

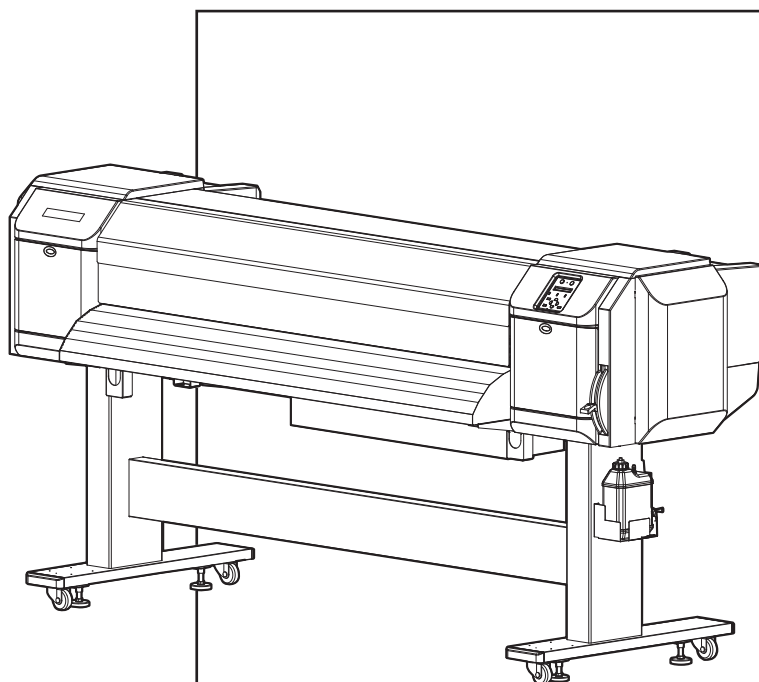
MUTOH

OPERATION MANUAL

Full-Color Inkjet Printer

ValueJet

VJ-2638X VJ-1938X VJ-1638X
VJ-1938WX VJ-1638WX



Read This Manual Before Using The
Printer.

Rev.

VJx638xE-A-12

Important Notice

1. For Users in Europe



The CE marking is a mandatory European marking for certain product groups to indicate conformity with the essential health and safety requirements set out in European Directives.

By affixing the CE marking, the manufacturer, his authorized representative, or the person placing the product on the market or putting it into service ensures that the item meets all the essential requirements of all applicable EU directives and that the applicable conformity assessment procedures have been applied.

2. For Users in the United States

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

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About this Manual

1. Contents of the Manual

There are three manuals for this product.

Installation manual

Explains operating procedures along with unpacking, installation and preparation before use.

Product Activation Guide

This manual explains the operation procedure when you start the printer for the first time.

Operation Manual (this manual)

2. Purpose and Target Readers

This manual explains preparations before use and operation procedures for MUTOH Full Color Ink Jet Printer VJ-2638X/1938X/1638X/1938WX/1638WX.

This manual is prepared for the owners and operators of this printer.

Before using this printer, fully understand the contents and directions in this manual.

3. Manual Configuration

Section	Description
1 Safety instructions	This chapter explains warning terms, safety precautions and warning labels on the product that operators and people who install this product need to know.
2 Product overview	This chapter explains the features of the printer along with the names and functions of each part.
3 Before using	This chapter explains necessary steps before using the printer.
4 Handling the printer	This chapter explains how to handle the printer.
5 Panel setup menu	The section explains the Setup menu of the printer.
6 Maintenance	This chapter describes daily maintenance of the product.
7 Troubleshooting	This chapter describes possible troubles during the use of this product and countermeasures.
8 Appendix	This chapter describes specifications and included components with this printer.

NOTE

- “1 Safety instructions” to “4 Handling the printer” must be read before using the printer.
- Read “5 Panel setup menu” through “8 Appendix” as necessary.

4. Manual Notation

This section explains general cautions that must be followed in order to use this printer safely.






Warning	Meaning
 WARNING	Used for dangerous situations where death or serious injury may be caused.
 CAUTION	Used for dangerous situations that may cause slight or medium injury, or when all or parts of products are damaged.
NOTE	It is used for special cautions and for information that needs to be emphasized.
TIP	Indicates useful tips for operating or understanding the printer.
	Indicates “prohibited” operations.
	Indicates “required” operations.
	Indicates reference pages in this manual.

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1 Safety instructions

This chapter explains warning terms, safety precautions and warning labels on the product that operators and people who install this product need to know.





- **When installing and operating this printer, be sure to follow the directions and warnings in this manual.**
-

1.1 Types and meanings of warnings

The warnings in the Operation Manual and the warning labels attached to the printer are categorized into three stages.

Understand the meanings of the following warning terms and follow the contents (instructions) in this manual.













Warning	Meaning
 WARNING	Used for dangerous situations where death or a serious injury may be caused.
 CAUTION	Used for dangerous situations that may cause slight or medium injury, or when all or parts of the products may be damaged.
NOTE	Used for special cautions and for information that needs to be emphasized.

1.2 Important safety instructions

This section explains general cautions that must be followed in order to use this printer safely.



