

New firmware release

GEMINI_09_23_55.1

For the HP Latex 2700 printer series

April 2024

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

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.

This new release includes:

1. Firmware: GEMINI_09_23_55.1
2. HP Internal Print Server (IPS): IPS - 22.23.13
3. HP Internal Print Server Maintenances: IPS - 22.23.13 - 3R74xx - Maintenances

NOTE: The file "HPIPS-22.23.13-Maintenances-3R74xx.exe" must only be used if maintenance does not synchronize automatically. Refer to the corresponding newsletter for further information: *Manual maintenance download and installation*.

Upgrade instructions

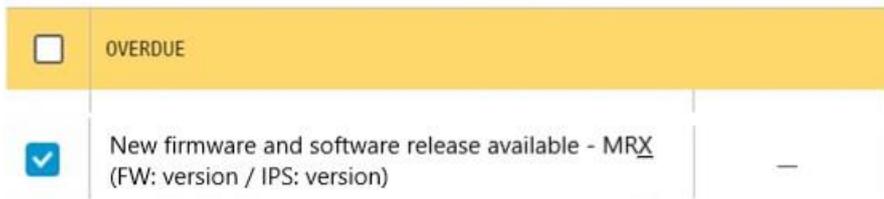
The firmware and the Internal Print Server (IPS) must be installed together. No other combination is supported. The firmware update is allowed in **normal mode** only. Do not try to update in **diagnostic mode**, or in any other mode, unless it is required by Global Business Unit.

Mandatory installation order:

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

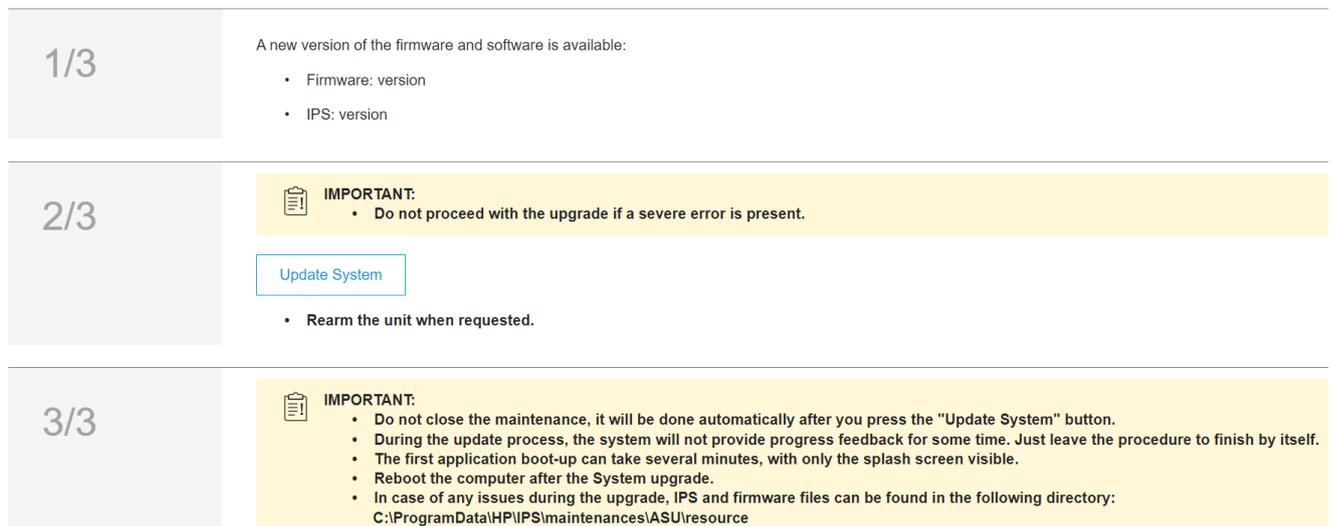
Installation through the maintenance upgrade

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 a button: **Update System**. Upgrade the firmware and the IPS by pressing the button.

