



CHAPTER 10

Getting Help

This chapter describes the tools Dell provides to help you when you have a problem with your computer system. It also tells you when and how to call Dell for technical or customer assistance.

Technical Assistance

If you need assistance with a technical problem, perform the following steps:

1. Complete the troubleshooting checks in Chapter 6, "Checking the Equipment."
2. Run the Dell Diagnostics as described in Chapter 5, "Running the Dell Diagnostics."
3. Make a copy of the Diagnostics Checklist (found later in this chapter), and fill it out.
4. Use Dell's extensive suite of online services available at Dell's World Wide Web site (<http://www.dell.com>) for help with installation and troubleshooting procedures.

For more information, refer to "World Wide Web" found later in this chapter.

5. If the preceding steps have not resolved the problem, call Dell for technical assistance.

When prompted by Dell's automated telephone system, enter your Express Service Code to route the call directly to the proper support personnel. If you do not have an Express Service Code, open the **Dell Accessories** folder, double-click the **Express Service Code** icon, and follow the directions.



NOTE: Dell's Express Service Code system may not be available in all countries.

For instructions on using the technical support service, refer to "Technical Support Service" and "Before You Call" found later in this chapter.

Help Tools

Dell provides a number of tools to assist you. These tools are described in the following sections.



NOTE: Some of the following tools are not always available in all locations outside the continental U.S. Please call your local Dell representative for information on availability.

World Wide Web

The Internet is your most powerful tool for obtaining information about your computer system and other Dell products. Through the Internet, you can access most of the services described in this section, including AutoTech, TechFax, order status, technical support, and product information.

You can access Dell's support Web site at **<http://support.dell.com>**. To select your country, click the map that appears. The **Welcome to support.dell.com** page opens. Enter your system information to access help tools and information.

Dell can be accessed electronically using the following addresses:

- World Wide Web
<http://www.dell.com/>
<http://www.dell.com/ap/> (for Asian/Pacific countries only)
<http://www.euro.dell.com> (for Europe only)
<http://www.dell.com/la> (for Latin American countries)

- Anonymous file transfer protocol (FTP)

<ftp.dell.com/>

Log in as user: `anonymous`, and use your e-mail address as your password.

- Electronic Support Service
support@us.dell.com
apsupport@dell.com (for Asian/Pacific countries only)
support.euro.dell.com (for Europe only)
- Electronic Quote Service
sales@dell.com
apmarketing@dell.com (for Asian/Pacific countries only)
- Electronic Information Service
info@dell.com

AutoTech Service

Dell's automated technical support service—AutoTech—provides recorded answers to the questions most frequently asked by Dell customers.

When you call AutoTech, you use your touch-tone telephone to select the subjects that correspond to your questions. You can even interrupt an AutoTech session and continue the session later. The code number that the AutoTech service gives you allows you to continue your session where you ended it.

The AutoTech service is available 24 hours a day, seven days a week. You can also access this service through the technical support service. For the telephone number to call, refer to "Dell Contact Numbers" found later in this chapter.

TechFax Service

Dell takes full advantage of fax technology to serve you better. Twenty-four hours a day, seven days a week, you can call the Dell TechFax line toll-free for all kinds of technical information.

Using a touch-tone phone, you can select from a full directory of topics. The technical information you request is sent within minutes to the fax number you designate. For the TechFax telephone number to call, refer to "Dell Contact Numbers" found later in this chapter.

Automated Order-Status System

You can call this automated service to check on the status of any Dell products that you have ordered. A recording prompts you for the information needed to locate and report on your order. For the telephone number to call, refer to "Dell Contact Numbers" found later in this chapter.

Technical Support Service

Dell's industry-leading hardware technical-support service is available 24 hours a day, seven days a week, to answer your questions about Dell hardware.

Our technical support staff pride themselves on their track record: more than 90 percent of all problems and questions are taken care of in just one toll-free call, usually in less than 10 minutes. When you call, our experts can refer to records kept on your Dell system to better understand your particular question. Our technical support staff use computer-based diagnostics to provide fast, accurate answers to questions.

To contact Dell's technical support service, first refer to the section titled "Before You Call" and then call the number for your country as listed in "Dell Contact Numbers" found later in this chapter.

