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Support Services



## Hewlett-Packard support services in the United States

Below is a list of Hewlett-Packard support resources for customers in the United States. Use these resources before calling the Customer Support Center, whose details are given after this list.

US Support Resources			
Resource	Support provided and notes	Phone/fax/ftp number	Hours of operation
HP FIRST Fax	Detailed product support information on common software applications and troubleshooting tips. All sent by fax. Must call using a Group 3 fax machine.	(800) 333-1917 (Press 1 for HP FIRST) or (208) 344-4809	24 hours. 7 days. Automated support service.
HP Download Service (BBS: Bulletin Board Service)	Electronic downloading of HP product information, troubleshooting hints and updated HP plotter driver information.	(208) 344-1691	24 hours. 7 days. Real-time access over modem.
CompuServe (HP FORUM)	Interactive dialog with worldwide HP customer community for exchange of information. Must be a subscriber. Ask for Agent #51. CompuServe connect charges apply to caller.	(800) 524-3388	24 hours. 7 days. Real-time access over modem.
Internet	Information on products and plotter drivers for anyone with ftp access to the Internet, or who has Worldwide Web access through a hyper-media viewer such as Mosaic.	ftp to: 192.6.71.2, or ftp-boi.external.hp.com Name: anonymous Password: your e-mail address	24 hours. 7 days. Real-time access over modem.
		World-Wide Web: <a href="http://www-dmo.external.hp.com/peripherals/main.html">http://www-dmo.external.hp.com/peripherals/main.html</a>	
Drivers by mail	HP distributes HP-GL/2 plotter drivers for AutoCAD and Microsoft Windows. Other plotter drivers must be obtained by contacting the software application manufacturer.	(970) 339-7009	24 hours. 6 days (closed Sundays).

<b>US Customer Support Center</b>			
<b>Resource</b>	<b>Support provided</b>	<b>Phone number</b>	<b>Hours of operation</b>
HP Customer Support Center	Technical support with setup, operation and repair information.	(208) 323-2551	6am – 6pm (MST) Weekdays

<b>Other Useful HP Resources in the United States</b>			
<b>Resource</b>	<b>Support provided and notes</b>	<b>Phone number</b>	<b>Hours of operation</b>
HP Customer Information Center	Pre-sales information and literature	(800) 752-0900	6 am – 5 pm (PST) Weekdays
Services Direct Marketing	HP service contract information	(800) 835 4747	730 am – 12 noon 1pm – 4 pm (PST) Weekdays
HP DIRECT Ordering	Ordering of supplies and accessories directly from HP.	(800) 538-8787	6am – 5pm (PST)
Parts Identification	Assistance in identifying service parts.	(916) 783-0804	M Tu W Th: 6am – 3pm (MST) Friday: 6am – 2pm (MST)
Support Materials Organization	Ordering of manuals and service parts directly from HP.  Must have a part number before calling.	(800) 227-8164	M Tu Th F: 6am – 5pm (PST) Wednesday: 6am – 2pm 3pm – 5pm (PST)
HP Support Assistant (CD-ROM)	A quarterly CD-ROM subscription service from HP. This online system provides technical information, product information and software drivers.  This product is designed to run in a Microsoft Windows environment.	(800) 457-1762	24 hours 7 days



## Hewlett-Packard support services in Europe

Below is a list of Hewlett-Packard support resources for customers in Europe. Use these resources before calling the Customer Support Center, whose details are given after this list.

