Getting Help Guide

Review the online Frequently Asked Questions (FAQs)
Check the online FAQs that are under Manuals on the Flash Drive model support page.

Customer Support by Telephone:
No telephone support is available for the USB Flash Drives. DO NOT call 1.800.hpinvent for technical support.

Customer Support by E-mail:
Technical support for the HP USB Flash Drives can be contacted by writing to hpsupport@pny.com. Before sending your support request, please include the following in your e-mail:

- Model number of your product (example: v125w or c325w)
  - Your PC / Notebook DEVICE MANAGER will display the model number of your flash drive. See image below for an example:

- Your PC / Notebook system information including Operating System
  - Be as detailed as possible so that a support agent can do the necessary research before replying to your service request.

- Date of Purchase

- Detailed explanation of the question or issue you are experiencing with the HP USB Flash Drive.