<Common to VJ-2638X/1938X/1638X/1938WX/1638WX>

-  Do not install this printer in the following places.
It may cause an injury if the printer falls down.
 - On a shaky stand
 - Slanting location
 - Places where vibration of other machines etc. is transmitted
-  Do not climb on the printer or place heavy things on top of it.
It may cause an injury if the printer falls down.
-  Do not block the vent on the product with cloth or other material.
If you cover the vent, the product interior may get hot and cause a fire.
-  Do not install the printer where it is humid or dusty.
It could lead to an electric shock or fire.
-  Do not use a damaged power cord set.
It could lead to an electric shock or fire.
-  Do not pull out or insert the power plug with a wet hand.
This could lead to an electric shock.
-  Do not connect an earth wire to the following places.
 - Gas pipes
There is a possibility of ignition and explosion.
 - Earth wire of telephone cables and lightning rods
A heavy current might flow whenever lightning strikes.
 - Water pipe and faucet
The earth might not work if a plastic pipe is connected in the middle of the metal pipe.
-  Do not insert or drop metal or flammable objects into the printer through openings such as a vent.
It could lead to an electric shock or fire.
-  If foreign substances or liquids such as water entered the printer, do not use the printer as it is.
It could lead to an electric shock or fire.
Immediately turn OFF the power switch, disconnect the power plug from the electric socket, and contact your local MUTOH dealer.
-  Wire the various cords as directed in the Operation Manual.
Wrong wiring could cause a fire.
-  Be sure to use the specified power cord set.
Using a power cord set other than the specified can cause an electric shock or fire.
-  Make sure to use only the specified power supply (AC 100 V to 120 V or AC 200 V to 240 V).
If a power supply other than the specified voltage is used, it could cause an electric shock or fire.



Take power for the printer directly from the power socket (AC 100 V to 120 V or AC 200 V to 240 V).
Do not use multiple plugs on the same socket.
This could generate heat and might cause a fire.



Be sure to use a dedicated power socket with an earth wire for the power supply, and connect it to the earth wire.
If the earth wire is not connected, it may cause an electric shock or fire.



You are obligated to properly dispose of waste fluid from the printer in compliance with Wastes Disposal and Public Cleansing Act and local ordinances.
Delegate disposal to an industrial waste disposal contractor.

<VJ-2638X/1938X/1638X>



Do not place any combustible materials on the platen while the heater is working.
It may cause a fire.



Do not spill flammable liquid on the platen.
It may cause a fire.



CAUTION

<Common to VJ-2638X/1938X/1638X/1938WX/1638WX>



Pay attention to the following points when handling the power cord set.

- Do not tamper with the power cord set.
- Do not put heavy objects on the power cord set.
- Do not bend, twist or pull the power cord set by force.
- Do not route the power cord set near heating appliances.



Pay attention to the following points when handling the power plug.

Any mishandling of the power cable could cause a fire.

- Make sure that no foreign substances such as dust are stuck to the power plug.
- Make sure that the power plug is firmly inserted to the edge of the power socket.



Wear protective gloves, glasses, and mask when handling ink bags.

Avoid contact with your eyes or on your skin.

- If in your eye or on your skin, immediately wash with water.
- It could cause bloodshot eyes or light inflammation.

Should any anomalies occur, immediately seek medical attention.



Do not disassemble ink cartridges or ink bags.
If disassembled, there is a possibility that ink might come into contact with your eyes or skin.



DO NOT drop or hit an ink bag.
Ink may leak from the bag.

















Do not operate Media loading lever during initial operation.
Print head may touch Pressurizing roller and cause a malfunction.



Do not use volatile solvents such as thinner, benzene, or alcohol.
These solvents may cause damage to the paint.



Make sure that no moisture enters the printer.
The electric circuit inside the printer may be short-circuited.

-  Never open covers attached using screws under any circumstances.
This may cause an electric shock or a malfunction.
-  Do not spill waste fluid when replacing Flushing-box sponges.
If waste fluid comes into contact with Grid roller, it may damage its surface and affect media feeding.
-  When cleaning Cleaning wiper,
 - Do not touch Cleaning wiper and Head cap unit.
Head cleaning may not be performed correctly because of oil from your hands.
 - Make sure to use Cleaning stick to wipe Print head.
A wet Cleaning stick may cause Print head to clog.
 - Do not reuse Cleaning stick.
The attached dust, etc may damage Print head.
-  When cleaning around Print head,
 - Never touch the nozzles of Print head.
Doing so may damage Print head.
 - Do not touch the tip of Cleaning stick.
Print head may be damaged because of oil from your hands.
 - Never put water, etc on the tip of Cleaning stick.
Doing so may damage Print head.
 - Do not reuse Cleaning stick.
The attached dust, etc may damage Print head.
-  Do not slant the printer, prop it against a wall or turn it upside down.
The ink inside the printer may leak.
Moreover, normal operation after shifting (to these positions) cannot be guaranteed.
-  Unpacking or moving this printer must be done by the following number of people.
 - More than 4 people
-  Installing the dedicated stands on the printer must be done by the following number of people.
 - More than 4 people
-  When taking the printer out of the container box, make sure to remove the vinyl, install Reinforcement for transportation, and hold Reinforcement.
If lifting up the printer with the vinyl on, there is a possibility the printer can slip and drop, and be damaged.
-  When you do not use the printer for a long period, make sure to pull out the power plug from the power socket for safety.
-  Make sure to connect an earth wire to the earth connection that meets the following standards.
 - Earth terminal of power socket
 - An earth wire with a copper plate which is buried at 650 mm or more in the ground
-  Before operation, make sure to read the Safety Data Sheet (SDS).
-  Pay attention to the following points when cutting roll media.
Mishandling Razor blade may cause a cut on your finger or hand.
 - When you hold media, do not place your finger on Media cut groove.
 - Move Razor blade slowly along Media cut groove.
-  Before cleaning the areas other than Wiper and circumference of Print head, be sure to turn OFF the power and disconnect the power plug.
-  When moving the printer, make sure to maintain a horizontal position.



