

Creative Technical Support



At Creative, in addition to giving you the best products, we are committed to supporting you by providing a comprehensive suite of eService options complemented by telephone support.

Creative's eService options outlined below are designed to assist you if you have a question or problem installing or using your Creative product. Before accessing these eService options, it is important to have the following information ready:

- The serial and model numbers of your Creative product (found at the back of the product). Information on identifying your model number is available in the **Support** area of the Creative regional websites.
- Computer type and speed (for example, Pentium II 233MHz).
- Details of your problem such as error messages, hardware conflicts etc.
- Motherboard information: BIOS manufacturer/version and chipset manufacturer
- Type and version of your operating system (for example, Windows 98SE).
- Place and date of purchase

To access these eService options, go to **www.creative.com**, select your region and go to the **Support** area.

eService Options

Knowledgebase*

Available online - 24 hours



Creative's Knowledgebase empowers you to quickly resolve your queries by using natural language support and stepping you through targeted questions to help pinpoint the best solution to your particular problem. The Knowledgebase also provides access to Frequently Asked Questions (FAQs) and Technical Specifications on the Creative product range.

eMail



Should you not obtain a solution to your question using our Knowledgebase system, you can contact our support staff through email by completing our web based email query form (see also the **Creative Technical Support Centers** section for information on regional email addresses). You must have registered your product to access this service. Please see Registering your Product on page 3 for more details.

Driver/Firmware



The Creative web site offers a range of updates and drivers for our products in a variety of operating systems.

Product Documentation



Browse Creative's extensive library of product installation and user manuals to find documentation for your Creative product.

Telephone



Should you not obtain a solution to your question, or if you do not have web site access, then you can contact our service support team via telephone. Telephone numbers can be found in the **Creative Technical Support Centers** section. You must have registered your product to access this service.

Please see Registering your Product on page 3 for more details.

* For European Knowledgebase, native language support provided in English, French, German, Italian and Spanish

Registering your Product



In order to receive Technical Support by phone or email, it is necessary to register your product. You can do this when installing your product or, alternatively, you can go to www.creative.com/register and register online.

There are a host of other benefits to registering your product such as:

- Email notifications of attractive promotions and events.
- Hot news and tips on the latest and upcoming products that fully complement what you have already purchased.

We assure you that all information you provide will be kept strictly confidential, and that you have the choice to opt in or out of mail listings. Your information is protected by our Privacy Policy. For Australian users, visit the Private Policy address at www.australia.creative.com or email at privacy@clau.creative.com

Product Returns



Please retain all product contents and packaging until you are fully satisfied with your product. **It is very important to keep your Proof of Purchase for the duration of the Warranty period, as it is necessary should you have a product defect and need to return your product.**

If, after using the Creative support services, you believe your Creative product to be defective, you should verify the purchase date and take the appropriate action as detailed below:

Americas

Please refer to the **Returning your Product for Repair/Replacement** section on page 4.

Europe

Should your store receipt indicate that the product is less than 30 days old, you have the option of returning the full product to the Dealer/Retailer for a replacement or credit. The 30-day time period may not apply in all instances, so please check the Dealer/Retailer replacement/credit terms. If your product is more than 30 days old and within warranty, please refer to the **Returning your Product for Repair/Replacement** section on page 4.

Asia Pacific region

Please contact the dealer who sold you the product. Your dealer may be able to assist you. If you are unable to do so, contact your local authorised distributor or the relevant Creative Technical Support Center. For details on your nearest authorised distributor and Technical Support Center, visit the Asia website at www.asia.creative.com/support/warranty

Note: Product returns shall only be accepted if the product is purchased from authorised dealers.

If you are returning a product for factory service, please refer to the **Returning your Product for Repair/Replacement** section below. For warranty terms and conditions, please go to www.asia.creative.com/support/warranty and select your region, if necessary.

Returning your Product for Repair/Replacement

Creative requires that all returns for repair/replacement must be first issued with a Return Merchandise Authorization (RMA) number. To return a product for factory service, contact the regional Creative Technical Support Center. Once the staff has verified that the product is defective, you will be given an RMA number.

When returning a product for factory service:

- You will be asked to supply a dated Proof of Purchase, to validate your Warranty,
- Shipment to Creative is at your expense and you assume all risk. If necessary, ship the package through a carrier that provides proof of delivery. Insure the shipment at full product value.
- Write the RMA number on the outside of the package. Creative cannot accept any return that does not include an RMA number on the package.
- You should only return the defective item(s) and mail it to the address provided by the Technical Support Center.
- Use proper materials for packing the item(s) for shipment.

Shipping Tariffs

Outside the United States & the European Union

To avoid tariffs when shipping a product to Creative from outside the US or the EU, or from zones with special tax status, you must complete the relevant customs documentation before shipping the product. To ensure delivery, Creative may include charges for return shipment.

