

Visio Service and Support

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Customer Service

Contact Visio Customer Service to:

- Register a Visio product.
- Change your registration address.
- Request product information.
- Order Visio or get a reseller or distributor referral.

Country

Visio International Ltd. Customer Service

P.O. Box 4748
Ballsbridge
Dublin 4 Ireland

United
Kingdom

Phone: 0800 834 859
Fax: 0800 834 850
9.00 to 17.30 GMT Monday-Friday
9.00 to 16.00 GMT Wednesday

France

Phone: 05 90 65 20
Fax: 05 90 64 98
9.00 to 17.30 CET Monday-Friday
9.00 to 17.00 CET Wednesday

Germany

Phone: 0130 82 05 15
Fax: 0130 82 05 16
9.00 to 17.30 CET Monday-Friday
9.00 to 17.00 CET Wednesday

Spain

Phone: 900 933535
Fax: 900 933534
9.00 to 17.30 CET Monday-Friday
9.00 to 17.00 CET Wednesday

Other
countries

Phone: +353 1 7038896 (English line)

Phone: +353 1 7038979 (Spanish line)

Fax: +353 1 7038897

9.00 to 17.30 GMT Monday-Friday

9.00 to 16.00 GMT Wednesday

Technical Support

Contact Visio Technical Support to receive:

- 90 days of technical support with the purchase of a new copy of Visio.
- 30 days of technical support with the purchase of a Visio upgrade.

Country	Visio International Ltd. Technical Support
	1 Richview Office Park Clonskeagh Dublin 14 Ireland
United Kingdom	Phone: 0800 132 047 Fax: 0800 132 048 9.00 to 13.00 and 14.00 to 18.00 GMT Monday-Thursday 9.00 to 13.00 and 14.00 to 17.00 GMT Friday
France	Phone: 05 90 64 79 Fax: 05 90 64 81 9.00 to 13.00 and 14.00 to 18.00 CET Monday-Thursday 9.00 to 13.00 and 14.00 to 17.00 CET Friday
Germany	Phone: 0130 82 04 85 Fax: 0130 82 04 86 9.00 to 13.00 and 14.00 to 18.00 CET Monday-Thursday 9.00 to 13.00 and 14.00 to 17.00 CET Friday
Spain	Phone: 900 992901 Fax: 900 992902 9.00 to 13.00 and 14.00 to 18.00 CET Monday-Thursday 9.00 to 13.00 and 14.00 to 17.00 CET Friday
Other countries	Phone: +353 1 7060155 (English line)

Phone : +353 1 7060175 (German line)

Phone : +353 1 7060185 (French line)

Phone : +353 1 7060156 (Spanish line)

Fax: +353 1 2601799

9.00 to 13.00 and 14.00 to 18.00 GMT Monday-
Thursday

9.00 to 13.00 and 14.00 to 17.00 GMT Friday

Developer Support

Developer Support is available for developers and application engineers who are programming Visio with Visual Basic and using Visio's OLE Automation Support.

You can reach the Developer Support Service on +353 1 6622439.

Developer support plans are available on a per call (or contact) basis or for a fixed length of time.

For a complete list of Visio support options, call the Visio Fax Information Service at +353 1 6619704 and request document 2000.

Fax Information Service

To receive by fax up-to-date Visio news, technical tips that help you use Visio, answers to frequently asked Visio questions, a list of all shapes in each Visio product, and more, call the Visio Fax Information Service from a touch-tone phone:

+353 1 6619704

24 hours a day, 7 days a week

For an index of available documents, request document 1000.

Visio on CompuServe and Microsoft Network (MSN)

Visio has forums on both CompuServe and The Microsoft Network (MSN). On each service, the GO word is Visio.

- For CompuServe, type visio at any ! CompuServe prompt.
- For MSN, the Go To command can be found under the Edit menu from MSN Central.

Tip: The Visio forum can also be accessed from the COMPUTERS and SOFTWARE categories.

When you visit our forum, you'll find shapes, add-ons (programs), and tips to help you use Visio products. You can also get assistance from Visio Technical Support and other experienced Visio users by sending and receiving message. Many Visio employees visit the forums—we welcome feedback to help us plan for the future of the Visio product line.

Our Worldwide Web home page can be found at the following address: <http://www.visio.com>

Feedback on Visio products and services

Please fax your suggestions or feedback on Visio products or services to :

0800 834850 (inside the U.K.)

+353 1 7038897 (other countries).

Or write to:

**Visio International Ltd.
Customer Service**

P.O. Box 4748
Ballsbridge
Dublin 4
Ireland

Service and support in the U.S. and Canada

Contact Visio U.S. **Customer Service** to:

- Register a Visio product.
- Change your registration address.
- Request product information.
- Order Visio products or receive a reseller or distributor referral.
- Use your 60-day money-back guarantee on Visio products (U.S. and Canada only).

To reach Visio Customer Service, call:

Phone: (800) 24-VISIO (800-248-4746) or (716) 586-0030
Fax: (716) 586-0820
Monday-Friday, 5A.M. to 6P.M. PST
Saturday, 7A.M. to 4P.M. PST

Or you can write to:

Visio Corporation
Customer Service
P.O. Box 1500
Fairport, NY 14450-9826

To reach Visio U.S. **Technical Support**, call:

Phone: (206) 521-4600
Fax: (206) 521-4601
Monday-Friday, 6A.M. to 5P.M. PST

Or write to:

Visio Corporation
Technical Support
520 Pike Street
Suite 1800
Seattle, WA 98101-4001

Registered Visio product owners receive:

- 90 days of technical support with purchase of a new copy of Visio.
- 30 days of technical support with purchase of a Visio upgrade.

Developer Support can be purchased by developers and application engineers who are programming Visio with Visual Basic using Visio's OLE Automation Support.

For a complete list of Visio technical support options, call the Visio Fax Information Service at (206) 521-4550 and request document 2000. Support plans are available on a per call (or contact) or yearly basis.

