




Dell™ Wireless Printer Adapter 3300 User's Guide

Click the links to the left for information on the features and operation of your wireless printer adapter. For information on other documentation included with your wireless printer adapter, see [Finding Information](#).

Notes, Notices, and Cautions

-  **NOTE:** A NOTE indicates important information that helps you make better use of your wireless printer adapter.
-  **NOTICE:** A NOTICE indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.
-  **CAUTION:** A CAUTION indicates a potential for property damage, personal injury, or death.

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Model 3300

October 2004

Finding Information

What are you looking for?	Find it here
<ul style="list-style-type: none"> • Software for my wireless printer adapter • My <i>User's Guide</i> 	<p><i>Setup CD</i></p> 
<ul style="list-style-type: none"> • Safety information • Warranty information • Regulatory information 	<p><i>Product Information Guide</i></p> 
<ul style="list-style-type: none"> • How to set up my wireless printer adapter 	<p><i>Set Up Your Dell™ Wireless Printer Adapter 3300 poster</i></p> 
<ul style="list-style-type: none"> • Latest software for my wireless printer adapter • Answers to technical service and support questions • Documentation for my wireless printer adapter 	<p>Dell Support Website: support.dell.com</p> <p>The Dell Support website provides several online tools, including:</p> <ul style="list-style-type: none"> • Solutions - Troubleshooting hints and tips, articles from technicians, and online courses • Customer Care - Contact information, order status, warranty, and repair information • Reference - Wireless printer adapter documentation and product specifications
<ul style="list-style-type: none"> • How to use Windows XP • Documentation for my wireless printer adapter 	<p>Windows XP Help and Support Center</p> <ol style="list-style-type: none"> 1. Click Start→ Help and Support. 2. Type a word or phrase that describes your problem, and then

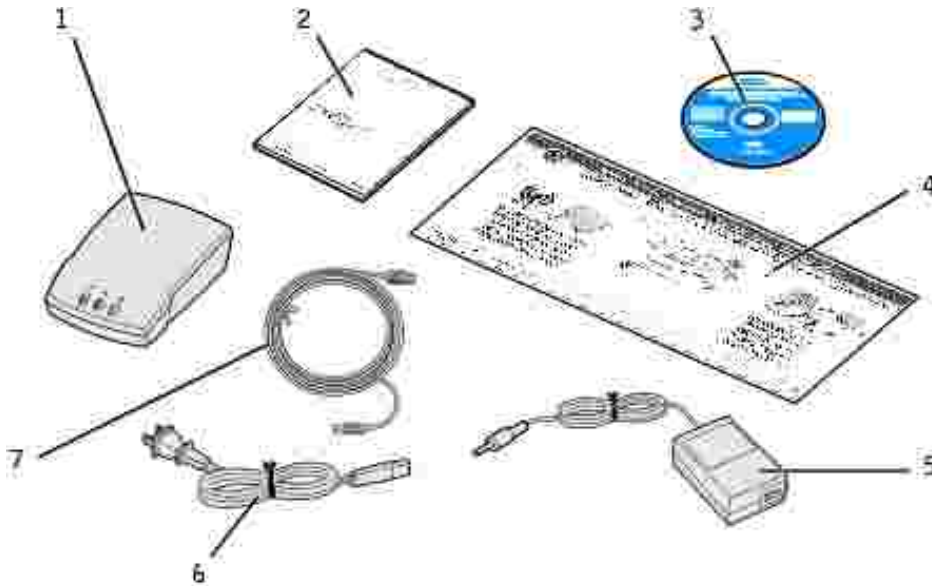
click the arrow icon.

3. Click the topic that describes your problem.
4. Follow the instructions shown on the screen.


About Your Wireless Printer Adapter

- [Unpacking your wireless printer adapter](#)
 - [Understanding the wireless printer adapter ports](#)
 - [Understanding the wireless printer adapter indicator lights](#)
 - [Wireless networking overview](#)
-

Unpacking your wireless printer adapter



Number	Description
1	Dell Wireless Printer Adapter 3300
2	<i>Product Information Guide</i>
3	Dell Wireless Printer Adapter 3300 <i>Setup CD</i>
4	<i>Set Up Your Dell™ Wireless Printer Adapter 3300</i> poster
5	Power supply
6	Power cord wall adapter
7	USB cable

 **NOTE:** This wireless printer adapter will not work with all Dell printers. Consult support.dell.com for more information.

Understanding the wireless printer adapter ports



Number	Part	Description
1	USB port (to computer)	Connects your wireless printer adapter to a computer for initial configuration and network setup. Use USB port 2 to connect your wireless printer adapter to your printer.
2	USB port (to printer)	Connects your wireless printer adapter to your printer.
3	Test button	Press and hold while inserting the power cord connector into the power connector to reset your wireless printer adapter to factory default settings. If the wireless printer adapter is connected to a laser printer, press once to print a test page.
4	Power supply connector	Connects the wireless printer adapter to the power supply.

Understanding the wireless printer adapter indicator lights



Number	Part	Description
1	Power Indicator	The wireless printer adapter has power.
2	USB Status	The wireless printer adapter is connected by USB and is communicating.
3	Wireless Status	The wireless printer adapter is connected to and communicating with the network.

For more information, see [Indicator light status](#).

Wireless networking overview

There are two types of wireless network connections: Infrastructure and Ad-Hoc.

In Infrastructure mode, the network structure is based on a series of wireless routers or base-stations.




In Ad-Hoc mode, wireless devices communicate with each other directly without using a wireless router.



If you can connect the wireless printer adapter to your computer with the USB cable, you can set up the wireless printer adapter using the Dell Wireless Printer Adapter 3300 Setup Wizard on the *Setup CD*. For more information, see [Basic Setup](#).

If you are unable to connect the wireless printer adapter to your computer with the USB cable, you can configure your wireless printer adapter by using Ad-Hoc networking and the embedded web page. For more information, see [Advanced Setup](#).

 **NOTE:** To configure the wireless printer adapter by this method, you must have a computer with a wireless network card.

Basic Setup

- [Minimum requirements](#)
 - [Selecting a location for your wireless printer adapter](#)
 - [Setup overview](#)
 - [Determining your wireless network settings](#)
 - [Setting up your wireless printer adapter](#)
 - [Installing your printer on the network](#)
-

Minimum requirements

- The Dell Wireless Printer Adapter 3300
- An existing wireless network. The following security types are supported:
 - No security
 - WEP with 64 bit or 128 bit security keys
 - WPA (WiFi protected access) - personal in pre-shared key mode over TKIP (Infrastructure mode networks only)
- A computer that is connected to your wireless network
- A network-capable printer
- The Dell Wireless Printer Adapter 3300 *Setup CD*
- The software CD that came with your printer



NOTE: To use the Dell Wireless Printer Adapter 3300 Setup Wizard on the *Setup CD*, your computer must be running Windows 2000 or Windows XP.

Selecting a location for your wireless printer adapter

The location of your wireless printer adapter is vital to ensuring that it works effectively. Follow these guidelines when determining a location for your wireless printer adapter:

- Place the wireless printer adapter on a flat, level surface away from excessive heat, cold, and moisture.
- Keep the wireless printer adapter within appropriate range of a wireless access point if your network uses an Infrastructure configuration.
- Keep the wireless printer adapter away from other non-essential electronic devices such as microwave ovens or other appliances.

- Keep the wireless printer adapter away from obstructions that could interfere with the wireless signal.
-

Setup overview

The basic setup process consists of three sections:

1. Determining your wireless network settings
2. Setting up your wireless printer adapter to communicate on your wireless network
3. Installing your printer on the network


The setup section involves connecting the wireless printer adapter to a computer by USB cable and running the Dell Wireless Printer Adapter 3300 Setup Wizard on the *Setup CD* to configure the device and test the wireless connection.

The installation section involves connecting the wireless printer adapter to the printer that you want to install and running the printer software CD to install it as a network printer.

Additional computers can use the printer attached to the printer adapter by running the printer software CD on each of these computers.

Before setting up your wireless printer adapter, do the following:

- Install toner or ink cartridges in your printer.
- Load paper into your printer.
- Turn on your printer.

 **NOTE:** DO NOT install the printer software yet, and DO NOT connect the printer to the computer or the wireless printer adapter.

Determining your wireless network settings

You may need to know some of your wireless network settings in order to set up your wireless printer adapter. If you're not sure what these settings are, refer to your network documentation or check with your network administrator.

