Technical white paper

HP Support Assistant 9.0

Table of contents

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 9 helps you maintain your HP devices— enabling you to prevent 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 HP desktop and notebook models running Microsoft Windows 10.

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

1. Access HP Support Assistant by clicking the question mark (?) icon in the taskbar.

2. 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 the various cards on a device's page. The cards allow you to access updates, messages, diagnostics, specifications, warranty information, support, and other options for your HP devices.

HP Services

Located in the top left navigation bar, HP Services provides relevant service offers based on regional and country business rules as well as device specifications. You can also find promotional codes, discount offers, coverage remaining and status for the various services here. Some of the services offered include consumer and commercial Care Packs, Smartfriend, McAfee, and Instant Ink.

Your devices

Adding devices

You can add more HP devices within your environment by clicking on the 'Add a device' button at the top of the HP Support Assistant window. 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". You can also manually add a device in the same window by typing the product and serial numbers in the appropriate fields, then clicking "Find my product".

Updates and messages

HP Support Assistant automatically performs a weekly scan. During the weekly scan, HP Support Assistant detects your devices, scans for PC and printer status, and then populates messages and software updates. The messages and software updates are split into two separate cards on the dashboard and 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 Windows firewall is disabled, a *recommended* message will be delivered with information on how to address this condition.

Security

The information displayed in the Security card of HP Support Assistant is useful in identifying key settings and options for your device. General security settings include network firewall status, virus protection status, and spyware and unwanted applications protection status.

Troubleshooting

HP Support Assistant includes one click fixes, diagnostics, and guided troubleshooters for a variety of issues including operating system, display, power, performance, audio, and storage. These troubleshooters guide you through steps involved in resolving issues, will work to resolve them automatically, or will open the Virtual Agent. As more steps are performed, HP Support Assistant narrows down to the most likely resolution of the issue.

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.

One Click Fixes

HP Support Assistant offers variety of one-click fixes which are designed to troubleshoot and automatically fix various issues in PCs.

The Operating System Check tool performs a comprehensive scan to identify common issues within the operating system and auto applies the necessary fixes.

The Performance Tune-up tool analyzes the system to identify areas which may be causing slower performance and can clean up subsequent files and caches.

The Audio Check tool can identify various issues with audio and can apply auto fixes to volume and microphone issues, primary audio devices, re-installation of drivers, and provide virtual support if needed.

And lastly, the Network Check tool detects an operating system's common problems with a network and can reset the adapters and apply fixes automatically.

Virtual Agent

The HP Virtual Agent (VA) is an AI-driven bot that allows you to chat using Natural Language Processing (NLP). The VA will discover your intent from your input and direct the you to the most relevant solutions, whether it be a knowledge-based document, a guided troubleshooter, or a turn-by-turn solution directly in the VA chat window. Context is passed to the VA to identify specific issues, products, and installed features so you don't have to enter it yourself. The VA can also access HP services such as the Product Content Browser, Warranty Check, and other services to help gather additional context. It is also used to start interactive diagnostics on your devices, such as checking for OS issues. If the Virtual Agent is unable to solve your problem, you also have the option of escalating to a live agent.

Specifications

Specifications are split into 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, and driver version. Audio displays a list of configured audio devices, current status, driver name, and version information. From the specifications page, links are available to related diagnostics and troubleshooters.

Battery

The battery card shows the health of the battery and contains useful links as well as the HP Battery Check tool. The Battery Check tool tests the functionality of the battery and can show both basic or advanced information on the results as well as offering a link to where to purchase a replacement if needed.

Storage

The storage card also shows the health of your configured storage options (tested weekly) as well as displaying model information and storage-related links and tools.

Warranty

Warranty end dates and remaining warranty are available under the warranty card. 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.

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 (available in select countries) 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.

The support card provides access to a wealth of information from the HP support website for your model.

Virtual Agent

(See previous section)

HP Service Center Locator

Need to get your HP device serviced? The new HP Service Center Locator allows you to enter a city or zip code then filter by distance and supported products to discover the best place to take your HP device to be repaired or serviced.

