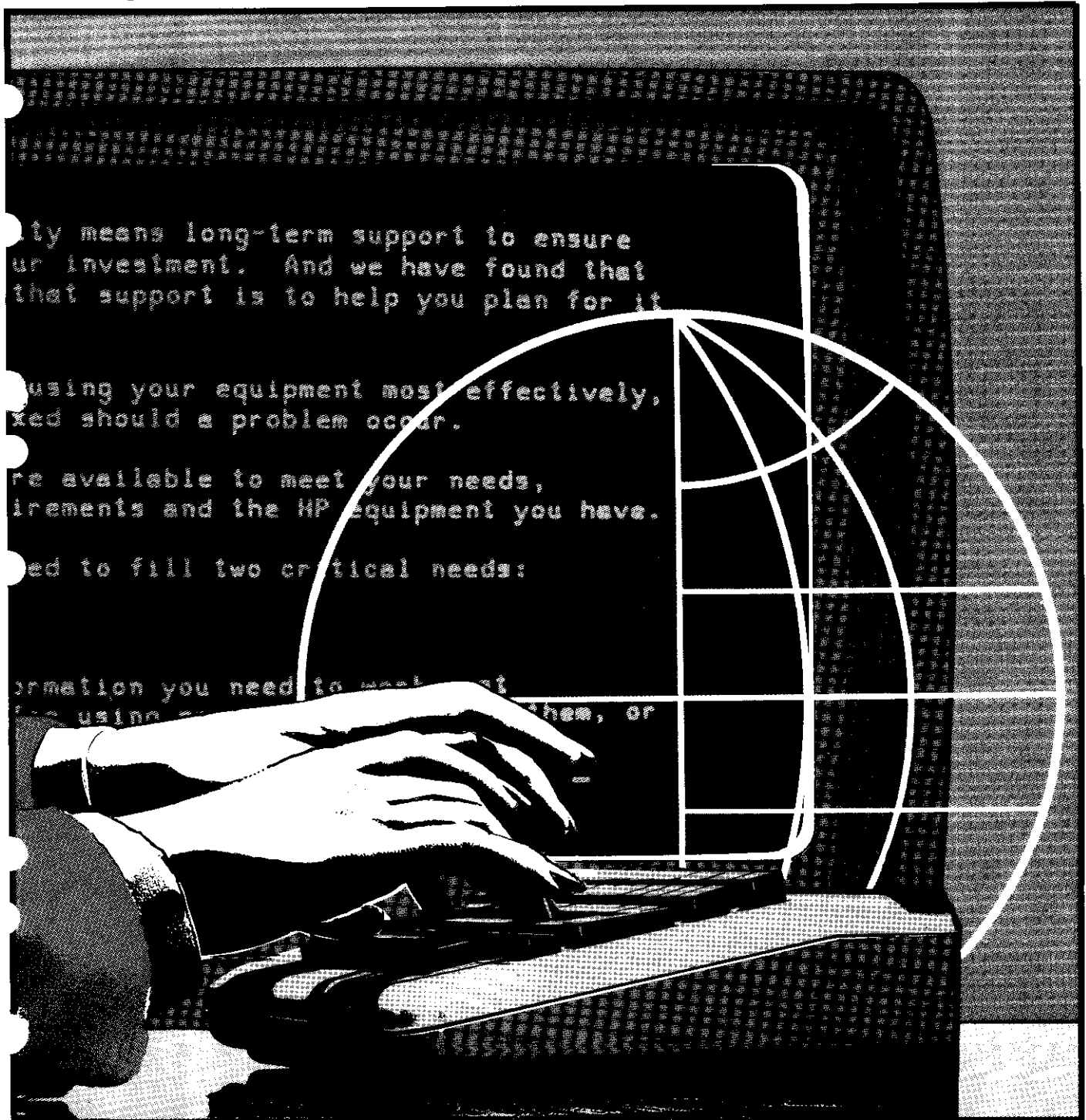


# Workstation Support Services



## Planning Guide



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# You've got an HP Quality Product with HP Quality Support.

At Hewlett-Packard, quality means long-term support to ensure you get the most from your investment. And we have found that the best way to provide that support is to help you plan for it before you need it.

Support means assistance using your equipment most effectively, as well as getting it fixed should a problem occur.

Six different programs are available to meet your needs, depending upon your requirements and the HP equipment you have.

These programs are designed to fill two critical needs:

## **Ongoing Assistance**

Provide you with the information you need to work most efficiently; whether you're using programs, developing them, or investigating ways to use your equipment most effectively.

