HP Latex 3x00 Printer Series

TECHNICAL NEWSLETTERS FROM CUSTOMER ASSURANCE

Date: Septembert 2018　　**Impact/Severity**: High
Region: WW　　**Support Area**: PLTW Firmware, Software, Upgrade/Migrate
Audience: Support　　**Confidentiality**: Public

New FW, IPS and Print Care Update Package available – ALTAMIRA_13_00_06.3

New versions of firmware and software (IPS and Print Care) for the HP Latex 3x00 Printer Series are available to download.

> **IMPORTANT:** HP strongly recommends that all the printers are upgraded to the new firmware and software as soon as possible. Even new printers may need to be upgraded during installation.

New release available from www.hp.com/go/Latex3000/downloads:

- Firmware: ALTAMIRA_13_00_06.3

- HP Internal Print Server (IPS): v2017.5.17.2.

- Print Care: v2.2.5.1

> **IMPORTANT:** Ensure that the printer is connected and able to synchronize, so that Print Care can get proactive update warnings from the HP servers whenever a bug has been fixed or a new version is available.

This is a General Availability version. It should be installed in all new and existing printers.

The installation instructions are available in Appendix 1

Release notes

The **ALTAMIRA_13_00_06.3** firmware release includes the following improvements and new functionalities with respect to previous versions:

A. New functionalities:

- Nozzle Health Tool. Appendix 2

- OMAS:

    o The **OMAS Enab**led feature in the Printing Adjustments in IPS was renamed as **Use Automatic advance compensation when supported.**

- Printhead Reseats

    o Improvements that will help reduce the printhead reseats in capping. This type of printhead reseats appears often just before starting to print or when the job has finished.

    o Differentiation of error messages in IPS depending on the type of printhead reseats: the reseats will be differentiated between thermal and connectivity reseats.

- Improvements of the IDS algorithms (Refill of the Intermediate tanks).

- Sense button

    o It is a new feature in the IPS Interface which will allow the customers to provide feedback on the level of satisfaction they have using their HP Latex 3x00 printers.
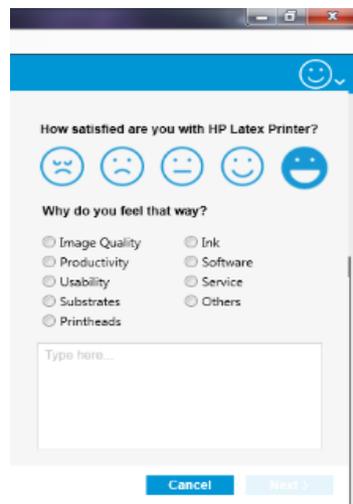
- Primary colors plot was included into the IPS setup

    o The primary colors plot is used to calculate the cost per copy of a plot in a fast and efficient way.

o The plot can be found under the name IPS PRIMARY COLORS image in C:\Users\hplatex\Documents\HP IPS\CostPerCopy to be printed in the 3 passes printing mode.

o The new process provided ensures in a very short run that the ink and media consumption considered for the cost per copy calculation is just the ink and media used for printing the target image.

o The details about the cost per copy calculation process can be found in the newsletter *How to calculate cost per copy – 3x00 1500.pdf* .

B. Bug fixes:

- General accounting fixes in PrintCare and PrintOS
- SE 79.04 improvements
- Printhead replacement fixes
- End of Roll improvements

Appendix 1

Upgrade instructions

The three components (FW, IPS and Print Care) must be installed together. No other combination is supported. On this release, an upgrade tool that includes the Firmware, IPS software and Print Care has been developed.

## How to upgrade the Firmware, IPS and Print Care

> **IMPORTANT:** It is mandatory to unzip and execute the downloaded files from a USB memory stick, otherwise, a warning message will be showed. A third-party zip software must be used in order to unzip the files. The Windows embedded zip softwaree will not work.

a. Download the UpgradeTool_ALTAMIRA_13_00_06.3_IPS_2017.5.17.2_Prc_2.2.5.1_v3.zip file and unzip the contents onto a **USB memory stick**.

b. Execute the **Upgrade Tool.exe** file and click the **Upgrade** button.
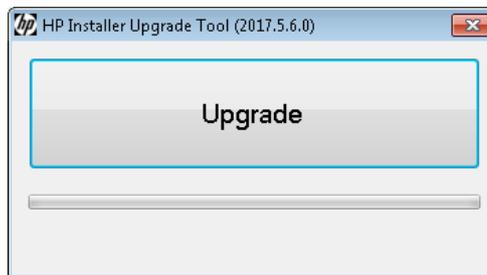
By running this file:

- The firmware version will be upgraded

- The IPS, IPS services and HP Info Retriever software (if installed) will be uninstalled from the printer's built-in computer.

