



CAROLINA ADVANCED DIGITAL, INC
IT INFRASTRUCTURE | SECURITY | MANAGEMENT

www.cadinc.com | 800.435.2212



Support Telephone Numbers

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Support Telephone Numbers

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Third Edition (May 2004)

Second Edition (December 2003)

First Edition (June 2003)

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Contact HP Worldwide

For up-to-date contact information, see

http://welcome.hp.com/country/us/en/wwcontact_us.html?jumpid=reg_R1002_USEN.

Definitions

Commercial PSG: Business Notebooks, Business PCs, Handheld Devices, Workstations, Blades, Thin Clients, Point-of-Sale systems.

ESS: Servers, Storage, Networking, OS support (Alpha, Tru64, Linux, Unix [UX], MS, VM Ware, Open VMS), Enterprise Software (QC, OVO, PC, BAC, NNM, Service Manager, MC Service Guard)

Commercial IPG: LaserJets (except 1018, 1020, 1022, P1005, P1006, P1505 & M1120mfp.), DeskJet series 1000, 2000, 9000, Portable DeskJets (except Portable DeskJet 460), Business InkJets, DesignJet and Large Format Printers, ScanJets, OfficeJet 9100, Digital Senders, Jet Direct.

Non-Relational: Standard Warranty and Trade (Out of Warranty)

Relational: Extended Warranty (HP Care Pack, Contract)

Comm: Commercial product Support (see above specified)

Cons: Consumer IPG & PSG Product Support

Some Middle Eastern, Mediterranean, African, and Central Eastern European countries have shared support numbers between Comm. and Cons. Other European, Middle Eastern, and African countries provide HP support through Service Partner(s).

For European, Middle Eastern, and African countries that are not listed in this guide, contact Service Provider for local support.



Algeria	Comm Non-Relational Local number.....021 67 67 67 International access+213 21 67 67 67 Support hours 8:30 - 18 GMT
Albania	Comm & Cons Non-Relational..... Call Service Provider
Argentina	International, Capital Federal Buenos Aires area. (54 11) 4708 1600 Other locations0800 555 5000
Armenia	Comm IPG PSG Non-Relational Local number.....+7 495 7973520 International access+7 495 7973520 Support hours 9 - 18 Moscow Time Comm ESS Non-Relational Local number.....+7 495 7973525 International access+7 495 7973525 Support hours 8 - 20 Moscow Time
Australia	Technical Support..... 61-131047
Austria	Comm Non-Relational Local number.....08 1000 1000 zum Ortstarif Achtung! Telefonnummer nur in Österreich gültig! International access+43 1 81116 1898 Support hours 8 - 17
Azerbaijan	Comm IPG PSG Non-Relational Local number.....+7 495 7973520 International access+7 495 7973520 Support hours 9 - 18 Moscow Time Comm ESS Non-Relational Local number.....+7 495 7973525 International access+7 495 7973525 Support hours 8 - 20 Moscow Time
Bahrain	Comm Non-Relational Local number.....800 00 171 International access+971 4 366 2020 Support hours 8 - 18 Saturday - Thursday

Belarus	Comm IPG PSG Non-Relational	
	Local number.....	+7 495 7973520
	International access	+7 495 7973520
	Support hours	9 - 18 Moscow Time
	Comm ESS Non-Relational	
	Local number.....	+7 495 7973525
	International access	+7 495 7973525
	Support hours	8 - 20 Moscow Time
Belgium	Comm Non-Relational Local number.....	078 600 600
	International access	+32 2 620 0099
	Support hours	8 - 17
Bosnia-Herzegovina	Comm & Cons Non-Relational.....	Call Service Provider
Brazil	Sao Paulo	(55 11) 4004-7751
	Other locations	0-800-709-7751
Bulgaria	Comm & Cons Non-Relational	
	Local number.....	2 976 95 62
	International access	+359 2 976 95 62
	Support hours	9 - 18
Canada	Technical Support.....	1-800-334-5144
	Support hours	24 x 7
Chile	Santiago.....	562-361-1160
	Other locations	
	Entel.....	123-800-360-999
	All other carriers	0-800-360-999
China	Technical Support.....	86-10-6868-7980
	86-800-810-3888
Colombia	Toll-free	01-8000-51-4746-8368
	Local	571 602 9191
Costa Rica	Technical Support.....	0-800-011-0524
Croatia	Comm & Cons Non-Relational	
	Local number.....	1 6060 200
	International access	+385 1 6060 200
	Support hours	9 - 17

