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If you are really looking for an HP machine which could accompany you on-the-go, then it's none other than HP Pavilion laptop. In fact, this is a series, holding customized products to match individual demand. It fosters portability, performance, and stability with an ease and brings all at amazing affordable price-range. Presence of AMD Dual-Core Processor E-300 (1.3GHz, 1MB L2 Cache)+AMD Radeon(TM) HD 6310M Discrete-Class Graphics with 4GB DDR3 System Memory, 320GB 5400 rpm Hard Drive with HP ProtectSmart Hard Drive Protection, and 802.11b/g/n WLAN and Bluetooth are enough to raise your confidence and let you fly high. 10 hours of battery life will make sure nothing comes between you and the success.

Whether you are a newbie or an advanced user, HP Customer Support is always with you. The platform offers a plethora of services starting from computer setup and configuration, software installation and update, printer setup, installation and networking, to diagnostics and troubleshooting, virus removal and many more. No matter, where you are experts are ready to assist with the HP Pavilion laptop. As per your preference, you can choose support through chat, e-mail, phone or remote-screen sharing. To elevate your customer experience, the brand has different levels of support, each administered by subject-matter-experts.

The reason for providing a multi-tiered support system instead of one general support group is to provide effective service depending upon the sophistication of the prevailing issues. Each level is abided by a set of responsibilities and commitments; however, if the existing level fails to resolve the issue, then the same is escalated to the higher level. Prior to the troubleshooting process, the next tier has to review the work order followed by the previous level, and accordingly carry on the diagnostic and troubleshooting service without a delay. Don't be skeptic about the level of HP support, as it is meant for faster and effective resolution.

Technicians at HP help-desk can use either the Windows-based PC repair tools or some third-party applications to diagnose and fix problem. They can analyze the Windows Event Viewer and the registry settings to know the fault with the machine, and can follow the right method to tackle the situation. A few easy-to-access tools are Action Center, Windows 7 System Recovery Options, Disk Clean up and Disk Defragmenter. To fix problems with the Microsoft software you may run the Microsoft Fix It tool, which doesn't require any intervention from your ends and automatically checks for the error.

In case of virus and spyware related infection, you may rely on the Microsoft Security Essentials. These tools are enough to keep a tab on frequent system problems such as slow performance, runtime error, system freezing or abrupt Windows locks up, hard-disk crashes, disk-drive accessibility issues, and more. General problems with HP printers or all-in-one devices can be checked through the Windows Device Manager. Most of the times, the problems are related to the driver conflicts or incompatibility, which can be resolved easily by updating or reinstalling drivers. However, be cautious while getting new drivers for your machine either get it through the Windows Update or from the device manufacturer websites.

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