

# Creative 技術支援



Creative 不僅為您提供最好的產品，還會為您提供包括電話服務支援在內的全方位的 eService。

以下列出的 Creative eService 選項是爲了幫助您解決在安裝和使用 Creative 產品的過程中出現的問題。在存取這些 eService 選項之前，瞭解以下資訊是很重要的。

- ❑ 您的 Creative 產品的序列號和型號 ( 見產品背面 )。在 Creative 地區網站的**支援**區域您可以獲得辨識產品型號的資訊。
- ❑ 電腦類型和速度 ( 例如，Pentium II 233MHz)。
- ❑ 錯誤訊息，硬體衝突等問題的詳情。
- ❑ 主機板資訊：BIOS 製造商 / 版本和晶片集製造商
- ❑ 您的作業系統的類型和版本 ( 例如，Windows 98SE)。
- ❑ 購買地點和日期

要存取這些 eService 選項，至 [www.creative.com](http://www.creative.com) 網站，選擇您所在的地區，然後進入**支援**區域。

# eService 選項

## Knowledgebase\*

24 小時線上服務

<http://>



Creative 的 Knowledgebase 可以讓您透過自然語言支援迅速解決疑問，並逐步指導您透過目標問題找到解決問題的最佳方案。Knowledgebase 也可以讓您訪問 Creative 產品範圍的常見問題解答 (FAQ) 和技術規格說明。

## eMail



如果使用我們的 Knowledgebase 系統您仍然沒有獲得問題的解決方案，您可以填寫我們網站上的電子郵件查詢表格 (關於地區電子郵件地址的資訊，您也可以在 **Creative 技術支援中心** 章節中看到)，透過電子郵件與我們的技術支援人員聯繫。您必須已將您的產品進行過註冊，才可以存取此服務。更多詳情，見第 3 頁的註冊您的產品。

## 驅動程式 / 韌體



Creative 網站提供了支援多種作業系統的產品更新和驅動程式。

## 產品文件



瀏覽 Creative 豐富的產品安裝和使用者手冊庫，您可以找到您的 Creative 產品的說明文件。

## 電話



如果您沒有獲得問題的解決方案，或者您無法訪問網站，您可以透過電話與我們的服務支援人員聯繫。您可以在 **Creative 技術支援中心** 章節中獲得電話號碼。您必須已將您的產品進行過註冊，才可以存取此服務。更多詳情，見第 3 頁的註冊您的產品。

\* 對於歐洲部份的 Knowledgebase，提供的本地語言支援為英語，法語，義大利語和西班牙語

## 註冊您的產品



要想獲得電話和電子郵件技術支援，您必須註冊您的產品。您可以在安裝產品時註冊，也可以訪問

[www.creative.com/register](http://www.creative.com/register) 網站線上註冊。

註冊您的產品會為您帶來多種益處，例如：

- 產品升級和其他事件的電子郵件通知。
- 最新產品以及即將面市產品的熱點新聞，這些產品是您已購買的產品的補充。

我們保證您所提供的全部資訊都將嚴格保密，您可以選擇在或不在郵件清單中選擇。您的資訊受到我們的 Privacy Policy 的保護。對於澳洲使用者，可以在 [www.australia.creative.com](http://www.australia.creative.com) 網站訪問個人資訊保密規定地址，或發送電子郵件至 [privacy@clau.creative.com](mailto:privacy@clau.creative.com)。

## 產品返還



請保留所有的產品內容和包裝，直到您已對您的產品完全滿意。在保固期限內，保留您的購買證明是非常重要的，因為如果您的產品有問題，需要返還時，必須出示此證明。

如果使用 Creative 支援服務後，您仍相信您的 Creative 產品有問題，您需要驗證購買日期，按以下詳情採取適當措施：

### *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.

## 返還產品進行修復 / 替換

## 貨運關稅

### 亞太地區

請聯絡您的產品供應商。您的供應商可能會幫助您。如果您無法聯絡您的供應商，也可以聯絡本地授權的分銷商或相關的 Creative 技術支援中心。要瞭解關於離您最近的授權的分銷商和技術支援中心詳情，請訪問亞洲網站 [www.asia.creative.com/support/warranty](http://www.asia.creative.com/support/warranty)

