EPSON

Equipment Installation Introduction(ECO solvent/water base)

Thank you very much for purchasing the machine, to make sure the user knowing the safety on the foundation of understanding the product performance completely. Please read the operation manual carefully and maintain it.

Our company's equipment instruction and print procedure, only provide　those authorized legal holder to use by oneself. It is forbidden to copy and modification, exchange or pass network and other the whole modes outward the boundary release its complete contents and breach any above behavior, all beard burden pertaining to crime responsibility and civil case recompense responsibility.

If contents and the product parameter of this manual have been already changed, we will not notice you.

Our company has no responsibility for technique，edit bug and negligence appeared in this text.

We make a great effort to edit this user manual and detect this product, if you find any miscount prints or false, please tell us .We will appreciate.

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1. Safety Guidance

Safety precautions
Before using the printer, please read the following safety precautions to make sure the safety of using the equipment.

General safety guidelines.
Please read installation instructions before the printer is connected to the power.

● Please turn off the printer immediately for any of the following situations. Please unplug the power cord of machine from the power outlet and call the local dealer:

    Power cord or plug is damaged;

    Liquid run into the printer;

    Appear smoking or unusual flavor on the printer;

    Printer drops or drying system breakdown;

    Printer's built-leakage circuit breakers (ground fault leakage protection) repeat trips;

    The fuse is broken;

    The printer is not running.

● For any of the following situations, please turn off the printer and unplug the power cord of machine from the power outlet.

    Thunderstorm;

    The electricity is off during printing.

Important safety guidelines
● Don't place anything on the printer's platform and be careful not to spill liquid on the printer;
● The types of power source can be used only which is identified on the label of printer. According to different countries and regions, 110V or 220V AC power source may be preferred;
● All devices are connected to a properly grounded outlet to avoid the equipments switching between turning on and off are in the same circuit such as outlet and copier or air conditioning system;
● Avoid using the wall switch or automatic timer control socket;
● Please make sure your computer system is far from potential sources of electromagnetic interference, such as speaker or cordless phones;
● Don't use damaged or frayed power cord;
● If you use additional power cord, remember that the total amperage of equipment which is inserted attached power cord should not exceed the rating amperage of the power source. Besides remember the total amperage of all equipments into the wall should not exceed the rating amperage of wall socket;

Precautions when using the printer

● Don't move the print head by hand when turning on the printer or you may damage the printer;

● Always using the power switch to turn off the printer, when the key is pressed, the power will be

cut off; before the power is cut off, do not unplug the printer plug or data line;

● Please make sure the printer head is in the initial position and make it fixed before moving the printer.

Danger of electric shock

WARN：Drying system uses normal AC power. When using the system, do not put your hand or other objects into it, otherwise it will result in body injury or damage to the object.

◎ There's two power cords on the printer. Please unplug these two power cords before repairing the printer. The printer can only be connected to the grounded AC power outlet.

● To avoid the danger of electric shock, please notice the following:

◎Don't attempt to remove drying or electrical control cabinet；

◎ Don't remove or open any other closed system cover or plug；

◎ Don't put any objects into the printer slot.

Note：Blown fuse in the circuit may indicate failure of electric circuit in system. Please call your local dealer and not attempt to replace the fuse yourself.

Danger of scald

When the printer drying system is running at a high temperature, if you touch it, it may cause burns. To avoid personal injury, please notice the following precautions:

● Don't touch the inside printer drying system's cover. Even its power source is off, the internal surface may still be very hot;

● It should be particularly careful when touching the material drying channel.

Fire disaster

The temperature is high when the printer drying system is running. If the printer's built-leakage circuit breakers (ground fault leakage protection) trip repeatedly, please call your local dealer.

To avoid the danger of fire disaster, please notice the following precautions:

● Please use the power voltage specified on the nameplate;

● To connect the power cord to dedicated circuit and in accordance with the rated parameters of the wall outlet, using the branch circuit breakers protect each circuit.

Do not use a wiring board (inserted row) to connect two power cords;

● Only use the power cord supplied with the printer by allwin. Do not use damaged power cord. Do not use the power cord supplied with other products;

● Do not put any objects into the printer slot;

● Be careful not to spill liquid on the printer;

● Do not use spray containing flammable gases inside or near the printer;

● Do not block or block the opening of the printer;

● Do not attempt to remove drying system or electrical control cabinet;

● Loading the material which can work at the 125 ° C (257 ° F) and the combustion temperature is higher than 250 ° C (482 ° F).

Danger of mechanical

The moving parts of printer may cause personal injury. To avoid personal injury when working near the printer, please notice the following precautions:

● To make sure all clothes and body parts away from moving parts of the printer;

● Do not wear necklaces, bracelets and other hanging objects;

● If your hair is long, please prevent it falling into the printer; ;

● Be careful not to let the sleeves or gloves be entangled by moving parts of the printer;

● Do not touch the gear or move the roll during printing.

Danger of material (medium) overweight

When dealing with heavier substrate rolls, people should be particularly careful to avoid injury:

● It may need several people to carry heavier substrate rolls. People should be very careful to avoid back strain and / or injury;

● Please consider handling equipment by using forklifts, pallet trucks or others;

● Please wear personal protective goods including work boots and gloves when handling heavier substrate rolls.

Ink processing

●Keep the ink bottle on the place out of the reach of children. Don't let children drink or touch the ink bottle;

● If the ink sticks to the skin, please wash with soap and water; If the ink is splashed into eyes, wash eyes immediately with water;

● Do not shake the ink bottle, this will lead to ink leakage;

● The ink bottle need immediately removing, cleaning and drying after a period of time(usually three months); Cleanliness is important when replacing new ink bottle to ensure good printing quality;

● Please process the waste ink according to local laws.

Warnings and Notice

This manual uses the following symbols to ensure correctly using of the printer and to prevent damage. Please follow the instructions marked with these symbols.

Warnings!It may lead to serious personal injury even death if not to comply with the guidelines marked with this symbols.

Cautions！ It may damage the printer if not to comply with the guidelines marked with this symbol.

Notice!It may result in minor personal injury or damage of the product if not to comply with the guidelines marked with this symbol.

2、Installation requirement

2.1 Recommended computer hardware and software configuration

◎CPU：Intel Core Duo 2.50GHZ or above

◎Memory card: 2.00GB or above

◎Motherboard: INTEL G41 or above

◎Operating System: WINDOWS XP/VISTA/7 or above Microsoft operating systems

2.2 Site preparation

◎Customers are required to comply with the installation requirements and implement it for the machine operation;

◎If you don't do this, the machine may not be able to operate.

2.2.1 Working area

Listed below of working area is close to the allwin180 series photo machine (here in after referred to as Machine) area, as shown. Emphasized that users should ensure that the safety of operating staff within this region.

The scope of the working area are the length 4.11meters, width 2.2 meters and height of 2.5meters. allwin 180 series printers (1.8meter width) Dimensions: length 3.11 m, width 0.7 m, height 1.38 m.
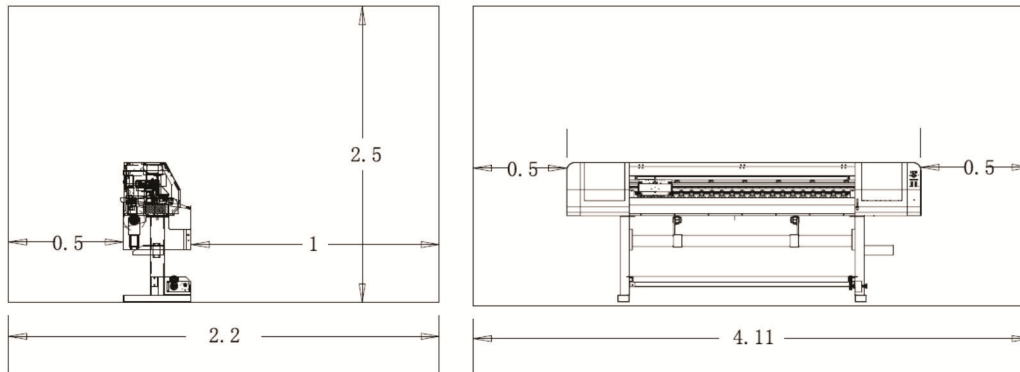
2.2.2 Environmental requirements

Equipment should be away from the joint devices (fabric connected machine), or other radio frequency interference. Floor should be easy cleaning and does not cause dust and static electricity. In order to help operators and customers determining the accuracy of color, the environment should be neutral or gray color decoration and use of light (fluorescent) lighting.

Machine should be installed in a clean, dustless, temperature and relative humidity controlled environment within the following:

Altitude: below 1,000 meters sea level

Temperature: 15-35C

Relative Humidity: 40% -65%

2.2.3 Floor requirements

Ground material in work area should be able to guarantee security system weight evenly dispersed, during the installation process, the system should maintain accurate level to ensure the print head moving correctly, in case of sliding and bending.

Cautions!

Floor in working area must prevent static and dust accumulation, if necessary, laying a clean polished concrete floor tiles before installation, do not make flooring materials like carpet.

2.2.4 Load-bearing requirements

◎Net weight of 200-250KG;

◎Machine largest volume materials is 60KG;

◎Proposed to install the machine in four plate 20cm in diameter, or four 200 x 200mm or more than

8mm thick steel plate.

2.2.5 Requirements for space reservations

The front of equipment means the input side of printing. Equipment requires 1m reservation in front, 0.5m on the back, 0.5 m in the left and right side. Besides, the space reserved also includes the height of 2.5 meters above the ground. In addition, the machine should also leave space for before and after for the loading screen, and supplies.

2.2.6 Safety requirements

◆ Fire preventing

◎Ink and solvent must be packed in special non-combustible liquid storage cabinets or separate

storage room, and must be made clear identity to meet the professional requirements of safety

regulations;

◎ The storage of ink and solvent must strictly abide by local ink storage use and storage of fuel on the

fire safety regulations;

◎ Carbon dioxide and dry powder fire extinguishers should be placed in the obvious channel and easy to take. They should be located in near equipment and non-flammable liquid storage cabinet (room), in accordance with local regulatory requirements.

◆Ventilation

◎To prevent the accumulation of volatile gas causes danger, the place must be well ventilated to ensure the working area air circulating 6 to 8 times per/hour, vents should be low enough to prevent the vapors accumulating on the nearby floor.

◎When the media pass through the dryer, we need an exhaust system to drain away the solvent gas evaporating from the ink.

Note: As the solvent gas is higher proportion than the air, it will accumulate nearby the floor.

The electrical equipment near the working area must conform to GB / T standards, national electrical codes provided on first level second-class venue, which is installed by a corresponding qualified electrical contractor.

cautions！ Hazardous waste disposal requirements should be consistent with relevant specific special storage and handling requirements.

2.2.7 Electrical requirements

◎The machine equips with single-phase power, and requests a good independent grounding cable. Grounding resistance is less than 10 Ohms.

◎Power supply voltage range of DC 220V (± 10%) AC 50Hz or 60Hz .The electrical power line output must be installed by professional staff or contractors.

Circuit breaker ratings are as follows:

Power\Voltage	AV 220V	AV 110V	
Single-phase	10A/phase	20A/phase	

Maximum power consumption is less than 3KW, average power consumption is 1.2 KW. UPS can be 3KW, which can access the computer and the machine power.
The machine equips with a standard 5m cable.

2.2.8 Operator requirements

◆ For machines operators ，please follow the requirement and responsibilities:

◎ Responsible for operation and maintenance of machine

◎ Keep connection with   allwin technical support service

◎ can deal with the problem and keep maintain through telephone;

◎ with experience to Windows and PC；

◎ with technical background to electrical and mechanical;

◎ Capacity of color theory, knowledge of front and post-production printing.

2.2.9 Requirements of installation

◆Installation requires that equipment must be installed in a horizontal place. Leveling the equipment from front to back according to the level after moving the equipment in place.◆It's good for easy maintenance and cooperation in daily operation if installing a telephone nearby operator console.

Warnings!Make sure the equipment connected to grounded cord before electrifying, the ground-to-ground resistance is not more than 10 ohms.

2.3 Check before installation

◎The voltage at working place should be reported to dealer in advance;

◎ The power input jack of machine power is on the left side of equipment back;

◎ The temperature of air-conditioning in room should be sufficient to following temperature (15 - 35 ℃);

◎ Customers should prepare appropriate tool to install the machine in advance: a forklift over 1-ton or a crane over 1-ton. Customers must notify allwin company all tools used, otherwise the resulting delay will be charged;

◎ In the absence of engineers, the customer can't open the boxes. Any damage to boxes should be photographed before the engineer arrives and immediately report to the dealer;

◎ Customers must finish all preparation and cleaning work before the engineer arrives because dust may cause some damage to the machine;

◎ Customers should prepare other necessary device such as Apple Computer and Photoshop, Freehand, Illustrator etc. software that Apple Computer uses and 100M computer network;

◎ During the installation, there're at least two skilled computer operators next to the machine. It's

better if they have printing experience;

◎ Customers should be trained before starting production alone if their operators are lack of enough experience;

◎ The ink takes long time from order to delivery, in order not to affect the production, customer should place orders in advance;

◎ To minimize downtime, the manufacturer has chosen to provide some spare parts and advise clients to buy some spare parts. If these parts have been used, please order from Kanger immediately to make sure no shortage;

◎ Please note shipping boxes labeled "left"⌉ and "after" message in handling;

◎Please read engineer's installation and checking file carefully. Each on the form must be labeled "Yes". And fax it to the dealer's customer service maintenance center before the installation.

2.4 Shipment, unpacking and inspection

2.4.1 Shipment

◎When loading, please notice the signs on the surface of wooden box :Handle with care, Don't stack heavy objects on it and pay attention of rains.

◎ smoothly during transportation without brakes sharp turns etc. which will result in the beating and rollover of wooden box.

2.4.2 unpacking

◎ If the box has been damaged before opening, took photos, and immediately offered treatment scheme, report to allwin company.
◎ Demolition cover wooden box.
◎ Dismantling the big bolts around the wooden cases, removable around plank.
◎Move out of the machine and inventory random items.

2.4.3 Inspection

◎ When the engineer is present, count the parts sending with the machine.

◎ after counting , the customers sign in the list and installed engineer take it back. If there are omissions, please indicate in the list, allwin company will fill up immediately.

