

# HP SmartFriend Service



## HP Consumer Service & Solutions

### Service benefits

- Improved system performance and reduced downtime caused by software issues
- Availability of a SmartFriend agent who can answer “how-to” questions
- Simplified search for answers to user questions with a dedicated phone number
- Predictable support costs

### Service feature highlights

- Virus removal
- Error troubleshooting
- “How-to” assistance
- Software installation and configuration
- Connectivity assistance
- Block unwanted third-party tracking
- Phishing and identity theft
- Social media privacy support
- Parental control set-up and troubleshooting
- Software application usage assistance
- Software configuration and installation assistance
- PC migration assistance
- PC connectivity assistance
- PC security assistance

## Service overview

The SmartFriend agent will help you solve a wide range of technical issues that may arise with your PCs and tablets. SmartFriend connects you with SmartFriend agents who can remove viruses, improve PC performance, solve software errors, and connect your devices to a wireless network.

### EXPERTISE WHEN YOU NEED IT

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

### PROTECTED REMOTE ACCESS

With protected remote access, you can sit back and relax while a SmartFriend agent from HP guides you through a solution—right before your eyes on your PC screen.

### EXPERT HELP WITH ANY PC OR TABLET BRAND

Get answers to your technology questions. SmartFriend can help no matter what brand of PC or tablet you own. The HP SmartFriend Service covers personal computers running Microsoft® Windows®, and Chrome OS, and tablets running Android OS, Windows 10, and Apple iOS. A detailed list of covered applications is available under the section “Coverage” in this document.

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## Service features\*

- **VIRUS REMOVAL:** Smart Friend 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:** SmartFriend 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 SmartFriend agent can also answer “how-to” questions not addressed by your product manual and help solve problems not covered by your standard warranty or extended service plan.
- **SOFTWARE INSTALLATION AND CONFIGURATION:** SmartFriend agents provide assistance for the proper installation and updating of supported software. Also included is software application usage help for supported applications.
- **CONNECTIVITY ASSISTANCE:** SmartFriend agents provide answers and guidance to your connection questions and helps if you are experiencing difficulties in setting up a wired or wireless network connection or connecting and using peripherals on your PCs.
- **BLOCK UNWANTED TRACKING:** SmartFriend agents can offer you guidance on how to better protect yourself from online tracking by third parties.
- **PHISHING AND IDENTITY THEFT:** SmartFriend agents provide tips to help you identify theft threats early to better protect you from scams, like phishing and identity theft.
- **SOCIAL MEDIA PRIVACY SUPPORT:** SmartFriend agents help you customize and edit privacy settings for social media accounts.
- **PARENTAL CONTROL SET-UP AND TROUBLESHOOTING:** SmartFriend agents aid in configuring parental controls that help protect your family from accessing the wrong content on the Internet.

\* Features apply to all HP SmartFriend options

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## Specifications\*\*

### SERVICE FEATURES

- **SOFTWARE APPLICATION USAGE ASSISTANCE:** Software application usage assistance provides registered users with access to SmartFriend agents, via telephone, for help in resolving problems encountered with computing or software applications. Support calls are answered by the next available SmartFriend agent. 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 registered users on the proper installation and updating of supported customer-installable software. Installation assistance does not include walking the registered user through an entire installation, and it is limited to answering specific questions encountered during the installation process.
- **PC MIGRATION ASSISTANCE:** Users migrating data from one PC to another can get advice and guidance on how to best complete this task.
- **PC CONNECTIVITY ASSISTANCE:** PC connectivity assistance provides answers and guidance to end users who have questions or who are experiencing difficulties in setting up a wired or wireless network connection or connecting and using peripherals on their PCs.
- **PC SECURITY ASSISTANCE:** PC security assistance provides support against unwanted tracking, phishing, and identity theft, social media privacy support, and parental control set-up and troubleshooting.

\*\*Specifications apply to all HP SmartFriend options.

# Specifications (continued)

## SERVICE-LEVEL OPTIONS

- COVERAGE WINDOW: Service is available 24 hours a day, Monday through Sunday, including HP holidays. HP SmartFriend Service calls are answered by the next available SmartFriend agent. All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on availability. Visit HP SmartFriend terms and conditions at [hp.com/go/smartfriend](http://hp.com/go/smartfriend) for additional terms
- SERVICE LENGTH: SmartFriend offers different service options with different lengths including: Prepaid 1, 3, 6, 12 month(s) and subscription plans. Please see details by region on next pages.

