



Dell™ HelpDesk¹

Why Dell™ for HelpDesk¹?

- Combining our comprehensive phone support services with our reliable systems to help minimize system downtime
- Leveraging Dell's strengths in remote and E-support services to quickly resolve your problems
- Acting as the single point of contact for your complete support requirements

To meet your needs for robust application support, Dell™ offers HelpDesk¹ support for over 100 applications, operating systems, virus related issues, spyware removal and "How To" questions on Dell branded peripherals.

HelpDesk¹

Dell's HelpDesk¹ is telephone-based technical support services for application usage and "how to" questions on Dell branded desktops, notebooks, workstations and peripherals. Dell's HelpDesk¹:

- Offers support for over 100 industry standard applications, focusing on Microsoft® applications and operating systems.
- Applies to factory-installed or customer-installed software (as listed below)
- Provides coverage for 24-hours, 7 days a week.
- Support step-by-step virus and spyware removal
- Configuring and setup of Dell branded peripherals

Types of Application and Operating System Assistance Provided

Technical support for usage questions is provided for current software versions and one version back. Dell's support policy for macros and scripting/code includes general questions regarding functionality and syntax. Support does not include writing, recreating, or debugging macros/code.

Standard desktop HelpDesk covers over 100 applications that are listed below:

Databases

- Microsoft® Access 2003 (2002, 2000),
- Lotus® Approach for Windows® Millennium Edition 9.5 (97, 96)
- Lotus Organizer 6.1 (6.0,5.x)

Electronic Mail

- Microsoft Outlook® 2003 (2002, 2000)
- Microsoft Outlook Express® 6.x (5.x, 4.x)
- Lotus cc:Mail (Including Mobile) for Windows version 8.3 (7.0, 6.0)

Graphics

- Adobe® Acrobat® 7.x (6.x,5.x) Adobe Photoshop® CS2 and Adobe PageMaker® for Windows 7.x (6.x, 5.x)
- Microsoft PowerPoint® 2003, (2002, 2000)
- Microsoft FrontPage® 2003, (2002, 2000)
- Microsoft Project 2003, (2002, 2000)
- Microsoft Publisher 2003 (2002, 2000)
- Visio® 2003 (2002, 2000) and Visio Technical 2003 (2002, 2000)

Groupware

- Microsoft Outlook® 2003 (2002, 2000)
- Lotus Notes Client® for Windows 7.x (6.x, 5.x)
- Lotus Domino R7 (R6, R5)
- Lotus Organizer®6.1 (6.0, 5.x)
- Novell Groupwise® Windows Client 7.x (6.x, 5.x),
- Groupwise Client Admin for Windows 7.x (6.x, 5.x)
- Groupwise Remote Client for Windows 7.x (6.x, 5.x)



Personal Operating Systems and Management Tools

- Windows 98 (Previous to Windows XP Home), Windows 2000 Professional (Previous to Windows XP Professional), Windows XP Home, Windows XP Professional (current)
- Novell NetWare[®] Client. for Windows 6.x (5.x, 4.x)
- Redhat Linux 9.0
- SUSE Linux 10.0 for Novell

Spreadsheets

- Microsoft Excel 2003 (2002, 2000)
- Lotus 1-2-3[®] for Windows Millennium Edition 9.8 (97,96)
- Suite Setup
- Microsoft Office 2003 (2002, 2000)
- Microsoft Office XP
- Corel[®] Office Professional[®] 12.0 (11.0, 10.0)
- Corel WordPerfect Suite[®] 12.0(11.0, 10.0)
- Lotus SmartSuite[®] for Windows Millennium Edition 9.8(9.5, 9.0)

Word processing

- Microsoft Word 2003 (2002, 2000)
- Lotus Word Pro for Windows 9.5 (9.0, 8.0)
- Word Perfect Professional Suite 12 (11.0, 10.0)

Utilities & Communications

- Microsoft Internet Explorer 6.x (5.x, 4.x)
- Netscape[®] Navigator Client[®] 7.x (6.x, 4.x)

Installation and configuration of Operating Systems

- Windows 98 (Previous to Windows XP Home)
- Windows ME (Previous to Windows XP Home)
- Windows 2000 Professional (Previous to Windows XP Professional)
- Windows XP Home Edition (Current)
- Windows XP Professional (current)
- Novell NetWare Client for Windows 6.x (5.x,4.x)

Spyware/Adware

- Pest Patrol
- Lavasoft Ad-Aware
- Spybot Search & Destroy
- Spy Blocker
- Nuker
- Microsoft Windows AntiSpyware

Antivirus Software

- McAfee[®] Security Centre 7.0 (6.0) - includes Antivirus, Personal Firewall & Privacy Service
- Norton[®] Internet Security[®] 2006 (2005, 2004)
- Norton[®] Antivirus[®] 2006 (2005, 2004)
- Dell Security Center

Peripherals

- Dell Printers
- Dell PDA
- Dell Projectors
- Dell Monitors
- Dell LCD TVs
- UPS

Types of Security Assistance Provided

Help on configuring current anti-virus and anti-spyware protection software to get rid of annoying pop ups, viruses, improve the performance of your computer and configure your internet security.





Spyware\Adware Supported Products³

- Pest Patrol
- Lavasoft Ad-Aware
- Spybot Search & Destroy
- Spy Blocker
- Nuker
- Microsoft Windows AntiSpyware

Anti-Virus Software Supported Products

- McAfee[®] AntiVirus[®] 4.03 (4.0)³- includes Personal Firewall & Privacy Service
- Norton[®] AntiVirus[®] 6.0 for Windows 95/98/NT (5.0, 4.0)³
- Dell Security Center

Types of Dell Branded Peripherals Assistance Provided

How to support is provided on configuring and connecting your latest Dell branded peripherals to your current Dell Desktop or Notebooks. Example support includes: general questions on sharing of information/files between your Dell PDA and PC or clearing a paper jam or installing an ink cartridge in your printer. The Dell branded Peripherals supported are listed below.

- Dell Printers
- Dell PDA
- Dell Projectors
- Dell Monitors
- Dell TVs
- UPS

Note:

¹ Technical support is provided for current version and one version back.

² Third Party Plug-Ins and Web development (HTML, ASP, XML, etc..) are not supported.

³ **Virus & Spyware detection, removal and configuration supported:**

- Spyware & virus detection procedures
- Spyware & virus removal/ extermination
- Sending of patches (if available) and assisting customers on how to install and use
- Infected data cleaning/ recovery
- Advice on anti-virus software installed - how to update and how to obtain latest virus list
- Enabling firewall on Operating System/ Antivirus Software on Spyware and Virus
- Customer are required to have a licensed copy of an anti-Spyware and anti-virus (listed above) protection program

Exclusions from Coverage

Dell HelpDesk¹ does not include the following types of support:

- Non-Dell hardware, or application software not explicitly named
- Remote or on-site training assistance
- Scripting, programming, database design, or web development

Purchasing HelpDesk¹

HelpDesk¹ is sold on an annual contract basis and is available on Dimension[™], Inspiron[™] and Dell branded peripherals. A resolution is the initial contact call and any subsequent calls necessary to resolve the issue for the customer.

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