. Estos archivos proporcionan información general surgida tras la publicación de los libros del paquete del producto.
- Consulte otras opciones electrónicas, como los servicios de boletín electrónico y foros de CompuServe.

La red de soporte de Microsoft

La Red de soporte de Microsoft (en aquellos países en que está disponible) le proporciona una amplia gama de opciones, además de la posibilidad de obtener soporte técnico inmediato y de alta calidad. Microsoft reconoce que el soporte que necesita cada usuario es distinto; por consiguiente, la Red de soporte de Microsoft le permitirá elegir el tipo de soporte que mejor se adapte a sus necesidades, con opciones que van desde servicios de boletín electrónico hasta programas anuales de soporte.

La Red de soporte de Microsoft está sujeta a los precios, términos y condiciones vigentes de Microsoft para cada país al momento de solicitud del servicio, todo ello puede cambiar sin aviso previo.

{button ,AL(` Spanish')} Temas relacionados

Comunicación con una subsidiaria de Microsoft

Cuando llame, deberá estar delante de su PC y tener a mano la documentación del producto. Asimismo, esté preparado para proporcionar la siguiente información:

- El número de la versión del producto de Microsoft que esté utilizando.
- El tipo de hardware que esté utilizando, incluido el hardware de red si correspondiera.
- El sistema operativo que está utilizando.
- Cita textual de todo mensaje que aparezca en la pantalla.
- Una descripción de lo ocurrido y de lo que intentaba hacer cuando se produjo el problema.
- Una descripción de cómo ha intentado resolver el problema.

A continuación, se listan las subsidiarias de Microsoft y los países a los que sirven. Si no hay una oficina de Microsoft en su país, póngase en contacto con el establecimiento donde adquirió el producto de Microsoft.

| Área | Números de teléfono |
|-------------|---|
| Argentina | Microsoft de Argentina S.A. Servicio al cliente: (54) (1) 819-1900 Soporte técnico: (54) (1) 314-0560 Fax: (54) (1) 819-1921 |
| Bolivia | Vea Argentina |
| Caribe | Microsoft Caribbean, Inc. Tél: (809) 273-3600 Fax: (809) 273-3636 Soporte técnico: (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 técnico: (571) 618 2255 Fax:(571) 618 2269 |
| Ecuador | Corporación Microsoft del Ecuador Tel.: (593) 2 460-447, (593) 2 460-451 Servicio al cliente: (593) 2 460-453, (593) 2 460-458 Soporte técnico: (593) 2 463-094 |
| España | Microsoft Iberica SRL Tel.: (34) (1) 807-9999 Fax: (34) (1) 803-8310 Soporte técnico: (34) (1) 807-9960 |
| México | Microsoft México, S.A. de C.V. Tel.: (52) (5) 325-0910 Servicio al cliente: (52) (5) 325-0911 BBS: (52) (5) 590-5988 (1200/2400 baudios, 8 bits, No paridad, 1 bit de parada, emulación de terminal ANSI terminal) Fax: (52) (5) 237-4894 Soporte técnico: Aplicaciones y sistemas operativos: (52) (5) 325-0912 Programadores y sistemas avanzados: (52) (5) 237-4800 |
| Paraguay | Vea Argentina |
| Peru | Soporte técnico: (51-14) 21-1200 Otra información: (51-14) 21-1200 Fax: (51-14) 21-0944 |
| Uruguay | Vea Argentina |
| Venezuela | Corporation MS 90 de Venezuela S.A. Soporte técnico: 58.2.910046, 58.2.910510 |

Otra información: 58.2.910008, 58.2.914739, 58.2.913342
Fax: 58.2.923835

{button ,AL(` Spanish')} Temas relacionados

Acceso a las subsidiarias a nivel mundial

Calling your local 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 Product Identification Number (PID) of your software, if installed.
- 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.

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

{button ,AL(` Subs')} Related Topics

When you have a question (outside the U.S. and Canada)

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

- Consult the printed documentation included with your product.
- Check the Online User's Guide.
- Check the README file that comes with your product disks. This file provides late-breaking updates and technical information.
- Consult electronic options such as 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. If there is no Microsoft office in your country, please contact the establishment where you purchased your Microsoft product.

