



Customer Service Handbook

ANYTIME, EVERYWHERE
ANYTIME, EVERYWHERE

HCL

High on Performance, Value for Money



HCL ME Laptop 50

- Genuine Windows® 7 Professional
- Intel® Celeron/Core 2 Duo/Pentium Dual Core processor
- 14.1" Display
- Inbuilt Webcam
- Integrated Wireless LAN
- Integrated DVD Super-multi Drive
- Up to 8 GB DDR2 RAM
- Up to 500 GB SATA II HDD
- 7 in 1 Card Reader



Features Unique to ME™



Split ME

Automatically splits heavy files for easy mailing



Erase for ME

Disallows retrieval of erased sensitive files



One Touch Chat

World's first laptop with service inbuilt, direct access to HCL Helpline executive on chat



Lock ME

Secures external ports from unauthorized usage



Secure ME

Prevents other users from accessing particular software



Encrypt ME

Prevents tampering of data when it is in transit



For more information:

www.hclmeforyou.com

To Buy SMS: ME to 56161

HCL

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ABOUT US

HCL Infosystems Ltd, with revenue (LTM) of US \$ 2.5 billion (Rs. 12,057 crores) is India's premier hardware, services and ICT systems integration company offering a wide spectrum of ICT products that includes Computing, Storage, Networking, Security, Telecom, Imaging and Retail. HCL is a one-stop-shop for all the ICT requirements of an organization. India's leading System Integration and Infrastructure Management Services Organization, HCL has specialized expertise across verticals including Telecom, BFSI, eGovernance & Power. HCL has India's largest distribution and retail network, taking to market a range of Digital Lifestyle products in partnership with leading global ICT brands, including Apple, Cisco, Ericsson, Kingston, Kodak, Konica Minolta, Microsoft, Nokia, and many more.

HCL today has India's largest vertically integrated computer manufacturing facility with over three decades of electronic manufacturing experience & HCL desktops is the largest selling brand into the enterprise space. With India's largest ICT services network that reaches to every corner of India, HCL's award winning Support Services makes it the preferred choice of enterprise and consumers alike. HCL Infosystems has a 100% subsidiary that addresses the physical security technology system integration market. The subsidiary leverages technology to build a security framework called 'Safe State' that safe guard's life, infrastructure & society.

For more information please visit us at www.hclinfosystems.in



DIGITAL LIFESTYLE

Technology has changed the world we live. It seems we are standing on the front wave of unlimited connectivity, redefined business productivity, ever-changing home entertainment and a whole new world of ideas and information.

There has been a paradigm shift in the working environment along with lifestyle which is "always on the move." Life on the fast lane and increased work pressure and mobility demand constant connectivity. There is increasing desire to work or enjoy even while traveling or waiting to catch a flight or train at airports or railway stations.

Also, there are unique challenges offered by Indian environment including power fluctuations, rough terrains, moisture and dust, increased ambient conditions and buying at one city and servicing at the extreme end. This requires a "Made for India," robust and proactive support assistance that is never too far.

To fill this vacuum in the service area, HCL has launched HCLTouch - a landmark 24X7 customer service initiative with backbone of 505+ HCL owned service centers catering to over 4000 cities across India.



HCL TOUCH

HCL Touch offers round-the-clock 24X7 support to Laptop and Desktop users across India through a universal customer care number 1860-1800-425. Inclusive of English and Hindi, support is also offered in 11 regional languages * making it very user centric service.



By leveraging our expertise across multiple technology platforms, HCL Touch provides a full bandwidth of support services* that keeps your system always on, anytime, everywhere. HCL Touch offers services such as “Fortressing support”, “Preventive Health Care support”, “Tracking services”, “Peripherals and Hardware Configuration support”, “Network and e-mail support”, etc.

This is also backed by several other initiatives such as SMS request for support, pick & drop facility and “On Site” direct company service anywhere in India.

