

# HP SUPPORT ASSISTANT

## INSTANT SUPPORT ON YOUR PC



## GET BETTER ASSISTANCE: SEND PC DATA BEFORE CALLING

You will no longer need to search for your product serial number or model number. This unique HP Support Assistant contact option captures data directly from your PC and transfers it to a technician—saving you time and improving your support experience.

### Step 1

- Click the HP Support Assistant icon in your taskbar and then select **Find help**, or click anywhere in the Get assistance section of the HP Support Assistant homepage.

### Step 2

- In the Contact options section of the Get assistance screen, click the icon next to the contact option labeled **Call HP and let your PC transfer data to a support technician**. (This option requires an active Internet connection.)

### Notes:

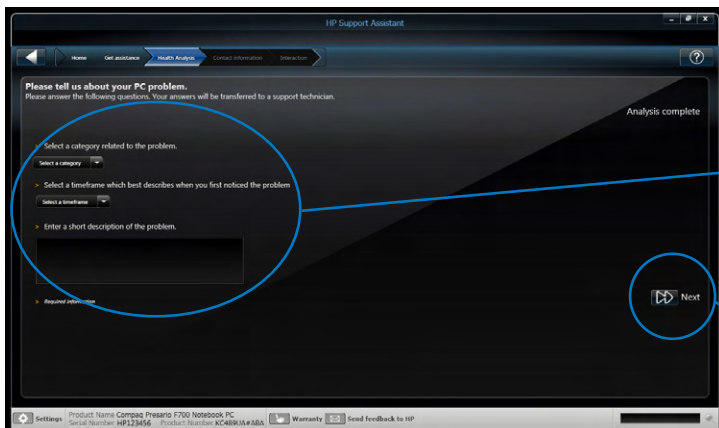
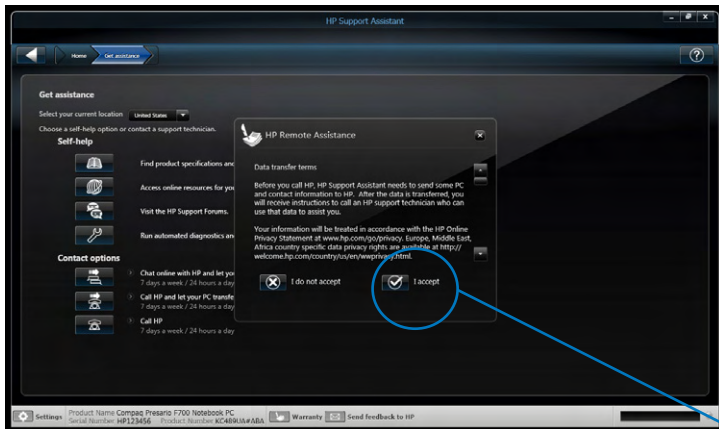
- HP Support Assistant will display the contact options and hours of operation of your local support center based on your product warranty. If you do not agree to let HP Support Assistant check your warranty status, you can call a support technician who will then review your warranty over the phone. If your computer is no longer under warranty, the technician will outline your support options, which may include both free resources and fee-based services.
- You may need to scroll to see all contact options available.

### Step 3

- The Data transfer terms window describes the data that will be collected and sent to HP. After reading the text, click **I accept** to authorize the data transfer.

