

Adobe Online Services Guide

Adobe Systems Europe offers the following complimentary technical support options available 24 hours a day, seven days a week:



Email

By Email

Email techdocs@adobe.com and have any of our technical reference documents, fact sheets and answers to commonly asked questions emailed back to you.



Fax/1

++ 44 131 458 3022

By Fax

Call our Faxback Service and have your fax number handy to receive any of our technical reference documents, fact sheets and answers to commonly asked questions.



<http://www.adobe.com>
world wide web

By Internet

Visit our home page on the World Wide Web at <http://www.adobe.com> to browse through and download information, technical reference docs. To search our technical database visit <http://www.adobe.com/supportservice/custsupport/tssearchdb.html>. The database contains answers to thousands of technical questions about Adobe



++44 131 458 4666

products. The Technical Solutions database is built and maintained by Adobe Technical Support.

By modem

Dial up Adobe’s Bulletin Board system (BBS) at ++44 131 458 4666 to download information and technical reference documents. To use the Adobe Systems Europe Bulletin Board you require a Hayes™ compatible modem attached to your computer and either VT-100 Terminal emulator software or SoftArc’s FirstClass Client which is available for free download from the Adobe BBS.

Modem Settings: Speed: up to 14,400 baud, Data Bits: 8 Stop Bits: 1 Parity: None On your first call leave the username and password blank. This will allow you to “autoregister” on the system. Once you have registered you should proceed to the New Users section and download the FirstClass Client software for your computer (Note: this is only avail-able for Macintosh and Windows based computers). You may also want to download the Adobe Acrobat Reader software at this time as many of the documents stored on the BBS are in Adobe’s PDF format. All items on the BBS are available for downloading completely free of charge.



Adobe Applications Forum on CompuServe

By On-line services

Go to our Adobe forums to communicate with other Adobe customers to discover solutions and exchange ideas.

CompuServe: Type ADOBEAPP at the GO prompt. America Online (AOL): Type ADOBE in the “Keyword” dialog box (“Go to” menu). Microsoft Network (MSN): Type ADOBE at the “Go To” dialog box.™



Person to Person Support

By Phone

You can reach an Adobe support technician on the following numbers.

| | |
|---------------------------|-----------------------|
| Austria | Int + 44 131 451 6882 |
| Belgium | Int + 44 131 451 6883 |
| France | Int + 44 131 458 6889 |
| Germany | Int + 44 131 451 6884 |
| Italy | Int + 44 131 451 6890 |
| Netherlands | Int + 44 131 451 6885 |
| Sweden | Int + 44 131 451 6886 |
| Switzerland | Int + 44 131 458 6887 |
| UK & Ireland | Int + 44 131 451 6888 |
| Portugal | Int + 351 416 9600 |
| Spain | Int + 34 93 423 67 67 |
| Norway (Microline) | Int + 47 22 90 05 00 |
| Denmark (Supply Services) | Int + 45 33 32 26 62 |
| Finland (Täyttöpää) | Int + 358 0 546 300 |
| Israel (Karat) | Int + 972 3 68 88 525 |

All other countries please contact your local reseller

*Note: telephone support is only available between 9.00am and 5.00pm