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## **I. Kimosetter Ribbon Cartridge Information**

### **1. How many plates can I print from a single ribbon cartridge?**

The answer for yield per ribbon may be subjective due to the fact that each plate printed may have more or less text and/or half-tone images that will cause more or less use of a ribbon per printed plate. Kimoto suggests to expect about 12~15 plates in 11" x 18" size per ribbon cartridge.

### **2. Why does the tape usage only display in 20% increments in the Ribbon Information window? Is there a way to get a more precise reading of the amount of tape left?**

The Kimosetter 340 reports ribbon usage at 20% intervals. This is due to the firmware in the Kimosetter itself. It reports to the RIP and Driver in 20% segments.

### **3. Which ribbon gets used first?**

We are not sure. The Kimosetter does keep track of which ribbon has been used and sets it aside.

If you insert a set of ribbons, and use them to the end -- the Kimosetter will continue using them in order (whatever that may be). But if you turn off the machine and insert newer ribbons along with older ribbons then turn it back on, it will determine an order and use them according to that order. However, it may or may not choose the partially used ribbon first. It will be aware that one or more ribbons are partially used though.

### **4. What happens when the ribbon reaches its end while imaging a plate?**

Before starting to print, the Kimosetter checks the available ribbon on a cartridge to determine if there is enough left on the ribbon to print a full-sized plate. If there is NOT enough ribbon, the Kimosetter will advance to a new cartridge. The Kimosetter will not advance to a different cartridge in the middle of printing a plate. If there is not enough ribbon left to image a new plate, the Kimosetter will report the used ribbon cartridge as empty even though there may still be some unused portion of the ribbon remaining in the cartridge.

### **5. Why am I getting the following message when I try to print, "Job error: PostScript error"?**

First, make sure that you have enough RAM and disk cache on the PC or MAC. If this is not a problem, then open the front drawer on the Kimosetter and count the number of tape cartridges. There should be not more than nine (9) cartridges installed. If there are ten (10), please remove one. The Kimosetter must be able to rotate the cartridges depending on the job size so it needs one empty space to move the cartridges around. For most users, three to five cartridges installed at one time is recommended.

## **II. PC or MAC RIP Information**

### **1. What Operating Systems are the PC and MAC RIPS supported by?**

PC: Windows '98 Second edition, ME, 2000, XP

Mac: OS 8.6-9.2 ; Mac: OS 10 or higher: The upgrade will be available by 2/05.

#### **Unsupported Platforms?**

PC: Windows '95, '98 first edition, NT 3.5 - 4, Network Software (Novel)

### **2. Error Messages:**

**A. Sometimes the installation of the RIP does not always work perfectly.** Most of the error messages are the result of a lack of memory to install/run the RIP correctly. Please look at page 28 of the MAC RIP manual for the resolution of these issues.

**B. Kimosetter has experienced a firmware PROM error:** usually caused by electrical noise either from the wall outlet or USB cable.

- Use high quality shielded USB cables and hubs.
- Plug the Kimosetter into any UPS. (Not a power strip.)
- Plug the Kimosetter into another outlet on a different wall.
- Reboot the computer after checking all of the above.

#### **C. Error Message: Cannot allocate port.**

Please make sure the Kimosetter is turn ON and securely connected to the computer correctly.

### **3. I am not printing through the RIP even though I have installed it on my MAC? Mac with RIP installed.**

Most often if dealing with the RIP and Mac, the user has failed to correctly select the correct icon in the chooser. Do NOT select the KIMOSSETTER icon that is viewable in the chooser list. Follow the procedure below. This error is a result of installing the Kimosetter driver from the INSTALLATION CD. Only use the RIP CD to install all of the drivers. All software required to run the Kimosetter and RIP is on this CD.

1. Choose the ADOBE PS icon first.
2. On the listing of Post-script printers, select the KIMOSSETTER.

### **4. What is required to install the drivers and RIP on Mac? Are both needed or is just one or the other sufficient?**

The RIP on the Mac does not need the basic driver. If you will use the RIP all the time, then only install the RIP. The basic driver is the one that ships in the box with the Kimosetter (Kimosetter Installation Disk). The RIP is the CD that reads: "Kimosetter 340 RIP 2.0". The major problem with installing the Mac RIP is incomplete installations. Please ensure that you have followed the instructions in the installation manual completely from page 5 all the way through page 15. If you stop on page 10 or 11 the installation procedure is incomplete!

