

## *Chapter 7*

### **Traveling with the Notebook**

This chapter tells you what to do when traveling with the notebook. This chapter also includes a list of Acer's worldwide offices and contact information.

## 7.1 Traveling Preparations

Follow these steps to prepare the notebook for travel:

1. Make diskette copies of important files on the hard disk.
2. Turn off the notebook and all peripherals.
3. Make sure the display lid is properly closed. The display lid latch must be secure.
4. Disconnect the AC adapter and all peripherals.
5. Place the notebook, AC adapter, external floppy drive, extra battery pack and user documentation in a carrying bag.
6. Hand-carry the notebook. **Do not check it in as luggage!**



*The notebook can pass through airport X-ray equipment, but metal detectors may damage the notebook (i.e., hard disk drive).*

7. Check with your airline if you plan to use the notebook on the aircraft.
8. When traveling in another country, check that the local AC voltage and the AC adapter power cord specifications are compatible. If not, purchase a power cord that is compatible with the local AC voltage. Do not use converter kits sold for appliances to power the notebook.
9. Check also if the PC card modem and connector used with your notebook is compatible with the telecom system of the country you are traveling in.

## 7.2 International Traveler's Warranty

Your notebook is backed by an international traveler's warranty (ITW) that gives you security and peace of mind when traveling. Our worldwide network of service centers are there to give you a helping hand. Simply fill up and return the ITW application form to avail of this unique service.

Below is a list of Acer-authorized ITW service sites.



*Have your ITW card number ready when you call. For updated sites and more information on ITW, see the ITW brochure.*

### **Acer America Corporation (AAC)**

399 West Trimble  
San Jose, CA 95131, USA  
Tel: 1-408-922-2995 / 1-800-445-6495  
Fax: 1-408-922-0773 / 1-408-922-2958  
Attn: Ms. Cathy Norton / Mr. Nghia Huynh

### **Acer America Corp. (Canadian Branch)**

5775, McLaughlin Road  
Mississauga, Ontario  
L5R 3P7 Canada  
Tel: 1-905-712-7912 / 1-800-320-2237  
Fax: 1-905-712-7902  
Attn: Mr. Lam Hoang

### **Acer Latin America (ACLA)**

1601 N.W. 84th Avenue  
Miami, Florida 33126, USA  
Tel: 1-305-477-8119  
Fax: 1-305-477-5963  
Attn: Mr. Chris Songer

### **Acer Argentina**

Marcos Sastre 3620, Carapachay,  
Buenos Aires, 1605, Argentina  
Tel: 54-1-763-1111  
Fax: 54-1-763-0222  
Attn: Mr. Isaac Cánepa

### **Acer Colombia**

Carretera 129 no. 29-57  
Bodega 42,  
Parque Industrial de Occidente  
Santa Fe de Bogota, Colombia  
Tel: 57-1-418-1498  
Fax: 57-1-418-1510  
Attn: Mr. Ezequiel Lopez.

### **Cientec S.A.**

Antonio Varas 754,  
Casilla 972, Santiago De Chile, Chile  
Tel: 56-2-200-9000  
Fax: 56-2-235-8481  
Attn: Mr. Juan Enrique Arevalo

### **Acer de Venezuela**

Avenida Principal de la Castellana  
Torre Banco de Lara, piso 3. of 3-B,  
La Castellana Caracas, Venezuela  
Tel: 58-2-263-0406  
Fax: 58-2-261-3058  
Attn: Mr. Rafael Cabrera

**Computec Servicio, S.A. de C.V.**

Poniente 140 no. 717  
Col. Industrial Vallejo  
Mexico, D.F. C.P. 02300  
Tel.: 52-5-729-5570 / 729-5590  
Fax: 52-5-729-5596  
Attn: Mr. Alicia Camacho

**Acer Computer B.V. (ACH)**

Europalaan 89  
5232 BC's-Hertogenbosch,  
The Netherlands  
Tel: 31-73-645-9595  
Fax: 31-73-645-9599  
Attn: Mr. Martien Strauven

**Acer Computer HandelsgmbH (ACE)**

Hutteldorfer Strasse 299  
1140 Vienna, Austria  
Tel: 43-1-914-18810  
Fax: 43-1-914-188110  
Attn: Mr. Georg Trojan

**Acer Scandinavia A/S (ACD)**

Kongevejen 62A  
3460 Birkerød, Denmark  
Tel: 45-45-821-000  
Fax: 45-45-821-072  
Attn: Mr. Bo Erri

