

CIP Configuration: Designjet L65500, Scitex LX series

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Introduction

The Customer Involvement Program (CIP) is a statistical large format printer (LFP) usage tracking system. It can optionally also be used to determine eligibility for certain usage based reward programs. Please refer to the “HP LFP Customer Involvement Program Q&A” document for further information.

This document provides instructions for activating the CIP for the Designjet L65500 and the Scitex LX series printers.

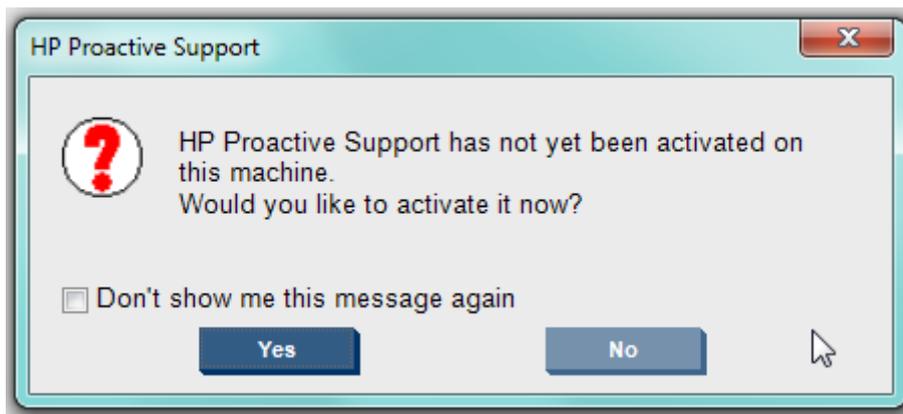
Applicable products

This document applies to the following products: HP Designjet L65500 series and HP Scitex LX series with firmware versions GF-BOB_4.x or higher or GF-BOO_2.x or higher.

CIP enablement instructions

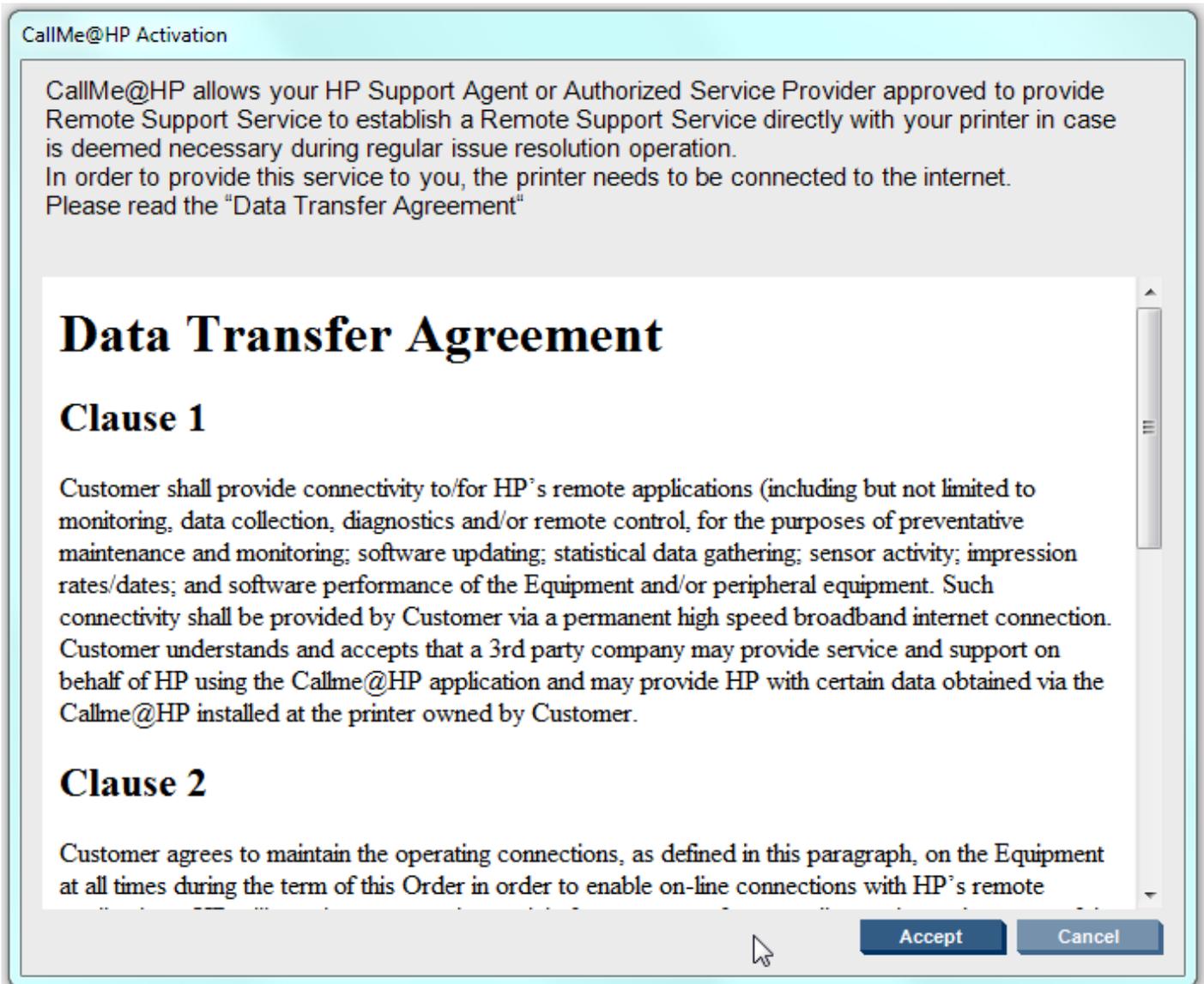
To enable the CIP:

