HP Designjet T920; T1500; T2500 eMFP Printer Series

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HP727 Printhead installation Tips & Tricks

The new HP Designjet T920 and T1500 and T2500 ePrinter Series come with a whole new set of innovations like an output stacker tray, a new printhead, and new network capabilities. In order to ensure the implications of these new designs and different installation processes are well understood, HP has developed this document to assist in the installation process.

Tips to check first

Don't forget to install the latest firmware!

Over the last few months new firmware versions have been generated improving product stability and adding new features.

TIP Download the latest firmware from www.hp.com/go/T1500/software to a USB. When booting the printer for the first time, the printer will request to select the Front Panel Language. After the selection and before installing the inks, plug the USB with the latest Firmware to upgrade the printer.

Note that the firmware is common for all the T920/T1500/T2500.

Also, if the printer has a firmware previous to the release MRYMFP_02_00_02.5 you will be requested to install this one first. So it's useful to have two USBs: one with the newest version and one with the MRYMFP_02_00_02.5.

# How to install the HP 727 printhead successfully?

The HP 727 Printhead featured in Designjets T920/T1500/T2500 requires a new installation process. You can get familiar with it following the instructions on the printer Front Panel when installing it. Also, watch the video "***Installing a printhead on the HP Designjet T920, T1500 and T2500***" at Youtube http://www.youtube.com/watch?v=XaqEA81qgAw

Make sure tubes connectors are moisten:

1.

2.

3.

4.
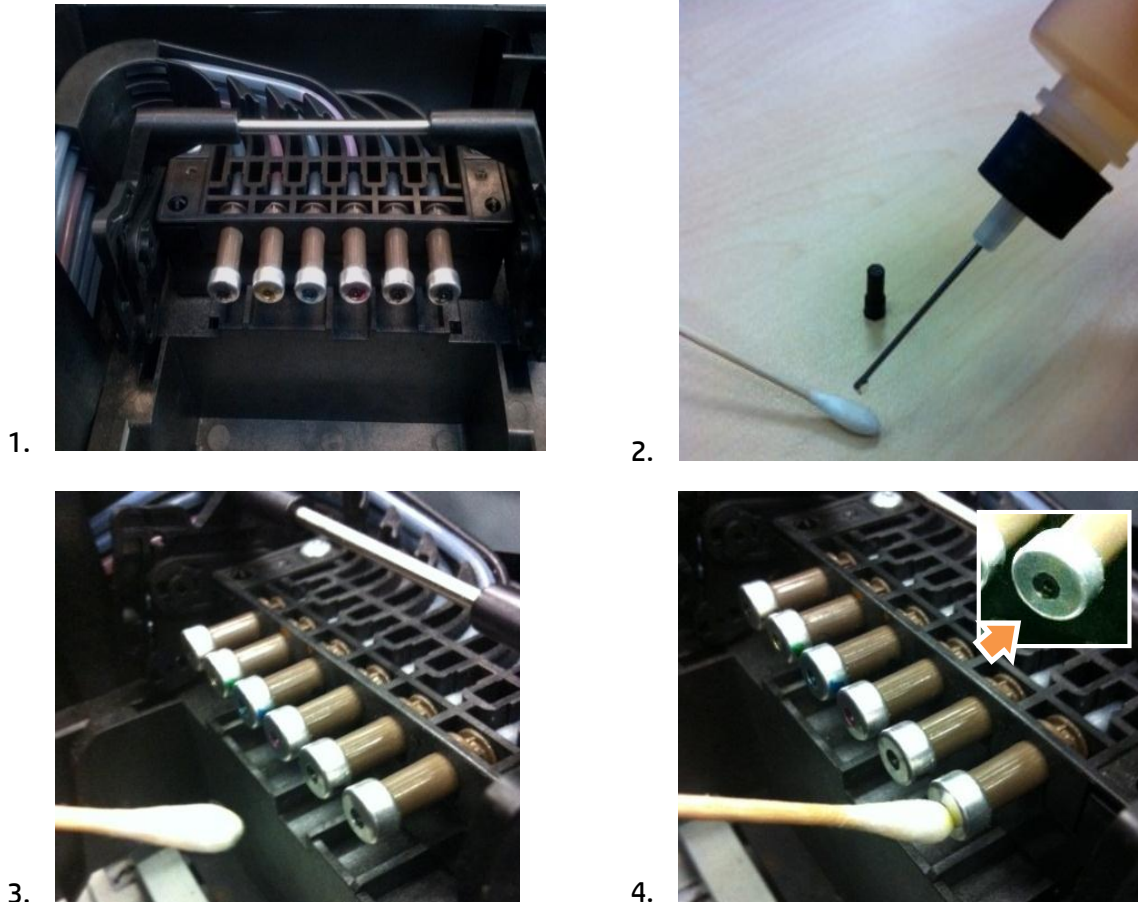
Trick If the carriage latch is particularly stiff or hard to close, or if the blue latch is not staying completely flat with the printhead inserted, please moisten the tubes connectors with a Q-Tip/cotton bud that is wet with **water** or **PEG** (Polyethylene glycol) as shown above. After doing it, re-insert the printhead and check again that the blue latch is completely flat.