New firmware and software release available - MRX (FW: version / IPS: version)

A screenshot of the maintenance upgrade process showing three steps. Step 1/3: "A new version of the firmware and software is available:" with a list of items: "Firmware: version" and "IPS: version". Step 2/3: "IMPORTANT:" with a list of items: "Do not proceed with the upgrade if a severe error is present." and a button labeled "Update System". Step 3/3: "IMPORTANT:" with a list of items: "Do not close the maintenance, it will be done automatically after you press the 'Update System' button.", "During the update process, the system will not provide progress feedback for some time. Just leave the procedure to finish by itself.", "The first application boot-up can take several minutes, with only the splash screen visible.", "Reboot the computer after the System upgrade.", and "In case of any issues during the upgrade, IPS and firmware files can be found in the following directory: C:\ProgramData\HP\IPS\maintenances\ASU\resource".

Please note the following points:

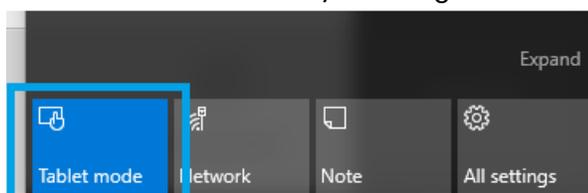
- Firmware update is allowed in **Normal mode** only.
- Do not proceed with the upgrade if a severe error is present as the Printer HDD may become corrupted.
- Do not close the maintenance, it will be done automatically after you press the "**Update System**" button.
- If there are any failures during the process, installer files can be obtained from "C:\ProgramData\HP\IPS\maintenances\ASU\resource" or in the following link: <http://hp.com/go/Latex2700/firmware>



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:
 - MR4__GEMINI_09_23_55.1__IPS-22.23.13.z01
 - MR4__GEMINI_09_23_55.1__IPS-22.23.13.zip
3. Extract the content using a file compressor utility (do not use the one built into Windows).
4. In the IPS screen, 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.

