

HP Indigo Print Care

Diagnose and resolve issues quickly and independently



Indigo Print Care 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 up to 80% of press issues independently through diagnostic and troubleshooting processes without opening a service call. It's like having your own onsite technician.

How it works:

With its intuitive user interface and the One-Click Press View, Indigo Print Care can **easily** resolve your press issues.

1. **Click** the Print Care icon  to launch and unleash the power.
2. **Connect** instantly to the feature-rich on-press troubleshooting and diagnostic tools for step-by-step guidance, or easily engage an HP Remote Support Engineer to share critical information in real-time.
3. **Correct** the problem and get your press back to production.

Indigo Print Care is comprised of 5 toolsets¹



Diagnostic Tools

Enables the operator to independently diagnose and identify where the problem is occurring. Once the cause of the issue is identified, Indigo Print Care offers corrective actions for resolution. This includes both automatic and manual tests, as well as Substrates Transport tool that helps to diagnose and adjust the substrate handling system.



Troubleshooting Tools

Guiding the operator through a pre-programmed process for the most common press issues, this can be launched directly from an error message, or initiated by the user. Features include:

- **Print Quality Assist:** Identify 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 your situation, the tool provides guidance for troubleshooting and resolution of your issue.
- **Error Messages:** Quick and easy access to troubleshooting procedures directly from the press error message.
- **Automatic Alert Agent²:** Identifies and alerts the user in real time, once a print defect is detected.
- **Supplies Care:** Save time and boost your productivity with this efficient, user-friendly process that can prevent unnecessary supplies replacements.



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 and more.
- **Supplies @ A Glance:** A statistical view of the consumables in the press that allow you to track consumable activity such as replacement rate and reason for replacement.
- **Spare Parts @ A Glance:** The ability to monitor and track information on all parts replaced over time, up to one year. Includes data such as replacement dates, serial numbers and other additional information.



Remote Tools

Collaborate and resolve issues quickly with an HP Remote Support Engineer. Features include:

- **Service Call:** Opens a service call directly from the press and transfers critical defect logs and files to HP Support.
- **'My Room' tool:** Allows the operator to share critical information, in real time, with an HP 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.



Maintenance Tools

This assists operator with ongoing press maintenance and calibration by automating processes and detailing procedures, step by step.

"Print Care is my onsite technician."

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

¹ Toolset functionality varies per press family. Full toolset available for the HP Indigo 7x00, WS6x00 and 10000 Digital Presses. HP Indigo W7250 and W7200 offer an abridged version of the Full toolset. For HP Indigo 5x00 and HP Indigo 35x0, only Service Tools and Remote Tools are available.

² Automatic Alert Agent is an additional option available for the Indigo 7x00 presses

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