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Tech support: Desktops & laptops

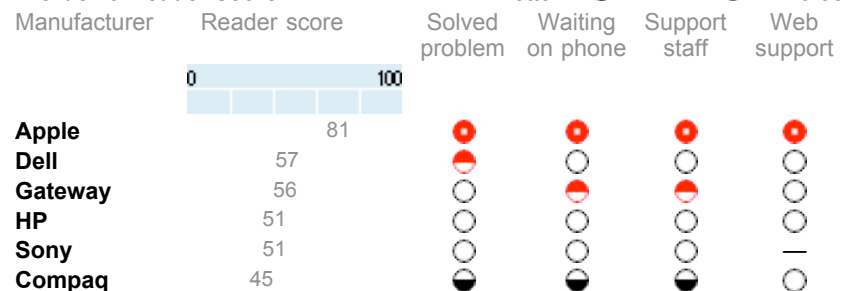
Which manufacturers did the best job of answering questions quickly and correctly

We conducted two surveys of subscribers to **ConsumerReports.org** on their most recent experiences with manufacturers' technical support. For desktop computers, the survey covered September 2003 through January 2005; for laptops, the survey covered September 2003 to December 2004. The charts below give the specifics. If everyone was completely satisfied, the **reader score** would be 100; 80 would mean respondents were very satisfied, on average; 60, fairly well satisfied. In both surveys, differences of 6 or more points are meaningful.

Solved problem indicates how many people said the manufacturer solved their problem. **Waiting on phone** refers to time waiting and other phone-system problems. **Support staff** is primarily based on how knowledgeable phone representatives seemed and whether they communicated clearly. **Web support** indicates subscribers' experiences going online to get help. Because of differences in timing and methodology, the charts are not directly comparable. See our latest Ratings of [desktops & laptops](#) and related information (available to [subscribers](#)).

Desktops

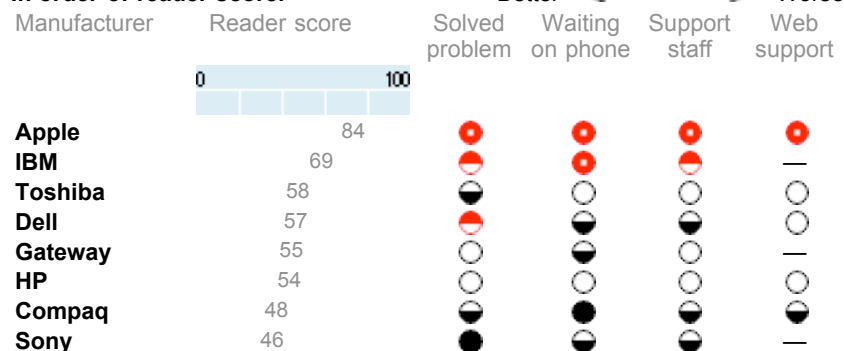
In order of reader score.



Note: (-) indicates insufficient sample size. Based on nearly 8,000 desktop computers bought before January 2005. eMachines and IBM had insufficient sample size.

Laptops

In order of reader score.



Based on more than 4,500 laptops bought before December 2004.

See our latest Ratings of [desktops & laptops](#) and related information (available to [subscribers](#)).

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