

# Series 100 Support Guide



For the HP 120 and HP 125  
Personal Office Computers



## Productivity...

To help you make the most productive use of your Series 100 systems, Hewlett-Packard and Authorized HP Personal Computer Dealers work together to offer a complete range of support services and products:

- User and Programmer Training
- Software Support
- Software Updates
- Software Consulting
- Hardware Support
- Supplies

All of these elements are available through Hewlett-Packard Sales and Service Offices; most of them are available through local Authorized HP Personal Computer Dealers.

Based upon your needs...urgency, purchasing convenience, budget...this data sheet will help you determine the optimum support program for your particular requirements.

## User and Programmer Training

To assist you in making the best use of your system, training at both the user and programmer level is available. Hewlett-Packard offers three courses for the Series 100:

- For users who are new to computers, the one-day *Series 100/Word Course*, Product 35042W, provides an introduction to the Series 100 and the use of Series 100/Word.
- The two-day *Series 100 User Course*, Product 35042B, provides an introduction to the Series 100 and the use of Series 100/Word; the second day covers Series 100/Graphics, Series 100/VisiCalc®, and Series 100/DSN/Link.
- Programmer training is provided by the five-day *Series 100 Program Development Course*, Product 35043A, which covers CP/M®, the specifics of Series 100/BASIC, and the assembly language. This course is designed for those who have programming experience in both BASIC and an assembly language.

These courses are taught at an HP Training Center using HP-provided equipment — or they can be taught at your facility using your own systems. An Authorized HP Personal Computer Dealer may teach similar courses or may arrange for a Hewlett-Packard instructor to teach courses in your area.

## Software Support

Software support services improve your productivity by providing continuing information and by giving access to professional consultation. This support can come directly from Hewlett-Packard, from a central support group in your own organization, or from an Authorized Dealer.

### HP System Information Service

Hewlett-Packard's System Information Service includes:

- **Phone-In Consulting Service...** a trained member of your staff is given a special HP telephone number. The number is used to contact a Phone-In Consulting Center in your region or country, where an HP Support Representative will answer questions and provide advice on operation and programming.

For installations which have several Series 100 systems, the users can channel their questions

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

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through one authorized caller under a single agreement.

- The *Series 100 Communicator*. . . this periodical contains application information, operational tips, programming techniques, information on software updates, and Software Status Bulletins on any known software problems and their solution.
- Corrections to manuals as they are published. (Manual changes associated with a software update are included in the appropriate Software Update Kit.)

There are two levels of System Information Service. Select the support product corresponding to the software on your system:

- The Operating System and Operating Utilities, Series 100/Word, Series 100/Graphics, Series 100/VisiCalc, Series 100/DSN/Link, and selected HP PLUS Distributed Software Products are covered by the Series 100 Base System SIS, Product 45530K.
- The Series 100 Program Development SIS, Product 45536K, can be added to the Base System SIS. This provides manual corrections and phone-in consulting for Series 100/BASIC, the CP/M Programming Utilities, and assembly-language program development.

#### HP Write-In Support

For those users who have an occasional need for assistance, HP provides economical software support by mail. Questions are answered by addressing them to the Personal Office Computer Division:

Hewlett-Packard  
978 E. Arques Avenue  
Sunnyvale, CA 94086 USA  
Attn: Series 100 Technical Support

If you select HP Write-In Support as your software support plan, you will want ongoing information and manual corrections:

- A subscription to the *Series 100 Communicator* is available. It is ordered as the Series 100 Software Notification Service, Product 45530N.
- Corrections to manuals, as described in the *Series 100 Communicator*, can be ordered from HP's Computer Supplies Operation.

#### Internal Software Support

As the number of Series 100 systems in your organization grows, the use of your own personnel to provide end-user software support becomes a highly effective alternative.

Under this program, a set of HP support products and services is configured to suit your operation:

- Training for your end-users is provided at an HP Training Center, by HP at your facility, or by your personnel.

- The *Series 100 Communicator* is furnished to end-users through individual subscriptions (Series 100 Software Notification Service, Product 45530N) or bulk purchase.
- Back-up assistance is provided for your support personnel through SIS agreements.

In addition to economy and central coordination, this provides integrated support to your end-user. Your central support personnel are able to deal with the overall system: HP hardware and software, your organization's internally developed programs, and your operating and networking procedures.