## 3 Epson machine main parts pictures and Epson machine part picture

3.1 Epson machine main parts pictures
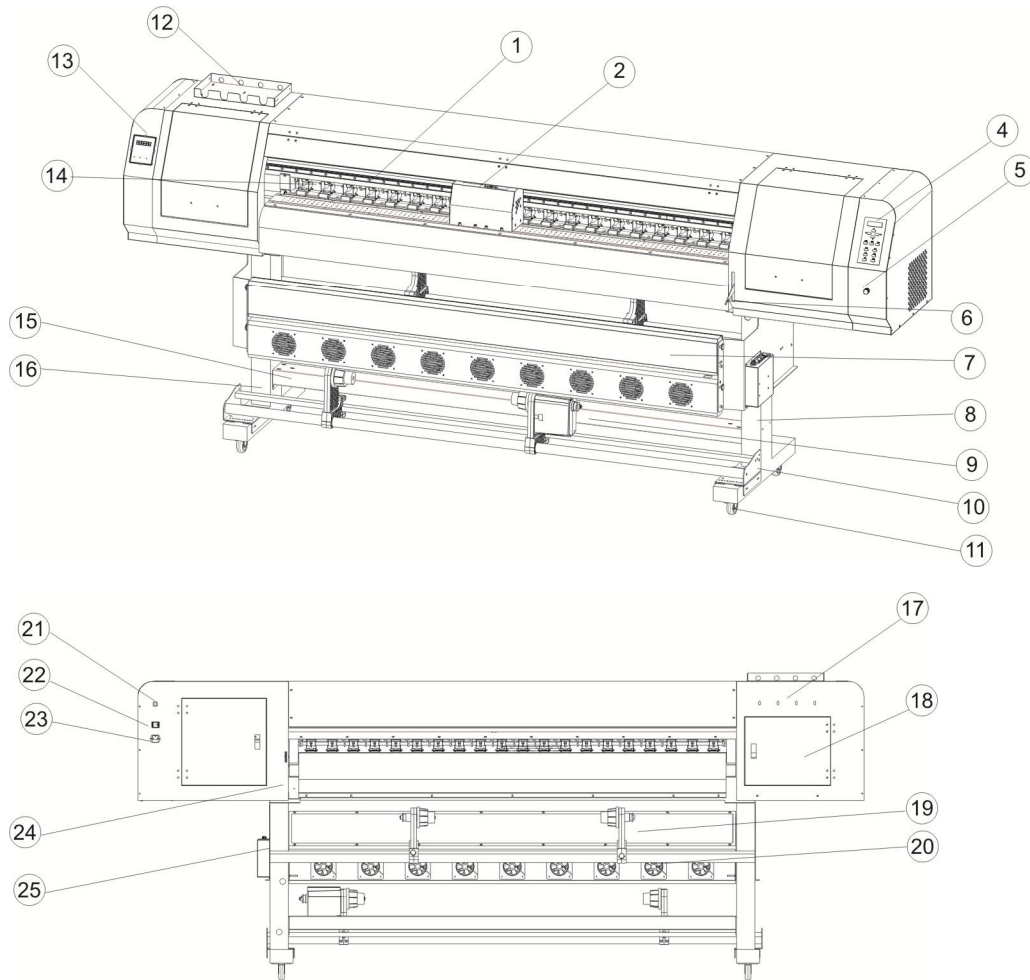
1 raster rule	10 take up adjust (torque)	19 right feeding shelf
2 guided rail	11 trundle	20 feeding support beam
3 carriage	12 ink tank frame	21 USB connector
4 LCD control panel	13 heating control panel	22 power connector
5 Platform suction wind regulator	14 pinch roller	23 power main switch
6Former compaction mechanism (roller) handle	15 take up media shelf	24rear banner for tension machine

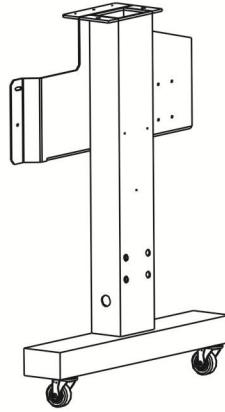| 7infrared heating dry system	16 left pillar	25 left feeding shelf
8 right pillar	17ink tube penetrate trough （penetration tube）	
9 take up system	18 Y axle motor belt adjusting	

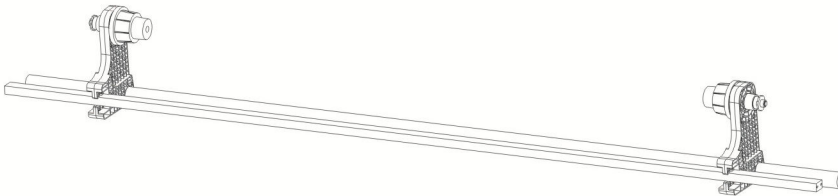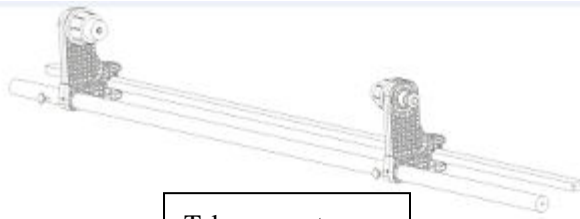## 3.2 Epson machine Parts picture
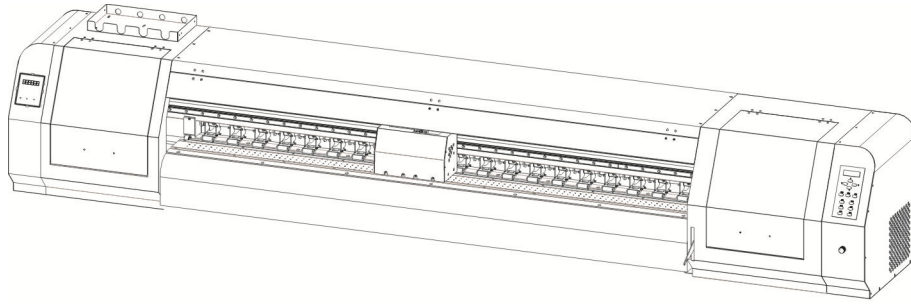
Main body
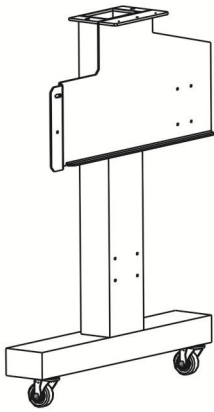
Left support

Right support

Feeding system

Take up system

User manual

Power cable

Software CD

9pcs M5 screw for media collection installation

22pcs M6 screw for body and two beams installation
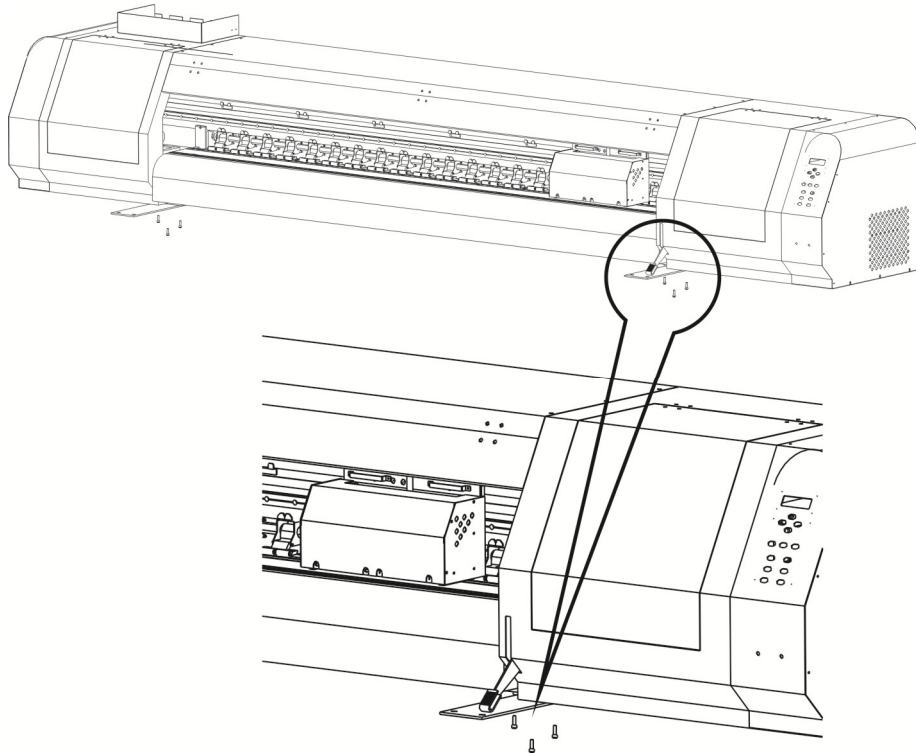
4 Install the machine

4.1 Install machine body and machine legs

warnings！ ▲

Machines, including the total weight of packing cases are 300KG above. For safety's sake, six persons are needed for assembling.

▲ Avoid machine its body felling down and hitting the foot and arms.

(1) unloading

Remove the machine body together with the fixing iron board from the box base

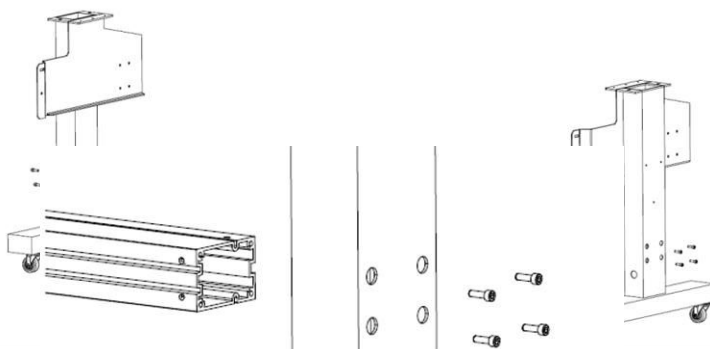Discharge the fixing iron board from the machine body

Unfix 3 fixing screws.

（2）Take out the machine legs

Take the machine legs out and put the feeding supporting board to inner side, as picture shows, the supporting board of left leg faces right that of right leg faces left
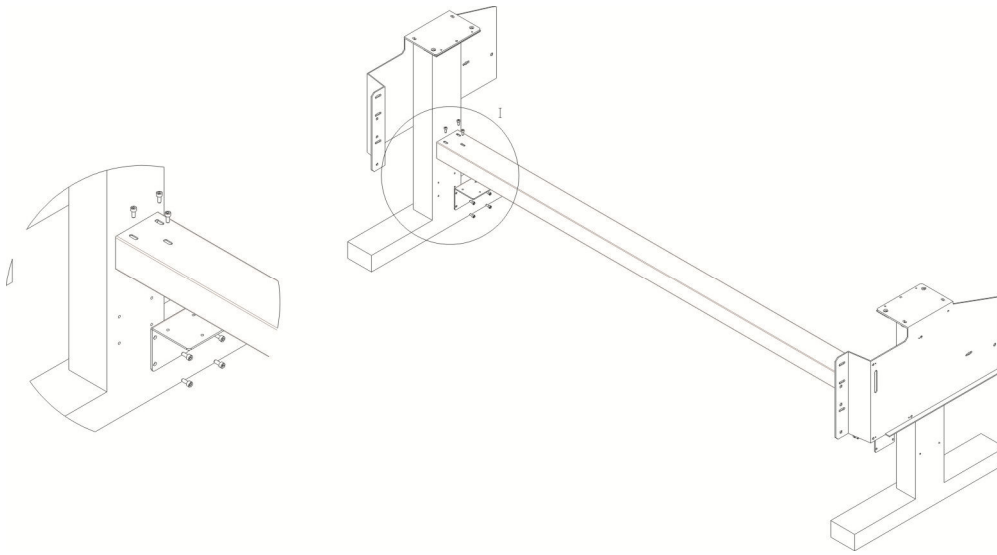

Left leg
左脚架

Right leg
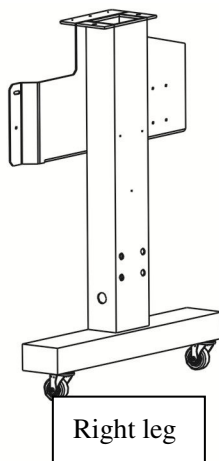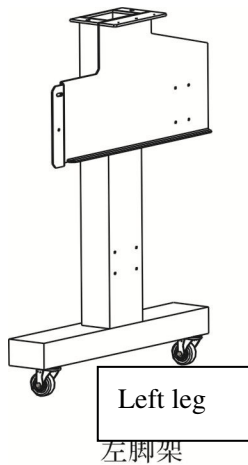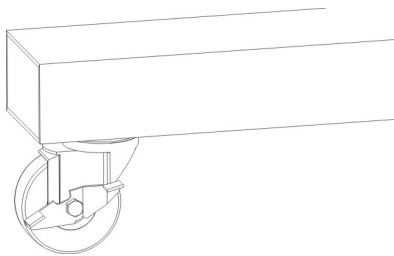
（3）Install the beam

As picture shows, install

the screw on both legs,
then the beam will be fixed.

（4）Lock the rollers

As the right picture said, put down the lock of the Rollers to make sure it is locked.

（5）Install the main body

（6）place the leg frame and fix screw

Lift the main body onto the legs and fix it with screws then use the screw to fix the legs and main body together
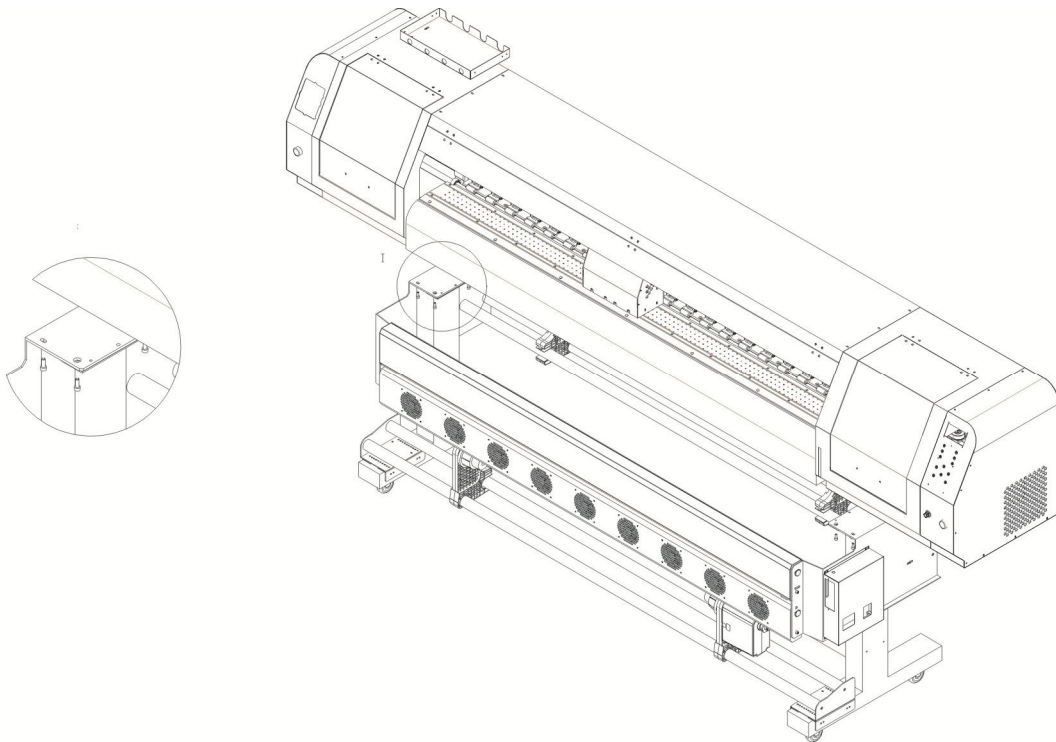
Warnings！ As the machine is overweight, it is dangerous when the machine fell down. Avoid the

machine out of hand.

