

HEWLETT  PACKARD

HP 9896 Services and Support Information





A COMPLETE RANGE OF SUPPORT SERVICES TO ENSURE THE SUCCESS OF YOUR HP 9896 INSTALLATION

Hewlett-Packard offers a comprehensive selection of Support Services to ensure the success of your 9896 installation. This publication describes these services, the HP Support team that provides them, and how you may order them.

The support services described on the following pages are classified into these general areas:

Site preparation and installation of your system. These services are an option to the price of your system.

Professional training for your staff. A complete selection of training courses may be purchased to allow you to tailor a training program to your needs.

The HP 9896 maintenance program. A complete system hardware maintenance program may be contracted for on a yearly basis.

The HP 9896 financial information and control installation package. HP offers you two installation options for the 9896. For a complete description, see the 9896 Installation Information brochure.

Good support depends on competent people. The following are brief descriptions of the Hewlett-Packard team that will provide support for your installation:

Sales Representative – the person responsible for handling your account on a continuing basis. When you need new solutions, additional system capability, extra training courses, technical consulting or if you have any problems or questions - this is the person you contact.

Applications Engineer (AE) – a technical specialist who works with the Sales Representative to ensure that your application runs smoothly on the HP 9896. The AE has had extensive training on the subsystems and operating system and can provide consultation on their use.

Customer Engineer (CE) – your service representative. Upon purchase of a system maintenance contract, Hewlett-Packard assigns an individual CE to be responsible for your system. The CE can help you with any service problem. He carries a complete set of tools and spare parts and has been trained to quickly troubleshoot and maintain the HP 9896. The CE will also call-in any other help that may be required to keep your system up and running.

PREPARING YOUR SITE AND INSTALLING YOUR HP 9896 SYSTEM

Site Preparation Consulting

After an order has been placed for an HP 9896 Computer System, your Sales Representative will make arrangements for the HP Customer Engineer, who will be responsible for maintaining your system, to visit your site and consult with you on matters related to the environment of the system. The first visit occupies approximately 1 hour (exclusive of travel). The Customer Engineer evaluates the site with relation to the specifications contained in the HP 9896 Site Preparation Checklist and makes specific recommendations about any changes required. The Customer Engineer will call on you a second time prior to system installation to ensure that the site is properly prepared. These visits are included when the 9896 Installation Option is purchased.

During his first visit, the Customer Engineer:

- Consults with you about the HP 9896 Site Preparation Checklist. This information helps you and your company make preparations for installation well in advance of actual delivery of the system.
- Checks to determine if adequate power facilities exist.
- Verifies the general suitability of the proposed system environment with respect to space, lighting, storage space, access to peripherals, etc.
- Checks the means by which the system is to be installed. For example, he makes sure that elevators are adequate to support size and weight of equipment.
- Advises you of your responsibilities in preparing for the installation.

Hardware Installation

Installation service, which is included in the Installation Option, is directed by your local HP Customer Engineer.

An HP Customer Engineer will install your HP 9896 System and ensure that it is operating according to specifications. Installation service consists of the following:

- Supervising unpacking and taking inventory,
- Installing equipment as defined in the sales order,
- Turning on the power,
- Running all diagnostics successfully,
- Familiarizing the operator with the system (power on, daily maintenance, emergency procedures),
- Showing you how to obtain the HP services you need.

The following items are not included in the hardware installation service:

- Reconfiguring new systems,
- Setting up and integrating non-HP peripherals.

Your responsibilities:

- Physically moving the system from your delivery dock to your computer room,
- Unpacking and taking inventory (under the supervision of the HP Customer Engineer),
- Identifying all site modifications during the site-preparation visit.

For additional information, please see the 9896 Installation Information brochure.

PROFESSIONAL TRAINING FOR YOUR STAFF

Hewlett-Packard offers a variety of training courses to get you started and to provide on-going support as you develop new applications. All HP training courses are available on a tuition basis and may be ordered from your HP Sales Representative.

HP 9896 System Training Courses

Training is fundamental to successful operation and use of the 9896 System and Hewlett-Packard offers three training courses for system customers. The first recommended course is "HP 9896: System Operation". Your System Operator should attend this course to learn proper management and operation of your system.

The System Operation course is a prerequisite for the second operator course: "HP 9896: Financial Information and Control Software Operation". This two-day interactive training seminar teaches daily operating features of the HP integrated software package.

A third important course for your accounting personnel is the "HP 9896: Accounting Conversion". This one-day seminar outlines the necessary conversion steps required to transfer your current accounting data to the 9896 FICS software.

