

Installation Checklist

VG3-640 / VG3-540 Installation Checklist

Date: _____

User name: _____

Serial number: _____

Installation space

☐ Required space needs to be secured in order to use this machine.

Included item

Confirm that the included items are all present and accounted for in reference to Setup Guide.

Preparation

Refer to "Assembly and Ink Filling" to "Network settings" of the Setup Guide and perform the following work.

☐ Assembling the stand – mounting the machine

Mounting the machine

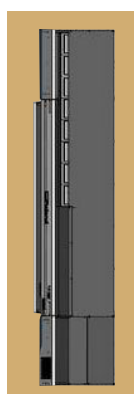
1. Remove two pieces of packing material from the rear side.



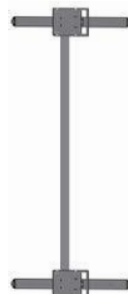
NOTE

If the packing material is difficult to remove, lift the main unit slightly.

2. Place the assembled stand on the rear side of the main unit.

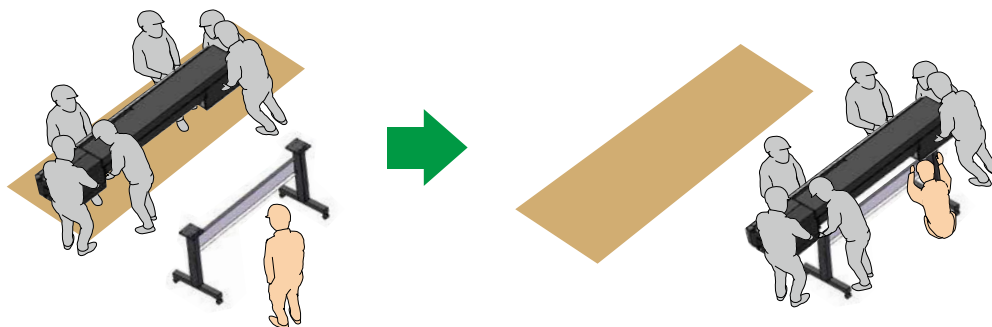


Top view



3. Place the main unit on the stand and tighten the bolts.

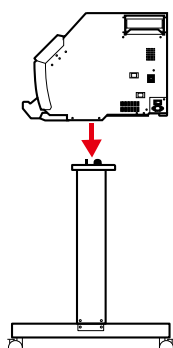
3-1. Carry the main unit on the stand.



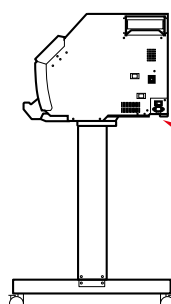
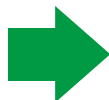
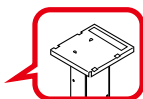
CAUTION

When carrying the unit, remove the plastic bag to prevent it from slipping.

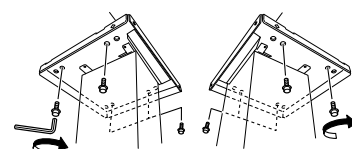
3-2. Align the position where the main unit is placed.



Top view



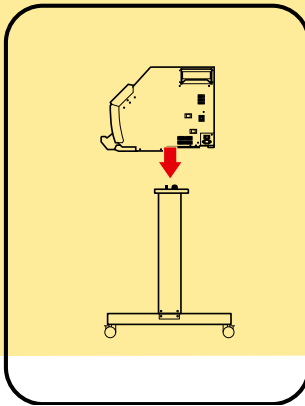
Bottom view



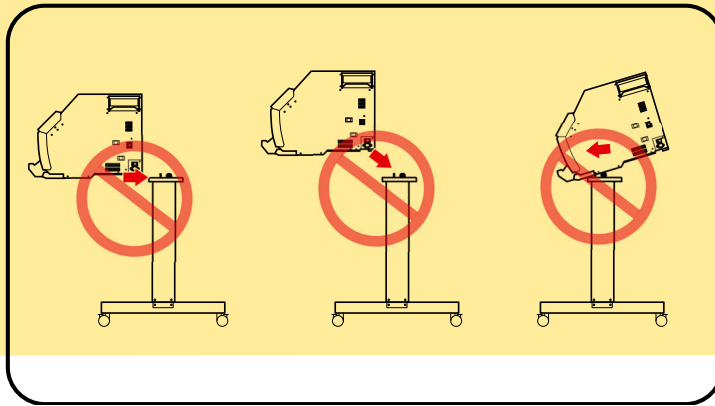
CAUTION

- If you remove your hands from the main unit before finishing tightening the bolt, the printer body may fall over.
- The top surface on the stand has positioning claws, which may bend if unexpected force is applied. Be careful not to apply any force other than in the vertical direction.

