



## Microsoft Support Service Help File

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Version 2.2 [021893] Freeware

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### MICROSOFT SUPPORT SERVICES

Microsoft Product Support Services offers a variety of free and fee-based support options. These options are designed primarily for the individual, corporation or developer with a preference for incremental or individually accessed support.

[Click the category of support for more information:](#)

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***If you are a Supporter of Microsoft Products, let us know! We will tell others how to seek your services!***

*Any donations or comments (or corrections!) are greatly appreciated and welcome!  
(And any donations go back into development of more free software for the public domain!)*

If you would like a help file for your special needs, write:

JSH Scientific  
425 8th Street, NW  
Washington, DC 20004

Compuserve 722030,1073

*Please include a brief description of what you need.*

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## COMPUSERVE Information Service

1-800-848-8199 Representative 230

Allows participation in an interactive dialogue of technical questions and answers between users and Microsoft Engineers. Allows remote access to Microsoft's Knowledge Base of product information updated daily. Access available 7 days/week 24 hours/day, including holidays. Product Support Service responds on CompuServe from 6am to 6pm Monday through Friday, Pacific time, excluding holidays. The standard CompuServe connect charge is \$12.80/hr, assuming the use of a 2400 baud modem. Contact CompuServe to determine if other charges may be applicable.

### Related Topics:

[General Microsoft Forums on CompuServe](#)

[Microsoft Developer Services Area](#)

[Microsoft Download Service](#)



## ***MICROSOFT AUTOMATED FAST TIPS***

Automated answers to the most commonly asked technical support questions. Library of technical notes available via FAX. Access via touch tone phone.

7 days/week, 24 hours/day, including holidays.

|                            |                       |
|----------------------------|-----------------------|
| <b>ACCESS</b>              | <b>(206) 635-7051</b> |
| <b>EXCEL FOR MACINTOSH</b> | <b>(206) 635-7081</b> |
| <b>EXCEL FOR WINDOWS</b>   | <b>(206) 635-7071</b> |
| <b>MS-DOS</b>              | <b>(206) 646-5103</b> |
| <b>PROJECT FOR WINDOWS</b> | <b>(206) 635-7156</b> |
| <b>VISUAL BASIC</b>        | <b>(206) 646-5107</b> |
| <b>WINDOWS</b>             | <b>(206) 635-7245</b> |
| <b>WORD FOR MACINTOSH</b>  | <b>(206) 635-7201</b> |
| <b>WORD FOR MS-DOS</b>     | <b>(206) 635-7211</b> |
| <b>WORD FOR WINDOWS</b>    | <b>(206) 635-7231</b> |
| <b>MICROSOFT MAIL</b>      | <b>(800) 936-4400</b> |
| <b>WINDOWS NT</b>          | <b>(800) 936-4400</b> |
| <b>SQL SERVER</b>          | <b>(800) 936-4400</b> |
| <b>LAN MANAGER</b>         | <b>(800) 936-4400</b> |



## ***MICROSOFT STARTUP/INSTALLATION SUPPORT***

Installation or startup support via toll phone line. In some instances, support is limited to a specific number of days. 6am-6pm, Monday-Friday, Pacific time, excluding holidays.

|                                   |                |
|-----------------------------------|----------------|
| BASIC PDS                         | (206) 635-7053 |
| MS-DOS (1ST 90 DAYS)              | (206) 646-5104 |
| QUICKBASIC                        | (206) 646-5101 |
| VISUAL BASIC                      | (206) 646-5105 |
| VISUAL BASIC PROFESSIONAL TOOLKIT | (206) 646-5105 |
| WINDOWS ENTERTAINMENT PACK        | (206) 637-9308 |
| WINDOWS SDK                       | (206) 635-3329 |

***Fee based incremental or subscription support available for issues beyond startup/installation.***

***SEE:***            Incremental Telephone Support

Subscription Support



## **MICROSOFT TOLL TELEPHONE SUPPORT**

Dedicated Support Numbers for many products. 6am - 6pm Pacific Time, excluding holidays.

|                                  |                |
|----------------------------------|----------------|
| Access                           | (206) 635-7050 |
| C/C++                            | (206) 635-7007 |
| COBOL                            | (206) 637-7016 |
| BASIC PDS                        | (206) 635-7053 |
| Excel for Macintosh(r)           | (206) 635-7080 |
| Excel for Windows & OS/2         | (206) 635-7070 |
| FORTRAN                          | (206) 635-7015 |
| Macro Assembler                  | (206) 646-5109 |
| Money                            | (206) 635-7131 |
| Mouse, Ballpoint, MS Hardware    | (206) 637-7040 |
| Pascal                           | (206) 637-7096 |
| PowerPoint                       | (206) 635-7145 |
| Profiler                         | (206) 635-7015 |
| Project                          | (206) 635-7155 |
| Publisher                        | (206) 635-7140 |
| Quick C/Quick Assembler          | (206) 635-7010 |
| Schedule+                        | (206) 635-7049 |
| Test for Windows                 | (206) 635-7052 |
| Windows / Windows for Workgroups | (206) 637-7098 |
| Word for Macintosh(r)            | (206) 635-7200 |
| Word for MS-DOS                  | (206) 635-7210 |
| Word for Windows                 | (206) 462-9673 |
| Works for Macintosh(r)           | (206) 635-7160 |
| Works for MS-DOS                 | (206) 635-7150 |
| Works for Windows                | (206) 635-7130 |
| Other Products                   | (206) 454-2030 |



## **MICROSOFT FOX PRODUCTS**

Support for Microsoft Fox Products is available 6:00am to 6:00pm, Monday-Friday, Pacific time.

