

## **Microsoft Education & Certification**

The Microsoft CP Program qualifies technical professionals skilled in implementing and supporting solutions with Microsoft products, as demonstrated by their performance on Microsoft certification exams. It helps individuals assess and promote their skills and provides a benchmark for organizations to use when hiring technical staff, determining training needs, or outsourcing technical services.

For more information about becoming a Microsoft Certified Professional, call (800) 636-7544. Outside the 50 United States, contact your local Microsoft Subsidiary. In Canada, call (800) 563-9048.

Microsoft Education develops technical training courses and trains and certifies instructors for Microsoft Solution Provider Authorized Technical Education Centers. These lab-based courses enable students to gain the skills needed to make technology decisions, and to build, implement, and support solutions that take full advantage of Microsoft technology. These courses are available in instructor-led and self-study formats from Microsoft Solution Provider Authorized Technical Education Centers around the world.

For more information about Microsoft Education courses, or for a referral to a Microsoft Solution Provider Authorized Technical Education Center, call (800) SOL-PROV. Outside the 50 United States, contact your local Microsoft Subsidiary. In Canada, call (800) 563-9048.

**When You Have a Question**

If you have a question about Microsoft Windows NT Workstation or Windows NT Server, first look in the product documentation, or consult Help. You can also find late-breaking updates and technical information in the Readme file that came with your Windows NT Workstation or Windows NT Server compact disc.

If you cannot find the answer, contact Microsoft Product Support Services.

Outside the United States and Canada, contact Microsoft AnswerPoint at the Microsoft subsidiary office that serves your area.

**Microsoft AnswerPoint**

Microsoft AnswerPoint offers high-quality technical support options that allow you to get what you need: the right answers, right now.

Services and prices may vary outside the United States and Canada. Microsoft AnswerPoint is subject to Microsoft's then-current prices, terms, and conditions, and is 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 United States, call (900) 555-2100; \$195 (U.S.) per incident (\$95 for Windows NT Workstation). Charges appear on your telephone bill.
- In the United States, call (800) 936-5900; \$195 (U.S.) per incident (\$95 for Windows NT Workstation), billed to your VISA card, MasterCard, or American Express card.
- In Canada, call (800) 668-7975 for more information.

See Also

[Information Services](#)

[Text Telephone](#)

[Other Support Options](#)

[Other Microsoft Services](#)

## Information Services

No-cost and low-cost electronic information services are available 24 hours a day, 7 days a week, including holidays.

 [Microsoft FastTips](#)

 [Microsoft Download Service](#)

 [Internet](#)

See Also

[Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Other Microsoft Services](#)

## Microsoft FastTips

You can dial (800) 936-4400 on a touch-tone telephone to receive automated answers to common technical problems, and to access popular articles from the Microsoft Knowledge Base — all delivered by recording or fax. You can use the following keys on your touch-tone telephone after you reach FastTips:

To	Press
Advance to the next message	*
Repeat the current message	7
Return to the beginning of FastTips	#

See Also

[Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Other Microsoft Services](#)

### **Microsoft Download Service**

Via modem, you can access sample programs, device drivers, patches, software updates, and programming aides (1200, 2400, or 9600 baud; no parity; 8 data bits; 1 stop bit).

In the United States, call (206) 936-6735. In Canada, call (905) 507-3022.

See Also

[Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Other Microsoft Services](#)

**Internet**

From here, you can access the Microsoft Knowledge Base and Software Library. The Microsoft World Wide Web site is located at <http://www.microsoft.com>. The Microsoft Gopher site is located at <gopher.microsoft.com>. The Microsoft FTP site is located at <ftp.microsoft.com> and can be accessed using an anonymous logon.

See Also

[Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

[Other Microsoft Services](#)

**Text Telephone**

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.

See Also

[Information Services](#)

[Priority Support](#)

[Other Support Options](#)

[Other Microsoft Services](#)

## **Other Support Options**

Microsoft AnswerPoint offers annual and multiple incident support plans. For information, in the United States, contact the Microsoft Support Sales and Information 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) 563-9048 between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays.

See Also

[Information Services](#)

[Priority Support](#)

[Text Telephone](#)

[Other Microsoft Services](#)

**Other Microsoft Services**

 [Microsoft Authorized Support Centers](#)

 [Microsoft Solution Providers Program](#)

 [Microsoft TechNet](#)

## **Microsoft Authorized Support Centers**

Microsoft Authorized Support Centers (ASCs) are a select group of strategic support providers that offer high quality customized support services spanning 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, and 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) 936-3500 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.

See Also

[Information Services](#)

[Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

## **Microsoft Solution Providers Program**

Microsoft Solution Providers are made up of independent developers, consultants, and systems analysts who 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 United States, call (800) 426-9400 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.