Good



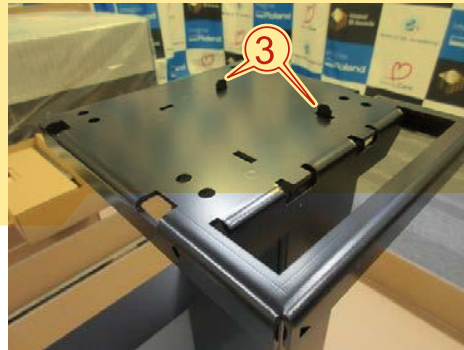
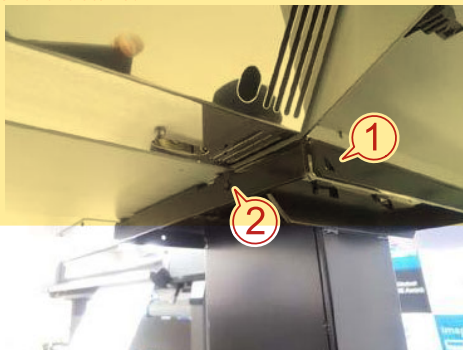
NOT Good



Aligning the stand and the printer

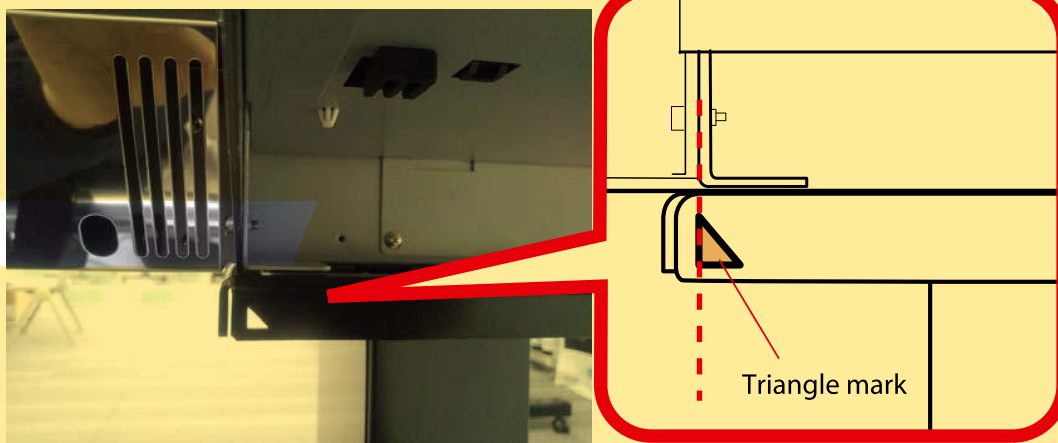
CAUTION

The photo in this procedure shows the main unit placed on the stand, but the actual work is done after positioning the main unit over the stand.

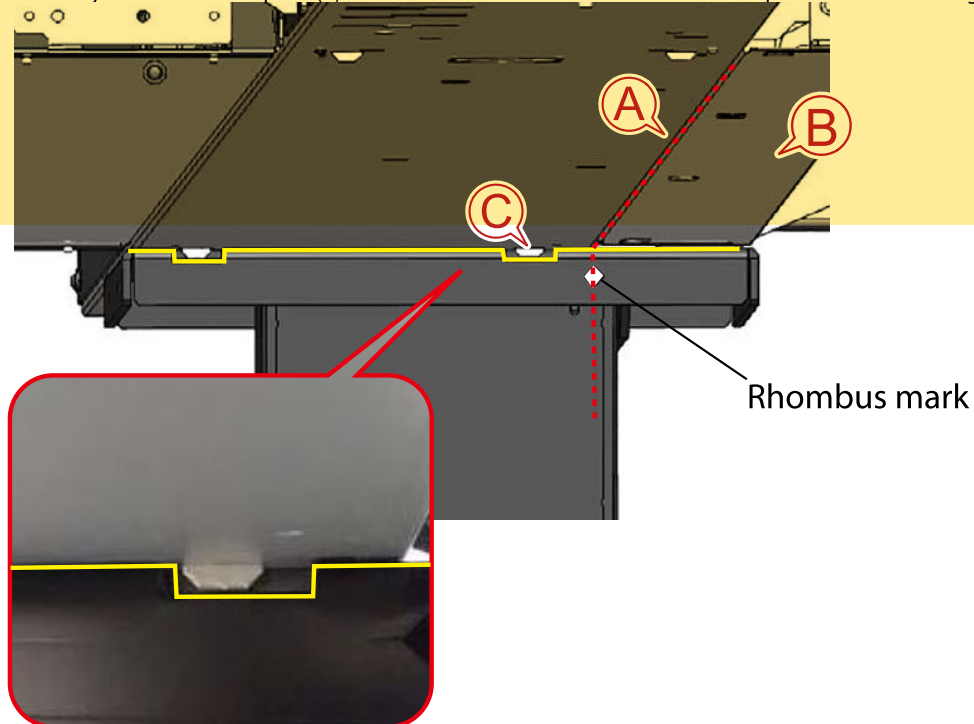


1. Triangle mark
2. Rhombus mark
3. Claws of the stand

1. Align the left and right directions. Align the surface of the printer unit and the vertical line of the triangle mark on the stand as seen from the rear of the printer.



