

Lotus Customer Support Contents

As a leader in the software industry, Lotus understands your needs for high quality support. That is why we created a wide array of support and service offerings.

Click the desired topic to display information about that type of support.



United States

[Automated FAX Support](#)

[Introductory Phone Support](#)

[Annual Support](#)

[Additional Pay-for-Support Services](#)

[TDD Support for the Hearing-Impaired](#)

[Customer Service](#)



Canada

[Automated FAX Support](#)

[Introductory Phone Support](#)

[Annual Support](#)

[Additional Pay-for-Support Services](#)

[TDD Support for the Hearing-Impaired](#)

[Customer Service](#)



Additional Services

[CompuServe](#)

[Bulletin Board Services](#)

[Lotus Customer Support and Services Telephone Numbers](#)

[In Latin America](#)

Note: Support hours do not include Lotus holidays. The prices, time frames, and terms described herein are subject to change without notice.



Automated FAX Support in the United States

You can use automated fax support to have technical support bulletins, troubleshooting tips, answers to the most frequently asked questions, product descriptions and specifications, and update information delivered directly to your fax machine.

You must have a Touch-tone®* telephone and fax machine to access automated fax support.

Automated fax support is free to all Lotus users.

Phone Number	Hours (excluding Lotus holidays)
(800) 346- 3508	7 days a week 24 hours a day

When you call automated fax support, you connect to an automated library of thousands of indexed documents.

You can call and request several indexes to keep on hand. When you find the reference number(s) for the information you want, you can call back and have the documents faxed to you.

*Touch-tone is a registered trademark of AT&T Co.

See also

[Introductory Phone Support](#)

[Lotus Customer Support Contents](#)



Introductory Phone Support in the United States

Lotus introductory phone support is available to help you through the initial period of installation and use.

You must provide your 9-digit Support ID (printed on the back cover of the printed *Lotus Customer Support Guide*) every time you call.

Software	Phone Number	Hours (excluding Lotus holidays)
All PC desktop products	(508) 988-2500	Monday - Friday 8:00 a.m. - 8:00 p.m. (Eastern time)
Ami Pro and SmarText	(404) 399-5505	Monday - Friday 8:00 a.m. - 8:00 p.m. (Eastern time)

You can begin using this service at any time. Depending upon the product, your support may last a full 90 days from your first call. (Products with 30 days of support are noted on the back cover of the printed *Lotus Customer Support Guide*.)

Prior to the expiration date, Lotus will contact you with information on continuing your support with an annual support program.

Note: This introductory period of support enables you, the primary user of this product, to contact our technical support services. It is not intended for use by an employee whose function is to provide support to other users. Nor is it intended to be shared among individual users. Lotus will not provide services in response to requests to develop, interpret, or rewrite your applications. Corporate support programs are outlined elsewhere. The stated introductory period of support is subject to change and is not available for products purchased through the Passport program. The "Limited Warranty" and "Limitation of Liability" Sections contained in the Lotus Software Agreement apply to all Lotus support programs.

See also

[Annual Support](#)

[Automated FAX Support](#)

[Lotus Customer Support Contents](#)



TDD Support for the Hearing-Impaired in the United States

Lotus provides technical support to hearing-impaired customers with TDD (Telecommunications Device for the Deaf) terminals.

Software	Phone Number	Hours (excluding Lotus holidays)
All PC desktop products except Ami Pro and SmarText	(800) 457-0909	Monday - Friday 8:30 a.m. - 8:00 p.m. (Eastern time)
Ami Pro and SmarText	(404) 698-7663	Monday - Friday 8:30 a.m. - 8:00 p.m. (Eastern time)

See also

[Automated FAX Support](#)

[Introductory Phone Support](#)

[Bulletin Board Services](#)

[Lotus Customer Support Contents](#)



Annual Support in the United States

You can purchase annual support when your introductory phone support expires or if your software does not include introductory phone support.

[Individual Support Memberships](#)

[Corporate End User Support Memberships](#)

[Corporate Help Desk Support Memberships](#)



Individual Support Memberships in the United States

Individual support memberships are designed for individuals or companies with one to five users of Lotus products. You must purchase a membership for each user of the service. The annual fee is your only cost.