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 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.

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

{button ,AL(` Subs')} Related Topics

Worldwide subsidiary offices

To locate information on a subsidiary office, click on the letter of the country and choose from the dialog box. If your country is not displayed, there may not be a subsidiary office in that country; choose another country close to yours.



{button ,AL(` Subs')} Related Topics

Argentina subsidiary (Microsoft de Argentina S.A.)

Includes support for Bolivia, Paraguay, and Uruguay.

Technical Support

Phone (54) (1) 314-0560
(598) (2) 77-4934 (Uruguay)

Other Support

Customer Service (54) (1) 819-1900
Fax (54) (1) 819-1921

{button ,AL(` CallingMicrosoft`)} Related Topics

Australia subsidiary (Microsoft Pty. Ltd.)

Includes support for Papua New Guinea.

Technical Support

Phone (61) (02) 870-2131

Other Support

Bulletin Board Service (61) (02) 878-5200

Fax (61) (02) 805-0519

Installation Support (61) (02) 870-2132

Sales Information Centre (61) (02) 870-2100

{button ,AL(`CallingMicrosoft`)} Related Topics

Austria subsidiary (Microsoft Ges.m.b.H.)

Technical Support

Phone 0660-6738

Other Support

CompuServe GO MSEURO (Microsoft Central Europe)

Fax 0222-68 16 2710

Information 0660-6520

Phone 0222-68 76 07

Prices, updates, etc. 0660-6520

Information about the 0049/2622/167006

Microsoft Support

Network

in Central Europe (fax)

{button ,AL(` CallingMicrosoft')} Related Topics

Belgium subsidiary (Microsoft NV)

Technical Support

| | |
|---------|----------------|
| Dutch | (32) 2 5133274 |
| English | (32) 2 5023432 |
| French | (32) 2 5132268 |

Other Support

| | |
|------------------|---|
| Phone | (32) 2 7303911 |
| Customer Service | (32) 2 7303922 |
| CompuServe | (32) 2 2150530 (GO MSBEN) |
| Bulletin Board | (32) 2 7268545 (1200/2400/9600/14400 baud, 8 bits, no parity, 1 stop bit, ANSI terminal emulation) |

{button ,AL(`CallingMicrosoft')} Related Topics

Brazil subsidiary (Microsoft Informativa Ltda.)

Technical Support

| | |
|------------------------|--------------------|
| Phone | (55) (11) 871-0090 |
| Fax | (55) (11) 262-8638 |
| Bulletin Board Service | (55) (11) 872-4106 |
| Help by Fax | (55) (11) 871-4701 |

Other Support

| | |
|-------|--------------------|
| Phone | (55) (11) 514-7100 |
| Fax | (55) (11) 514-7106 |
| | (55) (11) 514-7107 |

{button ,AL(`CallingMicrosoft`)} Related Topics

Canada subsidiary (Microsoft Canada Inc.)

Technical Support

| | |
|---------------------------------|------------------|
| Standard Support | 1 (905) 568-3503 |
| Priority Support Information | 1 (800) 668-7975 |
| Text Telephone (TT/TDD) | 1 (905) 568-9641 |
| Bulletin Board Service | 1 (905) 507-3022 |

Other Support

| | |
|----------------------------|------------------|
| Customer Support Centre | 1 (800) 563-9048 |
| Head Office Phone | 1 (905) 568-0434 |

{button ,AL(`CallingMicrosoft`)} Related Topics

Caribbean subsidiary (Microsoft Caribbean, Inc.)

Technical Support

Phone (214) 714-9100

Other Support

Phone (809) 273-3600

Fax (809) 273-3636

{button ,AL(` CallingMicrosoft`)} Related Topics

Chile subsidiary (Microsoft Chile S.A.)

