lenovo

Business Partner Technical Support

1-800-426-PROD (1-800-426-7763)

9:00am to 9:00pm ET *Monday through Friday*

Specialty Code Sheet

Voice Technical Support

1. Dial 1-800-426-PROD (1-800-426-7763)
   (Mon-Fri 9am-9pm Eastern Time)
2. Enter your Authorization Number, followed by the pound (#) sign.
3. Enter your Personal Identification Number (PIN) followed by the pound (#) sign.
4. Enter the Specialty Code (found below), followed by the pound (#) sign.

CODE SPECIALTY:

702   Sales Solution Center

800   SERVICE MANAGEMENT SPT CTR (SMSC)

HELPCENTER:

300   HelpCenter Default Team

DESKTOP SYSTEMS:

325   IBM Commercial Desktop and Attached Monitor or ThinkCentre and Attached Monitor
335   ThinkVantage Support for Desktop Systems Access Connections, Access IBM, Active Protection System, Client Security Solution (CSS), LANDesk Management Suite, Rescue and Recovery, Secure Data Disposal (SDD), Software Delivery Center (SDC), System Information Center (SIC), System Migration Assistant (SMA), System Update
313   Image Ultra Builder for Desktop Systems
360   NetVista Desktop

GENERAL PRODUCTS:

370   Terminal Types 315x; 347x; & 348x
375   MultiMedia Adapters & UltiMedia Products
380   OBI Drives and Memory

MOBILE SYSTEMS:

405   ThinkPad/WordPad Systems
410   ThinkPad EasyServ Repair
415   ThinkPad EasyServ Status
413   Image Ultra Builder for ThinkPads
418   ThinkVantage Support for ThinkPad Systems Access Connections, Access IBM, Active Protection System, Client Security Solution (CSS), LANDesk Management Suite, Rescue and Recovery, Secure Data Disposal (SDD), Software Delivery Center (SDC), System Information Center (SIC), System Migration Assistant (SMA), System Update

NETWORKING PRODUCTS:

425   IBM Hubs, Switches and Bridges
430   IBM LAN Adapters

COMMUNICATIONS:

315   Communication Products and Terminals

APTIVA AND NETVISTA SYSTEMS:

600   Aptiva Support
615   NetVista Consumer

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900 Updated Specialty List

Electronic Support is also available on the World Wide Web (WWW) at the Lenovo Support Web Site
http://www.lenovo.com/support

If you have any questions concerning your Technical Support access,
please email us at PRODHELP@us.lenovo.com or call us at (919) 257-4984 (PROD Assist Voice Mail box).

Lenovo may discontinue or modify this program at any time.

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For document control information please refer to P-05289 in the QMX database. The on-line version is the master.