

SERVICE & SOLUTION

Telephone list International Help Desk

Issue: **Dezember 2009**

Pages: 7

Your local Service Desk will answer your technical questions and service inquiries as soon as possible.

Please have the following information ready (as far as they apply) when you call us:

- Product ID or serial number of your device
- Operating system on the device
- Description of failure
- Changes of Hardware or Software configuration before malfunction of the system
- SystemDiagnostics Error Code

Product	Telephone	Opening hours	Call charge
Armenia (Service Desk language: English, Russian)			
All products	+7 495 666 2550 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
SCALEO, AMILO, ACTIVY or Home Peripherals	+7 495 666 2552 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
SCENIC, ESPRIMO, CELSIUS, FUTRO, AMILO PRO, LIFEBOOK, Pocket LOOX or STYLISTIC	+7 495 666 2553 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
SCENICVIEW, SCALEOVIEW or MYRICA	+7 495 666 2554 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
ECONEL, PRIMERGY, PRIMEPOWER, PRIMEQUEST or FibreCAT	+7 495 666 2555 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
Non-Technical inquiries and questions relating to existing service incidents	+7 495 666 2551 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
All products	+7 800 2000 372 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
Austria (Service Desk language: Deutsch)			
Home Products (SCALEO, AMILO, ACTIVY or Home Peripherals)	+43 810 9773331	Monday - Friday from 08:00 - 22:00 Saturday/Sunday from 10:00 - 20:00	0,10 €/Min ¹
Business Products (SCENIC, ESPRIMO, CELSIUS, FUTRO, AMILO PRO, LIFEBOOK, Pocket LOOX or STYLISTIC)	+43 810 9773332	Monday - Friday from 08:00 - 18:00	0.10 €/Min ¹
Display Products (SCENICVIEW, SCALEOVIEW or MYRICA)	+43 810 9773333	Monday - Friday from 08:00 - 22:00 Saturday/Sunday from 10:00 - 20:00	0.10 €/Min ¹
Server & Storage Products (ECONEL, PRIMERGY, PRIMEPOWER, PRIMEQUEST or FibreCAT)	+43 810 9773334	Monday - Friday from 08:00 - 18:00	0.10 €/Min ¹
Azerbaijan (Service Desk language: English, Russian)			
All products	+7 495 666 2550 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
SCALEO, AMILO, ACTIVY or Home Peripherals	+7 495 666 2552 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
SCENIC, ESPRIMO, CELSIUS, FUTRO, AMILO PRO, LIFEBOOK, Pocket LOOX or STYLISTIC	+7 495 666 2553 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
SCENICVIEW, SCALEOVIEW or MYRICA	+7 495 666 2554 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
ECONEL, PRIMERGY, PRIMEPOWER, PRIMEQUEST or FibreCAT	+7 495 666 2555 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
Non-Technical inquiries and questions relating to existing service incidents	+7 495 666 2551 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
All products	+7 800 2000 372 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
Belarus (Service Desk language: English, Russian)			
All products	+7 495 666 2550 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
SCALEO, AMILO, ACTIVY or Home Peripherals	+7 495 666 2552 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
SCENIC, ESPRIMO, CELSIUS, FUTRO, AMILO PRO, LIFEBOOK, Pocket LOOX or STYLISTIC	+7 495 666 2553 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
SCENICVIEW, SCALEOVIEW or MYRICA	+7 495 666 2554 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
ECONEL, PRIMERGY, PRIMEPOWER, PRIMEQUEST or FibreCAT	+7 495 666 2555 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
Non-Technical inquiries and questions relating to existing service incidents	+7 495 666 2551 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	

