



Genuine Intel® Dealer  
Intel Technical Reseller

**Intel® Technical Support  
and Service Benefits help  
you acquire customers**

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As a Genuine Intel® Dealer or Intel® Technical Reseller, you have the ability to back your Intel®-based solutions by offering world-class service and support. You receive technical support and unique service programs at no extra cost that give you and your staff a powerful competitive edge. For your customers, that capability could be the deciding factor that closes the sale and extends the relationship. Familiarize yourself with Intel's full range of prompt, reliable, and convenient technical support services.



## Core Technical Support Benefits Include:

**Web-based Technical Support** - Web resources are targeted at helping you maximize your margin by aiding integration, thus reducing your time to market as well as the time required to fix technical issues. These resources are available whenever you need them.

**Warranty Replacement Support** - As a Genuine Intel Dealer or Intel Technical Reseller, you receive warranty replacement benefits above and beyond the warranty that comes with most Intel boxed products purchased from Intel® Authorized Distributors.

**Telephone, E-mail and CD Support** - Satisfy technical questions quickly and conveniently via e-mail or over the telephone. Keep reference and training material handy via the Intel® Server Maintenance and Reference Training Tool (Intel® SMaRT Tool) CD.

## Genuine Intel Dealers Get More Benefits

When you're a Genuine Intel Dealer, you get the core member benefits plus additional benefits that keep you more competitive, such as enhanced technical support and advanced warranty replacement benefits. You become a Genuine Intel Dealer by purchasing 10 or more qualifying Intel boxed products per quarter through Intel Authorized Distributors. For more information on becoming a Genuine Intel® Dealer, and to learn more about the added benefits, visit [www.intel.com/reseller](http://www.intel.com/reseller).

### Warranty Replacement

#### IT Reseller Program

#### Standard Warranty Replacement:

Limit: 20 units; no limit on product mix or customer cases.

#### Support: Phone

Toll-free phone support.

#### Web

24x7 online support.

#### Email

Response within 24 hours.

#### Genuine Intel Dealer Program

GiDs can have either Advanced or Standard Warranty Replacement.

#### Advanced Warranty Replacement:

Delivery takes between 3 -7 working days, depending on your country and location, barring any delays in customs and parts availability. Limit: 6 units; no limit on product mix or customer cases.

#### Standard Warranty Replacement:

Limit: 20 units; no limit on product mix or customer cases.

Toll-free phone support with priority queuing, faster escalation.

24x7 online support.  
On-line Warranty Request.  
On-line Warranty Status: This new channel support interface allows you to view the real-time status of your case as well as historical cases.

Response within 24 hours.

## Web-based Technical Support

The web brings the world of Intel support conveniently to your computer screen whenever you want it. You can use the web to: submit warranty return requests, get automatic notices about new downloads, order spare parts, find processor specifications, and much more.

## NEW, convenient Channel Warranty Replacement Request Tool for GIDs

### Channel Warranty Replacement Request Tool

[www.intel.com/reseller](http://www.intel.com/reseller) > select Channel Support

Intel is introducing a new tool that will enable online submission of a warranty request. Requests are processed in real-time, so you don't need to call during business hours or to verbally provide product and shipping information. With the new tool, you can add:

- Submit multiple products in one request
- Get tracking information, so you can plan for the replacement product's arrival
- View your history for the past year and audit your requests
- Access your entitlement status, including outstanding and available requests
- Save time with pre-populated fields using channel member database information.

The Channel Warranty Replacement Request Tool is available in English and Simplified Chinese as well as French, Italian, German, Spanish, Portuguese and Russian. For other languages, web forms will continue to be available.

Use the new Channel Warranty Replacement Request Tool the next time you need to make a warranty return, by visiting

[www.intel.com/reseller](http://www.intel.com/reseller) > select Channel Support

## Find Intel processor and chipset information fast!

### ProcessorSpecFinder - [processorfinder.intel.com](http://processorfinder.intel.com)

Now you can quickly locate detailed information about Intel processors, compare specifications between different processors, and match individual processor features to integration requirements. The Processor Spec Finder, a Web tool located at [processorfinder.intel.com](http://processorfinder.intel.com), offers easy access to the specifications you need for Intel's line of processors, as well as a database of frequently asked specification questions.

### Chipset Identification Utility

[support.intel.com/support/go/chipsets/id\\_utility.htm](http://support.intel.com/support/go/chipsets/id_utility.htm)

The Intel® Chipset Identification Utility helps you identify the Intel® chipset that is located on your motherboard.

## Automatic notification of the latest BIOS and driver updates


### Intel® Technical Notifications

[www.intel.com/reseller](http://www.intel.com/reseller) > select Channel Support

Looking for the latest updates for BIOS, drivers and other resources? A new service, called Intel® Technical Notifications, automatically notifies you via email about the content you're interested in. This personalized service for program members proactively alerts you to new or updated software BIOS and drivers available for download. This can help you increase your engineering efficiency and help prevent technical issues from impacting your margin.