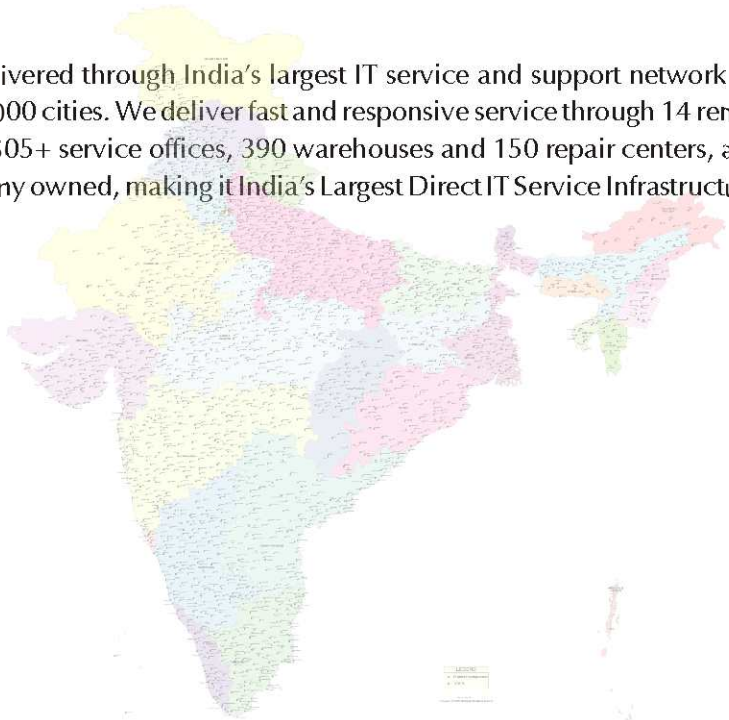
VALUABLE LEVELS OF SUPPORT

- 24X7 round-the-clock, call in support
- Universal Dialing Number: 1860-1800-425/ Alternate Number: 0120-2406105
- Network reaches out to over 4000 cities
- SMS: +919911115555 (Format: <Touch>space<M/C Serial No>space<Query>
- e-mail for queries or contacting HCL Touch: hcltouch@hcl.in
- e-mail for call registration: hcltouch.reg@hcl.in
- Website: <http://www.hclinfosystems.co.in/hcltouch.htm> / <http://hclsupportservice.in>
- Support in 11 regional languages - 9 vernacular languages from 9AM to 6PM and 24 x 7 for English and Hindi

*Conditions apply

OUR INFRASTRUCTURE

HCL Touch is delivered through India's largest IT service and support network that reaches to over 4000 cities. We deliver fast and responsive service through 14 remote support centers, 505+ service offices, 390 warehouses and 150 repair centers, all of which are company owned, making it India's Largest Direct IT Service Infrastructure.



NORTH ↑

EAST →

WEST ←

SOUTH ↓

PRODUCT REGISTRATION PROCESS

During our more than three decades journey, we have remained very passionate in providing always-on support and maintaining global service standards. To avail our services, you are required to register your product through our website.



Registering your HCL products is quick and easy. Follow 3 simple steps to register your products:

Step 1 Login to <http://www.hclinfosystems.co.in/hcltouch.htm>

Step 2 Select [Click here to Register your Product](#)

Step 3 Enter the required details and register

OR

Step 1 Login to <http://www.hclsupportservice.in>

Step 2 Select [Click here to Register](#)

Step 3 Enter the required details and register

Why Register?

- To avail remote telephonic support for lifetime*
- To access 24X7 chat support to resolve all your queries
- For loading/configuring/driver support for the hardware and software bought from HCL
- To avail Pan India onsite support at your office or home
- To get guidance on upgrades and spare requests

*Lifetime support only for machines with licensed Microsoft products

VALUE ADDED SERVICES

Our wide range of services* is built to ensure high degree of reliability and availability to meet and exceed your expectations. We are always alert to respond to your 11th hour business or personal needs to provide the best-in-class support solutions.



HCL Touch

24x7 telephonic support for PCs in 11 regional languages with universal dialing number 1860 1800 425. Extensive coverage across 4000+ cities.



One Touch Chat

World's first PC with service inbuilt; direct access to our technical experts on chat.



Data Recovery & Anti-Virus

HCL Touch has the most extensive set of data recovery & anti-virus tools and processes and an unmatched commitment to exceptional customer service.



Real Time Remote Troubleshoot

24x7 Telephonic support to resolve all your hardware and software related queries.



