Microsoft Support Service Help File

MICROSOFT SUPPORT SERVICES

Microsoft Product Support Services offers a variety of free and fee-based support options. These options are designed primarily for the individual, corporation or developer with a preference for incremental or individually accessed support.

Click the catagory of support for more information:

Fast Tips   Compuserve(r)
Startup/Installation Support   Toll Telephone Numbers
Microsoft Fox Products   Hearing Impaired

$$ Fee-based support $$:

Service Request Packages   Incremental Telephone Support
Additional Information

Sales And Book Information

SALES   BOOKS AND PUBLICATIONS

JSH Scientific (c)1993-4

Press the ICON for More Information...

JSH Scientific (c)1993-4

If you are a Supporter of Microsoft Products, let us know! We will tell others how to seek your services!

Any donations or comments (or corrections!) are greatly appreciated and welcome!
(And any donations go back into development of more free software for the public domain!)

If you would like a help file for your special needs, write:

JSH Scientific
425 8th Street, NW
Washington, DC   20004

Compuserve 722030,1073

Please include a brief description of what you need.

COMPUSERVEInformation Service
1-800-848-8199 Representitive 230

Allows participation in an interactive dialogue of technical questions and answers between users and Microsoft Engineers. Allows remote access to Microsoft's Knowledge Base of product information updated daily. Access available 7 days/week 24 hours/day, including holidays. Product Support Service responds on CompuServe from 6am to 6pm Monday through Friday, Pacific time, excluding holidays. The standard CompuServe connect charge is $12.80/hr, assuming the use of a 2400 baud modem. Contact CompuServe to determine if other charges may be applicable.

Related Topics:

General Microsoft Forums on CompuServe

Microsoft Developer Services Area

Microsoft Download Service

MICROSOFT AUTOMATED FAST TIPS

Automated answers to the most commonly asked technical support questions.   Library of technical notes available via FAX. Access via touch tone phone.
7 days/week, 24 hours/day, including holidays.

ACCESS	**(206) 635-7051**
EXCEL FOR MACINTOSH	**(206) 635-7081**
EXCEL FOR WINDOWS	**(206) 635-7071**
MS-DOS	**(206) 646-5103**
PROJECT FOR WINDOWS	**(206) 635-7156**
VISUAL BASIC	**(206) 646-5107**
WINDOWS	**(206) 635-7245**
WORD FOR MACINTOSH	**(206) 635-7201**
WORD FOR MS-DOS	**(206) 635-7211**
WORD FOR WINDOWS	**(206) 635-7231**
MICROSOFT MAIL	**(800) 936-4400**
WINDOWS NT	**(800) 936-4400**
SQL SERVER	**(800) 936-4400**
LAN MANAGER	**(800) 936-4400**

MICROSOFT STARTUP/INSTALLATION SUPPORT

Installation or startup support via toll phone line. In some instances,support is limited to a specific number of days. 6am-6pm, Monday-Friday,Pacific time, excluding holidays.

BASIC PDS	(206) 635-7053
MS-DOS (1ST 90 DAYS)	(206) 646-5104
QUICKBASIC	(206) 646-5101
VISUAL BASIC	(206) 646-5105
VISUAL BASIC PROFESSIONAL TOOLKIT	(206) 646-5105
WINDOWS ENTERTAINMENT PACK	(206) 637-9308
WINDOWS SDK	(206) 635-3329

Fee based incremental or subscription support available for issues beyond startup/installation.
SEE: Incremental Telephone Support   Subscription Support

MICROSOFT TOLL TELEPHONE SUPPORT

Dedicated Support Numbers for many products. 6am - 6pm Pacific Time, excluding holidays.

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Access                      (206) 635-7050
C/C++                       (206) 635-7007
COBOL                       (206) 637-7016
BASIC PDS                   (206) 635-7053
Excel for Macintosh(r)              (206) 635-7080
Excel for Windows & OS/2        (206) 635-7070
FORTRAN                     (206) 635-7015
Macro Assembler                 (206) 646-5109
Money                       (206) 635-7131
Mouse, Ballpoint, MS Hardware       (206) 637-7040
Pascal                      (206) 637-7096
PowerPoint                  (206) 635-7145
Profiler                    (206) 635-7015
Project                     (206) 635-7155
Publisher                   (206) 635-7140
Quick C/Quick Assembler         (206) 635-7010
Schedule+                   (206) 635-7049
Test for Windows                (206) 635-7052
Windows / Windows for Workgroups    (206) 637-7098
Word for Macintosh(r)               (206) 635-7200
Word for MS-DOS             (206) 635-7210
Word for Windows            (206) 462-9673
Works for Macintosh(r)              (206) 635-7160
Works for MS-DOS            (206) 635-7150
Works for Windows           (206) 635-7130
Other Products                  (206) 454-2030
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MICROSOFT FOX PRODUCTS

Support for Microsoft Fox Products is available 6:00am to 6:00pm,Monday-Friday, Pacific time.

