

# HP Support Assistant



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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 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 11 or Windows 10 RS4 (and higher).

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. (If you do not see HP Support Assistant already pinned in your taskbar, please see the 'How do I add the HP Support Assistant icon to my taskbar?' item in the Frequently Asked Questions section of this document.)
2. Use the Windows search function and 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 your device's page. The cards allow you to access your updates, messages, diagnostics, specifications, warranty information, contact HP support options, and other useful resources for your HP devices.

## HP Services and offers

If available in your region, your HP Services can be found in the left navigation bar of the HP Support Assistant window. HP Services provides relevant service offers based on regional and country business rules as well as your 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 HP Care Packs, SmartFriend, McAfee, and Instant Ink.

## Your devices

### Adding devices

You can add more of your HP devices within your environment by clicking on the 'Add device' button in the HP Support Assistant window. After clicking on 'Detect my devices', HP Support Assistant will scan for printers attached to your 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 serial number in the appropriate field, then clicking 'Find my device'.

### Updates and Messages

HP Support Assistant automatically performs a weekly background scan for new messages and updates. During the scan, HP Support Assistant detects your devices, checks their status, and then populates relevant 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.

### Windows 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 Fixes & Diagnostics as well as Guided Troubleshooters through our Virtual Agent for a variety of issues including operating system, display, power, performance, audio, and storage. These troubleshooters will work to solve problems automatically or will guide you through steps involved in resolving more complicated issues with our Virtual Agent.

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

HP is always working to develop new self-help tools and improve our library of current solutions so be sure to open HP Support Assistant the next time you run into technical issues.

### Fixes & Diagnostics

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.

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 purchase a replacement if needed.

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

Printer fixes and diagnostics can also be found in the same section. HP Support Assistant provides tools that can help resolve common problems you might experience when your HP printer is connected to any Windows-based computer.

## **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 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**

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. The video section shows the graphic device, current resolution, refresh rate, and driver version. The audio section displays a list of configured audio devices, current status, driver name, and version information.

## **Battery**

For devices with batteries, the battery card will be displayed giving you information on overall battery health, 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 purchase a replacement if needed.

## **Storage**

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

## **Warranty**

Your warranty start and end dates are available under the warranty card. You can also extend your warranty period by purchasing an HP Care Pack or explore other premium services offered by HP.

# Support

## Support Resources

Contact HP and other support resources will vary based on country, model, and the status of your warranty coverage.

### 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. You must be signed-in to HP Support Assistant to use this feature and options are displayed based on several factors, including your model, country, and time of day.

### HP Support Community

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.

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

### HP SmartFriend (available in select countries)

Providing 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.

### Virtual Repair Center

Looking to repair your printer, laptop, or other HP device? The new Virtual Repair Center is here to help! Learn how to get your HP device repaired and where to check the status online.

### 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.

### HP Support Cases

If a support case is created for you through any of our HP Support Assistant contact methods, you can track the progress and get updates like repair status under the Support Resources section.

## General

### Application settings

Use the Application Settings page (accessed through the navigation bar) to choose how you would like to receive software updates from HP and set scheduling options for the weekly scan. 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 HP improve the features and performance of future releases of HP Support Assistant.

## Frequently asked questions

### HP Support Assistant basics

#### What is HP Support Assistant?

HP Support Assistant is a self-help application for your HP devices pre-installed on your Windows PCs. 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. You can also download and install HP Support Assistant by visiting our [website](#).

#### 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?

Clicking on the question mark (?) icon in your taskbar gives you simple instructions on the action you need to take, if any. This icon will change based on various factors such as the priority of pending updates and messages, or the status of other parameters like battery health, security, or storage capacity. If you do not see HP Support Assistant already pinned in your taskbar, please see the 'How do I add the HP Support Assistant icon to my taskbar?' item in the Frequently Asked Questions section of this document.

#### 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 11 or Windows 10 RS4 (and higher).

If HP Support Assistant is not installed on your computer, you can download the latest version by visiting our website [here](#). If your PC does not qualify for the latest version, you can download the legacy version of HP Support assistant on the same page.

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. (If you do not see HP Support Assistant already pinned in your taskbar, please see the 'How do I add the HP Support Assistant icon to my taskbar?' item in the Frequently Asked Questions section of this document.)
- Use the Windows search capability to search for 'HP Support Assistant'.
- If HP Support Assistant is not installed on your computer running Windows 11 or Windows 10 RS4 (and higher), you can download the latest version by clicking [here](#). You can also download the legacy version of HP Support assistant for older devices in the same link.

