

Firmware GEMINI_08_23_11.1



For the HP Latex 2700 Printer Series

May 2023

New versions of firmware and software for the HP Latex 2700 Printer series are available to download.

HP recommends that all printers are upgraded to the new firmware and software as soon as possible. New printers must be upgraded during installation.

Related links:

www.hp.com/go/latex/

Printers related to this article:

[HP Latex 2700 printer series](#)

This new release includes:

1. Firmware: GEMINI_08_23_11.1
2. HP Internal Print Server (IPS): IPS - 22.15.8
3. HP Internal Print Server Maintenances: IPS - 22.15.2 - 3R74xx - Maintenances

This is the general availability version. It should be installed in all new and existing printers with the following instructions.

IMPORTANT: These firmware versions are not backwards compatible: once installed you cannot downgrade the printer to the previous one.

NOTE: The file "HPIPS-22.15.2-Maintenances-3R74xx.exe" must only be used if maintenance does not synchronize automatically. Refer to the corresponding newsletter for further information.

Upgrade instructions

The firmware and the Internal Print Server (IPS) must be installed together. No other combination is supported. The firmware update is allowed in **normal mode** only. Do not try to update in **diagnostic mode**, or in any other mode, unless it is required by Global Business Unit.

Mandatory installation order:

1. Firmware
2. HP Internal Print Server (IPS)

Installation through the maintenance upgrade

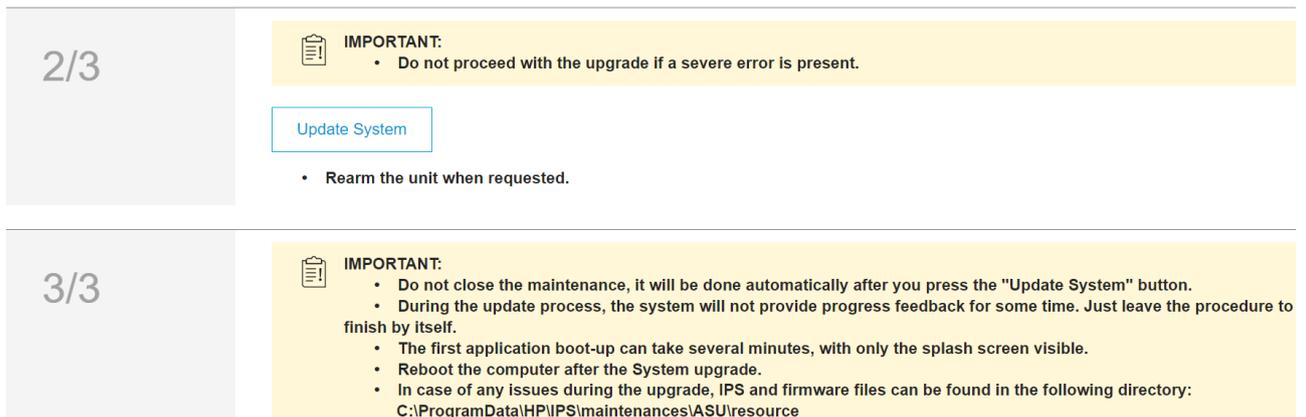
1. A maintenance alert will appear in the IPS warning when the new firmware is available.



2. By entering maintenance, a list of improvements will be displayed with two buttons, **Install Firmware** and **Install IPS**. Upgrade the firmware first and then the IPS.

1/3 New firmware and software release available:

- MR3 (FW: GEMINI_08_23_11.1)
- IPS: HPIPS-22.15.8



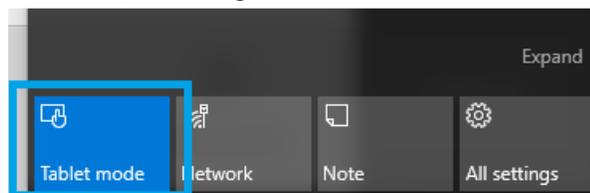
Note:

- Firmware update is allowed in **Normal mode** only.
- Do not proceed with the upgrade if a severe error is present as the Printer HDD may become corrupted.
- Do not close the maintenance during the firmware upgrade process and prior to reaching the final maintenance step. It might not be possible to enter the maintenance again, therefore only the firmware will be upgraded.
- If there are any failures during the process, installer files can be obtained from "C:\ProgramData\HP\IPS\maintenances\ASU\resource" or support.hp.com.

