New Model of ThinkVision L171p monitor — Outstanding image quality and exceptional design that enhances usability

Overview

The ThinkVision® L171p monitor offers a stand that provides tilt, swivel, pivot, and height adjustment. Its ultra-slim bezel saves space and provides a nearly seamless view in a multiple-monitor environment. The L171p includes attach points that allow attachment of the optional ThinkVision USB Soundbar.

The L171p includes both analog and digital connectors. The incorporated ThinkVantage™ design enhances usability and makes the monitor intuitive, easy to use, and complements the design of ThinkPad® and ThinkCentre® systems.

The ThinkVision L171p is in the Performance category of the ThinkVision family of monitors. It is best suited for general business applications such as word processing, spreadsheets, data entry, and business graphics.

Features/Benefits

- 17.0-inch (432-mm) viewable image size
- Native resolution of 1280 x 1024
- ThinkVantage design
 - Ultra-slim bezel saves space
 - Tilt/swivel and height adjustable stand for optimum viewing comfort
 - Pivot for portrait or landscape viewing (graphics card dependent)
 - Direct access for automatic image setup and brightness provides quick and easy monitor setup
 - Attachment points for optional ThinkVision USB Soundbar (40Y7616)

- Direct access for input selection allows easy movement between applications when attached to two systems simultaneously
- Matching design to ThinkPad and ThinkCentre systems
- Analog and digital connectors for attachment flexibility (15-pin D-shell analog cable and a DVI-D digital cables are provided)
- Dual input allows attachment to two systems simultaneously
- Internal power
- · Kensington lock slot
- Meets 100-mm VESA standard for mounting
- Detachable base for wall or arm mounting (sold separately)
- · Available in business black

Planned availability date

November 10, 2006

At a glance

The new ThinkVision L171p LCD monitor offers:

- Viewable image size: 17.0 in (432 mm)
- Brightness: 300 cd/m2 (typical)
- Contrast ratio: 500:1 (typical)
- Viewing angles
 - Horizontal: +/- 70°
 - Vertical: + 70°/- 60°
- Response time: 8 ms (typical)
- Pivot (graphics card dependent)
- Display native resolution of 1280 x 1024 (automatically scales lower resolution to fill the screen)
- Tilt, swivel, and height adjustable stand
- Optional USB Soundbar (sold separately)
- Direct access for automatic image setup, brightness, and input select
- Analog and digital system attachment
- Internal power
- 100-mm Video Electronic Standards Association (VESA) standard for mounting
- Kensington lock slot

This announcement is provided for your information only. For additional information, contact your sales representative, call 800-426-4968, or visit http://www.lenovo.com.

Description

VESA high refresh video signal timings

The ThinkVision L171p LCD monitor supports a wide range of display modes, including a selection of the VESA timings of incoming video signals at up to 75 Hz (non-interlaced) for the following screen resolutions:

- 640 x 480
- 800 x 600
- 1024 x 768
- 1280 x 1024

Appropriate video-adapter hardware and software must be installed in the attaching system unit.

VESA Display Data Channel (DDC)

The ThinkVision L171p LCD monitor supports the DDC protocol to level Command Interface (CI). Basic configuration information can be passed to a system unit from its attached monitor. Often referred to as Plug and Play, the protocol enables a DDC-enabled system unit to automatically configure the video adapter to drive the attached monitor at its optimum display mode without end-user intervention. For best use, the attaching system unit must also be hardware- and software-enabled for DDC operation.

The capabilities of the monitor are held in nonvolatile monitor memory in an encoded format. The data is received from the monitor by the system unit during boot-up and system configuration.

The EDID data sent by the monitor to the attached system unit also includes the monitor's serial number and other identification information. This can be held in the system unit until requested; for example, by a department LAN administrator needing to assess the location of all equipment connected to the LAN.

Date information transmitted in the monitor EDID data conforms to VESA EDID standard V2. This requires the year of manufacture (YOM) to be stored in a one-byte field as an offset from 1990 as derived from the following equation:

Value stored = (YOM Year of manufacture		stored
2004 2005	14 15	
2006	16	

An international industrial standard by the name of DDC/CI was developed by VESA to expand upon an existing DDC standard. This new standard adds control functionality without the need for additional connections.

