

# PASSPORT



## Service Bulletin

5/16/2008

Bulletin No:Peck5

Model: Color Products

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### Peck 5 Utility Software

The Peck utility performs three basic functions:

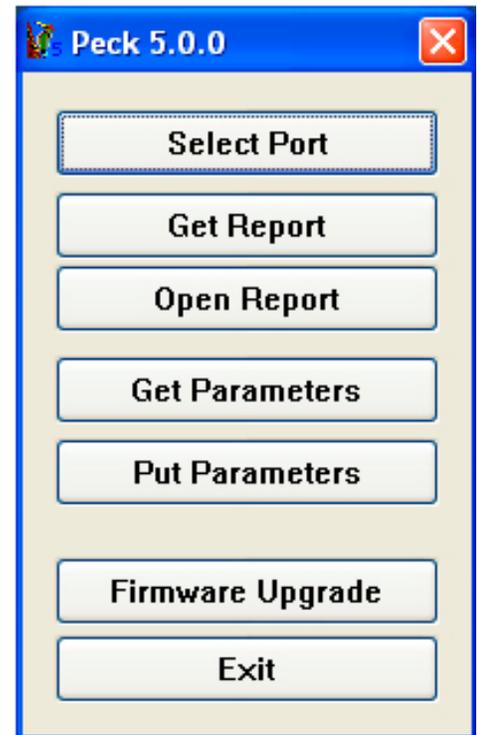
1. Firmware Updates
2. Extraction of Service Reports, History Reports and Event Logs
3. Getting and Putting Parameters

The Peck 5 utility works with all Roland printers dating back to the Pro II series and SP version VersaCamms. When using the Peck 5 Utility, the printer's Sub Power should be in the off position and the Main Power should be switched on. All communication using Peck 5 is done in this manner.

#### Main Screen

Upon launching the Peck 5 Utility, you will be greeted by the main screen as shown to the right with the following buttons:

1. **Select Port** – This button allows you to enter the port address of the device you are connecting to. If you are connecting to an SP-300(V), you would select the USB connection. All other Roland Printers require that you enter the IP address of the printer. Please remember to select the proper printer "Type" when selecting the port.
2. **Get Report** – When you select Get Report, the Peck Utility will generate a Service/History Report as well as an Event Log from the printer you selected in Select Port.
3. **Open Report** – If you have Service/History reports saved to your local drive, you can open them with this button. Open report will also allow you to open reports generated from CoPeck (described below). Once a report is opened, you can choose to open it in a Browser window for easy printing or communication, or you can save it to your drive.
4. **Get/Put Parameters** – Primarily used when replacing a Main Board, Get/Put Parameters allows you to acquire the parameters (all the information that makes your specific printer unique, including Serial Number, Head Ranks, Calibration Settings, etc) and save it to a file on your hard drive. Then using the Put Parameters, you can write all that information back to the new Main Board after it is replaced.
5. **Firmware Upgrade** – Firmware Upgrade simply updates the firmware that is on the printer.



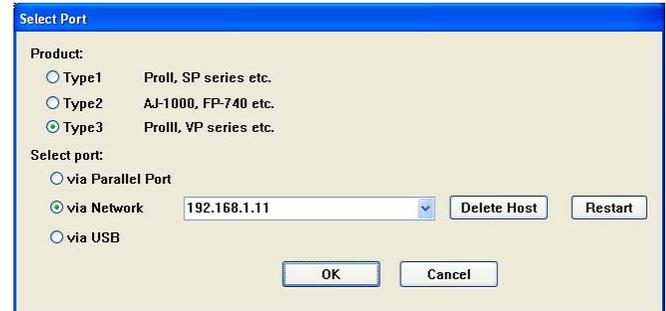
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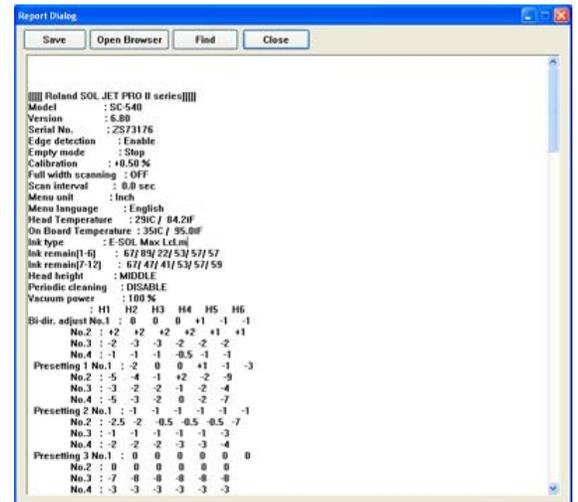
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- Select Port** – By clicking the Select Port button, you can choose which type of printer you will be communicating with and how you will communicate (Network, USB, Etc). **Be careful to select the correct Type for your printer as follows:**
  - Type 1** - Pro II and SP series VersaCamms
  - Type 2** - AJ-1000/740 and FP-740
  - Type 3** - Pro III and VP series VersaCamms



- Get Report** – Clicking this button will cause Peck 5 to communicate with the attached printer and download a Service/History Report and Event log (supported printers only). Once the download is complete, Peck 5 will open a Save Dialog Box. It is recommended that you name your Reports using the printer's serial number for easier categorization. Once saved, this report can be emailed to other technical support staff, or opened for review and printing.

- Open Report** – Selecting Open Report will open a Service/History Report from both Peck 5 and CoPeck. Once a report is opened (see image on right), you can also choose to Open Browser. Clicking this button will open the Service/History Report in an Internet Browser which allows you to print part or all of the report.



- Get/Put Parameters** – Selecting Get Parameters will cause Peck 5 to communicate with the printer and download all printer parameters (the printer information specific to this particular printer such as head ranks, serial number, printer settings, etc). Once communication is complete, Get Parameters will open a Save dialog and allow you to save the parameters. Selecting Put Parameters performs the same operation in reverse. An “Open” dialog box is opened and you are asked to select the parameters you wish to “Put” on the printer. Again, we recommend that you save all parameters using the Serial Number of the printer you are working on in order to avoid confusion.

- Firmware Upgrade** – Similar to Put Parameters, when selecting Firmware Upgrade, Peck 5 will open a Dialog box and ask you to select the Firmware Version you wish to upload to the printer. Once selected, Peck 5 will upload the new Firmware to the printer. Click Done when complete. Please refer to the appropriate printers's Service Notes for more detailed information on Firmware Upgrades.

