

HP Scitex Print Care

Maximize uptime with a new level of service



Enjoy smooth, efficient printing operations, and get more from your HP Scitex press or printer investment, with HP Scitex Print Care. These advanced tools and services help you anticipate technical issues before they cause downtime and they provide quick, accurate diagnosis and resolution. Experience fast, efficient HP service that helps you maximize uptime and reduce costs.

HP Scitex Print Care is the industry-leading set of tools and services that provide fast, efficient assistance for effective, timely routine preventative maintenance.

- Remote assistance is like working side-by-side with HP customer engineer, who can see the press/printer via live video and chat real-time with your operator,¹ to reach a quick resolution using Call me@HP collaboration tools.
- From remote assistance to enhanced diagnostic tools¹ and advanced troubleshooting, maximize your uptime and maintain smooth operations.
- With enhanced diagnostics,² you get step-by-step operator guidance for timely, effective routine preventative maintenance and quick, easy resolution.
- The latest version of HP Scitex Print Care introduces new touch screen user interface capabilities, for intuitive ease of use.

¹ The remote HP customer engineer may work directly with your operator, or with your HP Authorized Channel Partner.

² This feature is not available on all printers. Please contact your sales representative for further information.



The Call me@HP collaboration solution supports virtual face-to-face meetings in virtual rooms. Your operator can communicate and share information in real time with our remote assistant, enabling outstanding, productive communication.

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HP Scitex Print Care tools and services

Remote Assistance using Call me@HP. Our remote assistant is ready and waiting to dialog in real-time using a chat tool to provide remote assistance service and support.¹ Through this service, the remote HP customer engineer uses a camera to look at your press/prINTER, sees diagnostic results, and views historical data to help complete maintenance and reach a resolution. This service is designed to be like virtually working side-by-side.

Production Information. See production information at a glance, including press utilization, and media and ink consumption, to help you monitor and optimize your production.

Diagnostic Tool². The diagnostic tool evaluates various press/prINTER components and pinpoints potential problems. The operator or your HP customer engineer can initiate the tool. Or it can be set up to automatically schedule or pre-schedule diagnostic analysis.

Calibration Tool². Complete accurate press/prINTER calibration with this set of procedures specific to the press/prINTER platform.

Backup and Restore². Backup and restore selected files, defined by the administrator on site, to enable a quick recovery in case of a system failure.

Troubleshooting². Once diagnosis is complete, this enhanced troubleshooting tool provides instructions for resolution.

Maintenance Scheduler. Receive alerts when it's time to initiate routine maintenance. When timely maintenance is complete, the software indicator schedules the next maintenance reminder. In addition, this tool keeps a maintenance history report and records system events, errors, and messages in a local database.

Maintenance wizard². This friendly wizard guides you through each maintenance task by describing the relevant parts and providing instructions on how to perform the task using text, images, illustrations, and video clips.

Messages log². View a log of all messages and events that were generated or that occurred during press/prINTER operation. The messages can be sorted by substrate type, print mode, and subsystem. Predefined filters find trends based on when the messages occurred. And, each message includes one-click access to instructions for resolution.

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