

RUN AUTOMATED DIAGNOSTICS BEFORE CALLING SUPPORT.



We all want PC problems to be solved efficiently. This is where HP Support Assistant speeds things up, as it can guide you through a possible diagnosis of your PC problem, and even suggest actions that may fix it! You may not even need to call support.

Follow these instructions to run automated diagnostics and let HP Support Assistant suggest resources or actions to fix your PC problem:

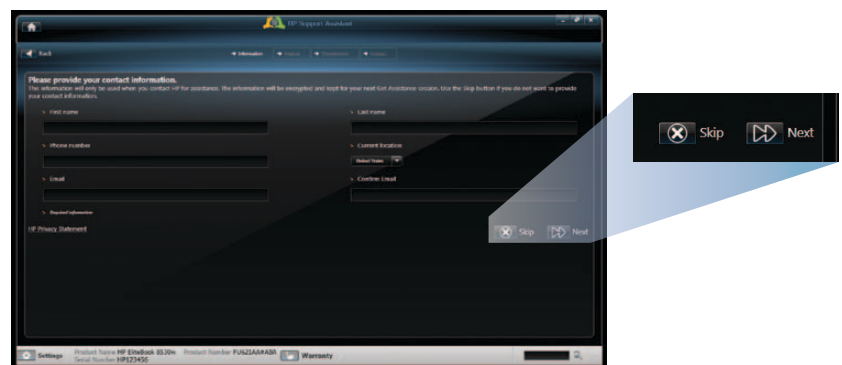
Step 1

- From the HP Support Assistant home page, click anywhere in the **Get assistance** section.



Step 2

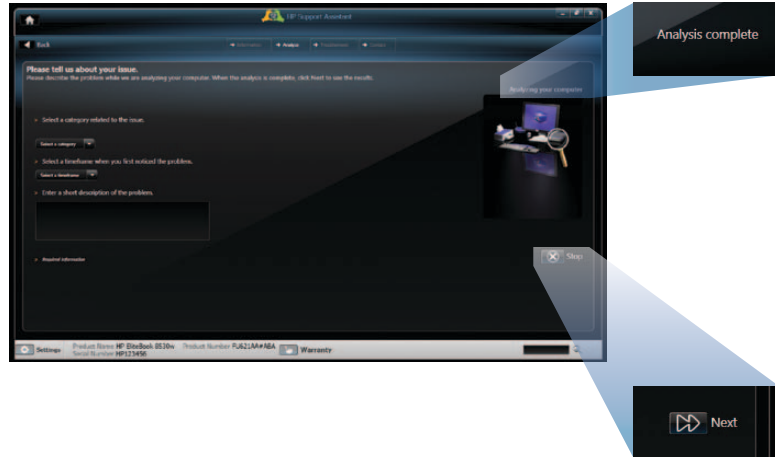
- If prompted for contact information, please fill in the required fields or verify that the information displayed is correct, and then click **Next** to go to the Analysis page.
 - If you do not want to provide your contact information, click **Skip**.
- If you are not prompted for contact information, disregard Step 2, and follow the instructions in Step 3.



Follow these instructions to run automated diagnostics and let HP Support Assistant suggest resources or actions to fix your PC problem:

Step 3

- On the Analysis page that is now open, enter the information requested while HP Support Assistant attempts to diagnose the problem.
 - When the “Analysis complete” message appears in the upper-right corner, click **Next**.



Step 4

The results of the analysis are now displayed.

- If no action is listed, you may click on items under **Resources** to troubleshoot the problem yourself.
- If actions are listed:
 - Apply each action by clicking on the wrench button next to the action.
 - Read tips (if available) by clicking on the text of the tip.
- To contact support for additional assistance, click the **Contact** button.



Things to know:

- Important actions identified by a red triangle can't be delayed. They are usually updates to fix security risks or issues with software or drivers.
- Recommended actions identified by an orange circle can be delayed. They are typically software or driver upgrades.
 - You can delay a recommended action by clicking on the alarm clock button. Delaying the action may result in your problem persisting.
- Tips are identified by an open book.
 - To ignore a tip, click the alarm clock button.
- To choose a new problem category, use the **Change category** menu near the bottom of the results page.

