# How may we help you?





### How to apply HP Care Pack for business customers and business partners?

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### Find the right HP Care Pack

www.hp.com/go/CPC



### Get all HP Care Pack Services at your fingertips on HP Cirrus mobile application for Android and iOS

- http://bitly.com/UPP\_Cirrus
- http://bit.ly/Googleplay\_Cirrus
- http://bit.ly/iTunes\_Cirrus

### 3 ways to select the hardware for which you are searching to associate a HP Care Pack Service

- Through smart search capability by typing the product name or SKU
- · By browsing products families
- · By scanning the product's barcode or use the assisted search function

### HP Attach Widget (Video)

www.hp.com/de/attachwidget

### How to register your product

http://www.hp.com/go/hpcarepack/emea/activate

### HP Care Pack Post Sales Support:

- Registration
- Changing the hardware data
- Change of customer data

### HP Care Pack Team Switzerland

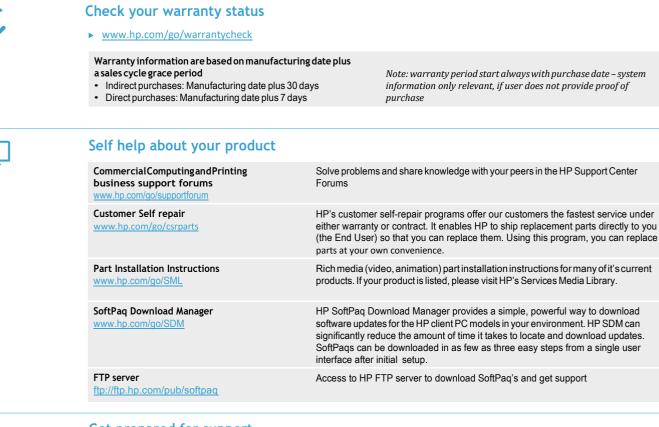
Commercial Computing & Printing hpcarepack.ch@hp.com



Scan QR code to download App

Training video available on youtube <a href="https://youtu.be/DymX7XNRVy0">https://youtu.be/DymX7XNRVy0</a>

## Guidelines towards efficient access to HP support for business customers and HP business partners.





### Get prepared for support

Be prepared to provide the following information:

- Serial Number (S/N), product name, model number, and a brief description of the issue.
- · If you call on behalf of end-user always provide the address where Unit is located
- Ensure whenever possible that you are in front of defective Unit to allow proper trouble shooting steps
- · On complex to diagnose printing issues download/print configuration and supply information page
- On complex to diagnose Computing issues (blue screen etc.) ensure that latest Bios version installed
  - press fn+esc to view latest system information

Get assistance about your product

• For computing problems run the diagnostic tool and check the Power LED on the front of the computer to see if it is flashing red. The flashing lights are error codes that will help during diagnose.

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### Online

### www.hp.com/go/hpsc

#### Chat with HP:

Get real-time help from a support specialist over the Web. You get efficient, personalized support.

Submit or manage support cases: Support Case Manager is an online tool that allows you to submit and manage support cases for products with a valid warranty, HP Care Pack or support agreement. mycrm.support.hp.com

#### Via phone

	Commercial Computing & Printing	Consumer Computing & Printing
In-Warranty & Out-of-Warranty	+ <b>41 435 479 785</b> Mon-Fri   08.00-18.00 (except Bank Holidays) 8 Rp./Min	+41 225 675 183 Mon-Fri   08.30-18.00 / Sa   08.30-14.30 (except Bank Holidays) 8 Rp./Min

#### Customer Relationship Team

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