The main advantage of DDC/CI is its bi-directional communication structure between PC and monitor, which does not require a separate cable. All data are transmitted in both directions via the video graphics card and the standard VGA or DVI signal cable. This capability allows for functions like monitor control, adjustments, and diagnostics to be conducted via software using the mouse and keyboard. In an enterprise or firm, this capability also allows the potential of remote diagnostics and asset management by a technician via Customer-supplied software is needed to implement these functions.

International Organization for Standardization (ISO)/DIS 13406 Part 2

ISO/DIS 13406 Part 2 ensures ergonomic requirements are met when the ThinkVision L171p LCD monitor forms part of an ISO-compliant system. ISO/DIS 13406 Part 2 is an international standard addressing ergonomic factors for flat-panel displays.

ISO-capable elements do not necessarily make an ISO-compliant system when put together. To satisfy the requirements of ISO 13406 Part 2, a complete platform must be tested and must comply with all applicable elements of ISO 13406 Part 2. The platform includes:

- System unit
- Operating system
- Fonts
- Video subsystem
- Monitor
- Keyboard
- Mouse

When all contributing platform components satisfy their portion of the requirements, as verified by the required total system testing, the platform is ISO 13406 Part 2-compliant.

Low frequency electromagnetic emissions

The ThinkVision L171p LCD monitor meets the Swedish Board for Technical Accreditation (SWEDAC) MPR-2 requirements and those of MPR-3. MPR-2 is a guideline developed by the SWEDAC to limit the electromagnetic emissions and electrostatic fields generated by workstations. MPR-3 is the colloquial name for the Swedish Standard SS 43614 90:1995.

Electric and magnetic fields with frequencies between 5 Hz and 2 kHz are called extremely low frequency (ELF) fields. Those with frequencies between 2 kHz and 400 kHz are called very low frequency (VLF) fields.

The Swedish MPR-3 Standard is intended to limit these fields. Sources of these fields include the power cord supplying 50 or 60 Hz power to the monitor.

TCO99 compliance — (9417HC2)

- Environment
- Ergonomics
- Usability
- · Reduction of electric and magnetic fields
- Energy consumption
- Electrical safety

VESA Display Power Management Signaling (DPMS)

The ThinkVision L171p LCD monitor meets ENERGY STAR power consumption requirements through implementation of the DPMS protocol. For effective power management, the attaching system unit must also be hardware- and software-enabled for DPMS operation.

HelpWare®

HelpWare is a comprehensive set of service and support offerings for a more productive and enjoyable computing experience. Many HelpWare services are included with the purchase of your Lenovo™ system, and additional services are available from the HelpWare support family.

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Technical characteristics

Feature	ThinkVision L171p LCD monitor
LCD size and type Viewable image size Maximum viewable area Brightness (typical) Contrast (typical) Colors	17.0-in (432-mm) LCD 17.0 in/ 432 mm 339 x 272 mm 300 cd/m2 500 : 1 >16.0 million
Viewing angle (typical)	Horiz = \pm /- 70 degrees, Vert = \pm 70/- 60 degrees
Cell response time (typical)	8 ms
RGB vertical stripe pixel pitch	0.264 mm
Video input Tilt Swivel Height adjustment Pivot OSD languages Factory-preset display modes Composite SYNC SYNC on Green ISO 13406 Part 2 VESA DPMS power management Power supply DVI-D digital cable 15-Pin D-shell analog cable JEIDA compliance FCC B compliance FCC B compliance MPR-2 emission compliance MPR-3 emission compliance TCO99 Environmental Label 9417HC2	15-pin D and DVI-D 0 degrees forward 30 degrees backward +/- 45 degrees 110 mm Yes (graphics card dependent) 6 17 Yes Yes Yes Yes Universal 2.0 m 1.8 m Yes

OSD controls

Digital user controls are located on the front bezel, to the left of the power on/off pushbutton. Adjustments are made in conjunction with the on-screen displays. After adjustments are made, with exception of brightness, contrast, and auto adjust, the controls can be locked to prevent further changes. User setup values are stored automatically. For ease of use, there is direct access for auto setup and brightness.