## **Problem Resolution**

Get you back into operation should a problem occur, whether it's a hardware failure or a problem in the software.

This guide explains these programs so you can select the ones you need. In addition, your local authorized HP Personal Computer Dealer may provide other services which can help meet your support needs.

## **Training ...for operators and programmers**

Your HP equipment comes with a complete set of detailed instruction manuals, and we back them with a wide range of training courses. Training courses that pay for themselves every day in operating and programming expertise, confidence, and productivity. HP offers beginning courses in computer operation and advanced programming courses in specialties such as I/O, assembly language, and data base management.

Contact your dealer or your local HP Sales office for a complete listing of courses, prices, and schedules.



## Support Services at a Glance ...for Workstations and Personal Computers

### Software Support Services

#### System Information Service

- Phone-In Consulting
- *HP Communicator* with software revision information, new applications data, programming and operating techniques.
- *Software Status Bulletin* and Problem Reporting Service
- Reference Manual Updates

#### Consulting Services

- Major project assistance, e.g., application design, performance improvement, data base management.

#### Training

- For operators and programmers.

### Hardware Maintenance Services

#### On-Site

- Next-day response in most areas.
- Convenient.

#### Field Repair Center

- Three-day response (plus shipping time).
- Lowest Cost (about half the cost of On-Site).

Quality HP Support  
Provides Lasting Value

## **Hardware Maintenance Agreements**

### **. . . assured response at a known cost**

You can choose between two hardware maintenance programs, depending upon whether you need the quickest response or the lowest cost. With either program you get priority access to an HP Customer Engineer specially trained in the type of equipment you have. And you get all the support you need, including all parts and labor, for a known annual cost.

**On-Site Product Service** provides the quickest response for equipment in critical applications. An HP Customer Engineer equipped with the necessary tools, test equipment, and spare parts comes to you and repairs the equipment in your facility. The Customer Engineer will arrive on the next working day at sites up to 100 miles from one of our 176 Service Offices worldwide. Beyond 100 miles, contact the dealer where you purchased your equipment, or your local HP Sales Office, to determine the response time for your location.

**Field Repair Center Service** provides the lowest cost service with no compromise in quality. You ship the equipment to an HP Field Repair Center where it will be repaired, tested, and sent back to you within three working days after it is received.

Field Repair Centers are located worldwide within convenient shipping distances of most locations. Each Center is fully equipped with test equipment, tools, and spare parts. In the Center, HP Customer Engineers can work most efficiently without lost time for standby and travel. And HP passes the savings on to you with the lowest annual rates.

And if you should have an equipment malfunction before you sign up for a maintenance agreement, On-Site or Field Repair Services may be purchased on a "per-incident" basis. A Standard Repair Charge is defined for most products. Your local HP Sales Office or dealer can advise you of the costs.



## System Information Service

### ...ongoing support for users and programmers

This is HP's software support service for workstation products. It helps you become proficient as quickly as possible and provides our best ongoing support.

#### System Information Service features:

- Phone-In Consulting Service (PICS)
- The *HP Communicator*
- *Software Status Bulletin* with Problem Reporting
- Manual Updates

Phone-In Consulting provides quick access to an HP Systems Engineer trained to help you with programming difficulties, system applications, and other operational questions. You designate a PICS caller. Your PICS caller will receive a direct response from an HP Systems Engineer within four hours (during normal business hours).

Your success with PICS depends, in part, on being able to communicate accurately and easily with an HP Systems Engineer over a telephone. So we require that your PICS caller enroll in a special training course for your system, or have the equivalent in other training and experience.

The *HP Communicator* is issued four times a year to keep you abreast of revisions in HP supported software and the newest in applications data, operating and programming techniques.

Is there a problem in the software? That's a question sometimes asked that always must be answered. System Information Service subscribers may direct questions about HP software discrepancies to an HP Systems Engineer by letter or telephone. HP investigates each report and informs you of the resolution. Also, you receive a copy of the *Software Status Bulletin* four times a year which describes any known software problems and their resolution.

And your system reference manual will be kept current with updates and revisions sent promptly whenever they occur.

## Consulting Services

### ...for specialized solutions

Consulting provides the on-site, personalized support needed in many special situations.

Consulting helps in application design, performance improvements, data communication projects, and data base management. Services are billed on an hourly or daily basis. Some standardized consulting projects are charged by the project.

# Hewlett-Packard Sales and Service Locations

The following is a list of Hewlett-Packard Sales and Service Offices in North America and HP Intercontinental. To find the Hewlett-Packard office nearest you, consult your local telephone directory or call the nearest Area or Country office below. For locations in Europe, contact your local HP office or the Geneva office listed below. Offices with Field Repair Centers are shown in blue.