Technical Support

Phone 56 2 330 6222

Fax 56 2 341 1439

Other Support

Phone 56 2 330 6000

Fax 56 2 330 6190

Customer Service 56 2 800 213121

{button ,AL(`CallingMicrosoft`)} Related Topics

Colombia subsidiary (Microsoft Columbia)

Technical Support

Phone (571) 618 2255

Other Support

Phone (571) 618 2245

Fax (571) 618 2269

{button ,AL(` CallingMicrosoft`)} Related Topics

Czech Republic subsidiary (Microsoft)

Technical Support

Phone (+42) (2) 2451 0554

Other Support

Phone (+42) (2) 611 97 111

Fax (+42) (2) 611 97 100

{button ,AL(` CallingMicrosoft`)} Related Topics

Denmark subsidiary (Microsoft Denmark AS)

Technical Support

Phone (45) (44) 89 01 11

Other Support

Customer Service (45) (44) 89 01 90

MSDL (BBS) (45) (44) 66 90 46

FastTips (45) (44) 89 01 44

{button ,AL(`CallingMicrosoft`)} Related Topics

Dubai subsidiary (Microsoft Middle East)

Technical Support

Phone (971) 4 513 888

Other Support

Fax (971) 4 527 444

{button ,AL(`CallingMicrosoft`)} Related Topics

Ecuador subsidiary (Corporation Microsoft del Ecuador S.A.)

Technical Support

Phone (593) 2 463-094

Other Support

Phone (593) 2 460-447

(593) 2 460-451

Customer Service (593) 2 460-453

(593) 2 460-458

{button ,AL(`CallingMicrosoft`)} Related Topics

Finland subsidiary (Microsoft OY)

Technical Support

Phone Please contact your local dealer.

Other Support

Customer Service +358 (9) 0-525 502 6

MSDL (BBS) +358 (9) 0-455 03 66

FastTips +358 (9) 0-525 502 550

{button ,AL(` CallingMicrosoft')} Related Topics

France subsidiary (Microsoft France)

Includes support for French Polynesia.

Technical Support

Phone (33) (1) 69-86-10-20

Fax (33) (1) 69-28-00-28

Fax Information Service (33) 36-70-13-13

Other Support

Phone (33) (1) 69-86-46-46

Fax (33) (1) 64-46-06-60

Telex MSPARIS 604322

{button ,AL(` CallingMicrosoft`)} Related Topics

Germany subsidiary (Microsoft GmbH)

Technical Support

Phone 089-3176-1170

Other Support

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#

Information about the
Microsoft Support 02622/167006

Network
in Central Europe (fax)

{button ,AL(`CallingMicrosoft`)} Related Topics

Greece subsidiary (Microsoft Hellas, S.A.)

Technical Support

Phone (30) (1) 6806 775
(30) (1) 6806 776
(30) (1) 6806 777
(30) (1) 6806 778
(30) (1) 6806 779

Other Support

Fax (30) (1) 6806 780

{button ,AL(` CallingMicrosoft`)} Related Topics

Hong Kong subsidiary (Microsoft Hong Kong Limited)

Technical Support

Phone (852) 804-4222

Other Support

PSS Faxback Service 2535-9293

{button ,AL(`CallingMicrosoft`)} Related Topics

Hungary subsidiary (Microsoft Hungary)

Technical Support

Phone (+36) (1) 2MSINFO (267-4636)

Other Support

Phone (+36) (1) 268-1668

Fax (+36) (1) 268-1558

{button ,AL(` CallingMicrosoft`)} Related Topics

India subsidiary (Microsoft India)

Technical Support

Phone (01) (91) 646-0694
(01) (91) 646-0767
(01) (91) 646-0813

Other Support

Fax (01) (91) 646-0813

{button ,AL(`CallingMicrosoft')} Related Topics

Indonesia subsidiary

Technical Support

Phone (6221) 572-1060

Fax (6221) 573-2077

{button ,AL(` CallingMicrosoft')} Related Topics

Israel subsidiary (Microsoft Israel Ltd.)

Technical Support

Phone 972-3-613-0833

Other Support

Fax 972-3-613-0834

{button ,AL(`CallingMicrosoft`)} Related Topics

Italy subsidiary (Microsoft SpA)

Technical Support

Phone (39) (2) 7039-8351

Other Support

Phone (39) (2) 7039-21

Fax (39) (2) 7039-2020

Bulletin Board Service (39) (2) 7030-0102

Prices, new product (39) (2) 7039-8398
information, product
literature

{button ,AL(` CallingMicrosoft`)} Related Topics

Japan subsidiary (Microsoft Company Ltd.)