### **5. The Mac RIP is not printing or keeps on crashing!**

a) Most common issue is not enough RAM on the computer. There must be at least 64 megabytes of FREE RAM, not just 64 megabytes of system RAM. (Refer to page 28 of the Mac RIP manual.)

b) Ensure that you have the correct RIP key. These keys are not interchangeable and will not work without the matching connection. USB: requires USB key

**6. What are the minimum requirements for the PC or MAC RIPs?**

1. PC RIP: PII 233 MHz, 128 MB RAM, 1 GB Hard Disk free space  
Recommended: PII 400 MHz or faster, 256 MB RAM, 2 GB Hard Disk free space
2. MAC RIP: PowerPC 601 90 MHz, 64 MB RAM, 1 GB Hard Disk free space  
Recommended: PowerPC G3 233 MHz or faster, 80 MB RAM, 2 GB Hard Disk free space

**7. Will the PC RIP work with Windows NT 4.0 or with a parallel port?**

No to both questions. Windows NT 4.0 does not support USB. The RIP requires that both the Kimosetter and RIP key be attached via USB port. The PC RIP will work with Windows 98/ME/2000/XP. You will need two available USB ports - one for the Kimosetter and one for the Key. Please note that there is also no support for Windows 95.

**8. Why does the PC RIP require 2 USB ports?**

You will need two available USB ports - one for the Kimosetter and one for the Hardware Key. If you do not have enough free USB slots on your computer, the system is compatible with standard USB expansion hubs. Do NOT use USB expansion cards as they are not verified for use with the Kimosetter.

**9. Do I need to install the Adobe PS from the Kimosetter RIP CD if I already have a PostScript level 3 device installed on my computer? MAC**

Check to see if your existing version is the same or newer than the one included on the Kimosetter RIP CD. If so, then you do not need to install the one from the CD. Run the installation set-up from the manual from pages 5-7, and then skip Step 10, "Install Adobe PostScript driver". You can resume setup from page 9 with the "Install Screen Fonts". This way you will not risk uninstalling existing PostScript output devices. If you are unsure if you have the most current PostScript driver, go to [www.adobe.com](http://www.adobe.com) and download the newest version of the driver.

**10. How do I adjust the offset within the RIP without going back to my application software?**

To adjust the position of the artwork on the Kimoplate, please read pages 33-34 in the MAC RIP Manual or pages 38-39 in the PC RIP Manual.

**11. I cannot seem to be able to drag and drop my PDF job into the Kimosetter RIP.**

With the changing standards in evolving products such as Adobe Acrobat, the PDF format specifications continually change. This often prohibits PDF documents to be dragged and dropped. However, the EPS standard is fixed and works well. Save the file using PRINT TO FILE or save it as either a PS or EPS and drop it into the RIP successfully. Though we don't support cross platform networking/printing -- this is the most consistent way to overcome the cross platform issues.

If a customer is having difficulties with printing and offset controls, try to go this route. Any file dropped in the rip or printed to or placed in the C:\PROGRAM FILES\KIMOSSETTER 340 RIP\JOBS\KIMOTO\KMT340A folder will rip automatically and a plate can be produced. Anything done this way will have the RIP settings applied as the job goes through. Actually all RIP printing is printing to the hot folder. However, if there is some conflict, this is one way to help determine if it is from the application or from the RIP itself.

**12. Where are the user name and password information?**

The user name and password codes are written on the dongle or hardware key. Please make a backup copy of this information in case the numbers rub off the key.



### **III. Deletion Pen Information**

- 1. I used a deletion pen to remove part of the unwanted image from Kimoplate e2. The deleted part of the image returned after printing. Is there something wrong with the deletion pen?**

Make sure that you are using the Kimoplate Correction Pen and not an opaque pen. Opaque pens only cover over the image and will wear off as the press runs. The Kimoplate Correction Pen will remove the blue thermal ink from the plate and it cannot come back.

- 2. How do I use the Kimosetter Correction Pen?**

- a. Wet the area that needs to be erased.
- b. Using small circular motions with very light pressure, rub the pen over a small part of the area.
- c. Wipe the area with a wet cloth or tissue.
- d. Continue this process until the area is completely erased.
- e. Pressing too hard with the pen will remove the coating from the plate.

- 3. Will any other deletion/correction pen work with Kimoplate e2?**

No, please use only Kimoplate Correction pen. You may purchase these pens from your authorized Kimosetter dealer.