Monitor controls and features include:

- Brightness/contrast
- · Image position:
 - Horizontal position
 - Vertical position
- Image setup:
 - Automatic
 - Manual
- · Image properties:
 - Color
 - Input signal
- Options:
 - Information
 - Menu language
 - Menu position
 - Factory defaultAccessibility
- Acce
- Exit

Indicators

The power indicator LED indicates the operational state of the monitor:

LED Indicator L171p Operating State

Steady Green LED Normal operation
Amber Active off
Flashing Green Frequency out of range

A "No Connection Check signal cable" message appears on the screen whenever the monitor detects no incoming video signal.

Section 508 of the U.S. Rehabilitation Act

The new ThinkVision L171p LCD monitor is capable, as of November 10, 2006, when used in accordance with associated Lenovo documentation, of satisfying the applicable requirements of Section 508 of the Rehabilitation Act, provided that any assistive technology used with the product properly interoperates with it.

Product positioning

The L171p LCD Performance monitor is part of the ThinkVision flat-panel LCD monitor family. The flat-panel LCD family includes Essential and Performance monitors. Essential monitors include quality products at affordable prices. Performance monitors offer advanced features for improved productivity including analog and digital inputs, lift/tilt/swivel stands, pivot, and dual input.

Monitor	Machine type	Monitor size	Viewable image size	Addressability (horizontal by vertical)
Essentia	I			
L151 L171 L190	9205 9417 9329	15.0 in 17.0 in 19.0 in	15.0 in (381 mm) 17.0 in (432 mm) 19.0 in (483 mm)	1024 x 768 1280 x 1024 1280 x 1024
Performa	ance			
L151p L171p L192p L201p	9205 9417 9419 9320	15.0 in 17.0 in 19.0 in 20.1 in	15.0 in (381 mm) 17.0 in (432 mm) 18.1 in (483 mm) 20.1 in (511 mm)	1024 x 768 1280 x 1024 1280 x 1024 1600 x 1200

17-inch positioning: The L171 monitor delivers high quality at great value. It supports analog system attachment and incorporates a stand that provides tilt adjustment.

The L171p offers dual connectors supporting analog or digital system attachment. It incorporates a stand with tilt/swivel/pivot and height adjustment.

ThinkVision flat-panel monitors by application:

Segment	Application	Product
Entry business	Customer service, reception areas, reservations, server console monitor	L151
General business	Word processing, business graphics, basic spreadsheets, Web browsing	L151p, L171,
Advanced business	Complex spreadsheets, multitasking with multiple windows, high data content applications	L171, L171p, L192p
Professional graphics	CAD/CAM/CAE, Desktop publishing, Web design, video editing, trading floor, digital content creation, imaging	L192p, L201p

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Other company, product, and service names may be trademarks or service marks of others.

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United States Announcement Supplemental Information

October 31, 2006

Publications

The following publications are shipped with each monitor (9417HC2):

Title			Part number	Language
Jser¢s	Guide on	n CD	41A1870	U.S. English French Spanish Italian German Russian Polish Japanese Traditional Chinese Simplified Chinese Brazilian/Portuguese Bulgarian Croatian Czech Hungarian Romanian Korean Slovakian Slovenian Arabic

Safety, Troubleshooting and

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Setup Poster

Warranty Guide

Services

IBM Integrated Technology Services

IBM services include business consulting, outsourcing, hosting services, applications, and other technology management.

These services help you learn about, plan, install, manage, or optimize your IT infrastructure to be an On Demand Business. They can help you integrate your high-speed networks, storage systems, application servers, wireless protocols, and an array of platforms, middleware, and communications software for Lenovo™ and many non-Lenovo offerings.

For details on available services, contact your IBM representative or visit

http://www.ibm.com/services/

For details on available IBM Business Continuity and Recovery Services, contact your IBM representative or visit

http://www.ibm.com/services/continuity

For details on education offerings related to specific products, visit

http://www.ibm.com/services/learning/index.html

Select your country, and then select the product as the category.

Technical information

Specified operating environment

Physical specifications: Dimensions (landscape orientation) and weight of the monitor and stand:

Parameter	Unpacked	Packed
Width	14.6 in (371 mm)	15.0 in (381 mm)
Depth	8.3 in (211 mm)	19.3 in (490 mm)
Height	19.4 in (493 mm)(1)	10.4 in (264 mm)
Weight	11.9 lb (5.4 kg)	15.2 lb (6.9 kg)

(1) Dimension is for maximum lift. The height at minimum lift is 15.1 in (383 mm).

