



## Training for HP Printing and Imaging Products

A well-trained staff is one of the keys to achieving costs savings and higher productivity with imaging and printing technology. To help you reach these goals, HP offers exclusive training and change-management assistance for your imaging and printing environment.

### Gain more value from your investments

It's difficult to achieve the desired return on investment if people aren't ready. The training solutions and educational materials provided by HP help you gain more value from your imaging and printing investments. Through these activities, we work to help you get off to a good start with HP products, solutions and services — so you receive quick returns on your investment.

This brochure provides an overview of the spectrum of training services we offer for HP printing and imaging products.

With HP education services, you tap into the expertise gained through 35 years of experience in training customers worldwide:

- Learn new workflow processes for increased efficiency
- Spend less time training
- Get the most from the new equipment
- Understand how the product can help improve your business
- Improve the use of printing supplies
- Select the training method that best fits your needs

Basic device familiarization

Self-paced learning with HP Printing and Imaging eMentor

Live webinars

Onsite instructor-led training

Transition and Transformation services



### Basic device familiarization

To help your employees understand how your new HP printing and imaging devices will impact their work, HP offers a variety of printed job aids that can be posted or distributed to reach your employees. These include:

- Quick user guides, with instructions for operating your HP printing and imaging device from the desktop and from the printer
- Project posters, with information on your printing and imaging project and upcoming change, personalized with your corporate message
- 'How to use' posters on MFPs and printers with advanced functionality
- Project leaflets in a two-sided postcard format with project information, support number, intranet URL, e-learning access, service levels, and more.
- Detailed product manuals.

There are also free online resources to help familiarize users with new hardware. For example, <http://www.hp.com/go/usemymfp> features product demos and simulations on multifunction printers (MFPs) and digital senders.

### Self-paced learning with HP Printing and Imaging eMentor

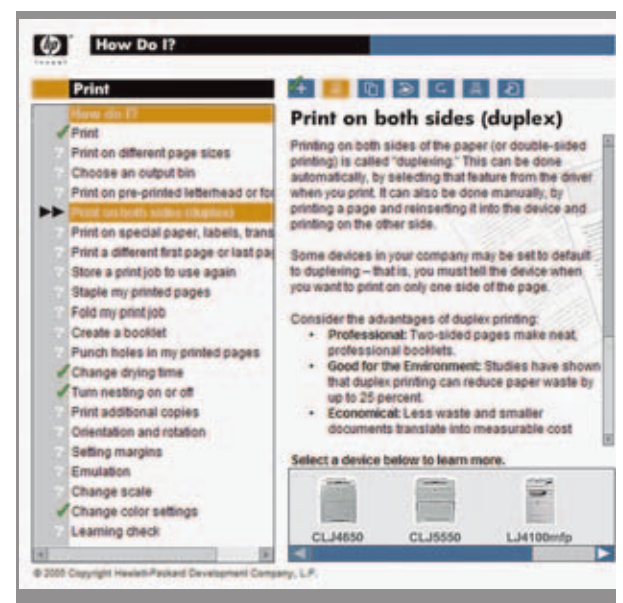
eMentor is a customizable, scalable self-paced training environment that can be accessed anytime through a standard Web browser. Want to learn the basics of your new HP printer or MFP device? Log on to eMentor. Interested in some of its more advanced features? eMentor will guide you through them. Forgot how to do something? Log on again. Upgrade to a new device with additional capabilities? Log on again.

With eMentor, you will learn how to accomplish a wide spectrum of tasks. It's suitable for everyone from

key operators and help desk agents to end users, and can be used either as a comprehensive training or reference tool. You can access it 24 x 7 using standard Web browser technology.

eMentor can be bought as part of HP Managed Print Services (MPS), or as a standalone license good for up to five years. eMentor is available as a fully hosted solution from HP, or it can be hosted on your company intranet or Learning Management System. It can also be customized to feature your company's messaging and logo.

For further details and purchase options, visit <http://www.hp.com/learn/ementor>, where you can try a demo of eMentor and link to a list of HP printing and imaging devices covered by it.



