

The active, online way to resolve your computing problems

HP Instant Support Professional Edition



hp



"Far more impressive than phoning up a call centre and getting a mute response... Active Chat is the best support I've ever had!"

Visit us online and see how easy it is: <http://www.hp.com/go/ispe>



"My question has been fully answered...
HP Instant Support Professional Edition is a great service!"



Resolve your IT problems – instantly

Looking for a better way to support your computing and printing systems? Want to spend less time diagnosing IT problems, and more time focusing on your daily tasks?

HP Instant Support Professional Edition (HP ISPE) provides the solution. This premier suite of remote troubleshooting tools removes the time, hassle and money of supporting your HP PCs, workstations and printers.

"This help system is genius.
Thanks so much."

Speed and simplicity – the key to successful support

To succeed in today's fast-paced technology environment, the health of your IT equipment is vital. By using the free HP ISPE service, your technical problems can be resolved quickly and simply, thanks to some of the most innovative support tools around:

Self Help

Transform your support experience from do-it-yourself maintenance to do-it-for-me convenience. In just a few clicks, this free-to-use tool will:

- Gather and analyse your system and printer data
- Diagnose hardware or configuration problems

- Provide automated solutions, including applicable BIOS and driver updates
- Restore your system to its pre-diagnosis state

Active Chat

Need one-to-one support for more difficult problems? Submit your questions and problems online, and a trained HP support expert will attempt to solve them via a real-time web chat. Here's how it works:

- Submit your request, and get a response within 2 minutes
- Your system information is sent automatically to the support specialist, so you don't have to talk through every detail
- If the problem is not resolved within the initial session, your support specialist will continue the case offline
- Your case history is kept at HP (with secure encryption), you won't have to describe your problem again when resuming the chat
- When connected to the Internet, a pop-up alert will inform you when your specialist wishes to resume the web chat

Whether you are a home user, small business or a large business with its own IT help desk, HP ISPE is an essential support service for your HP systems. And it's free to use!

"This is definitely going into my Favourites.
A great service – and free too."

Empowering you with knowledge

Not only does HP ISPE provide you with great automated and personalised support tools, it also gives you the ability to find answers to questions yourself.

Simply type in your query, and our powerful search engine will explore the comprehensive HP ISPE knowledge databases for relevant information. It's the quick, easy way to track down specific information about a whole range of HP products and solutions.

Helping your IT help desk

Why not extend the powerful capabilities of HP ISPE to your IT help desk? Your support staff can then use Self Help, Active Chat and the knowledge databases to solve end-user problems remotely.

This feature is ideal for client devices that are not connected to the Internet. Plus, it's fully secure thanks to industry-standard public/private key HTTPS encryption.

ISPE currently supports a wide variety of HP and Compaq branded products, including commercial desktops, portables, handhelds, and printers. New products are also being added frequently. The list of supported products can be found on the appropriate ISPE pages, please visit: <http://www.hp.com/go/ispe>

System requirements

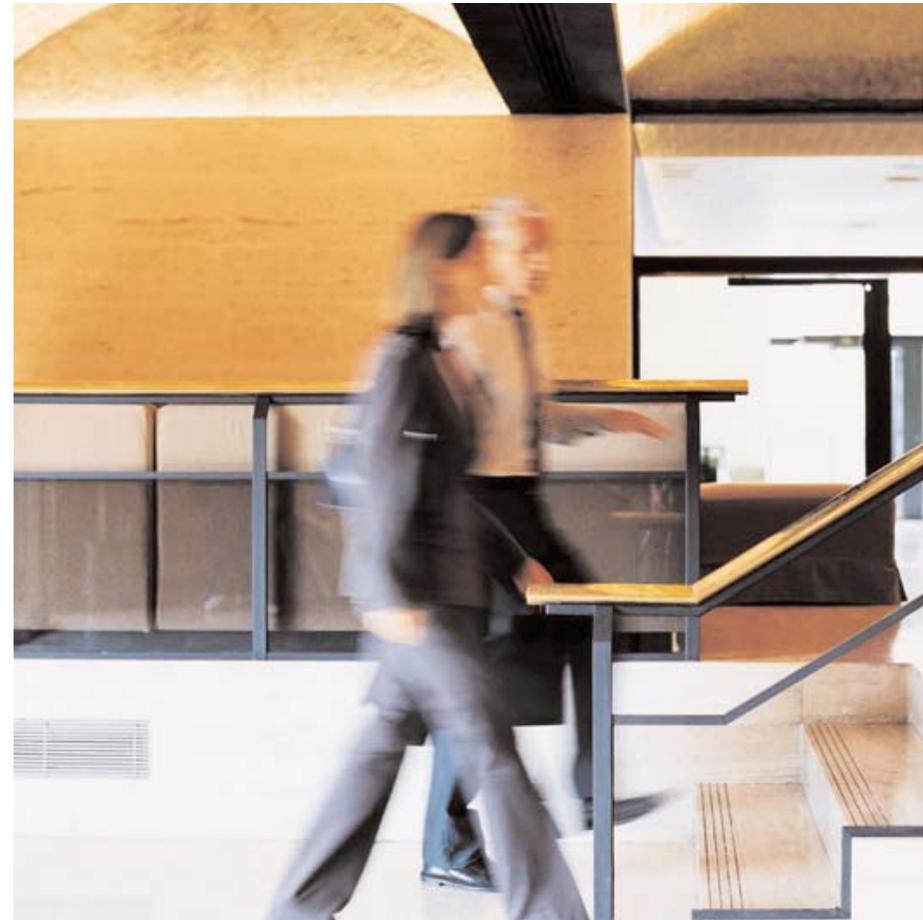
- Microsoft® Internet Explorer 5.5 and above
- Microsoft® Windows® 98 and above operating systems
- Supports basic authentication on proxies compliant with HTTP 1.1 standard
- No special hardware, software or additional memory card required

Supporting your web-enabled printers

HP ISPE provides support for a wide range of HP printers. No special software or download is required - all you need is a networked PC equipped with a web browser.

The diagnostics tool will automatically gather all the information required and send a customised reply to your desktop, outlining the recommended next steps in concise, easy-to-follow text and graphics.

"The best support experience
I've had on the net."





"It makes me proud to be an HP product owner!"

Why is everyone so happy with HP Instant Support Professional Edition?
Visit us online and learn more about Instant Support Professional Edition:
http://www.hp.com/hps/hardware/hw_professional.html

284,000 diagnostics run... and over 27,000 chat sessions
each month... 97% of problems resolved remotely

These usage figures from August 2004 demonstrate how HP IPSE is benefiting many
HP customers today.

Make it the first and only stop for your IT computing and printing support needs.
Visit us online and see how easy it is: <http://www.hp.com/go/ispe>

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