

HP Jet Fusion 3D Solution Services

Frequently Asked Questions



1

Case Monitoring

Can I monitor my open cases?

HP's case management system provides email notifications for major case status change events, like opening and closing a case. This functionality can be used as a monitoring tool for customers who have an installed base of up to two printers. HP is evaluating different options to increase visibility into cases that are currently open, especially for customers with a more extensive installed base.

If I have more than one open case, will the assigned engineer be able to help me with all cases as a whole?

The next available remote support engineer is assigned to every new case you open. This is to ensure we can begin diagnostics and troubleshooting as quickly as possible to correct the issue in a timely manner.

In instances where several remote support cases are opened simultaneously, HP makes every effort to keep connecting you with the same engineer. However, this consistency cannot be guaranteed due to engineer workloads, vacations, training schedules, and illnesses that might prevent the same engineer from being available.

In instances where an onsite response is necessary for simultaneous cases, the remote support engineer makes sure that the same field service engineer is dispatched for onsite repair.

The [HP Priority Care Service](#) includes one single point of contact and is available for those customers who require this feature because of the volume of their installed base and operations.



2 Quality of Service

How much time does the remote troubleshooting take?

As soon as you are in contact with an HP remote support engineer, diagnostics and troubleshooting activities begin. The amount of time depends on the complexity of the issue. Your cooperation in the support process is key to minimizing troubleshooting time.

We make every effort to reduce time-to-repair through our centralized call center that continually consolidates break fix knowledge occurring worldwide. This knowledge helps us provide the fastest possible resolution time to customers. As we continually improve this model, you always get the best option for closing your case as soon as possible.

What am I responsible for while my case is being remotely troubleshooted?

We count on you to execute all possible onsite activities prior to the arrival of the onsite field service engineer. This allows us to speed up the overall resolution of your case.

Customers may be asked to perform diagnostics and calibrations, and download logfiles for the remote team to review¹.

Who decides to dispatch an onsite engineer?

The decision to dispatch an HP field service engineer to your premises is based on the outcome of the remote resolution action plan. If the action is not a Customer Self Repair operation and requires an onsite field service engineer, the HP remote support engineer will then dispatch.

What do I need to have ready when HP sends an engineer to my site?

Depending on your case the HP field service engineer may need to perform some testing on your system that may require use of consumables. You should make sure that you have supplies in stock.

When the issue requires a specific action (i.e., emptying a build unit or cleaning the processing station), this will be requested, in advance, by your HP remote support engineer. Please make sure to perform the actions before the engineer reaches your site, so that we can resolve your case as soon as possible.

Will I be able to always speak with the same engineer everytime I open a new case?

Our goal is to provide service continuity by delivering the fastest response times possible. There are certain outside factors, like regular trainings, annual leave, and sick leave, that prevent us from guaranteeing each customer a single point of contact (SPOC) for each case.

However, we are working very hard to optimize your service experience by keeping our remote support teams coordinated and having an internal policy to assign, when possible, the same HP remote support engineer to the same customer.

The [HP Priority Care Service](#) includes one single point of contact and is available for those customers who require this feature.

How does HP onsite response time work?

The specific details of the onsite response time depend on the service agreement you have with HP, which may include second business day, next business day, or other available options.

The onsite response time begins once the remote support engineer decides that the next step in solving your issue is to dispatch an onsite field service engineer and ends when the engineer arrives at your site.

The onsite support team will communicate with you to confirm the engineer's expected arrival time at your site so that you can be prepared when the engineer arrives.

3 HP Ramp Up Service

How can I maximize the time the ramp-up engineer spends at my site?

You can maximize your time with HP's ramp-up engineer by asking as many questions as possible and raising any concerns you have about day-to-day activities during idle moments.

One of the main advantages of the HP Ramp Up Service is that it is delivered on your premises and can be customized to your needs and requirements. The ramp-up engineer will share with you the agenda for ramp-up activity and will listen to your feedback. You can plan Q&A sessions when they are most convenient.



4 Connectivity

If my printer is connected, will the service engineer be able to check—in real time—the status of my machine?

The HP Secure cloud has some delay in receiving the latest information from a customer site, so it is not a real-time information system. Timing depends on several factors, including the amount of information being sent to the HP secure cloud. Therefore, the very last activity performed by a customer might require active confirmation. In addition, we do not necessarily receive all of the information for a customer machine or case, so we may have to ask you for additional details.

The HP secure cloud provides very useful and critical information to the HP support team such as last system error messages (which can confirm the frequency of a problem), specific printer settings/calibration values when a problem occurs, consumables information, and more. It is a key tool used by the HP remote troubleshooting and diagnostic team to validate and align with you about a proper action plan for problem resolution.

Why do I need to update the firmware of my hardware using a USB stick when it is connected to the HP secure cloud?

There are several benefits to using the USB model over the cloud:

- It is a much more controlled process, as you can read the release notes before downloading and evaluate whether to install.
- It is a better method for planning. Schedule firmware updates when most convenient for your business. The USB model prevents errors by making sure operators do not press the “OK” button by mistake.
- For increased security, the printer and processing stations can only push information to the HP secure cloud, not vice versa.

Sign up for updates
hp.com/go/getupdated

¹HP or HP-authorized technicians will not request access to your computer/equipment to install anything, and they will not ask you to provide your credit card information to buy anything or offer a subscription to any service.

HP Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product. Service levels and response times for HP Care Packs may vary depending on your geographic location.

© Copyright 2019 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

March 2019