Curacao	Technical Support..... 001-800-872-2881 + 800-711-2884
Cyprus	Comm Non-Relational IPG PSG Local number (toll-free) 800 9 2649 International access +30 210 6073603 Support hours 9 - 17 Comm Non-Relational ESS Local number +30 210 8761880 International access +30 210 8761880 Support hours 8 - 17
Czech Republic	Comm Non-Relational Local number 2 61 307 310 International access +420 2 61 307 310 Support hours 8 - 18
Denmark	Comm Non-Relational IPG PSG Local number 7011 7700 International access +45 70 11 77 00 Support hours 8 - 17 Comm Non-Relational ESS Local number 7010 8025 International access +45 70 10 80 25 Support hours 8 - 17
Dominican Republic	Technical Support..... 1-800-711-2884
Ecuador	Andinatel 1-999 119: 1-800-711-2884 Pacifitel 1-800-225-528: 1-800-711-2884
Egypt	Comm Non-Relational Local number 202 532 5222 International access +971 4 366 2020 Support hours 9 - 19 (GMT+4) Saturday - Thursday
El Salvador	Technical Support..... 800-6160
Estonia	Comm & Cons Non-Relational Local number 6 813 823 International access +372 6 813 823 Support hours 9 - 17

Faroe Islands

Comm Non-Relational IPG PSG
 International access+45 70 11 77 00
 Support hours 8 - 17
 Comm Non-Relational ESS
 International access+45 70 10 80 25
 Support hours 9 - 17

Finland

Comm Non-Relational
 Local number0203 53232
 International access+358 981 710 212
 Support hours 8 - 17

France

Comm Non-Relational IPG PSG
 Local number0826 10 4949
 Ligne payante au tarif local en France
 International access+33 1 7301 8475
 Support hours 8.30 - 18
 Comm Non-Relational ESS
 Local number0825 00 4123
 Ligne payante au tarif local en France
 International access+33 1 70 20 00 38
 Support hours 8.30 - 18

Georgia

Comm IPG PSG Non-Relational
 Local number+7 495 7973520
 International access+7 495 7973520
 Support hours 9 - 18 Moscow Time
 Comm ESS Non-Relational
 Local number+7 495 7973525
 International access+7 495 7973525
 Support hours 8 - 20 Moscow Time

Germany

Comm Non-Relational IPG PSG
 Local number.....01805 25 81 43
0,14 Euro/Minute aus dem dt. Festnetz - bei Anrufen aus
 Mobilfunknetzen können andere Preise gelten
 International access +49 1805 258 143*
 Support hours 8 - 18
 Comm Non-Relational ESS
 Local number.....01805 25 25 26
0,14 Euro/Minute aus dem dt. Festnetz - bei Anrufen aus
 Mobilfunknetzen können andere Preise gelten
 International access +49 1805 25 25 26*
 Support hours 8 - 17
 *Not valid from all countries

Gibraltar

Comm Non-Relational
 Local number.....+44 207 744 3298
 International access+44 207 744 3298
 Support hours 8 - 18

Greece

Comm Non-Relational IPG PSG
 Local number.....801 11 22 55 47
 International access+30 210 6073603
 Support hours 9 - 17
 Comm Non-Relational ESS
 Local number.....801 11 47 22 73
 International access+30 210 8761880
 Support hours 8 - 17

Greenland

Comm Non-Relational IPG PSG
 International access+45 70 11 77 00
 Support hours 8 - 17
 Comm Non-Relational ESS
 International access+45 70 10 80 25
 Support hours 9 - 17