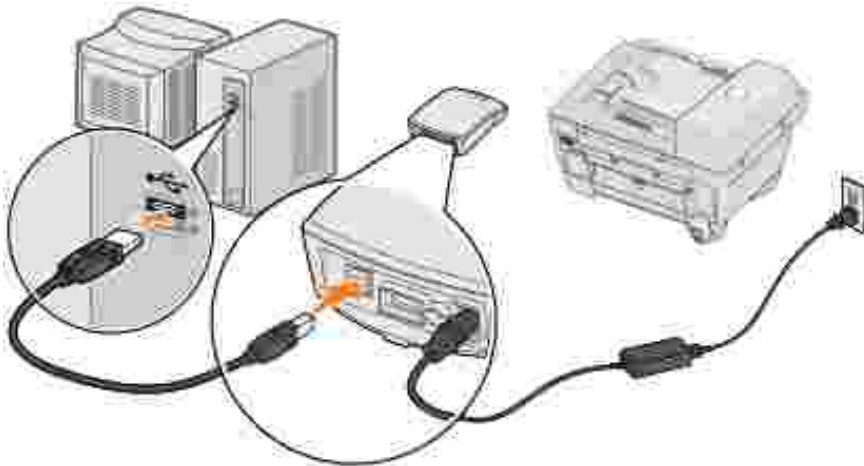
- Network Name, also known as SSID (Service Set ID)
- Security type

- None
 - WEP (Wired Equivalency Protocol)
 - WPA (Wifi Protected Access)
 - Security Key(s)
-

Setting up your wireless printer adapter

Connecting your wireless printer adapter to your computer

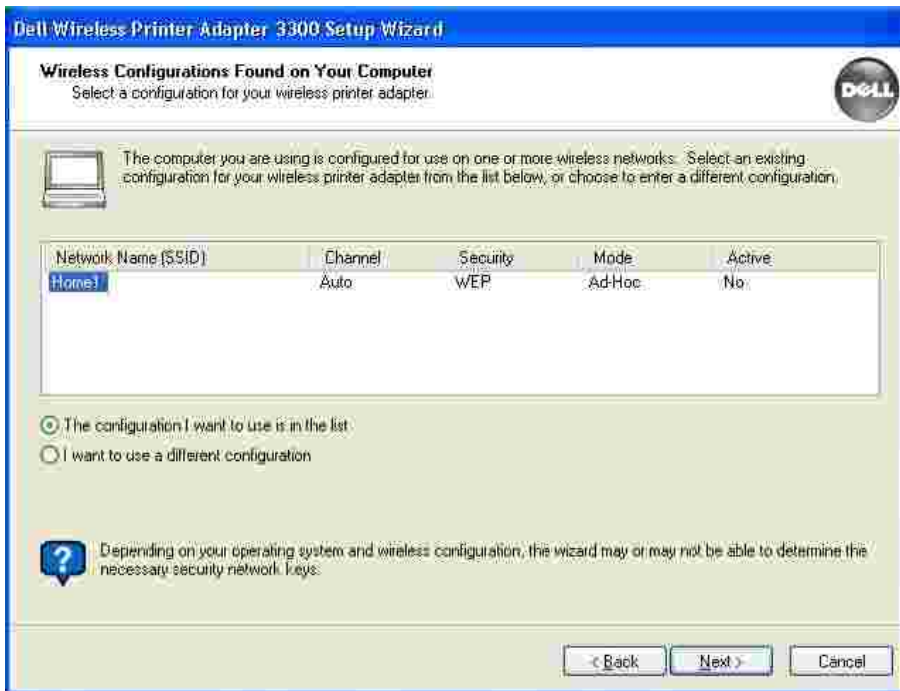
1. Connect the large end of the USB cable to your computer USB port.
2. Insert the small end of the USB cable into the left side USB port of the wireless printer adapter.
3. Connect the wireless printer adapter to its power supply.



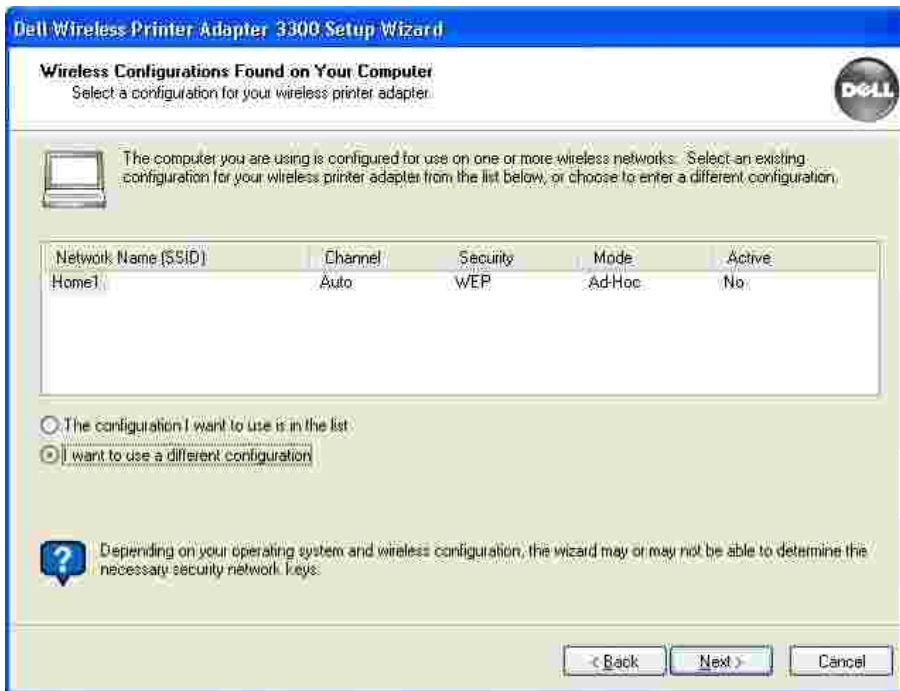
4. Continue with [Configuring your wireless printer adapter](#).

Configuring your wireless printer adapter

1. Insert the Dell Wireless Printer Adapter 3300 *Setup CD*. The Setup Wizard on the *Setup CD* will automatically launch.
2. Click Agree on the License Agreement screen.
3. Select the destination folder for the Dell software, and then click Finish.
4. After the software has installed, click Next on the Welcome screen.
5. Select the appropriate Network Name (SSID) from the list, and then click Next.



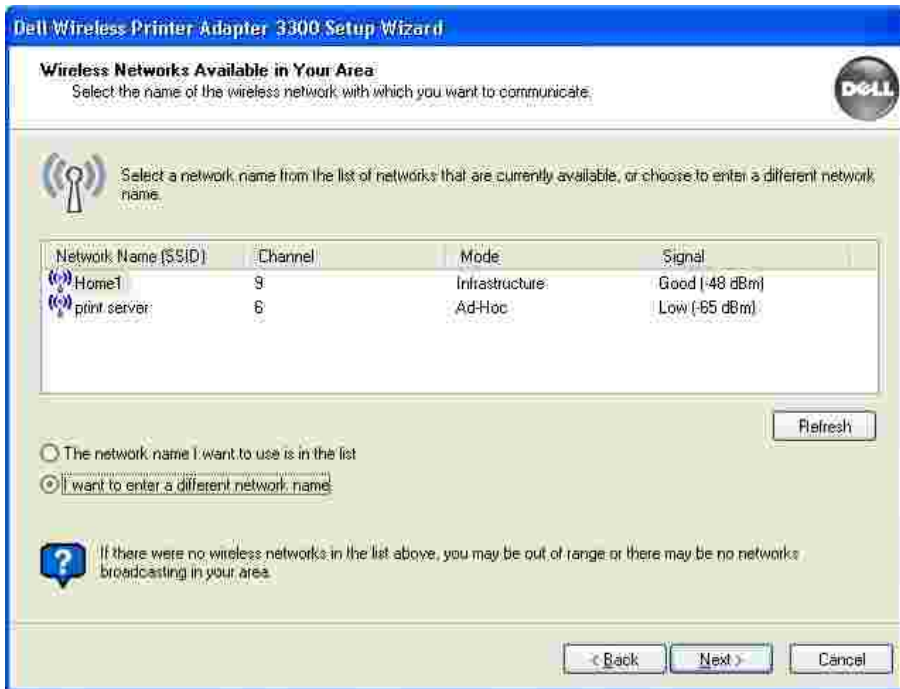
If the Network Name you want to use is not in the list, select I want to enter a different configuration, and then click Next.



If the correct Network Name is still not in the list, make sure that your wireless network is functioning, and try again.

