

Colorado M-series

Extended operation guide



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Introduction

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Chapter 1 Introduction

About this guide

This guide is written for worldwide markets. It may contain information related to accessories or licensed functionalities not supported by your local Canon organization or dealer.

Language

Original instructions are in English.

Introduction

The guide addresses the Colorado M-series and is written for the printer operator.

It describes **the complete workflow of the printer**: from setup to the operation, maintenance and troubleshooting of the machine.

Process	Actions	Reference
Before using the sys- temComponents of the printer		<i>Explore the system</i> on page 33
Daily use	Use the RIP software	<i>Configure media in the RIP</i> on page 44
	Load, wind, and cut media	Handle the media on page 41
	Print a job	<i>Print a job</i> on page 175
	Improve quality	<i>Improve quality</i> on page 257
Maintenance	Maintain the print quality	<i>Maintain the print quality</i> on page 184
	Maintain the rest of the printer	Maintain the printer on page 218
Network and security Network and security options		<i>Configure the network and security settings</i> on page 267
Troubleshooting	Clear jams, stop the printer	General troubleshooting on page 324
	Clean polluted parts	<i>Clean pollution on the printer</i> on page 362

Operator skill level

This guide describes safeguards for the protection of an instructed person. Instructed person is a term applied to persons who have been instructed and trained by a skilled person, or who are supervised by a skilled person, to identify energy sources that may cause pain and to take precautions to avoid unintentional contact with or exposure to those energy sources.

About the users

Introduction

There are various types of users who can use the Colorado M-series each with its own role in the complete workflow.

The various roles can be filled in by the same person or by multiple people. This manual is mainly written for the **Printer operator**.

Prepress operator

- Receives and prepares job
- · Uses design suites and RIP front ends to prepare the specific jobs
- · Delivers 'ready to print jobs' to the printer operator

Media specialist

- · Creates media profiles for new media or applications
- · Manages media types and media profiles

Printer operator

- · Operates the RIP to process and print jobs
- Manages the jobs, such as pausing, resuming and deleting jobs, loading, winding and cutting media etc.
- · Operates the printer and takes care of the daily use
- Maintains the printer, such as cleaning the matrix plate, maintenance station, refilling ink etc.

System administrator

- Configures and manages the network
- · Configures and manages the security settings
- · Keeps the system up-to-date and secure
- Controls access



NOTE

This guide describes safeguards for the protection of an instructed person. Instructed person is a term applied to persons who have been instructed and trained by a skilled person, or who are supervised by a skilled person, to identify energy sources that may cause pain and to take precautions to avoid unintentional contact with or exposure to those energy sources.

About the Colorado M-series

Introduction

The Colorado M-series is a 1.6 m (64 inch) roll to roll printer, based on the patented UVgel technology. The Colorado M-series has a modular design, so there are numerous configurations possible.

There are 4 basic configurations:

- Colorado M3
- Colorado M3W
- Colorado M5
- Colorado M5W

On the operator panel, the configuration type is displayed at the top right-hand side of the screen.



Safe use

Introduction

When you operate the Colorado M-series you have to take note of the safety precautions and follow the guidelines.

Safety documents

Before you operate the printer read the following documents and follow the instructions:

- · The safety chapter in this operation guide
- The MSDS safety data sheets

For more information, see Available documentation on page 16.

Stickers

Take note of the safety and precaution stickers in and on the machine. You can find an explanation of all the stickers in the safety chapter in this operation guide.

Working with UVgel ink

The Colorado M-series UVgel ink needs to be handled with care. Follow the instructions in this manual to work with ink safely and read all the warnings before you start the procedure. When you have to clean ink protect yourself and follow the prescribed procedure. For more information, see *Guidelines for cleaning uncured ink* on page 362.

Notes for the reader

Typography

This manual uses the following typography to indicate elements that are part of the user interface.

Typography	Indicates
[Text between square brackets]	Name of a button, tile, setting, value, or other option of the user interface
<text angle="" between="" brackets=""></text>	 Name of a key on a keyboard Name of a variable: item that varies according to the context
Text displayed in courier font	File pathCommand Prompt comment
$[Text] \rightarrow [displayed in] \rightarrow [menucascade]$	Names of options to be used in a fixed order

Safety symbols

Before you use this product, make sure you read and understand the safety information that belongs to the product. Find the safety information on *https://downloads.cpp.canon*. Also be sure to follow all warnings and instructions marked on the product.

This manual uses the following safety symbols to indicate hazards and precautions.

Symbol	Type of symbol	Indicates
	WARNING	Indicates a warning concerning operations that may lead to death or injury to persons if not performed correctly. To use the machine safely, always pay attention to these warnings.
	CAUTION	Indicates a caution concerning operations that may lead to injury to persons if not performed correctly. To use the ma- chine safely, always pay attention to these cautions. This indication can concern hazards that have a specific CAUTION symbol. The 'hot surface', 'electric shock', 'moving parts' and 'laser beam' cautions are listed below.
	CAUTION	Hot surface Indicates a caution concerning operations that may lead to injury to persons if not performed correctly. To use the ma- chine safely, always pay attention to these cautions.
4	CAUTION	Electric shock Indicates a caution concerning operations that may lead to injury to persons if not performed correctly. To use the ma- chine safely, always pay attention to these cautions.
	CAUTION	Moving parts Indicates a caution concerning operations that may lead to injury to persons if not performed correctly. To use the ma- chine safely, always pay attention to these cautions.

Symbol	Type of symbol	Indicates
	CAUTION	Laser beam Indicates a caution concerning operations that may lead to injury to persons if not performed correctly. To use the ma- chine safely, always pay attention to these cautions.
0	IMPORTANT	Indicates an operational requirement or restriction. Read these items carefully in order to prevent damage to equip- ment, software, data, media, or property.
	NOTE	Indicates a clarification of an operation or contains additional explanations for a procedure. Reading these notes is highly recommended.

Body protection symbols

This manual uses the following body protection symbols to indicate that it is important to protect yourself before performing a specific task or action.

Symbol	Type of symbol	Indicates
	IMPORTANT	Hand protection Wear the mentioned type of gloves when you perform this task or action.
	IMPORTANT	Eye protection Use the mentioned type of eye protection when you perform this task or action.
	IMPORTANT	Body protection Wear the mentioned type of body protection when you per- form this task or action.
	IMPORTANT	Foot protection Wear the mentioned type of safety footwear when you per- form this task or action.

Available documentation

Introduction

This manual is part of a complete documentation set. The following table shows a complete overview of the available documentation.

Available documentation



NOTE

For up-to-date documentation: visit the downloads website *https://downloads.cpp.canon*, select your printer and language, and find all the support information.

Documentation	Available
Operation guide - User manual	 On the downloads website under the product name. Available as a PDF file in multiple languages.
Extended operation guide - User manual	 On the downloads website under the product name. Available as a PDF file in multiple languages.
Online help	Embedded in the application via a weblink.Available in multiple languages.
MSDS - Safety data sheet	 On the downloads website under the product name. Available as a PDF file.
Care and Use poster	 On the downloads website under the product name. Available as a PDF file.
Technical guides, such as profiling guides	 On the downloads website under the product name. Available as a PDF file.
PRISMAguide XL documentation	 On the downloads website under PRISMA- guide XL. Available as a PDF file.

Instruction videos

Scan the following QR code or follow the link to see the available instruction videos.



Instruction videos

Optional features

Introduction

Software licenses provide extra options for the Colorado M-series. Depending on the printer type, licenses are standard or optional.

Available options (licenses)

1. FLXfinish⁺

With this license, the operator is allowed to use the matte print modes and the mixed matte/ gloss print mode; otherwise only glossy print modes are available. This license is also required to print in Backlit mode.

2. Print inside and double sided

The license allows:

- · printing on the inner side of the media
- winding the media with the printed side to the inside

This makes double sided prints possible.

Double-sided printing is only guaranteed in Matte modes, otherwise the printed side will stick to the print surface. So for double-sided printing, it is also required to have a FLXfinish⁺ license.

3. Second roll in the drawer

Without the license, media can only be loaded into position 1 in the drawer. For inside printing, the media is still allowed into position 2, since the media is still fed through the slot for position 1.

4. White ink

With this license, the operator is allowed to use white ink print modes.

- For installed Colorado M-series configurations this upgrade requires:
- 1. The license for white ink
- 2. A printhead for white ink
- 3. A service visit for installation and calibration of the printhead

You can downgrade the license for white ink. This is non-reversible.

5. Temporary speed license M5

You can temporarily upgrade a Colorado M-series M3/M3W configuration to M5/M5W. The temporary speed license is available per month and only allows use of 700 ml ink bottles.

6. Colorado M-series speed license M5

You can upgrade a Colorado M-series M3/M3W configuration to M5/M5W. This gives you access to the M5/M5W print modes. An M5/M5W configuration can use both 700 ml and 1000 ml ink bottles.

Available hardware options

1. Jumbo roll interface

Interface kit to enable jumbo roll feeding for an M5/M5W configuration.

2. Colorado M-series magnetic media kit

Hardware kit to enable use of magnetic media.

Options per printer type

Option	M3	M3W	M5	M5W	
FLXfinish ⁺	0	0	0	0	►

Option	M3	M3W	M5	M5W
Print inside and double sided	0	0	0	0
Second roll in the drawer	0	0	0	0
White ink	0	Х	0	Х
Temporary speed license M5	0	0	-	-
Colorado M-series speed license M5	0	0	Х	Х
Jumbo roll interface	-	-	0	0
Colorado M-series magnetic media kit	0	0	0	0

X: standard

O: optional

-: not applicable

Chapter 2 Safety information

Safety and Environment Information

Important Safety and Environment User Information

Before using your printing system, make sure that it is properly installed and that you have read and understand the User Documentation in order to operate the system safely and in accordance with its functional offerings. When using your machine make sure to always comply with the User Documentation.

Warning and caution indicators

In order to warn and make aware all persons operating the machine of possible risks, dangers and/or hazards, safety warning labels have been applied where required. For safe operation it is important to understand the meaning of every label. Make sure you read and understand all label descriptions before you start operating the machine.

In order to avoid potential hazards, make sure that preventive and remedial maintenance is executed by skilled persons and/or service technicians only.

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The websites of the regional Canon sales offices are listed on the cover of the User Documentation. There you can find the addresses of the local Canon sales offices.

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Notes

• In some regions where this product is sold the following product name(s) may be registered as model number(s).

Product name	Model number
Colorado M-series Colorado M3 Colorado M3W Colorado M5 Colorado M5W 	Océ 01079
RFID Reader	Océ 01087

- Depending on the context, the terms "printer", "system", "machine", and "equipment" used in the User Documentation mean the printing system for which this User Documentation shall apply.
- Some consumables and materials designated to be used by this machine are accompanied with Safety Data Sheets. Please refer to the corresponding Safety Data Sheets for specific Safety and Environment information and operating instructions. You may download the actual Safety Data Sheets and Product Safety Data Sheets from the support site of your product at https://downloads.cpp.canon/.
- The machine bears the CE-mark to show conformance with applicable legal EEA-requirements. If applicable, the relevant CE Declaration of Conformity is part of the User Documentation. You may also download it from the support site of your product at *https://downloads.cpp.canon/*.

Canon Production Printing shall not be liable for damages from:

- · Failure to comply with the User Documentation;
- Work performed incorrectly on the machine;
- Unauthorized modifications.

The following indicators are used in the User Documentation to identify and categorize the level of the seriousness of hazard:

Symbol	Туре	Description
	WARNING	Indicates a warning concerning operations that may lead to injury or even death to persons if not performed correctly. To use the machine safely, always pay attention to these warn- ings.
	CAUTION	Indicates a caution concerning operations that may lead to injury to persons if not performed correctly. To use the ma- chine safely, always pay attention to these cautions.
	IMPORTANT	Indicates operational requirements and restrictions. Be sure to read these items carefully to operate the machine correct- ly, and avoid damage to the machine or property.
\bigcirc	PROHIBITED	Indicates an operation that must not be performed. Read these items carefully, and make sure not to perform the described operations.
	NOTE	Indicates a clarification of an operation, or contains additional explanations for a procedure. Reading these notes is highly recommended.

If applicable the following Personal Protection indicators are used in the User Documentation and on the machine:

Symbol	Туре	Description
	Mandatory action	Wear protecting gloves as prescribed in this document when performing a task or action in this area.
	Mandatory action	Read the user instruction manual/user documentation before starting work or before operating equipment or machinery.

Label	Туре	Description
	Warning	General warning sign.
4	Warning	Electricity: Hazardous electrical voltage inside. Do not remove cover.
	Caution	Hot surface: Take care to avoid direct contact with hot surfaces.
*	Caution	Optical radiation: Take care to avoid injury to eyes and skin when in the vicinity of optical radiation.
	Caution	Sharp element: Take care to avoid injury from sharp ele- ments.
	Caution	Crushing of hands: Take care to avoid injury to hands when in the vicinity of equipment with moving mechanical parts.

The following labels are used to identify and categorize the hazard level:

Label	Туре	Description
	Warning	Electricity: Warning, shock hazard. Dis- connect all power plugs from their electri- cal outlet before you start a maintenance or repair action.
Double-pole neutral fusing Double pôle fusible sur le neutre 注意:双极/中线熔断	Warning	Electricity: Double-pole neutral fusing. Risk of electric shock. Disconnect mains before servicing.
Assessment strategy and I datases on additionation and point barry a branchis anguinestimation. Assessment and assessment Assessment on the addition to the addition of the addition Assessment is all weaking (II) (which etc.).	Warning	Electricity: The machine must be connec- ted to a grounded power outlet.
High leakage current. Earth connection essential before connecting supply. Courant de fuite élevé. Raccordement à la terre indispensable avant le raccordement au réseau. 泄漏电流较高,在连接电源之前,必须先接地。	Caution	Electricity: High leakage current. The ma- chine must always be connected to a grounded power outlet.

Persons for ITE (LVD) machines according Directive 2014/35/EU

Instructed person

This User Documentation describes safeguards for the protection of an instructed person. Instructed person is a term applied to persons who have been instructed and trained by a skilled person, or who are supervised by a skilled person, to identify energy sources that may cause pain and to take precautions to avoid unintentional contact with or exposure to those energy sources.

Power source



WARNING

- Put the power plug directly into a power outlet that has the same configuration as the plug. The use of an adapter can result in an inadequate power supply. If a proper power outlet is not available, ask a qualified electrician to perform the installation.
- This machine has two power connections. Do not connect both mains power cables to same building branch circuit.



IMPORTANT

 Do not connect the machine to a mains voltage or frequency which differs from the value stated on the power marking label. When a connection to a different mains voltage or frequency is required, contact your authorized service representative.

Grounding / Power cord



WARNING

- Do not scratch, abrade, heat, twist, bend, or place a heavy object on the power cord or cause any other damage to it. The use of a damaged power cord (e.g. exposed core wire or broken wire) could result in an electrical shock, fire or malfunction of the machine. If the power cord is damaged, immediately switch off the power switch and unplug the power cord from the power outlet. Contact your authorized service representative.
- Do not use a multiple outlet adapter or an extension lead. Contact your authorized service representative if an extension lead is required. The use of an extension cord may result in fire or electrical shock.
- Do not use any power cord other than the one provided. Never use the power cord with any other electrical device.
- Only use a power cord that is fitted with a protective earth conductor.
- When the machine has to be connected via a wall socket, place the machine close to a wall socket that is easily accessible. The power plug serves as a disconnecting device.
- Do not route the power cords in such a way that they can be stepped on or tripped over.
- Connect the power cord to a power outlet that is equipped with a protective earthing (PE) terminal.
- This equipment is not designed for connection to an IT power system. An IT power system is a voltage network in which the neutral wire is not connected to earth.

Installation



WARNING

- The machine may be transported, assembled, installed, moved and repaired only by an authorized service representative.
- The installation of accessories and options not permitted for the machines may constitute a violation of the Safety Regulations and Directives, and can also damage the machine.
- Consult your authorized service representative for details on which accessories and options are permitted for the machine.
- · Only use cables specified by the manufacturer.
- Place the machine on a horizontally level surface of sufficient support.
- Do not place the machine in a location that is subject to vibrations and shocks.
- Do not use flammable sprays, liquids or gases near the product as this can cause fire.

Space requirements and operation precautions



WARNING

- The machine must be connected to an air exhaust (to the outside atmosphere) or must contain the filters and proper room ventilation for keeping the chemical emission below the limits. See the Product Safety Data Sheet (PSDS) for the ventilation recommendations.
- For keeping the chemical emission below the limits do not place the machine in a room which is too small or insufficiently ventilated. See the Product Safety Data Sheet of the machine for the ventilation recommendations.

Operation

WARNING

- Do not lean, lie or stand on any part of the machine, including parts that can be pulled outwards (e.g. media drawers).
- Read the User Documentation carefully before operating the machine. In case of any
 questions or uncertainties regarding the content of this document, contact your authorized
 sales or service representative.
- Make sure that no objects (e.g. jewelry chains, paper clips, coins) or liquids can get into the interior of the machine. Do not place containers with fluid on top of or near the machine.
- Disconnecting the product from the mains-supply network (unplug, power-switch) might result in damage to the system.
- Do not open any door when the machine is starting up or running, unless the control panel displays a message that asks you to open one or more doors.
- If you operate the machine remotely, make sure that nobody is working on the machine.



CAUTION

• This equipment is not suitable for use in locations where children are likely to be present.

Maintenance, repair and modification



WARNING

- Do not modify the machine. Modifying the machine can cause a hazard like fire, electrical shock or other injuries or jeopardize given warranties.
 - Only perform maintenance activities as described in the User Documentation.
 - Only instructed or skilled persons are allowed to maintain the machine, to avoid any risk and not to jeopardize given warranties.
 - · Do not bridge or disable any safety interlock devices. Disabling or otherwise defeating safety interlock devices will cease their function as safety guard and may create hazardous conditions for all people operating the machine.
 - Do not use compressed air on parts other than the platen.



CAUTION

- Repairs to the machine may only be performed by authorized service representatives.
- · Service areas may only be opened by authorized service representatives. Do not remove covers and panels that are fixed to the machine. Some parts of the machine may have a hazardous electrical component, hazardous heat source or a laser beam source inside that could cause an electrical shock or other injuries.

Relocation of the machine



CAUTION

- Disconnect the power cord and other cables before you move the machine.
- Only authorized service representatives are allowed to move the machine.

Actions in response to problems



WARNING

- In case smoke and/or fire is noticed:
 - · Immediately try to close in a safe way all machine covers and doors so that the smoke or fire stays within the enclosure of the machine. Prevent personal injury during closing of these doors and covers.
 - Immediately cut of the electrical power to the machine by disconnecting the mains plug or proper disconnecting device. Make sure that the machine cannot be switched on any more.
 - Immediately inform the emergency response services.

Poisonous gases can be produced in any fire. They can also result from a fire in this machine. Keep into account: Canon Production Printing systems are designed in such a way that fire is encapsulated within the enclosure, thus preventing the further spread of fire to the customer's premises.

· In case of damage to the covers, power cable, operating elements, or in case of penetration of fluids or foreign bodies, disconnect the machine from the power supply and contact your authorized service representative.

Consumables, supplies and maintenance materials



WARNING

- Do not throw ink or ink containing parts or contaminated parts into an open flame.
 - Do not leave ink or ink containing parts or contaminated parts within reach of children.
 - Store consumables, supplies and maintenance materials away from any food and drinks.
 - · Be careful when handling fluids. Clean up spilled fluids immediately.



CAUTION

- Only use the materials the manufacturer recommends and that are developed for the machine.
 - Use maintenance materials and other materials for their intended purpose only.
 - · Ink polluted gloves are considered chemical waste and must be disposed according to local regulations.
 - · Dispose of waste of consumables, supplies and maintenance materials and its packaging containing residues according to federal, state and local regulations.
 - · From the point of view of occupational health and safety it is not recommended that people who are sensitive to chemicals (e.g. people with asthma) work with ink or chemicals.

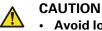
UV ink



CAUTION

- UV inks can be harmful if not properly handled. Cumulative exposure can lead to sensitization. Follow always the ink related Safety Data Sheets (SDS) guidelines carefully in order to ensure maximum safety.
 - Avoid skin contact with ink and uncured printed media.
 - Curing of media of the Canon Production Printing supported media-list is tested and considered sufficient under standard conditions.
 - After a printer error, wear gloves to handle the unfinished print.
 - Wear safety glasses with side shields when handling ink or maintenance materials. Follow always the ink related Safety Data Sheets (SDS) guidelines carefully in order to ensure maximum safety.
 - Wear gloves when contact with ink or maintenance materials is possible. Gloves should always overlap sleeves. Follow the ink related Safety Data Sheets (SDS) guidelines carefully in order to ensure maximum safety.
 - If a glove, sleeve or apron is contaminated with ink follow the ink related Safety Data Sheets (SDS) guidelines carefully in order to ensure maximum safety.
 - Do not reuse single-use gloves.
 - Do not handle prints without gloves if the ink is not properly cured.
 - Ink polluted gloves and uncured media are considered chemical waste and must be disposed according to local regulations.
 - If ink contacts your skin: clean immediately with soap and water. Do not use alcohol or other solvents.
 - If ink contacts your eye(s) flush with water, consult the ink related Safety Data Sheet (SDS) and contact a doctor.
 - Inks are not suitable for food-related or children-related applications.
 - Always measure the media thickness and set the print carriage height correctly for that media. Printing at an incorrect height causes excessive emissions of UV light and UV ink (mist).
 - All waste containing uncured UV ink is hazardous and must be disposed of separately
 according to local regulations. Do not mix ink waste with non-hazardous waste (household,
 office, etc.). Do not allow ink waste to reach sewage systems or drinking water supplies. Ink
 waste includes maintenance pads, cloths, gloves and any other material containing uncured
 or partly cured UV ink. Dispose Ink waste according to federal, state and local regulations.
 - Discard the ink bottle or maintenance material bottle if it shows any sign of wear, physical damage (cracking or leaking) or at expiry (date), according to federal, state and local regulations.

UV light (UV lamps)



• Avoid looking directly at the UV light.

Liquid Crystal Display (LCD)



CAUTION

- Do not touch or ingest fluids from a broken Liquid Crystal Display (LCD). When clothes or skin come into contact with the fluid, immediately clean the clothes and skin with soap and water. After eye contact, immediately rinse the eyes with a washing lotion for at least 15 minutes and consult a physician.
- Do not rub, press or touch the (LCD) display surface with a hard material, because the
 polarizer at the surface can be easily scratched. The LCD module can get damaged when you
 drop, pinch too hard or punch the module, as it is made of glass. When glass breaks, be
 careful you do not get injured by pieces of glass.

Printing room (pollution)



IMPORTANT

• Keep your printing room environments clean. This prevents dust buildup inside the printer and avoids damage to the machine.

Disposal of parts



WARNING

All parts are produced according to the sustainability policy of Canon Production Printing. You can discard all used parts into a common dustbin, or follow your local or national sustainability and waste disposal procedures.

Magnetic parts



WARNING

This machine contains static magnetic part(s) where there may be a risk of interference with Active Implanted Medical Devices (AIMD) e.g. cardiac pacemakers. Persons with an AIMD please keep at a safe distance. For more information please contact: Canon Production Printing.

Commissioning, disassembly, recycling and disposal



CAUTION

For any information (e.g. requirements) about commissioning, disassembly, recycling, and disposal of CPP machines and/or materials (e.g. packaging waste, supplies, consumables) in your country or state please consult your local Canon NSO, Canon RSHQ and/or dealer.

Safety System

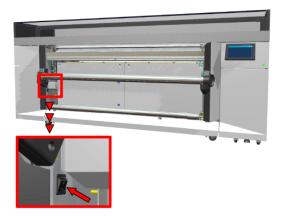
Safety System



CAUTION • Winder

Do not position the tension bar when there is no media present. Keep your fingers away because the tension bar can fall down.

The winder has an emergency stopping device; It is located on the winder. Activating this emergency stopping device stops all winder motion.



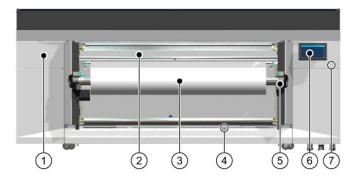
Safety System

Chapter 3 Explore the system

The components of the printer - media output side

Introduction

From the media output side you can access the operator panel, access the roll winder, collect your print, or replace the knife.

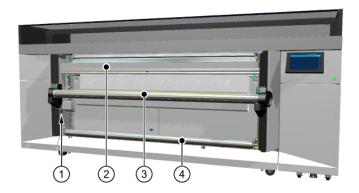


Number	Component	
1	Knife compartment	
2	Guide plate	
3	Take-up media roll	
4	Power switch	
5	Roll winder	
6	Operator panel	
7	On/off button	

The components of the roll winder

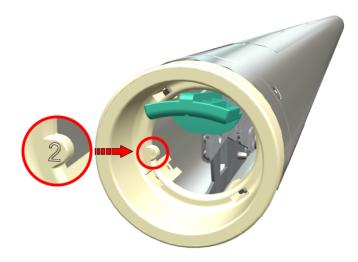
Introduction

The roll winder is located on the media output side and can be used to wind the printed media.



Number	Component	
1	Power switch winder	
2	Guide plate	
3	Take-up media shaft*	
4	Tension bar	

*For inside winding, you need the take-up media shaft with a gear that is marked with the number 2.

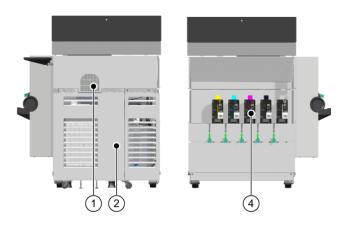


The components of the printer sides

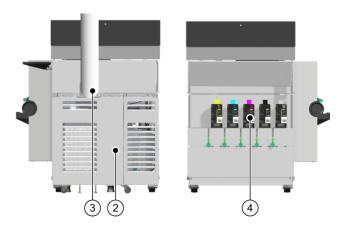
Introduction

On both printer sides you can perform maintenance actions.

Filter configuration



Exhaust configuration

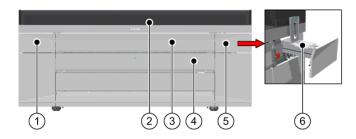


Number	Component	
1	Filter fan (filter configuration)	
2	Chiller	
3	Exhaust (exhaust configuration)	
4	Ink bottle	

The components of the printer - media input side

Introduction

From the media input side you can load media, open the top cover, get access to the maintenance tray and printhead maintenance.

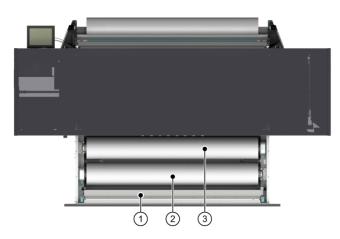


Number	Component
1	Manual maintenance door
2	Top cover
3	Media cover
4	Media drawer
5	Maintenance drawer
6	Maintenance tray

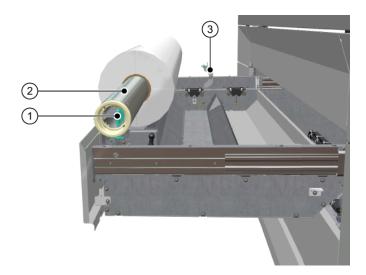
The components of the media drawer

Introduction

You can open the media drawer on the media input side to load your media rolls.



Number	Component
1	Roll loading station
2	Media roll (position 1)
3	Media roll (position 2)

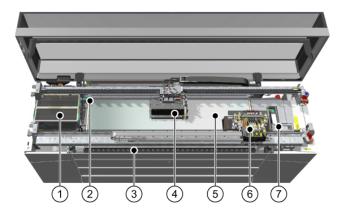


Number	Component
1	Locking mechanism
2	Feed media shaft
3	Roll clamp

The components of the printer - top cover open

Introduction

When you open the top cover you can access the carriages, the platen area and perform several maintenance actions.



Number	Component
1	Filter (filter configuration)
2	Knife
3	X-tran rollers
4	Curing carriage
5	Platen
6	Printhead carriage
7	Maintenance station

Chapter 4 Handle the media

Media specifications

MEDIA

Item	Specification
Roll width	From 279 mm (11 inch) to 1625 mm (64 inch)
Print margin	5.3 mm [*] (0.21 inch)
Roll weight	Up to 50 kg (110 lb.)
Roll diameter	Up to 220 mm (8.7 inch)
Media thickness	Up to 0.8 mm (0.03 inch)
Media input	Print side wound-in or out (licensed) Double-sided printing possible (licensed) Automatic and manual feed
Number of input rolls	2 (automatic roll-feeding and -switching depending on media used) (licensed)
Media take-up system	Both loose and tight winding possible

^{*} 5.3 mm (0.21 inch) is the minimum print margin (no Automatic Advance correction). Print margins are 8.9 mm (0.35 inch) with Normal Automatic Advance Correction, 17.5 mm (0.69 inch) with Enhanced Automatic Advance Correction and 22.7 mm (0.84 inch) for Robust Automatic Advance Correction.

General workflow for using media

Introduction

Use the following workflow to handle the media correctly.

Step	Action
1	<i>Configure media in the RIP</i> on page 44. Download and install a media profile, and manage the profiles in the RIP.
2	<i>Prepare media for printing</i> on page 97. Load a media roll in the media drawer, a core on the roll winder and calibrate your media.
3	<i>Print with or without winding</i> on page 133. Print without winding or tape media to the take-up roll core to wind media, with or without a tension bar.
4	<i>Cut and unload media</i> on page 161. Cut media and unload a roll from the winder and the media drawer.

Configure media in the RIP

Manage media profiles in ONYX

Introduction



IMPORTANT

Changing the media settings can cause damage to your printer which may void your machine warranty service.

It is recommended to have a media profile for each media type.

You can use ONYX as the RIP software to manage media profiles. You can:

- Install a downloaded media profile in ONYX on page 45
- Create a new media profile in ONYX on page 47
- Copy an existing media profile and edit it in ONYX on page 48
- Sync and delete media types in ONYX on page 53

For more information on the use of ONYX use the ONYX documentation

Install a downloaded media profile in ONYX

Before you begin

First make sure you download a Colorado M-series media profile, saved in a media library file (*.OML or *.prninst including the driver) for ONYX.

You can download a media profile via ONYX Media Manager or via your local sales and support channel. Media profiles are also available on graphiPLAZA.

Procedure

- **1.** Open the ONYX RIP queue.
- 2. Click on [Media Manager]. The Media Manager application opens.

		 	B				ā	<u></u>	۵		<u>_</u>	
pen -	Job Editor	Layout Tool	CUT-Server	Media Mana			Configure Printer	Recalibrate	Configure Proofing		Configure ColorCh	eck
ter			Status	% Complete	Elapsed Time	Remaining	Time Media		Page Size	Placement Strateg	y Start Print	Timeou
Colora			Idle							Group Jobs Togeth	er Manual	
— Ro	oll 1						DM613 0	utdoor Paper	1600mm(63in)			
	ow Jobs For:											
A	ll Printers	\sim	Filter	Х								
- E	ll Printers Status	✓ Jobs Ready to	Filter	Preview	Size	Copies	Printer	Media	Prir	nt Mode	Cutter	

3. Click on the Colorado M-series printer icon and click on [Media library] above.

 Thrive Media Manager File Help 							
Home Create Profiles	Edit Profiles	(Media Library	Configure Devices	Reports and Tools	Recalibrate	Measurement Tool	
colorado	Library	y			1		
View media pr	rofiles and	l print moo	des available	for your print	er.		
Import Export Delete	Banner						
Make Copy Rename	E. SAV						
New 🔻 Edit							

4. Click on [Import], browse to find your media library files, and click on [Open].

➡ Open Media Libra ← → ✓ ↑	1	ows (C:) > tmp > Onyx > Media	> Colorado 🗸 🗸	3 Search Colorado	: م
Organize 🔻 Ne	ew folder				= • 🔟 🔮
🖈 Quick access	^	Name	Date modified	Туре	Size
📃 Desktop	*	Colorado-IJM652.OML	08/03/2018 10:13	OML File	4,141 KB
👆 Downloads	*				
Documents	*				
Pictures	* •				
	File nam	e: Colorado-IJM652.OML		✓ All Media Librar	ies (*.OML, *.pr
				Open 🔻	Cancel

- 5. Click on [Ok]. A new window opens listing the media profiles in the selected file.
- **6.** Select the media profiles you want to import and click on [Import]. The window closes.
- 7. Click on [Ok] to close the [Configure printer] window.
- 8. In the RIP queue you can see that the media profiles are installed and can be used.

Create a new media profile in ONYX

Introduction

When you are working with a new media that does not have a profile, you can create a new profile in ONYX.



NOTE

Profiling is an expert task which requires additional information and tools not covered by this manual. Contact your local support organization when you want to create or change media profiles.

For more information, see Colorado colour management resources on graphiPLAZA.

Copy an existing media profile and edit it in ONYX

Introduction

You can also use an existing media profile as a basis and edit the settings in ONYX.



IMPORTANT

Copy a media profile with the correct media category. Do not change the media category, this can cause damage to the printheads.

NOTE

This manual provides you with basic information in order to create and change media profiles. Profiling is an expert task which requires additional information and tools not covered by this manual. Contact your local support organization when you want to create or change media profiles.

Procedure

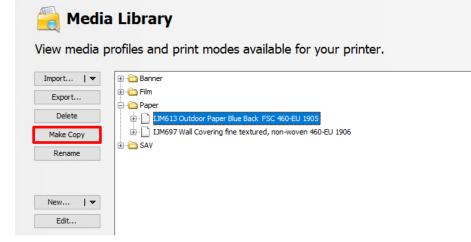
- **1.** Open the ONYX RIP queue.
- 2. Click on [Media Manager]. The Media Manager application opens.

🖈 Thri	ve RIP-Queue											
ile Se	tup Help											
	(A		1	3	Ō	<i>2</i>	٠		<	
Open	Job Editor	Layout Tool	CUT-Server	Media Mana	ger EditQu	iick Sets	Configure Printer	Recalibrate	Configure Proofir		Configure ColorCl	neck
Printer			Status	% Complete	Elapsed Time	Remaining	Time Media		Page Size	Placement Strate	gy Start Print	Timeout
🔵 Colo	rado		Idle				IJM613 Ou	utdoor Paper Blu	e 1600mm(63in)	_A Group Jobs Toget	her Manual	
	Roll 1						LJM613 (Outdoor Paper	1600mm(63	in)		
c												
	Show Jobs For:											
	All Printers	\sim	Filter	Х								
	Status	Jobs Ready to	Print	Preview	Size	Copies	Printer	Media		Print Mode	Cutter	Time
-												

3. Click on the Colorado M-series printer icon and click on [Media library] above.

🎸 Thrive Media Manage File Help	er						
Home Create Profiles	Edit Profiles	Caracteria (Alianteria) Media Library	Configure Devices	Reports and Tools	Recalibrate	Measurement Tool	
Colorado							
<u> Media</u> View media p	a Librar	-	des available	for your print	er.		
Import ▼ Export	⊕ Ganner ⊕ Ganner Film ⊕ Gaper						
Delete Make Copy	SAV						
Rename							
New ▼ Edit							

4. Select the media profile from the list and click on [Make Copy]. A new window opens.



5. Fill in the new media profile name and click on [Ok].

e Media	a Library		
ew media p	profiles and p	print modes available for y	our printer.
Import Export Delete Make Copy		: Outdoor Paper Blue Back FSC 460-EU 1905 'Wall Covering fine textured, non-woven 46	
Rename New 💌		Copy Media Enter the new name: IJM613 Outdoor Paper Blue Back cop	×
Edit		OK Cancel	,yy

6. Select the new media profile from the list and click on [Edit].

	a Library profiles and print modes available for your printer.
Import Export Delete Make Copy Rename	Banner Film Paper IJM613 Outdoor Paper Blue Back FSC 460-EU 1905 IJM613 Outdoor Paper Blue Back copy D IJM697 Wall Covering fine textured, non-woven 460-EU 1906 SAV
New 🔻 Edit	

A new window opens.

- 7. Click on the 'Next' icon. For more information on the general steps use the ONYX documentation.
- 8. You can change the media settings under [Basic Media Profile Settings].

9. Click on [Media options]. A new window opens.

🎸 Create a new Media Profile (ICC Workflo	w)	
Progress Menu	Basic Media Profile Settings	🚩 😨
 New Media Profile Basic Media Profile Settings Basic Print Mode Settings Drop Size Control Ink Restrictions 	Select the Ink Configuration to use CMYK Select the process colors to use for rendering images CMYK	
Calibration Ink Limits ICC Profile ONYX AccuBoost™ ICC Profile Mode Created	Define the printer specific settings for this media profile Configure spot colors	Media Options
	Select the page sizes you would like to include Image Size Name Interview Interview	· · ·
	Select Print Label Color K	~

10. Check the **media settings**. For more information, see *Change the media settings* on page 84.



IMPORTANT

Do not change the media category, this can cause damage to the printheads. Check the media thickness as your new media might have a different thickness than the media of the copied media profile.

Media Characteristics						×
Media Type Name:	IJM613 Outdoor Pape	er Blue Back copy				
Media Category:	Paper		\sim	Auto Media Advance		
Automatic Advance Cor	rection:	Normal	~	Print Gap	Medium	~
Zone A Vacuum Strengt	h:	50	▲ ▼	Requires Manual Loading		
Zone B Vacuum Strengt	h:	50	•	Suitable for Printer/Cutter		
Zone C Vacuum Strengt	h:	50		Outer Core Diameter:	79	*
Zone D Vacuum Strengt	h:	30	•	Media Thickness:	150	•
Zone E Vacuum Strengt	h:	30	•	Moist Sensitivity:	0	•
Winding Tension:		No tension bar	\sim			
Layout Preview				Printer Does Copies (Only for "Print Jobs Individ	ually")	
		OK		Cancel		

11. Give the media a new [Media Type Name] and click on [Ok]. The window closes.



Check that the media type name is changed. Default it should be the same as the media profile name. You can also choose a different media type name, as long as it is unique. Also check all the other settings.

- **12.** Click on the 'Next' icon to follow the steps.
- **13.** You can select the **print mode** under [Add/ Edit Modes]. For more information, see *Select a print mode* on page 92.
- 14. You can change the specific print mode settings under [Basic Print Mode Settings].

NOTE

Fill in the same name as the selected print mode to avoid confusion.

🎸 Edit an existing Media Profile (ICC Wo	rkflow)			
Progress Menu	Basic	Print Mode Settings		>
 ✓ Edit Media ✓ Basic Media Profile Settings ✓ Add/Edit Modes 	1	Type a name for this print mode	High Quality	
Basic Print Mode Settings Drop Size Control Ink Restrictions	2	Select the print mode's resolution	High Quality	~ *
Calibration Ink Limits ICC Profile	3	Select the print mode's dot pattern	Contone	~ 🖨
ONYX AccuBoost™ ICC Profile Mode Edited	4	Define the printer specific settings for this print mode		Mode Options
	Q	Scale the print width or height		Scale Adjust

- 15. Click on [Mode options]. A new window opens.
- **16.** You can change the rest of the **media settings**. For more information, see *Change the media settings* on page 84.

Aode Options			>
Device: Media: Media Type: Mode:	Canon Colorado MPI2000 Avery Polymeric Vinyl Glo: MPI2000 Avery Polymeric Vinyl Glo: High Quality		
Print Surface 1	Temperature:	24	•
Pre-cure Powe	er:	0	•
Through-cure	Power:	0	•
Step Correctio	n:	0	•
Optimized Cold	or Profiling:	1	•
	OK Cancel		

- **17.** Click on [Ok]. The window closes.
- **18.** Finish all the steps to create the media profile.

Sync and delete media types in ONYX

Introduction

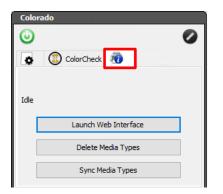
After you downloaded or created the media profiles in ONYX, you can sync them with the printer so they become visible as media types on the operator panel. Sometimes you also want to delete media types from this list.

Procedure

- **1.** Open the ONYX RIP queue.
- 2. Select the Colorado M-series printer name.

-	(1	1		ļ		1	<u></u>		<	
Open	Job Editor	Layout Tool	CUT-Server	Media Mana	ger EditQui	sk Sets – C	onfigure Printer	Recalibrate	Configure Proofing	and the second se	onfigure ColorCh	ieck
nter			Status	% Complete	Elapsed Time	Remaining T	ime Media		Page Size	Placement Strategy	Start Print	Timeou
	rado Roll 1		Idle						. 1600mm(63in)_A . 1600mm(63in)	Group Jobs Togethe	r Manual	
i i	Show Jobs For: All Printers	~	Filter	X								
	All Printers Status	Jobs Ready to		Preview	Size	Copies	Printer	Media	Pri	nt Mode (Cutter	

3. In the top right pane click on [Device Info].



- **4.** To sync media types:
 - 1. Click on [Sync Media Types].

NOTE

Always sync media types after you made an import.

The synced media become visible on the operator panel under, [Media]→[Media type].

- 5. To delete media types:
 - 1. Click on [Delete Media Types].
 - Select the media types to be deleted from the list.
 You can select multiple media types with the Windows controls (shift and control).

 Click on [Ok] to delete the selected media from the printer. The selected media are deleted from the list on the operator panel under, [Media]→[Media type].

Manage media profiles in Caldera

Introduction



IMPORTANT

Changing the media settings can cause damage to your printer which may void your machine warranty service.

It is recommended to have a media profile for each media type.

You can use Caldera as the RIP software to manage media profiles. You can:

- Install a downloaded media profile in Caldera on page 56
- Create a new media profile in Caldera on page 59
- Copy an existing media profile in Caldera and edit it on page 60
- Sync and delete media types in Caldera on page 64

For more information on the use of Caldera use the Caldera documentation.

Install a downloaded media profile in Caldera

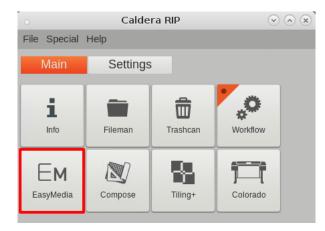
Before you begin

First make sure you download a Colorado M-series media profile via your local sales and support channel, saved in a calpatch file for Caldera (*.calpatch).

Media profiles are also available on graphiPLAZA.

Procedure

- 1. Open Caldera.
- 2. Double-click on the [EasyMedia] icon.



A window opens.

3. Select the printer icon and click on [Next].

	EasyMedia	\odot \otimes \times
	EasyMedia	
*		
Select the ty	ype of peripheral you want to calibrate	
? Menu	Previous Next	Quit

4. Select your printer and click on [Next].

5. Click on [Import...].

•	EasyMedia	\odot \otimes \otimes			
Colorado					
Categories : All					
Name	Projects				
Standard Paper MPI3000HOP Mono SA G C -v1904	0 1				
New Dup Delete Edit		Printer Medias			
Statistics		Import Export			
Select the media you want to profile Click the "New" button to create a new Media					
? Menu	Previous Next	Quit			

A window opens.

6. Click on [Install patch].

The file selection window opens.

7. Browse to your calpatch file (*.calpatch) and click on [Load].

		File sele	ection		×
Location :	/home/calder	a/Document	s/MediaProfiles/(Colorado 🗵	Ē
Name		Size	Date		6
Colorado-N	1edia.calpatch	137.53 Mb	Thu 27 Jun 201	9 11:05:0	3
				=	
					# D
					ΨĻ
					<u>i i</u>
		111			Đ
calde	era				3
File : Co	olorado-Media.	calpatch			
Type : Ca	aldera Media F	ile (*.calpatc	h)	2	
				Cancel	Load

A window with profiles opens.

8. Select the profiles you want to install and click on [Install selection].

Printer	Media	Resolution	Mode
Colorado	MPI2000HOP Poly SA Vinyl G C -v1903	High Quality	CMYK
Colorado	MPI2000HOP Poly SA Vinyl G C -v1903	High Speed	CMYK
Colorado	MPI2000HOP Poly SA Vinyl G C -v1903	Matte High Speed	СМҮК
Colorado	MPI2000HOP Poly SA Vinyl G C -v1903	Matte Production	CMYK
Colorado	MPI2000HOP Poly SA Vinyl G C -v1903	Matte Quality	CMYK
Colorado	MPI2000HOP Poly SA Vinyl G C -v1903	Matte Specialty	СМҮК
Colorado	MPI2000HOP Poly SA Vinyl G C -v1903	Production	CMYK

9. A message appears with the number of installed profiles, click on [Ok].

Create a new media profile in Caldera

Introduction

When you are working with a new media that does not have a profile, you can create a new profile in Caldera.



NOTE

Profiling is an expert task which requires additional information and tools not covered by this manual. Contact your local support organization when you want to create or change media profiles.

For more information, see Colorado colour management resources on graphiPLAZA.

Copy an existing media profile in Caldera and edit it

Introduction

You can also use an existing media profile as a basis and edit the settings in Caldera.

NOTE

This manual provides you with basic information in order to create and change media profiles. Profiling is an expert task which requires additional information and tools not covered by this manual. Contact your local support organization when you want to create or change media profiles.

Procedure

- 1. Open Caldera.
- 2. Double-click on the [EasyMedia] icon in the ApplicationBar. A window opens.



3. Select the printer icon and click on [Next].

	EasyMedia	\sim \sim
	EasyMedia	
٩		
	Select the type of peripheral you want to calibrate	
? Menu	Previous Next	Quit

- 4. Select your printer and click on [Next].
- 5. Select the media profile you want to copy and edit.



Make sure you choose a media profile with the preferred **media category**, as you cannot change the media category of a media profile in Caldera. For more information, see *Choose a media category* on page 82.

6. Click on [Dup..]. A window opens.

EasyMe	dia 📀 🛇 😣			
Cold	orado			
Categories : All				
Name	Projects			
Standard Paper	0			
MPI3000HOP Mono SA G C -v1904	1			
MPI2000HOP Poly SA Vinyl G C -v1903				
Media profile name	1			
New Dup Delete Edit	Printer Medias			
Statistics	Import Export			
Select the media you want to profile Click the "New" button to create a new Media				
? Menu Previous	Next Quit			

- **7.** Fill in the values in the media window. For more information on the general settings use the Caldera documentation.
- 8. Fill in the new media profile name under [Main Settings].

o Media		×	
Main Settings	Parameters	Vacuum Power	
Name :	MPI3000HOP	Mono SA copy]	
Cost per m2 :	-	Compute	
		Can	cel OK

9. Check the media settings:

• Under [Parameters]: *Change the media settings* on page 84.

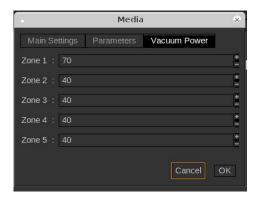


NOTE

You cannot change the media category of a media profile in Caldera. Check especially the media thickness as your new media might have a different thickness than the media of the copied media profile.

	Medi	a ×
	Parameters	Vacuum Power
Horizontal con	pensation (%)	: 0.00 Compute
Vertical compe	ensation (%)	: 0.00 Compute
Category		Paper
Automatic advan	ce correction	Normal
Tight winding		No tension bar
Auto media ad	vance	
Print gap		Medium
Support cutter		
Requires man	ual loading	
Moist Protection		0
Outer core diame	ter (mm)	85
Media thickness	(μm) :	225
Advanced med	dia step calibra	tion
		Cancel OK

• Under [Vacuum Power]: *Change the media settings* on page 84.



- **10.** Click on [Ok]. The window closes.
- 11. Click on [Next].
- **12.** Click on [New..] to create a new media project (print mode with media settings), or select a media project from the list and click on [Edit..] to edit.

	EasyMedia	\odot \sim \times
	Colorado / MPI3000HOP Mono SA copy	
Mode	Resolution Status	
СМҮК	High Quality Completed	
New	Dup Delete Edit	
	Select the Media Project you want to edit To create a new Media Project, use the "New" butto	ı
?	Menu Previous Next	Quit

- **13.** You can change the rest of the **media settings**:
 - Under [Resolution]: *Select a print mode* on page 92.

