

HP Voice-Activated Printing

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HP is the first printer company with voice support for Amazon Alexa, the Google Assistant, and Microsoft Cortana¹



In February 2018, Keypoint Intelligence - Buyers Lab was contracted by HP to conduct a study to determine if HP is the first printer company to support voice-activated printing through Amazon Alexa, the Google Assistant, and Microsoft Cortana.

When compared with other printer and MFP manufacturers, HP is currently the first printer company to provide voice support via multiple services (specifically, Amazon Alexa, the Google Assistant, and Microsoft Cortana). While many copier MFPs offer optional voice activation kits for accessibility—and Xerox and Sharp MFPs currently provide integration with Amazon Alexa—at time of publication of this report, HP is the only printer company to provide support for all three voice assistant services. This report was revised in April 2018 to include the expanded availability of HP Voice-Activated Printing service beyond the US.

¹ HP Voice-Activated Printing availability varies: in US for Amazon Alexa, the Google Assistant & Microsoft Cortana; in UK, Ireland & Australia for Amazon Alexa & the Google Assistant; in New Zealand and India for Amazon Alexa. Compared to inkjet & laser printers & all-in-ones for home & home office, priced less than or equal to \$429.99 USD. Claim based on research of printer manufacturers' published specifications and Keypoint Intelligence - Buyers Lab's study commissioned by HP. See April 6, 2018 report by Keypoint Intelligence - Buyers Lab www.keypointintelligence.com/HPVoicePrint

Virtual assistants have become commonplace in many homes and offices, allowing users to get more done faster. These smart assistants let people use their voice to interact with technology, so they can find answers to questions and complete tasks just by speaking. By enabling the HP printer skill in Alexa or Cortana, or connecting the HP Printer app with the Google Assistant, HP users can take advantage of voice assistant technology to print a wide variety of everyday and creative documents, including games, coloring pages, to-do lists, notebook paper, forms, and more. In this study, Buyers Lab analysts found that, as of April 2018, only HP web-enabled printers that have ePrint capabilities are compatible with Amazon Alexa, the Google Assistant, and Microsoft Cortana for voice-activated printing¹.

Methodology

Buyers Lab's team reviewed a combination of product data sheets, manufacturer literature, and user guides to determine if any in-class home and home office products met the criteria of offering integration for voice-activated printing via Amazon Alexa, the Google Assistant, and Microsoft Cortana. Optional accessibility kits (i.e. integrated voice activation hardware available for a wide variety of copier MFPs) do not meet the criteria for this study. In addition, while Buyers Lab analysts found two manufacturers (Xerox and Sharp) that offer integration with Amazon Alexa, those manufacturers do not currently integrate with the Google Assistant or Microsoft Cortana. In addition, all Sharp products are currently priced above \$430 USD (or international equivalent) and are therefore excluded.

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Printer Manufacturers Included in the Sample

	VOICE-ACTIVATED PRINTING		
	Amazon Alexa	The Google Assistant	Microsoft Cortana
Brother	No	No	No
Canon	No	No	No
Dell	No	No	No
Epson	No	No	No
HP	YES (Web-enabled devices)	YES (Web-enabled devices)	YES (Web-enabled devices)
Konica Minolta	No	No	No
Kyocera	No	No	No
Lexmark	No	No	No
OKI	No	No	No
Ricoh	No	No	No
Samsung	No	No	No
Sharp	YES (All compatible products outside price criteria)	No	No
Xerox	YES (ConnectKey-enabled devices)	No	No

Data analysis compared to inkjet & laser printers & all-in-ones for home & home office, priced less than or equal to \$429.99 USD. Claim based on research of printer manufacturers' published specifications and KeyPoint Intelligence – Buyers Lab's study commissioned by HP. See April 6, 2018 report by Keypoint Intelligence – Buyers Lab www.keypointintelligence.com/HPVoicePrint

ABOUT KEYPOINT INTELLIGENCE - BUYERS LAB

Since 1961, Keypoint Intelligence - Buyers Lab has been the leading global independent office equipment test lab and business consumer advocate. In addition to publishing the industry's most comprehensive and accurate test reports on office document imaging devices, each representing months of exhaustive hands on testing in Buyers Lab's US and UK laboratories, the company has been the leading source for extensive runnability testing on imaging media and consumables, as well as extensive specifications/pricing databases on MFPs, printers, scanners, and fax machines. Buyers Lab also has a long-standing reputation for being the industry's most trustworthy and complete source for quality testing services and global competitive intelligence.

In addition to testing over 200 office document imaging devices and related consumables annually for its subscribers, Buyers Lab provides consulting services to buyers and a range of private testing services that include document imaging device beta and pre-launch testing, performance certification testing, consumables testing (including toner, ink, fusers, and photoconductors), solutions evaluations, and imaging media runnability testing.

For more information on Buyers Lab, call (973) 797-2100, visit www.keypointintelligence.com, or email info@keypointintelligence.com.