When you purchase individual support memberships, each user receives a special toll-free number that provides priority access to Lotus technical support specialists.

Type of Support	Phone Number	Hours (excluding Lotus holidays)	Cost
5x12 Business Hour Service	(800) 553-4270	Monday - Friday 8:00 a.m. - 8:00 p.m. (Eastern time)	\$179 annually per user
7x24 Around-the-Clock Service	(800) 553-4270	7 days a week 24 hours a day	\$195 annually per user

You can arrange to pay by check, or use your MasterCard, VISA, or American Express credit card.

See also

[Automated FAX Support](#)

[Corporate End User Support Memberships](#)

[Introductory Phone Support](#)

[Lotus Customer Support Contents](#)



Corporate End User Support Memberships in the United States

You can purchase one contract for all the end users in your organization who need phone support. The cost depends on the number of users.

When you purchase an end user support membership, all users covered by the contract use the same Support ID and receive priority access to Lotus technical support specialists.

Phone Number	Number of End Users	Cost
(800) 553-4270	6-24	\$995 per site
	25-99	\$2,995 per site
	100-499	\$7,495 per site
	500-999	\$12,495 per site
	1000+	\$12.49 per user

For 1-2-3, Ami Pro, Approach, Freelance Graphics, Improv, and Organizer, support is available 7 days a week, 24 hours a day. For other applications, support is available Monday - Friday, 8:00 a.m. - 8:00 p.m. (Eastern time).

See also

[Automated FAX Support](#)

[Individual Support Memberships](#)

[Introductory Phone Support](#)

[Lotus Customer Support Contents](#)



Corporate Help Desk Support Memberships in the United States

You can purchase support memberships for the internal help desk or information center employees who deliver front-line support to your organization's end users.

You must purchase a membership for each help desk employee who uses the service (Named Caller).

Each Named Caller receives:

- A special toll-free number that provides priority access to Lotus senior technical support specialists
- A free annual subscription to the Lotus comprehensive knowledge base of technical support information
- Monthly compact disc installments of troubleshooting tips, product documentation, product demonstrations, worksheet templates, the latest printer drivers, and other utilities

Phone Number	Type of Support	Designed For	Cost
(800) 553-4270	Premium Support Membership	Passport Customers who purchase through the Volume program	Call for information.
(800) 553-4270	Premium Plus Support Membership	Passport Customers who purchase using the Enterprise and Contract options	Call for information.

See also

[Automated FAX Support](#)

[Introductory Phone Support](#)

[Bulletin Board Services](#)

[CompuServe](#)

[Lotus Customer Support Contents](#)



Additional Pay-for-Support Services in the United States

You can purchase “pay-as-you-go” support when your introductory phone support expires or if your software does not include introductory phone support.

You can use this type of support when your need for assistance no longer requires frequent phone calls to Lotus technical support specialists.

To use 900# Telephone Support

You can use 900# telephone support to access a Lotus technical support specialist. Billing starts when you actually connect to a support specialist and the charges appear on your monthly telephone bill.

Phone Number	Cost	Hours (excluding Lotus holidays)
(900) 55- LOTUS	\$2.95 per minute;	Monday - Friday
(900) 555- 6887	\$50 cap per call	8:00 a.m. - 8:00 p.m. (Eastern time)

To use Pay-per-Incident Support

You can use Pay-per-Incident Support when you need to access a Lotus technical support specialist to solve a particular problem and you anticipate the problem may require multiple phone calls.

Note: An incident is one or more calls needed to solve one problem.

Phone Number	Cost	Hours (excluding Lotus holidays)
(800) 553- 4270	\$35 per incident	Monday - Friday 8:00 a.m. - 8:00 p.m. (Eastern time)

You can use your MasterCard, VISA, or American Express credit card to pay for support.

See also

[Automated FAX Support](#)

[Introductory Phone Support](#)

[Lotus Customer Support Contents](#)



Customer Service in the United States

You can call Customer Service if you need information about Lotus products, support, and services.