	Media Project	×
Main Setting	Parameters	
Mode :	СМҮК	2
Resolution :	Max Speed High Speed Speed Production High Quality Specialty Matte High Speed Matte Speed Matte Speed Matte Speed Matte Speed Matte Specialty Backlit Backlit Backlit Density	
		Cancel OK

• Under [Parameters]: *Change the media settings* on page 84.

•	Media	Project	×
Main Settings	Paramete	rs	
Horizontal con	pensation (%): 0.00 [*] Com	pute
Vertical competition	ensation (%)	: 0.00 [#] Com	oute
Print surface tem	perature	: 24.00	t
Precure power		: 0	:
Postcure power		: 0	1
Pincure power		: 0	1
Advance correcti		: 0.00	1
Optimized Color	Profiling	: Level 3	
		Cancel	ок

14. Click on [Ok] and if needed follow the rest of the steps.

Sync and delete media types in Caldera

Introduction

Caldera synchronizes all changes automatically, but you can also manually sync the media profiles with the printer so they become visible as media types on the operator panel instantly. Sometimes you also want to delete media types from this list.

Procedure

- 1. Open Caldera.
- 2. Double-click on the [EasyMedia] icon.



A window opens.

3. Select the printer icon and click on [Next].

	EasyMedia	\odot \otimes \otimes
	EasyMedia	
Select the	type of peripheral you want to calibrate	
2 Menu	Previous Next	Quit

- 4. Select your printer and click on [Next].
- 5. To delete media types:

1. From the list of media, select one or more media types you want to delete.

o Eá	EasyMedia		
	Colorado		
Categories : All			
Name	Projects		
Standard Paper	0		
MPI3000HOP Mono SA G C -v1904	1		
MPI2000HOP Poly SA Vinyl G C -v1903	2		
Media profile name	1		
MPI3000HOP Mono SA copy	1		
New Dup Delete Edit		Printer Medias	
Statistics		Import Export	
Select the Click the "New.	media you want to profile " button to create a new Media		
? Menu Pre	evious Next	Quit	

2. Click on [Delete] and confirm per media type. The media types are immediately removed from the printer.

They are removed from the list on the operator panel under, [Media]→[Media type].

6. To delete all media types from the printer:

1. Click on [Printer Medias]. A new window opens with all the media types known in the printer.

	EasyMedia	\checkmark
	Colorado	
Categor	es : All	
Name Standa	List of Medias configured on the l	Printer
MPI30 MPI20 Media MPI30	Media Media profile name _MPI2000 TRAINING Avery Polymeric Vinyl Gloss _LFM094 TRAINING Top Colour Paper MPI3000HOP Mono SA copy _IJM640 TRAINING Monomeric Vinyl Gloss Perm _IJM613 TRAINING Outdoor Paper Blue Back _Textile TRAINING MPI2000 Avery Polymeric Vinyl Gloss perm 460-EU 1907 JJM613 Outdoor Paper Blue Back FSC 460-EU 1905 _MPI3000 TRAINING HOPP Gloss III Delete all Printer Medias Export all Medias from Rip to Printer Import all Medias from Printer to R	Paper Polymeric & cast vinyl
		Close
New	Dup Delete Edit	Printer Medias
Statisti	S	Import Export
	Select the media you want to profil Click the "New" button to create a new	e Media
?	Menu Previous Next	Quit

2. Click on [Delete all Printer Medias] to delete all the media types on the printer.

NOTE All me

All media types on the printer are deleted, this also includes media types added via other RIPs.

- **7.** To sync media types:
 - **1.** Click on [Export all Medias from Rip to Printer] to sync the media types of the RIP with the printer.

They are removed from the list on the operator panel under, [Media]→[Media type].

FLXfinish⁺ in the RIP

Introduction

In order to use FLXfinish⁺ applications, a CMYKSS profile with a FLXfinish⁺ print mode is needed. These media profiles can be downloaded from *graphiPLAZA* and *Mediaguide.cpp.canon*. A media profile with FLXfinish⁺ print mode can also be created from scratch, using the profiling documentation from the Colorado M-series. This documentation can be found on *graphiPLAZA* and on the downloads website *https://downloads.cpp.canon* under the product name.

Media profile settings for Onyx

In order to print both matte and gloss, the media profile needs to be a CMYKSS profile.

To check this, select the media profile in the media manager. The information regarding spot colors will be provided on the right hand side. If the media is set up correctly, it will show:

- CMYKSS at the ink configuration
- · 2 defined spots

Constant Series (Constant) Constant Series (Constant)	Media Group: SAV	
	Media: MP12000 TT 12a FLXfinish + -v2201	
	Ink Configuration CM1NSS Process Colors CM1NK	
	Defined Spots 2 Spot1	

Media profile settings for Caldera

Caldera does not need to use a CMYKSS profile. The current CMYK profiles can have FLXfinish⁺ added to it. The only thing that needs to be done is that either the [Gloss High Quality] print mode is copied to FLXfinish⁺ or that a FLXfinish⁺ print mode is made from scratch.

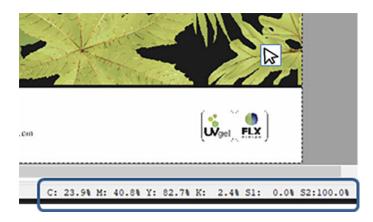
PDF file settings for Onyx

In order to verify if the PDF file is made up correctly, some things need to be checked.

- 1. Open the PDF file in Job Editor.
- 2. Select the correct media profile and print mode.
 - When the file has been made up for FLXfinish⁺:
 - [Output] should equal [CMYK + 2 spots]
 - [Format] in the [Source Image] section should equal [CMYK + 2 spots].

Media Name:	
MPI2000 TT12a FLX	finish+-v2201 V
Print Mode:	
FLXfinish+	~
Output:	CMYK + 2 Spots
Ink Setup:	CMYKSS
Color Managemen	t
All ICC Profiles On	~
Change Pro	ofiles
Use Spot Color R	Replacement Table
Source Image	
Format:	CMYK + 2 Spots, 8 bits
Resolution:	221.45 DPI
Size:	8.25" x 8.25"
Pixels:	1827 x 1827
File Size:	36.2 M

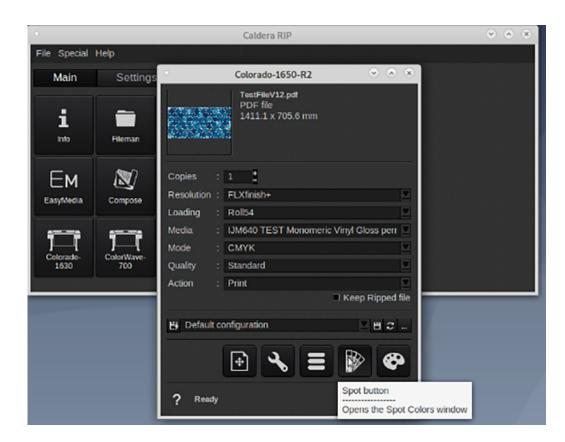
3. To check that the gloss part will be printed: hover the mouse over an area in the image that should be printed in gloss. Check at the bottom of the Job Editor whether there is a CMYK value and Spot2 value. If that is the case, the PDF file is made up correctly and will be printed in matte and gloss when using the FLXfinish⁺ print mode.



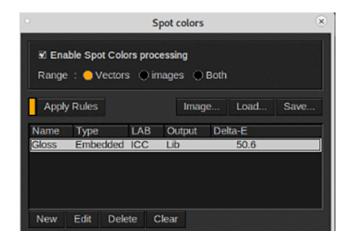
PDF file settings for Caldera

In order to verify if the PDF file is made up correctly, some things need to be checked.

- 1. Open the correct printer version.
- 2. Set the correct media profile and print mode.
- 3. Drag the desired FLXfinish⁺ PDF file to the image selection area.
- 4. Go to the Spot button.



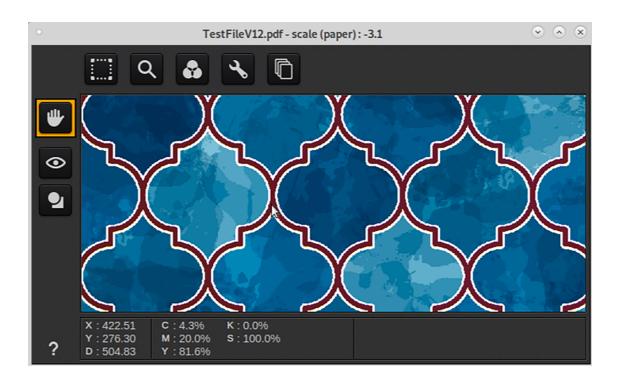
5. Check if Spot Color [Gloss] is present under [Spot Colors].



6. Double-click on the file itself in the files window. This will allow the file to be opened and checked on the CMYK and Spot color percentages.



7. Hovering the mouse over the Spot Color area should give a CMYK value and a Spot Color value named S.



White ink in Onyx

Introduction

In order to print white applications, the media profile needs to be a CMYKSS profile with white print modes. These media profiles can be downloaded from *graphiPLAZA* and *Mediaguide.cpp.canon*.

A media profile with white print modes can also be duplicated from a generic media, or created from scratch using the profiling documentation from the Colorado M-series. This documentation can be found on *graphiPLAZA* and on the downloads website *https://downloads.cpp.canon* under the product name.

Media profile settings for Onyx

Check the media profile and print mode at the following location:

Go to the media manager, select the media profile and the information regarding spot colors will be provided on the right. If the media is set up correctly, it will show CMYKSS at ink configuration and 2 defined spots.

Self Adhesive		ansparant 460 CMYKSS-2301
Printer: Canon Colo	rado M-Series	
Media Group: Self A	dhesive	
Media: 3M 8150 Cle	ar View Trans	parant 460 CMYKSS-2301
Ink Configuration	CMYKSS	
Process Colors	CMYK	
Defined Spots	2	
Spot1		
Spot2		



NOTE

It is possible that different colors for Spot1/ White and Spot2/ FLXfinish⁺ are used per media profile. The media profile is set properly as long as there are two spots defined. The colors used for Spot1/ White and Spot2/FLXfinish⁺ is a matter of preference.

To check if the white print modes are available, click on + on the left-hand side of your media profile to expand the list and view the print modes.

🖃 🗁 Canon
🖶 🗋 CPP Generic Banner 460-EU 2301
🗓 📊 3 Layer High Quality
🗈 📊 3 Layer Specialty
🖶 🖬 Gloss Express
🕀 🖬 Gloss High Key
🖽 🖬 Gloss High Quality
🖽 🖬 Gloss Premium
Slayer High Quality Solayer Specialty Goss Fligh Quality Goss High Quality Goss High Quality Goss Premium Goss Premium Goss Preduction Goss Specialty Matte High Quality Matte Production Matte Specialty Matte Specialty Matte Specialty
🕀 🖬 Gloss Specialty
🖽 🖬 Gloss Speed
🖽 🖬 Matte High Quality
Hatte Production
🖽 🖬 Matte Specialty
Hatte Speed
🗄 🖬 Spot White Express
🗄 🖬 Spot White High Quality
🗉 💮 🖬 Spot White Production
🗈 📊 Spot White Specialty
😥 📊 Spot White Speed
🗈 📊 White Overflood High Quality
😥 🖬 White Overflood Production
😥 🖬 White Overflood Specialty
😥 🖬 White Underflood High Quality
🖶 🖬 White Underflood Production
Matte High Quality Matte Production Matte Specialty Matte Production More Specified Production More Specified Production White Overflood Production White Overflood Specialty White Underflood High Quality White Underflood Specialty White Underflood Specialty White Underflood Specialty White Underflood Specialty
1 THE

PDF file settings for Onyx

In order to verify if the PDF file is prepared correctly, you need to check the output and format settings.

- 1. Open the PDF file in Job Editor.
- 2. Select the correct media profile and print mode. When the file has been made up for White ink:
 - [Output] should equal [CMYK + 2 spots].
 - [Format] in the [Source Image] section should equal [CMYK + 2 spots].



3. To check that the White part will be printed, hover the mouse over an area in the image that should be printed in White. Check at the bottom of the Job Editor whether there is a CMYK

value and Spot1 value. If that is the case, the PDF file is made up correctly and will be printed in white when using the white print modes.



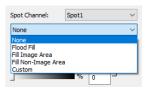
Create a white ink print file in Onyx

You can add a white layer to a print file that only contains CMYK data:

- 1. Open the file in Job Editor and go to the [Color Correction] tab.
- 2. Select [Tools]→[Spot Layer Tool]→[Enable Spot Layer Generation].

Printer and Media Preview and Size Patterns	Tiling Color Correction Finishing Print	
Filter Tools >> inable Spot Layer Generation 3: Channel: Spot1 None Underlay Fill Opacity	Primary Color Levels Color/Gray Levels White/Black Limits Color Replacements Named Color Replacements Spot Layer Tool	, ⁶ ⁵ t_920x1450_20mmBl
Mask Fill Opacity	Sample Point	
%%	-	,
Fill Choke/Spread	<mark>е</mark> -	
Show Advanced Options		

- 3. Set [Spot Channel] to Spot1 and select one of the following options from the drop-down menu:
 - [Flood fill] adds white to the entire print.
 - [Fill Image Area] adds white to all areas in the print file that have CMYK data.
 - [Fill Non-Image Area] adds white to all areas in the print file that have no CMYK data.



White ink in Caldera

Introduction

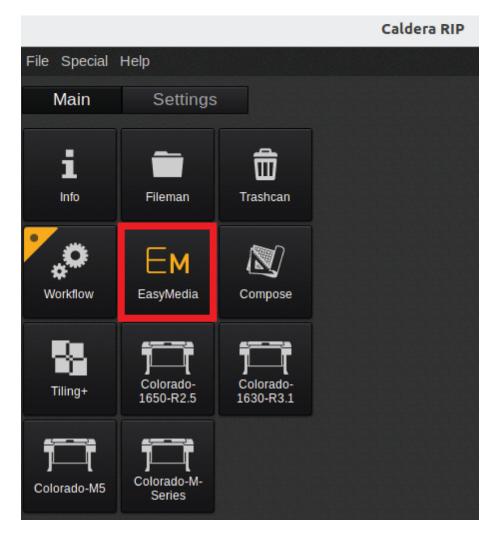
In order to print white applications, the media profile needs to be a CMYKSS profile with white print modes. These media profiles can be downloaded from *graphiPLAZA* and *Mediaguide.cpp.canon*.

A media profile with white print modes can also be duplicated from a generic media, or created from scratch using the profiling documentation from the Colorado M-series. This documentation can be found on *graphiPLAZA* and on the downloads website *https://downloads.cpp.canon* under the product name.

Media profile settings for Caldera

Check the media profile and print mode at the following location:

- 1. Open Caldera
- 2. Click on [EasyMedia].



3. Click on the printer icon, then click on [Next].

EasyMedia	-		×
EasyMedia			
€			
Select the type of peripheral you want to calibrate			
? Menu Previous Next		Quit	:

4. Select the printer and click on [Next].

		EasyMedia	- 0	×
		EasyMedia		
Server	Model			
Colorado-M5	Colorado-M-Series Colorado-1050-R2.5 Colorado-M5 Colorado-1630-R3.1			
Host : localhosť				
		Select the printer		
? Menu	Pi	revious Next	Quit	

5. Select the media and click [Next].

	EasyMedia	×
Co	lorado-M-Series	90.0095,0055.0051.0950.0090,009
Categories : All		
Name	Projects	
CPP Generic Canvas 460-EU2303 C CPP Generic Film 460-EU2303 C CPP Generic Heavy Banner 460-EU2303 C CPP Generic Heavy Paper 460-EU2303 C CPP Generic Light Banner 460-EU2303 C CPP Generic Paper 460-EU2303 C CPP Generic Paper 460-EU2303 C CPP Generic Self Adhseive 460-EU2303 C CPP Generic Wallcovering 460-EU2303 C Transparent Self Adhseive 460-EU2303 C Self adhesive	18 19 18 18 18 18 18 18 18 18 18 18 18 18 18 18 18 19	
New Dup Delete Edit		Printer Medias
Statistics		Import Export
Select the Click the "New	e media you want to profile " button to create a new Media	
? Menu Pre	evious Next	Quit

6. On the media project selection screen, select a print mode and click [Next].

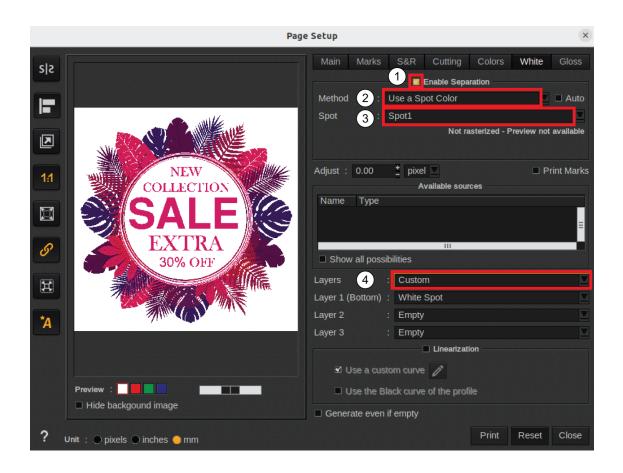
		EasyMedia			×
	Colorado-I	M-Series / CPP Generic Self Adhseive 460-EU2303 C			
Mode	Resolution	Status			
СМҮК	FLXfinish+	Completed			
CMYK	Gloss Express	Completed			
CMYK	Gloss High Key	Completed			
CMYK	Gloss High Quality	Completed			
CMYK	Gloss Premium	Completed			
CMYK	Gloss Production	Completed			
CMYK	Gloss Specialty	Completed			
CMYK	Gloss Speed	Completed			
CMYK	Matte Express	Completed			
CMYK	Matte High Quality				
CMYK	Matte Production	Completed			
CMYK	Matte Specialty	Completed			
	Matte Speed	Completed			
	White Express	Completed			
CMYK	White High Quality				
CMYK	White Production	Completed			
CMYK	White Specialty	Completed			
CMYK	White Speed	Completed			
New	Dup Delete E	dit			
	т	Select the Media Project you want to edit o create a new Media Project, use the "New" button			
_					
?	Menu	Previous Next	(Quit	

PDF file settings for Caldera

- 1. Open Caldera.
- 2. Double click on Colorado M-series.
- 3. Drag and drop the required file from your [Default] window to the Colorado M-series window, then click on the image positioning button.

Default – 🗆 🗡	1/		
Default		Caldera RIP	– 🗆 X
	File Special Help		
3 (1) 5	Main Settings		
		Colorado-M-Series 📃 🗉 🗙	
wp2236167.jpg	i 🖬 🛱	No image	
wpzzsotorjpg			
SALE NSTRA	Workflow EasyMedia Compose	Copies : 1 *	
		Resolution : White High Quality	
Cling_film_Sale_ v2.pdf			
	Tiling+ Colorado- Colorado- 1650-R2.5 1630-R3.1	Media : CPP Generic Canvas 460-EU2303 C	
	· · · · · · · · · · · · · · · · · · ·	Mode : CMYK	
		Quality : Standard	
	Colorado-M5 Series	Action : Print	
		Befault configuration	
		2 🛃 🔧 \Xi 膨 🍪	
		? Ready Print Quit	

- 4. On the [White] tab, make the following configurations:
 - 1. Select [Enable Separation].
 - 2. From the [Method] drop-down menu select [Use a Spot Color].
 - 3. From the [Spot] drop-down menu select the given spot name for white ink.
 - 4. From the [Layers] drop-down menu select a layer configuration.
 4 standard layer configuration options are given. Select [Custom] to create a custom layer configuration with up to 3 layers, depending on the selected print mode.



Create a white ink print file in Caldera

You can add a white layer to a print file that only contains CMYK data. Use the following options from the [Method] menu:

- [Full page coverage] adds white to the entire print.
- [Generate from CMYK data] adds white to specific areas of the print.

If you select [Generate from CMYK data], the following options are available in the [Computation] menu:

- [Generate where there is some ink] adds white to all areas in the print file that have CMYK data.
- [Generate where there no some ink] adds white to all areas in the print file that have no CMYK data.

White ink in Caldera

	Page	e Setup	×
sls		Main Marks S&R Cutting Colors White G	loss
111 S	NEW COLLECTION SALE EXTRA		Auto
• • • •	30% OFF	Show all possibilities Layers : Custom Layer 1 (Bottom) : White Flood Fill Layer 2 : CMYK Layer 3 : Empty Linearization	
?	Preview : Hide backgound image Unit : pixels inches mm	 ✓ Use a custom curve ✓ Use the Black curve of the profile Generate even if empty 	lose

Choose a media category

Introduction

You can choose a media category when you copy or change a media profile in the RIP.

When to do

Only when you create a new media profile or edit an existing media profile you can change the media category. It is advised to use the Colorado M-series media profiles and not change the media category. Only advanced users or application specialists should edit media profiles and have to choose the media category.



NOTE

This manual provides you with basic information in order to create and change media profiles. Profiling is an expert task which requires additional information and tools not covered by this manual. Contact your local support organization when you want to create or change media profiles.

Before you begin

The location of the media category setting differs, depending on the RIP you are using. For more information, see *Manage media profiles in ONYX* on page 44, *Manage media profiles in Caldera* on page 55.

Media categories

Use the information on the sticker of the media box, to choose the right media category. When it is difficult to decide, use the overview to choose the correct category.

Media category	Characteristics	
Paper	 Can be torn by hand Is humid sensitive: will deform permanently after exposure to water 	
Light paper < 120 gsm (32 lb bond)	 Can be torn by hand Is humid sensitive: will deform permanently after exposure to water 	
Heavy paper > 200 gsm (54 lb bond)	 Can be torn by hand Is humid sensitive: will deform permanently after exposure to water 	
	NOTE The following exceptions are classified under this media category: textile wallcovering, wallcovering (solid vinyl with non-woven backing), wallcovering (solid vinyl and blown vinyl with paper backing), wallcovering (solid vi- nyl with textile backing), wallcovering (non-woven glass- fiber), wallcovering (Woodchip - Raufaser).	

Media category	Characteristics
Self-adhesive	 Usually a smooth surface Have a liner Self-adhesive NOTE The following exceptions are classified under this media category: wallcovering (embossed self-adhesive vinyl), wallcovering (self-adhesive textile), wallcovering (poly- meric and cast self-adhesive vinyl), perforated media (with liner), transparent media (with opaque liner).
Light banner < 400 gsm (221 lb bond)	Smooth surfaceIs flexibleCannot be torn by hand
Heavy banner > 400 gsm (221 lb index)	Smooth surfaceIs flexibleCannot be torn by hand
Light film	 Smooth surface
Film	Smooth surfaceIs difficult to tear by hand
Thick film > 200um	Smooth surfaceIs difficult to tear by hand
Canvas	 Made of cotton Rough surface Heavy media weight Cannot be torn by hand
Textile	 Made of polyester Soft and flexible Low level of stiffness Cannot be torn by hand

Change the media settings

Introduction

You can change the media settings of a media profile in the RIP.

When to do

Only when you create a new media profile or edit an existing media profile you can tune the media settings. It is advised to use the Colorado M-series media profiles and not change the media settings. Only advanced users or application specialists should edit media profiles and have to tune the media settings.



IMPORTANT

Changing the media settings can cause damage to your printer which may void your machine warranty service.



NOTE

- Changing the media settings can result in poor print quality.
- This manual provides you with basic information in order to create and change media profiles. Profiling is an expert task which requires additional information and tools not covered by this manual. Contact your local support organization when you want to create or change media profiles.

Before you begin

The location of the media settings differs, depending on the RIP you are using. For more information, see *Manage media profiles in ONYX* on page 44, *Manage media profiles in Caldera* on page 55.

Media settings

[Media setting]	Description
[Automatic ad- vance correction]	 Prints yellow, black or white markers on the media that the printer uses as guidance to optimize the media step accuracy. Select [Normal] to print the yellow markers. Select [Enhanced] to print the black markers. Select [Robust] to print the most robust markers. Select [None] when you do not want to print markers. A separate setting for white markers is available.
	Use [Normal] as a default. Typically for smooth, white, opaque, non-reflec- tive media types, or when your applications demand markers that are not visible with the naked eye. Use [Enhanced] for textured and reflective media. Use [Robust] for very textured and patterned media. For colored media, if the printer cannot read the markers, try a different marker color. If a different marker color does not solve the issue, try marker types in the following order: [Normal]→[Enhanced]→[Robust]. Black markers are visible with the naked eye, unlike the yellow markers. Black markers may have to be cut out from the printed output. When the printer cannot read the markers, due to the media type used, a message appears on the operator panel. Select [None] when robust mark- ers and all other suggestions fail. See <i>Solve specific quality problems</i> on page 341. The use of markers has influence on the width of the print: [None] adds no width but uses the 5.3 mm (0.21 inch) default margin, [Normal] 8.9 mm (0.35 inch) margin, [Enhanced] 17.5 mm (0.69 inch) margin, [Robust] 22.7 mm (0.9 inch) margin. Take into account the margin used for [Automatic advance correction] (_AAC_NONE, _AAC_NORMAL, _AAC_ENHANCED). You can check the value that is used for the [Automatic advance correction] setting in the RIP. NOTE • This setting is enabled for all print modes except [Gloss High Key], [Gloss Express] and [Gloss Speed].
[Use white mark- ers]	Select [Use white markers] to print the markers with white ink. You can print all marker types with white ink. Use white markers for fully transparent or black media. For colored media, if yellow or black markers fail, try white markers. White markers are visible with the naked eye, unlike the yellow markers. White markers may have to be cut out from the printed output.
[Suitable for edge detection]	With this setting the printer automatically detects the position and width of media. This prevents pollution of the print surface. The printer can not automatically detect dark and transparent media. For these media, disable [Suitable for edge detection]. In this case the printer relies on the media width that you enter, and assumes that the media is positioned in the center of the printer.

▶

[Media setting]	Description
[Vacuum power]	 Controls the suction of the media on the platen. Per media category default values are used for each of the five zones available. Only change the vacuum power when you encounter problems: Make sure the values for zones A, B, and C are always higher than for zones D and E. Increase the vacuum power with steps of 10% when the vacuum power appears to be too low, e.g. when media is not flat on the printer platen. Decrease the vacuum power with steps of 10% when the vacuum power er appears to be too high, e.g. when the leading edge of the media is blocked halfway across the printer platen, or when dark tracks are visible around the swath boundary¹ and graininess is poor within swaths. Do not set the values below 30% when [Winding tension] is set to [No tension bar] or [Locked tension bar]. Always re-calibrate the media after you changed the vacuum power.
	Location of the zones A, B, C, D, E, with (1) media transport direction:
	 ¹ Swath boundary. Two adjoining swaths/passes of the printhead must be positioned without overlap (dark lines), or gap (white lines). Step / swath Swath boundary
[Winding ten- sion]	Controls winding. For printing without winding or for winding without ten- sion bar select [No tension bar]. For certain media types it is necessary to wind the media with a tension bar in order to let it run smoothly. Select [Tension bar] for media that is flexible and buckle-sensitive but not too stiff. Select [Locked tension bar] for media that is very stiff. Depending on what is selected here, the operator panel will display a request for taping media, locking, or placing a tension bar.
	NOTE After you have changed the setting, make sure to reload the me- dia roll in the media drawer. Only then the change will take effect.

[Media setting]	Description
[Auto media ad- vance]	Prevents pinch roller marks that can occur on sensitive media while it sits idle in the loaded position or while it lies on the printer platen for more than two minutes. When you create a new media profile, [Auto media advance] is disabled by default. When enabled, this setting advances the media past the pressure point at the start of a print job or at the request of a manual cut. Depending on the media position, the setting can spool forward a longer media length.
	 NOTE After you have changed the setting, make sure to reload the media roll in the media drawer. Only then the change will take effect. After you finish printing on sensitive media, it is advised to roll up the media roll in the media drawer.
[Manual loading]	Use this setting when you print on flexible or curled media. Mostly used with a leading strip of rigid media. Width detection will be done just before printing at the position of the printhead. You can open the top cover and you can place the media manually in posi- tion.
[Suitable for printer cutter]	Controls the use of the printer cutter. Disable the use of the automatic cutter when it is not suitable for the media type, for example with textile, canvas or heavy banners. When disabled the printer will request the operator to cut the media manually. Image: Note After you have changed the setting, make sure to reload the media roll in the media drawer. Only then the change will take effect.
[Outer core diam- eter]	Fill in the outer core diameter of the media roll in millimeters. With this information and the data collected while printing jobs, the printer will calcu- late the remaining media length. If the [Remaining length] is displayed as [Unknown] on the operator panel, continue printing until the remaining media length can be calculated.
	NOTE After you have changed the setting, make sure to reload the me- dia roll in the media drawer. Only then the change will take effect.

[Media setting]	Description
[Media thick- ness]	Fill in the thickness of the media before the media is loaded for the first time This value represents the total thickness of the media, e.g. for self-adhesive vinyl, PVC including the liner. The media thickness determines the printhead carriage height and must be set correctly in order to perform printhead carriage calibration.
	 NOTE An incorrect setting of the media thickness can lead to a wrong calculation of the length of the media on the media roll. The media thickness must be set correctly and is crucial for good print quality. Incorrect media thickness can lead to print quality artefacts like banding or unsharp fonts and even can cause media touches which can damage the printhead. After you have changed the setting, make sure to reload the media roll in the media drawer. Only then the change will take effect.
[Moist sensitivity]	Prevents to print on media that might have been affected by humidity or moisture. When you create a new media profile, [Moist sensitivity] is disa- bled by default: the value is set to 0. When enabled, the printer spools the media forward at the start of a print job or at the request of a manual cut after the defined inactivity time limit is reached: where value[1] is the longest time (1800 sec.), [2] (250 sec.), and [3] the shortest time (120 sec.). By spooling the media forward, the part of the media that is on the platen or that sits idle in the loaded position is not used to print on. It is advised to use the moist sensitivity setting when you use paper-based media that is sensitive to and exposed to temperature and humidity variation. This way you prevent printing on waved and wrinkled media and the print quality is not compromised.
	 IMPORTANT Incorrect moist sensitivity can cause waved and wrinkled media. This can lead to a carriage crash and can damage the machine, which may void your machine warranty service.
	 NOTE After you have changed the setting, make sure to reload the media roll in the media drawer. Only then the change will take effect. After you finish printing on sensitive media, it is advised to roll up the media roll in the media drawer.
[Print Gap]	The Print Gap controls the height of the carriage with respect to the media. The print gap can be set to "Medium" or "High". Default setting is "Medium". High position should only be used when experimenting with new media, to prevent the printhead from touching the medium. Some print quality artifacts can appear when the carriage is too far from the media surface. These artifacts can be reduced by choosing the "Medium" print gap option. However, a smaller print gap increases the chance on media touches.

[Media setting]	Description
[Advanced me- dia step calibra- tion]	With this setting you can enable or disable an additional calibration. SAV media is more sensitive to a certain OD banding. With this calibration the paperstep is optimized for this OD banding. For SAV media this setting is automatically enabled. This setting can be disabled to reduce media calibration time and media waste. This additional calibration is intended for SAV media and should be enabled to get the optimal performance. In exceptional cases for media with OD banding enabling this setting might reduce the OD banding.

Print mode set- ting	Description									
[Print surface temperature]	Controls the temperature of the platen. Generally there is no need to change this settings. Therefore recommended to keep this setting as defined in the media profile, and only adjust after consulting with an application specialist.									
[Precure power]	Controls the curing intensity of the LED for the first part of the curing zone. Default value is 0. Tune by decreasing or increasing the setting and mini- mize gloss banding, especially in dark areas. When you turn the [Precure power] completely off ink adhesion can improve, but this can result in gloss banding. The LED is off when the value is set to -5. Tune with small steps of 1 or 2 at a time.									
	CAUTION Changing the curing settings can result in insufficient curing of the UV-ink layer. When you have changed the settings, wear Colorado M-series approved gloves the first time you handle the printed output to prevent any possible contact with uncured ink.									
	IMPORTANT Changing the curing settings can result in insufficient curing of the UV-ink layer. Especially in combination with the [Moist protection] setting there is a risk the printer can get polluted. When the ma- chine is polluted make sure you clean it or call your local service representative.									

Print mode set- ting	Description
[Through- cure/Postcure power]	Controls the curing intensity of the LED for the subsequent part of the curing zone. Default value is 0. Increase to get rid of smudges (due to rubbing) or not fully cured ink. Decrease to minimize the appearance of a white haze on dark areas. Decrease to limit heating of the media. The LED cannot be turned off.
	CAUTION Changing the curing settings can result in insufficient curing of the UV-ink layer. When you have changed the settings, wear Colorado M-series approved gloves the first time you handle the printed output to prevent any possible contact with uncured ink.
	IMPORTANT Changing the curing settings can result in insufficient curing of the UV-ink layer. Especially in combination with the [Moist protection] setting there is a risk the printer can get polluted. When the ma- chine is polluted make sure you clean it or call your local service representative.
	Smudging
[Pincure power]	Controls the curing intensity of the LED for matte print modes. Default val- ue is 0. Increase or decrease for minor adjustment of the gloss value, for respectively lower or higher gloss value. Decrease to lower the heat load on sensitive media. Decrease to diminish eventual visibility of print surface suction holes in case of very thin media. The LED cannot be turned off.
	CAUTION Changing the curing settings can result in insufficient curing of the UV-ink layer. When you have changed the settings, wear Colorado M-series approved gloves the first time you handle the printed output to prevent any possible contact with uncured ink.
	IMPORTANT Changing the curing settings can result in insufficient curing of the UV-ink layer. Especially in combination with the [Moist protection] setting there is a risk the printer can get polluted. When the ma- chine is polluted make sure you clean it or call your local service representative.

Change the media settings

Print mode set- ting	Description
[Advance correc- tion (Caldera) / Step correction (ONYX)]	 Controls the average step size for the selected media and print mode. Only change this setting when media calibration, [Automatic advance correction], and decreasing the vacuum settings do not help enough in improving the print quality. Decrease for smaller steps, in case of constant light lines (at the swath boundary). Increase for larger steps, in case of constant dark lines. When both light and dark lines are present, you cannot correct it via this setting. NOTE The [Automatic advance correction] setting will still work when you use [Advance correction/Step correction]. The change of this setting is only applied to a job when the queue is empty. Send jobs one by one to make sure that the changes are applied
[Print direction]	 There are two options for this setting: Bidirectional is the default option. A monodirectional option is available for all print modes at half productivity. Monodirectional means that the engine prints and cures only in one direction.
[High Density]	Available for matte print modes on textured media. Ink coverage +25%
[Optimized color profiling]	The [Optimized color profiling] level is set as part of the color profiling sequence. When the level is set to 1 , no color corrections are made. In case of wrinkles, increase the [Optimized color profiling] in order to reduce the ink limit in an optimized way. This will reduce the risk of wrinkles.
[Adhesion]	 There are two options for this setting: [Normal] is the default option. [Enhanced] is available for white ink print modes. Use this setting when adhesion of ink to media is low. This setting reduces print speed.
[Flood Fill (Gloss)]	Only for FLXfinish ⁺ . When this setting is checked and there is no gloss layer, the print is fully Gloss. When this setting is not checked and there is no gloss layer, the print is fully Matte.
[Flood Fill (White)]	Only for white ink print modes. When this setting is checked, the printer generates a white flood fill. This substitutes white spot data.
[Define layers]	Only for white ink print modes. Define the layer structure for multilayer prints.

Select a print mode

Introduction

You can select a print mode that best suits your application. Choose a gloss, matte or mixed matte/gloss finish and select your print mode in the RIP software.

The location of the print modes differs, depending on the RIP you are using. For more information, see *Manage media profiles in ONYX* on page 44, *Manage media profiles in Caldera* on page 55.

Print modes



NOTE

- The available print modes can differ, depending on the media type configuration in the RIP.
- A monodirectional option is available for all print modes at half productivity.

Print mode	Passes	M3 & M3W m ² /h (ft ² /h)	M5 & M5W m ² /h (ft ² /h)
[Gloss High Key]	1	111 (1195)	159 (1709)
[Gloss Express]	1	78 (840)	114 (1229)
[Gloss Speed]	2	55 (592)	80 (861)
[Gloss Production]	3	39 (420)	57 (610)
[Gloss High Quality]	4	29 (312)	40 (427)
[Gloss Premium]	6	22 (237)	27 (290)
[Gloss Specialty]	8	19 (215)	20 (222)

Gloss print modes

Print mode	Passes	M3 & M3W m ² /h (ft ² /h)	M5 & M5W m ² /h (ft ² /h)
[Matte Express]	3	36 (388)	46 (495)
[Matte Speed]	4	27 (291)	38 (409)
[Matte Production]	5	22 (237)	31 (333)
[Matte High Quality]	6	18 (194)	27 (290)
[Matte Specialty]	8	13 (140)	20 (215)
[Backlit]	8	18 (194)	20 (215)
[Backlit Density]	14	10 (108)	10 (108)

Matte print modes

Print mode	Passes	M3/M3W & M5/M5W m²/h (ft²/h)
[FLXfinish ⁺]*	14	7 (75)

Mixed Matte/Gloss print mode

* FLXfinish⁺ has 6 passes for gloss and 8 for matte.

Print mode	Layer structure	Passes	M3W m²/h (ft²/h)	M5W m²/h (ft²/h)	
[Spot White Express]	1: CMYKW	4	27 (291)	36 (388)	
[Spot White Speed]	1: CMYKW	5	22 (237)	30 (323)	
[Spot White Production]	1: CMYKW	6	18 (194)	24 (258)	
[Spot White High Quality]	1: CMYKW	8	13 (140)	18 (194)	
[Spot White Specialty]	1: CMYKW	12	9 (129)	12 (129)	
[White Overflood Speed]	2: CMYK-W	3+4	20 (215)		
[White Overflood Production]	2: CMYK-W	4+6	14 (151)		
[White Overflood High Quality]	2: CMYK-W	2: CMYK-W 6+8			
[White Overflood Specialty]	2: CMYK-W	8+12	7 (75)		
[White Underflood Speed]	2: W-CMYK	4+3	20 (215)		
[White Underflood Production]	2: W-CMYK	6+4	14 (151)		
[White Underflood High Quality]	2: W-CMYK	8+6	10 (108)		
[White Underflood Specialty]	2: W-CMYK	12+8	7 (75)		
[3 Layers High Quality]	3: CMYK-W-CMYK	6+8+6	7 (75)		
[3 Layers Specialty]	3: CMYK-W-CMYK	8+12+8	5 (54)		
[5 Layers High Quality]	5: CMYK-W-B-W- CMYK	6+8+8+8+6	4 (43)		
[5 Layers Specialty]	5: CMYK-W-B-W- CMYK	8+12+8+12+ 8	3 (32)		

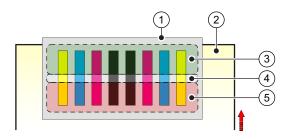
White print modes

FLXfinish⁺

For Colorado M-series a print mode exists that allows you to combine matte and gloss finishes in one print. This print mode is called FLXfinish⁺.

To use FLXfinish⁺ you do not need any additional varnish channels or extra printheads.

When using the FLXfinish⁺ print mode, the printhead is divided into zones that are dedicated to matte or gloss printing. Because both finishes can be applied simultaneously, media is not retracted or moved around between printing of gloss and matte sections.



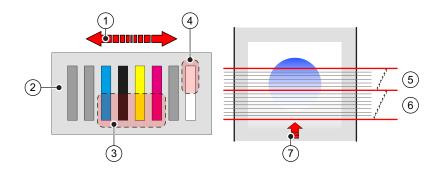
Number	Component
1	Printhead carriage
2	Media
3	Gloss part
4	Unused
5	Matte part

White ink

For Colorado M-series M3W and M5W configurations, there are print modes that allow you to print with white ink.

To use white ink, you need a license and a printhead suitable for white ink.

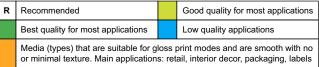
When using white print modes, the printhead is divided into zones that are dedicated to white or CMYK printing. White and CMYK layers are printed simultaneously.



Number	Component
1	Printhead carriage movement direction
2	Printheads
3	Unused nozzles (CMYK)
4	Unused nozzles (white)
5	Media steps building the second layer (CMYK)
6	Media steps building the first layer (white)
7	Media transport direction

Media in combination with gloss and matte print modes

		Gloss				Matte*							Mixed*					
	Printmode	Gloss High Key	Gloss Express	Gloss Speed	Gloss Production	Gloss High Quality	Gloss Premium	Gloass Specialty	Matte Express	Matte Speed	Matte Production	Matte High Quality	Matte Specialty	Backlit	Backlit Density	FLXfinish+		
	Speed M3 (m²/h)	111	78	55	39	29	22	19	36	27	22	18	13	18	10	7		
	Speed M5 (m²/h)	159	114	80	57	40	27	20	46	38	31	27	20	20	10	7		
	Speed M3 (ft²/h)	1195	840	592	420	312	237	215	388	291	237	194	140	194	108	75		
	Speed M5 (ft²/h)	1709	1229	861	610	427	290	222	495	409	333	290	215	215	108	75		
Media	Application																	
MC Paper	POP											R						
Coated Paper	POP (wallpaper)					R						R						
Uncoated Paper	Wrappings (wallpaper)											R						
Vinyl	Wallcovering (textured)					R						R						
PVC banner	Indoor/outdoor Banner; Mesh				R						R							
Self Adhesive	Fleet graphics; Window graphics; Stickers; Decals					R							R					
Self Adhesive (Cast)	Fleet graphics												R					
Soft-signage	Frontlit SEG												R					
Soft-signage	Backlit SEG													R				
Film	Backlit													R				
Film	Frontlit/rollup banner							**					R					
Canvas	Canvas											R						
Magnetic	Magnetic					R						R						



* Matte and mixed matte/gloss print modes can only be used if the FLXfinish+ license is installed.

** For Film -frontlit/rollup-, in gloss mode, the quality is heavily media dependent by wrinkle or inkspread.

Uncoated paper: gloss print mode is not recommended because the curing quality is not guaranteed.

Media in combination with white print modes

	Layers	1			2						3		Ę	5				
	Printmode	Spot White Express	Spot White Speed	Spot White Production	Spot White High Quality	Spot White Specialty	White Underflood Speed	White Underflood Production	White Underflood High Quality	White Underflood Speciality	White Overflood Speed	White Overflood Production	White Overflood High Quality	White Overflood Speciality	3 Layers High Quality	3 Layers Speciality	5 Layers High Quality	5 Layers Speciality
	Speed M3 (m²/h)	27	22	18	13	9	20	14	10	7	20	14	10	7	7	5	4	3
	Speed M5 (m²/h)	36	30	23	18	12	20	14	10	'	20	14	10	'	'	5	4	3
	Speed M3 (ft²/h)	291	237	194	140	129	215	151	108	75	215	151	108	75	75	54	43	32
	Speed M5 (ft²/h)	388	323	258	194	129	215	101	100	15	215	101	100	15	15	54	40	52
Media	Application																	
Transparent films &	Window Graphics																	
Self Adhesives	Spot White				R													
	Underflood & Overflood								R				R					
	Double sided																	
	Same image														R			
	Different image																R	
Translucent film &	Day Night														R			
Textiles	Day Night Switch																R	
Colored Paper	POP & Wallpaper								R				R					
Colored Banner	Indoor / Outdoor banner							R										
Colored Magnetic									R									

R	Recommended	Good quality for most applications
	Low quality applications	Best quality for most applications

Print surface temperature

For optimal print quality the following print surface temperatures are recommended.

Media type	Print mode category										
	Gloss	Matte	Backlit	FLXfinish⁺	White						
Porous me- dia	X*	24°C (75°F)	24°C (75°F)	X*	24°C (75°F)						
Other media	24°C (75°F)	24°C (75°F)	34°C (93°F)	21°C (70°F)	36°C (97°F)						

* This combination of media type and print mode is not recommended.

Prepare media for printing

Load a media roll (position 1)

Introduction

This topic describes how to load a media roll in position 1.



NOTE You can use an optional grip lock to insert the feed media shaft into the core of the new media roll. You can load a media roll without the optional grip lock. This procedure describes both situations.

Before you begin

Before you load a roll on the printer:

- Make sure you have added a media profile with the correct media type via the RIP. For more information, see *Configure media in the RIP* on page 44.
- Check the media width of your roll before loading. When your media width is not present in the list on the operator panel, you can type it in.
- Put on gloves to avoid pollution of the paper by your fingerprints.



CAUTION

- Watch your fingers when you handle the media roll.
- Loading heavy media, 25 kg (55 lb) or more, has to be done by two people or with the help of external lifting tools.



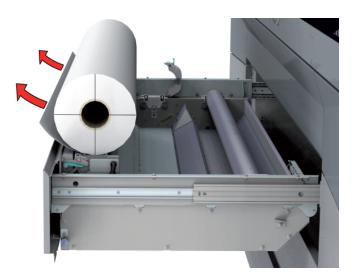
IMPORTANT

- Do not use dented or damaged media rolls to prevent damage to the printheads.
- Only open the media drawer when the indicator light on the drawer is on. Do not open the drawer when the light is off, you can damage the machine.

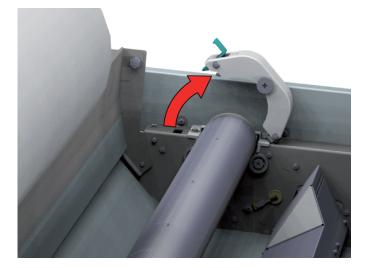
Procedure

1. Pull firmly to open the media drawer.

2. Place the new media roll, with the media flap on the bottom and towards you, on the roll loading station.



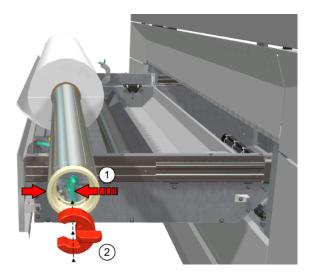
3. Pull the lever and open the clamp.



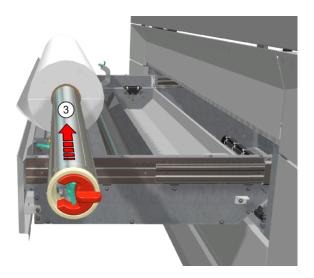
- 4. Take the feed media shaft out of the drawer.
- **5.** Insert the feed media shaft into the core of the new media roll. You can use the optional grip lock for this step.

With the optional grip lock:

- 1. Pull (1) the handle of the locking mechanism towards you.
- 2. Place the grip lock (2) in the feed media shaft.



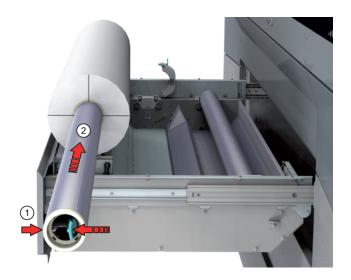
3. Slide (3) the media shaft into the side of the core of the new media roll.



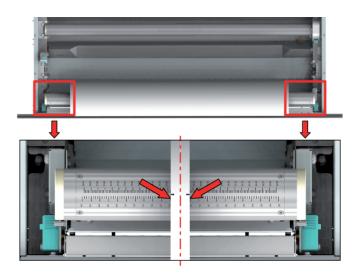
4. Remove the grip lock.

Without the optional grip lock:

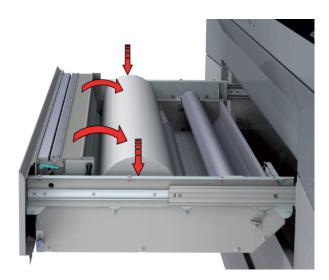
- 1. Pull (1) the handle of the locking mechanism towards you.
- 2. Slide (2) the media shaft into the side of the core of the new media roll.



6. Accurately align the roll on the media shaft. Place it on the corresponding media size with the help of the ruler. Check on the left and right side of the roll if both are aligned on the same size.



- 7. Release the handle of the locking mechanism.
- **8.** Remove the tapes from the new media roll, if present. Place the media roll in the media drawer.

