

Getting Help from Microsoft Technical Support

If you have a simple question and need an answer fast

Quickly find answers yourself online Use Support Online to easily search the Microsoft Knowledge Base and other technical resources for fast, accurate answers. You can also customize the site to control your search. To begin your search, go to <http://support.microsoft.com/support>.

If your question is urgent and more complex

Telephone Microsoft Technical Support Work with a support engineer to solve your issue through the following options.

Standard No-Charge Support -- for help during business hours If you acquired this product as a stand-alone retail product, you are eligible for unlimited support at no charge. You can receive no-charge support via e-mail (explained later) or via telephone by calling one of the following numbers, available Monday - Friday, excluding holidays.

In the U.S.: (425) 635-7001

6:00 A.M. - 6:00 P.M. Pacific time

In Canada: (905) 568-3503

8:00 A.M. - 8:00 P.M. eastern time

If your Microsoft product was preinstalled or shipped with your personal computer, you are not eligible for Standard No-Charge Support from Microsoft and must contact your computer manufacturer for support. For phone numbers, please refer to the documentation that came with your computer.

Pay-Per-Incident Support -- for help after hours or to supplement Standard Support If you need help after hours, or if you have used up or are not eligible for Standard No-Charge Support, you can purchase Pay-Per-Incident Support. Support fees for the (800)# calls will be billed to your VISA, MasterCard, or American Express card. Support fees for the (900)# calls will appear on your telephone bill.

In the U.S.: (800) 936-5600 or (900) 555-2400

Cost: \$15 US per incident

24 hours a day, seven days a week, including holidays

In Canada: (800) 668-7975

Cost: \$45 CDN plus tax per incident

8:00 A.M. - 8:00 P.M. eastern time, Monday-Friday, excluding holidays

If your question isn't urgent

Send e-mail to a Microsoft Technical Support Engineer Ideal for questions requiring attached files, submit a question anytime and receive a response within one business day. Submit a question at <http://support.microsoft.com/support> using one of the following options:

Standard No-Charge Web Response The amount of no-charge support for which you are eligible is described in the Standard No-Charge Support section above.

Pay-Per-Incident Web Response If you are not eligible for Standard No-Charge Support, submit your question for a fee of \$15 US.

For additional support needs

If you don't have access to the Internet FastTips is a fax-back service providing Knowledge

Base articles and answers to common questions. (800) 936-4100.

If you need support services for a business Priority Annual, Priority Plus, and Premier provide a selection of support packages geared for businesses. To learn which account meets your needs, go to <http://www.microsoft.com/support>. Or call (800) 936-3500 for information on accounts for small- to medium-sized businesses and (800) 936-3200 for large, enterprise businesses.

If you need on-site, multivendor, or proprietary product support Microsoft Certified Solution Providers (MCSPs) and Authorized Support Centers (ASCs) specialize in providing support packages for hardware, network, and software products from both Microsoft and other vendors. For more information about MCSPs, call (800) 765-7768 or visit <http://www.microsoft.com/mcsp>. For more information about ASCs, contact your Microsoft account representative, or visit <http://www.microsoft.com/enterprise/asc.htm>.

If you need text telephone (TTY/TDD) Available Monday - Friday, excluding holidays. In the United States, call (425) 635-4948, 6:00 A.M. - 6:00 P.M. Pacific time. In Canada, call (905) 568-9641, 8:00 A.M. - 8:00 P.M. eastern time.

If you need support outside the United States and Canada

The services and prices listed here are available in the United States and Canada only. Support outside the United States and Canada may vary. Microsoft's support services are subject to Microsoft's then-current prices, terms, and conditions, which are subject to change without notice.

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

- Check the information in this Help file or product manual.
- Check the readme files that come with your product disks. These files provide general information that became available shortly before the product was released.
- Go to Support Online from Microsoft Technical Support at <http://support.microsoft.com/support/>.

If you cannot find a solution, you can receive information on how to obtain technical support by contacting the Microsoft subsidiary office in your area.

