

HP Instant Support for your printers

Web-based diagnosis and problem resolution that save time and money



The quick way to identify and resolve printing problems

HP Instant Support for your printers is a Web-based diagnostic and resolution service that provides relevant, personalized support content for your printing devices. This important service is part of the HP Instant Support Professional Edition (HP ISPE) suite of troubleshooting tools for desktop computing and printing products. HP Instant Support for your printers allows you to demand more from your printing environment—more agility, more accountability, and a better return on your IT investment.

Ideal for businesses of all sizes with limited IT support—or for IT help desks that support multiple printing devices—HP Instant Support for your printers helps save time and money by quickly identifying, diagnosing, and resolving printing problems. It helps to reduce costly downtime by offering secure access to the most comprehensive array of online support solutions in the industry.

HP Instant Support for your printers frees you from time-consuming diagnostic chores and allows you to focus on core business activities. Now with the click of a mouse you can run fast, automated diagnostics that are designed to transform the support experience from do-it-yourself maintenance to do-it-for-me convenience.

Fast, automated printer diagnostics

Many HP devices have an embedded Web server (EWS) that enables e-services such as e-mail notification, remote diagnostics, software/firmware upgrades, and e-commerce. The advantage of EWS technology is it provides a Web-based printer interface that anyone with a network-connected computer and a standard Web browser can access. There is no special software to install or configure.

EWS technology enables rapid problem resolution. The process may begin with an e-mail notification that alerts you to a printer problem. You then connect to the EWS on your printing device and select a direct link to HP Instant Support. You are able to continue or cancel the data transfer, based on your sensitivity or security needs. Data that describes the current status of your printer is then gathered and securely transmitted to HP. The HP Instant Support for your printers site parses the data, interpreting your printer's current status, and a customized reply is served up to your desktop and guides you through recommended next steps with concise, easy-to-follow text and visual aids. If this fails to solve the problem, you have the option to transfer your data to a live HP technical expert who can help you resolve the problem online.



HP Instant Support for your printers supports all HP Web-enabled LaserJet, business inkjet, and Designjet printers regardless of operating system.

A single point of contact

HP Instant Support for your printers offers a convenient single point of contact for troubleshooting and for obtaining driver and firmware updates. You can also easily purchase services, supplies, and accessories as well as additional printing equipment.

Fast support for Microsoft® Windows®—connected printers with Instant Support Professional Edition

Powerful, Web-based HP ISPE troubleshooting tools analyze your Microsoft Windows operating system as well as HP printer data and provide you with automated online solutions. In addition to the rich toolset and content available through the EWS, HP ISPE includes access to MS Windows-related features such as driver update checks and the ability to troubleshoot your complete HP desktop and peripherals environment.

HP expert help online

HP ISPE's Active Chat allows you to get personalized Web-based help from an HP support expert—when you need it. Simply submit a question or a description of your problem. Recent history, system configuration, and the actions you have already taken are securely encrypted and, upon approval, automatically forwarded to HP. An HP support expert will work to resolve your problem through a real-time chat session.

Knowledge at your fingertips

The HP ISPE knowledge database enables you to quickly find answers to your questions. Submit a query, and a powerful search engine responds with the information you need.

Extending the capabilities of the IT help desk

Now you can extend powerful HP ISPE diagnostic capabilities to your IT help desk professionals and provide them with the ability to remotely activate HP Instant Support on an end user's printing device. IT help desk professionals can leverage HP ISPE's automated diagnostics, explore HP's extensive knowledge database, or use Active Chat to get assistance from HP if EWS tools are unable to solve the problem. These new extended capabilities also address the need for high-level security by applying industry-standard public/private key encryption through HTTPS (HyperText Transfer Protocol, Secure). All actions on the end user's printer are fully controlled by the IT help desk professional. In fact, this advanced solution does not require the end user to have an Internet connection, which can be particularly valuable in businesses where security is of paramount importance.

For more information

For more information about HP Instant Support for your printers, visit us at <http://myprinter.hp.com>. For more details about the full HP Instant Support Professional Edition suite, including desktops and data centers, visit us at www.hp.com/go/instantsupport.

For more information about HP Services, contact your local HP account support team or any of our worldwide sales offices, or visit us at www.hp.com/go/services.

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