Technical Support

| | |
|-------|--|
| Phone | (81) (424) 41-8700 |
| Fax | (81) (3) 5454-8100 (1#-0# for guidance) |

Other Support

| | |
|--|---------------------------|
| Customer Service (version upgrade, registration) | (81) (3) 5454 2305 |
| Fax | (81) (3) 5454-7952 |
| Information Center (pre-sales product support) | (81) (3) 5454-2300 |
| Fax | (81) (3) 5454 7951 |
| Microsoft Support | 0120-37-0196 |
| Network Sales | (toll-free domestic only) |

{button ,AL(`CallingMicrosoft`)} Related Topics

Korea subsidiary (Microsoft CH)

Technical Support

Phone (82) (2) 563-0054
Fax (82) (2) 531-4600
Bulletin Board Service (82) (2) 538-3256

Other Support

Phone (82) (2) 531-4500
Fax (82) (2) 555-1724
Customer Information (82) (2) 080-022-7337

{button ,AL(`CallingMicrosoft`)} Related Topics

Luxembourg subsidiary (Microsoft NV)

Technical Support

| | |
|---------|----------------|
| Dutch | (32) 2-5133274 |
| English | (32) 2-5023432 |
| French | (32) 2-5132268 |

Other Support

| | |
|------------------------|---|
| Phone | (32) 2-7303911 |
| Customer Service | (32) 2-7303922 |
| CompuServe | (32) 2-2150530 (GO MSBEN) |
| Bulletin Board Service | (32) 2-7268545 (1200/2400/9600 baud, 8 bits, No parity, 1 stop bit, ANSI terminal emulation) |

{button ,AL(`CallingMicrosoft')} Related Topics

Malaysia subsidiary (Microsoft Malaysia Sdn Bhd)

Technical Support

Phone (60-3) 793-9595

Fax (60-3) 791-6080

{button ,AL(` CallingMicrosoft')} Related Topics

Mexico subsidiary (Microsoft Mexico, S.A. de C.V.)

Technical Support

Phone (52) (5) 325-0912

Other Support

Customer Service (52) (5) 325-0911

FastTips (52) (5) 237-4894

Bulletin Board Service (52) (5) 628-6200
(User: MSMEXICO,
NO Password) (1200/14400 baud, 8 bits, no parity,
1 stop bit, ANSI terminal emulation)

(52) (5) 628-6202
(14400 baud, 8 bits, no parity,
1 stop bit, ANSI terminal emulation)

{button ,AL(`CallingMicrosoft')} Related Topics

Netherlands subsidiary (Microsoft BV)

Technical Support

| | |
|---------|-------------|
| Dutch | 023-5677877 |
| English | 023-5677853 |

Other Support

| | |
|------------------------|--|
| Phone | 023-5689189 |
| Customer Service | 023-5677700 |
| CompuServe | 020-6880085 (GO MSBEN) |
| Bulletin Board Service | 023-5634221 (1200/2400/9600/14400 baud, 8 bits, no parity, 1 stop bit, ANSI terminal emulation) |

{button ,AL(` CallingMicrosoft')} Related Topics

New Zealand subsidiary (Microsoft New Zealand Ltd.)

Technical Support

Phone 64 (9) 357-5575
Fax 64 (9) 307-0516 or 357-5577

Other Support

Phone 64 (9) 358-3724
Fax 64 (9) 358-3726

{button ,AL(` CallingMicrosoft')} Related Topics

Norway subsidiary (Microsoft Norway AS)

Technical Support

Phone (47) 22 02 25 50

Other Support

Customer Service (47) 22 02 25 80

MSDL (BBS) (47) 22 18 22 09

FastTips (47) 22 02 25 70

{button ,AL(` CallingMicrosoft')} Related Topics

Peru subsidiary (Microsoft Perú S.A.)

Technical Support

Phone (51-14) 21-1200

Other Support

Phone (51-14) 21-1200

Fax (51-14) 21-0944

{button ,AL(` CallingMicrosoft`)} Related Topics

Philippines subsidiary (Microsoft Philippines)

Technical Support

Phone (632) 892-2295
(632) 892-2495
Fax (632) 813-2493

Other Support

Phone (632) 811-0062

{button ,AL(` CallingMicrosoft`)} Related Topics

Poland subsidiary (Microsoft Sp.z o.o.)

