



HP Smart Support

Frequently Asked Questions (FAQ)

For Customers

This document answers the most commonly asked questions about the HP Smart Support feature for HP commercial notebooks and desktops.

HP Smart Support FAQ for Customers

Q: What is HP Smart Support?

A: HP Smart Support is a no-cost optional feature powered by the HP TechPulse platform that enables HP Customer Support agents to diagnose and troubleshoot issues quickly and efficiently.^{1,2} HP Smart Support is enabled via a telemetry connection with HP devices. Customers can select device configurations with or without HP Smart Support upon purchase to either opt in or opt out of HP Smart Support. HP Smart Support automatically collects the telemetry necessary upon initial boot of the product to deliver device-level configuration data and health insights.

Q: What are the benefits of HP Smart Support?

A: HP Smart Support provides:

- **Simplified interaction with HP Customer Support** – Customers can avoid wasting time and effort that is required to manually manage device information, by enabling cloud-based telemetry and logs to be securely submitted to HP Customer Support agents. HP Customer Support agents access insights from the device telemetry to help diagnose and troubleshoot issues when customers contact HP for help.
- **Expedited hardware diagnosis and issue identification** – HP Customer Support will be able to identify, troubleshoot, and resolve customer problems faster by using device configuration and health data, allowing customers to get back to their work.
- **Higher productivity and uptime** – Customers can realize efficiencies, increase productivity, and reduce the time and resources required for issue resolution for Smart Support enabled devices.
- **HP TechPulse-enabled** – HP Smart Support uses a non-intrusive background app called HP Smart Health, keeping HP TechPulse enabled and running on your customers' device system. HP TechPulse provides secure, system-level data to HP Customer Support, enhancing the customer support experience through AI and telemetry.
- **Replacement Parts and Materials** – From the onset of a support call, HP Customer Support agents will see the device-level configuration and health insights. Agents will know which HP-supported replacement parts and materials are necessary in order to resolve customer issues faster.

¹ HP Smart Support automatically collects the telemetry necessary upon initial boot of the product to deliver device-level configuration data and health insights and is available preinstalled on select products, thru HP Factory Configuration Services; or it can be downloaded. For more information about how to enable HP Smart Support or for download, please visit <http://www.hp.com/smart-support>.

² HP TechPulse is not available as a standalone offer. HP does not track or monitor details that identify which URLs a user visited. The reporting focuses on identifying threats and their source in HP TechPulse. HP TechPulse is GDPR and ISO 27001 compliant.

HP Smart Support FAQ for Customers

Q: What optional services are available?

A: HP Smart Support customers may choose to upgrade to additional optional services:

- **HP Active Care** – HP Active Care helps IT achieve optimal uptime and fast resolution support on HP devices.^{3, 4} With remote technical support, automatic case generation, predictive device health analytics, remediation services, and Next Business Day Onsite Response, HP Active Care keeps employees up and running in the office or on the go.
- **HP Proactive Management** – HP Proactive Management helps reduce the cost and complexity of multi-vendor, multi-OS fleet management.⁵ Cloud-based, AI-driven, predictive insights delivered by the HP TechPulse platform, help IT manage fleet health and performance, while optimizing the employee experience.

Additional service options may be added at a later date.

Q: Who are the target customers of HP Smart Support?

A: The target customers of HP Smart Support are both IT decision makers and end users who want to benefit from HP telemetry features in order to expedite their support experience.

Q: How do I remove HP Smart Support?

A: HP Smart Support is an optional solution, and the feature can be configured or downloaded separately, [here](#). IT managers and businesses can use the download to deploy Smart Support to a fleet of supported HP devices. If for some reason, you elect to remove HP Smart Support, use Add/Remove Programs in Windows 10 to remove HP Smart Health & HP TechPulse.

Q: What is the HP Smart Health app and how does it work with HP Smart Support?

A: The HP Smart Health app is a program that downloads, installs, and enables the persistency of the TechPulse app on a device. Smart Health is the portion of the Smart Support experience that works on enabling TechPulse onto a device.

³ Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/cpc. HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

⁴ Internet access with connection to Tech Pulse portal is required. For full system requirements, please visit <http://www.hpdaas.com/requirements>.

⁵ HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

HP Smart Support FAQ for Customers

Q: How does HP TechPulse work with HP Smart Support?

A: The HP TechPulse platform collects and stores basic device hardware information in the cloud, upon receiving a request, HP Customer Support uploads the data into its tools to provide the HP Smart Support experience.

Full information on HP Smart Support and HP TechPulse can be found on HP.com here:

[HP Maintain Services link](#)

[HP TechPulse downloadable brochure](#)

Q: When will HP Smart Support be available?

A: HP Smart Support is available worldwide. Rollout is scheduled for early Spring 2021, to coincide with the release of the Smart Health app. Please check with your HP sales or partner representative for the latest information.

Q: What data does Smart Support collect?

A: The telemetry collected from HP TechPulse includes device-level configuration data and basic health insights that enable faster diagnosis of device issues

Q: What products are compatible with HP Smart Support?

A: HP Smart Support is available on most HP commercial laptops, desktops, workstations and retail point of sale devices running Microsoft Windows 10.⁶

Q: What is the difference between HP Smart Support and other HP services that utilize telemetry from the HP TechPulse platform?

A: The HP Smart Support feature is a no-cost option for customers, offering a more expedited Customer Support experience through their device's telemetry.

- **HP Active Care** is a service that provides specific data, insights and predictive and proactive analytics to customers via a self-managed or partner-managed dashboard. The Active Care service enables customers to automatically generate help desk tickets for specific cases to save time and streamline their ticket process and is geared toward the SMB or less complex type of mid-sized and enterprise businesses.
- **HP Proactive Management Standard** includes fleet level insights, incidents, and dashboards for multi-OS, multi-vendor devices.
- **Proactive Management Enhanced and Premium** provide a multi-OS, multi-vendor endpoint management service which is managed by either certified HP partners or HP Service Experts. Proactive Management Enhanced and Premium enable customers to offload the arduous task of managing devices and software so that they can focus on supporting other initiatives.

⁶ This service currently excludes Chromebooks and Thin Clients.

HP Smart Support FAQ for Customers

Q: What's the duration of the HP Smart Support term?

A: HP Smart Support is available for 5 years from the moment the device is booted up with a pre-installed configuration or the moment the software is downloaded on a non-configured device. After the 5-year term is complete, the connection to TechPulse is disabled and all user data will be removed from the TechPulse Cloud after 30 days.

Q: Does HP Smart Support need to be registered?

A: No, HP Smart Support is a no-cost solution that is enabled at download.

Q: How can I learn more about HP Smart Support and other HP Services?

A: For more information on HP Smart Support along with the full offering of HP Services, please visit us at www.hp.com/smart-support or contact your HP sales or partner representative.

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