See Also

[Information Services](#)

[Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

## **Product Support Worldwide**

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

- Read the documentation and other printed information included with your product.
- Consult Help.
- Check the Readme files that come with your product disks. These files provide general information that became available after the books in the product package were published.
- Consult electronic options such as CompuServe forums or 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.

## **Microsoft TechNet**

Microsoft TechNet is the front-line resource for fast, complete answers to technical questions about 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 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, between 7:00 A.M. and 7:00 P.M. Central time, Monday through Friday. Outside of the United States and Canada, contact your Microsoft Subsidiary, or call (303) 684-0914.

See Also

[Information Services](#)

[Priority Support](#)

[Text Telephone](#)

[Other Support Options](#)

## Calling a Microsoft 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 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

Microsoft subsidiary offices and the countries they serve are listed below. If there is no Microsoft office in your country, please contact the establishment from which you purchased your Microsoft product.

### Argentina

Microsoft de Argentina S.A. Customer Service:

Customer Service: (54) (1) 819-1900

Fax: (54) (1) 819-1921

Technical Support (only for installation): (54) (1) 819-1900

### Australia

Microsoft Pty. Ltd.

Fax: (61) (02) 805-0519

Sales Information Centre: (61) (02) 870-2100

Installation Support: (61) (02) 870-2132

Bulletin Board Service: (61) (02) 878-5200

Technical Support: (61) (02) 870-2131

### Austria

Microsoft Ges.m.b.H.

Phone: 0222 - 68 76 07

Fax: 0222 - 68 16 2710

Information: 0660 - 6520

Prices, updates, etc.: 0660 - 6520

Standard Support: Installation and Handling: 0660-6510

General information about Microsoft AnswerPoint in Central Europe: FAX: 0049/2622/167006

### Belgium

Microsoft NV

Phone: +32-2-730 39 11

Fax: +32-2-726 96 09

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)

### Bolivia

See Argentina

### Brazil

Microsoft Informatica Ltda.

Phone: (55) (11) 514 -7100  
Fax: (55) (11) 514 - 7106/514-7107  
Technical Support Phone: (55) (11) 871-0090  
Technical Support Fax: (55) (11) 262-8638  
Technical Support Bulletin Board Service: (55) (11) 872-4106  
Technical Support Help by Fax (55) (11) 871-4701

#### **Canada**

Microsoft Canada Inc.

Head Office Phone: 1 (905) 568-0434

Customer Support Centre: 1 (800) 563-9048

Microsoft AnswerPoint:

- Standard Technical Support Phone: 1 (905) 568-3503
- Priority Support Information: 1 (800) 668-7975
- Text Telephone (TT/TDD): 1 (905) 568-9641
- Technical Support Bulletin Board Service: 1 (905) 507-3022

#### **Caribbean**

Microsoft Caribbean, Inc.

Phone: (809) 273-3600

Fax: (809) 273-3636

Technical Support: (214) 714-9100

#### **Central America**

See Latin America

#### **Chile**

Microsoft Chile S.A.

Phone: 56-2-330-6000

Fax: 56-2-330-6190

Customer Service: 56-2-800-213121

Personal Operating System and Applications

Phone: 56-2-330-6222

Fax: 56-2-341-1439

#### **Colombia**

Microsoft Colombia

Phone: (571) 618 2245

Fax: (571) 618 2269

Technical Support: (571) 618 2255

#### **Czech Republic**

Microsoft s.r.o.

Phone (+42) (2) 611 97 111

Fax: (+42) (2) 611 97 100

Technical Support: (+42) (2) 2451 0554

#### **Denmark**

Microsoft Denmark AS

Phone: (45) 44 890 100

Fax: (45) 44 685 510

Technical Support:

Phone: (45) (44) 89 01 11

Microsoft Sales Support: (45) (44) 89 01 90

Microsoft FaxSvar: (45) (44) 89 01 44

Microsoft BBS: (45) (44) 66 90 46

(Document 303030 in FaxSvar contains detailed instructions)

Technical Support: (45) (44) 89 01 11

Microsoft MSDL: (45) (44) 66 90 46

Microsoft FastTips: (45) (44) 89 01 44

#### **Dubai**

Microsoft Middle East

Phone: (971) 4 513 888

Fax: (971) 4 527 444

#### **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

#### **England**

See United Kingdom

#### **Finland**

Microsoft OY

Phone: (358) (90) 525 501

Fax: (358) (90) 522 955

Product Support:

Phone: (358) (90) 525 502 500

Microsoft FaxSvar: (46) (0) 8-752 29 00 (Information in Swedish and English)

Microsoft BBS: (46) (0) 8-750 47 42 (Information in Swedish and English)

Microsoft MSDL: (358) (90) 455 03 66

Microsoft FastTips: (358) (90) 525 502 550

For Technical Support, please contact your local dealer.