2. Align the front and rear directions. Align the border between the surface of the printer unit (A) and rear apron (B), and the center position of the rhombus mark on the stand as seen from the inside to the outside of the printer. The work is easier to perform if you use the metal plate (C) at the bottom of the main unit and the relief part of the stand as a guide.



- 3-3. Place the main unit on the stand.

NOTE

Place the main unit on the stand while checking the position of the claws of the stand.



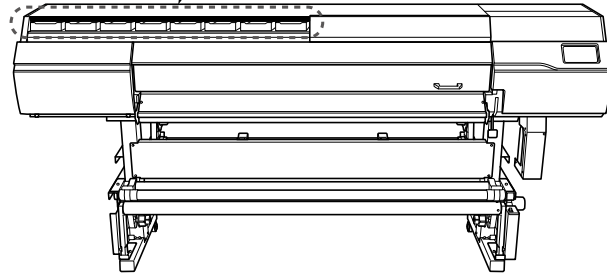
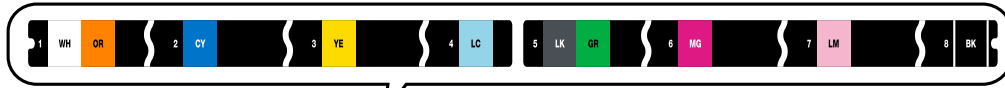
3-4. Fix the printer body to the stand.

4. (End of procedure)

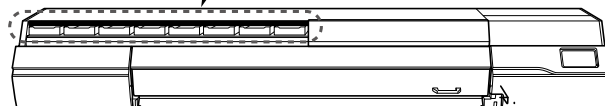
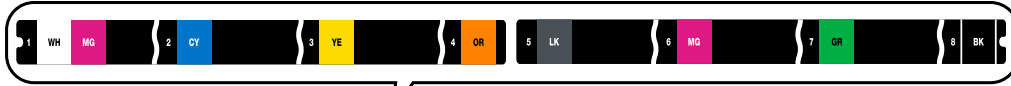
- ☐ Installing the media holders and media stays
- ☐ Assembling the media take-up unit
- ☐ Installing the drain bottle
- ☐ Removing the retainers
- ☐ Switching the color-mode label

- When using this machine in eight-color mode (CMYKLkOrGrWh), seven-color mode (CMYKLkOrGr) or four-color mode (CMYK), it is necessary to change the color-mode label.

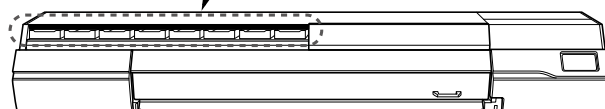
8 colors (CMYKLcLmLkOr)/ 8 colors (CMYKLcLmLkWh)/ 8 colors (CMYKLcLmOrGr)



8 colors (CMYKLkOrGrWh)/ 7 colors (CMYKLkOrGr)



4 colors (CMYK)



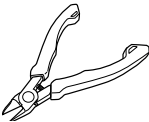
☐ Switching to four-color mode

When using this machine in four-color mode, it is necessary to change tubes and the color-mode label. See the following pages for the procedure on how to switch to four-color mode.
(No need to do this work for 8 color mode)

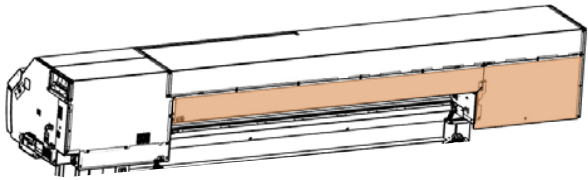
Switching to Four-Color Mode

Prepare the following items:

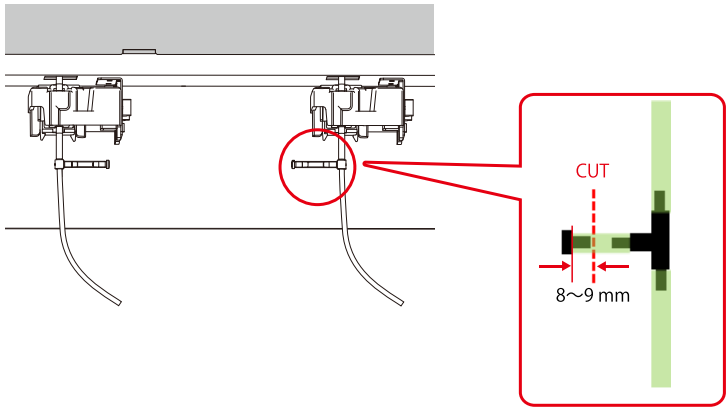
Tools that service engineers should bring

Item	
Nippers	
Gloves	
Ruler	
Waste cloth	

1. Remove the covers.



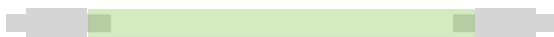
2. Cut the tube of T-shaped joint.



