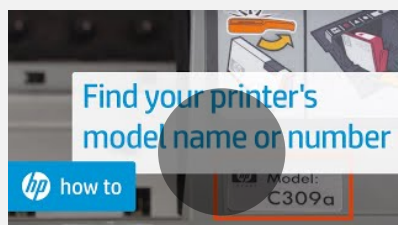# HP Customer Support - Knowledge Base

HP Printers - How Do I Find My Printer's Product Name or Number?

This document is for HP Inkjet, LaserJet, and Laser printers.

HP has released hundreds of different printer models. Knowing the identification of an HP printer is necessary when ordering replacement cartridges or finding support.

Types of labeling HP uses for identification:

- **Series name**: A group of similar printers. For example, an OfficeJet Pro 8720 Printer series contains the OfficeJet Pro 8720, 8725, and 8728 printers.
- **Product name (or model number)**: This is the printer's brand name. HP Tango and HP DeskJet 2545 are examples of product names.
- **Identifier**: Extra letters in a product name that describes differences between the same types of printers. For example, the HP LaserJet Pro M125**a** printer provides a single USB connection, and the HP LaserJet Pro M125**nw** has additional wireless and wired network connections.
- **Product number**: A small, one-word name that represents an exact model of printer. K7C85A and M9C7A are examples of printer product numbers.
- **Serial number**: A unique number that represents a single printer. Every printer that HP releases has its own unique serial number. To learn more about serial numbers, go to [Finding the Serial Number](#).

VIDEO

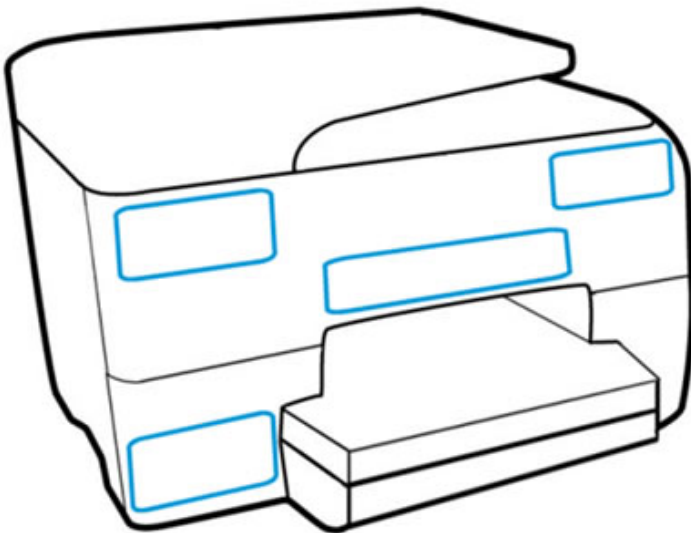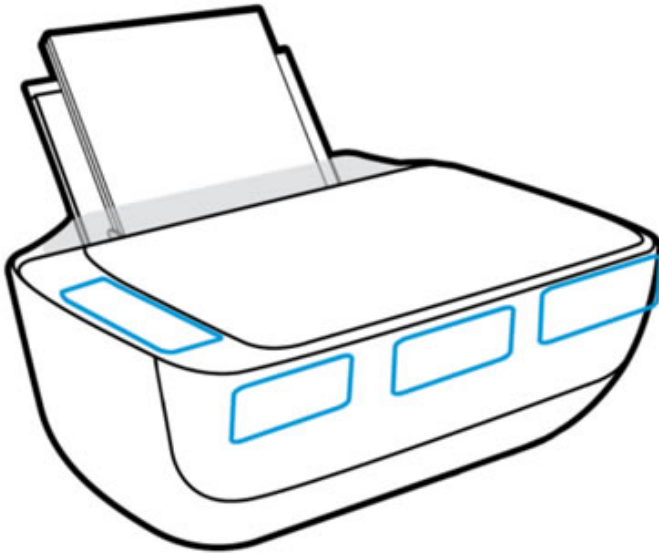**How to Find Your Printer Name or Number**
Learn how to check your printer and its labels to find your printer name and number.

☐ Look on the printer

Find the product name on the outside of the printer. Common locations are at the front corners, in the front center, or on the top left.

NOTE: If the product name cannot be easily found on the outside of the printer, look for a

label on the back, underside, or inside the cartridge access area.

Use HP Support Assistant (Windows 10, 8, 7)

HP Support Assistant is a software app that provides valuable device information, including the product name of your HP printer.

1. If you do not have HP Support Assistant, download and install it from the HP Support Assistant website (in English).

2. In Windows, search for and open **HP Support Assistant**.

3. If you are prompted with a Welcome screen, read and respond to the screens to complete the initial setup.

4. Click the **My Devices** tab, and then click **Add an HP device** to search for and add your HP printer to the main window.

The product name is shown in the tile for your printer.