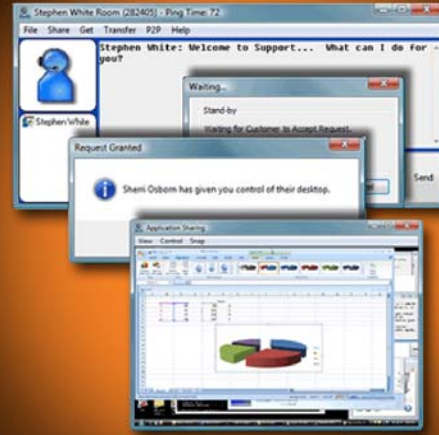


HP Virtual Support Room

Connect, share, and solve computer problems from anywhere with Internet access.



What are HP Connect Solutions?

Technology makes reaching out to business associates easy and efficient. But it takes a sense of shared experience to make those encounters rich and meaningful. HP Connect Solutions unite technology with shared experience through solutions designed to put the personal back into your connections and collaboration.

With HP Connect Solutions, you can reach out instantly and effortlessly, any time that's convenient using online meeting places where everyone can see the same information and interact together.

Connect, collaborate and do more for your business

Of these solutions, HP Virtual Support Room is a service tool for remotely viewing and controlling a computer, enabling a support specialist to quickly resolve computer problems.

When it comes to walking someone through an IT issue, sometimes words alone aren't enough—which is a real source of frustration on support calls. Using HP Virtual Support Room, your specialists can view and troubleshoot customer problems online in real-time, reducing costly on-site visits and enhancing the customer experience.

Powerful features for maximum effectiveness

- Convenient, easy-to-use interface
- Quick access to support sessions—with just a few clicks—using a custom Web link or “quick key”
- Live chatting with customer
- Remote diagnostics- to collect system information
- Control of customer desktop (with permission) to troubleshoot and resolve problems
- Customer control of access permission at all times
- File copy and transfer support
- “Second Opinion” capabilities to invite additional service representatives into the room to solve complex problems
- Live transfer of sessions to another service representative
- Concurrent session support to enable handling of up to five customer sessions at once

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System Requirements

Resource	Requirements		Performance and reliability considerations
	For agents	For clients	
Internet network connection	T-1 or greater Cable, DSL or equivalent broadband connection to Internet modem	T-1 or greater Cable, DSL or equivalent broadband connection to Internet modem 56K modem	Optimum Recommended Marginal
Operating Systems	Genuine Windows® 7 ² Genuine Windows® Vista ² Genuine Windows® XP Genuine Windows® 2000	Genuine Windows 7 ² Genuine Windows® Vista ² Genuine Windows® XP Genuine Windows® 2000	Genuine Windows® Vista²: Some known issues. Currently unsupported Genuine Windows® XP Service Pack 1 required; Service Pack 2 recommended Genuine Windows® 2000 Service Pack 3 required
Processor	300 MHz or greater	200 MHz or greater	Recommended
Memory	256 MB RAM	256 MB RAM	Recommended
Display color	High color	High color	Recommended
Display resolution	1024x768 800x600	1024x768 800x600	Recommended Marginal, scrolling of large content
Audio via phone	Phone headset	Phone headset	Recommended
Web browser	Internet Explorer 6.0, 7.0, 8.0	Internet Explorer 6.0, 7.0, 8.0	Required. ActiveX controls and VBScript must be enabled.
Disk space	20 MB free for installation	20 MB free for installation	Administrator or Power User rights (or equivalent) required for software installation
Audio and Video via the Web¹			
Audio via Web	Not supported	Not supported	
Video via Web	Not supported	Not supported	

Languages supported: Chinese, Czech, English, French, German, Greek, Hungarian, Japanese, Korean, Polish, Russian, Spanish and Brazilian Portuguese

- Activity which puts additional load on your network, such as a file download, application sharing, or audio and video over the Internet can impact your network performance. Consider your options carefully when deciding which activities should be done concurrently. Your hardware, network bandwidth and performance will determine overall audio and video quality.
- "Protected mode," has been implemented on Windows® Vista and Windows® 7. Sometimes this extra security can interfere with legitimate actions over the Internet. In order for HP Virtual Support Room to properly run in this environment, trust must explicitly be given the "*.hp.com" domain. Please follow these directions to add "*.hp.com" as a trusted domain to Internet Explorer:
 - From the Internet Explorer® Tools menu, select Internet Options.
 - Select the Security Tab.
 - Select the Trusted Sites icon.
 - Select Sites and add "https://*.hp.com" to your list of trusted sites.



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November 2009