#### **France**

Microsoft France

Phone: (33) (1) 69-86-46-46

Fax: (33) (1) 64-46-06-60

Telex: MSPARIS 604322

Technical Support Phone: (33) (1) 69-86-10-20

Technical Support Fax: (33) (1) 69-28-00-28

Fax Information Service: (33) 36-70-13-13

#### **French Polynesia**

See France

#### **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.: 089 - 3176 1199

Standard Support: Installation and Handling: 089/3176-1110

General information about Microsoft AnswerPoint in Central Europe: FAX: 02622/167006

### **Greece**

Microsoft Hellas, S.A.

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

Fax: (30)(1)6806 780

### **Hong Kong**

Microsoft Hong Kong Limited

Fax: (852)2560-2217

PSS Faxback Service: (852)2535-9293

Microsoft Club Upgrade Centre: (852)2880-5085

Microsoft Club Member Hotline: (852)2516-5113

Technical Support: (852) 2804-4222

### **Hungary**

Microsoft Hungary

Phone: +36 (1) 268-1668

Fax: +36 (1) 268-1558

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

### **Iceland**

See Denmark

### **Ireland**

See United Kingdom

### **India**

Microsoft India

Phone: (01) (91) 646 0694, 646 0767, 646 0813

Fax: (01) (91) 646-0813

### **Indonesia (SP)**

Indonesia - Jakarta

Technical Support: (6221) 572-1060

Fax: (6221) 573-2077

### **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 by Fax (Fax-on-demand service): (39) (2) 70-300-703  
Customer Service (New product info, product literature): (39) (2) 70-398-398  
Dealer Support (Customer Service for Dealers only): (39) (2) 70-398-388  
Bulletin Board: (39) (2) 7030-0102  
Technical Support: (39) (2) 70-398-351  
Microsoft Consulting Service: (39) (2) 7039-2400  
Microsoft Rome Office: (39) (6) 5432-497

#### **Japan**

Microsoft Company Ltd.  
Technical Support Phone: (81) (424) 41-8700  
Fax: (81) (3) 5454-8100 (1#-0# for guidance)  
Microsoft AnswerPoint Sales(Technical Support options/ Support Contract)  
Phone: 0120-37-0196(toll free domestic only)  
Channel Marketing (Pre-sales Product Support) Information Center  
Phone: (81) (3) 5454-2300  
Fax: (81) (3) 5454-7951  
Customer Service Phone (Version upgrade/Registration)  
Phone: (81) (3) 5454-2305  
Fax: (81) (3) 5454-7952

#### **Korea**

Microsoft CH  
Phone: (82) (2) 531-4500  
Fax: (82) (2) 531-1724  
Technical Support: (82) (2) 563-0054  
Technical Support Fax: (82) (2) 531-4600  
Technical Support Bulletin Board Service: (82) (2) 538-3256

#### **Latin America**

Latin American Headquarters  
Phone: (305) 489-4800  
Fax: (305) 491-1616  
Customer Service: (206) 936-8661  
Technical Support: (214) 714-9100

#### **Liechtenstein**

See Switzerland (German speaking)

#### **Luxembourg**

Microsoft NV  
Phone: +32-2-730 39 11  
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) 2-5133274 (Dutch speaking)  
(32) 2-5023432 (English speaking)  
(32) 2-5132268 (French speaking)

**Malaysia**

Microsoft (Malaysia) Sdn Bhd

Phone: (60-3) 793-9595

Fax: (60-3) 791-6080

**México**

Microsoft México, S.A. de C.V.

Technical Support: Applications & OS: (52) (5) 325-0912

Bulletin Board Service: (52) (5) 628-6200

(2400s/14400k baud, 8 bits, No parity, 1 stop bit, ANSI terminal emulation)

(52) (5) 628-6202 (14400k baud, 8 bits, No parity, 1 stop bit, ANSI terminal emulation)

User: MSMEXICO, NO Password

**Netherlands**

Microsoft BV

Phone: 023-5689189

Customer Service: 023-5677700

Bulletin Board: 023-5634221 (1200/2400/9600/14400bd, 8N1, ANSI)

Technical Support:

023-5677877 (Dutch speaking)

023-5677853 (English speaking)

**New Zealand**

Microsoft New Zealand Ltd

Phone: 64 (9) 358-3724

Fax: 64 (9) 358-3726

Technology Link Centre (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 50

Microsoft Sales Support: (47) (22) 02 25 80

Microsoft BBS: (47) (22) 18 22 09 (Document 404040 in FaxSvar contains detailed instructions)

Microsoft FaxSvar: (47) (22) 02 25 70

Technical Support: (47) (22) 02 25 50

Microsoft MSDL: (47) (22) 18 22 09

Microsoft FastTips: (47) (22) 02 25 70

**Papua New Guinea**

See Australia

**Paraguay**

See Argentina

**Peru**

See Latin America

**Phillipines (SP)**

Microsoft Philippines

Phone: (632) 811-0062

Technical Support: (632) 892-2295/2495

Fax: (632) 813-2493

**Poland**

Microsoft Sp.z o.o.

