HP Indigo Print Care

For HP Indigo 7000 Series and WS6000 Series 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 optimised cost structure. It is a complete on-press toolset that enables fast and accurate resolution of issues so that you can get back to production quickly.

This on-press software enables users to resolve up to 80% of press issues independently, through troubleshooting and diagnostic 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 troubleshoot and diagnose → 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.
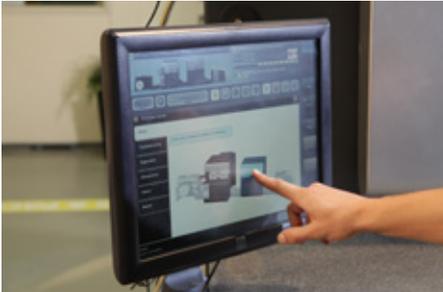
Open a service call via HP Print Care → Share critical information with an HP remote support engineer using live chat, image sharing, and remote control

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.

"With Print Care, 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 efficiently and 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 to working at peak performance.

• Access easy, step-by-step **troubleshooting** guidance for fast, self-resolution and verification.

• Link directly to troubleshooting from error messages.

• Easily view current press status and relevant history using the **Press @ a Glance** portal.

• Use the **diagnostic** tools to independently investigate a wide variety of press issues.

• Use the on-press **maintenance routines** to efficiently maintain press performance, and keep it in top operating condition. Plan ahead and schedule ongoing press maintenance procedures, with help from step-by-step guidance and self-tracking.

Gain optimal print quality with Print Quality Assist
Automated tools provide quick and efficient defect identification, and clear guidance for corrective actions, covering over 95% of known print quality issues.

• Instantly pinpoint the source of a print quality issue.

• Quickly resolve print quality issues with the **Automatic Alert Agent**[1] by using a link to Print Quality Assist troubleshooting.

• Save time and boost your productivity with **Supplies Care,** an efficient, user-friendly process that can identify and correct supplies issues. The process can also find and fix print quality defects, and 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

[1] Automatic Alert Agent is an additional option available for presses with an in-line scanner.

"Print Care is my onsite technician."

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

Efficiently diagnose and troubleshoot your press, via an intuitive user interface
A full press view provides access to the information and operations you need. Troubleshooting and other tools are presented by subsystem, enabling quick and easy access and navigation.

- Easily access tools via the Print Care home page press scheme.
- Work methodically, following the clearly presented hierarchy and order for each subsystem.
- Quickly become a proficient user, with the intuitive graphical representation of the press components.

Enjoy an enhanced remote support experience
Share critical information 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 centre, directly from the press.
- Automatically send relevant images and press log files to the remote support engineer, while opening the call.
- Enjoy an 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.

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

Guide the operator through a pre-programmed process for the most common press issues. These can be launched directly from an error message, or initiated by the user. 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.
- **Automatic Alert Agent[1]:** Identifies and alerts the user in real time, once a print defect is detected. The tool provides a direct link to the print defect troubleshooting steps.
- **Supplies Care:** Provides an efficient, user-friendly process for identifying and correcting supplies issues and print quality defects. The tool can save time, boost productivity and prevent unnecessary supplies replacements.

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**, as well as **a substrates transport** tool that helps to diagnose and adjust the substrate handling system.

Maintenance and calibration tools

Supports and assists operators with ongoing press maintenance and calibration with step-by-step procedures:

- **Maintenance routines:** Increase press availability and print quality, and maintain a steady press health and top operating condition. The routines make it easier to perform ongoing maintenance, integrating simplicity, accessibility and self-tracking with customisation. This on-press tool provides a visible indication of the press' maintenance condition.
- **Calibrations and installation procedures:** Wizards and automatic procedures for component calibration and installation are available to simplify procedures.

Service tools

Provides operators a full picture of the status of press components, supplies, and spare parts using these key features:

- **Press @ a Glance:** Quick and easy view of press operations and status of components, press settings, test results out of spec values, and more.
- **Supplies @ a Glance:** A statistical view of the consumables in the press that allow you to track consumables activity such as replacement rate and reason for replacement.
- **Spare Parts @ a Glance:** Enables monitoring and tracking of information on all parts replaced over the past year. Includes data such as replacement dates, serial numbers, and more.

Remote tools

Enables operators to collaborate and resolve issues quickly with a remote service 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.

HP Indigo Print Care functionality varies per press family. The full toolset is available for the HP Indigo 7x00 and WS6x00 Digital Presses. HP Indigo W7250 and W7200 Digital Presses support an abridged version of the full toolset. Only service tools and remote tools are available on the HP Indigo 5x00, 3xx0, and WS4x00 Series Digital Presses.

[1] Automatic Alert Agent is an additional option available for presses with an in-line scanner.

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