HP Latex Mobile Frequently Asked Questions

This document addresses the most frequently-asked questions about the new HP Latex Mobile application.

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Q   What are the features of the HP Latex Mobile app?

The HP Latex Mobile app is a printer monitoring tool that provides:

- Printer activity information as well as consumables status.

- Printing job information and job history.

- Alerts when the printer is not ready to print.

Q   Can I take control over the printer from the HP Latex Mobile app?

No. The HP Latex Mobile app only monitors the printer status. It can't perform any action on it.

Q   What are the requirements to use the HP Latex Mobile app?

You need an Android smartphone running Android™ 4.1.2 or later or an iPhone mobile digital device running iOS 6 or later. The mobile device must have an internet connection.

HP Latex Mobile app only supports the HP Latex 300 Series. The printer has to be connected to the internet and registered to the LATEX2GO service with the "AccountID" provided by the HP Latex Mobile app when running on your device.

Q   On which mobile devices can I install the HP Latex Mobile app?

You can install the HP Latex Mobile app on an Android Smartphone running Android 4.1.2 or later or an iPhone running iOS 6 or later.

Q   Where can I get the HP Latex Mobile app?

On an **iPhone**, follow these steps to download and install the HP Latex Mobile app.

1. Tap the "App Store" button

2. Tap the "Search" button

3. Type "HP Latex Mobile"

4. Select "HP Latex Mobile"

5. Tap the "Free" button

6. Type your Apple ID's password.

7. Wait for the app to "load" and "install"

Alternatively, to download the HP Latex Mobile on an iPhone, using iTunes:

1. Open iTunes on your computer.

2. Click iTunes Store from the left pane to open the iTunes Store.

3. In the Search feature, type "HP Latex Mobile", and then press Return.

4. In the Search results section, find the app, and then click the Free button.

5. If prompted, provide your iTunes account information, and then click OK.

On an **Android** phone,

1. Touch the Play Store™ Icon, and then touch Apps.

2. In the Search feature, type "HP Latex Mobile".

3. Tap HP Latex Mobile.

4. Tap Install, and then tap OK to download and then install the HP Latex Mobile app.

Q   Which printers support the HP Latex Mobile app?

HP Latex Mobile app supports only the **HP Latex 300 Series**. Support for additional printer models will be announced when available.

Q   How do I add a printer to my mobile device?

1. Open the HP Latex Mobile app on your mobile device

2. Select "Add new HP Latex Printer"

3. Take note of the ServiceID and AccountID

4. In your printer front panel, navigate to the Main menu

5. Tap on System

6. Select Customer Involvement Program

7. Continue until you find the "Yes, I want to participate", "Also send the printer's serial number" "Also send data to printer services". Click them all.

8. Register to new service and enter the ServiceID and AccountID provided by the HP Latex Mobile application and press "Continue"

9. "Accept" and "Continue" until the registration is finished.

Alternatively, the printer can be added using the embedded web server of the printer:

1. On a computer, open a browser and type the IP address of the printer

2. Click on the Customer Involvement Program

3. Check "Yes, I want to participate (send anonymous data only)

4. Check "Also send the printer's serial number"

5. Check "Also send data to printer services"

6. Check "Register for a new service"

7. Enter the "Service ID" and "AccountID" provided by the HP Latex Mobile application and press "Register"

8. The next screen will inform that the HP Latex to Go service will make the printer send status data to the connected devices through the internet. Click on "Accept".

Q   Can the registration of a mobile device be protected by password?

No. Since the information published in the HP Latex Mobile app is a subset of the information the front panel displays, any person that can access the front panel can also register a mobile device to the printer.

Q How can I track the devices that are registered to a printer?

Any person that has access to the printer front panel has the ability to register a mobile device to your printer with the HP Latex Mobile App, which will enable access to your printer data. You can monitor any mobile device registration to your printer by:

In the printer's front panel:
- Navigate to the Main menu.
- Tap on System.
- Select Customer Involvement Program
- Scroll down and check the "AccountID"s that are registered to your printer.