4.2 Install the media collecting/feeding system

◆ Install media feeding system

（1）Install media feeding right/left support bracket
Put the left and right frame penetrate the beam and then lock the screw.
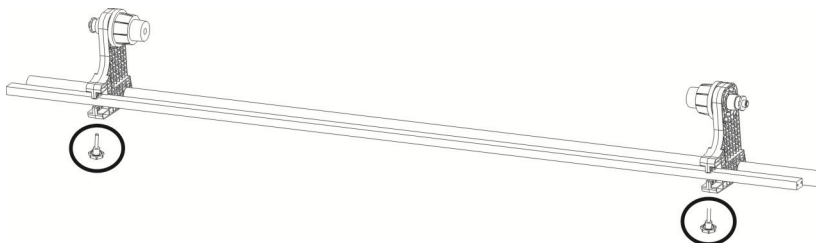
（2）install support beam

Install the beam on the left and right frame and fix the screw.
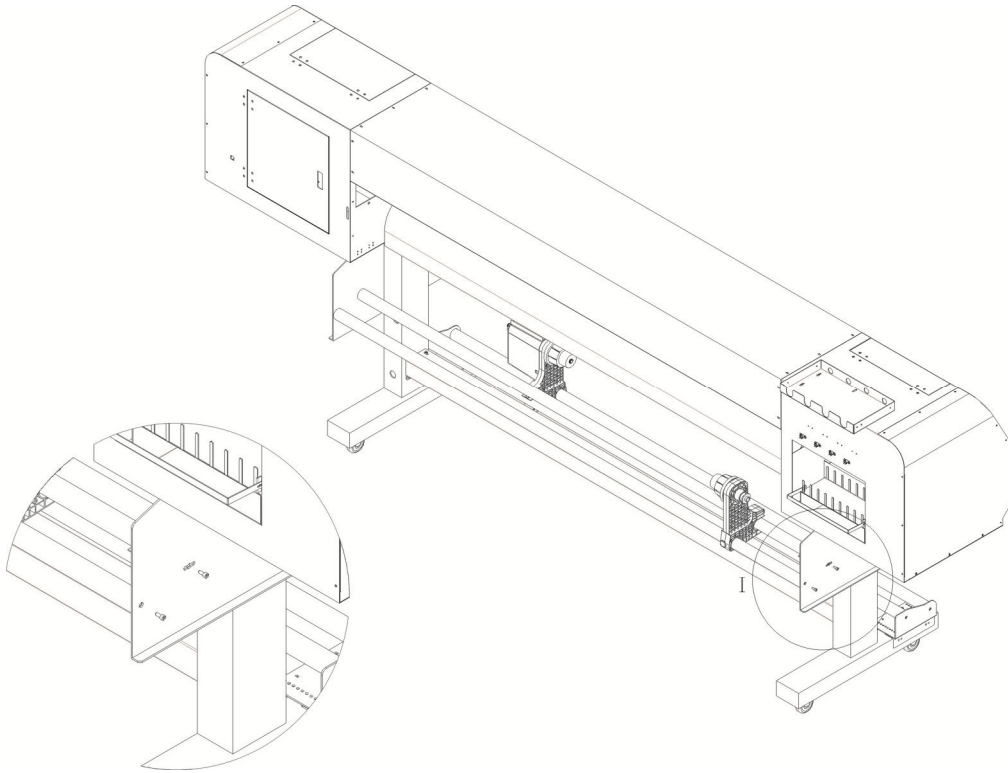
4.3 Install drying fan

Fix the drying fan on the left and right bracket, tighten the screws, then screw on the locking bolts.
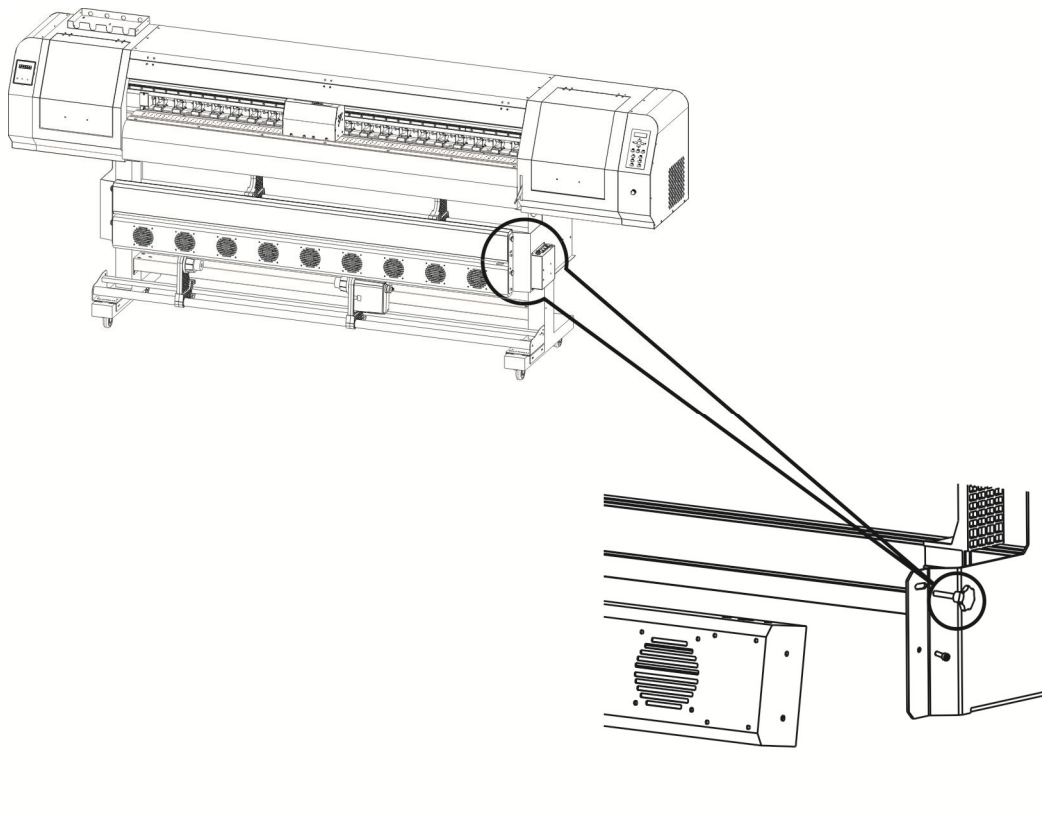
To adjust the drying fan position, first loosen the bolts on both sides and then sliding the drying device to the destined location, tighten the bolts on both sides

4.4 Ink tank installation
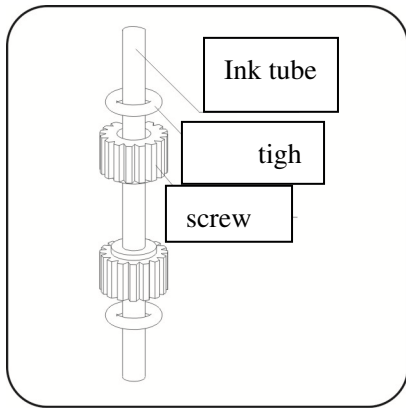
① Connect ink tube and tightness

Ink tube

tigh

screw
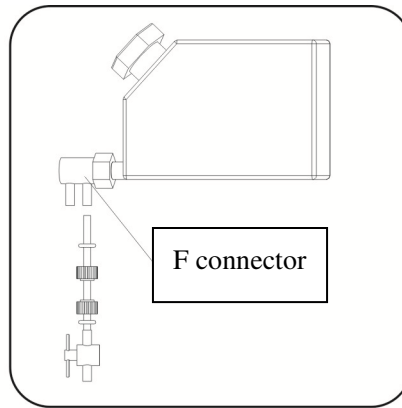
② One end connect F connector

F connector
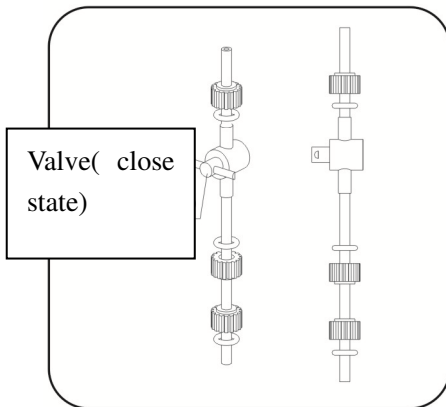
③ The other end connect the valve(valve closed)

Valve(close state)
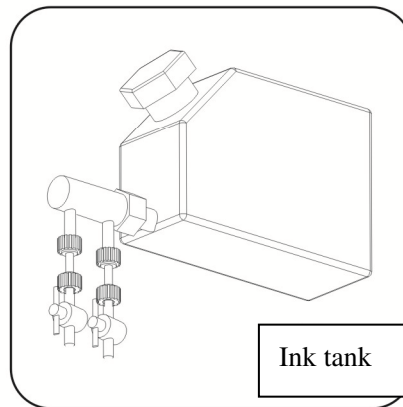
④ After connecting damper and printhead then open valve

Ink tank

★ Note:when the device not use for along time or exchange tightness ring, please close the valve.

4.5 Install the ground wire

（1）Bury an iron bar

Bury a 1m-1.5m iron bar (diameter 1CM-2CM) into moist soil.

1-1.5 M
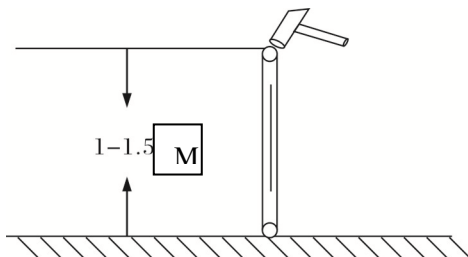
Note！ Please confirm whether the iron bar is buried near the transformer or other national power / communication cables or facilities, the iron bar should be away from these facilities

（2）Irrigate salt water

Take 500g salt and 1000g water to mix and then pour the salt water to the iron bar.

salt

注意！ △The salt must dissolve into water completely.

△ In order to ground wire' electrical conductivity please Pour the iron bar with salt water once a month.

（3）connecting the wire

Get a wire more than 2 flat, weld the wire to the iron bar with electric welding torch (uneasy to fall off) .Please connect the other end of ground signs on the machine screws at the nail. If you do not find the mark on the machine, connect to the exposed parts of the machine (the parts without painting, such as castor and public wiring board ground)

（4）Measurement of ground resistance

When the machine power on, measure the machine phase and the zero line with electric pen (methods of measurement refer to relative literature)

Then turn off the machine, make the MultiMate to the smallest gear resistance, measure the resistance between the ground and the zero line, resistance should be less than 10 ohms

5. **How to use**

5.1 How to use—basic

5.1.1 How to connect USB cable

Detailed description below the USB cable, how to connect and switch machine note.

Note！ Detailed description below the USB cable, how to connect and switch
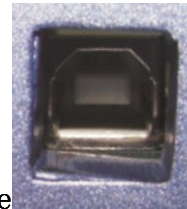
machine note

To connect computer and machine with USB cable

Note！ USB connector must over 2.0.

5.1.2　How to connect power cable

Connect the power cable to the outlet with following specifications ：

◎Voltage: AC 220 V ± 10%

◎　Frequency: 50 Hz ± 1 Hz
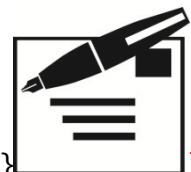
◎　Power: 8 amps (1500 watts above) {S Series 10 amp (2000 watts above)}　　Note！

Before connecting or disconnecting power cable, machine power must be off.

（1）　As following picture，connect power cable：

(1) As following picture，As shown by adjusting the position switch for power on and off

▲ Power on：push-up the switch,power can be connected

◎ Before starting the machine please confirm the ground wire wether connected.

◎When first connected the power supply, (USB cable has been connected already) the computer will promptly find new hardware,

▲power off：push-down the switch,power will cut off

Ensure that print head is capped well before turning off the machine.

5.1.3 How to add ink.

Following method is about how to add ink for bottle ink and box ink.

Bottle ink adding ink

Twist the bottle lid，take off the membrane then pour into the ink tank.

Boxed ink adding ink

Take out the boxed ink then cut a small hole then pout into the ink tan.

Note！ Before adding boxed ink,please confirm the volume(generally is 1000ML) the volume

of the machine is 1500ML,as for the boxed ink uneasy to stock so please add all of the boxed ink just once.

5.1.4 How to install media

The media can be installed with "roll media" and "single page media."

Install roll media

Roll media please use the special paper apply to the machine, (more details
please check5-1-6)

Note！

△Roll media is heavy, please be careful not to fall off to the foot.

△ Before installing the roll media, first check the height of the carriage.

△please confirm the printing side of the media.

(1) Uplift the pinch roller handle

The left part (facing the back of the

（2）   Machine) of the support frame will be moved to the left and tighten the mounting bolts the right support frame will be moved to the right end (no need to fix)
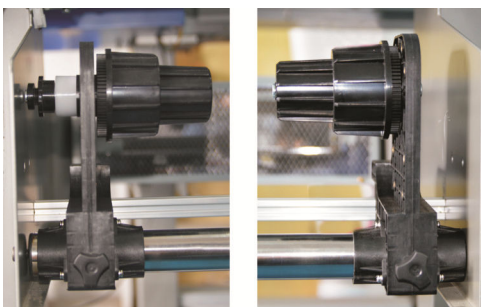
（3）

Insert the media roll tube into the left supporting frame
First make sure that the printing surface is in right side, then insert the media roll tube into supporting frame until it can not move, the roll media tube diameter is 2.5 inch and 3.5 inch two kind, please insert the matching diameter of tube into the support frame (front and rear side of support frame.)
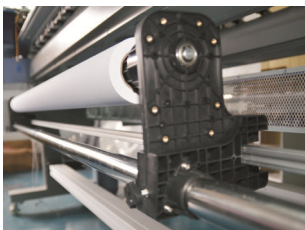
（4）Move the right side of the support frame to meet the other end of the media tube and fix.
Insert the support frame into the media tube the other end until it can not move, and then tighten the mounting bolts
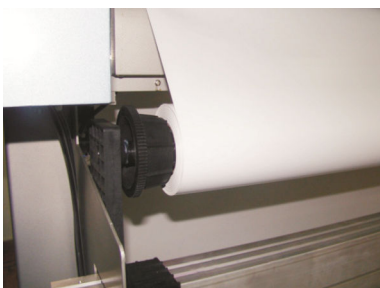
（5） Draw out 50-60CM of the media from the rear machine.
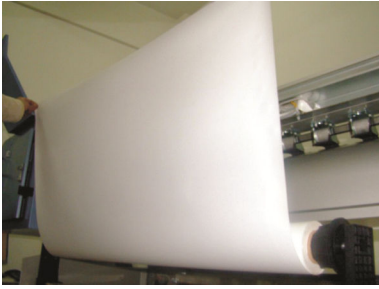
（6） To pull out of the media, insert from gap between the print platform and pinch roller, pull the paper from the front of the machine.
Take both ends of the material to make it evenly leveled and straightened)

(7)compact pinch roller：depress pinch roller handle.

(8)Cover the media edge with presser（press sheet）
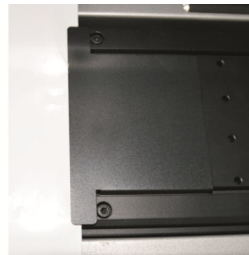
5.1.5　About viable media

The following will introduce the media's type and protection method.

可 viable media: viable media is roller media and single sheet paper.

◆**Type:**

ECO machine can use:all kinds of banner, all kinds of solvent photo paper,silk mourns ensign cloth,solvent art cloth,all kinds of fiberglass cloth,all kinds of solvent one-way vision, all kinds of coating film,all kinds of solvent painting cloth,all kinds of solvent PVC sheet,all kinds of solvent pp and so on.

Water base machine can use：all kinds of water base PP，water base painting cloth, water base PVC lamp sheet,water base film, water base one-way vision, water base photo paper and so on.

◆viable media″ size

The size of the media in different machine with some difference，more details please follow the form as following:

	Media size	E180/E180S	E320S
Roller media	Maximum width	1900mm	3300mm
	Minimum width	210mm	210mm
	Maximum printing width	1890mm	3290mm
	Roller paper size	Diameter under 250mm	No limit
	Roller's weight	Under 60KG	Under 200KG
	Paper tube diameter	2inch or 3 inch	No limit
single sheet paper	Maximum width	1900mm	3300mm
	Minimum width	210mm	210mm
	Maximum printing	2890mm	3290mm

	width		

Note！

△please use special media

Please use special media,when happens faults by using other media, our company disclaim any responsibility.

△Thickness of the media

When install the media with different thickness, it must adjust the height of the carriage or will broke the carriage and print head.

△stretch and shrink of media

When open the packed media, please don't use immediately because the temperature and moisture of the room will lead to stretch and shrink,after opening the media for half an hour then use.

△curl media

Please don't use curl or distortion media or will harm the print head. When need to keep with curl, please let coating level outside.

△Other notice

On the face of the coating level, please don't place any thing,when take out the media,please ware groves not touch with the coating level.some coating level touched other things won't print and some media can't check correctly.

5.1.6 How to take down the media

(1) lift up the pinch roller   (2)rolling back media
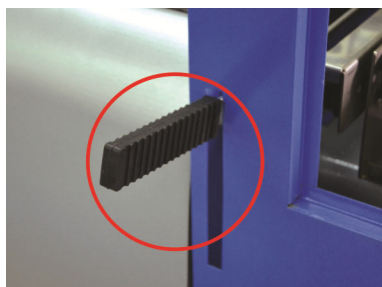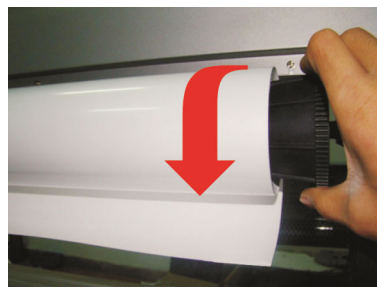
5.1.7 How to use media pressure edge slice

You can pull the media pressure edge slice on the media edge to prevent the media hogback. As picture, do not pull all the media pressure edge slice on the paper, if the paper runs slanting will damage the print head. The right way is pull the 1/2 media pressure edge slice on the media edge.