Tracking Services

You are automatically updated through a SMS/e-mail against theft or unauthorized access of HCL PCs.



Fortressing Services

HCL Touch helps in safeguarding your system and enhancing its performance by undertaking system cleaning, installation and upgradation of anti-virus, anti-spyware, anti-spam and personal firewall software.



Automatic Data Backup

HCL Touch helps you to take data backup of your system remotely.



System Upgradation Services

Keep your system updated and enhance its performance with HCL Touch PC upgradation services.



HCL Touch Software Support

HCL Touch helps customers in re-installation, updating and repairing of pre-loaded licensed software.



PC Health Checks

HCL Touch offers both onsite and remote PC health check service. You can get your PC checked either remotely or at 505 + HCL Touch centers to ensure optimum performance.



Pick and Drop Facility

Doorstep pick and drop facility for PC repairs, upgradation and software installation.



Wireless LAN Support

HCL Touch assists customers in connecting to wireless LAN and Internet, e-mail at different locations.



International Support

Where ever you go across the world, HCL Touch support is just a phone call away.

* Conditions apply

WORLD'S FIRST IN-BUILT SUPPORT

Considering today's Digi-Lifestyle, we provide World's first in-built design for support with HCL Touch and EC2 keys on your PC. Now you are just a click away from us.

World's First Chat Support



With HCL Touch 24X7 chat* support assistance is never too far. Press F11 key twice to launch the online chat support and chat live with our technical experts. We guarantee robust, proactive support in real-time to resolve all your queries.

Alternatively, you can dial 24X7 HCL PC Helpline 1860-1800-425. It is a friend on call where you can talk to specialists in 11 Indian regional languages inclusive of Hindi and English.

World's First Data Recovery Support



Your PC is supported by revolutionary HCL EC2 Data Recovery* Technology that can help you to recover your lost data in LESS THAN A MINUTE. Press the HOME key to activate the HCL EC2 data recovery process. Designed to minimize system downtime, this exemplary feature takes no additional hard disk space. You will always be in control as your PC will be ALWAYS ON, anytime, everywhere.

Note: Refer to Dos & Don't section to effectively use HCL EC2 technology.

*For more information, please visit us at <http://www.hclinfosystems.in/hcltouch.htm>.

WARRANTY PROGRAMME

All HCL products carry a basic warranty of 1 year as defined in the warranty card. This covers repairs or replacement of any defective part during the warranty period in case of any genuine failure of the parts. We also extend the warranty to reinstallation of all pre-loaded software. For example, you can extend the warranty from standard 1 year to 3 years by purchasing a warranty extension pack.

Warranty Extension (WE) Pack

- Ensures peace of mind by providing consistent support levels and guarding against downtime
- Provides fixed cost support including parts and labor for a better upkeep of PC for an extended period at a low cost
- Provides easy access to proven technical expertise and genuine spare parts
- Has to be purchased within 3 months of purchase of the product

Annual Maintenance Contract (AMC)

In case the warranty on HCL product has expired, you can still enjoy the comfort of our service by purchasing an Annual Maintenance Contract (AMC) Pack. This will enable us to take responsibility for the upkeep of your system for the period of the AMC. All the benefits of Warranty Extension Pack apply to AMC as well. However, the Warranty Extension Pack is offered at a much attractive price.



CONTACT US



With HCL Touch you are just a call away. You can contact HCL Touch 24X7 Customer Response Center by dialing our Universal Dialing Number at [1860-1800-425](tel:1860-1800-425).

We provide you a ticket number and register your support request. Experience the convenience of remotely solving your problem through a team of technical experts. We also provide onsite support at your home or office.

You can rest assured and leave us to cater to all your IT support needs. Being a professional with more than three decades of experience in the ICT industry, we can provide you complete support solution to work in a smarter way and be more productive and competitive.



1860-1800-425/0120-2406105



Email Us: hcltouch@hcl.in / hcltouch.reg@hcl.in



SMS your query to:
+91 9911115555 SMS Format < TOUCH >
< Machine Serial No > < Query >
For example: TOUCH 2084AZ000001 Query

DO'S & DON'TS

TO INCREASE LAPTOP BATTERY PERFORMANCE

Here are some tips for maximizing your laptop's battery life and to keep up the performance of the battery.