# Service by Region

## UNITED STATES

- Monthly Subscription
- Solve my Problem (One-time Service)
- 1 Month Prepaid
- 3 Month Prepaid
- 6 Month Prepaid
- 1 Year Prepaid
- 2 Year Prepaid
- 3 Year Prepaid

See [Terms of Service](#) for more details For support, call 1 (844) 814-1800.

To learn more, go to [hp.com/go/smartfriend](http://hp.com/go/smartfriend)

## CANADA

- Monthly Subscription
- Solve my Problem (One-time Service)
- 1 Month Prepaid
- 6 Month Prepaid
- 1 Year Prepaid
- 2 Year Prepaid
- 3 Year Prepaid
- 3 Year Prepaid

See [Terms of Service](#) for more details

For support, call 1 (844) 814-1800.

To learn more, go to [hp.com/go/smartfriend](http://hp.com/go/smartfriend)

## Service by Region (continued)

### MEXICO

- 3 Month Prepaid
- 6 Month Prepaid
- 1 Year Prepaid

See [Terms of Service](#) for more details

For support, call 1 (800) 063-0234 (interior de la república)

+52 (555) 091-2455 (desde la Ciudad de México)”

To learn more, go to [hp.com/go/smartfriend](http://hp.com/go/smartfriend)

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### AUSTRALIA

- Monthly Subscription
- 1 Year Prepaid

See [Terms of Service](#) for more details

For support, call +61-130-072-1147

To learn more, go to [hp.com/go/smartfriend](http://hp.com/go/smartfriend)

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### NEW ZEALAND

- Monthly Subscription
- 1 Year Prepaid

See [Terms of Service](#) for more details

For support, call +64-800-44-1147

To learn more, go to [hp.com/go/smartfriend](http://hp.com/go/smartfriend)

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### SINGAPORE

- 3 Month Prepaid
- 6 Month Prepaid
- 1 Year Prepaid

See [Terms of Service](#) for more details

For support, call +65-6272-5300

To learn more, go to [hp.com/go/smartfriend](http://hp.com/go/smartfriend)

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## Available service options (continued)

### UNITED KINGDOM

- Monthly Subscription
- 1 Year Prepaid

See [Terms of Service](#) for more details.

For support, call +44-207-660-8828

To learn more, go to [hp.com/go/smartfriend](http://hp.com/go/smartfriend)

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### IRELAND

- Monthly Subscription
- 1 Year Prepaid

See [Terms of Service](#) for more details.

For support, call +35-315-33-9912

To learn more, go to [hp.com/go/smartfriend](http://hp.com/go/smartfriend)

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### UNITED ARAB EMIRATES

- 1 Year Prepaid

See [Terms of Service](#) for more details.

For support, call +06-0052-1600  
(Support in English only)

To learn more, go to [hp.com/go/smartfriend](http://hp.com/go/smartfriend)

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### SOUTH AFRICA

- 1 Year Prepaid

See [Terms of Service](#) for more details.

For support, call +01-0691-0600  
(Support in English only)

To learn more, go to [hp.com/go/smartfriend](http://hp.com/go/smartfriend)

# Coverage

SmartFriend supports many third-party software applications and utilities that function on any personal computer.

## SUPPORTED PRODUCTS

Category	Product type	Product
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

# Coverage (continued)

## SUPPORTED PRODUCTS

Category	Product type	Product
Hardware	PCs & tablets	Desktop PC Laptops Chromebooks Tablets
	Peripherals	Smartphones Printers Scanners DVD Drives Video/ Sound Cards USB Devices CD/DVD Writers Hard Drives Monitors Keyboards- Wired & Wireless
	Networking	Routers Wireless access points
Operating Systems		Windows iOS Android Chrome OS

## Service eligibility

This service covers 1 one main device (PCs or tablets). See full list of supported products related to the main devices under the section “Coverage” in this document.

## General provision and other exclusions

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

- Activities or services not clearly specified in this document are excluded from this service.
- Defective hardware, as identified during the installation, will be replaced or repaired under the original vendor warranty terms for HP-supplied or HP-supported products.
- HP’s ability to deliver this service is dependent upon the customer’s full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the customer provides to HP.

Learn more at [hp.com/go/smartfriend](https://hp.com/go/smartfriend)



HP Services are governed by the applicable HP terms and conditions of service provided or indicated to the Customer at the time of purchase. The 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 an HP product.

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