5.1.8 How to use the platform suction

To adapt to different thickness of the media, it needs to adjust the Levels of platform suction, with heavy media, it should adjust Large platform suction; with light media, the suction should be adjusted to a small level.
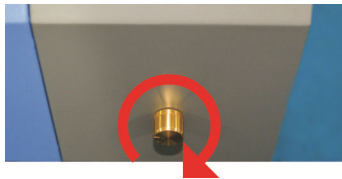
△Rotating clockwise, the suction power will go up
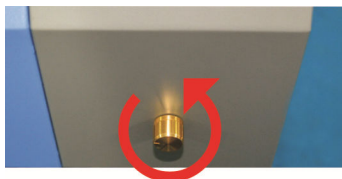
Turn the button counterclockwise until it stops,
heard a clicking sound then it is shut off.

5.1.9 How to use heating on print platform

There are three platforms: front heating, bed heating, rear heating which are controlled heating panel. As shown:
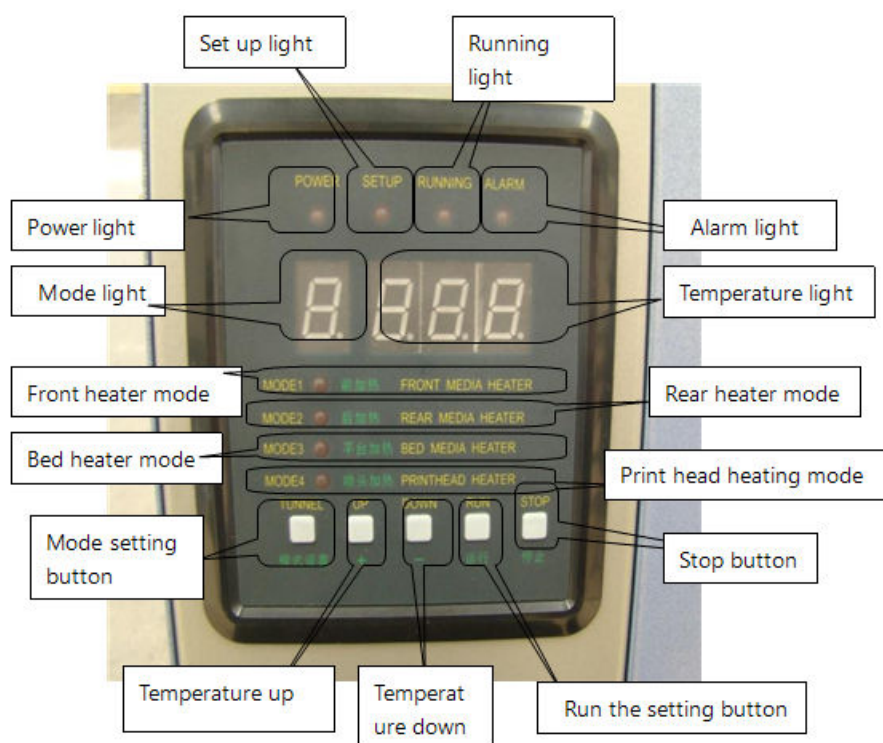
▲ power light

When power on, the indicator light on, if off, the board has no power to work.

▲ Set indicator light

When this indicator light on indicate it enter into setting model and press the setting button once then can enter into setting model.

▲ Running light

The indicator light is on when the platform is under work (heating), if the light is off, the current platform does not work, or the temperature has reached the set temperature.

▲ Alarm light

Light is on when there is problem in current platform heating, the lack of temperature sensors.

▲ Model light

Displays the current mode, including the working and setting state. There are four heating modes on the heating control panel: front heater, bed heater, rear heater and print head heater. Mode light under working will continue to display four different modes (1.2.3.4) Press mode button into the setting state, press the mode button to change the mode channels.

▲ Temperature light

In the working state it displays the current temperature, in the setting state, it shows the set temperature.

▲ **Front heating mode**

The heating for front printing platform, the light indicates the current mode under working and shows front heater temperature.

▲ **Rear heating mode**

The heating for rear printing platform, the light indicates the current mode under working and shows rear heater temperature.

▲**Middle heating mode**

The heating for bed printing platform, the light indicates the current mode under working and shows bed heater temperature.

▲**Print head heater mode**

Heating for print head, the heating for print head, the light
indicates the current mode under working and shows print head heater temperature
(This mode is reserved mode, the machine is no such mode of heating device, so when the
mode indicator displays the mode, the alarm indicator will light)

▲**Mode button**

Press this button once to enter setting mode, setting light will be on, mode
indicator will show a pattern, press the mode button will switch to the next mode. The
temperature indicator displays the set temperature.

▲**Run button**

Enter setting mode, when the setting is finished, click this button to exit the
setting mode. When a certain mode is stopped, enter the setting mode. Press the button to resume
working.

▲**Stop button**

Enter setting mode, if you want to stop the heating of a particular mode,
switch to the corresponding mode, press this button to stop the work of the heating mode
and exit setting mode.

Setting case：

（1）Set the temperature at 35℃ the heating platform.

（2）turn off front heating

（3）Open the front heating system at the temperature 40℃, then set rear heating the temperature at

45℃

① Mode setting→change the heating mode to the middle platform→press the up/down button to set

the temperature at 35℃→ press the run button to exit the setting mode

② Mode setting→change the heating mode to the front platform→press the stop button to stop the
front platform heating and exit the setting mode

③ Mode setting→ change the heating mode to the before platform→press the up/down button to set

the temperature on 40℃→press the run button to exit the setting mode-→press the mode setting to the before heating mode→press the up/down button to set 45℃→press the run button to exit the setting mode

Note!

1.Enter the setting mode can only set one heating mode each time, can not set several heating modes in one time. If you need to set multiple modes of heating, such as case 3, respectively enter the setting mode twice to set.

2. Recommended temperatures front heater 40 degrees C; bed heater 38 degrees C; rear heater 45 degrees C. However, if the material is thick, it should appropriately raise the set temperature

5.2 How to use- printing

5.2.1 How to move forward/back media and set printing original position

◆ Move forward media:

◆ move backward:

Set printing original position

There two method to set printing original position:

1. set printing original position with LCD panel

please connect the machine and let the machine state standby interface.If not in

standby, please press left button ◄ ⬤ exit all menu back to standby interface.

press ◄ | origin | ⬤ button, move the carriage to printing original position destination，
原 点

then press ⬤ button is OK.

2.Set printing original position with manage software.

Measure the distance from left end to right end of the printing platform.
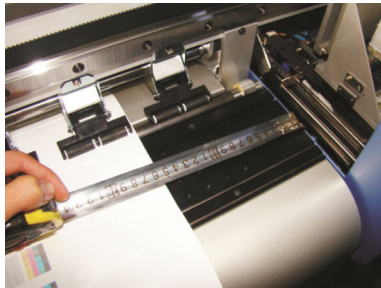
Get the data fill into origin X of the software, unit is mm.

5.2.2 How to print a test strip state, check the print head.

Print head test is to test whether the nozzle at its best state. Normally two ways to print the test pattern:

（1）Print with LCD panel

EPSON Dx5 machine adjusting steps in embedded menu　　　LCD panel

ready	
Media width	90.4
Origin point	0.00
quality	Feather:off

menu

certain
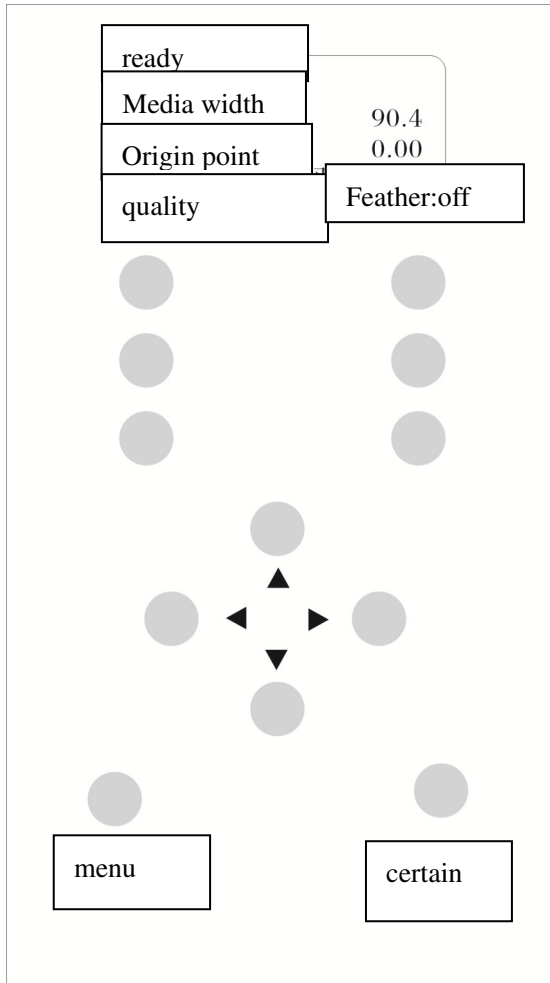
2) Printing with print manage software

After setting the media and printing position,click button

Check nozzle

6 Pass
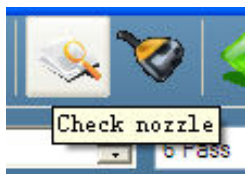
choose"print head state" to test the print head state

Loose line seriously

5.2.3 How to clean print head and manual cleaning
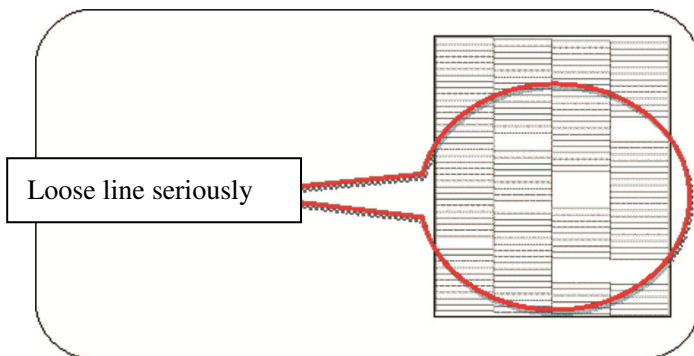
◆ Print head clean automatically:

Nozzle checking

clean the print head--clean model--print head1 ； print head2；print head1and 2

    --strong ; middle; weak; fill

    --Auto Cleaning--switch for Auto spray

       --PASS number

       --Cleaning System --strong; middle; weak; fill

    --shortcut--strong middle weak fill

    --Auto spray--switch for Auto spray；spray interval

Print head auto-cleaning:

Auto-cleaning including :weak cleaning; strong cleaning; suck cleaning.

Print head manual-cleaning:

When all cleaning doesn't work, please have a try to use manual cleaning. (1)Find the connection between ink Pad and ink pump pipes, and pull out The connection, then connected the Injector and ink pad. Make the carriage.Back to original place and stand by Mode；

(2) suck the ink with injector, suck 15-20ML is OK;
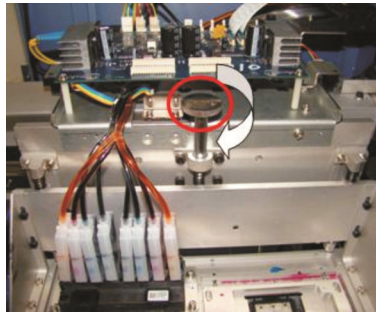
(3)take out the connector between injector and capping then reconnect again,which cleans once.


5.2.4 How to adjust the height of the carriage

In order to adapt to the different thickness' media, it needs to adjust the height according to the thickness of the media.

Note：the height can adjust 0mm-5mm，we suggest the height between print head's surface and media is 1-2mm.

Increase the height
It can increase the jet car's height by
turning the sleeve nut clockwise
(the greater distance from material)
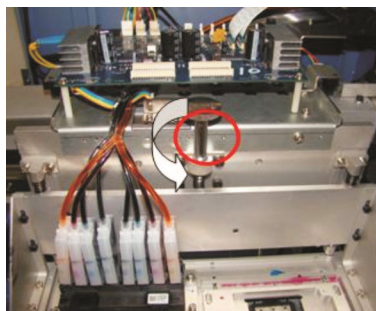
Reduce the height
It can reduce the jet car's height
by turning the sleeve nut counter
clockwise.(the less distance from
material

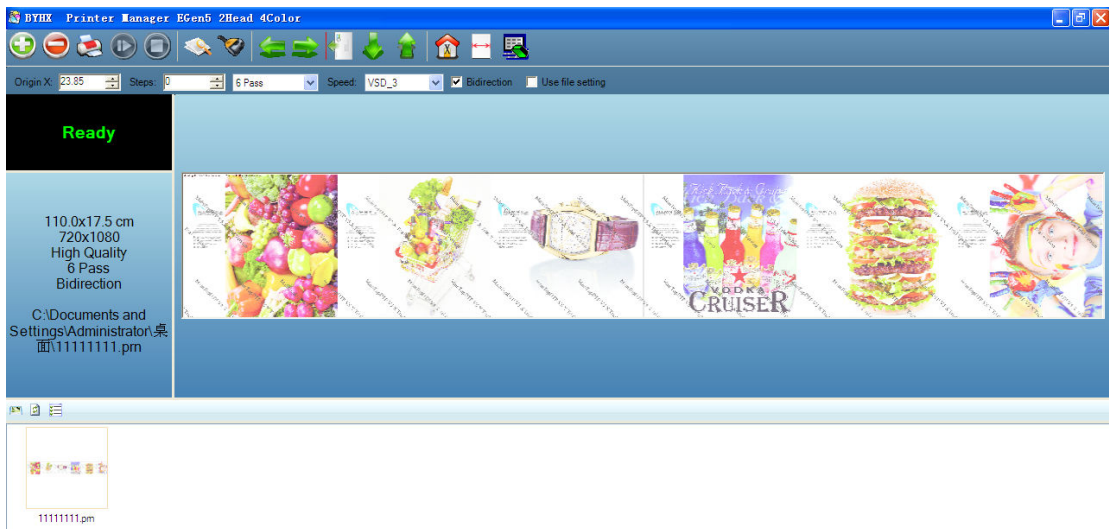## 5.2.5 How to start printing / Pause and Terminate

◆Start Printing:

（1）Open the file need to be printed

Start the software, select the Open button to Select the file

Also it can choose the file in the printing job list in the right column, and then click the mouse Right
button to refresh

（2）Set the printing parameters

Set printing's property,in the parameter of the software to set white edge、printing speed、print model(uni-direction or bi-direction)、whether need color bar.

（3）Job property setting

Select the printing job in preview column, Right-click mouse and pop-up menu in the Print Properties will pop up the dialog box task.
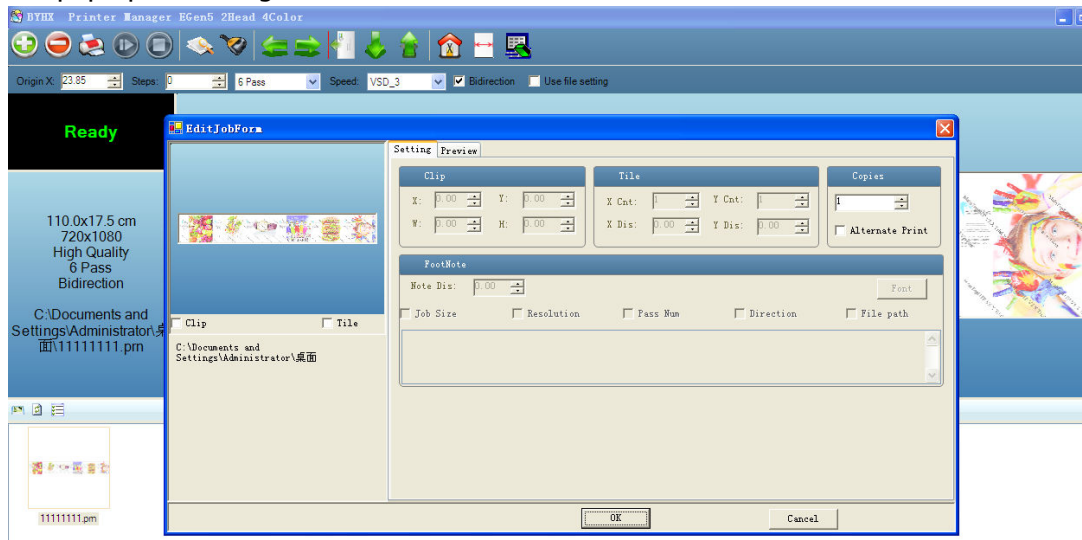
Set up the job properties, job properties including print PASS. The number of copies, regional print, print ink and other settings. More details please read 6.2.6 section.

