At this stage, I recommend contacting

HP SmartFriend Services who will be able to assist you further.

You can call the SmartFriend team at (866) 211-5207 (In IVR, select option 1, and again press option 1 in the next IVR) to learn more about this service.

The Smart Friend department is open 24 X 7. The Smart Friend is a premium service and there may be charges applicable.