



Intel® Product Integrator
Intel Reseller Program

**Intel® Technical Support
and Service Benefits help
you to grow your business**



As an Intel® Channel Program member, 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. Familiarise yourself with Intel's full range of prompt, reliable, and convenient technical support services.

Core Technical Support Benefits Include:

Self Help 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. Keep reference and training material handy via the Intel® Server Maintenance and Reference Training Tool (Intel® SMaRT Tool) CD. These resources are available whenever you need them.

Warranty Replacement - As an Intel Channel Program member, you receive warranty replacement benefits above and beyond the warranty that comes with most boxed Intel products purchased from Intel® Authorized Distributors.

Telephone, E-mail - Satisfy technical questions quickly and conveniently via e-mail or over the telephone. Reference Training Tool (Intel® SMaRT Tool) CD.

Intel® Product Integrators Get More Benefits

When you're an Intel Product Integrator, 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 an Intel Product Integrator by purchasing 10 or more qualifying Intel products per quarter through Intel® Authorized Distributors.

For more information on becoming an Intel Product Integrator, and to learn more about the added benefits, visit www.intel.com/reseller

Requirement Matrix

Product Purchases
Maintain an active account
Update your business profile with Intel

Intel Product Integrator

10+ per quarter
Yes
Annually

Intel Reseller

No purchase requirement
Yes
Annually

For general support information and full terms and conditions, visit www.intel.com/reseller

Self Help 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, receive automatic notices about new downloads, order spare parts, find processor specifications, and much more.

Build servers easily with online resources

Serverbuilder Website

www.intel.com/go/serverbuilder

Learn how to build servers based on the Intel® Xeon™ 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.

Find Intel processor and chipset information fast!

ProcessorSpecFinder - 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, 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

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 > 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, minimizing margin erosion for both you and your customers.

- This new download email notification service is available exclusively for Intel Channel Members.
- This personalized service can save time by alerting you to new or updated information available for drivers, BIOS, utilities, firmware and other downloads.
- 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.

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, and select the following links: Your Geography, Login, My Account, Add an Employee. It's that easy!

NEW! 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.



Localized content on Support.intel.com

Intel now provides more Russian language technical web content on Intel desktop platform products as well as Intel® Centrino™ mobile technology. To take advantage of support content in English or Russian, visit support.intel.com and use the language selector located in the bottom-left corner of the page.

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



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Spare Parts and Accessories Online

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 IntelSM 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

Intel® Product Integrator
Intel Reseller Program
Reference Card

Service

24-hour Telephone Server Support¹

866-655-6565

Intel® Online Technical Support

www.intel.com/support

Knowledge Base Search Engine

search.intel.com/support/search.asp

Download Software for Drivers and Utilities

www.intel.com/support

Enhanced Advanced Warranty Replacement

www.intel.com/reseller

¹Country Access required.

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Service reference card

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Intel Reseller Program



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.

Standard Warranty Replacement (SWR)

- You can request a replacement unit without going through troubleshooting with a technician, saving time and expediting the process for your customers. SWR is designed for non-mission critical replacements, where a new unit is shipped to you at no additional cost, once Intel receives your unit.
- Intel pays for all costs, including inbound and outbound freight, taxes, etc. - reducing your expenses.
- Limits: You can return up to 20 items. No limits on product mix.
- You can use the new online Channel Warranty Replacement Request Tool by visiting www.intel.com/reseller and selecting Channel Support. Typically, your request is processed in the same timeframe as placing a phone call.

CWP Limits

Customer Type	AWR	SWR
IPP	10	20
IPI	6	20
IRP	0	20

NEW, convenient Channel Warranty Replacement Request Tool for IPIs

Channel Warranty Replacement Request Tool

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:

- 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, French, Italian, German, Spanish, Portuguese, Russian and simplified Chinese. 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 and selecting Channel Support.

Advanced Warranty Replacement (AWR) for IPIs

AWR is an industry-leading warranty replacement service that is offered to Intel® Product Integrators.

- AWR allows IPIs to request a replacement unit without technical troubleshooting, saving time and expediting the process for your customers. Intel ships replacement products or parts to eligible members before the product or part is received for warranty service. This lets you speed turnaround times for faster customer service. Replacements are generally shipped within 24 hours (subject to product availability).
- Intel pays for all shipping costs, including inbound and outbound freight, and taxes, to help reduce your expenses.
- Next day delivery in EU (except Cyprus & Malta which have 2 day delivery). Delivery 2 – 6 days for non-EU locations within 150 km of an airport, barring customs delays.
- Limits: AWR for Intel Product Integrators is limited to 6 products outstanding. No limits on product mix.
- You can use the new online Channel Warranty Replacement Request Tool by visiting www.intel.com/reseller and selecting Channel Support. Typically, your request is processed in the same timeframe as placing a phone call.