1. Start the Internal Print Server (IPS) software that came with your printer;
2. If this is the first time you are running the IPS, or you have not activated or dismissed it previously, a “Proactive Support” window will appear:



This window is unrelated to the CIP. Select the options you want, and close the window.

3. Next, the “CallMe@HP” window will appear:

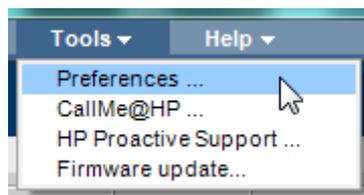


The Data Transfer Agreement presented here covers remote support and CIP data sending. To accept it and activate the CIP, click the "Accept" button. If you do not accept the agreement, click the "Cancel" button.

CIP status change instructions

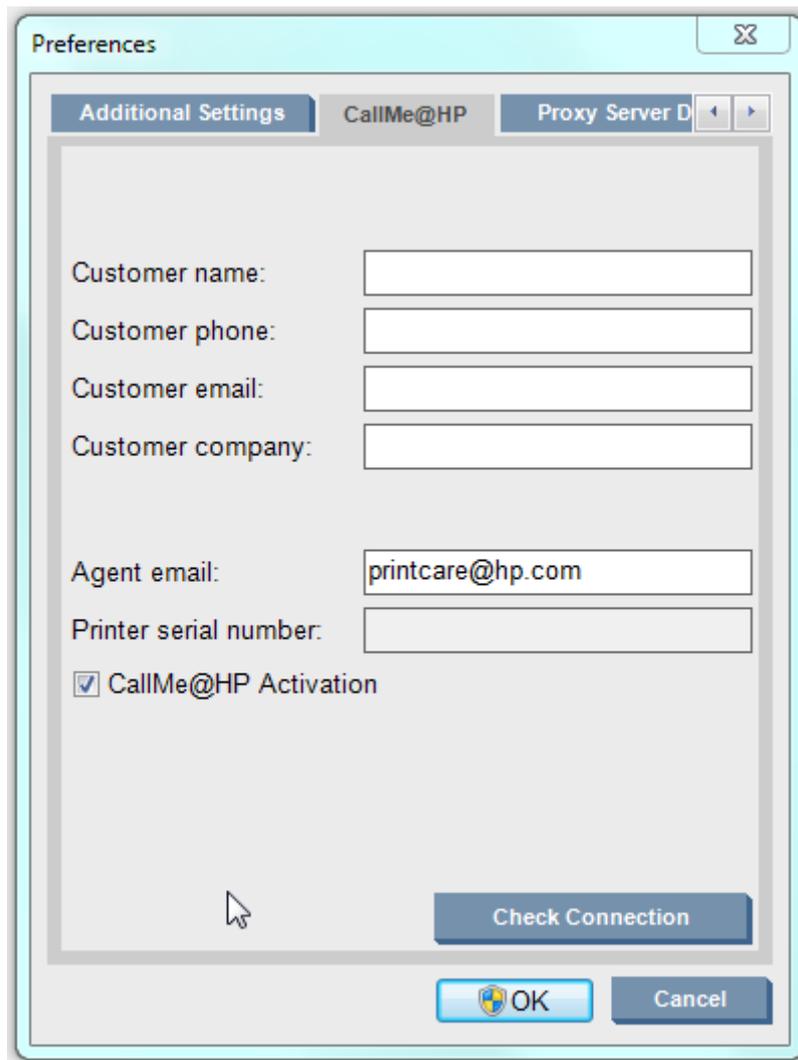
To change the status of the CIP (whether to enable or to disable it, if you have not done so previously):

