

HP 3D Structured Light Scanner Pro – Support Contacts



HP provides both Voice recognition and Touch-tone contact numbers for the HP 3D Structured Light Scanner Pro products.

Calling

Call the appropriate support number for the country. Callers will use either voice or press buttons on the phone to navigate to the correct support area.

In EMEA, all support is in English, with the exception of German in Germany.

Voice recognition

Callers use voice in response to the support prompts. If needed, callers should first say “technical support,” then follow the standard IVR (Interactive Voice Response) steps.

1. Dial support number.
2. Say “3D” or “3D scanner” or “3D scanning” OR FOLLOW STEPS 3 to 5.
3. Say “more products.”
4. Say “none of those.”
5. Say “3D” or “3D scanner” or “3D scanning” (key word is *3D*).
6. Call is routed to Sprout Support team.

Touch-tone

Callers press buttons on the phone in response to the support prompts.

1. Dial support number.
2. Touch appropriate button for Computing (HP Workstation) on the phone in response to the instructions.
3. Say “3D scanning support” to agent.
4. Call is routed to Sprout Support team.

HP Reseller List online

You can refer to this HP URL for the list of Resellers: www.hp.com/go/hp3d_scan

HP 3D Structured Light Scanner Pro Support Contacts

US and Canada

Toll-free: 1-888-654-9298 (Direct line, no need to follow Voice Recognition and Touch tone instructions)

APJ

Country	Toll Number
China	800 810 3888 & 400 610 3888
Hong Kong	2802 4098
India	1800 11 2267 & 3030 6363
Indonesia	001 803 440 320 & 021 350 3408
Japan	0120 566 589 & 0570 064 045
Philippines	1800 1441 0094 & 02 867 3551
Singapore	6272 5300
South Korea	1588 3003
Taiwan	0800 010 055
Thailand	1800 294 207 & 02 787 3344
Vietnam	1800 588 868

Australia and New Zealand: 1) Say or select "Scanner" under Product Category. 2) Say "3D."

Country	Toll Number
Australia	13 10 47 & 61 2 8278 1039
New Zealand	0800 449 553

EMEA

Dial support number.

Press 3 for Computing. Sprout Support team supports 3D Scanner

Country	Toll Number	Toll-free Number
Germany (Support in German)	+49 69 380 789 060 (Press 3 for Computing)	
United Kingdom (Support in English)	+ 44 207 660 0403 (Press 3 for Computing then option 3 for Sprout and Workstation)	

LATIN AMERICA

Country	Toll Number
Mexico	01 800 4746 8368 hpInvent MX

HP 3D Structured Light Scanner Pro Support Contacts

Country	Toll Number
Peru	0-800-10111 hplInvent Peru
Brazil	0800-710-2028 / 0800-728-1857
Chile	800-360-999 hplInvent Chile
Colombia	01-8000-51-474-68368 hplInvent Colombia, 018000514746