

HP LFP Customer Involvement Program Q&A

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What is the CIP

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.

Which data is collected

The CIP collects your printer's product name, product number, serial number (only if enabled), firmware version, quantity of ink used, quantity of media (paper) used, status, event log (a list of printer errors), and statistical information about the most recent prints (print size, print quality, printing time, etc.).

What is the data used for

Data collected is used to calculate aggregate (combined) usage statistics, and to define representative *use models* of the participating products. This allows us to improve our products and may enable us to provide you with better service and support. If you are participating in a usage based reward program, the data collected will also enable us to determine eligibility for that program.

Who has access to the data

Data collected is for internal HP use only. HP will maintain the privacy of any data collected, in accordance with the [HP Privacy Statement](#) and the [Personal Data Rights Notice](#), where applicable. HP will take reasonable precautions in dealing with the printer status and usage data collected.

How does it work

Once the CIP is enabled, your printer or (depending on the model) the PC/Mac Printer Utility it is connected to, will automatically send *usage snapshots* to HP via the internet approximately once per week, for as long the CIP remains enabled. The snapshot files are collected on a repository server, automatically processed to extract the relevant data, and that data is stored in a usage database for aggregate statistical analysis and HP internal reporting.

The CIP is opt-in based, which means that you have to give your permission for your printer (or the Printer Utility) to send usage data to HP. Once you have given your permission, data will be sent automatically about once per week, in background and without user intervention. CIP data sending will not interfere with the normal operation of your printer, and will not require attention of any kind. You can stop participating at any time, and data transmissions will stop immediately if you do. You will never receive any surveys, follow-up calls or emails, or any other kinds of communications from HP as a result of your participation in the CIP for usage tracking purposes.

When the CIP is used in the context of usage-based reward programs, different conditions may apply. These conditions are specified in the contracts that govern such programs, and are outside of the scope of this document.

Which printers are covered

All printers of the HP Designjet T, Z, and L series, and the HP Scitex L, LX, FB500 and FB700 series are covered by the CIP. Older printers and other HP printer models are not covered, i.e., they cannot be connected to the CIP.

How can you participate

The specifics of the CIP user interface are printer model dependent, and are described in separate appendices to this document. In general, the user interface can be found in the following locations:

- HP Designjet T series: On the printer's front panel for models with a touch screen display, or in the PC or Mac Printer Utility that the printer is connected to for other models;
- HP Designjet Z series: In the PC or Mac Printer Utility that the printer is connected to;
- HP Designjet/HP Scitex L series printers: In the printer's Embedded Web Server, or on the printer's front panel for models with a touch screen display;
- HP Scitex LX series printers: In the printer's Internal Print Server application;
- HP Scitex FB500 and FB700 series printers: On the printer's front panel.

Look for a menu item called "Customer Involvement Program" or "CIP", or in some older models "AutoSend".