



# HP GSS Services

Customer Care Center

Reseller and Customer Engineer Direct Phone Line

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Dear Valued HP Resellers and HP Customer Engineers:

We are happy to announce that we have reestablished a phone line with direct routing to our remote engineer team in the care center for our L – Series Latex Products (Latex 200/300 / 500 / 25500 / 35500). This line will bypass our administrative team and should be utilized as the desired contact number for HP Resellers and HP Customer Engineers needing support.

## How does it work?

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### Calling Us

- Call **866-684-3619**.
  - When prompted enter ID # 19999 and then press #
  - Press 2 for L Series Latex Products
  - Your call will be routed to the Remote Engineer team
  - Hours of coverage are 6am – 6pm MST
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### Will I experience any hold time?

- Our Care Center will treat phone calls from our resellers and HP customer engineers with the highest priority however during peak times you may have to hold on the line for the next available remote engineer to assist you.
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### What If I Prefer a Callback Instead?

- You may contact us at 800-334-5144 to create a case and setup a callback
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Best regards,

**GSS Customer Care Center**