Data sheet

HP Visual Remote Guidance Service

For HP Latex Printers

With MyRoom, real-time global collaboration between your operators and HP experts is easy and flexible, increases productivity, and delivers bottom-line savings to your printer uptime.

Dramatically cut repair time and operating costs

Boost your productivity and cost-efficiency with live, visually guided collaboration.

With HP Visual Remote Guidance Service, your operators are guided by an HP expert through issue resolution, significantly reducing time to repair, even for demanding printer issues.

HP Visual Remote Guidance service is an innovative support service enabled through HP MyRoom that facilitates faster issue resolution by operators, while collaborating virtually with a remote support engineer. Live information sharing provides an intelligent, intuitive remote support experience. The remote customer engineer can see what your operator sees and does, and can provide real-time guidance, all via the wearable computing display, enabling convenient, hands-free interaction. Text chat is enhanced with real-time language translations[1], bringing further convenience to the remote support experience. Seamless access to HP experts worldwide extends your operators' skills and simplifies the resolution process.

HP Service Advantage
HP Visual Remote Guidance service is part of **HP Service Advantage** – an integrated portfolio of services for HP customers that enables predictable printing operations and optimised cost structure.

[1] Language translations are through SpeechTrans on PC-based sessions, provided as text translations.

The power of HPE MyRoom collaboration includes live chat and virtual face-to-face meetings in your own online rooms. Operators and HP support experts can share desktops and interact in real time using a secure, high-quality personal audio and video connection. Cloud connectivity is enterprise secure, with AES 256-bit encryption of audio, video and desktop sharing. HPE MyRoom supports a variety of platforms, including Android, iOS, Windows, Mac OS X, and Linux.

WiFi requirements

- Enterprise-level router delivering on Wi-Fi standards (Wi-Fi a/b/g/n/ac).
  - For an Android Smartphone, the router to provide 802.11a/n/b/AC or a combo of those bands.
  - For the Epson BT200 bands are - 802.11b/g/n
  - For the Epson BT300 bands are Wi-Fi 802.11a/b/g/n/ac
- Unbroken WiFi coverage around the full perimeter of the printer, without dead spots[1]
- 120 bits of data transmitted over the data stream

Ordering information

Contact your HP representative to learn more about HP Visual Remote Guidance.

[1] HP recommends customers to minimize WI-Fi dead spots, using an external IT consulting company. Wearable devices require more signal than a normal smartphone.

Maximise your uptime and productivity

Gain immediate access to expert support, tailored to your needs. Operators can quickly and easily activate visual guidance sessions with a remote support engineer through the integrated HP MyRoom live collaboration platform.

The remote support engineer will be able to see in real time what your operator sees through the wearable computing device and guide him through every step. At the same time, your operator's hands will be free to perform the guided actions while continuing uninterrupted communication with HP's experts. This enables issues to be diagnosed and resolved accurately and optimally, significantly increases the first-time fix rate and enables quick resolution, for fast return to productive printing. Additionally, live guidance during the repair leverages HP customer engineers' accumulated expertise to dramatically shorten operators' learning curve, enabling them to focus more on core printing tasks.

Enjoy a world-class customer experience

Benefit from a simplified resolution process, even on demanding issues. Your operators can interact hands-free with HP experts, with real-time audio, video and desktop sharing through HP MyRoom and wearable computing devices.

Embedded text translations from the wearable to the PC facilitate collaboration with HP experts around the world, removing language barriers and extending your access to HP's worldwide remote support resources. Live visual collaboration also enables the remote support engineer to assist with parts identification to ensure the correct parts are replaced and prevent ordering of incorrect parts, which can potentially save you time and costs.

Grow your business

Profit from predictable business operations and optimised cost structure, while saving the cost of highly skilled operators. Operators are empowered to efficiently maintain and repair the printer, through live interaction with HP experts and assistance from visual aids, including visually guided remote support videos.

Faster, more accurate maintenance and repairs enable higher uptime and productivity, helping reduce your operating costs.

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