Important Phone numbers for Microsoft Subsidiaries are subject to change. For the most recent listing, please see the options and phone number section on the Support Online web site at <http://support.microsoft.com/support>. If there is no Microsoft subsidiary office in your country, please contact the establishment from which you obtained your Microsoft product.

{button A,JI('`,`RMA')} {button B,JI('`,`RMB')} {button C,JI('`,`RMC')} {button D,JI('`,`RMD')} {button E,JI('`,`RME')} {button F,JI('`,`RMF')} {button G,JI('`,`RMG')} {button H,JI('`,`RMH')} {button I,JI('`,`RMI')} {button J,JI('`,`RMJ')} {button K,JI('`,`RMK')} {button L,JI('`,`RML')} {button M,JI('`,`RMM')} {button N,JI('`,`RMN')} {button P,JI('`,`RMP')} {button R,JI('`,`RMR')} {button S,JI('`,`RMS')} {button T,JI('`,`RMT')} {button U,JI('`,`RMU')} {button V,JI('`,`RMV')} {button W,JI('`,`RMW')}

Argentina

Microsoft de Argentina S.A.
Customer Service: (54) (1) 316-4600
Fax: (54) (1) 316-1922
Technical Support Phone: (54) (1) 316-4664

Armenia

[See Russia](#)

Australia

Microsoft Pty. Ltd.
Phone: Products and Services 13 20 58
Fax: (61) (02)9870-2285
Sales Information Centre: (61) (02) 9870-2100

Internet://www.microsoft.com.au/Australia

Technical Support:

Phone: (61) (02) 9870-2131

Fax: (61) (02) 9805 0519

Austria

Microsoft Ges.m.b.H.

Phone: (+43) 1 610 64 -0

Fax: (+43) 1 610 64 -200

Information: 0660-6520

Prices, updates, etc.: 0660-6520

Standard Support:

Installation and Handling: 01 50222-2255

General information about Support Network in Central Europe:

FAX: 01805-251191

Azerbaijan

See Russia

Belgium

Microsoft NV

Phone: +32-2-730 39 11

Fax: +32-2-726 96 09

Microsoft Support Network Info. Center: 0800 18307

TechNet Subscription: +353 1 703 8738

MSDN Subscription: +353 1 708 8690

Microsoft Information Center: +32-2-481 52 52

Bulletin Board: +32-2-726 85 45 (14400/1200/2400/9600 bd, 8N1, ANSI)

Technical Support:

+32-2-513 32 74 (Dutch speaking)

+32-2-502 34 32 (English speaking)

+32-2-513 22 68 (French speaking)

Internet: www.microsoft.com/benelux/support

Belorussia

See Russia

Bolivia

See Uruguay

Brazil

Microsoft Informatica Ltda.

Phone: (55) (11) 5514 -7100

Fax: (55) (11) 5514 - 7106/5514-7107

Technical Support:

Phone: (55) (11) 5506-8087

Fax: (55) (11) 5506-7621

Automatic Fax: (55) (11) 5506-8506

Technical Support Bulletin Board Service: (55) (11) 5506-1234

Customer Support: (55) (11) 822-5764

Customer Services Fax: (55) (11) 822-6227

Canada

Microsoft Canada Co.

Head Office Phone: 1 (905) 568-0434

Customer Information Centre: 1 (800) 563-9048

Technical Support:

Desktop Systems including Microsoft Windows 95: (905) 568-4494

Microsoft Office and Office Components: (905) 568-2294

Other Standard Technical Support: (905) 568-3503

Priority Support Information: (800) 668-7975

Text Telephone (TTY/TDD) (905) 568-9641
Technical Support Bulletin Board Service: (905) 507-3022

Caribbean

Microsoft Caribbean, Inc.
Phone: (809) 273-3600
Fax: (809) 273-3636
Technical Support: (408) 953 8086
Support E-Mail: mscarsup@microsoft.com
Customer Service: (800) 297 5982 for area codes 787 & 809 only
Customer Service E-mail: msccatus@microsoft.com

Central America

Technical Support: (506) 298 2020
Support E-Mail: mscasup@microsoft.com
Customer Service: (506) 298 2000
Customer Service E-mail: msccatus@microsoft.com