Phone Number	Hours (excluding Lotus holidays)
(800) 343- 5414	Monday - Friday 8:30 a.m. - 7:00 p.m. (Eastern time)

You can also contact Customer Service if you need assistance with:

[Missing or Defective Components](#)

[Obtaining 5.25" disks](#)

[Product Returns](#)

[Product Upgrades](#)

[Training](#)



Missing or Defective Components in the United States

You can obtain replacements for defective, missing, or damaged disks or documentation. Lotus will replace components while inventory is available.

Note: Lotus does not replace products or parts thereof that are lost, stolen, or destroyed beyond recovery. Check your insurance for coverage of software products.

Within 90-Day Warranty

This product has a limited warranty of 90 days, as specified in the Lotus Software Agreement. Replacements are subject to availability.

If a disk or documentation is damaged by a customer within the warranty period, the replacement is subject to a fee. Please see "After 90-Day Warranty" below.

After 90-Day Warranty

If a disk or documentation is damaged after the warranty expires, Lotus will replace it for a fee of \$25 per item. Replacements are subject to availability.

If you need a complete set of disks or documentation, the replacement fee is \$50 per set.

Phone Number	Hours (excluding Lotus holidays)
(800) 343-5414	Monday - Friday 8:30 a.m. - 7:00 p.m. (Eastern time)

To order a replacement

1. Write a brief cover letter indicating your mailing address and daytime phone number.
2. Enclose the defective disk or documentation.
3. Enclose a check for the correct amount or specify payment by credit card: MC/VISA/AMEX.

For credit card orders, provide type of credit card, credit card number, signature, and expiration date.

Please add applicable sales tax in the following states: AZ, CA, CO, CT, FL, GA, IL, IN, LA, MD, MA, MI, MN, MO, NJ, NY, NC, OH, PA, TN, TX, VA, WA

4. Send everything to:

Lotus Development Corporation
Attn: Replacement Department
440 Lincoln Street
Box 100
Worcester, MA 01653-0100

See also

[Lotus Customer Support Contents](#)



Obtaining 5.25" disks in the United States

You can order software in a different disk size for certain Lotus products.

Phone Number	Hours (excluding Lotus holidays)
(800) 343- 5414	Monday - Friday 8:30 a.m. - 7:00 p.m. (Eastern time)

Note: In accordance with the Lotus Software Agreement, you must destroy the original disks when you receive the new ones.

See also

[Lotus Customer Support Contents](#)



Product Returns in the United States

You can return a Lotus product within 30 days of purchase.

Note: Lotus provides credit or a refund, depending on the method of payment. Shipping and handling charges are not refunded.

If you purchased software through a Lotus reseller

You must return the entire package (all disks and documentation) and your sales receipt within 30 days of purchase to the original place of purchase.

If you purchased software directly from Lotus

You must return to Lotus the entire package (all disks and documentation), your packing slip, and a brief letter indicating your reasons for returning the product within 30 days of purchase.

If you purchased two or more programs bundled together for one price, you must return all the bundled products.

Phone Number	Hours (excluding Lotus holidays)
(800) 343- 5414	Monday - Friday 8:30 a.m. - 7:00 p.m. (Eastern time)

Send the product(s) to:

Lotus Development Corporation
Attn: Receiving Dock B
300 Riverpark Drive
North Reading, MA 01864

Note: Lotus is not responsible for packages lost in the mail. In order to trace lost packages, we strongly suggest you return packages via Federal Express, UPS, or another traceable means of shipping.

See also

[Lotus Customer Support Contents](#)



Product Upgrades in the United States

Periodically, Lotus introduces new software releases that incorporate additional features and capabilities. You can purchase upgrades from a Lotus reseller or directly from Lotus.

Phone Number	Hours (excluding Lotus holidays)
(800) 343-5414	Monday - Friday 8:30 a.m. - 7:00 p.m. (Eastern time)

For Lotus SmartSuite customers

Lotus wants you to have the most up-to-date release of each application contained in SmartSuite.

