



HELP CREATE A TOUCH-FREE OFFICE

Frequently Asked Questions



1 Why does Indoor Air Quality matter?

Indoor Air Quality (IAQ), as the name implies, refers to the air quality within and around buildings, which can affect the occupants. What you may not realize is most people spend an estimated 90% of their time indoors, and the **levels of common air pollutants can be two to five times higher than outdoors**, making Indoor Air Quality a serious health concern.

2 What are key contributors of poor Indoor Air Quality and does that include printing?

Indoor Air Quality is impacted by various factors: Temperature, humidity, the type of ventilation systems present, the age of the building, the materials it is built out of, the interior contents, all contribute to Indoor Air Quality. The pollutants of highest concern include Volatile Organic Chemicals or VOCs, dust (containing various types of particulates), mold, and bacteria, all of which can be present in the air. Volatile chemicals can be released into the air from many items, including furniture, carpets, paints, and even from cooking with natural gas. VOCs are also released from consumer and commercial products that we use indoors such as printers, photocopiers, and electric motors.

3 What are VOCs and how can they impact human health?

VOCs are chemicals in the form of gas that are emitted from certain solids or liquids, and concentrations of such VOCs are consistently higher indoors (up to ten times higher) than outdoors. Some of the more notable VOCs, and the most concerning for human health, are Ethylbenzene and Styrene – both of which were present in relatively high concentrations in some of the non-HP cartridges tested. Prolonged exposure to those levels of VOCs may contribute to short – or long-term health concerns.

4 How did HP cartridges stack up against the remanufactured and imitation cartridges?

WKI's data showed that 96% of non-HP toner cartridges tested failed the BlueAngel/EPEAT IAQ emission guidelines. Original HP cartridges were well within the acceptable limits for ecolabel emission guidelines. The HP cartridges are a much better choice for customers wanting to avoid exposure to increased levels of Volatile Organic Compounds. All things being equal (office size, ventilation systems, furnishings, etc.), based on the toner cartridge emissions, the increased levels of VOCs associated with non-HP cartridges could have a greater negative impact on indoor office environments than HP OEM toner cartridges.

5 If indoor printing degrades air quality, should we simply discontinue all printing?

Office and home Indoor Air Quality is complex and there are a variety of potential emission sources. Printers are just one potential source. However, it's a simple solution to remove one of those sources by insisting on Original HP OEM print cartridges.

6 What kind of short or long-term health concerns stem from poor Indoor Air Quality?

For a detailed explanation of these potential health effects, we recommend the following governmental reports: [Indoor Air Quality \(IAQ\) | US EPA](#)

7 What are some examples of HP Jet Advantage Solution Partner pull printing solutions?

LRS VPSX Software (Levi Ray & Shoup), Pharos BluePrint, Kofax SafeCom & Equitrac are great examples of popular pull printing solutions sold by HP around the globe today.

8 How long does a user have to retrieve their print job after it has been submitted into the Pull Printing solution?

The job purge timeout is a setting that can be customized, most organizations typically select a value between 24 and 72 hours to allow for traveling workforce users between countries or campuses.

9 Can a user select specific waiting print jobs to be printed when visiting a printer?

Yes, in most cases, users can see a list of the waiting print jobs either on the printing device control panel or their mobile smartphone and select just the documents that they want to print at that moment.

10 Does Smart Device Software collect any data relating to the type or content of documents printed?

HP SDS does not have access to the contents of printed, scanned or stored jobs.

11 Does anything need to be installed on our network?

Yes, the data is collected from the printers using the software agent module (JAMC). It is installed on a PC within the Customer's network with Internet access communicating over port 443 / HTTPS using TLS 1.2.

12 Does Smart Device Services work with USB locally connected devices?

Yes, SDS work with USB locally connected devices when Smart Device Agent (SDA) is installed and configured on the PC. SDA is a Windows service that is installed with the HP Universal Print Driver for Managed Services.