All products	+7 800 2000 372 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
Belgium (Service Desk language: Francais)			
All Products	+32 2 536 61 00		
Belgium (Service Desk language: Dutch, English)			
All Products	+32 2 536 61 00		
Aid at activating servicepacks	+32 2 536 61 01		
Servicepacks with SLA and maintenance contracts	+32 2 371 52 00		
Bosnia and Herzegovina (Service Desk language: Bosnian, English)			
Non-Technical inquiries and questions relating to existing service incidents	+385 1 605 4035	Monday - Friday from 08:30 - 17:00	
All Products	+385 1 605 4035	Monday - Friday from 08:30 - 17:00	
SCALEO, AMILO, ACTIVY or Home Peripherals	+385 1 605 4035	Monday - Friday from 08:30 - 17:00	
Business Products (SCENIC, ESPRIMO, CELSIUS, FUTRO, AMILO PRO, LIFEBOOK, Pocket LOOX or STYLISTIC)	+385 6054035	Monday - Friday from 08:30 - 17:00	
Display Products (SCENICVIEW, SCALEOVIEW or MYRICA)	+385 6054035	Monday - Friday from 08:30 - 17:00	
Server & Storage Products (ECONEL, PRIMERGY, PRIMEPOWER, PRIMEQUEST or FibreCAT)	+385 6054035	Monday - Friday from 08:30 - 17:00	
Bulgaria (Service Desk language: Bulgarian, English)			
Non-Technical inquiries and questions relating to existing service incidents	+359 2 4917 251 Fax: +359 2 4917 259	Monday - Friday from 08:30 - 17:00	
SCALEO, AMILO, ACTIVY or Home Peripherals	+359 2 4917 252 Fax: +359 2 4917 259	Monday - Friday from 08:30 - 17:00	
SCENIC, ESPRIMO, CELSIUS, FUTRO, AMILO PRO, LIFEBOOK, Pocket LOOX or STYLISTIC	+359 2 4917 253 Fax: +359 2 4917 259	Monday - Friday from 08:30 - 17:00	
SCENICVIEW, SCALEOVIEW or MYRICA	+359 2 4917 254 Fax: +359 2 4917 259	Monday - Friday from 08:30 - 17:00	
ECONEL, PRIMERGY, PRIMEPOWER, PRIMEQUEST or FibreCAT	+359 2 4917 255 Fax: +359 2 4917 259	Monday - Friday from 08:30 - 17:00	
Croatia (Service Desk language: Croatian, English)			
All products	+385 1 5511 000 Fax: +385 1 5511 009	Monday - Friday from 08:30 - 17:00	
Non-Technical inquiries and questions relating to existing service incidents	+385 1 5511 001	Monday - Friday from 08:30 - 17:00	
Home Products (SCALEO, AMILO, ACTIVY or Home Peripherals)	+385 1 5511 002	Monday - Friday from 08:30 - 17:00	
Business Products (SCENIC, ESPRIMO, CELSIUS, FUTRO, AMILO PRO, LIFEBOOK, Pocket LOOX or STYLISTIC)	+385 1 5511 003	Monday - Friday from 08:30 - 17:00	
Display Products (SCENICVIEW, SCALEOVIEW or MYRICA)	+385 1 5511 004	Monday - Friday from 08:30 - 17:00	
Server & Storage Products (ECONEL, PRIMERGY, PRIMEPOWER, PRIMEQUEST or FibreCAT)	+385 1 5511 005	Monday - Friday from 08:30 - 17:00	
Czech Republic (Service Desk language: Czech, English, Slovak)			
SCALEO, AMILO, ACTIVY or Home Peripherals	+420 2 4601 9272 Fax: +420 2 4601 9279	Monday - Friday from 08:30 - 17:00	
SCENIC, ESPRIMO, CELSIUS, FUTRO, AMILO PRO, LIFEBOOK, Pocket LOOX or STYLISTIC	+420 2 4601 9273 Fax: +420 2 4601 9279	Monday - Friday from 08:30 - 17:00	
SCENICVIEW, SCALEOVIEW or MYRICA	+420 2 4601 9274 Fax: +420 2 4601 9279	Monday - Friday from 08:30 - 17:00	
ECONEL, PRIMERGY, PRIMEPOWER, PRIMEQUEST or FibreCAT	+420 2 4601 9275 Fax: +420 2 4601 9279	Monday - Friday from 08:30 - 17:00	
Non-Technical inquiries and questions relating to existing service incidents	+420 2 4601 9271 Fax: +420 2 4601 9279	Monday - Friday from 08:30 - 17:00	
Sales and Pre-Sales related questions	+420 2 3303 4000 Fax: +420 2 3303 4099	Monday - Friday from 08:00 - 18:00	
Danmark (Service Desk language: Dansk)			
Home Products, Mobile Computers and Display Products	+45 72 22 46 46 Fax: +45 39 48 70 01	Monday - Friday from 08:00 - 20:00 Saturday - Sunday from 10:00 - 18:00	
Business, Server & Storage Products	+45 70124400		
Business, Server & Storage Products	+45 44775600		
Estonia (Service Desk language: Estonian, English)			
All products	+372 6 512619		
Finland (Service Desk language: Finnish, English)			
All products	+358 800 0 5979	Monday - Friday from 08:00 - 22:00 Saturday/Sunday from 10:00 - 20:00	
France (Service Desk language: Francais)			
General Issues and complaints	+33 970 80 91 10 **	Monday - Friday from 08:00 - 18:00	0,041 €/Min ¹
Consumer PC and Consumer Notebooks (SCALEO, Amilo)	+33 970 80 92 20 *	Monday - Friday from 08:00 - 20:00	0,041 €/Min ¹
Monitors and TV's	+33 970 80 91 30 *	Monday - Friday from 08:00 - 20:00	0,041 €/Min ¹
Business PC and Business Notebooks (ESPRIMO, LIFEBOOK)	+33 970 80 91 40 *	Monday - Friday from 08:00 - 18:00	0,041 €/Min ¹
Servers and Storage	+33 970 80 91 50 *	Monday - Friday from 08:00 - 18:30	0,041 €/Min ¹
Georgia (Service Desk language: English)			
All products	+7 495 666 2550	Monday - Sunday from 00:00 - 24:00	