Grenada

Technical Support..... 1-800-711-2884

Guatemala

Technical Support..... 1-800-999-5105

Guyana

Technical Support..... (159+) 1-800-711-2884

Haiti

Technical Support..... (183+) 1-800-711-2884

Honduras

Technical Support..... 800-0-123+1-800-711-2884



Hong Kong	Technical Support.....	852-3002-8555
Hungary	Comm & Cons Non-Relational	
	Local number.....	1 382 1111
	International access.....	+36 1 382 1111
	Support hours.....	8.30 - 18
Iceland	Comm Non-Relational IPG PSG	
	International access.....	+45 70 11 77 00
	Support hours.....	8 - 17
	Comm Non-Relational ESS	
	International access.....	+45 70 10 80 25
	Support hours.....	9 - 17
India	Technical Support.....	1-600-112267
Indonesia	Technical Support.....	62-21-350-3408
Iraq	Comm & Cons Non-Relational	
	Local number.....	+971 4 366 2020
	International access.....	+971 4 366 2020
	Support hours.....	9 - 19 (GMT+4) Saturday - Thursday
Ireland	Comm Non-Relational IPG PSG	
	Local number.....	1890 946 500
	International access.....	+353 1 4118912
	Support hours.....	8 - 18
	Comm Non-Relational ESS	
	Local number.....	1850 924 590
	International access.....	+353 1 4118915
	Support hours.....	8 - 18
Israel	Comm & Cons Non-Relational	
	Local number.....	09 830 4848
	International access.....	+972 9 830 4848
	Support hours.....	9 - 18 Sunday - Thursday
Italy, San Marino, Vatican City State	Comm & Cons Non-Relational IPG PSG	
	Local number.....	02 3859 1212
	International access.....	+39 0238591212
	Support hours.....	8 - 17
Jamaica	Technical Support.....	1-800-711-2884

Japan	Technical Support.....	0120-014121
Jordan	Comm & Cons Non-Relational	
	Local number.....	+971 4 366 2020
	International access.....	+971 4 366 2020
	Support hours.....	9 - 19 (GMT+4) Saturday - Thursday)
Kazakhstan	Comm IPG PSG Non-Relational	
	Local number.....	+7 495 7973520
	International access.....	+7 495 7973520
	Support hours.....	9 - 18 Moscow Time
	Comm ESS Non-Relational	
	Local number.....	+7 495 7973525
	International access.....	+7 495 7973525
	Support hours.....	8 - 20 Moscow Time
Kenya	Comm IPG PSG Non-Relational	
	Local number.....	+234 1 27 11 999
	International access.....	+234 1 27 11 999
	Support hours.....	8 - 17 Central African Time
	Comm ESS Non-Relational	
	Local number.....	020 272 0846
	International access.....	+254 20 2720846
	Support hours.....	24 x 7
Korea	Technical Support.....	82-1588-3003
Kuwait	Comm & Cons Non-Relational	
	Local number.....	+971 4 366 2020
	International access.....	+971 4 366 2020
	Support hours.....	9 - 19 (GMT+4) Saturday - Thursday
Kyrgyzstan	Comm IPG PSG Non-Relational	
	Local number.....	+7 495 7973520
	International access.....	+7 495 7973520
	Support hours.....	9 - 18 Moscow Time
	Comm ESS Non-Relational	
	Local number.....	+7 495 7973525
	International access.....	+7 495 7973525
	Support hours.....	8 - 20 Moscow Time

Latvia	Comm & Cons Non-Relational Local number.....67 030 721 Toll free+371 8000 8012 International access+371 67 030 721 Support hours 9 - 17
Lebanon	Comm & Cons Non-Relational Local number.....+971 4 366 2020 International access+971 4 366 2020 Support hours 9 - 19 (GMT+4) Saturday - Thursday
Liechtenstein	Comm Non-Relational IPG PSG Local number.....0848 80 20 20 International access N.A. Support hours 8 - 17
Lithuania	Comm & Cons Non-Relational Local number.....5 210 3333 Toll free800 10000 International access+370 5 210 Support hours 8 - 17
Luxembourg	Comm Non-Relational Local number.....27 303 303 International access+352 27303303 Support hours 8 - 17
Macedonia	Comm & Cons Non-Relational..... Call Service Provider
Madagascar	Comm & Cons Local number.....+212 22 40 47 47 International access+212 22 40 47 47 Support hours 8.30 - 18 GMT
Malaysia	Technical Support..... 1800-805-405
Malta	Comm & Cons Non-Relational..... Call Service Provider
Mauritius	Comm Non-Relational Local number.....+27 11 785 1000 International access+27 11 785 1000 Support hours 8.30 - 17.30 GMT