Problems With Your Order

If you have a problem with your order, such as missing parts, wrong parts, or incorrect billing, contact Dell for customer assistance. Have your invoice or packing slip handy when you call. For the telephone number to call, refer to “Dell Contact Numbers” found later in this chapter.

Product Information

If you need information about additional products available from Dell, or if you would like to place an order, visit Dell’s World Wide Web site at <http://www.dell.com/>. For the telephone number to call to speak to a sales specialist, refer to “Dell Contact Numbers” found later in this chapter.

Returning Items for Warranty Repair or Credit

Prepare all items being returned, whether for repair or credit, as follows:

1. Call Dell to obtain an authorization number, and write it clearly and prominently on the outside of the box.

For the telephone number to call, refer to “Dell Contact Numbers” found later in this chapter.
2. Include a copy of the invoice and a letter describing the reason for the return.
3. Include a copy of the Diagnostics Checklist indicating the tests you have run and any error messages reported by the Dell Diagnostics.
4. Include any accessories that belong with the item(s) being returned (power cables, software diskettes, guides, and so on) if the return is for credit.
5. Pack the equipment to be returned in the original (or equivalent) packing materials.

You are responsible for paying shipping expenses. You are also responsible for insuring any product returned, and you assume the risk of loss during shipment to Dell. Collect-on-delivery (C.O.D.) packages are not accepted.

Returns that are missing any of the preceding requirements will be refused at our receiving dock and returned to you.

Before You Call



NOTE: Have your Express Service Code ready when you call. The code helps Dell's automated-support telephone system direct your call more efficiently.

Remember to fill out the Diagnostics Checklist (Figure 10-1). If possible, turn on your system before you call Dell for technical assistance and call from a telephone at or near the computer system. You may be asked to type some commands at the keyboard, relay detailed information during operations, or try other troubleshooting steps possible only at the computer system itself. Make sure that the system documentation is available.



CAUTION: If you need to remove the computer covers, be sure to first disconnect the computer system's power and modem cables from all electrical outlets.

Diagnostics Checklist

Name: _____ Date: _____

Address: _____ Phone number: _____

Service tag (bar code on the back of the computer): _____

Express Service Code: _____

Return Material Authorization Number (if provided by Dell support technician): _____

Operating system and version: _____

Peripherals: _____

Expansion cards: _____

Are you connected to a network? yes no

Network, version, and network card: _____

Programs and versions: _____

Refer to your operating system documentation to determine the contents of the system's start-up files. If the computer is connected to a printer, print each file. Otherwise, record the contents of each file before calling Dell.

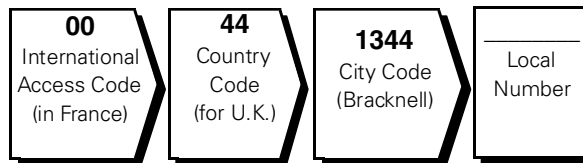
Error message, beep code, or diagnostic code: _____

Description of problem and troubleshooting procedures you performed: _____

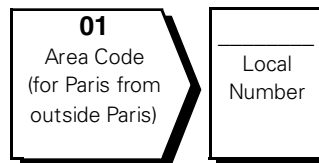
Figure 10-1. Diagnostics Checklist

Dell Contact Numbers

When you need to contact Dell, use the telephone numbers, codes, and electronic addresses provided in Table 10-1 and Table 10-2. Table 10-1 provides the various codes required to make long-distance and international calls. Table 10-2 provides local telephone numbers, area codes, toll-free numbers, Web site and e-mail addresses, if applicable, for each department or service available in various countries around the world. If you are making a direct-dialed call to a location outside of your local telephone service area, determine which codes to use (if any) in Table 10-1 in addition to the local numbers provided in Table 10-2. For example, to place an international call from Paris, France to Bracknell, England, dial the international access code for France followed by the country code for the U.K., the city code for Bracknell, and then the local number as shown in the following illustration.



To place a long-distance call within your own country, use area codes instead of international access codes, country codes, and city codes. For example, to call Paris, France from Montpellier, France, dial the area code plus the local number as shown in the following illustration.



The codes required depend on where you are calling from as well as the destination of your call; in addition, each country has a different dialing protocol. If you need assistance in determining which codes to use, contact a local or an international operator.



NOTE: Toll-free numbers are for use only within the country for which they are listed. Area codes are most often used to call long distance within your own country (not internationally)—in other words, when your call originates in the same country you are calling.

