

Problem description: some keyboards keys not working

[Monday, September 30, 2013 12:28 PM] -- Automatically generated message:

Thank you for using HP's Instant Active Chat Support. Our Chat Support is provided free during your warranty period. Your request has been received by our Technical Support Center, and has been queued. Support for HP Notebooks, Desktops, and Printers are available 24 hours a day, 7 days a week. You will receive a response to your support request in 2 minutes or less.

Starting Jan 1st 2010, HP has stopped free support for all out of warranty Consumer Notebooks and from Feb 1st 2010 free support for all out of warranty Commercial Notebooks has been stopped as well. Alternatively, you have the option to seek self-help support from our website at www.hp.com/go/bsc or you can bring your notebook to Service Center for chargeable support.

[Monday, September 30, 2013 12:29 PM] -- Automatically generated message:

The HP Support technician, Sitara I has been assigned to your case.

[Monday, September 30, 2013 12:29 PM] -- Sitara I says:

Thank you for contacting HP technical support. My name is Sitara.

[Monday, September 30, 2013 12:29 PM] -- Automatically generated message:

For reference, your Case ID is 4646213008

[Monday, September 30, 2013 12:30 PM] -- Kedar Divekar says:

my hp laptop keys are not working

[Monday, September 30, 2013 12:30 PM] -- Kedar Divekar says:

some of HP persons gave me numbers

[Monday, September 30, 2013 12:30 PM] -- Kedar Divekar says:

but they are not working

[Monday, September 30, 2013 12:33 PM] -- Sitara I says:

I will try my level best to assist you.

[Monday, September 30, 2013 12:34 PM] -- Kedar Divekar says:

i have 8 to 10 numbers but not a single one is working

[Monday, September 30, 2013 12:35 PM] -- Kedar Divekar says:

some of the working but they are not picking up the phone?

[Monday, September 30, 2013 12:38 PM] -- Kedar Divekar says:

any one there?

[Monday, September 30, 2013 12:38 PM] -- Sitara I says:

Did you check with an alternate keyboard.

[Monday, September 30, 2013 12:39 PM] -- Kedar Divekar says:

yes

[Monday, September 30, 2013 12:39 PM] -- Kedar Divekar says:

i attached the external key board

[Monday, September 30, 2013 12:39 PM] -- Kedar Divekar says:

but it was working fine

[Monday, September 30, 2013 12:39 PM] -- Kedar Divekar says:

the touch pad is also not working

[Monday, September 30, 2013 12:41 PM] -- Sitara I says:

May I know if you have installed driver for touchpad?

[Monday, September 30, 2013 12:43 PM] -- Kedar Divekar says:

yes

[Monday, September 30, 2013 12:43 PM] -- Kedar Divekar says:

i have installed drivers for touch pad and keyboard

[Monday, September 30, 2013 12:43 PM] -- Kedar Divekar says:

some of the keys are working

[Monday, September 30, 2013 12:44 PM] -- Kedar Divekar says:

but some like down arrow key, space bar are not working

[Monday, September 30, 2013 12:44 PM] -- Kedar Divekar says:

i had logged the issue 28 day back

[Monday, September 30, 2013 12:44 PM] -- Kedar Divekar says:
but no response from HP till date

[Monday, September 30, 2013 12:44 PM] -- Sitara I says:
I will arrange for the keyboard replacement, however please let me know touchpad has completely stopped responding ?

[Monday, September 30, 2013 12:45 PM] -- Kedar Divekar says:
yes.

[Monday, September 30, 2013 12:45 PM] -- Kedar Divekar says:
what to do know?

[Monday, September 30, 2013 12:49 PM] -- Sitara I says:
Kedar, I see that you were been informed that you will be contacted after 24 hours by my colleague Mohan.

[Monday, September 30, 2013 12:49 PM] -- Sitara I says:
I will keep this chat on waiting and he will get in touch with you.

[Monday, September 30, 2013 12:50 PM] -- Kedar Divekar says:
it ok.

[Monday, September 30, 2013 12:51 PM] -- Kedar Divekar says:
but he gave me some numbers, which are not working

[Monday, September 30, 2013 12:51 PM] -- Sitara I says:
We will get in touch with you, by tomorrow.

[Monday, September 30, 2013 12:51 PM] -- Kedar Divekar says:
i also mailed them related to this but no reply

[Monday, September 30, 2013 12:51 PM] -- Sitara I says:
Please don't worry.

[Monday, September 30, 2013 12:52 PM] -- Kedar Divekar says:
why should i do not worry

[Monday, September 30, 2013 12:52 PM] -- Kedar Divekar says:
28 days is not small time

[Monday, September 30, 2013 12:53 PM] -- Sitara I says:
I understand your concern and will try to get this fixed as soon as possible.

[Monday, September 30, 2013 12:55 PM] -- Kedar Divekar says:
please give me the number which will work and email-id which will give me reply for the same

[Monday, September 30, 2013 12:57 PM] -- Sitara I says:
Kedar, we don't have a incoming call facility.

[Monday, September 30, 2013 12:57 PM] -- Sitara I says:
I will call you with in 24 hours.

[Monday, September 30, 2013 12:58 PM] -- Kedar Divekar says:
how i can keep the faith on you that you will call me within 24 hrs, as 28 days are passed

[Monday, September 30, 2013 12:58 PM] -- Kedar Divekar says:
last day [sunday] i got the same thing from HP

[Monday, September 30, 2013 12:59 PM] -- Kedar Divekar says:
that they will solve this case tomorrow

[Monday, September 30, 2013 1:02 PM] -- Sitara I says:
We will make sure that issue is resolved this time.

[Monday, September 30, 2013 1:11 PM] -- Sitara I says:
Kedar,For the moment, I shall place this chat session on hold.

If you would like to resume this chat session, you may enter the Active Chat Support web-site using this URL:
<http://h50203.www5.hp.com/hpweb/customer/HPInstantSupport.aspx> Please click on 'View your other Active Chat Issues' and then, click the Chat ID : 61493102 listed.

You may also refer to the Case ID : 4646213008 to start a new chat session after 72 hrs.

Thank you for contacting HP, have a good day.

Sitara.

Technical Support Engineer

[Monday, September 30, 2013 1:18 PM] -- Kedar Divekar says:

ok.

[Monday, September 30, 2013 1:18 PM] -- Automatically generated message:
The HP Support technician, Mohan M has been assigned to your case.

[Monday, September 30, 2013 1:18 PM] -- Automatically generated message:
The HP Support technician, Mohan M has been assigned to your case.

[Monday, September 30, 2013 1:18 PM] -- Mohan M says:
Thank you.

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