

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 in many countries.

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

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

For additional information about Lotus customer services in Canada or South America, click on one of the following:

[Customer Service in Canada](#)

[Customer Service in South America](#)

To obtain support on Lotus products outside of the countries listed in these Help screens, please refer to your supplier.

Automated Support Services

Lotus provides free automated support 24 hours a day, 7 days a week for users with Touch-tone® telephones or modems. The Fax on Demand Service connects you to an automated library of thousands of technical support documents. Indexes are available for all Lotus products offering access to information such as:

- Commonly asked technical support questions
- Technical Support Bulletins
- Upgrade information
- Product descriptions and specifications
- White Papers and more

From the Index select the documents you are interested in and have the selected items faxed to you.

To request an index or use this service, from a touch-tone phone, you can call:

Country	Phone number
Australia	+61 2 350 7793
Austria	+49 89 78 31 67
Canada (Toronto only) **	(416) 364-7507
Canada **	(800) 565-5331
Denmark	+46 8 752 3460
Finland	+46 8 752 3460
France	+33 130 12 55 45
Germany	+49 89 78 31 67
Netherlands	+31 20 6904140
Ireland	+44 1784 445 718
Italy	+39 2 89591335
Norway	+46 8 752 3460
Spain	+34 3 4199523
Sweden	+46 8 752 3460
Switzerland	+49 89 78 31 67
United Kingdom	+44 1784 445 718
Japan	+81 3 5496 2328
South Africa	+27 11 884 7001
Singapore	65 243 1790
US, North Reading	800 346 3508
US, Atlanta	800 421 6264
US, Mountain View	415 966 4951

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

** Menu selections available in English and French.

Lotus Support on the Internet (WWW)

Easy access to technical information, support programs and supplemental files is available directly from Lotus' Internet home page (<http://www.lotus.com>).

Key support information on all Lotus products and programs is provided in easy-to-navigate Hypertext Markup Language (HTML) pages and views generated from Lotus' Notes support databases using the Lotus InterNotes Web Publisher. An intelligent information retrieval system, called Orion, allows users to access Lotus' entire knowledge base of technical documents using plain English searches. Users, however, do not need Lotus Notes to take advantage of this comprehensive support service. Any World Wide Web browser can be used to access Lotus' technical support WWW and FTP services whilst still taking advantage of the Notes-generated views.

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Bulletin Board Services

Using Bulletin Board Services, you can download technical information, drivers, demonstration programs, templates, and other items directly to your PC from Lotus's technical support library. To do so, you will need a PC with terminal emulation software and a modem. These services are available 24 hours a day, 7 days a week, excluding time required for system maintenance.

Call the phone number below that corresponds to the baud rate of your modem:

Country	Baud rate	Phone number
Canada	14,400	(416) 364-4941
France	14,400	+33 130 48 94 50
Germany	14,400	+49 89 78 50 91 12
Netherlands	14,400	+31 20 600 4666
Italy	14,400	+39 2 89 53 4111
Singapore	14,400	+65 2441252 - Desktop/Notes +65 2441867- cc:Mail
Spain	9,600	+34 3 41 09 470
	2,400	+34 3 41 08 840
Sweden	14,400	+46 8 750 8370
Switzerland	14,400	+49 89 78 50 91 12
Taiwan	9,600	+886 27 14 8578 (Chinese only)
United Kingdom	28,800	+44 1784 445600
Japan		+81 3 5487 3137
South Africa		+27 11 884 7018
US, North Reading		617 693 7000
US, Atlanta		404 395 7707
US, Mountain View		415 691 0401

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).

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[Customer Service in Canada](#)

Extended Support Programs

Lotus offers Extended Support Programs that provide direct telephone access to Lotus technical support specialists. Additional information about these services will be sent to you on receipt of your registration card. If you are a Lotus customer in Canada, your Customer Support Guide will contain this information.

In order to best help you, the technical support specialists answering your call will need certain information. Please do the following before you call:

Be at your computer

Have your Support ID ready.

Create a back up of your current file(s).

If you are encountering a problem, write down what you were doing when the problem occurred, listing the steps that you followed prior to the problem occurring.

Write down the exact text of any error messages that were displayed on your screen.

Be able to describe your question or problem in detail.

If your problem is a printing problem, and your printer is working, have a sample printout available.

See also

[Lotus Complimentary Support](#)

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Lotus Complimentary Support

The Lotus Complimentary Support Program provides personal access to technical support specialists. To access Lotus Complimentary Support, you will need your unique Lotus Support ID / Warranty Number, which is contained in your product package.