Creative Technical Support Centers

Americas - Native Language support provided

Language:	Address:	Telephone:	Fax:	Operating Hours:	Web site:	email:
English	Creative Labs Inc. Technical Support, 1523 Cimarron Plaza, Stillwater, OK 74075 U.S.A.	405 742 6622	405 742 6633	9:00 a.m - 6:00 p.m Monday - Friday (U.S.A. Central time) (Closed U.S.A public holidays)	www.americas. creative.com	See: www.americas. creative.com for contact details.
French	Creative Labs Inc. Support Technique, 1523 Cimarron Plaza, Stillwater, OK 74075 Etats-Unis.	405 742 2385	405 742 5227	9:00 a.m - 6:00 p.m Monday - Friday (U.S.A. Central time) (Closed U.S.A public holidays)	www.americas. creative.com	support_technique@ creativelabs.com
Brazilian	Creative Labs Inc. Assistência Técnica, 1523 Cimarron Plaza, Stillwater, OK 74075 EUA.	405 742 2380	+1 405 742-6613	9:00 a.m - 6:00 p.m Monday - Friday (U.S.A. Central time) (Closed U.S.A public holidays)	www.americas. creative.com	suporte@creative- labs.com
Spanish	Creative Labs Inc. Soporte Técnico, 1523 Cimarron Plaza, Stillwater, OK 74075 EE.UU	405 742 2380	+1 405 742 6613	9:00 a.m - 6:00 p.m Monday - Friday (U.S.A. Central time) (Closed U.S.A public holidays)	www.americas. creative.com	soporte@creative- labs.com

Creative Technical Support Centers

Europe - Native Language support provided

Country:	Address:	Telephone:	Fax:	Operating Hours:	Web site:	email:
United Kingdom	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333200	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Germany	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380000	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Ireland	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 8207555	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
France	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333220	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Spain	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380020	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Italy	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333210	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com

Creative Technical Support Centers

Country:	Address:	Telephone:	Fax:	Operating Hours:	Web site:	email:
Austria	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380060	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Belgium	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333291	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Holland	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333272	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Switzerland	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380070	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Portugal	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380010	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Denmark	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333230	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Finland	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333270	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com

Creative Technical Support Centers

Country:	Address:	Telephone:	Fax:	Operating Hours:	Web site:	email:
Norway	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333240	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Sweden	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380030	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Czech Republic	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333280	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Poland	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380040	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Hungary	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333290	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Russia	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380080	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com

Creative Technical Support Centers

Asia Pacific region - Unless otherwise stated, support is in English

Country/ Region:	Address:	Telephone:	Fax:	Operating Hours:	Web site:	email:
Australia & New Zealand	Creative Labs (Australia) Pty Ltd. Unit 10, Discovery Cove, 1801 Botany Road, Banksmeadow, NSW 2019, Australia Mailing Address: Locked Bag 5000 Banksmeadow, NSW 2019 Australia	Australia (02) 9666-6500 New Zealand (61-2) 9666-6500	Australia (02) 9666-6900 New Zealand (61-2) 9666-6900	9:00 a.m - 5:30 p.m Monday - Friday Eastern Standard Time (except public holidays).	www.australia.creative.com	www.asia.creative.com/ support/contact
Japan	Creative Media KK 3F Kanda Eight Bldg., 4-6-7 Soto Kanda, Chiyoda Ward, Tokyo 101-0021 Japan	(81-3) 3254-0393	(81-3) 3254-9820	10:00 a.m - 12:00 p.m & 1:00 p.m - 5:00 p.m Monday - Friday (except public holidays)	www.japan.creative.com (in Japanese)	www.asia.creative.com/ support/contact
Taiwan	Creative Labs Taiwan Co., Ltd., 15F No.163 Keelung Rd. Sec 1, Hsin Yi District, Taipei 110-42 Taiwan	(886-2) 2748-2988 [Extensions 601 and 602]	(886-2) 2748- 2989	9:00 a.m - 12:00 p.m & 1:00 p.m - 6:00 p.m Monday - Friday (except public holidays)	www.taiwan.creative.com (in Traditional Chinese)	www.taiwan.creative.com/ feedback/support.asp (in Traditional Chinese)
Hong Kong & Macau	Creative Labs (Hong Kong) Ltd., Unit 27-31, 9/F, Hong Kong International Trade & Exhibition Centre, No. 1 Trademart Drive, Kowloon Bay, Kowloon, Hong Kong	(852) 2148-6151 or (852) 2148-6152	(852) 2331-2151	9:15 a.m - 12:15 p.m & 1:45 p.m - 5:45 p.m Monday - Friday 9:15 a.m - 12:45 p.m Saturday (except public holidays)	www.asia.creative.com/ hongkong	www.asia.creative.com/ support/contact

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Country/ Region:	Address:	Telephone:	Fax:	Operating Hours:	Web site:	email:
Mainland China	Creative Hohang Technology Ltd (Headquarters) Creative Park, No. 18, Block 2, Anhuaxili, Chaoyang District, Beijing 100011, People's Republic of China Mailing Address: Mail Box 58, Anwai Post Office, Chaoyang District, Beijing 100011, People's Republic of China	(86-10) 6425-5500 [Extensions 8301 ~ 8304]	(86-10) 6425- 5500 [Extension 8300]	9:00 a.m - 6:00 p.m Monday - Saturday (except public holidays)	www.china.creative.com (in Simplified Chinese)	www.china.creative.com/ support/feedback (in Simplified Chinese)
Singapore & all other Asia-Pacific countries	Creative Technology Ltd., 31 International Business Park, Creative Resource, Singapore 609921, Republic of Singapore	(65) 6895-4100	(65) 6895-4029	9:00 a.m - 6:00 p.m Monday - Friday (except public holidays)	www.asia.creative.com	www.asia.creative.com/ support/contact

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