



HP Indigo Print Care

Overview

HP Indigo customers can gain remarkable uptime and virtually continuous printing with HP Indigo Print Care, which features advanced diagnostics and troubleshooting tools, status summaries and new remote communication tools.

HP Indigo Print Care alerts users to press events, guides them through troubleshooting with automated diagnostics and provides links to testing and calibration routines. Print Quality Assist uses a step-by-step, visual wizard tool to show customers how to address print quality issues. Additionally, a Print Care home page provides press information in an easy-to-read graphical format.

HP Indigo Print Care also features a desktop sharing tool that grants the HP service center direct access to the print device's onboard computer for real-time support. An optional web camera 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 assistance: Self-guided instructions for quickly solving press issues using automated diagnostics
- Print Quality Assist: symptom-oriented troubleshooting tool
- Press @ Glance: event history displayed using easy-to-read graphics
- Knowledge Base: Documentation and best practices database⁽¹⁾
- Component Diagnostics: Automatic electronic and software tests at board and component levels⁽¹⁾
- Call Me @ HP: Online call initiation with automatic forwarding of related press diagnostic information
- Desktop sharing: Direct access to the press PC by a remote support engineer with press operator approval
- Video and image sharing: Web camera-based communication connecting operator and remote support⁽²⁾
- Proactive diagnostics: Press and print server software agents that alert call center to

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potential problems

Availability

HP Indigo Print Care is available on the HP Indigo 7000 Digital Press, and will be included on HP Indigo press models 5000 and 5500 and WS6000 in 2009. HP large-format printers that currently use HP Instant Support and Go-to-Assist technologies are expected to transition to HP Graphic Arts Print Care starting in 2009.

⁽¹⁾ Expected to be available in early 2009.

⁽²⁾ Optional. Not included; sold separately.

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