Direct support numbers for Microsoft Fox products:

|                        |                |
|------------------------|----------------|
| For MS-DOS and Windows | (206) 635-7191 |
| For Macintosh          | (206) 635-7192 |



## ***MICROSOFT TEXT TELEPHONE***

(206) 635-4940

Access to the same phone support provided for all Microsoft products and support levels for deaf and hearing impaired users. Requires special modem. 6am-6pm, Pacific time, excluding holidays.



## ***MICROSOFT SERVICE REQUEST PACKAGES***

Ideal for users preferring the convenience of incremental information delivery and private responses from a Microsoft support engineer. Service Requests (SR) may be submitted 7 days/week, 24 hours/day, including holidays. Product Support Services responds to SRs from 6am-6pm, Monday-Friday, Pacific time, excluding holidays.

*Information is available on the following :*

Developer 5-pack  
Network 5-pack

Per Incident SR  
OEM 5-pack



## ***DEVELOPER 5-PACK***

\$750 pre-paid

5 electronic SRs on most Microsoft development products. Includes unlimited access time for sending SRs and viewing Microsoft's Knowledge Base.



## ***DEVELOPER PER-INCIDENT SR***

\$150 pre-paid

Private technical support on most Microsoft development products. Submitted via Microsoft Developer Services Area on CompuServe.



## ***NETWORK 5-PACK***

\$750 pre-paid

5 phone SRs on Windows NT, Microsoft LAN Manager, SQL Server, Mail Servers and Gateways. Wtw TCP and DLC. Use CompuServe for access to Microsoft's Knowledge Base or to transmit code related to phone SR.



## ***OEM 5-PACK***

\$705 pre-paid

5 electronic SRs on most software adaptation and development issues related to Microsoft OEM products. Includes unlimited access time for sending SRs and viewing Microsoft's Knowledge Base.



## **MICROSOFT INCREMENTAL TELEPHONE SUPPORT**

Per minute or per-call telephone support for "pay as you go" service, 6am to 6pm, Monday-Friday, Pacific Time, excluding holidays.

|  |                       |
|--|-----------------------|
| <b>OnCall for BASIC(\$2/min)</b>           | <b>(900) 869-9999</b> |
| <b>OnCall for Visual BASIC(\$2/min)</b>    | <b>(900) 896-9876</b> |
| <b>Credit Card BASIC(\$20/call)</b>        | <b>(206) 646-5106</b> |
| <b>OnCall for MS-DOS(\$2/min)</b>          | <b>(900) 896-9000</b> |
| <b>Credit Card MS-DOS(\$20/call)</b>       | <b>(206) 646-5108</b> |
| <b>Credit Card Network(\$150/call)</b>     | <b>(206) 635-7022</b> |
| <b>On Call for MS Networks(\$150/call)</b> | <b>(900) 555-2100</b> |

*Free Startup/Installation support is also available*

SEE: [Startup/Installation](#)

## ***ADDITIONAL INFORMATION***

For additional information about Microsoft's fee based support options, call Microsoft Inside Sales-Systems Software at 1-800-227-4679. 6:30am-5:30pm Monday-Friday, Pacific Time, Excluding holidays. Microsoft's support services are subject to Microsoft's prices, terms and conditions at the time the service is used. Support herein applies to domestic customers only.



**MICROSOFT SALES**

(800) 426-9400



***MICROSOFT PRESS***

(800) MSPRESS

(800) 677-7377

## ***MICROSOFT FORUMS ON COMPUSERVE***

|            |  |
|------------|--|
| FOXFORUM   | Support for Fox database products  |
| MSACCESS   | Support for Access database products                                       |
| MSAPP      | Support for Microsoft Applications   |
| MSDOS      | MSDOS Support  |
| MSEXCEL    | Cross platform EXCEL support   |
| MSNETWORKS | Support for MS LAN Manager, SQL Server, and client server computing issues |
| MSWIN      | Microsoft Windows support forum  |
| MSWORD     | Cross platform WORD support  |
| WINFUN     | Windows games, sounds, and graphics  |
| WINNT      | Microsoft Windows NT support   |
| WINSHARE   | Windows shareware and utilities  |
| WINADV     | Support for experienced Windows users                                      |
| WINAPA     | \  |
| WINAPR     | ----- Windows 3rd party vendor forums                                      |
| WINAPC     | /  |
| WINNEW     | Support on general Windows information for new users                       |



## ***MICROSOFT DEVELOPER SERVICES AREA ON COMPUSERVE***

This is CompuServe's area which provides easily accessible, high quality developer information allowing interactive dialogue between peer developers and Microsoft Developer Support Engineers. The following developer specific forums are available:

|            |   |
|------------|---|
| MSBASIC    | for Basic Professional Development System, QuickBasic, Visual Basic |
| MSDR       | forum for development-related topics                                |
| MSLANG     | Support for C/C++, MASM, Quick C, FORTRAN, COBOL, Pascal            |
| MSNETWORKS | for LAN Manager, SQL Server, client server computing issues         |
| MSWIN32    | Win32 Information   |
| WINEXT     | for windows extensions  |
| WINSDK     | for Windows Software Development Kit                                |

### **THESE FORUMS OFFER:**

Developer-specific Microsoft Knowledge Base, software library, and query menus. No-charge area for bug reports, product suggestions.



## ***MICROSOFT DOWNLOAD SERVICE***

(206) 936-6735

Customers using a modem and terminal software may access application notes, printer drivers and technical notes.

DOWNLOAD SERVICE ONLY - NOT AVAILABLE FOR SENDING OR RECIEVING MESSAGES



