

# HP Sprout Installation and Demonstration Service



Delivering a personalised experience



## Service Benefits

- Time-specific Sprout delivery
- Professional onsite installation
- Business-ready, straight from the factory
- Smoothly transition from setup to education

## Service overview

Sprout by HP exemplifies Immersive Computing, with a groundbreaking, all-touch user interface that lets you control content directly with your hands on both a horizontal and vertical display, while blending physical and digital worlds by enabling instant display of scanned objects on the mat, ready for manipulation. To help bring your creative vision to life easily and quickly, HP Sprout Installation and Demonstration\* is now available to enhance your experience by offering onsite professional installation service and a complete setup with navigation walkthrough on the Sprout Workspace to maximize your productivity.

## Service features

### Installation

A HP service specialist will plan all the necessary activities with you, including the identification of any prerequisites, and schedule the delivery of the Sprout at a time that is mutually agreed upon by HP and you, during normal business hours.

**Demo**

The HP service specialist will walk you through the initial setup, explain all basic navigation concepts and educate you on how to use Sprout Workspace effectively.

Sprout installation at a glance

<b>Walk through initial setup</b>	<ul style="list-style-type: none"> <li>• First Use walkthrough – Out of Box Experience</li> <li>• Assist with product registration</li> <li>• Educate on Microsoft account vs Local account                             <ul style="list-style-type: none"> <li>– How to recover lost or forgotten password</li> </ul> </li> <li>• Synchronizing wireless keyboard and mouse</li> </ul>
<b>Introduce Windows 10</b>	<ul style="list-style-type: none"> <li>• Introduce Windows 10 UI</li> <li>• Educate on the Start Button</li> <li>• Explain how to use Search with Cortana</li> <li>• Educate on “Hero” features</li> </ul>
<b>Explain Navigation Concepts</b>	<ul style="list-style-type: none"> <li>• Educate on different parts of the Start button</li> <li>• Educate using the Start screen (pinning, unpinning, grouping, arranging tiles and naming)</li> <li>• Educate on use of HP Touch Mat</li> </ul>
<b>Using Sprout Workspace</b>	<ul style="list-style-type: none"> <li>• Educate on menus: Navigation, Workspace, and Context</li> <li>• Capturing images and documents</li> <li>• Creating projects</li> <li>• Collaborating with others</li> <li>• Using the 3D Capture Stage</li> </ul>
<b>Making Connections</b>	<ul style="list-style-type: none"> <li>• Explain how to access Windows 10 UI network options</li> <li>• Determine connection type and assist with basic connection</li> <li>• Describe Network and Sharing Center</li> <li>• Educate on basic network troubleshooting</li> </ul>
<b>Showcase apps and features</b>	<ul style="list-style-type: none"> <li>• Introduce built-in apps: Mail, Calendar, People, and Messaging</li> <li>• Using Cortana integrated with the Web</li> <li>• Using Microsoft Edge</li> <li>• Introduce HP Specific apps</li> </ul>
<b>Explore App Store Options</b>	<ul style="list-style-type: none"> <li>• Using HP Marketplace and Windows Store</li> <li>• Educate on finding and downloading Apps</li> <li>• Educate on Installing, Uninstalling, and Updating Apps</li> <li>• Explain features of “My Library”</li> </ul>
<b>Confirm Security and Backup</b>	<ul style="list-style-type: none"> <li>• Educate customer on bundled security software</li> <li>• Encourage backup best practices</li> <li>• Introduce Microsoft’s One Drive</li> </ul>
<b>Introduce Troubleshooting Tools</b>	<ul style="list-style-type: none"> <li>• Educate on options: HPSA, Task Mgr, Refresh and Remove</li> <li>• Explain automatic system update options</li> <li>• Introduce customer to self-diagnostics</li> <li>• Educate customer on verifying WorkSpace SW version</li> <li>• Educate on HP Touch Mat Calibration</li> </ul>
<b>Explain Support Tools</b>	<ul style="list-style-type: none"> <li>• Getting Started with Windows 10</li> <li>• Interactive Tutorials</li> <li>• Through HPSA or Sprout Workspace</li> <li>• Creating Recovery Media</li> </ul>

\*Sprout product installation and demonstration service is restricted to one-time only and will take up to 60mins.



## Service availability

Australia

### Service limitations

Service activities are delivered during HP standard business hours unless additional services have been purchased or special arrangements have been made.

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

- Service deployment on hardware and/or software not covered by an HP warranty or HP support agreement
- Service deployment on any product covered by a third-party support agreement
- Resolution of hardware-related problems encountered during the verification testing or demo process, unless covered by an active HP warranty or an applicable HP Hardware Support agreement
- Planning, design, or assessment of the Customer's computing environment, except to identify service prerequisites for the Sprout being installed
- Reconfiguration of the Customer's existing IT infrastructure
- This service is limited to customer sites located within 80km from an HP designated support hub. Please consult your HP Sales Rep for sites beyond 80km.

### General provisions/other exclusions

HP reserves the right to charge, on a time and materials basis, for any additional work over and above the quoted service pricing that may result from work required to address service prerequisites or other requirements not met by the Customer.

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.

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.

## Ordering Information

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HP part number	Y6N88AA
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## For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our website at: [hp.com/go/pcandprintservices](http://hp.com/go/pcandprintservices)

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