

# How may we help you?



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



### Find the right HP Care Pack

▶ [www.hp.com/go/CPC](http://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://bitly.com/UPP_Cirrus)

▶ [http://bit.ly/Googleplay\\_Cirrus](http://bit.ly/Googleplay_Cirrus)

▶ [http://bit.ly/iTunes\\_Cirrus](http://bit.ly/iTunes_Cirrus)



Scan QR code to download App

#### 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

Training video available on youtube

<https://youtu.be/DymX7XNRVY0>



### HP Attach Widget (Video)

▶ [www.hp.com/de/attachwidget](http://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](mailto:hpcarepack.ch@hp.com)

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



## Check your warranty status

► [www.hp.com/go/warrantycheck](http://www.hp.com/go/warrantycheck)

Warranty information are based on manufacturing date plus a sales cycle grace period

- Indirect purchases: Manufacturing date plus 30 days
- Direct purchases: Manufacturing date plus 7 days

*Note: warranty period start always with purchase date – system information only relevant, if user does not provide proof of purchase*



## Self help about your product

<b>Commercial Computing and Printing business support forums</b> <a href="http://www.hp.com/go/supportforum">www.hp.com/go/supportforum</a>	Solve problems and share knowledge with your peers in the HP Support Center Forums
<b>Customer Self repair</b> <a href="http://www.hp.com/go/csrrpats">www.hp.com/go/csrrpats</a>	HP's customer self-repair programs offer our customers the fastest service under either warranty or contract. It enables HP to ship replacement parts directly to you (the End User) so that you can replace them. Using this program, you can replace parts at your own convenience.
<b>Part Installation Instructions</b> <a href="http://www.hp.com/go/SML">www.hp.com/go/SML</a>	Rich media (video, animation) part installation instructions for many of it's current products. If your product is listed, please visit HP's Services Media Library.
<b>SoftPak Download Manager</b> <a href="http://www.hp.com/go/SDM">www.hp.com/go/SDM</a>	HP SoftPak Download Manager provides a simple, powerful way to download software updates for the HP client PC models in your environment. HP SDM can significantly reduce the amount of time it takes to locate and download updates. SoftPaks can be downloaded in as few as three easy steps from a single user interface after initial setup.
<b>FTP server</b> <a href="ftp://ftp.hp.com/pub/softpaq">ftp://ftp.hp.com/pub/softpaq</a>	Access to HP FTP server to download SoftPak's and get support



## 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
- 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.



## Get assistance about your product

### Online

► [www.hp.com/go/hpsc](http://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](http://mycrm.support.hp.com)

### Via phone

	Commercial Computing & Printing	Consumer Computing & Printing
In-Warranty & Out-of-Warranty	+41 435 479 785 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

Commercial Computing & Printing  
crt.ch@hp.com

### Consumer Computing & Printing

[EMEA\\_DE\\_CRT@hp.com](mailto:EMEA_DE_CRT@hp.com)  
[EMEA\\_FR\\_CRT@hp.com](mailto:EMEA_FR_CRT@hp.com)  
[EMEA\\_IT\\_CRT@hp.com](mailto:EMEA_IT_CRT@hp.com)