Chile

Microsoft Chile S.A.
Phone: 56-2-330-6000
Fax: 56-2-330-6190
Customer Service: 56-2-800-330600
Personal Operating System and Applications:
Phone: 56-2-330-6222
Fax: 56-2-341-1439

China

See People's Republic of China

Colombia

Microsoft Colombia
Phone: (571) 618 2245
Fax: (571) 618 2269
Technical Support:
Línea de Respuesta Microsoft
Phone: (571) 5230022
Fax: (571) 5231220
Voice Mail: (571) 5034216

Croatia

Microsoft Hrvatska d.o.o.
Phone: (+385) (1) 304 555
Fax: (+385) (1) 335 051
Technical Support: (Please, contact the subsidiary.)

Czech Republic

Microsoft s.r.o.
Phone (+42) (2) 611 97 111
Fax: (+42) (2) 611 97 100
Technical Support: (+420) (2) 2150 3222

Denmark

Microsoft Denmark
Phone: (45) 44 89 01 00
Fax: (45) 44 68 55 10
Technical Support:
Phone: (45) 44 89 01 11
Microsoft Sales Support: (45) 44 89 01 90
Microsoft FastTips: (45) 44 89 01 44
(Document 303030 in FastTips contains detailed instructions)
Microsoft MSDL (BBS): (45) 44 66 90 46

Dominican Republic

See Central America

Dubai

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

Technical Support:

Personal Operating Systems and Desktop Applications ONLY:

Phone: (971) (4) 524 488
Fax: (971) (4) 524 495

email: mts@emirates.net.ae

Priority Support Information: (971) (4) 555 752

Customer Service Center:

(Version upgrade / TechNet and MSDN subscription)

Phone: (971) (4) 655 082
Fax: (971) (4) 655 097

Ecuador

Corporation Microsoft del Ecuador S.A.
Phone: (593) 2 460-447, (593) (2) 460-451
Customer Service: (593) (2) 460-453, (593) (2) 460-458
Technical Support: (593) (2) 463-094

Egypt

Microsoft Egypt
Phone: +202-594 2445
Fax: +202-594 2194

Technical Support:

Personal Operating Systems and Desktop Applications ONLY:

Phone: (202) 261 3991 / 6
Fax: (202) 403 2718

England

See United Kingdom

Estonia

See Germany

Technical Support: (+372) 650 49 99

Finland

Microsoft OY
Phone: +358-(0)9-525 501
Fax: +358-(0)9-878 8770
Technical Support:
Phone: +358-(0)9-525 502 5026
Standard +358 (0) 9-525-502-500
Priority: +358 (0) 9-525-502-20
Premier: +358 (0) 9-525-502-03
Microsoft MSDL: +358-(0)9-878 77 99
(Information in Swedish and English): +358 (0) 9-455-03-66
Microsoft FastTips: +358-(0)9-525 502 550
(Information in Swedish and English)

France

Microsoft France
Phone: (33) 01 69-86-46-46
Fax: (33) 01 64-46-06-60
Telex: MSPARIS 604322

Technical Support:

Phone: (33) 01-69-86-10-20

Fax: (33) (01) 69-28-00-28

French Polynesia

See France

Georgia

See Russia

Germany

Microsoft GmbH

Phone: 089/3176-0

Fax: 089/3176-1000

Telex: (17) 89/83 28 MS GMBH D

Information: 089/3176 1199

Prices, updates, etc.: 08105-25-1199

Internet: www.microsoft.com/germany

Standard Support:

Installation and Handling: 01805/67 22 55

General information about Microsoft support in Central Europe:

Fax: 1805-25-1191

Greece

Microsoft Hellas, S.A.

Phone: (30)(1) 6806-775 through (30)(1) 6806-779

Fax: (30)(1) 6806-780

Technical Support:

Phone: (30) (1) 9247-030

Fax: (30) (1) 9215-363

Hong Kong SAR, PRC

Microsoft Hong Kong SAR, PRC Limited

Fax: (852)2560-2217

Product support Faxback Service: (852)2535-9293

Microsoft Club Hotline: (852)28044277

Technical Support: (852) 2804-4222

Hungary

Microsoft Hungary

Microsoft Magyarország Kft.

