
HP SupportLine. The electronic, on-line support service.

Product Brief



For users of the
HP 3000 system.

HP SupportLine provides HP 3000 customers with direct access to valuable information relating to the HP 3000 operating system, subsystem, and software applications.

It also delivers the most current news available from Hewlett-Packard. Easy access to all this information saves you time and increases your self-sufficiency.

HP SupportLine is a free service included with HP Account Management Support (HP AMS) and HP Response Centre Support (HP RCS) contracts.

You access HP SupportLine from your site via modem and terminal, and pay only for telephone charges you incur. And, of course, you can still contact the HP Response Centre directly if you need to.

Faster, easier information retrieval

In HP SupportLine, consolidated support information is easy to find with keyword searching or browsing. Simplified information retrieval means quick access to:

- Known problem reports
- Response Centre Questions and Answers
- Engineering Notes and Application Notes

Engineering Notes are particularly powerful tools, developed through thousands of customer calls to the HP Response Centre. Application Notes provide usage assistance on many topics, from configuring peripheral installation parameters to optimizing VPlus utilization. New Notes are added to the database weekly.

Up-to-date HP News Page

Published weekly, the News Page brings you the latest information on product announcements, support services, and more. (Examples include information on work-arounds and product training schedules.) As features are added to



HP Computer Museum
www.hpmuseum.net

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HP SupportLine, they're highlighted in the News Page.

Electronic calling direct to HP Response Centres

If you don't find the information you need using the HP SupportLine databases, you can place a call to the HP Response Centre electronically with the Electronic Call Submittal feature and can request that someone call you back within 2 hours or send an electronic response the next day. With Electronic Call Submittal, your communication

with the HP Response Centre becomes very efficient. For example, you can prepare a problem description at your convenience, rather than scheduling a Response Centre call back, which may not be convenient for you. Submitting calls electronically saves you time.

Your own hard copies of useful information

With HP SupportLine's printing capabilities and your own printer, you can easily create a hard copy of any information

contained in the databases. This makes it possible to distribute valuable information and to make a copy of electronically submitted calls and the answers received. The hard copy can be used to create a personalised problem solving file.

News flashes on critical details

Reserved for highly critical information, the information broadcast feature provides notification of issues when you log on.

Specifications

Information retrieval availability

Monday to Sunday 6am to 6pm inclusive.

Note: Electronic calls submitted outside of the standard contractual times of 9am to 5pm Monday to Friday, will be responded to during the next business day.

Electronical call submittal response times

As mentioned briefly earlier, you have two response-time options when submitting a call to the HP Response Centre via HP SupportLine. They are:

- Two-hour phone call back from the HP Response Centre.

This option allows you to submit a concern directly to an engineer and receive a response within 2 hours.

- Next-day electronic written response.

This allows you to keep a hard record of your problem-

solving communications. This option, a new feature of your HP Response Centre support, is unique to HP SupportLine.

Modem access

You use your own modem to dial directly to HP SupportLine and you are responsible for your long distance charges. HP does not add charges for using HP SupportLine.

Service prerequisites

To receive this service you must have an HP 3000 Account Management Support, or Response Centre Support contract.

Authorised users

Current authorised Response Centre callers (system managers and alternates), as identified on your support contract, will be established as authorised users of HP SupportLine.

Hardware requirements

To access HP SupportLine

you need:

- an HP-compatible ASCII character mode terminal, or an HP Vectra personal computer compatible with AdvanceLink
- a modem set for 1200, 2400 baud or access to public X.25
- HP terminals supported by HP SupportLine include:

150	2394	2623	2627
2382	2397	2624	2628
2392	2621	2625	2675
2393	2622	2626	2700
Vectra	Portable	Portable Plus	

Ordering information

HP SupportLine is a no-charge enhancement of your AMS, or RCS, contract. For more information please contact your HP Sales or Support Representative.

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