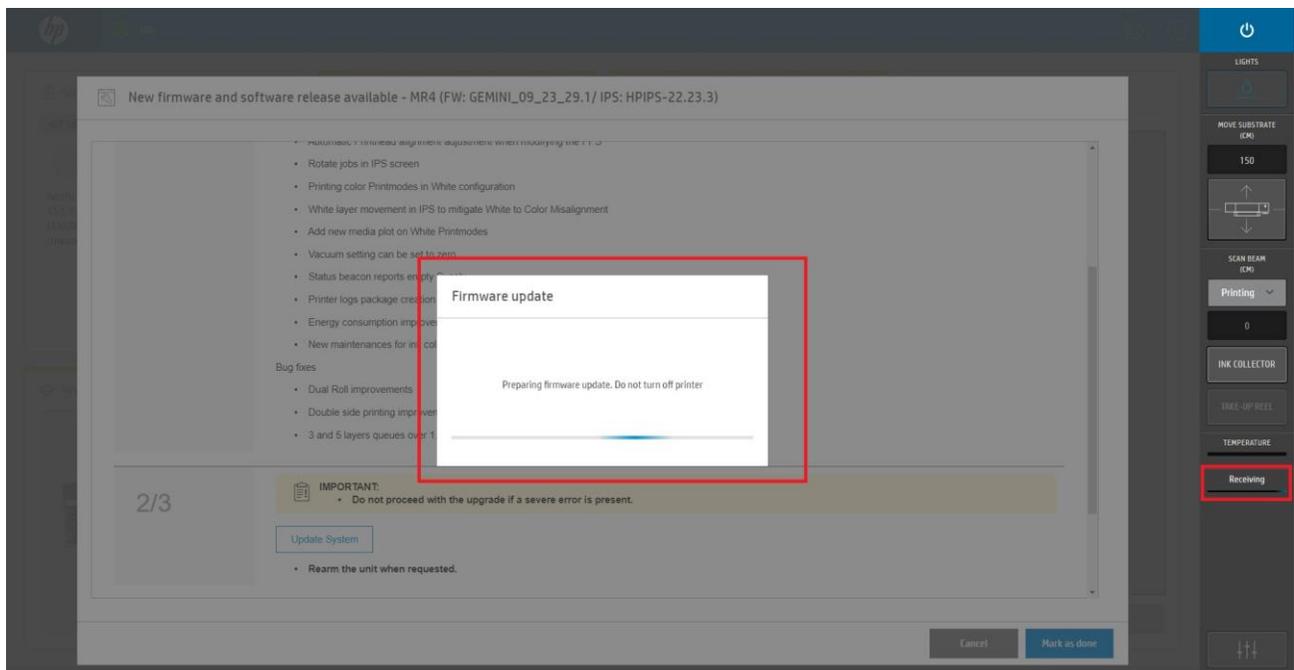


5. Copy the files onto the IPS PC's hard disk (it is recommended to use a designated folder, not the desktop).

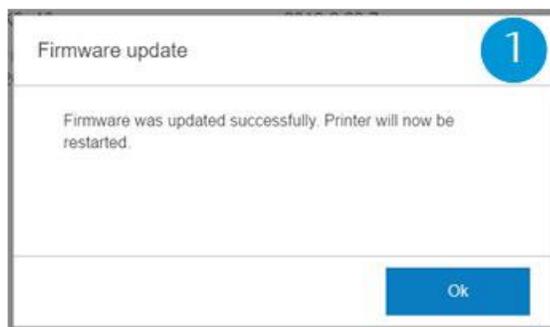
Update firmware

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_ "version.rfu".*fmw* file. Finally, select the file by clicking on "Select".
3. 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**.



4. 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.

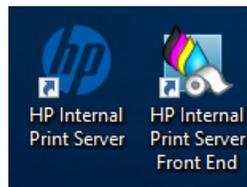


IMPORTANT: The first reboot after the firmware upgrade takes more time than usual.

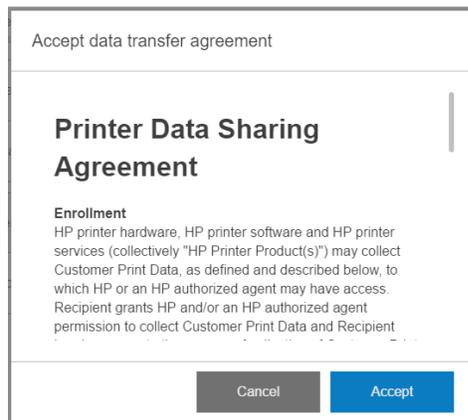
5. Wait until the printer reboots completely.

Update the HP Internal Print Server (IPS)

1. 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-version-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**.