	Fax: +7 495 666 2559		
SCALEO, AMILO, ACTIVY or Home Peripherals	+7 495 666 2552 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
SCENIC, ESPRIMO, CELSIUS, FUTRO, AMILO PRO, LIFEBOOK, Pocket LOOX or STYLISTIC	+7 495 666 2553 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
SCENICVIEW, SCALEOVIEW or MYRICA	+7 495 666 2554 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
ECONEL, PRIMERGY, PRIMEPOWER, PRIMEQUEST or FibreCAT	+7 495 666 2555 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
Non-Technical inquiries and questions relating to existing service incidents	+7 495 666 2551 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
All products	+7 800 2000 372	Monday - Sunday from 00:00 - 24:00	
Germany (Service Desk language: Deutsch, English)			
General number Technical Support	+49 180 3 777000 * Fax: +49 180 500 4320	Monday - Friday from 08:00 - 18:00 Saturday from 09:00 - 14:00	0.09 €/Min ¹
	* 0,09€ pro Minute für Anrufe aus dem deutschen Festnetz, max. 0,42€ pro Minute aus den deutschen Mobilfunknetzen		
Business Products (for extended support issues)	0 900 1372287 **	Monday - Friday from 08:00 - 18:00 Saturday from 09:00 - 14:00	1.24 €/Min ¹
Consumer Products (without Warranty)	0 900 1372267 **	Monday - Friday from 08:00 - 20:00 Saturday/Sunday from 10:00 - 16:00	1.24 €/Min ¹
AMILO Notebook	+49 180 3 777012 * Fax: +49 180 500 4320	Monday - Friday from 08:00 - 22:00 Sat/Sun/Holiday from 10:00 - 20:00	0.09 €/Min ¹
	* 0,09€ pro Minute für Anrufe aus dem deutschen Festnetz, max. 0,42€ pro Minute aus den deutschen Mobilfunknetzen		
LIFEBOOK, ESPRIMO Mobile, Fujitsu xxxx, AMILO PRO, CELSIUS Mobile	+49 180 3 777001 ** Fax: +49 180 500 4320	Monday - Friday from 08:00 - 18:00 Saturday from 09:00 - 14:00	0.09 €/Min ¹
	* 0,09€ pro Minute für Anrufe aus dem deutschen Festnetz, max. 0,42€ pro Minute aus den deutschen Mobilfunknetzen		
Tablet PC (EMEA, Fujitsu stock) English, French	+49 821 804 5340 ** Fax: +49 180 500 4320	Monday - Friday from 08:00 - 18:00	
Tablet PC (EMEA, Fujitsu stock) German	+49 821 804 5388 **	Monday - Friday from 08:00 - 18:00	
Stylistic, Lifebook T	+49 180 3777019 ** Fax: +49 180 500 4320	Monday - Friday from 08:00 - 18:00 Saturday from 09:00 - 14:00	0,09 €/Min ¹
	* 0,09€ pro Minute für Anrufe aus dem deutschen Festnetz, max. 0,42€ pro Minute aus den deutschen Mobilfunknetzen		
ACTIVY Media Center, SCALEO Home Server	+49 180 3 777022 * Fax: +49 180 500 4320	Monday - Friday from 08:00 - 22:00 Saturday/Sunday from 10:00 - 20:00	0.09 €/Min ¹