- 1. Ship shape with a defrag**

Regular defragmentation helps to arrange data more efficiently thus making the hard drive work less to access the data. The quicker the moving hard drive works, lesser is the load placed on the battery. Thus, the battery of your laptop can last longer.
- 2. Kill the resource gobblers**

End the background processes that are not vital. Monitor the resource usage through a 'Ctrl-Alt-Del' which brings up the Windows Task Manager (in Windows). Weed out unnecessary programs running as start-ups by launching the System Configuration Utility from Run Msconfig Tab: Startup. Uncheck the programs which you don't want to launch and reboot the computer once.
- 3. Pause the scheduled tasks**

It may be a defrag or a virus scan, but make sure it is scheduled for a time when you are near a power outlet. If not then nix them for the moment.
- 4. Unplug external devices**

USB devices are the biggest drainers of battery power. Unplug all external devices like an external mouse, PC cards, Wi-Fi, external speakers, Bluetooth and even an attached iPod.
- 5. Empty the CD/DVD Drives**

Even if you don't intend to use it, don't leave any CD/DVDs as leftovers in the drives. A spinning drive sucks battery power like a sponge.
- 6. Go local**

Avoid using the DVD/external drives while running on batteries. Shift the content to the hard drive or run using (free) virtual drives like Microsoft's Virtual CD ROM Control Panel.

7. Lower the lights

The LCD screen of a laptop is another huge power sink. Calibrate the brightness to the lowest level you can tolerate using the Function key toggles or using the Display Settings applet in the Control Panel.

8. Kill the sounds

Mute the speakers and try avoiding the use of multimedia software to maximize the battery life. Installed sound schemes also drain a battery perceptibly.

9. Rid the screensaver

To maximize battery life a little, switch off the screensaver.

10. Visit Power Options

Get familiar with power management through the 'Power Options' applet in the Control Panel. Both XP and Vista come with advanced power management features which shut off components like the monitor and/or the hard drive after specified intervals.

11. Hibernate is better than Sleep

In the Stand By mode (or sleep mode), the computer turns off the hard drive and the display but memory remains active while the CPU slows down. This draws on the battery. In contrast, hibernation mode is better because the computer saves the current state and shuts itself down completely thus saving power.

12. Get the most...work on the least

Working on too many programs is a sure power drainer. Keep use of graphic intensive applications to a minimum. Working on a spreadsheet consumes much less than playing your favorite game. To increase the life of the battery open just one or two programs concurrently.

13. RAM in more RAM

Adequate RAM reduces the load on Virtual memory which by default resides on the hard drive. Though every extra bit of RAM uses up more power, it increases overall savings by short cutting access to the power hungry hard drive. People are usually surprised at how much difference a small RAM upgrade can make to their computer's efficiency. Normally a RAM upgrade can extend the usable life of your computer by another 2 to 3 years, at the fraction of the cost of purchasing a new one.

14. Keep it clean

A laptop with blocked air vents will generate more heat thus reducing the life of the battery. Clean the air vents regularly to keep operating temperatures low. Allow for open space around the vents for air to circulate freely. Keep the area around the laptop clean to avoid entry of dust.

15. Temperature is a silent killer

Undue heat kills off a battery slowly but surely. Avoid leaving the laptop under direct sunlight or inside a closed car.

16. Avoid the memory effect

A problem more for the older Ni-MH batteries than for Li-Ion batteries on which most modern laptops run. Memory effect relates to the loss of battery charge when they are repeatedly recharged after being only partially discharged. It can be prevented by discharging the battery fully and then completely recharging it. Li-Ion batteries on the other hand have no problems with partial discharges and re-charges and complete discharge is never recommended for this type.

17. Update software and drivers

This sounds a bit incongruous but then newer drivers and software are often designed to be more efficient (and hopefully less resource hungry).

18. Use the right adapter

Ensure that the adapter you use to charge the laptop battery is an original one or one with the correct specifications. A mismatch in the wattage could cause an overload thus damaging the laptop and the battery.

19. Pack it up

If you don't plan to use the laptop on batteries for quite some time, ensure that the charge is nearly 40 percent remove the batteries and store it in a cool place.

