



Frequently Asked Questions

HP Cirrus

This document gives answers to frequent questions for HP Cirrus users.

Q: What is the target audience for HP Cirrus?

A: Cirrus is a sales tool, for both internal and partner sales reps. It is not intended for an end-user.

Q: In which smartphones or tablets can I use Cirrus?

A: Today, Cirrus can be used with Android and iOS phones and tablets. It is developed for Android devices with an Android version 4.0 or above and iOS devices with an iOS version from 7.1 upwards. An Internet connection (Wi-Fi or 3G) and a camera (to be able to use the scan functionality) are needed.

Q: How can I change the country/language of the App?

A: Cirrus is geo-localized. It automatically recognizes in which country you are located, and will set itself up for this country/language.

Note: if you are in a multi-language country or if the country is not available, a popup will inform you and suggest that you select manually.

If you want to change countries, slide from the left edge of the screen to the right to access the Settings menu, and choose your country from the drop-down list. Cirrus will warn you if you change to a different country from the one you're located in.

Q: How can I access the main menu?

A: At any time, you can slide your finger from the left edge of the screen to the right and the main menu will appear. From the home page, you can also tap on the three horizontal lines on the top left corner, for the same effect.

Q: How can I search for a product (for which I need to find recommended Care Packs)?

A: First, select Care Pack Finder from the menu. You then have 4 different ways to search for a hardware product:

- a) Use the search box and write your product's name
- b) Use the search box and write your product's SKU number
- c) Navigate in the product category hierarchy and search for your product
- d) Use the scan function and scan the product's barcode with your camera. (Remember, you need to find the barcode that shows the product number – not the serial number)



Q: How does the scan work?

A: The scan function allows you to use the camera of your smartphone to scan barcodes found on hardware products. This allow you two things:

- Identify the hardware product (an alternative to browsing the product categories, or manually entering the name or SKU number in the search box) For this, please make sure you scan the barcode corresponding to the SKU.
- Check the warranty of a product by scanning the Serial Number

For this, please make sure you scan the barcode corresponding to the serial number. When Cirrus has scanned and identified the barcode, it will display it in the blue bar at the bottom of the screen. Please check to see if it corresponds to either a serial number or product number and hit search (magnifying glass) to copy the serial number in the clipboard. Go back to the Warranty Check page and paste the serial number in the "Product serial number" box.

Q: Can I search for a HP Care Pack to find what it is compatible with?

A: Yes, you can. Enter the HP Care Pack SKU in the search box and the page will display the hardware products for which it is compatible.

Q: How can I get the right HP Care Pack for a specific hardware product?

A: Once you found your hardware product, Cirrus offers you 3 different ways to find the right HP Care Pack:

- a. Top recommended HP Care Pack Services : Cirrus will always display automatically the top 3 recommended HP Care Pack Services for your product.
- b. See all HP Care Pack Services : if you wish, under the 3 recommended HP Care Pack Services, you can click on "view all" and see all HP Care Pack Services available for your hardware product (if available).
- c. Filters: filter the results based on your customer preferences and expectations, and get the appropriate HP Care Pack. You can sort the results by Service type, Duration of the service, Response time, Coverage Window, etc.
- d. Compare: use this button to easily compare in a glance the main features of two or more Care Packs.

Note: you can tap at any time on "More info" to get more information (description and price) about a specific HP Care Pack. In a future release you will also be able to access and download the PDF datasheets.

Q: How can I save my search?

A: At any moment, you can click on "add to tray" to save your HP Care Pack into a "tray", a place to save your selections. You can continue adding Care Pack Services to the tray, and at any point visit the tray by tapping on its icon on the top right of the screen. From there, you can save the tray by giving it a name, as well as share it with others. You can access your tray any time through the Main Menu, by sliding your finger from the left edge of the screen to the right.

Q: What does "tray" mean? Can I buy?

A: The name "tray" might be confusing, but it is meant as a place to put all the HP Care Pack Services that your customer would need, and then share that with your customer for reference (through all sorts of methods, like Bluetooth, Dropbox, etc...).

You can always go back to it for later quotation (under "Past Trays"). There is no buying capability because it is not intended for an end-user, but a sales rep to help identify the right HP Care Pack Services.



Q: Can I share a tray or a HP Care Pack with someone?

A: Yes! When you review your tray (having saved it), you can tap on the 3 vertical dots on the top right (Android) that pulls down a menu of two items: “Send by mail” and “Share PDF” . (On iOS the 2 items are displayed individually). If you choose the latter, you get a list of all the applications on your phone that are compatible with sharing a PDF file. These could include Dropbox, Bluetooth, Google Drive, Skype... as well as email and print apps. Just select one of these by tapping it.

Q: What is the difference between “Send by Mail”, and using the mail app listed when I select “Share PDF”?

A: Actually they both do the same function. The advantage of using “Send by Mail” is that Cirrus will keep a copy of that email in its Outbox, for ease of reference. Also, it will memorize the email addresses that you’ve used, again for ease of use.

Q: I cannot print my saved tray. What can I do?

A: You need to install a print app. We recommend HP ePrint from Google Play or Apple App Store.

Q: What system is the pricing data pulled from? I overwrote the price on hp.be for a promotion but the app is still showing standard pricing ?

A: Cirrus takes its pricing from ezPRS (which is the central source of pricing for HP) and gives the list price per country. If some work is done downstream (such as modifying it on hp.com), unfortunately that will not be reflected in Cirrus. But you can use the feature for editing the price in Cirrus. Please note all prices will be Tax excluded.

Q: How can I edit a price?

A: Once you saved a HP Care Pack, go in your tray and edit the price: it is an editable field. You can also change the percentage discount, and the price will be automatically updated.

Don't forget to save the tray!

Note: This is a tool intended to help guide your selection of HP Care Pack Services, it is not intended as a replacement of HP's official pricing and ordering tools. Use with caution.

Q: How can I check the warranty of a specific hardware product?

A: Tap on “Warranty Check” on the main menu. This opens a web site (integrated inside Cirrus), where you can enter serial numbers, country of origin, etc...

Note: to assist you in entering the serial number, it is also possible to scan the bar code. Again, please be sure to scan the right bar code. This time it should be the serial number bar code (not the product number). Cirrus will display the result of its scan. Have a look to identify it as a serial number first. You can then copy/paste it inside the fields of the warranty site.

Q: Is Cirrus localized in different languages?

A: Yes, it is localized in all languages. If you don't speak the language but you want to check data for a specific country, you can tick the box “Get interface in English” in the Settings. Data itself will still be in local language but the interface will be in English.



Q: What can I do if the app crashes?

A: Try to stop the app and re open it.

If nothing happens, you might need to go in the settings and force the app to stop. If you still have issues, please contact our team.

Q: How can I report a bug, suggest a new feature or ask a question?

A: If you find a bug while using the app, please send us a mail with as many details as possible, including:

- Device (manufacturer and model)
- Android or iOS version
- Cirrus version
- Country settings
- Description of problem including steps taken, and any screen shots if possible.

Q: What happened to Assisted Search? I don't see it anymore.

A: We've replaced "Assisted Search" with "filtered search", including a sorting function. This is a more flexible and convenient way to search for the most suitable Care Pack. Just tap on Filter and select your criteria (Duration, Coverage Window, Response Time, Service Type and/or Support Options). As you continue filtering, you will notice on the top of the page the number of Care Packs that satisfy your criteria. Once satisfied, just tap "apply" and you'll see these Care Packs displayed in the results page. If you want to filter some more, just tap "filter" again and you'll find all your previous criteria in place.

