

Meet your new best friend



SmartFriend

Experts are available 24/7 to handle any tech issue or question, on any device, from any brand.



Who we are

SmartFriend agents are committed tech gurus ready to help with your desktop, laptop, or tablet regardless of who made it. We are experts at helping all levels of computer users so don't worry if you aren't a computer genius - we've got you covered.

How this works

SmartFriend agents are available around the clock to help remove viruses, answer software questions and troubleshoot any other computer issues you may have. Simply call whenever you need help and a SmartFriend agent will walk you through the steps to address your concerns. We can even access your computer remotely through a secure internet connection when that is helpful.



What we cover



Virus/Malware/
Spyware removal



Software
problems and
error messages



How-to's, tips
and tricks



Installation, setup,
troubleshooting
and optimization



Managing your
smartphone or other
device from your PC



And a lot more...
just ask

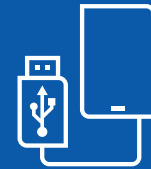
hp.com/go/smartfriend

Click any area to see how SmartFriend can help



Need help setting up? Having trouble using your PC?

Error messages, boot issues, optimization



Are you having issues connecting to a mobile phone, printer or a wireless network?



Are you having issues using or installing software or drivers?

Installation errors, configuration of licensed software



Issues with viruses or other online threats?

Viruses, malware, spyware, securing a Wi-Fi network

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Resolve performance issues

Operational issues

- Assistance with general performance issues
- Troubleshooting and resolving problems such as error messages, persistent pop-ups, system application crashes

Computer startup

- Addressing computer boot up problems
 - Error messages, blue screen, or unexpected reboots
- Diagnosing and fixing operating system issues

Optimize your PC

- Tune-ups and optimization to improve PC efficiency and speed
- Multiple drive partitions setup

Drivers

- Installing HP drivers on an operating system not originally shipped on the system
- Installing non-HP drivers

Operating Systems (OS)

- Installing Windows® operating system upgrades purchased from a third-party, installation of OS from HP
- Assistance with using and customizing Windows OS features
 - Setup for multiple users
 - MS Live account adding, setup, and removal
 - Set up adaptive menus
 - Sharing settings configuration
 - Migration wizard
 - File sharing setup

[Find your Operating System](#)



Resolve performance issues

Operating systems

Windows 10

Windows 10 Home

Windows 10 Pro

Windows 8

Windows 8

Windows 8 Pro

Windows 8 Enterprise

Mac

OS X 10.11.6 El Capitan or newer

Windows 7

Windows 7 Starter Edition

Windows 7 Home Basic

Windows 7 Home Premium

Windows 7 Professional


Windows 7 Enterprise

Windows 7 Ultimate



Not sure which version of Windows is installed on your PC?

This shortcut works on any version of Windows:

- Press  + R
- Type **winver** then select **OK**



Resolve software issues

Troubleshooting and solving software problems

- Install, update, and basic configuration of:
 - Retail and third-party software
 - Apps purchased on the Windows App store

Help with basic use of most common software



Productivity and Performance Software

Adobe® Acrobat® Reader®	Microsoft® Excel	Microsoft® Office	postcards, calendars, brochures and business cards)	Microsoft® Word
Apache OpenOffice	Microsoft® Frontpage	Microsoft® Office Contact Manager	Microsoft® Small Business Accounting	Microsoft® Works
Corel WordPerfect®	Microsoft® Internet Explorer	Microsoft® Outlook & Outlook Express	Microsoft® Visio	Open Office.org 2.4.3
Hallmark Card Studio Deluxe	Microsoft® Live Meeting	Microsoft® PowerPoint	Microsoft® Windows Live Essentials	Peachtree Accounting
Intuit® Quick Books®	Microsoft® Office Live (Assistance with programs and sharing and storing files online)	Microsoft® Project	Microsoft® Windows® Mail and Live Mail	ScanSoft PaperPort®
Intuit® Quicken®	Microsoft® Money	Microsoft® Publisher (Creating greeting cards, labels,		WordPerfect®
Microsoft® Access				
Microsoft® Access Database				



Web Browsers and Email

AIM	Firefox	Microsoft® Outlook & Outlook Express	Skype	Windows® Mail and Live Mail
Apple Safari	Gmail	Office Communicator	Thunderbird 3	Yahoo Messenger
Chrome	Incredimail	Opera	Windows Live messenger	

[Show more software](#)



