

[Sunday, July 05, 2009 6:24 PM] -- Automatically generated message:
This is an automated message. Your request has been received by the Technical Support Center and has been queued until a support analyst is available. Support for HP notebook systems is available 24hrs a day, 7 days a week. You will receive a response to your support request in 5 minutes or less.

[Sunday, July 05, 2009 6:24 PM] -- Automatically generated message:
A Support specialist, Kalyan Chakravarthy G has been assigned to your case.

[Sunday, July 05, 2009 6:25 PM] -- Automatically generated message:
For reference, your Case ID is 4600328944

[Sunday, July 05, 2009 6:25 PM] -- Kalyan Chakravarthy G says:
Hello Jason, thank you for contacting HP Active Chat Support. My name is Kalyan and I see you have a question regarding your Notebook. Please give me 2 minutes to review your records. Thank you.

[Sunday, July 05, 2009 6:25 PM] -- Jason Perlow says:
ok

[Sunday, July 05, 2009 6:27 PM] -- Kalyan Chakravarthy G says:
How are you doing?

[Sunday, July 05, 2009 6:27 PM] -- Jason Perlow says:
I'm fine, the LCD is not

[Sunday, July 05, 2009 6:28 PM] -- Kalyan Chakravarthy G says:
Do not worry. I will assist you to my best.

[Sunday, July 05, 2009 6:28 PM] -- Kalyan Chakravarthy G says:
Is the display distorted or not coming at all?

[Sunday, July 05, 2009 6:28 PM] -- Jason Perlow says:
The monitor of the notebook appears to be shot. There is a fissure through the display, the screen is about 75% unreadable.

[Sunday, July 05, 2009 6:29 PM] -- Jason Perlow says:
the readable part is perfectly clear

[Sunday, July 05, 2009 6:29 PM] -- Jason Perlow says:
or rather viewable

[Sunday, July 05, 2009 6:31 PM] -- Kalyan Chakravarthy G says:
I understand that 75% of the display is not readable. When you say not readable is is displaying any lines or different colors?

[Sunday, July 05, 2009 6:31 PM] -- Jason Perlow says:
both, many lines, many colors, and a black dot.

[Sunday, July 05, 2009 6:32 PM] -- Jason Perlow says:
would you like me to take a picture of the screen and email it to you?

[Sunday, July 05, 2009 6:32 PM] -- Jason Perlow says:
other than the monitor problem, the computer seems to work.

[Sunday, July 05, 2009 6:34 PM] -- Kalyan Chakravarthy G says:
Please mail the screen shot to 'kalyan-chakravarthy.g@hp.com'

[Sunday, July 05, 2009 6:34 PM] -- Kalyan Chakravarthy G says:
Do you have external monitor to connect and check?

[Sunday, July 05, 2009 6:34 PM] -- Jason Perlow says:
I don't think a screen shot would produce the image, I'll do it with a camera. Please give me a few minutes.

[Sunday, July 05, 2009 6:37 PM] -- Kalyan Chakravarthy G says:
Sure.

[Sunday, July 05, 2009 6:43 PM] -- Jason Perlow says:
I just sent you the picture

[Sunday, July 05, 2009 6:44 PM] -- Jason Perlow says:
FYI - it has a 3 year warranty tag on it.

[Sunday, July 05, 2009 6:45 PM] -- Jason Perlow says:
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[Sunday, July 05, 2009 6:45 PM] -- Kalyan Chakravarthy G says:
yes the unit is under warranty.

[Sunday, July 05, 2009 6:46 PM] -- Jason Perlow says:
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[Sunday, July 05, 2009 6:46 PM] -- Jason Perlow says:
good

[Sunday, July 05, 2009 6:46 PM] -- Kalyan Chakravarthy G says:
I have just checckd the image. Thank you for sending it.

[Sunday, July 05, 2009 6:46 PM] -- Kalyan Chakravarthy G says:
Do you have an external monitor to connect and check?

[Sunday, July 05, 2009 6:47 PM] -- Jason Perlow says:
yes

[Sunday, July 05, 2009 6:47 PM] -- Kalyan Chakravarthy G says:
Does it display fine in external monitor?