This equipment is not suitable for use in locations where children are likely to be present.

<VJ-2638X/1938X/1638X>



Do not touch Media guide while printing.
Media guide becomes very hot and you could burn yourself.



Do not touch Media feed slot, Platen, and Media guide while Heater is working.
Media feed slot, Platen, and Media guide become very hot and you could burn yourself.



Ventilate the workplace.
Not doing so may cause nausea or a fire hazard.



Right after printing, Media guide becomes very hot.
Allow Media guide to cool down before the next operation.

1.3 Warning labels

This section explains the handling of warning labels, their pasting locations and types.

Warning labels are attached to parts of the printer that need special caution.

Understand the locations and the descriptions of the danger associated with each label before operating the printer.

1.3.1 Handling the warning labels

When handling the warning labels, be careful with the following points.

NOTE

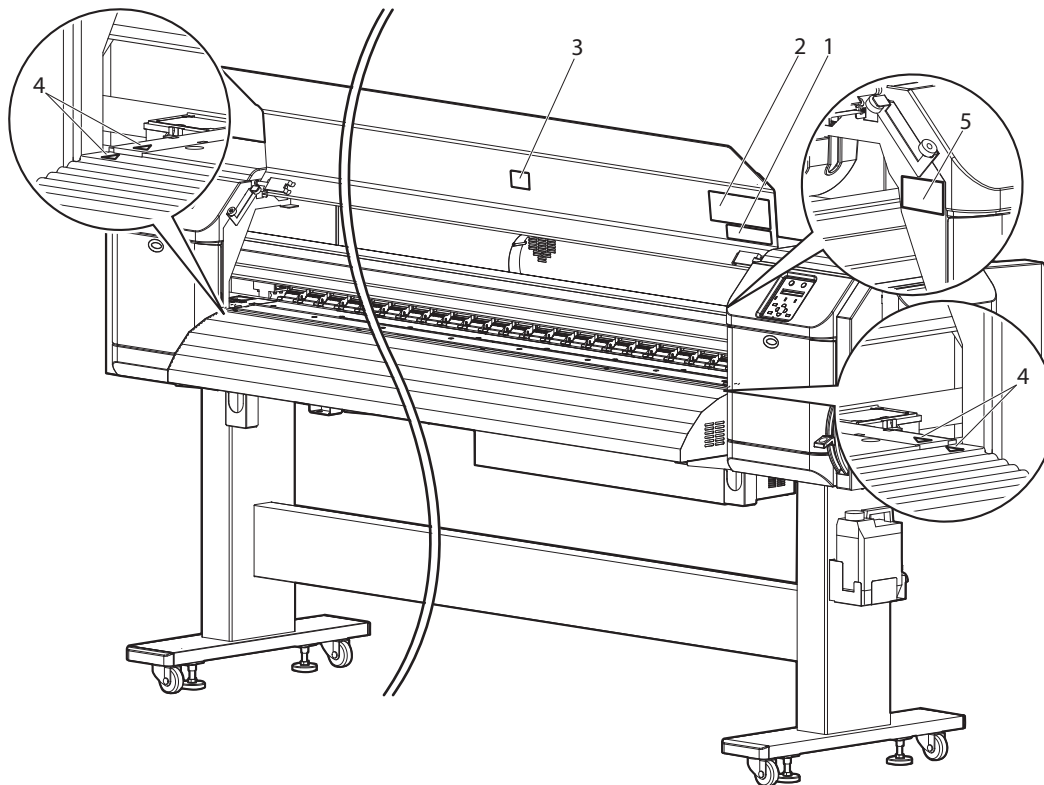
- Check whether all the warning labels can be read.
If the letters or illustrations on the label are not clear, remove the dirt from the label.
- Use cloth, water and mild detergent for removing dirt from the warning labels.
Avoid organic solvents and gasoline.
- Replace the labels if they are damaged, lost or illegible.
If the warning labels have to be replaced, contact your local MUTOH dealer.


1.3.2 Location and type of warning labels

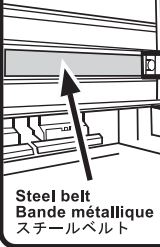

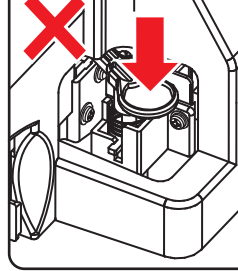
Pasting locations of the warning labels are shown in the following figure.

