Helpdesk by HP Care services

System requirements and supported products

For France, United Kingdom and Ireland only

Minimum customer requirements

- For verification purposes: your Service Key (HP CarePack Serial Number) or the registered Account ID (customer email) or certificate sent by email after registration

- Operating systems supported: Current licensed versions for Microsoft, Apple or Android™, detailed in the table below

- Minimum hardware and software requirements as specified by manufacturer for installed OS

- For Remote Support and Desktop Sharing, a high speed Internet connection

Supported devices, OSs and applications

- The table below describes the detailed list of hardware, connectivity and software that will be supported.

Category	Product type	Product
Supported devices		
Primary Hardware: Set-up & Install Support	PCs	Desktop PC
		Laptops
		Netbooks
		Notebooks
		Workstations
	Macs	Desktops (iMac, Mac Mini)
		Notebooks (MacBook)
		Workstations
	Tablets/Smartphones	Major manufacturers using current versions of Microsoft, Apple and Android operating systems as described in detail in the "Operating System" section of this table
Peripheral Hardware: Set-up & Install Support	Peripherals	MFP, single function printers, desktop printers
		Scanners
		Modems
		DVD Drives
		Video/Sound Cards
		USB Devices
		CD/DVD Writers
		Zip/Jaz Drives
		Hard Drives
		Monitors
		Keyboards – Wired & Wireless
		Tablets and smartphones as defined in the "Primary Hardware" section of this table
Support beyond devices		
Connectivity Troubleshooting	Networking	Printer networking
		Connection to Wireless Access Points
		USB Wireless Data Cards
		Ethernet NIC Support
		Home Network Set-up
		Wireless Network Security on Device
Security	Antivirus & Spyware Programs	F-Secure Internet Security Suite
		Microsoft Security Essentials
		Computer Associates Security Suite
		McAfee® Antivirus and ToPs
		Symantec/Norton Internet Security
		Other major AV/AS products

Supported Software to Set Up/ Install/Configure	Internet Browsers	Internet Explorer
		Firefox
		Opera
		Safari
		Chrome
	Contact Management	ACT!
		Goldmine
	Office Suites	MS Office Suite Open Office Google Business Apps Google Web docs
	Email (SW and browser configuration)	Microsoft Outlook
		Microsoft Outlook Express
		Commonly-used email applications (Gmail, Yahoo, AOL, etc.)
	Word Processing	Microsoft Word
		Microsoft Works
	Spreadsheets	Microsoft Excel
	Presentations	Microsoft PowerPoint
	Relational Database	Microsoft Access
	Desktop Publishing	Microsoft Publisher
	Graphics	Microsoft Visio
		Microsoft Front Page
		Microsoft PowerPoint
	Financial Applications	Microsoft Money
		Quicken
		QuickBooks
		Turbo Tax
	Desktop Converters	Adobe® Acrobat/Reader
	Project Management	Microsoft Project
	Backup Applications	Carbonite
	CD/DVD Creation	Adaptec Easy CD Creator
		Roxio Easy CD Creator
		Nero Multimedia Software
	Fax/Connectivity	Winfax Pro
	Additional Applications	Macromedia Shockwave
		Macromedia Flash
		Microsoft Silverlight
Operating Systems[1] Support and Troubleshoot	Computer (Notebooks, Laptops, Desktops)	Windows 8/Pro
		Windows 7/Pro
		Windows Vista
		Windows XP/Pro
		Windows versions newer than Win 8 (as released)
		Chrome O/S all versions
		MacOS X 10.4 (Tiger)
		MacOS X 10.5 (Leopard)
		MacOS X 10.6 (Snow Leopard)
		MacOS X (Maverick)
		MacOS X newer than Maverick (as released)

[1] Current versions will be updated from time to time as needed.

Tablets/Smartphones	Chrome O/S
	Windows RT
	Windows 8+ (newer versions supported as they are released)
	Android O/S 2.3+ (Gingerbread, Honeycomb, Ice Cream Sandwich, Jelly Bean
	Apple iOS (version 3 through 6.x)
	Apple iOS 7 + (newer versions supported as they are released)
Desktop Printing/Connectivity	MFP, single function printers, desktop printers

General information and frequently asked questions

See our FAQs for a full list of commonly asked questions.

What are Helpdesk by HP Care Services?
Helpdesk by HP Care Services provide technical support via phone and online chat for computer software, hardware/peripheral, connectivity and networking issues for many common brands of computers, tablets and smartphones. No more trying to decide which software or hardware vendor to contact for support, or wasting hours trying to research answers to technical computing problems that distract from your business. Just show our HP Helpdesk Services technicians your problem, and with your permission, our certified technicians can temporarily access your computer to remotely diagnose and resolve issues in a highly secure support session.

What is "Online Support" or "Remote Support"?
Online computer and technical support, also known as "remote support", allows our HP-certified Helpdesk agents to remotely view your computer screen and securely fix many typical problems with computers and networks, as well as other supported personal electronics and even mobile devices. Technical support is easier by allowing you to show our HP Helpdesk technicians where you want help, without having to know any technical terms. This type of remote support works through desktop sharing technology. When you log into our secure online HP Helpdesk session, you can allow our certified technology experts to view and interact with your computer remotely via the Internet – fixing problems and setting up new technology fast. Sometimes, it feels like watching your computer fix itself.

Your business' security matters to HP, so we make sure you control your remote support session. Our HP Helpdesk agents can only temporarily access your computer, only with your permission and only during your secure internet session. At all times you will be able to see and monitor your technical support session.

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