



HP Indigo Print Care

Overview

HP Indigo customers can now gain remarkable uptime with HP Indigo Print Care. Using advanced diagnostics and troubleshooting tools, status summaries, and new remote communication tools, HP Indigo Print Care enables exceptional press uptime and high productivity.

HP Indigo Print Care alerts users to press events, taking them to guided troubleshooting with automated diagnostics and providing links to testing and calibration routines. Print Quality Assist tools give customers a step-by-step visual wizard to address print quality issues. Plus, a Print Care home page provides press information in an easy-to-read graphical format.

HP Indigo Print Care also has a desktop sharing tool that enables the HP service center to gain direct access to the print device's onboard computer for real-time support. A web camera provided with HP Indigo Print Care allows the customer to share video and still images with HP remote service engineers, who can then provide precise, real-time guidance. Proactive diagnostic tools automatically identify common problems and alert customers, sometimes even before the problems manifest themselves.

Features and Benefits

- Improved productivity
- Maximum uptime
- Press troubleshooting assist: Self-guided troubleshooting instructions for quickly solving press issues using automated diagnostics
- Print Quality Assist: Print quality symptom-oriented troubleshooting tool
- Press @ Glance: Press event history displayed in easy-to-read graphical views
- Knowledge Base: Documentation and best practices database
- Automatic Tests: Automatic electronic and software tests at board and component levels
- Call Me @ HP: Online call initiation with automatic forwarding of related press diagnostic information
- Desktop sharing: Direct access to press PC by the remote support engineer with

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press operator approval

- Video and image sharing: Web camera-based communication connecting operator and remote support
- Proactive diagnostics: Press and print server software agents that alert call center to possible problems before they occur

Availability

HP Indigo Print Care is standard equipment included on the HP Indigo 7000 Digital Press and on new HP Indigo press 5500 installations. It is also scheduled for delivery in 2H 2010 as a free upgrade to the installed base of HP Indigo press 5000 and 5500 users.

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