#### Dealer Software Support

Authorized HP Personal Computer Dealers provide software support services similar to those available from Hewlett-Packard: they will answer your questions and can provide copies of *Series 100 Communicator* issues and manual corrections. If you have purchased application software not distributed by Hewlett-Packard, your supplier — the dealer, OEM, or software house — will provide any support for that application.

#### Software Updates

To keep your software at the most current level, software updates are available via a software exchange program. You continue operating as usual with your work copy of the software; a new disc and relevant manual updates are shipped upon receipt of your master disc and a nominal payment. In the U.S., Software Update Kits are ordered through your dealer or directly from HP's Computer Supplies Operation. Outside the U.S., order through your dealer or through the local HP Sales and Service Office. The *Series 100 Communicator* lists the current revision levels and provides ordering information.

#### Software Consulting

You may require technical assistance beyond the scope of the training courses and the Phone-In Consulting Service. HP's Business Computer Consulting Service, available by the hour (Product 35021A) or by the day (Product 35032A), provides personalized assistance in system operation, recommendations for improved performance, or suggestions on application design.

Your Authorized HP Personal Computer Dealer, OEM, or software supplier may also have consulting services available.



## Hardware Support

Hewlett-Packard systems are designed and built to the highest industry standards of quality and reliability. Recognizing that mechanical parts do wear... and that electronic devices do occasionally fail, high-quality professional hardware support is provided through Authorized HP Dealer Repair Centers and the worldwide network of HP Sales and Service Offices.

### HP Hardware Maintenance

Maintenance from Hewlett-Packard is available either at your location or at an HP facility... at an annual fixed price or on a per-incident basis:

- On-Site Maintenance Agreements are available with various levels of response time and coverage... so that you may select the support level best suited for your system usage. For example, if you are within 100 miles of a primary service office, the available plans range from next-weekday repair to four-hour response, 24 hours per day, seven days a week.

If you purchase an On-Site Maintenance Agreement within ten days of your equipment purchase, your warranty will be upgraded from Return-to-HP to On-Site free of charge.

- Under a Field Repair Center Maintenance Agreement, you send the product to an HP Field Repair Center, where it is repaired within three working days.

- For organizations with multiple systems, a Volume On-Site Maintenance Agreement provides scheduled weekly repair visits at your central location. A contract can be written for any combination of 25 or more workstation products — system processors, discs, printers, or plotters — all at Field Repair Center Agreement rates.
- If you prefer, service on-site or at a Field Repair Center is also available on a per-incident, rather than contract, basis.

### Dealer Repair Centers

The Authorized HP Dealers who are designated as Dealer Repair Centers provide maintenance at their location; they may also provide additional services such as pickup and delivery or loaner equipment.

### Supplies

For optimum performance of your system, it is important to use quality media and operating supplies.

Flexible discs, thermal printer paper, and plotter pens specifically matched to your system — as well as accessories and workstation furniture — are available from Hewlett-Packard.

In Germany, Great Britain, Netherlands, and the U.S., you can order by telephone for fast shipment. In other countries, contact your HP Sales and Service Office.

Authorized HP Personal Computer Dealers generally stock quality Hewlett-Packard supplies and can provide them immediately.

## Worldwide Support

### To Order Support Services...

The support services and products described are available through Hewlett-Packard Sales and Service Offices; most of them are available through Authorized HP Personal Computer Dealers.

- To locate the nearest of the more than 240 HP Sales and Service Offices worldwide, check your telephone directory, or contact one of the Field Repair Centers listed on the next page.
- To locate the nearest Authorized Personal Computer Dealer, contact your HP Sales and Service Office — ask for "Personal Computer Dealer Sales."

## Hewlett-Packard Field Repair Centers

Return-to-HP repair for Series 100 systems is available at the Hewlett-Packard Sales and Service Offices listed below. Limitations exist as to the overall support

services provided by some offices; contact your local HP office for information on availability of specific services in the locations of interest.