Mexico	Mexico City	55-5258-9922
	Other locations	01-800 474-68368
Moldova	Comm IPG PSG Non-Relational	
	Local number	+7 495 7973520
	International access	+7 495 7973520
	Support hours	9 - 18 Moscow Time
	Comm ESS Non-Relational	
	Local number	+7 495 7973525
International access	+7 495 7973525	
Support hours	8 - 20 Moscow Time	
Monaco	Comm Non-Relational IPG PSG	
	Local number	+33 1 7301 8475
 Ligne payante au tarif local en France	
	International access	+33 1 7301 8475
	Support hours	8.30 - 18
	Comm Non-Relational ESS	
Local number	+33 1 7020 0038	
..... Ligne payante au tarif local en France		
International access	+33 1 7020 0038	
Support hours	8.30 - 18	
Mongolia	Comm IPG PSG Non-Relational	
	Local number	+7 495 7973520
	International access	+7 495 7973520
	Support hours	9 - 18 Moscow Time
	Comm ESS Non-Relational	
	Local number	+7 495 7973525
International access	+7 495 7973525	
Support hours	8 - 20 Moscow Time	
Morocco	Comm Non-Relational	
	Local number	05 22 40 47 47
	International access	+212 5 22 40 47 47
Support hours	8.30 - 18 GMT	
The Netherlands	Comm Non-Relational	
	Local number	0900 117 0000
 Gesprek kost 5 cent per minuut	
	International access	+31 20 5040633
Support hours	8 - 17	
Netherland Antilles	Technical Support.....	001-800-872-2881: 800-711-2884

New Zealand	Technical Support.....64-800-449-553
Nicaragua	Technical Support..... 1-800-0164: 800-711-2884
Nigeria	Comm Non-Relational IPG PSG Local number.....01 2711999 International access+234 1 2711999 Support hours 7 - 16 GMT+1 Comm Non-Relational ESS Local number.....01 2714777 International access+234 1 2714777 Support hours 24 x 7
Norway	Comm Non-Relational Local number.....800 62 800 International access+47 23500351 Support hours 8 - 17
Oman	Comm & Cons Non-Relational Local number.....+971 4 366 2020 International access+971 4 366 2020 Support hours 9 - 19 (GMT+4) Saturday - Thursday
Panama	Technical Support..... 1-800-711-2884
Paraguay	Technical Support.....(009) 800-541-0006
Peru	Lima..... 511-411-2043 Other locations 0-800-10111
Philippines	Technical Support.....63-2-867-3551
Poland	Comm Non-Relational Local number.....22 5666 000 International access+48 22 5666 000 Support hours 8 - 17
Portugal	Comm Non-Relational Local number.....213 164 164 International access+351 213 164 164 Support hours 9 - 18
Puerto Rico	Technical Support..... 1-877-232-0589 Local Number..... 787-474-8570

Qatar	Comm & Cons Non-Relational Local number.....+971 4 366 2020 International access+971 4 366 2020 Support hours9 - 19 (GMT+4) Saturday - Thursday
Reunion	Comm Non-Relational Local number.....+212 22 40 47 47 International access+212 22 40 47 47 Support hours9 - 17.30 GMT
Romania	Comm IPG PSG Non-Relational Local number.....021 315 4442 International access+40 21 315 4442 Support hours8 - 17 Comm ESS Non-Relational Local number.....021 303 84 01 International access+40 21 303 84 01 Support hours9 - 18
Russia	
Moscow	Comm IPG PSG Non-Relational Local number.....495 797 3520 International access+7 495 797 3520 Support hours9 - 18 Comm ESS Non-Relational Local number.....495 797 3525 International access+7 495 797 3525 Support hours8 - 20
St. Petersburg	Comm IPG PSG Non-Relational Local number.....812 346 7997 International access+7 812 346 7997 Support hours9 - 18 Saturday - Thursday Comm ESS Non-Relational Local number.....812 346 7982 International access+7 812 346 7982 Support hours8 - 20
St. Kitts & Nevis	Technical Support.....1-800-711-2884
St. Vincent	Technical Support.....1-800-711-2884
Saudi Arabia	Comm Non-Relational Local number.....800 897 1444 International access+971 4 366 2020 Support hours8 - 18

