

**HP SupportLine—your direct connection to HP's information resources**

HP SupportLine electronic support brings you:

- Access to databases with up-to-date support and problem-solving information
- Advanced keyword search capability to help you find the information you're looking for quickly and easily
- Direct access to the latest HP product and support news
- The ability to transfer and install patches conveniently using industry-standard protocols.
- Convenient telephone access through direct dial, CompuServe, or the Internet

With HP SupportLine, you get on-line access to engineering notes as well as product and support news from divisions throughout Hewlett-Packard. HP SupportLine electronic databases can help you save time by solving problems promptly and locating essential information quickly.



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Get free access to vital software support information for 1 year!

**HP Apollo Tops Poll On Service**

*Informal Sampling Finds HP No. 1 in Both Hardware and Software*

**BY SEAN FULTON**  
Hewlett-Packard/Apollo's \$1.8 billion customer support division has been ranked first in user satisfaction, according to an informal poll conducted by *UNIX Today!*

HP, you're buying an ongoing partnership with the company," said Doug Chapin, product marketing manager for the applications support division at HP. "The support services that we offer are what enable that partnership."

Support is a key issue for users, because expensive systems brought down by faulty hardware or a newly discovered bug can carry a heavy cost in terms of lost productivity and wasted time.

But it is also a key issue for vendors, which are becoming more and more aware of the need for good support services once a product is sold.

"Hewlett-Packard has really great stuff. It almost never breaks down in the first place, but when it does, they roll hard."

on Unix boxes and decide the leap to Unix is not a deal. Then they find that Unix requires more support they're putting pressure on the vendors."  
"Something like 15 or 20 points of volume from (DOS) PCs to Unix," says Emmett Donohoe of the sales center at Unisys. "That completely...  
"Theoretically," King observes, "every package is portable. But that's not always true... percent with problems get you in trouble."  
"Finally," says Rick Burgess, acting product manager for value-added marketing division, "the sales boxes are dropping, so you need 15 to 20 service points to be addressed."  
While Unisys did badly in this category, VARBUSINESS 1990 ANNUAL REPORT CARD

End User Support		Overall Average
		6.72

1	Hewlett-Packard B <sup>+</sup>	8.06
2	Prime B	
3	IBM B-	
4	Data General B-	
5	NCR B-	
6	Texas Instruments C-	
7	DEC C-	
8	Grid/Tandy C-	
9	AT&T C-	
10	Apple C-	
11	Altos C-	5.93
12	Sun Microsystems C-	5.85

**Awards: Best of the Best**

1<sup>st</sup> HEWLETT-PACKARD  
"You get the feeling that they're necessary to solve a customer's always right there behind you."

2<sup>nd</sup> DATA GENERAL CO  
"They work with us to resolve realize that helping us is go..."

3<sup>rd</sup> PRIME COMPUTER  
"They have the best support business..."

# Get the most from your computer system by putting HP's software support services to work for you!

Hewlett-Packard's flexible software support services can increase your computing productivity, helping you save time and money. And because we want you to get the most from your HP software, HP is now making it easier than ever to start putting these services to work for you.

## A reputation for customer satisfaction

HP is proud to have earned an outstanding reputation for the excellence of its support programs. Year after year, our customers as well as industry experts rate Hewlett-Packard as a world-class leader in service and support.

Now, we'd like the opportunity to prove what we can do for you.

## Here's a great way to try HP's software support

We're so sure that HP support can contribute to your success that we're making a special offer we think you'll find of enormous value:

*With your purchase of a new HP computer system, we'll provide electronic support for 1 year at no charge.\**

You'll receive this service through HP SupportLine electronic support—HP's powerful on-line support tool filled with the latest HP product and support information. With HP SupportLine, you'll solve problems quickly by having valuable support information right at your fingertips.

HP SupportLine also includes access to software patches, which can be vital to maximizing your system's reliability.

## Why we're making this free, no-obligation offer

We're convinced that seeing is believing, and we want you to "test drive" one of our outstanding services personally. When you use HP SupportLine electronic support on a regular basis, we know you'll be impressed with what software support can do to increase your computing productivity.

Don't miss this chance to find out for yourself why HP's software support services are favorites among customers all around the world. Register for HP SupportLine electronic support today!

## Our flexible services help you maximize productivity

HP offers a broad range of software support services to help increase your computing productivity. From our state-of-the-art electronic support tools and the worldwide network of HP Response Centers to our highly trained technical consultants, HP can help you get the most from your software investment.

Just take a look at some of the other support services we offer:

- Assigned personal support consultant
- On-site account planning
- Remote problem-solving assistance
- 24-hour-a-day support for critical problems
- Software update materials
- Software and documentation on compact disc

## Need more information?

No matter which support services you need, you can count on HP's industry-leading reputation for responsiveness, effectiveness, and support satisfaction. For more information on our software support services, please contact your local HP field office.

## It's easy to register for HP SupportLine

To access HP SupportLine electronic support, you need an HP-compatible ASCII character mode terminal or a personal computer running HP-compatible terminal emulation software. You also need a modem.

For most terminals and modems, use the following settings:

- 2400 or 1200 baud
- Zeros parity
- 7 data bits
- 1 stop bit

To begin taking advantage of HP's electronic support, here's all you have to do:

1. Just dial (415) 691-3680 using your modem.
2. Type **hpslreg** at the **login:** prompt to begin the registration process.
3. Follow the instructional prompts.
4. Refer to the on-line documentation for patch assistance.

If you encounter any logon problems, please call (415) 691-3888 for prompt, expert assistance.

\*This program is for U.S. customers only. Customers outside the U.S. should contact their HP sales office for additional information about HP's software support services. Not all patches are available for each system type.

**HP Computer Museum**  
**[www.hpmuseum.net](http://www.hpmuseum.net)**

**For research and education purposes only.**