### Argentina

- ★Martinez  
Phone: 798-6086

### Australia

- ★North Ryde, N.S.W.  
Phone: 2/887-1611
- ★Blackburn, Victoria  
Phone: 03/890-6351

### Austria

- ★Vienna  
Phone: 222/3516210

### Belgium

- ★Brussels  
Phone: 2/762-3200

### Brazil

- ★Alphaville, Barueri  
Phone: 011/421-1311

### Canada

- ★Edmonton, Alberta  
Phone: 403/452-3670
- ★Richmond, British Columbia  
Phone: 604/270-2277
- ★Mississauga, Ontario  
Phone: 416/678-9430

### Chile

HP Distributor:  
Olympia (Chile) Ltd.  
Santiago  
Phone: 2/25-5044

### Denmark

- ★Birkerød  
Phone: 2/81-66-40

### El Salvador

HP Distributor:  
IPESA de El Salvador S.A.  
San Salvador  
Phone: 503/26-6858

### Finland

- ★Espoo  
Phone: 90/455-0211
- ★Jyväskylä  
Phone: 41/216318

- ★Oulu  
Phone: 81/338785

### France

- ★Les Ulis  
Phone: 1/9077825

### Germany

- Supplies: 0734/79-2868  
or 0734/79-2959
- ★Boeblingen  
Phone: 7031/667750

### Great Britain

- Supplies: 7031/667-829  
or 7031/223-133
- ★Maidenhead  
Phone: 628/39-151
- ★Altrincham  
Phone: 61/928-6422
- ★Winnersh, Wokingham  
Phone: 734/784-774

### Guatemala

HP Distributor:  
IPESA  
Guatemala City  
Phone: 2/31667

### Hong Kong

- ★Wanchai  
Phone: 5/832-3211

### Italy

- ★Cernusco Sul Naviglio  
Phone: 2/903691

### Japan

- ★Yokogawa-Hewlett-Packard Ltd.  
Osaka  
Phone: 6/304-6021

### Malaysia

- Kuala Lumpur  
Phone: 483544

### Mexico

- ★Xochimilco, Mexico City  
Phone: 905/676-8895

### Netherlands

- Supplies: 20/47-06-39
- ★Amstelveen  
Phone: 20/472021

### New Zealand

- Pakuranga  
Phone: 9/68-7159

### Norway

- ★Oesteraas  
Phone: 2/17-11-80

### Puerto Rico

- Carolina  
Phone: 809/762-725

### Singapore

- ★Singapore  
Phone: 631788

### South Africa

- ★Sandton, Transvaal  
Phone: 11/802-511

### Spain

- ★Mirasierra, Madrid  
Phone: 91/734-1162

### Sweden

- ★Spanga  
Phone: 8/750-2000

### Switzerland

- ★Widen  
Phone: 57/312111

### Taiwan

- ★Taipei  
Phone: 2/751-0404

### United States

Support Orders and  
Information  
Phone: 800/835-HPHP

Computer Supplies  
— All states except  
California, Alaska,  
and Hawaii:  
800/538-8787.

— In California, Alaska,  
and Hawaii:  
408/738-4133

- ★Santa Clara, California  
Phone: 408/988-7000

- ★Los Angeles, California  
Phone: 213/970-7500

- ★Englewood, Colorado  
Phone: 303/771-3455

- ★Atlanta, Georgia  
Phone: 404/955-1500

- ★Rolling Meadows, Illinois  
Phone: 312/255-9800

- ★Rockville, Maryland  
Phone: 301/948-6370

- ★Lexington, Massachusetts  
Phone: 617/861-8960

- ★Farmington Hills, Michigan  
Phone: 313/476-6400

- ★Paramus, New Jersey  
Phone: 201/265-5000

- ★King of Prussia, Pennsylvania  
Phone: 215/265-7000

- ★Richardson, Texas  
Phone: 214/231-6101

### Venezuela

- ★Caracas  
Phone: 2/239-4133

★Full Field Repair Center  
capabilities.

Hewlett-Packard Company  
Personal Office Computer  
Division  
978 E. Arques Avenue  
Sunnyvale, CA 94086 U.S.A.

**In Europe:**  
Hewlett-Packard S.A.  
7, Rue du Bois-du-Lan,  
P.O. Box  
CH-1217 Meyrin 2  
Geneva, Switzerland

**Other International Locations:**  
Hewlett-Packard Intercontinental  
3495 Deer Creek Road  
Palo Alto, CA 94304 U.S.A.