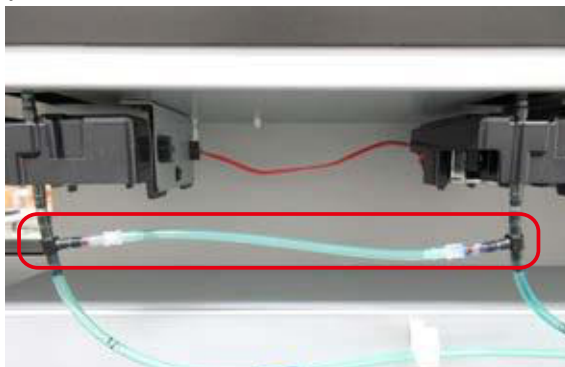
NOTE

When you cut the tubes with nippers, put a waste cloth etc., so that the cleaning liquid inside the tube does not leak outside.

3. Attach the included I shaped joint to the tube.



4. Attach the tube created in step 3 to the machine.



NOTE

There is no problem if there is 1 mm gap at the joint part.



5. (End of procedure)

- ☐ Connecting the cable
- ☐ Preparing the cleaning liquid pouch and preparation for ink filling

Prepare the cleaning liquid pouch and ink pouch for each color. Set them in pouch trays.

CAUTION

- Do not insert the pouch tray with the ink pouch into the printer at this stage. The initial settings (next process) cannot be made correctly.

☐ Initial settings

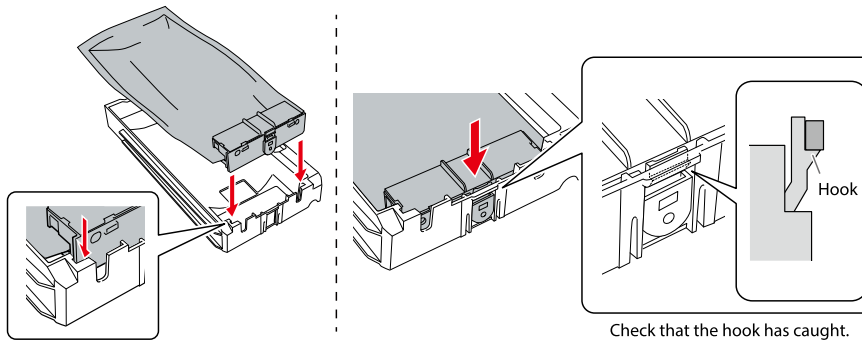
Follow the instructions on the panel to set the Language and Units.

- [Language Setting] > [Language]
- [Units] > [Length]
- [Units] > [Temperature]

☐ Ink filling

CAUTION

- Make sure to shake the ink pouch of each color before setting it in the pouch tray.
- Shake the WH ink pouch 50 times (approximately 20 seconds).



CAUTION

If you get a message about waste liquid disposal, be sure to follow it..

☐ Installing the cutting tool

☐ Network settings

IP address of the computer _____

IP address of the printer _____

☐ M-GAP DEFAULT adjustment, HORIZONTAL adjustment

CAUTION

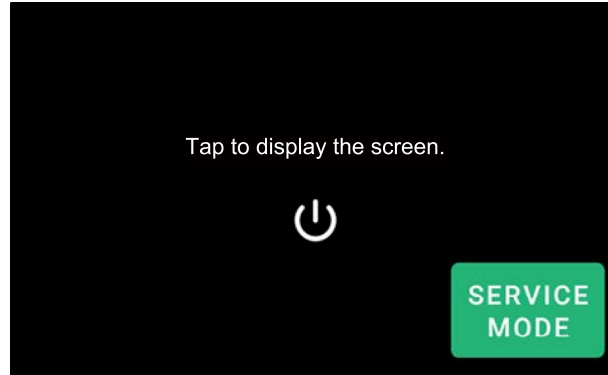
Perform M-GAP DEFAULT/ HORIZONTAL adjustment using a customer's media.

M-GAP DEFAULT, HORIZONTAL adjustment (Service mode)

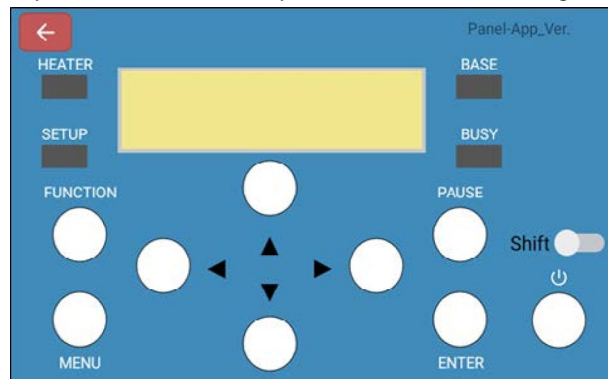
1. Start Peck2 and connect with the machine, then enter the service mode.

NOTE

If the sub power is ON, turn it off.