[Sunday, July 05, 2009 6:48 PM] -- Jason Perlow says:
hold on a minute, I'll check

[Sunday, July 05, 2009 6:49 PM] -- Kalyan Chakravarthy G says:
sure.

[Sunday, July 05, 2009 6:50 PM] -- Jason Perlow says:
Yes, it displays fine (not the graphics card).

[Sunday, July 05, 2009 6:51 PM] -- Kalyan Chakravarthy G says:
As the display in the external monitor is fine, it is the LCD panel which is faulty.

[Sunday, July 05, 2009 6:51 PM] -- Kalyan Chakravarthy G says:
I will make arrangements to pick the unit for repair.

[Sunday, July 05, 2009 6:51 PM] -- Jason Perlow says:
as I suspected.

[Sunday, July 05, 2009 6:51 PM] -- Jason Perlow says:
good

[Sunday, July 05, 2009 6:51 PM] -- Kalyan Chakravarthy G says:
Are you referring to the notebook with the serial number CND9090D6T and model number 2530p?

[Sunday, July 05, 2009 6:51 PM] -- Jason Perlow says:
is there a local service center?

[Sunday, July 05, 2009 6:52 PM] -- Jason Perlow says:
yes, that is the serial & model number

[Sunday, July 05, 2009 6:52 PM] -- Jason Perlow says:
local center or do I have to mail it in for repair?

[Sunday, July 05, 2009 6:53 PM] -- Kalyan Chakravarthy G says:
You can take the unit to Local service centres however i would be happy to arrange a pick up. What would you like?

[Sunday, July 05, 2009 6:54 PM] -- Jason Perlow says:
Would the pick up be by Fedex or UPS, or by the actual HP service center representative?

[Sunday, July 05, 2009 6:55 PM] -- Jason Perlow says:
and where is a local service center in NJ, USA?
I am trying to decide which would be most expedient.

[Sunday, July 05, 2009 6:55 PM] -- Kalyan Chakravarthy G says:
The box would be sent by HP but it would be Fedex or UPS who will do the service.

[Sunday, July 05, 2009 6:56 PM] -- Kalyan Chakravarthy G says:
Visit the below link and check if any HP service centre is near to your area.

http://h20465.www2.hp.com/GPL/search.aspx?language_code=en&country_code=us&SearchType=SSP

[Sunday, July 05, 2009 6:56 PM] -- Kalyan Chakravarthy G says:
Let me know.

[Sunday, July 05, 2009 6:57 PM] -- Jason Perlow says:
I'm checking the link

[Sunday, July 05, 2009 6:57 PM] -- Kalyan Chakravarthy G says:
Sure.

[Sunday, July 05, 2009 6:59 PM] -- Jason Perlow says:
That link does not give EliteBook or HP as a product description to activate the search.

[Sunday, July 05, 2009 7:01 PM] -- Jason Perlow says:
I think I better use the pick up service.

[Sunday, July 05, 2009 7:02 PM] -- Jason Perlow says:
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[Sunday, July 05, 2009 7:02 PM] -- Kalyan Chakravarthy G says:
Sure. Let me check.

[Sunday, July 05, 2009 7:03 PM] -- Jason Perlow says:
what are you using as the product name?

[Sunday, July 05, 2009 7:05 PM] -- Kalyan Chakravarthy G says:
You can select Commercial notebooks.

[Sunday, July 05, 2009 7:05 PM] -- Kalyan Chakravarthy G says:
All the models come under it.

[Sunday, July 05, 2009 7:06 PM] -- Jason Perlow says:
I don't see that as an option. Just "Business Notebooks" and only "Compaq" shows as a model

[Sunday, July 05, 2009 7:07 PM] -- Kalyan Chakravarthy G says:
Select 'small and Medium Business in find a partner for.

[Sunday, July 05, 2009 7:08 PM] -- Kalyan Chakravarthy G says:
In the product category select ' Notebooks and Tablet pc's

[Sunday, July 05, 2009 7:08 PM] -- Kalyan Chakravarthy G says:
Under please select a product select Commercial notebooks.