It is recommended to keep a list of the owners of each "AccountID" to easily identify the owner in case an unregistration is needed. HP recommends to control who is monitoring your printer.

Q Can the reseller monitor and get my printer's data using the Mobile app?

Yes. However, the reseller may not register a mobile device with the HP Latex Mobile App to a customer's printer without the customer's express written consent, and doing so may subject you to violations of various privacy and data protection laws as well as breach of contract with HP and/or the customer.

Q How do I uninstall the HP Latex Mobile app?

On **Android** phones, follow these steps to uninstall the HP All-in-One Printer Remote Mobile app.

1. From your Android device Home screen, tap Manage Applications.

2. Tap the Downloads tab.

3. Tap the HP Latex Mobile app, and then tap the Uninstall button.

4. Tap OK to confirm the HP Latex Mobile app is uninstalled.

On **iPhone** devices, directly from the device

1. Tap and hold the HP Latex Remote icon until all the icons on the screen begin to wiggle.

2. Tap the X in the corner of the HP Latex Remote icon.

3. Tap Delete, and then press the Home button to finish uninstalling.

Alternatively, the application can be uninstalled from a computer connected to the iPhone:

1. Open iTunes on your computer.

2. Click Apps, and then click the HP Latex Mobile app.

3. From the Edit menu, click Delete, and then click Delete App.

Q How do I unregister a printer from the mobile device?

On the printer's front panel, follow these steps:
1. Navigate to the Main menu

2. Tap on "System"

3. Select the Customer Involvement Program

4. Scroll until you find the list of registered services

5. Find the registration that contains the AccountID of your mobile device. You can find your AccountID by tapping on "Add new printer" in the app.

6. Tap on "Unregister"

Alternatively, you can also unregister a printer from the embedded web server of the printer by:
1. Open a browser on a computer

2. Type the IP address of the printer
3. Click "Customer Involvement Program"
4. Scroll until you find the list of registered services
5. Find the registration that contains the AccountID of your mobile device. You can find your AccountID by tapping on "Add new printer" in the app.
6. Click on "Unregister".

Q How many people can monitor a printer?

A given printer can be monitored by up to 32 different mobile devices.

Q How many printers can I monitor?

Each smartphone can monitor as many as 32 printers.

Q How often does the HP Latex Mobile get updated information from the printer?

Printers send updated data to the Internet approximately every 5 minutes when the printer is active and every few hours when the printer is idle. On the printer's dashboard you can see the "Last update" information, which indicates the last time the printer sent data.

Q When my printer is switched off, will I see it on the app?

No. The printer only sends data while switched on. If the printer is switched off, the application will show the status corresponding to the latest update the printer sent to the Internet.

Q How do I activate the alerts?

On iPhone devices, alerts are managed through the Notification Center.
On Android devices, alerts can be activated/deactivated in the application settings, which can be found on the top right corner of the application.

Q If alerts are activated, when will I receive them?

Alerts are sent when the printer enters an error state and also when it recovers from an error. Alerts are also sent in case of warnings such as ink low level.

Q My printer has an error and I don't receive the alert. Why is that?

There are some unusual errors, such as system errors and some substrate jams that stop all internal processes in the printer, including the one responsible for sending data to the Internet. In the case that an error of this type occurs, the app will continue showing the status corresponding to the last update the printer sent before the error happened.

Q How often will a printer alert be sent to the mobile device while the error is not attended?

Alerts are only sent once, when they are first detected in the system.

Q Since the printer will be sending data to the Internet, is this communication secure?

Both the printer and the Mobile app are compliant to the HP Cyber Security policy and communications through the Internet

use secure protocols, in particular SSL/TSL with strong encryption.

Q   Which languages does the HP Latex Mobile app support?

As of January 1st 2015, the HP Latex Mobile app supports only English. Additional languages will be announced as they become available.

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