

Dell™ LCD TV

# Product Information Guide

**PLEASE READ THIS DOCUMENT CAREFULLY!  
IT CONTAINS VERY IMPORTANT INFORMATION  
ABOUT YOUR RIGHTS AND OBLIGATIONS, AS  
WELL AS LIMITATIONS AND EXCLUSIONS  
THAT MAY APPLY TO YOU. THIS DOCUMENT  
CONTAINS A DISPUTE RESOLUTION CLAUSE.**

Model W2600

[www.dell.com](http://www.dell.com) | [support.dell.com](http://support.dell.com)



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# Notes, Notices, and Cautions



**NOTE:** A NOTE indicates important information that helps you make better use of your PC.



**NOTICE:** A NOTICE indicates either potential damage to hardware and tells you how to avoid the problem.



**CAUTION:** A CAUTION indicates a potential for property damage, personal injury, or death.

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**Model W2600**

**August 2004**

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# Contents

<b>CAUTION: Safety Instructions</b> . . . . .	<b>5</b>
SAFETY: Lamp Disposal . . . . .	7
<b>Regulatory Notices</b> . . . . .	<b>8</b>
CE Notice (European Union) . . . . .	9
CE Mark Notice . . . . .	10
VCCI Notice (Japan Only) . . . . .	11
<b>Contacting Dell</b> . . . . .	<b>12</b>



## **CAUTION: Safety Instructions**

Read and follow these instructions when connecting and using your TV to help ensure your own personal safety and to protect your TV from potential damage.

 **CAUTION: Use of controls, adjustments, or procedures other than those specified in this documentation may result in exposure to shock, electrical hazards, and/or mechanical hazards.**

- When connecting your TV to your computer, to help avoid damaging your computer, be sure that the voltage selection switch on the power supply for the computer is set to match the alternating current (AC) power available at your location:
  - 115 volts (V)/60 hertz (Hz) in most of North and South America and some Far Eastern countries such as Japan, South Korea (also 220 volts (V)/60 hertz (Hz)), and Taiwan.
  - 230 volts (V)/50 hertz (Hz) in most of Europe, the Middle East, and the Far East.
- Always be sure that your TV is electrically rated to operate with the AC power available in your location.

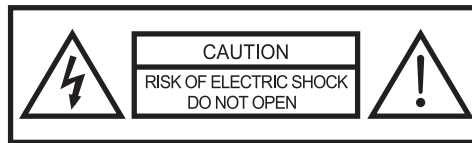
 **NOTE:** This TV does not need or have a voltage selection switch for setting the AC voltage according to the ranges defined in the *Owner's Manual*.

- Never insert anything metallic into the TV openings. Doing so may create the danger of electric shock.
- To avoid electric shock, never touch the inside of the TV. Only a qualified technician should open the TV case.
- Never use your TV if the power cable has been damaged. Do not allow anything to rest on the power cable. Keep the power cable away from where people could trip over it.
- Be sure to grasp the plug, not the cable, when disconnecting the TV from an electric socket.
- Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and third grounding prong. The wide blade or third prong are provided for your safety. When the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- Openings in the TV cabinet are provided for ventilation. To prevent overheating, these openings should not be blocked or covered. Avoid using the TV on a bed, sofa, rug, or other soft surface, as doing so may block the ventilation openings in the bottom of the cabinet. If you place the TV in a bookcase or an enclosed space, be sure to provide adequate ventilation and air flow.
- Place your TV in a location with low humidity and minimum dust. Avoid places similar to a damp basement or dusty hallway.
- Do not expose the TV to rain or use it near water (in kitchens, next to swimming pools, etc.). If the TV accidentally gets wet, unplug it and contact Dell immediately. You can clean the TV with a damp cloth when necessary, being sure to unplug the TV first.

- Place the TV on a solid surface and treat it carefully. The screen is made of glass and can be damaged if dropped or hit sharply. Use only with a cart, stand, tripod, bracket, or table capable to adequately support your TV. When a cart is used, use caution when moving the cart/TV combination to avoid injury from tip-over. Contact Dell for mounting accessories.



- Unplug this apparatus during lightning storms or when unused for long periods of time.
- Locate your TV near an easily accessible electric outlet.
- If your TV does not operate normally - in particular, if there are any unusual sounds or smells coming from it - unplug it immediately and contact Dell.
- Do not attempt to remove the back cover, as you will be exposed to an electrical shock hazard. The back cover should only be removed by qualified service personnel.

