

# HP Support Assistant 8.0



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## Solution overview

HP Support Assistant is a one-stop solution for connected, contextual support. Aided with a new user interface and other usability enhancements, HP Support Assistant 8.0 helps you maintain your HP PCs and printers—helping you avoid or resolve problems by using automated updates and self-help options. What's more, HP Support Assistant guides you to expert support when you need it.

## Requirements and setup

HP Support Assistant is ready to go when you turn on your new desktop and notebook models running Microsoft® Windows® 7, Microsoft Windows® 8, or Microsoft Windows® 10. HP Support Assistant can also be installed on PCs already running these versions of Windows. HP Support Assistant requires .NET 4.0. On non-HP PCs, HP Support Assistant provides resources for connected HP printers.

Once installed, you can find HP Support Assistant on your PC using one of the following three methods:

1. Access HP Support Assistant by clicking on the question mark (?) icon in the taskbar or by selecting the HP Support Assistant app on the start screen.
2. In Windows 8, on the HP Support Assistant tile, click on the HP Support Assistant link to open HP Support Assistant.
3. Click the start button (the Windows icon at the bottom left of the screen), then in the search box simply type HP Support Assistant.

You can download the latest version of HP Support Assistant [here](#).

## Key features

HP Support Assistant features can be accessed by selecting My devices or Support tabs. The My devices tab allows you to access updates, messages, diagnostics, specifications, warranty information and other options for your PC and printers. The Support tab provides resources for receiving support for your PC and printers.

## My devices

### Adding devices

You can add printers within your environment from My devices. This allows you to get information and updates for your PC and any attached printers. To add printers, click on Add a device from the My devices tab. After clicking on Detect my device, HP Support Assistant will scan for printers attached to your PC either by a cable or over the network. You will be able to select from a list of detected printers and type in a custom name, for example "My home printer". After this step, you can scan for updates and messages for this device, finish without scanning, or add another device.

### Updates and messages

HP Support Assistant performs a weekly scan. During the weekly scan, HP Support Assistant detects your devices, scans for PC and printer status, and then populates messages, software updates, and contact options. The messages and software updates include different priority categories. These categories are important, recommended, and optional. Important messages and updates are critical in nature and can address issues, improving overall reliability. Recommended messages and updates are less critical in nature, but can be useful in improving the performance of your HP PC and printers. Optional messages and updates can help to improve your experience. For example, if during the weekly scan HP Support Assistant determines that your available drive space is low, a recommended message will be delivered with information on how to address this condition.

### Internet and security

Information displayed on the Internet and security tab of HP Support Assistant is useful in identifying key settings and options. These are split across several categories—Security, Windows security settings, Connections, and Browsers. General security settings are covered in the security category, including network firewall status, virus protection status, Internet security setting status, spyware and unwanted applications protection status, and network access protection status. Windows security settings provide an easy way to check current Windows update and user account control settings. The Connections category displays all currently configured connection options and provides a link to HP Network Check. Browser lists installed browsers identified by the Windows operating system. This information will help you identify options and settings that will increase your level of security when browsing the Web.

### **Diagnostics and troubleshooters**

HP Support Assistant includes troubleshooters for software, operating system, display, input device, power, performance, audio, and storage issues. These troubleshooters guide you through steps involved in resolving issues. As more steps are performed, HP Support Assistant narrows down to the most likely resolution of the issue. HP Support Assistant also includes diagnostic tools for battery and network issues. These diagnostics can identify—and in some cases resolve—related issues by running automated tests.

For printers, HP Print and Scan Doctor provides troubleshooting tools that can help resolve common problems you might experience when your HP printer is connected to any Windows-based computer.

### **Specifications**

Specifications are split into several hardware and software categories. For PCs, general specifications show information about your operating system version, microprocessor type, system memory configuration, system board, and system basic input/output system (BIOS) revision. Video shows the graphic device, current resolution, refresh rate, driver version, and graphics memory. Audio displays a list of configured audio devices, current status, driver name, and version information. On notebook PCs, the power category lists your current power source, status, battery charge percentage, and Windows power plan. Software and drivers provide information on software from HP, Microsoft, and third parties, including applications, utilities, and drivers. From the specifications page, links are available to related diagnostics and troubleshooters.

For printers, this section provides access to online user guides, the devices and printers list from the Windows control panel, and access to online resources for your printer.

### **Storage**

Important specifications for configured storage options, including hard disk drives, optical drives, and flash media can be found under storage. This includes model information, assigned drive letter, total storage capacity, and available storage capacity. Links to storage-related tools are also displayed. For hard disk drives, self-monitoring, analysis, and reporting technology (SMART) status is displayed based on hard drive performance thresholds.