	* 0,09€ pro Minute für Anrufe aus dem deutschen Festnetz, max. 0,42€ pro Minute aus den deutschen Mobilfunknetzen		
SCALEO, AMILO Desktop, SCALEO Media Center, T-Bird, Simplico	+49 180 500 4310 * Fax: +49 180 500 4320	Monday - Friday from 08:00 - 22:00 Sat/Sun/Holiday from 10:00 - 20:00	0.14 €/Min ¹
	* 0,14€ pro Minute für Anrufe aus dem deutschen Festnetz, max. 0,42€ pro Minute aus den deutschen Mobilfunknetzen		
SCENIC, SCENICO, ESPRIMO, FUTRO, SCOVERY, CELSIUS	+49 180 3 777011 ** Fax: +49 180 500 4320	Monday - Friday from 08:00 - 18:00 Saturday from 09:00 - 14:00	0.09 €/Min ¹
	* 0,09€ pro Minute für Anrufe aus dem deutschen Festnetz, max. 0,42€ pro Minute aus den deutschen Mobilfunknetzen		
Displays CRT / TFT Displays/ LCD-TV MYRICA	+49 180 3 777002 * Fax: +49 180 500 4320	Monday - Friday from 08:00 - 22:00 Saturday/Sunday from 10:00 - 20:00	0.09 €/Min ¹
	* 0,09€ pro Minute für Anrufe aus dem deutschen Festnetz, max. 0,42€ pro Minute aus den deutschen Mobilfunknetzen		
PRIMEPOWER Highend (down with PP850), STORAGE Highend	+49 180 5 4040 *	Monday - Sunday from 00:00 - 24:00	0.14 €/Min ¹
PRIMERGY/Storage/PRIMEPOWER/SPARC Enterprise	+49 180 3 777006 ** Fax: +49 180 500 4320	Monday - Friday from 08:00 - 18:00 Saturday from 09:00 - 14:00	0.09 €/Min ¹
	* 0,09€ pro Minute für Anrufe aus dem deutschen Festnetz, max. 0,42€ pro Minute aus den deutschen Mobilfunknetzen		
PDA (Pocket LOOX)	+49 180 3 777018 ** Fax: +49 180 500 4320	Monday - Friday from 08:00 - 18:00 Saturday from 09:00 - 14:00	0.09 €/Min ¹
	* 0,09€ pro Minute für Anrufe aus dem deutschen Festnetz, max. 0,42€ pro Minute aus den deutschen Mobilfunknetzen		
Digicam (Digitalcamera)	0 700 55533335 (r.t.s.) *** Fax: +49 180 500 4320	Monday - Friday from 08:00 - 18:00	0,12 €/Min ¹
Microsoft Service Packs	+49 180 3 777009 ** Fax: +49 180 500 4320	Monday - Friday from 08:00 - 18:00 Saturday from 09:00 - 14:00	0.09 €/Min ¹
	* 0,09€ pro Minute für Anrufe aus dem deutschen Festnetz, max. 0,42€ pro Minute aus den deutschen Mobilfunknetzen		
Home Peripherals, Storagebird, Connect2Air	+49 180 3 777008 ** Fax: +49 180 500 4320	Monday - Friday from 08:00 - 22:00 Sat/Sun/Holiday from 10:00 - 20:00	0.09 €/Min ¹
	* 0,09€ pro Minute für Anrufe aus dem deutschen Festnetz, max. 0,42€ pro Minute aus den deutschen Mobilfunknetzen		
Systemboards	+49 180 3 777005 ** Fax: +49 180 500 4320	Monday - Friday from 08:00 - 18:00 Saturday from 09:00 - 14:00	0.09 €/Min ¹

