FREQUENTLY ASKED QUESTIONS

1. Which software applications will work with the SOLJET?

The SOLJET ships with Roland ColorChoice™ and is compatible with many desktop publishing applications such as Photoshop®, Illustrator® and CorelDraw!®. For contour cutting, an application that supports vector-based lines is required. Additional sign-based applications will also support the SOLJET.

2. How do I assign a cut line?

Within your graphic application, you need to create a spot color named "CutContour" and assign this spot color to the vector outline(s) you wish cut. More detailed instructions for specific applications can be found in the user's manual.

3. What is the availability on the new SCM media?

The new SOLJET Certified Media (SCM) should be available in the coming weeks. We are working to develop several new products including: pressure-sensitive calendared vinyl, hi-performance vinyl, window film and a cost-effective banner material.

4. How much will the SCM media cost?

The cost of the new SCM media will be significantly less than traditional aqueous inkjet coated materials. For example, we expect the SCM pressure-sensitive calendared product to be $0.60-$0.70 per sq. ft. and SCM cast vinyl to be $1.50-$1.75 per sq. ft., making it a cost-effective solution for SOLJET

5. What is the ink running cost of the SOLJET?

The ink cost for the SOLJET will range from $0.28 per sq. ft. at 360 dpi on a low saturation image, up to $1.02 per sq. ft. at 540 dpi on a highly saturated image. Based on internal testing, our average cost per square foot is: $0.52 at 360 dpi, $0.76 at 540 dpi, and $0.42 at 720 dpi. Keep in mind, the ink costs will vary based on image composition, color balance, saturation, and media type.

6. What are my connectivity options?

The SOLJET has a built-in parallel port that handles ECP parallel connectivity. If you wish to use a USB connection, you can purchase a USB to parallel cable. The cable must be a bi-

directional cable. For the Mac, there are two options: a PCI card or a USB-PIA cable. Contact our Sales Support Department for these specific options.

If you wish to network the SOLJET, there are 3rd party solutions that work. Contact our Technical Support Department for more information.

7. How can I get the latest firmware available for the SOLJET?

The latest firmware for the SOLJET is always available in the Roland Technical Support section of the Roland website. Download the DOS utility file found in the SOLJET category of the Tech Support section and install it on your PC computer. The file has a "README TEXT DOC" with step-by-step instructions.

8. What is hi-fidelity printing?

Hi-fidelity printing means printing with CMYK and any additional number of colors. The result is superior visual appearance of color compared to conventional 4-color process printing. For example, printing with CMYK, Light Cyan and Light Magenta provides smoother gradations than 4-color process printing and also offers a slightly expanded color gamut.

9. How much memory does the SOLJET have? Is it expandable?

The SOLJET has 16MB of RAM. The amount of memory is not expandable, nor does it need to be. It is more important to expand the memory in the computer. The printer requires only a small amount of memory to keep the print head moving at full speed.

10. Does the SOLJET require monthly maintenance like other solvent printers?

The revolutionary SOL INKs are formulated to work will with printer components, minimizing maintenance needs. Whereas the SOLJET does not require heavy maintenance like other printers, it does require greater attention than non-solvent inks such as Roland's Pigment and Dye inks. Therefore, the purchase of a SOLJET includes two preventative maintenance visits in the first year. Maintenance contracts for ensuing years are available for an additional fee that will be announced later.

11. Why don't SOL INKs require additional ventilation like other solvent inks?

The SOLJET uses low-volatility Roland SOL INKs to provide signmakers with a working environment that requires no special ventilation.

12. What kind of warranty is offered for the SOLJET?

The SOLJET is backed with a one-year, on-site hardware warranty. During this first year, the Roland Service and Technical Support departments are available to help customers diagnose problems and determine if the printer requires service. If you are having trouble with your SOLJET, please call 800 542-2307 and ask for Technical Support.