2. Perform sheet set up. As in the previous service mode, set up the sheet and lower the loading lever. Then press [ENTER] on the panel.



3. Select [M-GAP DEFAULT] from the menu to print on the sheet.

NOTE

Follow the panel instructions to print [MIDDLE] test pattern, then change the print head height and print [LOW] test pattern.

4. Confirm the test pattern and enter the correction value for [M-GAP DEFAULT].

5. Select [HORIZONTAL] from the menu to print on the sheet.

NOTE

Follow the panel instructions to print [MIDDLE] test pattern, then change the print head height and print [LOW] test pattern.

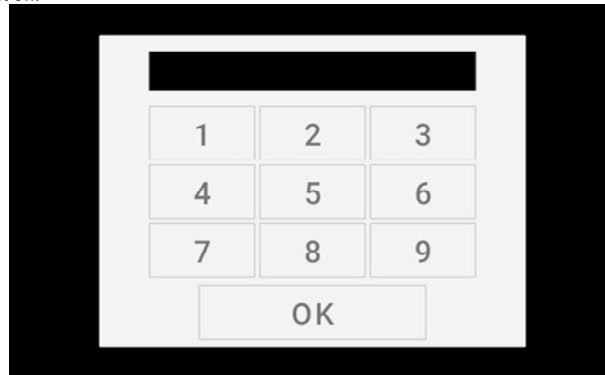
6. Confirm the test pattern and enter the correction value for [HORIZONTAL].

M-GAP DEFAULT, HORIZONTAL adjustment (Support mode)

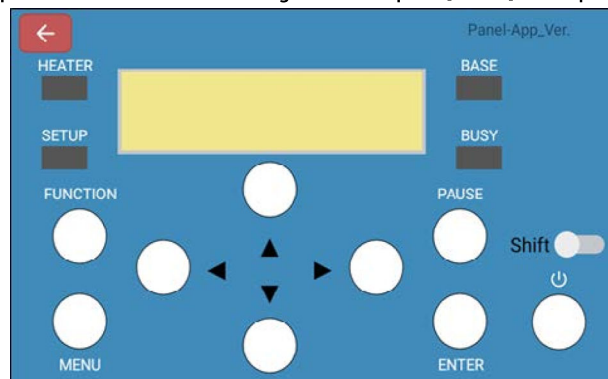
1. Open the special number input display.

NOTE

If the sub power is ON, turn it off.



2. Enter special mode number: 9166583545 to enter the support mode.
3. Perform sheet set up. Set up the sheet and lower the loading lever. Then press [ENTER] on the panel.



4. Select [M-GAP DEFAULT] from the menu to print on the sheet.

NOTE

Follow the panel instructions to print [MIDDLE] test pattern, then change the print head height and print [LOW] test pattern.

5. Confirm the test pattern and enter the correction value for [M-GAP DEFAULT].
6. Select [HORIZONTAL] from the menu to print on the sheet.

NOTE

Follow the panel instructions to print [MIDDLE] test pattern, then change the print head height and print [LOW] test pattern.

7. Confirm the test pattern and enter the correction value for [HORIZONTAL].

Firmware upgrade

Upgrade the firmware to the latest version.

Time and date setting

Connect Peck2 to the machine, and enter the service mode to set time and date .

NOTE

The date and time settings in the user menu also will be changed to the same date and time.

Software installation

CAUTION

Make sure to get approval by the user when downloading and configuring software.

☐

Installation of VersaWorks/Roland DG Connect Hub

NOTE

Roland DG Connect Hub is the software required for Roland DG Connect, a connected service that connects our products to our customers.

1. Download the [Full Package Web Installer] from the Download Center.

Get permission from the user and change the settings so that the software will be automatically updated and notified.

<https://downloadcenter.rolanddg.com/VG3-640/#software>

NOTE

Depending on your location, you may be asked to register before downloading to our customer.

2. Follow the on-screen instructions to download and install VersaWorks and Roland DG Connect Hub on the user's PC.

VersaWorks

See Setup Guide for details.

☐

Make sure you have the latest version of VersaWorks.

☐

Connect to Roland@NET

Get permission from the user and change the settings so that the software will be automatically updated and notified.

☐

Computer power saving settings

Power-saving features that cause the computer to go into system standby or sleep should be turned off. Otherwise printing may stop in the middle of the operation.

Ronald DG Connect Hub

☐ User registration

1. Enter connect.rolanddg.com/ on your internet browser and open Roland DG Connect website.
2. Enter Company ID (e-mail address).

CAUTION

Enter an ID (e-mail address) that can be shared within your customer's company.

3. A Verification Code will be sent to the Company ID (e-mail address) you set.
4. Register password.
5. Enter the name you to be displayed in Roland DG Connect (company name is recommended).
6. Register country.

☐ Configuring the Roland DG Connect Hub

1. Start installed Roland DG Hub.
2. Enter your customer's Company ID (e-mail address) and password.
3. Register printer's IP address.