### **Warranty and services**

Warranty start dates, warranty end dates, and remaining warranty are available under warranty and services. If you allow HP Support Assistant to send the serial number from your device, the same servers used by HP technical support are contacted over the Internet to provide the most accurate status. Optional services can also be found in this section for applicable models.

### **Accessories and supplies**

Information for input devices such as connected keyboards and mice can be accessed from accessories and supplies. You can also access settings and troubleshooting steps from here.

## **Support**

### **Support resources**

HP Support Forums allow you to join the conversation in HP peer-to-peer forums to find solutions, ask questions, and share tips on HP printers, tablets, and computer products including hardware, software, and operating system support topics.

SmartFriend, part of HP Care, provides technical support for computer software, hardware or peripheral, and networking issues over the phone and through online chat for a single designated computer. No more trying to decide which software or hardware vendor to contact for support, or wasting hours spinning your wheels trying to search for answers. SmartFriend technicians can even access your computer remotely to diagnose and resolve issues.

My devices support page provides access to a wealth of information from the HP support website for your model.

### **Contact HP Customer Support options: Online Chat, Call Me, and Call HP**

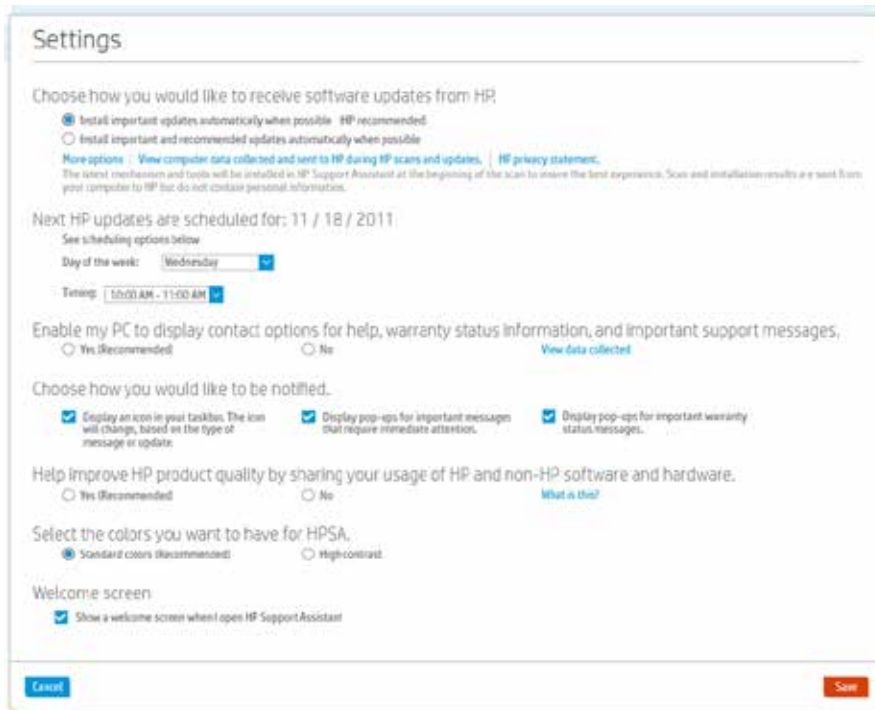
If you've tried everything and still can't find the answers, you can always get assistance from an HP Customer Support agent. Relevant options are available from HP Support Assistant in order to make this quick and easy. Options are displayed based on several factors, including your model, country, and time of day.

## General

### Settings

Use the settings page to choose how you would like to receive software updates from HP, set scheduling options for HP updates, choose how you would like to be notified, and select the colors you want for your HP Support Assistant. In addition, you can enable your HP Support Assistant to use your registration information, including the serial number and product number of your PC and any attached HP printers to provide you with personalized information about your products. You can also choose whether you'd like to share your usage data that will then be used to help improve the features and performance of future releases of HP Support Assistant.

Figure 1. Settings screen on HP Support Assistant



## Feature comparison table by list of current features

Table 1. Feature comparison table

	HP PCs , tablets, and convertibles (Windows 7, 8, and 10)	HP Printers	Non-HP PCs (Windows 7, 8, and 10)
My devices	✓	✓	✓
Updates	✓	✓	
Messages	✓	✓	✓
Internet and security	✓		
Diagnostics and tools	✓	✓	
Specifications	✓		✓
Storage	✓		
Warranty and services	✓	✓	
Accessories	✓		✓
Supplies	✓	✓	
Guided troubleshooters	✓	✓	
Chat online with HP	✓	✓	
Call HP <sup>1</sup>	✓	✓	
Call me now <sup>1</sup>	✓	✓	
Accessibility	✓	✓	✓

<sup>1</sup> Contact options will vary based on country, model and warranty coverage status.