Phone: +36 (1) 327-2800

Fax: +36 (1) 327-2899

Technical Support: +36 (1) 267-4636 (2MSINFO)

Iceland

See Denmark

Ireland

See United Kingdom

India

Microsoft India

Phone: (011) (91) (80) 559 5733, (011) (91) (11) 646 0767, 646 0694

Fax: (011) (91) (80) 559-7133, (011) (91) (11) 647- 4714

Indonesia (SP)

Microsoft Indonesia - Jakarta

Technical Support:

Phone: 62 21 570 42 54

Fax: 62 21 520 81 22

Israel

Microsoft Israel Ltd.

Phone: 972-3-613-0833

Fax: 972-3-613-0834

Italy

Microsoft SpA
Phone: (39) (2) 7039-21
Fax: (39) (2) 7039-2020
Microsoft Rome Office: (39) (6) 5095-01 - Fax: (39) (6) 5095-0600
Microsoft by Fax (Fax-on-demand service): (39) (2) 70-398-888
Customer Service (New product info, product literature): (39) (2) 70-398-398
Dealer Support (Customer Service for resellers only): (39) (2) 70-398-388
Technical Support: (39) (2) 70-398-398
Microsoft Consulting Service: (39) (2) 7039-21

Japan

Microsoft Company Ltd.
Technical Support (Standard Support): (81) (424) 41-8700
(Technical Support options/ Support Contract)
Phone: 0120-37-0196 (toll free domestic only)
Channel Marketing Information Center:
(Presales Product Support)
Tokyo Phone: (81) (3) 5454-2300
Osaka Phone: (81) (6) 245-6995
Customer Service Phone:
(Version upgrade/Registration)
Phone: (81) (48) 226-5500
Fax: (81) (48) 226-5511

Kazakhstan

[See Russia](#)

Kirgizia

[See Russia](#)

Korea

Microsoft CH
Phone: (82) (2) 531-4500
Fax: (82) (2) 531-1724
Customer Service: 080-022-7337 (toll free domestic only)
Technical Support:
Office Technical Support: (82) (2) 508-0040
Windows Technical Support: (82) (2) 563-0054
Developer Technical Support: (82) (2) 566-0071
Microsoft FastTips: (82) (2) 3453-7555
Support Sales: (82) (2) 531-4544

Latin America

Microsoft
Latin American Headquarters (U.S.A.)
Phone: (305) 489-4800
Fax: (305) 491-1616
Customer Service: (425) 936-8661
Technical Support: (214) 714-9100
<http://www.microsoft.com/latam/soporte>

Liechtenstein

[See Switzerland \(German speaking\)](#)

Luxembourg

Microsoft NV
Phone: +32-2-730 39 11
Microsoft Support Network Info. Center +31-800-9977-57
TechNet Subscription: +353-1-703 8738
MSDN Subscription: +353-1-708-8690

Microsoft Information Center: +32-2-481 52 52
Bulletin Board: +32-2-726 85 45
(1200/2400/9600/14400 bd, 8N1, ANSI)

Technical Support:

+32-2-513 32 74 (Dutch speaking)
+32-2-502 34 32 (English speaking)
+32-2-513 22 68 (French speaking)

Web: www.microsoft.com/benelux/support

Malaysia (SP)

Microsoft (Malaysia) Sdn Bhd:
Phone: (60-3) 793-9595
Fax: (60-3) 791-6080

México

Microsoft México, S.A. de C.V.
267-2110 Atencion a Distribuidores
265-3380 Atencion a Clientes
265-3399 Soporte Sistemas Operativos y Aplicaciones de Escritorio
267-2190 Soporte de Servidores y Herramientas de Desarrollo
Fast Tips: (52)(5) 2612199
Microsoft BBS 628-6200/02 MSMEJICO sin password

