

# Support Options Features

Feature	Delivery Specifications									
Warranty upgrade	Support services are added to the product warranty to provide either next-day or same-day (4 hour) on-site response for hardware problems.									
	<table border="1"> <thead> <tr> <th></th> <th>Next Day</th> <th>4 Hour</th> </tr> </thead> <tbody> <tr> <td>Coverage Hours</td> <td>8 am--5 pm Mon-Fri</td> <td>8 am--9 pm* Mon-Fri</td> </tr> <tr> <td>Response Time</td> <td>Next</td> <td>Best response; not to exceed 4 hours</td> </tr> </tbody> </table>		Next Day	4 Hour	Coverage Hours	8 am--5 pm Mon-Fri	8 am--9 pm* Mon-Fri	Response Time	Next	Best response; not to exceed 4 hours
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Coverage Hours	8 am--5 pm Mon-Fri	8 am--9 pm* Mon-Fri								
Response Time	Next	Best response; not to exceed 4 hours								
	* If service is requested before 5:00 pm, an HP engineer will respond on-site within 4 hours, if an on-site call is necessary.									
On-site repair	An HP engineer travels to the customer site and provides all labor, parts and materials necessary to maintain hardware products in good operating condition. Product malfunctions and failures are diagnosed and corrected.									
Telephone support	Unlimited, toll free access to the HP Response Center is provided for authorized callers. Response is immediate for critical calls and within 2 hours for all calls.									
License to use software updates	Customer can use and copy updates to HP software on each system covered by HP System Support Options.									
Updates	As HP releases updates to HP software, the latest revisions of the software and reference manuals are made available to the system manager. HP provides one copy of media and documentation updates for each media and documentation product ordered with HP System Support Options.									
Electronic access	HP SupportLine provides electronic access to a database of current product and support information. Includes new product information, software status bulletins, engineering and application notes, etc. HP SupportLine can also be used to submit Response Center calls.									
Installation/network configuration	Option OS4 provides installation and network configuration for products whose purchase price does not include installation. Option OSZ provides network configuration for products whose purchase price includes installation.									

## Selecting the Appropriate Option

Select HP System Support Options based on your knowledge of the customer's support needs. Follow these basic steps:

1. Select the customer's hardware, software and peripherals.
2. Determine the customer's support needs.
3. Select the applicable Support Options to meet the support needs.

HP System Support Options are available for systems, associated peripherals and stand-alone software.

### Systems

To select the appropriate option, follow these steps:

1. Determine the customer's desired response time for repairs (next-day or 4 hour).
2. Determine whether the customer has an existing response center caller set up who will be calling for support of the system being purchased.

If NO, select Option OS2 or OS3.

If YES, select Option OS0 or OS1.

### Peripherals

For System peripherals, select the option that provides the desired response time for repairs (next-day or 4 hour). In general, select the same option as you chose for the system.

### Stand-Alone Software Applications

For stand-alone software applications, select options as follows:

Select Option OS2 or OS3 for the first copy of the application.

Select Option OS0 or OS1 for additional copies.