- The new IPS and IPS services software will be installed.

- The Print Care will be upgraded to version 2.2.5.1 and the Print Care patch will be installed.

c. Before the process starts, the following window will pop up to accept the agreement. Press **I agree** to start the upgrade process, or **I don't agree** to abort the upgrade process.
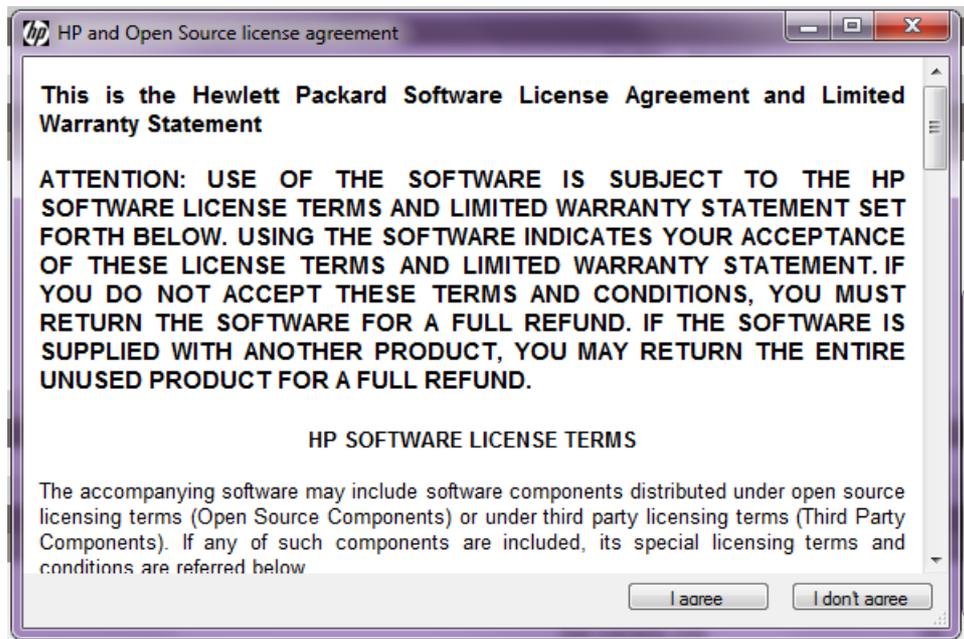
d. Once the agreement is accepted, the upgrade process will start. If the IPS is not open the following window will pop up. Press **Retry** after opening IPS to continue with the upgrade or press **Cancel** to abort the installation.
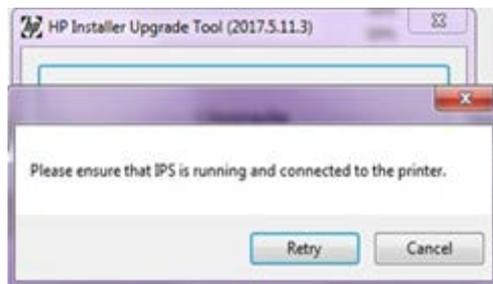

📝 NOTE: If the IPS is open before starting the upgrade process, the previous window will not pop up.

e. Once the IPS is running and the firmware upgrade process starts, you will see the following windows with the FW upgrade report.