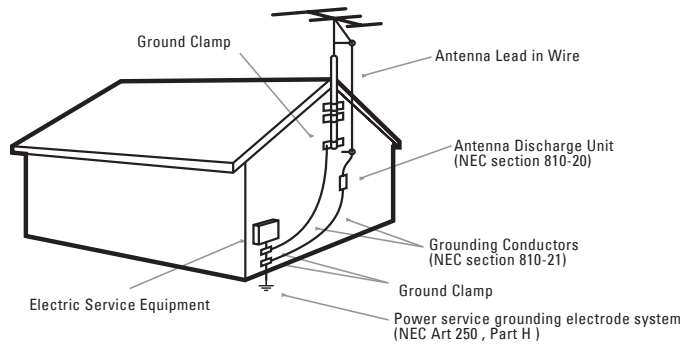


- High temperatures can cause problems. Don't use your TV in direct sunlight, and keep it away from heaters, stoves, fireplaces, and other sources of heat.
- Unplug your TV from the electric outlet before any service is performed.
- Damage Requiring Service — The appliance should be serviced by qualified service personnel when:
  - The power supply cord or the plug has been damaged
  - Objects have fallen, or liquid has been spilled into the appliance
  - The appliance has been exposed to rain
  - The appliance does not appear to operate normally or exhibits a marked change in performance
  - The appliance has been dropped, or the enclosure damaged.
- Tilt/Stability — All televisions must comply with recommended international global safety standards for tilt and stability properties of its cabinets design.
- Do not compromise these design standards by applying excessive pull force to the front, or top of the cabinet which could ultimately overturn the product.
- Do not place electronic equipment/toys on the top of the set. As such items could unsuspectingly fall from the top of the set and cause product damage and/or personal injury.
- Wall or Ceiling Mounting — The TV should be mounted to a wall or ceiling only as recommended by the manufacturer.



- Power Lines — An outdoor antenna should be located away from power lines.
- Outdoor Antenna Grounding — If an outside antenna is connected to the receiver, be sure the antenna system is grounded so as to provide some protection against voltage surges and built up static charges. Section 810 of the National Electric Code. ANSI/NFPA No.70-1984, provides information with respect to proper grounding of the mats and supporting structure grounding of the lead-in wire to and antenna-discharge unit, size of grounding connectors, location of antenna-discharge unit, connection to grounding electrodes and requirements for the grounding electrode.

Example of Antenna Grounding as per National Electrical Code (NEC)



- See the limited warranty section for service of your TV. Servicing is required when the TV has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into TV the TV has been exposed to rain or moisture, does not operate normally, or has been dropped.
- Keep these instruction.
- Heed all warning.
- Clean only with a dry cloth.

**NOTE:** This note is for cabel TV installers, Article 820-40 of the NEC that provides guidelines for proper grounding and, in particular, specifies that the cable ground shall be connected to the grounding system fo the building, as close to the point of cable entry as practical.

## SAFETY: Lamp Disposal

**Hg** THE LAMP(S) INSIDE THIS PRODUCT CONTAIN(S) MERCURY AND MUST BE RECYCLED OR DISPOSED OF ACCORDING TO LOCAL, STATE, OR FEDERAL LAWS. FOR MORE INFORMATION, CONTACT THE ELECTRONIC INDUSTRIES ALLIANCE AT [WWW.EIAE.ORG](http://WWW.EIAE.ORG).

## Regulatory Notices

Electromagnetic Interference (EMI) is any signal or emission, radiated in free space or conducted along power or signal leads, that endangers the functioning of a radio navigation or other safety service or seriously degrades, obstructs, or repeatedly interrupts a licensed radio communications service. Radio communications services include but are not limited to AM/FM commercial broadcast, television, cellular services, radar, air-traffic control, pager, and Personal Communication Services (PCS). These licensed services, along with unintentional radiators such as digital devices, including computers, contribute to the electromagnetic environment.

Electromagnetic Compatibility is the ability of items of electronic equipment to function properly together in the electronic environment. While this computer has been designed and determined to be compliant with regulatory agency limits for EMI, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference with radio communications services, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Relocate the TV with respect to the receiver.
- Move the TV away from the receiver.
- Plug the TV into a different outlet so that the TV and the receiver are on different branch circuits.

If necessary, consult a Dell Technical Support representative or an experienced radio/television technician for additional suggestions.

Dell™ computers are designed, tested, and classified for their intended electromagnetic environment. These electromagnetic environment classifications generally refer to the following harmonized definitions:

- Class A is typically for business or industrial environments.
- Class B is typically for residential environments.

Information Technology Equipment (ITE), including devices, expansion cards, printers, input/output (I/O) devices, monitors, and so on, that are integrated into or connected to the computer should match the electromagnetic environment classification of the computer.