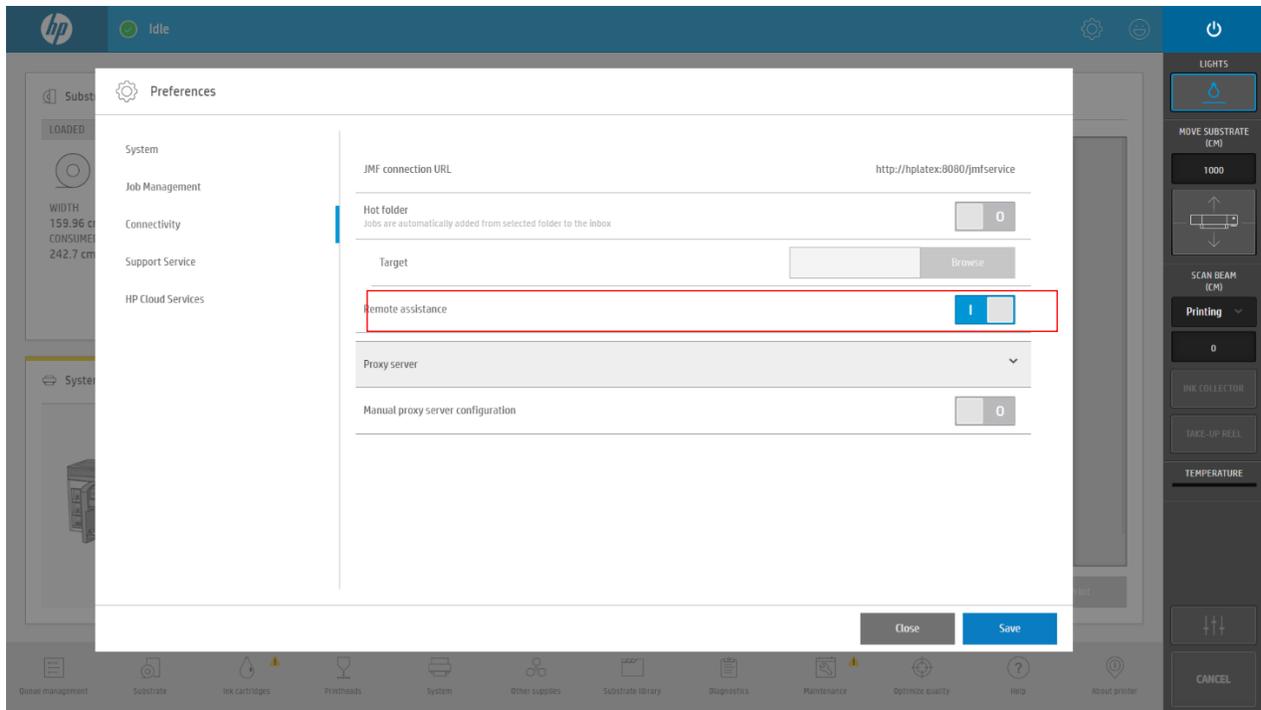


6. On the first boot, the Printer Data Sharing Agreement (PDSA) window will appear. Please click **Accept** to continue.



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

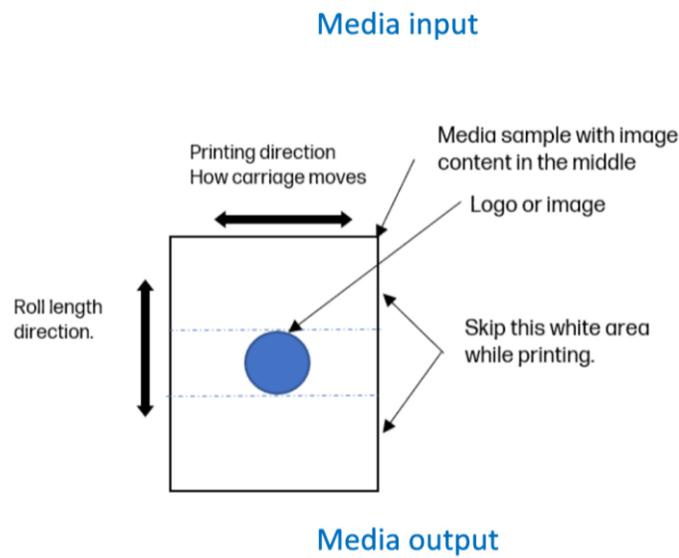
1. Export your custom ICCs and save them in a folder on your PC.
2. Go to Configure Printer > Device > Features > Configure and select From Printer. Select all the media and click OK to synchronize.
3. Go to **Media Manager** and import your previously saved custom ICCs. You are also required to advise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

Release Notes

New functions and improvements

- **Skip white areas**

While printing in color or white modes, the printer will automatically advance the media if there is a large area where there is nothing to print. For example, if there is a big gap between jobs, the printer will advance the media to start printing the next job faster.



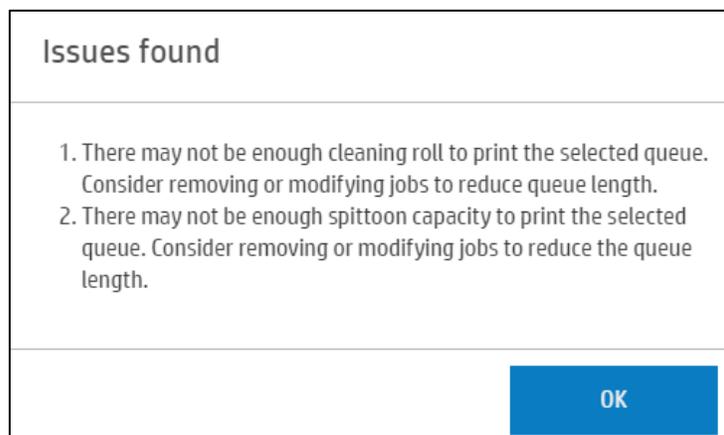
This feature needs to be activated through the user diagnostic 99925 *Enable or disable Skip Empty Areas*. The printer will automatically analyze the jobs to be printed and detect if there is any space between jobs that are big enough to allow the media to move faster. For the printer to be able to activate this feature, there cannot be any pixel printable in the empty area.

NOTE: The curing of the jobs needs to be performed at same speed as the normal printing speed, so the media will only advance faster if there is nothing under the curing zone.

NOTE: The carriage will always perform end to end passes to keep printheads in good condition. The skip empty areas works only in the direction of how the media unrolls.