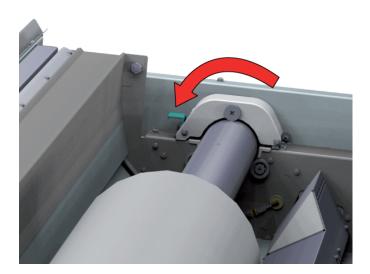


9. Close the clamp firmly.



IMPORTANT

Make sure you close the clamp completely until you hear a click, otherwise the roll can come loose and can damage the machine.



10. Use both hands to turn the media roll backwards (1) until the media flap has passed the metal paper guide.

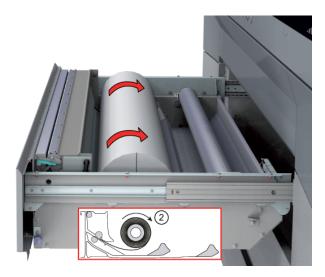


11. Use both hands to move the media forward and slide it under the metal paper guide (2) until the media is transported automatically. You will hear a beeping sound when the media is correctly fed and loaded.



IMPORTANT

Make sure media is always rolled up evenly on the core. Do not load media that is not rolled up evenly (telescoping) as it can damage the machine.



When the printer does not take the media (no beeping sound), you can feed the media manually. The manual feeding option is recommended for flexible and difficult to load media, such as canvas and textiles. For manual feeding: 1. Push the handles on the left and right side of the loading station to open the media feed.



- 2. Use both hands to move the media forward and slide the media under the metal paper guide until you see it coming out on top.
- 3. Close the media feed.



4. If necessary, you can manually cut the leading edge of the media when it has not been cut straight. Take a knife and cut the media in the cutting guide.



NOTE

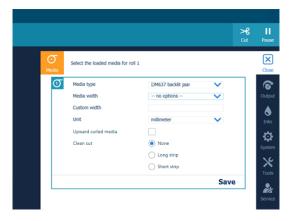
- Always use a straight cut leading edge for media types that are more difficult to transport (e.g. canvas).
- 12. Close the media drawer carefully. The operator panel displays the message that new media is detected.



IMPORTANT

Do not open the media drawer when the indicator light is off, you can damage the machine.

13. On the operator panel, select the correct media type and fill in the media width.



- 14. When the media you use has an upward curl select [Upward curled media]. This setting persists as long as the media is assigned. When enabled, the system feeds the media to the output position. You can then open the top cover and guide the media. After you close the top cover, the media is transported to the clamp. Open the top cover and guide the media again. Printing starts after these actions have been completed.
- **15.** Select if and what type of clean cut you want the printer to make, when you use the media for the first time.

For winding with a tension bar or with a locked tension bar the clean cut is neglected.

16. Tap on [Save].



NOTE

For the highest output quality, it is advised to always perform a media calibration when you load a new media type or a new media width. For more information, see *Calibrate the media* on page 128.

Load a media roll (position 2)

Introduction

An optional second media roll can be loaded to your printer for optimal productivity.



You can use optional grip lock to insert the feed media shaft into the core of the new media roll. You can load a media roll without the optional grip lock. This procedure describes both situations.

Before you begin

Before you load a roll on the printer:

- Make sure you have added a media profile with the correct media type via the RIP. For more information, see *Configure media in the RIP* on page 44.
- Check the media size of your roll before loading. When your media size is not present in the list on the operator panel, you can type it in.
- Put on gloves to avoid pollution of the paper by your fingerprints.



CAUTION

- Watch your fingers when you handle the media roll.
- Loading heavy media, 25 kg (55 lb) or more, has to be done by two people or with the help of external lifting tools.

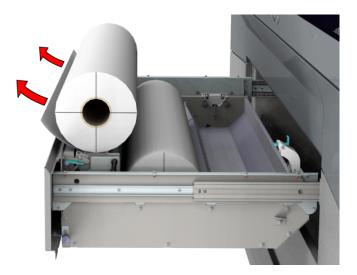


IMPORTANT

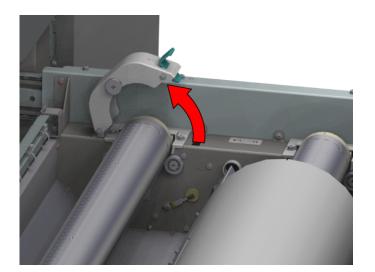
- Do not use dented or damaged media rolls to prevent damage to the printheads.
- Only open the media drawer when the indicator light on the drawer is on. Do not open the drawer when the light is off, you can damage the machine.

Procedure

- **1.** Pull firmly to open the media drawer.
- **2.** Place the new media roll, with the media flap on the bottom and towards you, on the roll loading station.



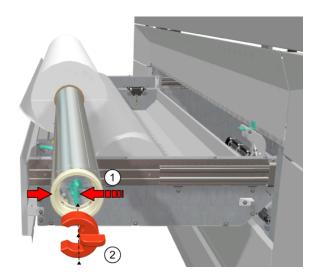
3. Pull the lever and open the clamp.



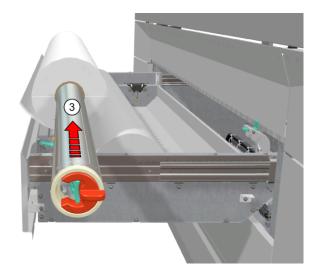
- 4. Take the feed media shaft out of the drawer.
- **5.** Insert the feed media shaft into the core of the new media roll. You can use the optional grip lock for this step.

With the optional grip lock:

- 1. Pull (1) the handle of the locking mechanism towards you.
- 2. Place the grip lock (2) in the feed media shaft.



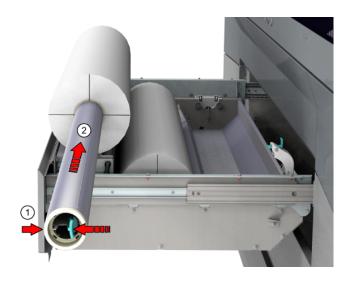
3. Slide (3) the media shaft into the side of the core of the new media roll.



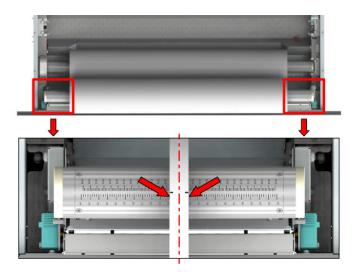
4. Remove the grip lock. Place it on the cover beside the media drawer.

Without the optional grip lock:

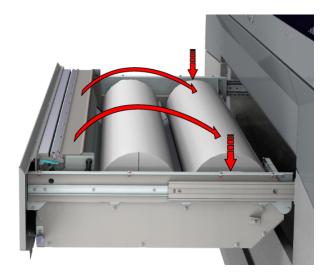
- 1. Pull (1) the handle of the locking mechanism towards you.
- 2. Slide (2) the media shaft into the side of the core of the new media roll.



6. Accurately align the roll on the media shaft. Place it on the corresponding media size with the help of the ruler. Check on the left and right side of the roll if both are aligned on the same size.



- 7. Release the handle of the locking mechanism.
- **8.** Remove the tapes from the new media roll, if present. Place the media roll in the media drawer.

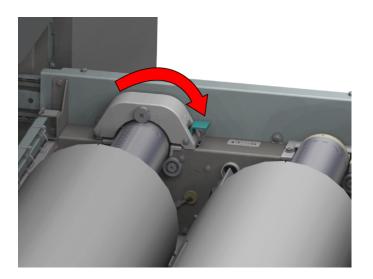


9. Close the clamp firmly.

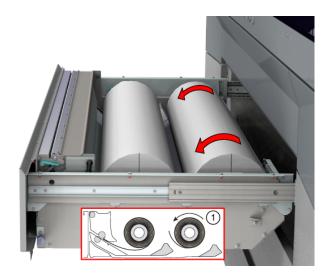


IMPORTANT

Make sure you close the clamp completely until you hear a click, otherwise the roll can come loose and can damage the machine.



10. Use both hands to turn the media roll backwards (1) until the media flap has passed the metal paper guide.

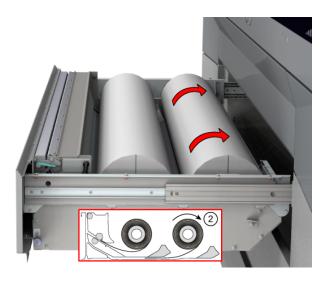


11. Use both hands to move the media forward and slide it under the metal paper guide (2) until the media is transported automatically. You will hear a beeping sound when the media is correctly fed and loaded.



IMPORTANT

Make sure media is always rolled up evenly on the core. Do not load media that is not rolled up evenly (telescoping) as it can damage the machine.



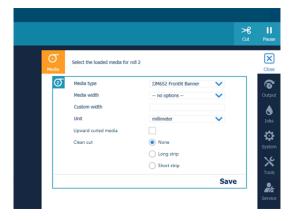
12. Close the media drawer carefully. The operator panel displays the message that new media is detected.



IMPORTANT

Do not open the media drawer when the indicator light is off, you can damage the machine.

13. On the operator panel, select the correct media type and fill in the media width.



- 14. When the media you use has an upward curl select [Upward curled media]. This setting persists as long as the media is assigned. When enabled, the system feeds the media to the output position. You can then open the top cover and guide the media. After you close the top cover, the media is transported to the clamp. Open the top cover and guide the media again. Printing starts after these actions have been completed.
- **15.** Select if and what type of clean cut you want the printer to make, when you use the media for the first time.

For winding with a tension bar or with a locked tension bar the clean cut is neglected.

16. Tap on [Save].



For the highest output quality, it is advised to always perform a media calibration when you load a new media type or a new media width. For more information, see *Calibrate the media* on page 128.

Load a media roll for inside printing

Introduction

You can load a media roll to print on the inside.



- We recommend to use inside printing only in combination with a locked tension bar, see *Print and wind with a locked tension bar* on page 142.
- When you print on the inside both roll positions are used. You load the media roll at roll position 2. You cannot use a second roll at position 1.
- You can use optional grip lock to insert the feed media shaft into the core of the new media roll. You can load a media roll without the optional grip lock. This procedure describes both situations.

Before you begin

Before you load a roll on the printer:

- Make sure you have added a media profile with the correct media type via the RIP. For more information, see *Print and wind with a tension bar* on page 137.
- Check the media size of your roll before loading. When your media size is not present in the list on the operator panel, you can type it in.
- Put on gloves to avoid pollution of the paper by your fingerprints.

CAUTION

- Watch your fingers when you handle the media roll.
- Loading heavy media, 25 kg (55 lb) or more, has to be done by two people or with the help of external lifting tools.



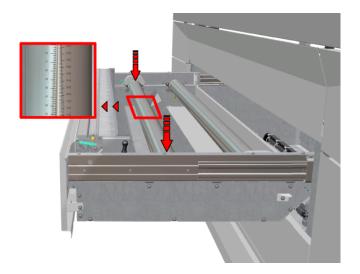
IMPORTANT

- Do not use dented or damaged media rolls to prevent damage to the printheads.
- Only open the media drawer when the indicator light on the drawer is on. Do not open the drawer when the light is off, you can damage the machine.

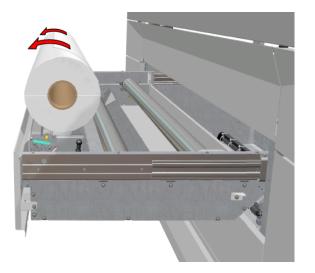
Procedure

- 1. Pull firmly to open the media drawer.
- **2.** Unload the media roll in position 1. For more information, see *Unload a media roll from the drawer* on page 170.

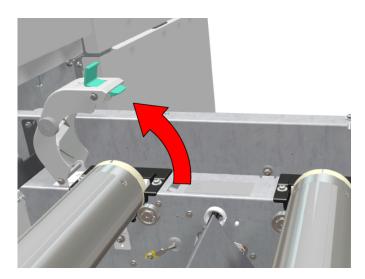
3. Put the feed media shaft back into the drawer with the ruler and the pins of the locking mechanism facing up to prevent damage to the media. Firmly close the clamp. Make sure you close the clamp completely until you hear a click.



4. Place the new media roll, with the media flap on top and towards you, on the roll loading station.



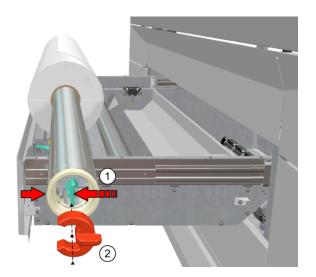
5. Pull the lever and open the clamp of position **2**.



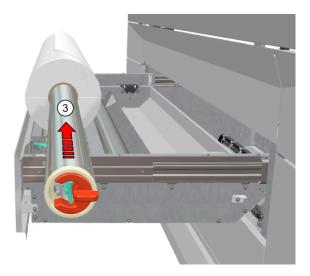
- 6. Take the feed media shaft out of the drawer.
- **7.** Insert the feed media shaft into the core of the new media roll. You can use the optional grip lock for this step.

With the optional grip lock:

- 1. Pull (1) the handle of the locking mechanism towards you.
- 2. Place the grip lock (2) in the feed media shaft.



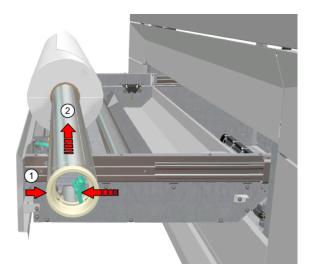
3. Slide (3) the media shaft into the side of the core of the new media roll.



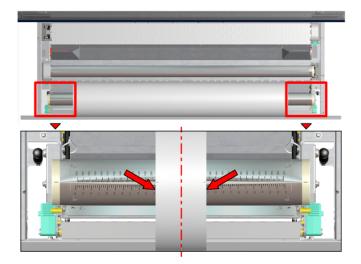
4. Remove the grip lock. Place it on the cover beside the media drawer.

Without the optional grip lock:

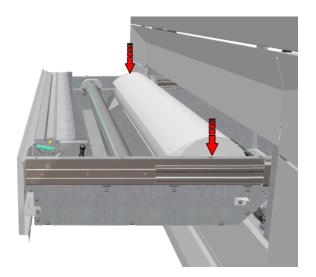
- 1. Pull (1) the handle of the locking mechanism towards you.
- 2. Slide (2) the media shaft into the side of the core of the new media roll.



8. Accurately align the roll on the media shaft. Place it on the corresponding media size with the help of the ruler. Check on the left and right side of the roll if both are aligned on the same size.



- 9. Release the handle of the locking mechanism.
- **10.** Remove the tapes from the new media roll, if present. Place the media roll in the media drawer.

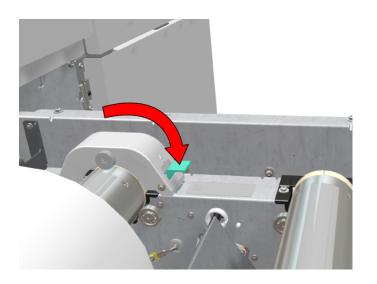


11. Close the clamp firmly.



IMPORTANT

Make sure you close the clamp completely until you hear a click, otherwise the roll can come loose and can damage the machine.

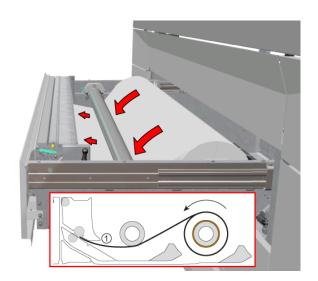


12. Use both hands to turn the media roll backwards and slide the media under the metal paper guide (1) until the media is transported automatically. You will hear a beeping sound when the media is correctly fed and loaded.



IMPORTANT

Make sure media is always rolled up evenly on the core. Do not load media that is not rolled up evenly (telescoping) as it can damage the machine.



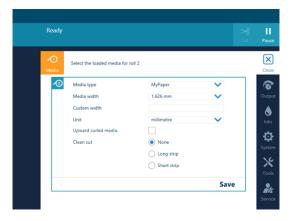
13. Close the media drawer carefully. The operator panel displays the message that new media is detected and an icon in the top left corner indicates that a roll is loaded for inside printing. This can take 5 seconds.



IMPORTANT

Do not open the media drawer when the indicator light is off, you can damage the machine.

14. On the operator panel, select the correct media type and fill in the media width.



- **15.** When the media you use has an upward curl select [Upward curled media]. This setting persists as long as the media is assigned. When enabled, the system feeds the media to the output position. You can then open the top cover and guide the media. After you close the top cover, the media is transported to the clamp. Open the top cover and guide the media again. Printing starts after these actions have been completed.
- **16.** Select if and what type of clean cut you want the printer to make, when you use the media for the first time.

For winding with a tension bar or with a locked tension bar the clean cut is neglected.

17. Tap on [Save].



NOTE

For the highest output quality, it is advised to always perform a media calibration when you load a new media type or a new media width. For more information, see *Calibrate the media* on page 128.

Load flexible media for outside printing

Introduction

When you load flexible media in the printer, such as canvas and textiles, manual feeding and the use of the tension bar are recommended. You can configure the settings for manual feeding and the tension bar in the RIP. You can also use the help of rigid media to feed the flexible media more easily in the paper path.

Follow the procedure below to attach a leading strip of rigid media to your flexible media. This technique will prevent media transportation issues.

In case you cut the media after printing, the media roll is unloaded. To print on the flexible media again, you must redo the procedure to attach a leading strip of rigid media.

This procedure describes the steps for outside printing. For outside printing it is recommended to load the flexible media in position 1.

Video: **D** How to print on flexible media.

Before you begin

Before you load a roll on the printer:

- Make sure you have added a media profile with the correct media type via the RIP. For more information, see *Configure media in the RIP* on page 44.
- Check the media width of your roll before loading. When your media width is not present in the list on the operator panel, you can type it in.
- Put on gloves to avoid pollution of the paper by your fingerprints.



CAUTION

- Watch your fingers when you handle the media roll.
- Loading heavy media, 25 kg (55 lb) or more, has to be done by two people or with the help of external lifting tools.



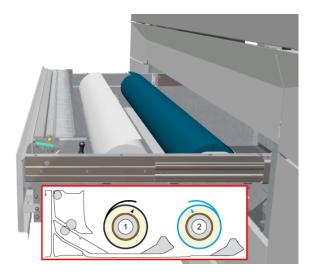
IMPORTANT

- Do not use dented or damaged media rolls to prevent damage to the printheads.
- Only open the media drawer when the indicator light on the drawer is on. Do not open the drawer when the light is off, you can damage the machine.

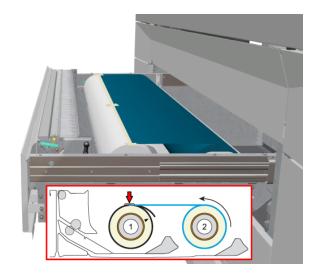
Procedure

- 1. Pull firmly to open the media drawer.
- **2.** Load the media roll of flexible media in position 1, with the media flap on top pointing away from you.

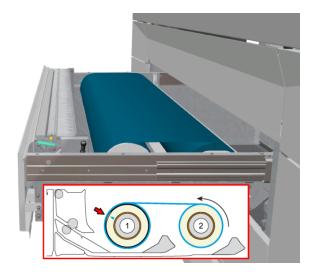
3. Load a media roll of rigid media in position 2, with the media flap on top and towards you.



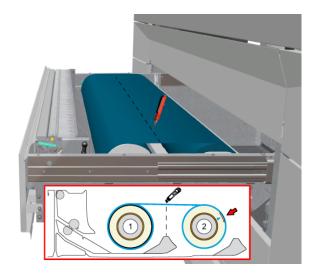
- 4. Take the leading edge of the rigid media and tape it to the roll of flexible media.
 - **1.** Tape first the center and the sides of the media.
 - **2.** Then, tape along the leading edge of the media.



5. Use both hands to turn the media roll in position 1 towards you. Add \pm 80 cm (31.5 inch) of rigid media to the flexible media roll.



6. Take a knife and cut the rigid media manually.



- **7.** Pull the media from the flexible media roll in position 1 until the taping position is at the media loading position.
- 8. Tape the leading edge of flexible media on top of the rigid media.
 - 1. Tape first the center and the sides of the media.
 - 2. Then, tape along the leading edge of the media.
- **9.** Use both hands to turn the flexible media roll in position 1 backward.
- **10.** Take a knife and cut the media in the cutting guide to get a straight leading edge. Always use a straight cut leading edge to prevent damage to the printheads.

11. Use both hands to turn the flexible media roll and slide the media under the metal paper guide until the media is transported automatically. You will hear a beeping sound when the media is correctly fed and loaded.



IMPORTANT

Make sure media is always rolled up evenly on the core. Do not load media that is not rolled up evenly (telescoping) as it can damage the machine.

12. Close the media drawer carefully. The operator panel displays the message that new media is detected and an icon in the top left corner indicates that a roll is loaded for inside printing. This can take 5 seconds.



IMPORTANT

Do not open the media drawer when the indicator light is off, you can damage the machine.

13. On the operator panel, select the correct media type and fill in the media width.

Ready				≻ β Cut
∕ ⊙ Media	Select the loaded media for roll 2			
1 2	Media type	MyPaper	~	
	Media width	1,626 mm	\sim	
	Custom width			
	Unit	millimetre	\sim	
	Upward curled media			
	Clean cut	None		
		O Long strip		
		O Short strip		
			Save	

- 14. When the media you use has an upward curl select [Upward curled media]. This setting persists as long as the media is assigned. When enabled, the system feeds the media to the output position. You can then open the top cover and guide the media. After you close the top cover, the media is transported to the clamp. Open the top cover and guide the media again. Printing starts after these actions have been completed.
- 15. Tap on [Save].



For the highest output quality, it is advised to always perform a media calibration when you load a new media type or a new media width. For more information, see *Calibrate the media* on page 128.

After you finish

After the flexible media is loaded, a print job does not start automatically. First you have to:

- 1. Feed the media. For more information see *Feed and retract media manually* on page 149.
- 2. Transport the media on the platen to the desired position. For more information see *Transport media by distance* on page 152, *Transport media by manual control* on page 151.

Load flexible media for inside printing

Introduction

When you load flexible media in the printer, such as canvas and textiles, manual feeding and the use of the tension bar are recommended. You can configure the settings for manual feeding and the tension bar in the RIP. You can also use the help of rigid media to feed the flexible media more easily in the paper path.

Follow the procedure below to attach a leading strip of rigid media to your flexible media. This technique will prevent media transportation issues.

In case you cut the media after printing, the media roll is unloaded. To print on the flexible media again you must redo the procedure to attach a leading strip of rigid media.

This procedure describes the steps for inside printing. For inside printing it is recommended to load the flexible media in position 1.

Video: **Video:** *How to print on flexible media* (video shows outside printing).

Before you begin

Before you load a roll on the printer:

- Make sure you have added a media profile with the correct media type via the RIP. For more information, see *Configure media in the RIP* on page 44.
- Check the media width of your roll before loading. When your media width is not present in the list on the operator panel, you can type it in.
- Put on gloves to avoid pollution of the paper by your fingerprints.



CAUTION

- Watch your fingers when you handle the media roll.
- Loading heavy media, 25 kg (55 lb) or more, has to be done by two people or with the help of external lifting tools.



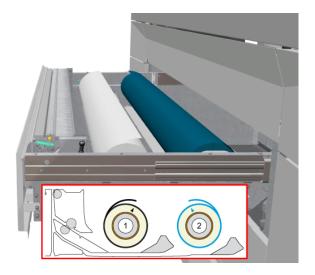
IMPORTANT

- Do not use dented or damaged media rolls to prevent damage to the printheads.
- Only open the media drawer when the indicator light on the drawer is on. Do not open the drawer when the light is off, you can damage the machine.

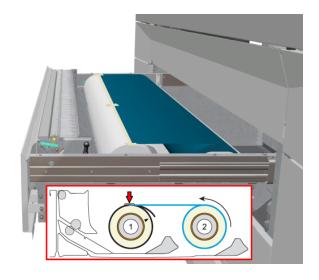
Procedure

- 1. Pull firmly to open the media drawer.
- **2.** Load the media roll of flexible media in position 1, with the media flap on top pointing away from you.

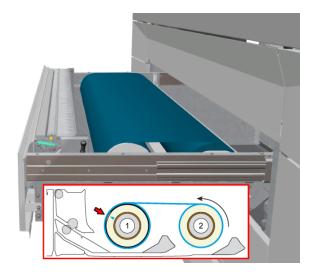
3. Load a media roll of rigid media in position 2, with the media flap on top and towards you.



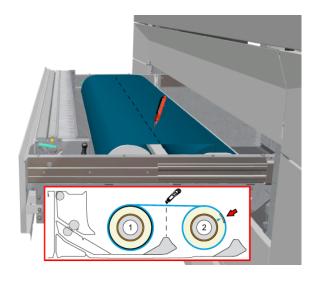
- 4. Take the leading edge of the rigid media and tape it to the roll of flexible media.
 - **1.** Tape first the center and the sides of the media.
 - **2.** Then, tape along the leading edge of the media.



5. Use both hands to turn the media roll in position 1 towards you. Add \pm 80 cm (31.5 inch) of rigid media to the flexible media roll.



6. Take a knife and cut the rigid media manually.



- **7.** Pull the media from the flexible media roll in position 1 until the taping position is at the media loading position.
- 8. Tape the leading edge of flexible media on top of the rigid media.
 - 1. Tape first the center and the sides of the media.
 - 2. Then, tape along the leading edge of the media.
- **9.** Use both hands to turn the flexible media roll in position 1 backward.
- **10.** Take a knife and cut the media in the cutting guide to get a straight leading edge. Always use a straight cut leading edge to prevent damage to the printheads.
- **11.** Unload the media roll in position 2. For more information, see *Unload a media roll from the drawer* on page 170.
- **12.** Unload the flexible media roll from roll position 1.

- **13.** Rotate the flexible media roll and place the roll with the media flap on top pointing towards you in roll position 2.
- **14.** Put the feed media shaft back into the drawer with the ruler and the pins of the locking mechanism facing up to prevent damage to the media. Firmly close the clamp. Make sure you close the clamp completely until you hear a click.
- **15.** Use both hands to turn the flexible media roll and slide the media under the metal paper guide until the media is transported automatically. You will hear a beeping sound when the media is correctly fed and loaded.



IMPORTANT

Make sure media is always rolled up evenly on the core. Do not load media that is not rolled up evenly (telescoping) as it can damage the machine.

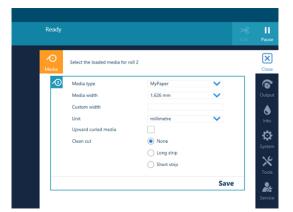
16. Close the media drawer carefully. The operator panel displays the message that new media is detected and an icon in the top left corner indicates that a roll is loaded for inside printing. This can take 5 seconds.



IMPORTANT

Do not open the media drawer when the indicator light is off, you can damage the machine.

17. On the operator panel, select the correct media type and fill in the media width.



18. When the media you use has an upward curl select [Upward curled media].

This setting persists as long as the media is assigned. When enabled, the system feeds the media to the output position. You can then open the top cover and guide the media. After you close the top cover, the media is transported to the clamp. Open the top cover and guide the media again. Printing starts after these actions have been completed.

19. Tap on [Save].



NOTE

For the highest output quality, it is advised to always perform a media calibration when you load a new media type or a new media width. For more information, see *Calibrate the media* on page 128.

After you finish

After the flexible media is loaded, a print job does not start automatically. First you have to: 1. Feed the media. For more information see *Feed and retract media manually* on page 149. 2. Transport the media on the platen to the desired position. For more information see *Transport media by distance* on page 152, *Transport media by manual control* on page 151.

Calibrate the media

Introduction

In case of print quality issues you should always perform a media calibration.

It is advised to calibrate media when you have loaded a new media type or media width.



🦻 NOTE

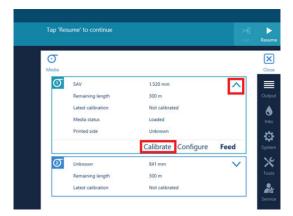
Media calibration is type and width dependent. When you have two different sizes of the same media type you must perform calibration for each size.

Also the leading edge position of the media before starting the calibration is important. If the calibration is started from the media in the drawer, the calibration also optimizes the lead-in (movement of the leading edge over the platen) to prevent white or black lines in the first meter of the print when printing. This part is not done when the leading edge already passed the end of the platen. E.g. because of a manual feed.

Media profiles configured with a lock tension bar (see link: Print and wind with a locked tension bar) do not have the lead-in calibration part. So be aware when changing the [Winding tension] settings or applying leading edges before calibrating.

Procedure

- 1. On the operator panel tap on the [Media] icon on the right.
- **2.** Tap on the arrow to select the roll you want to calibrate and tap on [Calibrate].



The printer starts the calibration. Two small prints are made that can be disposed. This process can take several minutes.

3. When the calibration is finished a message will appear on the operator panel, tap on [OK].

Add a leading or trailing strip

Introduction

You can define the length of a leading or trailing strip. The strip is added by default to every print job from this moment on.

When to do

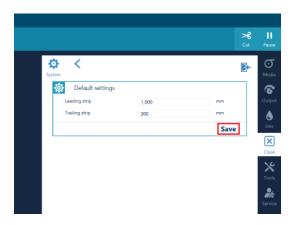
- You can add a leading strip before a job, to add white space when using it with finishers, such as for taping media to the winder.
- You can add a trailing strip after the job, to add white space after an image before you make a cut.

Procedure

- 1. On the operator panel, tap on the [System] icon on the right.
- 2. Tap on [Default settings].

		≻8 Cut	P
System			
Printer activity	Remote services	Service	0
1 About	2 Regional settings	Default settings	
Connectivity			
🔅 Power manag	ement	\sim	s

3. Tap on the box after [Leading strip] or [Trailing strip] and fill in the length you prefer. When you fill in 0 no strip will be added.



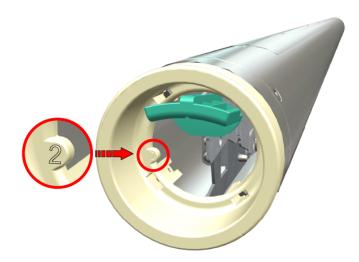
4. Tap on [Save] to save the settings.

Load a take-up roll core onto the roll winder

Introduction

When you want to wind media, you must load a take-up roll core onto the roll winder first.

For inside winding, you need the take-up media shaft with a gear that is marked with the number 2.





IMPORTANT

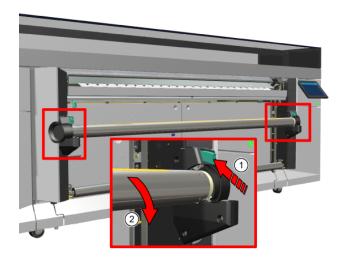
Make sure you use the core of an empty media roll with the same width or wider as the media you are printing on.

Procedure

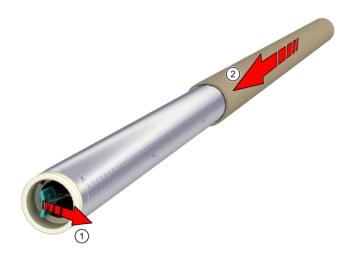
1. Locate the winder on the media output side.



2. Push the green levers on both sides of the take-up media shaft. Remove the take-up media shaft from the winder.



3. Pull the handle of the locking mechanism inside the core towards you. Take the empty media roll core and slide it on the media shaft.



You can use optional grip lock to insert the media shaft into the core of the new media roll:

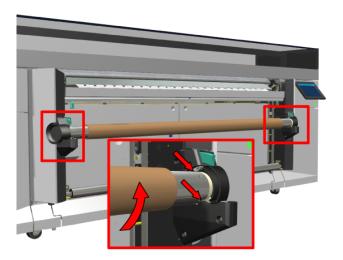
- 1. Pull the handle of the locking mechanism inside the core towards you.
- 2. Place the grip lock in the feed media shaft.
- 3. Take the empty media roll core and slide it onto the media shaft.



4. Center the core on the media shaft.



5. Push to place the media shaft back on the winder. Make sure it clicks in place.



After you finish

You can now wind media onto the core, for more information see *Print and wind without a tension bar* on page 134, *Print and wind with a tension bar* on page 137, *Print and wind with a locked tension bar* on page 142.

Print with or without winding

Winding options

Introduction

For the Colorado M-series there are several winding options depending on the type of media you are using.



NOTE

It is very important to select the correct winding option. If you choose the wrong option this can lead to print quality and winding issues.

Overview

In a media profile a media category is used that corresponds with the loaded media type. Each media category uses default media settings. One of the media settings is [Winding tension] that controls the winding tension that best fits the media type.

For more information, see Change the media settings on page 84.

Options	Media category	[Winding ten- sion] value	Media characteristics
Print and wind with- out a tension bar on page 134 Print without winding on page 147 AutoCut on page 165	Polymeric & cast vinyl Monomeric vinyl Film Light paper Paper	[no tension bar]	The media can be transpor- ted well and is not too flex- ible.
<i>Print and wind with a tension bar</i> on page 137	Heavy banner Light banner Textile Canvas	[tension bar]	The media is flexible and sensitive for buckling, but not too stiff.
<i>Print and wind with a locked tension bar</i> on page 142	Thick film Heavy paper	[locked tension bar]	The media is stiff.

Print and wind without a tension bar

Introduction

Winding media without a tension bar, loose winding, is used for most media that can be transported well and is not too flexible.

Before you begin

- The use of the tension bar is set in the media type configuration in the RIP software. For winding without a tension bar you must select [no tension bar] under [Winding tension]. For more information, see *Change the media settings* on page 84.
- Make sure you have loaded a take-up roll on the roll winder. For more information, see *Load a take-up roll core onto the roll winder* on page 130.
- The printer is ready to print.



CAUTION

- Do not position the tension bar when there is no media present. Keep your fingers away because the tension bar can fall down.
- The winder has an emergency stopping device; It is located on the winder. Activating this emergency stopping device stops all winder motion.

Procedure

- **1.** On the operator panel tap on the [Output] icon.
- 2. Tap on [Output configuration].
- 3. Make sure [Wind the output] is set to [Yes].

Ready			
6			
utput			
1	Media transport		\checkmark
6	Output configuration		^
	Wind the output	Yes	
		O No	
		AutoCut	
	Wind the printed side	 Outside 	
		🔵 Inside	
			Save

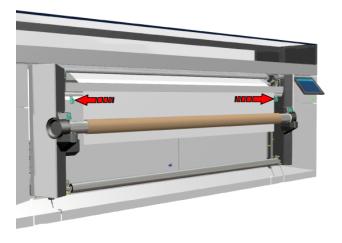


Make sure you set the output configuration in time, as you cannot change the configuration once the media has passed the clamp.

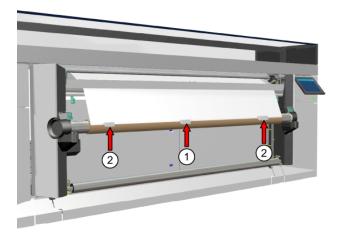
- **4.** Optional (licensed): set [Wind the printed side] to [Outside] or [Inside]. The default value is [Outside]. When the setting is not available, the output will be winded with the printed side to the outside.
- 5. Start a print job.

The printer will continue printing. The clamp closes when the media reaches the tape position, and the operator panel gives a message indicating you can tape the media.

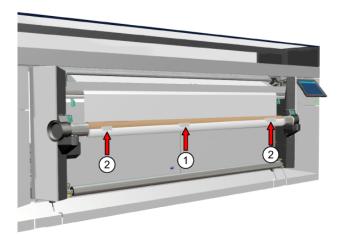
6. Make sure the media guides are out of the way as they can damage the media.



- 7. Take the leading edge of the media and align it on the core.
- **8.** Tape first the center and then the sides of the media to the core, as shown on the operator panel. For outside winding feed the media along the front of the core, for inside winding feed the media along the back of the core. for outside winding:



for inside winding:

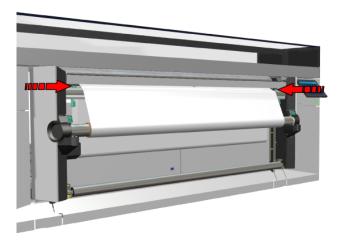




NOTE

In order to prevent winding issues when winding the media in the opposite direction of the roll in the drawer, the media has to be taped with enough tapes over the full width of the roll to straighten the curling edge.

9. Move the media guides towards the middle to align with the media.



10. On the operator panel tap on [Ready]. The printer continues printing while winding the job.

After you finish

When you want to stop winding you have to cut the media. For more information, see *Cut the media* on page 161, *Cut the media (manual)* on page 163.

Print and wind with a tension bar

Introduction

Winding media with a tension bar, tight winding, is only used for flexible media in order to prevent media transportation issues. Media that is flexible and sensitive for buckling, but not too stiff, can be wound with a tension bar in unlocked position.

Before you begin

- The use of the tension bar is set in the media type configuration in the RIP software. For winding with a tension bar, you must select [tension bar] under [Winding tension]. For more information, see *Change the media settings* on page 84.
- · Make sure you have placed a take-up roll core on the roll winder. For more information, see Load a take-up roll core onto the roll winder on page 130.
- Make sure you have tape ready.
- The printer is ready to print.



CAUTION

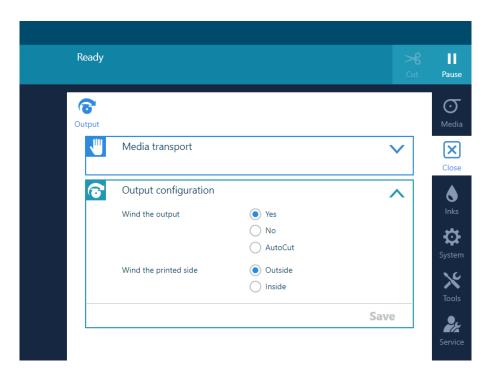
- Do not position the tension bar when there is no media present. Keep your fingers away because the tension bar can fall down.
 - The winder has an emergency stopping device; It is located on the winder. Activating this emergency stopping device stops all winder motion.

Procedure

- 1. On the operator panel tap on the [Output] icon.
- 2. Tap on [Output configuration].
- 3. Make sure [Wind the output] is set to [Yes].



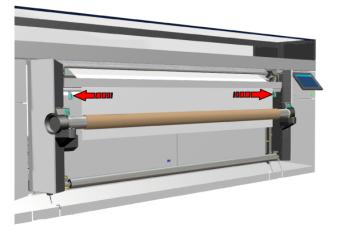
Make sure you set the output configuration in time, as you cannot change the configuration once the media has passed the clamp.



- **4.** Optional (licensed): set [Wind the printed side] to [Outside] or [Inside]. The default value is [Outside]. When the setting is not available, the output will be winded with the printed side to the outside.
- 5. Start a print job.

The printer spools the media until it reaches the tape position. The clamp closes and the operator panel gives a message indicating you can tape the media.

6. Make sure the media guides are out of the way as they can damage the media.

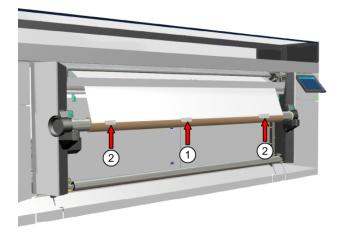


7. Take the leading edge of the media and align it on the core.

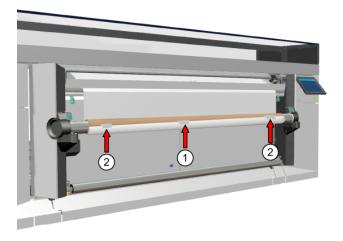


In case of flexible media use a ruler to ensure that the media is exactly centered on the core.

8. Tape first the center and then the sides of the media to the core, as shown on the operator panel. For outside winding feed the media along the front of the core, for inside winding feed the media along the back of the core. for outside winding:



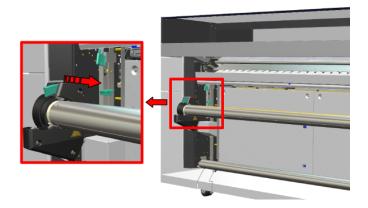
for inside winding:



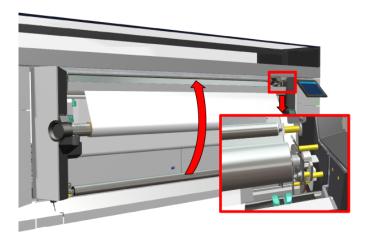


NOTE

In order to prevent winding issues when winding the media in the opposite direction of the roll in the drawer, the media has to be taped with enough tapes over the full width of the roll to straighten the curling edge. 9. Place the tension bar lever in unlocked position.

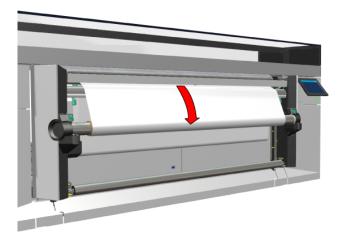


10. Lift up the tension bar and place it correctly on top of the media.



11. On the operator panel tap on [Ready].

The printer starts printing while winding the job. Make sure the tension bar follows the media when the blouse is formed.



After you finish

When you want to stop winding you have to cut the media. For more information, see *Cut the media* on page 161, *Cut the media (manual)* on page 163.

Print and wind with a locked tension bar

Introduction

Winding media with a locked tension bar is only used for stiff media, in order to prevent media transportation issues.

Before you begin

- The use of the tension bar is set in the media type configuration in the RIP software. For winding with a locked tension bar, you must select [locked tension bar] under [Winding tension]. For more information, see *Change the media settings* on page 84.
- Make sure you have placed a take-up roll core on the roll winder. For more information, see *Load a take-up roll core onto the roll winder* on page 130.
- Make sure you have tape ready.
- The printer is ready to print.



CAUTION

- Do not position the tension bar when there is no media present. Keep your fingers away because the tension bar can fall down.
- The winder has an emergency stopping device; It is located on the winder. Activating this emergency stopping device stops all winder motion.

Procedure

- 1. On the operator panel tap on the [Output] icon.
- 2. Tap on [Output configuration].
- **3.** Make sure [Wind the output] is set to [Yes].



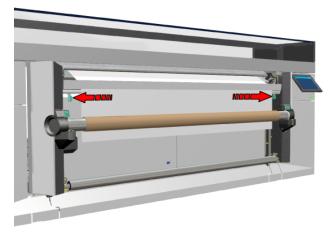
Make sure you set the output configuration in time, as you cannot change the configuration once the media has passed the clamp.

Ready				i
T Output				N
4	Media transport		\checkmark	
6	Output configuration		^	
	Wind the output	 Yes No AutoCut 		s
	Wind the printed side	OutsideInside		
			Save	

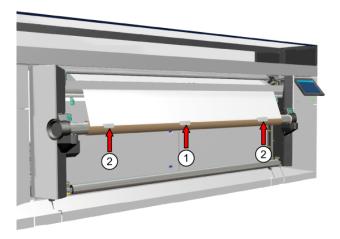
- **4.** Optional (licensed): set [Wind the printed side] to [Outside] or [Inside]. The default value is [Outside]. When the setting is not available, the output will be winded with the printed side to the outside.
- 5. Start a print job.

The printer spools the media until it reaches the tape position. The clamp closes and the operator panel gives a message indicating you can tape the media.

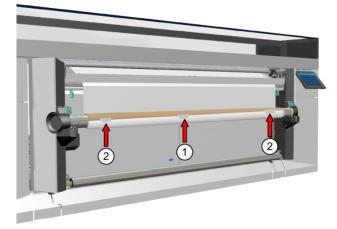
6. Make sure the media guides are out of the way as they can damage the media.



- 7. Take the leading edge of the media and align it on the core.
- **8.** Tape first the center and then the sides of the media to the core, as shown on the operator panel. For outside winding feed the media along the front of the core, for inside winding feed the media along the back of the core. for outside winding:



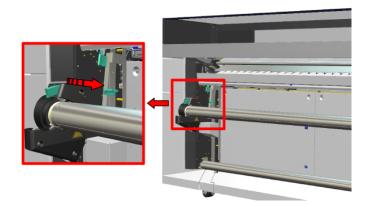
for inside winding:



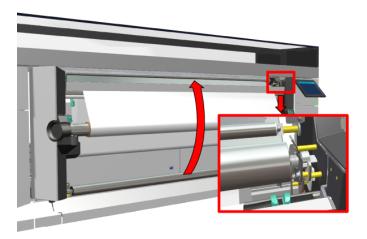


NOTE

In order to prevent winding issues when winding the media in the opposite direction of the roll in the drawer, the media has to be taped with enough tapes over the full width of the roll to straighten the curling edge. 9. Place the tension bar lever in locked position.



10. Lift up the tension bar and place it correctly on top of the media.



- **11.** On the operator panel tap on [Ready].
- **12.** Move the media guides towards the middle to align with the media. Tap on [Ready]. The printer starts printing while winding the job. Make sure the tension bar falls into the locked position.



After you finish

When you want to stop winding you have to cut the media. For more information, see *Cut the media* on page 161, *Cut the media (manual)* on page 163.

Print without winding

Introduction

If media can be transported well and is not too flexible, you can print without winding.

Before you begin

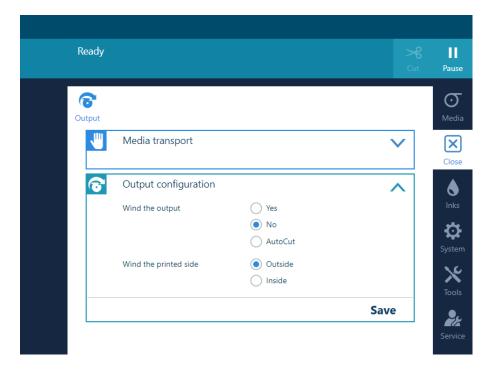
- Check the media category of your media. Media categories that need a tension bar cannot be printed without winding.
- Printing without winding is set in the media type configuration in the RIP software. For printing without winding you must select [no tension bar] under [Winding tension]. For more information, see *Change the media settings* on page 84.
- The printer is ready to print.

Procedure

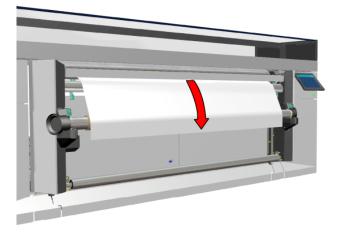
- 1. On the operator panel tap on the [Output] icon.
- 2. Tap on [Output configuration].
- **3.** Make sure [Wind the output] is set to [No].



Make sure you set the output configuration in time, as you cannot change the configuration once the media has passed the clamp.



4. Start a print job. The printer continues printing without winding.



After you finish

When you want to stop printing without winding you have to cut the media. For more information, see *Cut the media* on page 161, *Cut the media (manual)* on page 163.

Move media manually

Introduction

You can move media manually.

This gives you the option to move the media before and between jobs.

You can:

- Feed and retract media, see Feed and retract media manually on page 149
- Transport media by manual control, see *Transport media by manual control* on page 151
- Transport media by distance, see *Transport media by distance* on page 152

Feed and retract media manually

Introduction

You can feed the media to the platen or to the tape position, without sending a print job.

Feed flexible media manually

When you feed the media manually, the printhead carriage will move over the media to scan the side edges.

If the media you use requires a leading strip of rigid media then it is required to check the [Requires Manual Loading] setting in the [Media Characteristics] section of the RIP software. With this setting the scan will take place just before printing.

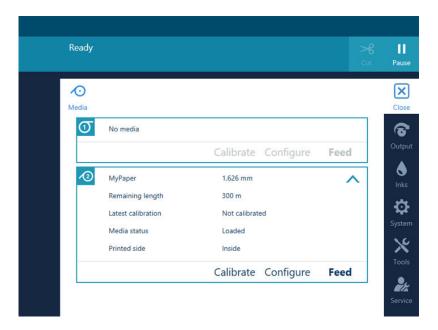


NOTE

The setting [Requires Manual Loading] only works when [Winding tension] is set to [Tension bar] or [Locked tension bar].

