

Ricoh GELJET SG 3110DN Frequently Asked Questions

The new generation Ricoh SG 3110DN is a cost-effective, energy-efficient, production-quality printer capable of achieving high capacity output and vivid colour with Sawgrass Technologies' SubliJet-R™ transfer inks. The PowerDriver-R for the Ricoh SG 3110DN gives you the ability to produce brilliant images with sharp detail and vivid colours in a large print area up to 8-1/2" x 14". Below are some of the more common questions about this system.

Q. Should Ricoh (OEM) cartridges be installed before SubliJet-R ink?

A. NO! You should save the OEM cartridges, however, in case you find the need to return the printer to the manufacturer.

Q. What new features have been added to the new Ricoh SG 3110DN printer?

A. Sawgrass and Ricoh have worked together to provide new features specifically developed to enhance the sublimation performance of the new Ricoh SG 3110DN printer. Among those new features are unique and functional printer settings optimized for the needs of sublimation printing.

Q. What are the new print settings and how should these be applied?

A. There are two options / applications designed for the needs of our sublimation customers.

- **Classic 3300** – specifically developed to replicate image quality and colour profile of the Ricoh GX e3300N platform. Provides continuity and compatibility for legacy images when upgrading to or adding Ricoh SG 3110DN platforms. Also provides higher print speed for potentially higher productivity.
- **High Resolution** – provides higher resolution, smoother gradients and more vivid colour for sublimation images than the Classic 3300 setting

Q. Are Ricoh GX e3300N print cartridges compatible for use in the Ricoh SG 3110DN platform?

A. No. The Ricoh SG 3110DN platform will utilize only Ricoh SG 3110DN cartridges. Older generation Ricoh GXe3300N cartridges will not fit in the Ricoh SG 3110DN printer.

Q. What is the major advantage of SubliJet-R for the Ricoh SG 3110DN Sublimation Transfer System?

A. The SubliJet-R Inks and PowerDriver-R colour management system for the Ricoh SG 3110DN printer combine the reliability of an ink cartridge system (no bulk-ink system setup) and multiple paper sizes with the dependability of a low maintenance printer. The cost-effective SG 3110DN printer is fast and efficient. This system leverages Sawgrass' wealth of experience in colour profile and printer driver development with one robust printer package.

Q. How is the SubliJet-R Solution for the Ricoh system different from the solution for Epson series printers?

A. Because of the unique nature of the Ricoh piezo print head, the SubliJet-R ink developed for this printer has a higher viscosity than the ink used in the Epson printers. This special ink is inappropriate for use in the Epson platform.

Q. What is the ink configuration of the SubliJet-R SG 3110DN Sublimation Transfer system?

A. The ink configuration is CMYK.

Ricoh GELJET SG 3110DN

Frequently Asked Questions

Q. Can I use a chip resetter for these cartridges?

A. Sawgrass does not condone the use of chip resetters. Resetting chips may damage the integrity of the chip and the functionality of the printer.

Q. What is the shelf life of the SubliJet-R cartridges for the Ricoh?

A. The shelf life of the SubliJet-R cartridges for the Ricoh is 12 months.

Q. Are these cartridges interchangeable with other SubliJet solutions?

A. No, they are not.

Q. What are the recommended paper types?

A. For superior image quality and the best transfer results, Sawgrass recommends that you use only high quality transfer paper such as TruePix and TexPrint.

Q. What paper sizes does the Ricoh SG 3110DN support?

A. The Ricoh SG 3110DN can print from letter size (8.5 x 11) to legal size (8-1/2" x 14") and A4.

Q. How does the user manage colour output with the SubliJet-R Sublimation Transfer System for the Ricoh SG 3110DN?

A. For Windows OS

PowerDriver-R with ColorSure Palette

PowerDriver-R, the printer driver for Windows OS enables users to optimize colour output for photographs, vector graphics or spot colours on a wide variety of substrates. It handles routine and tedious printing options, like mirror image, automatically. ColorSure Palette with Custom Palette Utility enables you to easily match spot colours.

A. For Mac OS

MacProfile with Swatch Palette

MacProfile, ICC profile for Mac OS is optimized to give you rich, vibrant colors across a wide variety of image types and substrates. Included are Sawgrass' Palette Swatch Library and Proofing Palette.