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

In both Windows 10 and Windows 11 you can use either of the methods below to pin HP Support Assistant to your taskbar.

1. Use the Windows search function to type in 'HP Support Assistant', right-click on HP Support Assistant in the results and select 'Pin to taskbar'.
2. While HP Support Assistant is launched, right-click on the (?) icon in the taskbar and select 'Pin to taskbar'.

If you are in Windows 10 you can also visit the Application Settings section of HP Support Assistant, select the 'More settings' drop-down, and check the 'Display application icon in the taskbar (recommended)' box.

### Can I uninstall HP Support Assistant?

You can uninstall HP Support Assistant using the remove program capability in the Apps and Features section of the Windows operating system or by right clicking HP Support Assistant in the start menu and clicking 'Uninstall', 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 by right-clicking the HP Support Assistant icon and selecting 'Unpin from 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 your list of devices in the HP Support Assistant window. If your device 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 device you want to view from your device list in the HP Support Assistant window and then clicking on the warranty card.

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

By default, important updates are set to automatically install with HP Support Assistant. HP recommends leaving automatic updates turned on to ensure that you receive the latest updates and messages. If needed, this setting can be turned off by visiting the Software Updates Section of HP Support Assistant (accessible by selecting the settings button at the bottom-left corner of the HP Support Assistant window or selecting 'Update settings' in the Updates card). If you choose to turn off automatic updates you will need to visit HP Support Assistant and manually download and install updates yourself.

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

You can add HP devices to HP Support Assistant by selecting the 'Add device' button in 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 a device nickname by clicking the 'pencil' icon next to the device's current nickname.

## **How do I remove a device from my list?**

To remove a device from your list just click on your name in the top right of the HP Support Assistant window then select 'View profile' from the drop-down. If you are not signed in the button will say 'Create account / Sign in' instead of your name. Once on your profile, you will see a list of your current devices. Click the blue 'x' next to the device you want to remove.



## Can I receive printer updates?

HP Support Assistant will periodically check for printer updates and notify you. When a printer update is available, 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.

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

Messages in HP Support Assistant 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.

## How can I find diagnostics for my computer?

Relevant diagnostics and one-click-fixes can be found in the Fixes & Diagnostics card on your device's dashboard. For more complex problems, the Virtual Agent can give you step-by-step assistance with guided troubleshooting.

## 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 Resources section located at the bottom 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. **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 relayed 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 numbers can be found easily on the device's dashboard. To speed-up issue resolution, your computer can transfer data to HP Customer Support prior to your conversation, if you approve of this information to be sent.

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

HP Support Assistant can 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 will automatically update itself as new versions are released; you do not need to do anything to keep your version up-to-date. If you need to download and install HP Support Assistant you can do so by visiting this [link](#).

## Why should I provide feedback to HP?

Providing your feedback allows you to provide input on HP Support Assistant and helps us identify current issues and future improvements for the support application itself.

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

You can find more information about HP Support Assistant by clicking [here](#).

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

HP Support Assistant is pre-installed on HP computers running Microsoft Windows 11 or Windows 10 RS4 (and higher). HP Support Assistant can also be installed on non-HP PCs running Microsoft Windows 11 or Windows 10 RS4 (and higher). Some HP Support Assistant features require an active Internet connection.

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

The application is available in all countries worldwide and has been translated into the 36 languages listed below.

Languages
Arabic (Saudi Arabia)
Bulgarian
Czech
German (Germany)
Danish
Greek
Spanish (Spain)
English (United States)
Estonian
French (France)
Finnish
Hebrew
Croatian (Croatia)
Hungarian
Italian (Italy)
Japanese
Korean
Lithuanian
Latvian
Norwegian (Bokmål)
Dutch (Netherlands)

Polish
Portuguese (Portugal)
Portugal (Brazil)
Romanian (Romania)
Russian
Slovak
Slovenian
Serbian (Latin, Bosnia and Herzegovina)
Swedish (Sweden)
Thai
Turkish
Ukrainian
Chinese (Simplified)
Chinese (Traditional)
Chinese (Traditional)

## 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?

Windows updates are released by Microsoft to fix or repair issues with Windows products. HP updates are more tailored to your specific HP devices. 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 devices 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.

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