- 1. Load the media. For more information see *Prepare media for printing* on page 97.
- 2. On the operator panel tap on the [Media] icon on the right.
- **3.** Tap on the arrow to select the roll you want to feed.

4. Tap on [Feed]. The printer feeds the media in the correct position to tape the media or to start printing, depending on the type of media.



5. Tap on [Retract] to retract the media to the drawer.



You can retract the media only when the media is not yet at the taping position.

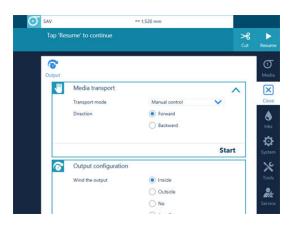
Transport media by manual control

Introduction

You can move the media before and between jobs.

Procedure

1. On the operator panel tap on the [Output] icon.



- 2. Select [Manual control] as [Transport mode].
- **3.** Select the transport direction.
 - [Forward] will transport the media towards the winder.
 - [Backward] will transport the media back in the direction of the drawer.
- 4. Tap on [Start].

The media will move in the direction you selected. A stop option becomes available.



IMPORTANT

When media transport is started in the forward direction, the system will keep spooling media until the roll is empty.



NOTE

Backward transport is limited by the available media on the platen and the winder. No media will be removed from the winder.

It is not possible to move printed media back into the drawer.

5. Tap on [Stop] to stop the transport.



NOTE

Depending on the settings [Moist sensitivity] and [Auto media advance] the actual print position can vary. [Moist sensitivity] timers are restarted after the movement has been stopped.

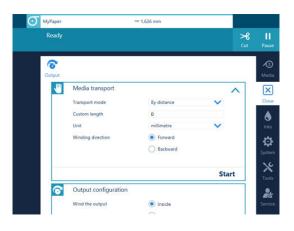
Transport media by distance

Introduction

You can move the media before and between jobs.

Procedure

1. On the operator panel tap on the [Output] icon.



- 2. Select [Distance] as [Transport mode].
- **3.** Select the winding direction.
 - [Forward] will transport the media towards the winder.
 - [Backward] will transport the media back in the direction of the drawer.
- 4. Enter the [Custom length].
- 5. Tap on [Start].



Backward transport is limited by the available media on the platen and the winder. No media will be removed from the winder.

It is not possible to move printed media back into the drawer.

6. Tap on [Stop] to stop the transport.



Depending on the settings [Moist sensitivity] and [Auto media advance] the actual print position can vary. [Moist sensitivity] timers are restarted after the movement has been stopped.

Print on the inside of a media roll

Introduction

To print on the inside of a media roll, load the media roll for inside printing.

- 1. Load the media roll for inside printing on position 2 in the media drawer, see *Load a media roll for inside printing* on page 112.
- 2. Choose a print option depending on the type of media you are using. For more information see *Print with or without winding* on page 133.

Print double-sided with automatic cut

Introduction

Colorado M-series offers the possibility to print on the inside as well as on the outside of the media, which indirectly provides the user a way to print double-sided. For this you need the license Print inside and double sided.

To print double-sided you print on the inside of the media.

Video: Now to print double-sided.

Before you begin

RIP

• In [Media Characteristics], set automatic advance correction (AAC) to [Enhanced] to achieve an optimal x-registration.

AAC prints yellow, white, or black markers on the media that the printer uses as guidance to optimize the media step accuracy. See "Change the media settings" in the operation guide.

- In [Placement strategy] \rightarrow [General], make sure that the left and right are identical.
- In [Placement strategy]→[Options], make sure that the space between copies values are 0.

Printer

• Use the tension bar (locked).

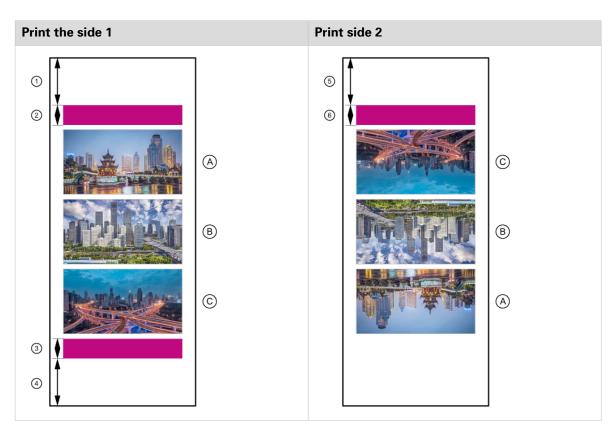
In case the media is normally (single-sided) printed without tension bar, switch to the locked tension bar mode.

You can change this tension bar setting for the media type in the RIP. Change from [No tension bar] to [Locked tension bar].

- Use a matte print mode, preferably the same mode for both sides.
- Do not enable automatic media advance or moist sensitivity settings.
- If necessary calibrate the media.

Tools

- · A media suitable for double sided printing.
- 2 empty cores with the same width as the media you want to use.
- A roll of tape.



Strip	Function	Length of the strip
1	Leading strip	1600 mm (63 inch)
2	Lead-in image	250 mm (9.84 inch)
3	Lead-out image	250 mm (9.84 inch)
4	Trailing strip	1600 mm (63 inch)
5	Leading strip	1600 mm (63 inch)
6	Lead-in image	250 mm (9.84 inch)

Be aware you have to rotate the job for the inside 180 degrees.

The lead-in and lead-out images are used by the AAC to measure and correct for additional media step errors caused by the ink layer of side 1, while printing side 2.

- 1. Load a media roll on position 2 in the media drawer, with the flap pointing towards you.
- 2. Pull the media towards you.
- **3.** Uncurl the media using an empty roll.
- 4. Turn the media back onto the roll in the drawer.
- **5.** Load the media in the inside printing manner, see *Load flexible media for inside printing* on page 123.
- 6. Place a new empty take-up roll core and push the media shaft back on the winder.
- **7.** On the operator panel tap on the [Media] icon. Select the required media and media width.

- **8.** On the operator panel tap on the [Default settings][System] icon and change the leading and trailing edge length to 1600mm (63 inch).
- **9.** Prepare a nest of prints for the outside of the media in one of the supported RIP software applications.

In ONYX the nesting function is called [Group jobs]. Change the group setting from [Conserve media] to [Group jobs together]. The RIP will not change the order of the images and will treat all jobs in the group as 1 image.

- The nest includes:a lead-in image (in any color)
- the user images
- a lead-out image (in any color)



Please note that when you apply additional space between the separate images, you have to subtract this additional space from the 1600 mm (63 inch) at the trailing edge.

- **10.** Submit the job to the printer and follow the instructions on the operator panel to print side 1.
- **11.** Tape the media to the empty take-up media roll core.
- **12.** Place the tension bar.
- **13.** Lock the tension bar.
- 14. Adjust the position of the media guides on the left and right side.
- **15.** On the operator panel tap the [Completed] when you are ready to start the print job.
- **16.** Cut the media automatically when the print is completed and follow the instructions on the operator panel.
- **17.** Remove the take-up media roll from the winder, see *Unload a take-up media roll from the roll winder* on page 167 in the operation guide.
- **18.** Place a new empty take-up roll core and push the media shaft back on the winder. This ends the printing procedure of side 1.
- **19.** Prepare the nest of prints for side 2 of the double-sided print in one of the supported RIP software applications.

The nest includes:

- a lead-in image (in any color)
- the user images



Depending on the application you may need to rotate or mirror the images for side 2.

- **20.** Load the media roll for inside printing on position 2 in the media drawer, with the flap pointing towards you.
- **21.** Load the media in the inside printing manner.
- 22. On the operator panel change the trailing strip to 250 mm (9.84 inch) in the [Default settings].
- **23.** Submit the job to the printer and follow the instructions on the operator panel to print the second side.
- **24.** Repeat the actions of step 11 to 15 you did for printing side 1.
- 25. Remove the take-up media roll from the winder.

Print double-sided with manual cut

Introduction

Colorado M-series offers the possibility to print on the inside as well as on the outside of the media, which indirectly provides the user a way to print double-sided. For this you need the license Print inside and double sided.

To print double-sided you print on the inside of the media.

Video: Now to print double-sided.

Before you begin

RIP

• In [Media Characteristics], set automatic advance correction (AAC) to [Enhanced] to achieve an optimal x-registration.

AAC prints yellow, white, or black markers on the media that the printer uses as guidance to optimize the media step accuracy. See "Change the media settings" in the operation guide.

- In [Placement strategy]→[General], make sure that the left and right are identical.
- In [Placement strategy]→[Options], make sure that the space between copies values are 0.

Printer

• Use the tension bar (locked).

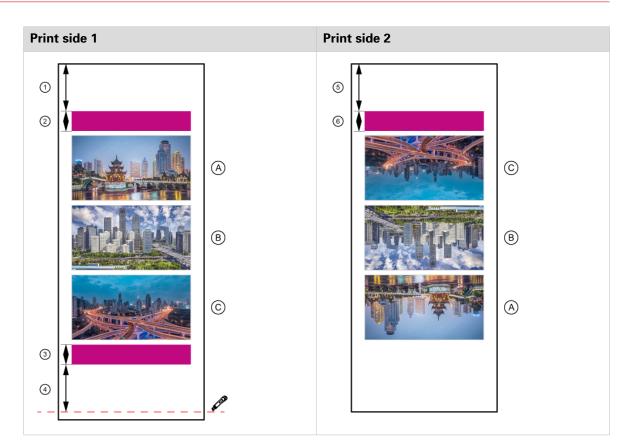
In case the media is normally (single-sided) printed without tension bar, switch to the locked tension bar mode.

You can change this tension bar setting for the media type in the RIP. Change from [No tension bar] to [Locked tension bar].

- Use a matte print mode, preferably the same mode for both sides.
- Do not enable automatic media advance or moist sensitivity settings.
- If necessary calibrate the media.

Tools

- A media suitable for double sided printing.
- 2 empty cores with the same width as the media you want to use.
- A roll of tape.



Strip	Function	Length of the strip
1	Leading strip	1600 mm (63 inch)
2	Lead-in image	250 mm (9.84 inch)
3	Lead-out image	250 mm (9.84 inch)
4	Trailing strip with a cutting line	1600 mm (63 inch)
5	Leading strip	1600 mm (63 inch)
6	Lead-in image	250 mm (9.84 inch)

Be aware you have to rotate the job for the inside 180 degrees.

The lead-in and lead-out images are used by the AAC to measure and correct for additional media step errors caused by the ink layer of side 1, while printing side 2.

- 1. Load a media roll on position 2 in the media drawer, with the flap pointing towards you.
- 2. Pull the media towards you.
- **3.** Uncurl the media using an empty roll.
- 4. Turn the media back onto the roll in the drawer.
- **5.** Load the media in the inside printing manner, see *Load flexible media for inside printing* on page 123.
- 6. Place a new empty take-up roll core and push the media shaft back on the winder.

- **7.** On the operator panel tap on the [Media] icon. Select the required media and media width.
- **8.** On the operator panel tap on the [Default settings][System] icon and change the leading and trailing edge length to 1600mm (63 inch).
- **9.** Prepare a nest of prints for the outside of the media in one of the supported RIP software applications.

In ONYX the nesting function is called [Group jobs]. Change the group setting from [Conserve media] to [Group jobs together]. The RIP will not change the order of the images and will treat all jobs in the group as 1 image.

- The nest includes:a lead-in image (in any color)
- the user images
- a lead-out image (in any color)



Please note that when you apply additional space between the separate images, you have to subtract this additional space from the 1600 mm (63 inch) at the trailing edge.

- **10.** Submit the job to the printer and follow the instructions on the operator panel to print the first side.
- **11.** Tape the media to the empty take-up media roll core.
- **12.** Place the tension bar.
- 13. Lock the tension bar.
- **14.** Adjust the position of the media guides on the left and right side.
- **15.** On the operator panel tap the [Completed] when you are ready to start the print job.
- **16.** Cut the media manually beneath the printed line when the print is completed and follow the instructions on the operator panel.
- **17.** Remove the take-up media roll from the winder, see *Unload a take-up media roll from the roll winder* on page 167 in the operation guide.
- **18.** Cut the media precisely on the printed line. Do this outside of the printer.
- **19.** Place a new empty take-up roll core and push the media shaft back on the winder. This ends the printing procedure of side 1.
- **20.** Prepare the nest of prints for side 2 of the double-sided print in one of the supported RIP software applications.

The nest includes:

- a lead-in image (in any color)
- · the user images



Depending on the application you may need to rotate or mirror the images for side 2.

- **21.** Load the media roll for inside printing on position 2 in the media drawer, with the flap pointing towards you.
- 22. Load the media in the inside printing manner.
- 23. On the operator panel change the trailing strip to 250 mm (9.84 inch) in the [Default settings].
- **24.** Submit the job to the printer and follow the instructions on the operator panel to print the second side.

- **25.** Repeat the actions of step 11 to 15 you did for printing side 1.
- **26.** Remove the take-up media roll from the winder.

Cut and unload media

Cut the media

Introduction

When you cut media, the printer uses the embedded knife.

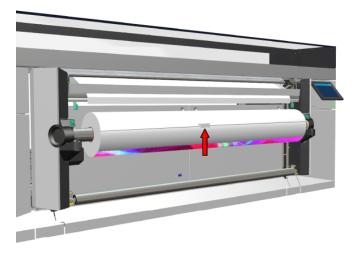
You can also cut the media manually with your own knife. How the media is cut depends on the media type configuration in the RIP. For more information, see *Change the media settings* on page 84.

Procedure

1. On the operator panel tap on the [Cut] icon on the top right.



- **2.** Move the media guides to the sides.
- **3.** When a tension bar is present, a window telling you to remove the tension bar opens. Remove the tension bar from the media path and tap on [Completed]. The embedded knife cuts the media.
- 4. Tape the trailing edge to the take-up media roll in case of winding.



After you finish

You can now remove the take-up roll from the roll winder. For more information, see *Unload a take-up media roll from the roll winder* on page 167.

Cut the media (manual)

Introduction

When you manually cut media, the printer does not use the embedded knife but you have to use your own knife or pair of scissors.

How the media is cut depends on the media type configuration in the RIP. For more information, see *Change the media settings* on page 84.

Before you begin

Use a knife or pair of scissors that is sharp enough to cut the media.

Procedure

 On the operator panel tap on the [Cut] icon on the top right. The printer transports the media automatically. The operator panel displays a request to make a manual cut.

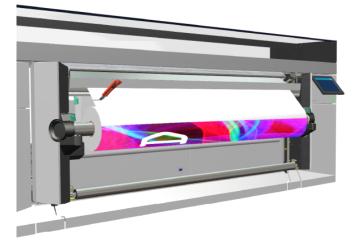
م ر دند	 Pause
	⊙ Media
	Contput
) Inks
	Ç System
	X Tools
	Service

- 2. Move the media guides to the sides.
- **3.** When a tension bar is present, a window telling you to remove the tension bar opens. Remove the tension bar from the media path.
- 4. Use a knife to cut the media. Cut the media as close as possible to the take-up roll.

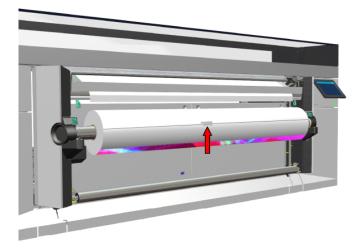


IMPORTANT

Cut as indicated in the illustration. Check that nothing is blocking the cutting path.



5. Tape the trailing edge to the take-up media roll in case of winding.



6. After you finish, tap on [Completed] on the operator panel.

After you finish

You can now remove the take-up media roll from the roll winder. For more information, see *Unload a take-up media roll from the roll winder* on page 167.

AutoCut

Introduction

When you want to print a job in sheets, you can choose to cut the media automatically after each copy. For AutoCut, the printer uses the embedded knife.



Media categories that need a tension bar or request a manual cut cannot be cut automatically after each copy.

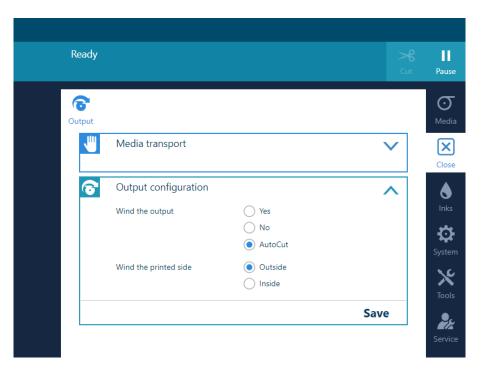
Before you begin

NOTE

- Printing with a cut after each copy is set in the [Output configuration] on the operator panel.
- It is highly recommended to change the [Output configuration] only when the queue is empty.

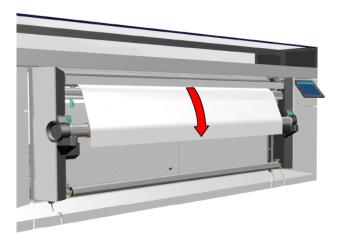
- **1.** Check the media category of your media and make sure the media type configuration is set correctly in the RIP:
 - 1. Set [Winding tension] to [no tension bar].
 - 2. Check the box in front of [Suitable for printer cutter].
 - 3. Check the box in front of [Printer does copies].
- **2.** When you want to add white space between each copy, you have to define a leading or trailing strip in the RIP:
 - 1. Open the layout preview of your job in the RIP.
 - Fill in the leading or trailing strip and make sure the value of the [Intercopy spacing] is the sum of their lengths.
 If you had defined a leading or trailing strip by default on the operator panel, reset the values to 0.
- **3.** On the operator panel tap on the [Output] icon.
- **4.** Tap on [Output configuration].

5. Make sure [Wind the output] is set to [AutoCut].



6. Start a print job.

The embedded knife automatically cuts the media after each image has been printed.



7. Collect your output at the printer.

After you finish

When you want to stop cutting after each copy you can change the output configuration again, after the jobs are completed and the queue is empty .

Unload a take-up media roll from the roll winder

Introduction

When you want to collect the printed output you have to unload the take-up media roll from the roll winder.

Before you begin

Make sure you have cut the media. For more information, see *Cut the media* on page 161 and *Cut* the media (manual) on page 163.

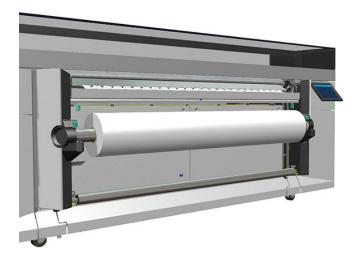


CAUTION

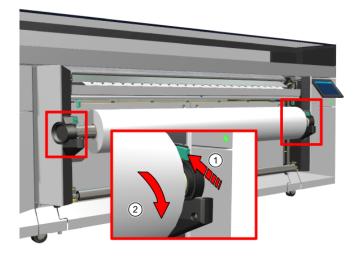
- Watch your fingers when you handle the media roll.
 - Lifting heavy media, 25 kg (55 lb) or more, has to be done by at least two people or with the help of external lifting tools.

Procedure

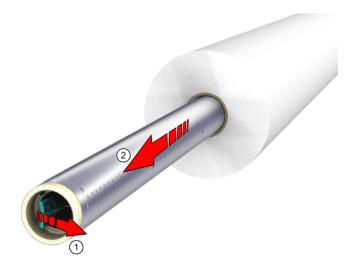
1. Locate the winder on the media output side.



2. Push the green levers on both sides of the take-up media roll. Remove the take-up media roll from the winder.

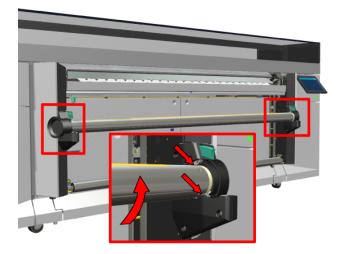


- **3.** Place the take-up media roll on a sturdy surface.
- **4.** Pull the handle of the locking mechanism inside the core towards you. Remove the media shaft from the core of the media roll.



5. You can place a new empty take-up roll core, for more information see *Load a take-up roll core onto the roll winder* on page 130.

6. Push to place the media shaft back on the winder. Make sure it clicks in place.



Unload a media roll from the drawer

Introduction

Unload a media roll from the drawer when you want to load a new media roll.



CAUTION

- Watch your fingers when you handle the media roll.
- Lifting heavy media, 25 kg (55 lb) or more, has to be done by at least two people or with the help of external lifting tools.



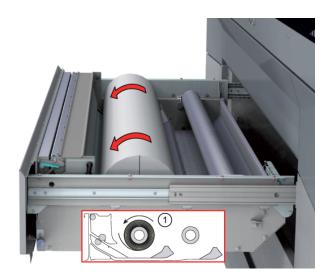
IMPORTANT

- Handle the media roll with care. A dented media roll can damage the printer.
- Only open the media drawer when the indicator light on the drawer is on. Do not open the drawer when the light is off, you can damage the machine.

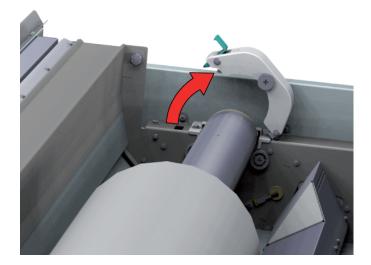


Put on gloves to avoid pollution of the paper by your fingerprints.

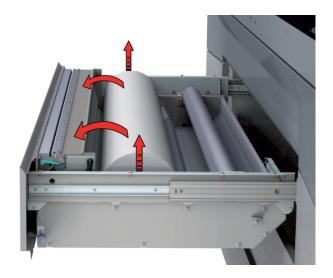
- 1. Pull firmly to open the media drawer.
- **2.** Use both hands to turn the media roll backwards (1) and remove the media from the metal paper guide.



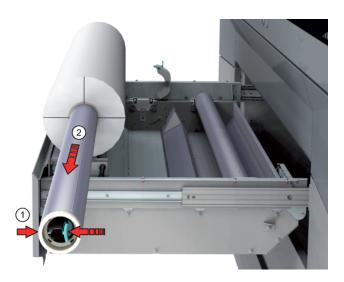
3. Pull the lever and open the clamp.



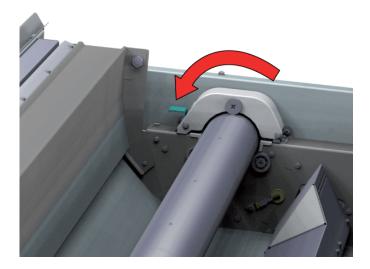
4. Lift up and take out the media shaft with the media roll, and put it on the roll loading station.



5. Pull (1) the handle of the locking mechanism towards you. Remove (2) the media shaft from the core of the media roll.



6. Load a new media roll, for more information see *Load a media roll (position 1)* on page 97. Or put the feed media shaft back into the drawer and firmly close the clamp. Make sure you close the clamp completely until you hear a click.



- **7.** Remove the media roll from the roll loading station. Store it in a safe place, so that it cannot fall over or roll away.
- 8. Close the media drawer carefully.

Chapter 5 Print a job

General workflow for printing a job

Introduction

There is a general workflow for using the Colorado M-series explained in this manual.



1. **RIP**

Prepare and submit a job in one of the supported RIP software applications. You can install media profiles and also add or change media profiles and types here. For more information, see *Configure media in the RIP* on page 44 or check the website of your RIP supplier for documentation.

2. Operator panel

Check your job and other jobs in the queue here. Pause, resume and remove a job, or cut the media after a certain job.

You can also perform special actions via the operator panel, such as starting maintenance actions or configuring the printer's system and connectivity settings.

3. Printing

Once your job has been submitted and passed the queue the printer prints your job in sheets or roll-to-roll.

4. Mobile app

You can monitor the printer via the PRISMA remote app on your mobile device. The app gives you alerts when operator action is required on media, maintenance or when other actions are coming up.

Print a job

Introduction

You can submit and print a job via the RIP.

When to do

Make sure you have one of the supported RIP applications installed and connected to the printer.

- 1. Open the RIP.
- 2. Load one or more files you want to print.
- **3.** Make sure you use a correct media profile for the media you want to print on. For more information, see *Configure media in the RIP* on page 44 or check the website of your RIP supplier for documentation.

4. Submit the job.



• When you have problems submitting your job, check if the physical width in the RIP corresponds with the width of the media roll.

Take into account the margin used for [Automatic advance correction] (_AAC_NONE, _AAC_NORMAL, _AAC_ENHANCED). You can check the value that is used for the [Automatic advance correction] setting in the RIP.

Also take into account that in print mode FLXfinish⁺ a margin with a width of 15 mm (0.59 inch) is used.

• In ONYX check the box in front of [Specify Physical Width] when you want to set the page size and physical width manually.



• In Caldera you can choose to let the printer or the RIP do the roll selection. Click on the wrench icon and under [Roll selection], select [Printer] or [RIP].

• Colorado 📀 📀 🙁	
M&M-A3.TIF CMYK 8 bits 420.0 x 297.0 mm	
Copies : 1 ±	
Resolution : High Speed	colorado 📀 📀 😒
Loading : Roll16	Printer Parameters
Media : MPI2000HOP Poly SA Viny	
Mode : CMYK	Printing Start : Immediate
Quality : Standard	Job Note :
Action : Print	Roll selection : RIP
☐ Keep Ripped file	RIP Printer
Default configuration	? Reset Close
€	
? Ready Print Quit	

5. Collect your output at the printer.

If requested, tape the media for winding. For more information, see *Print and wind without a tension bar* on page 134, *Print and wind with a tension bar* on page 137, or *Print and wind with a locked tension bar* on page 142.

Perform actions on a submitted job

Introduction

On the operator panel you can control your job.

Procedure

- **1.** Submit a job to the printer.
- **2.** On the operator panel, you see the job appearing in the queue, at the top of the screen. The job on top is the active job.

A canceled job will be grayed out and remains visible in the queue until it is deleted automatically. Do not alter the queue (e.g. stop or move a job) while the grayed-out job is still visible.

Action		
Pause	Tap the [Pause] icon. The printer pauses the job when the image has been printed.	Tight winding 1626mm I 1.53m Tight winding 1626mm I 1.53m Tight winding 1626mm I 1.53m Wittig
Cancel	Tap the job in the header. The [Cancel] icon appears. Tap [Cancel] to cancel the job. A canceled job will be grayed out and remains visible in the queue until it is deleted automatically.	Image: Construction of the second
Re- sume	When the printer is paus- ing, the [Resume] icon ap- pears. Tap [Resume] to continue printing.	Tight winding 1626mm I 1.53m Conv_Quality_Test Wax Speed 0 00:01:20 1 1.53m # 1/1 Stop Wax Speed 0 00:01:20 1 0.53m # 1/1 Stop Moda
Stop	When the printer is paus- ing, the [Stop] icon ap- pears. Tap [Stop] to stop printing. The image that has been printed is cured. The queue is stopped.	Tright winding 1626mm I 1.53m Onyx_Quality_Test Image: Conyx_Quality_Test Image: Conyx_Quality_Test Max Speed Image: Conyx_Quality_Test Image: Conyx_Quality_Test Max
Move up	Tap to select a job from the queue. Tap on the [Move up] icon to move the job up in the queue.	MP12000

Status on the operator panel

Introduction

The operator panel indicates when an operator attention is required via colors and symbols.

Colors on the operator panel

When you see an orange or red color indication on the operator panel, tap the tile with the color to see what action is required. You can take action if necessary.

Color	Example	Description	Status
Light-blue	≁	Operator action is coming up in the future, for some actions you can al- ready prepare, e.g.: 'You can refill ink', 'A cut is planned', 'Not calibrated media'.	The system is operational.
Orange icon	k Ink	In the near future an orange warning will appear, unless action is taken.	The system is operational.
Orange	<mark>о</mark> input	Operator action is possible or re- quired to keep the system running, e.g.: 'You should refill ink', 'You should perform maintenance', 'You should load the correct media type'.	The system stays opera- tional and most of the time can continue its action for now.
Red	<mark>о</mark> іпрыt	Operator action is required now, e.g.: 'You must refill ink to continue prin- ting', 'You must remove media from the paper path to continue printing'.	The system is blocked and will only continue when the indicated action has been performed by the op- erator.

Indicators on the operator panel

Indicators on the operator panel want to get your attention to make you aware of an operator action that is coming up (typically used in the queue).

Color	Example	Description	Status
Media (re- quest)	σ	Load required media for this job. Load a roll with the requested media type and width. The roll width can also be bigger than the size that is requested.	When the indicator is or- ange and this job becomes the active job, the system is paused until you solve the issue.
Cut (re- quest)	℅	Cut the media after this job.	When the indicator is or- ange and this job is finish- ed, the system is paused until you solve the issue.

Status on the operator panel

Color	Example	Description	Status
Attention (indication)		Operator attention is required. When this icon appears in the queue you have to be aware that most like- ly the media will run out during this job.	The system continues the action if possible.

Use the PRISMAremote Monitoring app

Introduction

With the PRISMAremote Monitoring app you can monitor your Colorado M-series at a distance.

Before you begin

To use the PRISMAremote Monitoring app you need a mobile device with:

- Google Android 8.0 or higher
- Apple iOS 12.5.5 or higher
- Remote connection on the printer must be enabled and working. For more information, see *Test PRISMAremote Monitoring* on page 292.



NOTE

You do not need a license for the PRISMAremote Monitoring app. For more information, see the PRISMAremote Monitoring guide on the downloads website *https://downloads.cpp.canon* under the product name.

- Make sure the System administrator has added your email address as a PRISMAremote Monitoring user for the Colorado M-series. For more information, see *Configure PRISMAremote Monitoring* on page 290.
- **2.** Download the PRISMAremote Monitoring app via the Google Play Store or Apple App Store onto your mobile device.
- **3.** Open the PRISMAremote Monitoring app on your mobile device.
- **4.** Log in with your Google or Microsoft account that has been registered by the System administrator. The app opens and shows one or more printers you are connected to.
- 5. Tap on the wheel icon on the bottom of the screen to configure the settings of the app.
- 6. Use the app for:
 - **Events**: see events and alerts, such as printing, roll empty, ink empty, all jobs finished, maintenance tray full, replace filters, refill chiller, replace lubricators.
 - **Printers**: monitor and view the status of one or multiple printers at one glance. Swipe to mute the notifications.
 - **Configuration**: configure the settings of the app.

Chapter 6 Maintain the system

Maintain the print quality

Guidelines to maintain the print quality

Introduction

To keep the printer in optimal condition it is very important to perform printhead and system maintenance actions regularly. These maintenance actions can be performed at any time to solve print quality problems, for example after a media crash.

You can start the maintenance actions from the operator panel. Depending on the situation there are three different scenario's to choose from:

- 1. Automatic maintenance
- 2. Manual maintenance
- 3. Periodic maintenance

Depending on the chosen scenario a number of maintenance actions will be done automatically by the printer and/or the operator.

For more details see video D *Guidelines to maintain the print quality*

Maintenance videos

The maintenance actions are explained in separate maintenance procedure videos.

Click on **I***Instruction videos* or scan the following QR code to visit the instruction videos main page.



Action	Procedure
Automatic nozzle optimization	Video: Nationatic nozzle optimization
Clean the nozzles	Video: D Clean the nozzles
Clean the maintenance station	Clean the maintenance station on page 194
	Video: D Clean the maintenance station
Clean the matrix plate area and the black protection cover	<i>Clean the matrix plate area and the black protection cov- er</i> on page 196
	Video: D Clean the matrix plate

Action	Procedure
Clean the MC Scanner	<i>Clean the MC scanner</i> on page 200
	Video: 🔼 Clean the MC scanner
Clean the platen	<i>Clean the platen</i> on page 203
	Video: 🔼 Clean the platen
Clean the buffer plate	<i>Clean the buffer plate</i> on page 206
	Video: D Clean the buffer plate
Vacuum the chiller and check the flu-	<i>Vacuum the chiller and check the fluid level</i> on page 208
id level	Video: Nacuum the chiller and check the fluid level
Clean the ink unit	<i>Clean the ink unit</i> on page 211
	Video: 🔽 <i>Clean the ink unit</i>
Clean the mirrors	<i>Clean the mirrors</i> on page 213
	Video: 🔽 Clean the mirrors
Clean the ruler	<i>Clean the ruler</i> on page 216
	Video: Dean the ruler

Overview of maintenance actions to maintain the print quality

Automatic maintenance

This is the shortest of the three maintenance procedures. Automatic maintenance is performed fully by the printer, the operator only has to start the procedure. Always start with automatic maintenance first in case of print quality problems.

Action	Procedure
The printer performs a purge and wipe to clean the nozzles.	 Video: ► Clean the nozzles You can select the option [Automatic nozzle optimization]. A test pattern will be printed that will be checked by the system to obtain the best print quality. Video: ► Automatic nozzle optimization

Manual maintenance

When automatic maintenance has not worked sufficiently then start manual maintenance in case of print quality problems. Manual maintenance is mainly done by the operator. You can also start manual maintenance in case of a paper jam or crash. For more information, see *Improve quality* on page 257.

Action	Procedure
Clean the maintenance station	<i>Clean the maintenance station</i> on page 194
	Video: D Clean the maintenance station
Clean the matrix plate area.	<i>Clean the matrix plate area and the black protection cov- er</i> on page 196
	Video: D Clean the matrix plate

Action	Procedure
Clean the MC scanner.	<i>Clean the MC scanner</i> on page 200
	Video: D Clean the MC scanner
Clean the platen.	<i>Clean the platen</i> on page 203
	Video: D Clean the platen
Clean the buffer plate.	<i>Clean the buffer plate</i> on page 206
	Video: Discrete Video: Vi
The printer performs a purge and wipe to clean the nozzles.	 Video: Clean the nozzles You can select the option [Automatic nozzle optimization]. A test pattern will be printed that will be checked by the system to obtain the best print quality. Video: Automatic nozzle optimization

Incident-based (quality problems, paper jam, crash)

Periodic maintenance

Periodic maintenance is a variety of mandatory maintenance actions that have to be performed by the operator. Periodic maintenance has to be done when the operator panel gives a warning. This is al least once a month, and depending on the ink usage, between 7 and 30 days.

IMPORTANT

You must perform all periodic maintenance indicated on the operator panel, to guarantee the print quality.

Action	Procedure
Clean the maintenance station	Clean the maintenance station on page 194
	Video: D Clean the maintenance station
Clean the matrix plate area.	<i>Clean the matrix plate area and the black protection cov- er</i> on page 196
	Video: D Clean the matrix plate
Clean the mirrors.	<i>Clean the mirrors</i> on page 213
	Video: Dean the mirrors
Clean the MC scanner.	<i>Clean the MC scanner</i> on page 200
	Video: D Clean the MC scanner
Clean the platen.	<i>Clean the platen</i> on page 203
	Video: D Clean the platen
Clean the buffer plate.	<i>Clean the buffer plate</i> on page 206
	Video: D Clean the buffer plate
Vacuum the chiller and check the flu-	<i>Vacuum the chiller and check the fluid level</i> on page 208
id level.	Video: Nacuum the chiller and check the fluid level
Clean the ink unit.	<i>Clean the ink unit</i> on page 211
	Video: 🔼 Clean the ink unit

Action	Procedure
The printer performs a purge and wipe to clean the nozzles.	 Video: ► Clean the nozzles You can select the option [Automatic nozzle optimization]. A test pattern will be printed that will be checked by the system to obtain the best print quality. Video: ► Automatic nozzle optimization

For more information on how to start automatic, manual and periodic maintenance, see *Start automatic maintenance* on page 188, *Start manual maintenance* on page 190, *Start periodic maintenance* on page 192.

Clean the nozzles by purge and wipe

In all three maintenance procedures the nozzles are cleaned by a purge and wipe action. During the purge actions every nozzle is refilled with new ink. The old ink including any pollution will be pushed out to the printhead nozzle area. Next a wiper removes the ink including the nozzle pollution from the nozzle area. This results in an optimally cleaned printhead.

Automatic nozzle optimization

In all maintenance procedures you can select the option [Automatic nozzle optimization].

During printing the system uses a mechanism called PAINt, to check if all nozzles are functioning. If a nozzle is detected as fail, PAINt will compensate this failing nozzle by a good working nozzle. PAINt can detect the majority of the causes for a failing nozzle during the print.

When you enable [Automatic nozzle optimization] the printer will create a test print on which each individual nozzle will print a pattern. A camera will scan the printed pattern. If the camera detects a missing pattern and PAINt did not detect this nozzle as failing, the nozzle will be switched off permanently. The failing nozzle is compensated by another nozzle for all print jobs, which results in a good print quality.

Use a smooth, white, opaque, non-reflective media when you select Automatic nozzle optimization.

Start automatic maintenance

Introduction

Start automatic maintenance in case of quality issues.

The printer performs a purge and wipe and optionally you can print a nozzle optimization chart to optimize the print quality.

			>
×			
ools			
Ċ	Automatic maintenance		^
	Automatic nozzle optimization		
	Print on	Roll 1 -	
		O Roll 2 -	
			Start
1	Manual maintenance		~
\bigtriangledown	Periodic maintenance		~

- 1. On the operator panel tap on the [Tools] icon on the right.
- 2. Tap on [Automatic maintenance].
- **3.** When you are experiencing print quality issues, we recommend that you select the [Automatic nozzle optimization]. The small test chart printed is measured by the MC scanner and the recovered nozzles will be switched on again. This will improve the print quality again. If you do not select the [Automatic nozzle optimization], the problem nozzles will remain the status "do not use". Prerequisite is that the printhead area and matrix plate are clean (cleaned during manual maintenance).
 - 1. Make sure [Automatic nozzle optimization] is selected.
 - 2. Select a roll to print the nozzle optimization chart on.



NOTE

The nozzle optimization chart can only be printed on media of one of the following categories:

- Heavy paper > 200 gsm (54 lb bond)
- Paper 120-200 gsm (32-54 lb bond)
- Film
- Polymeric & cast self-adhesive vinyl
- Thick film > 200 um (0.0079 inch)

On the other media categories, these procedures cannot be performed. When no roll is loaded with one of the above mentioned categories, no roll will be indicated for the automatic nozzle optimization.

Use a media width that is as large as possible and larger than 840 mm (33 inch) in order to get the best optimization results.

The [Automatic nozzle optimization] takes about 10 minutes. The printer will print a test chart and optimize the print quality.

4. Tap on [Start].

The printer starts the purge and wipe and then prints the chart in case you selected it.

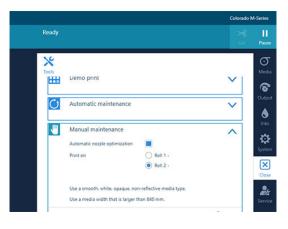
Start manual maintenance

Introduction

In case of quality issues that are not solved by automatic maintenance with nozzle optimization, start manual maintenance.

Perform any or all of the listed actions on the operator panel.

You can print a nozzle optimization chart to optimize the nozzles.



Procedure

- 1. On the operator panel tap on the [Tools] icon on the right.
- 2. Tap on [Manual maintenance].



We recommend that you check the [Automatic nozzle optimization] when you are experiencing print quality issues. After you have cleaned the matrix plate and the printheads the recovered nozzles have to be switched on again (if you do not check this option the nozzles will keep the status "do not use").

- 3. When you want to print nozzle optimization charts to optimize the nozzles:
 - 1. Make sure [Automatic nozzle optimization] is selected.
 - 2. Select a roll to print the nozzle optimization charts on.



NOTE

The nozzle optimization chart can only be printed on media of one of the following categories:

- Heavy paper > 200 gsm (54 lb bond)
- Paper 120-200 gsm (32-54 lb bond)
- Film
- · Self-adhesive
- Thick film > 200 um (0.0079 inch)

On the other media categories, these procedures cannot be performed. When no roll is loaded with one of the above mentioned categories, no roll will be indicated for the automatic nozzle optimization.

Use a media width that is as large as possible and larger than 840 mm (33 inch) in order to get the best optimization results.

The [Automatic nozzle optimization] takes about 10 minutes. The printer will print two charts and optimize the print quality.

- 4. Tap on [Start].
- 5. Perform any or all of the listed actions:
 - 1. Clean the maintenance station on page 194
 - 2. Clean the matrix plate area and the black protection cover on page 196
 - 3. Clean the MC scanner on page 200
 - 4. *Clean the platen* on page 203
 - 5. Clean the buffer plate on page 206

Maintenance in progress	
Took Manual maintenance Manual maintenance Remove all cleaning tools. Close all covers and doors.	Complete the following operations: 1. Clean the maintenance station: 2. Clean the matrix plata area and the black protection cover. 3. Clean the MC scancer. 4. Clean the platen. 5. Clean the buffer plate.
	Cancel Completed



IMPORTANT

Wait until the [Completed] button turns black and the printhead carriage is in maintenance position, before you open the top cover and start cleaning.

Start periodic maintenance

Introduction

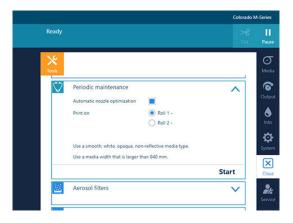
Start periodic maintenance when the operator panel gives a warning.

Periodic maintenance contains a variety of mandatory maintenance actions and the possibility to print a nozzle optimization chart to optimize the nozzles.



IMPORTANT

You must perform all periodic maintenance actions when indicated, otherwise the printer functions are not guaranteed.



Procedure

- 1. On the operator panel tap on the [Tools] icon on the right.
- 2. Tap on [Periodic maintenance].
- 3. When you want to print nozzle optimization charts to optimize the nozzles:
 - 1. Make sure [Automatic nozzle optimization] is selected.
 - 2. Select a roll to print the nozzle optimization charts on.

/>>> NOTE

The nozzle optimization chart can only be printed on media of one of the following categories:

- Heavy paper > 200 gsm (54 lb bond)
- Paper 120-200 gsm (32-54 lb bond)
- Film
- Self-adhesive vinyl
- Thick film > 200 um (0.0079 inch)

On the other media categories, these procedures cannot be performed.

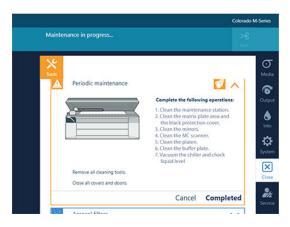
When no roll is loaded with one of the above mentioned categories, no roll will be indicated for the automatic nozzle optimization.

Use a media width that is as large as possible and larger than 840 mm (33 inch) in order to get the best optimization results.

The [Automatic nozzle optimization] takes about 10 minutes. The printer will print two charts and optimize the print quality.

4. Tap on [Start].

- 5. Perform all off the listed actions:
 - 1. Clean the maintenance station on page 194
 - 2. Clean the matrix plate area and the black protection cover on page 196
 - 3. Clean the mirrors on page 213
 - 4. *Clean the MC scanner* on page 200
 - 5. *Clean the platen* on page 203
 - 6. *Clean the buffer plate* on page 206
 - 7. Vacuum the chiller and check the fluid level on page 208
 - 8. *Clean the ink unit* on page 211



IMPORTANT

Wait until the [Completed] button turns black and the printhead carriage is in maintenance position, before you open the top cover and start cleaning.

Clean the maintenance station

Introduction

The maintenance station plays an important role to keep the printheads optimally cleaned.

Video: D Clean the maintenance station

Before you begin

- Use Colorado M-series prescribed:
- Microflex gloves for handling ink
- Lint free cloths and swabs
- · Cleaning liquid (Cleaner MB Methyl benzoate)
- Cleaning liquid (IPA)



NOTE

For information on the prescribed maintenance materials, see *List of Colorado M-series maintenance materials* on page 255.



CAUTION

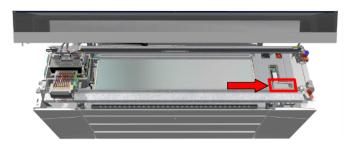
Wear the prescribed gloves when contact with ink or maintenance materials is possible. Gloves should always overlap sleeves. Follow the Safety Data Sheets (SDS) guidelines carefully in order to ensure maximum safety.



IMPORTANT

Use the prescribed cleaning liquid. Do not use any other cleaners.

- 1. Start the maintenance action via the operator panel. For more information, see *Start manual maintenance* on page 190.
- 2. Put on the Colorado M-series approved gloves.
- 3. Open the top cover from the media input side.
- **4.** Locate the purge tray on the right-hand side. The purge tray is located in the maintenance station.



5. Take a lint free cloth and clean the purge tray. Clean until all residue ink is gone.



CAUTION

Be careful to touch, the purge tray can be hot. Allow 5 minutes to cool down before cleaning.



- 6. If necessary, dampen a lint free cloth with cleaner IPA to remove any remaining ink.
- 7. Dispose the gloves, cloths and swabs as chemical waste according to local regulations.
- 8. Close the top cover.



IMPORTANT

Make sure all covers are closed correctly to prevent cured ink in your system.

9. On the operator panel tap [Completed] to end the maintenance action or continue to the next action, *Clean the matrix plate area and the black protection cover* on page 196.

Clean the matrix plate area and the black protection cover

Introduction

The area around the matrix plate must be cleaned regularly. This includes the anti-reflective strips and mirror edges.

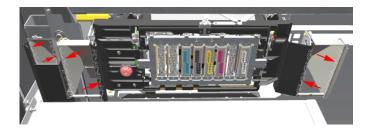


NOTE

The operator panel gives a warning to perform this procedure at least once a month, and depending on the ink usage, between 7 and 30 days.

During the use of the printer, dust and fibers from the media can accumulate on the edges of the anti-reflective strips and mirrors of the printhead carriage. If these fibers touch the surface of the paper during printing, they can wipe through the uncured ink and can cause print quality issues.

These print quality issues can easily be mistaken for printhead issues, as these fibers are stuck to the carriage. To prevent unnecessary service calls or printhead replacements, the edges of the anti-reflective strips and mirrors need to be cleaned regularly.



Video: D Clean the matrix plate

Before you begin

Use Colorado M-series prescribed:

- Microflex gloves for handling ink
- Swabs
- Cleaning liquid (Cleaner MB methyl benzoate)
- Cleaner IPA



NOTE

For information on the prescribed maintenance materials, see *List of Colorado M-series maintenance materials* on page 255.



CAUTION

Wear gloves when contact with ink or maintenance materials is possible. Gloves should always overlap sleeves. Wear safety glasses with side shields when handling ink or maintenance materials. Follow the ink related Safety Data Sheets (SDS) guidelines carefully in order to ensure maximum safety.



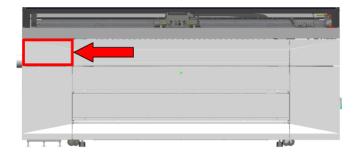
IMPORTANT

Use the prescribed cleaning liquid. Do not use any other cleaners.

Procedure

1. Start the maintenance action via the operator panel. For more information, see *Start manual maintenance* on page 190 or *Start periodic maintenance* on page 192.

- 2. Put on the Colorado M-series approved gloves.
- 3. Go to the media input side and locate the manual maintenance door on the left.



4. Open the media cover (1) and lift the lever of the manual maintenance door on the left (2). Close the cover before starting the maintenance to avoid bumping into it.



5. Open the manual maintenance door (3). A light is switched on.



IMPORTANT

Do not use any external light source to prevent curing of the ink and damage to the printheads.

- 6. Locate the matrix plate in the compartment.
- 7. Take a Colorado M-series approved swab.
- **8.** Dampen the swab with cleaner MB and clean the dummy printheads, until all visible residue ink is gone.

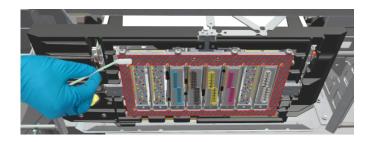
Depending on the printer configuration there are 3 or 4 dummy printheads.



- Do not touch the active printheads. When you touch them, you could damage the printheads.
- Never put the swab between a printhead and the matrix plate area.