If your copy of SmartSuite contains an outdated application at the time of purchase, Lotus will provide you with updated software and documentation for a nominal shipping and handling charge.

Note: You must take advantage of the SmartSuite offer within 30 days of purchase.

See also

[Lotus Customer Support Contents](#)



Training in the United States

Lotus Authorized Training Companies (ATCs) are located conveniently throughout the United States.

The ATCs offer classes to get you up and running on your Lotus software. Training is conducted at either their facilities or on site at your location.

In addition, Lotus books, videos, and courseware are available for your personal or business training needs.

Phone Number	Hours (excluding Lotus holidays)
(800) 343- 5414	Monday - Friday 8:30 a.m. - 7:00 p.m. (Eastern time)

See also

[Lotus Customer Support Contents](#)



Automated FAX Support in Canada

You can use automated fax support to have technical support bulletins, troubleshooting tips, answers to the most frequently asked questions, product descriptions and specifications, and update information delivered directly to your fax machine.

You must have a Touch-tone®* telephone and fax machine to access automated fax support.

Automated fax support is free to all Lotus users and is available in English and French.

Location	Phone Number	Hours (excluding Lotus holidays)
Canada	(800) 565-5331	7 days a week 24 hours a day
Toronto only	(416) 364-7507	7 days a week 24 hours a day

When you call automated fax support, you connect to an automated library of thousands of indexed documents.

You can call and request several indexes to keep on hand. When you find the reference number(s) for the information you want, you can call back and have the documents faxed to you.

*Touch-tone is a registered trademark of AT&T Co.

See also

[Introductory Phone Support in Canada](#)

[Lotus Customer Support Contents](#)



Introductory Phone Support in Canada

Lotus introductory phone support is available to help you through the initial period of installation and use.

You must provide your 9-digit Support ID (printed on the back cover of the printed *Lotus Customer Support Guide*) every time you call.

Canadian support is available in English and French.

Phone Number	Hours (excluding Lotus holidays)
(416) 364-5838	Monday - Friday 8:30 a.m. - 8:00 p.m. (Eastern time)

You can begin using this service at any time. Depending upon the product, your support may last a full 90 days from your first call. (Products with 30 days of support are noted on the back cover of the printed *Lotus Customer Support Guide*.)

Prior to the expiration date, Lotus will contact you with information on continuing your support with an annual support program.

Note: This introductory period of support enables you, the primary user of this product, to contact our technical support services. It is not intended for use by an employee whose function is to provide support to other users. Nor is it intended to be shared among individual users. Lotus will not provide services in response to requests to develop, interpret, or rewrite your applications. Corporate support programs are outlined elsewhere. The stated introductory period of support is subject to change and is not available for products purchased through the Passport program. The "Limited Warranty" and "Limitation of Liability" Sections contained in the Lotus Software Agreement apply to all Lotus support programs.

See also

[Annual Support](#)

[Automated FAX Support in Canada](#)

[Lotus Customer Support Contents](#)



TDD Support for the Hearing-Impaired in Canada

Lotus provides technical support to hearing-impaired customers with TDD (Telecommunications Device for the Deaf) terminals.

Phone Number	Hours (excluding Lotus holidays)
(800) 563-1109	Monday - Friday 8:30 a.m. - 8:00 p.m. (Eastern time)

See also

[Automated FAX Support in Canada](#)

[Introductory Phone Support in Canada](#)

[Bulletin Board Services](#)

[Lotus Customer Support Contents](#)



Annual Support in Canada

You can purchase annual support when your introductory phone support expires or if your software does not include introductory phone support.

[Individual Support Memberships](#)

[Corporate End User Support Memberships](#)

[Corporate Help Desk Support Memberships](#)



Individual Support Memberships in Canada

Individual support memberships are designed for individuals or companies with one to five users of Lotus products. You must purchase a membership for each user of the service. The annual fee is your only cost.

When you purchase individual support memberships, each user receives a special toll-free number that provides priority access to Lotus technical support specialists.

Phone Number	Type of Support	Cost
(800) GO LOTUS	Call for information.	Call for information.
(800) 465-6887		

You can arrange to pay by check, or use your MasterCard, VISA, or American Express credit card.