Manual Installation

Download and unzip the files

1. This new release is available from:
 - <http://hp.com/go/Latex2700/firmware>
2. Download the three files that contain the upgrade files:
 - MR3__GEMINI_08_23_11.1__IPS-22.15.8.z01
 - MR3__GEMINI_08_23_11.1__IPS-22.15.8.z02
 - MR3__GEMINI_08_23_11.1__IPS-22.15.8.zip
3. Extract the content using a file compressor utility (do not use the one built into Windows).
4. Turn off Tablet mode: Swipe in from the right-hand side of your screen to open the action center. Turn off Tablet mode by touching the Tablet mode icon.



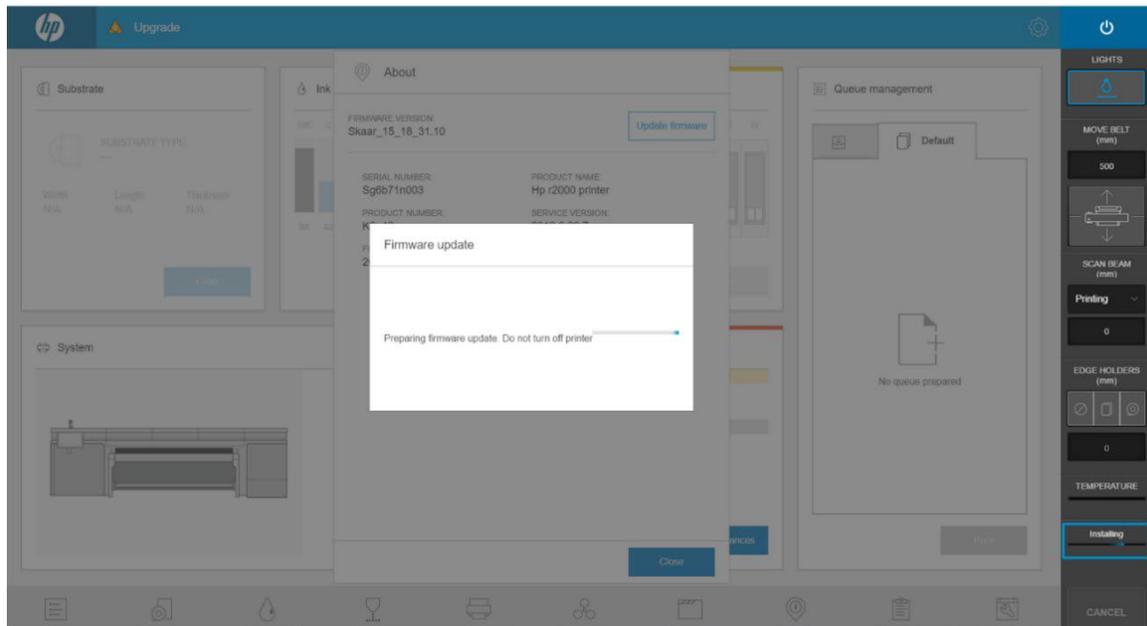
5. Copy the files onto the IPS PC's hard disk (it is recommended to use a designated folder, not the desktop).

Update firmware

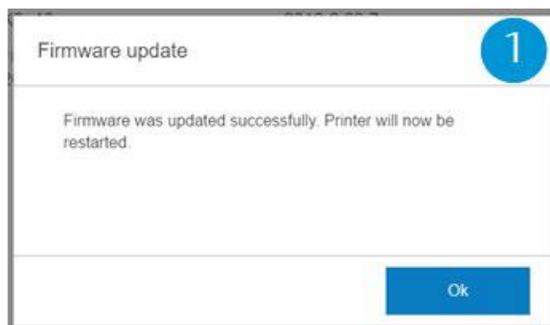
IMPORTANT: The firmware update should never be done if the printer is in a **Severe Error** state.

1. In **Normal mode**, tap the **About** icon at the bottom right of the Internal Printer Server's main window. A window that shows the details of the current firmware version installed in the printer will appear.
2. Tap **Update firmware** and browse to select the GEMINI_08_23_11.1.rfw file. Finally, select the file by clicking on "Select".

- The firmware will be uploaded and installed on the printer. The status of the update can be checked on the right-hand side of the IPS main window. There are two possible statuses: **receiving** and **installing**.



- Upon completion, the IPS will show the following message. Tap **Ok** to continue. At this point, the printer will automatically reboot. If it does not, reboot the printer manually.



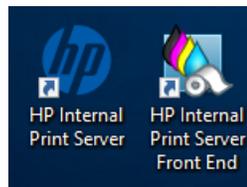
IMPORTANT: The first reboot after the firmware upgrade takes more time than usual.