Lotus Complimentary Support (usually 60 days) is available for standard packages of Lotus Desktop Products. Your membership begins with your first call. This service is intended to help you through the initial period of installation and to introduce you to the services available from Lotus. After your Complimentary support has expired, you may continue to receive personal support by purchasing a one-year annual support membership, or by taking advantage of one of the many support offerings available from Lotus.

Note: This Complimentary 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 available separately under the Passport Premium Support Programme. The stated Complimentary 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.

To use Lotus Complimentary Support, call:

Country	Phone number	Times
Austria	+43 222 615 4264	09:00-17:00 Mon-Thurs 09:00-15:00 Fri
Belgium	+32 2 718 0970	10:00-17:00 Mon-Fri
Canada	(416) 364-5838	08:30-20:00 Mon - Fri (Eastern time)
France	+33 1 30 12 55 00	10:00-17:00 Mon-Fri
Germany	+49 89 74 85 55 11	09:00-17:00 Mon-Thurs 09:00-15:00 Fri
Netherlands	+31 20 600 1119	10:00-17:00 Mon-Fri
New Zealand	09 377 8711	
Ireland	+ 353 1 704 6980	0900-1700 Mon-Fri
Italy	+39 2 89 50 2397	10:00-17:00 Mon-Fri
Singapore	FAX: +65 243 1790	(English and Chinese)
Spain	+34 3 430 7236	10:00-17:00 Mon-Fri
United Kingdom	+44 1784 44 58 35	0900-1700 Mon-Fri
Switzerland	+41 (0)1 870 10 10 (French speaking) +41 (0)1 870 10 11 (German speaking)	09:00-17:00 Mon-Thurs 09:00-15:00 Fri
Sweden	+46 8 7520204	0900-1700 Mon-Fri
Norway	+47 22 33 74 23	0900-1700 Mon-Fri
Denmark	+45 33 11 14 23	0900-1700 Mon-Fri
Finland	+358 203 20510	0900-1700 Mon-Fri
Australia	+61 2 350 7711	0900-1700 Mon-Thurs 09:30-17:00 Fri
Singapore	1 800 444 9356 +65 444 0010	09:00-17:00 Mon-Fri
Indonesia	001 800 65 6604	09:00-17:00 Mon-Fri
Malaysia	800 1106	09:00-17:00 Mon-Fri
Hong Kong	800 3367	09:00-17:00 Mon-Fri
Philippines	102 71 800 650 7304	09:00-17:00 Mon-Fri

Taiwan	+886 27 14 8500	08:30-18:00 Mon-Fri
Korea	+82 25 54 4027	09:00-17:00 Mon-Fri
US, North Reading	508 988 2500 Windows 508 988 6400 Dos & Mac 508 988 2820 OS/2 508 988 2626 UNIX	
US,Atlanta	508 988 2500	
Japan	+81 3 5496 1932	

For support in Latin America please call your local Lotus office for information on support options:

Country	Phone number
Argentina	+54 14 48 6111
Brazil	0800 123800
Chile and SOLA countries	+56 23 31 0140
Mexico	+52 56 31 2061
Venezuela	+58 29 11 653 +58 29 23 242 +58 29 25 077

To obtain support on Lotus products outside of the countries listed above please refer to your supplier.

Passport Premium Support

Premium Support is a worldwide corporate support programme providing priority telephone access to Lotus senior support specialists. A separate Premium Support contract may be taken out for Lotus Desktop products, Lotus cc:Mail, Lotus Notes, or the Lotus Developer Tool products. Customers requiring support for all Lotus core products can purchase **Working Together** support. Premium Support may be purchased for specific named callers under the unlimited option, or as a limited number of incidents through an ID shared by multiple named callers in the organisation. A 12 month subscription to Lotus Knowledge Base is provided as part of the Premium Support deliverables. Premium Support is a one year contractual agreement and is available through Lotus resellers. Customers can also benefit from a discount scheme available through the Passport point system.

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CompuServe

The Lotus Forum on CompuServe provides you with a wealth of information on Lotus products.

Simply enter GO Lotus at any ! prompt or GO LOTGER for German Support.

As a preferred Lotus customer, you may obtain a trial CompuServe membership by calling your local CompuServe contact point.

Note that, in France, Lotus information is also available through Minitel by dialing 3616 LOTUSTEL.

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Customer Service in Canada

Your Customer Support Guide contains information about customer service in Canada. You may also 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)

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 Support Services](#)

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Customer Service in Latin America

For support in Latin America please call your local Lotus office for information on support options:

Country	Phone number	Fax Number
Argentina	54-1-448-6111	54-1-311-3438
Brazil	0800 123800	55-21-512-4421
Chile and SOLA countries	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

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