

Quick Reference Card

HP Care Pack Services



Getting service is easy.

Once you have activated your HP Care Pack service, choose the appropriate information from the following list to receive service for your particular HP support service:

Contact information

HP Care Pack Service:	Toll Free Number
Hardware Support	800-633-3600, Opt. 1
Software Support	800-633-3600, Opt. 2
Hardware Installation	800-633-3600, Opt. 1, and 1
Software Install and Start Up	800-633-3600, Opt. 1, and 1
Printer Installation	888-447-0169, PIN 97000
Hardware 6-Hour Call-To-Repair	800-633-3600, Opt. 1
Mission Critical Support	888-761-7437
Proactive 24	800-633-3600
Combined Hardware/Software Support	800-633-3600
User Application Support	800-633-3600
HP Shopping Service (Consumer)	877-439-9509
Education Service	800-47CLASS (2-5277)
Electronic Vaulting Services	866-888-2858
IT Professional Help Desk for SMB	888-HPITPRO (474-8766)
Rugged Notebook Service	888-HPRUGGED (477-8443)
Proactive Plus Service	888-494-3049
Care Pack Services Registration Group	800-407-6210
Consumer Technical Support	800-HPINVENT (474-8368)

Customer information

Please record some basic information about your HP support service in the spaces below for easy reference during service calls.

HP Care Pack Serial Number

System Serial Number

CPU model/Part Number
