

Calling Microsoft AnswerPoint

Microsoft offers input device product support within the United States and Canada, and throughout the world.

Standard Support

No-charge support from Microsoft support engineers is available for non-connectivity issues via a toll call for 90 days after your first call to a support engineer.

- In the United States, call **(206) 635-7040** between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays.
- In Canada, call **(905) 568-3503** between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays.

Standard support excludes technical support for connectivity issues, defined as setup, configuration, or usage of a Microsoft personal operating system or business system in a networked environment, dial-up networking, faxing, connectivity using a null modem cable, and so on. This includes, but is not restricted to: setting up a computer to be used in a networked environment, network administration, dialing in to a computer, connecting to the Internet via a service provider, and using e-mail or fax from within a Microsoft systems product. Questions regarding usage of Internet Explorer, independent of the connection to a service provider, are not considered connectivity issues and are no charge.

Microsoft support services are subject to the Microsoft prices, terms, and conditions in place at the time the service is used. Prices are subject to change without notice.

Priority Support

Microsoft AnswerPoint 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.

- To have charges appear on your telephone bill, in the United States, call **(900) 555-2000**; \$35.00 (U.S.) maximum. Not available in Canada.
- To have charges billed to your VISA card, MasterCard, or American Express card, in the United States, call **(800) 936-5700**; \$35 (U.S.) per incident; in Canada, call **(800) 668-7975**.

Text Telephone (TT/TDD)

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.

Other Support Options

Microsoft offers annual fee-based support plans. For information, in the United States, contact the Microsoft AnswerPoint 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) 668-7975** 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.

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

Let us know what you think

We'd like to hear your comments about Microsoft hardware and the associated software. Help us make future versions of these products even better by giving us a call, sending us a fax, dropping us a note, or sending us electronic mail. We'll be sure to consider your feedback in developing future versions of these products.

Be sure to indicate the name of the product when you comment.

- Call us at **(206) 936-WISH (9474)** and leave your comments using a touch-tone phone 24 hours a day.
- Fax us at **(206) 936-7329** and provide detailed comments 24 hours a day.
- Send us a note at Microsoft Input Device Wish Line, One Microsoft Way, Redmond, WA 98052-6399.
- Send us electronic mail at mswish@microsoft.com.

{button ,AL('PSS')} Related Topics

Other Microsoft hardware

Microsoft has many new hardware innovations for your computer, your office, your kids, and your home. A far cry from the original Microsoft Mouse, our product line now includes a keyboard, a kids' input device, gaming input devices, and other cool gadgets. Plus, each hardware product includes supporting software to help increase your productivity in your favorite software applications.



New products are on the way, so make sure you visit our Web site at:

<http://www.microsoft.com/hardware/>

Microsoft Hardware creates innovative hardware *by design* and supporting productivity series software.

Registering your Microsoft product

Please take a moment to fill out and mail the included registration card. Registering your product entitles you to the following benefits:

- Microsoft technical support. If you have any difficulty using the input device or the software, your questions will be answered by dedicated support specialists experienced in assisting Microsoft customers.
- Automatic notification of upgrades or revisions to the input device or the software. By receiving notices directly from Microsoft, you'll be among the first to know about upgrades.
- Automatic notification when new products related to the input device are released. You'll receive up-to-date information about exciting new Windows-based applications as soon as they become available. In some cases, you may be offered special introductory pricing.

{button „AL(‘PSS’)} Related Topics

Using electronic services

Microsoft provides the following no-cost and low-cost electronic services. They are available 24 hours a day, 7 days a week, including holidays.

Internet

The Microsoft World Wide Web site is located at **<http://www.microsoft.com/support>**. This site contains the Microsoft Frequently Asked Questions, the Microsoft Knowledge Base, the Microsoft Software Library, various white papers, and other Microsoft product and service information. Microsoft Internet news groups are accessible at **news.microsoft.com** via any Internet provider and an NNTP compatible news reader. The Microsoft FTP site, accessible via anonymous login at **[ftp.microsoft.com](ftp://ftp.microsoft.com)**, is a repository for the Microsoft Software Library, the Microsoft Knowledge Base, resource kit utility files, and other Microsoft product information.

The Microsoft Network (MSN)

You can access Microsoft Internet newsgroups, the Microsoft Knowledge Base, and the Microsoft Software Library through the Microsoft Network and other online services. To access Microsoft support services on MSN, choose Go To Other Location from the Edit menu and type **MSSUPPORT**.

Microsoft Download Service

Using a modem, you can access sample programs, application notes, patches, software updates, and programming aids (1200, 2400, 9600, or 14400 baud; no parity; 8 data bits; 1 stop bit). In the United States, call **(206) 936-6735**. In Canada, call **(905) 507-3022**.

Microsoft FastTips

You can receive automated answers to common technical problems, and access popular articles from the Microsoft Knowledge Base, all delivered by recording, fax, or mail. In the United States and Canada, call **(800) 936-4200**.

{button ,AL('PSS')} Related Topics

When you have a question

If you have a question about your input device or the software, first look in the printed documentation or consult the Online User's Guide. You can also find late-breaking updates and technical information in the Readme file that came with your disk. If you cannot find the answer, contact Microsoft AnswerPoint in the United States or Canada. If you are outside North America, contact the subsidiary office that serves your area.

Important

- When you call, you should be at your computer with the appropriate product documentation at hand.

Be prepared to give the following information:

- The FCC ID number (if present, found on the underside of the device), or the version number of the software that you are using.
- The Product Identification Number (PID) of your software, if installed.
- The make and model of your computer.
- A list of the peripheral devices attached to your computer, including internal or external modems.
- The exact wording of any messages that appeared on your screen.
- What happened and what you were doing when the problem occurred.
- How you tried to solve the problem.

In addition, you should have handy a system disk for restarting your computer, and the original installation disks for this program.

Microsoft support services are subject to the Microsoft prices, terms, and conditions in place at the time the service is used. Prices are subject to change without notice.

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

Product training and consultation

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) 636-7544** 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) 765-7768** 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-based 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 20 percent discount on Microsoft Press books.

For more information about Microsoft TechNet, in the United States and Canada, call **(800) 344-2121, #3024**, 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**.

{button „AL(‘PSS’)} Related Topics

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
Microsoft Support Network
in Central Europe (fax) 0049/2622/167006

{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 (1200/2400/960014400 baud, 8 bits, no parity, 1 stop bit, ANSI terminal emulation)

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

Brazil subsidiary (Microsoft Informatica 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 Network
in Central Europe (fax) 02622/167006

{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
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{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
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{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: MSMESSICO,
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

