Firmware STORM_00_13_07.1 is available

For HP Latex 500 Printer Series

August 2021

HP Latex 500 Printer Series' (560/570) latest firmware version is now available to download and install. This firmware includes significant new features and fixes.

HP strongly recommends firmware STORM_00_13_07.1 for all units, as it includes significant improvements.

Related links:
www.hp.com/go/latex/

Printers related to this article: HP Latex 500 Printer Series

Where to find firmware STORM_00_13_07.1

Download the firmware file from the links listed below and install it via USB or via Embedded Web Server:

http://www.hp.com/go/latex560/support/

http://www.hp.com/go/latex570/support/

How to install the firmware

Web-connected printers

From the printer's front panel:

Go to **Printer** > **Firmware Update** > **Check now**.

From the Embedded Web Server:

Go to **Setup** > **Firmware Update** > **Check now**.

IMPORTANT: It is recommended to enable automatic firmware updates, so your printer automatically downloads and installs new firmware versions when available.

Summary of changes

Here are the improvements achieved with firmware version STORM_00_13_07.1:

1. Fix for an issue that caused substrate settings to be reset when toggling the Automatic Advance Adjustment (OMAS) option.

2. Integration of the HP Control Print Diagnostic Plot and Troubleshooting instructions on HP Control Print.

3. New features for PrintBeat and Configuration Center applications in PrintOS.
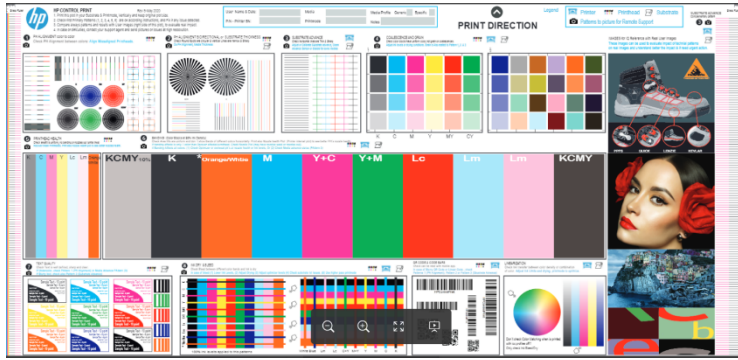
4. Other minor bug fixes.

Fixes and enhancements in detail

1. Fix for an issue that caused substrate settings to be reset when toggling the Automatic Advance Adjustment (OMAS) option.

   Custom profile settings are now retained when toggling the Automatic Advance Adjustment (OMAS) option in the Modify Substrate screen. It is no longer required to manually input all the settings again after using this option.

2. Integration of the HP Control Print Diagnostic Plot and Troubleshooting instructions on HP Control Print. This diagnostic plot will help you troubleshoot image quality issues and ensure that the printer is always in good condition.
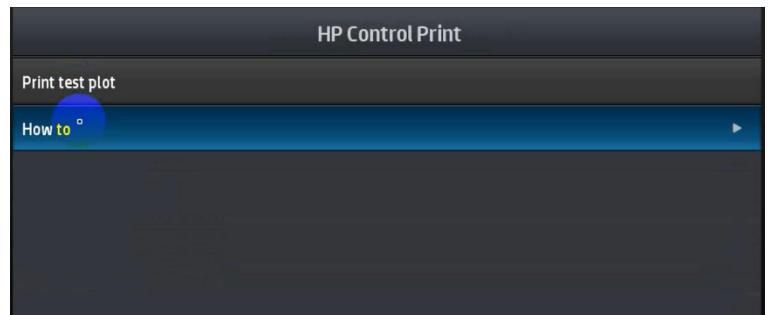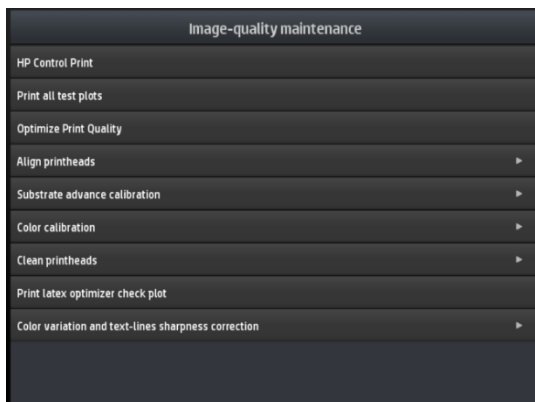
   Using the diagnostic plot on each new installation or in the weekly check is strongly recommended.

Troubleshooting instructions have been integrated in your printer's front panel to help guide you through detecting and fixing image quality issues using the HP Control Print plot.

The plot and the Troubleshooting instructions can be found in the front panel by navigating to:

Settings > Image-quality maintenance > HP Control Print.

3. New features for PrintBeat and Configuration Center applications in PrintOS:

PrintBeat App

New features now available:

- Proactive notifications for critical printer errors preventing continuous production. The Print Readiness Level will help you better understand the status of your 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 Email Reports based on PrintBeat 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. Includes a specific Job details view (UI) for additional job information (detailed ink and substrate consumption 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 you can see and export the same job information.

- Now it's possible to add cost information (like in the EWS):

  - ✓ Set costs for ink SKUs, substrates and other costs
  - ✓ Costs will be applied on the full job history
  - ✓ Visibility in 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 substrates configured among your printers
- Quick setup for new printer substrates
- Back up your printer substrate configurations
- Visibility on printer routines' statuses & needed actions

4. Other minor bug fixes.