This page outlines all of the HP 9896 System training courses. Check with your HP Sales Representative for availability and course scheduling.

"HP 9896: System Operation"

This course is for the people in your organization who have day-to-day responsibility for running your HP 9896 System. It is available at Hewlett-Packard offices with training facilities.

Prerequisites: None.
Purpose: To learn the operating features of the HP 9896 Hardware System.
Length: 1/2 day.
Laboratory: Approximately 30% of course time.
Course content: System overview
Definitions
Keyboard
User interaction
Editing
Peripheral operation
Maintenance and diagnostics
Backup, error messages, disc initialization
Course materials: 9896 Reference Manual
Class size: Two students per 9896 System.

"HP 9896: Financial Information and Control Software Operation"

(Available July 1977)

This course is a follow-up to the 9896 System Operation course. It is intended for the daily operator and is available at Hewlett-Packard offices with training facilities.

Prerequisites: HP 9896 System Operation course.
Purpose: To learn the daily operation of HP's financial information control software.
Length: Two days.
Laboratory: Approximately 30% of course time.
Course content: Daily startup procedures
Data flow
Backup requirements
Accounts receivable subsystem
Accounts payable subsystem
Inventory subsystem
Payroll
General ledger
System reports
Quarter and annual considerations
Course materials: Financial Software Reference Manual
Class size: Two students per 9896 System

"HP 9896: Accounting Conversion Course"

(Available July 1977)

This course is offered for the system manager and/or accountant who will be responsible for converting the customer's current accounting data to the 9896 System.

Prerequisites: None
Purpose: To outline the necessary steps required to transfer current accounting data to the 9896 Financial Information and Control programs.
Length: one day.
Laboratory: None.
Course content: Conversion date
Formatting financial statements
9896 conversion forms
Parallel system considerations
Planning for implementation
Course materials: 9896 Financial Information and Control Software Conversion Manual
Class size: Maximum of ten attendees.



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HP 9896 SYSTEM MAINTENANCE PROGRAM

To help keep your installation running smoothly and to ensure maximum up-time, Hewlett-Packard offers a basic maintenance service with a series of options that tailor it to your particular needs. HP's System Maintenance Contract for the 9896 Systems covers hardware maintenance.

System Hardware Maintenance

The System Maintenance Contract covers the following hardware-related services:

- Priority response. This feature, available exclusively through the HP maintenance agreement, is a prime consideration when your business is subject to on-time scheduling. Your HP Customer Engineer will help you formulate a plan that can be adapted to your business requirements.
- Preventive maintenance. Your HP Customer Engineer will show your operator how to provide minimum periodic maintenance (clean air filters, change print ribbons, etc.). Additionally, portions of your system may require a regularly scheduled program of cleaning, lubricating and adjusting. This preventive maintenance program will minimize equipment interruptions and downtime.
- On-Site service. Your equipment is repaired at your office or plant. This saves you time in disassembling, packaging, shipping....and waiting.
- Emergency repairs of system hardware failures. The System Maintenance Contract covers the costs of repairing or replacing any defective part of your system.

The HP Basic Monthly Maintenance Contract provides for typical 8-hour response times within a 100-mile radius of a major metropolitan area. Coverage is provided Monday through Friday, 8 AM to 5 PM.

Your local HP Customer Engineer can provide you with a quotation for extended coverage tailored to your specific needs. Extended service provides coverage for weekends and after 5 PM. Extended coverage is not available in some locations; check with your HP Customer Engineer for details. Hardware Maintenance does not cover:

- Relocation or reconfiguration of the system,
- Damage caused by misuse of the system,
- Natural disaster.

When you place an order for an HP 9896 System, a Customer Engineer in your local HP Office is assigned to your account. This Customer Engineer will be, in most cases, the same person who consults with you about site preparation, installs the system, and is held personally accountable for the maintenance, reliability and uptime of your system.

Your HP Customer Engineer has a personal, complete stock of spares for the most critical parts of your system and can obtain other parts at a regional service office.

In order for you to fully realize all the benefits of the 9896 System at the earliest possible time, Hewlett-Packard offers a comprehensive program of installation options. These customer assistance options include both hardware installation and HP's FICS software installation. Hewlett-Packard strongly recommends purchase of these "start-up" installation options — particularly for first-time computer users. Price and availability is quoted by the HP Customer Engineer responsible for the installation. Each element of the installation sequence and options is described in the 9896 Installation Information brochure. Please refer to this document for all 9896 System installation information.



Sales and service from 172 offices in 65 countries.
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