Table 10-1. International Dialing Codes

Country (City)	International Access Code	Country Code	City Code
Australia (Sydney)	0011	61	2
Austria (Vienna)	900	43	1
Belgium (Brussels)	00	32	2
Brazil	0021	55	51
Brunei	—	673	—
Canada (North York, Ontario)	011	—	Not required
Chile (Santiago)	—	56	2
China (Xiamen)	—	86	592
Czech Republic (Prague)	00	420	2
Denmark (Horsholm)	009	45	Not required
Finland (Helsinki)	990	358	9
France (Paris) (Montpellier)	00	33	(1) (4)
Germany (Langen)	00	49	6103
Hong Kong	001	852	Not required
Ireland (Bray)	16	353	1
Italy (Milan)	00	39	2
Japan (Kawasaki)	001	81	44
Korea (Seoul)	001	82	2
Luxembourg	00	352	—
Macau	—	853	Not required
Malaysia (Penang)	00	60	4
Mexico (Colonia Granada)	95	52	5
Netherlands (Amsterdam)	00	31	20
New Zealand	00	64	—
Norway (Lysaker)	095	47	Not required
Poland (Warsaw)	011	48	22
Singapore (Singapore)	005	65	Not required
South Africa (Johannesburg)	09/091	27	11

Table 10-1. International Dialing Codes (continued)

Country (City)	International Access Code	Country Code	City Code
Spain (Madrid)	07	34	91
Sweden (Upplands Vasby)	009	46	8
Switzerland (Geneva)	00	41	22
Taiwan	002	886	—
Thailand	001	66	—
U.K. (Bracknell)	010	44	1344
U.S.A. (Austin, Texas)	011	1	Not required

Table 10-2. Dell Contact Numbers

Country (City)	Department Name or Service	Area Code	Local Number or Toll-Free Number
Australia (Sydney)	Home and Small Business		1-300-65-55-33
	Government and Business		toll free: 1-800-633-559
	Preferred Accounts Division (PAD)		toll free: 1-800-060-889
	Customer Care		toll free: 1-800-819-339
	Corporate Sales		toll free: 1-800-808-385
	Transaction Sales		toll free: 1-800-808-312
	Fax		toll free: 1-800-818-341
Austria (Vienna) <i>NOTE: Customers in Austria call Germany for technical and customer assistance.</i>	Home/Small Business Sales	01795 567602
	Home/Small Business Fax	01795 67605
	Home/Small Business Customer Care	01795 67603
	Preferred Accounts/Corporate Customer Care		0660 8056
	Home/Small Business Technical Support	01795 67604
	Preferred Accounts/Corporate Technical Support		0660 8779
	Switchboard	01	491 04 0
	Web site: http://support.euro.dell.com		
E-mail: tech_support_germany@dell.com			

Table 10-2. Dell Contact Numbers (continued)

Country (City)	Department Name or Service	Area Code	Local Number or Toll-Free Number
Belgium (Brussels)	Technical Support	02	481 92 88
	Customer Care	02	481 91 19
	Home/Small Business Salestoll free: 0800 16884
	Corporate Sales	02	481 91 00
	Fax	02	481 92 99
	Switchboard	02	481 91 00
	Web site: http://support.euro.dell.com E-mail: tech_be@dell.com		
Brazil	Customer Support, Technical Support		0800 90 3355
	Sales		0800 90 3366
	Web site: http://www.dell.com/br		
Brunei <i>NOTE: Customers in Brunei call Malaysia for sales, customer, and technical assistance.</i>	Customer Technical Support (Penang, Malaysia)633 4966
	Customer Service (Penang, Malaysia)633 4949
	Transaction Sales (Penang, Malaysia)633 4955
Canada (North York, Ontario)	Automated Order-Status Systemtoll free: 1-800-433-9014
	AutoTech (Automated technical support)toll free: 1-800-247-9362
	Customer Care (From outside Toronto)toll free: 1-800-387-5759
	Customer Care (From within Toronto)	416758-2400
	Customer Technical Supporttoll free: 1-800-847-4096
	Sales (Direct Sales—from outside Toronto)toll free: 1-800-387-5752
	Sales (Direct Sales—from within Toronto)	416758-2200
	Sales (Federal government, education, and medical)toll free: 1-800-567-7542
	Sales (Major Accounts)toll free: 1-800-387-5755
TechFaxtoll free: 1-800-950-1329	