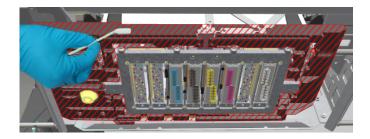


9. Dampen a new swab with cleaner MB and clean the outer edge of the matrix plate until all visible residue ink is gone.



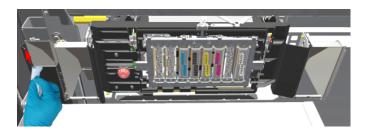
IMPORTANT

- Make sure to end the cleaning procedure within 5 minutes, when you use the cleaning liquid. The printer has to perform automatic maintenance after, to make sure the cleaning liquid does not damage the printheads.
- Use as many swabs as necessary.
- **10.** Locate the black protection cover and inspect if it is polluted with ink, media dust or fibers.
- **11.** In case of pollution, take a new swab and clean the black protection cover especially the protruding parts (red indicated area).

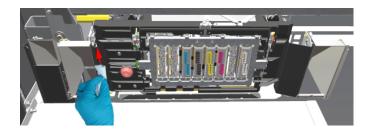


- **12.** Only when necessary, dampen a new swab with the cleaner IPA and clean the polluted parts of the black protection cover again.
- **13.** Make sure that all residue ink is removed.

14. Use a lint free cloth with cleaner IPA to clean the edges of the left mirrors.



15. Use a lint free cloth with cleaner IPA to clean the left black anti-reflective strip.



16. Use a lint free cloth with cleaner IPA to clean the edges of the right mirror and the right anti-reflective strip.



- **17.** Dispose the gloves and swabs as chemical waste according to local regulations.
- **18.** Close the manual maintenance door and the media cover.



IMPORTANT Make sure all covers are closed correctly to prevent cured ink in your system.

19. On the operator panel tap [Completed] to end the maintenance action.

Clean the MC scanner

Introduction

The MC scanner is used for the measurement of printed test patterns. The MC scanner must be cleaned regularly.

When you see pollution on the MC scanner, immediately clean the scanner.

Cleaning the MC scanner has to be done at least once a month.

Video: **D** Clean the MC scanner



When you get error 5713: advance media correction not working, most probably the MC scanner is polluted, clean the scanner.

Before you begin

Use Colorado M-series prescribed:

- · Microflex gloves for handling ink
- · Lint free cloths
- Cleaning liquid (IPA)

NOTE

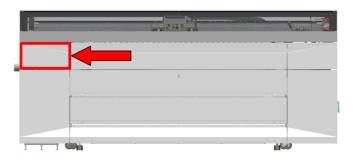
For information on the prescribed maintenance materials, see *List of Colorado M-series maintenance materials* on page 255.



CAUTION

Wear gloves when contact with ink or maintenance materials is possible. Gloves should always overlap sleeves. Wear safety glasses with side shields when handling ink or maintenance materials. Follow the ink related Safety Data Sheets (SDS) guidelines carefully in order to ensure maximum safety.

- 1. Start the maintenance action via the operator panel. For more information, see *Start manual maintenance* on page 190 or *Start periodic maintenance* on page 192.
- 2. Put on the Colorado M-series approved gloves.
- 3. Go to the media input side and locate the manual maintenance door on the left.



4. Open the media cover (1) and lift the lever of the manual maintenance door on the left (2).

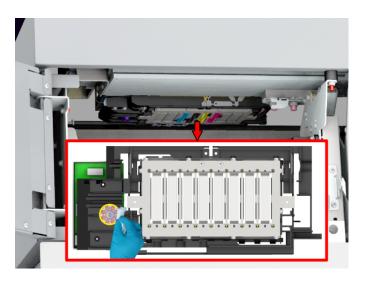


5. Open the manual maintenance door (3). A light is switched on.



IMPORTANT Do not use any external light source to prevent curing of the ink and damage to the printheads.

6. Locate the MC scanner (indicated by the yellow circle) next to the matrix plate in the compartment.



7. Dampen a lint free cloth with the cleaner IPA and clean then glass plate in front of the MC scanner.

Only clean the glass plate of the MC scanner. Do not touch the nozzle areas of the printhead. When you touch the nozzle areas you can damage the printhead.



IMPORTANT

Use the prescribed cleaning liquid. Do not use any other cleaners.



IMPORTANT

This cleaning liquid (IPA) is not used for cleaning the maintenance drawer and heated parts of the maintenance station.

- 8. Make sure that all residue ink is removed.
- 9. Carefully wipe the glass plate dry.
- **10.** Dispose the gloves and cloths as chemical waste according to local regulations.
- **11.** Close the manual maintenance door and the media cover.



IMPORTANT

Make sure all covers are closed correctly to prevent cured ink in your system.

12. On the operator panel tap [Completed] to end the maintenance action.

Clean the platen

Introduction

When you see pollution on the platen or on the back of your print, immediately clean the platen.

It is advised to clean the platen regularly to keep the printer in the best condition.

Video: **D** Clean the platen

Before you begin

Use Colorado M-series prescribed:

- · Microflex gloves for handling ink
- · Lint free cloths
- · Rough lint free cloths
- Cleaning liquid (IPA)
- Compressed air duster
- Micro cleaning brushes (2,5 mm / 0.1 inch)
- Scraper

NOTE

Ø

For information on the prescribed maintenance materials, see *List of Colorado M-series maintenance materials* on page 255.



CAUTION

Wear gloves when contact with ink or maintenance materials is possible. Gloves should always overlap sleeves. Wear safety glasses with side shields when handling ink or maintenance materials. Follow the ink related Safety Data Sheets (SDS) guidelines carefully in order to ensure maximum safety.

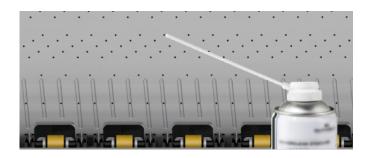


CAUTION

Do not use compressed air duster in any way other than described in this procedure.

- 1. Start the maintenance action via the operator panel. For more information, see *Start manual maintenance* on page 190 or *Start periodic maintenance* on page 192.
- 2. Put on the Colorado M-series approved gloves.
- **3.** Open the top cover from the media input side.
- **4.** If present, remove the media from the paper path. For more information, see *Remove media from the paper path* on page 333
- 5. Examine the platen:
 - When you see uncured ink on the platen, dab the area with a lint free cloth to avoid rubbing ink into the suction holes.
 - When you see cured ink residue, use a scraper to remove the ink carefully.

6. Use the compressed air duster to open the suction holes.





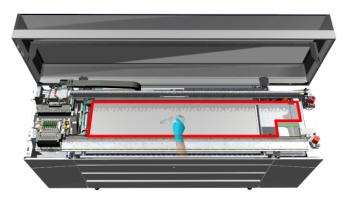
If necessary, you can also use a 2,5 mm (0.1 inch) micro cleaning brush.

7. Dampen a rough lint free cloth with the cleaning liquid and clean the complete platen area. If necessary, you can clean the area surrounding the maintenance station as well.



IMPORTANT

- Use the prescribed cleaning liquid. Do not use any other cleaners.
- Do not wet the platen directly, as you can damage the printheads.
- Do not clean outside the indicated area to avoid damaging the system.



8. When all residue ink is removed, take a new and clean lint free cloth to wipe the complete platen.



IMPORTANT

Do not clean the transport rollers. When the rollers are polluted call your local service representative.



9. Dispose the gloves, cloths, and micro cleaning brushes as chemical waste according to local regulations.

- **10.** Close the top cover.
- **11.** On the operator panel tap [Completed] to end the maintenance action.

After you finish

Reload the media. For more information, see *Load a media roll (position 1)* on page 97.

Clean the buffer plate

Introduction

When the printer is polluting your media with for example uncured ink or glue, check the buffer plate. In case of pollution, you can clean the buffer plate.

Video: D Clean the buffer plate

Before you begin

Use Colorado M-series prescribed:

- Microflex gloves for handling ink
- · Lint free cloths
- Cleaning liquid (IPA)



NOTE

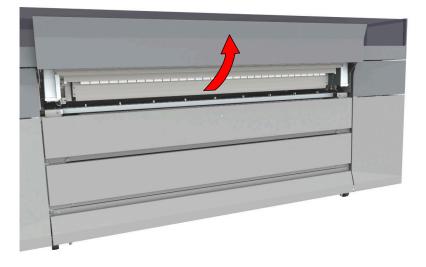
For information on the prescribed maintenance materials, see *List of Colorado M-series maintenance materials* on page 255.



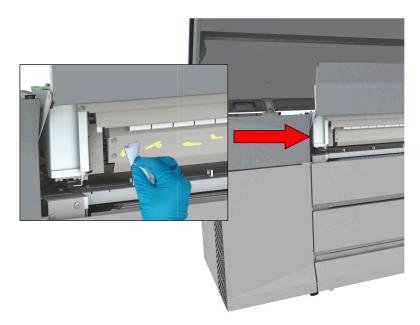
CAUTION

Wear gloves when contact with ink or maintenance materials is possible. Gloves should always overlap sleeves. Wear safety glasses with side shields when handling ink or maintenance materials. Follow the ink related Safety Data Sheets (SDS) guidelines carefully in order to ensure maximum safety.

- 1. Put on the Colorado M-series approved gloves.
- 2. Go to the media input side and open the media cover.



3. Inspect if the buffer plate is polluted.



- 4. Take a lint free cloth and clean the buffer plate.
- 5. Dampen the cloth with the cleaning liquid to remove any remaining ink.



IMPORTANT Use the prescribed cleaning liquid. Do not use any other cleaners.

- 6. Dispose the gloves, cloths and pin as chemical waste according to local regulations.
- 7. Close the media cover.

Vacuum the chiller and check the fluid level

Introduction

It is advised to vacuum the chiller every month to keep the printer in the best condition. Vacuuming the chiller is part of periodic maintenance so the operator panel gives a warning when you should vacuum the chiller. Always check the fluid level when you vacuum the chiller.

Video: Vacuum the chiller and check the fluid level

Before you begin

Use Colorado M-series prescribed:

- Screwdriver (Torx-25)
- · Vacuum cleaner with a brush head

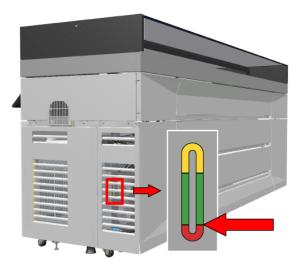
Check the fluid level

To check the fluid level, locate the level gauge glass behind the right-hand side of the cover.



Do not remove this section of the cover. You can see the level gauge glass through the openings in the cover.

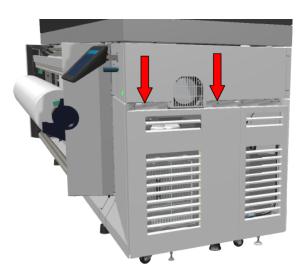
If the fluid level is near the bottom of the green zone, you must refill the chiller.



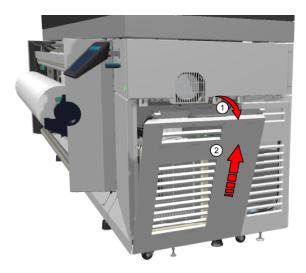
Procedure

1. Go to the chiller side and locate the cover under the fan.

2. Unscrew the left and right screws on top of the cover with the Torx-25.



3. Lift the cover a little up and towards you (1), then lift it up fully and take it out (2).

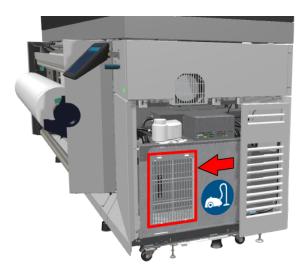


4. Vacuum the condenser surface as indicated. Make sure you remove all the collected dust. Do not remove any parts of the chiller.



CAUTION

Vacuum the surface with care, make sure you do not damage the condenser surface.



- 5. Place the cover back into position.
- 6. Fasten the left and right screws on top of the cover.
- **7.** When you vacuumed the chiller as part of periodic maintenance, on the operator panel tap on [Completed] to end the maintenance action.

Clean the ink unit

Introduction

It is advised to clean the ink unit regularly to keep the printer in the best condition. You can clean the ink unit when you replace a bottle or during periodic maintenance. When you see ink pollution, immediately clean the affected area.

Video: **D** Clean the ink unit.

Before you begin

Use Colorado M-series prescribed:

- Microflex gloves for handling ink
- · Lint free cloths
- Cleaning liquid (IPA)



NOTE

For information on the prescribed maintenance materials, see List of Colorado M-series maintenance materials on page 255.



CAUTION

Wear gloves when contact with ink or maintenance materials is possible. Gloves should always overlap sleeves. Wear safety glasses with side shields when handling ink or maintenance materials. Follow the ink related Safety Data Sheets (SDS) guidelines carefully in order to ensure maximum safety.



IMPORTANT

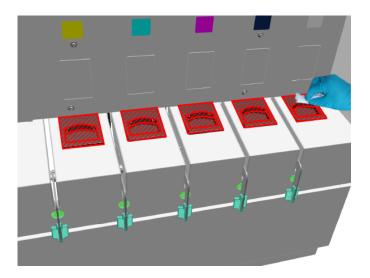
Use the prescribed cleaning liquid. Do not use any other cleaners.

- 1. Go to the side of the printer where the ink bottles are located.
- 2. Put on the Colorado M-series approved gloves.
- 3. Move down the green handle which is located left of the bottle you want to replace. Do not hold the bottle while you move the handle.



- 4. Take the empty bottle out of the slot.
- **5.** Dispose the bottle as chemical waste according to local regulations. If preferred and possible, you can repeat the steps to take out all bottles.
- **6.** Take a lint free cloth and clean the indicated areas surrounding the slots until all residue ink is gone.

If necessary, dampen a swab with the cleaning liquid to remove any remaining ink.



7. When all residue ink is removed, dispose the gloves and cloths as chemical waste according to local regulations.

Result

If preferred and possible, you can place new bottles and refill ink. If the machine is not equipped with white ink, the order of the bottles from left to right is YCMK. If the machine is equipped with white ink, the order of the bottles from left to right is YCMKW. For more information, see *Refill ink* on page 218.

Clean the mirrors

Introduction

When you see pollution on the mirrors or on the glass plate in front of the mirror funnel, immediately clean these parts.

It is advised to clean the mirrors and the glass plate in front of the mirror funnel regularly to keep the printer in the best condition.

Video: **D** Clean the mirrors.

Before you begin

Use Colorado M-series prescribed:

- Microflex gloves for handling ink
- · Lint free cloths
- · Demineralized water



NOTE

For information on the prescribed maintenance materials, see *List of Colorado M-series maintenance materials* on page 255.



CAUTION

Wear gloves when contact with ink or maintenance materials is possible. Gloves should always overlap sleeves. Wear safety glasses with side shields when handling ink or maintenance materials. Follow the ink related Safety Data Sheets (SDS) guidelines carefully in order to ensure maximum safety.

Procedure

1. Make sure the printer is not printing.

IMPORTANT

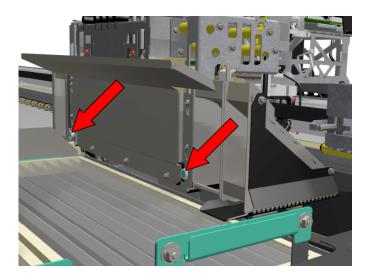
- 2. Put on the Colorado M-series approved gloves.
- **3.** Open the top cover from the media input side.
- 4. Carefully push the printhead carriage to the left in manual maintenance position.

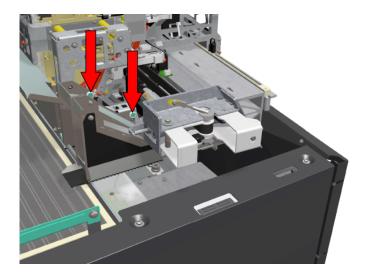


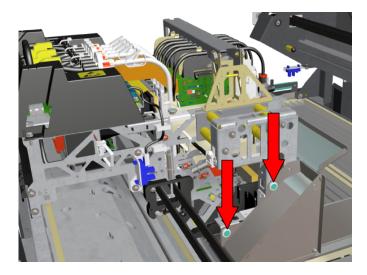
Touch the printhead carriage on the covered area only, otherwise you can damage the printheads.

5. Locate the mirror boxes on both sides of the printhead carriage.

6. Unscrew the six green screws of the mirror boxes manually.







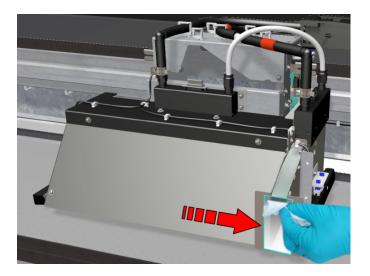
 Dampen a lint free cloth with the demineralized water and clean all mirrors on the inside of the mirror boxes.
 There are 3 mirrors.



IMPORTANT

Use demineralized water, do not use any other liquid.

- 8. Make sure that all matte deposits are removed.
- 9. Carefully wipe the mirror boxes dry.
- **10.** Place the mirror boxes back into position.
- **11.** Fasten the screws, hand tight.
- **12.** Carefully push the printhead carriage and the curing carriage past each other to ensure they do not touch each other.
- **13.** Locate the mirror funnel on the curing carriage.



14. Dampen a lint free cloth with the demineralized water and clean the glass plate in front of the mirror funnel.



IMPORTANT

Use demineralized water, do not use any other liquid.

- 15. Make sure that all matte deposits are removed.
- **16.** Carefully wipe the glass plate dry.
- 17. Dispose the gloves and cloths as chemical waste according to local regulations.
- **18.** Close the top cover.

Clean the ruler

Introduction

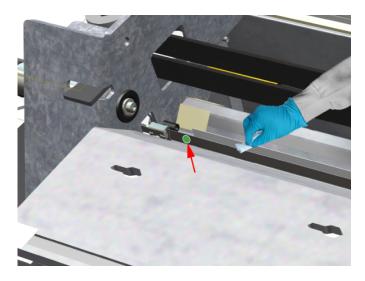
The printer uses a ruler to control the printhead carriage. A polluted ruler interferes with control of the printhead carriage. In case of pollution, you can clean the ruler.

Video: **D** Clean the ruler.



NOTE

You can clean a ruler marked with a green dot. Do not clean a ruler that is not marked with a green dot.



When to do

If the operator panel shows error 5709, clean the ruler.

Before you begin

Use Colorado M-series prescribed:

- · Microflex gloves for handling ink
- Lint free cloths
- Cleaning liquid IPA



NOTE

For information on the prescribed maintenance materials, see *List of Colorado M-series maintenance materials* on page 255.



CAUTION

Wear gloves when contact with ink or maintenance materials is possible. Gloves should always overlap sleeves. Wear safety glasses with side shields when handling ink or maintenance materials. Follow the ink related Safety Data Sheets (SDS) guidelines carefully in order to ensure maximum safety.

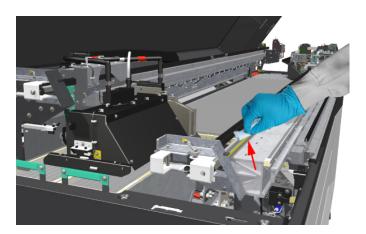


IMPORTANT

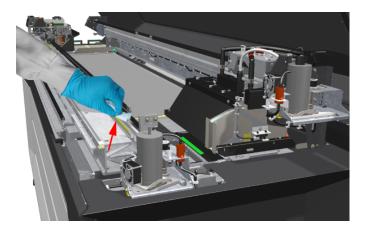
Use the prescribed cleaning liquid. Do not use any other cleaners.

Procedure

- 1. Open the top cover of the printer.
- 2. Put on the Colorado M-series approved gloves.
- **3.** Dampen a lint free cloth with the cleaner IPA and clean the left side of the ruler until you reach the printhead carriage. Make sure that the lint free cloth covers the front and back of the ruler.



- 4. Close the top cover.
- **5.** Start the maintenance action via the operator panel. Make sure that the [Automatic nozzle optimization] is deselected. For more information, see *Start periodic maintenance* on page 192.
- 6. Wait until the printhead carriage is in cleaning position.
- 7. Open the top cover.
- 8. Dampen a lint free cloth with the cleaner IPA and clean the right-hand side of the ruler.



- **9.** Dispose the gloves and cloths as chemical waste according to local regulations.
- **10.** Close the top cover.
- **11.** On the operator panel, tap [Completed] to end the maintenance action.

Maintain the printer

Refill ink

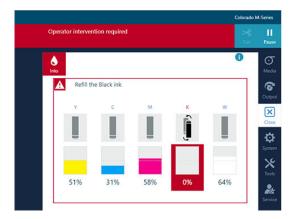
Introduction

You can refill ink easily without the risk of spilling ink.

A Colorado M-series M3/M3W configuration only allows use of 700 ml ink bottles.

A Colorado M-series M5/M5W configuration can use both 700 ml and 1000 ml ink bottles.

On the operator panel tap on the [Inks] icon on the right. You see an overview of the ink bottles and levels of remaining ink:



- Read the messages above the ink bottles to understand the status of the ink level and the ink bottles. The message indicates when ink is running out or is of the wrong color, bottles are not present, wrong, invalid or expired.
- When the operator panel gives an orange warning, a bottle is not present, invalid, wrong or expired, or it is advised to refill ink for a specific color as the ink is running out.
- When ink is about to expire within 28 days or is expired, the operator panel gives a red warning and the operator is asked to confirm to continue printing. This will appear every day until the ink status is not expired or almost expired.
 The ink dialog contains instructions to make clear that printhead warranty is voided if expired

The ink dialog contains instructions to make clear that printhead warranty is voided if expired ink is used.

- When the operator panel gives a red warning for another reason, you must refill ink for a specific color. The printing process is stopped until you have refilled the ink.
- For more detailed information on the status, tap the blue information icon at the top right hand corner.
- When one of the LED lights located next to the bottles is on (not blinking), you can refill ink for the related color.
- If the machine is not equipped with white ink, the order of the bottles from left to right is YCMK.
- If the machine is equipped with white ink, the order of the bottles from left to right is YCMKW.
- When you see ink pollution, immediately clean the affected area. For more information, see *Clean the ink unit* on page 211.

Before you begin



CAUTION

Wear gloves when contact with ink or maintenance materials is possible. Gloves should always overlap sleeves. Wear safety glasses with side shields when handling ink or maintenance materials. Follow the ink related Safety Data Sheets (SDS) guidelines carefully in order to ensure maximum safety.



IMPORTANT

• Make sure you use official Colorado M-series ink.

UNDER CERTAIN CONDITIONS, INCLUDING WHEN A USED, REFILLED OR THIRD PARTY INK HAS BEEN DETECTED, THE PRINTER WILL OPERATE UNDER SAFE MODE. THIS MODE IS DESIGNED TO PROTECT THE PRINTER AND THE PRINTHEADS FROM DAMAGE DUE TO UNEXPECTED INK INTERACTION, RESULTING IN DIFFERENT AUTOMATIC MAINTENANCE BEHAVIOR AND IS ACTIVE WHEN THE OPERATOR PANEL DISPLAYS IT. FOR OPTIMAL PERFORMANCE USE ORIGINAL INK. THE PRINT SYSTEM, THE INK AND THE PRINTHEADS ARE DESIGNED AND ENGINEERED IN CLOSE RELATION TO PROVIDE UNCOMPROMISING PRINT QUALITY, CONSISTENCY, PERFORMANCE, DURABILITY AND RUNNING COSTS WITH EVERY PRINT. CANON PRODUCTION PRINTING DOES NOT WARRANT THE PERFORMANCE OF THE PRINT SYSTEM WHEN OPERATED OUTSIDE OF ENVIRONMENTAL SPECIFICATIONS OR WHEN SAFE MODE IS ACTIVE.

- DO NOT USE INK THAT HAS PASSED THE EXPIRATION DATE. WHEN INK IS GOING TO EXPIRE IN THE MACHINE YOU GET A WARNING. MAKE SURE YOU USE UP THE INK BEFORE THE EXPIRATION DATE, AS EXPIRED INK CAN DAMAGE THE MACHINE. YOU CAN REFILL INK AGAIN WHEN EXPIRED INK HAS RUN OUT. IF YOU REFILL VALID INK ONTO EXPIRED INK, THE OPERATOR PANEL WILL DISPLAY AN AVERAGE EXPIRATION DATE.
- When one of the LED lights located next to the bottles is off, you cannot refill ink for the related color. Do not take the bottles out of the slots.
- When the LED light located next to the bottle is blinking slowly, something is wrong. Do not move the green handle, you can damage the machine. Check the operator panel for an explanation of the issue. When you cannot solve it, call your local Service representative.

Procedure

- 1. On the operator panel tap on the [Inks] icon on the right.
- 2. Check which one or more colors ink has to be refilled or if something is wrong with the bottles.
- 3. Go to the side of the printer where the ink bottles are located.
- 4. Put on the Colorado M-series approved gloves.
- **5.** Move down the green handle which is located left of the bottle you want to replace. Do not hold the bottle while you move the handle.



IMPORTANT

When the LED light located next to the bottle is off, you cannot refill ink for the related color. Do not take the bottle out of the slot.



- 6. Take the empty bottle out of the slot.
- 7. Dispose the bottle as chemical waste according to local regulations.
- 8. Take a new ink bottle with the same color and shake it well for at least 10 seconds.



IMPORTANT

You must shake a white ink bottle for at least 30 seconds.

9. Place the bottle at an angle in the slot. Push the bottle upright until it clicks in place.



IMPORTANT

Make sure the bottle is aligned with the other bottles. If the bottle is not placed correctly and you use force on the green handle, it can break.

The LED light under the handle slot starts blinking fast, wait until the LED light stops blinking. When the LED light stays on you can continue.



IMPORTANT

When the LED light under the handle starts blinking slowly something is wrong. Do not move the green handle. A message is displayed on the operator panel explaining the issue.

10. Move the green handle back up as far as it will go.



IMPORTANT

Do not hold the bottle. In case the handle is resistant, repeat step 9.

The ink will pour out of the bottle. The bottle is locked into place. You can leave the bottle in.





NOTE

When it is possible to fill a second bottle, you have to wait 15 minutes. The LED light under the handle will light up again when this is possible.

11. Dispose the gloves as chemical waste according to local regulations.

Replace the maintenance tray

Introduction

Replace the maintenance tray when the system gives a warning.

- The operator panel gives an orange warning when you can replace the maintenance tray.
- The operator panel gives a red warning when you must replace the maintenance tray. The printing process is stopped until you have replaced the maintenance tray.
- If the orange warning [Maintenance tray sensor is broken] appears, it is not possible to replace the maintenance tray. You can continue to use the current maintenance tray until the warning [Replace the maintenance tray] appears. Then you can replace the maintenance tray.

Video: **Neplace the maintenance tray**

Before you begin

Use Colorado M-series prescribed:

- · Microflex gloves for handling ink
- · Lint free cloths
- · Maintenance tray



NOTE

For information on the prescribed maintenance materials, see *List of Colorado M-series maintenance materials* on page 255.



CAUTION

Wear gloves when contact with ink or maintenance materials is possible. Gloves should always overlap sleeves. Wear safety glasses with side shields when handling ink or maintenance materials. Follow the ink related Safety Data Sheets (SDS) guidelines carefully in order to ensure maximum safety.



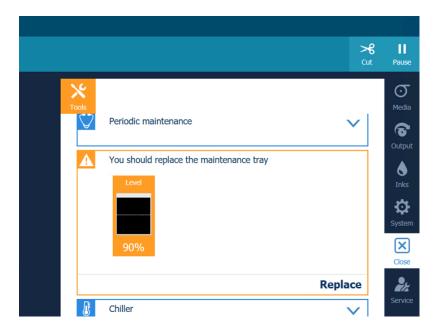
IMPORTANT

Only open the maintenance drawer when the operator panel displays a message allowing you to open it.

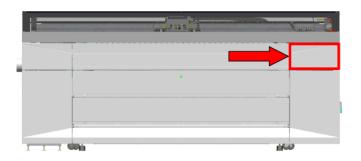
Procedure

1. On the operator panel tap on the [Tools] icon on the right.

2. Go to [Maintenance tray].



- **3.** Tap on [Replace] and read the instructions.
- 4. Put on the Colorado M-series approved gloves.
- 5. Go to the media input side and locate the maintenance drawer on the right.



6. Open the media cover (1) and lift the lever of the maintenance drawer on the right (2).

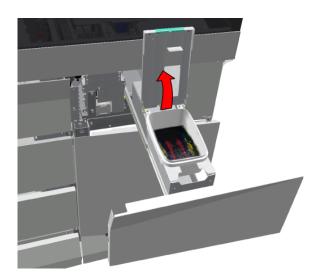


7. Pull carefully to slide the maintenance drawer to the front (3). Make sure to extend the drawer completely.

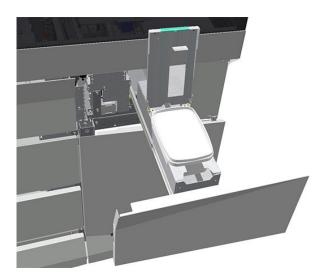


CAUTION Open the maintenance drawer very carefully to not let the ink splash and spill.

8. Lift the metal holder up.



9. Put the lid on the tray.



10. For both hands, put your thumb on the lid and your other fingers under the side reel. Squeeze to click and seal the lid completely.

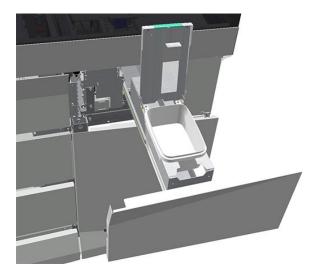


- **11.** Lift the maintenance tray out with both hands on the sides of the tray. Dispose the sealed maintenance tray as chemical waste according to local regulations.
- **12.** Take a lint free cloth and clean the drawer and holder on the inside and outside until all residue ink is gone.
- **13.** Take a new and empty maintenance tray and place it in the maintenance drawer.



IMPORTANT

Do not place the lid on the new maintenance tray, as ink can spill that will damage the machine.



- **14.** Close the metal holder.
- **15.** Dispose the gloves as chemical waste according to local regulations.
- **16.** Push and close the maintenance drawer.

17. On the operator panel tap [Replaced] to confirm you replaced a full maintenance tray with an empty maintenance tray and end the action.

Replace the tissue cassette

Introduction

You can replace the tissue cassette without service assistance.

Video: Neplace the tissue cassette

- The operator panel gives an orange warning when you can replace the tissue cassette.
- The operator panel gives a red warning when you must replace the tissue cassette.
- You can take out a partially used tissue cassette and place it back later.

Before you begin

Use Colorado M-series prescribed:

- Microflex gloves for handling ink
- Tissue cassette



For information on the prescribed maintenance materials, see *List of Colorado M-series maintenance materials* on page 255.



CAUTION

Wear gloves when contact with ink or maintenance materials is possible. Gloves should always overlap sleeves. Wear safety glasses with side shields when handling ink or maintenance materials. Follow the ink related Safety Data Sheets (SDS) guidelines carefully in order to ensure maximum safety.

Procedure

- 1. On the operator panel tap on the [Tools] icon on the right.
- 2. Go to [Tissue cassette].
- **3.** Tap on [Replace] and read the instructions.



In software version 4.0 you do not tap on [Replace]. You must carefully push the printhead carriage to the left in manual maintenance position.

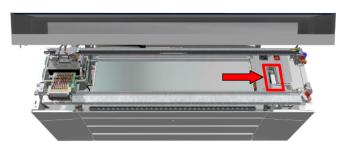


IMPORTANT

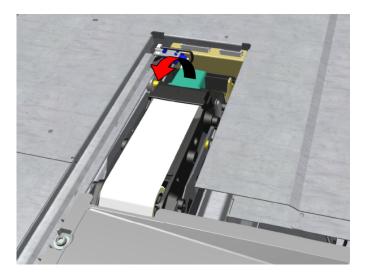
Touch the printhead carriage on the covered area only, otherwise you can damage the printheads.

		Colorado	Colorado M-Series	
Ready			 Pause	
Took			⊙ _{Media}	
\heartsuit	Periodic maintenance	~	Cutput	
	Aerosol filters	~	e Inks	
	Tissue cassette almost empty	^	System	
		Replace	×	
	Maintenance tray (0%)	~	Close	
8	Chiller	~	Service	

- 4. Move to the media input side and wait until the carriage has moved into position.
- 5. Put on the Colorado M-series approved gloves.
- 6. Open the top cover.
- 7. Locate the maintenance station with the tissue cassette on the right hand side.



8. Hold the green handle of the tissue cassette between your thumb and index finger. Lift upwards to remove the tissue cassette.

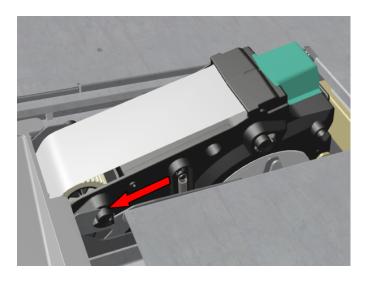


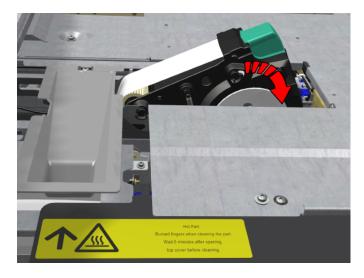
- 9. Dispose the tissue cassette as chemical waste according to local regulations.
- 10. Take a new tissue cassette

11. Remove the transport lock from the new tissue cassette.

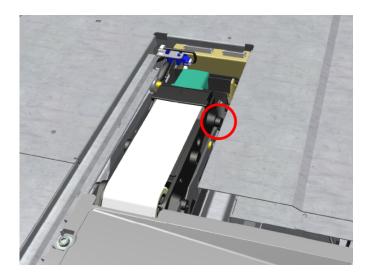


12. Place the new tissue cassette into the slot.

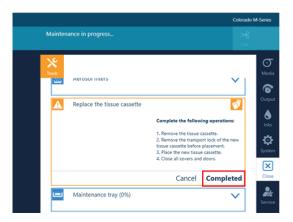




Make sure the tissue cassette is fully inserted into the holder.



- **13.** Dispose the gloves as chemical waste according to local regulations.
- **14.** Close the top cover.
- **15.** On the operator panel, tap on [Completed] to end the maintenance action. The counter will be reset.



Replace the knife

Introduction

Replace the knife when the knife does not cut your media correctly anymore.

Video: Neplace the knife

Before you begin

Use Colorado M-series prescribed:

- Microflex gloves for handling ink
- Screwdriver (Torx-25) for the cover
- Screwdriver (Torx-6) for the knife
- Knife



NOTE

For information on the prescribed maintenance materials, see *List of Colorado M-series maintenance materials* on page 255.

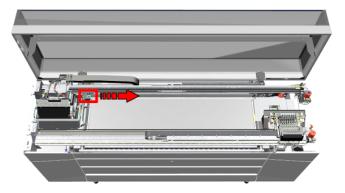


CAUTION

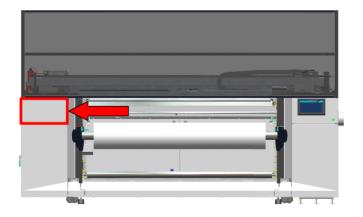
Wear gloves when contact with ink or maintenance materials is possible. Gloves should always overlap sleeves. Wear safety glasses with side shields when handling ink or maintenance materials. Follow the ink related Safety Data Sheets (SDS) guidelines carefully in order to ensure maximum safety.

Procedure

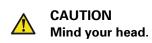
- 1. Open the top cover from the media input side.
- 2. Put on the Colorado M-series approved gloves.
- **3.** Locate the knife and move it from the left to the right.

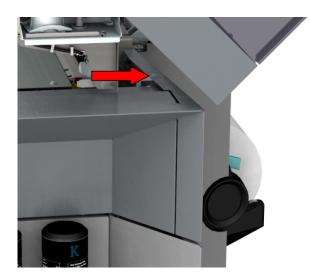


4. Go to the media output side and locate the knife compartment cover on the left.



5. Unscrew the screw on top of the cover with the Torx-25.





6. Lift the cover up and take it out.

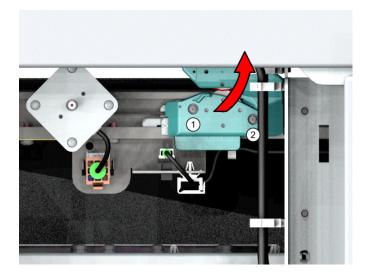


- 7. Locate the knife in the top right part of the compartment.
- 8. Unscrew the two screws of the knife (1-2) with the Torx-6.



NOTE

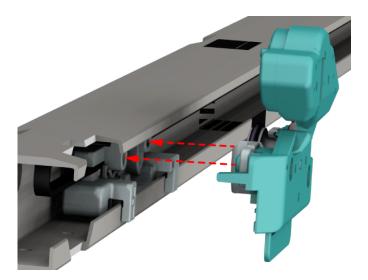
Hold a piece of paper under the knife to collect any falling screws. This way you make sure you do not lose any of the screws inside the machine.



9. Take the knife out.

Make sure you position the knife in such a way it does not hit the sensor.

10. Place a new knife with the wheel top-first in the rails and let it fall into position. Test to make sure the knife slides well on the rails.



- **11.** Fasten the two screws, hand tight.
- **12.** Place the knife compartment cover back into position.
- **13.** Fasten the screw on top of the cover.
- **14.** Dispose the gloves as chemical waste according to local regulations.
- **15.** Close the top cover from the media input side.

Replace the filters

Introduction

Your printer can be equipped with emission filters or an external exhaust. When the printer is equipped with filters, these filters must be replaced regularly. You can replace the filters without service assistance:

- The operator panel gives an orange warning when you can replace the filters.
- The operator panel gives a red warning when you must replace the filters. The printing process is stopped until you have placed new filters.

Video: Neplace the filters.

Before you begin

Use Colorado M-series prescribed:

- Microflex gloves for handling ink
- Filters



NOTE

For information on the prescribed maintenance materials, see *List of Colorado M-series maintenance materials* on page 255.



CAUTION

Wear gloves when contact with ink or maintenance materials is possible. Gloves should always overlap sleeves. Wear safety glasses with side shields when handling ink or maintenance materials. Follow the ink related Safety Data Sheets (SDS) guidelines carefully in order to ensure maximum safety.

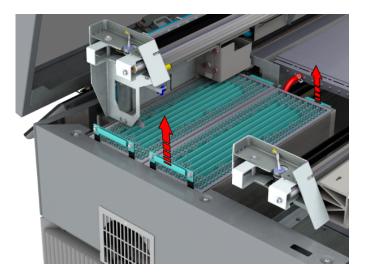
Procedure

- 1. On the operator panel tap on the [Tools] icon on the right.
- 2. Tap on [Replace the filters].
- 3. Tap on [Replace] and read the instructions..

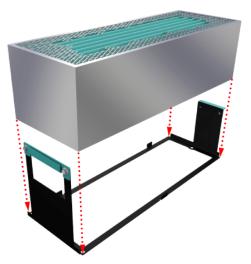
	Colorado M-Series
Operator intervention required	Cut Pause
X Tools	() Media
Chiller	Cutput
Lubricators	✓ Å Infes
A Replace the filters	¢ System
	Replace
Printhead calibration	Close
A Printhead carriage calibration	✓ Service

- 4. Put on the Colorado M-series approved gloves.
- 5. Open the top cover from the media input side.
- 6. Locate the filters on the left.

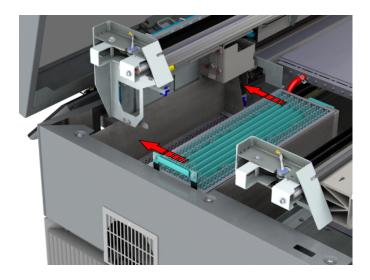
- 7. Carefully push the curing carriage to the right away from the filters.
- 8. Take the front filter box out by the green handles. Place it on a sturdy surface.



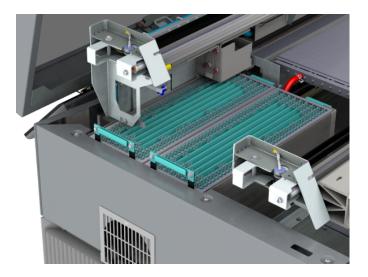
- **9.** Slide the second filter box to the front and take it out by the green handles. Place it on a sturdy surface.
- **10.** Take both old filter boxes out of the frames. Dispose the filter boxes according to your local regulations.
- **11.** Place the new filter boxes in the frames.



12. Pick up the filter box holder by the green handles. Place the box in the filter compartment with the higher handle on the left. Slide it to the back.



13. Pick up the second filter box holder by the green handles. Place the box in the filter compartment with the higher handle on the left.



- **14.** Dispose the gloves as chemical waste according to local regulations.
- **15.** Close the top cover.
- **16.** On the operator panel, tap on [Replaced] to end the maintenance action.

Replace the aerosol filters

Introduction

There are two aerosol filters located on the sides of the printhead carriage. The operator panel gives a warning when you must replace the aerosol filters.

Video: Neplace the aerosol filters

Before you begin

Use Colorado M-series prescribed:

- Microflex gloves for handling ink
- Aerosol filters



NOTE

For information on the prescribed maintenance materials, see *List of Colorado M-series maintenance materials* on page 255.



CAUTION

Wear gloves when contact with ink or maintenance materials is possible. Gloves should always overlap sleeves. Wear safety glasses with side shields when handling ink or maintenance materials. Follow the ink related Safety Data Sheets (SDS) guidelines carefully in order to ensure maximum safety.

Procedure

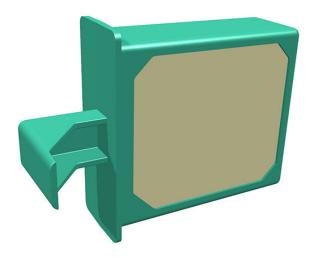
- 1. On the operator panel tap on the [Tools] icon on the right.
- 2. Tap on [Aerosol filters].

		Colorado M-Series	
Ready			II Pause
X Tools			⊙ Media
	Manual maintenance	~	Co Output
	Periodic maintenance	\checkmark	
	You should replace the aerosol filters	~	₽
	Tissue cassette (100% remaining)	~	System
	Maintenance tray (0%)	~	Close
	Chiller	~	Service

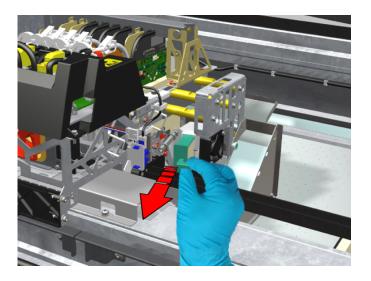
- **3.** Tap on [Replace] and read the instructions.
- 4. Put on the Colorado M-series approved gloves.
- 5. Open the top cover of the printer.

- **6.** Locate the aerosol filters on the sides of the printhead carriage.

The aerosol filter is attached to a frame. You replace the frame along with the aerosol filter.



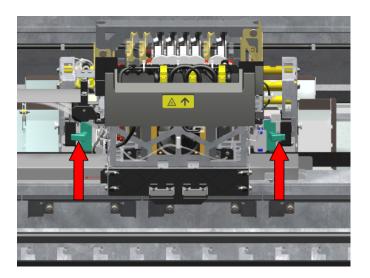
Pull the handle of the frame to remove the aerosol filter.
 If it is difficult to reach the aerosol filters, you can carefully move the printhead carriage.
 Do not touch any other parts while you remove the aerosol filters.



8. Take a new aerosol filter and insert it into the slot. Make sure you feel a subtle click.

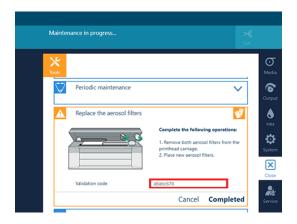


The handles of the frames must point outwards.



- 9. Repeat for the second aerosol filter.
- **10.** Dispose the gloves and used filters as chemical waste according to local regulations.
- **11.** Close the top cover.
- **12.** On the operator panel, enter the validation code of the new aerosol filters in the [Validation code] field.

You find the validation code on the packaging of the new aerosol filters. The validation code consists of 8 characters and contains letters and numbers. The validation code is case-insensitive.



13. Tap on [Replaced] to end the maintenance action.

Replace the lubricators

Introduction

You can replace the lubricators without service assistance. The operator panel gives an orange warning when you can replace the lubricators.

Video: Neplace the lubricators.

Before you begin

Use Colorado M-series prescribed:

- Microflex gloves for handling ink
- Bracket with two lubricators and pins (2x)
- Torx-20 screwdriver
- Lint free cloth (optional)



NOTE

For information on the prescribed maintenance materials, see *List of Colorado M-series maintenance materials* on page 255.



CAUTION

Wear gloves when contact with ink or maintenance materials is possible. Gloves should always overlap sleeves. Wear safety glasses with side shields when handling ink or maintenance materials. Follow the ink related Safety Data Sheets (SDS) guidelines carefully in order to ensure maximum safety.

Procedure

- 1. On the operator panel tap on the [Tools] icon on the right.
- 2. Tap on [You should replace the lubricators].

			Colorado M-Series	
Re	eady			 Pause
	X Nots			O Media
	8	Chiller	~	Output
	A	rou should replace the lubricators	\checkmark	Inks
	3	Filters	\sim	System
	8	Printhead calibration	\checkmark	Close
	8	Printhead carriage calibration	\checkmark	Service

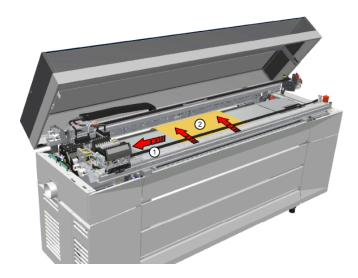
- 3. Tap on [Replace].
- 4. Move to the media input side and open the top cover.
- 5. Put on the Colorado M-series approved gloves.

6. Carefully push the printhead carriage to the left in manual maintenance position (1).

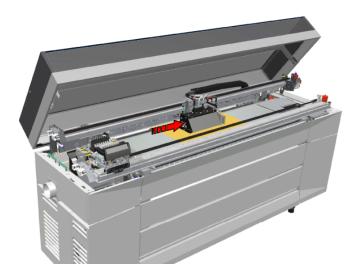


IMPORTANT

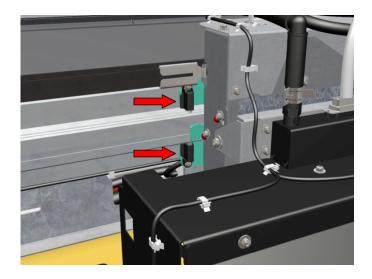
Touch the printhead carriage on the covered area only, otherwise you can damage the printheads.



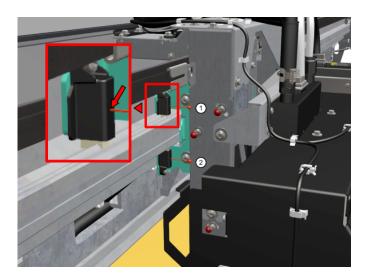
- 7. Take a piece of paper and place it in the middle of the platen (2).
- **8.** Carefully push the curing carriage to the middle of the platen over the paper. The paper will prevent any loose parts falling into the printer.



