



CHAPTER 10

Getting Help

This chapter describes the tools Dell provides to help you when you have a problem with your computer. 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” and Chapter 7, “Checking Inside the Computer.”
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.
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, see “Technical Assistance” 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 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/](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 about their portable and desktop computers.

When you call AutoTech, you use your touch-tone telephone to select the subjects that correspond to your questions.

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, see “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, see “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, see “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 see 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 see 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, see “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, see "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, see "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. 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: _____

See 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.

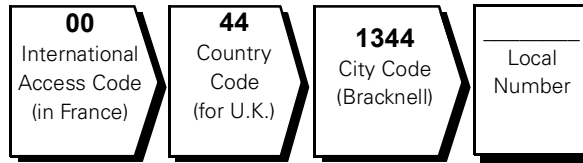
Error message, beep code, or diagnostic code: _____

Description of problem and troubleshooting procedures you performed: _____

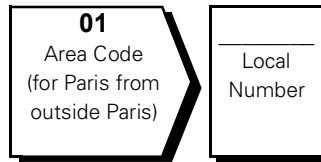
Figure 10-1. Diagnostics Checklist

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	02
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)	00	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
Austria (Vienna) <i>NOTE: Customers in Austria call Germany for technical and customer assistance.</i>	Home/Small Business Sales	01	795 567602
	Home/Small Business Fax	01	795 67605
	Home/Small Business Customer Care	01	795 67603
	Preferred Accounts/Corporate Customer Care		0660 8056
	Home/Small Business Technical Support	01	795 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		
Belgium (Brussels)	Technical Support	02	481 92 88
	Customer Care	02	481 91 19
	Home/Small Business Sales		toll free: 0800 16884
	Corporate Sales	02	481 91 00
	Fax	02	481 92 99
	Switchboard	02	481 91 00
Brazil	Customer Support, Technical Support		0800 90 3355
	Sales		0800 90 3366
	Web site: http://www.dell.com/br		

Table 10-2. Dell Contact Numbers (continued)

Country (City)	Department Name or Service	Area Code	Local Number or Toll-Free Number
<p>Brunei</p> <p><i>NOTE: Customers in Brunei call Malaysia for sales, customer, and technical assistance.</i></p>	Customer Technical Support (Penang, Malaysia)		633 4966
	Customer Service (Penang, Malaysia)		633 4949
	Transaction Sales (Penang, Malaysia)		633 4955
<p>Canada (North York, Ontario)</p>	Automated Order-Status System		toll 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)	416	758-2400
	Customer Technical Support		toll free: 1-800-847-4096
	Sales (Direct Sales—from outside Toronto)		toll free: 1-800-387-5752
	Sales (Direct Sales—from within Toronto)	416	758-2200
	Sales (Federal government, education, and medical)		toll free: 1-800-567-7542
	Sales (Major Accounts)		toll free: 1-800-387-5755
	TechFax		toll free: 1-800-950-1329
<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

Table 10-2. Dell Contact Numbers (continued)

Country (City)	Department Name or Service	Area Code	Local Number or Toll-Free Number
Czech Republic (Prague)	Technical Support	02	22 83 27 27
	Customer Care	02	22 83 27 11
	Fax	02	22 83 27 14
	TechFax	02	22 83 27 28
	Switchboard	02	22 83 27 11
	Web site: http://support.euro.dell.com E-mail: czech_dell@dell.com		
Denmark (Horsholm) <i>NOTE: Customers in Denmark call Sweden for fax technical support.</i>	Technical Support	45170182	
	Relational Customer Care	45170184	
	Home/Small Business Customer Care	32875505	
	Switchboard	45170100	
	Fax Technical Support (Upplands Vasby, Sweden)	859005594	
	Fax Switchboard Web site: http://support.euro.dell.com E-mail: den_support@dell.com		
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 Web site: http://support.euro.dell.com E-mail: fin_support@dell.com		

Table 10-2. Dell Contact Numbers (continued)

