



Technical Support

AND SERVICE INFORMATION

**Have a
Question?**

Let us help
you find
answers.

Getting Answers and Assistance

Customer Satisfaction is our number one priority. Your new Modem/Sound Card includes a 90 day Limited Warranty and Technical Support is also available to ensure successful installation of your new Modem/Sound Card.

If you have a question or issue, we recommend you first check the following:

- **Installation Manual** - Always check your Installation Manual to make sure you have followed all steps and to verify the system settings are correct.
- **Readme File** - Open the "Readme" file contained on your installation disk and follow the described procedures. This will resolve most issues you may encounter.

If the above did not resolve the problem and you need direct assistance, we offer non fee-based and fee-based Technical Support.

- **Technical Support** - Technical assistance is provided for installation, troubleshooting and defect issues during the limited warranty period at no additional charge. All other assistance and technical support is available on a fee basis. For example, if you've installed the product according to the manual, followed the Readme file procedures and the product is still not functioning, our technical support representatives will help you during the warranty period at no additional charge.

To receive Technical Support with usage type questions like getting your Modem/Sound Card setup and operating with other applications, call our **Premier Support**, a convenient fee-based service. Premier Support is designed to help you use your hardware and software or assist you with products no longer covered under the limited warranty.

Before you call

So we can serve you most efficiently, before you contact us, be sure you:

- ✓ have required information ready: model, serial number, manufacturer's number and date of purchase of your computer.
- ✓ are sitting at your computer.
- ✓ have your Installation Disk, Installation Manual and your computer's original Master CD and Restore Disk available.

Limited Warranty Service

If you contact Technical Support and the technician determines there is a hardware defect and if the problem cannot be resolved over the phone, the technician will give you a Return Materials Authorization (RMA) number in addition to the location to which you may ship the defective hardware product. The technician will give you complete instructions for returning the defective product. In order to receive an exchange product, you must first speak with a Packard Bell NEC technician and have obtained an RMA number.

Technical Support for Limited Warranty Issues

For installation, troubleshooting or defect issues during the warranty period.

By Phone

For help with your Modem/Sound Card and a Packard Bell System, please call: 1-877-848-6300 (toll-free)

Service Information and Software Downloads

You can download the V.90 software from the Packard Bell web address: <http://www.packardbell.com> and click on "Service and Support"

Technical Support for Usage Questions

Premier Support for usage questions, issues other than those covered during the limited warranty period and post-warranty questions.

Option 1 - billed directly to your telephone account
1-900-555-3388

Option 2 - billed to your major credit card
1-800-598-3000

Contact Premier Support for current pricing information. You will be informed of current fees before charges begin.