- Wait until the printer reboots completely.

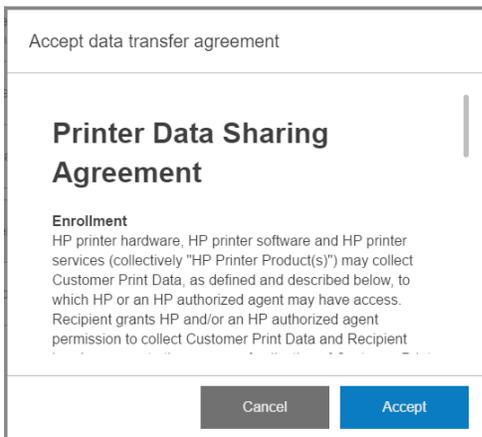
Update the HP Internal Print Server (IPS)

- Make sure the printer has started up completely.

2. Tap the **About** icon at the bottom right of the Internal Printer Server's main window. A window showing the details of the current Internal-Print-Server version installed in the printer will appear.
3. Tap **Update IPS** and browse to select the HPIPS-22.15.8-Installer.exe file.
4. Follow the on-screen instructions until the new software is installed. The installer will close and remove the previous IPS software. It may take some time. Tap **Close** to complete the installation.
5. If the **HP Internal Print Server** software does not boot automatically, first tap **HP Internal Print Server** and then **HP Internal Print Server Front End**.

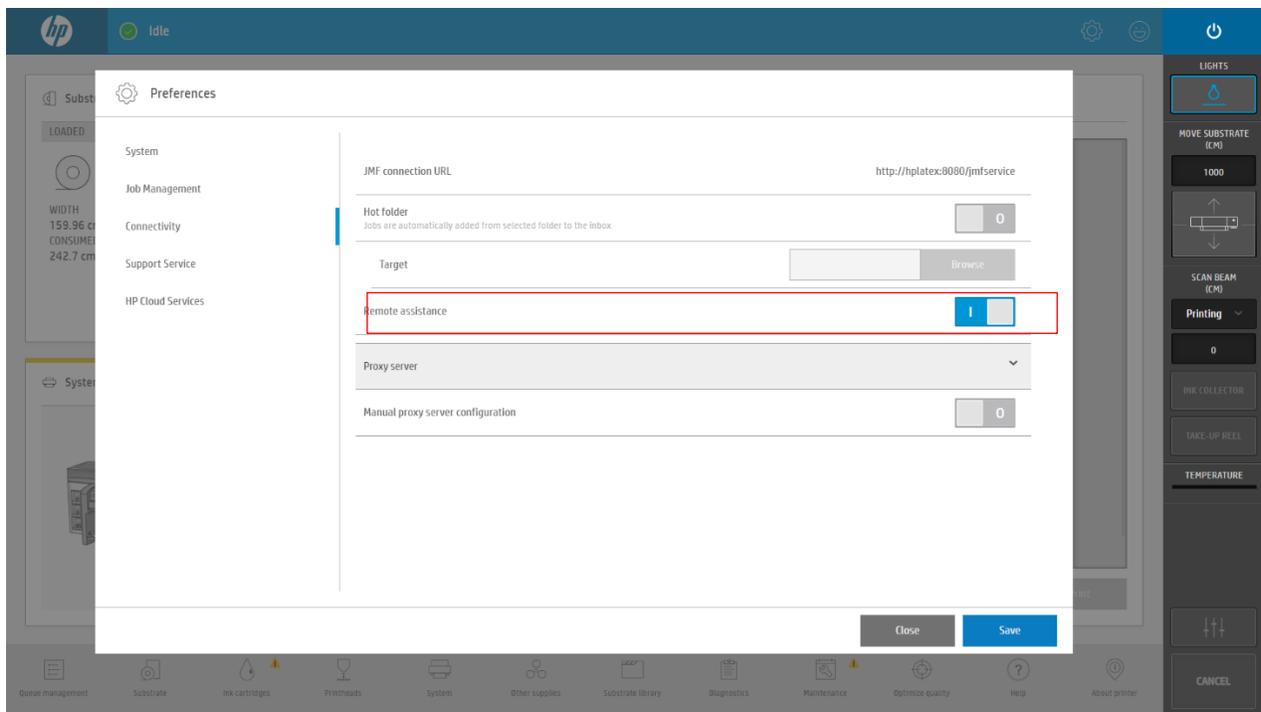


6. On the first boot, the Printer Data Sharing Agreement (PDSA) window will appear. Please click **Accept** to continue.



HP highly recommends accepting the Information retriever functions for a more efficient and improved remote support experience.