Country (City)	Department Name or Service	Area Code	Local Number or Toll-Free Number
France (Paris/Montpellier)	Home and Small Business		
	Technical Support	0825	387 270
	Customer Care	0825	823 833
	Switchboard	0825	004 700
	Switchboard (Alternative)	04	99 75 40 39
	Sales	0825	004 700
	Fax	0825004 701
	Web site: http://support.euro.dell.com		
	E-mail: web_fr_tech@dell.com		
	Corporate		
	Technical Support	0825	004 719
	Customer Care	0825	338 339
	Switchboard	01	55 94 71 00
	Fax	01	55 94 71 99
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	06103	766-7000
	Web site: http://support.euro.dell.com		
E-mail: tech_support_germany@dell.com			
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
	Web site: http://support.euro.dell.com E-mail: dell_direct_support@dell.com		
Italy (Milan)	Home and Small Business		
	Technical Support	02	577 826 90
	Customer Care	02	696 821 14
	Sales	02	577 824 11
	Fax	02	696 824 13
	Switchboard	02	696 821 12
	Web site: http://support.euro.dell.com E-mail: web_it_tech@dell.com		
	Corporate		
	Technical Support	02	577 826 90
	Customer Care	02	577 825 55
	Sales	02	577 824 11
	Fax	02	575 035 30
	Switchboard	02	577 821
	Web site: http://support.euro.dell.com E-mail: web_it_tech@dell.com		

Table 10-2. Dell Contact Numbers (continued)

Country (City)	Department Name or Service	Area Code	Local Number or Toll-Free Number	
Japan (Kawasaki)	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	
	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			
Korea (Seoul)	Technical Support		toll free: 080-200-3800	
	Sales		toll free: 080-200-3777	
	Customer Service (Seoul, Korea)			2194-6220
	Customer Service (Penang, Malaysia)			604-633-4949
	Fax			2194-6202
	Switchboard			2194-6000
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.)	512	728-4093	
	Customer Service (Austin, Texas, U.S.A.)	512		728-3619
	Fax (Technical Support and Customer Service) (Austin, Texas, U.S.A.)	512		728-3883
	Sales (Austin, Texas, U.S.A.)	512		728-4397
	SalesFax (Austin, Texas, U.S.A.)	512		728-4600
				728-3772

Table 10-2. Dell Contact Numbers (continued)

Country (City)	Department Name or Service	Area Code	Local Number or Toll-Free Number
<p>Luxembourg</p> <p><i>NOTE: Customers in Luxembourg call Belgium for sales, customer, and technical assistance.</i></p>	<p>Technical Support (Brussels, Belgium)</p> <p>Home/Small Business Sales (Brussels, Belgium)</p> <p>Corporate Sales (Brussels, Belgium)</p> <p>Customer Care (Brussels, Belgium)</p> <p>Fax (Brussels, Belgium)</p> <p>Switchboard (Brussels, Belgium)</p> <p>Web site: http://support.euro.dell.com</p> <p>E-mail: tech_be@dell.com</p>	<p>02</p> <p>02</p> <p>02</p> <p>02</p> <p>02</p> <p>02</p>	<p>481 92 88</p> <p>toll free: 080016884</p> <p>481 91 00</p> <p>481 91 19</p> <p>481 92 99</p> <p>481 91 00</p>
<p>Macau</p> <p><i>NOTE: Customers in Macau call Malaysia for customer assistance.</i></p>	<p>Technical Support</p> <p>Customer Service (Penang, Malaysia)</p> <p>Transaction Sales</p>	<p>.</p> <p>.</p> <p>.</p>	<p>toll free: 0800 582</p> <p>.633 4949</p> <p>toll free: 0800 581</p>
<p>Malaysia (Penang)</p>	<p>Technical Support</p> <p>Customer Service</p> <p>Transaction Sales</p> <p>Corporate Sales</p>	<p>.</p> <p>04</p> <p>.</p> <p>.</p>	<p>toll free: 1 800 888 298</p> <p>.633 4949</p> <p>toll free: 1 800 888 202</p> <p>toll free: 1 800 888 213</p>
<p>Mexico (Colonia Granada)</p> <p><i>NOTE: Customers in Mexico call the U.S.A. for access to the Automated Order-Status System and AutoTech.</i></p>	<p>Automated Order-Status System (Austin, Texas, U.S.A.)</p> <p>AutoTech (Automated technical support) (Austin, Texas, U.S.A.)</p> <p>Customer Technical Support</p> <p>Sales</p> <p>Customer Service</p> <p>Main</p>	<p>512</p> <p>512</p> <p>525</p> <p>525</p> <p>525</p> <p>525</p> <p>525</p>	<p>.728-0685</p> <p>.728-0686</p> <p>.228-7870</p> <p>.228-7811</p> <p>toll free: 91-800-900-37</p> <p>toll free: 91-800-904-49</p> <p>.228-7878</p> <p>.228-7800</p>

