

# How to complete an EOI report, step by step.

## Legacy products

This survey must be completed after the installation of the printer. The Service engineer must review and complete the End-of-Installation (EOI) Report with the customer.

The submission of the EOI Report allows the customer to take advantage of all the inherent benefits: A Warranty Period Reset (enabling complete HP warranty coverage from the day of installation) plus access to product information and/or technical documentation.

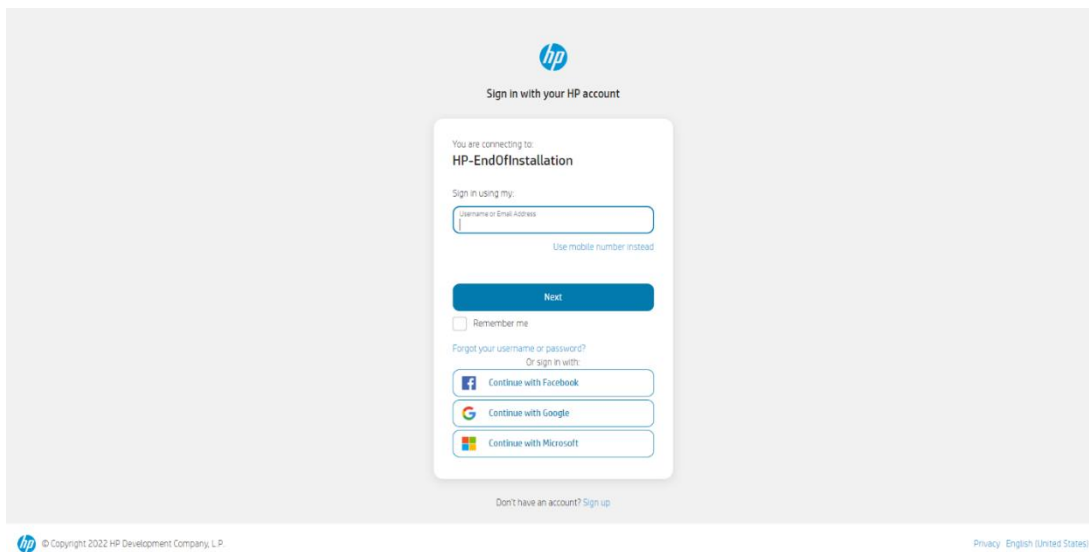
EOI webform link: <https://eoi.hpcloud.hp.com/login>

### Supported Web Browsers



## Login

Your username must be registered in the HP One ID system to use the EOI.

The screenshot shows the login page for the HP End-of-Installation survey. At the top, there is the HP logo and the text 'Sign in with your HP account'. Below this, a white box contains the following elements: 'You are connecting to: HP-EndOfInstallation', 'Sign in using my:' followed by a text input field for 'Username or Email Address' with a small note 'Use mobile number instead' below it, a blue 'Next' button, a 'Remember me' checkbox, a link for 'Forgot your username or password? Or sign in with:', and three social login buttons: 'Continue with Facebook', 'Continue with Google', and 'Continue with Microsoft'. At the bottom of the white box, there is a link for 'Don't have an account? Sign up'. The footer of the page includes the HP logo, '© Copyright 2022 HP Development Company, L.P.', and 'Privacy English (United States)'.

## End-of-Installation registration

Once logged in, a disclaimer for the purchase of the printer appears, and you can fill in the registration form. **You must answer all questions in this step.**