**Acer Computer GmbH (ACG)**

Kornkamp 4  
22923 Ahrensburg, Germany  
Tel: 49-4102-4880  
Fax: 49-4102-488-101  
Attn: Mr. Hajo Luppe

**Acer Italy s.r.l. (AAI)**

Via Cassanese 210  
Segrate, Milan, Italy  
Tel: 39-2-2692-2565  
Fax: 39-2-2692-1021  
Attn: Mr. Salvatore Cammarata

**Acer U.K. Ltd. (AIL)**

Technical Support Division  
Maddison House, Thomas Road,  
Wooburn Industrial Park, Wooburn Green  
Buckinghamshire, HP10 OPE  
United Kingdom  
Tel : 44-1628-533-422  
Fax: 44-1628-524-060  
Attn: Mr. Dave Tanner

**Acer Computer France (ACF)**

ZI Paris Nord II  
209, Avenue des Nations  
93290 Tremblay Les Gonesse  
France  
Tel : 33-1-4817-4040  
Fax: 33-1-4817-4048  
Attn: Mr. Olivier Dugain

**Acer Africa (Pty) Ltd. (AAF-1)**

76 Lechwe Street  
Corporate Park, Old Pretoria Road  
Randjespark Ext 76,  
Midrand, South Africa  
Tel: 27-11-314-2807  
Fax: 27-11-314-2703  
Attn: Mr. Teddy Liang / Mr. Roy Grant

**Acer Africa (Pty) Ltd. (AAF-2)**

Acer House, 15 Aloefield Crescent,  
Springfield Park, Durban, 4091  
South Africa  
Tel: 27-31-579-1331  
Fax: 27-31-579-1712  
Attn: Mr. Brian Bogaard

**Acer Africa (Pty) Ltd. (AAF-3)**

Unit 50, M5 Freeway Park,  
Camp Road, Maitland CT.  
Box 7367, Roggebaai, 8012, South Africa  
Tel: 27-21-510-5960  
Fax: 27-21-510-2838  
Attn: Mr. Tom Simpson

**Acer Computer Australia Pty Ltd. (ACA)**

Tower A, Level 3, 112-118 Talavera Rd,  
North Ryde, NSW 2113,  
Australia  
Tel: 61-2-9870-1999  
Fax: 61-2-9878-6943  
Attn: Ms. Jane Picker

**Acer Computer(South Asia) Pty Ltd.  
(ASA)**

Block 4, Pasir Panjang Rd., #10-29  
Alexandra Distripark,  
Singapore 0511  
Tel: 65-276-4878  
Fax: 65-274-9925  
Attn: Mr. Vincent Ng

**Acer Sales & Service Sdn Bhd (AMA)**

Tech. Supp. . No. 25, Jalan 8/91,  
Taman Shamelin Perkasa,  
Off Jalan Cheras,  
56100 Kuala Lumpur, Malaysia  
Tel: 60-3-984-2488  
Fax: 60-3-981-3302  
Attn: Mr. Wong Chan Poh

**PT. Metrodata Electronics**

Duta Merlin Block B/27  
JL. Gajah Mada 3-5  
Jakarta Pusat 10130  
Indonesia  
Tel: 62-21-633-4532/4542  
Fax: 62-21-634-4516  
Attn: Mr. Danny Muliana

**Sahaviriya OA Co., Ltd.**

279 Moo 7, Ratburana Rd.,  
Ratburana, Bangkok 10140, Thailand  
Tel: 66-2-462-5822 / 462-5933  
Fax: 66-2-816-7536  
Attn: Ms. Suchanee Tur.

**Wipro Infotech**

Repair Centre, Akshaya Complex,  
26 Victoria Road,  
Bangalore 560 047, India  
Tel: 91-80-556-6420/556-9993/557-6712  
Fax: 91-80-556-0144  
Attn: Mr. Dinesh H S

**Acer Computer (M.E) Ltd. (AME)**

P.O Box 16951, Dubai,  
United Arab Emirates  
Tel: 971-4-836-663  
Fax: 971-4-836-464  
Attn: Mr. Victor Soon

**Acer Market Services Ltd. (AMS-BJ)**

Rm 329, 3rd Fl. 4th Area  
Science & Technology Trade Center  
37 Baishiqiao Road, Haidian District,  
Beijing, 100081 People's Republic of China  
Tel: 86-10-6847-2323  
Fax: 86-10-6847-1101  
Attn: Mr. David Chien