Great Britain (Service Desk language: English)			
Displays and TVs (in warranty)	+44 8702 434391	Monday - Friday from 09:00 - 17:30 Saturday/Sunday from 00:00 - 01:00	National Rate
Consumer PC's (in warranty)	+44 8702 434390 **	Monday - Friday from 09:00 - 17:30 Saturday/Sunday closed	National Rate
Out of Warranty Support	0 9068 633416 **	Monday - Friday from 09:00 - 17:30 Saturday/Sunday closed	0.60 £/Min ¹
Professional PC's (in warranty)	+44 8702 434398	Monday - Friday from 09:00 - 17:30 Saturday/Sunday closed	National Rate
Notebooks, Pocket LOOX (in warranty)	+44 8702 434397	Monday - Friday from 09:00 - 17:30	National Rate
Servers (in warranty)	+44 8702 434399	Monday - Friday from 09:00 - 17:30 Saturday/Sunday closed	National Rate
Servers (Service Pack customers)	+44 8701 223366	Monday - Sunday from 00:00 - 24:00	National Rate Every day: 24 hours
Reseller Hotline	0 800 004003	Monday - Thursday from 09:00 - 17:30 Friday from 09:00 - 17:00 Saturday/Sunday closed	National Rate
Greece (Service Desk language: Greek)			
All products (without Displays)	+30 210 6863700	Monday - Friday from 09:00 - 17:00	
Only Displays	+30 210 2409150	Monday - Friday from 09:00 - 17:00	
Hungary (Service Desk language: English, Magyar)			
All products	+36 40 200 440 * Fax: +36 1 999 0389	Monday - Friday from 08:30 - 17:00	
* Local rate, costs depend on your subscribed plan			
Non-Technical inquiries and questions relating to existing service incidents	+36 1 999 0381 Fax: +36 1 999 0389	Monday - Friday from 08:30 - 17:00	
SCALEO, AMILO, ACTIVY or Home Peripherals	+36 1 999 0382 Fax: +36 1 999 0389	Monday - Friday from 08:30 - 17:00	
SCENIC, ESPRIMO, CELSIUS, FUTRO, AMILO PRO, LIFEBOOK, Pocket LOOX or STYLISTIC	+36 1 999 0383 Fax: +36 1 999 0389	Monday - Friday from 08:30 - 17:00	
SCENICVIEW, SCALEOVIEW or MYRICA	+36 1 999 0384 Fax: +36 1 999 0389	Monday - Friday from 08:30 - 17:00	
ECONEL, PRIMERGY, PRIMEPOWER, PRIMEQUEST or FibreCAT	+36 1 999 0385 Fax: +36 1 999 0389	Monday - Friday from 08:30 - 17:00	
Israel (Service Desk language: Hebrew)			
All products	+972 77 3132635	Monday - Friday from 09:00 - 17:00	
Italy (Service Desk language: Italia)			
All Products	+39 02 92130051	Monday - Sunday from 08:00 - 18:00	
Professional Products	199 708 708 * * Costi Da rete fissa: 0,0619 EUR (scatto alla risposta) 0,1426 EUR/min (costo massimo) Da cellulare: 0,1549 EUR (scatto alla risposta) 0,48 EUR/min (costo massimo)	Monday - Sunday from 08:00 - 18:00	0,0619 €/Call ¹
Consumer Products	199 708 708 * * Costi Da rete fissa: 0,0619 EUR (scatto alla risposta) 0,1426 EUR/min (costo massimo) Da cellulare: 0,1549 EUR (scatto alla risposta) 0,48 EUR/min (costo massimo)	Monday - Sunday from 08:00 - 20:00	0,0619 €/Call ¹
Kazakhstan (Service Desk language: English, Russian)			
All products	+7 495 666 2550 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
All products	+7 727 298 0218	Monday - Sunday from 00:00 - 24:00	
Latvia (Service Desk language: English, Latviski)			
All products	+371 67 807649		
Lithuania (Service Desk language: Lithuanian, English)			
All products	+370 8 37400165		
Luxembourg (Service Desk language: English, Francais, Nederlands)			
All products	+352 26 099870		
Macedonia (Service Desk language: English)			
All products	+389 2 3246 369	Monday - Friday from 08:30 - 17:00	
Moldova (Service Desk language: English)			
All products	+7 495 666 2550 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
SCALEO, AMILO, ACTIVY or Home Peripherals	+7 495 666 2552 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
SCENIC, ESPRIMO, CELSIUS, FUTRO, AMILO PRO, LIFEBOOK, Pocket LOOX or STYLISTIC	+7 495 666 2553 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
SCENICVIEW, SCALEOVIEW or MYRICA	+7 495 666 2554 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
ECONEL, PRIMERGY, PRIMEPOWER, PRIMEQUEST or FibreCAT	+7 495 666 2555 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
Non-Technical inquiries and questions relating to existing service incidents	+7 495 666 2551 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
All products	+7 800 2000 372	Monday - Sunday from 00:00 - 24:00	