Phone: (+48) (22) 6615433

Fax: (+48) (22) 6615434

Technical Support: (+48) (22) 6216793 or (+48) (71) 441357

**Portugal**

MSFT, Lda.Phone: (351) 1 4409200

Fax: (351) 1 4412101

Standard Support (All Clusters): 351 1 4409280/1/2/3

Fax: 351 1 4411655

**Republic of China**

Microsoft Taiwan Corp.

Phone: (886) (2) 504-3122

Fax: (886) (2) 504-3121

Technical Support: (886) (2) 508-9501

**Republic of Ireland**

See United Kingdom

**Russia**

Microsoft A/O

Fax: (+7) (502) 224 50 45

**Scotland**

See United Kingdom

**Singapore**

Microsoft Singapore Pte Ltd

Phone: (65) 337-6088

Fax: (65) 337-6788

Customer Services Phone: (65) 433-5488

Customer Services Fax: (65) 339-9958

Product Support Services Phone: (65) 337-9946

Product Support Services Fax: (65) 337-6700

**Slovenia/Slovenija**

Microsoft d.o.o. (see Germany also)

Phone: +386 61 1881 133

Fax: +386 61 1881 137

Technical Support: +386 61 123 23 54 or +386 64 331 020

**Slovak Republic**

Microsoft Slovakia s.r.o.

Phone (+42) (7) 37 63 02

Fax: (+42) (7) 37 66 71

Technical Support: (+42) (7) 312083

#### **South Africa**

Microsoft South Africa

Phone: (27) 11 445 0000

Fax: (27) 11 445 0343 or (27) 11 445 0046

Technical Support (Toll Free): 0 802 11 11 04

(Toll): (2) 11 445 0100

Customer Service Centre: (27) 11 445 0145

#### **Spain**

Microsoft Iberica SRL

Phone: (34) 1-807-9999

Fax: (34) 1-803-8310

Technical Support: (34) 1-807-9960

Customer Service: (34) 1-804-0096

Fax Back telephone: (34) 1-804-0096

#### **Sweden**

Microsoft AB

Phone: (46) (0) 8-752 56 00

Telex: 8126132 MICRAB AB

Fax: (46) (0) 8-750 51 58

Product Support: (46) (0) 8 -752 09 29

Sales Support: (46) (0) 8-752 56 30

Microsoft FaxSvar: (46) (0) 8-752 29 00

Microsoft BBS: (46) (0) 8-750 47 42

(Document 202020 in FaxSvar contains detailed instructions)

Information on Technical Support: (46) (0) 8-752 09 29

Microsoft MSDL:(46) (0) 8-750 47 42

Microsoft FastTips:(46) (0) 8-752 29 00

#### **Switzerland**

Microsoft AG

Phone: 01 - 839 61 11

Fax: 01 - 831 08 69

Prices, updates, etc.: 01/839 61 11

Documentation:

Phone: 155 59 00

Fax: 064 - 224294, Microsoft Info-Service, Postfach, 8099 Zürich

Standard Support: Installation and Handling: 01/342-4085

Technical support: (French speaking) 022 - 738 96 88

General information about the Microsoft AnswerPoint in Central Europe: FAX: 0049/2622/167006

#### **Thailand**

Microsoft (Thailand) Limited

Main phone number: (662) 266-3300

Main fax number: (662) 266-3310

PSS Hotline number: (662) 632-0360 through 3

PSS fax number: (662) 632-0364

**Turkey**

Microsoft Turkey

Phone: (90) 212 2585998

Fax: (90) 212 2585954

**United Kingdom**

Microsoft Limited Product Support Services

Bulletin Board Service

Microsoft KeyData: (01734) 270065 (up to 14.4Kbaud, n, 8, 1)

Faxback Information Service

Microsoft KeyFax: (01734) 270080

Telephone Support:

Consumer, Desktop Apps & Personal Operating Systems: (01734) 271000

Developer Support: (01734) 271414

Advanced Systems Support: (01734) 271007

Microsoft Ltd

Microsoft Information Centre: (0345) 002000

Microsoft Ltd fax: (01734) 270002

Microsoft Ltd phone: (01734) 270001

**Uruguay**

Soporte Técnico: (598) (2) 77-4934

**Venezuela**

Corporation MS 90 de Venezuela S.A.

Other information: (582)265-2250

Fax: (582)265-0863 / (582)265-2611

Technical Support: (582)265-4337

**Wales**

See United Kingdom

### **Microsoft TechNet, Technical Information Network**

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**Help File Is Not Available**

The service you selected must be installed for Help to be available.