To ensure installability and serviceability, review the installation planning information for any product specific installation requirements.

Operating environment

Conservation: Energy can be saved by switching monitors off overnight and whenever they are not in use for extended periods during the day.

Power requirements

- Input voltage: 100 to 240 V ac +/- 10%
- Frequency: 50/60 Hz +/-3 Hz
- Power consumption:
 - Normal use: < 35 watts typical
 - VESA standby: < 2 watts analog
 - VESA suspend: < 2 watts analog
 - VESA off: < 1 watt</p>
- Maximum earth leakage current:
 - < 3.5 mA at 264 V
 - < 0.25 mA at 100 V</p>

Ambient temperature and relative humidity

Parameter	Temperature	Relative Humidity	Altitude
Operating	10 to 35 deg.C	10 to 80%	0 to 10,000 ft (3,000 m)
Shipping	-20 to 60 deg.C	5 to 95%	0 to 15,000 ft (4.500 m)
Storage	-20 to 60 deg.C	5 to 95%	0 to 10,000 ft (3,000 m)

Acoustics: Declared acoustical noise emissions LWAU = 4.5 bels or less. The noise emission level stated is the declared (upper limit) A-weighted sound power level, in bels, for a random sample of monitors. All measurements are made in accordance with ANSI S12.10 and reported in conformance with ISO/DIS 7779.

Emissions: All models meet emission category A requirements of Swedish Standard SS-436-14-90 (MPR-3) in addition to those of MPR-2.

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All models meet the Swedish Board for Technical Accreditation (SWEDAC) emission guidelines contained in MPR 1990:10 when tested using the MPR 1990:08 test method.

The model HC2 meets the TCO99 Environmental Label from the Swedish Confederation of Professional Employees (TCO), and the emission, power management, and electrical safety requirements of the TCO99 Environmental Label.

Ergonomics: Compliance to the ISO standard ISO/DIS 13406 Part 2 ensures ergonomic requirements are met when the monitor forms part of an ISO-compliant system.

Regulatory agency approvals

- EMI/Safety:
 - UL (U.S.)
 - CSA/cUL (Canada)
 - IEC950 CB Report
 - NEMKO (Norway)
 - SEMKO
 - DEMKO (Denmark)
 - FIMKO (Finland)
 - TUV
 - CCC (China)
 - NOM
 - SASO
 - GOST
 - PSB (Singapore)
 - BSMI
 - JEITA
 - Green Mark (Taiwan)
 - Australia
 - Jordon
 - UL-S (Argentina)
 - FCC B (U.S.)
 - IC (Canada)
 - CE (Europe)
 - MIC (Korea)
 - VCCI Class B (Japan)
 - New Zealand
 - South Africa

Environmental/energy/ergonomic/compatibility approvals

- TCO-99 (9417HC2)
- MPR-3 (Sweden)
- ISO 13406 Part 2
- ENERGY STAR (U.S.)
- Microsoft™ Logo Windows™ 2000/XP
- RoHS
- WEEE

Note: As an ENERGY STAR Partner, Lenovo has determined that this product meets guidelines for energy efficiency.

Hardware requirements: The ThinkVision® L171p LCD monitor is intended to operate with system units or video adapters that generate a video output signal falling within the ThinkVision L171p specification:

Parameter ThinkVision L171p
Maximum addressability (pixels) 1280 x 1024
Maximum pixel rate (MHz) 135

The ThinkVision L171p supports VESA Standard Timings as detailed in "Display Monitor Timing Specification," Version 1.0, Revision 0.8, dated September 17, 1998, for the following modes:

- VGA: 640 x 480 at 60, 66, 72 and 75 Hz
- SVGA: 800 x 600 at 60, 72 and 75 Hz
- XGA: 1024 x 768 at 60, 70 and 75 Hz
- SXGA: 1280 x 1024 at 60, 70, 72 and 75 Hz

The ThinkVision L171p also supports the following modes:

- 640 x 350 at 70 Hz
- 720 x 400 at 70 Hz
- 1280 x 1024 at 76 Hz

Software requirements: The ThinkVision L171p monitor features factory-preset display modes. The actual display modes used depend on the attaching system unit, the operating system, and application software.