1.3.2.1 VJ-2638X/1938X/1638X Warning labels

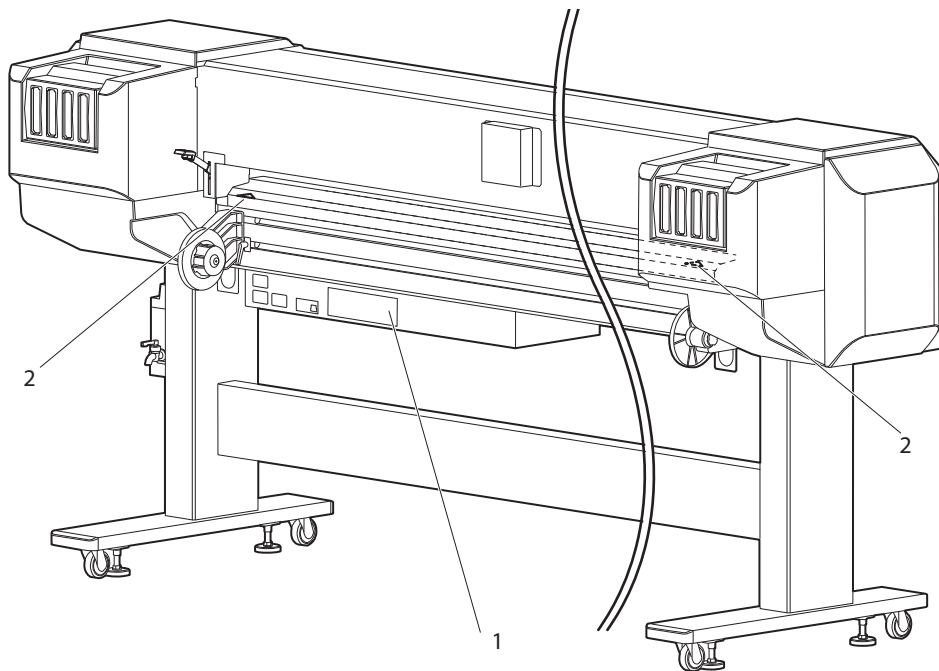
Front section




No.	Types of warning labels
1	<div style="display: flex; align-items: center; gap: 10px;">  <div style="display: flex; gap: 10px;"> <div style="background-color: yellow; padding: 5px; border: 1px solid black; display: flex; align-items: center;"> CAUTION </div> <div style="background-color: yellow; padding: 5px; border: 1px solid black; display: flex; align-items: center;"> ATTENTION </div> <div style="background-color: yellow; padding: 5px; border: 1px solid black; display: flex; align-items: center;"> 注意 </div> </div> <div style="margin-left: 10px;"> <p>Do not insert your fingers the cutting blade inside may injure your fingers.</p> <p>N'introduisez pas vos doigts. La lame racleuse qui est à l'intérieur peut vous blesser.</p> <p>カッター刃でけがをする可能性がありますので、指を入れな いでください。</p> </div> </div>

No.	Types of warning labels
2	<div style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">⚠ CAUTION / ATTENTION / 注意</p> <p>◆ Do not give a direct wind from a fan or air conditioner to the machine. ※ A wind may dry the ink in the head nozzles causing clogging that affects ink jetting, and you will not be able to obtain satisfactory printing results. ◆ Normal cleaning should be done once a week if the printer is not used for a long period. ◆ If the printer is left without cleaning, the ink will be hardened inside the head nozzle, and may cause the head trouble. ◆ Do not open the front cover while printing. Moreover, do not touch the media while printing. Good printing result might not be obtained. ※ Please remove the media and hold the lever up when not using for a long time. Due to the environment conditions, media float and wrinkle might happen that does not obtain the good result. ◆ Paper guides, platen and paper holding plate will become hot due to the heater temperature setting. Beware of being burned.</p> <p>◆ Ne pas exposer directement l'imprimante aux courants d'air des appareils de ventilation ou de climatisation. ※ Un courant d'air peut affecter la projection d'encre, empêchant ainsi l'obtention d'une qualité d'impression satisfaisante; ou entraîner un dysfonctionnement de la tête d'impression, suite à l'assèchement de l'encre à l'intérieur des buses. ◆ Si vous n'utilisez pas l'imprimante durant une longue période, effectuez un nettoyage normal une fois par semaine. ※ Si vous ne le faites pas, cela pourrait entraîner un dysfonctionnement de la tête d'impression, suite à l'assèchement de l'encre à l'intérieur des buses. ◆ Ne pas ouvrir le capot frontal en cours d'impression. De plus, en cours d'impression, ne pas introduire vos mains par les ouvertures, et ne pas toucher au papier. Vous pourriez vous blesser, ou ne pas obtenir une qualité d'impression satisfaisante. ※ Si vous n'imprimez pas durant une longue période, retirez le papier, et maintenez le levier en position haute. À défaut, vous risquez de ne pas obtenir une qualité d'impression satisfaisante. ◆ Le réglage de la température du chauffe-eau, papier - depuis le guide, platine, papier plaque de pression est une température élevée, il peut provoquer des brûlures.</p> <p>◆ 直接機械に送風機や空調装置の風を当てないで下さい。 ※ 風によりヘッドノズル内のインクが固まりヘッド故障の原因になったり、インクの吐出に影響を与え、満足な印字結果が得られないことがあります。 ◆ 長期印刷を使用しない場合は、週に一巻ノーマルクリーニングを行ってください。 ※ クリーニングを行わずに放置すると、ヘッドノズル内でインクが固まりヘッド故障の原因となります。 ◆ 作業中はフロントカバーを開けないでください。また、作業中は開口部から手を入れたり用紙に触れないでください。思わぬケガをしたり、良好な作業結果が得られないことがあります。 ※ 長時間作業を行わない時は、用紙を外しホルダーをアップ状態にしてください。良好な作業結果が得られない場合があります。 ◆ ヒーターの温度設定により、ペーパーガイド、プラテン、用紙押えプレートが高温となるため、火傷をする恐れがあります。</p> </div>
3	<div style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">⚠ CAUTION / ATTENTION / 注意</p> <div style="display: flex; align-items: center;">  <div style="margin-left: 10px;"> <p>◆ Sharp Edges. Do not touch steel belt. ※ You may be injured.</p> <p>◆ Ne pas toucher les bords de la bande métallique, car ceux-ci sont tranchants. ※ Vous pourriez vous blesser.</p> <p>◆ スチールベルトは端が鋭く尖っていますので触らないでください。 ※ けがをする恐れがあります。</p> </div> </div> <p style="font-size: small;">Steel belt Bande métallique スチールベルト</p> </div>
4	<div style="display: flex; align-items: center;">  <div> <p>Hot Surface Caution Label</p> <p>The surface may get hot and may cause burn injury.</p> <p>Do not touch with your hand for at least 30 minutes after turning off the printer.</p> </div> </div>
5	<div style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">⚠ CAUTION / ATTENTION / 注意</p> <div style="display: flex; align-items: center;">  <div style="margin-left: 10px;"> <p>◆ Do not push the cutter cap. It may damage the part.</p> <p>◆ Évitez de pousser le couvercle du dispositif de coupe, au risque d'endommager la pièce.</p> <p>◆ カッターキャップを押ししないでください。カッターキャップが破損する場合があります。</p> </div> </div> </div>