**A Notice About Shielded Signal Cables:** Use only shielded cables for connecting devices to any Dell device to reduce the possibility of interference with radio communications services. Using shielded cables ensures that you maintain the appropriate Electromagnetic Compatibility classification for the intended environment. For parallel printers, a cable is available from Dell. If you prefer, you can order a cable from Dell on the World Wide Web at [accessories.us.dell.com/sna/category.asp?category\\_id=4117](http://accessories.us.dell.com/sna/category.asp?category_id=4117).

Most Dell computers are classified for Class B environments. However, the inclusion of certain options can change the rating of some configurations to Class A. To determine the electromagnetic classification for your computer or device, see the following sections specific for each regulatory agency. Each section provides country-specific Electromagnetic Compatibility/EMI or product safety information.

## CE Notice (European Union)

Marking by the symbol **CE** indicates compliance of this Dell TV to the Electromagnetic Compatibility Directive 89/336/EEC and the Low Voltage Directive 73/23/EEC of the European Union. Such marking is indicative that this Dell system meets the following technical standards:

- EN 55022 — "Information Technology Equipment — Radio Disturbance Characteristics — Limits and Methods of Measurement."
- EN 55024 — "Information Technology Equipment - Immunity Characteristics - Limits and Methods of Measurement."
- EN 61000-3-2 — "Electromagnetic Compatibility - Part 3: Limits - Section 2: Limits for Harmonic Current Emissions (Equipment Input Current Up to and Including 16 A Per Phase)."
- EN 61000-3-3 — "Electromagnetic Compatibility - Part 3: Limits - Section 3: Limitation of Voltage Fluctuations and Flicker in Low-Voltage Supply Systems for Equipment With Rated Current Up to and Including 16 A."
- EN 60950 — "Safety of Information Technology Equipment."



**NOTE:** EN 55022 emissions requirements provide for two classifications:

- Class A is for typical commercial areas.
- Class B is for typical domestic areas.

To determine which classification applies to your TV, examine the FCC or ICES information on the regulatory label located on the back, side, or bottom panel of the TV. If the FCC or ICES information on the label indicates a Class A rating, the following Class A warning applies to your TV:

**RF INTERFERENCE WARNING:** This is a Class A product. In a domestic environment this product may cause radio frequency (RF) interference, in which case the user may be required to take adequate measures.

If the FCC or ICES information on the label indicates a Class B rating, the following Class B statement applies to your TV:

This Dell device is classified for use in a typical Class B domestic environment.

A "Declaration of Conformity" in accordance with the preceding directives and standards has been made and is on file at Dell Inc. Products Europe BV, Limerick, Ireland.

## CE Mark Notice

This equipment complies with the essential requirements of the European Union Directive 1999/5/EC.

Toto zařízení splňuje základní požadavky směrnice 1999/5/EC.

Dette udstyr opfylder de Væsentlige krav i EU's direktiv 1999/5/EC om Radio- og teleterminaludstyr.

Deze apparatuur voldoet aan de noodzakelijke vereisten van EU-richtlijn betreffende radioapparatuur en telecommunicatie-eindapparatuur 1999/5/EG.

Käesolev seade vastab olulistele Euroopa Liidu Direktiivi 1999/5/EC nõudmistele.

Tämä laite vastaa EU:n radio- ja telepäätelaitedirektiivin (EU R&TTE Directive 1999/5/EC) vaatimuksia.

Cet équipement est conforme aux principales caractéristiques définies dans la Directive européenne RTTE 1999/5/CE.

Die Geräte erfüllen die grundlegenden Anforderungen der RTTE-Richtlinie (1999/5/EG).

Ο εξοπλισμός αυτός πληροί τις βασικές απαιτήσεις της κοινοτικής οδηγίας EU R&TTE 1999/5/ΕΚ.

A készülék megfelel az Európai Unió 1999/5/EC direktívája alapvető követelményeinek.

Questa apparecchiatura é conforme ai requisiti essenziali della Direttiva Europea R&TTE 1999/5/CE.

Št ierīce atbilst nepieciešamajām Eiropas Savienības Direktīva prasībām 1999/5/EC.

Šis prietaisas atitinka būtiskus Europos Sąjungos direktyvos 1999/5/EC reikalavimus.

Dan it-tagħmir jikkonforma mar-rekwiżiti essenzjali tad-Direttiva ta' l-Unjoni Ewropea 1999/5/KE.

Dette utstyret er i overensstemmelse med hovedkravene i R&TTE-direktivet (1999/5/EC) fra EU.

To urządzenie spełnia podstawowe wymagania dyrektywy Unii Europejskiej 1999/5/EC.

Este equipamento cumpre os requisitos essenciais da Directiva 1999/5/CE do Parlamento Europeu e do Conselho (Directiva RTT).

Toto zariadenie spĺňa základné požiadavky Direktívy Európskej únie č. 1999/5/EC.