- 4. I used the Kimoplate Correction pen to remove the blue ink but it also took the matte coating off the plate. Is this OK?**

No. When using the Kimoplate Correction Pen, be careful not to rub the surface of the plate too hard. You do NOT want to remove the matte coating layer from the plate just the blue ink. If the matte coating layer is removed, the print quality will be affected.

### **IV. Printing Issues and Suggestions**

- 1. Can I Do 4-Color Print Jobs with the Kimosetter 340?**

The Kimosetter is primarily designed for single color plate creation. However, it is able to do color separations with some limitations.

#### ***Spot color***

The Kimosetter is able to do only spot-color separations not process-color separations. It is best to assign a unique color to each element that will have a spot color within your page layout software. For example, a Pantone or user-defined color choice will work, while the CMY(K) will not. Some software requires a PPD and RIP to make any type of spot color separation.

#### ***4 color***

It is not recommended to print 4-color jobs with the Kimosetter 340. Due to the technology used in creating the Kimosetter, it is not possible to create different dot angles as is necessary for 4-color process printing.

**2. I cannot do spot-color separations with Adobe PageMaker or Illustrator correctly.**

Both of these Adobe applications require the postscript printer definition to do color separations correctly. Corel does not require a copy of the PPD file to print and separate the spot colors.

A. Copy the **AmK340A.PPD** file from **C:\PROGRAM FILES\KIMOSSETTER 340 RIP\PPD** folder and paste to each PPD application folder for PageMaker and/or Illustrator that will be printing to the RIP.

B. Application folders are named as follows. (These names may occasionally be slightly different but have a similar name.)

For PageMaker: **C:\P65\RSRC\USEGLISH\PPD4**

For Illustrator: **C:\PROGRAM FILES\ADOBE\ILLUSTRATOR\UTILITIES\PPD**

**3. What are known safe solutions with Kimoplate e2?**

(These are known good/bad based on end user reports. Please do not construe them as endorsements of any specific company / product. Nor is this a reflection of the quality of any specific product.)

***Known Safe Solutions***

Press Washes	Ink Remover (from plate that doesn't cause harm)	Fountain Solutions	Plate Cleaners
Rogersol	RVA-119 W/M (50/50)	Prime Dup.(Rogersol)	Tone-A-Way (Burnishine)
Varn	Calif. Wash	Prime Sheet Fed	Plate Savur (Burnishine)
Water-miscible Wash (ABDick)		Silvermaster Pink Solution	Plate Prep (Laser Plates)
Gold Miracle (Burnishine)		Quicksilver Fountain Solution (Multigraphics)	Ultra Clean (Branden Ink)
		Water Fountain Drying Stimulator (Van Son)	Ink Roller Conditioner (Rogersol)

***Not Recommended with Kimoplate e2***

In general, solvent-based solutions will strip the image off the plate.

- Rogersol Pure Gold plate cleaner
- Varn True Blue
- Rogersol Everyday Blanket wash
- Rogersolite
- Mr. Murphy's Maticlean
- No rubber rejuvenators

**4. My PDF documents are not printing the same size that I created the file. Printing PDFs with a PC or Mac.**

A setting in the Adobe Acrobat Reader program primarily causes this problem when the user is printing. In the PRINT dialog box, there is an option of STRETCH-TO-FIT or EXPAND/SHRINK to fit a document to the page size. Deselect this option so that the PDF will print at the actual size it was created.

**5. How do I add custom plate sizes in the Kimosetter RIP?**

- a. Open the RIP to the Menu.
- b. Go to SETUP>SETUP PROPERTIES. The default size is A3.
- c. Using the slider, scroll through the standard choices.
- d. Select OTHER from the drop down list.
- e. Type in the desired plate size into the height and width boxes.
  - For 13 3/8" x 19 7/8" plate, select 340mm x 505mm from the drop down list.

**6. In your brochure, it states that there is no unwanted background toning. There is a slight background toning on the plate after imaging on the Kimosetter 340. Is this normal?**

Yes, this is normal. This slight haze is due to the ribbon passing over the plate, however since there is no heat applied, it isn't adhered to the plate. This hazing has no effect on the printing performance of the plate. It will disappear after a few revolutions on a press.