If your wireless network is broadcasting and the correct Network Name still does not appear:

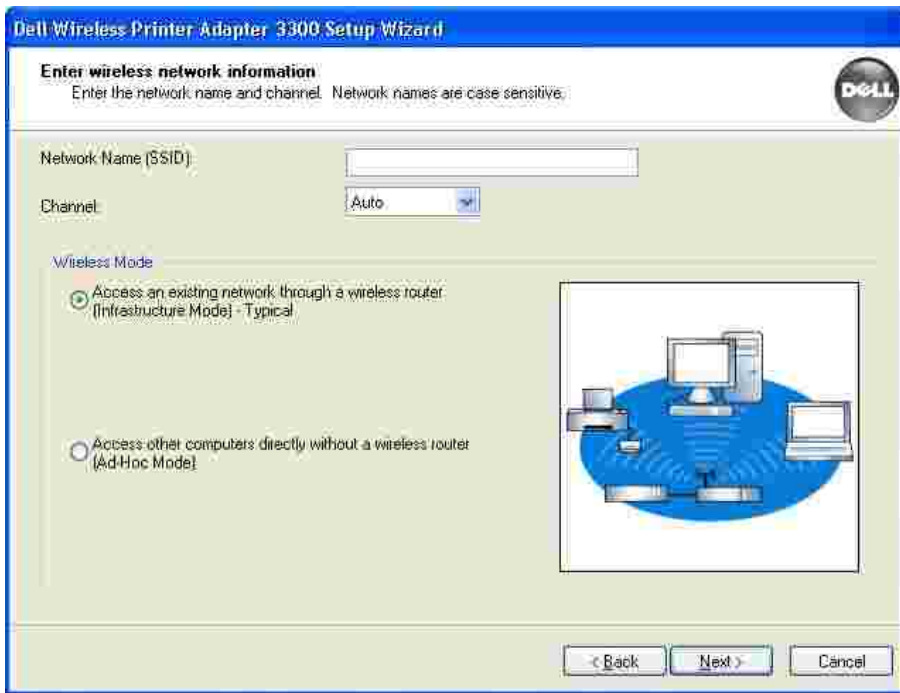
- a. From the Wireless Networks Found in Your Area screen, select I want to enter a different network name, and then click Next.



- b. Enter the Network Name (SSID) of the network that you want to use. If you're not sure which network you want to use, refer to your network documentation or check with your network administrator.
- c. Select the appropriate channel for the network.

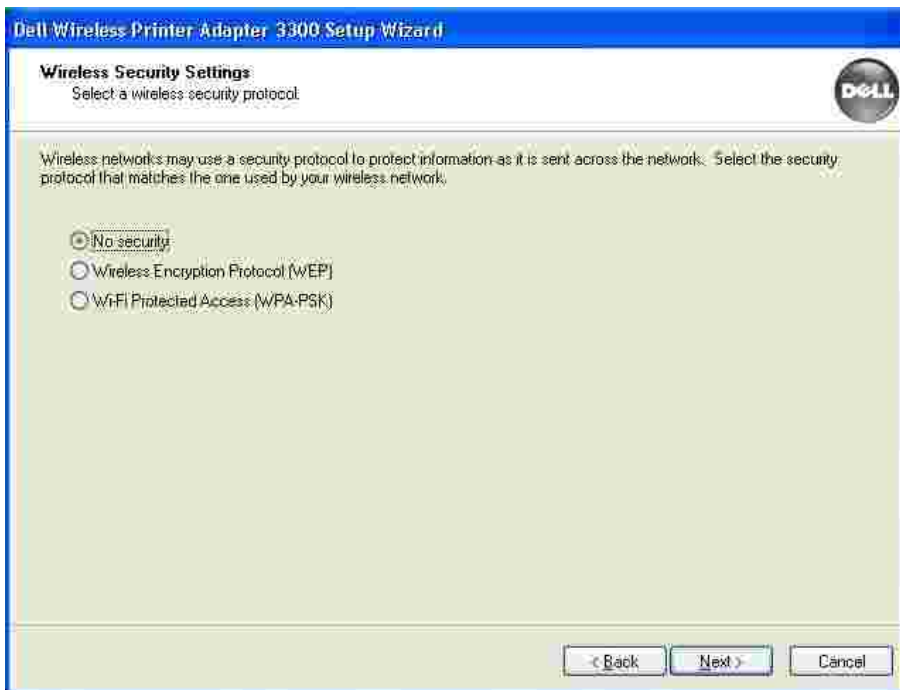
 **NOTE:** Channel options include Auto (Recommended) and 1-11 (US)/ 1-13 (UK/ Europe).

- d. Select Infrastructure or Ad-Hoc Mode, depending on your wireless network configuration. For more information, see [Wireless networking overview](#).



e. Click Next, and then continue with [step 6](#).

6. Select the appropriate security method, and then click Next. If no security was detected, go to [step 8](#).



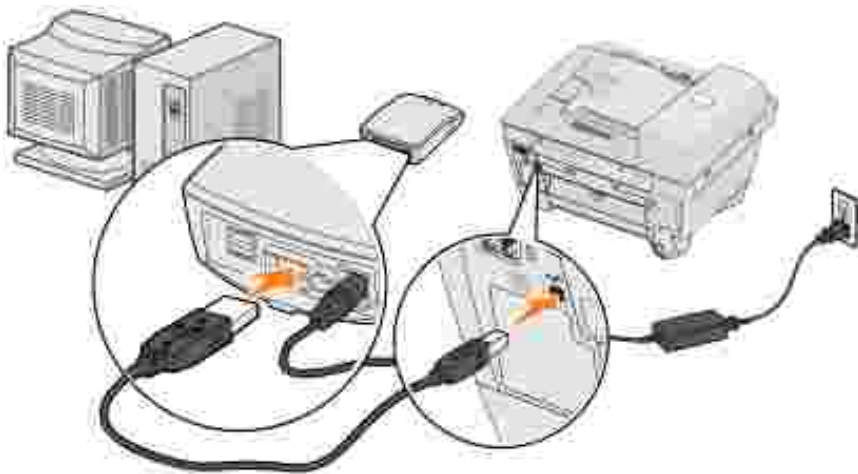
7. Enter the appropriate security key(s) for your network, and then click Next.

8. Check each network attribute on the summary screen to make sure that the settings are correct. If the settings are correct, click Next to apply these settings to your wireless printer adapter.

9. Disconnect the USB cable from both your computer and the wireless printer adapter.
10. Continue with [Connecting your wireless printer adapter to your printer](#).

Connecting your wireless printer adapter to your printer

1. Use the same cable to connect the wireless printer adapter to your printer: insert the large end of the USB cable into the middle USB port on the back of the wireless printer adapter, and then insert the small end of the USB cable into your printer.



2. Click Next to continue with the Setup Wizard on the *Setup CD*.
3. Write down the port or MAC address information displayed on the screen. This information may be needed when installing your printer on the network. This number should match the MAC ID printed on the bottom of your wireless printer adapter.



4. Click Finish to close the Setup Wizard on the *Setup CD*.
 5. Remove the *Setup CD* from your computer, and insert your printer software CD.
 6. Continue with [Installing your printer on the network](#).
-

Installing your printer on the network

Once the wireless printer adapter has been configured, use the printer software CD that came with your printer to install your network printer on the computers attached to your network.

- Make sure that your printer software CD is inserted into the computer you want to install the printer for.
- When installing the printer, follow the Network installation path. This process can vary between different printers.

Installing your network printer on additional network computers


If you are installing your network printer for use with multiple computers on the network, you will need to repeat the [Installing your printer on the network](#) process for each computer you want to have access to the printer. You do not need to install the wireless printer adapter again.

Advanced Setup

- [Minimum requirements](#)
 - [Selecting a location for your wireless printer adapter](#)
 - [Setup overview](#)
 - [Determining your wireless network settings](#)
 - [Setting up your wireless printer adapter](#)
 - [Installing your printer on the network](#)
 - [Changing your wireless printer adapter settings](#)
-

Minimum requirements

- The Dell Wireless Printer Adapter 3300
- An existing wireless network. The following security types are supported:
 - No security
 - WEP with 64 bit or 128 bit security keys
 - WPA (WiFi protected access) - personal in pre-shared key mode over TKIP (Infrastructure mode networks only)
- A computer that is connected to your wireless network
- A network-capable printer
- The Dell Wireless Printer Adapter 3300 *Setup CD*
- The software CD that came with your printer

 **NOTE:** To use the Dell Wireless Printer Adapter 3300 Setup Wizard on the *Setup CD*, your computer must be running Windows 2000 or Windows XP.

Selecting a location for your wireless printer adapter

The location of your wireless printer adapter is vital to ensuring that it works effectively. Follow these guidelines when determining a location for your wireless printer adapter:

- Place the wireless printer adapter on a flat, level surface away from excessive heat, cold, and moisture.
- Keep the wireless printer adapter within appropriate range of a wireless access point if your network uses an Infrastructure configuration.
- Keep the wireless printer adapter away from other non-essential electronic devices such as microwave

ovens or other appliances.