Ta oprema je skladna z bistvenimi zahtevami direktive EU 1999/5/EC.

Este equipo cumple los requisitos principales de la Directiva 1999/5/CE de la UE, "Equipos de Terminales de Radio y Telecomunicaciones".

Utrustningen uppfyller kraven för EU-direktivet 1999/5/EC om ansluten teleutrustning och ömsesidigt erkännande av utrustningens överensstämmelse (R&TTE).

## VCCI Notice (Japan Only)

Most Dell TVs are classified by the Voluntary Control Council for Interference (VCCI) as Class B information technology equipment (ITE). However, the inclusion of certain options can change the rating of some configurations to Class A. ITE, including devices, integrated into or connected to the TV should match the electromagnetic environment classification (Class A or B) of the TV.

To determine which classification applies to your TV, examine the regulatory labels/markings located on the bottom, side, or back panel of your TV. Once you have determined your TV's VCCI classification, read the appropriate VCCI notice (see "VCCI Class A ITE Regulatory Mark" or "VCCI Class B ITE Regulatory Mark").

### Class A ITE

この装置は、情報処理装置等電波障害自主規制協議会 (VCCI) の基準に基づくクラス A 情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

This is a Class A product based on the standard of the Voluntary Control Council for Interference (VCCI) for information technology equipment. If this equipment is used in a domestic environment, radio disturbance may arise. When such trouble occurs, the user may be required to take corrective actions.

#### ***VCCI Class A ITE Regulatory Mark***

If the regulatory label includes the following marking, your TV is a Class A product: VCCI

### Class B ITE

この装置は、情報処理装置等電波障害自主規制協議会 (VCCI) の基準に基づくクラス B 情報技術装置です。この装置は家庭環境で使用することを目的としていますが、ラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。取扱説明書に従って正しい取り扱いをしてください。

This is a Class B product based on the standard of the Voluntary Control Council for Interference (VCCI) for information technology equipment. If this equipment is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

#### ***VCCI Class B ITE Regulatory Mark***

If the regulatory label includes the following marking, your TV is a Class B product:




## Contacting Dell

To contact Dell electronically, you can access the following websites:

- [www.dell.com](http://www.dell.com)
- [support.dell.com](http://support.dell.com) (technical support)
- [premiersupport.dell.com](http://premiersupport.dell.com) (technical support for educational, government, healthcare, and medium/large business customers, including Premier, Platinum, and Gold customers)

For specific web addresses for your country, find the appropriate country section in the table below.

 **NOTE:** Toll-free numbers are for use within the country for which they are listed.

When you need to contact Dell, use the electronic addresses, telephone numbers, and codes provided in the following table. If you need assistance in determining which codes to use, contact a local or an international operator.

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Australia (Sydney)	E-mail (Australia): <a href="mailto:au_tech_support@dell.com">au_tech_support@dell.com</a>	
International Access Code: 0011	E-mail (New Zealand): <a href="mailto:nz_tech_support@dell.com">nz_tech_support@dell.com</a>	
Country Code: 61	Home and Small Business	1-300-65-55-33
City Code: 2	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
	Fax	toll-free: 1-800-818-341
Austria (Vienna)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 900	E-mail: <a href="mailto:tech_support_central_europe@dell.com">tech_support_central_europe@dell.com</a>	
Country Code: 43	Home/Small Business Sales	0820 240 530 00
City Code: 1	Home/Small Business Fax	0820 240 530 49
	Home/Small Business Customer Care	0820 240 530 14
	Preferred Accounts/Corporate Customer Care	0820 240 530 16
	Home/Small Business Technical Support	0820 240 530 14
	Preferred Accounts/Corporate Technical Support	0660 8779
	Switchboard	0820 240 530 00

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Belgium (Brussels) International Access Code: 00 Country Code: 32 City Code: 2	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail: <a href="mailto:tech_be@dell.com">tech_be@dell.com</a> E-mail for French Speaking Customers: <a href="http://support.euro.dell.com/be/fr/emaildell/">support.euro.dell.com/be/fr/emaildell/</a> Technical Support Customer Care Corporate Sales Fax Switchboard	02 481 92 88 02 481 91 19 02 481 91 00 02 481 92 99 02 481 91 00
British Virgin Islands	General Support	toll-free: 1-866-278-6820
Brunei Country Code: 673	Customer Technical Support (Penang, Malaysia) Customer Service (Penang, Malaysia) Transaction Sales (Penang, Malaysia)	604 633 4966 604 633 4949 604 633 4955
Canada (North York, Ontario) International Access Code: 011	Online Order Status: <a href="http://www.dell.ca/ostatus">www.dell.ca/ostatus</a> AutoTech (automated technical support) TechFax Customer Care (Home Sales/Small Business) Customer Care (med./large business, government) Technical Support (Home Sales/Small Business) Technical Support (med./large bus., government) Sales (Home Sales/Small Business) Sales (med./large bus., government) Spare Parts Sales & Extended Service Sales	toll-free: 1-800-247-9362 toll-free: 1-800-950-1329 toll-free: 1-800-847-4096 toll-free: 1-800-326-9463 toll-free: 1-800-847-4096 toll-free: 1-800-387-5757 toll-free: 1-800-387-5752 toll-free: 1-800-387-5755 1 866 440 3355