[Sunday, July 05, 2009 7:08 PM] -- Jason Perlow says:
ah, I had chosen Support.

[Sunday, July 05, 2009 7:09 PM] -- Jason Perlow says:
Now, if I bring it to one of these places, would they be doing the actual repair, or would they be sending it elsewhere for warranty repair?

[Sunday, July 05, 2009 7:11 PM] -- Kalyan Chakravarthy G says:
No they would do the repair. For the turnaround time have to call them and check.

[Sunday, July 05, 2009 7:11 PM] -- Jason Perlow says:
what would the turn around time be if I do the pick up service?

[Sunday, July 05, 2009 7:12 PM] -- Kalyan Chakravarthy G says:
It would be five to seven business days.

[Sunday, July 05, 2009 7:14 PM] -- Jason Perlow says:
I think it would be best then to do the pick up service. As it would save me spending my morning finding which location to bring it to, and I'm sure their turn around time would probably be similar.

[Sunday, July 05, 2009 7:14 PM] -- Jason Perlow says:
This is an insured process, correct?

[Sunday, July 05, 2009 7:17 PM] -- Kalyan Chakravarthy G says:
The turnaround time may be similar, but not sure have to check with them.

[Sunday, July 05, 2009 7:17 PM] -- Kalyan Chakravarthy G says:
The warranty either way would be in warranty.

[Sunday, July 05, 2009 7:17 PM] -- Jason Perlow says:
As I said, let's just set up the pick up service

[Sunday, July 05, 2009 7:18 PM] -- Jason Perlow says:
and my other question was if the mail process would be insured, just in case the computer gets lost somehow.

[Sunday, July 05, 2009 7:18 PM] -- Kalyan Chakravarthy G says:
It would be not get lost jason.

[Sunday, July 05, 2009 7:19 PM] -- Kalyan Chakravarthy G says:
Jason, there is a process that we would need to follow while servicing your notebook:
1. All notebooks showing signs of accidental damage will be charged an evaluation fee of \$89 if they are returned un-repaired.
2. During the repair process the Hard Drive may be re-imaged if it fails the Quality Analysis testing. HP does not backup data from the Hard Drive. Therefore, please ensure that you backup the data before sending in the notebook for repair or the data will be permanently lost.
3. Please disable all passwords before sending in the notebook for repair; this includes the BIOS and Windows passwords.
If you agree with the above mentioned details, please provide us with the following information:
a. Complete postal address:
b. Day time contact number:
c. Alternative contact number:

[Sunday, July 05, 2009 7:19 PM] -- Jason Perlow says:
Jason Perlow

[Sunday, July 05, 2009 7:20 PM] -- Jason Perlow says:
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[Sunday, July 05, 2009 7:20 PM] -- Jason Perlow says:
REDACTED (Personal Info)

[Sunday, July 05, 2009 7:20 PM] -- Jason Perlow says:
REDACTED (Personal Info)

[Sunday, July 05, 2009 7:20 PM] -- Kalyan Chakravarthy G says:
Thank you. Let me verify the address.

[Sunday, July 05, 2009 7:21 PM] -- Kalyan Chakravarthy G says:
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[Sunday, July 05, 2009 7:21 PM] -- Jason Perlow says:
yes

[Sunday, July 05, 2009 7:21 PM] -- Kalyan Chakravarthy G says:
Thank you.

[Sunday, July 05, 2009 7:21 PM] -- Kalyan Chakravarthy G says:
We have dispatched a drop box which you will receive within 2 business days. You would need to peel the label on the box and call the phone number of the courier service, to have the notebook picked. The turnaround time for the notebook to be returned after repairs is 5 to 7 business days depending on the availability of the parts. To know the repair status you may call 1-888-886-3292, choose the option 2 and quote the Case ID 4600328944.

[Sunday, July 05, 2009 7:21 PM] -- Kalyan Chakravarthy G says:
Jason, is there any other technical issue that I may assist you with today?

[Sunday, July 05, 2009 7:22 PM] -- Jason Perlow says:
No, I am going to print out this chat for future reference now. Thank you for your assistance.