User Guide

HP Product Bulletin

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Access to QuickSpecs
hp.com/go/qs

Overview

The HP Product Bulletin is a convenient central resource providing technical overviews and specifications for HP hardware and software. The downloadable HP Product Bulletin application is loaded with features to aid with the purchase, sale and support of HP products.

HP provides the HP Product Bulletin free of charge to all HP employees, dealers, distributors and end users. The program can be installed on multiple computers without any registration or licensing. Program updates and technical support are provided through the Internet and are free of charge.

Please note that at the current time, the Product Bulletin is only available to Windows users.

1. Downloading HP Product Bulletin

The HP Product Bulletin is a free application that only takes a few minutes to download. The download site is located at http://h18004.www1.hp.com/products/quickspecs/productBulletin.html#CD_Files.

2. HP Product Bulletin Features

1. Updated Content

One of the most powerful capabilities of the HP Product Bulletin is that it provides updates through the Internet. It updates the QuickSpecs and Photos as they are placed on the Internet. This saves a tremendous amount of time opening and printing documents to see if they are newer than the ones you printed last week. You never have to   wonder if you are looking at the latest information. Just click the *Update* button and let it check for you. You may also configure the application to automatically update on the schedule you desire. To do this, go to *Update/Update Settings*, click the *Update Schedule* tab and set the specific days and time of your automatic update.

2. Searching QuickSpecs

The HP Product Bulletin allows you to find information in QuickSpecs quickly and easily. By clicking on the *Search* button you can search across all the product QuickSpecs or only selected groups. This search is very powerful and extremely quick for locating part numbers or options across multiple products. The *Find Text* button allows you to search for text within the currently viewed QuickSpecs.

The HP Product Bulletin's search capabilities also allow you to find QuickSpecs updated within a specific date range, and to view all QuickSpecs added or updated on an announcement date. Click the *Search* button, select the search type, put in the search parameters and initiate the search. All products matching the search criteria will be flagged in bold text.

3. QuickSpecs Changes

To see the difference between a newly updated QuickSpecs and the previous version, select the Tab above the QuickSpecs on the main screen labeled *QuickSpecs Changes.* This document will show the information that was changed in the QuickSpecs since the last version.

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4. Copying QuickSpecs and Photos

You can use the HP Product Bulletin's drag and drop feature to easily copy QuickSpecs and Photos. Simply open an e-mail message or a folder in which you want to copy the files, then select the product from the left that you want to copy. While depressing the left mouse button, drag the product from the HP Product Bulletin and drop it into the e-mail or folder. Keep the mouse button depressed until the application no longer displays the *"Creating PDF for Drag and Drop!"* message. The selected item is now an attachment in the e-mail or is copied to the folder.

5. Internet Price List

The HP Product Bulletin now includes Internet Pricing. Now you can find the price for items listed in the Internet Pricing Index by selecting a part number when viewing the QuickSpecs and right clicking on the selected part number.

If the part number selected is included in the Internet Pricing Index, the popup menu will include *Internet Price.* Click it and a window will open that shows the name of the product, the part number and the Internet Price. To the right of the Internet Price, you will notice multiple fields. The first is to allow for a conversion factor. This field will allow you to place the current conversion rate between U.S. Dollars and any currency of your choice. The second field will show the exchange price. The next field will allow you to enter a discount percentage. The remaining field will then show you the Internet Price in the currency of your choice with the discount applied.

Click *Add* to Quote to add the item to a quote. Click *View Quote* to open the Quick Quotes tool and view the current quote.

6. Quick Quotes Tool

The Quick Quotes tool has been integrated with the Internet Price List feature of the HP Product Bulletin to allow users to create, save and print quotes. The format of the quote can be customized so that your company information and logo always appear at the top of the page, along with any other relevant information.

Click *View/Quick Quotes* to access the Quick Quotes tool.

7. How Do I Customize My Version?

1. Update Settings

To change the settings for updating files, from the *Update* menu, choose *Update Settings.* Under *Connection Settings,* connections can be chosen in one of two ways:

- *Internet Connection* (updates downloaded files using an Internet connection)
- *Alternate Connection* (updates stored files on a network drive using HP Product Bulletin Gateway)
- For further information on changing or establishing your connection, please consult the HP Product Bulletin Help file.

