



Service Plan Description – HP SmartFriend Services

Overview:

HP SmartFriend helps you solve a wide range of technical problems for your PC or tablet. SmartFriend connects you with agents who can remove viruses, improve PC or tablet performance, solve software errors, and connect your devices to a wireless network.

Expertise at your service:

Learn how to connect to the Internet wirelessly, install software or get help troubleshooting your PC with friendly, accessible SmartFriend technology experts. Anytime you need help or have a “how to” question, HP agents are waiting to answer your call. They can even teach you new ways to use your PC or tablet.

Protected remote access:

With protected remote access, sit back and relax while a certified expert from HP guides you through a solution – right before your eyes on your PC screen.

Expert help for your PC or tablet:

Get answers to your technology questions. HP SmartFriend services cover personal computers and tablets, all brands (HP and non-HP) and multiple Operating Systems.

Service benefits

- Improved system performance and reduced downtime due to software issues
- Availability of an HP service technician who can answer select “how-to” questions
- Simplified search for answers to user questions with a dedicated phone number
- Predictable support costs

Service feature highlights

Virus Removal	HP agents help remove viruses, spyware and malware.
Error Troubleshooting	SmartFriend agents help you avoid wasteful and frustrating computer downtime. When trouble arises, you have one place to call to troubleshoot all typical hardware and software products.
“How To” Assistance	HP service agents can give you information on product features, answer installation and configuration questions, and provide advice on ways to improve connectivity to the Internet. The HP service agent can also answer select “how-to” questions not addressed by your product manual and help solve problems typically not covered by your standard manufacturer warranty, extended service plan or 2y legal guarantee.
Software Installation and Configuration	Installation assistance provides support for the proper installation and updating of supported software. Software application usage assistance for supported applications is also included.
Connectivity Assistance	HP provides you answers and guidance about “how to” questions you may have or if you are experiencing difficulties in setting up a wired or wireless network connection or connecting and using peripherals on your PCs.



Specifications

Table 1. Service features

Feature	Delivery specifications
Software application usage assistance	Software application usage assistance provides you with access to HP's technical resources, via telephone, for help in resolving problems encountered with computing or software applications. Support calls are answered by the next available technical resource. Usage assistance includes providing information on product features, answering installation and configuration questions, and advising on connectivity and component functionality issues.
Software configuration and installation assistance	Installation configuration assistance provides telephone advisory support to you on the proper installation and updating of supported customer-installable software. Installation assistance does not include walking you through an entire installation, and it is limited to answering specific questions encountered during the installation process.
PC migration assistance	If you are migrating data from one PC to another you can get advice and guidance on how to best complete this task.
PC connectivity assistance	PC connectivity assistance provides you answers and guidance about questions or if you are experiencing difficulties in setting up a wired or wireless network connection or connecting and using peripherals on your PCs.

Specifications

Table 2. Service-level options

Option	Delivery specifications
Coverage window options: 14 hours a day, 7 days a week	Service is available 14 hours a day between 8:00 a.m. and 10:00 p.m. local time, Monday through Sunday including bank holidays. HP SmartFriend Service calls are answered by the next available technical resource.

Coverage

HP SmartFriend Service supports many third-party software applications and utilities that function on any personal computer or tablet

Supported Products*

Category	Product Type	Product
Hardware	PCs, all brands (HP and non-HP)	Desktop PC Laptops Netbooks Tablets
	Peripherals	Printers Scanners DVD Drives Video/ Sound Cards USB Devices CD/DVD Writers Hard Drives Monitors Keyboards- Wired & Wireless Smartphones
	Networking	Routers Wireless access points



Software	Internet Browsers	Internet Explorer Firefox Chrome
	Contact Management	ACT! Goldmine
	E-Mail	Microsoft Outlook Commonly-used email applications (Gmail, Yahoo, AOL, etc.)
	Word Processing	Microsoft Word Microsoft Works
	Spreadsheets	Microsoft Excel
	Presentations	Microsoft PowerPoint
	Relational Database	Microsoft Access
	Desktop Publishing	Microsoft Publisher
	Graphics	Microsoft Visio Microsoft Front Page
	Financial Applications	Microsoft Money Quicken Quickbooks Turbo Tax
	Desktop Converters	Adobe Acrobat
	Security/ AV/ AS	F-Secure Internet Security Suite Microsoft Security Essentials Computer Associates Security Suite McAfee Antivirus and ToPs Symantec/ Norton Internet Security Other major AV/AS products
	Project Management	Microsoft Project
	CD/DVD Creation	Adaptec Easy CD Creator Roxio Easy CD Creator
	Fax/ Connectivity	Winfax Pro
	Additional Applications	Macromedia Shockwave Macromedia Flash
Operating Systems		Windows 8 Windows 7 Windows XP Windows Vista Windows RT Chrome Android Apple iOS

*Supported products may vary based on service purchased

Customer responsibilities

You shall:

- Ensure all software products are properly licensed;
- Assume full responsibility for the management and protection of the service's unique access number(s);
- Adhere to the licensing terms and conditions as stated by the original software manufacturer or sales agent;
- Allow HP personnel full and unconditional access to all software products to be supported; if security restrictions apply to any supported systems, the you may be required to assume additional responsibilities for maintaining the system and software;
- Maintain a current backup copy of the operating system, development programs, and all other applicable software programs and data;



- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility; and
- Perform other reasonable activities to help HP identify or resolve problems, as reasonably requested by HP.