European Support Resources			
Resource	Support provided and notes	Phone/fax/ftp number	Hours of operation
HP FIRST Fax	Detailed product support information on common software applications and troubleshooting tips. All sent by fax.  Must call using a Group 3 fax machine.	Europe: (English) (+31) 20 681 5792  Austria: (German) 0660 8128 Belgium: (Dutch) 0800 1 1906 (French) 0800 1 7043 Switzerland: (French) 155 1526 (German) 155 1527 Germany: (German) 0130 810061 Denmark: (Danish) 800 10453 Spain: (Spanish) 900 993123 France: (French) 05 905900 United Kingdom: (English) 0800 960271 Italy: (Italian) 1678 59020 Norway: (Norwegian) 800 11319 Netherlands: (Dutch) 06 0222420 Sweden: (Swedish) 020 795743 Finland: (Finnish) 9800 13134	24 hours. 7 days.  Automated support service.
HP Download Service (BBS: Bulletin Board Service)	Electronic downloading of HP product information, troubleshooting hints and updated HP plotter driver information.	UK: (01344) 360880  Outside the UK: (+1) 208 344-1694	24 hours. 7 days.  Real-time access over modem.

<b>European Support Resources (continued)</b>			
<b>Resource</b>	<b>Support provided and notes</b>	<b>Phone/fax/ftp number</b>	<b>Hours of operation</b>
CompuServe (HP FORUM)	Interactive dialog with worldwide HP customer community for exchange of information.  Must be a subscriber.  CompuServe connect charges apply to caller.	UK: (01272) 760680 and ask for Agent #51.  Outside the UK: (+1) 614 529-1349	24 hours.  7 days.  Real-time access over modem.
Internet	Information on products and plotter drivers for anyone with ftp access to the Internet, or who has Worldwide Web access through a hyper-media viewer such as Mosaic.	ftp to: 192.6.71.2, or ftp-boi.external.hp.com Name: anonymous Password: your e-mail address	24 hours.  7 days.  Real-time access over modem.
		World-Wide Web: <a href="http://www-dmo.external.hp.com/peripherals/main.html">http://www-dmo.external.hp.com/peripherals/main.html</a>	
HP Support Assistant (CD-ROM)	A quarterly CD-ROM subscription service from HP. This online system provides technical information, product information and software drivers.  This product is designed to run in a Microsoft Windows environment.	UK: (0800) 960274  Outside the UK: (+31) 55 384 2799	09:00 – 18:00  Weekdays
HP Fulfilment Service	Latest drivers.	UK: Tel: (01429) 865511 Fax: (01429) 866000  Outside the UK: Tel: (+44) 1429 865511 Fax: (+44) 1429 866000	

<b>European Customer Support Center</b>			
<b>Resource</b>	<b>Support provided</b>	<b>Phone number</b>	<b>Hours of operation</b>
HP Customer Support Center, Amsterdam, The Netherlands	Technical support with setup, and operation information.	Dutch (+31) 20 681 6473 English (+31) 20 682 8291 or 0891 391 000 French (+31) 20 681 8260 or 3670 39 49 German (+31) 20 681 7174 Italian (+31) 20 581 3318 Spanish (+31) 20 581 3319	M Tu Th F: 08:30–18:00 , Wednesday: 8:30–16:00

<b>European Service Agreements</b>		
<b>Initiated ...</b>	<b>Product</b>	<b>Details</b>
Within 30 days of purchase	HP Support-Pack	HP SupportPack is a three-year on-site service agreement which you can buy within 30 days of purchasing your plotter. With HP SupportPack, you can protect your investment and ensure its maximum availability. Your dealer can supply information about HP SupportPack, as well as a simple registration card.
After 30 days of purchase	Please contact your local HP Sales and Support office for details of other service agreements.	

