HP SmartFriend Service

HP Care Pack Services

Service benefits

- Improved system performance and reduced downtime caused by software issues
- Availability of an HP service technician who can answer select "how-to" questions
- Simplified search for answers to user questions with a dedicated phone number
- Predictable support costs

Service feature highlights

- Virus removal
- Error troubleshooting
- "How-to" assistance
- Software installation and configuration
- Connectivity assistance
- Block unwanted third-party tracking
- Phishing and identity theft
- Social media privacy support
- Parental control setup and troubleshooting
- Software application usage assistance
- Software configuration and installation assistance
- PC migration assistance
- PC connectivity assistance
- PC security assistance

Service overview

The HP SmartFriend Service helps you solve a wide range of technical issues that may arise with your PCs and tablets. HP SmartFriend connects you with certified agents who can remove viruses, improve PC performance, solve software errors, and connect your devices to a
wireless network.

Expertise at your service
Learn how to connect to the Internet wirelessly, install software, or get help troubleshooting your PC and tablet with friendly, accessible SmartFriend technology experts. Any time you need help or have a "how-to" question, HP agents are waiting to answer your call. They can even teach you new ways to use your PC.

Protected remote access
With protected remote access, you can sit back and relax while a certified expert from HP guides you through a solution—right before your eyes on your PC screen.

Expert help with any PC or tablet brand
Get answers to your technology questions. SmartFriend can help no matter what brand of PC or tablet you own. The HP SmartFriend Service covers personal computers running Microsoft® Windows®, OS X, and Chrome OS, and tablets running Android OS, Windows 8, Windows RT, and Apple iOS. A detailed list of covered applications is available on the HP website at hp.com/go/smartfriend.

Service features*

Virus removal	HP agents help remove viruses, spyware, and malware.
Error troubleshooting	HP SmartFriend agents help you avoid wasteful and frustrating computer downtime. When trouble arises, you have one place to call to troubleshoot all typical hardware and software products.
"How-to" assistance	HP service agents can give you information on product features, answer installation and configuration questions, and provide advice on ways to improve connectivity to the Internet. The HP service agent can also answer select "how-to" questions not addressed by your product manual, and help solve problems not covered by your standard warranty or extended service plan.
Software installation and configuration	Agents provide support for the proper installation and updating of supported software. Software application usage assistance for supported applications is also included.
Connectivity assistance	HP provides answers and guidance to your connection questions, and helps you if you are experiencing difficulties in setting up a wired or wireless network connection or connecting and using peripherals on your PCs.
Block unwanted tracking	Service agents can offer you guidance on how to better protect yourself from online tracking by third parties.
Phishing and identity theft	Agents provide tips to help you identify theft threats early to better protect you from scams, like phishing and identity theft.
Social media privacy support	Agents help you customize and edit privacy settings for social media accounts.
Parental control setup and troubleshooting	HP provides assistance in configuring parental controls that help protect your family from accessing the wrong content on the Internet.

* Individual services rendered vary by HP SmartFriend Service plan.

Specifications**

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 or software applications. Support calls are answered by the next available technical resource. Usage assistance includes providing 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.
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.
PC security assistance	PC security assistance provides support against unwanted tracking, phishing, and identity theft, social media privacy support, and parental control setup and troubleshooting.

**Specifications apply to HP SmartFriend Complete Plan. For a full list of HP SmartFriend Service options, please visit hp.com/go/SmartFriend.

Service-level options

Option	Delivery specifications
Standard business hours, standard business days (9x5)	Service is available nine (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)	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 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.

Learn more at
hp.com/go/smartfriend

Sign up for updates
hp.com/go/getupdated

Share with colleagues

Rate this document