Technical Support

Phone (+48) (22) 6216793
(+48) (71) 441357

Other Support

Phone (+48) (22) 6615433
Fax (+48) (22) 6615434

{button ,AL(` CallingMicrosoft`)} Related Topics

Portugal subsidiary (MSFT, Lda.)

Technical Support

Phone (351) 1 4409280
(351) 1 4409281
(351) 1 4409282
(351) 1 4409283

Fax (351) 1 4411655

Other Support

Phone (351) 1 4409200

Fax (351) 1 4412101

{button ,AL(`CallingMicrosoft`)} Related Topics

Republic of China subsidiary (Microsoft Taiwan Corp.)

Technical Support

Phone (886) (2) 508-9501

Other Support

Phone (886) (2) 504-3122

Fax (886) (2) 504-3121

{button ,AL(` CallingMicrosoft`)} Related Topics

Russia subsidiary (Microsoft A/O)

Technical Support

Phone (+7) (502) 224 50 46

Fax (+7) (502) 224 50 45

{button ,AL(` CallingMicrosoft')} Related Topics

Singapore subsidiary (Microsoft Singapore Pte Ltd)

Technical Support

Phone (65) 3379946

Fax (65) 3376700

Other Support

Phone (65) 4335488

Fax (65) 3399958

{button ,AL(` CallingMicrosoft')} Related Topics

Slovak Republic subsidiary (Microsoft)

Technical Support

Phone (+42) (7) 312083

Other Support

Phone (+42) (7) 37 63 02

Fax (+42) (7) 37 66 71

{button ,AL(` CallingMicrosoft`)} Related Topics

Slovenia subsidiary

Technical Support

Phone (+386) (61) 1232354
(+386) (64) 331 020

{button ,AL(`CallingMicrosoft`)} Related Topics

South Africa subsidiary (Microsoft South Africa)

Technical Support

Phone (Toll Free) 0 802 11 11 04

Toll (2) 11 445 0100

Other Support

Phone (27) 11 445 0000

Fax (27) 11 445 0343

Customer Service Centre (27) 11 445 0145

{button ,AL(`CallingMicrosoft`)} Related Topics

Spain subsidiary (Microsoft Iberica SRL)

Technical Support

Phone (34) (1) 807-9960

Other Support

Phone (34) (1) 807-9999

Fax (34) (1) 803-8310

Customer Service (34) (1) 804-0096

Fax Back (34) (1) 804 0096

{button ,AL(`CallingMicrosoft`)} Related Topics

Sweden subsidiary (Microsoft AB)

Technical Support

Phone +46 (0) 8-752 09 29

Other Support

Customer Service +46 (0) 8-752 56 30

MSDL (BBS) +46 (0) 8-750 47 42

FastTips +46 (0) 8-752 29 00

{button ,AL(` CallingMicrosoft')} Related Topics

Switzerland subsidiary (Microsoft AG)

Includes support for Liechtenstein.

Technical Support

| | |
|--------|---------------|
| German | 01/342-0322 |
| French | 022-738 96 88 |

Other Support

| | |
|--|--------------------------------------|
| Phone | 01-839 61 11 |
| Fax | 01-831 08 69 |
| Prices, updates, etc. | 01-839 61 11 |
| CompuServe | GO MSEURO (Microsoft Central Europe) |
| Documentation | 155 59 00 |
| Fax | 064-224294 |
| Information about the Microsoft Support Network in Central Europe (fax) | 0049/2622/167006 |

{button ,AL(` CallingMicrosoft`)} Related Topics

Turkey subsidiary (Microsoft Turkey)

Technical Support

Phone (90) 212 2585998

Other Support

Fax (90) 212 2585954

{button ,AL(`CallingMicrosoft`)} Related Topics

Thailand subsidiary (Microsoft Thailand Limited)

Technical Support

Technical Support (662) 632-0360 through 3

Fax (662) 632-0364

Other Support

Phone (662) 266-3300

Fax (662) 266-3310

{button ,AL(` CallingMicrosoft')} Related Topics

United Kingdom subsidiary (Microsoft Limited)

Includes support for Ireland, Northern Ireland, Scotland, Wales, and England.