For more information on Intel's channel warranty programs, go to www.intel.com/reseller



Service reference card

Intel® Product Integrator
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Technical Support Entitlement Explained

Member Type	Online Technical Support		Assisted Self-Support		Interactive Support				Fulfillment Programs		
	Public	Channel Focused	Intel® Technical Notifications	Intel® Discussion Forums	Multi-Lingual Email Support	24x7 Phone	Multi-Lingual STD Phone	Prioritised Call Routing	AWR	SWR	Pay for Spares
Intel® Premier Provider	www.intel.com/support	www.intel.com/reseller	■	■	■	■	■	■	■	■	■
Intel® Product Integrator	www.intel.com/support	www.intel.com/reseller	■	□	■	■	■	□	■	■	■
Intel® Reseller	www.intel.com/support	www.intel.com/reseller (limited)	□	□	English Only www.intel.com/support	□	■	□	□	■	■

Telephone and E-mail Support

Telephone: Intel® Channel Program members may contact technical support via telephone. Inquiries are managed at a priority status, further enabling you to manage the costs of support directly with your customers.

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

- 24x7 phone support in English for server products.
- 0830 – 1600 (UK time) support for Intel processors, desktop boards, server boards, network products, mobile and wireless, and wired connectivity.
- Local language support: English, French, German, Spanish, Italian, Russian.
- Rapid queuing to a support agent.
- Toll free numbers for 24x7 server support, saving you money.

E-mail: Intel enables you to receive technical support via e-mail as well as telephone. Visit www.intel.com/reseller (select “reseller support” then “contacting Intel”) and complete the support request form to receive a response within 48 hours. E-mail support is available in English, French, German, Spanish, Italian and Russian.

EMEA Telephone Support

Calling during business hours

Use the Priority 1 number listed in the table below in the second column.

Calling 24x7 Technical Support for Servers

Step 1

Dial your Country access Code, found in the third column of the table.

Step 2

Dial the AT&T toll free number, found in the fourth column of the table.

Step 3

Please have your IPI number ready when calling so that we can check that you are entitled to this priority service.

Country*

Country*	Priority 1 Number for calls during business hours	Step 1 for 24x7 Technical Support for server products (English only)**	Step 2 for 24x7 Technical Support for server products (English only)
Austria	0179 567302	0800 200 288	866-655-6565
Belgium	027 143158	080 100 10	866-655-6565
Czech Republic	0800 142174	00 42 000101	866-655-6565
Denmark	38 487129	8001 0010	866-655-6565
Finland	9 693 792 91	0800 110 015	866-655-6565
France	01 41 91 85 58	0800 990011	866-655-6565
Germany	069 9509 6116	0800 2255 288	866-655-6565
Greece	00800 441 28353	00 800 1311	866-655-6565
Holland	020 487 4590	0800 022 9111	866-655-6565
Hungary	680014608	06 800 01111	866-655-6565
Ireland	1890 925068	1 800 550000	866-655-6565
Israel	1 800 943 1802	1 800 94 94 949**	866-655-6565
Italy	02 696 33262	800 172 444	866-655-6565
Norway	023 1620 51	800 190 11	866-655-6565
Poland	00800 4411373	00800 111 1111	866-655-6565
Portugal	808 201 208	800 800 128	866-655-6565
Romania	18014404	01 800 4288	866-655-6565
Russia	(095) 737 0894	755 5042 **	866-655-6565
Saudi Arabia	800 8447674	1 800 10	866-655-6565
South Africa	0800 991181	0800 99 0123	866-655-6565
Spain	91 377 8171	900 990011	866-655-6565
Sweden	08 587 71104	020 799 111	866-655-6565
Switzerland	01800 90 67	0800 89 0011	866-655-6565
Turkey	00800 44 918374	00 800 12277	866-655-6565
UAE	80004414273	800 121	866-655-6565
Ukraine	(044) 490-6489	8 100 11	866-655-6565
United Kingdom	0870 516 8700	0800 890011**	866-655-6565

*If your country is not listed above, please go to the AT&T website at <http://www.att.com/traveler>.

**Please note that 24x7 support is only available in English language (outside normal hours) to IPP's and IPI's for server products only.

***The below numbers are Worldwide, and require the prefix with an AT&T Access Code.