Roland DG Connect

☐ Configuring Roland DG Connect (user settings)

1. Once information of the connected machine is displayed, confirm that it is displayed correctly and explain the functions of Roland DG Connect to your customer.
 - Select the ink level and check the date it was updated (explain that ink levels are not automatically updated).
 - Confirm that the Web browser's notification setting is ON.
 - Verify the contents of your customer's account settings.
 - Explain (?) Button.
 - Explain that Company ID can be shared among employees in your customer's company so that printer information can be viewed by anyone in the company.
 - Explain other functions.
2. With the customer's approval, enter the SE's e-mail address in the Dealer field on the Setup page to register dealer.

☐ Configuring Roland DG Connect (SE)

1. Open Roland DG Connect website from your PC or mobile device.
2. Click Partner Sign In and enter your Imagi-net ID (e-mail address) and password.
3. Check e-mail notification settings and verify that your customer's machine is listed.

[Reference]

Roland DG Connect Product Guide

https://365rolanddg.sharepoint.com/sites/extranet/Software%20Information/RolandDGConnect_PG_en.pdf

Roland DG Academy Online

<https://academyonline.rolanddg.com/learn/course/2592/play/6774/2-install-roland-dg-connect-hub-to-users-pc>

Basic operations

Explain followings to the customer in reference to the User's Manual.

☐ Switch on!

CAUTION

Always leave the main power on. Maintenance operation is automatically carried out while the machine is not in use. Use the sub power switch for the daily powering on and off. Continued heating of the same area may cause the media to emit toxic fumes or catch fire. When not outputting, remove media or turn off the sub power switch.

☐ Loading media

- New registration of media

The minimum required settings can be completed simply by following the display screen. The items to be set can also be set individually.

- Automatic adjustment function

If there is nozzle drop-out, it may not be set correctly. Make sure that the test print is proper before setting.

- Setup of registered media

☐ Setting the output-start location

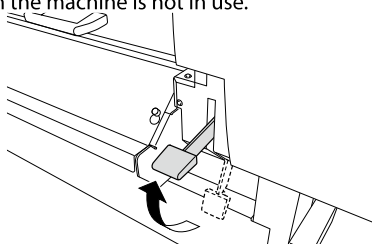
☐ Printing tests and normal cleaning

☐ Pausing and cancelling output

☐ Cutting off the media

☐ Switch off

Lift the sheet loading lever up when the machine is not in use.



Maintenance

- ☐ Checking the remaining ink amount

CAUTION

The remaining ink amount displayed on the operation panel screen is slightly different from the actual remaining amount.

- ☐ How to replace the ink pouch

CAUTION

- Do not insert only the tray without attaching an ink pouch.
- Shake the ink pouch gently before installing it.
- Shake the WH ink pouch 50 times (approximately 20 seconds).
- Be sure to replace with an item of identical type. Never mix items of different types.
- Never leave the machine with any ink pouch removed. The print heads may become clogged.
- When printing is paused, the coloring at the seam may be altered when printing resumes. Before you perform lengthy printing, check the amount of ink remaining in the ink pouches.
- Never store ink at any locations where high temperature may occur or exposed to open flame.

- ☐ Disposing of discharged ink

When a certain amount of liquid waste accumulates in the bottle, a message for liquid waste disposal appears. Dispose of the waste liquid as soon as possible.

CAUTION

- When the waste liquid accumulates in the bottle to a certain extent, [When output, cleaning, and other operations are completed, discard the discharged fluid] is displayed.
- When the drain bottle is removed, a few drops of waste liquid may come out from the machine. Be careful not to get it on your hands or stain the floor.
- Never place discarded fluid near an open flame.
- To store discharged fluid temporarily, use the included drain bottle or durable sealed container such as a metal can or polyethylene tank, and cap it tightly.
- Dispose of discharged fluid properly, in accordance with your local laws.

- ☐ Cleaning

- Pinch roller
- Grit rollers
- Platen
- Area around wiper tray
- Knife carriage roller

CAUTION

- Never use gasoline, alcohol, thinner, or any other flammable material.
- Clean by wiping with a cloth moistened by neutral detergent diluted with water then wrung dry.

☐ Care and maintenance of the print head

- Normal cleaning
- Medium cleaning
- Powerful cleaning
- Ink renewal (Super cleaning)

CAUTION

Ink renewal consumes a large amount of ink. Perform super cleaning only when normal, medium, powerful, and manual cleaning cannot solve missing dot problems.

☐ Manual cleaning of the print head

CAUTION

- To keep the stable output condition at all times, perform the manual cleaning more than once a month. Perform manual cleaning when [the time for manual cleaning has arrived.] is displayed.
- Be sure to perform manual cleaning when problems that cannot be solved by powerful cleaning occur such as missing dots or ink dripping.

☐ Wiper replacement (Be careful of the orientation of the wiper when installing it.)

☐ Cleaning the wiper tray and replacing the tray pads

CAUTION

Place the tray pad (1 piece) with an orientation that matches the shape of the wiper tray.