1. Start the Internal Print Server (IPS) software that came with your printer, and go to the Tools > Preferences menu:



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2. In the Preferences window that opens, navigate to the “CallMe@HP” tab:



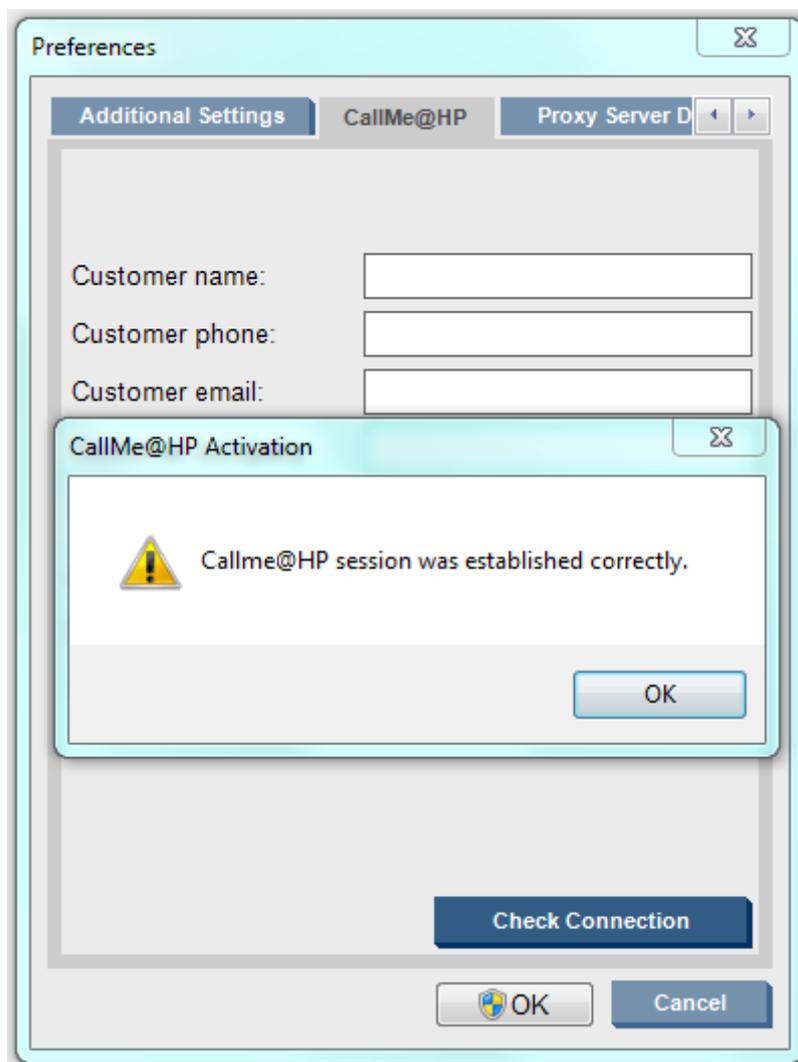
The screenshot shows a 'Preferences' dialog box with three tabs: 'Additional Settings', 'CallMe@HP', and 'Proxy Server D'. The 'CallMe@HP' tab is active. It contains several text input fields: 'Customer name', 'Customer phone', 'Customer email', 'Customer company', 'Agent email' (pre-filled with 'printcare@hp.com'), and 'Printer serial number'. A checkbox labeled 'CallMe@HP Activation' is checked. At the bottom, there are three buttons: 'Check Connection', 'OK', and 'Cancel'.