**Acer Shanghai Regional Office  
(AMS-SH)**

Beijing Acer Information Co., Ltd.  
Rm 403, Jinan Lianheng Comm'l. Bldg,  
394/8, Yanan Rd. West,  
Shanghai, 200040,  
People's Republic of China  
Tel: 86-21-6247-7288 (ext. 4030)  
Fax: 86-21-6247-7617  
Attn: Mr. Marlin Zong

**Acer Computer (F.E.) Ltd. (AFE)**

Room A1, 5th Floor, Block A  
Tonic Industrial Centre,  
26 Kai Cheung Road, Kowloon Bay,  
Kowloon, Hong Kong  
Tel: 852-2755-2611  
Fax: 852-2799-9998  
Attn: Mr. Chiu Siu Lung

**Acer Sertek Inc. (STK)**

4th floor, 135 Section 2,  
Chien Kuo North Road  
Taipei 10449, Taiwan, R.O.C.  
Tel: 886-2-501-0055 (Ext. 5126/5127)  
Fax: 886-2-509-2745  
Attn: Mr. Wenson Huang

## 7.3 Worldwide Support

If the country you are traveling in does not have an Acer-authorized ITW service site, you can still get in contact with our offices worldwide.

### World Headquarters

#### Acer Incorporated

156 Min Sheng E. Road Sec. 3, 6F  
Taipei, Taiwan 105, R.O.C.  
Telephone: 886-2-545-5288  
Facsimile: 886-2-545-5308  
Homepage: <http://www.acer.com.tw/>

### Regional Headquarters

#### Acer America Corporation

2641 Orchard Parkway  
San Jose, CA 95134, USA  
Telephone: 1 (408) 432-6200  
Facsimile: 1 (408) 922-2933  
Homepage: <http://www.acer.com/aac/>

#### Acer Computer B. V.

Europalaan 89  
5232 BC's-Hertogenbosch  
The Netherlands  
Telephone: 31-73-6459595  
Facsimile: 31-73-6459599  
Homepage: <http://www.acer.nl/>

#### Acer Computer International Ltd.

438 Alexandra Road  
#17-00, Alexandra Point  
Singapore 119958  
Telephone: 65-274-7778  
Facsimile: 65-276-3588  
Homepage: <http://www.aci.acer.com.tw/>

#### Acer Computec Latino America

Berruguete No.25  
Col. Nonoalco Mixcoac  
C.P. 03700, Mexico, D.F.  
Telephone: 525-627-9400  
Facsimile: 525-627-9401  
Homepage: <http://www.acer.com.mx/>

### Worldwide Operations

#### Asia

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#### Acer Computer International, CIS

#14 Chapayevsky Pereulok, 5F  
Moscow, Russia 125252  
Telephone: (7-095) 258-4400  
Facsimile: (7501) 258-4401

#### Acer Computer (Far East) Ltd.

2001 United Centre, 2F  
95 Queensway, Hong Kong  
Telephone: 852-25280233  
Facsimile: 852-28613758

#### Acer Computer (M.E.) Ltd.

P.O. Box 16951  
Jebel Ali Free Zone Dubai  
United Arab Emirates  
Telephone: 971-4-836663  
Facsimile: 971-4-836464

#### Acer Computer Turkey

Altunizade Sitesi, Okul Sokagi  
C Blok No.5, Da:4  
81190 Altunizade  
Istanbul, Turkey  
Telephone: 90-216-3270311/2  
Facsimile: 90-216-3270314

#### Acer Japan Corporation

5F, Sumitomo Gotanda Bldg.  
7-1-1, Nishi-Gotanda, Shinagawa-ku  
Tokyo 141, Japan  
Telephone: 81-3-5434-7373  
Facsimile: 81-3-5434-7533

**Acer Korea Co. Ltd.**  
DaeYoung Building, #831  
44-1 Yoido-Dong, YoungDeungPo-Ku  
Seoul, South Korea  
Telephone: 82-2-784-6898/9  
Facsimile: 82-2-784-6897

**Acer Market Services, Ltd.**  
Science & Technology Trade Center  
4th Area, 3F Rm.329  
37 Bai Shi Qiao Rd., Haidian District,  
Beijing, People's Republic of China  
Telephone: 86-1-847-2233  
Facsimile: 86-1-847-1101