- Keep the wireless printer adapter away from obstructions that could interfere with the wireless signal.
-

Setup overview

The basic setup process consists of three sections:

1. Determining your wireless network settings
2. Setting up your wireless printer adapter to communicate on your wireless network
3. Installing your printer on the network

The setup section involves using the embedded web page to configure the wireless printer adapter. Using this method requires in-depth understanding of wireless networking. You will need to change the network settings of your computer, configure the wireless printer adapter, and then restore your computer to the original network settings.


 **NOTE:** This method can be used to configure the wireless printer adapter for Ad-Hoc or Infrastructure use.

The installation section involves connecting the wireless printer adapter to the printer that you want to install and running the printer software CD to install it as a network printer.

Additional computers can use the printer attached to the printer adapter by running the printer software CD on each of these computers.

Before setting up your wireless printer adapter, do the following:

- Install toner or ink cartridges in your printer.
- Load paper into your printer.
- Turn on your printer.

 **NOTE:** DO NOT install the printer software yet, and DO NOT connect the printer to the computer or the wireless printer adapter.

Determining your wireless network settings

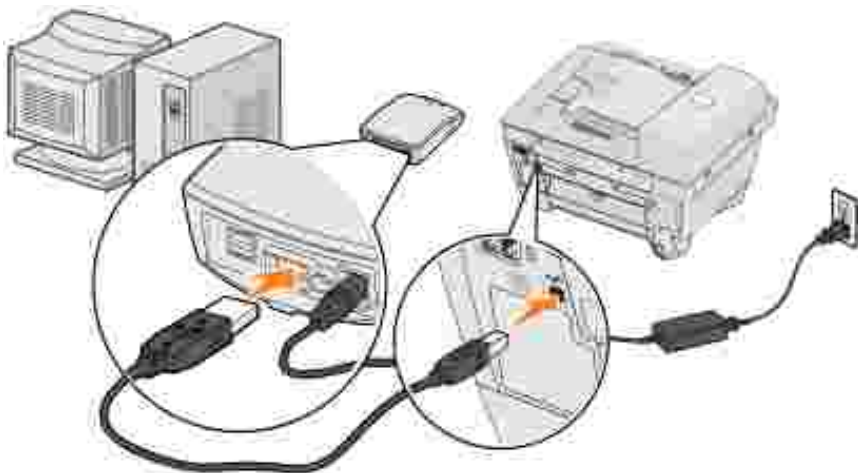
You may need to know some of your wireless network settings in order to set up your wireless printer adapter. If you're not sure what these settings are, refer to your network documentation or check with your network administrator.

- Network Name, also known as SSID (Service Set ID)
 - Security type
 - None
 - WEP (Wired Equivalency Protocol)
 - WPA (Wifi Protected Access)
 - Security Key(s)
 - Basic Service Set (BSS) Type - Infrastructure or Ad-Hoc
 - Channel Number
-

Setting up your wireless printer adapter

Connecting your wireless printer adapter to your printer

1. Connect the wireless printer adapter to the printer with the USB cable.
2. Connect the wireless printer adapter to its power supply.



3. Turn on the printer, and power up the wireless printer adapter.
4. Make sure the wireless printer adapter power indicator is on and the Wireless Status LED is on.
5. Continue with [Determining your network settings](#).

Determining your network settings

1. Access and record your current network settings for later use.

For information on accessing your current network settings, refer to your wireless network documentation or contact the person who set up your network.

2. Set the current network parameters of your computer to the following values, and ensure your computer has connected to the "print server" wireless network:

Network parameter	Set to
SSID (Network Name or Service Set ID)	print server
Basic Service Set Type (BSST)	Ad-Hoc
Data Encryption Mode	None
WEP Key (up to 4)	None

3. Continue with [Determining the IP address of your wireless printer adapter](#).

Determining the IP address of your wireless printer adapter

1. Check the IP address of the wireless printer adapter.

The wireless printer adapter is assigned an IP address through the AutoIP method. This address will be in the range of "169.254." You can find the wireless printer adapter IP address by one of the following methods:

- o Use the Set IP Address Utility located on the Dell Wireless Printer Adapter 3300 *Setup CD* to display the wireless printer adapter IP address. For more information, see [Using the Set IP Address Utility](#).
 - o (Laser printers only) Press and release the Test button on the back of the wireless printer adapter to print a setup page showing the wireless printer adapter IP address.
2. Make sure your PC is assigned a different IP address than the wireless printer adapter, but is still within the same IP range. For example:

Device	IP address
Computer	169.254.1.1
Wireless printer adapter	169.254.5.4

If your computer IP address is not within the same range as the wireless printer adapter, you will need to change the IP address so that it is within the appropriate range.

For information on locating and changing your computer IP address, refer to your computer or operating system documentation.

3. Continue with [Configuring the wireless printer adapter](#).

Configuring the wireless printer adapter

1. If you used the Set IP Address Utility to locate the IP Address and the Utility is still open, click Launch to access the embedded web page of the wireless printer adapter.

Otherwise, open a web browser and enter the wireless printer adapter IP address as the URL to access the embedded web page of the wireless printer adapter.

2. Click the Settings link on the left side of the Web page.
3. Under Print Server Settings, click the Wireless link.
4. Change the listed network settings to match the original wireless network that you recorded in [step 1](#), including:
 - o Network Name (SSID)
 - o BSS type (Infrastructure or Ad-Hoc)
 - o Channel Number
 - o Encryption Mode (WEP, WPA, None)
 - o Authentication type (Open, Shared)

Dell Wireless Printer Adapter 3300
Address:
Contact Name:
Location:

Configuration

Wireless

SSID: Example: my_wireless

BSS Type:


Preferred Channel Number:

Security

Encryption Mode:

* Changing this setting will cause the print server to reset.

English Français Deutsch Italiano Español Dansk Norsk Nederlands Svenska
Suomi Português 日本語 Русский Polski Čeština Magyar Türkçe

 **NOTE:** The SSID must be entered exactly as it is used on your network. SSIDs are case-sensitive, and if the SSID is entered incorrectly, the wireless printer adapter will not be able to communicate on the network and the configuration process must be repeated.

5. Click Submit.

6. Restore your computer's wireless settings back to the original network settings you recorded in [step 1](#).
7. Ensure that your computer has connected to the original network.

You can also verify that the wireless printer adapter has connected to the network by using the Set IP Address Utility. For more information, see [Using the Set IP Address Utility](#).

8. Continue with [Installing your printer on the network](#).
-

Installing your printer on the network

Once the wireless printer adapter has been configured, use the printer software CD that came with your printer to install the printer on the computers attached to your network.

- Make sure that your printer software CD is inserted into the computer on which you want to install the printer.
- When installing the printer, follow the Network installation path. This process may vary between different printers.

Installing your network printer on additional network computers

If you are installing your network printer for use with multiple computers, you will need to repeat the [Installing your printer on the network](#) process for each computer you want to have access to the printer, and each computer must have a wireless network card installed.


Changing your wireless printer adapter settings

Before changing your wireless printer adapter settings, you must have successfully completed the installation of the wireless printer adapter on your network, and you must know the IP address of the wireless printer adapter. You can change your wireless printer adapter settings using the embedded web server. If you do not know the IP address of the wireless printer adapter, see [Finding the wireless printer adapter IP address](#).

Finding the wireless printer adapter IP address

Using the Set IP Address Utility

The *Setup CD* contains the Set IP Address Utility, which you can use to find the IP address of your wireless printer adapter. Once the utility has been run, it will automatically install on your computer for ease of use.

 **NOTE:** If you have already installed the wireless printer adapter using the Wireless Printer Adapter Setup Wizard, the Set IP Address Utility is already installed, and you should skip to [step 5](#).

1. Launch the *Setup CD*.
2. Click Agree on the Terms and Conditions screen.
3. Click Install.
4. After the software is installed, click Cancel to exit the Wizard.
5. Click Start→ Programs→ Dell→ Dell Wireless Printer Adapter→ Set IP Address Utility.

A device discovery is performed. A list of printer adapters with printers appears.

6. Select your printer from the list.
7. Click Launch Web Page.

Printing a network setup page (laser printers only)

Once the wireless printer adapter and printer are connected, for most laser printers, pressing the test button on the back of the wireless printer adapter will print a network setup page. For more information on printing a network setup page, refer to the documentation that came with your printer.

In order for the IP address to be reported and listed on this page, you must successfully complete the installation of this product on the wireless network.

Accessing the embedded web page


1. Enter the IP address of the wireless printer adapter in a browser window. The embedded Web page for the wireless printer adapter opens.
2. Select the settings you want to change, such as IP address.
3. Enter the changes, and then click Submit.

