

Firmware MARCO_00_08_11.1 is available



For HP Stitch Sx00 Printer Series

Introduction

A new firmware version is now available to download and install for the HP Stitch SX00 (300/500). This firmware includes a range of new features and fixes.

HP strongly recommends installing firmware version **MARCO_00_08_11.1** for all units as it includes significant improvements.

Where to find firmware version MARCO_00_08_11.1

Web:

- <http://www8.hp.com/us/en/drivers.html>

Find your product > Select your OS > Download the *.fmw file > Install it via USB or EWS

Online printer:

- Printer > Check Updates > Check Now

List of changes introduced with firmware version MARCO_00_08_11.1

1. Display CLC information in HP Stitch SX00 (300/500) Service Plot
2. OMAS reporting status bug solved
3. Fix on preset parameter not following drying temperature user setting
4. Minor Bugs fixed: PH Product name incorrect reporting Error / Fix to solve a bug in Add new Media
5. New features for PrintBeat and Configuration Center applications in PrintOS

Changes introduced with firmware version MARCO_00_08_11.1

1. The CLC information has been included on the **Calibration Status** tab in the Service Plot.

Not secure | 15.77.28.132/hp/device/webAccess/servicePlot1a.htm

Current information Usage information Event logs **Calibration status** Connectivity configuration All pages

Calibrations Status

Date: Nov 27, 2020 Product: HP Stitch S500 64in Serial Number: MY95019016
 Firmware: pvnabhishek_marcopolo Product number: 2ET73A Service ID: 29260
 Supported Ink Cartridges: HP 636 / HP 636A
 Printer status: Safe Mode

General Calibrations					
Printhead alignment	OK	Drop Detector calibration	done	Line Sensor calibration	not done
Line sensor calibration X axis	15	Line sensor calibration Y axis	639	Reference extraction fan pwm (Pn = 6mmH2O)	0
Current extraction fan pwm (Pn = 6mmH2O)	0				

Substrate-specific Calibrations			
Substrate Name	Substrate ID	Color Status	Color Date
Generic > 110 gsm Paper + Generic Fabric	450103T	N/A	N/A
Generic Backlit Textile	400102	N/A	N/A
Generic Bleed Through Textile	400101	N/A	N/A
Generic Frontlit Textile	400100	N/A	N/A
clo + Generic Fabric	E90A017DB06CE07053431FA2CEFF4232	OK	N/A
Generic Transfer Film + Generic Fabric	550100T	N/A	N/A
Generic Backlit Paper + Generic Fabric	451100T	N/A	N/A
Generic < 45 gsm Paper + Generic Fabric	450100T	N/A	N/A
Generic 45 to 70 gsm Paper + Generic Fabric	450101T	N/A	N/A
Generic 70 to 110 gsm Paper + Generic Fabric	450102T	N/A	N/A
Generic Porous Frontlit Textile	400103	N/A	N/A

Diagnostic Log			
Date	Time	Name	Result

2. New OMAS Navigation information has been included on the Service plot. This information is given with the OMAS status **YES** (if the media is navigable) or **NO** (if the media is not navigable).

Subst. ID	Substrate Name	OMAS Navigation	Double-Sided	Mute Speed/Svg
36049A130656F5DED ...	Sustrato eliminado	No	Off	No / No
28358155F4D585DF5 ...	Sustrato eliminado	No	Off	No / No
28358155F4D585DF5 ...	Sustrato eliminado	No	Off	No / No
28358155F4D585DF5 ...	Sustrato eliminado	No	Off	No / No
28358155F4D585DF5 ...	Sustrato eliminado	No	Off	No / No
FC6D96985978496E ...	Sustrato eliminado	No	Off	No / No
36049A130656F5DED ...	Sustrato eliminado	No	Off	No / No
CED1F1960F03F37BF ...	Sustrato eliminado	No	Off	No / No
CED1F1960F03F37BF ...	Sustrato eliminado	No	Off	No / No
0696B4CA18AA96B56 ...	Sustrato eliminado	No	Off	No / No

3. A new fix has been integrated to solve a bug in cloned medias from some transfer paper (when using some specific printmodes). The drying settings were not followed, so if a drying temperature of 40 degree was selected, the printer would not follow the user settings, printing on 60 degree. With this firmware release the problem should not be present anymore, but if so, it is easily fixable by creating the media preset again (Cloning it from the generic one.)

4. Minor bug fixes

- Fix to solve a bug in the **Add new Media** menu, when the process hangs at 73% printing with 2p 130% ink density on Transfer Paper.
- PH Product name incorrect reporting. Error reporting HP 895 fixed to HP 614.

Current Printhead Kit Info (I)			
	Product Name	Serial Number	Warranty Date
1 - Black-Cyan	HP 895	4-1-1347131-27-2019	20210708
2 - Black-Cyan	HP 895	4-1-1347125-27-2019	20210708
3 - Magenta-Yellow	HP 895	4-1-1349095-27-2019	20210708
4 - Magenta-Yellow	HP 895	4-1-1349093-27-2019	20210708
5 - Yellow-Magenta		1-1349092-27-2019	20210708
6 - Yellow-Magenta		1-1349097-27-2019	20210708
7 - Cyan-Black		1-1347129-27-2019	20210708

Current Printhead Kit Info (II)		
	Product Name	
1 - Black-Cyan	HP 614	
2 - Black-Cyan	HP 614	
3 - Magenta-Yellow	HP 614	
4 - Magenta-Yellow	HP 614	
5 - Yellow-Magenta	HP 614	
6 - Yellow-Magenta	HP 614	
7 - Cyan-Black	HP 614	
8 - Cyan-Black	HP 614	

New features now available:

- Proactive notifications for critical printer errors preventing continuous production. The Print Readiness Level will help the user to better understand the status of the printer. Specifically, PrintBeat will be more accurate when reporting whether the printer is able to print or not.
 - ✓ Real time notification for printer system errors
 - ✓ Configurable notification window
 - ✓ Multi-touchpoint notifications – web, email and mobile
- Weekly/Monthly digested KPI Emails Reports based on Print Beat Analytics
 - ✓ For all your printers and sites
 - ✓ Configurable on a monthly & weekly basis
 - ✓ Choose any day and time to receive it
- Web: Six-month Job History info for all connected printers with customizable time frame and download capability, it includes a specific Job details view (UI) for additional job information (detailed ink and substrate consumptions and several print settings).
 - ✓ For all your printers and sites from a single portal
 - ✓ Fully customizable time frame up to 6 months
 - ✓ Fast download in CSV format for easy sharing
 - ✓ Add cost to your jobs
- Mobile: One-month Job History info for all connected printers with a link to the web for longer periods. The mobile use case is limited to 1 month (with a link to the web for longer periods), but the user can see and export the same job information.
- Possibility to add cost information (like in the EWS).
 - ✓ Set costs for inks SKU, substrates, and other costs
 - ✓ Costs will be applied on the full job history
 - ✓ Visibility on PrintOS web and Mobile

Configuration Center App

See [here](#) how to use Configuration Center to:

- Easily control and deploy your substrates remotely
- Access to all substrates anytime, anywhere
- Easily deploy substrate configured among your printers
- Quick setup for a new printer substrate
- Back up your printer's substrates settings
- Visibility on printer routines status & needed action