

# Making Life Easier

## Need Support For Your PC Or Gadget? Save Time By Going Online For Help

(NAPSA)—While the Internet isn't Father Time, it can often give the gift of time. With a high-speed Internet connection, online bill paying, shopping or getting support for your personal computer or digital equipment can be fast and easy. To help you get more out of your online support experiences, Dell has a few tips:

1. Perform regular maintenance—The best way to save time and money is to protect yourself from issues in the first place. Keep your security software up to date to help protect your computer from viruses, spyware and identity thieves. Protecting yourself from viruses is PC Magazine's number one recommendation. Follow the instructions to keep your system up to date when you receive updates, notices or patches from your hardware vendor or software provider. And back up critical data that could be lost if a problem occurs (virus removal and lost data recovery is not included in standard support services offered by most computer manufacturers).

2. Go to your manufacturer's online support site—On Support.Dell.com, for example, customers can quickly check order or rebate status, use FAQs, search how-to articles or the "Webopedia" for self-help or access electronic



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user guides. In many cases, these tools can provide the information you need to resolve your issue immediately or serve as a valuable resource for learning how to do more with your computer.

3. Get help from other users—Online customer forums are great ways to share information and experiences with each other. You may find the information you're looking for by viewing information other computer users post. This can be especially useful when considering a new purchase or troubleshooting your current system.

4. E-mail your question vs. picking up the phone—Since most of us use e-mail daily, it's a comfortable, familiar way to resolve

non-urgent issues. Most e-mail questions to Dell are typically answered within six hours.

5. Try chatting live with an online support rep—Online support using live chat can be a quick, secure way to get help without waiting on hold and is becoming a preferred method of support for many computer users. Results of a recent Dell survey confirmed that on average, 76 percent of respondents using chat for the first time are likely to reuse this method over phone support. For complex issues, phone support may be your best option, but give chat or e-mail a try first.

A variety of support options and highly-trained representatives are available to you. Try them all and choose the one that best meets your needs and issue. And don't forget, the quickest way to get answers is to be familiar with product information, warranty and service agreements and have your product serial number available before you go online or pick up the phone. All Dell equipment, for example, has a service-tag number, an alpha numeric code attached for your convenience.

Time is a valuable commodity, and these online service tips should help you get back a few precious minutes!