

Lenovo Live Assistant

Your home is now a hub for multiple devices such as PCs, Laptops, Tablets, and Printers. With **Lenovo Live Assistant**, we've made it easier to support your PC for any software or performance issues.

Whether you need help with setting up your device, reinstalling your OS, software troubleshooting, or help with malware removal, we have the perfect suite of services to support all your technical needs.

And if your device is out-of-warranty, Lenovo Live Assistant can still help you with software support, all performed remotely by our expert technicians.

**Smarter
technology
for all**

Lenovo

1. How is Lenovo Live Assistant different from Premium Care?

Lenovo Live Assistant is a one-time **software support service** which expires immediately after you avail any of the **Setup, Assist, Resolve service packages**. Premium Care is an enhanced warranty program for your PC that covers hardware & software support till the end of warranty period. Lenovo Live Assistant is not a warranty and does not cover any hardware repairs.

2. My device is out-of-warranty. Can Lenovo Live Assistant help me with tech support?

Yes. Lenovo Live Assistant Services are designed to also help customers whose devices are out-of-warranty. Get remote software support to help with any PC set up, OS recovery or malware removal issues even if your device is out-of-warranty.

3. How can you buy Lenovo Live Assistant Services?

You can buy the different service packages of Lenovo Live Assistant from the Lenovo website or by calling our customer service desk at +1 855-271-3878.

4. What can you expect from Lenovo Live Assistant?

When you call Lenovo Live Assistant, you will speak with a Lenovo expert who will diagnose and fix your PC issues. Using a secured remote support technology, the expert will connect to your device remotely and troubleshoot the issue. During this time, you can sit back and relax while our expert technician fixes the issue on your device.

5. What are the support hours and how to contact you?

We are available for tech support from 8 AM to 8PM EST on all 7 days and you can reach our Lenovo Live Assistant experts directly on +1 855-271-3878.

6. What devices are supported through Lenovo Live Assistant?

We support all Lenovo Desktops, Laptops, Tablets, and Chromebooks.

7. In which country is Lenovo Live Assistant available?

Lenovo Live Assistant provides support to customers based in USA and Canada.

8. What is remote access and how secure is it?

Under this service, you will grant our technician remote access to your device via an internet connection to inspect the PC issue. You will never be asked to send any files to us, and no data or files will be transferred from your computer to us. During the remote session, we collect only system information such as OS, hardware configuration, application log file, and results of diagnostic testing. Once the remote support has ended we no longer maintain access to your computer.

Lenovo Live Assistant does not support any hardware repairs for your PC. [Click Here](#) for the Lenovo Personal Computing Devices Agreement T&C.

1-- With a single purchase of Setup services, you can purchase either one of the service software installation or Device setup for Windows, Android, and Chromebook.

2-- With a single purchase of Assist services, you can purchase either one of the service PC performance tune up or Home Wi-Fi setup.

3-- With a single purchase of Resolve services, you can purchase either one of the service virus and malware removal or OS repair and reinstall.

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Lenovo Live Assistant offers you 3 software support packages - **Setup, Assist, and Resolve**, each one tailored to address your specific technical issue.

Our Services:

Setup¹

Get help with device setup or software installations



- Setup your PC, Laptop, Tablet, Printer and connect to a wireless network seamlessly.
- Configure and set up your browser, email, and other software applications.
- Install and configure anti-virus software, reset OS settings, run software updates, and configure privacy settings.

Assist²

Get help with PC performance or connectivity issues.



- Boost PC performance, optimize OS settings, and fix critical issues for faster application launch.
- Free up space in the hard drive by removing extraneous files and configure Wi-Fi settings.
- Enable network encryption, router firmware updates, and connecting printer to a network.

Resolve³

Get help with malware removal or OS recovery.



- Run a comprehensive scan to detect and remove any spyware, malware, adware.
- Reinstall or recover your OS, back up important data and repair your unbootable system using Windows recovery tools.
- Install drivers, Lenovo preloaded software, and schedule automated scans to prevent future malware attacks on the PC.