

Support Bulletin: RASD-SB00010

Model: Roland MPX-70

Subject: MPX-70 FAQ

Date: 9/26/2005

Author: RR

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**Roland MPX-70 Frequently Asked Questions**

Q: I own an MPX-60 and MPX-70 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 print head is different. The MPX-70 uses a Carbide Tipped Stylus as opposed to the MPX-60 which uses a coil spring, Diamond Tipped Stylus. The impact force is controlled by electrical current; therefore the MPX-70 (with the Carbide Tipped Stylus) is capable of impacting higher quality/details than the MPX-60 using lower impact settings in the driver.

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Q: Why does the output differ between the MPX-60 and MPX-70?

A: The reason is that the MPX-70 produces higher resolution images (265dpi Text / 353dpi Photo / 529dpi High Resolution) than that of the MPX-60 (212dpi Text / 265dpi Photo). This means that the dot placement of an MPX-70 is much closer (also staggered when printing in High Res. Mode) than that of the MPX-60, thus the MPX-70 is able to produce a much more detailed and brighter image than the MPX-60 or MPX-50.

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

A: The printer driver for the MPX-70 has a new setting called \*RolandMD. This setting should be used for all coated materials such as Nickel, Gold, Silver and Rhodium Plated. The driver does support custom settings and the user can adjust the settings accordingly.

\* Sellable output depends greatly on the quality of the image.

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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 a real-time view when making the adjustments.

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Q: When I print, the Stylus Cartridge is hitting the side of the material, why?

A: The reason this occurs is that when loading the material and setting the head to the material, you pressed the entire clear plastic body instead of the metal tab (which the arrows on the plastic are pointing to) to the surface of the material. Please refer to the user's manual for proper material loading procedures.

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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 or Paint Shop Pro could be used to make detailed image adjustments/enhancements.

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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.

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

A: Your first line of defense is to contact your dealer. Should you need additional assistance and/or support, please contact Roland technical support at 888-273-8895. The technician will be able to troubleshoot your product to see if indeed the unit needs to be serviced and will provide details on returning the unit for service.

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Q: I was printing and one of the pins broke, what should I do?

A: Using the Print Head Manager (located in the Roland Dr. Metaza2 program group), select a different pin to use and apply the change. Power the unit on and back off to complete the pin change and continue printing. You may want to run the print head adjustment to ensure your output quality is at its best. Please refer to the Users Manual for more information.

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Q: How long does it take to print a 30x50mm dogtag?

A: The MPX-70 can produce a 30x50mm dogtag in less than 6 minutes in Photo Mode (353dpi).

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Q: My material is slipping on the table, how do I correct this?

A: Take the clear rubber pad off the machine and wash it under lukewarm water (especially in cold environments). This will clean off any dust/debris that might be on the rubber pad. Towel dry and place back onto the grid (no special alignment is needed, only ensure that you cover the grid marks).

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Q: What is the life of the print head for the MPX-70?

A: The print head life is approx. \*3600 plates (23x30mm @ 35% duty cycle). This number is based on Brass plated material.

\* Print head life depends on the hardness of the material.

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Q: Does the MPX-70 use all 9 pins during printing?

A: No, the MPX-70 has 9 pins, but only uses one pin at a time. The additional pins will automatically switch over to a new one once the used pin reaches its useful life. Also, you can manually change the pin in the case one should bend or break using the MPX-70 print head manager.

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Q: Lighters have always been hard to produce on the MPX-50/60. Are they easier to do on the MPX-70?

A: Yes, since you are adjusting the head to the material, lighters come out almost perfect each and every time as long as the material and template are setup properly.

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Q: I am impacting on a gift box / lighter and I notice that the head is dragging slightly on the material, why?

A: it could be that the material is not perfectly flat. To remedy this, take a piece of paper and fold it in half and place it on top of the material when you set the head to the surface of the material. This will allow for a slight gap in which the MPX-70 will have enough clearance to clear the material and still impact.

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Q: I have files that were created for the MPX-50/60 and notice that the images are coming out too bright, how can I correct this?

A: In the print preview window, adjust the gamma to around the 0.6 range or lower for files that were produced with the MPX-50/60.