- This new download email notification service is available exclusively for Intel Channel Members.
- Intel will proactively send you a consolidated list of BIOS/driver updates via email based on your subscription profile.
- Intel Channel Program members can subscribe to specific product and operating system combinations, making any communication relevant to only those products you purchase and/or support.





## Order Intel spare parts and accessories online

### Spare Parts and Accessories Online

[www.shop-intel.com](http://www.shop-intel.com)

When certain Intel spare parts and accessories are unavailable through your Intel Authorized Distributor, you may find them online. With hundreds of current and discontinued Intel parts available worldwide, Shop Intel<sup>SM</sup> enables you to service your customer quickly. You can use your credit card (Visa\*, MasterCard\*, or American Express\*) on our secure shopping site, and even track your order in transit. Faster shipping options are available for you to help keep your customers' systems up and running. For a complete list of countries with spare parts and accessories online ordering, visit: [www.shop-intel.com](http://www.shop-intel.com).

## Build servers easily with online resources

**Serverbuilder Website** - [www.intel.com/go/serverbuilder](http://www.intel.com/go/serverbuilder)

Learn how to build servers based on the Intel<sup>®</sup> Xeon<sup>™</sup> processor with end-to-end help from Intel. Support your sales team with sales and marketing materials targeted at your small and medium business customers, including presentations, training videos and brochures.

## Localized content on Support.intel.com

To better serve channel members in the Asia-Pacific region, Intel now provides technical Web content in Chinese for Intel<sup>®</sup> Centrino<sup>™</sup> mobile technology. Visit [support.intel.com](http://support.intel.com) and use the language selector located in the bottom-left corner of the page.

## Use the improved Intel knowledge base search engine

As part of our effort to continuously improve customer experiences on our website, we are introducing a newly enhanced search engine, powered by Google\* - known for its superiority in returning relevant results.

Genuine Intel<sup>®</sup> Dealer  
IT Reseller

**Service** Reference Card

**24-hour Telephone Server Support<sup>1</sup>** 866-655-6565

**Intel<sup>®</sup> Online Technical Support** [www.intel.com/support](http://www.intel.com/support)

Knowledge Base Search Engine [search.intel.com/support/search.asp](http://search.intel.com/support/search.asp)

Download Software for Drivers and Utilities [www.intel.com/support](http://www.intel.com/support)

Enhanced Advanced Warranty Replacement [www.intel.com/reseller](http://www.intel.com/reseller)

<sup>1</sup>Country Access required.

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## Warranty Replacement Support

NEW quantity limits are now in place. To continuously upgrade service benefits to our customers, we have just enabled new quantity limits, allowing you to scale to your business growth.

Intel Technical Resellers receive one set of benefits; Genuine Intel® Dealers receive those benefits plus enhancements.



### Standard Warranty Replacement

Available to both Intel Technical Resellers and Genuine Intel Dealers

- Parts Replacement** Replacement unit is shipped when Intel receives your unit.
- Troubleshooting** Some troubleshooting may be required prior to replacement approval.
- Freight** No shipping expense – Intel pays for outbound and inbound freight.
- No. of Units covered** Limit: Up to 20 outstanding units; no limit on product mix or customer cases.
- Online warranty return** None.

- Delivery** Between 3 – 7 business days, depending on country and location, barring custom delays and non-availability of parts.

### Advanced Warranty Replacement

Available only to Genuine Intel Dealers

- Replacement unit is shipped before you return your unit to Intel.
- No troubleshooting required.
- No shipping expense – Intel pays for outbound and inbound freight.
- Limit: Up to 6 units – no limit on product mix or customer cases.
- Yes – A quick and simple way to request warranty replacement 24x7 Available in 4 languages.

- Between 3 – 7 business days, depending on country and location, barring custom delays and non-availability of parts.

For more information on Intel Channel Warranty Programs, go to [www.intel.com/reseller](http://www.intel.com/reseller)

## Telephone, E-mail and CD-based Support

**Telephone:** Intel® Channel Program members may contact technical support via telephone. Inquiries are managed at a priority status and phone contacts are at no additional cost, further enabling you to manage the costs of support directly with your customers.

For server technical phone support, please refer to the phone numbers in the back of this brochure.

- 24x7 phone server support in English.
- 0900 – 1700 support for Intel processors and desktop boards.
- Local language support: Korean, Mandarin Chinese, English.
- Rapid queuing to a support agent.
- Toll free numbers, saving you money.

**E-mail:** Intel enables you to receive technical support via e-mail as well as telephone. Visit [www.intel.com/reseller](http://www.intel.com/reseller) (select > reseller support > contacting Intel) and complete the support request form to receive a response within 48 hours. E-mail support is available in English, Korean, and Mandarin.

