

# PASSPORT



## Service Bulletin

12/21/2007

**Bulletin No:** CoPeck

**Model:** Color Products

**Author:** Roland Service Team

## CoPeck Utility

The CoPeck Utility is an application for communicating important printer information between end users and support staff. CoPeck allows end users to extract important service and history information from their printer and email it to their dealer or Roland support personnel.

**Computer Requirements** – Microsoft Windows XP, Vista, and 2000

**Installation** – CoPeck does not require installation. Simply copy CoPeck to your computer and launch application.

**Uninstallation** - Delete the CoPeck application file and the Copeck.ini file found in the Windows Directory. CoPeck does not use the Windows Registry.

### Supported Printers

#### Type 1

1. Pro II Series via Parallel or Ethernet (Firmware 2.0 or higher)
2. Pro IIV via Ethernet
3. SP-300 and SP-300V via USB
4. SP-540V via Ethernet

#### Type 2

1. AJ-1000 via Ethernet
2. AJ-740 via Ethernet
3. FP-740 via Ethernet

#### Type 3

1. XC-540 via Ethernet
2. XJ-540/640/740 via Ethernet
3. VP-300/540 via Ethernet



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### Using CoPeck

1. Turn on the Main Power to the printer. Leave the Sub Power (button on control panel of printer) off.
2. Double click on CoPeck Icon (Fig 1) to launch the application.
3. Once launched, click on the **Select Port** button in the dialog box shown in Fig. 2.
4. In the Select Port dialog box (Fig. 3), you will need to select your printer by its *type* (as described above).
5. Select your connection method – parallel/network/USB. Enter the IP address of your printer if necessary. Click ok.



Figure 1

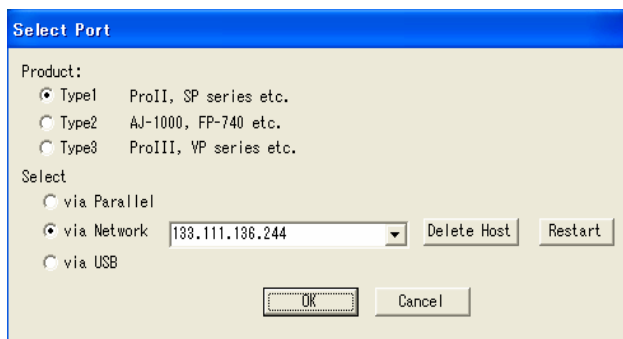


Figure 3

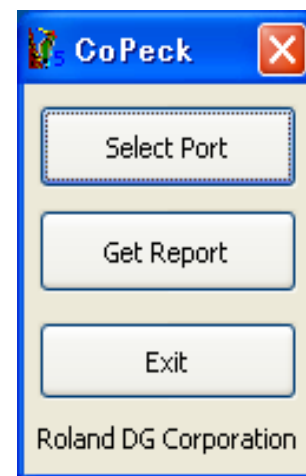


Figure 2

6. Click “Get Report” in the Main Screen (Fig. 1) which launches the Communicating Dialog and Status Bar.
7. Once Communication is complete, you will be asked to save your report.
8. Once you have saved your report, click on Exit in the Main Screen to close the application.
9. Email file you saved to the appropriate service person. This file can be read by certified Roland Service Technicians as well as authorized Roland personnel.

### Troubleshooting

If CoPeck fails to connect, please check the following points:

1. Is the printer’s Main Power on and Sub Power off?
2. Have you chosen the correct Printer Type and Connection method?
3. If connecting via Ethernet, is the IP Address correct
4. If Pro II or Pro IIV – is the Firmware 2.0 or higher?

