

HP SmartFriend Service



HP Care Pack Services

Service benefits

- Improved system performance and reduced downtime caused by 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
- 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 HP SmartFriend Service helps you solve a wide range of technical issues that may arise with your PCs and tablets. HP SmartFriend connects you with certified agents who can remove viruses, improve PC 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 and tablet with friendly, accessible SmartFriend technology experts. Any time 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.

Protected remote access

With protected remote access, you can 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 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 8, Windows RT, and Apple iOS. A detailed list of covered applications is available under the section “Coverage” in this document.

Service features*

Virus removal	HP agents help remove viruses, spyware, and malware.
Error troubleshooting	HP 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 not covered by your standard warranty or extended service plan.
Software installation and configuration	Agents provide support for the proper installation and updating of supported software. Software application usage assistance for supported applications is also included.
Connectivity assistance	HP provides answers and guidance to your connection questions, and helps you 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	Service agents can offer you guidance on how to better protect yourself from online tracking by third parties.
Phishing and identity theft	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	Agents help you customise and edit privacy settings for social media accounts.
Parental control set-up and troubleshooting	HP provides assistance in configuring parental controls that help protect your family from accessing the wrong content on the Internet.

* Features apply to all HP SmartFriend Service options

Specifications**

Service features

Feature	Delivery specifications
Software application usage assistance	Software application usage assistance provides registered users 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 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.

Service-level options

Option	Delivery specifications
Coverage window	Service is available between 8:30 a.m. and 8:00 p.m. local time, Monday through Friday and between 10:00 a.m. and 6.00 p.m. local time, on Saturday, excluding HP holidays. Service calls are answered by the new available technical resource. Visit HP SmartFriend terms and conditions at hp.com/uk/smartfriend for additional terms
Service length	HP offers different service options with different lengths including: One incident, 1 month, 3 months, 6 months, 12 months and 1 year monthly subscription. Please see details below.

Service options

Option	Delivery specifications
Subscription Service - 1 year duration	<p>HP SmartFriend 1 year Subscription Service for up to 3 primary devices (see service eligibility). See service Features, Specifications and Coverage for details.</p> <p>Subscription Terms:</p> <ul style="list-style-type: none"> • Duration: 12 months from purchase or 12 months from registration if customers buys the Service from an HP reseller • Only if customer purchases the Services from an HP reseller, requires registration within thirty (30) days after purchase. If customer does not register HP is not obliged to provide Services and any pre-paid service charges will not be returned. • See HP SmartFriend terms and conditions for additional terms
Prepaid Service – 1 month	<p>HP SmartFriend 1 month Prepaid Service for up to 3 primary devices (see service eligibility). See service Features, Specifications and Coverage for details.</p> <p>Prepaid Terms:</p> <ul style="list-style-type: none"> • Duration: 1 month from purchase • See HP SmartFriend terms and conditions for additional terms
Prepaid Service – 3 months	<p>HP SmartFriend 3 month Prepaid Service for up to 3 primary devices (see service eligibility). See service Features, Specifications and Coverage for details.</p> <p>Prepaid Terms:</p> <ul style="list-style-type: none"> • Duration: 3 months from purchase • See HP SmartFriend terms and conditions for additional terms
Prepaid Service – 6 months	<p>HP SmartFriend 6 month Prepaid Service for up to 3 primary devices (see service eligibility). See service Features, Specifications and Coverage for details.</p> <p>Prepaid Terms:</p> <ul style="list-style-type: none"> • Duration: 6 months from purchase • See HP SmartFriend terms and conditions for additional terms
Prepaid Service – 12 months	<p>HP SmartFriend 12month Prepaid Service for up to 3 primary devices (see service eligibility). See service Features, Specifications and Coverage for details.</p> <p>Prepaid Terms:</p> <ul style="list-style-type: none"> • Duration: 12 months from purchase • See HP SmartFriend terms and conditions for additional terms
Prepaid Service – One incident	<p>HP SmartFriend One Incident Prepaid Service for 1 primary device. See service Features, Specifications and Coverage for details.</p> <p>One Incident Terms:</p> <ul style="list-style-type: none"> • Services must be used by the Customer within 30 days after purchase • See HP SmartFriend terms and conditions for additional terms

Coverage

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

Supported Products

Category	Product Type	Product
Hardware	PCs & tablets	Desktop PC Laptops Netbooks 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
	Internet Browsers	Internet Explorer Firefox Chrome
Software	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 iOS Android Chrome OS	

Service eligibility

This service covers a maximum of 3 main devices (PCs or tablets). See full list of supported products related to the main devices under the section “Coverage” in this document.

General provisions/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/uk/smartfriend



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