Morocco

Microsoft Afrique Du Nord
Phone: (212) 2 47 10 72
Fax: (212) 2 47 10 86

Netherlands

Microsoft BV
Phone: 023-5689189
Customer Service: 023-5677700
Microsoft Support Network Info Centre: 0800 099 7757
TechNet Subscription: 0800 022 6801
MSDN Subscription: 0800 022 7261
Bulletin Board: 023-5634221
(1200/2400/9600/14400bd, 8N1, ANSI)
Technical Support:
023-5677877 (Dutch speaking)
023-5677853 (English speaking)
Web: www.microsoft.com/benelux/support

New Zealand

Microsoft New Zealand Ltd
Phone: 64 (9) 357-5800
Fax: 64 (9) 358-3726
Technical Support:
Phone: 64 (9) 357-5575
Fax: 64 (9) 307-0516 and 357-5577

Northern Ireland

[See United Kingdom](#)

Norway

Microsoft Norway AS
Phone: +(47) 22 02 25 00
Fax: +(47) 22 95 06 64
Technical Support:
Standard: +(47) 22 02 25 50
Priority: + (47) 22 02 25 45
Premier: + (47) 22 02 25 46

Microsoft Sales Support: +(47) 22 02 25 80
Microsoft MSDL: +(47) 22 18 22 09
Microsoft FastTips: +(47) 22 02 25 70
(Document 404040 in FastTips contains detailed instructions)

Panama

Technical Support: (506) 298 2020
Support E-mail: mscasup@microsoft.com
Customer Service: (506) 298 2000
Customer Service E-mail: msccatus@microsoft.com

Papua New Guinea

See Australia

Paraguay

See Uruguay

People's Republic of China

Microsoft (China) Co. Ltd
19th Floor, Metro Tower
No. 30 Tian Yao Qiao Road,
Shanghai, 200030, P.R.C.
Phone: 011-86-21-64691166; 011-86-21-64691188
Fax: 011-86-21 64691188 Ext. 6988

Peru

Centro de Servicio al Cliente
Central de Soporte: (51) (1) 422- 4116
Fax: (51) (1) 221 9052
Central de Informacion (51) (1) 242-5980
Fax: (51) (1) 447 8591

Philippines (SP)

Microsoft Philippines
Phone: 632 811 0062
Technical Support:
Phone: 632 892 2295/2495 and 632 813-2494
Fax: 632 813 2493

Poland

Microsoft Sp. z o.o.
Phone: +(48-22) 661-54-00
Fax: +(48-22) 661-54-34
Information Service: +(48-22) 865-99-33
Technical Support: +(48-22) 865-99-66

Portugal

Microsoft Portugal MSFT, Lda.
Phone: (351) 1 4409200
Fax: (351) 1 4412101
Technical Support:
Standard Support: (351) 1 4409280/1/2/3
Fax: (351) 1 4411655

Puerto Rico

Technical Support: (408) 953 8086
Support E-Mail: mscarsup@microsoft.com
Customer Service: (800)297 5982 for area codes 787 & 809 only
Customer Service E-mail: msccatus@microsoft.com

Republic of Ireland

See United Kingdom

Romania

Microsoft s.r.l.
Phone: (+40) (1) 222 90 16
Fax: (+40) (1) 222 90 12
Technical Support: (+40) (1) 312 09 48

Russia

Microsoft Z.A.O.
Microsoft Information Center: (095) 916 7171
Russia: 125252
Moscow: Postbox 70
Technical Support:
Moscow (095) 745-54-45
St.-Petersburg: (812) 118-36-36
Novosibirsk (3832) 119-019
Web: www.microsoft.com/rus/

Scotland

See United Kingdom

Saudi Arabia

Microsoft Saudi Arabia
Phone: +966-1-488-1165
Fax: +966-1-488-1576
Technical Support:
(Personal Operating System and Desktop Applications only):
Phone: 800 124 0500
(toll free within Saudi Arabia)
Fax: 966-1-4740576