（4）Start printing

After confirming the job properties, click "OK "to start printing

◆ Pause Printing：

Pause the print can be controlled through the LCD control panel and software control.

During printing, press once pause/continue button then can stop printing, press again this button will print again.

5.2.6 About printing model

Following will introduce pass number correspond to different printing model and production capacity per hour and recommend printing model.

Printing model can be used.

allwin E180s(Eco-solvent) Double heads printing mode list
(Single head reduce the output 45%)

VSDmode	Print mode	description	PASS number	output/H	Recommended media
1	360*1080	Fine Draft (Normal fast mode)	3PASS	42 ㎡/H	Outside lighting banner / PP Paper (mixing pictures)
	360*1080	Fine Fast (Normal fast mode)	6PASS	21 ㎡/H	Outside lighting banner/PP paper / Vinyl / photo / art fabric (solid color picture)
	720*360	Fine Draft (Normal fast mode)	2PASS	64 ㎡/H	Outside lighting banner / PP Paper (mixing pictures)
	720*1440	Fine Fast (Normal fast mode)	8PASS	16 ㎡/H	Outside lighting banner/PP paper
	720*1440	Super High Quality (For special media)	16PASS	8 ㎡/H	The lamp lighting slides / film / velum / and other special materials
3	720*1440	Fine Fast (Normal fast mode))	8PASS	16 ㎡/H	Outside lighting banner/PP paper
	720*1440	Super High Quality (For special media)	16PASS	8 ㎡/H	The lamp lighting slides / film / velum / and other special materials
	720*720	Fine Draft (Normal fast mode)	4PASS	32 ㎡/H	Outside lighting banner/PP paper / Vinyl / photo / art fabric (solid color picture)
	720*720	Fine Fast	8PASS	16 ㎡/H	Outside lighting

		(Normal fast mode))			banner/PP paper
	720*720	Super High Quality (For special media)	16PASS	8 ㎡/H	The lamp lighting slides / film / velum / and other special materials
	720*1080	Fine Draft (Normal fast mode)式)	6PASS	21 ㎡/H	Outside lighting banner/PP paper / Vinyl / photo / art fabric (solid color picture)
	360*1080	Fine Draft (Normal fast mode)	3PASS	42 ㎡/H	Outside lighting banner/PP paper / Vinyl / photo / art fabric (solid color picture)
	720*360	Fine Draft (Normal fast mode)	2PASS	64 ㎡/H	Outside lighting banner / PP Paper (mixing pictures)
4	720*1440	Fine Draft (Normal fast mode)式)	8PASS	16 ㎡/H	Outside lighting banner / PP Paper
	720*1440	Super High Quality (For special media)	16PASS	8 ㎡/H	The lamp lighting slides / film / velum / and other special materials

5.2.7 How to roll the painting.

（1） Please use three sticky notes (car stickers or PP gum) stick the screen to the left, center and right on the roll when the printing screen is sent to material roll.

（2）According to the tension of material to adjust the torque and speed of roll (see next section for specific details.
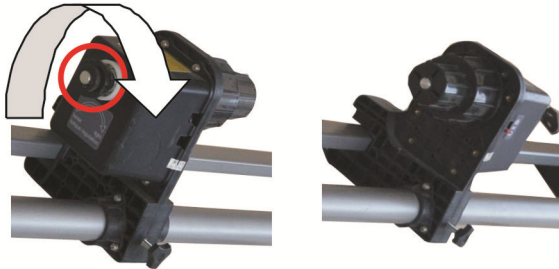
5.2.8 How to adjust media collection

In the roller media, it sets speed adjusting and torsion adjusting; when the media is more thick and it's not easy to tension then it should increase torsion; when the speed is fast then it should increase roll media's speed.

Torsion adjusting

Reduce torsion：

Increase torsion：（clockwise direction）

Note！

△Torsion is too small,when the media rolling it's easy to go partial;

△Torsion is too big，it will influence printing quality.

5.2.9 How to use drying equipment

Drying equipment including infrared heating lamp and fan, the fuse make

overload protection.

Warn！

●please don't let the children close to the machine when it works or please don't take out the fuse blocks.

●when drying equipment work, please don't let your hand in the gap between the drying apparatus otherwise will burn your hand.
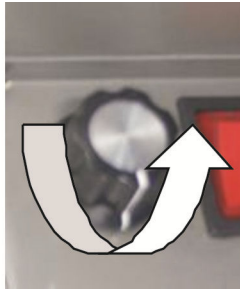

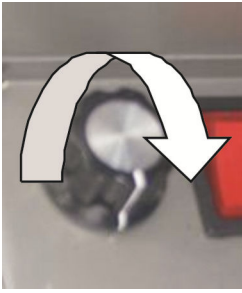**Note！** The biggest power of drying equipment is 800W，please offer the correspond power supply.

(1) connect power line

(2) open switch，put the switch on

(3) Adjust the infrared heating power;to change the power through knob;Clockwise to increase; anticlockwise to decrease.
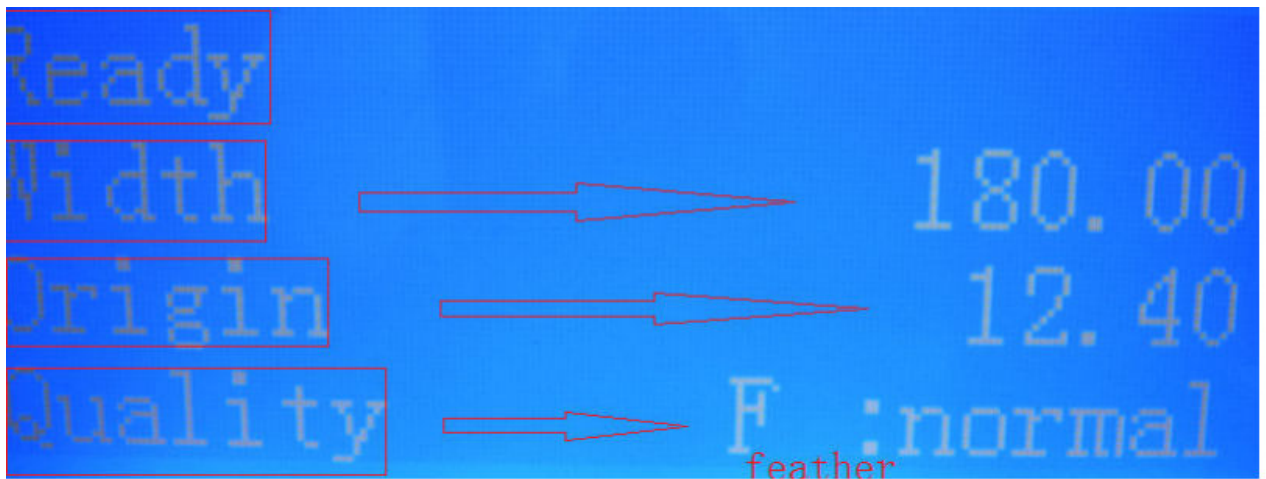
Warn！

If need to change fuse please ask professional person to change.

If change it by yourself, please take out the power plug of drying equipment first.

5.2.10 How to protect printhead

Protection method of water base machine is different from solvent machine,more details will introduce as following.

When   LCD   control   panel   standby, press◀ left button put carriage out of the capping, pour into some cleaner with

origin

syringe then press original point   will be ok。

Note！

This protection method just limit to protect the printhead when every off duty, if the machine don't be used for a long time(over 2 days), the protection method please follow as the 7-7 section.

5.3 How to use LCD control panel

5.3.1Control panel composition

PRINT QUALITY

CLEANING
shortcut key (clean)

measure

CANCEL

PAUSE /continue

BASE POINT

set origin

up

left   right

down

MENU   ENTER
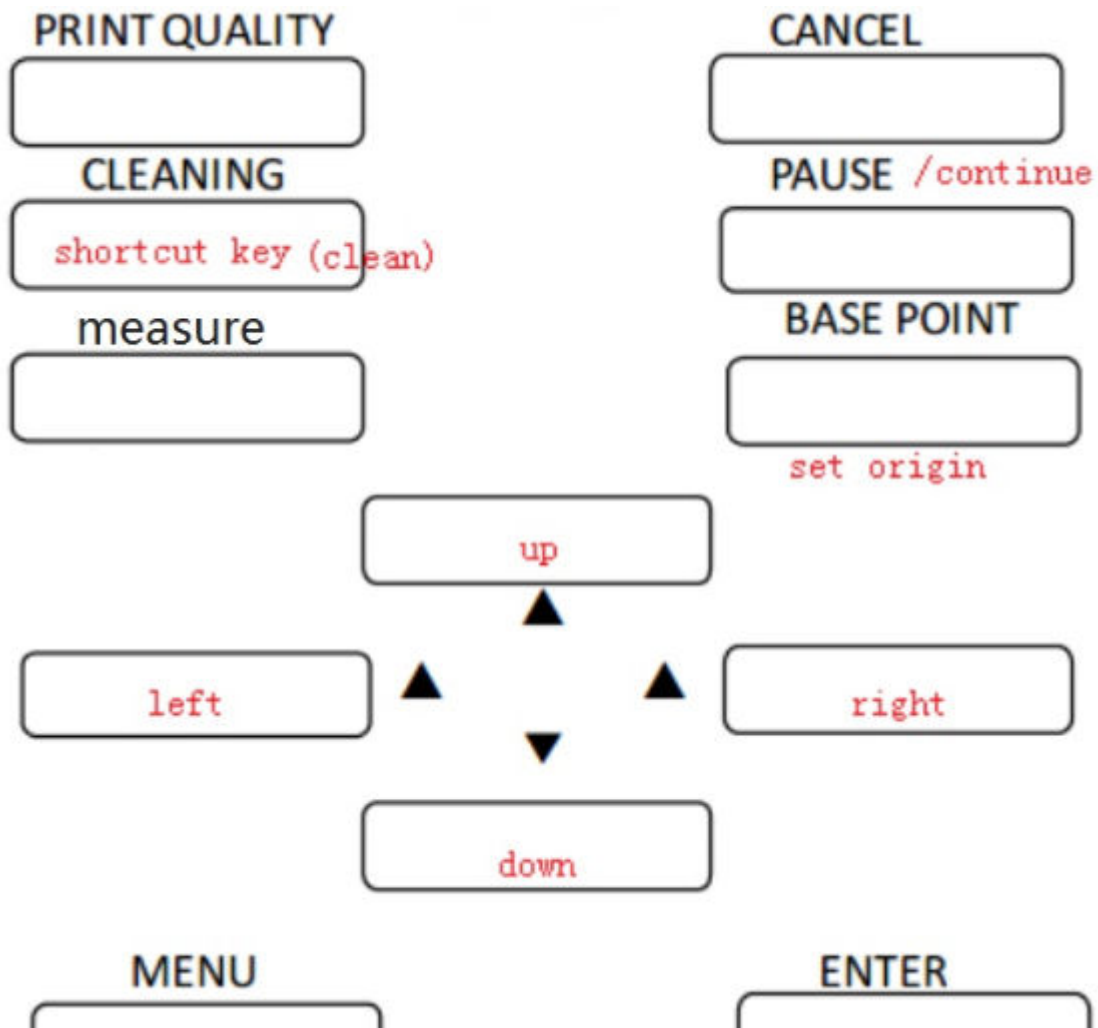
5.3.2 Button use introduction

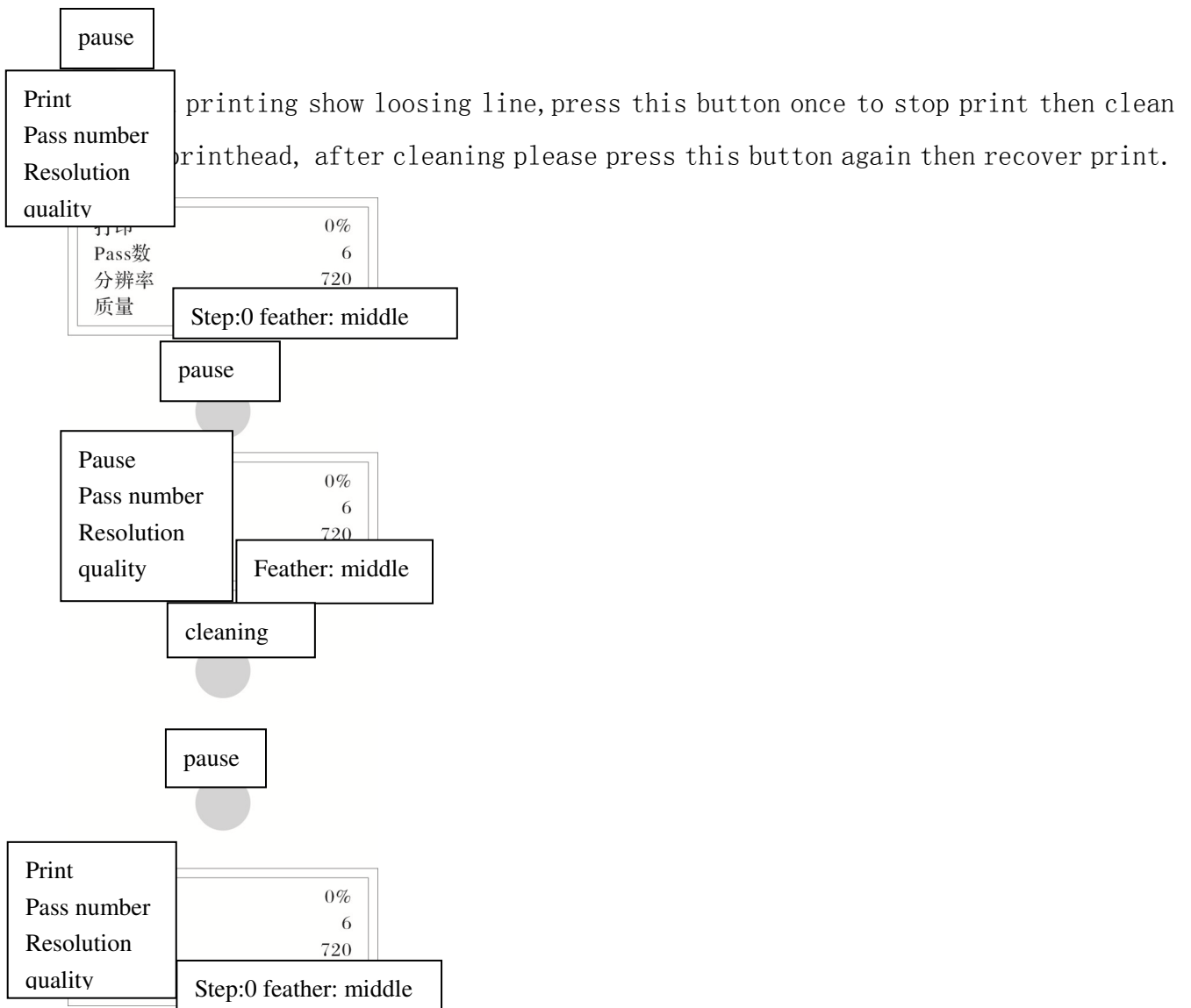◀ ● ● ▶ press this button for a long time can control the carriage moving, when the carriage get to destination then loosen button.

The carriage stops immediately;when entered into menu that come back and inter into menu.

