



# HP LoJack For Laptops Software Service

## HP Care Pack Services

### Protect your data

#### Benefits and features

- Device Lock—prevent stolen laptop from being used
- Data Delete—protect your privacy remotely
- Recovery—get your laptop and life back

### Overview

Over the last 12 months, millions of people worldwide have had their data potentially compromised by laptop thefts. It is now impossible to ignore the growing identity theft crisis, much of which has been caused by laptop thefts from high-profile corporations, government agencies, universities, and healthcare institutions.

HP LoJack For Laptops Software Service can help recover your PC or laptop by working with law enforcement globally. LoJack For Laptops Software Service is the industry-leading recovery service that locks, deletes, locates, and attempts to recover stolen laptops and computers. LoJack For Laptops is installed on your computer and works behind the scenes silently and securely.

HP has worked directly with Absolute Software to add the Computrace Agent to the BIOS of most HP desktop, notebook, and tablet products running Windows®, Macintosh, or Android operating systems.

You must have an HP Care Pack registration so that Absolute Software can contact you with an activation code and installation instructions.

### Specifications

**Table 1.** Service features

Feature	Delivery specifications
<b>Device Lock</b>	The Customer can use Device Lock to block a computer remotely. This prevents potential identity thieves from accessing the computer and any personal data it contains. The Customer can also choose to display a customized lockout message onscreen.
<b>Data Delete</b>	The Data Delete feature helps the Customer prevent costly and potentially damaging identity theft. With it, the Customer can remotely and selectively erase sensitive files, personal photos, financial data, and stored passwords.
<b>Recovery</b>	If a laptop is stolen, HP uses its technology to locate the device with available evidence and works with law enforcement globally to return the laptop to the Customer. The firmware persistence built into the computer's BIOS will enable LoJack For Laptops to reinstall after an attempted hard disk wipe or OS reinstallation.

## Prerequisites

HP recommends that any device being considered for LoJack For Laptops services be preloaded with the Computrace Agent in the BIOS. LoJack For Laptops software incorporates a healing technology, referred to as “persistence,” that essentially rebuilds the agent software installation, even if the agent service is deleted using conventional methods. Computers that do not have the Computrace Agent embedded into the BIOS will have the software version of the persistence module in the partition gap of the hard drive.

Data deletion activities performed as part of any LoJack For Laptops service must be pre-authorized on the Customer’s Absolute Software account.

Following are software installation system requirements:

- Operating system: Windows 2000, Windows XP (32 bit only), Windows Vista® (32 bit and 64 bit), Windows 7 (32 bit and 64 bit), Windows 8 (32 bit and 64 bit),\* Mac OS X v10.3 or later (including Lion)
- Web browser: Apple Safari or Mozilla Firefox

## Customer responsibilities

The Customer will:

- Register the covered hardware and HP Care Pack immediately, using the registration instructions within the email document or as otherwise directed by HP; in turn, the Customer will receive a Welcome Kit from Absolute Software Corporation with instructions on registration and software license terms
- To be eligible for LoJack For Laptops, register with Absolute Software Corporation and work with Absolute to install the necessary software (no protections will be in place until the software is installed on the computer)
- Connect the computer covered by this service to the Internet at least once a month so that it can connect to and log its location with the Absolute Software Monitoring Center (Note: the number and percentage of the Customer’s computers that were logged within the previous 30 days are available for the Customer to view on the Absolute Software website by contacting Absolute Software directly. To locate computers that have not been connected to the Absolute Software Monitoring Center, the Customer may contact Absolute Software.)

In the event of a theft, the Customer will:

- Report the theft to the police—this must be done as the first step and as soon as possible after the theft occurs to ensure that the theft report and police file number are received by Absolute Software no more than 14 days after the theft date
- Obtain the police file number
- Document the name of the officer assigned to the file
- Contact the Absolute Theft Recovery Team via phone, fax, or email (see information that follows) and provide the information listed above regarding the theft; again, this file must be reported to the Absolute Theft Recovery Team no more than 14 days after the theft date to improve the chances of recovering the stolen computer

\* Windows 8 RT is not supported on this software.

### Reporting a computer theft

The Customer should use the following information to report a computer theft to Absolute Software:

- Website: [absolute.com/lojackforlaptops/support/](https://absolute.com/lojackforlaptops/support/)
- Phone: 1-800-81-THEFT (1-800-818-4338)
- Fax: 604-730-2621, Attn: Recovery
- Email: [recovery@absolute.com](mailto:recovery@absolute.com)

Additional terms and conditions apply. For full details, visit: [absolute.com/company/legal/agreements](https://absolute.com/company/legal/agreements)

## Service limitations

For LoJack For Laptops Service, computers that do not have the Persistence Module embedded into the BIOS during the manufacturing process can still undergo installation of the Application Agent and will perform with full LoJack functionality. However, these devices will not benefit from the persistence capability that is available when the Persistence Module is embedded into the BIOS of the device.

The Persistence Module is preloaded on the BIOS of many HP consumer notebook, tablet PC, and desktop models. HP recommends that Customers verify if the Persistence Module is preloaded in the BIOS of a device before purchasing it. For a listing of all computers that are manufactured with the Computrace Agent embedded in the BIOS, please see [absolute.com/en/partners/bios-compatibility](https://absolute.com/en/partners/bios-compatibility).

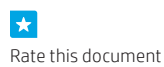
## General provisions/Other exclusions

The various service offers provided by HP and delivered by LoJack For Laptops are not available in all regions and/or countries. Contact your local sales representative for availability information.

- The Computrace Agent is shipped turned off and must be activated by the Customer when a subscription is purchased.
- For full details and conditions about the recovery reimbursement, please visit the following website: [absolute.com/company/legal/agreements](https://absolute.com/company/legal/agreements).
- In order to use the Data Delete service, the Customer must first sign a Pre-Authorization Agreement and choose a Data Delete authorization method, which can be done either by using an email token or an RSA token purchased from Absolute Software.

**Learn more at**  
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