



Nortel Multilingual SMB Installation Help Desk Service

Whether you're an experienced Nortel SMB Reseller or new to our award-winning IP Telephony solutions for small and medium businesses, we're here to help solve your installation and configuration queries. This is a free help desk service for all Nortel Accredited SMB Resellers and Distributors. You can call us from a customer site or from your office when you're pre-configuring a solution. We're available to help you on an emergency basis or you can book a call in advance for a time that suits you. We can support you in English, French, German, Italian and Spanish.

We're committed to providing a friendly and efficient service and, since the Help Desk is staffed by Nortel-trained and accredited technical specialists, we'll quickly understand your problem or question, and aim to provide you with a rapid resolution.

If something goes wrong at any stage of your SMB installation, or you're missing a key piece of information or software, we're here to complement your own support capabilities and give you peace of mind. Effective service delivery gives you both competitive advantage and ensures a more loyal and lasting relationship with your customer.

And, don't forget that via our Nortel Express Services (NES) portfolio, we also deliver additional support offerings such as network auditing, post-sales technical support, software updating, and an extensive European-wide managed on-site spares service. Your Nortel accredited Distributor can offer advice, quotations and can supply any of our Nortel Express Services contract range.



Why use the SMB Installation Help Desk?

A one-stop shop for all your installation and configuration queries. We support Nortel's complete SMB portfolio including:

- Business Communications Manager (BCM) 50, 200, 400 & 450
- Software Communications Systems (SCS) 500
- Business Ethernet Switches (BES series)
- Business Wireless Access Point (BAP series)
- Business Secure Router (BSR series)

• Assistance in 5 languages: English, French, German, Italian and Spanish.

• Freephone access from many European countries on **00 800 8008 9009** or alternatively, on +44(0)870-907-9009. Some Middle East countries have their own Freephone access numbers.

• Available when you need support, on either an emergency basis or with a pre-booked call.

- We're open **Monday to Friday 08:00 - 18:00 GMT** - for normal and emergency support queries.
- During our regular business hours you can also pre-book an out-of-hours installation support call depending on agent availability: Monday - Friday 18:00 - 22:00 GMT and Saturday 08:00 - 18:00 GMT.

• Free access to all Nortel accredited SMB Resellers and Distributors.

• For non-accredited Nortel SMB Resellers it is easy to access via support call **vouchers** that are simple to purchase through your Nortel accredited Distributor (for normal support queries) or for urgent support, you can buy vouchers online at www.smbexpress.eu using PayPal.

• Additional self-help resources available on our Installation website (www.smbexpress.eu) including FAQs and some technical documentation.

• We'll provide installation support for all new Nortel SMB solutions as soon as they're released to the market, giving your engineers more time to build their own in-house skills.

I'm a Nortel accredited SMB Partner. How do I gain access to this service?

You are entitled to free access to this service. Use the telephone or email support guidelines opposite.

I'm a Nortel non-accredited SMB Partner. How do I order Help Desk Vouchers?

1. Request a quotation from your Nortel Accredited Distributor.
2. Your Distributor confirms the price of a voucher(s) to you.
3. Your Distributor collects your purchase order for payment.
4. Your Distributor completes an SMBEXPRESS Voucher Activation Form and, together with their own purchase order for the required number of vouchers, sends the form to the Nortel Services Team via emeahelp@nortel.com
5. The Nortel service agent activates the request and sends a Voucher Confirmation email to you and your Distributor, together with details of your Voucher ID and instructions on how to use it. This activation stage usually takes 2 working days.
6. As soon as you receive your Voucher Activation email, you can open (or pre-book) a Help Desk call.
7. Urgent queries requiring immediate Help Desk assistance? Use a credit card to buy vouchers online at www.smbexpress.eu

How do I access the Help Desk service?

Whether you are entitled to free access, or have purchased your voucher(s) you may request assistance via either telephone or email.

Telephone Support

1. Call Freephone 00800 8008 9009 (available from many European countries) or +44(0)870-907-9009. Middle East Freephone no's include UAE: 800 0440 283 / Saudi Arabia: 800 8 445 314 / Bahrain: 800 044 14 / Egypt: 800 0000 001.
2. Select your language option (English, French, German, Italian or Spanish).
3. Select Option 1, Express Routing Code and enter 4444#.
4. You'll be put through to a Help Desk installation specialist in your preferred language. The specialist will verify your call by requesting your company details and voucher ID.
5. If the installation specialist in your preferred language isn't available, you'll either be connected to another specialist or invited to leave a short message and your call will be returned as soon as your preferred language specialist is free.
6. The Help Desk is open Monday to Friday 08:00 - 18:00 GMT. Call us during this time to either:

- Request that a support call be opened immediately.
 - Reserve a time for a future support call during our regular business hours as above or out-of-hours, at no extra cost: Monday – Friday 18:00 - 22:00 GMT; Saturday 08:00 - 18:00 GMT.
7. When your support call is closed, you'll be notified, if relevant, how many calls (if any) you have left on your existing voucher.

Email Support

1. Either email us on support@smbexpress.eu or select *Request Support* under the *Contact Us* option on the www.smbexpress.eu website and submit a completed *support request form*.
2. You'll receive an immediate automated response acknowledging your request and an installation specialist will get back to you within 4 hours.

More Information

Visit our multilingual website www.smbexpress.eu to:

- Book urgent support call requests online.
- Provide feedback on service quality.
- Access technical bulletins and find answers to FAQs.

For more information, visit Nortel on the Web at www.nortel.com, contact your Nortel representative, or the European Customer Information Centre.

For the latest Nortel news, visit www.nortel.com/news.

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