- Microsoft Windows 2000
- Microsoft Windows XP

Factory-preset PC display modes

Addressability (H x V Pixels)	Incoming Video Refresh Rate
640 x 350 640 x 480 640 x 480 640 x 480 640 x 480 720 x 400 800 x 600 800 x 600 1024 x 768 1024 x 768 1024 x 768 1280 x 1024 1280 x 1024 1280 x 1024 1280 x 1024 1280 x 1024	70 Hz 60 Hz 66 Hz 72 Hz 75 Hz 70 Hz 60 Hz 75 Hz 60 Hz 75 Hz 60 Hz 70 Hz 75 Hz 60 Hz 75 Hz 60 Hz 76 Hz

• User modes: 20

The factory-preset modes cannot be overwritten, but can be adjusted to personal choice. The new settings are stored automatically in one of the user locations and are recalled each time that mode is used. The factory settings for the mode in use, if any, can be restored by operating the reset control.

Information about the current incoming display mode is shown in the on-screen displays. However, it is displayed at the LCD panel's optimum refresh rate of 60 Hz.

It may be necessary to make some adjustments to the displayed image to compensate for variations in video signal timings. The user controls can be used to make these adjustments.

Compatibility: The ThinkVision L171p monitor is supplied with a detachable 1.8-meter (5.9-ft) video signal cable. The two cables included are: 15-Pin D-shell analog cable DVI-D digital cable and a.

This monitor has been tested with ThinkCentre® and ThinkPad® systems and is compatible with systems and graphics adapters which comply with the relevant parts of "VESA and industry standards and guidelines for computer display monitor timing" Version 1.0 Revision 0.8, adopted September 17, 1998. Supported display modes and number of colors are a function of the attaching system unit. The full range of display modes, refresh rates, and number of colors available with this monitor may not be available or supported with all combinations of system units, their operating systems, and application software. Implementation of monitor Plug and Play follows the VESA DDC standard. This standard

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must also be implemented in the attaching system unit hardware and software to be effective.

Limitations

- Supported display modes are a function of the attaching system unit and video subsystem. The full range of display modes available with these monitors may not be available or supported with all combinations of system units, their operating systems, video adapter cards, and application software.
- Horizontal- and vertical-synchronization signal timings are critical in order to achieve acceptable screen images. As a consequence, support for all possible variations in H- and V-sync timings for any display mode cannot be assumed.
- Adjustment of the user controls to enlarge the image to its maximum size requires that the signal timings of the display mode being used fall within the monitor-timing specifications.
- The number of colors shown in any display mode will exceed 16 million and dependent on the capabilities of the video adapter in the system unit.
- The ThinkVision L171p provides FCC class B residential installation — compliance in all display modes.
- Implementation of monitor power management follows the VESA DPMS standard. This standard must also be implemented in the attaching system unit hardware and software for monitor power management to be effective. The system implementation must provide user-adjustable, power-down delay periods. The monitor power management function is invoked only after appropriate signals are received from an attached system unit or video adapter.
- Implementation of monitor Plug and Play follows the VESA DDC standard. This standard must also be implemented in the attaching system unit hardware and software for monitor Plug and Play to be effective.
- Certain functions require the system unit to be similarly configured, so all monitor functions may not be enabled when attached to a particular system unit.
- A 17.0-inch TFT monitor has nearly 4.0 million subpixel transistors laid over an area exceeding 140 square inches. Cost-effective manufacturing processes introduce a small number of defective subpixel transistors. The L171p meets the ISO 13406-2 Class 2 Pixel Defect Standard.
- Use of 50% gray background is not recommended since some users may experience undesirable FOS effects.
- The Auto-Setup "test pattern" can be used with Windows 3.1, Windows NT™ 3.5, Windows NT 4.0, Windows 95, Windows 98, Windows 2000, and DOS 7.0 only.

Planning information

Customer responsibilities: The monitor is designated as customer setup. Instructions are provided in the *User's Guide*.

Cable orders: No additional cables are required. A 1.8-m (5.9-ft) power cord and a DVI Cable 40Y8255 (D to D) (2.0 meter) appropriate to the country will be supplied by Lenovo.