Direct support numbers for Microsoft Fox products:

For MS-DOS and Windows	(206) 635-7191
For Macintosh	(206) 635-7192

MICROSOFT TEXT TELEPHONE
(206) 635-4940

Access to the same phone support provided for all Microsoft products and support levels for deaf and hearing impaired users. Requires special modem. 6am-6pm, Pacific time, excluding holidays.

MICROSOFT SERVICE REQUEST PACKAGES

Ideal for users preferring the convenience of incremental information delivery and private responses from a Microsoft support engineer. Service Requests (SR) may be submitted 7 days/week, 24 hours/day, including holidays. Product Support Services responds to SRs from 6am-6pm, Monday-Friday, Pacific time, excluding holidays.

Information is available on the following :

Developer 5-pack   Per Incident SR
Network 5-pack   OEM 5-pack

DEVELOPER 5-PACK
$750 pre-paid

5 electronic SRs on most Microsoft development products. Includes unlimited access time for sending SRs and viewing Microsoft's Knowledge Base.

DEVELOPER PER-INCIDENT SR
$150 pre-paid

Private technical support on most Microsoft development products.
Submitted via Microsoft Developer Services Area on CompuServe.

NETWORK 5-PACK
$750 pre-paid

5 phone SRs on Windows NT, Microsoft LAN Manager, SQL Server, Mail Servers and Gateways.Wtw TCP and DLC. Use CompuServe for access to Microsoft's Knowledge Base or to transmit code related to phone SR.

OEM 5-PACK
$705 pre-paid

5 electronic SRs on most software adaptation and development issues related to Microsoft OEM products. Includes unlimited access time for sending SRs and viewing Microsoft's Knowledge Base.

MICROSOFT INCREMENTAL TELEPHONE SUPPORT

Per minute or per-call telephone support for "pay as you go" service, 6am to 6pm, Monday-Friday, Pacific Time, excluding holidays.

OnCall for BASIC($2/min)   **(900) 869-9999**
OnCall for Visual BASIC($2/min)   **(900) 896-9876**
Credit Card BASIC($20/call)   **(206) 646-5106**
OnCall for MS-DOS($2/min)   **(900) 896-9000**
Credit Card MS-DOS($20/call)   **(206) 646-5108**
Credit Card Network($150/call)   **(206) 635-7022**
On Call for MS Networks($150/call)   **(900) 555-2100**

Free Startup/Installation support is also available
SEE: Startup/Installation

ADDITIONAL INFORMATION

For additional information about Microsoft's fee based support options, call Microsoft Inside Sales-Systems Software at 1-800-227-4679. 6:30am-5:30pm Monday-Friday, Pacific Time, Excluding holidays. Microsoft's support services are subject to Microsoft's prices, terms and conditions at the time the service is used. Support herin applies to domestic customers only.

MICROSOFT SALES
(800) 426-9400

MICROSOFT PRESS

(800) MSPRESS
(800) 677-7377

MICROSOFT FORUMS ON COMPUSERVE

FOXFORUM	Support for Fox database products
MSACCESS	Support for Access database products
MSAPP	Support for Microsoft Applications
MSDOS	MSDOS Support
MSEXCEL	Cross platform EXCEL support
MSNETWORKS	Support for MS LAN Manager, SQL Server, and client server
computing	issues
MSWIN	Microsoft Windows support forum
MSWORD	Cross platform WORD support
WINFUN	Windows games, sounds, and graphics
WINNT	Microsoft Windows NT support
WINSHARE	Windows shareware and utilities
WINADV	Support for experienced Windows users
WINAPA	\
WINAPR	------ Windows 3rd party vendor forums
WINAPC	/
WINNEW	Support on general Windows information for new users

MICROSOFT DEVELOPER SERVICES AREA ON COMPUSERVE

This is CompuServe's area which provides easily accessible, high quality developer information allowing interactive dialogue between peer developers and Microsoft Developer Support Engineers. The following developer specific forums are available:

MSBASIC   for Basic Professional Development System, QuickBasic, Visual Basic
MSDR   forum for development-related topics
MSLANG   Support for C/C++, MASM,Quick C, FORTRAN, COBOL, Pascal
MSNETWORKS   for LAN Manager,SQL Server, client server computing issues
MSWIN32   Win32 Information
WINEXT   for windows extensions
WINSDK   for Windows Software Development Kit

THESE FORUMS OFFER:

Developer-specific Microsoft Knowledge Base, software library, and query menus. No-charge area for bug reports, product suggestions.

MICROSOFT DOWNLOAD SERVICE
(206) 936-6735

Customers using a modem and terminal software may access application notes, printer drivers and technical notes.

DOWNLOAD SERVICE ONLY - NOT AVAILABLE FOR SENDING OR RECIEVING MESSAGES