**CD:** For those times when you may not have access to Intel's online resources, Intel® Server Maintenance and Reference Training Tool (Intel® SMaRT Tool) provides comprehensive repair and maintenance information for more than 50 Intel server products in an interactive CD-ROM. The latest version includes new features and enhancements in addition to the support elements our customer have come to rely on. For the first time, Intel SMaRT Tool includes integration guides on select Intel® Server Products. And to enable customer faster access to product information, Intel SMaRT Tool offers a combined parts and spares database. As always, Intel SMaRT Tool includes technical and marketing information sections, as well as new system modules and virtual system tours on the latest Intel Server Products and integrates with Intel® Server Management. Use the Intel SMaRT tool for troubleshooting, employee training, customer education... whenever you need a convenient, technical reference tool. Order your free copy of the latest version at [www.intel.com/go/smart](http://www.intel.com/go/smart).

## Allow your staff access to Intel's technical resources at no additional charge

Get the greatest benefit from our technical support tools. Everyone on your staff can use them to help grow your business once they register as channel members. Note: For security reasons, financial and other information is only available to the account's primary contact.

To add employees to your account visit: [www.intel.com/reseller](http://www.intel.com/reseller), and select the following links: Your Geography, Login, My Account, Add an Employee. It's that easy!

## Local Telephone Numbers for APAC Technical and Membership Program Support

Country or Region	Local Support Tel No:	AT&T Country Access Codes	24x7 Technical Support for Servers only
Australia	1 800 649 931	1 800 551 155 <sup>2</sup>	866-655-6565
Hong Kong	852 2 844 4456	800 96 1111	866-655-6565
Korea	822 767 2595	0030 911 <sup>2</sup>	866-655-6565
Singapore	65 6213 1311	800 0111 111 <sup>2</sup>	866-655-6565
Taiwan	2 2545 1640	00801 10288 0	866-655-6565
China	800 820 1100	10811	866-655-6565
Malaysia	1800 80 1390	1 800 80 0011	866-655-6565
New Zealand	0800 444 365	000 911	866-655-6565
Philippines	1800 1 651 0117	105 11 <sup>2</sup>	866-655-6565
Indonesia	803 65 7249	001 801 10	866-655-6565
Thailand	1800 6310003	001 999 111 11	866-655-6565
Pakistan (via Philippines)	63 2 636 8415	00 800 01001	866-655-6565
Vietnam (via Philippines)	63 2 636 8416	Service suspended	866-655-6565
India	0006517 268 303 634	000 117	866-655-6565
Cambodia (via Philippines)	63 2 636 9797	1 800 881 001	866-655-6565
Myanmar (via Philippines)	63 2 636 9796	No Service	N/A

**24x7 Technical Support:** Dial the AT&T Country Access Code for your country/region followed by 866-655-6565. See access code for your specific country/region below.  
<sup>2</sup>Country/region has more than one access code. See web for alternatives.

## Advanced Warranty Replacement (AWR)—Online Requests

### English

#### Warranty Requests

[http://www.intel.com/cd/channel/reseller/apac/eng/chan\\_supp/index.htm](http://www.intel.com/cd/channel/reseller/apac/eng/chan_supp/index.htm)

#### Warranty Status

[http://www.intel.com/cd/channel/reseller/apac/eng/chan\\_supp/index.htm](http://www.intel.com/cd/channel/reseller/apac/eng/chan_supp/index.htm)

### Korean

#### Warranty Requests

[http://www.intel.com/cd/channel/reseller/apac/kor/chan\\_supp/index.htm](http://www.intel.com/cd/channel/reseller/apac/kor/chan_supp/index.htm)

#### Warranty Status

[http://www.intel.com/cd/channel/reseller/apac/kor/chan\\_supp/index.htm](http://www.intel.com/cd/channel/reseller/apac/kor/chan_supp/index.htm)

### Simple Chinese

#### Warranty Requests

[http://www.intel.com/cd/channel/reseller/apac/zho/chan\\_supp/index.htm](http://www.intel.com/cd/channel/reseller/apac/zho/chan_supp/index.htm)

#### Warranty Status

[http://www.intel.com/cd/channel/reseller/apac/zho/chan\\_supp/index.htm](http://www.intel.com/cd/channel/reseller/apac/zho/chan_supp/index.htm)

### Traditional Chinese

#### Warranty Requests

[http://www.intel.com/cd/channel/reseller/apac/zht/chan\\_supp/index.htm](http://www.intel.com/cd/channel/reseller/apac/zht/chan_supp/index.htm)

#### Warranty Status

[http://www.intel.com/cd/channel/reseller/apac/zht/chan\\_supp/index.htm](http://www.intel.com/cd/channel/reseller/apac/zht/chan_supp/index.htm)