Rear section



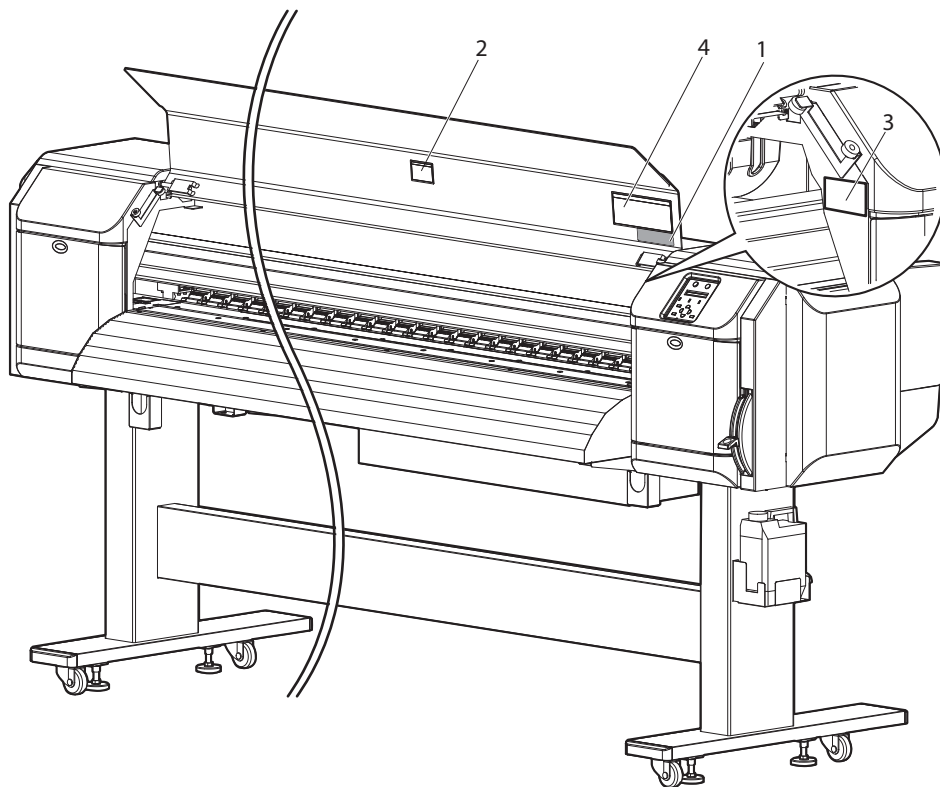
VJ-2638X/1938X


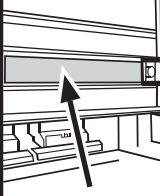
No.	Types of warning labels
1	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p style="text-align: center;">⚠ CAUTION</p> <p>◆ This device has three power systems. There is a risk of electric shock unless the three power cables are unplugged during the maintenance.</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">⚠ 注意</p> <p>◆ この機器は3系統の電源を持っています。 保守の時には3本の電源ケーブルを抜かないと感電の危険があります。</p> </div>
2	<div style="display: flex; align-items: center;">  <div> <p>Hot Surface Caution Label</p> <p>The surface may get hot and may cause burn injury. Do not touch with your hand for at least 30 minutes after turning off the printer.</p> </div> </div>


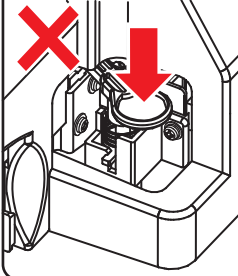
VJ-1638X

No.	Types of warning labels
1	<div data-bbox="628 344 1054 510"><p>◆ This device has two power systems. There is a risk of electric shock unless the two power cables are unplugged during the maintenance.</p></div> <div data-bbox="628 533 1054 696"><p>◆ この機器は2系統の電源を持っています。 保守の時には2本の電源ケーブルを抜かないと感電の危険があります。</p></div>