**7. I have some dithering and/or grayscale problems.**

This is most often the result of not assigning black to single color output. All colors are converted to its grayscale equivalent when outputting a single color job. Spot colors should be separated one color per plate.

**8. I am getting streaks on the Kimoplate. Is there a way to clean the print heads?**

No, there is no way for you to clean the print heads. Solid streaks in the output at regular intervals indicate that the print heads are not firing correctly so the Kimosetter needs to be repaired. Please contact your dealer for more information.

**9. Why am I getting the following message when I try to print, "Job error: PostScript error"?**

First, make sure that you have enough RAM and disk cache on the PC or MAC. If this is not a problem then open the front drawer on the Kimosetter and count the number of tape cartridges. There should be nine (9) cartridges installed. If there are ten (10), please remove one. The Kimosetter must be able to rotate the cartridges depending on the job size so it needs one empty space to move the cartridges around.

**10. How do I adjust the position of the artwork on the Kimoplate?**

A. The best suggestion is to manage the margin adjustments within the application. With PageMaker, for example, there is a top margin line (blue by default) that is directly related to the position of the first line of the output on the Kimoplate.

B. An alternative is to adjust the offset in the RIP itself without returning to the application. Please refer to pages 33-34 in the MAC RIP Manual and pages 38-39 in the PC RIP Manual.

When printing from PageMaker (and other applications) there are two primary options.

1. One is to make a template where the page size matches the media size. Then drag guide lines that would outline the space for gripper margins. The size and characteristics for the job can be built and saved. For example, a business card template can be formatted with additional lines to mark off each card as the customer usually lays them out. Then add a small tick line that would be used for crop marking. This is often the most time efficient way to resolve these issues. Templates of standard document sizes would greatly speed up workflow. For example, make one template for letterhead; one for envelopes; one for business cards, etc.

2. Next, set the paper size in the print dialog to match the job size. This is often NOT the default setting of the application. Then the application will place the crop marks. This usually requires correct working knowledge of each application and how it actually handles print output.

These options require that the media size in the RIP matches the plate size and that the output document never exceeds the dimensions that is set in the RIP.



**11. How can I center the artwork on the 13.4" x 19.9" (340mm x 505mm) Kimoplates?**

When using the large plates, the artwork will not accurately center left to right. There is a hardware guttering of 3.4mm on each side. These large plates were designed for press specifications and not for the Kimosetter's imaging space. The Kimosetter has a maximum imaging size of 323mm x 478mm. The maximum plate size is 340mm x 505mm. This results in a right margin that can be as much as 13.2mm while the inset from the left is a minimum of 3.4mm. This difference makes large artwork appear to be off-center to the left. This is true in relation to the plate but not in relation to the imageable area.

We suggest that you define the margin on the left to be equal to that of the unprintable area on the right. All art will then be centered based on this margin. Do not set the right margin in relation to 13.2mm. This area is invisible to the printer since it is non-imageable.

**12. Only part of my artwork printed on the Kimoplate. What happened?**

This generally occurs when the art board area does not match the Kimoplate size. When PDFs are printed on the PC, the correct media size must be set in the Printer Dialog Box. If this size is mismatched, the output is about 25% of the total document, usually upper left justified on the Kimoplate.

When creating the PDF, set the art board/page setup to match the size of the Kimoplate. Place the artwork vertically to accommodate for gripper margin with the press.

**13. I see banding in the output on the Kimoplate. Will this show up on my press job?**

There is some banding in the output on the Kimoplate. The banding is the result of thermal-ribbon technology that ensures that there are no gaps from one line to the next as the print heads make each pass. It may or may not affect the actual printing on the press. Banding is most noticeable in large half-tone images. It more commonly occurs in low-contrast images or large areas of mid-tone grays. Lowering the line screen to 85 lpi can help but that depends on the job. Lower line screens do not affect text quality, only the gray scale images.

## **V. Other Information**

**1. Can I add RAM to the Kimosetter 340?**

The Kimosetter 340 is a line printer and does not have a large RAM cache that a laser printer or a printer with a built-in RIP would have. The RAM for your Kimosetter is your system RAM and available disk space that is used for print spool files. Basically, the Kimosetter only receives one line at a time from the computer and requests the next set of information as needed.

**2. What is the maximum line screen for the Kimosetter?**

The Kimosetter has a maximum line screen of 100 lpi. This is due to the 600-dpi print head. To get 133 lpi would require a greater density head, which is not available with this thermal-printer technology.