## Frequently asked questions

### HP Support Assistant basics

#### What is HP Support Assistant?

HP Support Assistant is assistance for your PC or HP printer—your way. This HP program helps you maintain peak performance and resolve problems through automatic updates, built-in diagnostics, and a variety of assistance options.

#### How much does HP Support Assistant cost?

HP does not charge for the use of HP Support Assistant, but may charge for technician assistance on out-of-warranty products.

#### How do I use HP Support Assistant?

Alerts and updates notify you of any action you need to take. Clicking on the question mark (?) icon in your taskbar gives you simple instructions on the action you need to take, if any.

#### Do I need to be connected to the Internet to use HP Support Assistant?

You do not need to be connected to the Internet to use HP Support Assistant, but some features such as receiving updates, connecting to [hp.com](http://hp.com), or contacting HP require an Internet connection.

### Finding or installing HP Support Assistant

#### Is HP Support Assistant available on all computers?

HP Support Assistant is pre-installed on HP computers sold after October 2012, running Windows 7, Windows 8, or Windows 10 operating systems.

Note that the HP Support Assistant features may vary depending on the version installed, your computer model, and your location.

#### Where can I find HP Support Assistant on my computer?

To find HP Support Assistant on your PC, try any of these methods:

- Click on the question mark (?) icon in your taskbar or by selecting the HP Support Assistant app on the start screen. Then click contact technical support and select a contact option.
- In Windows 8, on the HP Support Assistant tile, click on HP Support Assistant.
- Search for HP Support Assistant:
  - Windows 7 and 10: Click start menu (the Windows icon is at the bottom left of the screen), then type in the search box.
  - Windows 8: Click on or swipe from the right side of your screen in order to search.
- If HP Support Assistant is not installed on your computer running Windows 7, Windows 8, or Windows 10, you can download the latest version by clicking [here](#).

#### How do I add HP Support Assistant icon in my taskbar?

You can easily add HP Support Assistant to your taskbar in the settings section (accessible by selecting the settings button at the top-right corner of the HP Support Assistant window). Select display an icon in your taskbar. The icon will change based on the priority of pending messages or updates.

#### Can I uninstall HP Support Assistant?

You can uninstall HP Support Assistant using the remove program capability of the Windows operating system, but HP does not recommend uninstalling the application. HP Support Assistant allows you to receive updates from HP that keep your PC and printers running smoothly and offers several options whenever you need assistance.

#### Can I remove the HP Support Assistant icon from my taskbar?

You can remove the HP Support Assistant icon from your taskbar, but HP does not recommend removing the icon. You would no longer receive notifications of pending actions through your taskbar, and not be able to directly access some of the HP Support Assistant capabilities.

Remove the icon from your taskbar in the settings section (accessible by selecting the settings button at the top-right corner of the HP Support Assistant window). Deselect display an icon in your taskbar. The icon will change based on the priority of pending messages or updates.

#### Can I reinstall HP Support Assistant if I have uninstalled the application?

If you are running Windows 7, Windows 8, or Windows 10 on your computer, you can download and install the latest version of HP Support Assistant by clicking [here](#).

### **Where can I find technical information about my PC and printers?**

You can find technical information by selecting the PC or printer from the my devices section. If your printer is not present, please refer to the how do I add a device to my list question in this document. You can also use documentation that is available by going to the support section and selecting the device.

### **Where are my user guides?**

On systems shipped with HP Support Assistant installed from the factory, user guides can be found in the specifications section of your computer under the my devices section. The HP documentation can help you understand different parts of your computer, for instance, what do the function keys along the top of the keyboard do or where is the webcam located on your computer.

## **HP Support Assistant features and functions**

### **How do I copy information from the interface?**

Many of the items on the HP Support Assistant page, including the bottom ribbon, allows you to click and copy information. Click on the click-to-copy area to copy that information to the Windows clipboard. You can then easily paste the information onto a Web browser or a support chat window.

### **How do I check the status of my warranty?**

Warranty status can be checked by selecting the PC or printer from the my devices section and then clicking on the warranty and services tab.

### **How do I keep my devices up to date?**

The best way to keep your devices updated is to set up automatic updates in the settings section (accessible by selecting the settings button at the top-right corner of the HP Support Assistant window). You can also use the check for updates and messages link from the my devices section or updates section for each device. Using one of these options will ensure that you receive the latest updates, messages, and diagnostics. A convenient way to keep your computer up to date is to go into settings and choosing install important and recommended updates automatically whenever possible.