📝 NOTE: If the printer has the latest firmware already installed, the installer skips the firmware upgrade step.
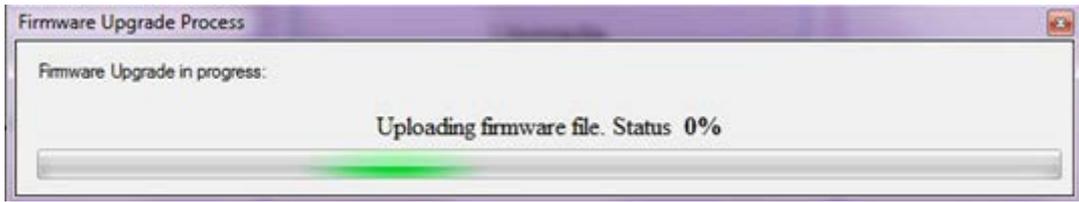
f. Once the firmware upgrade has finished and the printer starts to boot, you will see the following window before the IPS and PrintCare upgrade process starts:
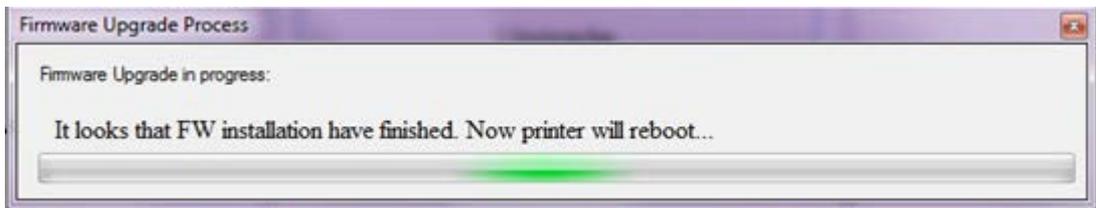
g. Once the IPS, IPS Services and Print Care upgrade is completed, the following window will pop up. Press **OK** to continue with the Print Care patch installation.
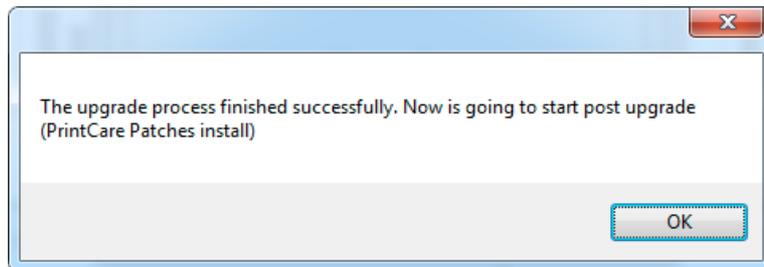
h. During the installation of the Print Care patch, the following window will appear. Once the installation is completed, the window will be closed automatically.
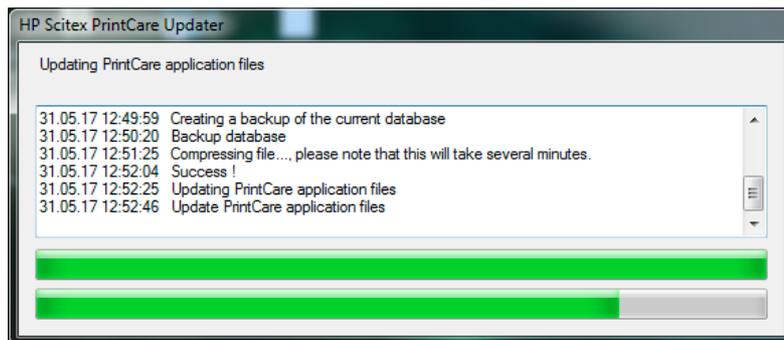
i. Once the installation process of the IPS is completed, open the IPS application. At first boot, the Printer Data Sharing Agreement (PSDA) window will appear.

HP strongly suggests enabling it to take advantage of the InfoRetriever functionalities and a faster and better remote support.
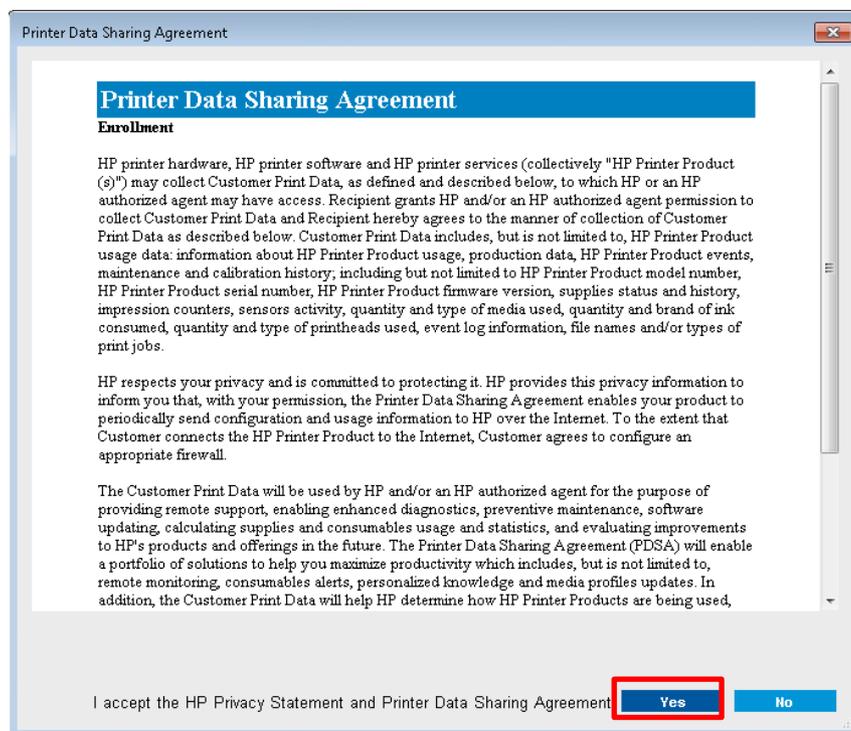
Appendix 2