7. Finally, you need to ensure that the Remote assistance option is enabled in the IPS Preferences window so that the system can send printer information to the HP servers. Note that this option will be enabled by default if the PDSA has been accepted when installing the new Internal Print Server.



RIP synchronization

The actions below must be carried out after the firmware upgrade to synchronize the media list, and to import and export the ICC profiles.

Caldera RIP

1. Export your custom ICCs and save them in a folder on your PC.
2. Go to **Easy Media**.
3. Select the printer and follow the steps to synchronize the media. Click Import > Autosync > Full Reset.

IMPORTANT: This option deletes all existing media in Caldera and imports all media located in the IPS. If some media is stored in the RIP but not in the IPS, this media will be deleted. Make sure you have a backup of the media missing from your IPS.

4. Check that all media have been synchronized.
5. Go to **Easy Media** and import your previously saved custom ICCs.

Onyx RIP

1. Export your custom ICCs and save them in a folder on your PC.
2. Go to Configure Printer > Device > Features > Configure and select From Printer. Select all the media and click OK to synchronize.
3. Go to **Media Manager** and import your previously saved custom ICCs. You are also required to advise the customer to update the RIP driver to ensure they have the latest improvements and bug fixes.

Release Notes

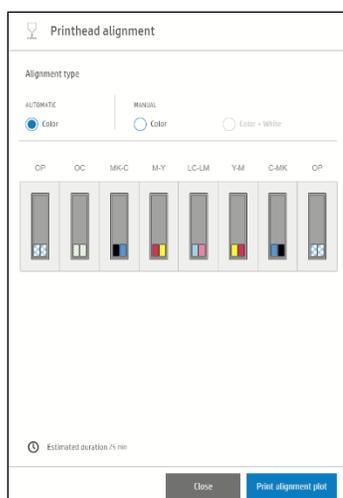
New functions and improvements

- Automatic Printhead Alignment.

Automatic printhead alignment routine has been included which aligns all printheads except white ones.

The main advantage of this procedure is that it is fully unattended and that the plot does not need to be checked by the operator. The Verification plot requires:

- A nozzle in good condition
- Readable media – glossy self-adhesive vinyl or any other media with smooth surface



NOTE: It cannot be triggered when the printer is in white configurations (underflood or spot, overflood, sandwich).

Automatic PH Alignment plot:



Automatic Printhead Alignment or Verification plot?

The verification plot can be used to enhance IQ based on operator's skills.

Automatic printhead alignment is an unattended process to achieve production quality.

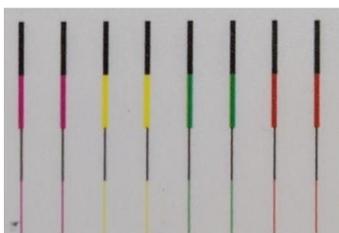
Automatic PH alignment	Verification plot - Manual
Unattended	Operator corrects values
White self-adhesive vinyl or smooth surface	More medias accepted
10 min	10 min
Production quality	Allows finetuning for top IQ
White PH not included	White PH included

- Automatic PH alignment adjustment when modifying the printhead to paper space

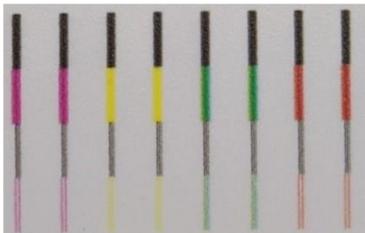
This feature enables the increase of the pen to paper space (PPS), maintaining the alignment and preventing the need to re-align in this situation.

There are different cases where it can be useful to print with a different PPS from the one where the printhead calibration was done. This feature will be used when:

- The ink collector is installed.
- The user adds an offset to avoid wrinkles or crashes substrate deformation.



