

I. Common Troubleshooting Fixes within the Kimoto RIP software

A. Installation of the Printer Driver and RIP

It is necessary to install the printer driver **BEFORE** the RIP software.

B. How to check if both the Printer Driver and RIP software is installed in your printer folder

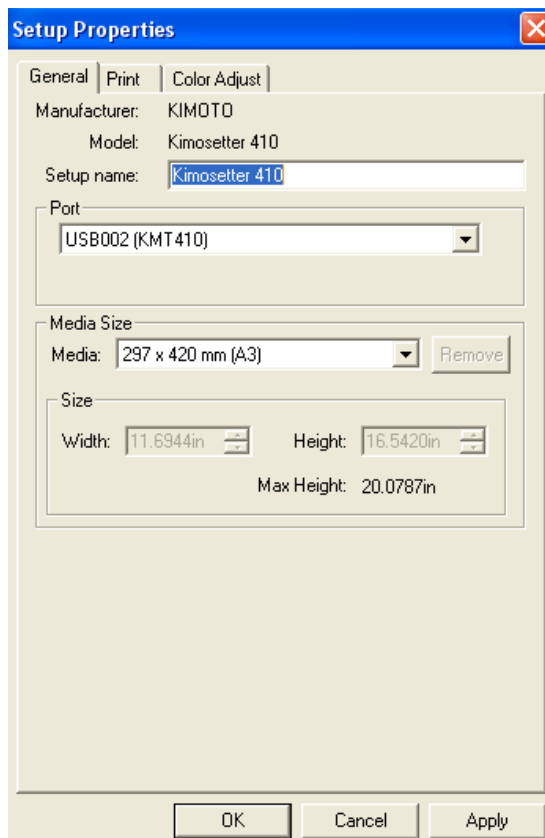
1. Click the **START** button in the lower left corner of the Windows desktop screen.
2. Click on the **CONTROL PANEL**.
3. Click on the **PRINTERS** folder.
4. There should be two printer icons:
 - a. KIMOTO Kimosetter 410 (Printer Driver)
 - b. Kimosetter 410 RIP (RIP Driver for Hot Folder)
5. If one or both of these icons do not appear, then the software is only partially installed

C. ERROR MESSAGE: “Cannot Allocate Port.”

1. Make sure the RIP software is open.
2. Click **SETUP**.
3. Click **SETUP PROPERTIES**.
4. Click the **GENERAL** tab.
5. Enter the correct port in the **Port** window (See example below).

The correct port should read **USBxxx (KMT410)**. Examples of this are **USB001 (KMT410)**, **USB002 (KMT410)**, **USB003 (KMT410)**...and so on. The 3-digit number may change depending on if other Kimosetter 410s have been previously installed or if other devices occupy the computer’s USB ports.

Figure #1



Other PORT issues:

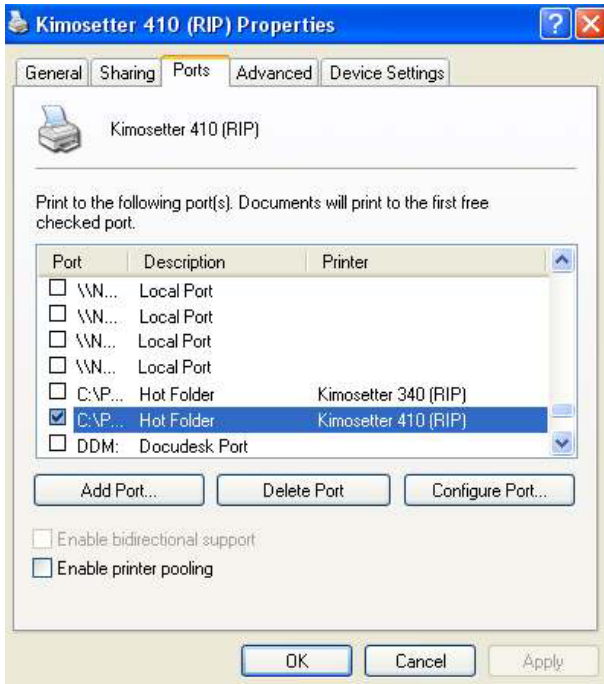
- The port window will appear blank if the Kimosetter 410 is not turned on.
- If the port window is still blank then re-select the correct port.
- If **USBxxx (KMT410)** still does not appear in the pull-down window, then the USB port was not chosen as the correct device port during installation.