Nozzle Health Tool

The purpose of this tool is to help the user to decide if they need to replace the printheads, by providing a visual system to see the state of the printheads.
The final **objective** is to **increase the average printhead life**, by avoiding unnecessary replacement of printheads.

The visual system provides the following possible states for the printheads:
- In warranty: Not showing any status
- Out of warranty (the printhead moves to out of warranty based on ink consumption and time of installation)
    - OK: Theoretically good printing performance
    - Monitor IQ: Depending on the image content and/or printmode used, some plots could not reach expected printing quality
    - Recover: There is a degradation in pen health, please run a Hardclean routine
- Check & clean: When the drop detection data is older than 24h, hide all nozzle health information and show the **Check and Clean** notification

The visualizations of the Nozzle Health data are based on the printhead´s ink consumption and time from the last Drop Detection:
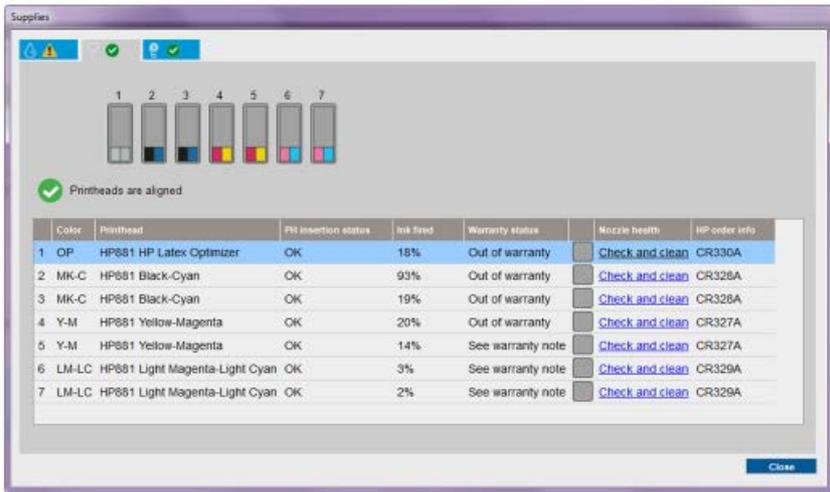- Drop Detection data is greater than 24 hours old: run Check & clean
- Drop Detection data < 24 hours old and ink consumption:
    - 0 – 12 L (in Warranty): No status showed
    - 12 – 40 L: OK, *Monitor IQ, Recover*
    - >40 L (theoretical PH life): *Monitor IQ, Recover* → Even if the Printhead is *OK* based on the quantity of nozzles out, we would show it as *Monitor IQ*, as we know that IQ decreases with ink consumption
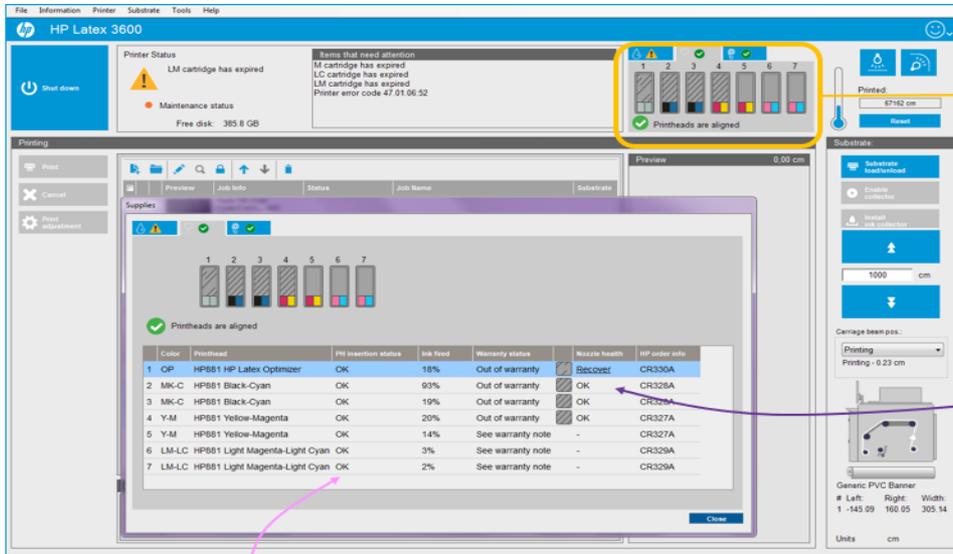
The Nozzle Heath tool information is available on the printheads tab of the IPS