Montenegro (Service Desk language: Serbian, English)			
All products	+381 11 2099 700 Fax: +381 11 2099 709	Monday - Friday from 08:30 - 17:00	
Netherlands (Service Desk language: Dutch)			
SCENIC, PRIMERGY, LIFEBOOK, ESPRIMO, FUTRO, Pocket LOOX, SCENICVIEW, PRIMEPOWER, Storage products, STYLISTIC, CELSIUS	0 900 2025119	Monday - Friday from 08:00 - 18:00	0,35 €/Min ¹
Home Products (SCALEO, AMILO, SCALEOVIEW, ACTIVY, MYRICA or Home)	0 900 3724357 (0900-FSCHELP)	Monday - Friday from 08:00 - 22:00 Saturday/Sunday from 10:00 - 20:00	0.10 €/Min ¹
Northern Ireland (Service Desk language: English)			
All products	+44 845 3785500		
Norway (Service Desk language: Norsk)			
All products professional products	+47 800 83005	Monday - Friday from 08:00 - 18:00	
All products consumer products	+47 800 83005	Monday - Friday from 08:00 - 22:00 Saturday - Sunday from 10:00 - 20:00	
Poland (Service Desk language: English, Polski)			
All products	+48 801 300 100 Fax: +48 22 398 1369	Monday - Friday from 09:00 - 18:00	
Non-Technical inquiries and questions relating to existing service incidents	+48 22 398 1361 Fax: +48 22 398 1369	Monday - Friday from 09:00 - 18:00	
All products	+48 22 398 1360	Monday - Friday from 09:00 - 18:00	
Home Products (SCALEO, AMILO, ACTIVY or Home Peripherals)	+48 22 398 1362 Fax: +48 22 398 1369	Monday - Friday from 09:00 - 18:00	
SCENIC, ESPRIMO, CELSIUS, FUTRO, AMILO PRO, LIFEBOOK, Pocket LOOX or STYLISTIC	+48 22 398 1363 Fax: +48 22 398 1369	Monday - Friday from 09:00 - 18:00	
SCENICVIEW, SCALEOVIEW or MYRICA	+48 22 398 1364 Fax: +48 22 398 1369	Monday - Friday from 09:00 - 18:00	
ECONEL, PRIMERGY, PRIMEPOWER, PRIMEQUEST or FibreCAT	+48 22 398 1365 Fax: +48 22 398 1369	Monday - Friday from 09:00 - 18:00	
Portugal (Service Desk language: Portuguese)			
All products	+351 210 114149	Monday - Friday from 08:00 - 18:00	
Republic of Ireland (Service Desk language: English)			
Consumer and Amilo	+44 1 850 777 377		
LOOX, Lifebooks, Business desktops and Servers	+44 1 890 927 272		
Romania (Service Desk language: Romanian, English)			
Non-Technical inquiries and questions relating to existing service incidents	+40 31 810 3521 Fax: +40 31 810 3529	Monday - Friday from 08:30 - 17:00	
SCALEO, AMILO, ACTIVY or Home Peripherals	+40 31 810 3521 Fax: +40 31 810 3529	Monday - Friday from 08:30 - 17:00	
SCENIC, ESPRIMO, CELSIUS, FUTRO, AMILO PRO, LIFEBOOK, Pocket LOOX or STYLISTIC	+40 31 810 3523 Fax: +40 31 810 3529	Monday - Friday from 08:30 - 17:00	
SCENICVIEW, SCALEOVIEW or MYRICA	+40 31 810 3524 Fax: +40 31 810 3529	Monday - Friday from 08:30 - 17:00	
ECONEL, PRIMERGY, PRIMEPOWER, PRIMEQUEST or FibreCAT	+40 31 810 3525 Fax: +40 31 810 3529	Monday - Friday from 08:30 - 17:00	
Russia (Service Desk language: Russian, English)			
All products	+7 495 666 2550 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00 Moscow time (GMT+3)	
SCALEO, AMILO, ACTIVY or Home Peripherals	+7 495 666 2552 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00 Moscow time (GMT+3)	
SCENIC, ESPRIMO, CELSIUS, FUTRO, AMILO PRO, LIFEBOOK, Pocket LOOX or STYLISTIC	+7 495 666 2553 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00 Moscow time (GMT+3)	
SCENICVIEW, SCALEOVIEW or MYRICA	+7 495 666 2554 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00 Moscow time (GMT+3)	
Non-Technical inquiries and questions relating to existing service incidents	+7 495 666 2551 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00 Moscow time (GMT+3)	
All products	+7 800 2000 372	Monday - Sunday from 00:00 - 24:00 Moscow time (GMT+3)	0 RUB/Min 0 RUB/Call ¹
Saudi Arabia (Service Desk language: Arabic, English)			
All products	+966 1 2013083		
Serbia (Service Desk language: English, Serbian)			
SCENIC, ESPRIMO, CELSIUS, FUTRO, AMILO PRO, LIFEBOOK, Pocket LOOX or STYLISTIC	+381 11 2099 703 Fax: +381 11 2099 709	Monday - Friday from 08:30 - 17:00	
SCALEO, AMILO, ACTIVY or Home Peripherals	+381 11 2099 702 Fax: +381 11 2099 709	Monday - Friday from 08:30 - 17:00	
on-Technical inquiries and questions relating to existing service incidents	+381 11 2099 701 Fax: +381 11 2099 709	Monday - Friday from 08:30 - 17:00	
SCENICVIEW, SCALEOVIEW or MYRICA	+381 11 2099 704 Fax: +381 11 2099 709	Monday - Friday from 08:30 - 17:00	
ECONEL, PRIMERGY, PRIMEPOWER, PRIMEQUEST or FibreCAT	+381 11 2099 705 Fax: +381 11 2099 709	Monday - Friday from 08:30 - 17:00	
Slovakia (Service Desk language: Slovak, English)			
SCALEO, AMILO, ACTIVY or Home Peripherals	+421 2 3300 6722 Fax: +421 2 3300 6729	Monday - Friday from 08:30 - 17:00	