▲ ● ● ▼ media fall back and forward; when entered into menu that is to choose up and down menu.

pause

| Print |
| Pass number |
| Resolution |
| quality |

printing show loosing line,press this button once to stop print then clean printhead, after cleaning please press this button again then recover print.

打印	0%
Pass数	6
分辨率	720
质量	

Step:0 feather: middle

pause

| Pause |
| Pass number |
| Resolution |
| quality |

| 0% |
| 6 |
| 720 |

Feather: middle

cleaning

pause

| Print |
| Pass number |
| Resolution |
| quality |

| 0% |
| 6 |
| 720 |

Step:0 feather: middle

cancel

cancel current printing， during printing press once cancel button will cancel
current printing and come back standby menu.

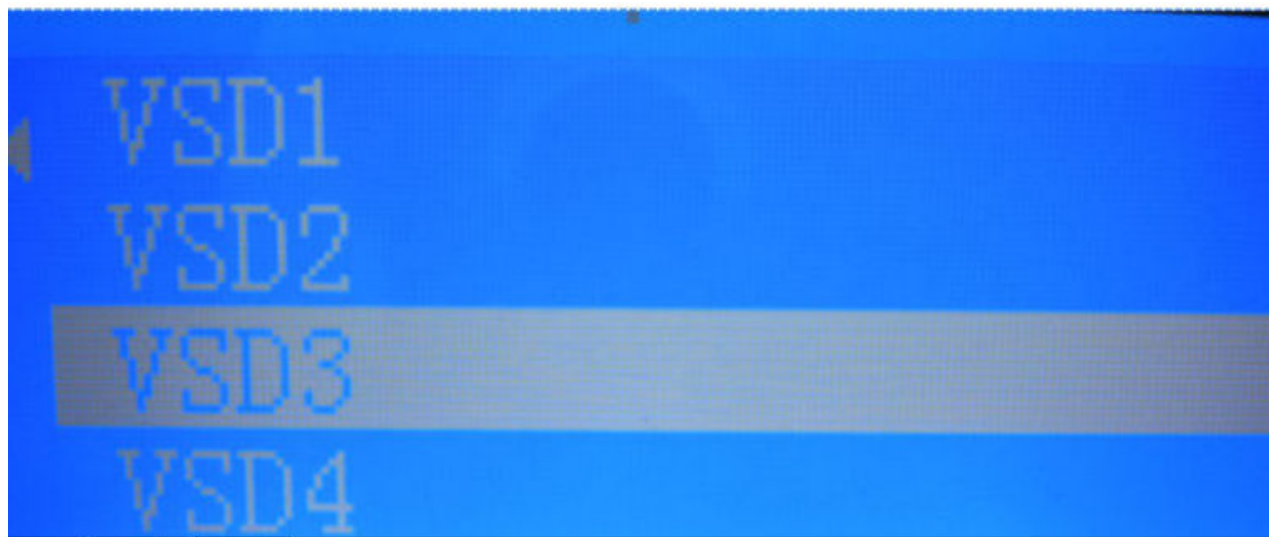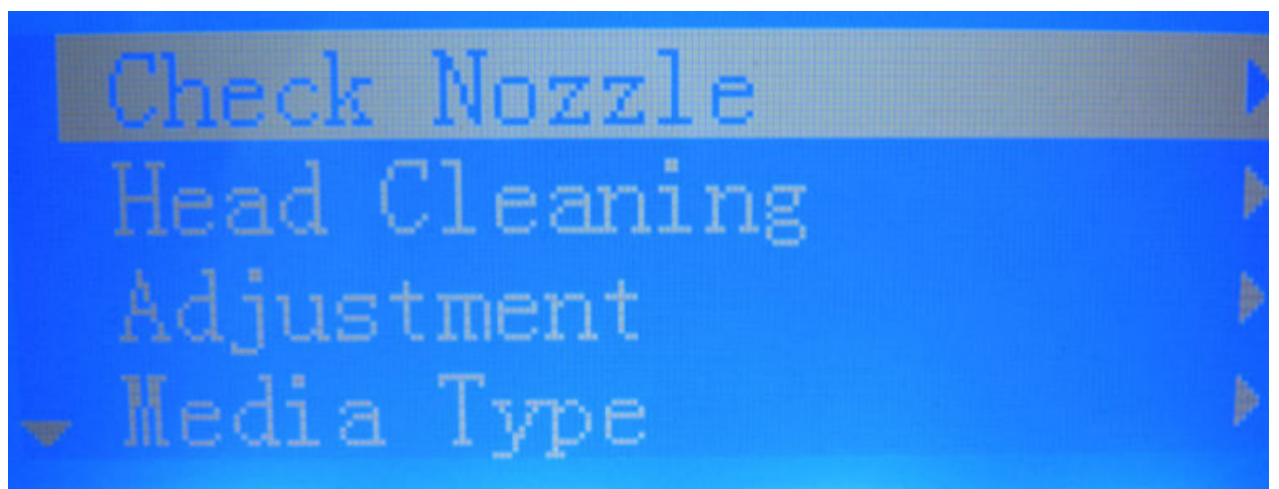| Print | | 0% |
Pass number		6
Resolution		720
quality	Step:0 feather: middle	

pause
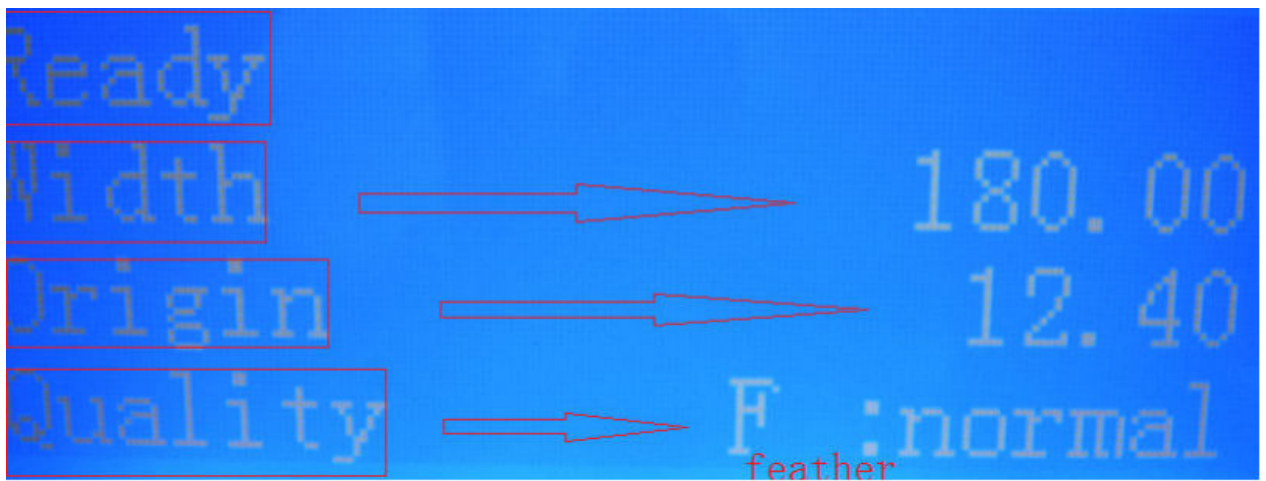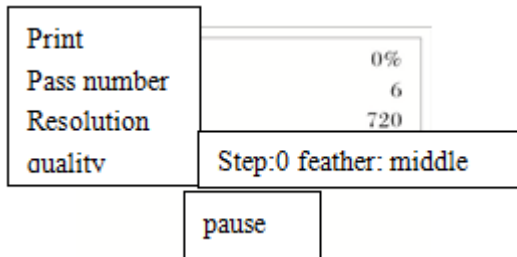
sure

this for making sure and saving the changes of the menu.

menu

menu setting,some parameter function of the machine is the same with the
parameter of the software and they are real-time set. The last setting is
accurate parameter for the machine parameter setting and software setting.
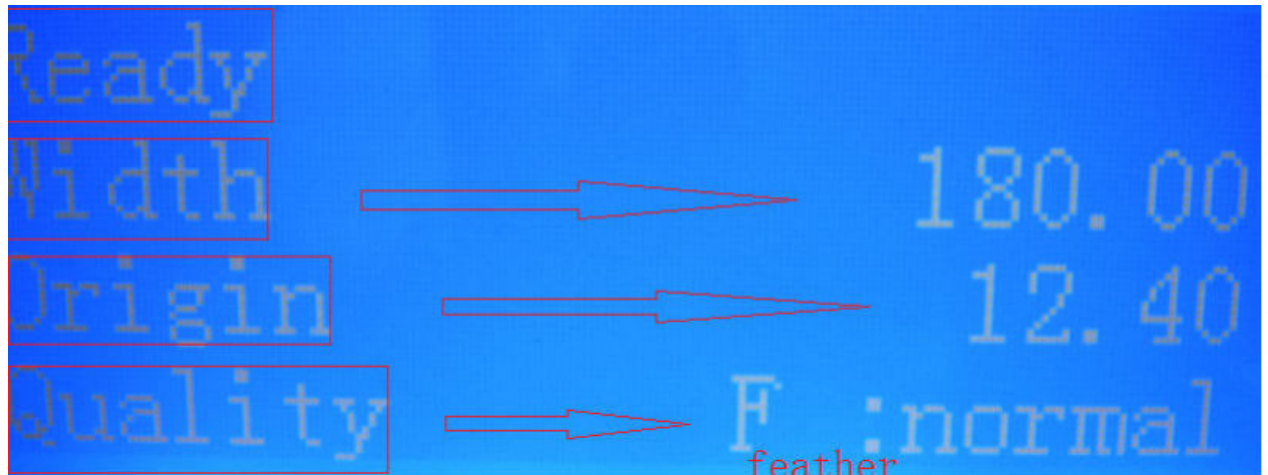
6、software installation introduction

6.1 software install

Please find CD of PrintExp in the machine packing box，then put into the computer；

open "PrintExp"，double click PrintExp_Setup.exe， this install document；

show the picture as following：

Double click "SetupPrinterManager.msi" file

Then click "next"：
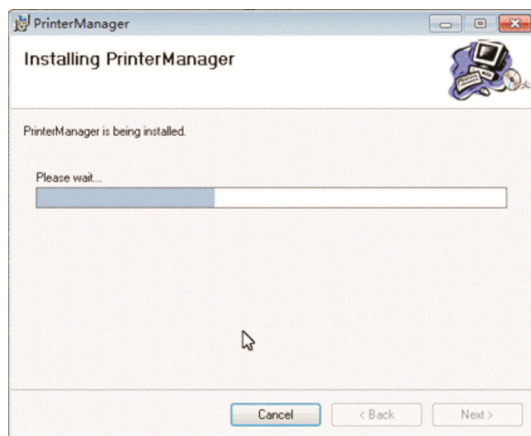
Choose software installation folder,default is C\Program Files\PrintManager，you
can choose the catalogue through "browse"，then click "next"：

Note!

Suggest to use default folder C\Program Files\PrinterManager，if install in other folder, it's easy to delete and result some unstable factor.

Then click "finish":

6.2　Interface introduction

In the desk double click ![PrinterManager icon], or in the "Start/program" to find PrintManager click it then will show PrintManager, show as following picture:
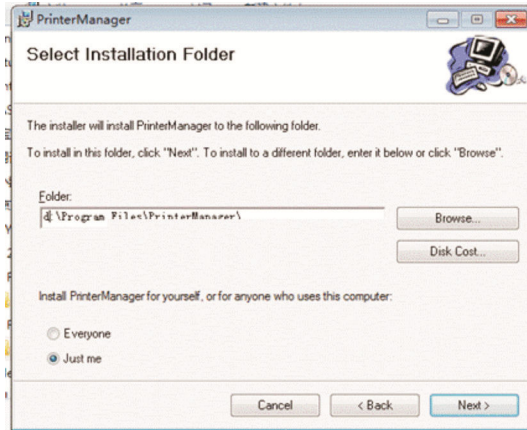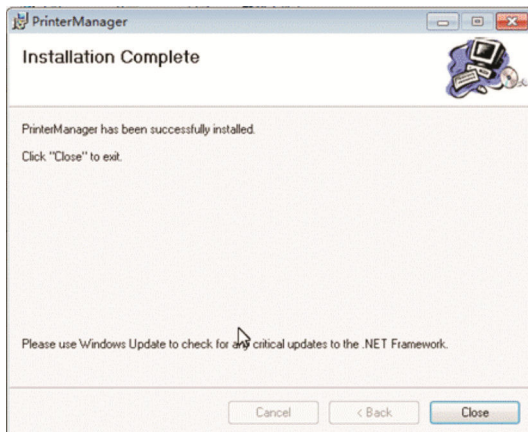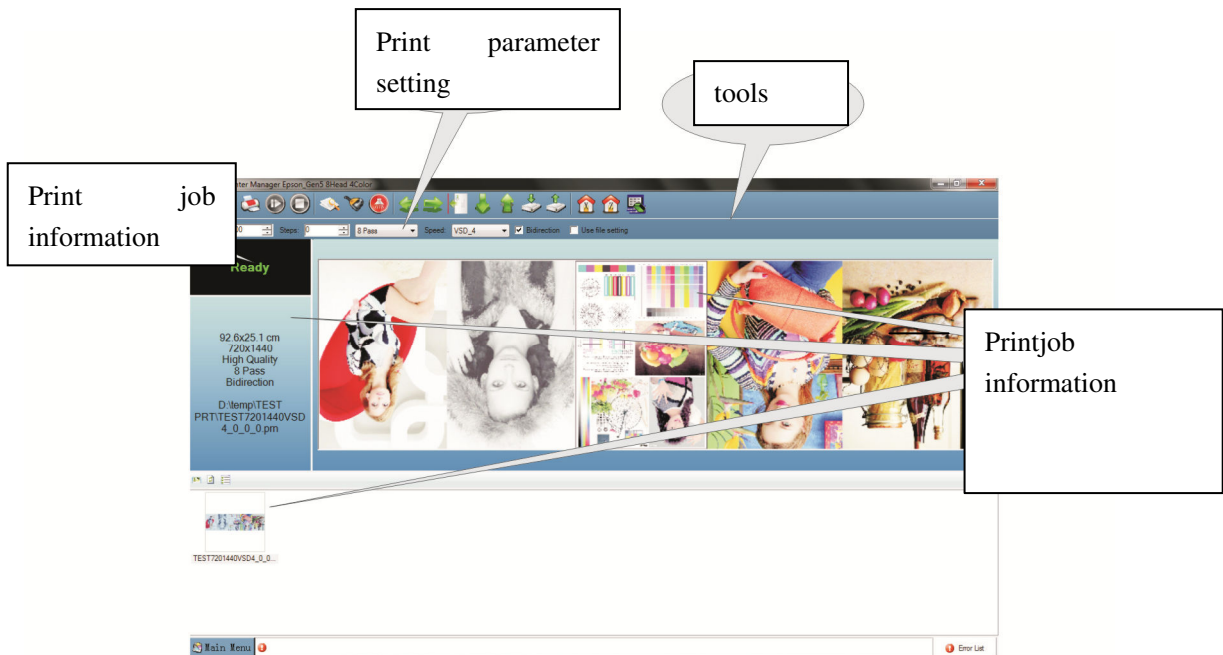

Note!please choose correct configuration files, if choose wrong configuration files will result print error.

6.2.1 tools

From left to right:

(1)open：choose the certain RIP picture format, for example, if the file after RIP in the E disc then open E disc to choose the file is OK.；

Note! Please don't put RIP file into C disc or system disc catalogue; generally, C disc is system disc ; if the disc's capacity not enough will influence IP speed and may be show error.

