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# HP J2899A Software Upgrade and Subscription Service

## Product Overview

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**For the HP Internet Advisor**

Acquiring software upgrades and support for your HP Internet Advisor is simple and easy. HP support products are a convenient way to ensure that your equipment is always up to date. Contractual phone support is also available to assist you with your questions.

Several HP J2899A support options are available, depending on your needs.

### One Time Update

HP J2899A always contains the latest revision of software for standard LAN, WAN and ATM applications. HP Internet Advisor users who do not desire contractual support should choose this product.

### Contractual Software Support

Internet Advisor users who want to be sure that they always have the latest software revision should consider a support contract. Two contract products are available for the Internet Advisor that will fit your support requirements:



**Quickly isolate datacom problems with the HP Internet Advisor. Portable, integrated, and rugged, the Internet Advisor gives you the best combination of value and performance available.**

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#### HP J2899A+UAF

This contract product provides software on CD-ROM and a license to use the update materials. It also provides documentation updates as they are released.

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#### HP J2899A+U00

This is a license-only product. It provides the right to use update materials on one additional instrument. For sites with multiple instruments, this can provide considerable savings.

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## Contractual Phone Support

Users desiring phone support for the Internet Advisor and associated software applications may purchase a phone support contract. A phone support contract allows one primary caller, and one alternate, access to HP's call centers.

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HP J2899A+H00	This phone support product allows one primary caller, and one alternate caller, access to the local HP call center. Each call center has a highly trained engineering staff for quick, efficient answers to your questions.
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HP J2899A+P00	This phone support product adds one additional caller to the primary contract.
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Hours of coverage, unless otherwise specified, are 8:00 a.m. to 8:00 p.m. Eastern time, Monday through Friday, excluding holidays.

## Ordering Information

The upgrade kit may be ordered as HP J2899A. Subscription services may be ordered by specifying the quantity, in months, of the support contract product number.

### Examples

To order one year of software update service, you would specify the following:

12 ea. HP J2899A+UAF

For a site with five instruments, you would specify this:

12 ea. HP J2899A+UAF

48 ea. HP J2899A+U00

To order one year of phone support, you would specify the following:

12 ea. HP J2899A+H00

For a site with one primary caller, one alternate caller, and two additional callers, you would order this:

12 ea. HP J2899A+H00

24 ea. HP J2899A+P00

### Discount

If you order between one and two years of any of the support contract products at the time of the original equipment purchase, you will receive a 15% discount of the list price of the contractual products.

Visit our Internet Advisor Web site at <http://www.hp.com/info/advisor>



## HP Sales and Support Offices

For more information on Hewlett-Packard Test and Measurement products, applications or services please call your local Hewlett-Packard sales offices. A current listing is available via Web through AccessHP at <http://www.hp.com>.

If you do not have access to the internet please contact one of the HP centers listed below and they will direct you to your nearest HP representative.

### United States:

Hewlett-Packard Company  
Test and Measurement Organization  
5301 Stevens Creek Boulevard  
Building 51L-SC  
Santa Clara, CA 95052-8059  
1 (800) 452-4844

### Canada:

Hewlett-Packard Canada Ltd.  
5150 Spectrum Way  
Mississauga, Ontario  
L4W 5G1  
(905) 206-4725

### Europe:

Hewlett-Packard  
European Marketing Centre  
P.O. Box 999  
1180 AZ Amstelveen  
The Netherlands

### Japan:

Hewlett-Packard Japan Ltd.  
Measurement Assistance Center  
9-1, Takakura-Cho, Hachioji-Shi  
Tokyo 192, Japan  
Tel: (81- 426) 56-7832  
Fax: (81- 426) 56-7840

### Latin America:

Hewlett-Packard  
Latin American Region Headquarters  
5200 Blue Lagoon Drive  
9th Floor  
Miami, Florida 33126  
U.S.A.  
(305) 267 4245/4220

### Australia/New Zealand:

Hewlett-Packard Australia Ltd.  
31-41 Joseph Street  
Blackburn, Victoria 3130  
Australia  
1 800 629 485

### Asia Pacific:

Hewlett-Packard Asia Pacific Ltd.  
17-21/F Shell Tower, Times Square,  
1 Matheson Street, Causeway Bay,  
Hong Kong  
Fax: (852) 2506 9285

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