See also

[Automated FAX Support in Canada](#)

[Corporate End User Support Memberships](#)

[Introductory Phone Support in Canada](#)

[Lotus Customer Support Contents](#)



Corporate End User Support Memberships in Canada

You can purchase one contract for all the end users in your organization who need phone support. The cost depends on the number of users.

When you purchase an end user support membership, all users covered by the contract use the same Support ID and receive priority access to Lotus technical support specialists.

Phone Number	Number of End Users	Cost
(800) GO LOTUS	Call for information.	Call for information.
(800) 465- 6887		

See also

[Automated FAX Support in Canada](#)

[Individual Support Memberships in Canada](#)

[Introductory Phone Support in Canada](#)

[Lotus Customer Support Contents](#)



Corporate Help Desk Support Memberships in Canada

You can purchase support memberships for the internal help desk or information center employees who deliver front-line support to your organization's end users.

You must purchase a membership for each help desk employee who uses the service (Named Caller).

Each Named Caller receives:

- A special toll-free number that provides priority access to Lotus senior technical support specialists
- A free annual subscription to the Lotus comprehensive knowledge base of technical support information
- Monthly compact disc installments of troubleshooting tips, product documentation, product demonstrations, worksheet templates, the latest printer drivers, and other utilities

Phone Number	Type of Support	Designed For	Cost
(800) GO LOTUS (800) 465-6887	Premium Support Membership	Passport Customers who purchase through the Volume program	Call for information.
(800) GO LOTUS (800) 465-6887	Premium Plus Support Membership	Passport Customers who purchase using the Enterprise and Contract options	Call for information.

See also

[Automated FAX Support in Canada](#)

[Introductory Phone Support in Canada](#)

[Bulletin Board Services](#)

[CompuServe](#)

[Lotus Customer Support Contents](#)



Additional Pay-for-Support Services in Canada

You can purchase “pay-as-you-go” support when your introductory phone support expires or if your software does not include introductory phone support.

You can use this type of support when your need for assistance no longer requires frequent phone calls to Lotus technical support specialists.

To use Pay-per-Incident Support

You can use Pay-per-Incident Support when you need to access a Lotus technical support specialist to solve a particular problem and you anticipate the problem may require multiple phone calls.

Note: An incident is one or more calls needed to solve one problem.

Phone Number	Cost	Hours (excluding Lotus holidays)
(416) 364-5667	Call for information.	Monday - Friday 8:30 a.m. - 8:00 p.m. (Eastern time)

You can use your MasterCard, VISA, or American Express credit card to pay for support.

See also

[Automated FAX Support in Canada](#)

[Introductory Phone Support in Canada](#)

[Lotus Customer Support Contents](#)



Customer Service in Canada

You can call Customer Service if you need information about Lotus products, support, and services.

Phone Number	Hours (excluding Lotus holidays)
(800) GO LOTUS	Monday - Friday
(800) 465- 6887	9:00 a.m. - 6:00 p.m. (Eastern time)

You can also contact Customer Service if you need assistance with:

[Missing or Defective Components](#)

[Obtaining 5.25" disks](#)

[Product Returns](#)

[Product Upgrades](#)

[Training](#)



Missing or Defective Components in Canada

You can obtain replacements for defective, missing, or damaged disks or documentation. Lotus will replace components while inventory is available.

Note: Lotus does not replace products or parts thereof that are lost, stolen, or destroyed beyond recovery. Check your insurance for coverage of software products.

Within 90-Day Warranty

This product has a limited warranty of 90 days, as specified in the Lotus Software Agreement. Replacements are subject to availability.

If a disk or documentation is damaged by a customer within the warranty period, the replacement is subject to a fee. Please see "After 90-Day Warranty" below.

After 90-Day Warranty

If a disk or documentation is damaged after the warranty expires, Lotus will replace it for a fee of \$30 (Canadian) per item. Replacements are subject to availability.

If you need a complete set of disks or documentation, the replacement fee is \$60 (Canadian) per set.