Table 10-2. Dell Contact Numbers (continued)

Country (City)	Department Name or Service	Area Code	Local Number or Toll-Free Number
<p>Chile (Santiago)</p> <p><i>NOTE: Customers in Chile call the U.S.A for sales, customer, and technical assistance.</i></p>	Sales, Customer Support, and Technical Support. toll free: 1230-020-4823		
<p>China (Xiamen)</p>	Technical Support toll free: 800 858 2437 Customer Experience. toll free: 800 858 2060 Home and Small Business toll free: 800 858 2222 Preferred Accounts Division. toll free: 800 858 2062 Large Corporate Accounts toll free: 800 858 2999		
<p>Czech Republic (Prague)</p>	Technical Support02. 22 83 27 27 Customer Care02. 22 83 27 11 Fax02. 22 83 27 14 TechFax.02. 22 83 27 28 Switchboard02. 22 83 27 11 Web site: http://support.euro.dell.com E-mail: czech_dell@dell.com		
<p>Denmark (Horsholm)</p> <p><i>NOTE: Customers in Denmark call Sweden for fax technical support.</i></p>	Technical Support 45170182 Relational Customer Care. 45170184 Home/Small Business Customer Care 32875505 Switchboard 45170100 Fax Technical Support (Upplands Vasby, Sweden) 859005594 Fax Switchboard 45170117 Web site: http://support.euro.dell.com E-mail: den_support@dell.com		

Table 10-2. Dell Contact Numbers (continued)

Country (City)	Department Name or Service	Area Code	Local Number or Toll-Free Number	
Finland (Helsinki)	Technical Support	09	253 313 60	
	Technical Support Fax	09	253 313 81	
	Relational Customer Care	09	253 313 38	
	Home/Small Business Customer Care	09	693 791 94	
	Fax	09	253 313 99	
	Switchboard	09	253 313 00	
	Web site: http://support.euro.dell.com E-mail: fin_support@dell.com			
France (Paris/Montpellier)	Technical Support	0803387 270	
	Customer Care (Paris)	0155 94 75 75	
	Customer Care (Montpellier)	0825823 833	
	Fax (Montpellier)	0467 06 60 01	
	Switchboard (Paris)	0155 94 71 00	
	Switchboard (Montpellier)	0467 06 60 00	
	Web site: http://support.euro.dell.com E-mail: web_fr_tech@dell.com			
Germany (Langen)	Technical Support	06103766-7200	
	Technical Support Fax	06103766-9222	
	Home/Small Business Customer Care			0180-5-224400
	Global Segment Customer Care	06103766-9570	
	Preferred Accounts Customer Care	06103766-9420	
	Large Accounts Customer Care	06103766-9560	
	Public Accounts Customer Care	06103766-9555	
	Switchboard Web site: http://support.euro.dell.com E-mail: tech_support_germany@dell.com	06103766-7000	
Hong Kong <i>NOTE: Customers in Hong Kong call Malaysia for customer assistance.</i>	Technical Support	toll free: 800 96 4107		
	Customer Service (Penang, Malaysia)633 4949		
	Transaction Sales	toll free: 800 96 4109		
	Corporate Sales	toll free: 800 96 4108		

Table 10-2. Dell Contact Numbers (continued)

Country (City)	Department Name or Service	Area Code	Local Number or Toll-Free Number
Ireland (Bray)	Technical Support		1-850-543-543
	Customer Care	01	204 4026
	Sales		1-850-235-235
	SalesFax	01	286 2020
	Fax	01	286 6848
	TechFax	01	204 4708
	Switchboard	01	286 0500
Italy (Milan)	Web site: http://support.euro.dell.com		
	E-mail: dell_direct_support@dell.com		
	Technical Support	2	57782.690
	Customer Care	2	57782.555
	Sales	2	57782.411
Japan (Kawasaki)	Fax	2	57503530
	Switchboard	2	57782.1
	Web site: http://support.euro.dell.com		
	E-mail: support_italy@dell.com		
	Technical Support (Server)		toll free: 0120-1984-35
	Technical Support (Dimension™ and Inspiron™)		toll free: 0120-1982-56 or 0088-25-3355
	Technical Support (WorkStation, OptiPlex™, and Latitude™)		toll free: 0120-1984-39 or 0088-22-7890
	Y2K Support	044	556-4298
	Customer Care	044	556-4240
	Home and Small Business Group Sales	044	556-3344
Preferred Accounts Division Sales	044	556-3433	
Large Corporate Accounts	044	556-3430	
Faxbox Service		03-5972-5840	
Switchboard	044	556-4300	
Web site: http://support.jp.dell.com			

