



# HP Installation Services with Network Setup

HP Care Pack Services for HP DesignJet products



## Key benefits - At a glance

- Quick start to successful printing on day one
- Professional setup and configuration guaranteed
- Minimised use of your IT resources
- Minimum disruption to business during installation and setup

## Get the best start with your new HP DesignJet printer

Leave no room for surprises with your new printer. Getting it right, from the start, isn't just a matter of physical installation. To deliver the professional results you expect, right from the first day, your new HP DesignJet printer must be properly configured and tested for your specific environment.

HP Installation Services with Network Setup help you integrate HP DesignJet printing products into your printing and IT environment quickly and without disruption. In just a few hours, an HP trained technician will ensure your HP DesignJet printer, MFP, or scanner and related accessories are fully operational.

When your printer is installed properly and professionally, with confirmation that all features are operating efficiently, you can focus on your core work with confidence. With your HP DesignJet printing equipment ready to start making an important contribution to your day-to-day business operations, you can start getting the most from your investment from day one.

## Service description

HP Installation Services with Network Setup include onsite installation and network setup of HP DesignJet printing products by an HP-trained technician. Deliverables include assembly of all HP accessories, hardware verification, network setup, and basic orientation for your organisation's key users or operators.

HP will work closely with you and your staff to develop and coordinate a schedule that outlines tasks and resources. HP helps to identify necessary activities, time frame for each activity, and the responsible party – HP, your staff, or other vendors. The result is a smooth, hassle-free, disruption-free installation process.



## How it works?

### Step 1

REGISTER your Installation care Pack by:

- Calling: 1-800-407-6210 (US # 1, CA #2) then use commercial products by pressing # 2 (please follow the IVR)
- Mail: [srg@hp.com](mailto:srg@hp.com)

### Step 2

AFTER registering the care pack, you can schedule delivery of your installation service by calling HP support at 1-888-447-0169 PIN 97000 (Please have your customer purchase order number or HP Care Pack registration number available). Your DJ must be in the place that will be installed. A case number will be created.

### Step 3

Hp Technician will contact you to setup the date & time and all the necessary requirement for the installation.

## For more information

To learn more about HP Next Business Day Onsite Response Service, as well as other related services from HP, contact your local HP preferred reseller or HP sales representative, and visit our website at [hp.com/go/cpc](http://hp.com/go/cpc)

With HP Installation Services with Network Setup, you can get everything you need for a fast, efficient installation, and an immediate start to productive printing.

The service includes:

- All labour and materials
- Unboxing and uncrating of the HP device
- Matching of the shipment contents to the packing list
- Check the Firmware and update it if needed
- Driver and Firmware have to be downloaded from HP website to be up to date
- Installation of the universal print driver on a single PC workstation
- For multifunction products, calibrate the scanner
- Printer network setup, including programming of the IP address and network settings and verification of network printing functionality
- Installation of HP paper-handling accessories, network interfaces, and ink supplies
- Key operator orientation – HP will provide a basic overview of how to install consumables, how to print a test page, and how to clear paper jams, plus explanations of basic features and functionality
- Hardware verification – HP will power-on the printer, verify functionality, and run standard tests and diagnostic routines, as applicable, to verify that the product is operational
- Movement of packaging materials to a convenient, designated customer site location
- Checklist of performed actions

## Benefits for your business

- Fast time to first print: have your new HP DesignJet printer ready to print within few hours from delivery
- Professional setup: rest assured the printer will be properly configured to work within your environment
- Minimum disruption: HP specialists are trained to help keep installation activities from impacting your business operations

## How to order?

Purchase HP Installation Services with Network Setup together with your new HP DesignJet printer.

Select the right HP Care Pack service at [hp.com/go/cpc](http://hp.com/go/cpc)

Contact your local HP preferred reseller or HP sales representative to buy.

Use the following **product numbers** to order the right service for your printer:

For HP DesignJet T120, T520, T730 and T830 printer	UC744E	HP Network Installation Service for HP DesignJet Low-end series
For all other HP DesignJet devices	H4518E	HP Network Installation Service for High-end HP DesignJet series

After a Care Pack has been registered, please book an installation appointment through the Contact Center. You can find the contact details at [hp.com/go/contactpww](http://hp.com/go/contactpww)

## Learn more at

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