

HP Installation Services with Network Setup and Site Survey



HP Deployment Services

Installation Services with Network Setup - Service overview

HP Installation Services with Network Setup will be performed by an HP Engineer or an HP Authorized Service Engineer. In some cases, the HP Engineer will require assistance from the customer during installation and setup. Deliverables include assembly of all HP accessories, hardware verification, network setup, and basic orientation for your organization's key users or operators. Your network must be configured and available prior to installation.

With HP Installation Services with Network Setup, you can get everything you need for a fast, efficient installation, and an immediate start to productive printing.

The service includes:

- All labour and materials (Travel zones and charges, if applicable, may vary in some geographic locations¹)
- Unboxing and uncrating of the HP device
- Matching of the shipment contents to the packing list
- Installation of the universal print driver on a single PC workstation
- Printer network setup, including programming of the IP address and network settings and verification of network printing functionality. Your network must be configured and available prior to installation
- Installation of HP paper-handling accessories, network interfaces, and ink supplies
- Key operator orientation – HP will provide a basic overview of how to install consumables, how to print a test page, and how to clear paper jams, plus explanations of basic features and functionality
- Hardware verification – HP will power-on the printer, verify functionality, and run standard tests and diagnostic routines, as applicable, to verify that the product is operational
- Movement of packaging materials to a convenient, location within the customer's site. Does not include removal from the site
- Checklist of performed actions

¹ Travel zones and charges, if applicable, may vary in some geographic locations. These charges will be quoted at the time that the installation is requested.

Site Survey - Service overview

A HP Site Survey is required for all PageWide XL printer installations which consist on identifying resources needed and logistics involved by transporting and installing the printer in its final destination. A HP Technician will inspect the customer site and printer location where the it will be installed, measure the elevator's capacity and size, doorways etc. to see if any lifting tools are needed prior to sending the printer to the site

The HP CE will work with the site contact. It is best to first determine where the printer will be offloaded from the delivery truck (Loading dock, back door, parking lot, etc...). From that point do a walk-through with the site contact.

HP CE should take measurements of doorways and left and right turns, elevator dimensions if applicable. Consider how big the printer is on its wheels and will it fit as it goes though doorways and halls, turns etc....

* Some restrictions may apply. Contact your Channel Partner or HP representative to check the availability of the Care Pack.

Benefits for your business

- Fast time to first print: have your new HP PageWide XL printer ready to print within few hours from delivery
- Professional setup: rest assured the printer will be properly configured to work within your environment
- Minimum disruption: HP specialists are trained to help keep installation activities from impacting your business operations (in some cases the customer may be required to assist the Service Engineer)

How Care Pack Central works?

Visit hp.com/go/cpc

- Select a country where the HP printer will be located.
- Enter your printer serial number, product number or model name.
- Choose the Care Pack you wish to purchase
- Contact your local reseller or preferred HP sales representative to buy.

How to order?

Purchase HP Installation Services with Network Setup together with your new HP PageWide XL printer.

Select the right HP Care Pack service at hp.com/go/cpc select a country where the HP printer will be located.

Contact your local HP preferred reseller or HP sales representative to buy.

Use the following product numbers to order the right service for your printer*:

How it works?

Step 1

REGISTER your Installation Care Pack by:

- Calling: 1-800-407-6210 (US # 1, CA #2) then use commercial products by pressing # 2 (please follow the IVR)
- Mail: srg@hp.com

Step 2

AFTER registering the care pack, you can schedule delivery of your installation service by calling HP support at 1-888-447-0169 PIN 97102 (Please have your customer purchase order number or HP Care Pack registration number available). Your PageWide XL must be in the place that will be installed. A case number will be created.

Step 3

HP Technician will contact you to setup the date & time and all the necessary requirement for the installation.

Do you want to know more?

Contact your HP Sales Representative or your HP Channel Partner for more information. Find the full list of supported Care Packs [here](#).

You can also contact us at gbserviceoptions@hp.com. We can provide from Services data sheets to detailed quotations. Just ask.

Learn more at
hp.com/go/pagewidexlservice
hp.com/go/cpc