(2)Delete：delete the file printed;

(3)print：print current job, after confirming file then click start to print file.；

(4)pause：pause current printing job when print; after clicking "pause" button this button change into "go on" button. Click "go on" button again will recover printing; this function is the same with LCD control panel；

(5)stop：cancel current printing job; it needs to print again;

(6)Test：print printhead state picture;

printhead state: click this button to test printhead state test; this function is the same with LCD control panel; to test the printhead whether clogged, if find lo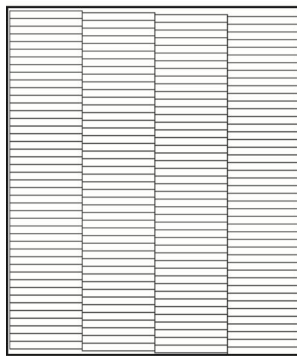osen some line, please clean it then print again until the nozzle is OK. Click "printhead state" show as following picture:

▲Ok, | It can print normally

▲ | If loosening the line, please clean print head to avoid influence printing quality

Note! 如 if test the printhead loosen needle, please click clean button to clean it; after cleaning then print again to test whether the needle is full; if clean several times, it still loosens needle, please contact with agent.

(7)clean: clean printhead, click this button then the pump will suck ink and clean printhead;

(8)spray: spray switch of printhead original point, click this button will change spray state;

(9)left move: carriage move left, this function is the same with the left direction button on the LCD control panel;

(10)move right: carriage move right, this function is the same with the right direction button on the LCD control panel;

(11)set original point: set printing start position;

(12)feed:, printing media forward, this function is the same with the down direction button on the LCD control panel;

(13)**return media：** printing media return back，this function is the same with up direction button on the LCD control panel；

(14)**carriage up：** this function no use；

(15)**carriage down：** this function no use；

(16)**reset：** carriage come back to original point；

(17)**carriage's height back to original point：** this function no use；

(18)**set：** software function set option.

6.2.2 Quick exit button

Quick exit button in the top left corner of the software interface, double click this button can exist and close software.

6.2.3 Timely setting column for printing parameter

| Origin X: 0.00 | Steps: 0 | 8 Pass | Speed: VSD_4 | ☑ Bidirection | ☐ Use file setting |
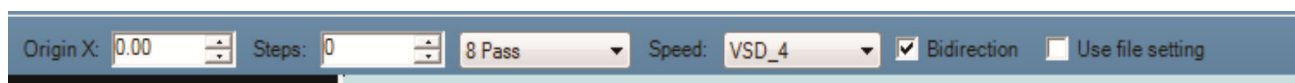
The parameter could be changed timely in setting column, also available during the printing.
From the left to right are as followings:

(1) white margin：carriage's start printing position；

(2) step:adjust step when printing；

(3) Pass number：choose printing Pass number ；

(4) print speed：carriage's print speed，(VSD1, VSD2, VSD3, VSD4)；

(5) print direction ： carriage's printing direction ，（uni-direction，bi-direction）；

(6) file setting：if choose means printing according to RIP parameter.

6.2.4 Printing job information column
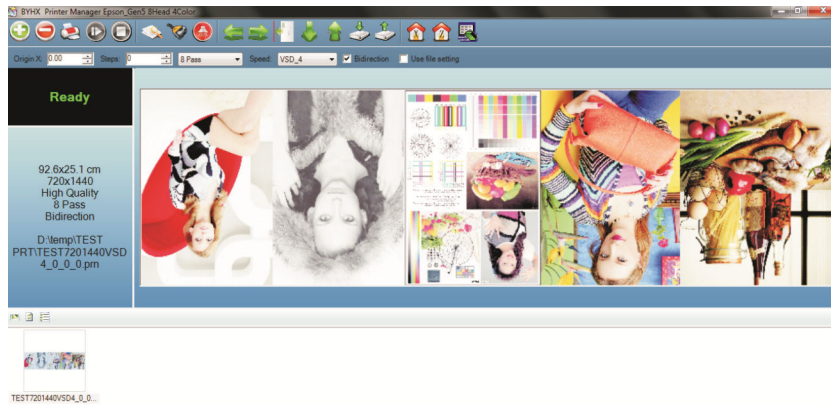
Left-above: Show the printing job information.

Left-bottom: Printing job list frame.

Right-above: Printing job preview column, please refresh by click the mouse right button andrefresh the preview file in the list.

6.2.5 Printing job

Select the printing job in the printing job information column, then click the mouse right button, select the options in new window.
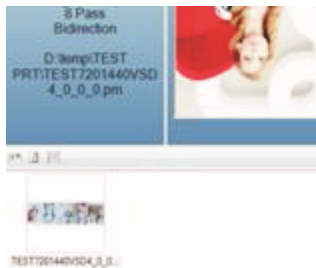
Refresh： Refresh the RIP file then preview.

Re preview: Re-preview the file again

Re preview all: Re-preview all the files again

Delete: Delete the preview file, after this step, you can get the preview after refresh.

Delete file: Delete the original file, after this step, you need to RIP again to get the file.

Add the job in printing list: Add the printing job into the printing list, this step just add the   job in printing list, do not mean printing immediately .

After add the job into printing list, select the printing job and click the right button to perform the job property(change PASS, Speed)/delete the job/print the job(immediately print) etc.

Print：Directly print this job.(after finish this step, get the printing job property dialogue window)Perform the printing job property parameter setting.

PASS model：Select the printing overlay times

Multiple printing picture setting：set printing multiple copies of picture.

Number of horizontal：multiple print, select the horizontally copies of the print.

Horizontal interval：the interval when printing multiple horizontal setting.

The number of vertical： multiple print, select the vertical copies of the print.

Vertical interval：the interval when printing multiple longitudinal setting.

6.3 Parameter setting

parameter setting including media setting 、 printing setting 、 offset calibration and basic parameter setting.Following will introduce every parameter setting and function.

6.3.1Printing setting

This setting is a number of parameter setting during printing process, and the standby settings as below:
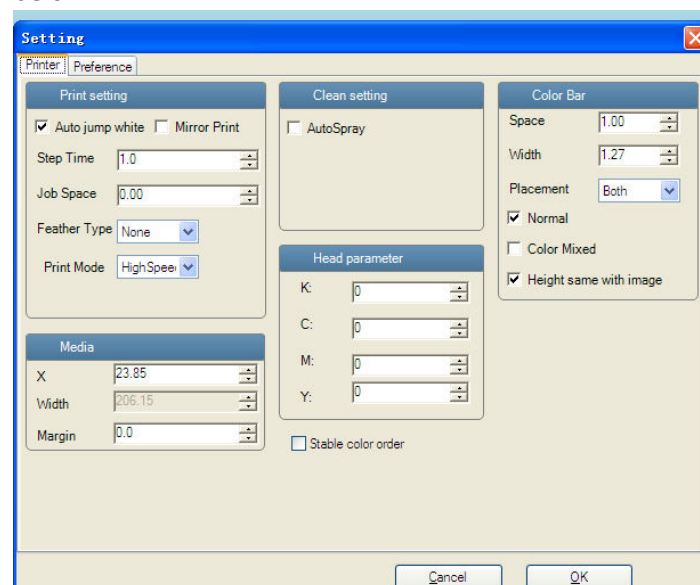
① printing model：support two model high speed，high resolution；

② color bar

Color bar distance: the distance from the color bar to edge position；

Color bar width: Set width of color bar；

Color bar Location: where the color bar show on printing (Fig. left, right, Figure on both sides) to Option；

6.3.2 preference setting

This option make some preference setting, show as following picture：

①view model：there are two model:Common and widescreen;

②unit:choose measure unit.

6.3.3 offset calibration

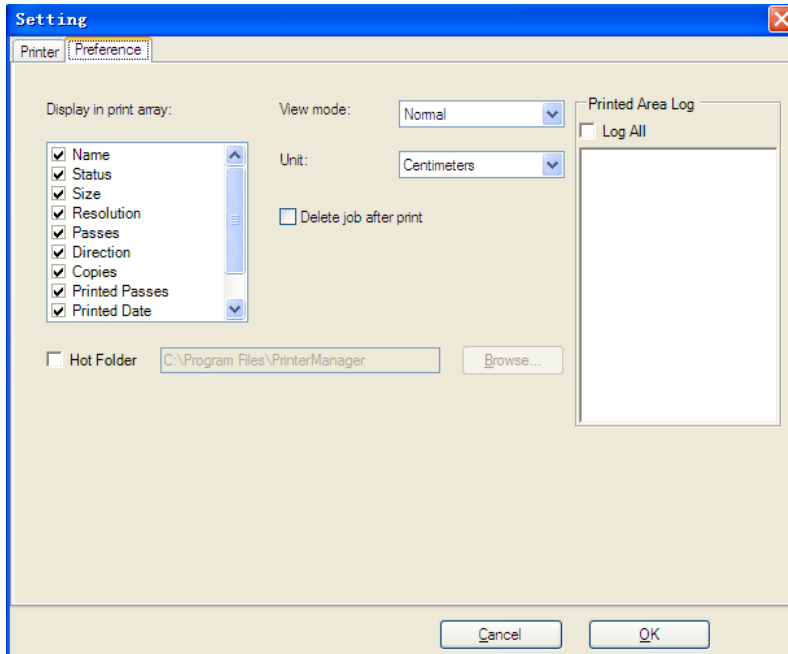This step will perform the head chromatic color calibration, bi-directional calibration, the step calibration, details please refer the next section (1-4) head calibration.

6.4 Print head calibration

This section will introduction the Print head calibration.the calibration is consist of two aspects: (1)Mechanical adjustment;(2)software adjustment

Menu-->printer check-->enter
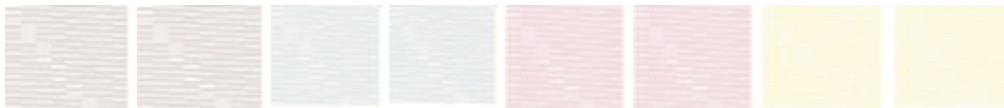
Or advanced menu-->printer check-->vsd1-->enter.because in advanced menu we can print four type modes to check .the cartoon is different due to the dots varied.

If you can the test sample some is lost, it means the print head nozzle clogs,you need clean the head until the best status ,which is good for testing and printing.

6.4.1 Interleave calibration

Note！Before making calibration, please print and check printhead state, if printhead

state not good, please clean printhead then check printhead state until the nozzle good.

Mechanical adjustment is made of interleave check and cling check.

1)mechanical adjustment,

   Due to the print head fix system which can adjust the left and right ,front and back. In order to keep the print head parallel to the panel

Interleave check:]advanced menu-->calibration-->interleave check -->enter picture


In the picture above ,with a 50~100 Magnifying glass to scan,black is the base color,according to the relative position of the other color ,we can adjust the print head .also print the same color two row nozzles relative position.so the black and the yellow is farthest also the brightest .if the print head is cling, it is very clearly.first scan the three lines straight,then the two lines between the three lines.

Notice:in the magnifying glass is on the contrary of the reality.the three lines need overlap ,if normal as the first picture ,is ok. Otherwise need adjust it until normal

   Sometimes the print head itself problem cause the interleave check not good.which three lines can overlap,two lines cannot between three lines.it is head problem.

When with two heads,the print status is two samples. Which you need both adjust them two.something like fasten or loosen the screws to let it vertical.
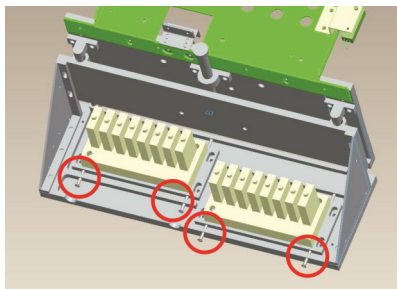
6.4.2 mechanical angle check

mechanical angle check : Advanced menu-->calibration-->mechanical angle check-->enter

       After adjust the horizon which means the left and right ,not means the front and back is ok.

Sometimes maybe the front high and the back lower. With this check we can know the print head status.
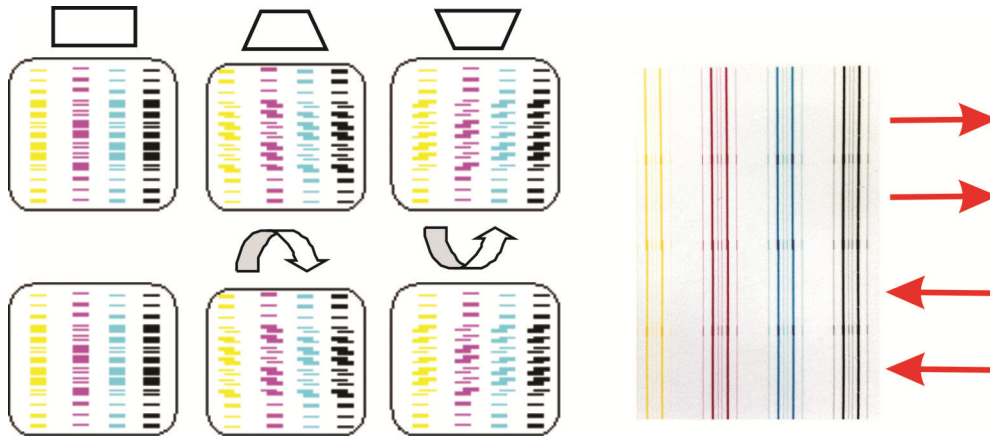
Notice：

the print sample is print from right to left twice,then from left to right twice.if the wide lines can't see clearly,you can see the narrow lines. Like the back high and front low is as the middle picture,otherwise is as the third picture. In some individual causes you will see the two direction printing is the same.in such situation you need check other things like the rail and the panel ,or just print in different origin to check weather is the same or not.

The two direction printing overlap ,and dislocation a lot, no need to scan ,it causes by bid-direction calibration.

To two print head machine,the method is the same. In general the second head's consequence is more or less bad then the head one,because it is farther to the rail .if you find the test sample is the contrary, check the installation of the print head or the carriage fix system .

Sometimes due to the reason of the mechanical processing,it is hard to let bid-direction print the same,at least uni-direction is ok.

6.4.3 head vertical interval check

By this process of the adjustment ,it is ok for one head machine to do the mechanical adjustment.

While the two head machine you need check the head vertical check in advance.

Advanced menu-->calibration-->head vertical check-->enter

Test sample as bellows：

Notice:the triangle is printed by head 1,trapezoid id printed by head 2,the distance between triangle and trapezoid must equal as the distance between two nozzles.that is said you can't see the redundant ,it means the position is ok.need not adjust.

Within the processing of adjustment,after the interleave check,mechanical angle check,the two head is

mainly horizontal.just move the second head to the head 1.

In the moving of the head 2,maybe cause the tilt,need check the interleave check again,adjust again.
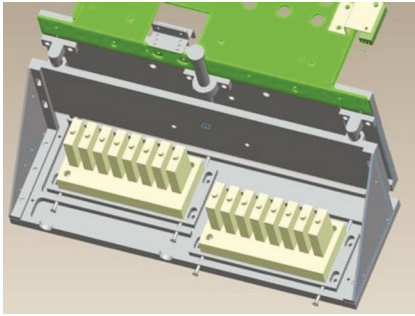
6.4.4 step checking

Software adjustment including step,bi-direction, align left,align right

Step adjustment:

Normal mode:menu-->calibration-->media-->enter
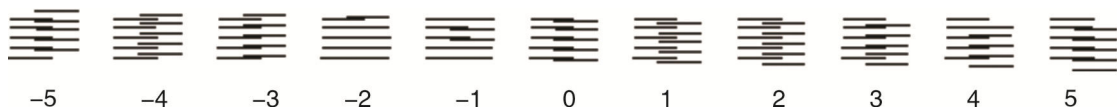
This operation just print one line; this is an easy and visual adjustment, default step is 4 pass; it is the same with 1 pass adjusting value; there is a value under every testing picture, please choose the best result of the value then add into the default value and get the final value to input the machine; it can accurate to the decimal point two.

