



Frequently Asked Questions

Topic: MPX-60

ST842004

Q: I own an MPX-50 and MPX-60 and notice that the Min and Max impact settings in the driver are very different, why?

A: The reason why the impact settings are different between the two machines is that the structure of the heads are different. The MPX-60 uses a Coil Spring as opposed to the MPX-50, which uses a Leaf Spring for the stylus. The impact force is controlled by electrical current, therefore the MPX-60 (with the Coil Spring) is capable of impacting the same as the MPX-50 using lower impact settings in the driver.

Q: Why does the output differ between the MPX-50 and MPX-60?

A: The reason is that the MPX-60 produces higher resolution images (265dpi Photo / 212dpi Text) than that of the MPX-50 (203dpi). This means that the dot placement of an MPX-60 is much closer than that of the MPX-50, thus giving the illusion that it is impacting lighter, when in fact the MPX-60 is actually providing a more detailed image than that of the MPX-50.

Q: I am using Rhodium and Nickel coated materials, what settings should I use?

A: Although the Stainless Steel setting should be sufficient, the following settings are also recommend to get sellable output from the MPX-60.

Rhodium:

Speed = 15

Min = 360

Max = 750

Bi-directional = Unchecked

Nickel:

Speed = 15

Min = 380

Max = 850

Bi-directional = Unchecked

Q: I want to be able to control how the image is impacted, how can I do this?

A: You can do this by going to File > Print Preview and make adjustments to the Brightness, Contrast and Gamma settings. The Print Preview window gives you real-time views when making the adjustments.

Q: When I send the file I am getting banding or scratches on my material, why?

A: There are a few factors that can cause banding and scratches on your materials.

1. Material is not secure to the pad.
2. The rubber pad is dirty (refer to Users Manual for cleaning instructions).
3. The material is not flat (refer to Users Manual for material loading instructions).
4. The quality of the material is not consistent.
5. The wrong material setting is selected in the driver.
6. You are printing bi-directionally. Printing bi-directional produces faster output, but quality is sacrificed. To get the best possible output, print in uni-directional mode (uncheck the bi-directional box in the driver properties).
7. You're impacting off the edge of the material and the stylus tip is striking the side of the material. For this, it is a good idea to utilize templates (refer to Users Manual for instructions).
8. The stylus tip may be out of alignment due to striking the edge or holes in the materials.
9. Damaged stylus tip.

Q: I need to clean up the image, what tools can I use to accomplish this?

A: Although you can clean the image considerably with Dr. Metaza2, a good image-editing program such as Adobe Photoshop could be used to make detailed image adjustments/enhancements.

Q: I am working with color images and find it hard to make detailed adjustments to the image. How can I get a decent image to work with?

A: Try converting the image into a grayscale and try making the adjustments again. Also, make sure the image itself is of good quality and has decent brightness and contrast in it. This will make the editing of the image a much smoother process and ultimately produce a higher quality image. The rule of thumb is, the better the image the better the output.

Q: My machine needs to be serviced, whom do I call?

A: Contact technical support at 800-542-2307. The technician will troubleshoot to see if indeed the unit needs to be serviced and will provide details on returning the unit for service.

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