**Acer Sales & Services Sdn. Bhd.**  
Level 17 Menara Lion  
165 Jalan Ampang  
50450 Kuala Lumpur, Malaysia  
Telephone: 60-3-466-3223/262-1388  
Facsimile: 60-3-466-2388/261-8113

**Acer Sertek Incorporated**  
135 Chien Kuo N. Rd. Sec. 2  
Taipei, Taiwan 104, ROC  
Telephone: 886-2-501-0055  
Facsimile: 886-2-501-2521

**SV-Acer Co., Ltd.**  
900/9 SVOA Tower 18F  
Rama 3 Rd., Bangpongpan  
Yannawa, Bangkok 10120, Thailand  
Telephone: 662-682-1111/682-6233  
Facsimile: 662-6826323

**Wipro Acer**  
6F, S.B. Towers,  
88 Mahatma Gandhi Rd.,  
Bangalore 560001, India  
Telephone: 91-80-558-8422  
Facsimile: 91-80-558-6657

## **Australia**

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**Acer Computer Australia Pty Ltd.**  
Tower A, Level 3,  
112-118 Talavera Road  
North Ryde, NSW 2113, Australia  
Telephone: 61-2-870 1999  
Facsimile: 61-2-878 6227

### **Sales Offices**

**Acer Computer Australia Pty Ltd.**  
69 Fullarton Road  
Kent Town, SA 5067  
Telephone: 61-8-364 3022  
Facsimile: 61-8-364 1220

**Acer Computer Australia Pty Ltd.**  
Associate House, Suite 3  
1070 Hay St.  
West Perth, WA 6005  
Telephone: 61-9-321 9511  
Facsimile: 61-9-321 9534

**Acer Computer Australia Pty Ltd.**  
99 Northbourne Avenue, 2F  
Turner, ACT 2601  
Telephone: 61-6-257 2522  
Facsimile: 61-6-247 0187

**Acer Computer Australia Pty Ltd.**  
Unit 10, 2F, 150 Albert Rd.  
South Melbourne, VIC 3205  
Telephone: 61-3-696 4266  
Facsimile: 61-3-696 4354

**Acer Computer Australia Pty Ltd.**  
Level 3, Waterfront Place,  
1 Eagle St.  
Brisbane, QLD 4000  
Telephone: 61-7-360 0266  
Facsimile: 61-7-360 0222

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**New Zealand****Acer Computer New Zealand Ltd.**

AcerHouse, Level 7  
10-12 Scotia Pl.  
Auckland, New Zealand  
Telephone: 64-9-302 8500  
Facsimile: 64-9-302 8501

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**Europe****Acer Belgium N.V.**

Coremansstraat 34, 2600 Antwerpen  
(Berchem) Belgium  
Telephone: 32-3-2305032  
Facsimile: 32-3-2813325

**Acer Computer B. V.**

Europalaan 89  
5232 BC's-Hertogenbosch  
The Netherlands  
Telephone: 31-73-6459645  
Facsimile: 31-73-6459699

**Acer Computer France S.A.R.L.**

Paris Nord II  
165 avenue du Bois de la Pie  
B.P. 40005  
959111 Roissy Charles de Gaulle Cedex  
Telephone: 33-1-4817-4040  
Facsimile: 33-1-4817-4089

**Acer Computer GmbH**

Kornkamp 4  
22923 Ahrensburg/Hamburg, Germany  
Telephone: 49-4102-488-0  
Facsimile: 49-4102-488-101

**Acer Computer HandelsgesmbH**

Jochen-Rindt-Straße 25  
1230 Wien, Austria  
Telephone: 43-1-615-0820  
Facsimile: 43-1-615-0820-50

**Acer Computer Norway A/S**

Bleikerveien 17  
1370 Asker, Norway  
Telephone: 47-66901030  
Facsimile: 47-66900240

**Acer Computer Polska**

ul Wiejska 12  
00-490 Warszawa, Poland  
Telephone: 48-22-6219866  
Facsimile: 48-22-6282416

**Acer Computer Representative  
Hungary**

Dayka G.u.3. B I-1  
1118 Budapest, Hungary  
Telephone: 36-1-3192655  
Facsimile: 36-1-3191655

**Acer Computer Iberica, S.A.**

Frederic Mompou 5, 3, 2B  
Sant Just Desvern  
08960 Barcelona, Spain  
Telephone: 34-3-4990303  
Facsimile: 34-3-4990483