Proofing Palette enables users to print a colour matching swatch booklet. Use them together for spot on colour matching.

Q. What does the "maintenance in process" message on the Ricoh display mean?

A. The printer is calibrated to check for missing and partially clogged nozzles and automatically perform a self cleaning as needed. This message tells you the printer is executing such cleaning.

Q. What type of computer system will I need for optimum output?

A. A Pentium 4 with a 3.0 GHz or higher processor is recommended. Space of 30 GB in the hard disk drive is required for proper software and file management. The minimum recommended RAM memory is 1 GB, while 2 GB RAM is recommended to process larger documents with high quality settings.

Ricoh GELJET SG 3110DN

Frequently Asked Questions

Q. Can I use the Ricoh SG 3110DN in a network environment?

A. Yes. The built-in NIC card allows for full network integration. This feature allows multiple users to utilize a single dedicated sublimation printer reducing the need for multiple printers. Networking allows one or more users to utilize multiple printers, providing faster, more efficient production. In addition, the networking feature allows users access to a variety of output options and production capabilities from a single design station.

Q. Does Sawgrass support the SG 3110DN W model with wireless connectivity?

A. No. Sawgrass does not support the wireless version and does not recommend the use of SubliJet -R Sublimation inks for this system.

SAWGRASS TECHNOLOGIES MINIMUM AND RECOMMENDED SYSTEM SPECIFICATIONS FOR WHOLE PRODUCT SOLUTIONS:

The minimum and recommended system specifications for new printer platform/driver solutions have increased dramatically. Sawgrass continually assesses the minimum system requirements needed to run each of its desktop systems. As technology continues to advance for printer platforms, computers, and graphic software, these requirements are more critical than ever for optimum performance. Please consult with your distributor to ensure that you have an adequate computer system to effectively run not only the printer, but your chosen graphic software programs as well.

Through our product development process and testing, we have found the following:

- Newer printers, graphic design programs and software require more RAM and processor speed than ever before. As a result, the minimum and recommended system specifications have increased.
- PowerDriver™ (for SubliJet® users), ChromaBlast™ Driver (for ChromaBlast users), PowerDriver-R (for SubliJet-R users) and ChromaBlast-R Driver (for ChromaBlast-R users) are designed to work exclusively on Microsoft operating systems.
- ArTainium ICC Profiles (for ArTainium users) are designed to work on either Microsoft OS or Macintosh OS.
- SubliJet-R MacProfile Installer (for SubliJet-R® users) and ChromaBlast-R MacProfile Installer (for ChromaBlast-R users) are designed to work exclusively on Macintosh operating systems.
- Additional RAM and/or processor speeds, greater than the minimum recommended values, may be required for large graphic files, higher resolution images and/or for wide format printing.

Ricoh GELJET SG 3110DN

Frequently Asked Questions

Sawgrass Technologies minimum and recommended system specifications:

Each new product has both a well-stated minimum and recommended system specification that take into account the printer and graphic design programs that can/should be used with the system.

Sawgrass reserves the right to limit support to customers that use less than the minimum stated requirements.

Sawgrass Minimum System Requirements				
	Windows XP ¹	Windows Vista ¹	Windows 7 ¹	Mac OS ²
Minimum RAM	1 GB	2 GB	2 GB	2 GB
Recommended RAM	2 GB	4 GB	4 GB	4 GB
Recommended CPU	Pentium 4 2 GHz	Dual Core 2 GHZ	Dual Core 2 GHZ	Intel Dual Core 2 GHz
Minimum Free Hard Drive Space	10% Free	10% Free	10% Free	10% Free

Note: ¹ Only Windows Professional, Business, Enterprise and Ultimate Editions have been tested and approved

² Only compatible with Intel systems running Macintosh OS 10.5 or later, current with the absolute latest Apple software updates.

Effects of using computer systems and graphics programs that are below the minimum recommended system requirements:

- Print speeds may be slower and therefore less economical.
- Larger graphic files may not print properly if at all.
- The computer may get 'hung up' or "time out" during the processing of the print command.
- Graphic design software may operate much slower.
- Print spooling may not work properly due to a lack of computer or printer memory capacity.
- Graphics may not print correctly (e.g., images may be cut off).
- Longer print times allow more room for error (e.g., nozzle drops and banding).