



HP SmartFriend for Digital Photography

Overview

HP SmartFriend for Digital Photography gives consumers with technology questions a place to turn and get the most out of their digital photography experience. Customers buy 45- or 75-minute service plans to get many of their digital photography “how to” questions answered on topics such as cropping photos or changing printer settings to enhance photos.

With HP SmartFriend, agents make virtual house calls by connecting to a customer’s PC over the Internet and provide one-on-one advice and assistance on a variety of digital photography questions while customers watch on their computer screens.

HP SmartFriend for Digital Photography home-technology technicians can answer “how to” questions on PCs, cameras, photo printers and digital photography software for both PCs and Macs.

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This service is part of HP Total Care, the service and support program recognized by J.D. Power and Associates for consistently providing “An Outstanding Customer Service Experience.”⁽¹⁾

Pricing and Availability

HP SmartFriend is available by phone 24 hours a day. Prepaid support includes a 45-minute option for \$69.99 or a 75-minute option for \$99.99, both valid for up to six months.⁽²⁾

More information is available at +1 866 234 1377.

⁽¹⁾ J.D. Power and Associates Certified Technology Service and Support ProgramSM, developed in conjunction with the Service & Support Professionals Association. For more information, visit www.jdpower.com or www.thesspa.com.

⁽²⁾ Prices subject to change without notice.

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