**注意：**您的產品必須是在授權的供應商處購買才可以進行產品返還。

如果您的產品返還需要工廠服務，請參考下面的**返還產品進行修復 / 替換**章節。要瞭解保固期限和條件，請訪問 [www.asia.creative.com/support/warranty](http://www.asia.creative.com/support/warranty) 網站，如果需要的話，請選擇地區。

Creative 要求所有要修復 / 替換的返還產品必須先出示返還貨物認可 (RMA) 編號。如果您的產品返還需要工廠服務，請聯絡地區 Creative 技術支援中心。一經工作人員驗證，該產品存在問題，您就會得到一個 RMA 編號。

當返還產品需要工廠服務時：

- 您就會被要求提供購買日期證明，以使保固生效，
- 您需承擔貨運費用以及所有風險。如果必要的話，透過郵遞郵寄包裹，提供交貨證明。確保運貨時以產品全價逕行保險。
- 在包裹外部寫上 RMA 編號。Creative 不接受任何包裹上沒有 RMA 編號的返還。
- 您只需要返還有問題的部份，將其寄至技術支援中心提供的地址。
- 使用適當的材料進行貨運包裝。

### 美洲和歐盟之外

如果您將產品由美洲或歐盟之外的地區運至 Creative，或從帶有特殊稅金的地區運至 Creative，為避免 Creative 負擔關稅，您需要在運送產品之前，完成相關進口稅文件。為確保交貨，Creative 可能包括返回時貨運的費用。

## Creative 技術支援中心

### 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)	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	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)	www.americas. creative.com	suporte@creativelabs.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	www.americas. creative.com	soporte@creativelabs.com

## 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

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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 技術支援中心

亞太地區 - 除非特殊聲明，否則支援的語言均為英語

國家 / 地區：	地址：	電話：	傳真：	辦公時間：	網站：	電郵地址：
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).	<a href="http://www.australia.creative.com">www.australia.creative.com</a>	<a href="http://www.asia.creative.com/support/contact">www.asia.creative.com/support/contact</a>
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)	<a href="http://www.japan.creative.com">www.japan.creative.com</a> (in Japanese)	<a href="http://www.asia.creative.com/support/contact">www.asia.creative.com/support/contact</a>
台灣	創新未來股份有限公司 110 台北市基隆路一段 163 號 15F 台灣	(886-2) 2748-2988 [分機號：601 和 602]	(886-2) 2748- 2989	上午 9:00 - 下午 6:00 星期一至星期五 (公共假期除外)	<a href="http://www.taiwan.creative.com">www.taiwan.creative.com</a> (in Traditional Chinese)	<a href="http://www.taiwan.creative.com/feedback/support.asp">www.taiwan.creative.com/feedback/support.asp</a> (in Traditional Chinese)
香港及澳門	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)	<a href="http://www.asia.creative.com/hongkong">www.asia.creative.com/hongkong</a>	<a href="http://www.asia.creative.com/support/contact">www.asia.creative.com/support/contact</a>

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國家 / 地區 :	地址 :	電話 :	傳真 :	辦公時間 :	網站 :	電郵地址 :
中國	創新浩翰科技有限公司 (總部) 北京朝陽區安華西里二區 18 號 創新園 100011, 中國  <b>通信地址 :</b> 北京朝陽區安外郵局 58 信箱 100011, 中國	(86-10) 6425-5500 [分機 8301 ~ 8304]	(86-10) 6425-5500 [分機 8300]	上午 9:00 - 下午 6:00 星期一至星期六 (公共假期除外)	<a href="http://www.china.creative.com">www.china.creative.com</a> (in Simplified Chinese)	<a href="http://www.china.creative.com/support/feedback">www.china.creative.com/ support/feedback</a> (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)	<a href="http://www.asia.creative.com">www.asia.creative.com</a>	<a href="http://www.asia.creative.com/support/contact">www.asia.creative.com/ support/contact</a>

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