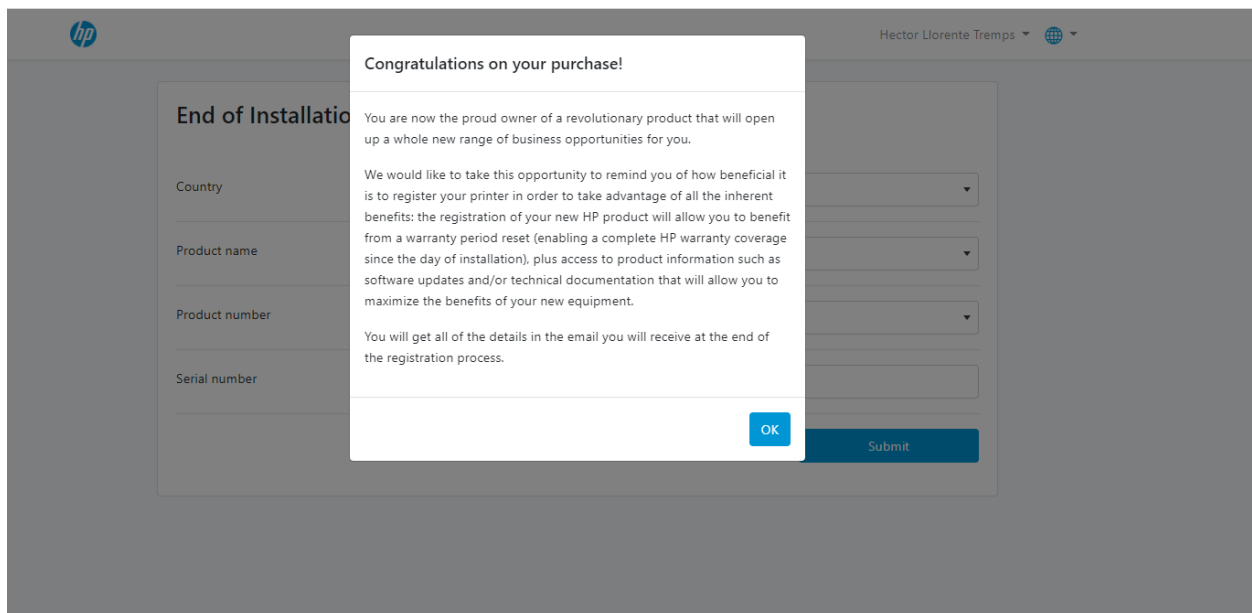
Questions

**Country** → Indicate the country of installation.

**Product name** → Select from the list of available product names.

**Product number** → Select from the list of available product numbers.

**Serial number** → Enter the serial number. You will not be able to complete registration if the serial number is incorrect. A confirmation window will appear for serial numbers that are not on the list but are in the correct format. Confirm to complete registration.



The screenshot shows the HP 'End of Installation' registration form. A modal dialog box is displayed in the center with the following text:

**Congratulations on your purchase!**

You are now the proud owner of a revolutionary product that will open up a whole new range of business opportunities for you.

We would like to take this opportunity to remind you of how beneficial it is to register your printer in order to take advantage of all the inherent benefits: the registration of your new HP product will allow you to benefit from a warranty period reset (enabling a complete HP warranty coverage since the day of installation), plus access to product information such as software updates and/or technical documentation that will allow you to maximize the benefits of your new equipment.

You will get all of the details in the email you will receive at the end of the registration process.

Buttons: OK (blue), Submit (dark blue)

The background form is titled 'End of Installation' and includes the following fields:

- Country (dropdown menu)
- Product name (dropdown menu)
- Product number (dropdown menu)
- Serial number (text input field)

The HP logo is visible in the top left corner, and the user name 'Hector Llorente Tremps' is in the top right corner.



### End of Installation registration

Country	United Arab Emirates
Product name	HP DesignJet T1708dr
Product number	1VD85A
Serial number	MY1698900K

Submit



### End of Installation registration

Country	
Product name	HP DesignJet T1708dr
Product number	1VD85A
Serial number	MY1698900K

Submit

**Serial Number**

Are you sure this is the serial number you want to submit?  
**MY1698900K**

Revise **Confirm**

## Product information


This step shows the chosen product number and serial number. Insert the installation date.

**Product information**

Printer product number

Printer serial number

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Installation date  

## Accessories information

In this step, printer accessory options will appear for you to choose, where applicable. Different printers have different options, and a new field for the accessory's serial number appears when some options are selected (such as 'Folder').

**Accessory information**

This section is to be completed by the installer and reviewed by the customer

Choose which installation has been performed:

HP Latex Media Loading Accessory

HP Latex Media Saver Kit

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**Accessory information**

This section is to be completed by the installer and reviewed by the customer

Choose which installation has been performed:

