

Section 10

CONTACTING IOMEGA

If you encounter problems while installing or using your Zip drive, you should first consult the [Solving Problems](#) section in this manual for help. For additional information on using the Iomega Guest program or components of the Zip Tools package, refer to [Iomega Guest Help](#) and [Zip Tools Help](#) which are located on the [Zip Install](#) floppy for Macintosh, as well as installed in the Iomega Zip Tools folder.

If you still require assistance, you may reach a technician by calling one of the numbers below. In order for a technician to properly assist you, the following information is required:

- (1) Drive model number/serial number,
- (2) Computer model/configuration,
- (3) Software version numbers of your driver and utility software.

If possible, try to be seated near your computer when calling. Support numbers are listed below. Customer assistance and technical support is available worldwide during normal business hours.

Section 10.1

Mailing Addresses and Corporate Phone Numbers

Iomega Corporation

Iomega Europe GmbH
1821 West Iomega Way

Bötzingen Strasse 48
Roy, Utah 84067-9977

USA 79111 Freiburg

Germany

(801) 778-1000

++49 (0) 761-45040

Section 10.2 U.S. and Worldwide Support Numbers

Zip Product Support (Macintosh computers)
(801) 629-7635

Zip Product Support (PCs and IBM-Compatibles)
(801) 629-7625

Floptical and LaserSafe Support (Macintosh computers)
(801) 629-7620

Floptical and LaserSafe Support (PCs and IBM-Compatibles)
(801) 629-7610

Interactive Voice Help (available 24 hours)
(800) 456-5522 or (801) 778-3000

Repair and Return Information
(801) 629-7630

Sales Information
(800) MY-STUFF
(697-8833)

Automated FAX Help (US & Canada only) (available 24 hours)
(801) 778-5763

FAX (USA) Incoming (available 24 hours)

(801) 778-3460

FAX (Europe) Incoming (available 24 hours)
++49 (0) 761-4504414

Section 10.3 Toll Free Support Numbers

USA	(800) 456-5522*
DK	8001-0889
GB	0800-898563
A	0660-8911
SF	9800-14930
I	1678-78360
B	0800-12117
F	05-904057
NL	06-0222967
CDN	(800) 456-5522*
D	0130-824544
N	800-11125
IRL	1-800-554-984
E	900-994910
S	020-795512
CH-D	155-4297
CH-F	155-4296

*Interactive Voice Help Only.

Section 10.4 Iomega on the Information Superhighway

Iomega Bulletin Board (USA) (available 24 hours)

(801) 392-9819
8,N,1; 1200-14.4K baud; ANSI

Iomega Bulletin Board (Europe) (available 24 hours)
++49 (0) 761-4504444

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Mac Users: Go MACCVEN

Internet

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America Online™

Keyword: Iomega