

HP Installation Services with Network Setup

HP CarePack Services for HP DesignJet products



Get the best start with your new HP DesignJet printer

Leave no room for surprises with your new printer. Getting it right from the start isn't just a matter of physical installation. To deliver the professional results you expect, right from the first day, your new HP DesignJet printer must be properly configured and tested for your specific environment.

HP Installation Services with Network Setup help you integrate HP DesignJet printing products into your printing and IT environment quickly and without disruption. In just a few hours, an HP trained technician will ensure your HP DesignJet printer, MFP, scanner, or related accessory are fully operational.

When your printer is installed properly and professionally, with confirmation that all features are operating efficiently, you can focus on your core work with confidence. With your HP DesignJet printing equipment ready to start making an important contribution to your day-to-day business operations, you can get the most from your investment from day one.



Service description:

HP Installation Services with Network Setup includes onsite installation and network setup of HP DesignJet printing products by an HP-trained technician.

Deliverables include assembly of the printer, network setup, and basic overview to a key user.

HP will work closely with you and your staff to develop and coordinate a schedule that outlines tasks and resources. HP helps to identify necessary activities, time frame for each activity, and the responsible party – HP, your staff, or other vendors. The result is a smooth, hassle-free, disruption-free installation process.

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.

What is included?



- Unboxing and installing the HP DesignJet Printer.
- Matching of the shipment contents to the packing list.
- Printer quality validation. HP will power-on the printer, verify functionality, and run standard diagnostic tests.
- Installation of select HP accessories, where applicable (HP PDF/ PS dongle, Gloss Enhancer, Take-Up Reel, Multi-functional roll).
- Printer network setup, including setting the IP address and the necessary network settings. Validating network printing functionality (Customer assistance required).
- Installation of the universal print driver on a single workstation (Customer assistance required).
- HP will provide a basic overview to your key operator. How to replace consumables, load customer-provided media, print a test page, and clear paper jams.
- HP will review the basic printer features.
- Movement of packaging materials for disposal to a convenient location at the installation site.

What to expect?

- When your printer arrives an HP Technician will contact you to setup the date & time and all the necessary requirement for the installation.
- If you do not hear from HP within 48 hours of receiving your printer, please contact HP at:



HighTouchInstall@hp.com

Subject: DesignJet Install CarePack Scheduling
Please include: Onsite Contact Information PO Number
or HP CarePack S/N



1-888-447-0169 PIN 97000

Please have your customer purchase order number or HP CarePack registration number available

- If your CarePack is not registered to your DesignJet device please contact your HP sales representative or your HP preferred reseller.



Why choose HP for printing services?

Expertise

HP is recognized as the number one global leader in imaging and printing. Access to HP R&D engineers and our massive knowledge base of experience makes HP the ideal partner to assist you in elevating your printing and imaging environment.

Complete solutions

With an unrivaled portfolio of products, services, and end-to-end solutions, HP can work with you to identify and address your specific needs today and in the future.

Customer first

Our target is to deliver the best services and provide a flawless customer experience.

Benefits for your business:

Fast time to first print

Have your new HP DesignJet printer ready to print within a 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.

How to order?

Purchase HP Installation Services with Network Setup together with your new HP DesignJet printer. Contact your local HP preferred reseller or HP sales representative.

Customer Responsibilities:

- Your network must be configured and available prior to installation. The Customer will ensure that the power and network cabling at the designated installation area is complete before the start of installation services.
- A roll of applicable media must be onsite and available for use by the HP Engineer.

In the event that the Customer Responsibilities are not completed before the scheduled installation event than a second installation CarePack will need to be purchased before the install can be completed.

