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Computing products with brand-name â€˜Compaqâ€™ have been discontinued from the market by the owner company i.e. HP, but that doesnâ€™t amount to the loss of faith in respect to the quality & compatibly that people have with the Compaq, and for what it had originated years back. Underscoring the popularity tag, HP continues with the Compaq Support portfolio, though it redirects it users to the HP website, but there is no injustice in terms of quality of deliverables and customer satisfaction.

Compaq Technical Support entertains all prevalent models like HP Compaq Business Notebook, Compaq Evo, Presario, Compaq NC6000, and more, and covers all software and hardware issues as per end-usersâ€™ demand. Hardware support is offered â€˜free of costâ€™ under the standard limited hardware warranty program that usually lasts for 1 year. One can check the Compaq warranty information along with the user-manual. This Limited Warranty is applicable to entire Compaq-branded hardware products (collectively referred as â€œHP Hardware Productsâ€•) sold by or leased from HP, its worldwide subsidiaries, affiliates, authorized resellers, or country distributors. A few products also enjoy the International support warranty leveraging people to stay productive with their Compaq products anywhere anytime. The warranty period is applicable form the date of purchase or lease from HP. And at the time of pushing a support request, you may need to come with the desired proof of purchase or lease to become eligible for the support service.

For software installation, activation, update, upgrade and repair services, one can seek remote technical assistance from the Compaq Technical Help Desk. The software support is usually carried out under a special package popularly known as HP Total Care which usually extends from 1 to 3 year. This can be considered as a comprehensive support package that includes accidental damage protection, house call, installation services, next business day exchange 1-year warranty products, out-of-warranty support, and PC tune-up service.

Even if there is requirement to setup, configure and troubleshoot third party software or products, a user can avail of support through the SmartFriend program, though its paid. This one-on-one assistance is designed to provide end-to-end customer support in a fast and friendly manner. One can also collect personal assistance regarding digital photography, webcams, and other newly introduced gadgets. There are different subscription based services, and people have the privilege to enjoy the best and low-priced deal as per requirement.

Third-party tech support vendors are also in the battlefield. Most of these providers are working independently, means they donâ€™t have any affiliation to any software or hardware vendor, thus, permitting people to make max of their investment. These portals continue their support even if the products cross their warranty period. Unlimited support, round-the-clock accessibility, and availability of subject-matter-experts are a few key advantages of relying on such portals. And, service-level-guarantee is just an icing on the cake, putting the ball in the customersâ€™ court.

Self-PC repair and troubleshooting section is also linked with some tech support portals, and one can harness it with no expense. However, understanding & knowledge of the Windows operating system is must, as most of the diagnostic and troubleshooting tools are derived from Microsoft and are provided with the operating system.

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