Packaging

Shipment group

- · One monitor
- Attached lift/tilt/swivel/pivot and height adjustment stand
- Attached 1.8-meter (5.9-ft) analog video signal cable (15-pin D to 15-pin D)
- Attached DVI Cable 40Y8255 (D to D)(2.0 meter)
- Power cord
- CD containing multilingual user's guide, setup test pattern, and .INF file
- Setup poster
- · Safety, troubleshooting, and warranty guide

With the exception of the models for U.S., Canada, and Japan, the power cords (based on the country order code) are supplied by distribution centers.

Security, auditability, and control

These products use the security and auditability features of the system unit to which they are attached.

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communications facilities.

Terms and conditions

IBM Global Financing: No

To obtain copies of the Lenovo Statement of Limited Warranty, contact your reseller or Lenovo.

In the United States, call 800-426-7378 or write to:

Warranty Information P.O. Box 12195 Research Triangle Park, NC 27709 Attn: Dept ZPYA/B676

Warranty period: Three years

Warranty service: Customer carry-in or mail-in using rapid replacement service

If warranty service is required, call the Customer Support Center. The Customer Support Center will assist with problem determination and initiate shipment of a replacement unit, if needed, to the customer's location by express delivery. For calls received by 5:00 p.m. customer's time, in most cases, the replacement unit will arrive within two business days (excluding holidays). The replacement unit becomes the property of the customer in exchange for the failed unit, which becomes the property of Lenovo. Pack the failed unit into the shipping carton that contained the replacement unit and return to Lenovo.

Transportation charges, both ways, are paid by Lenovo.

Failure to use the carton in which the replacement unit was received could result in charges incurred by the customer for damage to the failed unit during shipment.

International Warranty Service (IWS): IWS is available during the warranty period to customers who travel or

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relocate to countries where their computer is sold and serviced by a service provider authorized to perform warranty service. Eligible Lenovo computers are identified by their four-digit machine type.

You can obtain IWS through the method of service, such as CRU, depot, carry-in or on-site, provided in the servicing country. Service methods and procedures vary by country, and some service or parts may not be available in all countries. Service centers in certain countries may not be able to service all models of a particular machine type. In addition, some countries may have fees and restrictions that apply at the time of service.

Note: Due to the earth's magnetic field, CRT monitors are manufactured to work in northern, southern, and equatorial regions of the earth and may not produce a satisfactory image when moved between them. Any required adjustment (if possible) is not covered under IWS and may be subject to a chargeable action. The magnetic field does not affect flat-panel LCD monitors and ThinkPad LCD displays.

Licensing: Programs included with this product are licensed under the terms and conditions of the license agreements that are shipped with the system.

ThinkPlus™ and Lenovo Care maintenance services

Warranty and maintenance options: The announced products may be eligible for ThinkPlus and Lenovo Care maintenance services, convenient prepackaged offerings for warranty service upgrades and maintenance services.

Refer to the **Prices** section for information on the availability of ThinkPlus and Lenovo Care maintenance services.

Field-installable features: No

Model conversions: No

Machine installation: Customer setup. Customers are responsible for installation according to the instructions Lenovo provides with the machine.

Graduated program license charges apply: No. This product does not contain licensed internal code or licensed machine code.

Educational allowance: None

Prices

Description Part $\frac{\text{Machine}}{\text{number}}$ $\frac{\text{Machine}}{\text{model}}$ $\frac{\text{List}}{\text{price(2)}}$ ThinkVision L171p -- TC099 9417HC2 9417-HC2 \$249

(2) List price does not include tax or shipping and is subject to change without notice. Reseller prices may vary.

ThinkPlus services for warranty and maintenance

The following offerings apply to model HC2 of machine type 9417.

Description Medium Large Flat Panel (17†)	number
3-year IOE 9 x 5 3-year IOE 24 x 7 4-hour average response	41C9209 41C9212
4-year IOE 9 x 5 4-year IOE 9 x 7	41C9231
4-hour average response	4109232

IOE = IBM on-site exchange

ThinkPlus MA for post warranty

Description	Part number
1-year IOR 9 x 5 NBD	41C9308
1-year IOR 24 x 7	41C9309
2-year IOR 9 x 5 NBD	41C9326
2-year IOR 24 x 7	41C9327

NBD = Next-business-day

IBM Global Services is the preferred, authorized warranty service, warranty service upgrade, and post-warranty service provider for Lenovo products (excluding mainland China).

For ServiceElect (ESA) maintenance service charges, contact IBM Global Services at 888-426-4343.

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