

# HP Latex 300 Series printers & Print and Cut Solution



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## Integrated FlexiPrint RIP solution support FAQs

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This document answers some of the most frequently asked questions for the FlexiPrint RIP solution included in-the-box with HP Latex Print and Cut Solutions and HP Latex 300 Series printers.

It is recommended that customers contact HP support for enquiries related to the full-solution printer, RIP, and cutter (if applicable).

### HP FlexiPrint RIP support FAQs

The following questions and recommended solutions address some of the most common queries regarding the included RIP solution:

**1. I just purchased the printer and I can't find the RIP license in the box. What should I do?**

Please contact your service representative. Be ready to provide the printer serial number to identify your product.

**2. I have questions about how to use the RIP.**

Please contact your authorized reseller. You can check HP training resources and documentation available at:

- Learn With HP: <https://hp-gsb.docebosaas.com/learn/signin>
- Latex Knowledge Center: <https://hplatexknowledgecenter.com/>

Additionally, you can check the following knowledge repositories provided by SAI or contact the RIP vendor directly.

- YouTube channel: <https://www.youtube.com/channel/UCWiuOHdcB8AWXiH04hu5hiw>
- SAI Cloud Knowledge portal: <http://flexihelp.saicloud.com/en/Content/Home.htm>
- Trainings portal: <https://www.thinksai.com/en-eu/events>
- SAI support contact: <https://www.thinksai.com/en-eu/contact>
- SAI support portal: [https://www.thinksai.com/en-eu/flexi-support?user\\_changed\\_locale=true](https://www.thinksai.com/en-eu/flexi-support?user_changed_locale=true)
- SAI Tips and Tricks (Account): <https://www.thinksai.com/en-eu/tips/flexi/manage-account>
- SAI Tips and Tricks (Tech): <https://www.thinksai.com/en-eu/tips/flexi/tech-problem>

**3. I'm a reseller using a demo printer, can I use the license that came in the box?**

HP strongly recommends using an NFR license for demo purposes. NFR licenses can be requested at the following link:

- <https://www.thinksai.com/en-eu/hpdemo>

This way, in case the demo unit is sold, the original RIP license is not consumed and can easily be given to the new customer.

4. I'm a reseller and I was using a demo printer with an in-the-box RIP license. I want to sell the printer now. How can I transfer the license to the customer?

Please contact your service representative. Provide the printer serial number and RIP license number to identify the RIP and printer you are using. Based on that, a new license code for the end customer can be provided. Please remember that it is not recommended to use the original RIP license with demo units. An NFR license should be used instead (see question #3).

5. I'm an end customer and I want to sell the printer. How can I transfer the in-the-box RIP license to a new customer?

For license transfers between customers, please contact SAi Support (<https://www.thinksai.com/en-eu/contact>). Be ready to provide the printer serial number, RIP license number and SAi Cloud account data. If you do not remember the RIP license number, you can check it on the SAi Cloud website. If you do not remember your SAi Cloud account credentials, please resolve the issue with SAi support.

6. I'm an end customer and I want to upgrade my in-the-box RIP or buy a new one. What should I do?

Please contact SAi support (<https://www.thinksai.com/en-eu/contact>) or your SAi representative. Be ready to provide the RIP license number and your SAi Cloud account data.

7. I do not have my in-the-box RIP license number. What should I do?

You can always check your RIP license number on the SAi Cloud website. If you do not remember your SAi Cloud account credentials, please resolve the issue with SAi support. As a last resort, your HP service representative can also help you retrieve this information. To do so, provide your printer serial number.

8. I'm an end customer and I have issues with my in-the-box RIP, what should I do?

If you are experiencing technical issues with your RIP software, please contact your service representative. Be ready to provide the printer serial number, RIP license number, and cutter serial number (if applicable). Provide details of the issue that you are experiencing. Based on that, your service representative will provide you with the right support.

9. I'm an end customer and I have other issues with my HP printer or cutter, what should I do?

Please contact your service representative. Be ready to provide the printer serial number, RIP license number, and cutter serial number (if applicable). Provide details of the issue that you are experiencing. Based on that, your service representative will provide you with the right support.

## HP support contact

For customers with HP direct support, you can contact HP support at: <https://support.hp.com/>

Other customers should contact their service representative / authorized reseller directly.

## SAi support contact

You can reach SAi support resources at:

- SAi support contact: <https://www.thinksai.com/en-eu/contact>
- SAi Tips and Tricks (Account): <https://www.thinksai.com/en-eu/tips/flexi/manage-account>
- SAi Tips and Tricks (Tech): <https://www.thinksai.com/en-eu/tips/flexi/tech-problem>