Advance mode:advance menu-->calibration-->media-->pass number-->print
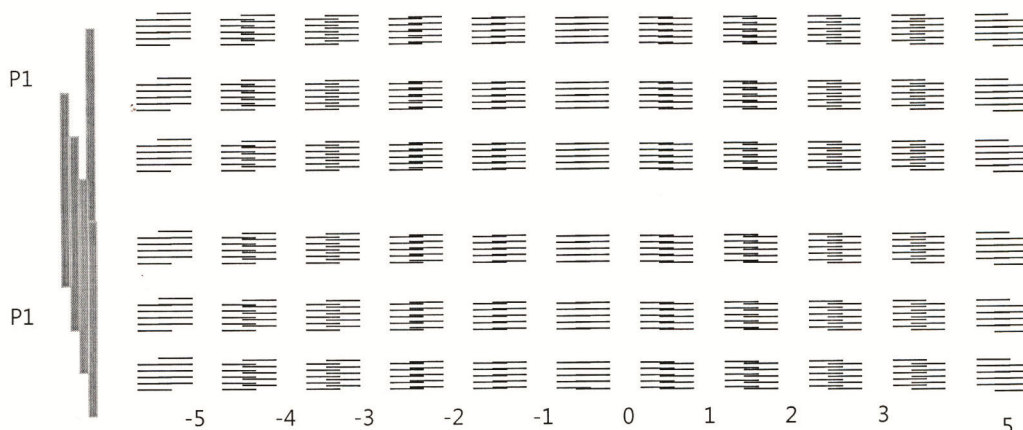
In the advance mode , you can choose not only the media type,but also the pass number. First calibration the 4 pass, because it will affect the 3, 6, 8 pass. Then calibration

others , it will be esay.

With different media , the parameter is different. Before you print confirm the media is the same as the machine signed.

Which you need pay attention is:in this mode, the printer will print 10 circles. For example , 4 pass print three lines. Line 1 is the pass 1 and pass 2; line 2 is the pass 1 and pass 3; line 3 is the pass 1 and pass 4. So the problem will be magnify in the line 3. Otherwise the print is long , it can also check the media feeding system, change regularly or not. 6 pass prints 5 lines, 8 pass prints 7 lines.

The left color bars print k and m, if the mechanical position is ok, the two color will have no gap, or else the print head spare not vertical.

During printing, you can press cancel to stop printing. Sometimes when you can't distinguish position 0 is ok, you can scan the nearby position, which is more near. Or just print in another position to confirm it.

Tips: like the machine pass number is far from the printed step number, the allow maximum is 50%, until the line 1 position 0 overlap, then change a little to let the line 3 overlap.

6.4.5 Bifirection adjustment

Advance menu-->calibration-->resolution(360dpi/720dpi)-->vsd(1,2,3,4)-->bi-direction-->enter
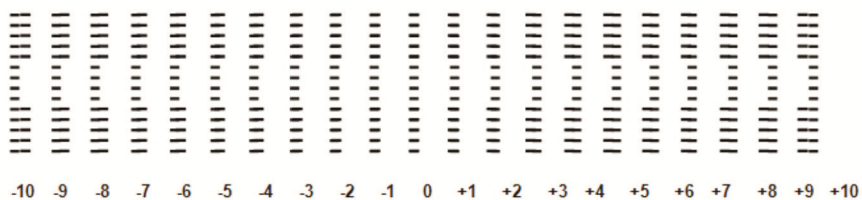
Check the print sample, which position is overlap, put the number to plus the origin one, input the blank

You need pay attention to different resolution, different vsd mode, the parameter is different. You need put in the right way. Additional you need adjust the signed one (like high/low)

Align left：advance menu-->calibration-->resolution-->vsd-->align left-->enter
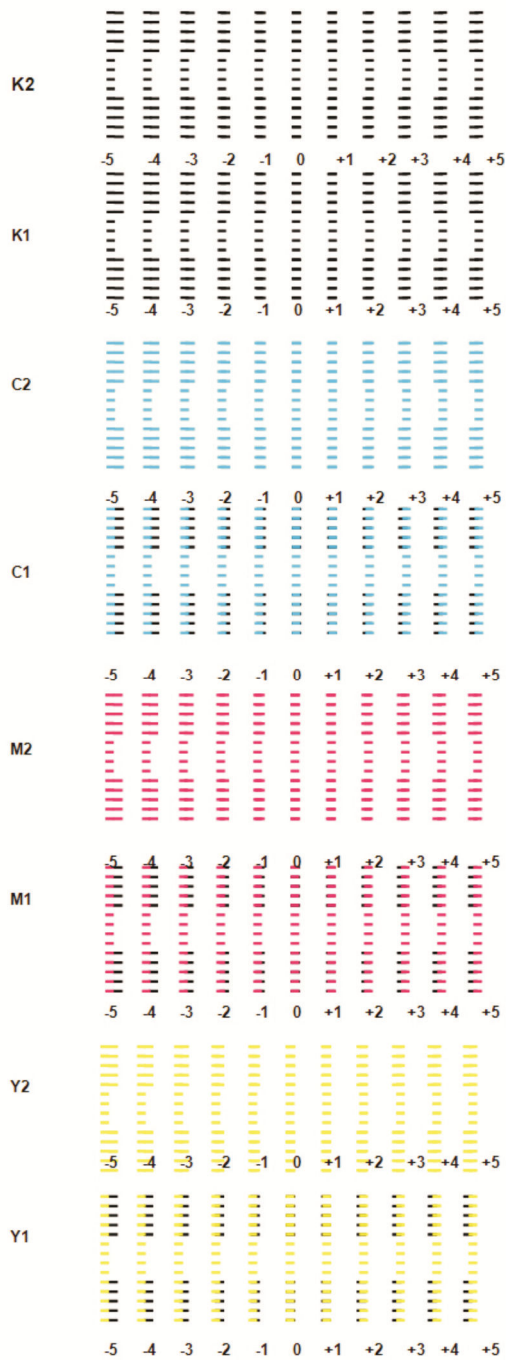
Scan all the color mix picture, plus overlap one with the origin then put into the software.

In the picture , 2 means the same head two lines of the same color, which to create it own foundation. 1 is on the base of head1 black color line 1, the other color is base on k1.

If the left line of nozzle is 1, so the second is 2. In the picture is：K1K2，K1K1，C1C2，C1K1，M1M2，M1K1，Y1Y2，Y1K1

Which you need pay attention is:cause the four color is inside one head, and the relative position is unchangeable .to ensure the mechanical position, the printed sample must overlap on position 0. If the mistake is big, please check the interleave calibration and the vertical angle check.

While with two heads, the method to adjustment is the same, double the print sample.

Use head 1 line 1 as base to calibration the head 2

In the picture is:H1K2，H2K2，H1K1，H2K1，H1C2，H2C2，H1C1，H2C1，H1M2，H2M2，H1M1，H2M1，H1Y2，H2Y2，H1Y1，H2Y1

H1K2 is the mixture of H1K1 and H1K2，which means head 1 k1 and k2.

H2M2 is the mixture of H1MI and H2M2，which means head 1 m1 with head 2 m2.

Align right:advance menu-->calibration-->resolution-->vsd-->align right-->enter

K2
-10 -9 -8 -7 -6 -5 -4 -3 -2 -1 0 +1 +2 +3 +4 +5 +6 +7 +8 +9 +10

K1
-10 -9 -8 -7 -6 -5 -4 -3 -2 -1 0 +1 +2 +3 +4 +5 +6 +7 +8 +9 +10

C2
-10 -9 -8 -7 -6 -5 -4 -3 -2 -1 0 +1 +2 +3 +4 +5 +6 +7 +8 +9 +10

C1
-10 -9 -8 -7 -6 -5 -4 -3 -2 -1 0 +1 +2 +3 +4 +5 +6 +7 +8 +9 +10

M2
-10 -9 -8 -7 -6 -5 -4 -3 -2 -1 0 +1 +2 +3 +4 +5 +6 +7 +8 +9 +10

M1
-10 -9 -8 -7 -6 -5 -4 -3 -2 -1 0 +1 +2 +3 +4 +5 +6 +7 +8 +9 +10

Y2
-10 -9 -8 -7 -6 -5 -4 -3 -2 -1 0 +1 +2 +3 +4 +5 +6 +7 +8 +9 +10

Y1
-10 -9 -8 -7 -6 -5 -4 -3 -2 -1 0 +1 +2 +3 +4 +5 +6 +7 +8 +9 +10
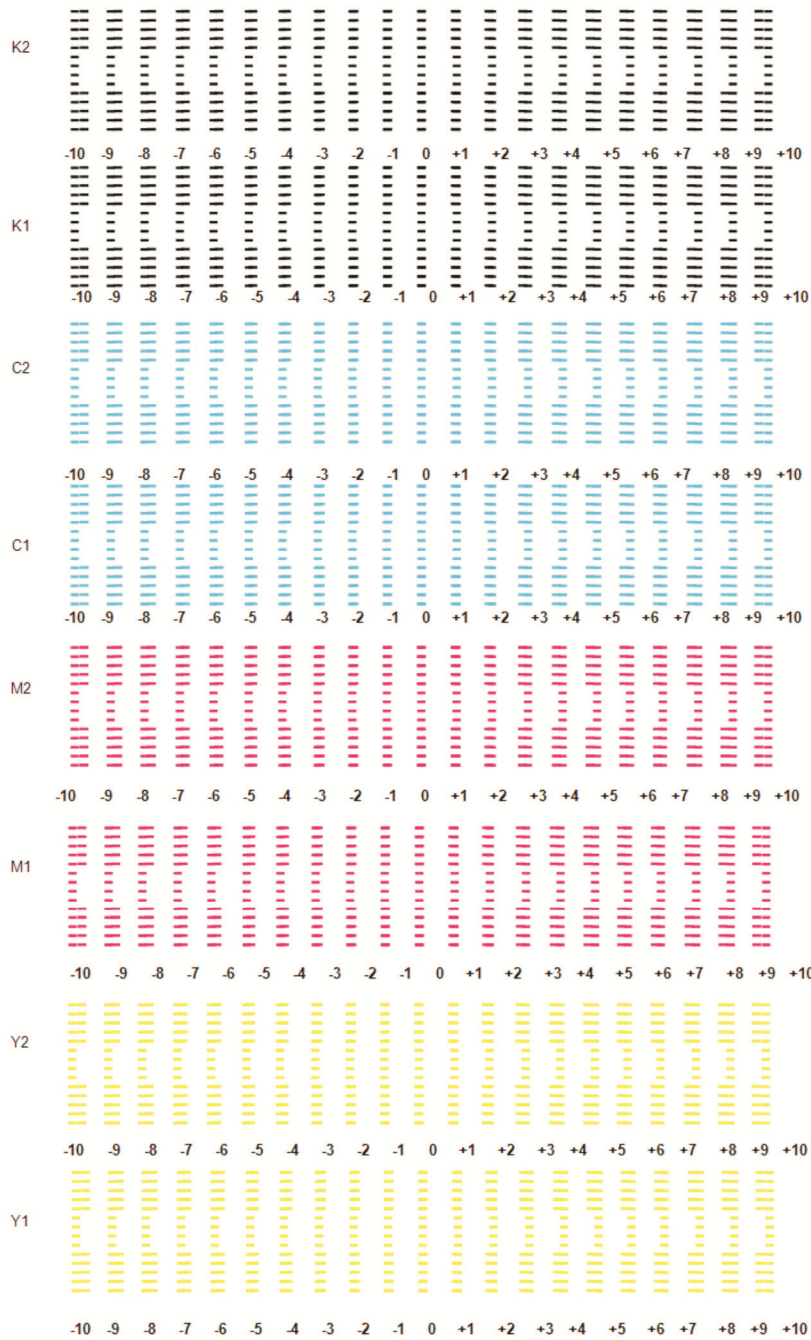
In this picture,1 is the line 1 print from left and form right. (K1, C1, M1, Y1) which means bi-direction, 2 is the line1 print from left and from right.

With two heads, which is base with H1K1, H1C1, H1M1, H1Y1, two head the same color to make a stright with the base ones.

In the test sample is : H1K2, H2K2, H1K1, H2K1, H1C2, H2C2, H1C1, H2C1, H1M2, H2M2, H1M1, H2M1, H1Y2, H2Y2, H1Y1, H2Y1

H1K2 is H1K1 print to left and to right,that means the head 1 k1 and k2.

H2M2 is H1M1print to left and to righgt，that means the head 1 m1 and head 2 m2. No matter to left and to right ,which defines two standards. The first one is the color itself,the second standard is black. With this standard ,we can calibrate both the different color,also the same colour different passage. It is useful to improve the quality of the pure solid color.

Due to the software have two kinds of dpi, each have four type of vsd, there are many parameter to check before get the best quality.
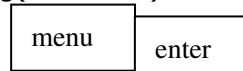
If you are not care about the best quality,and never use VSD 1 and VSD 2, the mode of 360dpi and 720 dpi, you need not adjust.

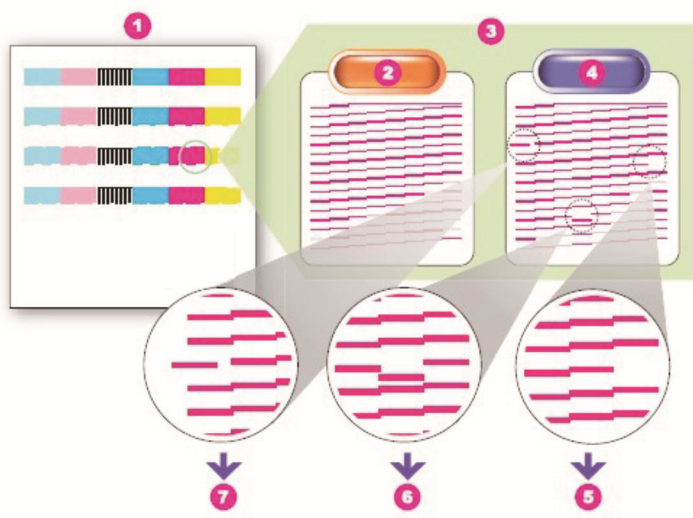# 7.Check the defects of print heads

The following is how to identify defective print heads (nozzle blockage)

1、 loading the media ；

2、 make sure the initial position of printing(white side)   ；

3、In the standby interface , press   button to print printhead state testing;

①print head state picture

②intact printhead state

③the image after magnifying red hole

④the status of defective print heads(blockage nozzle)

⑤the nozzle is completely blocked.

⑥.the nozzle sprays aslant

⑦the nozzle sprays aslant seriously

4、(If the print head is defective, please operate as follows)In the standby interface, please press the button Clean and choose strong to clean the print head.

To operate the 3rd step to print its state diagram and test after cleaning.

5、To operate the 4th step for times. If the print head is still defective, please take next step.

6、In the standby interface, pressing the button Clean and choose Ink Fill to clean the print head. After cleaning, to operate the 3rd step to print its state diagram and test. If it's still defective, please follow next step.

7、To clean by hand and read chapter 5-2-2 for the specific operating.

8、Operate the 4th step to clean and taking the 3rd to test after cleaning.

This print head is defective if there's still one or two defect after above steps. The defective print head should be replaced in time, otherwise it will influence the printing quality。

 Note：If the machine uses low eco solvent ink, the surface of print head is easy dry. If not resolved after above steps, please contact local suppliers and deal it quickly. otherwise it will result in permanent blocking nozzle.

Replace the print head

Please contact local suppliers if replacing defective print heads.

8.Customer service

As a strategic support partner, we regard helping you to work successfully as our responsibility.

Customer service provides comprehensive, proven professional support advice and establish customer visit department to help us know your suggest and needs timely. Thus our service will be more professional and   timely. The services include commissioning and installation, warranty upgrades, repair and replacement service, telephone and Web support, software updates and self-maintenance services.

Whatever you should do before calling:

▲ Look up in the instructions for the troubleshooting suggestions in the "common problems and

solutions".

▲ Look up related procedures documentation along with this machine. ；

▲ If you have installed third-party software drivers and RIP software, please refer to its documentation.；

▲ If the problem may be associated with the application software, please contact your software vendor.；

▲If you want to call your local distributor or agent, please provide us the following information. So that we can quickly answer your questions:

▲the machine you are using(model and factory number of the machine, which can be found on its body tag)

▲ If the LCD control panel displays an error code, please write down the code and refer to the "error codes" ；

▲ the computer you are using；

▲ any special equipment and software you are using (e.g. anti-virus software, restore software, network, modem or special software drivers) ；

▲ the cable you're using and the place of purchase；

▲the interface type of the machine uses (USB or network).