

# Creative 技术支持

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Creative 不仅为您提供最好的产品，还会为您提供包括电话服务支持在内的全方位的 eService。

以下列出的 Creative eService 选项是为了帮助您解决在安装和使用 Creative 产品的过程中出现的问题。在访问这些 eService 选项之前，了解以下信息是很重要的。

- 您的 Creative 产品的序列号和型号（见产品背面）。在 Creative 地区网站的**支持**区域您可以获得识别产品型号的信息。
- 电脑类型和速度（例如，Pentium II 233MHz）。
- 错误讯息，硬件冲突等问题的详情。
- 主板信息：BIOS 制造商 / 版本和芯片集制造商
- 您的操作系统的类型和版本（例如，Windows 98SE）。
- 购买地点和日期

要访问这些 eService 选项，至 [www.creative.com](http://www.creative.com) 网站，选择您所在的地区，然后进入**支持**区域。

# eService 选项

## Knowledgebase\*

24 小时在线服务

http://



Creative 的 Knowledgebase 可以让您通过自然语言支持迅速解决疑问，并逐步指导您通过目标问题找到解决问题的最佳方案。Knowledgebase 也可以让您访问 Creative 产品范围的常见问题解答 (FAQ) 和技术规格说明。

## eMail



如果使用我们的 Knowledgebase 系统您仍然没有获得问题的解决方案，您可以填写我们网站上的电子邮件查询表格（关于地区电子邮件地址的信息，您也可以在 **Creative 技术支持中心** 章节中看到），通过电子邮件与我们的技术支持人员联系。您必须先进行产品注册，才可以使用此服务。  
更多详情，见第 3 页的注册您的产品。

## 驱动程序 / 固件



Creative 网站提供了支持多种操作系统的产品更新内容和驱动程序。

## 产品文档



浏览 Creative 丰富的产品安装和用户手册库，您可以找到您的 Creative 产品的说明文件。

## 电话



如果您没有获得问题的解决方案，或者您无法访问网站，您可以通过电话与我们的服务支持人员联系。您可以在 **Creative 技术支持中心** 章节中获得电话号码。您必须先进行产品注册，才可以访问此服务。  
更多详情，见第 3 页的注册您的产品。

\* 对于欧洲部分的 Knowledgebase，提供的当地语言支持有英语、法语、德语、意大利语、西班牙语。

## 注册您的产品



要想获得电话和电子邮件技术支持，您必须先注册您的产品。您可以在安装产品时注册，也可以访问

[www.creative.com/register](http://www.creative.com/register) 网站进行在线注册。

注册您的产品会为您带来多种益处，例如：

- 产品驱动升级信息和其他事件的电子邮件通知。
- 最新产品以及即将面市产品的热点新闻，这些产品是您已购买的产品的补充。

我们保证您所提供的全部信息都将严格保密，您可以选择在或不在邮件列表中选择。您的信息受到我们的个人信息保密规定的保护。对于澳洲用户，可以在 [www.australia.creative.com](http://www.australia.creative.com) 网站访问个人信息保密规定地址，或发送电子邮件至 [privacy@clau.creative.com](mailto:privacy@clau.creative.com)。

## 产品返还



请保留所有的产品内容和包装，直到您已对您的产品完全满意。在保修期限内，保留您的购买证明是非常重要的，因为如果您的产品有问题，需要返还时，必须出示此证明。

如果使用 Creative 支持服务后，您仍相信您的 Creative 产品有问题，您需要验证购买日期，按以下详情采取适当措施：

### *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.

## 返还产品进行修复 / 替换

## 货运关税

### 亚太地区

请联络您的产品供应商。供应商会为您提供帮助。如果您无法联络您的供应商，也可以联络本地授权的分销商或相关的 Creative 技术支持中心。要了解关于最近授权的分销商和技术支持中心详情，请访问亚洲网站 [www.asia.creative.com/support/warranty](http://www.asia.creative.com/support/warranty)

**注意：**您的产品必须是在授权的供应商处购买才可以进行产品返还。

如果您的产品返还需要工厂服务，请参考下面的**返还产品进行修复 / 替换**章节。要了解保修期限和条件，请访问 [www.asia.creative.com/support/warranty](http://www.asia.creative.com/support/warranty) 网站，如果需要的话，请选择地区。

Creative 要求所有要修复 / 替换的返还产品必须出示返还货物认可 (RMA) 编号。如果您的产品返还需要工厂服务，请联络地区 Creative 技术支持中心。一经工作人员验证该产品存在问题，您就会得到一个 RMA 编号。

当返还产品需要工厂服务时：

- 您就会被要求提供购买日期证明，以使保修生效，
- 您需承担货运费用以及所有风险。如果必要的话，通过邮寄包裹，提供交货证明。运货时要以产品全价进行保险。
- 在包裹外部写上 RMA 编号。Creative 不接受任何包裹上没有 RMA 编号的返还。
- 您只需要返还还有问题的部分，将其寄至技术支持中心提供的地址。
- 使用可靠的材料包装返还品。

### 美洲和欧盟之外

如果您将产品由美洲或欧盟之外的地区运至 Creative，或从带有特殊税金的地区运至 Creative，为避免 Creative 承担关税，您需要在运送产品之前，完成相关进口税文档。为确保交货，Creative 可能包括返回时货运的费用。

## Creative 技术支持中心

### 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 public holidays)	<a href="http://www.americas.creative.com">www.americas.creative.com</a>	See: <a href="http://www.americas.creative.com">www.americas.creative.com</a> 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	<a href="http://www.americas.creative.com">www.americas.creative.com</a>	<a href="mailto:support_technique@creativelabs.com">support_technique@creativelabs.com</a>
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)	<a href="http://www.americas.creative.com">www.americas.creative.com</a>	<a href="mailto:suporte@creativelabs.com">suporte@creativelabs.com</a>
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	<a href="http://www.americas.creative.com">www.americas.creative.com</a>	<a href="mailto:suporte@creativelabs.com">suporte@creativelabs.com</a>

## Creative 技术支持中心

### 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 技术支持中心

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

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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 技术支持中心

亚太地区 — 除非特别说明，技术支持的语言均为英语。

国家 / 地区：	地址：	电话：	传真：	办公时间：	网址：	电邮地址：
Australia & New Zealand	Creative Labs (Australia) Pty Ltd. Unit 10, Discovery Cove, 1801 Botany Road, Banksmeadow, NSW 2019, Australia  <b>Mailing Address:</b> 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
日本	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
台湾	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)
香港及澳门	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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国家 / 地区 :	地址 :	电话 :	传真 :	办公时间 :	网址 :	电邮地址 :
中国	Creative Hohan Technology Ltd (总部) 北京市朝阳区安华西里二区 18 号 北京,100011, 中国  <b>邮寄地址:</b> 北京市安外邮局 58 号信箱创新园 北京 100011, 中国	(86-10) 6425-5500 [分机 8301 ~ 8304]	(86-10) 6425-5500 [分机 8300]	9:00 a.m - 6:00 p.m 周一 - 周六 (节假日除外)	www.china.creative.com (简体中文)	www.china.creative.com/ support/feedback (简体中文)
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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