Serbia and Montenegro	Comm & Cons Non-Relational..... Call Service Provider
Singapore	Technical Support..... 65-6272-5300
Slovakia	Comm Non-Relational Local number..... 2 68208080 International access +421 2 68208080 Support hours 8 - 17
Slovenia	Comm & Cons Non-Relational Local number..... 1 230 74 20 International access +386 1 230 74 20 Support hours 8 - 16
South Africa Republic	Comm IPG PSG Non-Relational Local number..... 086 000 1030 International access +27 11 506 0101 Support hours 8 - 17 Comm ESS Non-Relational Local number..... 086 000 1020 International access +27 11 785 0115 Support hours 8 - 17
Spain	Comm Non-Relational IPG PSG Local number..... 902 010 333 International access +34 91 375 33 63 Support hours 8.30 - 17.30 Comm Non-Relational ESS Local number..... 902 012 959 International access +34 91 631 25 08 Support hours 8.30 - 17.30
Suriname	Technical Support..... 156: 1-800-711-2884
Sweden	Comm Non-Relational IPG PSG Local number..... 077 130 3000 International access +46 851992324 Support hours 8 - 17 Comm Non-Relational ESS Local number..... 077 130 3030 International access +46 851992320 Support hours 8 - 17

Switzerland	Comm Non-Relational IPG PSG
	Local number.....0848 80 20 20
	International access+41 44 200 4115
	Support hours 8 - 17
	Comm Non-Relational ESS
	Local number.....0848 800 724
International access+41 43 557 9021	
Support hours 8 - 17	
Syria	Comm & Cons Non-Relational
	Local number.....+971 4 366 2020
	International access+971 4 366 2020
Support hours9 - 19 (GMT+4) Saturday - Thursday	
Taiwan	Technical Support..... 886-2-8722-8000
Tajikistan	Comm IPG PSG Non-Relational
	Local number.....+7 495 7973520
	International access+7 495 7973520
	Support hours 9 - 18 Moscow Time
	Comm ESS Non-Relational
	Local number.....+7 495 7973525
International access+7 495 7973525	
Support hours 8 - 20 Moscow Time	
Thailand	Technical Support.....66-2-353-9000
Trinidad & Tobago	Technical Support..... 1-800-711-2884
Tunisia	Comm Non-Relational
	Local number.....23 926 000
	International access+351 21 317 63
Support hours 8.30 - 18 GMT	
Turkey	Comm & Cons Non-Relational
	Local number.....0212 444 71 71
	International access+90 212 444 71 71
	Support hours 8.30 - 18

Turkmenistan	Comm IPG PSG Non-Relational
	Local number.....+7 495 7973520
	International access+7 495 7973520
	Support hours 9 - 18 Moscow Time
	Comm ESS Non-Relational
	Local number.....+7 495 7973525
International access+7 495 7973525	
Support hours 8 - 20 Moscow Time	
Ukraine	Comm IPG PSG Non-Relational
	Local number.....44 490 3520
	International access+380 44 490 3520
	Support hours 8 - 17
	Comm ESS Non-Relational
	Local number.....44 495 2825
International access+380 44 495 2825	
Support hours 7 - 19 Saturday - Thursday	
United Arab Emirates (UAE)	Comm Non-Relational
	Local number.....04 366 2020
	Toll Free.....800 4520
	International access+971 4 366 2020
Support hours 9 - 19	
United Kingdom	Comm Non-Relational
	Local number.....0870 842 2339
	International access+44 207 744 3298
	Support hours 8 - 18
United States	Technical Support..... 1-800-334-5144
	Support hours 24 x 7
Uruguay	Technical Support..... 0004-054-177
Uzbekistan	Comm IPG PSG Non-Relational
	Local number.....+7 495 7973520
	International access+7 495 7973520
	Support hours 9 - 18 Moscow Time
	Comm ESS Non-Relational
	Local number.....+7 495 7973525
International access+7 495 7973525	
Support hours 8 - 20 Moscow Time	

Venezuela	Caracas 58 (212) 278-8666 Toll-free 0-800-474-68368
Vietnam	Technical Support..... 84-8-823-4530
West Africa, rest of English-Speaking countries	Comm & Cons Non-Relational local number +234 1 271 1999 International access +234 1 271 1999 Support hours 8.30 - 17.30 GMT
West Africa, rest of French-Speaking countries	Comm & Cons Non-Relational Local number +212 22 40 47 47 International access +212 22 40 47 47 Support hours 9 - 17.30 GMT
Yemen	Comm & Cons Non-Relational Local number +971 4 366 2020 International access +971 4 366 2020 Support hours 9 - 19 (GMT+4) Saturday - Thursday