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
China (Xiamen) Country Code: 86 City Code: 592	Tech Support website: <a href="http://support.dell.com.cn">support.dell.com.cn</a>	
	Tech Support E-mail: <a href="mailto:cn_support@dell.com">cn_support@dell.com</a>	
	Tech Support Fax	818 1350
	Technical Support (Dimension™ and Inspiron™)	toll-free: 800 858 2969
	Technical Support (OptiPlex™, Latitude™, and Dell Precision™)	toll-free: 800 858 0950
	Technical Support (servers and storage)	toll-free: 800 858 0960
	Technical Support (projectors, PDAs, printers, switches, routers, and so on)	toll-free: 800 858 2920
	Customer Experience	toll-free: 800 858 2060
	Home and Small Business	toll-free: 800 858 2222
	Preferred Accounts Division	toll-free: 800 858 2557
	Large Corporate Accounts GCP	toll-free: 800 858 2055
	Large Corporate Accounts Key Accounts	toll-free: 800 858 2628
	Large Corporate Accounts North	toll-free: 800 858 2999
	Large Corporate Accounts North Government and Education	toll-free: 800 858 2955
	Large Corporate Accounts East	toll-free: 800 858 2020
	Large Corporate Accounts East Government and Education	toll-free: 800 858 2669
Large Corporate Accounts Queue Team	toll-free: 800 858 2222	
Large Corporate Accounts South	toll-free: 800 858 2355	
Large Corporate Accounts West	toll-free: 800 858 2811	
Large Corporate Accounts Spare Parts	toll-free: 800 858 2621	
Czech Republic (Prague) International Access Code: 00 Country Code: 420 City Code: 2	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail: <a href="mailto:czech_dell@dell.com">czech_dell@dell.com</a>	
	Technical Support	02 2186 27 27
	Customer Care	02 2186 27 11
	Fax	02 2186 27 14
	TechFax	02 2186 27 28
	Switchboard	02 2186 27 11



<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Denmark (Copenhagen) International Access Code: 00 Country Code: 45 City Code:	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail Support (portable computers): <a href="mailto:den_nbk_support@dell.com">den_nbk_support@dell.com</a> E-mail Support (desktop computers): <a href="mailto:den_support@dell.com">den_support@dell.com</a> E-mail Support (servers): <a href="mailto:Nordic_server_support@dell.com">Nordic_server_support@dell.com</a>	
	Technical Support	7023 0182
	Customer Care (Relational)	7023 0184
	Home/Small Business Customer Care	3287 5505
	Switchboard (Relational)	3287 1200
	Fax Switchboard (Relational)	3287 1201
	Switchboard (Home/Small Business)	3287 5000
	Fax Switchboard (Home/Small Business)	3287 5001
Finland (Helsinki) International Access Code: 990 Country Code: 358 City Code: 9	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail: <a href="mailto:fin_support@dell.com">fin_support@dell.com</a> E-mail Support (servers): <a href="mailto:Nordic_support@dell.com">Nordic_support@dell.com</a>	
	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	09 253 313 00

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
France (Paris) (Montpellier) International Access Code: 00 Country Code: 33 City Codes: (1) (4)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
	E-mail: <a href="mailto:support.euro.dell.com/fr/fr/emaildell/">support.euro.dell.com/fr/fr/emaildell/</a>	
	<b>Home and Small Business</b>	
	Technical Support	0825 387 270
	Customer Care	0825 823 833
	Switchboard	0825 004 700
	Switchboard (calls from outside of France)	04 99 75 40 00
	Sales	0825 004 700
	Fax	0825 004 701
	Fax (calls from outside of France)	04 99 75 40 01
	<b>Corporate</b>	
	Technical Support	0825 004 719
	Customer Care	0825 338 339
	Switchboard	01 55 94 71 00
Sales	01 55 94 71 00	
Fax	01 55 94 71 01	
Germany (Langen) International Access Code: 00 Country Code: 49 City Code: 6103	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
	E-mail: <a href="mailto:tech_support_central_europe@dell.com">tech_support_central_europe@dell.com</a>	
	Technical Support	06103 766-7200
	Home/Small Business Customer Care	0180-5-224400
	Global Segment Customer Care	06103 766-9570
	Preferred Accounts Customer Care	06103 766-9420
	Large Accounts Customer Care	06103 766-9560
	Public Accounts Customer Care	06103 766-9555
Switchboard	06103 766-7000	
Greece International Access Code: 00 Country Code: 30	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
	E-mail: <a href="mailto:support.euro.dell.com/gr/en/emaildell/">support.euro.dell.com/gr/en/emaildell/</a>	
	Technical Support	080044149518
	Gold Technical Support	08844140083
	Switchboard	2108129800
	Sales	2108129800
Fax	2108129812	