1.3.2.2 VJ-1938WX/1638WX Warning labels




No.	Types of warning labels
1	<div style="display: flex; align-items: center;">  <div style="margin-left: 20px;"> <div style="display: flex; justify-content: space-between;"> <div style="background-color: yellow; padding: 5px; border: 1px solid black;"> CAUTION </div> <div style="background-color: yellow; padding: 5px; border: 1px solid black;"> ATTENTION </div> <div style="background-color: yellow; padding: 5px; border: 1px solid black;"> 注意 </div> </div> <p>Do not insert your fingers the cutting blade inside may injure your fingers.</p> <p>N'introduisez pas vos doigts. La lame racleuse qui est à l'intérieur peut vous blesser.</p> <p>カッター刃でけがをする可能性がありますので、指を入れないでください。</p> </div> </div>
2	<div style="border: 1px solid black; padding: 10px;"> <div style="background-color: yellow; padding: 5px; border: 1px solid black; text-align: center;"> CAUTION / ATTENTION / 注意 </div> <div style="display: flex; align-items: flex-start;">  <div style="margin-left: 10px;"> <p>◆Sharp Edges. Do not touch steel belt. ※You may be injured.</p> <p>◆Ne pas toucher les bords de la bande métallique, car ceux-ci sont tranchants. ※Vous pourriez vous blesser.</p> <p>◆スチールベルトは端が鋭く尖っていますので触らないでください。 ※けがをする恐れがあります。</p> </div> </div> <div style="margin-top: 10px; font-size: small;"> <p>Steel belt Bande métallique スチールベルト</p> </div> </div>

No.	Types of warning labels
3	<div style="border: 1px solid black; padding: 10px;"> <div style="background-color: yellow; text-align: center; padding: 5px;">  CAUTION / ATTENTION / 注意 </div> <div style="display: flex; align-items: center; margin-top: 10px;">  <div style="margin-left: 20px;"> <ul style="list-style-type: none"> ◆ Do not push the cutter cap. It may damage the part. ◆ Évitez de pousser le couvercle du dispositif de coupe, au risque d'endommager la pièce. ◆ カッターキャップを押さないでください。カッターキャップが破損する場合があります。 </div> </div> </div>

VJ-1938WX



No.	Types of warning labels
4	<div style="border: 1px solid black; padding: 10px;"> <div style="background-color: yellow; text-align: center; padding: 5px;">  CAUTION / ATTENTION / 注意 </div> <div style="margin-top: 10px;"> <ul style="list-style-type: none"> ◆ Do not give a direct wind from a fan or air conditioner to the machine. ※A wind may dry the ink in the head nozzles causing clogging that affects ink jetting, and you will not be able to obtain satisfactory printing results. ◆ Normal cleaning should be done once a week if the printer is not used for a long period. ※If the printer is left without cleaning, the ink will be hardened inside the head nozzle, and may cause the head trouble. ◆ Do not open the front cover while printing. Moreover, Do not touch the media while printing. Good printing result might not be obtained. ※Please remove the media and hold the lever up when not using for a long time. Due to the environment conditions, media float and wrinkle might happen that does not obtain the good result. ◆ Paper guides, platen and paper holding plate will become hot due to the heater temperature setting. Beware of being burned. ◆ Ne pas exposer directement l'imprimante aux courants d'air des appareils de ventilation ou de climatisation. ※Un courant d'air peut affecter la projection d'encre, empêchant ainsi l'obtention d'une qualité d'impression satisfaisante; ou entraîner un dysfonctionnement de la tête d'impression, suite à l'assèchement de l'encre à l'intérieur des buses. ◆ Si vous n'utilisez pas l'imprimante durant une longue période, effectuez un nettoyage normal une fois par semaine. ※Si vous ne le faites pas, cela pourrait entraîner un dysfonctionnement de la tête d'impression, suite à l'assèchement de l'encre à l'intérieur des buses. ◆ Ne pas ouvrir le capot frontal en cours d'impression. De plus, en cours d'impression, ne pas introduire vos mains par les ouvertures, et ne pas toucher au papier. Vous pourriez vous blesser, ou ne pas obtenir une qualité d'impression satisfaisante. ※Si vous n'imprimez pas durant une longue période, retirez le papier, et maintenir le levier en position haute. A défaut, vous risquez de ne pas obtenir une qualité d'impression satisfaisante. ◆ Le réglage de la température du chauffe-eau, papier - depuis le guide, platine, papier plaque de pression est une température élevée, il peut provoquer des brûlures. ◆ 直接機械に送風機や空調装置の風を当てないで下さい。 ※風によりヘッドノズル内のインクが固まりヘッド故障の原因になったり、インクの吐出に影響を与え、満足な印字結果が得られないことがあります。 ◆ 長期間プリンタを使用しない場合は、週に一度ノーマルクリーニングを行ってください。 ※クリーニングを行わずに放置すると、ヘッドノズル内でインクが固まりヘッド故障の原因となります。 ◆ 作中中はフロントカバーを開けないでください。また、作中中は開口部から手を入れたり用紙に触れないでください。思わぬケガをしたり、良好な作中結果が得られないことがあります。 ※長時間作中を行わない時は、用紙を外しホルダーレバーをアップ状態にしてください。良好な作中結果が得られないことがあります。 ◆ ヒーターの温度設定により、ペーパーガイド、プラテン、用紙押えプレートが高温となるため、火傷をする恐れがあります。 </div> </div>

VJ-1638WX

No.	Types of warning labels
4	<div style="border: 1px solid black; padding: 10px;"> <div style="background-color: yellow; text-align: center; padding: 5px;">  CAUTION 注意 </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"> <p>◆ 作画中はフロントカバーを開けないでください。また、作画中は開口部から手を入れたり用紙に触れないでください。思わぬケガをしたり、良好な作画結果が得られないことがあります。</p> <p>※ 長時間作画を行わない時は、用紙を外し用紙セットレバーをアップ状態にしてください。良好な作画結果が得られないことがあります。</p> <p>◆ 直接機械に送風機や空調装置の風を当てないで下さい。</p> <p>※ 風によりヘッドノズル内のインクが固まり、ヘッド故障の原因になったり、インクの吐出に影響を与え、満足な印字結果が得られないことがあります。</p> </div> <div style="width: 45%;"> <p>◆ Do not open the front cover while printing. Moreover, do not touch the media while printing. Good printing result might not be obtained.</p> <p>※ Please remove the media and hold the lever up when not using for a long time. Due to the environment conditions, media float and wrinkle might happen that does not obtain the good result.</p> <p>◆ Do not give a direct wind from a fan or air conditioner to the machine.</p> <p>※ A wind may dry the ink in the head nozzles causing clogging that affects ink jetting, and you will not be able to obtain satisfactory printing results.</p> </div> </div> </div>

NOTE

The following marks are for China's safety standards.