Troubleshooting

- [Indicator light status](#)
- [Setup problems](#)

Use this section to solve problems you may have while setting up your wireless printer adapter.

Indicator light status

	1	Power Indicator
	2	USB Status
	3	Wireless Status
Indicator light pattern	State	Result
Power indicator	Off	The wireless printer adapter does not have power. Make sure that the power cord is attached correctly and is plugged into an outlet with power.
	On	The wireless printer adapter is on.
USB Status	Off	The USB cable connecting the wireless printer adapter to either the printer or the computer is not secure. Make sure that the USB cable is connected correctly on both ends, and that the printer or computer are powered on.
	On	The USB cable connecting the wireless printer adapter to the printer or computer is secure and recognized by the USB port.
	Blinking	A print job is active.
Wireless Status	Off	The wireless printer adapter is searching for a network connection, or no network connection is available.
	On	The wireless printer adapter is connected to the network.
	Blinking	The wireless printer adapter is communicating over the wireless network.
USB Status and Wireless Status	Blinking alternately	There is a firmware error. Power the wireless printer adapter off and back on again. If the problem continues, contact the Customer Support Center.

Setup problems

The *Setup CD* does not auto launch -

1. Close all open software programs.
2. Restart your computer.
3. Reinsert the *Setup CD*. If the Dell Wireless Printer Adapter 3300 Welcome screen appears, continue your setup instructions.

If the Dell Wireless Printer Adapter 3300 Welcome screen does not appear, do the following:

- a. From your desktop, double-click My Computer.
- b. Double-click the CD-ROM drive icon.
- c. If necessary, double-click setup.exe.
- d. Follow the instructions on the screen.

The Dell Wireless Printer Adapter 3300 Setup Wizard was not able to communicate with the wireless printer adapter -

- Verify that the USB cable is properly connected to both your computer and the wireless printer adapter.
- Verify that the wireless printer adapter has power.

My network key was invalid - A network key is like a password and should follow this criteria:

NOTE: Only standard ASCII characters are allowed.

- WEP key
 - Exactly 5 or 13 characters
- Or
 - Exactly 10 or 26 characters (using A–F and 0–9 only)
- WPA-PSK key (for infrastructure mode only): A range of 8-63 characters

For more information, see [WEP/WPA Key Entry Modes](#).

My wireless printer adapter was unable to join the network -

- Verify that the wireless printer adapter settings match those used by your wireless network.
- Verify that the wireless printer adapter is within range of the network.
- If your network uses MAC address filtering, provide the MAC address for the wireless printer adapter to your network. The MAC address can be found on the bottom of the wireless printer adapter.

The wireless printer adapter was configured correctly, but cannot be found on the network -

- Verify that the wireless printer adapter has power.
- Verify that the wireless printer adapter is within range of the wireless network.
- Verify that the wireless printer adapter is located away from microwave ovens, refrigerators, cordless phones, or other electronic devices that may interfere with the

wireless signal.

- Verify that your wireless network is using a unique network name (SSID). If not, it is possible that the wireless printer adapter is communicating over a different, nearby network that uses the same network name.

No printer was found attached to the wireless printer adapter -

- Verify that the USB cable is properly connected to both the printer and the wireless printer adapter.
- Verify that the printer is turned on and has power.
- Verify that the printer was set up correctly. For more information, see [Basic Setup](#).
- Verify that the wireless printer adapter has power and is available on your network. Run the Set IP Address Utility by clicking Start→ Programs→ Dell→ Dell Wireless Printer Adapter→ Set IP Address Utility.

My network printer does not print -

- If you had initially installed your printer directly to your computer (local installation), and then performed a network installation using your wireless printer adapter, some errors may occur. To resolve this issue, uninstall both the local and network printer objects, and then reinstall only the network printer object.
- Make sure all cables to the printer, wireless printer adapter, electrical outlet, and network connection are secure.
- Make sure the Power, USB, and Wireless status indicator lights are on.
- Check the printer status. For more information, refer to the documentation that came with your printer.
- Make sure the network is operating properly.

Refer to your network documentation or contact your network administrator if you are not sure that your network is operating correctly.

- Make sure the printer is installed as a network printer on the computer from which you are sending the print job.

NOTE: You must install the printer software on each computer that uses the network printer.

- Make sure the correct printer port is selected (laser printers only). For more information, refer to the documentation that came with your printer.
- Restart the computer.
- Uninstall and then reinstall the printer software.

If the printer still does not print, refer to your printer documentation for help.

- Make sure the printer itself is functioning correctly.
 - a. Disconnect the printer from the printer adapter.
 - b. Attach the printer directly to your computer with a USB cable, and then perform a local printer installation.

If you are able to print when the printer is directly attached, there may be a problem with your network. Refer to your network documentation, or contact your network administrator.

If you are unable to print when the printer is directly attached, there may be a problem with your printer. Refer to the documentation that came with your printer for more information.

Printer Adapter Specifications

- Environmental Specifications
 - Power Consumption and Requirements
 - WEP/WPA Key Entry Modes
 - Cables
-

Environmental Specifications

Temperature/Relative Humidity

Condition	Temperature	Relative humidity (non-condensing)
Operation	16° to 32° C (61° to 90° F)	8 to 80%
Shipping	-40° to 60° C (-40° to 140° F)	5 to 100%
Storage	1° to 60° C (34° to 140° F)	5 to 80%

Power Consumption and Requirements

Rated AC Input	100-240 V
Rated Frequency	50-60 Hz
Minimum AC input	100 V
Maximum AC input	240 V
Average power consumption (120 V/60 Hz)	4 W

WEP/WPA Key Entry Modes

	WEP 64-bit				WEP 128-bit				WPA-PSK			
	Ad Hoc		Infrastructure		Ad Hoc		Infrastructure		Ad Hoc		Infrastructure	
	Hex	ASCII	Hex	ASCII	Hex	ASCII	Hex	ASCII	Hex	ASCII	Hex	ASCII
Embedded Web Server	Y	N	Y	N	Y	N	Y	N	N	N	N	Y*
Installation Wizard	Y	Y*	Y	Y*	Y	Y*	Y	Y*	N	N	N	Y*

* Only 7-bit ASCII is supported. Some special characters will not be accepted.

Cables

Your Dell Wireless Printer Adapter 3300 uses a Universal Serial Bus (USB) cable.



Glossary

Ad-Hoc network

A stand-alone or peer-to-peer network in which wireless devices communicate directly with one another without using a wireless access point or base station.

ASCII

American Standard Code for Information Interchange.

BSS type

Basic Service Set, the type of wireless network that you are using. The BSS type can be one of the following:

- Infrastructure network
- Ad-Hoc network

Channel number

The channel number automatically defaults to Auto. You can select a channel if your configuration requires that a channel be selected. In the US, valid channel numbers range from 1 to 11; in Europe, they range from 1 to 13.

Data encryption mode

The security protocol that is used to protect data that is transferred across your wireless network and provide network authentication. You can use one of the following protocols for data encryption:

- None
- Shared-WEP (Wired Equivalency Protocol)

The wireless network may use one to four WEP keys. A WEP key is like a password and must meet the following criteria:

- If using Hex characters, valid keys are either 10 or 26 characters long, and are comprised of 0-9 and A-F.
 - If using ASCII, valid keys are either 5 or 13 characters long, and are comprised of the standard ASCII characters.
- WPA-Personal (TKIP:PSK)-WPA (WiFi Protected Access) in PSK (Pre-Shared Key) mode

DHCP

Dynamic Host Configuration Protocol, a protocol for assigning dynamic IP addresses to devices on a network. With dynamic addressing, a device can have a different IP address every time it connects to the network. This means that a new device can be added to a network without having to manually assign a unique IP address.

Infrastructure network

A network in which your wireless devices communicate through a central wireless access point or base station. An infrastructure network can contain multiple wireless access points.

IP address

Internet Protocol Address, a number that identifies each device connected to the network.; for example, 192.168.0.1.

MAC address

Media Access Controller Address, sometimes referred to as UAA, a 12-character identifier that is unique for each network hardware device; for example, 0002001008e8.

Network authentication type

The data encryption mode that is used on your network to prevent unauthorized users or devices from connecting to or accessing your wireless network. You can use one of the following options for network authentication:

- None
- WEP
- WPA (WiFi Protected Access) - Infrastructure mode networks only

A WPA key is like a password, and must be comprised of a range of 8-63 standard ASCII characters.

Network-capable printer

A printing device that does not need to be locally attached to a computer. When connected to a network or network adapter, it can be accessed by any computer on the same network. A printer that can connect to an external print server is considered a network-capable printer.