<b>European Response Centers</b>			
<b>Support provided</b>	<b>Country</b>	<b>Phone number</b>	<b>fax number</b>
Technical support with repair information.	Netherlands	(+31) 20 547 9666	(+31) 20 547 7750
	United Kingdom	(+44) 1344 366366	(+44) 1344 363344
	France	(+33) 1 69 82 60 60	(+33) 1 69 82 60 99
	Germany	(+49) 2102 90 6143	(+49) 2102 90 6300
	Italy	(+39) 2 92 122 778	(+39) 2 92 104 551
	Spain	(+34) 1 631 16 01 /	(+34) 1 631 18 30 or (+34) 1 631 18 31
	Czech Republic	(+42) 2 4743 111 or (+42) 2 4717 321 /	(+42) 2 471 76 11
	Greece	(+30) 1 689 6503 or (+30) 1 689 6504	(+30) 1 689 6508
	Hungary	(+36) 1 252 4505 or (+36) 1 252 4705	(+36) 1 252 7441
	Poland	(+48) 22 37 50 65	(+48) 22 37 47 83
	Turkey	(+90) 212 224 59 37 or (+90) 212 246 78 47	(+90) 212 233 93 49
	Headquarters International Sales Branch (I.S.B.) / Middle East & Africa	(+41) 22 780 41 11	(+41) 22 780 47 70
	Denmark	(+45) 45 99 11 22	(+45) 42 81 39 20
	Austria	(+43) 1 25000 555	(+43) 1 25000 500
	Belgium	(+32) 2 778 38 00	(+32) 2 778 30 43
	Finland	(+358) 0 88721	(+358) 0 887 2477
	Norway	(+47) 22 73 56 01	(+47) 22 75 56 10
	Portugal	(+351) 1 301 73 44	(+351) 1 301 63 32 or (+351) 1 301 63 33
Sweden	(+46) 8 444 23 20	(+46) 8 444 25 20	
Switzerland	(+41) 31 980 31 11	(+41) 31 980 33 90	
Europe	(+41) 22 780 81 11	(+41) 22 780 85 42	

## Hewlett-Packard support services in Asia-Pacific

<b>Asia-Pacific Support Resources</b>			
<b>Resource</b>	<b>Support provided and notes</b>	<b>Phone/fax/ftp number</b>	<b>Hours of operation</b>
HP FIRST Fax	Detailed product support information on common software applications and troubleshooting tips. All sent by fax.	Australia: (03) 9272 2627 Japan: (03) 3335 8622 Korea: (82-2) 769 0543 New Zealand: (09) 356 6642 PRC: (86-10) 505 5280 Singapore (65) 291 7951 Taiwan (886-2) 719 5589 Worldwide: (+1) (208) 344-4809	24 hours. 7 days. Automated support service.
HP Download Service (BBS: Bulletin Board Service))	Electronic downloading of HP product information, troubleshooting hints and updated HP plotter driver information.	Australia: (03) 9890 0276 New Zealand: (09) 356 3660 Taiwan (886-2) 923 3233 (login: hp password: bbs) Worldwide: (+1) (208) 344-1691	24 hours. 7 days. Real-time access over modem.
Internet	Information on products and plotter drivers for anyone with ftp access to the Internet, or who has Worldwide Web access through a hyper-media viewer such as Mosaic.	ftp to: 192.6.71.2, or ftp-boi.external.hp.com Name: anonymous Password: your e-mail address  World-Wide Web: <a href="http://www-dmo.external.hp.com/peripherals/main.html">http://www-dmo.external.hp.com/peripherals/main.html</a>	24 hours. 7 days. Real-time access over modem.
HP Support Assistant (CD-ROM)	A quarterly CD-ROM subscription service from HP. This online system provides technical information, product information and software drivers.  This product is designed to run in a Microsoft Windows environment.	(65) 740 4629	24 hours 7 days



<b>Asia-Pacific Support Resources (continued)</b>			
<b>Resource</b>	<b>Support provided and notes</b>	<b>Phone/fax/ftp number</b>	<b>Hours of operation</b>
HP Fulfilment Service	Latest drivers.	Australia: Tel: (612) 565 6099 Fax: (612) 519 5631  Japan Tel: (03) 5346 1891  Korea Tel: (82-2) 3452 7677  New Zealand Tel: (02) 565 6099 Fax: (02) 519 5631  Singapore: Tel: (65) 740 4477 Fax: (65) 740 4499	
For telephone support in the Asia-Pacific region other than for those services listed above, contact your local HP dealer.			

## Notes