## Learning options, audiences and objectives

Category of Service	Audience	Expected Outcome (gain skills and knowledge needed to...)
Device Orientation at time of install (may be conducted by the installation technician)	Site contact/Super User Key Operator Administrative Assistants	<ul style="list-style-type: none"> <li>• Be aware of MFP features &amp; basic maintenance</li> </ul>
Self-paced training	End User, Key Operator, Help Desk personnel	<ul style="list-style-type: none"> <li>• Accomplish a wide range of tasks with MFPs, Color Laser Jets, single-function Mono, Business Ink Jets, Design Jets</li> </ul>
On-site instructor-led training	End users	<ul style="list-style-type: none"> <li>• Use MFPs to perform their jobs</li> <li>• Understand the advantages of the organization's consolidated print strategy</li> <li>• Get up-to-speed quickly and efficiently</li> <li>• Increase their productivity</li> <li>• Get the most from the new equipment</li> <li>• Gain an understanding of how the product matches their specific needs</li> <li>• Improve their use of printing resources (paper, ink, toner, etc.)</li> <li>• Reduce the need to call the HelpDesk</li> </ul>
	Key Operator (Power/Super/Advanced User)	<ul style="list-style-type: none"> <li>• Same as on-site training, plus:</li> <li>• Maintain devices</li> <li>• Avoid and clear paper jams</li> </ul>
	Help Desk/Technical Support personnel	<ul style="list-style-type: none"> <li>• Same as key operator training, plus:</li> <li>• Understand the key features of MFP devices</li> <li>• Learn to replace consumables</li> <li>• Understand how an End User interfaces with the MFP</li> <li>• Troubleshoot common MFP issues</li> <li>• Utilize tools such as Imbedded Web Server and Web Jetadmin to troubleshoot</li> <li>• Configure additional MFP features</li> </ul>
Online instructor-led training (webinar)	End User, Key Operator, Help Desk personnel	<ul style="list-style-type: none"> <li>• Same as on-site instructor-led training, with the advantage of participants not having to leave their desk</li> </ul>
Web JetAdmin	Help Desk managers, IT managers, print specialists, network administrators	<ul style="list-style-type: none"> <li>• Define solutions for printer and peripheral management using HP Web Jetadmin</li> <li>• Understand and utilize HP Web Jetadmin software capabilities</li> <li>• Download and identify installation strategies for HP Web Jetadmin</li> <li>• Determine client and server system requirements and usage models for HP Web Jetadmin</li> <li>• Identify security and user management aspects of HP Web Jetadmin</li> <li>• List options for device discovery and identify when and why to use each</li> <li>• Utilize Device lists, groups and configurations</li> <li>• Set up proactive alerts and configure alert subscriptions</li> <li>• Perform report collections, generate standard and customized reports</li> <li>• Identify Supplies management techniques utilizing HP Web Jetadmin</li> <li>• Perform print management, by managing print drivers and queues via HP Web Jetadmin</li> <li>• Manage HP Web Jetadmin application through settings and updates</li> <li>• Locate additional help, training and support resources for HP Web Jetadmin</li> </ul>
Transition and Transformation services	Project Sponsors, Business Managers, Project Managers	<ul style="list-style-type: none"> <li>• Shorten the time required to get people using the new equipment and processes effectively</li> <li>• Minimize the frustration and disruption of day-to-day work caused by the project</li> <li>• Reduction in support costs that would otherwise be needed for the project</li> <li>• Sustain desired behavioral changes</li> <li>• Discover opportunities for change in workflow, document management, print reduction, etc.</li> </ul>

### Live webinars

Another popular online training option is one of our live webinars, which allow your employees to “attend” a training session right at their desktop (or in your conference room) with minimum disruption to their workday. A webinar is a live, instructor-led training session conducted using our award-winning HP Virtual Room. The instructor utilizes slides, live screen sharing, and Flash animations/simulations as well as surveys, chat and threaded

discussion to teach the seminar. Students can log in individually, or gather in conference/training rooms.

A full day webinar can be divided into partial-day sessions (a half day or one-hour session, for example) in order to serve more of your employees. All students also receive HP-provided handouts and class materials. For more information about HP Virtual Rooms, visit <http://www.hp.com/learn/rooms>.

### Onsite instructor-led training

HP offers live, on-site training that blends face-to-face, instructor-led presentations and demonstrations, along with hands-on practice. Courses are available for end users, key operators, and first-level technical support/help desk personnel. Content can be customized to any HP printing and imaging product, as well as to your specific business needs.

### Transition and Transformation services

To ensure a smooth and successful transition to your new HP printing and imaging environment, HP offers change management services to assist project sponsors, business managers and project managers in facilitating changes in workflow, document management, and reduced printing costs overall. The HP Transition and Transformation services are composed of core elements integrated with the office equipment installation, and designed to ensure a successful implementation. These can include:

- Audience analysis
- Identification of best practices behavior and performance goals
- Development of a communication strategy & delivery plan
- Development of a training strategy & delivery plan
- Development of an ongoing organizational support strategy
- Ongoing measurement of expected behaviour changes & performance goals
- Identification of opportunities for workflow automation

Transition and Transformation services will help your organization shorten the time required to get people using the new equipment and processes effectively, minimize disruption of day-to-day work, reduce support costs, and sustain the benefits of your new printing and imaging processes.



### Additional information

For additional information, please visit <http://www.hp.com/learn/imaging> or contact your local HP Education Services representative. Pricing and services offered are subject to change and may differ from country to country.

To learn more, go to: <http://www.hp.com/learn>

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