

# Lenovo Live Assistant FAQs

Lenovo Live Assistant is here to make your life easier by providing smart, quick, and efficient software support for your devices, even if they're out of warranty.

Lenovo Live Assistant offers:

- **Support beyond warranty:** Receive professional software from Lenovo-certified technicians who provide fast and reliable solutions to your technical issues and support even if your device is out of warranty.
- **Convenient remote access:** Resolve software problems securely and efficiently from the comfort of your home.
- **Stress-free solutions:** Let our experts handle the technical challenges so you can focus on what matters most.

**Lenovo Live Assistant** offers 3 tailored software support packages—**Setup, Assist, and Resolve**—designed to address your specific technical needs.

Setup <sup>1</sup>	Assist <sup>2</sup>	Resolve <sup>3</sup>
Get help with device setup and software installations:	Optimize your PC's performance and fix connectivity issues:	Address malware removal and OS recovery needs:
<ul style="list-style-type: none"><li>• Seamlessly configure your PC, laptop, tablet, or printer and connect to a wireless network.</li><li>• Set up your browser, email, and other essential applications.</li><li>• Install and configure antivirus software, reset OS settings, run software updates, and enhance privacy settings.</li></ul>	<ul style="list-style-type: none"><li>• Boost performance, optimize OS settings, and resolve critical issues for faster application launches.</li><li>• Free up hard drive space by removing unnecessary files and configure Wi-Fi settings.</li><li>• Enable network encryption, update router firmware, and connect printers to a network seamlessly.</li></ul>	<ul style="list-style-type: none"><li>• Perform comprehensive scans to detect and eliminate spyware, malware, and adware.</li><li>• Reinstall or recover your OS, back up essential data, and repair unbootable systems using Windows recovery tools.</li><li>• Install drivers, Lenovo preloaded software, and schedule automated scans to prevent future malware attacks.</li></ul>



Smarter  
technology  
for all

Lenovo

**1. How is Lenovo Live Assistant different from Premium Care, Legion Ultimate & Premier Support?**

Lenovo Live Assistant is a **one-time software support service** that concludes immediately after you use any of the **Setup, Assist, or Resolve** service packages. In contrast, **Premium Care, Legion Ultimate Support, and Premier Support** are **extended service programs** for your PC that include both **hardware and select software support** throughout the warranty period. Lenovo Live Assistant does not include hardware repairs or warranty coverage.

**2. Can Lenovo Live Assistant help if my device is out of warranty?**

Yes! Lenovo Live Assistant is specifically designed to assist customers with devices that are out of warranty. Whether you need help with PC setup, OS recovery, or malware removal, you'll receive expert remote software support for your device.

**3. How can I purchase Lenovo Live Assistant services?**

You can buy Lenovo Live Assistant service packages directly from the **Lenovo website** or by contacting our customer service team at **+1 855-271-3878**.

**4. What services can I expect from Lenovo Live Assistant?**

When you call Lenovo Live Assistant, you'll be connected to a Lenovo expert who will diagnose and resolve your PC issues. Using secure remote support technology, the technician will access your device to troubleshoot and fix the problem while you relax.

**5. What are the support hours, and how can I contact Lenovo Live Assistant?**

We are available to assist you every day of the week from **8 AM to 8 PM EST**. You can reach our Lenovo Live Assistant experts by calling **+1 855-271-3878**.

**6. What devices are supported by Lenovo Live Assistant?**

Lenovo Live Assistant provides support for Lenovo **Desktops, Laptops, Tablets, and Chromebooks**.

**7. Where is Lenovo Live Assistant available?**

Lenovo Live Assistant is currently available to customers in the **USA and Canada**.

**8. What is remote access, and is it secure?**

Remote access allows our technicians to connect to your device securely via the internet to diagnose and resolve issues. You'll never be asked to share files, and no personal data will be transferred during the session. Lenovo only collects essential system information, such as your operating system, hardware configuration, and diagnostic logs. Once the session ends, the technician's access is automatically terminated to ensure your privacy.

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Disclaimers:

1. With a single purchase of Setup services, choose between software installation or device setup for Windows, Android, and Chromebook.
2. With a single purchase of Assist services, select either PC performance optimization or home Wi-Fi setup.
3. With a single purchase of Resolve services, choose either malware removal or OS repair/reinstallation.

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