Standard PPS



Standard PPS + 1 mm offset



Standard PPS + 1 mm offset + compensation

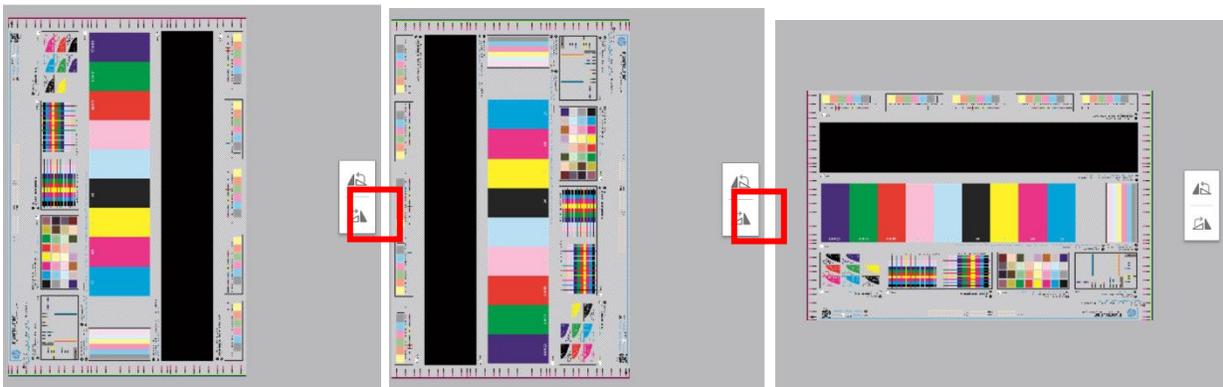
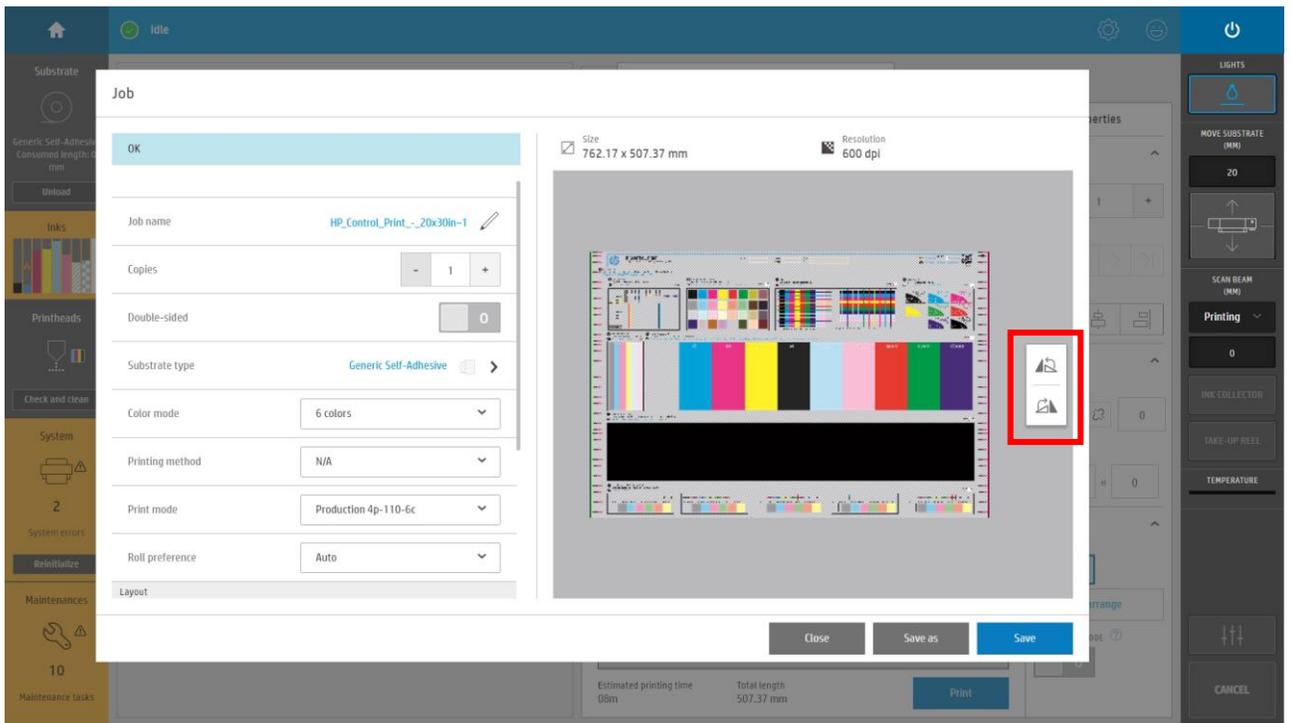
This feature works after doing manual and automatic printhead alignment.

In that case, if you print the alignment verification plot, it will be printed without the compensation showing misalignment particularly on values with 3.