High capacity stacker

Folder

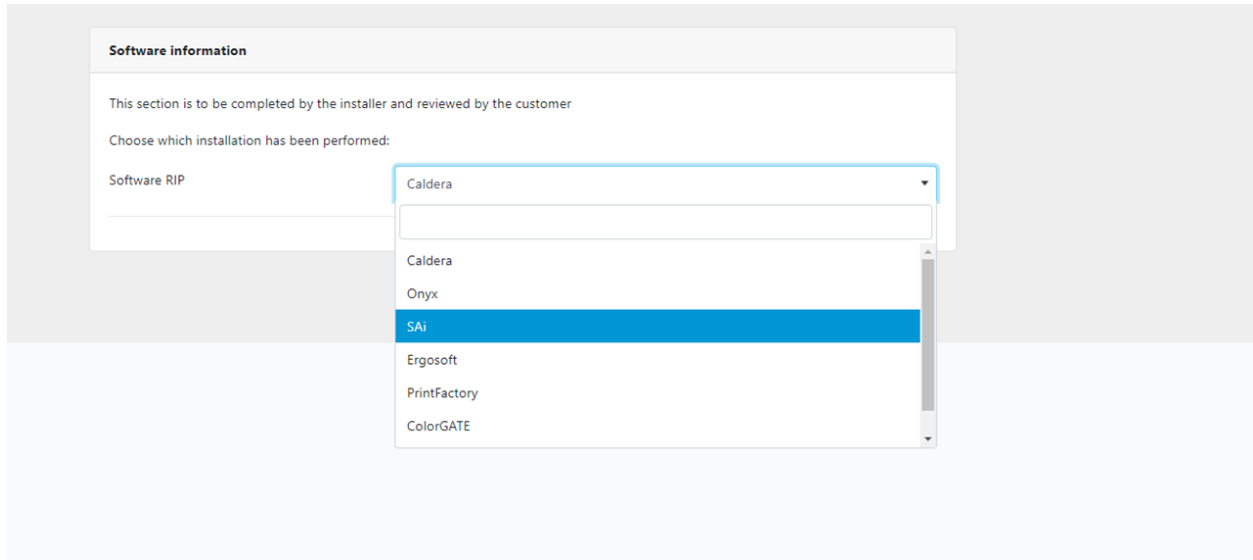
Please add Serial Number

Extra drawers

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## Software information

In this step, you can access software accessories related to the printer or RIPs. When selecting the option 'Other' in RIPs, a new field will appear so that you can indicate what this refers to.



The screenshot shows a web form titled "Software information". Below the title, there is a note: "This section is to be completed by the installer and reviewed by the customer". Below that, it says "Choose which installation has been performed:". The form has a field labeled "Software RIP" which is currently empty. A dropdown menu is open, showing a list of options: "Caldera", "Onyx", "SAi", "Ergosoft", "PrintFactory", and "ColorGATE". The "SAi" option is highlighted in blue, indicating it is the selected option.

**Software information**

This section is to be completed by the installer and reviewed by the customer

Choose which installation has been performed:

Software RIP

Other (Open Ended) ▼

Please inform

**Software information**

This section is to be completed by the installer and reviewed by the customer

Choose which installation has been performed:

Driver (PDF/PCL3/HPGL2)

## Customer information

In this section, fill in all customer related data, including name, email, address, and so on. You must answer all questions following standard format and they cannot be left blank.

**A customer confirmation email will be sent to the email address indicated in this section.**

**Customer information**

Company name	<input type="text"/> ⓘ <small>can't be blank</small>
Company address	<input type="text"/>
Company city	<input type="text"/>
ZIP/Postal Code	<input type="text"/>
State/Province	<input type="text"/>
Country	<input type="text" value="Country"/>
Customer's first name	<input type="text"/>
Customer's last name	<input type="text"/>
Customer's phone number	<input type="text"/>
Customer's contact email	<input type="text"/>

## Communication preferences

In this section, select your communication preferences. There is a privacy notice and you must choose yes or no for all three options.

There are links to the HP Privacy Statement, and to communication preferences support at [eo@hp.com](mailto:eo@hp.com).

### Communication preference

THE COMMUNICATION CONSENT BELOW MUST BE COMPLETED BY THE CUSTOMER,  
**NOT BY HP CHANNEL PARTNER(S)**

HP would like to be able to contact you about product updates, tutorials, new functionalities, special promotions and survey opportunities related to your printer.

Check the boxes below to choose how HP may contact you with marketing messages.

Email communication preference	<input type="text" value="Select a preference"/>
	<small>can't be blank</small>
Phone communication preference	<input type="text" value="Select a preference"/>
Postal communication preference	<input type="text" value="Select a preference"/>

An email will be sent to you asking you to confirm your printer installation and marketing choice(s). You can update your marketing choice(s) any time by using unsubscribe link in HP emails or managing your communication preferences by [contacting us](#).

