When You Need Support...

The Silicon Graphics® 1600SW flat panel monitor is designed for high performance and superior reliability. When you need support, SGI services are designed to return your flat panel monitor to productivity as quickly as possible.

A wealth of information is available through Supportfolio™, SGI's on-line technical support tool available at `http://support.sgi.com/nt`. Supportfolio offers you the ability to browse frequently asked questions, search for technical information, and download SGI's latest software updates.

If you're unable to solve the problem using Supportfolio, contact SGI's Customer Support Center. Available 24 hours per day, 7 days per week, the Customer Support Center will get you the service you need, when and where you need it.

In order to better help you, we need some information when you call:

- The flat panel monitor serial number. The serial number is on the back of the monitor, above the SGI logo.

- A problem description, with complete error messages, if possible.

- Your name, address and telephone number.

Tell Us How We Can Help

When you call the Customer Support Center, you'll be connected with a Support Engineer. Let the Support Engineer know what problem you are having, including the text of any error message you have received, and when the message occurs. Also describe any steps you have already taken to solve the problem.

Telephone Support

SGI finds that most problems and errors can be corrected by working with a Support Engineer over the telephone. If telephone support does not solve the problem and a replacement monitor is necessary, the Support Engineer will explain the exchange process.

007-3705-002

Contact SGI

The most current SGI telephone numbers can be found at
`http://support.sgi.com/nt/contact`.

Canada	800-800-4744
United States	800-800-4744
Austria	0800-201705
Belgium-ENG	02-6790052
Belgium-FRE	02-6790052
Belgium-NL	02-6790052
Denmark	043-270427
Finland	09-61332445
France	01-3488 8888
Germany	0130 112 550
Greece	00800-12-5137
Ireland	0870-60 744 744
Israel	9-970 6677
Italy	1678-23183
The Netherlands--ENG	030-669-6700
The Netherlands--Duthe	030-669-6700
Norway	67-11 4601
Portugal	08008-12734
Spain	900-234432
Sweden	08-4700090
Switz. French	0800-804021
Switz. German	0800-804022
United Kingdom	0870-60 744 744
Australia	1800-818-549
China	10-800-120-0117
Hong Kong	852-27843136
India - Bangalore	000-127 PIN number 650-33-1980-4744 then 999-1111
Indonesia	001-803-011-2502
Korea	080-333-7373
Malaysia	1-800-80-3226
New Zealand	0800-4744-4357
Singapore	65-776-0970
Taiwan	0080-13-9709
Thailand	001-800-12-0662980
Japan	0120 458 901
Argentina	0800-5-1002 PIN number 650-33-1980-4744 then 999-1234
Brazil	000814-550-3510
Chile	1230-020-2327
Columbia	980-15-4537
Mexico	52-5-267-1370
Peru	0-800-50010 PIN number 650-33-1980-4744 then 999-1234
Venezuela	8001-2509

In all other countries, please contact your local SGI representative.