Phone Number	Hours (excluding Lotus holidays)
(800) GO LOTUS	Monday - Friday
(800) 465-6887	9:00 a.m. - 6:00 p.m. (Eastern time)

To order a replacement

1. Write a brief cover letter indicating your mailing address and daytime phone number.
2. Enclose the defective disk or documentation.
3. Enclose a check for the correct amount or specify payment by credit card: MC/VISA/AMEX.
For credit card orders, provide type of credit card, credit card number, signature, and expiration date.
Canadian customers, please add G.S.T. and applicable provincial taxes.
4. Call for the correct mailing address.

See also

[Lotus Customer Support Contents](#)



Obtaining 5.25" disks in Canada

You can order software in a different disk size for certain Lotus products.

Phone Number	Hours (excluding Lotus holidays)
(800) GO LOTUS	Monday - Friday
(800) 465- 6887	9:00 a.m. - 6:00 p.m. (Eastern time)

Note: In accordance with the Lotus Software Agreement, you must destroy the original disks when you receive the new ones.

See also

[Lotus Customer Support Contents](#)



Product Returns in Canada

You can return a Lotus product within 30 days of purchase.

Note: Lotus provides credit or a refund, depending on the method of payment. Shipping and handling charges are not refunded.

If you purchased software through a Lotus reseller

You must return the entire package (all disks and documentation) and your sales receipt within 30 days of purchase to the original place of purchase.

If you purchased software directly from Lotus

You must return to Lotus the entire package (all disks and documentation), your packing slip, and a brief letter indicating your reasons for returning the product within 30 days of purchase.

If you purchased two or more programs bundled together for one price, you must return all the bundled products. Call for the correct mailing address.

Phone Number	Hours (excluding Lotus holidays)
(800) GO LOTUS	Monday - Friday
(800) 465-6887	9:00 a.m. - 6:00 p.m. (Eastern time)

Note: Lotus is not responsible for packages lost in the mail. In order to trace lost packages, we strongly suggest you return packages via Federal Express, UPS, or another traceable means of shipping.

See also

[Lotus Customer Support Contents](#)



Product Upgrades in Canada

Periodically, Lotus introduces new software releases that incorporate additional features and capabilities. You can purchase upgrades from a Lotus reseller or directly from Lotus.

Phone Number	Hours (excluding Lotus holidays)
(800) GO LOTUS	Monday - Friday
(800) 465-6887	9:00 a.m. - 6:00 p.m. (Eastern time)

For Lotus SmartSuite customers

Lotus wants you to have the most up-to-date release of each application contained in SmartSuite.

If your copy of SmartSuite contains an outdated application at the time of purchase, Lotus will provide you with updated software and documentation for a nominal shipping and handling charge.

Note: You must take advantage of the SmartSuite offer within 30 days of purchase.

See also

[Lotus Customer Support Contents](#)



Training in Canada

Lotus Authorized Training Companies (ATCs) are located conveniently throughout Canada.

The ATCs offer classes to get you up and running on your Lotus software. Training is conducted at either their facilities or on site at your location.

In addition, Lotus books, videos, and courseware are available for your personal or business training needs.

Phone Number	Hours (excluding Lotus holidays)
(800) GO LOTUS	Monday - Friday
(800) 465- 6887	9:00 a.m. - 6:00 p.m. (Eastern time)

See also

[Lotus Customer Support Contents](#)

In Latin America

You can call or fax your local office for information about support and service options.

Location	Phone Number	Fax Number
Argentina	54-1-448-6111	54-1-311-3438
Brazil	55-11-530-7600	55-21-512-4421
Chile	56-2-331-0140	56-2-232-5199
Mexico	52-5-631-2061	525-631-1724
Venezuela	58-2-91-1653 58-2-92-3242 58-2-92-5077	58-2-91-1581

See also

[Lotus Customer Support Contents](#)



CompuServe

You can use the electronic message board on the Lotus Forums on CompuServe to communicate online with Lotus technical support specialists and thousands of other users.

You can also browse through the product libraries and download the latest technical bulletins, application templates, product information, demos, and updates.