Table 10-2. Dell Contact Numbers (continued)

Country (City)	Department Name or Service	Area Code	Local Number or Toll-Free Number
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
	Web site: http://support.euro.dell.com		
	E-mail: tech_nl@dell.com		
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		
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		

Table 10-2. Dell Contact Numbers (continued)

Country (City)	Department Name or Service	Area Code	Local Number or Toll-Free Number
Singapore (Singapore) <i>NOTE: Customers in Singapore call Malaysia for customer assistance.</i>	Technical Support		toll free: 800 6011 051
	Customer Service (Penang, Malaysia)	04633 4949
	Transaction Sales		toll free: 800 6011 054
	Corporate Sales		toll free: 800 6011 053
South Africa (Johannesburg)	Technical Support	011709 7710
	Customer Care	011709 7710
	Sales	011706 7700
	Fax	011709 0495
	Switchboard	011709 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—see 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)	Home and Small Business		
	Technical Support		902 100 130
	Customer Care		902 118 540
	Sales		902 118 541
	Switchboard		902 118 541
	Fax		902 118 539
	Web site: http://support.euro.dell.com		
	E-mail: web_esp_tech@dell.com		
	Corporate		
	Technical Support		902 100 130
Customer Care		902 118 546	
Switchboard	91	722 92 00	
Fax	91	722 95 83	
Web site: http://support.euro.dell.com			
E-mail: web_esp_tech@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			

Table 10-2. Dell Contact Numbers (continued)

Country (City)	Department Name or Service	Area Code	Local Number or Toll-Free Number
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	Technical Support		toll free: 0880 060 07
<i>NOTE: Customers in Thailand call Malaysia for customer assistance.</i>	Customer Service (Penang, Malaysia)633 4949
	Sales		toll free: 0880 060 09
U.K. (Bracknell)	Technical Support		0870-908-0800
	Global Accounts Customer Care	01344	723186
	Corporate Customer Care	01344	723185
	Preferred Accounts (500-5000 employees) Customer Care	01344	723196
	Central Government Customer Care	01344	723193
	Local Government Customer Care	01344	723194
	Home/Small Business Sales		0870-907-4000
	Corporate/Public Sector Sales	01344	860456
	AutoFax		0870-908-0510
	Web site: http://support.euro.dell.com		
	E-mail: dell_direct_support@dell.com		

Table 10-2. Dell Contact Numbers (continued)

Country (City)	Department Name or Service	Area Code	Local Number or Toll-Free Number	
U.S.A. (Austin, Texas)	Automated Order-Status System		toll free: 1-800-433-9014	
	AutoTech (for portable and desktop computers)		toll free: 1-800-247-9362	
	Home and Small Business Group (for portable and desktop computers):			
	Customer Technical Support (Return Material Authorization Numbers)		toll free: 1-800-624-9896	
	Customer Technical Support (Home sales purchased via http://www.dell.com)		toll free: 1-877-576-3355	
	Customer Service (Credit Return Authorization Numbers)		toll free: 1-800-624-9897	
	National Accounts (computers 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 (computers 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)		
Switchboard		512338-4400		

