



## Frequently Asked Questions

### Topic: Hi-Fi JET Models FJ-40/50

ST51700

#### 1. How can I get the latest firmware available for the Hi-Fi JET?

Firmware for the Hi-Fi JET is available in the Roland Technical Support section of the Roland web site. Download the DOS utility file found on the Roland web site and install it on your computer system. The file has a "README TEXT DOC" with step-by-step instructions.

#### 2. What is firmware and why do I need to be concerned about it?

Firmware contains the internal instructions for a printer. For example, firmware includes the commands to tell the print head where to move and when to spray ink on the substrate, etc. As improvements are made to the current firmware, they are made available via downloadable files on the Roland web site – [www.rolanddga.com](http://www.rolanddga.com). You can easily upgrade your firmware by installing the latest version on your computer.

#### 3. Does the Hi-Fi JET simulate solid PANTONE® Colors?

As of December 1998, the ICC profiles and necessary calibrations to obtain Pantone Certification for color matching are still in development at Pantone. The color matching certification from Pantone will guarantee consistent color matching on every print when using CMYK, PANTONE Hexachrome orange and PANTONE Hexachrome green inks on a given substrate using Roland ColorChoice software. Eventually, Roland will offer a PMS matching solution for the CMYKLcLm ink set as well.

#### 4. I'm printing a line drawing and some of my lines are coming out as broken or screened lines with limited ink saturation. What can I do to fix this problem?

You may have selected a "screened" color from the printer's palette in the software you are using. Each of the 255 vector colors have a different saturation level than others. Pastel colors tend to have a lower saturation level. Selecting a color with a heavier saturation level will solve this problem. In order to select a more saturated color, print out the 255 colors and select a color of the same hue that uses more ink.

5. Can I print to the Roland Hi-Fi JET from a Macintosh computer without exiting the software application I am using?

Yes, you must have the Roland ColorChoice® RIP driver installed on your operating system. This RIP driver is included with the Hi-Fi JET.

6. Why is there a difference between the colors I see on my monitor and what I see on the output from the Hi-Fi JET?

The color images on the monitor are created using RGB values (red, green, blue - subtractive color space) and are viewed with transmitted light. The Roland Hi-Fi JET uses process colors (additive color space) and are viewed with reflective light to create color images. There are 3 different combinations of process colors that can be used on the Hi-Fi JET to create the colors you see in the output:

- CMYK (cyan, magenta, yellow, black)
- CMYKLcLm (cyan, magenta, yellow, black, light cyan, light magenta)
- CMYKOG (cyan, magenta, yellow, black, orange, green)

The color range or color gamut of the RGB monitor does not match the printable CMYK color gamut. More colors are available in RGB than can be printed with CMYK. While CMYKLcLm or CMYKOG expands the available color gamut, it cannot accurately reproduce all RGB colors on a non-calibrated monitor. To improve the color control, you can calibrate your monitor and use a color management system software.

7. Is the Roland Hi-Fi JET a PostScript® printer?

The Roland device is not directly a PostScript printer. You can not send PS3 files to it and expect it to RIP the files. However, because each Hi-Fi JET includes the Roland ColorChoice® driver which supports Adobe® PostScript® 3 it is a PostScript compatible system.

8. What is high fidelity printing?

High fidelity printing means printing with CMYK and any additional number of colors. The result is superior visual appearance of color compared to conventional four-color process printing. For example printing with CMYK, Light Cyan and Light Magenta is high fidelity printing as is using CMYK Orange and Green. High fidelity printing offers an expanded color gamut allowing you to capture more colors in your output.

9. What is Hexachrome?

Pantone, Inc.'s six-color printing process is the subject of U.S. Patent No. 5,734,800. It is the high quality process printing that dramatically improves the realism and intensity of full color reproduction. Hexachrome provides an expanded color gamut and is capable of

simulating over 97% of solid PANTONE® Colors, almost twice the number that can be obtained using conventional four-color process printing. With Hexachrome designers can now more closely render in print what can be conceived in their mind to produce incredible results.

10. How much memory does the Hi-Fi JET have? Is it expandable?

The Hi-Fi JET has 16 MB of RAM built into the motherboard. The memory is not expandable.

11. How long is the warranty for the Hi-Fi JET?

The Hi-Fi JET is backed with a one-year hardware warranty. The Roland Technical Support Department is available to help customers diagnose problems and determine if the printer requires service. If you are having trouble with your Hi-Fi JET please call 800-542-2307 and ask for Technical Support.

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