Printer port

Windows terminology for a physical or logical connection to a printer. For example:

- LPT1 indicates the printer is attached to a physical parallel port with a parallel cable.
- USB001 indicates the printer is attached to a physical USB port with a USB cable.
- Print_Server_E320_0020000035D0 indicates a logical connection to the printer across your network.

PSK

Phase-Shift Keying, a modulation technique used with WPA data encryption in which different phase angles in the carrier signal are used to represent the binary states of 1 and 0.

Security key

A security key is like a password used with either WPA or WEP security protocols and must meet the following criteria:

- For WPA keys, if using Hex characters, valid keys are at least 24 characters long; if using ASCII, valid keys are at least 20 characters long. WPA authentication is not supported for Ad-Hoc configurations.
- For WEP keys, if using Hex characters, valid keys are either 10 or 26 characters long; if using ASCII, valid keys are either 5 or 13 characters long.

Subnet

A portion of a network that shares a common address component. On TCP/IP networks, subnets are defined as all devices whose IP addresses have the same prefix. For example, all devices with IP addresses that start with 192.168.0. would typically be part of the same subnet.

SSID

Service Set ID, also known as Network Name, a 32-character unique identifier that distinguishes one wireless network from another. Any device attempting to connect to a specific wireless network must use the same SSID.

TCP/IP

The Transmission Control Protocol (TCP) and the Internet Protocol (IP) are protocols that let different types of computers communicate with each other. The Internet is based on this suite of protocols.

TKIP

Temporal Key Integrity Protocol, a protocol used with the WPA data encryption mode that scrambles security

keys using a hashing algorithm and adds an integrity-checking feature that ensures the keys haven't been tampered with.

WEP

Wired Equivalency Protocol, a security protocol for wireless networks defined in the Wi-Fi standard. The wireless network may use anywhere from one to four WEP keys.

WiFi

Wireless Fidelity, used when referring to any 802.11 network.

WPA


Wi-Fi Protected Access, a security protocol for wireless networks defined in the Wi-Fi standard that was designed to improve upon the WEP security protocol through improved data encryption and user authentication.

Contacting Dell

To contact Dell electronically, you can access the following websites:

- www.dell.com
- support.dell.com (technical support)
- premiersupport.dell.com (technical support for educational, government, healthcare, and medium/large business customers, including Premier, Platinum, and Gold customers)

For specific web addresses for your country, find the appropriate country section in the table below.

 **NOTE:** Toll-free numbers are for use within the country for which they are listed.

When you need to contact Dell, use the electronic addresses, telephone numbers, and codes provided in the following table. If you need assistance in determining which codes to use, contact a local or an international operator.

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Anguilla	General Support	toll-free: 800-335-0031
Antigua and Barbuda	General Support	1-800-805-5924
Argentina (Buenos Aires) International Access Code: 00 Country Code: 54 City Code: 11	Website: www.dell.com.ar	
	E-mail: us_latin_services@dell.com	
	E-mail for desktop and portable computers: la-techsupport@dell.com	
	E-mail for servers and EMC: la_enterprise@dell.com	
	Customer Care	toll-free: 0-800-444-0730
	Tech Support	toll-free: 0-800-444-0733
	Tech Support Services	toll-free: 0-800-444-0724
	Sales	0-810-444-3355
Aruba	General Support	toll-free: 800-1578
Australia (Sydney) International Access Code: 0011	E-mail (Australia): au_tech_support@dell.com	
	E-mail (New Zealand): nz_tech_support@dell.com	
	Home and Small Business	1-300-655-533

Country Code: 61	Government and Business	toll-free: 1-800-633-559
City Code: 2	Preferred Accounts Division (PAD)	toll-free: 1-800-060-889
	Customer Care	toll-free: 1-800-819-339
	Technical Support (portables and desktops)	toll-free: 1-300-655-533
	Technical Support (servers and workstations)	toll-free: 1-800-733-314
	Corporate Sales	toll-free: 1-800-808-385
	Transaction Sales	toll-free: 1-800-808-312
	Fax	toll-free: 1-800-818-341
	Austria (Vienna)	Website: support.euro.dell.com
International Access Code: 900	E-mail: tech_support_central_europe@dell.com	
	Home/Small Business Sales	0820 240 530 00
Country Code: 43	Home/Small Business Fax	0820 240 530 49
City Code: 1	Home/Small Business Customer Care	0820 240 530 14
	Preferred Accounts/Corporate Customer Care	0820 240 530 16
	Home/Small Business Technical Support	0820 240 530 14
	Preferred Accounts/Corporate Technical Support	0660 8779
	Switchboard	0820 240 530 00
	Bahamas	General Support
Barbados	General Support	1-800-534-3066
Belgium (Brussels)	Website: support.euro.dell.com	
International Access Code: 00	E-mail for French-speaking Customers: support.euro.dell.com/be/fr/emaildell/	
	Technical Support	02 481 92 88
Country Code: 32	Technical Support Fax	02 481 92 95
City Code: 2	Customer Care	02 713 15 .65
	Corporate Sales	02 481 91 00
	Fax	02 481 92 99
	Switchboard	02 481 91 00
	Bermuda	General Support
Bolivia	General Support	toll-free: 800-10-0238
Brazil	Website: www.dell.com/br	
International Access Code: 00	Customer Support, Technical Support	0800 90 3355
	Technical Support Fax	51 481 5470
Country Code: 55	Customer Care Fax	51 481 5480
City Code: 51	Sales	0800 90 3390

British Virgin Islands	General Support	toll-free: 1-866-278-6820
Brunei	Customer Technical Support (Penang, Malaysia)	604 633 4966
Country Code: 673	Customer Service (Penang, Malaysia)	604 633 4949
	Transaction Sales (Penang, Malaysia)	604 633 4955
Canada (North York, Ontario)	Online Order Status: www.dell.ca/ostatus	
International Access Code: 011	AutoTech (automated technical support)	toll-free: 1-800-247-9362
	Customer Care (Home Sales/Small Business)	toll-free: 1-800-847-4096
	Customer Care (med./large business, government)	toll-free: 1-800-326-9463
	Technical Support (Home Sales/Small Business)	toll-free: 1-800-847-4096
	Technical Support (med./large bus., government)	toll-free: 1-800-387-5757
	Sales (Home Sales/Small Business)	toll-free: 1-800-387-5752
	Sales (med./large bus., government)	toll-free: 1-800-387-5755
	Spare Parts Sales & Extended Service Sales	1 866 440 3355
Cayman Islands	General Support	1-800-805-7541
Chile (Santiago)	Sales, Customer Support, and Technical Support	toll-free: 1230-020-4823
Country Code: 56		
City Code: 2		
China (Xiamen)	Technical Support website: support.dell.com.cn	
Country Code: 86	Technical Support E-mail: cn_support@dell.com	
	Customer Care E-mail: customer_cn@dell.com	
City Code: 592	Technical Support Fax	818 1350
	Technical Support (Dell™ Dimension™ and Inspiron™)	toll-free: 800 858 2969
	Technical Support (OptiPlex™, Latitude™, and Dell Precision™)	toll-free: 800 858 0950
	Technical Support (servers and storage)	toll-free: 800 858 0960
	Technical Support (projectors, PDAs, printers, switches, routers, and so on)	toll-free: 800 858 2920
	Customer Care	toll-free: 800 858 2060
	Customer Care Fax	592 818 1308
	Home and Small Business	toll-free: 800 858 2222
	Preferred Accounts Division	toll-free: 800 858 2557
	Large Corporate Accounts GCP	toll-free: 800 858 2055
	Large Corporate Accounts Key Accounts	toll-free: 800 858 2628
	Large Corporate Accounts North	toll-free: 800 858 2999

	Large Corporate Accounts North Government and Education	toll-free: 800 858 2955
	Large Corporate Accounts East	toll-free: 800 858 2020
	Large Corporate Accounts East Government and Education	toll-free: 800 858 2669
	Large Corporate Accounts Queue Team	toll-free: 800 858 2572
	Large Corporate Accounts South	toll-free: 800 858 2355
	Large Corporate Accounts West	toll-free: 800 858 2811
	Large Corporate Accounts Spare Parts	toll-free: 800 858 2621
Colombia	General Support	980-9-15-3978
Costa Rica	General Support	0800-012-0435
Czech Republic (Prague) International Access Code: 00 Country Code: 420	Website: support.euro.dell.com	
	E-mail: czech_dell@dell.com	
	Technical Support	22537 2727
	Customer Care	22537 2707
	Fax	22537 2714
	Tech Fax	22537 2728
	Switchboard	22537 2711
Denmark (Copenhagen) International Access Code: 00 Country Code: 45	Website: support.euro.dell.com	
	E-mail: support.euro.dell.com/dk/da/emaildell/	
	Technical Support	7023 0182
	Customer Care (Relational)	7023 0184
	Home/Small Business Customer Care	3287 5505
	Switchboard (Relational)	3287 1200
	Switchboard Fax (Relational)	3287 1201
	Switchboard (Home/Small Business)	3287 5000
Switchboard Fax (Home/Small Business)	3287 5001	
Dominica	General Support	toll-free: 1-866-278-6821
Dominican Republic	General Support	1-800-148-0530
Ecuador	General Support	toll-free: 999-119
El Salvador	General Support	01-899-753-0777
Finland (Helsinki) International Access Code: 990 Country Code: 358	Website: support.euro.dell.com	
	E-mail: support.euro.dell.com/fi/fi/emaildell/	
	Technical Support	09 253 313 60
	Customer Care	09 253 313 38

