

# HP Indigo Print Care

Diagnose and resolve issues quickly and independently



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The 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 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



**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.**



**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 six 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, 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<sup>2</sup>:** 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. Available for presses with an in-line scanner.
- **Supplies Care<sup>2</sup>:** Provides an efficient, user-friendly process for identifying and correcting supplies issues. 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. These include **element activations**, automatic and manual **tests**, and pre-defined **dashboards** for tests<sup>1</sup>. The **Substrate Transport Tool** helps to diagnose and adjust the substrate handling system. The **Scratch Mapping** (2) tool can help to identify the source of the issue so you can take further action. Once the cause of the issue is identified, HP Indigo Print Care offers corrective actions for resolution.

### Maintenance and calibration tools<sup>2</sup>



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 steady press health and top operating condition. The routines make it easier to perform ongoing maintenance, integrating simplicity, accessibility, and self-tracking with customization. This tool provides a visible indication of the press' maintenance condition.
- **Calibrations and installation procedures<sup>2</sup>:** Wizards and automatic procedures for component calibration and installations are available to simplify procedures.

### Service tools



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

- **Press @ a Glance:** Access to press information that can assist in resolving press issues, such as measurements, events, test results, out-of-spec values, supplies and parts replacements, and press properties. Presented in chart and graph formats for quick and easy viewing.
- **ATP Procedures<sup>1</sup>:** This tool enables 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<sup>1</sup>



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 of required parts.

<sup>1</sup> Feature applies to HP Indigo 10000, 20000, 30000 Digital Presses

<sup>2</sup> Feature applies to HP Indigo 7000 Series, WS6000 Series Digital Presses

### HP Indigo Print Care functionality varies per press family.

The above toolsets are available for HP Indigo 7000 Series, HP Indigo WS6000 Series, HP Indigo 10000, 20000 & 30000 Digital Presses. For HP Indigo W7250 and W7200 Digital Presses, HP offers an abridged version of the toolsets. Only service tools and remote tools are available on the HP Indigo 5000, 3000, and WS4000 Series Digital Presses.

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