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2. Changing My Update Schedule

After establishing your connection, you will need to enter your Update Settings. Select *File-Update – Update Settings* and click the *Update Schedule* tab. The frequency of Auto Update controls how often the system checks for updates. Depending on the selected frequency, it will not automatically check for updates again until that time period has passed. However, you can manually check for the latest updates at any time by clicking the *Update* button.

3. Data Groups and File Subscriptions

Data Groups and File Subscriptions allow the end user to select only those files that are desired to be downloaded and kept current. Users can select complete data groups like Worldwide or U.S., entire product family folders or individual files within the folders to add or delete those files from their daily updates.

Please note that when files are unchecked, the corresponding documents are deleted, and new versions of those documents will no longer be pulled down when they are updated. Please also note that by checking these files, they will automatically pull down the latest version on your next update.

4. Creating and Using a Favorites List

The Favorites list is an area where frequently viewed products can be placed for easy access.

To add a product to the Favorites list, select the product in the table of contents, then click the *Favorites* button. When the Favorites window appears, click the *Add* button. The product you selected will be added to the Favorites list.

Delete products from the Favorites list by selecting the product in the Favorites window and clicking the Remove button.

Drag and drop the items to change their order.

5. Full Screen Viewing

You can maximize the documents and photos for optimum viewing on screen by clicking the *Full Screen* button. To return to normal view, hit the *Escape* key.

8. HP Product Bulletin Gateway

The HP Product Bulletin Gateway allows multiple users of the HP Product Bulletin the ability to install the application on each workstation and have the network download the data files a single time to be stored on a network drive. The workstations update from the data files that reside on the network drive.

This is accomplished by installing the HP Product Bulletin Gateway on a server or central workstation that has Internet access and configuring it to store the downloaded files into a directory that is accessible by every network user who has the HP Product Bulletin installed on their computer. Local machines can configure their HP Product Bulletin to connect via an alternate location so that they will get their updates from the Gateway maintained directory. To configure a workstation like this, choose the *Alternate Connection* type and specify the

directory in which the HP Product Bulletin Gateway stores the updated and new files. Another option is to configure the workstation to use the data files which the HP Product Bulletin Gateway stores directly. To configure the workstation like this, choose the *Update – Update Settings and Preferences* tab and set the location of the Data files to be the Gateway data directory. This will allow the user to have the latest files without having to update or connect to the Internet since all files reside on the Gateway data directory.

9. FAQ's

1. How often are files updated?

Product information is often updated daily. As changes are made to the Product Bulletin information, the changes will be placed on the Internet for immediate download to your system. You can configure the HP Product Bulletin to download those updates on a daily basis. This constant flow of information assures that you always have the latest product information.

2. Do I have to install the data files on my hard drive?

No, you do not have to install any data files onto your computer. You can configure the Product Bulletin to use external data files by changing the Data Storage Location within the Connections Settings tab (Update – Update Settings and Preferences). This location can be set to a directory on your network.

<u>Note:</u> Data files stored in locations other than local drives may dramatically increase time required for returning search and *Find Text* queries.

10. Resources, contacts, or additional links

Visit the QuickSpecs site online at: <u>www.hp.com/go/qs</u>

From <u>www.hp.com/go/qs</u>, acess product images, product prices and the Quick Quote Tool.

11. Support

In case you need support, please place a query in Service Central.

1. Log in to Service Central

<u>HP employee access to Service Central</u>

<u>HP partner access to Service Central</u>

2. Select the appropriate service option for your request.

3. Click *Submit a case* at the bottom of the page.

4. Complete the required information, attach and upload additional information if required.

5. *Submit* your request.

In order to **review/edit your ticket** – take the following steps:

1. Log in to Service Central

HP employee access to Service Central

HP partner access to Service Central

2. Select *My Page* from the top menu bar.

3. Your ticket(s) will be listed at the bottom of the page.

3. Click on the request ID to review your ticket, or

4. To modify your ticket or respond to a helpdesk query, click *edit* and insert your comments into the *Addtl Information/Comments* field.

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