

HP SmartFriend Services

Frequently Asked Questions (FAQ)

This document answers the most common questions related to HP's SmartFriend Services, your anytime support experts.



HP SmartFriend Services FAQ

Q: What are HP SmartFriend Services?

A: HP SmartFriend Services provide technical support for computer software, hardware, peripherals and networking issues over the phone and via online chat for a single designated computer¹. No more trying to decide which software or hardware vendor to contact for support, or wasting hours spinning your wheels trying to search out answers. HP SmartFriend Services technicians can even access your computer remotely to diagnose and resolve issues.²

Q: What is online PC support?

A: Online computer and tech support, also known as "remote support," allows us to remotely view your computer screen and securely fix many typical problems with computers and networks, as well as other supported personal electronics and even mobile devices. This is done securely over the Internet using remote control with the latest security technology.

This type of support works through desktop sharing technology. What this means is that when you log into our secure online help desk, you can allow a certified technology expert to view and interact with your computer remotely via the Internet - fixing problems and setting up new technology fast. In fact, it's like watching your computer fix itself.

Q: What are the benefits of using HP SmartFriend Services?

A: SmartFriend Services can help you avoid wasteful and frustrating computer downtime. When trouble arises, you have one place to call where technicians can troubleshoot typical hardware and software problems and, if necessary, even access your computer remotely to expedite diagnosing and resolving issues. Specifically, HP SmartFriend Services helps with the following:

- Software problems and error messages
- Installation, setup, troubleshooting, and performance optimization
- Learning how to protect and back up photos and documents
- Removing viruses, spyware, and malware
- Managing smartphone, tablet, or other device from your computer
- Providing protection from online threats or social media exposure
- Troubleshooting wireless printer and network connections
- Providing general how-to's, tips, and tricks

¹ HP SmartFriend supports any major brand of computer and tablet running Microsoft Windows, OSX, iOS, Android, or Chrome OS. However, not all service plans support tablets. HP SmartFriend is sold separately or as an add-on feature.

² Service availability varies by country or region. Visit <https://www.hp.com/go/smartfriend> for more information.

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Q: How often can I call HP SmartFriend Services for service?

A: FOR MONTHLY SUBSCRIPTIONS: With each of our monthly subscription plans you can call as often as you need to under the defined scope of support. "Unlimited" support is defined as follows: support for a single computer and specific issues defined in the service description. If excessive use or abuse is detected, customer will be notified and access to service may be restricted or terminated. Use of the service for illegal or inappropriate activities may also result in subscription termination. Please see the Terms of Service for more information.
FOR ONE-TIME SERVICES: One service session for each service purchased.

Q: What are the HP SmartFriend Services hours of operation?

A: HP SmartFriend Services call center agents are available 24 hours, 7 days a week for sales or technical assistance.

Q: Is the HP SmartFriend service easy to use?

A: By allowing a remote technician to access your computer through the Internet, we are able to perform work on your computer directly. You can simply sit back and watch. Or, you can work on something else while the technician is fixing your computer. Remote computer support is simple, convenient and, best of all, it's hands-free.

Q: How long does an average support session last?

A: Online support sessions can last anywhere from a few minutes to much longer, depending on the type of help you need.

In some cases, a computer may need a comprehensive tune-up, such as dealing with a severe case of spyware which may take well over an hour. In other situations, you may need assistance in setting up parental controls or privacy settings for your social networking sites. These sessions may be as short as 30 minutes. For simple problems, like locating a lost file or fixing an email problem, you can get help in 15 minutes.

Q: Can you get back into my computer after my session is over?

A: No, not until you log in again and request service. When you log into HP SmartFriend Services' secure online help desk you are prompted to download a temporary desktop sharing application and supporting tools that allows us to view and interact with your computer. However, once your service is complete and you log off, the temporary application and accompanying tools are automatically deleted from your computer. We can no longer see or access your computer.

Q: Is remote access secure?

A: We use a 128-bit encrypted connection between your computer and the technician's computer. In this way, you have established a unique one-to-one session that prevents others from viewing or accessing the session. In addition, you are in control - only you can initiate a remote support session or end the session by simply closing the support window on your desktop, and you are always in control of your mouse (cursor). During

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your remote session you will see the technician using your cursor to locate and fix problems, but at any time you can override mouse control by simply moving your mouse.

Q: Are HP SmartFriend Services just for problems, or can the service help me with installing new software or networks?

A: HP SmartFriend Services can help with technology problems including help with installing new software or with network configuration.

Q: I am having problems with a new computer that I recently purchased. Will HP SmartFriend Services handle warranty problems?

A: It is likely to your benefit to first attempt to use any warranty service offered by your hardware or software manufacturer, as these services are typically offered free of charge for some period of time and you could void your warranty by not following its terms. For after-warranty service or non-warranty issues, SmartFriend Services can provide a simple, cost-effective, and trusted single-source solution for your computer troubles.

Q: Can HP SmartFriend Services teach me how to use my computer?

A: The SmartFriend Tutor Plan, SmartFriend Complete Plan, SmartFriend Total and SmartFriend Family Plan provide basic instruction on the use of software and the specific features of your computer.

Q: I do not know much about computers. What will I be expected to know to use HP SmartFriend Services?

A: Our technicians are trained and available to assist users with all levels of computer knowledge. Just tell us what your problem is in your own words and leave the troubleshooting to us!

Q: If I cancel my subscription before the 12-month contract term expires, will I incur any charges?

A: An Early Termination fee will be applied if the subscription is cancelled before the contract term expires. A fee of \$70 will be incurred for the early termination of either of the SmartFriend Complete Plans as well as the SmartFriend Family and SmartFriend Total Plan.

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