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Hong Kong</b>	Website: <a href="http://support.ap.dell.com">support.ap.dell.com</a>	
International Access Code: 001	E-mail: <a href="mailto:ap_support@dell.com">ap_support@dell.com</a>	
Country Code: 852	Technical Support (Dimension™ and Inspiron™)	2969 3189
	Technical Support (OptiPlex™, Latitude™, and Dell Precision™)	2969 3191
	Technical Support (PowerApp™, PowerEdge™, PowerConnect™, and PowerVault™)	2969 3196
	Gold Queue EEC Hotline	2969 3187
	Customer Advocacy	3416 0910
	Large Corporate Accounts	3416 0907
	Global Customer Programs	3416 0908
	Medium Business Division	3416 0912
	Home and Small Business Division	2969 3105
<b>India</b>	Technical Support	1600 33 8045
	Sales	1600 33 8044
<b>Ireland (Cherrywood)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 16	E-mail: <a href="mailto:dell_direct_support@dell.com">dell_direct_support@dell.com</a>	
Country Code: 353	Technical Support	1850 543 543
City Code: 1	U.K. Technical Support (dial within U.K. only)	0870 908 0800
	Home User Customer Care	01 204 4014
	Small Business Customer Care	01 204 4014
	U.K. Customer Care (dial within U.K. only)	0870 906 0010
	Corporate Customer Care	1850 200 982
	Corporate Customer Care (dial within U.K. only)	0870 907 4499
	Ireland Sales	01 204 4444
	U.K. Sales (dial within U.K. only)	0870 907 4000
	Fax/SalesFax	01 204 0103
	Switchboard	01 204 4444

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Italy (Milan)</b> International Access Code: 00 Country Code: 39 City Code: 02	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail: <a href="mailto:support.euro.dell.com/it/it/emaildell/">support.euro.dell.com/it/it/emaildell/</a> <b>Home and Small Business</b> Technical Support Customer Care Fax Switchboard <b>Corporate</b> Technical Support Customer Care Fax Switchboard	02 577 826 90 02 696 821 14 02 696 821 13 02 696 821 12  02 577 826 90 02 577 825 55 02 575 035 30 02 577 821
<b>Japan (Kawasaki)</b> International Access Code: 001 Country Code: 81 City Code: 44	Website: <a href="http://support.jp.dell.com">support.jp.dell.com</a> Technical Support (servers) Technical Support outside of Japan (servers) Technical Support (Dimension™ and Inspiron™) Technical Support outside of Japan (Dimension and Inspiron) Technical Support (Dell Precision™, OptiPlex™, and Latitude™) Technical Support outside of Japan (Dell Precision, OptiPlex, and Latitude) Technical Support (Axim™) Technical Support outside of Japan (Axim) Faxbox Service 24-Hour Automated Order Service Customer Care Business Sales Division (up to 400 employees) Preferred Accounts Division Sales (over 400 employees) Large Corporate Accounts Sales (over 3500 employees) Public Sales (government agencies, educational institutions, and medical institutions) Global Segment Japan Individual User Switchboard	toll-free: 0120-198-498 81-44-556-4162 toll-free: 0120-198-226 81-44-520-1435 toll-free:0120-198-433 81-44-556-3894 toll-free: 0120-981-690 81-44-556-3468 044-556-3490 044-556-3801 044-556-4240 044-556-1465 044-556-3433 044-556-3430 044-556-1469 044-556-3469 044-556-1760 044-556-4300