3. To activate the CIP, check the “CallMe@HP” box and click “OK”; to deactivate the CIP, uncheck the box and click “OK”.

CIP status check instructions

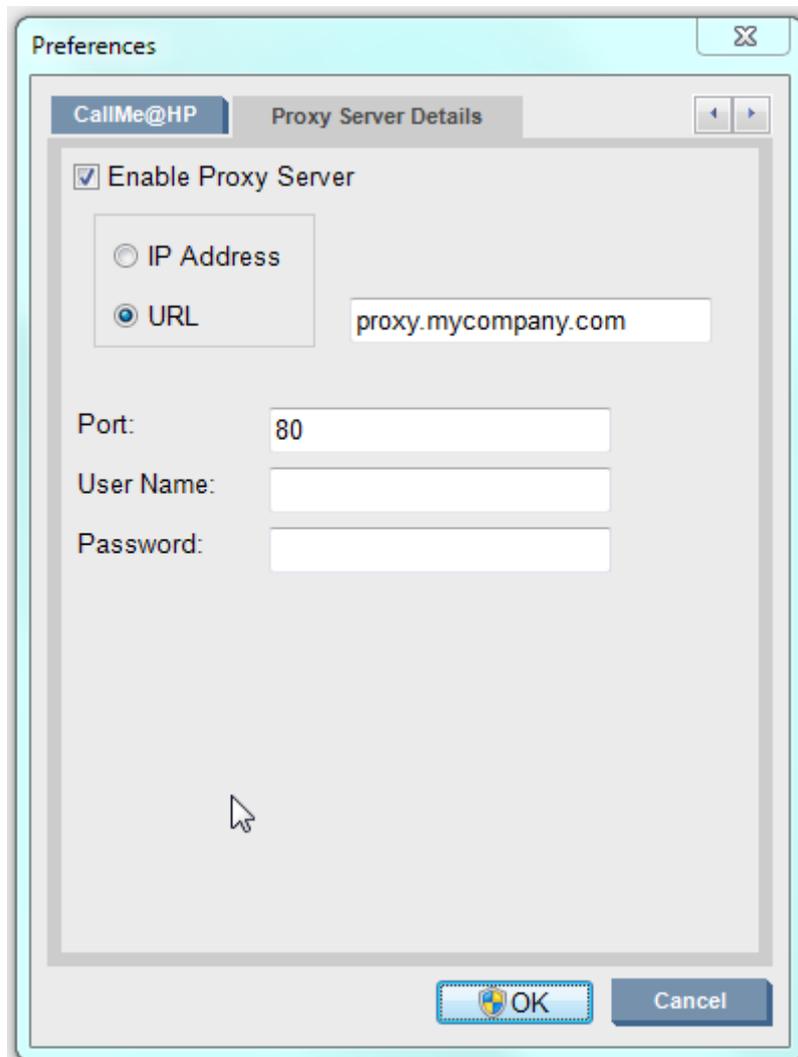
To check the status of the CIP:

1. Use the Tools > Preferences menu of the IPS software as described in the previous section, and navigate to the “CallMe@HP” tab;
2. Make sure that the “CallMe@HP Activation” box is checked to enable the CIP (or unchecked to disable the CIP);
3. To check the connection to HP, click the “Check Connection” button; a window like the following will appear:



4. If the message is “CallMe@HP session was established correctly”, then no further action is needed. Click “OK” to close the message box, and “OK” again to close the Preferences window.

5. If an error is reported after the connection check, you may have to configure a proxy server (a server that acts as an intermediary between your computer and a server on the internet). Navigate to the “Proxy Server Details” tab of the Preferences window:



Check the “Enable Proxy Server” box, and configure the other options:

- “IP Address”: use this if you only have a numerical IP address for your proxy server, for instance “10.0.0.1”
- “URL”: preferably use this option if you have a symbolic address for your proxy server, for instance “proxy.mycompany.com”
- “Port”: the TCP (internet) port that the proxy server is listening on for HTTP (web) connections; usually this is port 80, so try that if you don’t know for sure;
- “User Name” and “Password”: use these only if you know for sure that your proxy server requires them; most HTTP (web) proxy servers do not, in which case you can leave them blank. Note that if needed, they are typically different from the username and password of the PC that you run the IPS software on.

The details of proxy server configuration are site dependent, so ask your local IT support person for help if necessary.

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To check if the proxy configuration is working correctly, go back to the “CallMe@HP” tab and use the “Check Connection” button as described above.