**Acer Italy s. r. l.**

Via Cassanese 210  
20092 Segrate, Milan, Italy  
Telephone: 39-2-2692-2565  
Facsimile: 39-2-2692-1021

**Acer Scandinavia A/S**

Kongevejen 62A  
3460, Birkerød, Denmark  
Telephone: 45-45-821000  
Facsimile: 45-45-821072

**Acer UK Limited**

Maddison House, Thomas Rd.  
Wooburn Green HP10 OPE,  
United Kingdom  
Telephone: 44-1628-533422  
Facsimile: 44-1628-524071



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**North America****Sales Offices****Acer America/Boston**

Burlington Office Park  
1 Wall St.  
Burlington, MA 01803, USA  
Telephone: 1 (617) 272-2572  
Facsimile: 1 (617) 272-5155

**Acer America/Canada**

9-5155 Spectrum Way  
Mississauga, Ontario L4W 5A1, Canada  
Telephone: 1 (905) 602-8200  
Facsimile: 1 (905) 602-7799

**Acer America/North Central West**

Two Continental Towers  
1701 Golf Rd., Suite 601  
Rolling Meadows, IL 60008, USA  
Telephone: 1 (708) 640-7112  
Facsimile: 1 (708) 640-6865

**Acer America/Midwest**

Farmington Hills, MI  
Telephone: 1 (810) 471-2451  
Facsimile: 1 (810) 471-2451

**Acer America/South Central**

5025 Arapaho Rd., #250  
Dallas, TX 75248, USA  
Telephone: 1 (214) 661-2093  
Facsimile: 1 (214) 661-9665

**Acer America/Southeast**

3675 Crestwood Pkwy., Suite 400  
Duluth, GA 30136, USA  
Telephone: 1 (404) 923-2001  
Facsimile: 1 (404) 923-1306

**Acer America/North Mid Atlantic**

Wyckoff, NJ, USA  
Telephone: 1 (201) 848-1007  
Facsimile: 1 (201) 848-1086

**Acer America/New York Metro**

Bayville, NY, USA  
Telephone: 1 (516) 628-7373  
Facsimile: 1 (516) 628-1703

**Acer America/Northwest**

Issaquah, WA, USA  
Telephone: 1 (206) 391-0717  
Facsimile: 1 (206) 391-0801

**Acer America/North Central East**

Akron, OH, USA  
Telephone: 1 (216) 867-7794  
Facsimile: 1 (216) 867-1697

**Acer America/Southwest**

Costa Mesa, CA, USA  
Telephone: 1 (714) 540-0812  
Facsimile: 1 (714) 506-3826

**Acer America/Government Sales**

8321 Old Courthouse Rd., Ste. 250  
Vienna, VA 22182, USA  
Telephone: 1 (703) 442-7500  
Facsimile: 1 (703) 821-1813

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**Latin America****Acer Latin America**

1601 NW 84th Avenue  
Miami, FL 33126, USA  
Telephone: 1 (305) 477-8119  
Facsimile: 1 (305) 477-5963

**Sales Offices****Acer Argentina**

Marcos Sastre 3620, Carapachay  
Buenos Aires, Argentina 1605  
Telephone: 541-763-1111  
Facsimile: 541-763-0222

**Acer Chile**

Antonio Varas 754, Casilla 972  
Santiago de Chile, Chile  
Telephone: 562-200-9301  
Facsimile: 562-200-9310

**Acer Computer Colombia**

Cra 129 #29-57  
Bodega No. 41-42-43  
Bogota, Colombia  
Telephone: 571-418-1465  
Facsimile: 571-418-1510

**Acer de Venezuela**

Avenida principal de la Castellana  
Torre Banco de Lara, piso 3, off 3-B  
La Castellana, Caracas, Venezuela  
Telephone: 582-266-8709  
Facsimile: 582-261-3058

**Africa**

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Acer Africa (Pty) Ltd  
Fedlife Park, Unit 12A  
Cnr. Pretoria Main Rd. and  
Tonnetti St., Halfway House  
South Africa  
Telephone: 27-11-315-3335  
Facsimile: 27-11-315-1032

You can also contact the local dealer or distributor in the country you are traveling for assistance.



*If you are connected to the Internet and have World Wide Web access, visit our home page (<http://www.acer.com/>) and get an updated list of our worldwide offices, as well as information about our products.*