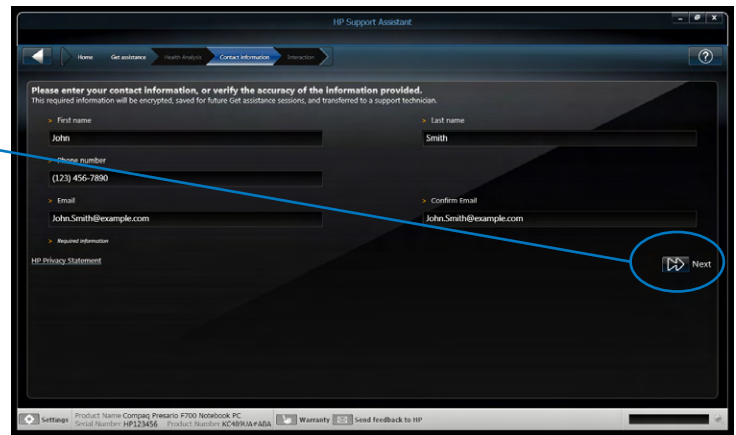
### Step 4

- If you authorize the data transfer, the **Please tell us about your PC problem** screen will open. From here you need to:
  - Click **Select a category**, and choose the category that best describes your problem.
  - Click **Select a timeframe**, and choose the time you first noticed the problem.
  - Describe the problem in the text box labeled **Enter a short description of the problem**.
  - Click **Next** once the analysis has been completed.



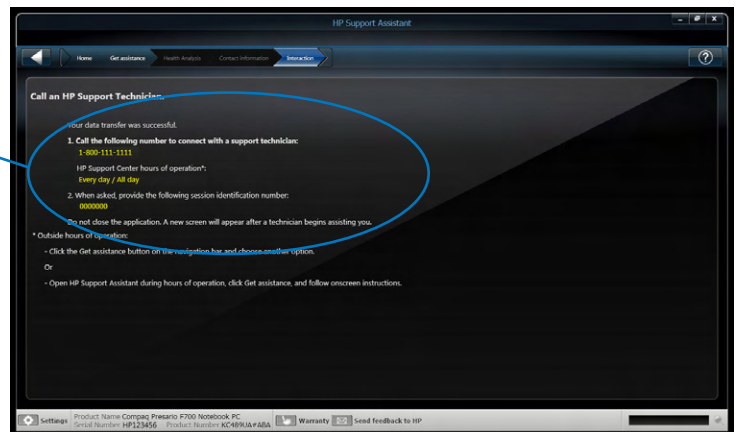
## Step 5

- In the Contact Information screen, enter your contact information or verify the accuracy of the information provided, then click **Next**. A new screen will appear indicating that the data is being transferred. Please wait for further instructions; do not close HP Support Assistant.



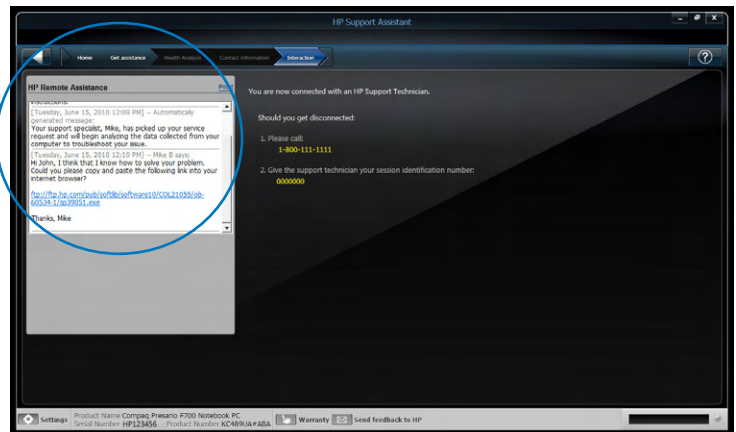
## Step 6

- After your data has been transferred, a new screen will display your local support center information and your support session identification number.
- If your support center is open:
  - Call the listed phone number.
  - When prompted, provide your session identification number to the technician. Do not close the application until your call is complete.
- If your support center is closed, refer to the on-screen instructions.



## Step 7

- A new screen will appear when the support technician accesses your transferred data. In addition to phone support, the technician may use the chat box on the left of your screen to send relevant information.
- After your support call ends, you can close HP Support Assistant.



## THINGS TO KNOW

- The call with data transfer option is available on select PCs and in select areas. In some cases, an option to chat with data transfer—which follows steps similar to the call option—may also be available.
- If there is a problem transferring data to HP, an error message will appear. Please follow the on-screen instructions.
- HP does not charge for data transfer, but your Internet provider may charge a fee for sending or receiving data.