Table 10-2. Dell Contact Numbers (continued)

Country (City)	Department Name or Service	Area Code	Local Number or Toll-Free Number
Korea (Seoul)	Technical Support		toll free: 080-200-3800
	Sales		toll free: 080-200-3777
	Customer Service (Seoul, Korea2194-6220
	Customer Service (Penang, Malaysia)		604-633-4949
	Fax2194-6202
Latin America <i>NOTE: Customers in Latin America call the U.S.A. for sales, customer, and technical assistance.</i>	Customer Technical Support (Austin, Texas, U.S.A.)	512728-4093
	Customer Service (Austin, Texas, U.S.A.)	512728-3619
	Fax (Technical Support and Customer Service) (Austin, Texas, U.S.A.)	512728-3883
	Sales (Austin, Texas, U.S.A.)	512728-4397
	SalesFax (Austin, Texas, U.S.A.)	512728-4600 728-3772
Luxembourg <i>NOTE: Customers in Luxembourg call Belgium for sales, customer, and technical assistance.</i>	Technical Support (Brussels, Belgium)	02	481 92 88
	Home/Small Business Sales (Brussels, Belgium)		toll free: 080016884
	Corporate Sales (Brussels, Belgium)	02	481 91 00
	Customer Care (Brussels, Belgium)	02	481 91 19
	Fax (Brussels, Belgium)	02	481 92 99
	Switchboard (Brussels, Belgium)	02	481 91 00
Macau <i>NOTE: Customers in Macau call Malaysia for customer assistance.</i>	Technical Support		toll free: 0800 582
	Customer Service (Penang, Malaysia)633 4949
	Transaction Sales		toll free: 0800 581
Malaysia (Penang)	Technical Support		toll free: 1 800 888 298
	Customer Service	04633 4949
	Transaction Sales		toll free: 1 800 888 202
	Corporate Salestoll free: 1 800 888 213

Table 10-2. Dell Contact Numbers (continued)

Country (City)	Department Name or Service	Area Code	Local Number or Toll-Free Number
Mexico (Colonia Granada) <i>NOTE: Customers in Mexico call the U.S.A. for access to the Automated Order-Status System and AutoTech.</i>	Automated Order-Status System (Austin, Texas, U.S.A.)	512	728-0685
	AutoTech (Automated technical support) (Austin, Texas, U.S.A.)	512	728-0686
	Customer Technical Support.	525	228-7870
	Sales.	525	228-7811
			toll free: 91-800-900-37
			toll free: 91-800-904-49
	Customer Service Main	525 525	228-7878 228-7800
Netherlands (Amsterdam)	Technical Support	020	581 8838
	Customer Care	020	581 8740
	Home/Small Business Sales		toll free: 0800-0663
	Home/Small Business Sales Fax	020	682 7171
	Corporate Sales	020	581 8818
	Corporate Sales Fax	020	686 8003
	Fax	020	686 8003
	Switchboard	020	581 8818
New Zealand	Home and Small Business		0800 446 255
	Government and Business		0800 444 617
	Sales.		0800 441 567
	Fax		0800 441 566
Norway (Lysaker) <i>NOTE: Customers in Norway call Sweden for fax technical support.</i>	Technical Support		671 16882
	Relational Customer Care.		671 17514
	Home/Small Business Customer Care		23162298
	Switchboard		671 16800
	Fax Technical Support (Upplands Vasby, Sweden)		590 05 594
	Fax Switchboard		671 16865
	Web site: http://support.euro.dell.com E-mail: nor_support@dell.com		

Table 10-2. Dell Contact Numbers (continued)