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Korea (Seoul)</b> International Access Code: 001 Country Code: 82 City Code: 2	Technical Support Sales Customer Service (Seoul, Korea) Customer Service (Penang, Malaysia) Fax Switchboard	toll-free: 080-200-3800 toll-free: 080-200-3600 toll-free: 080-200-3800 604 633 4949 2194-6202 2194-6000
<b>Luxembourg</b> International Access Code: 00 Country Code: 352	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail: <a href="mailto:tech_be@dell.com">tech_be@dell.com</a> Technical Support (Brussels, Belgium) Home/Small Business Sales (Brussels, Belgium) Corporate Sales (Brussels, Belgium) Customer Care (Brussels, Belgium) Fax (Brussels, Belgium) Switchboard (Brussels, Belgium)	3420808075 toll-free: 080016884 02 481 91 00 02 481 91 19 02 481 92 99 02 481 91 00
<b>Macao</b> Country Code: 853	Technical Support Customer Service (Penang, Malaysia) Transaction Sales	toll-free: 0800 582 604 633 4949 toll-free: 0800 581
<b>Malaysia (Penang)</b> International Access Code: 00 Country Code: 60 City Code: 4	Technical Support (Dell Precision, OptiPlex, and Latitude) Technical Support (Dimension and Inspiron) Customer Service Transaction Sales Corporate Sales	toll-free: 1 800 88 0193 toll-free: 1 800 88 1306 04 633 4949 toll-free: 1 800 888 202 toll-free: 1 800 888 213
<b>Mexico</b> International Access Code: 00 Country Code: 52	Customer Technical Support Sales Customer Service Main	001-877-384-8979 or 001-877-269-3383 50-81-8800 or 01-800-888-3355 001-877-384-8979 or 001-877-269-3383 50-81-8800 or 01-800-888-3355
<b>Netherlands Antilles</b>	General Support	001-800-882-1519

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Netherlands (Amsterdam) International Access Code: 00 Country Code: 31 City Code: 20	Website: support.euro.dell.com E-mail (Technical Support): (Enterprise): nl_server_support@dell.com (Latitude): nl_latitude_support@dell.com (Inspiron): nl_inspiron_support@dell.com (Dimension): nl_dimension_support@dell.com (OptiPlex): nl_optiplex_support@dell.com (Dell Precision): nl_workstation_support@dell.com	
	Technical Support	020 674 45 00
	Technical Support Fax	020 674 47 66
	Home/Small Business Customer Care	020 674 42 00
	Relational Customer Care	020 674 4325
	Home/Small Business Sales	020 674 55 00
	Relational Sales	020 674 50 00
	Home/Small Business Sales Fax	020 674 47 75
	Relational Sales Fax	020 674 47 50
	Switchboard	020 674 50 00
	Switchboard Fax	020 674 47 50
<b>New Zealand</b> International Access Code: 00 Country Code: 64	E-mail (New Zealand): nz_tech_support@dell.com E-mail (Australia): au_tech_support@dell.com Home and Small Business Government and Business Sales Fax	0800 446 255 0800 444 617 0800 441 567 0800 441 566

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Norway (Lysaker) International Access Code: 00 Country Code: 47	Website: support.euro.dell.com E-mail Support (portable computers): nor_nbk_support@dell.com E-mail Support (desktop computers): nor_support@dell.com E-mail Support (servers): nordic_server_support@dell.com	
	Technical Support	671 16882
	Relational Customer Care	671 17514
	Home/Small Business Customer Care	23162298
	Switchboard	671 16800
	Fax Switchboard	671 16865
Poland (Warsaw) International Access Code: 011 Country Code: 48 City Code: 22	Website: support.euro.dell.com E-mail: pl_support_tech@dell.com Customer Service Phone Customer Care Sales Customer Service Fax Reception Desk Fax Switchboard	57 95 700 57 95 999 57 95 999 57 95 806 57 95 998 57 95 999
Portugal International Access Code: 00 Country Code: 351	Website: support.euro.dell.com E-mail: support.euro.dell.com/pt/en/emailldell/ Technical Support Customer Care Sales Fax	707200149 800 300 413 800 300 410 or 800 300 411 or 800 300 412 or 21 422 07 10 21 424 01 12
Singapore (Singapore) International Access Code: 005 Country Code: 65	Technical Support Customer Service (Penang, Malaysia) Transaction Sales Corporate Sales	toll-free: 800 6011 051 604 633 4949 toll-free: 800 6011 054 toll-free: 800 6011 053