Service limitations

Activities such as, but not limited to, the following are excluded from this service:

- Support of non-supported software;
- Support for the network on which applications are running;
- Services that, in the opinion of HP, are required due to improper treatment or use of the product;
- Services required due to causes external to the covered equipment or software;
- Customer modifications made to supported products;
- Software product media, documentation, and license updates;
- Support for any version of a software product more than 180 days after release of the subsequent version, unless otherwise agreed (HP may provide support for past versions, but additional charges may apply);
- Questions not directly related to the PC, tablet and printer usage and environment (e.g., advice and support on telephony, purchasing, servers, etc.);
- Assistance with topics relating to application or Web development;
- Hardware support calls and requests for repairs;
- Parts exchange; and
- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active HP warranty or an applicable HP Hardware Support agreement.

Service eligibility

This service must be purchased for each system, processor, processor core, or end user in the Customer's environment that will require support.

General provisions/other exclusions

This service provides telephone advice. Further actions by you might be required to resolve a problem.

- Activities or services not clearly specified in this document are excluded from the SmartFriend service.
- Defective hardware, as identified during the installation, shall be replaced or repaired under the original vendor warranty terms or applicable 2y legal guarantee available from seller.
- HP's ability to deliver this service is dependent upon your full and timely cooperation with HP, as well as the accuracy and completeness of any information and data you provide to HP.

For more information

For more information, visit www.hp.com/ie/smartfriend

Consumer Protection:

The benefits provided under HP SmartFriend Services apply in addition to all rights consumers may have in relation to defective products under HP Limited Warranty provided with HP Products, other commercial guarantees or under consumer protection laws related to nonconforming of goods with the contract of sales, which are not limited or affected in any manner by HP SmartFriend Services and associated terms and conditions. For further information about consumer statutory rights please visit: [European Consumer Centers Network](#)



HP SmartFriend Service Offerings

HP provides a variety of HP SmartFriend Service options ranging from 1 year Subscription Service, 1 month, 3 months, 6 months or One Incident Prepaid Service.

HP SmartFriend - Subscription Service – 1 year duration

HP SmartFriend 1 year Subscription Service for up to 3 primary devices¹ includes: unlimited help over the phone and/or remote log-in², 7 days a week, 14 hours a day (between 8:00 a.m. and 10:00 p.m. local time) access to experienced and certified HP technicians and remote Desktop agent.

Support includes³:

- Assistance with general performance issues;
- Detecting and removing Viruses, Spyware and Malware;
- Trouble-shooting/resolving problems such as error messages, persistent pop ups, system application crashes;
- Diagnosing and fixing operating system issues;
- Addressing computer boot up problems;
- Trouble shooting and solving software problems;
- Installation and set-up of software applications;
- Help with basic usage of most common software packages;
- Assistance with network set-up and configuration;
- Securing a wireless network;
- Configuring data back up to a local storage device;
- Assistance with uploading photos to Internet-based services;
- Sync mobile devices with PC application;
- Assistance with downloading licensed media from the Internet;
- Assistance with using and customizing Windows OS features;
- Assistance connecting a secondary peripheral device(s) such as printer to wire or wireless home network, and establishing connection with primary device;
- Assistance trouble-shooting/resolving common printer driver issues – downloading and installing new printer drivers to primary device.

Subscription Terms:

- 12 month.
- Support is for up to three designated primary devices per service
- See HP SmartFriend terms and conditions for additional terms



HP SmartFriend Prepaid Service – 1 month duration

HP SmartFriend 1 month Prepaid Service for up to 3 primary devices¹ includes: unlimited help over the phone and/or remote log-in², 7 days a week, 14 hours a day (between 8:00 a.m. and 10:00 p.m. local time) access to experienced and certified HP technicians and remote Desktop agent.

Support includes³:

- Assistance with general performance issues;
- Detecting and removing Viruses, Spyware and Malware;
- Trouble-shooting/resolving problems such as error messages, persistent pop ups, system application crashes;
- Diagnosing and fixing operating system issues;
- Addressing computer boot up problems;
- Trouble shooting and solving software problems;
- Installation and set-up of software applications;
- Help with basic usage of most common software packages;
- Assistance with network set-up and configuration;
- Securing a wireless network;
- Configuring data back up to a local storage device;
- Assistance with uploading photos to Internet-based services;
- Sync mobile devices with PC application;
- Assistance with downloading licensed media from the Internet;
- Assistance with using and customizing Windows OS features;
- Assistance connecting a secondary peripheral device(s) such as printer to wire or wireless home network, and establishing connection with primary device;
- Assistance trouble-shooting/resolving common printer driver issues – downloading and installing new printer drivers to primary device.