City Code: 9	Fax	09 253 313 99
	Switchboard	09 253 313 00
France (Paris) (Montpellier) International Access Code: 00 Country Code: 33 City Codes: (1) (4)	Website: support.euro.dell.com	
	E-mail: support.euro.dell.com/fr/fr/emaildell/	
	Home and Small Business	
	Technical Support	0825 387 270
	Customer Care	0825 823 833
	Switchboard	0825 004 700
	Switchboard (calls from outside of France)	04 99 75 40 00
	Sales	0825 004 700
	Fax	0825 004 701
	Fax (calls from outside of France)	04 99 75 40 01
	Corporate	
	Technical Support	0825 004 719
	Customer Care	0825 338 339
	Switchboard	01 55 94 71 00
	Sales	01 55 94 71 00
Fax	01 55 94 71 01	
Germany (Langen) International Access Code: 00 Country Code: 49 City Code: 6103	Website: support.euro.dell.com	
	E-mail: tech_support_central_europe@dell.com	
	Technical Support	06103 766-7200
	Home/Small Business Customer Care	0180-5-224400
	Global Segment Customer Care	06103 766-9570
	Preferred Accounts Customer Care	06103 766-9420
	Large Accounts Customer Care	06103 766-9560
	Public Accounts Customer Care	06103 766-9555
Switchboard	06103 766-7000	
Greece International Access Code: 00 Country Code: 30	Website: support.euro.dell.com	
	E-mail: support.euro.dell.com/gr/en/emaildell/	
	Technical Support	00800-44 14 95 18
	Gold Service Technical Support	00800-44 14 00 83
	Switchboard	2108129810
	Gold Service Switchboard	2108129811
Sales	2108129800	

	Fax	2108129812
Grenada	General Support	toll-free: 1-866-540-3355
Guatemala	General Support	1-800-999-0136
Guyana	General Support	toll-free: 1-877-270-4609
Hong Kong	Website: support.ap.dell.com	
International Access Code: 001 Country Code: 852	Technical Support E-mail: apsupport@dell.com	
	Technical Support (Dimension and Inspiron)	2969 3188
	Technical Support (OptiPlex, Latitude, and Dell Precision)	2969 3191
	Technical Support (PowerApp™, PowerEdge™, PowerConnect™, and PowerVault™)	2969 3196
	Customer Care	3416 0910
	Large Corporate Accounts	3416 0907
	Global Customer Programs	3416 0908
	Medium Business Division	3416 0912
	Home and Small Business Division	2969 3105
	India	Technical Support
Sales (Large Corporate Accounts)		1600 33 8044
Sales (Home and Small Business)		1600 33 8046
Ireland (Cherrywood) International Access Code: 16 Country Code: 353 City Code: 1	Website: support.euro.dell.com	
	E-mail: dell_direct_support@dell.com	
	Technical Support	1850 543 543
	U.K. Technical Support (dial within U.K. only)	0870 908 0800
	Home User Customer Care	01 204 4014
	Small Business Customer Care	01 204 4014
	U.K. Customer Care (dial within U.K. only)	0870 906 0010
	Corporate Customer Care	1850 200 982
	Corporate Customer Care (dial within U.K. only)	0870 907 4499
	Ireland Sales	01 204 4444
	U.K. Sales (dial within U.K. only)	0870 907 4000
	Fax/Sales Fax	01 204 0103
	Switchboard	01 204 4444
	Italy (Milan) International Access Code: 00	Website: support.euro.dell.com
E-mail: support.euro.dell.com/it/it/emaildell/		
Home and Small Business		

Country Code: 39 City Code: 02	Technical Support	02 577 826 90
	Customer Care	02 696 821 14
	Fax	02 696 821 13
	Switchboard	02 696 821 12
	Corporate	
	Technical Support	02 577 826 90
	Customer Care	02 577 825 55
	Fax	02 575 035 30
	Switchboard	02 577 821
Jamaica	General Support (dial from within Jamaica only)	1-800-682-3639
Japan (Kawasaki) International Access Code: 001 Country Code: 81 City Code: 44	Website: support.jp.dell.com	
	Technical Support (servers)	toll-free: 0120-198-498
	Technical Support outside of Japan (servers)	81-44-556-4162
	Technical Support (Dimension and Inspiron)	toll-free: 0120-198-226
	Technical Support outside of Japan (Dimension and Inspiron)	81-44-520-1435
	Technical Support (Dell Precision, OptiPlex, and Latitude)	toll-free: 0120-198-433
	Technical Support outside of Japan (Dell Precision, OptiPlex, and Latitude)	81-44-556-3894
	Technical Support (PDAs, projectors, printers, routers)	toll-free: 0120-981-690
	Technical Support outside of Japan (PDAs, projectors, printers, routers)	81-44-556-3468
	Faxbox Service	044-556-3490
	24-Hour Automated Order Service	044-556-3801
	Customer Care	044-556-4240
	Business Sales Division (up to 400 employees)	044-556-1465
	Preferred Accounts Division Sales (over 400 employees)	044-556-3433
	Large Corporate Accounts Sales (over 3500 employees)	044-556-3430
	Public Sales (government agencies, educational institutions, and medical institutions)	044-556-1469
	Global Segment Japan	044-556-3469
Individual User	044-556-1760	
	Switchboard	044-556-4300
Korea (Seoul)	Technical Support	toll-free: 080-200-3800

International Access Code: 001 Country Code: 82 City Code: 2	Sales	toll-free: 080-200-3600
	Customer Service (Penang, Malaysia)	604 633 4949
	Fax	2194-6202
	Switchboard	2194-6000
	Technical Support (Electronics and Accessories)	toll-free: 080-200-3801
Latin America	Customer Technical Support (Austin, Texas, U.S.A.)	512 728-4093
	Customer Service (Austin, Texas, U.S.A.)	512 728-3619
	Fax (Technical Support and Customer Service) (Austin, Texas, U.S.A.)	512 728-3883
	Sales (Austin, Texas, U.S.A.)	512 728-4397
	SalesFax (Austin, Texas, U.S.A.)	512 728-4600 or 512 728-3772
Luxembourg International Access Code: 00 Country Code: 352	Website: support.euro.dell.com	
	E-mail: tech_be@dell.com	
	Technical Support (Brussels, Belgium)	3420808075
	Home/Small Business Sales (Brussels, Belgium)	toll-free: 080016884
	Corporate Sales (Brussels, Belgium)	02 481 91 00
	Customer Care (Brussels, Belgium)	02 481 91 19
	Fax (Brussels, Belgium)	02 481 92 99
	Switchboard (Brussels, Belgium)	02 481 91 00
Macao Country Code: 853	Technical Support	toll-free: 0800 105
	Customer Service (Xiamen, China)	34 160 910
	Transaction Sales (Xiamen, China)	29 693 115
Malaysia (Penang) International Access Code: 00 Country Code: 60 City Code: 4	Website: support.ap.dell.com	toll-free: 1 800 88 0193
	Technical Support (Dell Precision, OptiPlex, and Latitude)	toll-free: 1 800 88 1306
	Technical Support (Dimension, Inspiron, and Electronics and Accessories)	
	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 1800 88 1386
	Customer Service (Penang, Malaysia)	04 633 4949
	Transaction Sales	toll-free: 1 800 888 202
	Corporate Sales	toll-free: 1 800 888 213
Mexico International Access Code: 00	Customer Technical Support	001-877-384-8979 or 001-877-269-3383