SCENIC, ESPRIMO, CELSIUS, FUTRO, AMILO PRO, LIFEBOOK, Pocket LOOX or STYLISTIC	+421 2 3300 6723 Fax: +421 2 3300 6729	Monday - Friday from 08:30 - 17:00	
SCENICVIEW, SCALEOVIEW or MYRICA	+421 2 3300 6724 Fax: +421 2 3300 6729	Monday - Friday from 08:30 - 17:00	
ECONEL, PRIMERGY, PRIMEPOWER, PRIMEQUEST or FibreCAT	+421 2 3300 6725 Fax: +421 2 3300 6729	Monday - Friday from 08:30 - 17:00	
Non-Technical inquiries and questions relating to existing service incidents	+421 2 3300 6721 Fax: +421 2 3300 6729	Monday - Friday from 08:30 - 17:00	
Sales and Pre-Sales orientated questions	+421 2 3300 6745	Monday - Friday from 08:00 - 18:00	
Slovenia (Service Desk language: Slovenian, English)			
Non-Technical inquiries and questions relating to existing service incidents	+386 1 600 1491 Fax: +386 1 600 1499	Monday - Friday from 08:30 - 17:00	
SCALEO, AMILO, ACTIVY or Home Peripherals	+386 1 600 1492 Fax: +386 1 600 1499	Monday - Friday from 08:30 - 17:00	
SCENIC, ESPRIMO, CELSIUS, FUTRO, AMILO PRO, LIFEBOOK, Pocket LOOX or STYLISTIC	+386 1 600 1493 Fax: +386 1 600 1499	Monday - Friday from 08:30 - 17:00	
SCENICVIEW, SCALEOVIEW or MYRICA	+386 1 600 1494 Fax: +386 1 600 1499	Monday - Friday from 08:30 - 17:00	
ECONEL, PRIMERGY, PRIMEPOWER, PRIMEQUEST or FibreCAT	+386 1 600 1495 Fax: +386 1 600 1499	Monday - Friday from 08:30 - 17:00	
South Africa (Service Desk language: Afrikaans, English)			
All products (inside South Africa)	+27 860 934357		
All products (outside South Africa)	+27 11 284 3600		
Spain (Service Desk language: Spanish)			
All products	+34 902 118218	Monday - Friday from 08:00 - 18:00	
Sweden (Service Desk language: English, Svenska)			
All products, except consumer products	+46 8 58888300		
Consumer products (only inside Sweden)	+46 20 764764		
Switzerland (Service Desk language: Deutsch, English)			
Helpdesk all products (in warranty)	+41 848 808 505 Fax: +41 582 588 175	Monday - Friday from 08:00 - 18:00	0,08 CHF/Min ¹
Helpdesk for all Products (without warranty) and Software, Installation	+41 900 900 030		(die ersten 5 Min. CHF 0.25/Min. anschliessend CHF 3.50/Min)
Switzerland (Service Desk language: English, Francais, Italiano)			
Helpdesk for all products	+41 848 808 505 Fax: +41 582 588 175	Monday - Friday from 08:00 - 18:00	0,08 CHF/Min ¹
Turkey (Service Desk language: English, Türkçe)			
All products	+90 212 4440372		
Turkmenistan (Service Desk language: English)			
All products	+7 495 666 2550 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
SCALEO, AMILO, ACTIVY or Home Peripherals	+7 495 666 2552 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
SCENIC, ESPRIMO, CELSIUS, FUTRO, AMILO PRO, LIFEBOOK, Pocket LOOX or STYLISTIC	+7 495 666 2553 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
SCENICVIEW, SCALEOVIEW or MYRICA	+7 495 666 2554 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
ECONEL, PRIMERGY, PRIMEPOWER, PRIMEQUEST or FibreCAT	+7 495 666 2555 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
Non-Technical inquiries and questions relating to existing service incidents	+7 495 666 2551 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
All products	+7 800 2000 372	Monday - Sunday from 00:00 - 24:00	
Ukraine (Service Desk language: English)			
All products	+7 495 666 2550 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
All products	+380 800 500 6800	Monday - Sunday from 00:00 - 24:00	
United Arab Emirates (Service Desk language: Arabic, English)			
All products	+971 4 3660399		
Uzbekistan (Service Desk language: English)			
All products	+7 495 666 2550 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
SCALEO, AMILO, ACTIVY or Home Peripherals	+7 495 666 2552 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
SCENIC, ESPRIMO, CELSIUS, FUTRO, AMILO PRO, LIFEBOOK, Pocket LOOX or STYLISTIC	+7 495 666 2553 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
SCENICVIEW, SCALEOVIEW or MYRICA	+7 495 666 2554 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
ECONEL, PRIMERGY, PRIMEPOWER, PRIMEQUEST or FibreCAT	+7 495 666 2555 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
Non-Technical inquiries and questions relating to existing service incidents	+7 495 666 2551 Fax: +7 495 666 2559	Monday - Sunday from 00:00 - 24:00	
All products	+7 800 2000 372	Monday - Sunday from 00:00 - 24:00	

