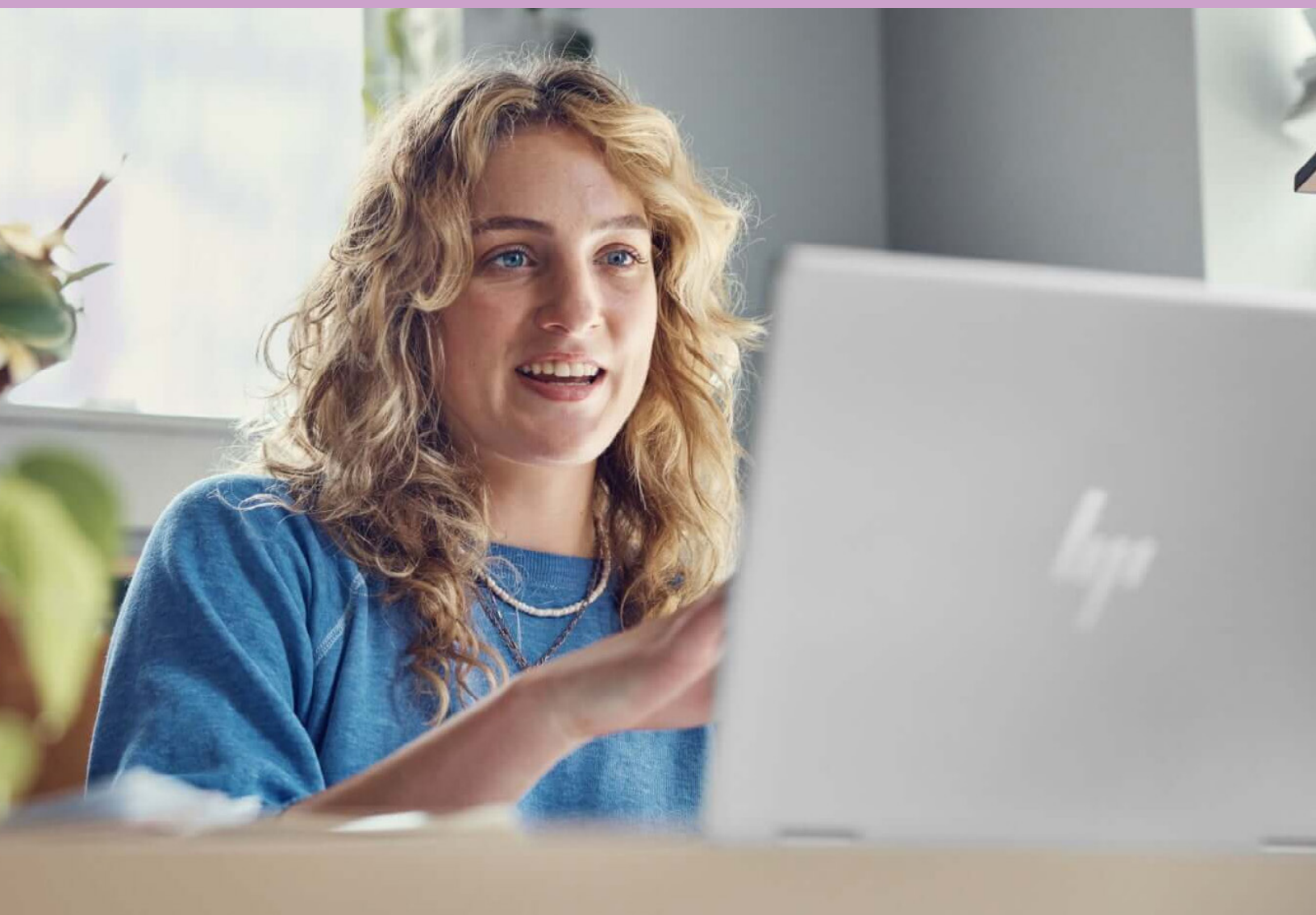


# Real, friendly tech support.

Get simple answers to all your tech questions for any device or brand with your on-call<sup>1</sup> personal IT expert.



Real Tech Help from Real Tech Experts, just a phone call away.

24/7 mobile or remote technical assistance. No matter the brand of your device.

Advanced troubleshooting, diagnosis, and repair in your native device language.

# Tired of doing your own tech support?

Let the experts fix it.

**Real People.  
Real Answers.**

If you have a question, we have an answer. Quickly connect to a real person who can help you with any tech difficulty on any device or brand.

**Get the help you need,  
when you need it.**

Help is just a phone call away, any time of the day. Whether you are an early bird or night owl, there's an IT friend ready to help and explain everything you need.



**Total Peace of Mind.**

No problem too small. No issue too big.

HP SmartFriend means having one less thing to worry about



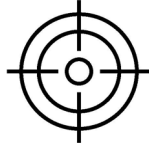
# Live Technical Support

What we'll help you with.



## Internet Connection

Troubleshoot internet connection, poor browsing, and other Wi-Fi or networking issues.



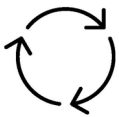
## Device Performance

Help fixing program crashes, improving device speeds, and removing viruses, pop-ups, and more.



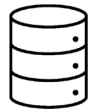
## Device setup or installation

Setting up and syncing PCs and other devices, like printers, monitors, and other accessories



## Operating System or software updates

Help navigate updates on your devices and the changes that come with them.



## Document & data backup

Create backups of your files to help prevent data loss due to crashes, accidental deletions, etc.



## Email setup & support

Setup email, resolve mailbox issues, and help protect from scams and phishing attempts.

## How it Works

HP SmartFriend Makes tech support quick and easy.



### Purchase<sup>2</sup>

Choose what plan works best for you or your family.



### Call us 24/7

Give us a call anytime at the number in your confirmation.



### Ask us any tech question

Ask your SmartFriend any question about any device - from any brand, HP or not. We're got your back.



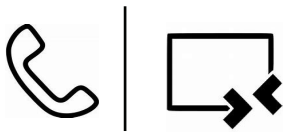
### Get answers in real-time

Get guider help over the phone, or just sit back, relax, and watch us fix your problem with secured remote access.



# HP SmartFriend. Your Anytime Tech Guru.

Tech problems are never convenient.  
That's why we're always here to get you back up and running.



## 24/7 support

Reach us by phone and connect to a live person Any time. Any Day, or just sit back and relax and watch us fix your problem with secured remote access.



### Footnotes and disclaimers

<sup>1</sup> Service levels and response times may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit [www.hp.com/go/cpc](http://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.

<sup>2</sup> This is a recurring monthly subscription. Unless the subscription is cancelled, every 30 days the payment method (credit/debit card) will automatically be charged. To avoid being charged for the following month, cancellations must be submitted at least 2 business days prior to the start of your next billing cycle