## North America

### Canada

**Edmonton**  
Hewlett-Packard Canada Ltd.  
11620A-168th Street  
Edmonton, Alberta T5M 3T9  
Phone: (403) 452-3670

**Montreal**  
Hewlett-Packard Canada Ltd.  
17500 South Service Road  
Trans-Canada Highway  
Kirkland, Quebec H9J 2M5  
Phone: (514) 697-4232

**Toronto Canada Ltd.**  
Hewlett-Packard  
6877 Goreway Drive  
Mississauga, Ontario L4V 1M8  
Phone: (416) 678-9430

### United States

#### California

**Los Angeles East**  
Hewlett-Packard Company  
1430 E. Orangethrope  
Fullerton, California 92631  
Phone: (714) 870-1000

**Los Angeles West**  
Hewlett-Packard Company  
5400 W. Rosecrans Blvd.  
Lawndale, California 90260  
Phone: (213) 970-7500

**San Francisco**  
Hewlett-Packard Company  
99 South Hill Road  
Brisbane, California 94005  
Phone: (415) 330-2595

**Santa Clara**  
Hewlett-Packard Company  
3003 Scott Boulevard  
Santa Clara, California 95050  
Phone: (408) 998-7000

#### Colorado

**Denver**  
Hewlett-Packard Company  
24 Inverness Place  
Englewood, Colorado 80112  
Phone: (303) 771-3455

#### Georgia

**Atlanta**  
Hewlett-Packard Company  
2000 South Park Place  
Atlanta, Georgia 30339  
Phone: (404) 953-1500

#### Illinois

**Chicago West**  
Hewlett-Packard Company  
5201 Tollview Drive  
Rolling Meadows,  
Illinois 60008  
Phone: (312) 255-9800

#### Maryland

**Washington D.C.**  
Hewlett-Packard Company  
2 Choke Cherry Road  
Rockville, Maryland 20850  
Phone: (301) 948-6370

#### Massachusetts

**Boston**  
Hewlett-Packard Company  
32 Hartwell Avenue  
Lexington,  
Massachusetts 02173  
Phone: (617) 861-8960

#### Michigan

**Detroit**  
Hewlett-Packard Company  
23855 Research Drive  
Farmington Hills,  
Michigan 48024  
Phone: (313) 476-6400

#### Minnesota

**Minneapolis/St. Paul**  
Hewlett-Packard Company  
2025 W. Larpenteur Avenue  
St. Paul, Minnesota 55113  
Phone: (612) 644-1100

#### New Jersey

**Paramus**  
Hewlett-Packard Company  
W120 Century Road  
Paramus, New Jersey 07652  
Phone: (201) 265-5000

#### Pennsylvania

**Philadelphia**  
Hewlett-Packard Company  
1021 8th Avenue  
King of Prussia Industrial Park  
King of Prussia,  
Pennsylvania 19406  
Phone: (215) 265-7000

#### Puerto Rico

**San Juan**  
Hewlett-Packard Puerto Rico  
Calle 272  
203 URB. Country Club  
Carolina 00630  
Puerto Rico  
Phone: (809) 762-7255

#### Texas

**Dallas**  
Hewlett-Packard Company  
930 East Campbell Road  
Richardson, Texas 75081  
Phone: (214) 231-6101

#### Washington

**Seattle**  
Hewlett-Packard Company  
15815 S.E. 37th Street  
Bellevue, Washington 98006  
Phone: (206) 643-4000

## Intercontinental

### Central and South America

#### Argentina

**Buenos Aires**  
Hewlett-Packard Argentina  
S.A.  
Avda Santa Fe 2035  
Martinez 1640 Buenos Aires  
Argentina  
Phone: 98-5735

#### Brasil

**Sao Paulo**  
Hewlett-Packard  
de clu Brasil I.e.c. Ltda.  
Alameda Rio Negro, 750  
Alphaville 06400 Barueri SP  
Brasil  
Phone: (11) 421-1311

#### Mexico

**Mexico City**  
Hewlett-Packard Mexicana,  
S.A. de C.V.  
AV. Periferico  
SUR NO. 6501  
Tepepan, Xochimilco 16020  
Mexico City  
Mexico  
Phone: (905) 676-4600

#### Venezuela

**Caracas**  
Hewlett-Packard de  
Venezuela C.A.  
3a Transversal  
Los Ruices Norte  
Edificio Segre  
Caracas 1071  
Venezuela  
Phone: (2) 239-4133