Singapore

Microsoft Singapore Pte Ltd
Phone: (65) 337-6088
Fax: (65) 337-6788
Customer Services:
Phone: (65) 324-5255
Fax: (65) 324-6181
Product Support Services:
Phone: (65) 378-3600
Fax: (65) 378-3662

Slovenia/Slovenija

Microsoft d.o.o.
Phone: (+386) (61) 1800 8-00
Fax: (+386) (61) 1800 822
Technical Support: (+386) (61) 185 3449

Slovak Republic

Microsoft Slovakia s.r.o.
Phone (+421) (7) 37 63 02
Fax: (+421) (7) 37 66 71
Technical Support: (+421) (7) 531 20 83

South Africa

Microsoft South Africa
Phone: (27) 11 445 0000
Fax: (27) 11 445 0046
Technical Support:
(Toll Free): 0 802 11 11 04
(Toll): (27) 11 445 0000
Fax: (+27) 11 445-0343

South East Africa and Indian Ocean Islands

See South Africa

Spain

Microsoft Iberica SRL
Phone: (34) 1-807-9999
Fax: (34) 1-803-8310
Technical Support: (34) 1 -3754004
Customer Service: (34) 1-3754004
From Spain Only: 902-187 198
Fax Back telephone: (34) 1-3754004

Sweden

Microsoft AB
Phone: +46-(0)8-752 56 00
Fax: +46-(0)8-750 51 58
Technical Support:
Standard: +46-(0) 8- 752 09 29
Priority: +46 (0) 8 751 09 80
Premier: +46 (0) 8 632 57 01
Sales Support: +46-(0)8- 752 56 30
Microsoft MSDL: +46-(0)8-750 47 42
Microsoft FastTips: +46-(0)8-752 29 00
(Document 202020 in FastTips contains detailed instructions)

Switzerland

Microsoft AG
Phone: 01-839 61 11
Fax: 01-831 08 69
Customer Service: 0848-858-868
Documentation:
Phone: 0800-55-59-00
Fax: 01 311-72-27, Microsoft Info-Service, Postfach, 80998001 Zürich
Standard Technical Support:
(German speaking) Installation and Handling: 0848 80 - 2255
Standard Technical Support:
(French speaking): 022-738 96 88
General information about Microsoft Support in Central Europe:
Tel. 0848-80-2330
Internet: www.microsoft.com/switzerland

Tadzhikistan

See Russia

Taiwan Region

Microsoft Taiwan Region Corp.
Phone: (886) (2) 504-3122
Fax: (886) (2) 504-3121
Technical Support: (886) (2) 508-9501

Thailand

Microsoft (Thailand) Limited
Phone: (662) 266-3300
Fax: (662) 266-3310
Product Support:
Phone: (662) 613-7208 through 11
Fax: (662) 613-7198

Turkey

Microsoft Turkey
Phone: 90 (212) 258 59 98
Fax: 90 (212) 258 59 54

Support Hotline:

Phone: 90 (212) 258 96 66

Fax: 90 (212) 258 95 99

Bulletin Board Service: 90 (212) 227 93 90

Turkmenistan

See Russia

United Kingdom

Microsoft Limited

Fax: (0870) 60 20 100

Phone: (0870) 60 10 100

Microsoft KeyData:

(Bulletin Board Service)

(0870) 50 30 200 (up to 28.8Kbaud, n, 8, 1)

Microsoft KeyFax:

(Faxback Information Service)

(0870) 50 30 100

Technical Support:

Desktop Applications, Home Products, Desktop Systems and hardware:

0870 50 10 100

Developer Products: 0870 50 10 200

Business Systems: 0870 50 10 300

Customers phoning from Ireland should dial 706 5353 for technical support.

Minicom Line 0870 50 30 400

Pre-Sales Information: Microsoft Connection (0345) 00 2000

Uruguay

Technical Support:

Phone: (598) (2) 774934

Fax: (598) (2) 774935

Uzbekistan

See Russia

Venezuela

Corporation MS 90 de Venezuela S.A.

Other information: (582) 265-9922

Fax: (582) 265-0863

Technical Support: (582) 993-6755

Wales

See United Kingdom

