HP Support Access Quick Reference

Electronic support:

Business Support Center (BSC)
www.hp.com/go/bsc

Instant Support Professional Edition (ISPE)
www.hp.com/go/ispe

IT Resource Center (ITRC)
www.itrc.hp.com

Instant Support Enterprise Edition (ISEE)
www.hp.com/hps/hardware/hw_enterprise.html

Phone support:

HP warranty support: 1-800-474-6836
HP contract support: 1-800-633-3600

HP provides service delivery methods to facilitate the rapid resolution of your service requests. These methods include remote diagnosis, which is used to help expedite all service requests, and the HP Customer Self Repair Program.

The Customer Self Repair (CSR) option offers fast service under either warranty or contract. For more information on this popular program, visit:

www.hp.com/go/selfrepair

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• HP Services is in business to keep you in business by providing fast, reliable, high-quality remote services and support. When you have a question or problem regarding the operation of your computer system or peripherals, HP’s worldwide network of resources is available to provide the support you require.

• HP Services provides a support infrastructure to help you keep your IT environment highly available. Electronic support provides the fastest and most comprehensive access to HP technical resources 24 hours a day, every day. Phone support is also available.

• We are providing this overview of HP’s industry-leading Web-based support and phone access to enable your best support experience.

Electronic support

Business Support Center (BSC)
www.hp.com/go/bsc

The BSC is a favorite portal among business professionals. It provides a wealth of support and troubleshooting information on desktops, laptops, handhelds, and peripherals. Utilize the Business Support Center to:

• Search for the latest support information
• Download software and drivers
• Set up proactive notifications
• Log and monitor your support cases online
• Engage in technical discussions with your peers

Instant Support Professional Edition (ISPE)
www.hp.com/go/ispe

ISPE is the ultimate online troubleshooting solution for your HP desktops, laptops, handhelds, and peripherals. The many features of ISPE include:

• Technical documentation
• Self-solve diagnostics
• Data harvesting
• Active Chat with HP support professionals

Note: Active Chat requires an active warranty or support contract.

IT Resource Center (ITRC)
www.itrc.hp.com

The ITRC targets support needs on HP-UX, MPE, OpenVMS, Tru64 UNIX®, Windows NT®, and storage solutions. Utilize the IT Resource Center to:

• Search an extensive technical knowledge base
• Research and download patches
• Engage in technical discussions with your peers
• Log and monitor hardware and software cases online
• Collaborate online with HP support professionals

Note: Registration is required for using the ITRC. Active warranties or contracts are required for case management and HP Live Web collaboration.

Instant Support Enterprise Edition (ISEE)
www.hp.com/hps/hardware/hw_enterprise.html

ISEE is a remote support solution that helps you proactively manage and support your multivendor data center. ISEE provides hardware monitoring and other features that help reduce system downtime and accelerate problem resolution. ISEE currently supports the following products and platforms:

- HP-UX
- OpenVMS
- Windows servers
- Tru64 UNIX®
- Sun Solaris
- XP storage
- Linux®
- Network devices
- EVA storage

Phone support

HP warranty support: 1-800-474-6836
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HP Customer Support provides a broad spectrum of services, from hardware and software support to integrated service management for the multivendor IT environment. Our routing capabilities enable direct access to the right technical resource as your first point of contact to assist with your service request. Please have the following information available at the time of your service call:

• Serial number
• Product name and model number
• Service Agreement ID (SAID)* or other appropriate ID from your HP Service Agreement
• Brief description of your service need

* The Service Agreement ID (SAID) is the new ID used for service validation. It is a globally unique identifier with built-in security features. The SAID replaces System Handles, Obligation IDs, or Access Numbers.

Special access

Certain services provide dedicated telephone numbers. Please refer to your HP Service Contract or contact your HP support professionals for more information.