



## Service Desk

### Help if problems occur

If you should have any problems with your device, which you are not able to solve on your own:

- ▶ Make a note of the identification number of your device. You can find the identification number on the type rating plate of the housing or execute the application Serial-/Identnumber reader at <http://ts.fujitsu.com/support/>.
- ▶ Contact the service desk responsible for your country (see service desk list or the Internet at <http://ts.fujitsu.com/support/servicedesk.html> for clarification of the problem. Please have to hand the identification/serial number of your system.

## Service Desk

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<b>Armenia</b> (English, Russian)	All products	+7 495 666 2550 +7 800 2000 372	
<b>Austria</b> (German)	<b><u>Workplace Systems, Display Products and Accessories</u></b> LIFEBOOK, STYLISTIC, Fujitsu M, ESPRIMO Mobile, AMILO, ESPRIMO, CELSIUS, FUTRO, Zero Client, Home Peripherals, Storagebirds, CELVIN	+43 810 9773332	0,10 € / min
	<b><u>Server &amp; Storage Products</u></b> PRIMERGY, SPARC Enterprise Server, PRIMEQUEST or FibreCAT, ETERNUS	+43 810 9773334	0,10 € / min
<b>Azerbaijan</b> (Russian, English)	All products	+7 495 666 2550 +7 800 2000 372	
<b>Bahrain</b> (Arabic, English)	All products	800 04718	Toll-free
<b>Belarus</b> (Russian, English)	All products	+7 495 666 2550 +7 800 2000 372	
<b>Belgium</b> (Dutch, English)	All Products Activating servicepack assistance Service packs with SLA and maintenance contracts	+32 2 536 61 00 +32 2 536 61 01 +32 2 371 52 00	
<b>Bosnia and Herzegovina</b> (Bosnian, English)	All Products	+387 51 331960	
<b>Bulgaria</b> (Bulgarian, English)	All products	+359 2 4917 250	
<b>Croatia</b> (Croatian, English)	All products	+385 1 5511 000	
<b>Czech Republic</b> (Czech, English, Slovak)	All products	+420 2 4601 9270	
<b>Denmark</b> (Danish)	Workplace Systems and Display Products Business Server & Storage Products	+45 72224646 +45 44894600	



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<b>Estonia</b> (Estonian, English)	All products	+372 6 512619	
<b>Finland</b> (Finnish, English)	All products	+358 800 0 5979	
<b>France</b> (French)	General Issues and complaints	+33 970 80 91 10 *	0,041 €/Min
	Consumer PC and Consumer Notebooks	+33 970 80 92 20 *	0,041 €/Min
	Displays	+33 970 80 91 30 *	0,041 €/Min
	Business PC and Business Notebooks	+33 970 80 91 40 *	0,041 €/Min
	Servers and Storage	+33 970 80 91 50 *	0,041 €/Min
<b>Georgia</b> (English)	All products	+7 495 666 2550 +7 800 2000 372	
<b>Germany</b> (German, English)	<b><u>Workplace Systems, Display Products and Accessories</u></b>	+49 180 3 777001	0.09 €/Min*
	LIFEBOOK, STYLISTIC, Fujitsu M, ESPRIMO Mobile, AMILO, ESPRIMO, CELSIUS, FUTRO, Zero Client, Home Peripherals, Storagebirds, CELVIN		
	<b><u>Server &amp; Storage Products</u></b>		
	PRIMERGY, SPARC Enterprise Server, PRIMEQUEST or FibreCAT, ETERNUS	+49 180 3 777006	0.09 €/Min*
* pro Minute für Anrufe aus dem deutschen Festnetz, max. 0,42 € pro Minute aus den deutschen Mobilfunknetzen			
<b>Great Britain</b> (English)	Displays (in warranty)	+44 8702 434391	National Rate
	Consumer PC's (in warranty)	+44 8702 434390	National Rate
	Out of Warranty Support	0 9068 633416	0.61 £/Min
	Professional PC's (in warranty)	+44 8702 434398	National Rate
	Notebooks (in warranty)	+44 8702 434397	National Rate
	Servers (in warranty)	+44 8702 434399	National Rate
	Servers (Service Pack customers)	+44 8701 223366	National Rate
	Reseller Hotline	0 800 004003	National Rate
<b>Greece</b> (Greek)	All products (without Displays)	+30 210 6863 700	
	Only Displays	+30 210 2409 150	
<b>Hungary</b> (English, Magyar)	All products	+36 40 200 440 *	
		+36 1 999 0380 *	