TO EFFECTIVELY USE HCL EC2 TECHNOLOGY

HCL EC2 represents advancement in technology in solving computer software problems. It allows experienced IT administrators as well as home computer users to easily and quickly fix their computer software problems. It can recover lost, corrupted files or restore a crashed system.

1. HCL EC2 is not a backup system, be sure to backup your important files periodically to the server or removable media before and after EC2 installation.
2. Check and decompress New Technology File System (NTFS) volumes if it is compressed before EC2 installation.
3. Defrag all partitions hard drive if it has not been defragged before EC2 installation.
4. At least more than 2 GB of free space is required in the EC2 protected partitions at all times.
5. Before EC2 installation disable anti-virus software after scanning. Enable the anti-virus real time protection after installing the EC2 software.
6. It is not recommended to change hard disk partition after EC2 installation. So before installing EC2, review the partition requirement and finalize. Trying to change the hard disk partition and drive letters after installing EC2 may lead to data loss.
7. HCL EC2 Standard will not work if there is a physical damage to the HDD / system; therefore users are strongly advised to take periodic backup of data in an external media.
8. HCL EC2 is not an alternate to an anti-virus. It is strongly advised to scan your system regularly with the most recent anti-virus software before taking a snapshot of your computer. Update your anti-virus software's virus definition file regularly.
9. HCL EC2 will take its first snapshot when the user turns on his computer if the machine is pre-installed with HCL EC2 (This snapshot will be the image of the

HDD as shipped from HCL plant). Users are advised to take snapshot once all user software are loaded.

10. EC2 will not support dual Hard disk drives. It supports only one physical drive and it should be the OS installed drive only.
11. HCL EC2 Standard can have only one snapshot at a time. Users are strongly advised to take periodic snapshot of the system to save all the current data.
12. If you forget your password, you must contact HCL support Engineer. Refer HCL EC2 help file and follow the procedure to send the string to the Engineer for retrieving back your lost password.
13. Clean the Disk periodically using the DISK CLEAN option in ABOUT menu available in EC2 to optimize the computer performance and storage space; this will defragment the snapshot taken by you.
14. To secure and manage your snapshot, it is recommended to keep a security password in the HCL EC2 console. Refer HCL EC2 help file for more details.
15. If you need to uninstall EC2 from your computer, backup all your important data to a network or external drive; you may lose the data if you don't uninstall HCL EC2 properly.
16. HCL EC2 needs to be uninstalled before proceeding with any operations like formatting/ partition change of HDD or OS repair.
17. It is must to install HCL EC2 on all the Operating Systems if you are using multi OS in your computer. Read the HCL EC2 help file for Installing in a multi-boot environment.
18. Recommended to install EC2 software in HCL Systems only.
19. During HCL EC2 installation, care should be taken while changing the location of the My Documents and Temporary Files to a new location under the optimize your computer performance page; after change, HCL EC2 won't monitor the new location if the location is in a drive which is not protected by HCL EC2.



Our Commitment to Social Responsibility and Environment Management

We at HCL believe in building a symbiotic relationship between us the manufacturers, the channel partners, the consumers and the recyclers with the aim to promote integration and sustainability in our operations to have least stress on the environment.

HCL over the years has integrated and innovated products for its customer's giving key emphasis on product life cycle management, commencing from sourcing, manufacturing to installation and recovery at the end-of-life of the product to ensure protection of the environment, health and safety of all stakeholders.

In building a system to identify, develop and sustain the maintenance of an environment management system at corporate level we have formulated a program that we proudly refer as HCL's ecosafe.

HCL's Environment Management Policy under HCL ecoSafe

Aim : The aim is to encapsulate knowledge, awareness, and key developments on all environmental issues faced by today's world and to incorporate these in HCL's operations assuring our commitment in delivering quality products, solutions and services.

Objective: The key objective under HCL ecoSafe is targeted at integrating environmental management procedures into its business processes thereby protecting the environment, health, and safety of all its stakeholders. HCL commits to manufacture products that are environment friendly in all respects and are free from hazardous chemicals.

HCL ecoSafe focuses on product lifecycle management to ensure that our products right from when they are manufactured, bought by customers, recovered at their end-of-life and recycled after useful life are done in an environmentally responsible manner.