9. Locate the lubricators on the left side of the curing carriage.

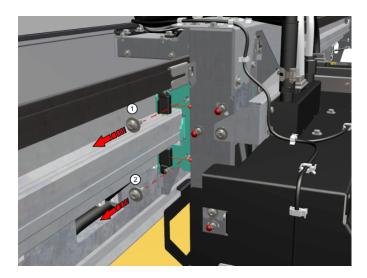


10. Take a pin and place it in the hole of the upper lubricator (1).

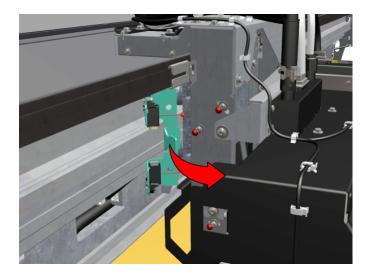


11. Take a second pin and place it in the hole of the lower lubricator (2).

12. Unscrew the two screws (1-2) on the lubricators' bracket with a Torx-20 screwdriver.

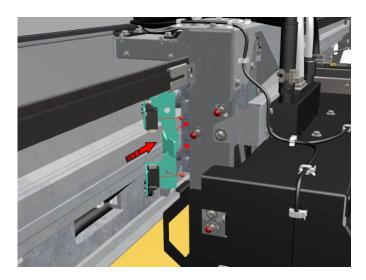


13. Remove the bracket with the lubricators.

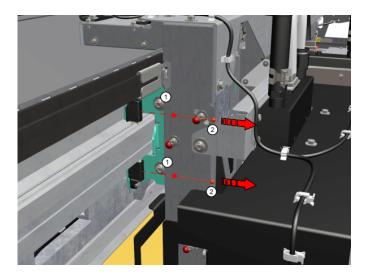


14. Take a new bracket with lubricators and place the two pins in the lubricators' holes.

15. Place the new bracket with the lubricators into position. The bracket should fit into the positioning hole.

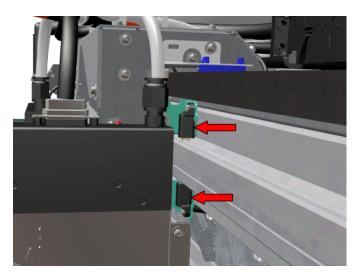


16. Fasten the two screws, hand tight (1).



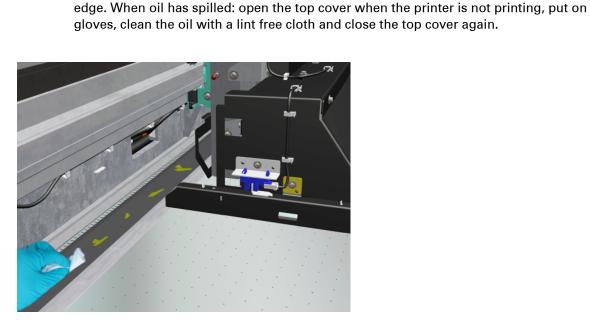
17. Take the pins out of the lubricators (2).

18. Locate the lubricators on the right side of the curing carriage.



- **19.** Repeat steps 10 to 17.
- 20. When the lubricators on both sides have been replaced, remove the paper.
- **21.** Dispose the gloves as chemical waste according to local regulations.
- 22. Close the top cover.
- 23. On the operator panel tap [Replaced] to confirm you replaced the lubricators and end the action.

When you have replaced the lubricators, some oil can drip on the platen and the platen



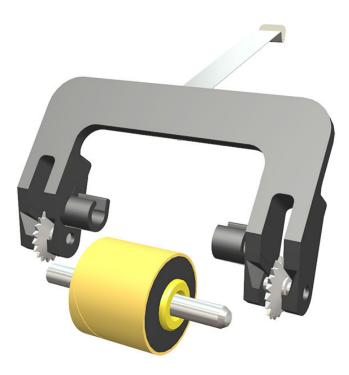
NOTE Ø

Replace the rollers of the Xtran pinch

Introduction

You can replace the Xtran pinch rollers without service assistance. The total amount of rollers over the full width of the printer is 32.

Video: Neplace the rollers of the Xtran pinch.



The clamp and the roller with axis

Before you begin

Use Colorado M-series prescribed:

- Microflex gloves for handling ink
- Xtran pinch rollers, axis and clamps
- Small screwdriver
- Piece of paper (A3)



NOTE

For information on the prescribed maintenance materials, see *List of Colorado M-series maintenance materials* on page 255.



CAUTION

Wear gloves when contact with ink or maintenance materials is possible. Gloves should always overlap sleeves. Wear safety glasses with side shields when handling ink or maintenance materials. Follow the ink related Safety Data Sheets (SDS) guidelines carefully in order to ensure maximum safety.

Procedure

- 1. Move to the media input side and open the top cover.
- 2. Put on the Colorado M-series approved gloves.

IMPORTANT

3. Carefully push the printhead carriage to the left in manual maintenance position (1).



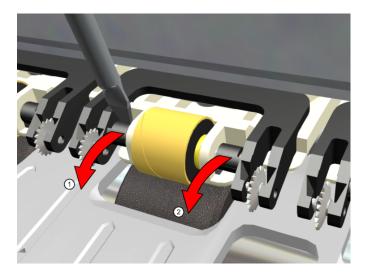
Touch the printhead carriage on the covered area only, otherwise you can damage the printheads.



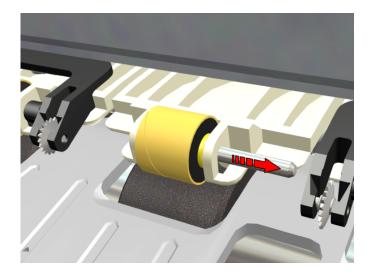
- 4. Take a piece of paper and place it under the Xtran roller you want to replace (2).
- **5.** Remove the black clamp from the axis.

Use the small screwdriver to push the black plastic part of the axis on both sides away from the unit.

Only push at the top of the plastic part otherwise you will break the axis holder.



6. Remove the axis from the holder.



- 7. Remove the roller from the holder.
- **8.** Take the new roller and place it into the holder.
- **9.** Insert the new axis through the holder and the roller.
- **10.** Install the new black clamp onto the axis. To ease installing the black clamp, lift the roll upwards slightly.
- **11.** Dispose the rollers, axis, clamps and gloves as chemical waste according to local regulations.

Refill the chiller

Introduction

You can refill the chiller without service assistance.

When to do

Refill the chiller when the fluid level is near the bottom of the green zone on the level gauge glass. See *Vacuum the chiller and check the fluid level* on page 208.

Before you begin

Use Colorado M-series prescribed:

- Demineralized water
- Pouring can
- Screwdriver (Torx-25)



NOTE

For information on the prescribed maintenance materials, see *List of Colorado M-series maintenance materials* on page 255.

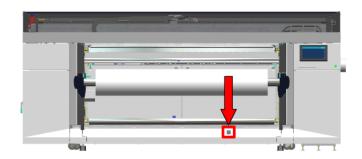


IMPORTANT

Only refill one liter of demineralized water. When you use more, the liquid can spill and damage the machine.

Procedure

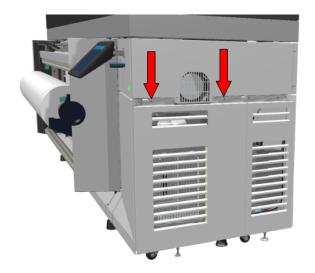
- 1. On the operator panel, tap on the [System] icon on the right.
- 2. Tap on [Power management].
- **3.** Tap on [Power off]. The system shuts down.
- 4. When the system has shut down, switch the power switch to the 'off' position.



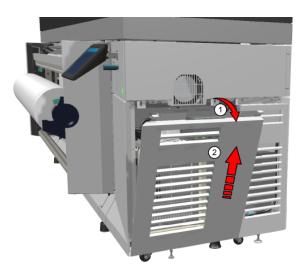
5. Pull out the two power supply plugs from the sockets.



- **6.** Go to the chiller side and locate the cover under the fan.
- 7. Unscrew the left and right screws on top of the cover with the Torx-25.



8. Lift the cover a little up and towards you (1), then lift it up fully and take it out (2)



- **9.** Locate the lid on top of the chiller.
- **10.** Twist to remove the lid.



11. Pour one liter of demineralized water from the bottle in the pouring can.



IMPORTANT

Use demineralized water, do not use any other liquid.

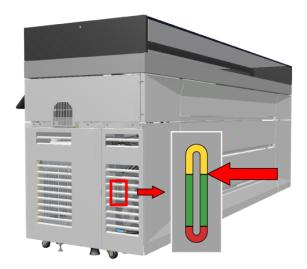
12. Place the pouring can on the chiller and fill the tank with the liquid.





NOTE

Check the level gauge glass to ensure that you do not refill beyond the top of the green zone.



- **13.** Close the lid, twist it on tightly.
- 14. Place the cover back into position.
- **15.** Fasten the left and right screws on top of the cover.
- **16.** Plug the two power supply plugs back into the sockets.
- **17.** Switch the power switch to the 'on' position.

List of Colorado M-series maintenance materials

Items to order

The items listed below can be requested from your local representative:

Maintenance material	Used for
Prescribed Microflex gloves	Handling Colorado M-series UVgel ink.
Lint free cloth	Cleaning the printer when polluted with ink.
Prescribed Swabs	Cleaning pollution on surfaces such as the outer edge of the ma- trix plate.
Cleaning liquid (Cleaner MB - methyl benzoate)	Cleaning ink pollution on heated surfaces: the matrix plate only. Used only with swabs. IMPORTANT This cleaning liquid is not used for any other parts in the printer.
Maintenance tray	Replacing a full maintenance tray.
Tissue cassette	Replacing a tissue cassette.
UVgel ink (CMYKW)	Refilling new ink.
Set of foams	Replacing polluted guide plate foams.
Roller assy	Replacing a polluted guide plate roller assy.
Filters	Replacing saturated filters.
Aerosol filters	Replacing aerosol filters.
Bracket with two lubrica- tors and pins	Replacing the lubricators.
Xtran pinch rollers	Replacing the rollers of the Xtran pinch.
Knife	Replacing a blunt embedded knife.
Tension bar	Replacing a tension bar that has been damaged or lost.
Drive gear	Replacing a drive gear that has been damaged on a media shaft.

Items provided once

The items listed below are delivered only once, together with the machine at installation:

Maintenance material Used for	
Screwdriver (Torx-25)	Opening the chiller cover and the knife compartment cover.
Pouring can Refilling demineralized water in the chiller.	

Items to provide yourself

The items listed below you should provide yourself:

Maintenance material	Used for
Cleaning liquid (IPA)	Cleaning ink pollution on non-heated surfaces, such as the platen, maintenance station, maintenance tray, drawer, ink unit, MC scan- ner, ruler.
	IMPORTANT This cleaning liquid is not used for the matrix plate and heated parts of the maintenance station.
Demineralized water	Refilling the chiller and cleaning the mirrors.
Screwdriver (Torx-6)	Replacing the knife.
Screwdriver (Torx-20)	Replacing a drive gear and a bracket with lubricators.
Knife, pair of scissors	Making a manual cut.
Vacuum cleaner	Vacuuming the chiller.
Compressed air duster	Cleaning the platen.
Wooden picks (2mm)	Cleaning the platen.
Rough lint free cloth	Cleaning the platen.
Scraper	Cleaning the platen.

Chapter 7 Improve quality

General workflow for improving quality

Introduction

Follow the general workflow to solve quality problems and improve the output. The preconditions are that you:

- Have performed maintenance regularly.
 Perform automatic and manual maintenance with incidents, and perform periodic maintenance once a month or when the printer requests it. For more information, see *Maintain the print quality* on page 184.
- Have calibrated the media. All media types have to be calibrated first. Redo the calibration for every media width. For more information, see *Calibrate the media* on page 128.
- See a defect in a high pass mode: [High Quality], [Specialty], [Matte Quality], [Matte Specialty], [Backlit] or [Backlit Density].

Do you see or experience	Solution
a problem only or mainly visible in the 1 st me- ter?	Perform a media calibration, see <i>Calibrate the media</i> on page 128.
regular, sharp, light lines?	Perform maintenance including nozzle optimi- zation see <i>Guidelines to maintain the print</i> <i>quality</i> on page 184.
a gradient within a swath?	Try a slower print mode.
OD banding or lines within the swath boun- dary?	Clean the platen and the buffer plate, see <i>Clean the platen</i> on page 203 and <i>Clean the</i> <i>buffer plate</i> on page 206 and redo a media calibration.
problems regarding handling or application ro- bustness?	Contact your application specialist or look into the Media Verification Protocol.

Shortcuts into different solution directions

General workflow to solve quality problems

You can stop at any step when the issue is solved.



NOTE Most important actions are clean the platen and clean the buffer plate.

- 1. *Print a printhead quality check chart* on page 260 to see if the problem occurs here as well.
- 2. Start automatic maintenance on page 188
- 3. *Start manual maintenance* on page 190
- 4. *Start periodic maintenance* on page 192.
- **5.** *Change the media settings* on page 84. Check you used the correct media settings and media category in the RIP (e.g. [Media thickness]).
- 6. Calibrate the printhead on page 263
- 7. *Calibrate the media* on page 128

- 8. *Calibrate the printhead carriage* on page 265
- **9.** *Print a printhead quality check chart* on page 260 again, and *Analyze the printhead quality check chart* on page 262

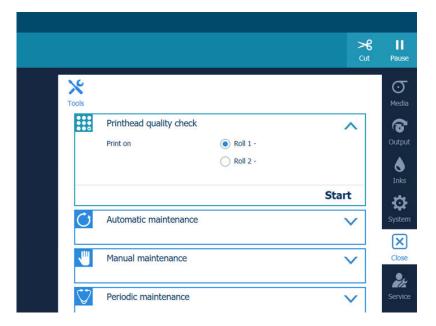
Result

In case the problem remains, use the printhead quality check chart to identify the issue and try to solve that specific quality problem. For more information, see *Solve specific quality problems* on page 341.

Print a printhead quality check chart

Introduction

Print a printhead quality check chart to check your quality and identify any quality issues. If a problem is visible on the chart, you can change the necessary settings to optimize the quality.



- 1. On the operator panel tap on the [Tools] icon on the right.
- 2. Tap on [Printhead quality check].
- **3.** Select a roll to print the check chart on.
- **4.** Tap on [Start]. The printer prints the check chart.
- **5.** Check the quality of the chart. For more information, see *Analyze the printhead quality check chart* on page 262.

Print a demo print

Introduction

Print a demo print to see the quality of the output.

eady			
*			
ools	Printhead quality check		~
	Print on	Roll 1 - UM613	
		O Roll 2 - UM601	
			Start
	Demo print		^
	Print on	Roll 1 - UM613	
		O Roll 2 - UM601	
			Start
ژ,	Automatic maintenance		~

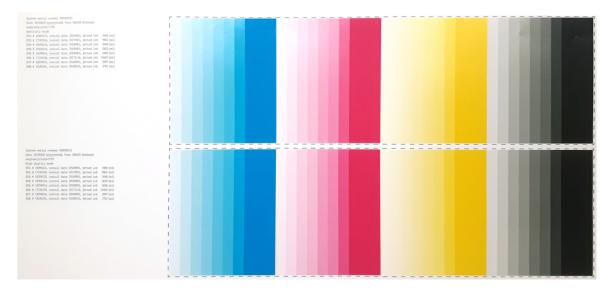
- 1. On the operator panel tap on the [Tools] icon on the right.
- 2. Tap on [Demo print].
- **3.** Select a roll to print the demo print on.
- **4.** Tap on [Start]. The printer prints the demo print.
- **5.** Notice the quality of the demo print.

Analyze the printhead quality check chart

Introduction

When you have printed the printhead quality check chart, analyze the chart to help you solve your quality problem.

Printhead quality check chart



Each area can indicate a quality problem. Use the chart to identify your problem and solve it: *Solve specific quality problems* on page 341.

Calibrate the printhead

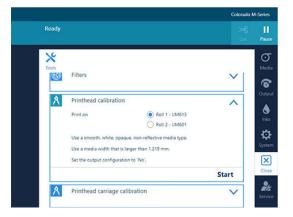
Introduction

When you are unsure about the density of colors on your printed output, you can optimize the printhead performance. Perform a printhead calibration when you want to optimize colors.

When you enable [Automatic nozzle optimization] the printer will create a test print on which each individual nozzle will print a pattern. Failing nozzles are compensated by other nozzles for all print jobs, which results in an optimum print quality.

NOTE

- You can only perform printhead calibration when you print without winding. For more information, see *Print without winding* on page 147.
- You have to use a media width that is larger than 1270 mm (50 inch).
- You have to use a media type that can be used for printing without winding.
- You have to use a smooth, white, opaque, non-reflective media for the printhead calibration of one of the following categories:
 - Heavy paper > 200 gsm (54 lb bond)
 - Paper 120-200 gsm (32-54 lb bond)
 - Film
 - Polymeric & cast self-adhesive vinyl
 - Thick film > 200 um (0.0079 inch)



Procedure

- 1. On the operator panel tap on the [Tools] icon on the right.
- 2. Tap on [Printhead calibration].
- **3.** Select the roll you want to use for calibration.
- 4. Tap on [Start].

The printer performs the calibration.



The calibration can take quite some time, around 30 minutes. Wait until the printer is finished with the calibration. When the active job disappears and [Start] is no longer greyed out, the calibration is finished.

After you finish

The calibration can be successful or it can fail.

When a message appears that the calibration has failed, perform printhead calibration again.

When the calibration fails again, perform automatic maintenance three times without automatic nozzle optimization. For more information, see *Start automatic maintenance* on page 188. Perform printhead calibration again.

When the calibration is still not successful, contact your local Service representative.

Calibrate the printhead carriage

Introduction

When your image is blurred or fuzzy the registration can be off. Calibrate the printhead carriage to align the registration.

Before you begin

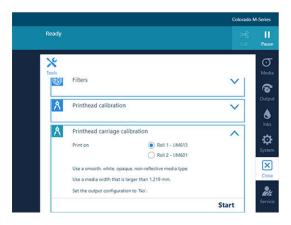
First perform the following actions to try and solve your problem, before you calibrate the printhead carriage:

- 1. Check if you have filled in the correct [Media thickness] in the RIP's media settings. For more information, see *Change the media settings* on page 84.
- 2. Perform media calibration. For more information, see *Calibrate the media* on page 128.



NOTE

- You can only perform printhead calibration when you print without winding. For more information, see *Print without winding* on page 147.
- You have to use a media width that is larger than 1270 mm (50 inch).
- You have to use a media type that can be used for printing without winding.
- You have to use a smooth, white, opaque, non-reflective media for the printhead calibration of one of the following categories:
 - Heavy paper > 200 gsm (54 lb bond)
 - Paper 120-200 gsm (32-54 lb bond)
 - Film
 - Polymeric & cast self-adhesive vinyl
 - Thick film > 200 um (0.0079 inch)



- 1. Load the correct media type. For more information, see *Load a media roll (position 1)* on page 97.
- 2. On the operator panel tap on the [Tools] icon on the right.
- **3.** Tap on [Printhead carriage calibration].
- 4. Select the roll you want to use for calibration.
- **5.** Tap on [Start]. The printer performs the calibration.



NOTE

The calibration can take quite some time, around 40 minutes. Wait until the printer is finished with the calibration. When the active job disappears and [Start] is no longer greyed out, the calibration is finished.

Chapter 8

Configure the network and security settings

Configure the network

Introduction

At installation, the printer is connected to the network and connectivity settings are made.

If necessary, you can change the network configuration settings on the user panel.

Network overview

Action	Connection via
The printer receives jobs from the RIP worksta- tion	RAW TCP/IP (port 9100)
The printer connects via the internet with the back office	HTTPS (port 443)
The printer connects to the mail server for password recovery and to inform the adminis- trator of security updates and new software versions.	SMTP (port 25 by default, can be changed)
You can access the settings editor	HTTP (port 80) or HTTPS (port 443 by default, can be changed) NOTE HTTPS requires a valid certificate.

Procedure

- 1. On the operator panel, tap on the [System] icon on the right.
- 2. Tap on [Connectivity].

		≁ ⊂ut	II Pause
Ç. System			Media
Printer activity	Remote services	Service	Cutpu
About	Regional settings	Default settings	linits
Connectivity			Close
Power manager	nent	~	Tools

3. Tap on [Identification and network adapter]. You can change the [Hostname], [Adapter link speed and duplex mode] or [Primary DNS suffix].



You have to log in as System administrator to change the settings. For more information, see *Log in as a System administrator* on page 271.

<		
m Identification and network	adapter	/
Hostname	Colorado1640	
MAC address	00-03-2D-23-68-CC	
Adapter link speed and duplex mode	Automatic	\sim
Primary DNS suffix		
		Save
IPv4		~

- 4. Tap on [IPv4] to change the TCPIP v4 parameters.
- 5. Tap on [IPv6] to change the TCPIP v6 parameters.
- **6.** Tap on Save to save the settings. It is recommended to restart the engine to make sure the settings are activated.
- 7. Tap on the [Back] arrow.
- 8. Tap on [Remote services]. One of the settings you can change are the [Proxy settings].



NOTE

A proxy may be required to access the internet and make use of Remote services. Ask your IT administrator for the settings, if he does not know them use the default values.

<		
Remote connection		~
Proxy settings		^
Proxy server	Enabled	~
Proxy server name	proxy.oce.net	
Proxy server port	81	
Proxy server domain		
Proxy server authentication required	Yes	\sim
Proxy server authentication type	AnySafe	~
User name for proxy authentication	1	
Password for proxy authentication		

9. Tap on [Save] to save the settings.

Configure remote assistance

Introduction

Enable and configure remote assistance to give the service organization access to your system. The service technician is then able to operate your system and provide assistance remotely. Remote assistance is by default disabled and is limited to 172 hours.

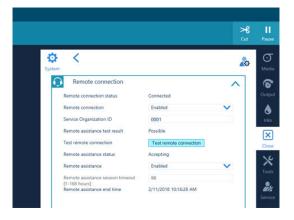
Procedure

- 1. On the operator panel, tap on the [System] icon on the right.
- 2. Tap on [Remote services]→[Remote connection].



You have to log in as System administrator to change some settings. For more information, see *Log in as a System administrator* on page 271.

3. Next to [Remote assistance], tap on the arrow and select [Enabled].



- **4.** Tap on the box next to [Remote assistance session timeout [1-168 hours]] and fill in the time in hours you want the remote assistance session to automatically end.
- 5. Tap on [Save].
- 6. Tap on [Remote connection]→[Test remote connection].
- 7. Next to [Remote assistance test result] you can see whether the connection was successfully established.



- When you cannot connect remote assistance, contact your local Service representative.
- Since a remote assistance session is established via a point to point connection, only this specific system and none of the other systems at your site can be reached.
- Disable the remote connection when you want to terminate the connection with the service organization. Then you are always in control.

Log in as a System administrator

Introduction

The System administrator settings are password protected. You have to log in as System administrator on the operator panel or in the settings editor to be able to change the system administrator settings.

Before you begin

The default System administrator password is 71617000. It is highly recommended to change it during system installation or immediately after. For more information, see *Change the System administrator password* on page 276.

Log in on the operator panel

- 1. On the operator panel, tap on the [System] icon on the right.
- 2. Tap on any of the tiles, for example on [Connectivity].
- 3. Tap on the login icon at the top right of the window.

		% at	Paus
Ç System	<	B	Medi
B•-	Log in as the System administrator	^	Coutpu
		Log in	الله Inks
Ľ.	Identification and network adapter	~	×
	IPv4	~	Cose >%
2	IPv6	~	Took

4. Fill in the password and tap on [Log in].

Log in on the settings editor

Colorado	
Username Password	System administrator

- 1. Open the settings editor.
- 2. Click on [Visitor] in the top right corner.
- 3. Click on [Log in], select System administrator as [user name] and fill in the [password].
- 4. Click on [Log in].

Or,

1. Open the settings editor.

- 2. Click on a System administrator setting you want to change.
- 3. Select the System administrator as [user name] and fill in the [password].
- 4. Click on [Log in].

Open the settings editor

Introduction

Next to the settings on the operator panel, you can create settings for connectivity and security in the settings editor of the printer.



NOTE

You can make some connectivity and security settings on the operator panel, for more information see *Configure the network* on page 268.

Preferences	Configuration	Support	? \
System settings			
System settings			
Regional settings			Ø E
Setting		Value	
Language		Eng	glish (US)
Date and time		07	Feb 2018 09:11:12
Time zone		TU) [rC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vien
NTP client		Dis	abled
NTP server name		l tim	e.windows.com
Test NTP server connect	tion	Sta	rt the test
System of measurement	t	Met	tric
Energy save modes			Ø
Setting		Value	
Automatic wake-up	Automatic wake-up		abled
Automatic shutdown	shutdown Enabled		abled
Wake-up timers			Ø
Setting		Value	
Wake-up Monday	e-up Monday Yes		3
Wake-up time Monday	Wake-up time Monday 07:00		00
Shutdown Monday	Shutdown Monday 9Yes		5
· · ·	Shutdown time Monday 22:00		

Access the settings editor

Access the settings editor via any web browser, by typing in the printer's:

- IP address, or
- Hostname

Configure time synchronization

Introduction

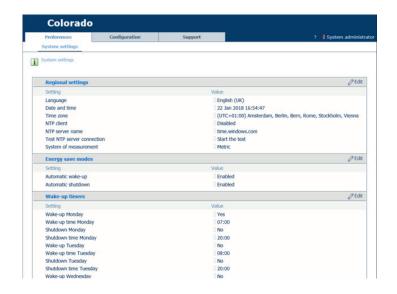
You can enable the time synchronization to connect the Colorado M-series to a certified time server. Then, the printer is set automatically on the correct date and time.

Before you begin

Ask your IT administrator for the name of the NTP server the printer has to connect to for time synchronization. The default value is [time.windows.com].

Procedure

- 1. Open the settings editor.
- 2. Click on [Preferences].



3. Click on the value next to [NTP client]. A window opens.

4. Select [Enabled] and click on [OK].

Language	English (UK)	
Date and time	2 20 Jul 2018 17:26:05	
Time zone	(UTC+01:00) Brussels, Copenhagen, Madrid, Paris	
NTP client	Disabled	
NTP server name	🛛 time.windows.com	
Test NTP server connection	🛛 Start the test	
System of measurement	Metric	
Energy save modes		Ø
Setting	Value	
Automatic wake-up	Disabled	
Automatic shutdown	NTP client	
Wake-up timers	When the NTP client is enabled, time synchronization with the specified server can be realized.	Ø
Setting	Default: Disabled	
Wake-up Monday	NTP dient Enabled	
Wake-up time Monday	O Disabled	
Shutdown Monday		
Shutdown time Monday		
Wake-up Tuesday	OK Cancel	
Wake-up time Tuesday	08:00	
Shutdown Tuesday	Yes	
Shutdown time Tuesday	20:00	
Wake-up Wednesday	No	
Wake-up time Wednesday	08:00	
Shutdown Wednesday	Yes	
Shutdown time Wednesday	18:15	
Wake-up Thursday	No	
Wake-up time Thursday	08:00	
Shutdown Thursday	Yes	
Shutdown time Thursday	20:00	
Wake-up Friday	0 No	
Wake-up time Friday	08:00	
Shutdown Friday	Yes	
Shutdown time Friday	20:00	

- 5. Click on the value next to [NTP server name]. A window opens.
- **6.** Fill in a valid IP address or domain name and click on [OK]. If you do not know the server name, ask your IT administrator.
- 7. Click on [Start the test] next to [Test NTP server connection]. A windows opens.
- 8. Click on [Start the test].

Regional settings		Ø
Setting	Value	
Language	English (UK)	
Date and time	20 Jul 2018 15:50:16	
Time zone	(UTC) Coordinated Universal Time	
NTP client	[] Enabled	
NTP server name	li time.windows.com	
Test NTP server connection	Start the test	
System of measurement	Metric	
Energy save modes		Ø
Setting	Value	
Automatic wake-up	Disabled	
Automatic shutdown	Test NTP server connection	
Wake-up timers	Use this option to test if an NTP server is available on the specified server.	Ø
Setting	Start the test	
Wake-up Monday	The action has been completed successfully.	
Wake-up time Monday		
Shutdown Monday		
Shutdown time Monday		
Wake-up Tuesday	OK	
Wake-up time Tuesday	08:00	
Shutdown Tuesday	No	
Shutdown time Tuesday	20:00	
Wake-up Wednesday	No.	
Wake-up time Wednesday	08:00	
Shutdown Wednesday	No.	
Shutdown time Wednesday	20:00	
Wake-up Thursday	0 No	
Wake-up time Thursday	08:00	
Shutdown Thursday	0 No	
Shutdown time Thursday	20:00	
Wake-up Friday	0 No	
Wake-up time Friday	08:00	

9. Check that the result of the test is successful and click on [OK]. When the result is not successful, make sure the server name is correct. If you cannot solve the problem, ask your IT administrator.

Change the System administrator password

Introduction

For security reasons it is advised to change the System administrator password during installation or immediately after. Next to that, you should change the password periodically.

Before you begin

Log in as System administrator in the settings editor.

Change the password

- 1. Open the settings editor.
- 2. Click on [Configuration] \rightarrow [Users].
- 3. Check the box in front of [System administrator] and click on the [Edit] icon above.

Colorado			
Preferences	Configuration	Support	? Visitor
Connectivity Secur	ity Users Trusted cer	tificates Accounting	
The term 'user' refers to a defined user group. When privileges.	a person or account that uses th you add new users you define	ne printer in a specific way. There their access rights by assigning th	are factory-defined user accounts that each belong to a specific factory- e appropriate user group. Use the "Configure" option to grant the login
Users	ember of Configure user login		
Name System administrator	Full	name	Description

- 4. In the window, fill in [Password] and [Confirm password] with your new password.
- 5. Click [Ok] to save the password.

Reset the System administrator account

It is also possible to reset the System administrator account and go back to the default values. Click on [Configuration] \rightarrow [Security] \rightarrow [Restore factory-defined account values] and click on [Ok]. A password prompt will pop up. It is possible to send a recover email. The mail server must be configured to be able to do this.

Configure a mail server for password recovery and notifications

Introduction

When you have forgotten your System administrator password you can recover it, but only when you have configured an email server first.

The email address is also used to send a notification email when security updates and system updates are available.

When to do

Make sure you configure the mail server as soon as possible, otherwise you cannot recover your password or send security updates.

Before you begin

Make sure you collect the following information before you begin. If you do not have the information, ask your IT administrator.

- · Hostname of the mail server
- The port used for the mail server
- · Type of mail server connection: secured or not
- · In case of a secured connection: the username and password
- · The email address you want to use to receive the password recovery link
- If necessary, change the mail server port number (default 25)

- **1.** Open the settings editor.
- **2.** Click on [Configuration] \rightarrow [Connectivity].
- **3.** Click on [Edit] in the [Mail server] header. A window opens.

Color					System administrator
		Configuration	Support	· · · · · · · · · · · · · · · · · · ·	System administrator
Connectivity	Security	Users Trusted ce	rtificates Accounting		
Connectivity					
1	Mail server				
Mail serve Setting Test conne Hostname, Port Connection Username Password Sender Cloud ser	l	Hostname / II mail server Port Connection wi server Username Password	25		Ø Edit
Setting		Sender			
Register pri Open admi Remote Co				OK Cance	0
Test Remote				nd test notification	

- 4. Under [Hostname / IP address of mail server] fill in the hostname or IP address of the mail server.
- 5. Under [Port] you can change the port, generally TCP 25 for SMTP protocol.
- **6.** Under [Connection with mail server] select the type of connection. If you do not know the type of connection, ask your IT administrator.



It is strongly advised to secure the communication between the controller and the mail server, in order to avoid anyone to intercept the password recovery email.

- **7.** In case of a secure connection, fill in the username under [Username]. If you do not know the username, ask your IT administrator.
- **8.** In case of a secure connection, fill in the password under [Password]. If you do not know the username, ask your IT administrator.
- 9. Under [Sender] fill in the name that will be used in the "From" box in your email application.



NOTE This is not your email address.

- **10.** Click on [OK].
- 11. Click on [Connection test].



The result has to be [OK] before you can continue to the email address configuration. When the result is not [OK], check the error to troubleshoot. For more information, see *Troubleshoot the mail server configuration* on page 280.

- **12.** Click on [Configuration] \rightarrow [Users] to configure the email address.
- **13.** Check the box in front of [System administrator] and click on the [Edit] icon above. A window opens.

Colo	rado						
Preferences		Configuration	Support				
Connectivity	Security	Users Trusted oer	tificates Accounting				
The term 'use defined user g privileges.	Edit user	en or account that wood it	u orintor io o enocific ura	There are factors d	fefored over a new reter that a	ior	to a specific factory- to grant the login
Users		te user account information o determines the access r		e the membership of	f the user. The user group t	he user	
* C		Username		System administra	ator	~	
Add Edit		User account i	s enabled	2			
Name		Full name					
System admini	1	Description					
		Email address					
		Test the email	address	Start the test			
		Password		•••••			
		Confirm passw	ord	•••••			
					OK O	Cancel	

- 14. Fill in the [Email address] you want to use for password recovery.
- 15. Click on [Start the test].
- 16. Check that [Result of email test] shows [Test successful].



When the result is not successful, check the error to troubleshoot. If you cannot solve the problem, ask you IT administrator.

17. Open the email in your email application and check if you have received a test email. The email is sent by 'noreply@<colorado_hostname>' or by the name filled in under [Sender].

Result

When you have received the test email, you have configured the email server correctly and you can recover your System administrator password when necessary.

Troubleshoot the mail server configuration

Introduction

Follow the procedure below to troubleshoot any mail server configuration problems.

When to do

When in the settings editor, under [Configuration] \rightarrow [Connectivity], you click on [Connection test] and the result is not [OK].

Troubleshoot error messages

Test connection to	mail server
	Use this option to test the connection to the mail server. Connection test Failed: Hostname not found
	ОК

Error	Troubleshoot
[Hostname not found]	Hostname or IP address is incorrect. Check the hostname and IP address and fill it in correctly. If you are not sure ask your IT administrator.
[Transfer abor- ted]	 Check if the connection with the mail server is secure or not. Check the type of connection and fill it in correctly. The trusted certificates of the mail server are not imported in the controller. Import the certificates. For more information, see <i>Import a trusted certificate</i> on page 284.

After you finish

If you cannot solve the problem ask you IT administrator for help.

Recover the System administrator password

Introduction

When you have forgotten your System administrator password you can recover it. You can only recover your System administrator password via the settings editor.

Before you begin

You have to configure an email server first, so an email with a special link for password recovery can be sent to you. For more information, see *Configure a mail server for password recovery and notifications* on page 277.

- **1.** Open the settings editor.
- 2. Click on [Visitor] in the top right corner.
- 3. Click on [Log in] and select the [user name].
- 4. Click on [Recover password].

Colorado	
Username Password	System administrator
	Recover password Cancel Log in

- 5. Click on [Ok] to let the system send an email to you with the recovery link.
- **6.** Open your email and click on the link. A new recovery window opens.
- **7.** Fill in the new password, confirm the new password and click on [Ok]. The new password is configured and can be used to log in.

Security in the system

Introduction

The Colorado M-series is equipped with a Windows 10 IoT Enterprise LTSC operating system with the following security features:

 OS patches are released by Canon Production Printing via the ORS (On Remote Service) environment. In case ORS is connected Security updates are published to the engine automatically.

Automatic download and installation of OS patches can be configured by the System Administrator in the settings editor.

- OS patches released by Canon Production Printing via https://downloads.cpp.canon.
- Several settings protected by the System administrator password on the operator panel and settings editor.
- A secured System administrator password recovery process, in case of loss.
- IPv6
- Data encryption (HTTPS) on the network for administration.

Ports and Protocols

The Colorado M-series uses the following ports and protocols:

Incoming connections	Used for		
TCP port 9100	PRAW printing, between the RIP and the printer.		
TCP port 80	ITTP for settings editor. ITTP for communicating with the RIP to sync media types or monitor ne printer status.		
TCP port 443	HTTPS for secure settings editor. Image: NOTE You can change the default value 443.		

Outgoing connections	Used for	
TCP port 443	HTTPS for connection to On Remote Service, to retrieve updates of the Technical Service Manual (TSM) on the printer.	
TCP port 25	SMTP protocol to connect to the customer's mail server when the system administrator password is recovered.	
	NOTE You can change the default value 25.	
UDP port 123	NTP protocol for time synchronization with a time server.	

Certificates overview

Introduction

There are two kinds of certificates:

- Trusted certificates
- Identity certificates

Trusted certificates

Trusted certificates allow the controller to recognize Root and intermediate certificates that may be sent by :

- The mail server, with secure communication via HTTPS, when configuring or using it for System administrator password recovery.
- The proxy server, during communication with the back office, when Remote Service communication is enabled.

Identity certificates

Identity certificates are required to allow a browser to establish a HTTPS connection with the controller for access to the settings editor.

Actions

You can:

- Import trusted certificates used by your company. Ask the IT administrator. For more information, see *Import a trusted certificate* on page 284
- Enable the use of a HTTPS protocol, by requesting and uploading a certificate. For more information, see *Enable the use of HTTPS* on page 285

Import a trusted certificate

Introduction

Your company can use trusted certificates to secure communication with a mail server or a proxy server. When this is the case, you must import the certificates in the settings editor to make sure the controller recognizes them.

Before you begin

Ask your IT administrator, if there are:

- Intermediate and root certificates used to access the mail sever, e.g. in case of a secure connection via SSL/TLS.
- · Intermediate and root certificates used to access any proxy for Internet access.

In case any of these certificates are used make sure you get them from your IT administrator.

- 1. Open the settings editor.
- **2.** Click on [Configuration] \rightarrow [Trusted certificates].
- 3. Click on the [Import] icon.

Color	ado					
Preferences	Conf	iguration	Support			system administrator
Connectivity	Security Users	Trusted cer	tificates Accounting			
		cates that are use	d to verify the certificates of re-	note parties during connection establishment		
	ates Import certificate				_	
Delete Import Issued to	_		is one or more certificates. Click Imp	ort to upload the file and import the certificates.		
	4	Select file		Browse		
				Import	Close	

- 4. Click on [Browse...] and select the certificate file.
- 5. Click on [Import].

Enable the use of HTTPS

Introduction

You can enable the use of HTTPS to establish a secure communication between a browser and the controller for the settings editor access.



NOTE

Make sure before you start the procedure you receive the required specific information about the settings and key exchange technologies from your IT department.

To enable the use of HTTPS you have to install a valid identity certificate on the controller. In order to do this you have to:

- 1. Make a certificate request on the controller
- 2. Receive a valid certificate from the certificate request
- 3. Upload the valid certificate on the controller

- **1.** Open the settings editor.
- **2.** Click on [Configuration] \rightarrow [Security].
- 3. Click on [Edit] in the [Identity certificate] header.

Setting	Identity certifica	ite	
Common na		Common name	
Organizatio		Organization	
Organizatio		organization	
Locality	<u></u>	Organizational unit	
State or pre		Local Day	
Country or		Locality	
Subject alte		State or province	
Subject alte			
Subject alte		Country or region	
Email addre		Subject alternative name	gac-aew.oce.nl
Key exchan		1	gac-aew.oce.m
Valid from		Subject alternative name	
Valid until		2	
Valid for HT Certificate s		Subject alternative name	
		3	
Identity cer		Email address	
HTTP / HT			ØE
Setting		Key exchange technology	
Use of less			RSA, 3072-bit ECDSA, P-256
Minimal ver			O ECDSA, P-256
Settings Ed			
HTTPS port			OK Cancel

- **4.** Fill in the information for the certificate request:
 - 1. Fill in the fully qualified domain name of the printer under [Common name].
 - **2.** It is advised to fill in the alternative names (e.g. hostname or IP address) to guarantee access to the printer from any browser.
- 5. Click on [Ok]. A new window opens.
- **6.** Click on [Create request file]. A line with [req.csr] appears under the button.

7. Click on [req.csr] to download the file and save it.

Factory-defined system administrator account	Restore factory-defined account values
System installation	
Setting	Value
Install system from USB	Ahvarys
Identity certificate	0
Setting	Value
Common name	
Organization	
Organizational unit	Certificate signing request
Locality	
State or province	Click to create a certificate signing request. Then, download and save the request file. When signing the certificate make sure it is issued for the correct purpose. In the field thisecod Key Usage specify the server exthentication
Country or region	 when the certificate will be used for HTTPS. Specify the client authentication when the certificate will be used for
Subject alternative name 1	Piec. Include both authentications when the certificate will be used for HITPS and IPsec.
Subject alternative name 2	Create request file
Subject alternative name 3	192.07
Email address	
Key exchange technology	
Valid from	
Valid until	
Valid for HTTPS	
Certificate signing request	OK
Identity certificate file	Upload
HTTP / HTTPS	0
Setting	Value
Use of less strong cipher suites	Disabled
Minimal version of TLS protocol	TLSv1.1
Settings Editor and WebDAV	Traffic via HTTP or HTTPS
HTTPS port number	443

- **8.** Create a backup to save the private key generated during the certificate request. For more information, see *Make a backup* on page 295.
- 9. Use the certificate request file to get a valid certificate.



Get a valid certificate from a Certification Authority (e.g. Thawte, Symantec, Comodo etc.) or ask your IT administrator to get one from your company.

- **10.** Click on [Configuration] \rightarrow [Security].
- **11.** Click on [Upload]. A new window opens.
- 12. Click on [Browse...] and select the valid certificate file.
- **13.** Click on [Upload]. A new window opens.
- **14.** Click on [Ok] to restart the system. A 'failed' or 'success' window appears.
- **15.** Restart the printer. For more information, see *Restart the printer* on page 325. It is advised to make a new backup, which includes the complete valid certificate with the private key.

Result

You can now use a browser and access the settings editor via HTTPS: https://<hostname>. Where hostname is the common name or one of the three alternative names filled in.

You can find the protocol (HTTPS only/ HTTP or HTTPS) used for access to the settings editor under [Configuration] \rightarrow [Security]. Note that WebDAV is not used for the Colorado M-series.

Troubleshoot the use of HTTPS

Introduction

When enabling the use of HTTPS fails, it can be caused by a PKCS7 certificate which is not supported by the printer. When you want to solve this problem:

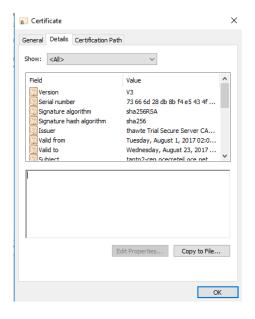
- 1. First check if the valid certificate you are using is a PKCS7 certificate.
- 2. If so, follow the workaround to troubleshoot the problem and enable the use of HTTPS.

- 1. Open *https://certlogik.com/decoder/*
- **2.** Copy the text of the valid certificate. You got the valid certificate when you tried to enable the use of HTTPS before, for more information see *Enable the use of HTTPS* on page 285.
- **3.** Paste the text in the decoder field.

		\$ Tools	About	Lin
R and Certificate Decoder (Also Decodes PKCS#7 (Certificate Chains)			
SR Decoder And Certificate Dec	oder			
ry our newer decoder over at the Red Kestrel site.				
BEGIN CERTIFICATE REQUEST HIECITCCADUCAQAWQYCXCIAJ8gWVBAYTAKdCMRVWFAYDVQQIEWITdGFmZm9yZHNO AX JMRCwCVpOQQHEWITdGSTSENVIBUCMUNUDBjNCEGALUEChNBUMVKTELSRY ZWMg2Q9UC3VSdELUZYMMGQXI54BgWVBANTCKX1C3R5JX30Ln3L6ELTSRY ZWMg2Q9UC3VSdELUZYMMGQXI54BgWVBANTCKX1C3R5JX30Ln3L6ELTSRY ZWMG2Q9UC3VSdELUZYMGQXI54BgWVBANTCKX1C3R5JX30Ln3L6ELTSRY ZWMG2Q9UC3VSdELUZYMGQXI54BgWVBANTCKX1C3R5JX30Ln3L6EHTAB3 ZR991574Fh091cF45TSGFQKFGKG1++t21KGK3USE01j04PNAXCXUCULUgD20VY MISTBTGEDEOLAAU/+PLQCMNHEFHUMGQMVMSKHFTGAMVVV3ULDPPCXX/HFOF GPXCBAY3TUH3B5C9C9/W0IF6HUL4VAF1QF02G7eV2JZBqDD4enUnatMSLImRRNHMI J2HFf1LIKMNLTHENEUGNIB3J1xM17CF05FeTbH2HQ0Xc+F7VH1SvK539/Ph36e0 EDD00qU30FHC96E1ZHM5CFKJ34j1xMF7V7X8VLDFK6eHVEILOUTES+H20 LNGFV2PAgHBAAGgADANBgWCMKLGGWBBAQUFAAOCAQEAUNE70EX3LJ7VHS3bS0 LNGFV2PAgHBAAGgADANBgWCMCK1G9WBAQUFAAOCAQEAUNE70EX3LJ7VHS3bS0 VCLVBRV4BA4C5o5U3MGCY143B0HAAVVLMT4/PVpNTCn8/7+g//ELAhhrSUL00 HC1VBFV2DSWBSWH1LTC+NXPQTWFIE2VVPGC0V7LmCFNmHVCK27VB3J8/9MdLmrfW hCT3NFC5SeFBZF5otpt2/7j+beYKFUBB0StL03BEn1hXU0V1BUZOMOEUVVX1N6 A== FND CERTIFICATE REQUEST				

- 4. Click on [Decode].
- 5. Check in the [Check] field if it is a valid PKCS7 certificate.
- **6.** In case of a valid PKCS7 certificate, select the certificate on your computer and rename the extension to '.p7b'.
- 7. Doubleclick on the certificate. The 'certmgr' application opens.
- 8. Doubleclick on your certificate. A new window opens.

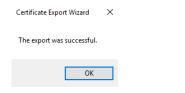
9. Click on [Details] \rightarrow [Copy to file] \rightarrow [OK]. A wizard opens.



- 10. Click on [Next].
- 11. Select [Base-64 encoded X.509 (.CER)] and click on [Next].

Export File Format Certificates can be exported in a variety of file formats.				
	Select the format you want to use:			
	O DER encoded binary X.509 (.CER)			
	Base-64 encoded X.509 (.CER)			
	O Cryptographic Message Syntax Standard - PKCS #7 Certificates (.P7B)			
	Include all certificates in the certification path if possible			
	O Personal Information Exchange - PKCS #12 (.PFX)			
	Include all certificates in the certification path if possible			
	Delete the private key if the export is successful			
	Export all extended properties			
	Enable certificate privacy			
	Microsoft Serialized Certificate Store (.SST)			

12. Click on [Finish] and check that the export is successful.



13. Continue the new valid certificate installation at step 12 of *Enable the use of HTTPS* on page 285.

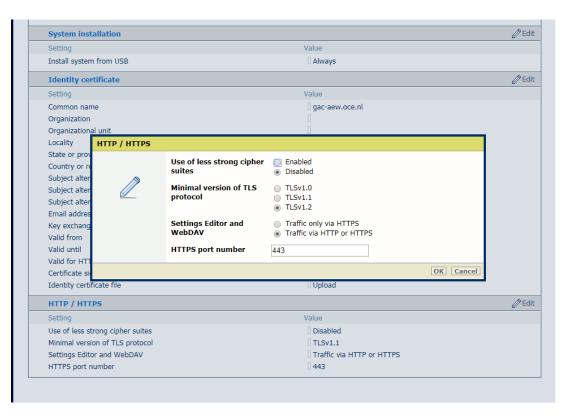
Change the HTTPS security settings

Introduction

You can change the default HTTPS security settings to best fit your configuration.

Illustration

- 1. Open the settings editor.
- **2.** Click on [Configuration] \rightarrow [Security].
- 3. Click on [Edit] in the [HTTP/HTTPS] header.



- **4.** The [Use of less strong cipher suites] setting is by default disabled to secure data communication, which is suitable for recent browsers. If you want to use older browsers or HTTPS clients, you can change the setting to [Enabled].
- **5.** The [Minimal version of TLS protocol] setting is by default set to [TLSv1.2]. [TLSv1.2] is a stronger protocol and [TLSv1.0] is weaker. You can change the setting to the minimum security protocol that fits your security requirements. It is also possible to use a lower protocol to allow communication with older browsers or HTTPS clients.
- 6. Click on [OK] to save the settings.

Configure PRISMAremote Monitoring

Introduction

When you want to use the PRISMAremote Monitoring app to monitor the Colorado M-series the System administrator has to configure the right settings first.

Before you begin

Make sure:

- · You have System administrator rights.
- The proxy settings are configured correctly.
- The remote connection is enabled and tested. For more information, see *Configure the network* on page 268
- You have created a Microsoft or Google email account that you can use as an administrator account for PRISMAsync cloud services. It is advised to use a dedicated administration account for all printers and applications using PRISMAsync cloud services.

- 1. Open the settings editor.
- **2.** Click on [Configuration] \rightarrow [Connectivity].