	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">汉文</td> <td>仅适用于海拔2000m以下地区安全使用。</td> </tr> <tr> <td>藏文</td> <td>《2000m རྒྱུ་མཚོའི་ལོག་མཚམས་ཀྱི་ས་ཁུལ་ལྷོ་ནུབ་ཉེན་མེད་བེད་སྤྱོད་བྱས་འཇུག།》</td> </tr> <tr> <td>蒙古文</td> <td>““ཧུ་མཚོའི་ལོག་མཚམས་ཀྱི་ས་ཁུལ་ལྷོ་ནུབ་ཉེན་མེད་བེད་སྤྱོད་བྱས་འཇུག།”</td> </tr> <tr> <td>壮文</td> <td>Dan hab yungh youq gij digih haijbaz 2000m doxroengz haenx ancienz sawjyungh.</td> </tr> <tr> <td>维文</td> <td>دېڭىز يۈزىدىن 2000 مېتر تۆۋەن رايونلاردا بىخەتەر ئىشلەتكىلى بولىدۇ</td> </tr> </table>	汉文	仅适用于海拔2000m以下地区安全使用。	藏文	《2000m རྒྱུ་མཚོའི་ལོག་མཚམས་ཀྱི་ས་ཁུལ་ལྷོ་ནུབ་ཉེན་མེད་བེད་སྤྱོད་བྱས་འཇུག།》	蒙古文	“ “ ཧུ་མཚོའི་ལོག་མཚམས་ཀྱི་ས་ཁུལ་ལྷོ་ནུབ་ཉེན་མེད་བེད་སྤྱོད་བྱས་འཇུག།”	壮文	Dan hab yungh youq gij digih haijbaz 2000m doxroengz haenx ancienz sawjyungh.	维文	دېڭىز يۈزىدىن 2000 مېتر تۆۋەن رايونلاردا بىخەتەر ئىشلەتكىلى بولىدۇ
汉文	仅适用于海拔2000m以下地区安全使用。										
藏文	《2000m རྒྱུ་མཚོའི་ལོག་མཚམས་ཀྱི་ས་ཁུལ་ལྷོ་ནུབ་ཉེན་མེད་བེད་སྤྱོད་བྱས་འཇུག།》										
蒙古文	“ “ ཧུ་མཚོའི་ལོག་མཚམས་ཀྱི་ས་ཁུལ་ལྷོ་ནུབ་ཉེན་མེད་བེད་སྤྱོད་བྱས་འཇུག།”										
壮文	Dan hab yungh youq gij digih haijbaz 2000m doxroengz haenx ancienz sawjyungh.										
维文	دېڭىز يۈزىدىن 2000 مېتر تۆۋەن رايونلاردا بىخەتەر ئىشلەتكىلى بولىدۇ										
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">汉文</td> <td>“仅适用于非热带气候条件下安全使用。”</td> </tr> <tr> <td>藏文</td> <td>《སྤོང་ལྗང་གི་མཚམས་ཀྱི་ས་ཁུལ་ལྷོ་ནུབ་ཉེན་མེད་བེད་སྤྱོད་བྱས་འཇུག།》</td> </tr> <tr> <td>蒙古文</td> <td>““ཚ་བའི་ས་ཁུལ་གྱི་གནས་ཁོངས་ལྷོ་ནུབ་ཉེན་མེད་བེད་སྤྱོད་བྱས་འཇུག།”</td> </tr> <tr> <td>壮文</td> <td>Dan hab yungh youq gij dienheiq diuzgen mbouj dwg diegndat haenx ancienz sawjyungh.</td> </tr> <tr> <td>维文</td> <td>غەيرى ئىسسىق بەلباغ ھاۋا كىلىماتى شارائىتىدا بىخەتەر ئىشلەتكىلى بولىدۇ</td> </tr> </table>	汉文	“仅适用于非热带气候条件下安全使用。”	藏文	《སྤོང་ལྗང་གི་མཚམས་ཀྱི་ས་ཁུལ་ལྷོ་ནུབ་ཉེན་མེད་བེད་སྤྱོད་བྱས་འཇུག།》	蒙古文	“ “ ཚ་བའི་ས་ཁུལ་གྱི་གནས་ཁོངས་ལྷོ་ནུབ་ཉེན་མེད་བེད་སྤྱོད་བྱས་འཇུག།”	壮文	Dan hab yungh youq gij dienheiq diuzgen mbouj dwg diegndat haenx ancienz sawjyungh.	维文	غەيرى ئىسسىق بەلباغ ھاۋا كىلىماتى شارائىتىدا بىخەتەر ئىشلەتكىلى بولىدۇ
汉文	“仅适用于非热带气候条件下安全使用。”										
藏文	《སྤོང་ལྗང་གི་མཚམས་ཀྱི་ས་ཁུལ་ལྷོ་ནུབ་ཉེན་མེད་བེད་སྤྱོད་བྱས་འཇུག།》										
蒙古文	“ “ ཚ་བའི་ས་ཁུལ་གྱི་གནས་ཁོངས་ལྷོ་ནུབ་ཉེན་མེད་བེད་སྤྱོད་བྱས་འཇུག།”										
壮文	Dan hab yungh youq gij dienheiq diuzgen mbouj dwg diegndat haenx ancienz sawjyungh.										
维文	غەيرى ئىسسىق بەلباغ ھاۋا كىلىماتى شارائىتىدا بىخەتەر ئىشلەتكىلى بولىدۇ										

2 Product overview

This chapter explains the features of this printer along with the names and functions of each part.