D. Nothing prints through the RIP or even goes through the RIP dialog queue. Check the following setting. There could possibly be a mislabeled port in your Printers folder. To check this:

1. Hot Folder (Kimosetter 410 printer icon) assignment

- a. Click the **START** button in the lower left corner of the Windows desktop screen
- b. Click on the **CONTROL PANEL**.
- c. Click on the **PRINTERS** folder.
- d. Right click on the KIMOSSETTER 410 RIP (Hot folder/ RIP driver) icon.
- e. Click **PROPERTIES**.
- f. Click the **PORTS** tab – the correct box should be checked. The window should appear as below.

Figure #3



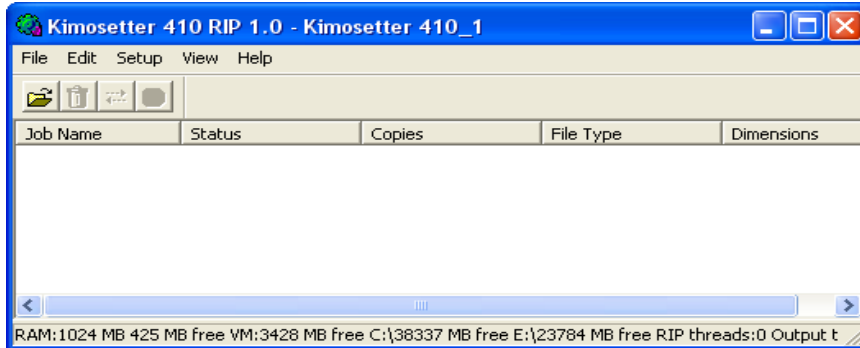
Note: The checked box is the assignment for the Hot Folder. This is the folder that the job goes into the RIP software to print.

E. Your job goes to the RIP dialog queue, finishes printing, but the Kimosetter 410 won't print.

The job folder definition (folder where the RIP sends the job to be printed) could be incorrect. To check if an incorrect folder is assigned:

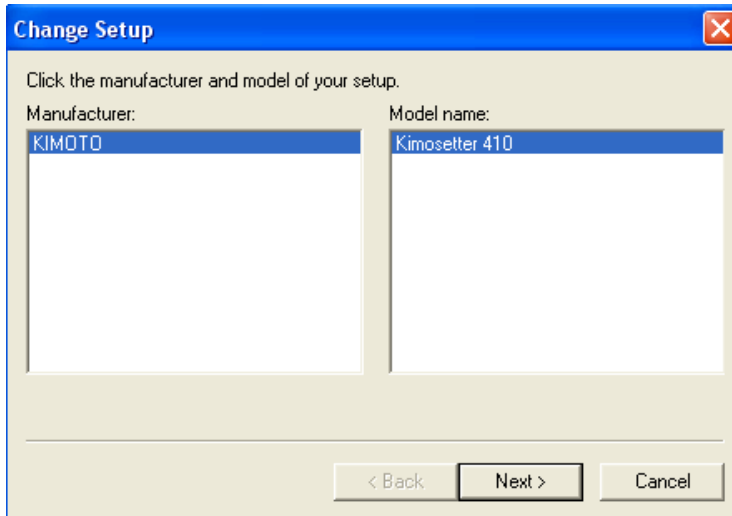
1. Open the RIP software
2. If the title bar on the top of your RIP reads **Kimosetter 410 RIP 1.0 – Kimosetter 410_1** (Figure #4) then click **SETUP**.
3. Click **CHANGE SETUP**.

