

HP SmartFriend Service

HP Care Pack Services

Technical data



HP SmartFriend Service provides you with a single telephone-based resource for responses to a wide range of end-user technical questions and problems related to the usage of personal computers and imaging and printing products and applications. This service will connect you with a technician who can answer selected "how-to" questions not addressed by your product manual or typically not covered by your standard warranty or extended service plan.

HP SmartFriend includes advisory support and technical assistance on the features and usage of printing products and multivendor software business applications and utilities running in Microsoft® operating systems. Of course, this covers Web browsers and word processing, antivirus, and mail applications from major vendors such as Microsoft, Adobe®, and Netscape. The full and detailed list of covered applications is updated and available on the HP Web site.

HP SmartFriend can also help users improve the performance of their PCs, or provide assistance on various operations such as transferring data, upgrading to a new operating system, setting up a home network, checking the current level of protection, getting rid of viruses, and more.

HP SmartFriend is available in several service options for eligible products. For details, see "Service options" in Table 3.

Service benefits

- Availability of an HP service technician who can answer select "how-to" questions not addressed by your product manual; the technician will also help solve problems not covered by your standard warranty or extended service plan
- Simplified search for answers to user questions with a dedicated phone number
- Improved system performance and reduced downtime due to software issues
- Predictable support costs

Service feature highlights

- Software application usage assistance for supported applications
- Configuration and Installation assistance
- Assistance with creating, editing, sharing, and printing photos
- PC data migration assistance
- Setup of wired or wireless networks

Specifications

Table 1. Service features

Feature	Delivery specifications
Software application usage assistance	Software application usage assistance provides registered users with access to HP's technical resources, via telephone, for help in resolving problems encountered with computing and printing products or software applications. Support calls are answered by the next available technical resource. Usage assistance includes giving information on product features, answering installation and configuration questions, and advising on connectivity and component functionality issues.
Software configuration and installation assistance	Installation configuration assistance provides telephone advisory support to registered users on the proper installation and updating of supported Customer-installable software. Installation assistance does not include walking the registered user through an entire installation, and it is limited to answering specific questions encountered during the installation process.
Photo editing and printing assistance	Help with creating, editing, sharing, and printing photographs.
PC migration assistance	Users migrating data from one PC to another can get advice and guidance on how to best complete this task.
PC connectivity assistance	PC connectivity assistance provides answers and guidance to end users who have questions or who are experiencing difficulties in setting up a wired or wireless network connection or connecting and using peripherals on their PCs.

Specifications

Table 2. Service-level options

Not all service-level options are available on all products. The service-level options the Customer has chosen will be specified in the Customer's contract documentation.

Option	Delivery specifications
Coverage window options:	
Standard business hours, standard business days (9x5)	<ul style="list-style-type: none">• Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays.
24 hours, 7 days a week (24x7)	<ul style="list-style-type: none">• Service is available 24 hours a day, Monday through Sunday including HP holidays. HP SmartFriend Service calls are answered by the next available technical resource. All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on availability.

Coverage

HP SmartFriend Service supports many third-party software applications and utilities that function on any personal computer. Please see www.hp.com/go/SmartFriend for a complete list of supported products.

Customer responsibilities

The Customer will:

- Ensure all software products are properly licensed
- Assume full responsibility for the management and protection of the service's unique access number(s)
- Adhere to the licensing terms and conditions as stated by the original software manufacturer or sales agent
- Allow HP personnel full and unconditional access to all software products to be supported; if security restrictions apply to any supported systems, the Customer may be required to assume additional responsibilities for maintaining the system and software
- Maintain a current backup copy of the operating system, development programs, and all other applicable software programs and data
- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

Service limitations

Activities such as, but not limited to, the following are excluded from this service:

- Support of non-supported software
- Support for the network on which applications are running
- Services that, in the opinion of HP, are required due to improper treatment or use of the product
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Services required due to causes external to the equipment or software
- Customer modifications made to supported products
- Software product media, documentation, and license updates
- Support for any version of a software product more than 180 days after release of the subsequent version, unless otherwise agreed (HP may provide support for past versions, but additional charges may apply)
- Questions not directly related to the PC and printer usage and environment (e.g., advice and support on telephony, purchasing, servers, etc.)
- Assistance with topics relating to application or Web development
- Hardware support calls and requests for repairs
- Parts exchange
- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active HP warranty or an applicable HP Hardware Support agreement

Service eligibility

This service must be purchased for each system, processor, processor core, or end user in the Customer's environment that will require support.

General provisions/Other exclusions

This service provides telephone advice. Further actions by the Customer might be required to resolve a problem.

- Activities or services not clearly specified in this document are excluded from this service.
- Defective hardware, as identified during the installation, will be replaced or repaired under the original vendor warranty terms for HP-supplied or HP-supported products.
- 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, contact any of our worldwide sales offices or visit our Web site at:

HP Total Care services: www.shopping.hp.com/esp

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