



HP SmartFriend Pro

Available in the US only



Service function

- Accessible Experts 24x7
- On-call Support
- PCs, Printers, and Accessories

Service benefits

- 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
- Remote assistance that could result in improved system performance and reduce downtime caused by software issues

Service overview

Reduce the hassle of today’s remote learning environments with HP SmartFriend Pro,¹ easily accessible phone support for any PC² that helps students stay engaged, gives parents the help they need, and lets faculty offload everyday troubleshooting so they can prioritize their students and learning plans.

HP SmartFriend Pro helps you solve a wide range of technical issues that may arise with your PCs and tablets by connecting users with certified agents. These agents can perform remote assistance services like running virus scans, addressing typical software errors and troubleshooting wireless connection issues with your devices.

Any issue, any time

Keep students learning in the event of unplanned technical issues with on-call phone support, providing a certified technician to assist with troubleshooting and resolving problems that may arise at a moment’s notice.

Service overview (continued)

Convenient expertise

Parents can rest easy and take advantage of convenient phone support, no matter the brand of their student's hardware. Each technician is knowledgeable across HP hardware, as well as other operating systems and manufacturers, so we can help all parents and students when they need it.

Judgment-free support

No need to be a technical expert. A helping hand is available 24/7 to walk parents and students through each step in assisting and troubleshooting any unplanned technical issues.

Quantify the student learning experience

Even when offloading time-consuming tasks from faculty and helpdesks, HP can provide reporting based on the interactions with HP SmartFriend Pro technicians to quantify the impact reduced tech disruptions have on the student learning experience.

Quick support for remote environments

Institutions may not have full capabilities to offer remote IT support – HP is here to help. With over 75 years of innovating technology and solving problems for users, HP SmartFriend Pro resolves any technical issue remotely while providing excellent customer service at a reasonable price.

Table 1. Features and Specifications	
Feature	Specification
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 typical hardware and software problems that can be fixed remotely.
“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 typical hardware and software problems that can be fixed remotely outside your standard warranty or extended service plan. HP SmartFriend Pro is not an alternative to the manufacturer warranty or HP Care Packs.
Software installation and configuration	Agents provide support for the proper installation and updating of supported software. Software application usage assistance for supported applications that are installed at the time of purchase are 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 customize and edit privacy settings for social media accounts.
Parental control setup and troubleshooting	HP provides assistance in configuring parental controls that help protect your family from accessing the wrong content on the Internet.

Table 2. Delivery Specifications	
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. 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	<p>PC security assistance provides support against unwanted tracking, phishing, and identity theft, social media privacy support, and parental control setup and troubleshooting.</p> <p>24 hours, 7 days a week (24x7)</p> <p>Service is available 24 hours a day, Monday through Sunday, including HP holidays. HP SmartFriend Service calls are answered by the next available technical resource. All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on availability.</p>

Customer responsibilities

The Customer will:

- 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 Customer 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.
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP.
- SmartFriend service is available on multiple devices. The Customer is responsible for logging an incident under their product warranty or support coverage.

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 that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Services required due to causes external to the 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 and printer usage and environment (e.g., advice and support on telephony, purchasing, servers, etc.)

Service limitations (continued)

- Assistance with topics relating to application or Web development
- Hardware support calls and requests for repairs
- Parts exchange
- 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

Terms and conditions

See complete Care Pack terms and conditions at <http://h20195.www2.hp.com/v2/GetDocument.aspx?docname=4AA5-7123ENUS>.

For more information

Contact your local HP sales representative or channel partner for details, or visit hp.com/go/pcandprintservices.

For HP SmartFriend Customer Support, please call 866-666-6528.

Available in North America only.

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¹ HP Care Packs are sold separately. Service levels and response times for HP Care Packs may vary depending on your geographic location. 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.

² HP SmartFriend Pro supports any major brand of computer and tablet running Microsoft Windows, OS X, iOS, Android, or Chrome OS. HP SmartFriend Pro is sold separately or as an add-on feature.

³ Service availability varies by country or region.

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