

E-MU Technical Support

At E-MU, in addition to giving you the best products, we are committed to supporting you by providing a comprehensive suite of eService options complemented by telephone support.

E-MU's eService options outlined below are designed to assist you if you have a question or problem installing or using your E-MU product. Before accessing these eService options, it is important to have the following information ready:

- The serial and model numbers of your E-MU product (found at the back of the product). Information identifying your model number is available in the **Support** area of the E-MU web site.
- Computer type and speed (for example, Pentium 4 1.6GHz).
- Details of your problem such as error messages, hardware conflicts, etc.
- Motherboard information: BIOS manufacturer/version and chipset manufacturer.
- Type and date of your operating system (for example, Windows XP).
- Place and date of purchase

To access these eService options, go to www.emu.com, select your region and go to the **Support** area.

eService Options

Knowledgebase*

E-MU's Knowledgebase empowers you to quickly resolve your queries by using natural language support and stepping you through targeted questions to help pinpoint the best solution for your particular problem. The Knowledgebase also provides access to Frequently Asked Questions (FAQs) and Technical Specifications on the E-MU product range.

eMail

Should you not obtain a solution to your question using our Knowledgebase system, you can contact our support staff through email by completing our web-based email query form (see also the **E-MU Technical Support Centers** section for information on regional email addresses). You must have registered your product to access this service. Please see "Registering your Product" on page 3 for more details.

Driver/Firmware

The E-MU web site offers a range of updates and drivers for our products in a variety of operating systems.

Product Documentation

Browse E-MU's extensive library of product installation and user manuals to find documentation for your E-MU product.

Telephone

Should you not obtain a solution to your question, or if you do not have web site access, then you can contact our service department team via telephone. Telephone numbers can be obtained in the **E-MU Technical Support Centers** section. You must have registered your product to access this service.

Please see "Registering your Product" on page 3 for more details.

** Native language support provided in English, French, German and Japanese.*

Registering Your Product

In order to receive Technical Support by phone or email, it is necessary to register your product. You can do this when installing your product. If you don't have web site access, please telephone our Customer Support department.

There are a host of other benefits to registering your product such as:

- Email notification of attractive promotions and events.
- Hot news and tips on the latest and upcoming products that fully complement what you have already purchased.

We assure you that all information you provide will be kept strictly confidential, and that you have the choice to opt in or out of mail listings. Your information is protected by our Privacy Policy. For Australian users, visit the privacy policy at: www.australia.creative.com or email at privacy@clau.creative.com

Product Returns

Please retain all product contents and packaging until you are fully satisfied with your product. **It is very important to keep your Proof of Purchase for the duration of your warranty period, as it is necessary should you have a product defect and need to return your product.**

If after using the E-MU support services, you believe your E-MU product to be defective, you should verify the purchase date and take the appropriate action as detailed below.

Americas

Please refer to the **Returning your Product for Repair/Replacement** section on page 4.

Europe

Please refer to the **Returning your Product for Repair/Replacement** section on page 4.

Asia Pacific region

Note: *Product returns shall only be authorized if the product is purchased from an authorized dealer.*

Please contact the dealer who sold you the product. Your dealer may be able to assist you. If you are unable to do so, contact your local authorized distributor or the relevant E-MU Technical Support Center.

If you are returning a product for factory service, please refer to the **Returning your Product for Repair/Replacement** section below.

Returning your Product for Repair/Replacement

E-MU requires that all returns for repair/replacement must be first issued with a Return Merchandise Authorization (RMA) number. To return a product for factory service, contact the regional E-MU Technical Support center. Once the staff has verified that the product is defective, you will be given an RMA number.

When returning a product for factory service:

- You will be asked to supply a date Proof of Purchase, to validate your Warranty.
- Shipment to E-MU is at your expense and you assume all risk. If necessary, ship the product through a carrier that provides proof of delivery. Insure the shipment t full product value.
- write the RMA number on the outside of the package. E-MU cannot accept any return that does not include an RMA number on the package.
- You should only return the defective item(s) and mail it to the address provided by the Technical Support Center.
- Use proper materials for packing the item(s) for shipment.

Shipping Tariffs outside the United States & to the European Union

To avoid tariffs when shipping a product to E-MU from outside the U.S. or the E.U., or from zones with a special tax status, you must complete the relevant customs documentation before shipping the product. To ensure delivery. E-MU may include charges for return shipment.

E-MU Technical Support

Americas - Native Language support provided

Language	Address	Telephone	Operating Hours	Web Site	email
English	Creative Labs, Inc. Technical Support 1523 Cimarron Plaza Stillwater, OK 74075 U.S.A.	405-743-0464	9:00 a.m. - 6:00 p.m. Monday - Friday (U.S.A. Central time) (Closed U.S.A. public holidays)	www.emu.com	See: www.emu.com for contact details

Europe - Native Language support provided

Language	Address	Telephone	Operating Hours	Web Site	email
English	Creative Labs (Ireland) Ltd. Technical Support Dept. Ballycoolin Business Park Blanchardstown, Dublin 15, Ireland	+353 1 433 3201	10:30 - 19:00 CET Monday - Friday (Closed Public Holidays)	www.emu.com	See: www.emu.com for contact details
German	Creative Labs (Ireland) Ltd. Technical Support Dept. Ballycoolin Business Park Blanchardstown, Dublin 15, Ireland	+353 1 438 0001	10:30 - 19:00 CET Monday - Friday (Closed Public Holidays)	www.emu.com	See: www.emu.com for contact details
French	Creative Labs (Ireland) Ltd. Technical Support Dept. Ballycoolin Business Park Blanchardstown, Dublin 15, Ireland	+353 1 433 3221	10:30 - 19:00 CET Monday - Friday (Closed Public Holidays)	www.emu.com	See: www.emu.com for contact details

Asia Pacific region - Unless otherwise stated, support is in English

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English	Creative Labs, Inc. Technical Support 1523 Cimarron Plaza Stillwater, OK 74075 U.S.A.	405-743-0464	9:00 a.m. - 6:00 p.m. Monday - Friday (U.S.A. Central time) (Closed U.S.A. public holidays)	www.emu.com	See: www.emu.com for contact details
Japan	E-MU Japan Nihonbashi ICI Bldg. 2F, 2-2-12 Nihonbashi Bakuro-cho, Chuo-ku Tokyo 103-0002 Japan	(81-3) 3664-2282	10:00am - 17:00pm Monday-Friday (except public holidays)	www.emu.com	info@emu- ensoniq.co.jp