

HP Voice-Activated Printing

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offers “best in-class” OEM voice print support – available on more voice platforms, in more countries, with more printable content¹



Keypoint Intelligence - Buyers Lab was commissioned by HP to conduct a study to determine if HP voice-activated printing offers the best in-class OEM voice print support, providing integration with more voice assistant services than competitive in-class devices from the competition.

Based on available research as of January 3, 2019, when compared with other printer and MFP manufacturers, HP currently provides voice support via the most services (specifically, Amazon Alexa, the Google Assistant, and Microsoft Cortana). While many copier MFPs offer optional voice activation kits for accessibility, and inkjet printers from Canon and Epson provide integration with Amazon Alexa (and Sharp and Xerox copiers support business-class solutions), at time of publication of this report, HP is the only printer company to provide support for all three of the most popular consumer voice assistant services—Amazon Alexa, the Google Assistant, and Microsoft Cortana—for printing (support varies by region), offering the best in-class OEM voice-activated print support¹. This compatibility with more voice-activated systems, along with broader regional availability, means more flexibility for HP users versus the solutions from competing vendors.

¹ HP Voice-Activated Printing availability varies: in US for Amazon Alexa, the Google Assistant & Microsoft Cortana; in UK, Ireland, Australia, New Zealand, India, Singapore and Canada for Amazon Alexa & the Google Assistant. 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 study commissioned by HP. See January 3, 2019 report which shows HP Voice-Activated Printing available on 3 voice platforms, in 8 countries, and 16 categories of printable content. 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. Voice integration with printing technology lets users simply and conveniently access and print content without a single keystroke or mouse click. By enabling the HP Printer Skill in Alexa or Cortana, or connecting the HP Printer app with the Google Assistant, HP users can use their voice to print a wide variety of everyday and creative documents, including games, coloring pages, to-do lists, notebook paper, forms, and more.

HP, Canon, and Epson have Amazon Alexa Skill Connections, so developers can enable their Amazon Alexa Skills to print using the respective OEM Print Skill. Current documentation, as of the publication date of this report, shows that the available content for Canon and Epson libraries are similar but have not yet reached the level of the HP offering. Of course, regional support varies by manufacturer, with HP offering support in the most countries (US, UK, Ireland, Australia, New Zealand, India, Singapore, and Canada). Canon is in second place (US, Great Britain, Australia, India, Canada, and Japan), while Epson support is limited to the US, Canada, and Japan. HP supports English and Canadian French, while both Canon and Epson support English and Japanese.

Overall, based on available documentation as of January 3, 2019, Buyers Lab analysts have found that only HP Web-enabled printers with ePrint capability provide the best in-class support for voice printing, offering the most complete OEM integration for printing via Amazon Alexa, the Google Assistant and Microsoft Cortana, greater regional availability and the most types of printable content¹.

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Methodology

Buyers Lab's team reviewed a combination of product data sheets, voice assistant 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 (Epson and Canon) that offer integration with Amazon Alexa, those manufacturers do not currently integrate with the Google Assistant or Microsoft Cortana. Note that Sharp MFPs integrate with Alexa for business and are priced above \$430 USD (or international equivalent). In addition, Xerox AltaLink devices support voice activation via a third-party hardware/services package (the Gabi Solution). Information on each manufacturer's offerings can be found in the table on the next page.

Voice-Activated Print Support by Manufacturer

	AMAZON ALEXA	THE GOOGLE ASSISTANT	MICROSOFT CORTANA
Brother	No	No	No
Canon	YES (via Canon Inkjet Cloud Printing Center; Available content: Coloring pages (for "grown ups" or for "children"), Number place puzzles ("easy", "medium", "hard" or "random"), Templates ("notebook paper", "checklist paper", or "staff paper"), plus content from compatible skills)		No
Dell	No	No	No
Epson	YES (Via Epson Connect; Available Content: Design paper, Photo props, Scrapbooking kit, Calendar, Ruled paper, Graph paper, Music paper, Shopping list, To do list; plus content from compatible skills, such as recipes from Allrecipes.com)		No
HP	YES (Web-enabled devices; Available content: Alexa shopping and to-do lists (e.g. print my shopping list, my to-do list, my travel list); Coloring pages Crayola (e.g. print a Crayola coloring page, choose a coloring page from Crayola); Art therapy from Just Add Color (e.g. print art therapy, choose a coloring page from Just Add Color); Comics; Games (e.g. print today's crossword, a hard sudoku game, a hard word search game, bingo cards); Forms (e.g. print a one column checklist, lined paper, metric graph paper, a calendar for next month); plus content from compatible skills, such as recipes from Allrecipes.com)		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
Sharp	YES (Alexa for Business; All compatible products outside price criteria)		No
Xerox	No (AltaLink devices support voice operation via Gabi Solution)		No

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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 U.S. 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.

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