Preferences	Configuration	Support	? 🚦 System admini
Connectivity Secu	rity Users Trusted c	ertificates Accounting	
Connectivity			
Mail server			Ø Ed
Setting		Value	
Test connection to ma Hostname / IP addres		Connection test	
Port		0 25	
Connection with mail	server	Not secured	
Username			
Password		[] *****	
Sender			
Cloud service			Ø Ed
Setting		Value	
Register printer for cle	oud service	1	
Open cloud service ad	ministration portal	1	
PRISMAsync Remote	Control	Disabled	
Test PRISMAsync Ren	ote Control	Send test notification	

- 3. Click on the value next to [PRISMAremote Monitoring]. A window opens.
- 4. Select [Enabled] and click on [Ok].
- 5. Click on [Register printer for cloud service]. A new page opens.
- 6. Log in with your Microsoft or Google administrator account. A new page opens.
- **7.** Fill in the printer name you want to connect to and click on [Add]. Here you can also remove printers.

8. Under [Add a new cloud service user] fill in the email addresses of the users of the PRISMAremote Monitoring app and click on [Add]. Here you can also remove users.



Via settings editor, [Configuration] \rightarrow [Connectivity] \rightarrow [Open administration website] you can always log in with your administrator account and add or remove printers and users.

9. Once the printer is added and the requested users are added, you can click on [Log out].

After you finish

Test if PRISMAremote Monitoring is working well: *Test PRISMAremote Monitoring* on page 292.

Test PRISMAremote Monitoring

Introduction

When you have configured PRISMAremote Monitoring, you can test the connection between PRISMAremote Monitoring and the cloud services.

Before you begin

Make sure you have configured PRISMAremote Monitoring. For more information, see *Configure PRISMAremote Monitoring* on page 290.

- **1.** Open the settings editor.
- **2.** Click on [Configuration] \rightarrow [Connectivity].

Preferences	Configuration	Support	? 🚦 System adminis
Connectivity Security	Users Trusted certi	ificates Accounting	
Connectivity			
Mail server			Ø Edi
Setting		Value	
Test connection to mail s Hostname / IP address o		Connection test	
Port		25	
Connection with mail ser	ver	Not secured	
Username			
Password		****	
Sender			
Cloud service			Ø Edi
Setting		Value	
Register printer for cloud	service	1	
Open cloud service admi	nistration portal	1	
PRISMAsync Remote Cor	ntrol	Disabled	
Test PRISMAsync Remote	Control	Send test notification	

- **3.** First, test the connection between the printer and the cloud services:
- 4. Next to [Test PRISMAremote Monitoring], click on [Send test notification]. A window opens.
- 5. Click on [Send test notification].
 - The result must be successful. In case of error:
 - Make sure that in the settings editor,[Configuration] →[Connectivity]→[Remote Control] is enabled.
 - Make sure that on the operator panel, [System]→[Remote services]→[Remote connection] is enabled.
 - Make sure that on the operator panel,[System]→[Remote services]→[Proxy settings] the proxy settings are correct.
 - Make sure that on the operator panel, [System]→[Remote services]→[Remote connection]→ [Test remote connection] the status is connected.
- 6. Second, test the connection between the cloud services and your mobile device:
- 7. Click on [Register printer for cloud services]. A new page opens.
- 8. Log in with your Microsoft or Google administrator account. A new page opens.
- 9. Click on [Send test notification].

- **10.** Check on your mobile device if you have received a notification. When you did not receive a notification:
 - Make sure that notifications are allowed in the app PRISMAremote Monitoring.
 - Make sure the app PRISMAremote Monitoring is not open on the foreground (active in the background is no problem).
 - Make sure the account used for the PRISMAremote Monitoring app is a registered user. For more information, see *Manage users for PRISMAremote Monitoring* on page 294.

Manage users for PRISMAremote Monitoring

Introduction

When you have configured PRISMAremote Monitoring you can manage the users via the cloud services administration website.

Procedure

- 1. Open the settings editor.
- **2.** Click on [Configuration] \rightarrow [Connectivity].

Preferences Configuration	Support	? 🚦 System admin
Connectivity Security Users Trus	ted certificates Accounting	
Connectivity		
Mail server		ØE
Setting	Value	
Test connection to mail server Hostname / IP address of mail server	Connection test	
Port	25	
Connection with mail server	Not secured	
Username		
Password	****	
Sender		
Cloud service		ØE
Setting	Value	
Register printer for cloud service	1	
Open cloud service administration portal	1	
PRISMAsync Remote Control	Disabled	
Test PRISMAsync Remote Control	Send test notification	

- 3. Click on [Open administration website]. A new page opens.
- **4.** Log in with your Microsoft or Google administrator account. The page of the PRISMAremote MonitoringPRISMAsync cloud services administration portal opens.
- **5.** To add users: under [Add users for PRISMAsync cloud services] fill in the email addresses of the users of the PRISMAremote Monitoring app and click on [Add].



For Google accounts, dots in email addresses are ignored (e.g. John.Doe@gmail.com is the same as JohnDoe@gmail.com). Therefore, the Google email addresses are stored without dots in the cloud services administration site.

- **6.** To remove users: under [Users of PRISMAremote Monitoring] click on the name of the user, and click on [Remove].
- 7. Once you are ready, you can click on [Log out].

Make a backup

Introduction

It is advised to make a backup with confidential data and export it to a file to save on another location than the controller. The confidential data consists of: the System administrator password, identity certificates (including private key), trusted certificates.

- 1. Open the settings editor.
- **2.** Click on [Support] \rightarrow [Backups].
- **3.** Click on the [Configure confidential data] icon. A window opens.
- **4.** Check the box to include the confidential data in the backup. When this box is checked, a passphrase must be filled in.

enabled, you he backup. When t onfidential data. C	must configure and confirm a passphrase. T he backup with confidential data is imported	s credentials. When the export of confidential data is the passphrase is used to encrypt the confidential data in t, the printer uses the configured passphrase to decrypt the decryption succeeded. When you change the current ted backups cannot be restored.
	Include confidential data	
•	Passphrase for confidential data	
ča –	Confirm passphrase	
	Export of confidential data	Enabled for system administrators and Service V

- 5. Click on [Ok]
- **6.** Click on the [Create] icon. A window opens.
- 7. Fill in the description and click on [Ok].
- 8. Check the box in front of the created file.
- **9.** Click on the [Export] icon. A window opens.
- **10.** Click on [Ok] and save the file on another location than the controller.

Restore a backup

Introduction

When you have made a backup you can restore it.

Before you begin

You need to have a backup created before. It is highly recommended to have exported a backup. For more information, see *Make a backup* on page 295.

- 1. Open the settings editor.
- **2.** Click on [Support] \rightarrow [Backups].
- In case of an external backup, exported during a backup operation, click on [Import]. Browse to the external backup and confirm the import operation.
 When imported with a confidential data passphrase and this passphrase does not match the passphrase of the backup, the screen displays a warning that the confidential data is not available for restoring.

Important	×
i	The confidential data of the backup is not available for restoring because the configured passphrase does not match the backup passphrase. Ensure the printer passphrase matches the passphrase of the backup.
	OK

- 4. Check the box in front of the backup file.
- 5. Click on [Restore user configuration].
- 6. Click on [Ok] to restore the configuration.

Enable system installation from USB

Introduction

Installation from a USB key is used by the Service technician for system installation or reinstallation. For security reasons related to USB, it is possible to disable installation from USB.

Procedure

- **1.** Open the settings editor.
- **2.** Click on [Configuration] \rightarrow [Security].
- **3.** Click on the value next to [Install system from USB]. A window opens.

Preferences	Configuration	Support		System administrator
Connectivity Security	Users Trusted cert	tificates Accounting		
Security				
i Security				
- 1				/ Edit
Passwords				Con
Setting		Value		
Factory-defined system a	dministrator account	Re	store factory-defined account values	
System installation				🖉 Edit
Setting		Value		
Install system from USB of	device	I Ah	ways	
Identity certificate				Ø Edit
Setting		Value		
Common name		0 fai	-cep-802.ocevenlo.oce.net	
Organization				
Organizational unit				
Locality				
State or province		0		
Country or reg Install s	system from USB device	:		
Subject alterna	With this setting y	rou can determine if USB devices can	be used for a system installation.	
Subject alterna	Default:	Always		
Subject alterna	// Install system	1211 111111 111111		
Email address	device	m from USB O Never Always		
Key exchange			er next start	
Valid from				
Valid until			OK Ca	ncel
Valid for HTTP				

4. Select [Always], [Never], or [Once, after next start] according to the customer security policy, and click on [Ok].

Chapter 9

Troubleshooting and support

Tips and tricks

Introduction

In order to use the Colorado M-series in the best way possible it is advised to follow the below listed tips and tricks.

Subject	Тір
Follow step by step actions explained	Always follow the instruction given on the operator panel step by step in the specified order. For example: in case of error handling, operating the winder or performing maintenance actions.
Green light indicators	You can safely perform actions on the drawer or the ink unit, when the green light indicators on the drawer and near the ink bottles are on.
Handle with care	You do not have to use excessive force on any of the handles or levers of the Colorado M-series. You can easily push or pull the levers and handles to perform actions on the printer.
Automatic advance correc- tion	Set [Automatic advance correction] to [normal] for printing modes [High Quality], [Specialty], [Matte High Quality], [Matte Specialty], [Backlit] or [Backlit Density]. The printer then automatically reads and optimizes the media step accuracy. When you set [Automatic advance correction] to [enhanced], it may improve the media step accuracy more but it also prints black markers on the increased side margin of the media. For textured media, you can set [Automatic advance correction] to [enhanced]. For more information, see <i>Change the media settings</i> on page 84.
Media step control	 When you want to control the media steps and optimize the print quality you can: Perform manual or periodic maintenance with [Automatic nozzle optimization]. The printer automatically optimizes the nozzles to improve media step accuracy. Print roll to roll (wind your media). Start with a white space ± 50 cm (19.7 inch), before you make your first print on a roll. Print in [High quality] print mode.
Media not rolled up evenly	Make sure media is always rolled up evenly on the core. Do not load media in the drawer that is not rolled up evenly (telescoping). For more information, see <i>Load a media roll (position 1)</i> on page 97.
Straight leading edge me- dia	The leading edge of the media roll loaded in the drawer must be cut straight. Otherwise it is possible the printer does not detect the leading edge or can print on the platen. For more information, see <i>Load a media roll (position 1)</i> on page 97.

Subject	Тір
Tape leading edge straight	In case of winding, the leading edge of the media must be aligned and taped straight on the take-up roll core for best winding and printing quality. Tape first the center and then the sides. For more information, see <i>Print with or without winding</i> on page 133.
Position media guides	When you wind without a tension bar, position the media guides against the media for best winding quality. For more information, see <i>Print and wind without a tension bar</i> on page 134.
Print is not rolled up	When you have taped your print to the take-up roll but the roll winder has not wound up your print, move the media towards the printer to start the winder. Move the part of the print that is hang- ing just above the ground in front of the lower sensor towards the sensor. The printer then sees the media and will start winding automatically.
New media type	Always calibrate a new media type in order to optimize the print quality. Calibrate media of the same type with different media sizes for each size. For more information, see <i>Calibrate the media</i> on page 128.
Printing on a larger media width	 When you run out of media while printing you will get a media request message. When you want to finish your jobs you can also continue printing on a larger width media roll. Load the larger width media roll and select it, the printer will then continue printing on the larger media width. NOTE Note that you will always have to load the larger width media roll, even if it has already been loaded in the printer. In that case, the printer will only recognize the larger width and start printing on it when it is reloaded.
Media calibration	Perform media calibration from the empty leading edge of the media roll. So start calibration after you made a cut or when you start with a new roll. Do not perform media calibration when there is already a print on the roll. For more information, see <i>Calibrate the media</i> on page 128.
Moist sensitive media	Take note that moist sensitive media will deform when lying on the print platen for some time.
Uncured ink pollution	Be aware of uncured ink on media or the printer. Do not remove uncured prints via the winder or drawer, but only via the top cov- er. Follow the referred procedure carefully. For more information, see <i>Clean pollution on the printer</i> on page 362.

General support

Change the regional settings

Introduction

You can change the language, system of measurement, date and time, or time zone under the regional settings on the operator panel.

Procedure

- 1. On the operator panel, tap on the [System] icon on the right.
- 2. Tap on [Regional settings].

~		[
Regional settings		
Language	English (US)	\sim
System of measurement	Metric	~
Date and time	04/18/2017 14:44	
Time zone	(UTC+01:00) Amsterdar	n, Berlin,
		Save

3. Change the language, system of measurement, date and time, or the time zone.



NOTE

You have to log in as System administrator to change some of the settings. For more information, see *Log in as a System administrator* on page 271. When time synchronization is enabled and the date and time of the printer is still out-of-date, make sure the setting is configured correctly. For more information, see *Configure time synchronization* on page 274.

4. Tap on [Save] to save the settings.

Set the energy save modes

Introduction

You can enable the energy save modes, automatic wake-up mode and automatic shutdown mode, via the settings editor. Set timers for each day of the week to wake up or turn off (standby mode) the printer.



NOTE

- When the printer is turned off the printer is in standby mode: power to the system is never cut.
- Before the printer can be turned off automatically (standby mode), the printer first has to enter low power mode. The printer will enter low power mode automatically after 30 minutes of inactivity. So when the printer was still active before the shutdown time, the printer will first take 30 minutes to enter low power mode before it will automatically shut down (standby mode).

System settings	Configuration	Support	? 🚦 System admini		
System settings					
Regional settings			🖉 Ed		
Setting		Value			
Language		English (UK)		
Date and time		22 Jan 2018	8 16:54:47		
Time zone		UTC+01:0	0) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna		
NTP client		Disabled			
NTP server name		time.window	time.windows.com		
Test NTP server connection		Start the te	Start the test		
System of measurement		Metric	Metric		
Energy save modes	(ØEc		
Setting		Value			
Automatic wake-up		Enabled			
Automatic shutdown		Enabled	Enabled		
Wake-up timers			ØEc		
Setting		Value			
Wake-up Monday		Yes			
Wake-up time Monda	у	07:00			
Shutdown Monday		0 No			
Shutdown time Mond	ay	20:00			
Wake-up Tuesday		No			
Wake-up time Tuesda	ay .	08:00			
Shutdown Tuesday		No			
Shutdown time Tuesc	lay	20:00			
Wake-up Wednesday		No			

- 1. Open the settings editor.
- **2.** Click on [Preferences] \rightarrow [System settings].
- **3.** Go to the [Energy save modes] header and click on [Edit]. Log in as a System administrator. A window opens.
- 4. Select [Enabled] for [Automatic wake-up] and [Automatic shutdown].
- 5. Click on [Ok].
- **6.** Go to the [Wake-up timers] header and click on [Edit]. A window with timers for each day of the week opens.
- **7.** Fill out if you want the printer to wake-up and shutdown for each day of the week. If yes, also fill in the times for wake-up and shutdown.
- 8. Click on [Ok].

Download an account log file

Introduction

For every job that is finished a record is added to the account log file. You can download the file via the settings editor to check the properties and counters of your job.

On account log files

- A job is considered finished when it is completed successfully, it is canceled or deleted.
- There is one active account log file (.ACL). The active account log file starts at 00:00 hours and is active for one day, then the file becomes inactive.
- There can be multiple inactive account log files (.CSV). The inactive account log files are completed files. There can be up to 99 inactive account log files. When there are more the oldest files are deleted.

	Configu	uration	s	upport			? 5	System administrato
Security	Users	Trusted certific	cates A	ccounting				
Downloa	d account	t log file					_	Ø Edit
	>	maximum 99 accour	nt log files rep	esenting the latest 9	Int log files. An account log f Il relevant information for jol 9 periods.	file consists of records of whi b cost allocation. There are	ich	
	_	123456789201	60101.CSV	1				
						r	OK	
		Security Users	Download account log file Use this option to d each represents a maximum 99 accou Download acc 123456789201	Security Users Trusted certificates A Download account log file Use this option to download one o extension represents a job. An account maximum 99 account log files repr	Security Users Trusted certificates Accounting Download account log file Use this option to download one of the generated account log file Download account log file Download account log file Download account log file 12345678920160101.CSV	Security Users Trusted certificates Accounting Download account log file Use this option to download one of the generated account log files. An account log file to the represents a plo. An account log record contains all relevant information for joi maximum 99 account log file representing the latest 99 periods. Download account log file 12345678920160101.CSV	Security Users Trusted certificates Accounting Download account log file Use this option to download one of the generated account log files. An account log file consists of records of wh each represents a job. An account log record contains all relevant information for job cost allocation. There are maximum 99 account log files Download account log file 12345678920160101.CSV	Configuration Support Security Users Trusted certificates Accounting Download account log file

- **1.** Open the settings editor.
- **2.** Click on [Configuration] \rightarrow [Accounting].
- **3.** Click on [Download account log file]. Log in as a System administrator. A window opens with one or more log files listed.
- **4.** Click on the preferred file. The file is downloaded automatically. Click on any of the other files to download more.
- **5.** You can read the file as follows:

Field	Description
documentid	The job ID that is specified by the RIP. The ID stays the same when a job is printed multiple times
jobid	Unique job ID that is generated by the controller each time a new job is created.
	NOTE In case of controller reinstallation, software error, or power failure it cannot be guaranteed that the ID is unique.

Field	Description
jobtype	The value AP (Automatic Print Jobs) is used for all jobs from the RIP, so the value is always AP.
jobname	The name of the job specified in the RIP.
printmode	The name of the print mode that was used in the job.
startdate	<yyyy><mm><dd> The date the printer starts printing the job.</dd></mm></yyyy>
starttime	<hh>:<min>:<ss> The time the printer starts printing the job.</ss></min></hh>
activetime	<num>:<min>:<ss> The total time the job is active and printing. This time in- cludes autonomous maintenance actions. Note that the time needed for warming up before the printer is ready and the time spend waiting for the operator, e.g. to solve an error, is not included. Time in hours, minutes, seconds, where hours can exceed 24.</ss></min></num>
idletime	<num>:<min>:<ss> The total time an active job is waiting for operator interac- tion, e.g. solving an error or loading media. Time in hours, minutes, seconds, where hours can exceed 24.</ss></min></num>
readydate	<yyyy><mm><dd> The date a job is completed successfully, canceled or deleted.</dd></mm></yyyy>
readytime	<hh>:<min>:<ss> The time a job is completed successfully, canceled or deleted.</ss></min></hh>
accountid	This field is always empty.
noffinished- sets	<num> The number of times the bitmap, as received by the RIP, has been prin- ted. NOTE This number can be lower than 'copiesrequested' as the user can can- cel or delete a job.</num>
result	 'Done', 'Abrt', 'Stop', 'Deleted'. The state in which the job was completed. 'Done': when the job was completed successfully. 'Abrt': when the job was started, but aborted by the operator or controller due to an error. 'Stop': when the job was started, but stopped or paused by the operator. 'Deleted': when the job was deleted before it was printed.
reception- date	<yyyy><mm><dd> The date the printer controller completely received the job from the RIP.</dd></mm></yyyy>
reception- time	<hh>:<min>:<ss> The time the printer controller completely received the job from the RIP.</ss></min></hh>
operator- note	Note information specified in the RIP.
copies re- quested	<num> The number of copies requested by the RIP.</num>
mediatypeid	The media type ID specified in the RIP that is used to communicate to the printer which media it has to use.
mediatype	The name of the media type that is displayed on the operator panel.
mediawidth	<num> in 0.1 mm (0.004 inch). The width of the media on which the job is printed.</num>

Field	Description
media lengthused	<num> in 0.1 mm (0.004 inch). The length of the media that is used for the job. Media that is used for calibrations or maintenance actions is not included.</num>
printedarea	<num> in 1 mm² (0.004 inch²). Area of the media that is covered by images. This includes white pixels, and excludes any empty space surrounding the images. Image: NOTE When the RIP nests images, the empty space is considered part of the image and included in the 'printedarea'.</num>
inkcolorcyan	<num> in 1 ul. The total amount of cyan ink used.</num>
inkcolor ma- genta	<num> in 1 ul. The total amount of magenta ink used.</num>
inkcolor yel- low	<num> in 1 ul. The total amount of yellow ink used.</num>
inkcolor black	<num> in 1 ul. The total amount of black ink used.</num>

Configure, download, and install software updates from On Remote Service

Introduction

When you configured the download and installation of operating system updates from On Remote Service, the print server behaves as follows:

• Once a day the printer searches for new operating system or PRISMAsync updates at midnight.



If the system is offline or shut down at midnight, the updates will be checked for again the next day.

When the operating system updates are discovered by the printer, it is not possible to make a selection of the found updates. All found updates are downloaded or installed depending on the configuration. During the download or installation, the printer remains operational. To finalize the installation, you must restart the system.

Before you begin

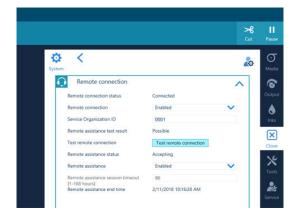
Ensure that [Remote connection] is enabled on the printer:

1. On the operator panel, tap on the [System] icon on the right.



You must be logged in as a system administrator. See *Log in as a System administrator* on page 271.

2. Tap on [Remote services]→[Remote connection]



- 3. Make sure:
 - [Remote connection] is enabled.
 - [Remote connection status] is connected.



A proxy may be required to access the internet and make use of Remote services. When required, make sure the proxy settings are configured correctly. For more information, see *Configure the network* on page 268.

Configure the download and installation of software updates from ORS

1. Open the Settings Editor and go to: [Support] \rightarrow [Software updates].

orado							
Preferences	Configuration		Support			?	1
	About	Licences	Software updates	Backups	Troubleshooting		

- 2. Go to [Available PRISMAsync and operating system updates from On Remote Service].
- 3. Click [Configure].

Availat	le PRISM	Async and operat	ing system updates from On	Remote Service	
	Download	Pause downloading	Configure		
Upda	te type	Version	Progress	Description	To install by user

4. By default, the checkboxes to receive software updates are checked. You can uncheck a checkbox if you do not want to receive software updates from On Remote Service.

Configure softwar	re updates		
Configure how	you want to download and install the softwar	e updates.	
	Receive updates to PRISMAsync from On Remote Service		
	Receive updates to the operating system from On Remote Service		
	Send email to system administrator about status of updates		
L	Download moment	At specified time	~
	Specified time	Immediately At specified time	
	Installation moment	Manually The operation	
	Specified time	01:00 🛇	
			OK Cancel

- 5. Use the [Download moment] setting to select the download moment.
 - [Immediately]: The printer downloads the software updates when they are available.
 - [At specified time]: The printer downloads the software updates at the time you specify.
 - [Manually]: You initiate the download of software updates manually.
- 6. Use the [Installation moment] to select the installation time.
 - [Immediately]: The printer installs the software after they are downloaded. The printer remains operational. To finalize the installation, you must restart the system.
 - [At specified time]: The printer installs the software updates at the time you specify. The printer remains operational. To finalize the installation, you must restart the system.
 - [Manually]: You install software updates manually after they are downloaded. The printer remains operational. To finalize the installation, you must restart the system.
- 7. Select [Send email to system administrator about status of updates] to receive status information about the download and installation process. System administrators who have a configured email address receive these emails.

You receive an email when the following status has been reached:

- When you select [Manually] in the [Download moment] setting, you receive an email when software updates are available for download.
- When you select [Manually] in the [Installation moment] setting, you receive an email when software updates are available for installation and when you must restart the system to finalize the installation.
- You receive an email when software updates are being installed.
- You receive an email when software updates have been installed.

• You receive an email when an error occurs during downloading or installation of the software updates.

Download the software update from ORS manually

1. Open the Settings Editor and go to: [Support]→[Software updates].

		Conservation (1997)			Visito	
Preferences Confi	Configuration	Configuration Support				

- 2. Go to [Available PRISMAsync and operating system updates from On Remote Service].
- Select the available software update. Click [Download]. View the progress of the download in the [Progress] column.
 It is possible to pause the download process.
- 4. It is possible to pause the download process. Click [Pause downloading] to pause the download process. Click [Resume downloading] to resume the download process.
- 5. The download is finished when the progress indicator states [-] and the [Install] button is available.

Install the software update from ORS manually

1. Open the Settings Editor and go to: [Support] \rightarrow [Software updates].

Preferences	Configur	ration	Cupport		?	
Preferences	Configuration	Support				

- 2. Go to [Available PRISMAsync and operating system updates from On Remote Service].
- 3. Select the downloaded software update. Click [Install].
- 4. To finalize the installation, you must restart the system.

Reboot the system

In all cases, the printer requests a restart after installation. You can restart immediately, or later.

Select the restart moment and click on [OK].

Restart required	
	A restart is required so that the changes can take effect. You can restart now or restart later. ©Restart now O Restart later
	ΟΚ

After you restart the system, the software update is removed from the list in [Available PRISMAsync and operating system updates from On Remote Service].

The installed software update can be seen in one of the following lists:

• [Installed PRISMAsync updates], if the software update is a printer software update.

• [Operating system updates], if the software update is an operating system update.

Configure, upload and install operating system updates from a file

Introduction

This topic describes how to configure, upload and install operating system updates from a file via the Settings Editor.

The downloaded operating system update package is cumulative. This means that the package includes all preceding patches.



NOTE

This procedure applies only to operating system updates that are manually uploaded in the Settings Editor.

Approach

The operating system updates can be downloaded via: https://downloads.cpp.canon/.

The operating system updates consist of multiple files. This is called an update package. All files must be installed.

The file names start with MSU followed by a 5-digit number. The files must be installed in ascending order based on this number.



IMPORTANT

From software version **Mark 8.1.3**, updates can be installed simultaneously in any order. If your system has a lower Mark version, you must install the files in the correct order. You can check the software version in the Settings Editor via [Support]→[About]→[Version of software].

During the installation of the operating system updates the printer remains operational. To finalize the installation, you must restart the system.

Before you begin

- You must be logged in as a system administrator.
- Download the operating system update package for the [Version of printer software] of your printer via *https://downloads.cpp.canon/*.

Configuration of operating system updates from a file via the Settings Editor

1. Open the Settings Editor and go to: [Support] \rightarrow [Software updates].

Colorado							
Preferences	Configuration		Support			?	Visitor
	About	Licences	Software updates	Backups	Troubleshooting		

Use the functions to download, install, reinstall or uninstall software updates. The printer can automatically download PRISMAsync updates from a remote server.

- 2. Go to [Operating system updates].
- 3. Click [Configure].

Operating sy	stem updates	
Install from file	Vninstall Install updates Configu	e
Name	Dat	Status

4. Use the [Installation moment] to select the installation time.

Configure the dov	vnload and installation of operating	system updates	
Configure the s and install the		ates are retrieved and select how you want to dow	nload
	Send email to system administrator about status of updates Installation moment Specified time	At specified time Immediately At specified time Manually	>
		ОК С	ancel

- [Immediately]: The printer installs the operating system updates once they are present on the system. The printer remains operational. To finalize the installation, you must restart the system.
- [At specified time]: The printer installs the operating system updates at the time you specify. The printer remains operational. To finalize the installation, you must restart the system.
- [Manually]: You install operating system updates manually once they are present on the system. The printer remains operational. To finalize the installation, you must restart the system.
- 5. Select [Send email to system administrator about status of updates] to receive status information about the installation process. System administrators who have a configured email address receive these emails.

You receive an email when the following status has been reached:

- When you select [Manually] in the [Installation moment] setting, you receive an email when operating system updates are available for installation and when you must restart the system to finalize the installation.
- You receive an email when operating system updates are being installed.
- You receive an email when operating system updates have been installed.
- You receive an email when an error occurs during downloading or installation of the software updates.
- 6. Click [OK].

Upload and install an operating system update from a file via the Settings Editor

1. Open the Settings Editor and go to: [Support] \rightarrow [Software updates].

Colorado						
Preferences	Configuration		Support			Visito
	About	Licences	Software updates	Backups	Troubleshooting	

- 2. Go to [Operating system updates].
- 3. Check if the update is already installed: compare the "kb" number from the update with the "kb" number of installed updates. If the update is already installed, do not install it again.
- 4. Click [Install from file].

Operating syst	em updates		
Install from file	× 🕹	(\$)	
Install from file	Ininstall Install updates	Configure	
Name		Date	Status

5. Click [Select a file] to navigate to the operating system updates that needs to be installed.

	g system update	
	File 1 *	Select a file MSUs02452 F_UV_lcu_kb5009557.msu
	File 2	Select a file MSUs74465N_ndp48_kb5008878.msu
	File 3	Select a file
P	File 4	Select a file
2	File 5 File 6	Select a file
	File 7	Select a file
	File 8	Select a file
	File 9	Select a file
	File 10	Select a file

- Click [OK] to upload the selected file to the printer. The duration of the upload and validation process depends on the size of the update. Do not restart your system during this process.
- 7. When the update is uploaded, click [OK] to start the preparation.

Preparing update	e of operating system	
	The update is being prepared. The progress bar follo when the progress bar shows 100%. Depending on y need to start the installation with the "Install update: Current progress:	your configuration, you sometimes
	Total progress:	2/2
		OK

8. Click [OK] when the progress bar shows 100%. Depending on your configuration, the system automatically starts the installation or you need to start the installation with the [Install updates] button.

Operating sys	stem updates		
Install from file	Uninstall Install updates	Configure	
Name		Date	Status

9. To finalize the installation, you must restart the system. Select the restart moment and click on [OK].

Restart required	
	A restart is required so that the changes can take effect. You can restart now or restart later. ©Restart now O Restart later
	ОК

After you restart the system, the software update is removed from the list in [Available PRISMAsync and operating system updates from On Remote Service].

The installed software update can be seen in one of the following lists:

- [Installed PRISMAsync updates], if the software update is a printer software update.
- [Operating system updates], if the software update is an operating system update.

Install a license via ORS

Introduction

It is possible to receive a license through On Remote Service (ORS). Instead of making the license request, you send a request to the back-office via e-mail and upload the license manually.

Once there is an agreement regarding the license(s) requested, a product license number is registered in the ILMS database. The updated licenses are transferred automatically via ORS to the engine. The administrator of the engine only needs to install and activate the updated licenses.

Install the license

Procedure

- **1.** Wait approximately 5 minutes after receiving the license request. The transfer of the updated license will take some time.
- **2.** In the Settings Editor go to [Support] \rightarrow [Licenses] \rightarrow [Licenses].
- 3. Click on [Install] next to [Install license from remote server].

The following window opens:

	Preferences	Configur	ation	Support			System administrato
		About	Licences	Software updates	Backups	Troubleshooting	
i	Software						
	Licences						Ø Edit
	Setting				Value		
	Hardware ident Serial number Base licence Licence for sec	emote server d summary file of f license stall license fron	remote ser Use this option w		Request	ummary file of license activation made available by On Remote Service. Contact your	1100 KI
	Licence for FLX Licence for insi Licence for whi Licence for whi eKOM licence					0	K]
	Setting				Value		
	TD of oKOM donala						

- 4. Click [Install].
- 5. The Restart required window displays. Click [OK].





The system will not restart automatically after you click [OK].

6. The install window confirms successful installation of the license. Click [OK].





When the error 'An unknown error has occurred' appears, the license may not be available yet on the system.

7. Restart the printer via [Support]→[Troubleshooting]→[Printer restart and job removal]→[System restart].

Preferences	Configuration	Support				System administr
	About Licenses	Software updates	Backups	Troubleshooting		
Troubleshooting						
Logging and report	5					@ Edit
Setting			Value			
Log file with report / I	trace files (create and down	load)	Create log file with report / trace files			
Log file with report fil	es (create and download)		Create	log file with report files		
Storage of last receive	ed job		Disable	ed		
Downloading of last re	eceived job		Down	oad last received job		
Extended printhead lo	gging		Disable	ed		
Printer restart and	job removal					Ø Edit
Setting		Value				
			Restar	t the system		
System restart						

Result

You can check the status of the license(s):

• On the operator panel, tap [System]→[About]→[Licenses].

Ready		~
System Back		B
jostem back		~
i Licenses		^
Base	LICENSED: 0: 0: NOT_FOR_RESALE	
Second media roll option	NOT LICENSED	
FLXfinish+ and matte print modes	LICENSED: 0: 0: NOT_FOR_RESALE	
Inside and double-sided printing	LICENSED: 0: 0: NOT_FOR_RESALE	
White ink	LICENSED: 0: 0: NOT_FOR_RESALE	
White ink (upgrade)	NOT LICENSED	

• In the settings editor, click on [Support]→[Licenses]→[Licenses].

Preferences	Configu	ration	Support			? Visito	
	About	Licences	Software updates	Backups	Troubleshooting		
Software							
Licences						🖉 Edit	
Setting				Value			
Install license from fil	le			Install			
Install license from re	emote server			Install			
Create and download	summary file of	license		Create s	ummary file of license		
Request activation of	license			Request	activation		
License container				I			
License number							
Hardware identifier				B93D-09	D6-09BB-7956-D5F8-55F3-4C51-BE6A-24	4CE-B100	
Serial number				1100			
Base licence				LICENSED - S/N:0 - NOT_FOR_RESALE			
Licence for second m	edia roll option			LICENSED - S/N:0 - NOT_FOR_RESALE			
Licence for FLXfinish-	+ and matte print	t modes		LICENSED - S/N:0 - NOT_FOR_RESALE			
Licence for inside and	double-sided pr	inting		LICENSED - S/N:0 - NOT_FOR_RESALE			
Licence for white ink				LICENSED - S/N:0 - NOT_FOR_RESALE			
Licence for white ink	(upgrade)			NOT LIC	ENSED		
eKOM licence						🖉 Edit	
Setting				Value			
ID of oKOM donala							

Install a license received via e-mail

Introduction

This procedure describes how to install the license file once received via e-mail.

How to install a license

Procedure

- 1. Save the received zipped license file on the workstation.
- 2. Open the Settings Editor.
- **3.** Go to [Support] \rightarrow [Licenses] \rightarrow [Licenses].
- 4. Click [Install] next to [Install license from file].

Preferences	Configur	ation	Support		? 🚦 System admir	nistrator	
	About	Licences	Software updates	Backups	Troubleshooting		
i Software							
Licences						dit	
Setting				Value			
Install license from fi	le			Install			
Install license from re	emote server			Install			
Create and download	summary file of	icense		Create summary file of license			
Request activation of	license			Request activation			
License container				1			
License number							
Hardware identifier				B93D-09	D6-09BB-7956-D5F8-55F3-4C51-BE6A-24CE-B100		
Serial number				1100			
Base licence				LICENSED - S/N:1100 - NOT_FOR_RESALE			
Licence for second m	edia roll option			NOT LICENSED			
Licence for FLXfinish-	+ and matte print	modes		NOT LICENSED			
Licence for inside and	Licence for inside and double-sided printing				NOT LICENSED		
Licence for white ink				NOT LICENSED			
Licence for white ink	(upgrade)			NOT LIC	ENSED		

5. The System Administrator login window opens:

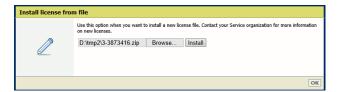
Colorado	
Username Password	System administrator

Enter the System Administrator password and click [Log in].

6. The Install license from file window opens:



- 7. Browse to the workstation directory where you saved the new zipped license file.
- 8. Select the license file and click [Open]. The following window opens:



9. Click [Install]. The Restart required window opens:

Restart required	
	Restart the system to implement the changes.
	OK Cancel

10. Click [OK].



The system will not restart automatically after you click [OK].

The following window opens:



- **11.** Click [OK].
- **12.** In the Settings editor go to [Support] \rightarrow [Licenses].

13. Check that the required options are licensed as expected. At this moment the licenses are present, but not yet activated. For example:

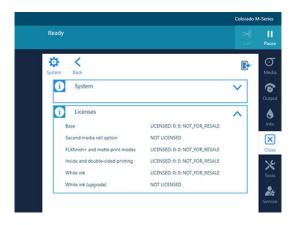
Preferences	Configur	ation	Support			? Visi
	About	Licences	Software updates	Backups	Troubleshooting	
Software						
Licences						Ø Edit
Setting				Value		
Install license from file				Install		
Install license from remote server				Install		
Create and download summary file of license				Create s	ummary file of license	
Request activation of license				Request activation		
License container				I		
License number						
Hardware identifier				B93D-09D6-09BB-7956-D5F8-55F3-4C51-BE6A-24CE-B100		
Serial number				1100		
Base licence				LICENSE	D - S/N:0 - NOT_FOR_RESALE	
Licence for second media roll option				LICENSE	D - S/N:0 - NOT_FOR_RESALE	
Licence for FLXfinish+ and matte print modes				LICENSE	D - S/N:0 - NOT_FOR_RESALE	
Licence for inside and double-sided printing				LICENSE	D - S/N:0 - NOT_FOR_RESALE	
Licence for white ink				LICENSE	D - S/N:0 - NOT_FOR_RESALE	
Licence for white ink	(upgrade)			NOT LIC	ENSED	
eKOM licence						🖉 Edit
Setting				Value		
ID of sKOM devale						

14. To activate the licenses, restart the printer via [Support]→[Troubleshooting]→[Printer restart and job removal]→[Restart the system].

Result

You can check the status of the license(s):

• On the operator panel, tap [System]→[About]→[Licenses].



• In the settings editor, click on [Support]→[Licenses]→[Licenses].

Preferences	Configuration		Support			? Vi	
	About	Licences	Software updates	Backups	Troubleshooting		
Software							
Licences						Ø Ed	
Setting				Value			
Install license from file				Install			
Install license from remote server				Install			
Create and download s	summary file of	license		Create s	ummary file of license		
Request activation of license				Request activation			
License container				I			
License number							
Hardware identifier				B93D-09D6-09BB-7956-D5F8-55F3-4C51-BE6A-24CE-B100			
Serial number				1100			
Base licence				LICENSED - S/N:0 - NOT_FOR_RESALE			
Licence for second media roll option				LICENSED - S/N:0 - NOT_FOR_RESALE			
Licence for FLXfinish+ and matte print modes				LICENSED - S/N:0 - NOT_FOR_RESALE			
Licence for inside and double-sided printing				LICENSED - S/N:0 - NOT_FOR_RESALE			
Licence for white ink				LICENSED - S/N:0 - NOT_FOR_RESALE			
Licence for white ink (u	upgrade)			NOT LIC	ENSED		
eKOM licence						Ø Ec	
Setting				Value			
ID of oKOM dopala							

Move the printer

You should not move the printer. When you want to move the printer, contact your local service representative.

Turn the printer on and off

Introduction

The printing system is powered on by the service technician at installation. You can turn the printer on or off via the button on the media output side.



Procedure

1. Move to the media output side and locate the on/off button under the operator panel.

2. Push the button

The printer is switched on or off. The system is kept in standby mode, so power to the system is never cut.



NOTE

Before you turn off the printer make sure:

- The printer is not busy.
- There is no media on the platen.
- The printer is in a state where maintenance is possible.

General troubleshooting

Stop the printer

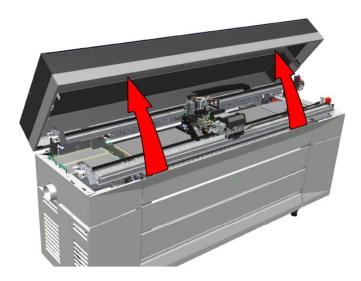
Introduction

In case of problems or a dangerous situation you can stop the printer immediately.



IMPORTANT

Opening the top cover during operations, can result in uncured ink. Only perform this action when absolutely necessary.



Procedure

- 1. Move to the media input side.
- **2.** Open the top cover. Power is cut to the engine, the printer immediately stops all operations.

After you finish

Opening the top cover can cause a paper crash and result in uncured ink. You can solve the situation yourself. For more information, see *Remove media from the paper path* on page 333.

Restart the printer

Introduction

You can restart the printer via the operator panel.

You might be asked to restart the system to activate settings, or in case of a software issue it might help to restart the system.

System	Printer activity	• Remote services	Service	O Media
0	About	2 Regional settings	Default settings	lnics
-	Connectivity			Close X Tools
☆	Power manage		Restart Power off	Service

- 1. On the operator panel, tap the [System] icon on the right.
- 2. Tap on [Power management].
- 3. Tap on [Restart].
- 4. The printer will start up automatically.

Remove all jobs

Introduction

You can delete all jobs from the queue via the settings editor.

When to do

When you cannot delete a job in the queue or you want to clear all jobs at once in the system, follow the procedure below. The printer removes all jobs at the next restart of the printer.

Procedure

- **1.** Open the settings editor.
- **2.** Click on [Support] \rightarrow [Troubleshooting].

Сс	olorado					
	Preferences	Configuration	Support			? Visitor
		About Licences	Software updates	Backups	Troubleshooting	
j	Troubleshooting					
	Logging and repor	ts				🖉 Edit
	Setting			Value		
	Log file with report / trace files (create and download) Log file with report files (create and download) Storage of last received job Downloading of last received job			Create	log file with report / trace files log file with report files ed pad last received job	
	Extended printhead I			Disable		
	Printer restart and	l job removal				🖉 Edit
-	Setting			Value		
	System restart Remove all jobs whe	n the system restarts		Restar	t the system ed	

- 3. Click on the value next to [Remove all jobs when the system restarts].
- 4. Select [Enabled].
- 5. Click on [Ok].
- 6. Restart the printer. For more information see *Restart the printer* on page 325.

After you finish

When the problem is not solved, contact your IT administrator.

Download data log files

Introduction

When your local Service representative requests it, you can download the data log files of your printer via the settings editor.

Procedure

- 1. Open the settings editor.
- **2.** Click on [Support] \rightarrow [Troubleshooting].

Preferences	Configuration	Support			? Vis
	About Licences	Software updates	Backups	Troubleshooting	
Troubleshooting					
Logging and report	S				/ Edi
Setting			Value		
Log file with report / Log file with report fil	oad)		e log file with report / trace files e log file with report files		
Storage of last received job			Disable	ed	
Downloading of last received job			Downlo	oad last received job	
Extended printhead logging			Disable	ed	
Printer restart and	job removal				🖉 Edi
Setting			Value		
System restart			Restar	t the system	
	the system restarts		Disable		

3. Click on [Create log file with report / trace files]. A window opens.

NOTE

You have to log in as System administrator to change some settings. For more information, see *Log in as a System administrator* on page 271.

4. Click on the [Create or download log file with report / trace files] button. A ZIP file is created.





NOTE

The creation of the ZIP file can take quite some time, up to 30 minutes. You can click on [Ok] to close the window and click again on [Create or download log file with report / trace files] to check at any moment if the ZIP file is available.

- 5. The new file is added at the top of the list of files.
- 6. Click on the file to download.
- 7. Send the set of files to your local Service representative.

Download the last received job file

Introduction

When you have problems with a print job and your local Service representative requests it, you can download the print file of this job via the settings editor.

- 1. Open the settings editor.
- **2.** Click on [Support] \rightarrow [Troubleshooting].

Preferences	Configuration	Suppo	rt		? Visi
	About Licen	ces Software updates	Backups	Troubleshooting	
Troubleshooting					
Logging and report	ts				🖉 Edit
Setting			Value		
Log file with report / trace files (create and download)			Create	log file with report / trace files	
Log file with report files (create and download)			Create	log file with report files	
Storage of last received job			Disabl	ed	
Downloading of last received job			Down	oad last received job	
Extended printhead logging			Disabl	ed	
Printer restart and	job removal				🖉 Edit
Setting			Value		
System restart			Restar	t the system	
Remove all jobs when	the system restarts		Disabl	ed	

- 3. Click on the value next to [Storage of last received job]. A window opens.
- 4. Select [Enabled] and click on [Ok].
- 5. Submit again your job from the RIP.
- 6. Click on the value next to [Download last received job]. A window opens.



- Click on the [Download last received job] button.
 A file is created from the last job that was completely received from the RIP.
- 8. Click on the file named 'Saved_Last_Job.print' to download it. Save the file.
- **9.** After you downloaded the file, make sure to disable again the setting [Storage of last received job].

10. Send the file to your local Service representative.

Enable extended printhead logging

Introduction

When your local Service representative requests it, you can enable extended printhead logging.

When you enable this setting, the server stores additional information about the printheads. This setting will automatically be disabled after 30 days.

- **1.** Open the settings editor.
- **2.** Click on [Support] \rightarrow [Troubleshooting].

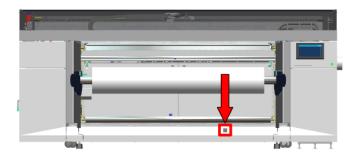
Preferences	Configura	ation	Support			? V
	About	Licences	Software updates	Backups	Troubleshooting	
Troubleshooting						
Logging and report	S					Ø E
Setting			Value			
Log file with report / trace files (create and download)			d)	Create	e log file with report / trace files	
Log file with report files (create and download)			Create	e log file with report files		
Storage of last received job		Disabl	ed			
Downloading of last received job		Down	load last received job			
Extended printhead logging			Disabl	ed		
Printer restart and	job removal					Ø E
Setting				Value		
System restart				Restar	t the system	
	the system resta			Disabl		

- 3. Click on the value next to [Extended printhead logging]. A window opens.
- 4. Select [Enabled] and click on [Ok].

Turn the printer on after a power cut

Introduction

When power has been cut to the machine, you have to power the machine on. The machine has to be on to keep the printer in optimal condition.



- **1.** Move to the media output side.
- 2. Access the power switch through the opening in the cover.
- **3.** Switch the power switch to the 'off' position.
- 4. Wait 1 minute.
- **5.** Switch the power switch to the 'on' position.

Remove media from the paper path

Introduction

In case of a media jam or a carriage crash you can remove the media from the paper path.

Before you begin

- Wear the Colorado M-series prescribed Microflex gloves for handling ink.
- Use a knife that is sharp enough to cut the media.



CAUTION

Wear gloves when contact with ink or maintenance materials is possible. Gloves should always overlap sleeves. Wear safety glasses with side shields when handling ink or maintenance materials. Follow the ink related Safety Data Sheets (SDS) guidelines carefully in order to ensure maximum safety.

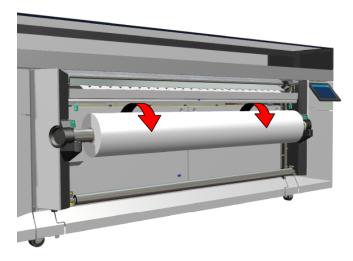


IMPORTANT

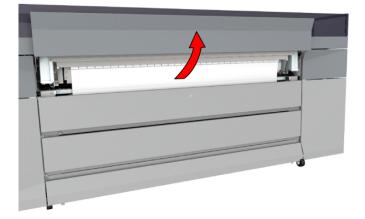
Watch out with uncured ink. Strictly follow the steps below, to make sure you do not pull media with uncured ink through the system.

Procedure

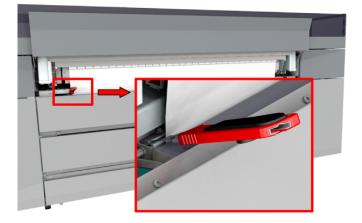
1. Locate the winder on the media output side of the printer. If present, take the tension bar out. You can lift the tension bar up by manually winding the take-up media roll.



2. Go to the media input side and open the media cover.

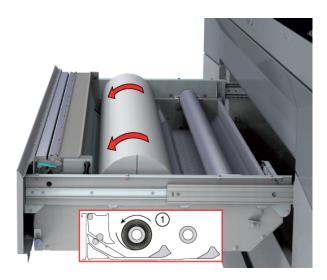


3. Take the knife and cut the media in the cutting guide.



- 4. Close the media cover.
- 5. Pull firmly to open the media drawer.

6. Use both hands to turn the media roll backwards (1) and remove the media from the metal paper guide. If present, do this for both media rolls.

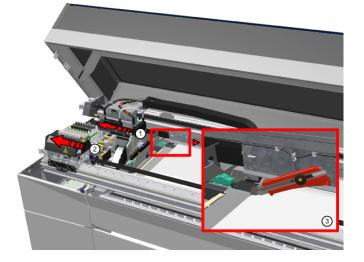


- 7. Close the media drawer.
- 8. Put on the Colorado M-series approved gloves.
- 9. Open the top cover.
- **10.** Carefully push the curing carriage to the left over the filters (1).
- **11.** Carefully push the printhead carriage to the left in manual maintenance position (2).