- Hover with the mouse over any of the Nozzle Health states to see their meaning.
- Click on them to open the action to correct the problem (IQ Inspection or PH cleaning menus)

To give more information to the user, S*tatus* column has been renamed to *PH insertion status*

|	Color	Printhead	PH insertion status	Ink feed	Warranty status	Nozzle health	HP order info
1	OP	HP881 HP Latex Optimizer	OK	18%	Out of warranty	Recover	CR330A
2	MK-C	HP881 Black-Cyan	OK	93%	Out of warranty	OK	CR328A
3	MK-C	HP881 Black-Cyan	OK	19%	Out of warranty	OK	CR328A
4	Y-M	HP881 Yellow-Magenta	OK	20%	Out of warranty	OK	CR327A
5	Y-M	HP881 Yellow-Magenta	OK	14%	See warranty note	-	CR327A
6	LM-LC	HP881 Light Magenta-Light Cyan	OK	3%	See warranty note	-	CR329A
7	LM-LC	HP881 Light Magenta-Light Cyan	OK	2%	See warranty note	-	CR329A

When in *Check and Clean* state, all the information of the Nozzle Health status is hidden and this state is visible.

When clicking over the state, the Printhead Cleaning menu opens

	Color	Printhead	PH insertion status	Ink feed	Warranty status	Nozzle health	HP order info
1	OP	HP881 HP Latex Optimizer	OK	18%	Out of warranty	Check and clean	CR330A
2	MK-C	HP881 Black-Cyan	OK	93%	Out of warranty	Check and clean	CR328A
3	MK-C	HP881 Black-Cyan	OK	19%	Out of warranty	Check and clean	CR328A
4	Y-M	HP881 Yellow-Magenta	OK	20%	Out of warranty	Check and clean	CR327A
5	Y-M	HP881 Yellow-Magenta	OK	14%	See warranty note	Check and clean	CR327A
6	LM-LC	HP881 Light Magenta-Light Cyan	OK	3%	See warranty note	Check and clean	CR329A
7	LM-LC	HP881 Light Magenta-Light Cyan	OK	2%	See warranty note	Check and clean	CR329A

The tooltip sentences, shown when hoovering over a Nozzle Health status are:
- Check & Clean: Printhead nozzle health information is obsolete. Please, run a Check & Clean routine.
  - ➢ Action: Go to *PH cleaning* when clicking
- OK: Printhead nozzle health is in good condition. No further action required
- Monitor IQ: Depending on the image content and/or printmode, some images could not reach the expected print quality. Perform IQ Inspection procedure, if required.
  - ➢ Action: Go to *IQ Inspection* when clicking
- Recover: Printhead nozzle health may be deteriorated, run a HardClean routine. Depending on the nozzle health, more than one Hard clean routine may be necessary.
  - ➢ Action: Go to *PH cleaning* when clicking

In warranty   Monitor IQ   OK   Recover
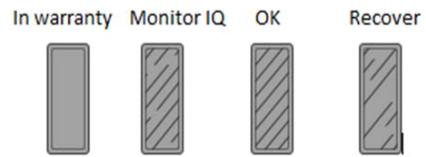
Note: The Nozzle Health tool is disabled by default. To enable it please contact your Service Representative.