

# HP Indigo Print Care

For HP Indigo 10000, 20000, 30000 Digital Presses



## Resolve issues quickly and independently

HP Indigo Print Care is a key pillar of HP Service Advantage, an integrated services portfolio that enables predictable printing operations and optimized cost structure. It is a complete on-press toolset that enables fast and accurate diagnosis and resolution of issues so that you can get back to production quickly.

This on-press software enables users to resolve press issues independently, through diagnostic and troubleshooting processes, without opening a service call. It's like having your own onsite technician.

### Use the HP Indigo Print Care diagnostic and troubleshooting tools to resolve press issues



Select a component or click on an error message to diagnose and troubleshoot

Follow the step-by-step troubleshooting instructions

Issue resolved

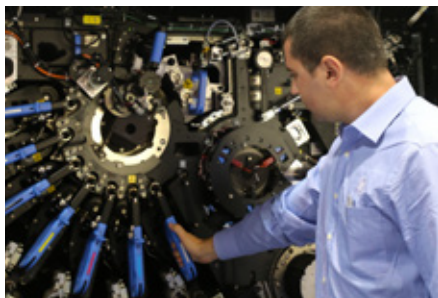
If the issue is not resolved, use the remote tools to collaborate with HP support. All press data including diagnostic results are sent automatically to your remote support engineer who will contact you with next steps for resolution.



Open a service call via HP Print Care

Share critical information with an HP remote support engineer using live chat, image sharing, and remote control

# HP Indigo Print Care



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

## **Efficiently resolve press issues independently, without opening a service call**

Built-in Troubleshooting processes and a variety of diagnostics tools enable operators to efficiently solve issues and get the press back working at peak performance.

- Link directly to troubleshooting from error messages to access an easy, step-by-step troubleshooting guidance, for fast, self-resolution and verification.
- Use the elements activation and automatic diagnostics tools to independently investigate a wide variety of press issues, with over 95% sub-system coverage.
- Easily access a snapshot of the press status and diagnose issues with the **Press @ a Glance** tool, for a weekly/monthly status report and history.
- Leverage the Print Care **3D Press Schema** as a powerful visual aid, labeling specific modules to enable you to move quickly and accurately between press modules for faster issue diagnostics and resolution.

## **Gain optimal print quality With Print Quality Assist**

An easy-to-use tool, it provides quick and efficient defect identification and clear guidance for corrective actions.

- Instantly pinpoint the source of a print quality issue.
- Access a set of images representing the most common press potential quality issues. Each image is followed by a step-by-step instruction guide, detailing how to resolve related quality issues quickly and efficiently.
- Conveniently run a wide variety of ATP (Acceptance Test Procedure) files, testing the press print quality.

HP engineers communicate with customers using the **HP MyRoom** collaboration tool, which offers significant benefits, including increased uptime and more personal service.



#### Enjoy an enhanced remote support experience

Share critical information with the HP Indigo remote support team and resolve press issues quickly with a rich set of advanced tools.

- Use the **Service Call** tool to quickly open a service call at the remote customer care center, directly from the press.
- Automatically send relevant images and press log files to the remote support engineer, while opening the call.
- Enjoy efficient and friendly remote support experience with the **HP MyRoom** collaboration tool including remote control, video, chat, and file transfer to show and share exactly what you are seeing in real-time.

#### Leverage an advanced technical knowledge library and tools

- Easily access the **Knowledge Center**, a library of technical knowledge holding the most updated and comprehensive technical information in document and video formats. Supports operators and production managers in independently analyzing and resolving press issues.
- Conveniently access the **3D Parts Catalog** for easy identification of the required part to replace, including both spare parts and Uptime Kit parts.

**HP Indigo Print Care is available in 10 languages, including:** English, French, Italian, German, Spanish, Russian, Brazilian Portuguese, Japanese, Chinese, and Korean.

## HP Indigo Print Care is comprised of five toolsets

### Troubleshooting tools



Guides the operator through identification of possible causes, corrective actions, and automatic validation for the most common press issues. Launched directly from an error message or a print quality issue.

Features include:

- **Print Quality Assist:** Identifies the cause of print quality issues quickly. This intuitive tool provides a set of images that display the most common image defects. After selecting the image defect that best matches the situation, the tool provides guidance for troubleshooting and resolution of the issue.
- **Error Messages:** Quick and easy access to troubleshooting procedures directly from the press error message.

### Diagnostic tools



Enables the operator to independently diagnose and identify where a problem is occurring. Once the cause of the issue is identified, HP Indigo Print Care offers corrective actions for resolution. These include **element activations**, automatic and manual **tests**, pre-defined tests **dashboards** for tests, as well as the ability to customize and save your own set of tests. The **Substrate Transport Adjustment** tool helps to diagnose and adjust the substrate handling system. The **Scratch Mapping** tool can help to identify the source of the issue so you can take further action.

### Service tools



Provides operators a full picture of the status of the press and information regarding various topics.

- **Press @ a Glance:** Access to press information that can assist in resolving press issues, such as: measurements, calibrations, supplies replacements, events list, and press properties. Presented in chart and graph formats for quick and easy viewing.
- **ATP procedures:** This tool enable users to print a wide variety of jobs to test the press' print quality, without using the DFE.

### Remote tools



Enables operators to collaborate and resolve issues quickly with a remote support engineer. Features include:

- **Service Call:** Opens a service call directly from the press and transfers critical press logs and files to remote support.
- **HP MyRoom:** Allows the operator to share critical information, in real time, with a remote support engineer. One can share images and/or video, open a chat session, share the desktop, and enable remote control to resolve the problem.

### Knowledge tools



All the documentation and complementary information needed, such as:

- **Knowledge Center:** Easy access to all documents and manuals in one location, organized by areas and subsystems.
- **Parts Catalog:** A three dimensional list of components and their catalog numbers, for easy identification required parts.

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