IMPORTANT: If a higher PPS than usual is used, image quality cannot be guaranteed to be optimal, and there may be some blurriness due to the additional spray, even after automatic correction.

- Rotate jobs in IPS

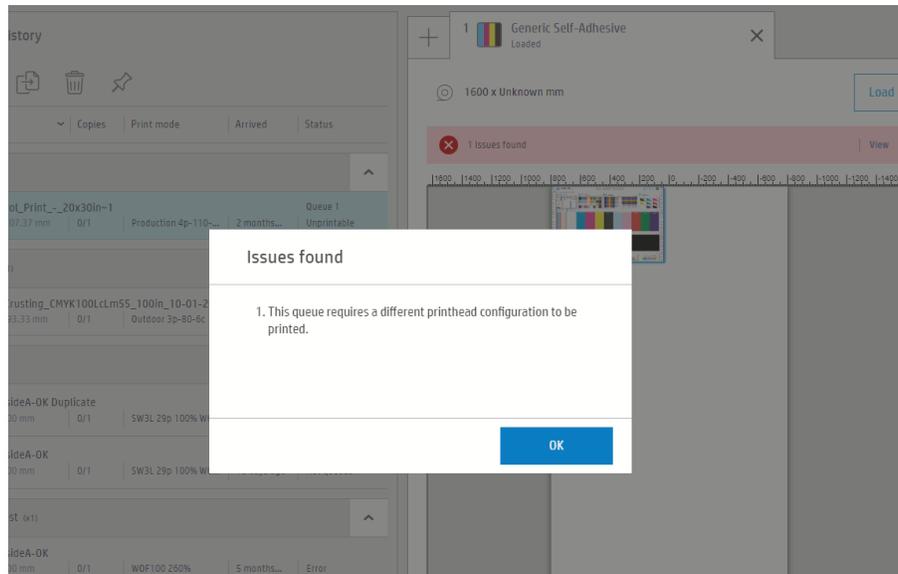
It is possible to rotate individual job on the IPS to avoid the need of re-ripping it:



NOTE: Once the job has visually rotated and it is in the queue, it will take a few moments before it can be printed (the print button will be grey until ready).

- Printing color Printmodes in White configuration

With previous firmware versions, if a color only job was intended to print in any white configuration, a notification would pop up stating that it was not possible to print:



With the new firmware, the process displayed below can be followed to create a blank white layer on the IPS and print the color-only job using a white printmode without having to re-rip.

IMPORTANT: Color consistency is not up to the expected standard when comparing jobs printed in color and those done in white configurations.

NOTE: Printing color only images in white configuration will reduce the throughput of the machine. It is only recommended for quick re-prints without color consistency needs. For all other situations, it is recommended to change to color configuration as it will be more time efficient.

Job

OK

Job name: HP_Control_Print_-_20x30in-1

Copies: 1

Double-sided: 0

Substrate type: Generic Self-Adhesive

Color mode: 6 colors

Printing method: 6 colors
Add empty white layer

Print mode: Production 4p-110-6c

Roll preference: Auto

Layout

Size: 762.17 x 507.37 mm
Resolution: 600 dpi

Close Save as Save

Job

Error
A valid print mode needs to be selected.

Copies: 1

Substrate type: Generic Self-Adhesive

Color mode: 6 colors + white

Printing method: White spot

Print mode: Select print mode
White SP W100 7p 120
White SP W160 11p 120
White SP W60 5p 70

Roll preference

White ink options
Choke white ink
Shrink white layer edge
Pixels to shrink: 2

Size: 762.17 x 507.37 mm
Resolution: 600 dpi

Close Save as Save

- White layer movement in IPS to mitigate White to Color misalignment. A new feature to manually move the white layer in any direction to improve the alignment to color layer. This can be used in addition to Choke that is set to 2pixels by default.

White ink options

Choke white ink
Shrink white layer edge

 Pixels to shrink

 Shrink only where color layers overlap white layer

White layer offset

 Pixels to move horizontally
Negative value to move the layer to the left and positive value to move the layer to the right.

 Pixels to move vertically
Negative value to move the layer down and positive value to move the layer up.

On the description, it explains the direction the white layer is moving taking as a reference the view on the IPS queue

White layer offset

 **Pixels to move horizontally**
Negative value to move the layer to the left and positive value to move the layer to the right.