To reach the Lotus Forums on CompuServe

Type GO LOTUS at the menu prompt.

To obtain a free introductory one-month membership

Users in the United States and Canada can call CompuServe, representative #226, at (800) 848-8199.

This membership includes:

- A CompuServe User ID and password good for one free month of CompuServe's Basic Services.
- \$15 Usage Credit good towards CompuServe's Extended Service, including Lotus Forums.

See also

[Automated FAX Support](#)

[Bulletin Board Services](#)

[Introductory Phone Support in the United States](#)

[Introductory Phone Support in Canada](#)

[Lotus Customer Support Contents](#)



Bulletin Board Services

You can download templates, printer drivers, and software updates over your modem 7 days a week, 24 hours a day.

You can also access Lotus' full text searchable support library—a comprehensive collection of technical notes, documentation, and publications—everything from productivity techniques and troubleshooting tips to press releases and training schedules.

Lotus bulletin board services are free to all Lotus users.

Location	Phone Number	Hours (excluding Lotus holidays)
United States All PC desktop products except Ami Pro and SmarText	(617) 693- 7000	7 days a week 24 hours a day
United States Ami Pro and SmarText	(404) 395- 7707	7 days a week 24 hours a day
Canada	(416) 364- 4941	7 days a week 24 hours a day

To access the Lotus BBS from your desktop

You can use any VT-100 or ANSI compatible terminal emulation program.

You must set the following: Parity = N, Length = 8, Stopbits = 1 or (ANSI, N, 8, 1).

You can use baud rates = 1,200 – 14,400.

See also

[Automated FAX Support](#)

[CompuServe](#)

[Introductory Phone Support in the United States](#)

[Introductory Phone Support in Canada](#)

[Lotus Customer Support Contents](#)



Lotus Customer Support and Services Telephone Numbers

Service	Location	Phone Number	Hours (excluding holidays)
Automated FAX Support	United States	(800) 346-3508	7 days a week
	Canada	(800) 565-5331	24 hours a day
	Toronto only	(416) 364-7507	
Bulletin Board Services	United States	(617) 693-7000	7 days a week
	All PC desktop products except Ami Pro and SmarText		24 hours a day
	United States	(404) 395-7707	7 days a week
	Ami Pro and SmarText		24 hours a day
	Canada	(416) 364-4941	7 days a week
			24 hours a day
TDD Support (Hearing-Impaired Support)	United States	(800) 457-0909	Monday - Friday
	All PC desktop products except Ami Pro and SmarText		8:30 a.m. - 8:00 p.m. (Eastern time)
	United States	(404) 698-7663	Monday - Friday
	Ami Pro and SmarText		8:30 a.m. - 8:00 p.m. (Eastern time)
	Canada	(800) 563-1109	Monday - Friday
			8:30 a.m. - 8:00 p.m. (Eastern time)
900# Telephone Support	United States	(900) 55-LOTUS	Monday - Friday
		(900) 555-6887	8:00 a.m. - 8:00 p.m. (Eastern time)
Pay-per-Incident Support	United States	(800) 553-4270	Monday - Friday
			8:00 a.m. - 8:00 p.m. (Eastern time)
	Canada	(416) 364-5667	Monday - Friday
			8:30 a.m. - 8:00 p.m. (Eastern time)
Introductory Phone Support	United States	(508) 988-2500	Monday - Friday
	All PC desktop products		8:00 a.m. - 8:00 p.m. (Eastern time)
	United States	(404) 399-5505	Monday - Friday
	Ami Pro and SmarText		8:00 a.m. - 8:00 p.m. (Eastern time)

	Canada	(416) 364-5838	Monday - Friday 8:30 a.m. - 8:00 p.m. (Eastern time)
Customer Service & Information about Lotus products, support, and services	United States	(800) 343-5414	Monday - Friday 8:30 a.m. - 7:00 p.m. (Eastern time)
	Canada	(800) GO-LOTUS (800) 465-6887	Monday - Friday 9:00 a.m. - 6:00 p.m. (Eastern time)

See also

[Lotus Customer Support Contents](#)