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
South Africa (Johannesburg) International Access Code: 09/091 Country Code: 27 City Code: 11	Website: support.euro.dell.com E-mail: dell_za_support@dell.com Technical Support Customer Care Sales Fax Switchboard	011 709 7710 011 709 7707 011 709 7700 011 706 0495 011 709 7700
Southeast Asian and Pacific Countries	Customer Technical Support, Customer Service, and Sales (Penang, Malaysia)	604 633 4810
Spain (Madrid) International Access Code: 00 Country Code: 34 City Code: 91	Website: support.euro.dell.com E-mail: support.euro.dell.com/es/es/emaildell/ <b>Home and Small Business</b> Technical Support Customer Care Sales Switchboard Fax <b>Corporate</b> Technical Support Customer Care Switchboard Fax	902 100 130 902 118 540 902 118 541 902 118 541 902 118 539 902 100 130 902 118 546 91 722 92 00 91 722 95 83
Sweden (Upplands Vasby) International Access Code: 00 Country Code: 46 City Code: 8	Website: support.euro.dell.com E-mail: swe_support@dell.com E-mail Support for Latitude and Inspiron: Swe-nbk_kats@dell.com E-mail Support for OptiPlex: Swe_kats@dell.com E-mail Support for Servers: Nordic_server_support@dell.com Technical Support Relational Customer Care Home/Small Business Customer Care Employee Purchase Program (EPP) Support Fax Technical Support Sales	08 590 05 199 08 590 05 642 08 587 70 527 20 140 14 44 08 590 05 594 08 590 05 185



<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Switzerland (Geneva) International Access Code: 00 Country Code: 41 City Code: 22	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail: Tech_support_central_Europe@dell.com E-mail for French-speaking HSB and Corporate Customers: <a href="http://support.euro.dell.com/ch/fr/emaildell/">support.euro.dell.com/ch/fr/emaildell/</a> Technical Support (Home and Small Business) Technical Support (Corporate) Customer Care (Home and Small Business) Customer Care (Corporate) Fax Switchboard	0844 811 411 0844 822 844 0848 802 202 0848 821 721 022 799 01 90 022 799 01 01
Taiwan International Access Code: 002 Country Code: 886	Technical Support (portable and desktop computers) Technical Support (servers) Transaction Sales Corporate Sales	toll-free: 00801 86 1011 toll-free: 0080 60 1256 toll-free: 0080 651 228 toll-free: 0080 651 227
Thailand International Access Code: 001 Country Code: 66	Technical Support Customer Service (Penang, Malaysia) Sales	toll-free: 0880 060 07 604 633 4949 toll-free: 0880 060 09
U.K. (Bracknell) International Access Code: 00 Country Code: 44 City Code: 1344	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> Customer Care website: <a href="http://support.euro.dell.com/uk/en/ECare/Form/Home.asp">support.euro.dell.com/uk/en/ECare/Form/Home.asp</a> E-mail: <a href="mailto:dell_direct_support@dell.com">dell_direct_support@dell.com</a> Technical Support (Corporate/Preferred Accounts/PAD [1000+ employees]) Technical Support (direct/PAD and general) Global Accounts Customer Care Home and Small Business Customer Care Corporate Customer Care Preferred Accounts (500–5000 employees) Customer Care Central Government Customer Care Local Government & Education Customer Care Health Customer Care Home and Small Business Sales Corporate/Public Sector Sales Home and Small Business Fax	0870 908 0500 0870 908 0800 01344 373 186 0870 906 0010 01344 373 185 0870 906 0010 01344 373 193 01344 373 199 01344 373 194 0870 907 4000 01344 860 456 0870 907 4006

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
U.S.A. (Austin, Texas)	Automated Order-Status Service	toll-free: 1-800-433-9014
International Access Code: 011 Country Code: 1	AutoTech (portable and desktop computers) <b>Consumer</b> (Home and Home Office) Technical Support Customer Service DellNet™ Service and Support  Employee Purchase Program (EPP) Customers Financial Services website: <a href="http://www.dellfinancialservices.com">www.dellfinancialservices.com</a> Financial Services (lease/loans) Financial Services (Dell Preferred Accounts [DPA]) <b>Business</b> Customer Service and Technical Support Employee Purchase Program (EPP) Customers Printers and Projectors Technical Support <b>Public</b> (government, education, and healthcare) Customer Service and Technical Support Employee Purchase Program (EPP) Customers Dell Sales  Dell Outlet Store (Dell refurbished computers) Software and Peripherals Sales Spare Parts Sales Extended Service and Warranty Sales Fax Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impaired	toll-free: 1-800-247-9362  toll-free: 1-800-624-9896 toll-free: 1-800-624-9897 toll-free: 1-877-Dellnet (1-877-335-5638) toll-free: 1-800-695-8133  toll-free: 1-877-577-3355 toll-free: 1-800-283-2210  toll-free: 1-800-822-8965 toll-free: 1-800-695-8133 toll-free: 1-877-459-7298  toll-free: 1-800-456-3355 toll-free: 1-800-234-1490 toll-free: 1-800-289-3355 or toll-free: 1-800-879-3355  toll-free: 1-888-798-7561 toll-free: 1-800-671-3355 toll-free: 1-800-357-3355 toll-free: 1-800-247-4618 toll-free: 1-800-727-8320 toll-free: 1-877-DELLTY (1-877-335-5889)
U.S. Virgin Islands	General Support	1-877-673-3355