Country (City)	Department Name or Service	Area Code	Local Number or Toll-Free Number
Poland (Warsaw)	Technical Support	22	60 61 999
	Customer Care	22	60 61 999
	Sales	22	60 61 999
	Fax	22	60 61 998
	Switchboard	22	60 61 999
	Web site: http://support.euro.dell.com E-mail: pl_support@dell.com		
Singapore (Singapore) <i>NOTE: Customers in Singapore call Malaysia for customer assistance.</i>	Technical Support		toll free: 800 6011 051
	Customer Service (Penang, Malaysia)	04	633 4949
	Transaction Sales		toll free: 800 6011 054
	Corporate Sales		toll free: 800 6011 053
South Africa (Johannesburg)	Technical Support	011	709 7710
	Customer Care	011	709 7710
	Sales	011	706 7700
	Fax	011	709 0495
	Switchboard	011	709 7700
	Web site: http://support.euro.dell.com E-mail: dell_za_support@dell.com		
Southeast Asian/Pacific Countries (excluding Australia, Brunei, China, Hong Kong, Japan, Korea, Macau, Malaysia, New Zealand, Singapore, Taiwan, and Thailand—refer to individual listings for these countries)	Customer Technical Support, Customer Service, and Sales (Penang, Malaysia) 60 4 633 4810		

Table 10-2. Dell Contact Numbers (continued)

Country (City)	Department Name or Service	Area Code	Local Number or Toll-Free Number
Spain (Madrid)	Technical Support		902 100 130
	Corporate Customer Care		902 118 546
	Home/Small Business Customer Care		902 118 540
	Corporate Sales		902 100 185
	Home/Small Business Sales		902 118 541
	Switchboard	91	722 92 00
	Web site: http://support.euro.dell.com E-mail: es_support@dell.com		
Sweden (Upplands Vasby)	Technical Support	08	590 05 199
	Relational Customer Care	08	590 05 642
	Home/Small Business Customer Care	08	587 70 527
	Fax Technical Support	08	590 05 594
	Sales	08	590 05 185
	Web site: http://support.euro.dell.com E-mail: swe_support@dell.com		
Switzerland (Geneva)	Technical Support		0844 811 411
	Customer Care		0848 802 802
	Fax	022	799 01 90
	Switchboard	022	799 01 01
	Web site: http://support.euro.dell.com E-mail: swisstech@dell.com		
Taiwan	Technical Support		toll free: 0080 60 1255
	Technical Support (servers)		toll free: 0080 60 1256
	Transaction Sales		toll free: 0080 651 228/0800 33 556
	Corporate Sales		toll free: 0080 651 227/0800 33 555
Thailand <i>NOTE: Customers in Thailand call Malaysia for customer assistance.</i>	Technical Support		toll free: 0880 060 07
	Customer Service (Penang, Malaysia)		633 4949
	Sales		toll free: 0880 060 09

Table 10-2. Dell Contact Numbers (continued)

Country (City)	Department Name or Service	Area Code	Local Number or Toll-Free Number
U.K. (Bracknell)	Technical Support		0870-908-0800
	Corporate Customer Care	01344	720206
	Home/Small Business Customer Care		0870-906-0010
	Sales		0870-907-4000
	AutoFax		0870-908-0510
	Web site: http://support.euro.dell.com E-mail: dell_direct_support@dell.com		
U.S.A. (Austin, Texas)	Automated Order-Status System		toll free: 1-800-433-9014
	AutoTech (Automated technical support)		toll free: 1-800-247-9362
	Dell Home and Small Business Group:		
	Customer Technical Support (Return Material Authorization Numbers).		toll free: 1-800-624-9896
	Customer Service (Credit Return Authorization Numbers)		toll free: 1-800-624-9897
	National Accounts (systems purchased by established Dell national accounts [have your account number handy], medical institutions, or value-added resellers [VARs]):		
	Customer Service and Technical Support (Return Material Authorization Numbers).		toll free: 1-800-822-8965
	Public Americas International (systems purchased by governmental agencies [local, state, or federal] or educational institutions):		
	Customer Service and Technical Support (Return Material Authorization Numbers).		toll free: 1-800-234-1490
	Dell Sales		toll free: 1-800-289-3355 toll free: 1-800-879-3355
	Spare Parts Sales		toll free: 1-800-357-3355
	DellWare™		toll free: 1-800-753-7201
	Fee-Based Technical Support		toll free: 1-800-433-9005
	Sales (Catalogs)		toll free: 1-800-426-5150
	Fax		toll free: 1-800-727-8320
	TechFax		toll free: 1-800-950-1329
Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impaired		toll free: 1-877-DELLTTY (1-877-335-5889)	
Switchboard512338-4400	