

# HP - USB Flash / SD Memory 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.

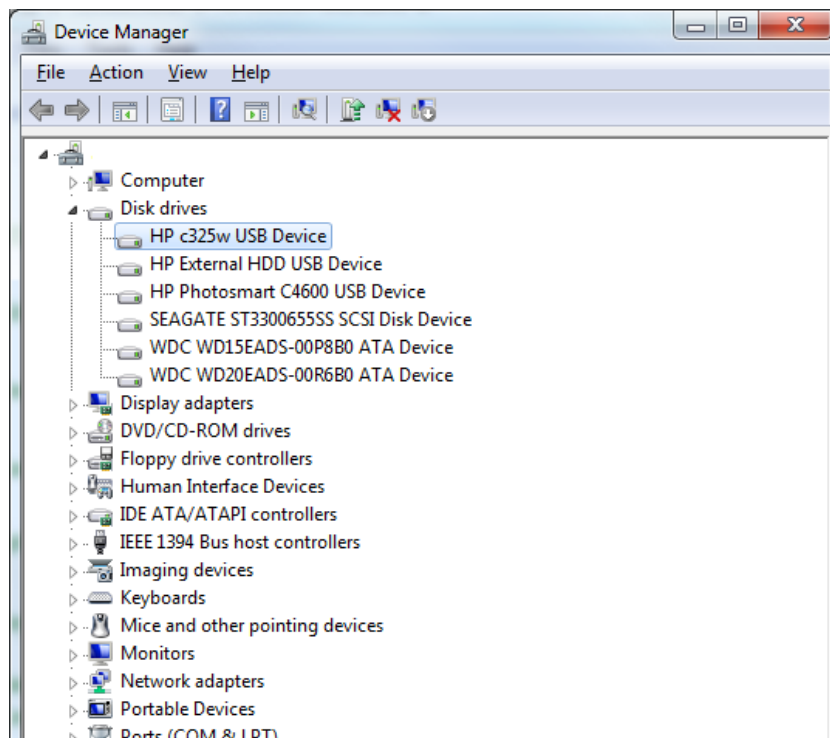
## Customer Support by Telephone:

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 and SD Memory cards can be contacted by writing to [hpsupport@pny.com](mailto: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.