Code: 00 Country Code: 52	Sales	50-81-8800 or 01-800-888-3355
	Customer Service	001-877-384-8979 or 001-877-269-3383
	Main	50-81-8800 or 01-800-888-3355
Montserrat	General Support	toll-free: 1-866-278-6822
Netherlands Antilles	General Support	001-800-882-1519
Netherlands (Amsterdam) International Access Code: 00 Country Code: 31 City Code: 20	Website: support.euro.dell.com	
	Technical Support	020 674 45 00
	Technical Support Fax	020 674 47 66
	Home/Small Business Customer Care	020 674 42 00
	Relational Customer Care	020 674 4325
	Home/Small Business Sales	020 674 55 00
	Relational Sales	020 674 50 00
	Home/Small Business Sales Fax	020 674 47 75
	Relational Sales Fax	020 674 47 50
	Switchboard	020 674 50 00
Switchboard Fax	020 674 47 50	
New Zealand International Access Code: 00 Country Code: 64	E-mail (New Zealand): nz_tech_support@dell.com	
	E-mail (Australia): au_tech_support@dell.com	
	Technical Support (for desktop and portable computers)	toll-free: 0800 446 255
	Technical Support (for servers and workstations)	toll-free: 0800 443 563
	Home and Small Business	0800 446 255
	Government and Business	0800 444 617
	Sales	0800 441 567
Fax	0800 441 566	
Nicaragua	General Support	001-800-220-1006
Norway (Lysaker) International Access Code: 00 Country Code: 47	Website: support.euro.dell.com	
	E-mail: support.euro.dell.com/no/no/emaildell/	
	Technical Support	671 16882
	Relational Customer Care	671 17575
	Home/Small Business Customer Care	23162298

	Switchboard	671 16800
	Fax Switchboard	671 16865
Panama	General Support	001-800-507-0962
Peru	General Support	0800-50-669
Poland (Warsaw)	Website: support.euro.dell.com	
International Access Code: 011	E-mail: pl_support_tech@dell.com	
Country Code: 48	Customer Service Phone	57 95 700
City Code: 22	Customer Care	57 95 999
	Sales	57 95 999
	Customer Service Fax	57 95 806
	Reception Desk Fax	57 95 998
	Switchboard	57 95 999
Portugal	Website: support.euro.dell.com	
International Access Code: 00	E-mail: support.euro.dell.com/pt/en/emailldell/	
Country Code: 351	Technical Support	707200149
	Customer Care	800 300 413
	Sales	800 300 410 or 800 300 411 or 800 300 412 or 21 422 07 10
	Fax	21 424 01 12
Puerto Rico	General Support	1-800-805-7545
St. Kitts and Nevis	General Support	toll-free: 1-877-441-4731
St. Lucia	General Support	1-800-882-1521
St. Vincent and the Grenadines	General Support	toll-free: 1-877-270-4609
Singapore (Singapore)	Website: support.ap.dell.com	
International Access Code: 005	Technical Support (Dimension, Inspiron, and Electronics and Accessories)	toll-free: 1800 394 7430
Country Code: 65	Technical Support (OptiPlex, Latitude, and Dell Precision)	toll-free: 1800 394 7488
	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 1800 394 7478
	Customer Service (Penang, Malaysia)	604 633 4949
	Transaction Sales	toll-free: 1 800 394 7412
	Corporate Sales	toll-free: 1 800 394 7419
Slovakia (Prague)	Website: support.euro.dell.com	

International Access Code: 00 Country Code: 421	E-mail: czech_dell@dell.com	
	Technical Support	02 5441 5727
	Customer Care	420 22537 2707
	Fax	02 5441 8328
	Tech Fax	02 5441 8328
	Switchboard (Sales)	02 5441 7585
South Africa (Johannesburg) International Access Code: 09/091 Country Code: 27 City Code: 11	Website: support.euro.dell.com	
	E-mail: dell_za_support@dell.com	
	Gold Queue	011 709 7713
	Technical Support	011 709 7710
	Customer Care	011 709 7707
	Sales	011 709 7700
	Fax	011 706 0495
	Switchboard	011 709 7700
Southeast Asian and Pacific Countries	Customer Technical Support, Customer Service, and Sales (Penang, Malaysia)	604 633 4810
Spain (Madrid) International Access Code: 00 Country Code: 34 City Code: 91	Website: support.euro.dell.com	
	E-mail: support.euro.dell.com/es/es/emaildell/	
	Home and Small Business	
	Technical Support	902 100 130
	Customer Care	902 118 540
	Sales	902 118 541
	Switchboard	902 118 541
	Fax	902 118 539
	Corporate	
	Technical Support	902 100 130
	Customer Care	902 115 236
	Switchboard	91 722 92 00
	Fax	91 722 95 83
Sweden (Upplands Vasby) International Access Code: 00 Country Code: 46	Website: support.euro.dell.com	
	E-mail: support.euro.dell.com/se/sv/emaildell/	
	Technical Support	08 590 05 199
	Relational Customer Care	08 590 05 642
	Home/Small Business Customer Care	08 587 70 527

City Code: 8	Employee Purchase Program (EPP) Support	20 140 14 44
	Technical Support Fax	08 590 05 594
	Sales	08 590 05 185
Switzerland (Geneva) International Access Code: 00 Country Code: 41 City Code: 22	Website: support.euro.dell.com	
	E-mail: Tech_support_central_Europe@dell.com	
	E-mail for French-speaking HSB and Corporate Customers: support.euro.dell.com/ch/fr/emaildell/	
	Technical Support (Home and Small Business)	0844 811 411
	Technical Support (Corporate)	0844 822 844
	Customer Care (Home and Small Business)	0848 802 202
	Customer Care (Corporate)	0848 821 721
	Fax	022 799 01 90
	Switchboard	022 799 01 01
Taiwan International Access Code: 002 Country Code: 886	Website: support.ap.dell.com	
	E-mail: ap_support@dell.com	
	Technical Support (OptiPlex, Latitude, Inspiron, Dimension, and Electronics and Accessories)	toll-free: 00801 86 1011
	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 00801 60 1256
	Transaction Sales	toll-free: 00801 65 1228
	Corporate Sales	toll-free: 00801 651 227
Thailand International Access Code: 001 Country Code: 66	Website: support.ap.dell.com	
	Technical Support (OptiPlex, Latitude, and Dell Precision)	toll-free: 1800 0060 07
	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 1800 0600 09
	Customer Service (Penang, Malaysia)	604 633 4949
	Corporate Sales	toll-free: 1800 006 009
	Transaction Sales	toll-free: 1800 006 006
Trinidad/Tobago	General Support	1-800-805-8035
Turks and Caicos Islands	General Support	toll-free: 1-866-540-3355
U.K. (Bracknell) International Access Code: 00 Country Code: 44	Website: support.euro.dell.com	
	Customer Care website: support.euro.dell.com/uk/en/ECare/Form/Home.asp	

City Code: 1344	E-mail: dell_direct_support@dell.com	
	Technical Support (Corporate/Preferred Accounts/PAD [1000+ employees])	0870 908 0500
	Technical Support (direct and general)	0870 908 0800
	Global Accounts Customer Care	01344 373 186
	Home and Small Business Customer Care	0870 906 0010
	Corporate Customer Care	01344 373 185
	Preferred Accounts (500–5000 employees) Customer Care	0870 906 0010
	Central Government Customer Care	01344 373 193
	Local Government & Education Customer Care	01344 373 199
	Health Customer Care	01344 373 194
	Home and Small Business Sales	0870 907 4000
	Corporate/Public Sector Sales	01344 860 456
	Home and Small Business Fax	0870 907 4006
	Uruguay	General Support
U.S.A. (Austin, Texas) International Access Code: 011 Country Code: 1	Automated Order-Status Service	toll-free: 1-800-433-9014
	AutoTech (portable and desktop computers)	toll-free: 1-800-247-9362
	Consumer (Home and Home Office)	
	Technical Support	toll-free: 1-800-624-9896
	Customer Service	toll-free: 1-800-624-9897
	DellNet™ Service and Support	toll-free: 1-877-Dellnet (1-877-335-5638)
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Financial Services website: www.dellfinancialservices.com	
	Financial Services (lease/loans)	toll-free: 1-877-577-3355
	Financial Services (Dell Preferred Accounts [DPA])	toll-free: 1-800-283-2210
	Business	
	Customer Service and Technical Support	toll-free: 1-800-822-8965
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Printers and Projectors Technical Support	toll-free: 1-877-459-7298
	Public (government, education, and healthcare)	
	Customer Service and Technical Support	toll-free: 1-800-456-3355
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-234-1490

	Dell Sales	toll-free: 1-800-289-3355 or toll-free: 1-800-879-3355
	Dell Outlet Store (Dell refurbished computers)	toll-free: 1-888-798-7561
	Software and Peripherals Sales	toll-free: 1-800-671-3355
	Spare Parts Sales	toll-free: 1-800-357-3355
	Extended Service and Warranty Sales	toll-free: 1-800-247-4618
	Fax	toll-free: 1-800-727-8320
	Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impaired	toll-free: 1-877-DELLTTY (1-877-335-5889)
U.S. Virgin Islands	General Support	1-877-673-3355
Venezuela	General Support	8001-3605

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