## Africa, Asia, Australia

### Australia

**Melbourne**  
Hewlett-Packard Australia Ltd.  
31-41 Joseph Street  
Blackburn, Victoria 3130  
Australia  
Phone: (3) 89-6351

### Hong Kong

**Hewlett-Packard  
Hong Kong, Ltd.**  
5th Floor, Sun Hung Kai Centre  
30 Harbour Road  
Hong Kong  
Phone: 5-8323211

### Japan

**Tokyo**  
Yokogawa-Hewlett-Packard Ltd.  
3-29-21 Takaido-Higashi  
3-Chome  
Suginami-Ku Tokyo 68  
Japan  
Phone: (03) 331-6111

### Malaysia

**Kuala Lumpur**  
Hewlett-Packard Sales  
Malaysia Sdn. Bhd.  
1st Floor, Bangunan  
British-American  
Jalan Semantan,  
Damansara Heights  
Kuala Lumpur 23-03  
Malaysia  
Phone: 943022

### New Zealand

**Wellington**  
Hewlett-Packard (N.Z.) Ltd.  
4-12 Cruickshank Street  
Kilbirnie, Wellington  
New Zealand  
Phone: (4) 877-199

### Singapore

**Singapore**  
Hewlett-Packard Singapore  
(Pty.) Ltd.  
6th Floor, Inchcape House  
450-452 Alexandra Road  
Singapore 0511  
Phone: 631788

### South Africa

**Johannesburg**  
Hewlett-Packard South Africa  
(Pty.) Ltd.  
Hewlett-Packard Building  
Private Bag Wendywood  
Sandton 2144  
Republic of South Africa  
Phone: (11) 802-5111

### Taiwan

**Taipei**  
Hewlett-Packard Far East L...  
Taiwan Branch Bank Tower,  
5th Floor  
205 Tun Hwa North Road  
Taipei  
Phone: (2) 751-0404

## Local HP Sales and Service Offices

| Canada           | United States |                 |              |                | Missouri       | Ohio           | Texas |
|------------------|---------------|-----------------|--------------|----------------|----------------|----------------|-------|
| Alberta          | Alabama       | Florida         | Iowa         | Kansas City    | Cincinnati     | El Paso        |       |
| Calgary          | Birmingham    | Fort Lauderdale | Cedar Rapids | Saint Louis    | Cleveland      | Houston        |       |
| British Columbia | Huntsville    | Orlando         | Des Moines   | New Jersey     | Columbus       | San Antonio    |       |
| Richmond         | Alaska        | Tampa           | Kansas       | Piscataway     | Dayton         | Utah           |       |
| Manitoba         | Anchorage     | Georgia         | Wichita      | New Mexico     | Oklahoma       | Salt Lake City |       |
| Winnipeg         | Arizona       | Atlanta         | Kentucky     | Albuquerque    | Oklahoma City  | Virginia       |       |
| New Brunswick    | Phoenix       | Hawaii          | Louisville   | New York       | Tulsa          | Norfolk        |       |
| Moncton          | Tucson        | Honolulu        | Louisiana    | Albany         | Oregon         | Richmond       |       |
| Nova Scotia      | California    | Idaho           | New Orleans  | Buffalo        | Portland       | Roanoke        |       |
| Dartmouth        | Canoga Park   | Boise           | Maryland     | Long Island    | Pennsylvania   | Washington     |       |
| Ontario          | Palo Alto     | Illinois        | Baltimore    | Manhattan      | Pittsburg      | Spokane        |       |
| London           | Sacramento    | Bloomington     | Michigan     | Rochester      | South Carolina | Wisconsin      |       |
| Ottawa           | San Diego     | Downer's Grove  | Detroit      | Syracuse       | Columbia       | Milwaukee      |       |
| Quebec           | Santa Barbara | Indiana         | Grand Rapids | North Carolina | Tennessee      | Knoxville      |       |
| Quebec City      | Copacetic     | Indianapolis    | Greenboro    | Memphis        |                |                |       |

## Central and South America

Brazil  
Sao Paulo  
Mexico  
Montreal

## Africa, Asia, and Australia

Australia  
Melbourne  
Hong Kong  
Japan  
Tokyo  
Singapore  
Singapore  
South Africa  
Johannesburg  
Taiwan  
Taipei

## Europe

Hewlett-Packard S.A.  
Z. Rue Du Bois-Du-Lan  
P.O. Box 349  
CH-1211 Geneva  
Geneva  
Phone: (022) 33 0111