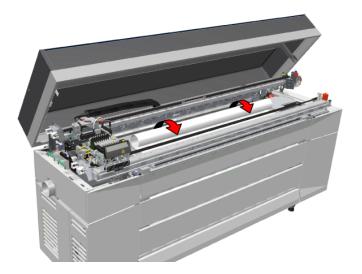
IMPORTANT

Touch the printhead carriage on the covered area only, otherwise you can damage the printheads.

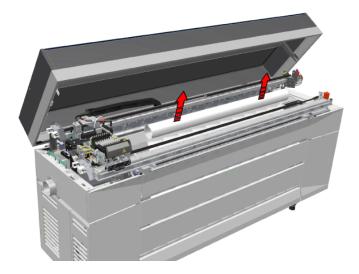


12. Take the knife and cut the media in the cutting guide (3). It is also possible to use the knife of the machine.

13. Fold the media towards you, from output side to input side, until the transport pinch.



14. Hold the folded media and pull the media from the transport pinch.



- **15.** Dispose the media as chemical waste according to the local regulations.
- **16.** When the platen is polluted with ink, clean it. For more information, see *Clean the platen* on page 203.
- **17.** Dispose the gloves as chemical waste.
- 18. Close the top cover.
- 19. On the media output side, manually wind the media on the take-up media roll and tape it.
- **20.** Start automatic maintenance on the operator panel. For more information, see *Start automatic maintenance* on page 188.

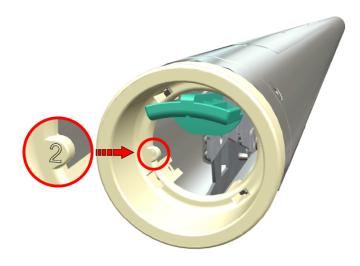
Replace a drive gear on a media shaft

Introduction

You can replace a drive gear on a media shaft without service assistance.

Video: Neplace a drive gear on a media shaft.

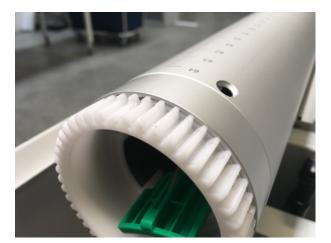
For inside winding, you need the new take-up media shaft. The gear inside the new take-up media shaft is marked with the number 2.



When to do

When the teeth of a drive gear are damaged, you can replace one or both drive gears of your media shaft. The procedure below can be used either on the feed media shaft or the take-up media shaft.

When the metal shaft itself is damaged, you have to replace the complete media shaft. You can request a new part from your local representative.



Before you begin

Use Colorado M-series prescribed:

- Screwdriver (Torx-20)
- Drive gear



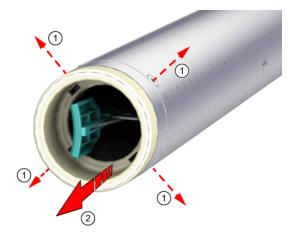
For information on the prescribed maintenance materials, see *List of Colorado M-series maintenance materials* on page 255.



CAUTION

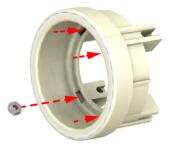
- Watch your fingers when you handle the media roll.
- Lifting heavy media, 25 kg (55 lb) or more, has to be done by two people or with the help of external lifting tools.

- 1. Move to the media input side or the media output side of the printer.
- **2.** When a media roll is loaded on the media shaft, first unload the media roll. For more information, see *Cut and unload media* on page 161.
- 3. Take out the media shaft.
- 4. Locate the damaged drive gear at the end of the media shaft.
- 5. Unscrew the four screws of the drive gear (1) with the Torx-20.

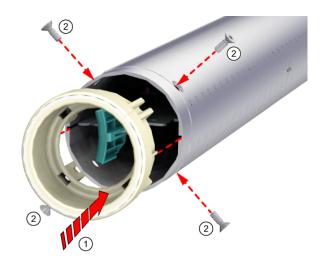


- 6. Remove the drive gear (2) carefully to not lose any of the hex nuts inside the media shaft.
- **7.** Take out the four hex nuts from the slots.

8. Take a new drive gear and insert the four hex nuts in the slots.



9. Place the new drive gear into position on the media shaft (1). Make sure you align the drive gear with the markers inside the shaft.



- 10. Fasten the four screws (2), hand tight.
- **11.** When you want to replace the second drive gear of the media shaft, repeat steps 4 to 10.
- 12. The media shaft is now ready for use. You can load either a media roll or a take-up roll core. Then, place the media shaft back in the media drawer or on the roll winder. For more information, see *Load a media roll (position 1)* on page 97 or *Load a take-up roll core onto the roll winder* on page 130.

Cancel the replacement of a maintenance tray

Introduction

When you open the maintenance drawer the operator panel displays a message that you have to replace the maintenance tray. When you did this by accident, and you do not have to replace the maintenance tray you can cancel the replacement.

Procedure

- The operator panel displays a message you must start the maintenance tray replacement procedure. Tap on [OK]. The [Tools] icon turns red.
- **2.** Tap on the [Tools] icon.
- 3. Go to [Maintenance tray].
- **4.** Tap on [Replace]. A new window opens.
- 5. Tap on [Not replaced].

*			
	Replace the maintenance tray		Ŵ
		Complete the following	operations:
		 Seal and remove the maintenance needed. Place a new. empty main 4. Close all covers and drawning the second s	drawer if intenance tray.
		Not replaced	Replaced
ß	Chiller		~
-4	Lubricators		~

The replacement procedure is canceled, the counters will not be reset.

Solve specific quality problems

Before you try to solve specific quality problems, make sure you have already checked and tried the general workflow for maintaining and improving quality.

For more information, see *General workflow for improving quality* on page 258.



Note that only advanced users or application specialists should edit media profiles or tune the media settings to solve specific quality problems. When in doubt contact your local support organization.

Zebra banding

Introduction



There is a difference between zebra banding in gloss versus matte print modes:

Matte print modes which show zebra bands may show slight gloss differences if you look under an angle over the swaths.

Gloss print modes might additionally show slight color differences over the swaths. For both: the effects will be reduced when a slower (more passes) print mode will be used.

Problem description	Action
Zebra banding in all print modes.	 Use the default print surface temperature. See <i>Select a print mode</i> on page 92. Perform carriage and media calibration. See <i>Calibrate the printhead carriage</i> on page 265 and <i>Calibrate the media</i> on page 128. Use a print mode with more passes. Set [Print direction] to monodirectional.
Zebra banding in Glossy modes.	• Try a different media type (faster spreading) or a slower print mode. See <i>Change the me- dia settings</i> on page 84.

After you finish

Gradient banding

Introduction

Problem description		Action
Gradient/varia- tion within the		Try a slower print mode. See <i>Select a print mode</i> on page 92.
swath.	In high coverage areas in gloss print modes.	See wrinkle in topic <i>Wrinkles</i> on page 348.

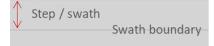
Solve gradient banding on your print. Banding is a disturbance in the gloss of the print in the media step direction, repeated every swath. Follow the procedure below. You can stop at any time in the procedure when the problem is solved.

After you finish

Lines at swath boundary

Introduction

Swath boundary. Two adjoining swaths/passes of the printhead must be positioned without overlap (dark lines), or gap (white lines).



Problem description		Cause	Action
OD lines occur at the swath boundary. OD of the lines usual- ly varies over the print (from left to right or from line to line).	Usually worse during 1 st meter.		Perform a media cali- bration.
Very sharp line(s), no OD variation over print and only for a single mono-color (and its corresponding mixed colors).		This is caused by a nozzle failure at swath boundary and not due to paper step.	Run automatic main- tenance + nozzle opti- mization. See <i>Start automat- ic maintenance</i> on page 188.
For some (fast) print mode and print me- dium combinations, gloss/OD swath boun- dary lines will always be present.	Independent from paper step errors, though paper step op- timization may reduce visibility.	Roll core gear is dam- aged or warn out. Or- der new and replace.	Manual optimization of the paper step cor- rection may reduce visibility, see <i>Change</i> <i>the media settings</i> on page 84. Switch to a slower print mode see <i>Se</i> - <i>lect a print mode</i> on page 92.

Follow the procedure below. You can stop at any time in the procedure when the problem is solved.





Procedure

1. Clean the platen and buffer plate, see *Clean the platen* on page 203 and *Clean the buffer plate* on page 206.

- **2.** Check if the media quality is ok. If not, try a different media. Check if the [Media thickness] setting in the RIP is correct.
- **3.** Perform a media calibration. *Calibrate the media* on page 128. A media calibration will minimize the darker or lighter lines in 1st meter (40") of the print caused by the media step.
- **4.** Make sure that the [Automatic advance correction] setting in the RIP is enabled. Use enhanced markers. *Change the media settings* on page 84.
- 5. Check the vacuum settings, see *Change the media settings* on page 84.
- 6. Perform manual or periodic maintenance with [Automatic nozzle optimization].
- 7. Select a higher quality print mode. *Select a print mode* on page 92.

After you finish

Lines within swaths

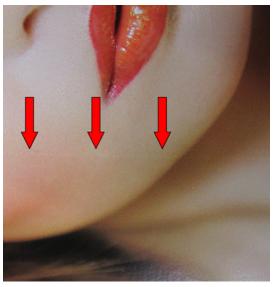
Introduction

Problem description		Cause	Action
Sharp OD/gloss lines for a single mono-col- or and its correspond-	A single light line (does not repeat in next swath).	Detected too late for compensation in that swath.	Cannot be solved (a slower print mode will reduce the problem).
ing mixed colors.	A light line that repeats in multiple swaths, high quality mode or better.	Probably undetected nozzle failure or side shooter.	Run automatic main- tenance + nozzle opti- mization. See <i>Start au- tomatic maintenance</i> on page 188.
Dark/light/gloss lines (single mono-color/not at swath boundary)		Probably compensa- ted nozzle failure, but still (somewhat) visi- ble.	Run automatic main- tenance + nozzle op- timization (to recover the nozzle). See <i>Start automat- ic maintenance</i> on page 188.
			Use a print mode with more passes.
Many lines or a thin band, doesn't go away after manual maintenance			Run printhead test chart. See <i>Analyze</i> <i>the printhead quali-</i> <i>ty check chart</i> on page 262. If lines are visible over multiple printhead colors, veri- fy if the printer is cor- rectly cleaned (fibers).

Follow the procedure below. You can stop at any time in the procedure when the problem is solved.

Procedure

1. Perform automatic maintenance with nozzle optimization and manual maintenance. See *Start automatic maintenance* on page 188 and *Start manual maintenance* on page 190.



Lines due to nozzle failure

- 2. Perform media calibration. *Calibrate the media* on page 128.
- 3. Check if the [Media thickness] setting in the RIP is correct. *Change the media settings* on page 84.
- 4. Select a higher quality print mode. *Select a print mode* on page 92.

After you finish

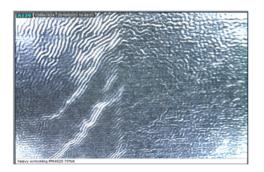
Wrinkles

Introduction

Gradient banding within swath for glossy print modes. Only for high coverage mixed colors.

Solve wrinkles on your print. Wrinkles show as rough repeating patterns especially in black. Follow the procedure below. You can stop at any time in the procedure when the problem is solved.

Wrinkles



Procedure

- 1. Increase the [Optimized color profiling] value to +1 in the RIP. See *Change the media settings* on page 84.
- 2. Adjust the profile: reduce ink limit in color profile (mainly black) (media verification profile).
- **3.** Select a slower print mode.

After you finish

Vertical banding

Introduction

Problem description		Cause	Action
Sharp lines or bands.	Matching the roller positions.	Some media are very sensitive to mechani- cal deformation.	Try a different medi- um.
More gradual varia- tion, some periodicity		Selected print mode is to fast.	Select a slower print mode see <i>Select</i> <i>a print mode</i> on page 92. If you are printing in a high speed gloss (1 and 2 pass) print mode, select a slower print mode. In all print modes, you can select a monodir- ectional option. See <i>Change the media set-</i> <i>tings</i> on page 84.
		Mechanical problem.	Check the carriage guidance, bearings or lubricators.



Sharp lines or bands



Gradual variation vertical banding

Vertical banding



No gradual variation vertical banding

Micro-uniformity/graininess

Introduction

Solve micro-uniformity, for example graininess, mottle and small repeating structures on your print. Visibility non-uniform distributed ink drops on your print. The reason for this can be incorrect alignment or coalescence. Follow the procedure below. You can stop at any time in the procedure when the problem is solved.

Do you see or experience	Solution
a poor grain in the 1 st swath?	Perform manual maintenance.
many, tiny, gloss and OD spots?	Problem is media related. Try another media. Switch to a slower print mode, see <i>Select a</i> <i>print mode</i> on page 92.

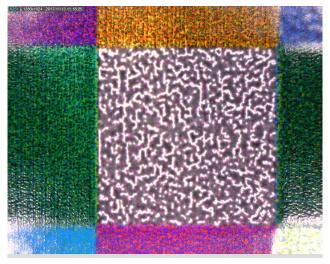
Shortcuts into different solution directions

Graininess

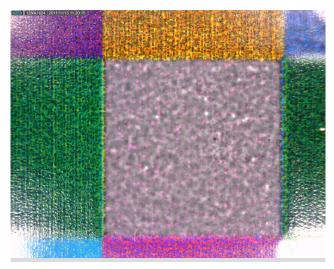


- 1. Check if the media settings in the RIP related to the media used are correct, e.g. [Media thickness]. *Change the media settings* on page 84.
- 2. Change the Media step correction. *Change the media settings* on page 84.
- **3.** Perform printhead calibration. *Calibrate the printhead* on page 263.
- 4. Perform printhead carriage calibration. *Calibrate the printhead carriage* on page 265.

5. When you see coalescence in the print, decrease the [Print surface temperature]. *Change the media settings* on page 84.



With coalescence results in graininess



Without coalescence no graininess visible

6. Select a higher quality print mode. *Change the media settings* on page 84 or *Select a print mode* on page 92.

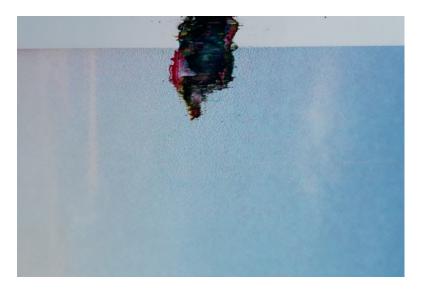
After you finish

Media touches

Introduction

Prevent media touches from happening. When the media touches the printhead or printhead carriage, the print gets pollutes or smudged. Follow the procedure below. You can stop at any time in the procedure when the problem is solved.

Media touches





- Check if the media type you loaded is also the media type you selected on the operator panel. Make sure the two are correct.
- **2.** Check if the [Media thickness] setting in the RIP is correct. The media thickness determines the carriage height. This value represents the total thickness of the media, e.g. for self-adhesive vinyl, PVC including the liner. For more information, see *Change the media settings* on page 84.

- **3.** Make sure the media is not damaged or curled.
- **4.** Make sure the media and the printer are not stored in a humid place. Check that the humidity is not too high.
- 5. Make sure the correct winding option is selected in the RIP. You can print and wind with a tension bar or a locked tension bar. *Print and wind with a tension bar* on page 137, *Print and wind with a locked tension bar* on page 142.
- 6. Set the [Print gap] setting in the RIP. If the print gap is set to [Medium] switch to [High].
- 7. Check if it is a media handling issue. For more information see, *Solve specific media transport problems* on page 356.
- 8. Try a different media type.

After you finish

Misalignment between gloss and matte in FLXfinish⁺ mode

Introduction



The misalignment is visible as white lines between the gloss and matte parts of the print.

Problem description		Cause	Action
Misalignment be- tween gloss and matte in FLXfinish+ mode	More likely to be visible in the 1 st meter of a print.	Media step not accu- rate	Perform a media cali- bration.

Procedure

- **1.** Perform a media calibration. *Calibrate the media* on page 128. A media calibration will minimize misalignment between matte and gloss in 1st meter (40") of the print, caused by the media step.
- **2.** Make sure that the [Automatic advance correction] setting in the RIP is enabled. Use enhanced markers. *Change the media settings* on page 84.
- **3.** After printing for about 0.5-0.7 m with [Automatic advance correction] enabled, the automatic advance correction will have optimized the media step. Any misalignment between matte and gloss in FLXfinish⁺ mode will then also disappear.

After you finish

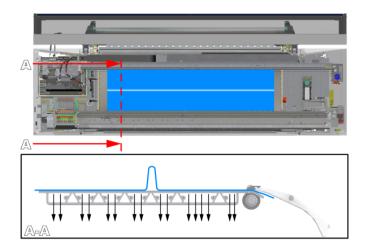
Solve specific media transport problems

Next to specific quality problems resulting in artefacts, you can also see media touches or a lower print quality caused by media transport problems. Problems in media transport can usually be observed through the top cover when you watch the media being transported over the platen. Identify the problem and solve it step by step.

Bulging media

Introduction

Solve media touches or print quality artefacts caused by the bulging of media. When media experiences too much resistance when moving over the printer platen, the media can start to bulge. A tapping sound from the media on the printer platen at every step can indicate the problem. Many times you can also see the media moving like a caterpillar across the printer platen. Follow the procedure below. You can stop at any time in the procedure when the problem is solved.



Procedure

- 1. Make sure the printer platen is clean. *Clean the platen* on page 203.
- 2. Decrease the [Vacuum power] settings in the RIP. First, decrease the vacuum power with steps of 10% until a minimum value of 10% for zones D and E. If this is not sufficient decrease the vacuum power with steps of 10% until a minimum value of 30% for zones B and C. Do no decrease the vacuum power of zone A.

For each step you decrease and have changed the setting: reload the media before you continue printing. Observe the media movement on the platen first, before you decrease the vacuum power again. *Change the media settings* on page 84.



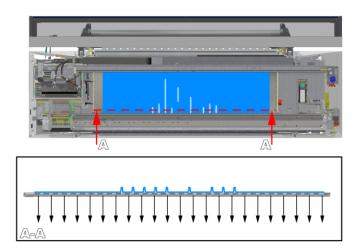
When you decrease the [Vacuum power] too much, media can come loose from the printer platen resulting in media touches as well.

- 3. Perform media calibration. Calibrate the media on page 128.
- 4. When the problem remains, use a different media.

Wrinkling media

Introduction

Solve media touches or print quality artefacts caused by the wrinkling of media in the transport direction. When you are using a flexible media such as textile or canvas which is not fed in the printer correctly or you are using a media type that is humid-sensitive, the media can start to wrinkle on the platen in the transport direction. Follow the procedure below. You can stop at any time in the procedure when the problem is solved.

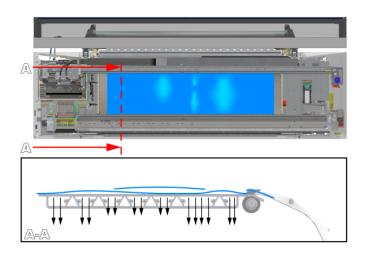


- **1.** When you see the wrinkling of media in the first meters of the print (incident based, after period of inactivity):
 - 1. The wrinkling is caused by humidity or moisture. Enable the [Moist sensitivity] setting in the RIP. *Change the media settings* on page 84.
- 2. When you see the wrinkling of media in the first meters of the print (structurally):
 - 1. Set the [Print gap] setting in the RIP to [High]. *Change the media settings* on page 84.
 - Increase the [Vacuum power] settings in the RIP. Increase with steps of 10%. For each step you increase and have changed the setting: reload the media before you continue printing. Observe the media movement on the platen first, before you increase the vacuum power again. *Change the media settings* on page 84.
 - **3.** When you have set the [Vacuum power] setting correctly, set the [Print gap] setting in the RIP back to [Medium]. *Change the media settings* on page 84.
 - 4. Perform media calibration. *Calibrate the media* on page 128.
- 3. When you see the wrinkling of media after 1 to 3 meters:
 - 1. Load the media roll on position 1. *Load a media roll (position 1)* on page 97.
 - 2. Feed the media manually.
 - **3.** Manually cut the leading edge of the media.
- 4. Use a different media type.

Waves in media

Introduction

Solve media touches or print quality artefacts caused by waves in the media. When media is flexible and or of a relatively narrow media width (<1000mm) the vacuum suction can be too low and the media will start to move over the platen in a wave motion. Follow the procedure below. You can stop at any time in the procedure when the problem is solved.

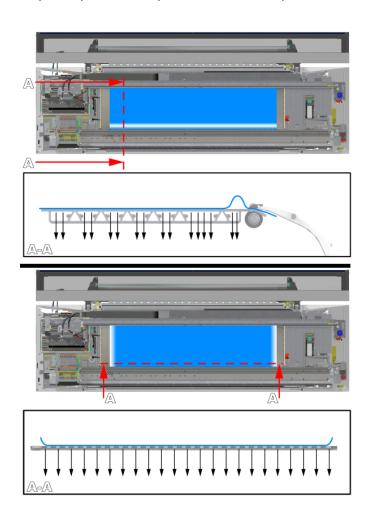


- Increase the [Vacuum power] settings in the RIP. Increase with steps of 10%. For each step you
 increase and have changed the setting: reload the media before you continue printing. Observe
 the media movement on the platen first, before you increase the vacuum power again. *Change
 the media settings* on page 84.
- 2. Perform media calibration. *Calibrate the media* on page 128.
- **3.** Use a different media type.

Curling media

Introduction

Solve media touches or print quality artefacts caused by the curling of media. When you are using a stiff media at the leading edge of the roll, the media can get a leading edge curl. When you are using a multi-layer based media with high ink coverage at the side edge or a media stored in high humidity, the media can get a side-edge curl. Follow the procedure below. You can stop at any time in the procedure when the problem is solved.



- Increase the [Vacuum power] settings in the RIP. Increase with steps of 10%. For each step you
 increase and have changed the setting: reload the media before you continue printing. Observe
 the media movement on the platen first, before you increase the vacuum power again. *Change
 the media settings* on page 84.
- 2. Perform media calibration. *Calibrate the media* on page 128.
- 3. Set the [Print gap] setting in the RIP to [High]. *Change the media settings* on page 84.
- 4. Use a different media type.

Drifting media

Introduction

Solve printing over the side edges of the media caused by the drifting of media. When media is not rolled up evenly on the core or the media is not fed in the printer correctly, the media will drift on the platen. When the media drifts, the printer can print over the side edges of the media and on the printer platen. Follow the procedure below. You can stop at any time in the procedure when the problem is solved.

- 1. Make sure the printer platen is clean. *Clean the platen* on page 203.
- 2. Load the media roll again and make sure the media has a straight cut leading edge feeding into the machine. *Load a media roll (position 1)* on page 97.

Slipping media during calibration

Introduction

When you are calibrating a smoother or flexible media, the media can start to slip on the platen resulting in an inaccurate calibration. Misalignment observed on the calibration prints can indicate the problem. Follow the procedure below to improve media transportation during the calibration process. You can stop at any time in the procedure when the problem is solved.

Procedure

- 1. Remove the media from the paper path. *Remove media from the paper path* on page 333.
- 2. Make sure the printer platen is clean. *Clean the platen* on page 203.
- 3. Decrease the [Vacuum power] settings in the RIP:
 - **1.** First, define an additional leading strip of 40 cm. Then, decrease the vacuum power with steps of 10% until a minimum value of 30% for zones D and E.
 - If this is not sufficient decrease the vacuum power with steps of 10% until a minimum value of 30% for zones B and C.
 Do no decrease the vacuum power of zone A.

NOTE

When you decrease the [Vacuum power] too much, media can come loose from the printer platen resulting in media touches as well.

- 4. Reload and perform media calibration. *Calibrate the media* on page 128.
- 5. Observe the calibration prints before you decrease the vacuum power again. *Change the media settings* on page 84.

For each step you decrease and have changed the setting: reload and calibrate the media again.

6. When the problem remains, use tight winding for this media. *Print and wind with a tension bar* on page 137.

Clean pollution on the printer

Guidelines for cleaning uncured ink

Introduction

When the system is polluted with uncured ink you have to clean it. In order to work safe, follow the described guidelines.

Various parts in the printer can get polluted. Check all these parts when the system has been polluted by uncured ink.

Cleaning materials

When you have to clean uncured ink, use the Colorado M-series prescribed maintenance materials. Order the materials via your local representative:

- · Microflex gloves for handling ink
- · Lint free cloths
- Swabs

NOTE

• Cleaning liquid (IPA)

Ø

For information on the prescribed maintenance materials, see *List of Colorado M-series maintenance materials* on page 255.



CAUTION

Wear gloves when contact with ink or maintenance materials is possible. Gloves should always overlap sleeves. Wear safety glasses with side shields when handling ink or maintenance materials. Follow the ink related Safety Data Sheets (SDS) guidelines carefully in order to ensure maximum safety.



IMPORTANT

This cleaning liquid (IPA) is not used for cleaning the maintenance drawer and heated parts of the maintenance station.

Procedure

When you clean, follow the procedure:

Step	Action
1	Make sure the printer is not printing and there is no media on the platen.
2	Put on the gloves.
3	Clean the part with the lint free cloths or swabs. Use as many as necessary.
4	If necessary, dampen the cloth or swab with the prescribed cleaning liquid and clean it again.
5	If necessary, wipe with a dry cloth and let the liquid evaporate.
6	Dispose the gloves and other maintenance materials as chemical waste according to local regulations.

For part specific descriptions, see *Clean the media cover* on page 363, *Clean the platen* on page 203, *Clean the guide plate and replace the foams and roller assy* on page 365.

Clean the media cover

Introduction

When the printer is polluting your media with for example uncured ink or glue, check the media cover. In case of pollution, you can clean the media cover.

Before you begin

Use Colorado M-series prescribed:

- Microflex gloves for handling ink
- · Lint free cloths
- Cleaning liquid (IPA)



NOTE

For information on the prescribed maintenance materials, see *List of Colorado M-series maintenance materials* on page 255.

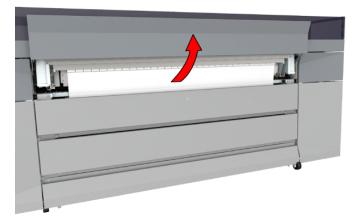


CAUTION

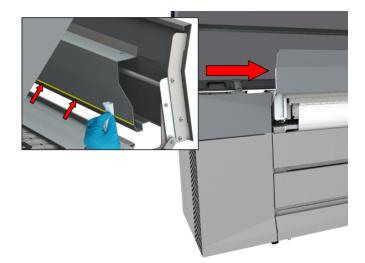
Wear gloves when contact with ink or maintenance materials is possible. Gloves should always overlap sleeves. Wear safety glasses with side shields when handling ink or maintenance materials. Follow the ink related Safety Data Sheets (SDS) guidelines carefully in order to ensure maximum safety.

Procedure

- 1. Put on the Colorado M-series approved gloves.
- 2. Go to the media input side and open the media cover.



3. Inspect if the media cover is polluted on the inside.



- 4. Take a lint free cloth and clean the media cover.
- 5. Dampen the cloth with the cleaning liquid to remove any remaining ink.



IMPORTANT

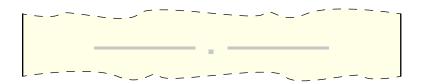
Use the prescribed cleaning liquid. Do not use any other cleaners.

- 6. Dispose the gloves, cloths and pin as chemical waste according to local regulations.
- 7. Close the media cover.

Clean the guide plate and replace the foams and roller assy

Introduction

When you see your print is polluted with a clear ink stamp coming from the guide plate, you must clean the guide plate and replace the foams and roller assy.



Video: Neplace the winder foams and the roller assy.

Before you begin

Use Colorado M-series prescribed:

- · Microflex gloves for handling ink
- Lint free cloths and swabs
- Cleaning liquid (IPA)

Ø

For information on the prescribed maintenance materials, see *List of Colorado M-series maintenance materials* on page 255.



CAUTION

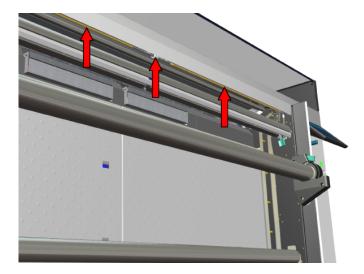
NOTE

Wear gloves when contact with ink or maintenance materials is possible. Gloves should always overlap sleeves. Wear safety glasses with side shields when handling ink or maintenance materials. Follow the ink related Safety Data Sheets (SDS) guidelines carefully in order to ensure maximum safety.

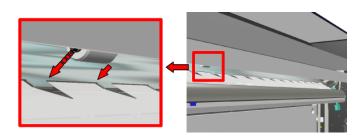
Procedure

- 1. Make sure the printer is not printing and the guide plate is in open position.
- 2. Remove the media before you replace the foams and roller assy. For more information, see *Remove media from the paper path* on page 333
- **3.** Put on the Colorado M-series approved gloves.

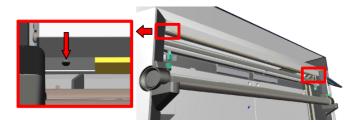
4. Go to the media output side and locate the guide plate with the roller assy and foams.



5. Locate the roller assy under the guide plate.



- 6. Pull to take out the roller.
- 7. Locate the foam left of the roller assy. A pin is placed at the left end of the foam.



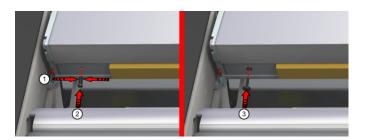
- **8.** Pull the pin and plug out with your fingers.
- 9. Locate the foam right of the roller assy. A pin is placed at the right end of the foam.
- **10.** Pull the pin and plug out with your fingers.
- **11.** Slide both foams towards the middle to remove them.
- 12. Dispose the roller assy, foams, pins and plugs as chemical waste according to local regulations.
- **13.** Take a lint free cloth and clean any residue ink left on the guide plate. If necessary, dampen the cloth with the cleaning liquid to remove any remaining ink.



IMPORTANT

Use the prescribed cleaning liquid. Do not use any other cleaners.

- **14.** Dispose the gloves and cloth as chemical waste according to local regulations.
- **15.** Take the new foams and slide them in place.
- **16.** On the left end, push in a new plug and push in a new pin.



- **17.** On the right end, push in a new plug and push in a new pin.
- **18.** Push and click a new roller assy in place.

Error codes overview

Introduction

When an error occurs you will see an information icon on the operator panel. Click on the icon to find information on the error.

	Operator intervention required	Cut Resume
σ	Recovery in progress	(I) Media
07:40	Error code	ଟ
	3370033 /simu	Output



NOTE

When a job requires a license or a hardware kit such as FLXfinish⁺ and that license or kit is missing, the job will not appear on the operator panel. The controller will not give an error code.

In the table below you find the most common error codes.

Num ber	Error code	Message	Action
1	5713	Cannot read markers for media step control	 Clean the MC scanner, see <i>Clean the MC scanner</i> on page 200. Use the advanced black markers. Clean the media or use different media.
2	1701 1702 1705 5709	Carriage crash	 Clean the platen and the buffer plate, see <i>Clean the platen</i> on page 203 and <i>Clean the buffer plate</i> on page 206. Clean the ruler, see <i>Clean the ruler</i> on page 216. Check the fan settings. Use uncurled or undamaged media. Use the correct winding mode. Use recommended media and profiles from Canon media guide website. Make sure media is not damaged or curled. Make sure the media can be transported well.
3	1760 1761 5760 5761	Carriage position error during home	 Check if the carriages can move freely (i.e. is not blocked). Check if the platen is clean. For more information see <i>Clean the platen</i> on page 203.

Error codes overview

Num ber	Error code	Message	Action
4	6539	Temperature deviation error	Check the air inlet and outlet for ob- structions.
5	6540	Temperature at set point timeout	Vacuum the chiller, see <i>Vacuum the</i> <i>chiller and check the fluid level</i> on page 208.
6	6548	High temperature	 Check the environmental tempera- ture.
7	6544	Chiller alarm	Refill the chiller, see <i>Refill the chiller</i> on page 251.
8	15725 1270108	Too late at XMS_ME- DIA_SE (15B11)	 Make sure the media is not damaged or curled. Make sure the media can be transpor- ted well and is not too flexible, slip- pery or sticky. Use a media that is reflective enough.
9	15729	Too late free at XMS_MEDIA_SE (15B11)	 Make sure the media is not damaged or curled. Make sure the media can be transpor- ted well and is not too flexible, slip- pery or sticky. Use a media that is reflective enough.
10	25701	Wrong media width de- tected	Media width does not match the meas- ured width, please change the media width.
11	7703	Maintenance tray not detected	 Place maintenance tray in correct position. Check maintenance chapter, see <i>Maintain the printer</i> on page 218.
12	7778	Tissue cassette not de- tected	Make sure the tissue cassette is inser- ted correctly. See <i>Replace the tissue</i> <i>cassette</i> on page 227.
13	21752	Ink aging PH detected	Automatic maintenance cannot be per- formed while the system is in error. To prevent damage to the printhead heating is switched off. Try to prevent the printer being in an error state for too long (e.g. overnight). When the error situation is resolved the printheads will automatically warm up again.
14	16731 16733	Knife position error	 Make sure you use a cuttable media If the knife is damaged, replace knife, see <i>Replace the knife</i> on page 231. Check if there are no obstructions in knife path.

Error codes overview

Num ber	Error code	Message	Action
15	24704	Open during run	Do not open the media drawer when the led is off.

Chapter 10 Regulation Notices

Grounding (Finland; FI, Norway; NO, Sweden; SE and Denmark; DK)

- Fl: Laite on liitettävä suojakoskettimilla varustettuun pistorasiaan.
- NO: Apparatet må tilkoples jordet stikkontact.
- SE: Apparaten skall anslutas till jordat uttag.
- DK: Apparatets stikprop skal tilsluttes en stikkontakt med jord, som giver forbindelse til stikproppens jord.

Translation: The machine must be connected to a grounded power outlet.

Radio Interference suppression (all countries except USA)

- Warning (CISPR22): This equipment is compliant with Class A. In a residential environment this equipment may cause radio interference.
- Warning (CISPR32/EN55032): This equipment is compliant with Class A of CISPR 32. In a residential environment this equipment may cause radio interference.
- Warning (CISPR11/EN55011): Operation of this equipment in a residential environment could cause radio interference.

Flicker (EEA including Switzerland)

• This equipment may only be connected to mains connections with an impedance at 50 Hz of Zsys = 0.305 Ohm or less. In case it is observed that this equipment causes 'light flicker' to the environment, contact the supply authority in order to verify if the mains network has lower impedance than the one specified above.

FCC (USA)

- This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the User Documentation, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.
- Uses of shielded cables are required to comply with Class A limits in Subpart B of Part 15 of the FCC Rules.
- This equipment contains a certified modular transmitter. The transmitter's FCC ID label is located near the power rating label. The modular transmitter is located in the ink supply unit and can only be accessed by a service technician.

ICES/NMB; Interference-causing equipment (Canada)

• CAN ICES-3 (A)/NMB-3(A)

Conformity declaration for Radio Equipment Directive; RED (EEA including Switzerland)

 Hereby Canon Production Printing declares that the printer is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU (RED). The product is CEmarked to show conformance with applicable legal requirements.

Conformity declaration for Radio Law (Japan)

 This end device contains a radio device which is already approved by MIC AC-17014 for Radio Law

Conformity declaration for Radio Law (Taiwan)

 『取得審驗證明之低功率射頻器材,非經核准,公司、商號或使用者均不得擅自變更頻率、加大功率或變 更原設計之特性及功能。低功率射頻器材之使用不得影響飛航安全及干擾合法通信;經發現有干擾現象 時,應立即停用,並改善至無干擾時方

Translation: Without permission granted by the NCC, any company, enterprise, or user is not allowed to change frequency, enhance transmitting power or alter original characteristics as well as performance to an approved low-power radio-frequency devices. The low-power radio-frequency devices shall not influence aircraft security and interfere legal communications; If found, the user shall cease operating immediately until no interference is achieved. The said legal communications means radio communications is operated in compliance with the Telecommunications Management Act. The low-power radio-frequency devices must be susceptible with the interference from legal communications or ISM radio wave radiated devices.

Conformity declaration for Radio devices (USA and Canada)

• This equipment contains a certified modular transmitter. The modular transmitter is located in the **ink supply unit** and can only be accessed by a service technician.



• The transmitter's FCC ID is **2AGNM**, the IC ID is **22117**.

Conformity declaration for Federal Telecommunications Law (Mexico)

This end device contains an RFID module which is already approved by IFETEL (RCPOCOC16-1941) for Federal Telecommunications Law.

Conformity declaration for Telecommunications (Hong Kong)

This end device contains an RFID module which is already approved by ISM (HKCA1035, issue 7) for the Communications Authority. Certificate No.: HK0011801838.

Conformity declaration for Telecommunications (Malaysia)

This end device contains an RFID module which is already approved by MCMC MTSFB (TC T007:2014) for Communications and Multimedia Act. Approval No.: RCCV/24A/0418/S(18-1613).

Conformity declaration for Telecommunications (Singapore)

This end device contains an RFID module which is registered with the Info-communications Media Development Authority under regulation 20(6) of the Telecommunications (Dealers) Regulations (Cap 323, Rg 6) (the "Dealers Regulations") and approved for sale in Singapore. Telecommunications (Amendment) Act 2011 (No. 19 of 2011).



Conformity declaration for Telecommunication (Indonesia)

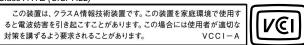
This end device contains an RFID module which is certified by the ministry of communications and information technology, directorate general of resources and equipment for post and information technology, the republic of Indonesia. Telecommunication Law No.36 of 1999.

58657/SDPPI/2018 7895

VCCI (Japan)

Class A ITE (CISPR22)

Class A ITE (CISPR22)



Translation: This is a Class A product based on the standard of the VCCI Council. If this equipment is used in a domestic environment, radio interference may occur, in which case the user may be required to take corrective actions.

EAC (Eurasian Economic Union; EEU)



The following information about this product can be found on the rear side of the machine: Model number Mains specifications Manufacturer Country of origin Production date <YYYY-MM-DD> EAC marking

Laser Safety (All countries)

• Laser safety

This is a digital machine which operates using a laser. There is no possibility of danger from the laser provided the machine is operated according to the instructions in this User Documentation. Since radiation emitted by the laser is completely confined within protective

housing, the laser beam cannot escape from the machine during any phase of user operation. This machine is certified as a Class 1 laser product according to IEC60825-1 2014: the machine does not produce hazardous laser radiation.



CDRH regulations

This machine is certified as a Class 1 Laser product under Radiation Performance Standard according to the Food, Drug and Cosmetic Act of 1990. Compliance is mandatory for Laser products marketed in the United States and is reported to the Centre for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration of the U.S. Department of Health and Human Services (DHHS). This means that the device does not produce hazardous laser radiation. The related label indicates compliance with the CDRH regulations and must be attached to laser products marketed in the United States.

CAUTION

Use of controls, adjustments or performance of procedures other than those specified in this User Documentation may result in hazardous radiation exposure. This is a semiconductor laser. The maximum power of the laser diode is **0.78 mW**.

Lamps (All countries)

• This product may contain lamps that are only intended for use in combination with and for this specific product (and related equipment) and such lamps are not intended for use in other applications.

Battery labeling (EEA including Switzerland)

- This product contains a battery. Please do not remove the battery. If the battery needs replacement, this should be done only by skilled service technicians who are aware of the removal instructions provided by Canon Production Printing.
- This product contains a battery or batteries. It (They) is (are) located in (a) printed circuit board(s) that is (are) essential for the continuous error-free functioning of the product. The battery or batteries should be removed only by skilled service technicians who are aware of the removal instructions provided by Canon Production Printing.



Location	Battery capacity [mAh]	Contains
Internal controller	200	Lithium

• Caution: Canon Production Printing does not accept any liability for any damage or consequences, if the batteries are removed by persons other than Canon Production Printing service personnel.

Battery labeling (Taiwan)



Translation: Waste batteries, please recycle.

Battery labeling (United Kingdom; England, Scotland and Wales)

- This product contains a battery. Please do not remove the battery. If the battery needs replacement, this should be done only by skilled service technicians who are aware of the removal instructions provided by Canon Production Printing.
- This symbol indicates that the batteries and accumulators used in this product are to be disposed of separately from your household waste in accordance with the UK Waste Batteries and Accumulators Regulations.



If a chemical symbol is printed beneath the symbol shown above, in accordance with the Regulation, this indicates that a heavy metal (Hg = Mercury, Cd = Cadmium, Pb = Lead) is present in this battery or accumulator at a concentration above an applicable threshold specified in the Regulation. Batteries and accumulators must not be disposed of as unsorted municipal waste. Users of batteries and accumulators must use the available collection framework for the return, recycling and treatment of batteries, the entire product is already covered by the UK Waste Electrical and Electronic Equipment Regulations and should be handed over to an authorized collection site for WEEE. The collection site will then take the appropriate measures for the recycling and treatment of the product, including the batteries. Customer participation in the collection and recycling of batteries and accumulators is important to minimize any potential effects of batteries and accumulators. In the UK, there are separate collection and recycling schemes for batteries and accumulators. To find out more

about recycling schemes for batteries and accumulators available in your area, please contact your local city office, waste authority or waste disposal facility. For more information regarding the return and recycling of waste batteries and accumulators, please visit: *http://www.canoneurope.com/sustainability/approach*

End of Life: Eurasian Economic Union (EEU)

Russia and Belarus			
Утилизация продукции	Данную продукцию следует утилизировать должным образом, в соответствии с действующим национальным и местным законодательством.		
Kazakhstan			
Өнімді кәдеге жарату Бұл өнім Сіздің ұлттық және жергілікті заңнамаларыңызға кәдеге жаратылуы тиіс.			
Armenia			
Ապրանքիոչնչացում Այս ապրանքը պետքէոչնչացվիպատշանձև ով՝ համա Ձերազգայինև տեղականօրենսդրության:			
Kyrgyzstan			
Таштандыны иштетүү	Бул өнүм сиздин улуттук жана жергиликтүү мыйзамдарына ылайык тиешелүү түрдө кылуу керек.		

Translation: Recycling of product; This product should be disposed of appropriately, according to your national and local legislation.

End of Life; WEEE (EEA including Switzerland)

This symbol indicates that this product is not to be disposed of with your household waste, according to the WEEE Directive (2012/19/EU) and your national law. This product should be handed over to a designated collection point, e.g., on an authorized one-for-one basis when you buy a new similar product or to an authorized collection site for recycling waste electrical and electronic equipment (EEE). Improper handling of this type of waste could have a possible negative impact on the environment and human health due to potentially hazardous substances that are generally associated with EEE. At the same time, your cooperation in the correct disposal of this product will contribute to the effective usage of natural resources. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, waste authority, approved WEEE scheme or your household waste disposal service. For more information regarding return and recycling of WEEE products, please visit: *http://www.canon-europe.com/sustainability*. Reference: Directive 2012/19/EU.



End of Life; WEEE (United Kingdom)

This symbol indicates that this product is not to be disposed of with your household waste, according to the UK Waste Electrical and Electronic Equipment Regulations. This product should be handed over to a designated collection point, e.g., on an authorized one-for-one basis when you buy a new similar product or to an authorized collection site for recycling waste electrical and electronic equipment (EEE). Improper handling of this type of waste could have a possible negative impact on the environment and human health due to potentially hazardous substances that are generally associated with EEE. At the same time, your cooperation in the correct disposal of this product will contribute to the effective usage of natural resources. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, waste authority, approved WEEE scheme or your household waste disposal service. For more information regarding return and recycling of WEEE products, please visit: *http://www.canon-europe.com/sustainability*.



For products containing chillers (All countries)

This product contains a chiller to keep the temperature of functional parts within specified limits. This chiller contains a Fluorinated Greenhouse Gas; F-GHG **R134a**). The cooling system in the chiller contains **0.48** kg of this substance, corresponding to **700** kg CO₂ equivalent. The fluorinated greenhouse gas is contained in hermetically sealed equipment.

End of Life; WEEE (India)

This product is not to be disposed of with your household waste, according to the E-Waste (Management) Rules, 2016. This product should be handed over to a designated collection point, e.g., to an authorized collection site for recycling waste electrical and electronic equipment (EEE). Improper handling of this type of waste could have a possible negative impact on the environment and human health due to potentially hazardous substances that are generally associated with EEE. At the same time, your cooperation in the correct disposal of this product will contribute to the effective usage of natural resources. For more information regarding return and recycling of WEEE products, please visit *https://in.canon/en/consumer/web/e-waste* or write to us at cipl.ewaste@canon.co.in. Also, this product complies with the "E-Waste (Management) Rules, 2016" and prohibits use of lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1 % by weight and 0.01 % by weight for Cadmium, except for the exemptions set in Schedule II of the Rule.



End of Life; Handling of disposal of parts (Japan)

廃棄物の取り扱いについて 使用済みの消耗品と消耗部品は、法令・条例に従って、産業廃棄物としてお客様が処理処 分をお願い致します。

Translation: Handling of disposals. Used consumables and expendables must be discarded by the customer as industrial waste in accordance with the laws as well the regulations of local government.

RoHS (Vietnam)

Products sold in Vietnam market comply with following Circular and Decision - "Circular No.30/1011/TT-BCT dated August 10, 2011 of the Ministry of Industry and Trade stipulating temporarily the permissible content limitation of some toxic chemicals in the electronic, electrical products" - Decision No.4693/QD-BCT correcting Circular 30/2011/TT-BCT.

For the statement on Canon Marketing Vietnam website, please see the last paragraph on the web page of the following URL: *http://www.canon.com.vn/personal/web/company/about/*.

REACH compliance (EEA including Switzerland)

 REACH regulation (EC No 1907/2006) article 33 requires information to be communicated to customers/end users about the presence of SVHC substances included in the REACH candidate list when such substances are above the threshold of 0.1% in articles. If such information has to be communicated it can be found on *https://www.canon-europe.com/sustainability/ approach/*.

Under normal conditions of use, there will be no exposure and no special measures are required for safe use.

Computers (All countries)

 Regulation EU 617/2013 calls for the environmentally sound design of computers. This information can be found at the support site of your product: *https://downloads.cpp.canon/*

Acoustic noise emission (All countries)

Sound pressure (LpA = 66 dB(A)) is used to characterize the sound level that will be experienced at operator position and is defined as the dynamic variation of the static pressure of air measured in force per unit area. Sound pressure is normally represented in decibels [dB]. Typical values are a sound pressure level of 0 dB, which is the average threshold of human hearing, and 60 to 70 dB for normal conversation, 110 dB at an extremely loud music concert, and 150 dB for the noise of a jet engine at close range.

Recycled paper (All countries)

The use of recycled paper also benefits the environment. The Colorado M-series is designed to use recycled paper, including chlorine free paper, which complies with the requirements of EN12281:2002.

Glanzgrad bei Peripheriegeräten (Germany)

Das Gerät ist nicht für die Benutzung im unmittelbaren Gesichtsfeld am Bildschirmarbeitsplatz vorgesehen. Um störende Reflexionen am Bildschirmarbeitsplatz zu vermeiden darf dieses Produkt nicht im unmittelbaren Gesichtsfeld platziert werden.

Translation: The equipment is not intended for use within the direct visual field of a workplace equipped with a monitor screen. In order to avoid annoying reflections at the workplace (monitor screen), this product must not be placed within the direct visual field of monitor screens.

Operating environment (All countries)

- The environmental requirements for correct operation of the machine are as follows:
 - Operating temperature (T): 18 °C (64.4 °F) to 30 °C (86 °F)
 - Recommended operating temperature (T): 20 °C (68 °F) to 27 °C (80.6 °F)
 - Relative Humidity (RH): 20% to 80% (non condensing)
 - Recommended Relative Humidity (RH): 30% to 60% (non condensing)
 - Operating altitude: below 2000 m

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