Prepaid Terms:

- Services must be used by the Customer within 1 month of purchase
- Support is for up to three designated primary devices per service
- See HP SmartFriend terms and conditions for additional terms



HP SmartFriend Prepaid Service – 3 month duration

HP SmartFriend 3 month Prepaid Service for up to 3 primary devices¹ includes: unlimited help over the phone and/or remote log-in², 7 days a week, 14 hours a day (between 8:00 a.m. and 10:00 p.m. local time) access to experienced and certified HP technicians and remote Desktop agent.

Support includes³:

- Assistance with general performance issues;
- Detecting and removing Viruses, Spyware and Malware;
- Trouble-shooting/resolving problems such as error messages, persistent pop ups, system application crashes;
- Diagnosing and fixing operating system issues;
- Addressing computer boot up problems;
- Trouble shooting and solving software problems;
- Installation and set-up of software applications;
- Help with basic usage of most common software packages;
- Assistance with network set-up and configuration;
- Securing a wireless network;
- Configuring data back up to a local storage device;
- Assistance with uploading photos to Internet-based services;
- Sync mobile devices with PC application;
- Assistance with downloading licensed media from the Internet;
- Assistance with using and customizing Windows OS features;
- Assistance connecting a secondary peripheral device(s) such as printer to wire or wireless home network, and establishing connection with primary device; and
- Assistance trouble-shooting/resolving common printer driver issues – downloading and installing new printer drivers to primary device.

Prepaid Terms:

- Services must be used by the Customer within 3 months of purchase.
- Support is for up to three designated primary devices per service.
- See HP SmartFriend terms and conditions for additional terms



HP SmartFriend Prepaid Service – 6 month duration

HP SmartFriend 6 month Prepaid Service for up to 3 primary devices¹ includes: unlimited help over the phone and/or remote log-in², 7 days a week, 14 hours a day (between 8:00 a.m. and 10:00 p.m. local time) access to experienced and certified HP technicians and remote Desktop agent.

Support includes³:

- Assistance with general performance issues;
- Detecting and removing Viruses, Spyware and Malware;
- Trouble-shooting/resolving problems such as error messages, persistent pop ups, system application crashes;
- Diagnosing and fixing operating system issues;
- Addressing computer boot up problems;
- Trouble shooting and solving software problems;
- Installation and set-up of software applications;
- Help with basic usage of most common software packages;
- Assistance with network set-up and configuration;
- Securing a wireless network;
- Configuring data back up to a local storage device;
- Assistance with uploading photos to Internet-based services;
- Sync mobile devices with PC application;
- Assistance with downloading licensed media from the Internet;
- Assistance with using and customizing Windows OS features;
- Assistance connecting a secondary peripheral device(s) such as printer to wire or wireless home network, and establishing connection with primary device; and
- Assistance trouble-shooting/resolving common printer driver issues – downloading and installing new printer drivers to primary device

Prepaid Terms:

- Services must be used by the Customer within 6 months
- Support is for up to three designated primary devices per service
- See HP SmartFriend terms and conditions for additional terms



HP SmartFriend Prepaid Service – One Incident

HP SmartFriend One Incident Prepaid Service for 1 primary device¹ includes: unlimited help over the phone and/or remote log-in², 7 days a week, 14 hours a day (between 8:00 a.m. and 10:00 p.m. local time) access to experienced and certified HP technicians and remote Desktop agent.

Support includes³:

- Assistance with general performance issues;
- Detecting and removing Viruses, Spyware and Malware;
- Trouble-shooting/resolving problems such as error messages, persistent pop ups, system application crashes;
- Diagnosing and fixing operating system issues;
- Addressing computer boot up problems;
- Trouble shooting and solving software problems;
- Installation and set-up of software applications;
- Help with basic usage of most common software packages;
- Assistance with network set-up and configuration;
- Securing a wireless network;
- Configuring data back up to a local storage device;
- Assistance with uploading photos to Internet-based services;
- Sync mobile devices with PC application;
- Assistance with downloading licensed media from the Internet;
- Assistance with using and customizing Windows OS features;
- Assistance connecting a secondary peripheral device(s) such as printer to wire or wireless home network, and establishing connection with primary device;
- Assistance trouble-shooting/resolving common printer driver issues – downloading and installing new printer drivers to primary device;

One Incident Terms:

- Services must be used by the Customer within 12 months of purchase
- Support is for one designated primary device per service
- See HP SmartFriend terms and conditions for additional terms

¹ HP SmartFriend will support notebook, desktop PCs and tablets, all brands (HP and non-HP) and multi operating systems (as described above).

² Internet connection required.

³ Does not include Operating System recovery and PC hardware repair services.

Document Footer

© Copyright 2013 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty or condition, express or implied, in fact or in law. HP shall not be liable for technical or editorial errors or omissions contained herein.

Trademark

Microsoft is a U.S. registered trademark of Microsoft Corporation.