Figure #4



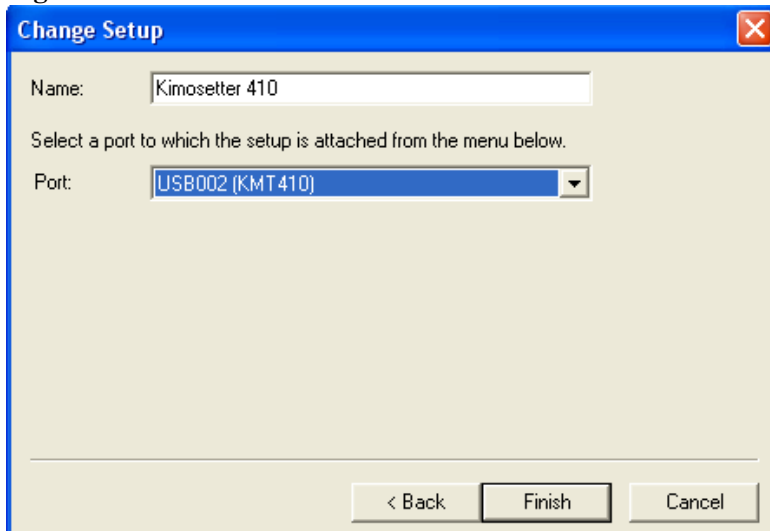
4. Under “Manufacturer:” select **KIMOTO** and under “Model Name:” select **KIMOSSETTER 410** and click **NEXT**.

Figure #5



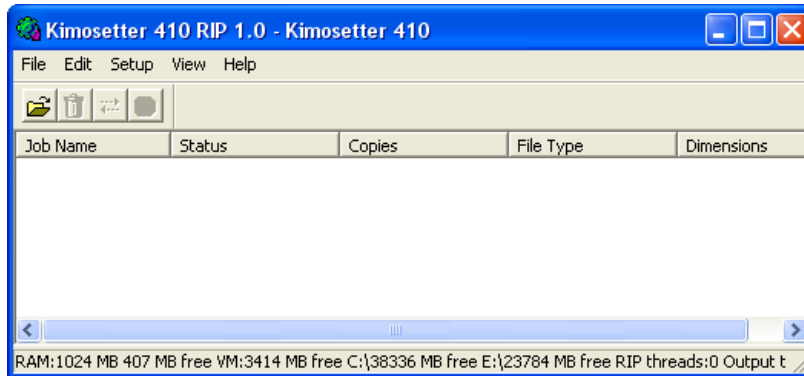
5. “Name:” should read **Kimosetter 410**. “Port:” should read **USBxxx (KMT 410)**. Click **FINISH**.

Figure #6



6. You will be prompted to install the postscript printer driver, click **OK** for this. The RIP software dialog box and title bar should appear as below (Figure #7).

Figure #7



II. Troubleshooting the Kimosetter 410 unit

If there is a problem with the plate, there are two self-tests that may be tried in order to determine if the Kimosetter unit is working properly. (A computer hookup is not necessary for these tests. Do **NOT** use paper for these tests. Use the back of a used plate instead.)

A. Basic Test #1

1. Plug in the power cord and turn the Kimosetter unit ON.
2. Press and hold down the READY/INSERT button until the LED lights on the front panel start to flash, then release the button. (It may take about 5-6 seconds.)
3. One Kimoplate should feed and start to print a test.
4. Check the print for any interruptions in the fine lines across the page. (A loupe may be needed.)
5. If the fine lines are intact and unbroken, then all of the elements in the print heads are firing properly. The lines are designed to print in a slight step pattern.
6. If the fine lines are broken, then you may need to clean the print heads. See below.

B. Diagnostic Test #2

Use this test if you are still unsure if all of the print heads are working properly.

This is a more extensive diagnostic test that will print three (3) plates. However, the first plate is the most important.

1. Turn the Kimosetter unit OFF.
2. Remove the USB cable from the port on the Kimosetter.
3. Press and hold the READY/INSERT button, then the ON/OFF button.
4. Release the ON/OFF button only.
5. After 5 seconds, release the READY/INSERT button and the LED lights should start to flash.
6. While the LED lights are still flashing, press and release the READY/INSERT button once more. A plate should begin to feed into the printer.

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