

Data sheet

# HP Indigo Print Care 2



Get more from your press, every day



# Print Care 2, your personal assistant operator



**HP Indigo Print Care 2 is available for HP Indigo 7000 Series Digital Presses and HP Indigo WS6000 Series Digital Presses**

HP Indigo Print Care 2 is a comprehensive suite of enhanced support tools and services that helps your business keep press operations on track. With Print Care 2, operators are guided through automated or manual processes to resolve press issues. They can also easily access efficient real-time remote support from service personnel, who draw on an expanded knowledge base.

“With Print Care 2, our operators can now solve more press and print quality issues independently, helping us stay focused on the most important part of the business – our customers.”

– Steve Frost, Production Manager, Pureprint Group

## **Resolve up to 80% of press issues independently, without opening a service call**

Diagnostic and troubleshooting processes enable operators to efficiently solve issues and get the press back working at peak performance.

- Use **automatic diagnostics** to investigate a wide variety of press issues.
- Access easy, step-by-step **troubleshooting** guidance for fast, independent resolution.
- Directly link to troubleshooting from error messages.
- View current press status and relevant history easily using the **At a Glance** portal.
- On an ongoing basis, efficiently maintain and calibrate your press with automated tools and step-by-step guidance.

## **Gain optimal print quality**

Automated tools provide quick and efficient defect identification and clear guidance for corrective actions for over 95% of known print quality issues.

- Easily and quickly pinpoint the source of a print quality issue with **Print Quality Assist**.
- Quickly resolve print quality issues with the new **Automatic Alert Agent** link to troubleshooting.
- Save time and boost your productivity with **Supplies Care** – an efficient, user-friendly process that can prevent unnecessary supplies replacements.

“By using Print Quality Assist we solved the problem in minutes, otherwise it would have taken approximately 45 minutes to perform standard troubleshooting techniques and routine maintenance procedures.”

–Rachel Katz, Digital Services Manager, MOSAIC



“Print Care is my onsite technician.”

– Gregory Weaver, Digital & Offset Print Production Manager, Communicorp

**Efficiently diagnose and troubleshoot your press, via a new intuitive user interface**

A full press view provides access to the information and operations you need. All the tests, diagnostics, troubleshooting and other tools are presented together according to subsystem, enabling quick and easy access and navigation.

- Easily access tools via the new **one-click press view**.
- Work methodically, following the clearly presented hierarchy and order for each subsystem.
- Quickly become a proficient user, with the new intuitive graphical representation.

**Enhanced remote support experience**


Share critical information in real time and resolve press issues quickly with a rich set of advanced tools.

- Use the **Service Call** tool to quickly open a call directly from the press.
- Automatically send relevant files to the remote support engineer, with the call.
- Show and share exactly what you are seeing with the intuitive **HP MyRoom** tool.
- Collaborate efficiently with remote control, video, chat, and file transfer.

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