

24/7 Pro Live Support Laptop and Printer



Service benefits

- The HP 24/7 Pro live support team is available around the clock, 365 days a year
- Contact the HP 24/7 Pro live support team using the dedicated phone number or live chat
- From setup, to in depth technical issues, the team will help you with any question, large or small

Service feature highlights

- Product setup and configuration
- Issue isolation and troubleshooting
- “How-to” assistance
- Software installation
- Laptop & printer connectivity assistance

Service overview

The HP 24/7 Pro live support team will help get you up and running. Easily connect with the HP 24/7 Pro live support team using the dedicated phone number or live chat option; for assistance with device setup, connecting your device to the network, and solving technical issues that may arise with your HP laptop or printer.

“How-to” assistance

HP’s 24/7 Pro live support team will help you understand your product features, assist you in setup and configuration questions, provide advice on ways to improve connectivity to the Internet, and changing or canceling your service. The HP 24/7 Pro live support team can also answer select “how-to” questions not addressed by your HP laptop or printer manual.

Feature

Delivery specifications

Software application usage assistance

Software application usage assistance provides registered users with access to HP 24/7 Pro live support team, via telephone and chat, for help in resolving problems encountered with computing or OS applications. Support calls and chat are answered by the next available resource. Usage assistance includes providing information on product features, answering installation and configuration questions, and advising on connectivity and component functionality issues.

Laptop & Printer connectivity assistance

Laptop and printer connectivity assistance provides answers and guidance to end users who have questions or who are experiencing difficulties in setting up a network connection or connecting and using HP accessories.

Changing or cancelling service

Support assistance is available for questions or issues related to changing or cancelling your service.

General questions

Support will provide assistance if you have questions or issues regarding your service or service account. HP will provide live technical assistance via phone or chat for installation, product configuration, setup, and problem resolution.

Service-level options

Service-level options	Delivery specifications
Coverage window	Service is available 24/7, 365 days a year including HP holidays
Contact options	Dedicated phone number and live chat

Supported Products

Category	Product Type	Product
Hardware	Computers	Laptops and Chromebooks
	Printers	Inkjet and Laser
	Networking	Routers and Wireless access points
Operating Systems		Windows OS, Chrome OS

General provisions/Other exclusions

This service provides live telephone and chat support. 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.
- The ability of HP 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.

Service limitations

HP 24/7 Pro live support is limited to answering questions outlined in this document. HP 24/7 Pro live support cannot be shared among non-designated end users. The following activities are excluded from this service:

- Support of non-HP products
- Support for purchaser modifications to supported products
- Support of products not included in the list of supported products
- Software product licensing, media, or documentation
- Repair services, onsite or offsite
- Parts replacement
- Any onsite services



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