To know more about HCL ecoSafe policy please logon to <http://www.hclinfosystems.in/hclesafe.html>

HCL's E-Waste Management initiative

Key Objectives : The key objective of HCL's 'E-Waste Policy' aims at providing efficient and easy product recovery options to its consumers to facilitate responsible product retirement of all its manufactured EEE products. The key objectives of the policy include:

- We have taken appropriate care in, designing and production of products that facilitate dismantling and recovery/reuse.
- Through **HCL Green Bag champion** HCL extends the recycling facility to its users regardless of the fact, when and where they purchased the product.
- HCL has created the online process of e-waste recycling request registration, where customers (both individual and corporate) can register their requests for disposal of their e-waste.
- HCL assures to all its customers that the entire process of recycling/disposal of WEEE will be carried out by an authorized recycling agency.

To know more about HCL's E-Waste Management initiative please write to E-mail ID: ewaste.safe@hcl.in or logon to http://www.hclinfosystems.in/hclesafe_ewaste.html

SERVICE CENTRE LOCATIONS:

City	Location Details
Ahmedabad	HCL Infosystems Ltd, HCL Tower, 16- Swastik Society, Navrangpura, Ahmedabad
Bangalore	HCL Infosystems Ltd, Shilak Bhawan, 2nd Floor, 204/B, Millers Road, Vasant Nagar, Opp Ambedkar Bhawan, Bangalore
Bhopal	HCL Infosystems Ltd, Block A, Happy Chamber, Mezzanine Floor, Ploat -179, Zone 1, MP Nagar, Bhopal
Chandigarh	HCL Infosystem Ltd. Sco-66-67 IIInd Floor Sector-17A Chandigarh
Chennai	HCL Infosystems Ltd, Ground & Mezzanine Floor, Shop No. 5, Aarti Chambers, 189, Anna Salai, Chennai
Cochin	HCL Infosystems Ltd, 3319/53, Manetarambil, First Floor, Thoundayil Lane, Panampilly Nagar Cochin
Coimbatore	HCL Infosystems Ltd, 2nd Floor, BMH Srinivas, 1604 Trichy Main Road, Coimbatore
Dehradun	HCL Infosystems Ltd, 29/1, Anikant Palace, Rajpur Rd, Dehradun, Uttaranchal
Guwahati	HCL Infosystems Ltd, Ground Floor, Garima Grand, Dr. B. Baruah Road, Guwahati
Hyderabad	HCL Infosystems Ltd, 44 Parking Area, Dwarka Das Colony, Chikoti Gardens Begumpet, Hyderabad
Indore	HCL Infosystems Ltd, LG-6, Royal Daimond, Yeswant Nivas Road, Indore
Jaipur	HCL Infosystems Ltd, 102 City Centre, Sansar Chand Road, First Floor Jaipur, Rajasthan
Kolkata	HCL infosystem LTD Ground Floor, 1st Floor, Elliot Road, Kolkata-16
Lucknow	HCL Infosystems Ltd, C-150, Opposite Shyam Guest House, Nirala Nagar, Lucknow
Mumbai	HCL Infosystems Ltd, HCL Tower, 360 Marol Military Rd, Marol Naka, Ground Floor, Andheri East Mumbai
Noida	HCL Infosystems Ltd, A-78, Sec.-2, Noida.
Pune	HCL Infosystems Ltd, Plot No-10, Arena Building, Ground Floor, Vimannagar, Pune
Raipur	HCL Infosystems Ltd, Shop No-9, Block-4D, Pagariya Complex, New Bus Stand Raipur.
Varanasi	HCL Infosystems Ltd, 7A(7P), Badshah Bagh Colony, Fathman Road Varanasi
Delhi	HCL Infosystems Ltd, S-10, Green Park Extn, New Delhi
Goa	HCL Infosystems Ltd, Unit 4, Ground Floor, Kamat Towers, Panjim Goa
Delhi West	HCL Infosystems Ltd, G-5(II), Janak Place, Janakpuri District Centre, New Delhi
Gurgaon	HCL Infosystems Ltd, Plot No:3 Udyog Vihar, Phase-1. Gurgaon, Haryana