General

¹ Charges from mobile networks may vary!

All service packages sold by Fujitsu are valid only during regular business hours. Agreements which go beyond this scope (e.g. 24 hours/7 days) need to be arranged individually with the responsible contract partner.

For countries not listed above, the following Help Desk is available:

Fujitsu Technology Solutions: +44 (1344) 475125
Business hours: Monday - Friday 9:00 - 17:00 GMT

If your product is purchased in EMEA and you are outside from EMEA:

United States of America:

Notebooks, Tablets, Desktops and Workstations

Fujitsu America, Inc: +1-800-8FUJITSU (inside USA)

Fujitsu America, Inc: +1-901-259-5790 (outside of USA)

Business hours: 24 hours a day, 7 days a week

Servers, Storage, and Services

Fujitsu America, Inc: +1-800-538-8486

Business hours: 24 hours a day, 7 days a week

Canada:

Fujitsu Canada, Inc: +1 905 286 9666

Business hours: Monday - Friday 8:00 - 17:00 EST

Asia, Pacific, Australia:

No Amilo Support

Fujitsu PC Asia Pacific Pte Ltd: +60 3 7728 4868

Business hours: Monday - Friday 8:30 - 17:30 MYT

Korea:

Fujitsu Korea Ltd: +82 2 3787 6000

Business hours: Monday - Friday 9:00 - 18:00, Saturday 09:00 - 13:00 KST

Japan:

Fujitsu Limited: +81 3 5462 9825 or 0120 89 2745 (toll-free within Japan)

Business hours: Monday - Saturday 09:00 - 17:00 JST

If your product is purchased outside from EMEA and you are in EMEA:

Fujitsu Technology Solutions: +49 89 356 480 226

Business hours: Monday - Friday 9:00 - 17:00 CET

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