To learn more about how your information is used please view the [HP Privacy Statement](#)

## Installer information

In this section, installers must provide information about themselves.

- **Self-install (printer owner)**

The installer is the owner of the printer. Only the installer's email address is required, so they can be notified to confirm installation is complete.

### Installer information

Who is installing the printer

Select the type of Installer

Installer's email

Self Install (Printer Owner)

Authorized Reseller

HP Installer



# Installation checklist

This section is for you to indicate whether you have experienced any difficulties during installation, how long installation took, as well as any additional feedback.

Describe any problems encountered and indicate whether any parts were replaced. If they were, describe the parts and indicate the serial number.

**Installation**

This section is to be completed by the installer and reviewed by the customer.  
Chose which installation have been performed:

Accessories	<input type="radio"/> Yes <input checked="" type="radio"/> No
Firmware	<input type="radio"/> Yes <input checked="" type="radio"/> No
Installation process	<input type="radio"/> Yes <input checked="" type="radio"/> No
Media management - substrate path	<input type="radio"/> Yes <input checked="" type="radio"/> No
Parts missing	<input type="radio"/> Yes <input checked="" type="radio"/> No
Print quality	<input type="radio"/> Yes <input checked="" type="radio"/> No
Printheads	<input type="radio"/> Yes <input checked="" type="radio"/> No
Shipping damage	<input type="radio"/> Yes <input checked="" type="radio"/> No
Site preparation	<input type="radio"/> Yes <input checked="" type="radio"/> No
Software - Driver - RIP	<input type="radio"/> Yes <input checked="" type="radio"/> No
Structure & covers	<input type="radio"/> Yes <input checked="" type="radio"/> No
Supplies	<input type="radio"/> Yes <input checked="" type="radio"/> No
Other (open-ended)	<input type="radio"/> Yes <input checked="" type="radio"/> No

How long did printer installation take, from box opening to the first successful plot (excluding trainings)? (in days)

Select the duration of the installation

Additional comments and feedback

## Training acknowledgement

This is an acknowledgment of training. You cannot complete EOI registration if you do not confirm.

**Training**

Confirm that the person(s) who will operate the printer has been trained on the topics below:

- Where to find information
- Safety precautions
- Printer overview
- Printer usage, maintenance and calibrations
- How to use the software in-the-box or additional
- How to use any additional printer's accessory

Confirm

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## Signoff

This is the final part of the installation and shows a summary of all responses. After submitting, **the customer will receive a confirmation email** within 24 hours.

### Sign off

#### BY SUBMITTING THIS DOCUMENT, YOU ARE AGREEING TO THE FOLLOWING

- Your HP printer, as described below, has been fully installed and brought into service.
- You have received and understand the training provided on the printer.
- HP may process the data included in this document in accordance with the [HP Privacy Statement](#) as described at the beginning of this document.

#### Printer product number

4VW18A

#### Printer serial number

MY1698900K

#### Installation date

2022-06-16

#### Customer's first name

Test name

#### Customer's last name

Test last name

## Installation review and confirmation


After completion, you will receive an email so that you can confirm installation. This is a required step.

It includes a congratulatory message, printer information, links to review the installation and the HP Privacy Statement, as well as a link to contact [eo@hp.com](mailto:eo@hp.com).

To access the "Review" link you must login with HP, and the user email **must be the same as the one indicated for the client during installation**, to prevent mistakes by the installer.

On this screen, you can **edit or delete personal information** and it will be saved in the EOI Database. You must also select your communication preferences .

Once the EOI is confirmed, you will receive an automatic notification email.



## Installation Review and Confirmation.

Congratulations! the installation for your printer has been completed.

Please review and confirm that the installation and communication preferences are correct by pressing the review button.

**Printer product number**  
4VW18A

**Printer serial number**  
MY1698900K

Please remember that you can update your marketing choice(s) any time by using the unsubscribe link in HP emails or managing your communication preferences by [Contacting us](#).

[Review](#)

To learn more about how your information is used please view the [HP Privacy Statement](#)

**The Engineering Systems Team**

### Summary of End of Installation

Printer product number

4VW18A

Printer serial number

MY1698900K

Installation date

06/16/2022



Customer's first name

Test name

Customer's last name

Test last name

Customer's contact email

hector.llorente.tremps@hp.com

Email communication preference

Select a preference



Phone communication preference

Select a preference



Postal communication preference

Select a preference