Technical Support

| | |
|---------------------------------|---|
| Phone | (01734) 271000 |
| Fax Information Service | (01734) 270080 |
| Bulletin Board Service | (01734) 270065 (up to 14.4K baud, n, 8, 1) |
| Microsoft Information Centre | (0345) 002000 |

Other Support

| | |
|-------|----------------|
| Phone | (01734) 270001 |
| Fax | (01734) 270002 |

{button ,AL(`CallingMicrosoft`)} Related Topics

Venezuela subsidiary (Corporation MS 90 de Venezuela S.A.)

Technical Support

Phone (582) 265-4337

Other Support

Phone (582) 265-2250

Fax (582) 265-0863
(582) 265-2611

{button ,AL(` CallingMicrosoft`)} Related Topics

Uruguay subsidiary

Paraguay subsidiary

Bolivia subsidiary

Ireland subsidiary

Northern Ireland subsidiary

Scotland subsidiary

Wales subsidiary

Papua New Guinea subsidiary

Liechtenstein subsidiary

French Polynesia subsidiary

England subsidiary

No Microsoft subsidiary available

There is no Microsoft subsidiary for the country letter you selected. Please choose another initial letter for a country close to yours.

{button ,AL(` CallingMicrosoft')} Related Topics

Ligar para a subsidiária local

Ao ligar, você deve estar em frente ao seu computador e ter a documentação apropriada do produto à mão. Esteja preparado para fornecer as informações a seguir:

- O número da versão do produto Microsoft que você está utilizando.
- A Identificação de produto do seu software, se instalado.
- O tipo de hardware que você está usando, incluindo hardware de rede, se aplicável.
- O sistema operacional que você está usando.
- O texto exato das mensagens que apareceram em sua tela.
- Uma descrição do que aconteceu e do que você estava fazendo quando o problema ocorreu.
- Uma descrição do que você tentou fazer para solucionar o problema.

Se não houver escritório da Microsoft em seu país, entre em contato com o estabelecimento em que você comprou o seu produto Microsoft.

Suporte Técnico

| | |
|----------|-----------------|
| Telefone | (351) 1 4409280 |
| | (351) 1 4409281 |
| | (351) 1 4409282 |
| | (351) 1 4409283 |
| Fax | (351) 1 4411655 |

Outros Tipos de Suporte

| | |
|----------|-----------------|
| Telefone | (351) 1 4409200 |
| Fax | (351) 1 4412101 |

{button ,AL(`Portuguese')} Tópicos relacionados

Quando você tiver uma pergunta

Se você estiver fora dos Estados Unidos ou do Canadá e tiver uma pergunta sobre um produto Microsoft, primeiro:

- Consulte a documentação impressa que acompanha o produto.
- Consulte o Guia do Usuário On-line.
- Consulte o arquivo LEIAME que acompanha os discos do produto. Esse arquivo fornece as últimas atualizações e informações técnicas.
- Consulte outros meios eletrônicos de informações tais como boletins informativos, se disponíveis.

Caso não possa encontrar uma solução, você poderá receber informações sobre como obter suporte ao produto através da subsidiária da Microsoft que atende ao seu país. Se não houver escritório da Microsoft em seu país, entre em contato com o estabelecimento em que você comprou o seu produto Microsoft.

Rede de Suporte da Microsoft

A Rede de Suporte da Microsoft, nos locais em que está disponível, oferece uma ampla gama de opções, além de fornecer acesso a serviços de suporte técnico de pronto atendimento e de alta qualidade. A Microsoft reconhece que as necessidades de suporte variam de usuário para usuário. A Rede de Suporte da Microsoft permite que você escolha o tipo de suporte que melhor se adequa às suas necessidades, com opções que vão desde boletins informativos eletrônicos a programas de suporte anuais.

A Rede de Suporte da Microsoft está sujeita a condições, termos e preços, impostos pela própria Microsoft, vigentes em cada país no momento em que os serviços são usados, além de estar sujeita à alterações sem notificação prévia.

{button ,AL(`Portuguese')} Tópicos relacionados

Subsidiárias Internacionais