\* Local rate, costs depend on your subscribed plan



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<b>India</b> (English)	All products	1800 209 3457	Toll-free
<b>Iraq</b> (Arabic, English)	All products	+9714 366 2226	Int'l number (UAE)
<b>Ireland (Republic of)</b> (English)	LIFEBOOK, Business desktops and Servers Consumer	+44 1890 927272 +44 1850 777377	
<b>Israel</b> (Hebrew, English, Russian)	All products	+972 3 7217940	
<b>Italy</b> (Italian)	All Products All Products (from abroad)	199 708 708* +39 02 92130051	0,0619 €/Call
* Costi da rete fissa: 0,0624 EUR (scatto alla risposta) 0,1437 EUR/min (costo massimo) da cellulare: 0,1562 EUR (scatto alla risposta) 0,484 EUR/min (costo massimo)			
<b>Jordan</b> (Arabic, English)	All products	+9714 366 2226	Int'l number (UAE)
<b>Kazakhstan</b> (Russian, English)	All products	+7 727 298 0218 +7 495 666 2550	
<b>Kuwait</b> (Arabic, English)	All products	+9714 366 2226	Int'l number (UAE)
<b>Latvia</b> (Latvian, English)	All products	+371 67 807649	
<b>Lebanon</b> (Arabic, English)	All products	+9714 366 2226	Int'l number (UAE)
<b>Lithuania</b> (Lithuanian, English)	All products	+370 8 37400165	
<b>Luxembourg</b> (French, German, English)	All products	+352 26 099870	
<b>Macedonia</b> (English)	All products	+389 2 3207 669	
<b>Malta</b> (Arabic, English)	All products	+9714 366 2226	Int'l number (UAE)
<b>Moldova</b> (English)	All products	+7 495 666 2550 +7 800 2000 372	
<b>Montenegro</b> (Serbian, English)	All products	+382 20 405 801	



## Service Desk

<b>Netherlands</b> (Dutch)	All products	0 900 2025119	0,20 EUR / minute (plus 0,045 EUR / call setup charge)
<b>Northern Ireland</b> (English)	All products	+44 845 3785500	
<b>Norway</b> (Norwegian)	All products	+47 800 83005	
<b>Oman</b> (Arabic, English)	All products	+9714 366 2226	Int'l number (UAE)
<b>Pakistan</b> (Arabic, English)	All products	+9714 366 2226	Int'l number (UAE)
<b>Palestine</b> (Arabic, English)	All products	+9714 366 2226	Int'l number (UAE)
<b>Poland</b> (Polish, English)	All products	+48 22 398 1360	
<b>Portugal</b> (Portuguese)	All products	+351 21 0114149	
<b>Qatar</b> (Arabic, English)	All products	+9714 366 2226	Int'l number (UAE)
<b>Romania</b> (Romanian, English)	All products	+40 31 810 3520	
<b>Russia</b> (Russian, English)	All products	+7 495 666 2550 +7 800 2000 372	
<b>Saudi Arabia</b> (Arabic, English)	All products	800 897 1462	Toll-free
<b>Serbia</b> (Serbian, English)	All products	+381 11 2099 700	
<b>Slovakia</b> (Slovak, English)	All products	+421 2 3300 6720	
<b>Slovenia</b> (Slovenian, English)	All products	+386 1 600 1490	
<b>South Africa</b> (Afrikaans, English)	All products	+27 860 934357 (inside South Africa) +27 11 233 5860 (outside South Africa)	
<b>Spain</b> (Spanish)	All products	+34 902 118218	



## Service Desk

<b>Sweden</b> (Swedish, English)	All products, except consumer products	+46 8 58888300	
	Consumer products	+46 20 764764 (only inside Sweden)	
<b>Switzerland</b> (German, English, French, Italian)	All products	+41 848 808 505	0,08 CHF/ Min
<b>Turkey</b> (Turkish, English)	All products	+90 212 4440372	
<b>Turkmenistan</b> (English)	All products	+7 495 666 2550	
		+7 800 2000 372	
<b>Ukraine</b> (English)	All products	+380 800 500 6800	
		+7 495 666 2550	
<b>United Arab Emirates</b> (Arabic, English)	All products	800 22242	Toll-free
<b>United Kingdom</b>		See Great Britain	
<b>Uzbekistan</b> (English)	All products	+7 495 666 2550	
		+7 800 2000 372	
<b>Yemen</b> (Arabic, English)	All products	+9714 366 2226	Int'l number (UAE)

\* Charges from mobile networks may vary!



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## Service Desk

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

### Europe, Middle East and Africa:

FUJITSU products                      Fujitsu Technology Solutions +49 89 356480 226  
Business hours: Monday - Friday 9:00 - 17:00 CET

### United States of America:

Notebooks, Tablets, Desktops      Fujitsu America, Inc.                      +1-800-8FUJITSU (inside USA)  
and Workstations                      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                                      +1 905 286 9666  
Business hours: Monday - Friday 8:00 - 17:00 EST

### Asia, Pacific, Australia:

Fujitsu Asia Pacific Ltd.  
Service Desk Phone: +852 3910 8283  
Service Desk Fax: +852 3910 8113  
Service Desk E-Mail: [fpca-hk.cs@hk.fujitsu.com](mailto:fpca-hk.cs@hk.fujitsu.com)  
Business hours: Monday - Friday 9:00 - 17:30 (+0800 to GMT)

### Korea:

Fujitsu Korea                              +82 2 3787 6000  
Business hours: Monday - Friday 9:00 - 17:30, Saturday 09:00 - 13:00 KST

### Japan:

Fujitsu Japan                              +81 3 5462 9825 or 0120 89 2745 (toll-free within Japan)  
Business hours: Monday - Saturday 09:00 - 17:00 JST





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