TECH IN-A-BOX

Frequent questions.
Fully answered.

Everything about handling
your printer at home.

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1. **I am looking for small workforce printing options with duplex printing, true one-pass duplex scanning, and scanning to flash drive/USB media without requiring a PC or network to be set up.**

   The LaserJet 400 series MFP is like the M428fdn and M428fdw along with the Color LaserJet M479 MFP Series have the capability to print double-sided and have the ability to do single-pass duplex scanning via the Automatic Document Feeder. These units also have the ability to Scan to USB Storage without the need to send to PC or Network Folder.

2. **Would you recommend the M148dw for the home office? Does it scan in duplex? Does it scan in color?**

   Yes – the M148, although considered a home printing solution and may not have all the built-in security features of the 400 series LaserJets, would still be another great option since it does duplex print and scan. Just remember it is rated for lower printed page volumes and does not have the higher capacity toner yields that the 400 series would have.

3. **Does ScanJet have a wireless connection option? Network option?**

   Yes – the ScanJet portfolio offers Wi-Fi and Wi-Fi Direct scanning via the ScanJet Pro N4000snw1 and the ScanJet Flow N7000snw1.

4. **Any recommendations for 11x17 devices?**

   Due to the typical large footprint of an 11x17 capable device a work-from-home offering for 11x17 would be the HP OfficeJet Pro 7740 AiO.

5. **How do channel partners take advantage to sell HP Flexworker?**

   As of right now, Flexworker is only available for our direct MPS customers. We are looking at potential options for channel and partner possibilities.

6. **Are you able to support deferral or ramp up type financing and payment solutions?**

   Yes – HP Integrated Financial Solutions will work closely with you to align a payment solution that meets your needs. Whether that is a 90-day deferral or a ramp-up structure to get you through 2020, together we can explore options to determine the best fit. See HERE for more information.

7. **For the 400 series products you presented; which are the HP Original cartridges that go with them?**

   For the color products, selectability number is 414 available in A and high fill X.

   For the mono products, selectability number is 58 available in A and high fill X Toner cartridges with up to 10000 pages resulting in lower cost and fewer user interventions.

8. **We keep hearing about supply constraints. How is HP dealing with this issue?**

   This pandemic has impacted the supply chain of virtually every technology vendor. HP is staying connected closely with all of its vendors and partners to ensure supply chain continuity. Most factories are back up & running and productivity steadily increasing. Our global supply chain team is working closely with our component suppliers & shipping providers to expedite orders. We do have a backlog on some of our platforms but we are working through that and supply is improving every day.

9. **What kind of print volumes can these devices handle?**

   The LaserJet Pro 400 Series printers have a recommended monthly page volume (RMPV) of 750 to 4000 sheets and can print up to 28 pages per minute in color and up to 40 pages per minute in monochrome.

10. **How would a remote worker get Care Pack service?**

    With Care Pack service, HP will provide basic telephone technical assistance with installation, product configuration, setup, and problem resolution. If the problem cannot be resolved remotely, HP will replace the defective product or the customer-replaceable part with a product or part that is new or equivalent to new in performance. The replaced product or part must be returned within 15 days and becomes the property of HP. Instructions and a prepaid shipping label for the return of the failed product will be included in the shipping container.

11. **How do we keep control of the devices that are ordered for our remote workers? I wouldn't want them ordering devices that have not been prequalified by our IT group.**

    Your organization can pre-select an HP product portfolio for your employees to choose from. In addition, HP can provide tracking for all orders.