While closing the printhead, pay special attention to the following steps:

1.
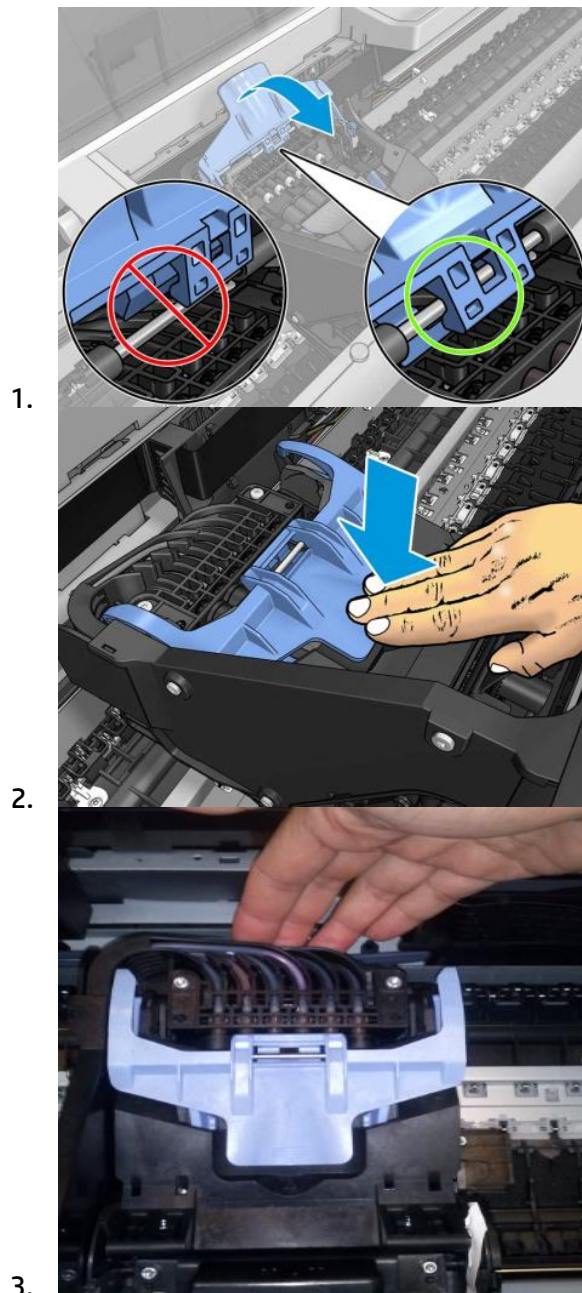
THE CARRIAGE
TIP In order to close the carriage, the blue lever must fully engage with the metal bar before you push it down.

2.

THE LATCH
TIP Once closed down the latch should remain flat over the printhead. This ensures that the PH is properly inserted in the tubes.

3.

THE REAR
Trick Once closed, you can still push against the rear side of the carriage to ensure it is properly closed.

After the installation don't forget to…

- Before finishing installing the printer, it's recommended to enable the Automatic Firmware Upgrade in order to help customers to have the printer up-to-date easily. Follow the steps provided at *Connectivity > Connectivity Connectivity* Wizard

- Check that the ink tubes are completely filled. This can be done by launching a printhead replacement. This will move the carriage to the center of the printer and allow visual access. Once the tubes are visually verified, the printhead replacement can be canceled.

Filled tubes are dark and yellow tube looks reddish

Empty tubes have a bluish shade

Resolving situations

When having any problem you can contact HP Service for further assistance. To get the most effective help the following information can be helpful:

- When did you have the problem? Was there a printhead message before filling the tubes or after?
- When there's a printhead reseat/replace message, are all the tubes filled or only some? Which ones?
- What is the PH Error Code?
  - This information is available at the Embedded Web Server: Support tab -> Service support -> Printer information. This will open a new page. Select the All pages tab. Download this page or print it to a PDF file.

Current Printhead Kit Info (I)				
	Warranty status	Status	Error ID Code	Product Number
1 - Photo black-Gray-Matte black-Cyan-Magenta-Yellow	In warranty	OK	0	B3P06A

Current Printhead Kit Info (II)				
	Product Name	Serial Number	Install Date	Warranty Date
1 - Photo black-Gray-Matte black-Cyan-Magenta-Yellow	HP 727	2330716-5870420W	2013-06-06	20140322

If you happen to have an issue during the PH & Ink initialization, you will need to cancel the process in order to get straight to the network setup.

At the end of the network setup you will be able to access the Embedded Web Server by typing the printer IP Address in your Web Browser.

What should I do if the printhead is rejected?

1. The Printhead is rejected **before filling the tubes**

If the printer persistently gives a printhead Reseat message before filling the tubes with ink, the most common solution is to replace the printhead for a new one. HP Limited Warranty covers the printhead for a period of 1 year from date of installation or 4000 ml of HP ink have been cycled through it, whichever occurs first.

2. The Printhead is rejected **after filling the tubes and tubes**:

- In order to discard any Hardware issue, it is recommended to run the diagnostics for "Service Station>Primer" and "Ink Delivery System" diagnostics available in the Service Menu.
- Once any Hardware issue is discarded, the most common solution is to launch a new Tubes Purge again with new set of ink and a new printhead.

TIP If any tube or printhead channel is still empty, remove all the cartridges before doing any troubleshooting. Otherwise, the empty tube can mislead the printer and cause to detect it as faulty or empty. Contact HP and a Service Engineer will lead you through testing the printer subsystems and confirm that only a new tube purge is required.

HP is committed to improve the installation experience of these products and has

- Evaluated print head shipping methods, developing a new packaging strategy both for printhead and printer
- Created new firmware versions to address common installation problems
- Developed a video and this 'tips and tricks' document to clarify the installation steps, highlighting differences versus previous products