

HP PC Helpdesk Service

HP Care Pack Services

Technical data



HP PC Helpdesk Service gives professionals in small and medium-sized businesses access to advice and assistance for popular software applications, including multivendor Web browsers, word processing, antivirus, and mail applications from major software vendors such as Microsoft®, Adobe®, and BlackBerry®. This service is available on any model of PC, regardless of manufacturer or warranty level.

HP PC Helpdesk Service provides you with a single source of telephone technical support, which includes advisory support and technical assistance on the features and usage of software business applications and utilities running in Microsoft operating system environments. It also includes advisory support on networking and related printing issues. The HP technician will remotely control the user's PC or Windows® OS-enabled mobile device to troubleshoot software-related issues and questions.

Your PC is a vital part of your business. As part of the HP PC Helpdesk Service features, you can also choose to receive PC tune up-related activities to help make sure your PC is running well.

Service benefits

- Accelerated problem resolution—provides your users with a direct line to advice and assistance
- Simplified search for answers to user questions—provides a single provider supporting HP and other vendors' products
- Comprehensive set of PC diagnostics and tune-up steps— helps ensure that your PC is clean, virus-free, and performing well
- Full coverage software support for an entire organization—allows usage by any employee (available for purchase in different increments of uses, suitable to your company's IT needs and budget)

Service feature highlights

- Service deployment
- Software application usage assistance
- Installation assistance
- Problem isolation and notification
- PC tune up
- Coverage windows

Specifications

Table 1. Service features

Feature	Delivery specifications
Service deployment	<p>The HP PC Helpdesk Service coverage period starts on the registration date of the HP Care Pack Service and is subscribed to for an initial 1-year term. Customer HP Care Pack can be renewed on a year-to-year basis. All unused incidents will expire at the end of 12 months from the initial purchase.</p> <p>Remote support is sourced from a North America location.</p> <p>Please visit: www.hp.com/go/pchelpdesk for HP PC Helpdesk Supported Software List</p> <p>With this service, HP will:</p> <ul style="list-style-type: none">• Provide a toll-free telephone number and an access number to registered users. Registered users will have access to an online form to electronically submit questions and issues via the following URL: www.hp.com/go/pchelpdeskonline• Verify that all support incidents are sufficiently addressed and are rendered closed. An incident is defined as a single question or problem, and the reasonable effort to resolve it. An incident is defined as closed when one or more of the following criteria have been met:<ul style="list-style-type: none">- The Customer has received all the information available to HP regarding the resolution of a usage problem with a supported software application- The Customer has received information on how to obtain a patch that will resolve the software problem- The Customer has received notice that the software problem is caused by a known, unresolved bug in the software- The Customer has received notice that the problem has been identified as a hardware problem- The Customer has received notice that the problem has been corrected in a subsequent release of the product- HP has used commercially reasonable efforts to provide information such as answering questions or requests with the available database information, as provided by the Customer
Software application usage assistance	<p>Software application usage assistance provides end users with access to HP's technical resources via telephone, email, and electronic call logging for help in resolving any problems they have with the software. Support calls are answered by the next available technical resource. Usage assistance includes giving information on product features, answering installation and configuration questions, and advising on networking and related printing issues.</p>
Installation assistance	<p>Installation assistance provides telephone advisory support to end users on the proper installation and updating of customer-installable software. Installation assistance does not include walking the end user through an entire installation, and it is limited to answering specific questions encountered during the installation process. Services to support lengthy installations and/or complete the installation for the Customer are available for an additional charge.</p>

Problem isolation and notification	<p>With problem notification, the appropriate software organization/vendor of unpublished software problems encountered by supported end users is notified.</p> <p>Problem isolation determines whether a usage problem is caused by the software or by a hardware failure. In the event a hardware problem has been identified, the Customer will be referred to the OEM warranty support team that supports the Customer's hardware. If the problem is traced to the hardware and the Customer has an HP onsite hardware maintenance agreement with HP, a call will be placed for service on the hardware issue. If the Customer does not have a hardware maintenance agreement with HP, the Customer may request HP to repair the system at the time and material per-call rates then in effect.</p>
PC tune up	<p>HP will perform diagnostics to isolate the problem. Dependent on the issue, this may include cleaning out temporary files, cookies and unnecessary files, uninstalling unused software applications, and updating PC operating system software, firmware bios, security, and software. Detected virus or malware will be removed.</p> <p>Customers will also receive advice on how to perform these tune-up features to keep their PC up to date in the future.</p>
Coverage windows	<p>HP PC Helpdesk Service is available 8:00 a.m. to 5:00 p.m. local time, Monday through Friday, excluding HP holidays.</p> <p>Calls received and answered outside this coverage window will be logged the next business day for which there is a service window.</p> <p>HP PC Helpdesk Service calls are answered by the next available technical resource.</p> <p>HP PC Helpdesk Service is available in United States and Canada, with support for English and French languages.</p>

Customer responsibilities

The Customer will:

- Ensure that only authorized designated end users place support calls to the HP PC Helpdesk
- Ensure all software products are properly licensed
- Provide HP Care Pack serial number upon request for entitlement verification
- Assume full responsibility for the management and protection of its unique access number(s)
- Adhere to the licensing terms and conditions as indicated 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 Customer may be required to assume additional responsibilities for maintaining the system and/or software
- Maintain a current backup copy of the operating system, development program, and all other applicable software programs and data
- Provide the name and telephone number of a primary contact employee authorized to direct HP action in the event of a critical problem and approve the purchase of per-event services, if required
- Maintain a current backup of all data and files separate from the PCs that are remotely supported via HP PC Helpdesk
- Maintain an active license of a virus protection tool after PC tune-up service
- Provide updates for primary contact name or telephone number changes

Service limitations

HP PC Helpdesk Service is available in the United States and Canada.

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

- The complete end-to-end installation of network devices such as wireless router, network printer, etc.
- Hardware diagnosis, troubleshooting, and repair; hardware installation support for Customer-added components; support for non-OEM components
- Support for macros code or VB scripts that require extensive debugging or development; purchaser modifications to software applications
- Support of software products not included on the HP PC Helpdesk Supported Software List
- Support for the network on which applications are running
- Services which, in HP's opinion, are required due to improper treatment or use of the equipment or software
- Services required due to unauthorized attempts by personnel other than HP to repair, maintain, or modify supported software products
- Services required due to causes external to the HP-maintained equipment or software
- Purchaser modifications to products on the HP PC Helpdesk Supported Software List
- Software product media, documentation, and license updates
- Any onsite services
- Individual software products that have been removed from the HP PC Helpdesk Supported Software List; at its sole discretion and without prior notification, HP reserves the right to add or remove products from the supported products list (this means the products supported by any agreement could increase or decrease during the term of the agreement)
- Support for any version of a software product more than 180 days after release of the subsequent version, unless otherwise agreed (HP can provide support for past versions); additional charges may apply

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit one of the following Web sites:

HP support services: www.hp.com/hps/support

HP Care Pack Services: www.hp.com/hps/carepack

HP PC Help Desk: www.hp.com/go/pchelpdesk

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