 **Pixels to move vertically**
Negative value to move the layer down and positive value to move the layer up.

White layer moves to:		
Horizontally	-	Left - Service side
	+	Right - IDS side
Vertically	-	Down - Backwards - Input
	+	Up - Forward - Output

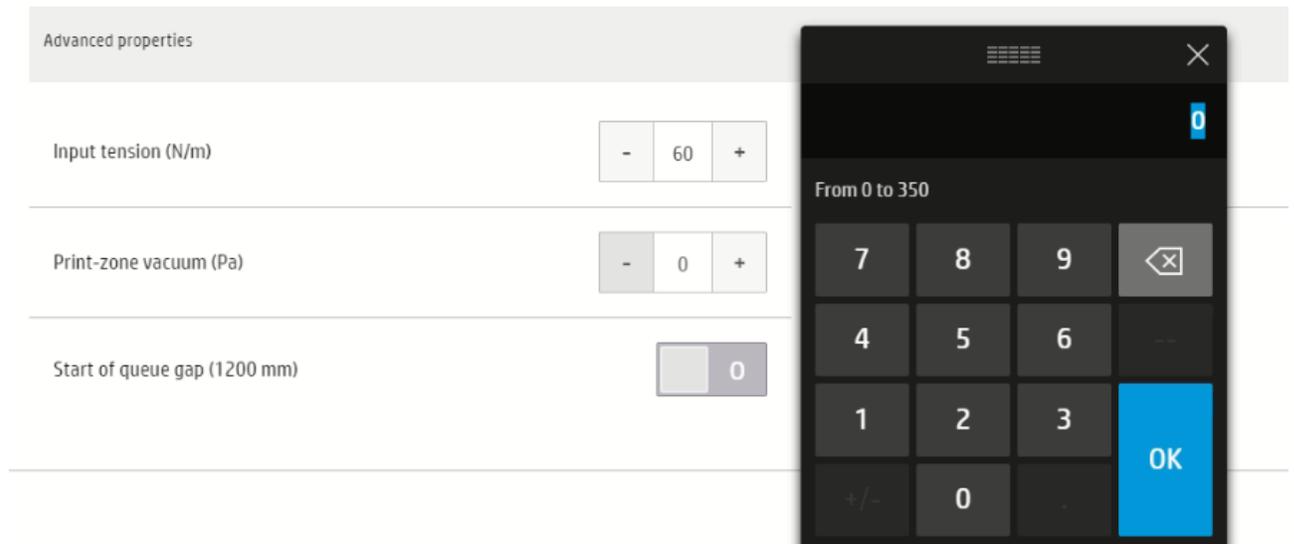
- Vacuum setting can be set to 0

In situations where the media adapts to the platen ribs creating vertical banding or other defects, it may be necessary to set the vacuum to 0 Pa. Adjusting other settings like Input and Output tensions may also be needed.

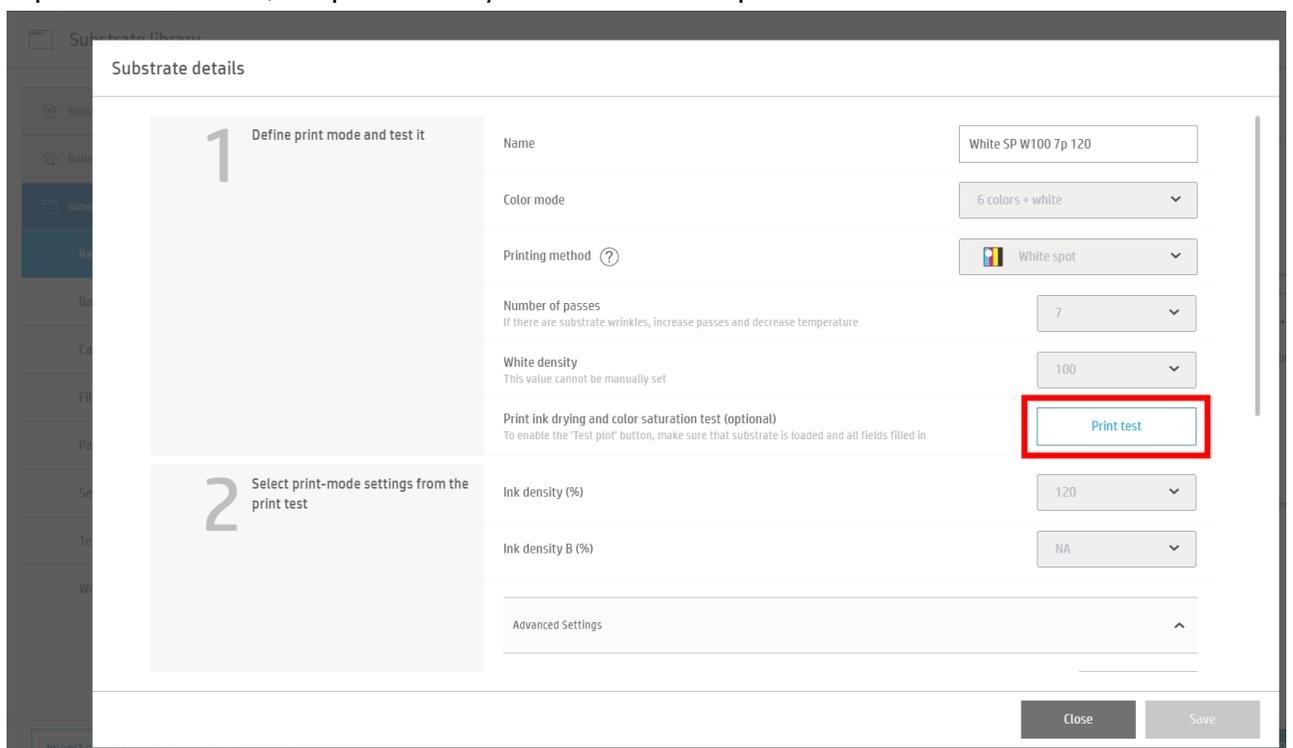
When the setting is set between 0 and 49 Pa the vacuum pump is off and it is the same as at 0.