### **How do I add a printer to HP Support Assistant?**

You can add printers to HP Support Assistant by selecting add a device from the my devices section. HP Support Assistant will scan to detect supported devices connected to your computer or on your network.

### **How do I change the nickname I have given my printer?**

You can edit the nickname or remove devices on your list by selecting the PC or printer from the my devices section and then clicking on the edit this device icon.

### **Can I receive printer updates?**

HP Support Assistant will periodically check for printer updates and notify you. You can also use the check for updates and messages link from the my devices section or updates section for each device. These options will ensure that you receive the latest updates, messages, and diagnostics.

When a printer update is available, you can start the installation from the updates section. You will need to follow the on-screen instructions to complete the installation.

### **What happens if I postpone an update or want to find previously installed updates or messages?**

Any postponed updates can be launched from the action log. The action log is a history of all the actions that have been performed or postponed on the computer. In the action log, status for items is displayed as installed, installation failed, postponed, or deleted.

Note: If an item is no longer available on the Web, the update for that particular item will not run.

### **What kind of messages will I receive from HP in HP Support Assistant?**

Such messages include helpful tips and information that HP publishes from time to time. These messages can also be important alerts related to the security or functionalities of your computer or printers. These messages can be about anything from cleaning your desktop to computer security.

### **How can I find diagnostics for my computer?**

Diagnostic tools are available in the diagnostics and tools section of my devices. Additionally, relevant diagnostic tools are available for each device in each of the sections under the my devices section, for example, the Internet and storage section includes HP Network Check.

### **At what point do I contact technical support?**

HP Support Assistant is designed to provide as much information as possible to help you diagnose and troubleshoot any issues. If HP Support Assistant does not provide an answer to your query, then it is time to contact support.

### **How do I contact technical support?**

Select the support section located at the top of HP Support Assistant. There are several options available depending on your location, warranty, and availability of service. You will need to select a country and allow HP to check your warranty status to enable one or more of the support options listed below:

1. **Online Chat:** If you have an active Internet connection, you can chat online with HP Customer Support. Device information, such as your serial number, is automatically sent from your computer to HP once you approve of that information to be sent.
2. **Call:** When you call HP Customer Support, you may be asked to provide information such as your model number or serial number. Both of these numbers can be found at the bottom of the HP Support Assistant screen. To speed issue resolution, your computer can transfer data to HP Customer Support prior to your conversation, if you approve of this information to be sent.
3. **Call Me:** If you have an active Internet connection, you can request a call back from HP Customer Support. Device information, such as your serial number, is automatically sent from your computer to HP once you approve of that information to be sent.

Note: Certain contact options are available on select devices and in select locations. HP does not charge for data transfer, but your Internet provider may charge a fee for sending or receiving data.

### **Can I get help and support if I do not have an Internet connection?**

HP Support Assistant will use the information and diagnostics on the local computer even without an Internet connection.

### **How do I ensure I always have the latest version of HP Support Assistant?**

HP Support Assistant can automatically update itself if automatic updates have been enabled. If not, a reminder will appear in the upper right-hand corner of the my devices section to start the update process. You can also perform a manual check by selecting about at the top-right corner of the HP Support Assistant window and then clicking on check for latest version.

### **Why should I provide feedback to HP?**

All feedback provided to HP is read. The feedback button is not just a support tool, but helps us identify issues and provides input on how to improve HP Support Assistant in the future.

### **Where do I get more information about HP Support Assistant?**

You can find more information about HP Support Assistant by clicking here.

### **Is HP Support Assistant available worldwide in my local language?**

The application is available to all customers worldwide and has been translated into 36 languages.

### **What are the hardware or software requirements for HP Support Assistant?**

HP Support Assistant is pre-installed on HP computers running Microsoft Windows 7 and Windows 8. Some HP Support Assistant features require an active Internet connection.

## **Differences between HP Support Assistant and other software and services**

### **Does HP Support Assistant work with my antivirus software?**

HP Support Assistant works independently of any antivirus software application.

### **What are the differences between Microsoft updates and HP updates?**


Microsoft updates are released by Microsoft to fix or repair issues with Microsoft products. HP updates are more tailored to your particular system. Using HP updates ensures that you have the latest drivers and software tested and approved by HP.

## **Conclusion**

HP Support Assistant can help keep your HP PCs and printers running smoothly with automatic software and driver updates. A wealth of information and support resources for your HP PCs and printers is only a few clicks away and when the time comes to get additional help, HP Support Assistant gives you multiple options to contact skilled technical support agents.

**Learn more at**  
[hp.com/go/hpsupportassistant](http://hp.com/go/hpsupportassistant)

     
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