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 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 and set scheduling options for HP updates. In addition, you can enable 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
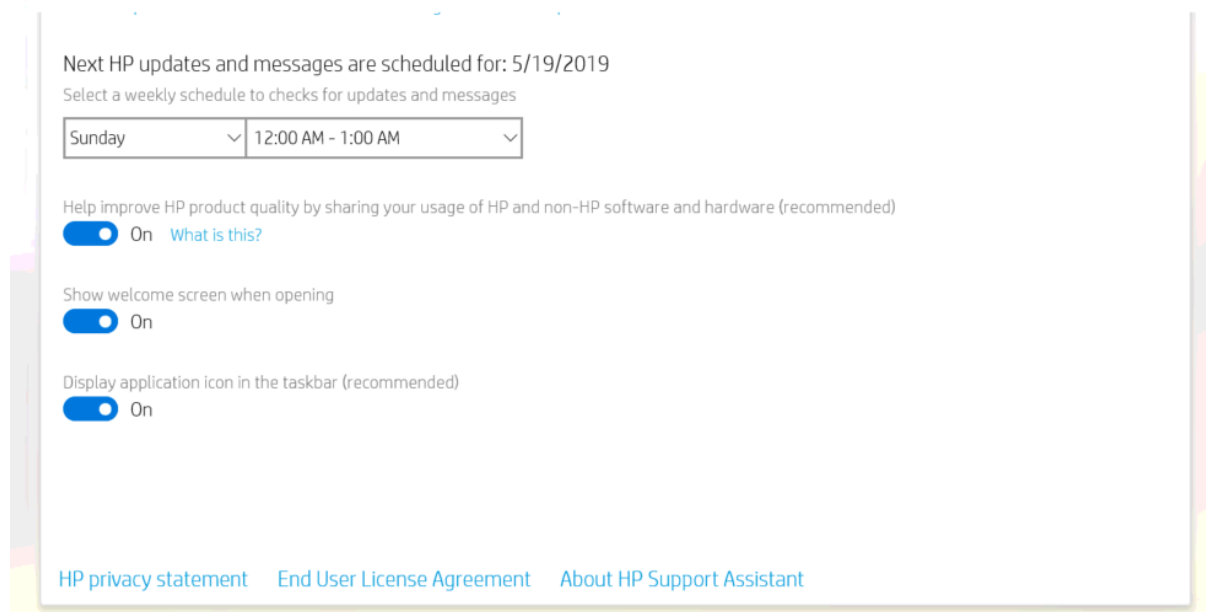
Feature comparison table by list of current features

Table 1. Feature comparison table

	HP PC's, tablets, and convertibles (Windows 10)	HP Printers
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	✔	✔
Call me now	✔	✔
Accessibility	✔	✔

[1] 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. It helps you maintain peak performance and resolve problems through automatic updates, built-in diagnostics, and a variety of assistance options including the Virtual Agent.

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 the Virtual Agent, receiving updates, connecting to 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 shipped with Microsoft Windows.

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.

• Search for HP Support Assistant by clicking the start menu (the Windows icon is at the bottom left of the screen), then type 'HP Support Assistant' in the search box.

• If HP Support Assistant is not installed on your computer running 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. Select 'Display application icon in the taskbar'. This 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. Deselect 'Display application icon in the taskbar'.

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

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 you want to view from the tabs at the top of the HP Support Assistant window. If your printer is not present, please refer to the 'How do I add a device to HP Support Assistant?' question in this document.

HP Support Assistant features and functions

How do I check the status of my warranty?

Warranty status can be checked by selecting the PC or printer you want to view from the tabs at the top of the HP Support Assistant window and then clicking on the warranty card.

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 bottom-left corner of the HP Support Assistant window) and choosing 'Install important and recommended updates automatically when possible'. You can also use the updates or messages cards on a device's page. Using one of these options will ensure that you receive the latest updates and messages.

How do I add a device to HP Support Assistant?

You can add HP devices to HP Support Assistant by selecting the 'Add a device' button located at the top of the HP Support Assistant window. 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 top of the HP Support Assistant window and then clicking on the three dots in the top-right corner of the device's card.

Can I receive printer updates?

HP Support Assistant will periodically check for printer updates and notify you. You can also use the updates or messages cards on a device's page. These options will ensure that you receive the latest updates and messages. When a printer update is available, you can start the installation from the updates card. 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?

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 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 HP devices. These messages can be about anything from cleaning your desktop to computer security. You also have the ability to recall messages for your HP products.

How can I find diagnostics for my computer?

Relevant diagnostic tools are available in the Troubleshooting card on your device's page. This section also contains One Click Fixes and Guided Troubleshooters.

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. Charges will apply to out-of-warranty products.

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 in the first card on a device's page. 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?

If the version of HPSA on your machine is out of date the next time you open the app a message will open letting you know that a newer version is available.

Why should I provide feedback to HP?

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 10. 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.