To have this option, a clone from a Generic after the FW upgrade is needed. Modifying an old media will not show this option.

NOTE: for Paper media family, minimum vacuum is 150.



- Add new media plot on White Printmodes
In previous firmware, this plot was only available for color printmodes.

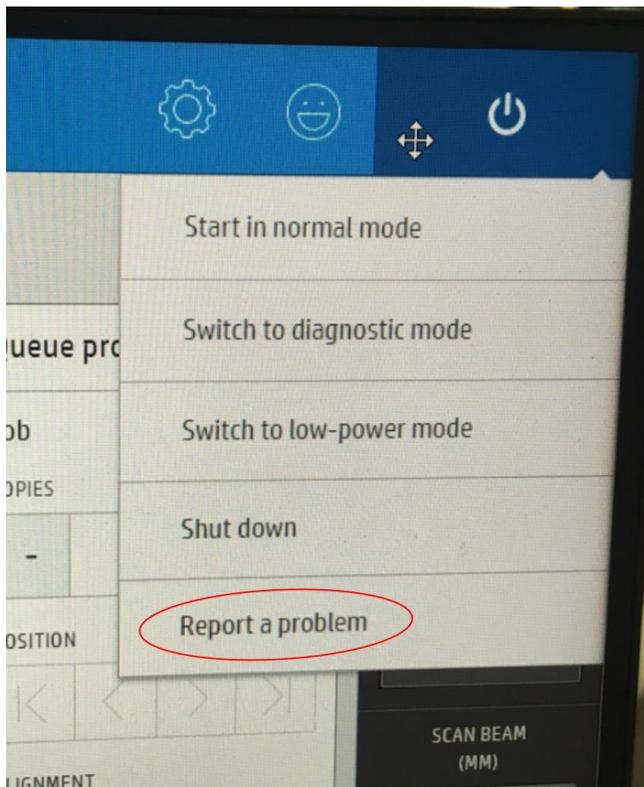


- Beacon reports empty supply

IPS State	Red light	Yellow Light	Green light
Ready/ idle	Off	Off	On
On error	On	Off	Off
Printing	Off	Off	Blinking
Substrate ready	Off	Blinking	Off
Supply out of Ink	Off	On	Off

MR3 New →

- Printer logs package creation from IPS UI (“Report a problem” option)
 - Plug a USB device into the socket on the Internal Print Server monitor
 - Click on “Report a problem”
 - A compressed zip file will be created in the USB device with the printer logs



- Energy consumption improvement when machine is turned OFF
 - Automatically turn off drying and curing fans when turning off the printer
- New maintenances for ink collector when using white

Bug fixes

- Dual Roll printing improvements
 - Dual roll scrolling
 - Dual roll length for both queues appears in the IPS
- Double side printing improvements
- Job gap allows decimal units
- Sandwich jobs over 1.6 m / 5.25 feet wide
- Backlit WOF Printmodes fixed
- Sandwich bugs fixed:
 - 5 Layers curing
 - 3 Layers W30 and W60 jobs cancelled
- Other minor FW bugs fix.