Resolve software issues



Photography & Entertainment Software

Adobe® Lightroom®	HP MediaSmart Software Suite	Kodak EasyShare	My DVD	Roxio Easy CD CreatorR
Adobe® Photoshop®	HP Photo Gallery	Media Player Classic	Omni Page	Roxio Photo Suite
Adobe® Photoshop®	HP Photosmart Essential & Premier	Microsoft® Picture It!® Premium 10	Online Radio Streams (Pandora, etc.)	Roxio PhotoShow®
Adobe® Photoshop® Elements	HP QuickPlay/DVDPlay	Microsoft® Windows® Live DVD Maker	Picasa	SonicR RecordNow Plus 7.3 and above
Adobe® Premiere®	HP RecordNow	Microsoft® Windows® Media Center (TV Tuner Setup)	PowerDVD	Third-Party Printer Installation Software
Ahead® Nero 7.5.9A	HP Snapfish	Microsoft® Windows® Media Player	ReadIris	VLC Player
Browser-based games (Flash, Java)	HP Solution Centre	Microsoft® Windows® Live Movie Maker	RealOne Player	WinDVD Creator
Corel Paint Shop Pro	Image Zone & Image Zone Express	Muvee Reveal	RealPlayer®	WinDVD Player
Corel Painter Essentials 4	Intervideo® WinDVD		RecordNow!™	WinDVD SE v4.0 (with optional v5.1 upgrade)
Corel Snapfire	iTunes w/QuickTime		Roxio Digital Media Studio Deluxe Suite v7	
Google Picasa				



Audio, Video & Digital Media Software

Adobe Premier Elements 7.0 + Photoshop Elements 7.0	iTunes 9	muvee Reveal (full version)	RecordNow!™ v4.5 to v9	Roxio PhotoShow
CyberLink DVD Suite	Media Player Classic	PowerDVD 9	Roxio Creator	Ulead Photo Impact
HP QuickPlay/DVD Play	Microsoft® Windows® Media Player	QuickTime 7	Roxio Digital Media Studio Deluxe Suite V7	VLC player
InterVideo WinDVD creator	Microsoft® Windows® Movie Maker	RealPlayer SP	Roxio Easy CD Creator® 5	Windows Movie maker
InterVideo WinDVD player		RecordNow!™ 9 w/Sonic Express Labeler	Roxio My DVD Premier 9	

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Resolve software issues



Security & Data Management Software

Ad Aware Internet Security

Arc Soft Media Converter

Avast

AVG Antivirus and Security Software

CCleaner

CyberLink DVD Suite

Emsisoft Anti-Malware

ESET Smart Security

HP Backup and Recovery Manager

Intellimover

Kaspersky® Internet Security

Malwarebytes

McAfee® Antivirus & Intrusion Prevention software

Microsoft® Backup and Restore Center

Microsoft® Security Essentials

Microsoft® Windows® Basic File Backup and Restore

Microsoft® Windows® Defender

Microsoft® Windows® Easy Transfer

Norton AntiVirus Internet Security™

Norton Ghost for Windows®

Panda Security

PC-Doctor®

Roxio Back on Track

SmitFraudFix

Spybot-S&D

StompSoft Data Security Suite

SUPERAntiSpyware

Symantec:

- Norton AntiVirus, Anti-Spyware, Endpoint Security, Backup software

Trend Micro HijackThis

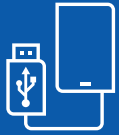
Trojan Remover

Windows Backup and Restore Center

Windows Defender

Windows Easy Transfer

ZoneAlarm® Security suite



Resolve connection and sync issues

Wireless networks, sync devices and smartphones

Network set up and configuration

- Router/account configuration
 - Wi-Fi setup and configuration
 - Email setup and configuration
- Local network and wireless network settings
 - LAN setup and configuration

Help syncing devices

- Network printing
 - Configure wired/wireless printers
- Bluetooth Headsets, Mice and Keyboard setup,
 - Configure and resolve any connection issues
- Uploading photos to Internet-based services



Help syncing your PC to a smartphone

- Setup and Installation
 - New device setup, migrate content from previous device
 - Install/update applications from App or Play stores
- Sync mobile devices with PC application
- Sync Calendar, Email and Contacts
- Transferring of photos, videos and music from PC to device



Remove viruses and online threats

Removal of viruses, spyware, and malware.
Network security and privacy settings.



- Detecting and removing viruses, spyware and malware
 - Resolution of issues related to confirmed virus or spyware infection
 - Malfunction caused by recent addition of non-HP hardware or software and support usage of non-HP hardware or software, etc.
- Securing a wireless network
- Configuring data backup to a local storage device
- Data Migration Support

Media Card Support (Compact Flash–types 1 and 2)

- Smart Media
- Memory Stick, Memory Stick Pro
- MultiMediaCard
- xD-Picture Card (Type M and H)
- SD Card
- SDHC
- MicroDrive
- MS Duo
- MS PRO Duo
- miniSD
- RS MMC



Your new best friend is here

SmartFriend can help you receive personalized assistance to solve issues, answer software questions, and troubleshoot any other computer issues you may have. So what are you waiting for? Reach out and make a new friend now—a SmartFriend!

SmartFriend can help optimize your PC, resolve issues and a whole lot more!



Learn more hp.com/go/smartfriend

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