



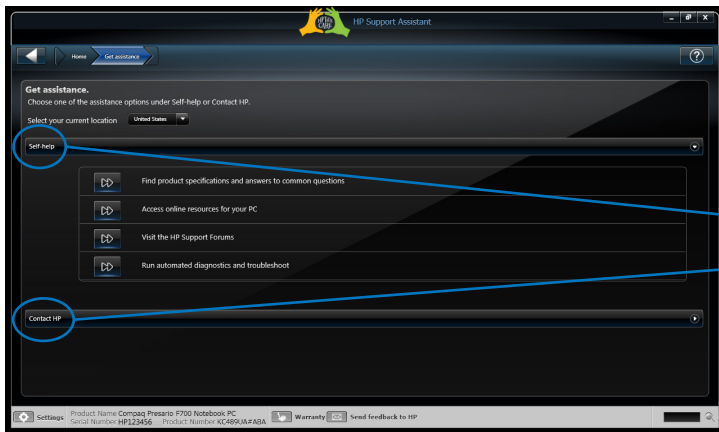
# HP SUPPORT ASSISTANT

PEACE OF MIND  
FOR YOUR NEW PC



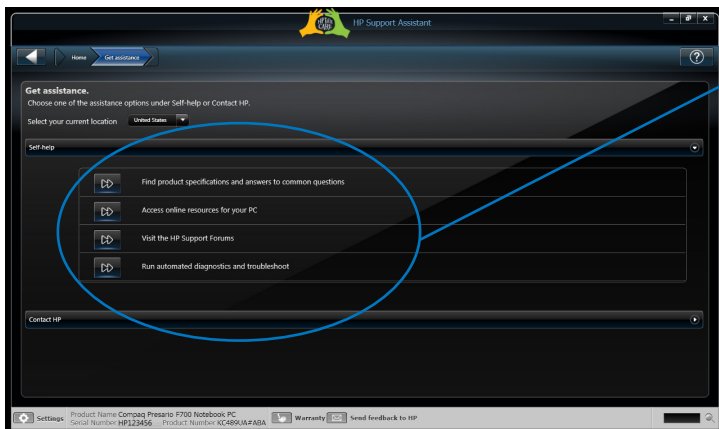
## GET ASSISTANCE YOUR WAY.

We all want our PC questions and problems resolved quickly and efficiently. Some people like to find solutions on their own. Others would rather contact an HP support technician for a solution. With HP Support Assistant, you choose your preferred method for getting help.



### Step 1

- From the HP Support Assistant home page, click anywhere in the **Get assistance** section.
- On the Get assistance screen that is now open, choose **Self-help** or **Contact HP**:
  - a. If choosing **Self-help**, go to **Step 2 A**.
  - b. If choosing **Contact HP**, Skip **Step 2 A**, and go directly to **Step 2 B**.

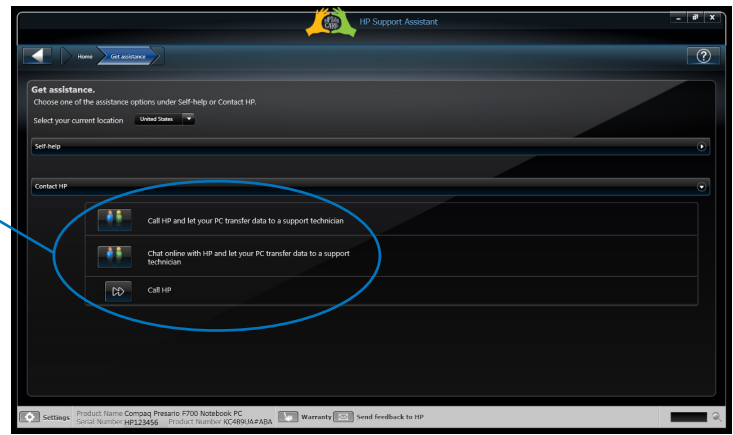


### Step 2 A: Self-help

- Select a self-help option by clicking the double-arrow button next to it.
- **Find product specifications and answers to common questions** - This option opens the HP Support Assistant Learn screen where you can:
  - Find in-depth information on computer-related topics. (Scroll to see all topics.)
  - See product specifications. (Click **More information** for detailed specifications.)
  - Access free online classes offered by HP.
- **Access online resources for your PC** – This option opens the HP Customer Care page specific to your computer where you will find numerous support resources.
- **Visit the HP Support Forums** – This option sends you to HP's support forums where you can get answers from the HP community.
  - Depending on your computer model, you will be sent to either the Consumer or Business support forums, but you can access and use both.
- **Run automated diagnostics and troubleshoot** – This option triggers an automated analysis of your PC and leads to the HP Support Assistant troubleshooting screen. See "[Run automated diagnostics](#) before contacting support" to learn more about this option.

## Step 2 B: Contact HP

- To see your local contact options, click anywhere in the **Contact HP** bar.
- Contact options vary by computer model and area. You may only see a subset of the options listed below.
- **Call HP and let your PC transfer data to a support technician** – This option allows you to transfer support-related data directly from your PC to an HP technician who can use the data to better assist you. See “[Transfer data to an HP support technician for better assistance](#)” to learn more about this option.
- **Chat online with HP and let your PC transfer data to a support technician** – This option is the chat equivalent of the “Call HP and let your PC transfer data to a support technician” option.
- **Call HP** – This option displays:
  - The phone number and operating hours of your local HP support center
  - Your product number and serial number



## THINGS TO KNOW

- If you are not connected to the Internet, some options under Self-help or Contact HP will display **(Internet connection required)** as a reminder to activate your connection before using the option.
- HP will not charge you for transferring data to HP, but your Internet provider may charge a fee for sending data.
- On older computers, you may see a **Chat online with a support technician option instead of the chat with data transfer option**. The **Chat online with a support technician** option launches Internet Explorer and opens a short entry form to initiate an online chat session with a technician.
- Note that the HP support technician will review the warranty status of your PC at the beginning of a call or chat. If your computer is no longer under warranty, the technician will outline your support options, which include both free HP resources and fee-based HP services.

Learn more about using HP Support Assistant and its features at [www.hp.com/go/hpsupportassistant](http://www.hp.com/go/hpsupportassistant).