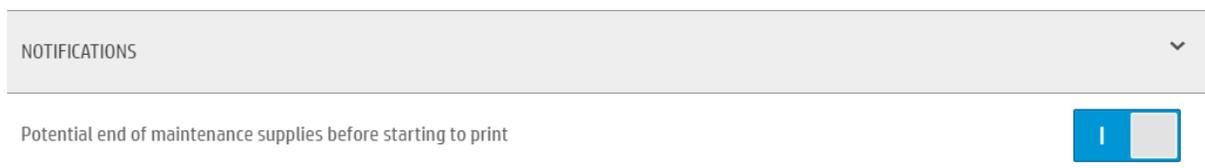
- **Improvements in unattended printing**

When adding a job in the jobs queue, the IPS will inform customers if there is enough web wipe roll and left Spittoon capacity to complete the selected jobs. The following error message is displayed if there is not enough cleaning roll or left Spittoon to complete the queue:



If the user wants to print anyway, the printing will automatically stop when one of these consumables reaches its life end.

To activate this feature, go to Preferences < System < Notifications:



- **Improve linked jobs productivity**

When a job is added to the queue while printing, the last job is not completely cured, instead the printer will rewind that job so it can start printing the new added job faster.

- **Improvements in white out of ink detection**

New improvements in ink accounting and out of ink supplies detection. When the cartridge has run out of ink and the intermediate tank has reached a certain threshold, the printer will stop the current impression to avoid damage the intermediate tank or the printheads.

- **Queue preview increased to 1000m**

The preview of the jobs queue in queue management of the IPS has been increased up to 1000 meters (3280,84 feet).

- **Media thickness increased from 2mm to 5mm**

When loading media, the maximum thickness accepted has been increased from 2 to 5mm (0,079 to 0,197 inches).

IMPORTANT: If you encounter advanced issues when working with thick medias, refer to the newsletter *How to troubleshoot heavy advance issues in some media such as Flooring Media* in MyKnowledge (hp.com).

- **Disable the firmware upgrade when a severe error is present**

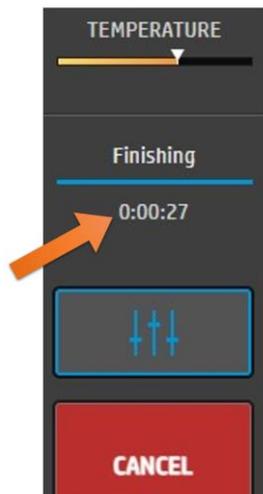
If the printer has a severe system error, the firmware and IPS upgrade buttons are disabled from the About window and in the upgrade maintenance. Previously the firmware upgrade was allowed even with an active severe error, which can lead to severe printer issues.

- **Improvements on the upgrade process for the IPS**

The IPS upgrade process is now more robust and the status of the upgrade can be easily followed.

- **Improve remaining printing time warning**

The remaining time to complete all the printed jobs during printing is now more accurate.



Bug fixes

- Dual Side Printing: improved detection of the registration line in Side B.
- Dual Side Printing: a bug fixed where every registration line was read even when in preferences was selected to do so every X number of lines. This resulted in every job being cured independently and affecting productivity.
- Bug fixes have been implemented for rotating jobs within the IPS feature. The speed of the process has been improved.
- Improvements have been made to mitigate the occurrence of system error 0090-0000-0006, which previously halted the printer shortly after initiating the printing process. Take in consideration that the code 0090-0000-0006 refers to a generic system error and could be caused by other factors.
- Manual substrate-advance fixes have been implemented. Refer to the HP Latex 2700 User Guide for more information on manual substrate advance.
- Bugs fixed to improve robustness in the download and installation process of new substrates from PrintOS.
- Include OC in diagnostic 11007 *High-temperature printhead replace check*.
- Bug fixed in the workflow to leave the printer overnight with white printhead in the Recirculation box. Before user was not able to enter the replace window in the IPS if the white printhead was not inserted.

Limitations

- In the Internal Print Server (IPS), the queue management preview might show a random bug where the image glitches for one second moving a little to one side and goes back to normal. This happens randomly and not very often. The issue doesn't affect the behavior of the application. It can happen in the main view of the IPS or in the Queue management window.

