

Calling HP for Technical Support

ISSUE: What information is required from Help Desk technicians and customers who call HP Customer Care Technical Support?

SOLUTION: Having specific information available when calling HP helps ensure that the issue is resolved quickly and accurately the first time. HP requires that the following five questions be answered by all Help Desk technicians and customers before calling HP Customer Care Technical Support:

- What is the model and serial number of the product?
- What is the problem that the product is experiencing?
- Can you reproduce this problem on a regular basis?
- What troubleshooting steps have you already taken?
- What hardware part do you suspect is causing the problem?

NOTE: Additional troubleshooting with an HP tech support agent may be required before service is dispatched. Answering these questions does not eliminate the need for troubleshooting in some cases.

Contact HP?

Find the nearest service center	Buy HP (United States)	Buy HP (Outside the United States)
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