FAQ

HP PhoneWise

Text, call and receive notifications, all from the convenience of your PC

Never take your phone out of your pocket or purse! HP PhoneWise directly connects your smartphone to your PC enabling key features such as:

• Take calls through your PC's speakers or connected headset

• Respond to text messages using your keyboard

• Receive your favorite application's notifications

• View all your phone's contacts

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HP PhoneWise System Requirements

System Requirements:

• Bluetooth® Module

• WiFi Module

• Windows 10 Only Redstone 2 (Version 1703) or greater

Preinstalled on EliteBook x360 1040 G4, EliteBook 1020 G2, EliteOne 1000 G1, EliteBook x360 1030 G2 and preinstalled on all HP Platforms with 8th Gen Intel and select AMD Ryzen™ processors – see product data sheet for details.

Not compatible with:

• 400 series ProBook Gen 5

• HP Desktop Workstations

• HP EliteBook 840 G5 Healthcare Edition Notebook

Available for download on HP Mobile Workstations

Intel® based, 64bit, with Intel® display adapter, WiFi and Bluetooth® support.

HP PhoneWise Supported Operating Systems

Windows® 10, RS2 – 64 bit

Mobile devices

• iPhone®6

• iPhone®7

• iPhone®8

• iPhone®X

• Samsung Galaxy 7 edge

• Google™ Pixel 1

• Google™ Pixel 2

• Sony XPeria Z2

• LG G6

• Samsung Galaxy S8

• HTC 10

Mobile OS:

• Android™ 5 and above

• iOS 10 and above

HP PhoneWise FAQ

Driver Setup

I'm getting an error message saying a driver is missing, what do I do?
Please go to the HP Support website, find your device and go to driver downloads. HP PhoneWise Drivers will be with all the other drivers for your PC. Please make sure updates are turned on in HP Support Assistant application for HP PhoneWise to update automatically. You can find HP Support Assistant by clicking on the blue question mark found on the taskbar.

Pairing

Why do I need a mobile app?
You need the mobile app to access all the features and content that HP PhoneWise provides.

Why does my phone not show in during pairing?
iPhone users: Access your phone's Bluetooth® settings by tapping your phones settings menu and keep the page open until you receive the pairing PIN code.

Android™ users: Confirm Bluetooth® is turned on and is made discoverable. (You're usually prompted by your phone to do this.).

What is Auto-Unlock? (iOS only)
Auto-Unlock is a special feature for iOS that allows HP PhoneWise to automatically unlock your iPhone and open the HP PhoneWise app handsfree. This enables the sending of SMS messages.

Why should I use Auto-Unlock? (iOS only)
To send SMS text messages on iOS you must have HP PhoneWise up and running on your iPhone. Auto-Unlock automates this process so you don't have to open the app each time you want to send a message, removing any possibility of incidental keypresses.

Why must I keep my iPhone Unlock? (Why Keep Unlocked?) - (iOS only)
To utilize full functionality, the HP PhoneWise app must be open on your iPhone. HP PhoneWise can automatically do this for you if you setup Auto-Unlock, which will automatically open HP PhoneWise on your iPhone handsfree. To setup Auto-Unlock, go to Settings -> Auto-Unlock Settings and follow the instructions on screen. If you unselect Keep Unlock, your phone will automatically lock after sending each text message.

Is my PIN stored securely? (iOS only)
Yes, HP ensures that your data is always secured.

What is Auto-dimming?
Auto-dimming reduces the amount of energy used by your phone to save battery life when using the auto-unlock feature.

Why doesn't my Bluetooth® headset work?
Bluetooth® headsets that are directly connected wirelessly (without a dongle) are not fully supported by Windows. If you would like to use your Bluetooth® headset to take calls please connect to your phone directly.

Notification Questions

How can I control what notifications are shown?
HP PhoneWise will only mirror notifications that you've chosen to appear on your phone, such as missed calls or app notifications. If you would like to suppress specific application notifications, you must do so on your phone.

Can I customize notifications?
Yes, you can turn on and off sounds and turn off notifications entirely if you choose to do so.

What can I do with shown notifications?
At present, notifications are read-only.

What is Do Not Disturb?
The Do Not Disturb setting mutes all pop up notifications. You will still receive the notifications and can view notifications from your PhoneWise dashboard, but there will no longer be pop ups—leaving you undisturbed.

Can I mute all notifications?
Yes, the Do Not Disturb feature allows you to block all incoming notifications to your PC.

Why is my message history not appearing?
HP PhoneWise can only track messages that were sent during your connected session (iPhone only). Android™ users will have access to their full SMS history.

Calling/Phone Questions

How do I transfer a call to my phone?
If you are in a call, select the → Phone icon. This will transfer the call from your PC back to your phone.

Why can't I hear my phone call?
Make sure the correct audio output is selected. You can change your audio output while you're in a call by selecting the phone icon.

Why can't people hear me on a call on my PC?
Check to see if your default microphone is working in Windows' audio settings.

Why is the call showing on my phone?
HP PhoneWise will show your call on your smart phone as well as your computer screen.

Can I merge calls/conference calls?
This feature is not currently supported, but will be available in future versions.

Where can I find my missed calls?
All missed calls are logged as notifications. You can find them in the notifications tab.

Can I add and edit contacts?
You can only add or edit contacts on your phone.

How do I add a photo to contacts?
HP PhoneWise only reflects the information stored on phone. If you want a photo associated with a contact, add it to your contact on your smart phone.

Screen Mirroring Questions

What is screen mirroring?
Screen mirroring is a feature of HP PhoneWise that allows you to open and interact with your Android™ phone directly on your PC. You can use your mouse and keyboard to engage with your favorite apps.

Does my phone support screen mirroring?
Only select Android™ phones are able to support screen mirroring.

How do I enable screen mirroring on my iPhone®?
Currently screen mirroring is only supporting Android™ models.

Texting

Why isn't my message history showing up? (iOS users only)
Each time you open a new HP PhoneWise session, your text message history will reset itself.

Why are my emojis showing up black and white?
This is the currently default font from Windows. Full-featured emojis will be available in future versions.

Why can't I send a group message?
HP PhoneWise does not currently support group messaging (sending one message to multiple people in a single thread). We do enable mass messaging. This allows you send one message to many people, creating individual threads.

Why can't I add or attach a photo or image to a text message?
We do not support MMS at present. This feature will be available in future versions.

Does HP PhoneWise support iMessage®? (iOS only)
PhoneWise can provide peer to peer iMessage® support, but does not provide iMessage® group messaging.

Why aren't my iMessages showing up? (iOS only)
iMessages are not fully supported. To improve experience, make sure all other iOS devices other than your phone is closed.

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