

# HP Color Expert Service - U.S.

## HP Care Pack Services

### Technical data



HP Color Expert Services provides troubleshooting and consulting to help professional photographers, digital artists, graphic designers, and prepress specialists reconcile discrepancies that often occur between various components including applications, ink, media, and workflow.

### Service benefits

HP Color Expert Services helps you resolve issues with the following:

- Printing from applications such as CorelDRAW®, Adobe Photoshop®, and QuarkXPress
- Evaluation of specific custom color profiles based upon the printer, ink, and media used
- Workflow reconciliation from the application to manipulate and edit, preview, Raster Image Process (RIP), and print

### Service features highlights

- Software application usage assistance
- Remote access
- Problem isolation
- Service-level options

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### Specifications

**Table 1. Service features**

<b>Feature</b>	<b>Delivery specifications</b>
<b>Software application usage assistance</b>	The Customer's desktop users have access to assistance with a wide variety of software usage-related issues, including system error message interpretation; file storage, retrieval, and management; data and text file creation and editing; and data transfer between applications.

<b>Remote access</b>	<p>At the option of HP and with Customer approval, selected remote access tools, such as a telephone support tool, may be used to facilitate problem-solving. The use of these tools allows HP to work interactively with the Customer and facilitates remote diagnosis of problems with the Customer's system.</p> <p>The Customer can choose to use any of these remote access tools to assist in the resolution of service requests. Only HP-provided, HP-approved tools are to be used as a part of this feature.</p>
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<b>Problem isolation</b>	<p>Problem isolation for the software product is provided. The Customer is informed if the problem is perceived to be hardware-related. If the Customer's hardware is covered under an HP Hardware Maintenance Onsite Service Agreement, a service request will be logged to the diagnose-before-dispatch desk on the Customer's behalf. With the Customer's approval, a per-call service request will be logged on the Customer's behalf for problems related to hardware not covered under a Hardware Maintenance Onsite Service Agreement.</p>
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## Specifications

**Table 2. Service-level options**

Not in the Customer's contract documentation.

Option	Delivery specifications
<b>Color Expert Services response times</b>	<p>Color Expert Service response times are as follows:</p> <ul style="list-style-type: none"> <li>For the United States: Monday to Friday, 9 a.m. to 6 p.m., Eastern Time, excluding HP holidays</li> </ul> <p>Color Expert Services are not available in Canada at this time.</p>

## Customer responsibilities

The Customer will:

- Start self-tests and install and run other diagnostic tools and programs
- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the HP service specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HP in facilitating the delivery of this service
- Adhere to licensing terms and conditions regarding the use of any HP service tools used to facilitate the delivery of this service, if applicable
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

## Service limitations

Any services not clearly specified in this document or in an associated Statement of Work are excluded from this service.

Activities excluded from this service include monitor, scanner, or printer profiling.

## General provisions/Other exclusions

- Please check with a local HP authorized representative to find out whether a specific location is eligible for this service.
- HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.

## For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our Web site at:

**HP Color Expert Services: [www.hp.com/go/pgs](http://www.hp.com/go/pgs)**

**HP support services: [www.hp.com/hps/support](http://www.hp.com/hps/support)**

**HP Care Pack Services: [www.hp.com/hps/carepack](http://www.hp.com/hps/carepack)**

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