☐ Replacing the blade

☐ Replacing the separating Knife

☐ When the machine is not in use for a prolonged period

NOTE

Turn on the sub power switch once a month.

CAUTION

- Keep at a constant temperature and at a relative humidity.
- Even when the machine is not in use, keep it at a temperature of 5 to 40 °C (41 to 104 °F) and at a relative humidity of 20 to 80% (with no condensation).
- Temperatures that are too high may degrade the ink and cause malfunction. Temperatures that are too low may cause the ink to freeze and damage the print heads.

☐ Uneven colors

Perform the following when uneven color problems cannot be solved by shaking the ink pouch tray and mixing the separated ink components.

- White color is uneven: Ink renewal inside damper
- Other colors are uneven: ink renewal

CAUTION

Cleaning errors occur if ink runs out during ink renewal inside damper. Be sure to install ink pouches that have a large remaining amount of ink.

Fully utilizing the machine

List of media settings

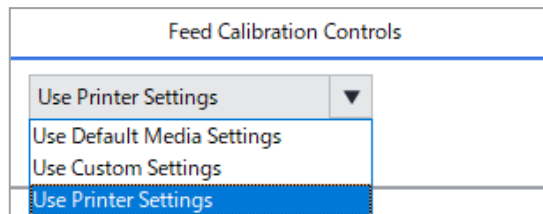
The media settings that can be changed are as follows. Configure for each media.

- [Print Head Height]*
- [Feed Correction]*
- [Media Gap Adjustment]
- [Blade Adjustment]*
- [Print&Cut Position Adjustment]
- [Crop Cut Position Adjustment]
- [Cutting Distance Correction]
- [Over Cut]
- [Heater Temperature]*
- [Dry After Printing]*
- [Multi Sensor Adjustment]
- [Drying Time Per Scan]*
- [Media Suction Force]*
- [Printing Movement Range]
- [Media Sticking Prevention]
- [Middle Pinch Auto Raise/Lower]

*Some software RIPs allow this setting to be made. When the setting is made in the software RIP, the printer side setting is ignored.

CAUTION

When setting up in the printer, make sure that [Use Printer Settings] is selected in VersaWorks.



Accommodating to the types and conditions of media

- Using transparent media: [Media Edge Ditection] >[Disable]
- Printing on hard-to-dry media [Drying Time Per Scan] > [Range: OFF /0.1 sec to 10.0 sec]*
- Using media that wrinkles easily or does not move smoothly [Media Suction Force] > [Range: 0 to 100/Auto]*
- Speeding up output for narrow media [Printing Movement Range] > [Range: Output Data Width/Media Width/ Full Width]
- Using media that causes static electricity. [Cleaning during Printing] > [Range: No Cleaning/ Every Page/ Periodically (Job Priority)/ Periodically (Time Priority)]

- Using sticky media [Media Sticking Prevention] > [Disable]
- To prevent media misalignment [Middle Pinch Auto Raise/Lower] > [Disable]

*Some software RIPs allow this setting to be made. When the setting is made in the software RIP, the printer side setting is ignored.

☐ Fully utilizing the cutting function

- Preventing pulling of the media with undue force when performing cutting only [Prefeeding at Output]
- Fine-tuning the cutting conditions [Cutting Speed/Blade Force/Blade Offset/Rise Movement Speed]
- Accurately adjusting the cutting-in amount
- Performing distance correction during cutting [Cutting Distance Correction] > [Range: Correction Value (Feed)/ Correction Value (Scan)]
- Cutting corners attractively. [Over Cut] > [Enable]

☐ Correcting the misalignment of the printing and cutting positions

- Print&Cut Position Adjustment
- Media Gap Adjustment

☐ Prioritize the cutting settings of the machine to the settings of RIP software.

- [Priority for Cutting Settings] > [Machine Priority]

☐ Printing with crop marks

- Aligning automatically and cutting
- Aligning manually and cutting

☐ Correcting misalignment for printing and cutting when using crop marks

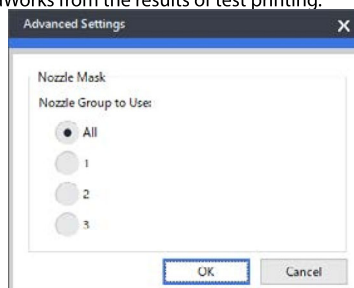
- Crop Cut Position Adjustment
- Media Gap Adjustment

☐ Correcting reading sensor of Crop mark sensor.

- [Multi Sensor Adjustment]

☐ Setting print head to use

- [Nozzle Mask Test]
- Setting print head group to use by VersaWorks from the results of test printing.



☐ (Emergency measure) Cleaning the print head surface

Explanation of emergency measures and risks when missing dots or dot displacement does not improve after repeated cleaning.

☐ Output operation management

☐ Setting the current date and time and using it for maintenance.

Set the current date and time. By setting this, when you perform a printing test the printing test date and time will be printed alongside the printed test pattern.

