

LESSON 126

MICROSOFT TECH SUPPORT - HOW TO GET IT

Microsoft used to provide access to what it calls the Microsoft Knowledge Base articles via e-mail, fax and phone. This database contains thousands of tech articles on any number of subjects relating to Microsoft products.

Unfortunately, Microsoft no longer provides the fax and phone options. If you can't get connected to the Internet your choices are limited. You can contact your PC maker if your problem has to do with pre-installed software on your PC. You can also contact Microsoft telephone help but free technical support may be limited to a period of 90 days from the date you purchased the PC or that particular program. After that, Microsoft will charge you \$35.00 per incident for phone support. A single Incident may take several calls to solve, but you'll only pay the \$35.00 per incident fee for that Particular incident.

If you can still connect to the Internet and need help, send an e-mail to **mshelp@microsoft.com**. In the Subject heading insert the word "index" (without the quotes). Leave the body of the e-mail blank. Microsoft will then e-mail you a master index of the Knowledge Base articles. The index document also includes specific instructions for getting the articles you want.

While technical in nature, these articles are quite helpful and for the most part you'll find them easy to understand.