☐ Checking the remaining media

You can display how much of the media in use is left. By setting the amount of media currently remaining at the start, the amount remaining will be constantly displayed on the screen until it reaches zero.

☐ Showing/hiding notifications

- [Ink Mixing Notification]
- [Middle Pinch Roller Placement Notification]
- Media Clamp Placement Notification

☐ Viewing network information

- [Network]

☐ Returning all settings to factory default

- [Reset to Factory Defaults]

Note: Since the memory of the panel is not erased, the settings in [Language] and [Unit] are not restored to the factory default settings.

☐ Outputting from RIP software

☐ Printing

☐ Others

☐ Tell the user to see the User's Manual when error messages are displayed.

If a service call occurs, switch off and on the machine and see if the problem is solved before calling for inquiry. Sometimes errors can be recovered just by restarting the machine.

☐ Explain how to cap the print heads.

When the print heads do not return to the standby position, capping must be performed by the user. Refer to "If the Print Heads Still Do Not Move" under "Print Heads Do Not Move" >section of User's manual.

☐ Consumable parts and replacement cycle

Parts name	Estimated replacement time
Print head	6 billion shots/nozzle (6,000,000 k shots)
Wiper	Wiping 3,000 times
Cap top	6 months
Scan motor	3,000 hours or 12,800 km
Ink tube	3,000 hours
Tray pad	Wiping 1,000 times
Lithium battery	24 months
Pinch roller	Replace it when the rubber part is worn out.
Cutter protection	Replace it depending on the scratches.

Maintenance Checklist

VG3-640 / VG3-540 Maintenance Checklist

Date: _____

Customer name: _____

Serial number: _____

Check items		Important Points	Check	
Interview with the customer		Ask the customer if there is something that he/she is concerned about.	☐ Done	
Output / Get report before maintenance		[Get report by Peck2], or print both Service Report and History Report.	☐ Done	
Check drain bottle		If drain bottle is full, dispose of it and give an explanation to the customer.	☐ Good ☐ Dispose	
Upgrade firmware.		Upgrade if it is not the latest version.	☐ OK	☐ Not necessary
Check Consumable Parts	Print head	Determine if it should be replaced based on the SHOT COUNT in the History Report, the test print result and the customer's interview.	☐ Good ☐ Replacement done	☐ Reset
		Perform manual cleaning by using cleaning sticks and cleaning liquid.	☐ Cleaning	
		Output the test patterns of BIAS to check the error, and perform adjustment if necessary.	☐ Good	☐ Adjustment done
	Scan motor	Determine if it should be replaced based on MOTOR ERROR and MOTOR HOURS in the History Report, or on the motor sound when performing a print and the customer's interview. Put grease on the gear if you replace the motor. Replacement Cycle: 3,000 hours	☐ Good ☐ Replacement done	☐ Reset
	Wiper	Determine if it should be replaced on the performance of the cleaning or the wiping times of the history report. Replacement Cycle: Wiping count 3,000 times	☐ Perform cleaning	☐ Replacement done
	Linear Encoder Scale 1	Check if the Encoder Scale has any dirt or dust or any ink on. Check the encoder module also.	☐ Perform cleaning	☐ Replacement done
	Linear Encoder Scale 2	Check the linear encoder sheet with [SERVICE MENU]>[PRINT MENU]>[LINEAR CHECK]. If result is not good, upgrade the firmware and VersaWorks, and perform cleaning and replacement if necessary.	☐ Good ☐ Perform cleaning	☐ Replacement done
	Cap top	Determine if it should be replaced based on the performance of the cleaning. Replacement Cycle: 6 months	☐ Good ☐ Perform cleaning	☐ Reset
	Tray pad	Determine if it should be replaced from the time of replacement last time or the appearance. Replacement Cycle: Wiping count 1,000 times	☐ Good	☐ Replacement done
Lithium battery	Replacement Cycle: 24 months	☐ Good	☐ Replacement done	
Other mechanical part	Carriage belt	Check if the carriage belt does not touch the upper end or lower end of the drive pulley and idle pulley when the print carriage moves in the full width. Adjust the belt if necessary.	☐ Good	☐ Adjustment done
	Cutter protection	Replace it depending on the scratches.	☐ Good	☐ Replacement done
	Pinch roller	Check if it is not worn out or not dirty, or not deformed. Check if it rotates smoothly.	☐ Good	☐ Replacement done
	Grit rollers	Remove foreign substances put on it by using a brush.	☐ Done	
	Media clamp	Check if it is not dirty or operates smoothly.	☐ Good ☐ Perform cleaning	☐ Replacement done
	Multi Sensor	Check if it is not dirty	☐ Good	☐ Replacement done
Check printing		Check that there is no problem with the printing operation and printing result.	☐ Done	
Check cutting		Check that there is no problem with the cutting operation and cutting result.	☐ Done	
Output/Get report after maintenance		[Get report by Peck2], or print both Service Report and History Report.	☐ Done	
Remarks				