2.1 Features

This section explains the main features of the printer.

(1) High-speed output

The new print head has realized high-speed output.

(2) Wide variety of compatible media

The height of Print head is adjustable to three levels, making it possible to print on various paper with the width of 0.08 mm to 2.8 mm.

(3) Vibrant color reproduction (for VJ-2638X/1938X/1638X)

7 colors of ink are used for printing in order to reproduce sharp and vivid colors.

High-capacity ink cartridges of 220 ml and 440 ml (VJ-2638X/1938X/1638X) with dedicated IC chips are adopted. High-capacity ink pack adapter to use 1,000 ml ink bags (option for VJ-2638X/1938X/1638X) is available.

Ink consumption amount can be controlled by IC chips, greatly improving productivity. Use of variable dots can also improve color reproduction.

(4) Effective use of media

Equipped with the origin setting function that allows you to set the print start position arbitrarily. Printing can be performed on the media that has already been printed on, allowing effective use of margins.

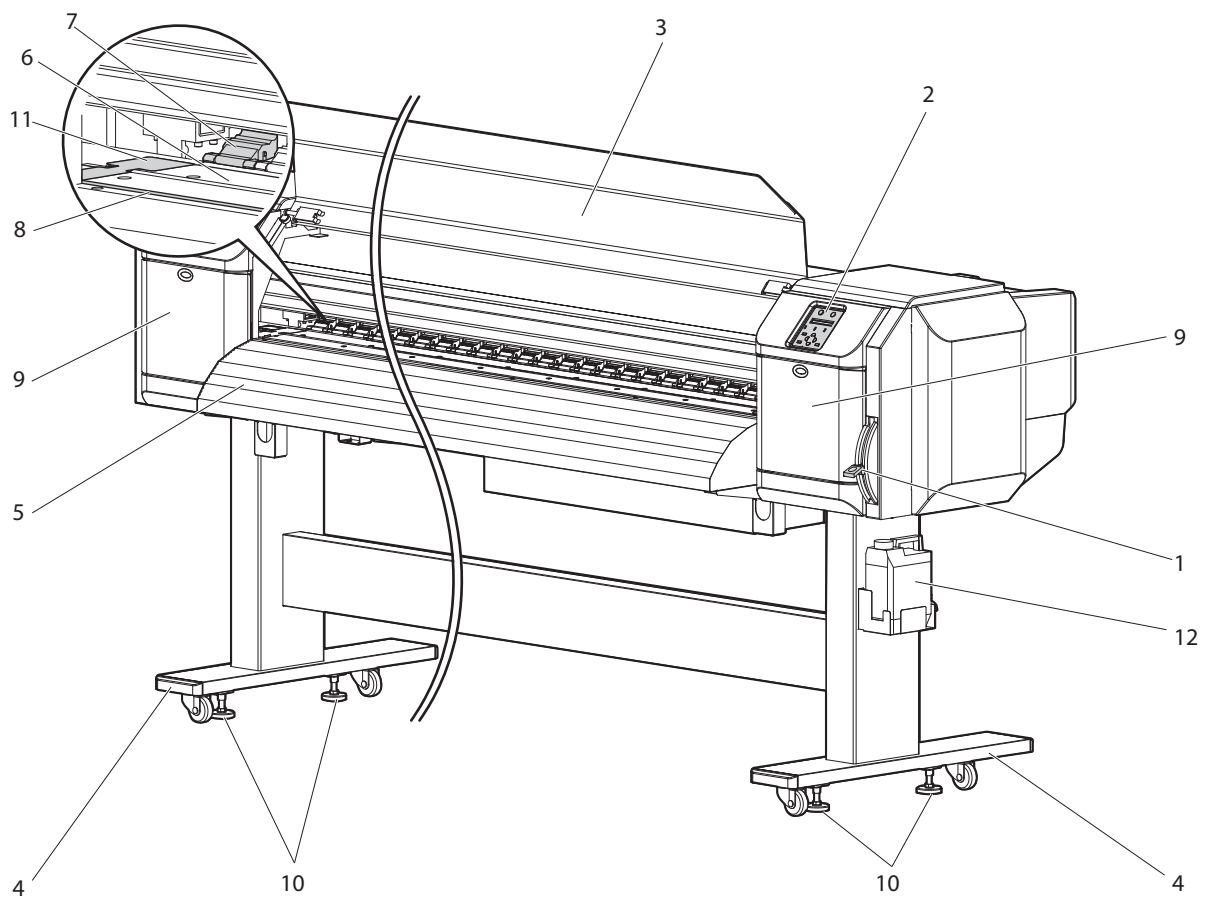
2.2 Names of parts and functions

This section explains the names and functions of each part.

2.2.1 Front section

NOTE

The illustrations used in this section are those of VJ-1638X.

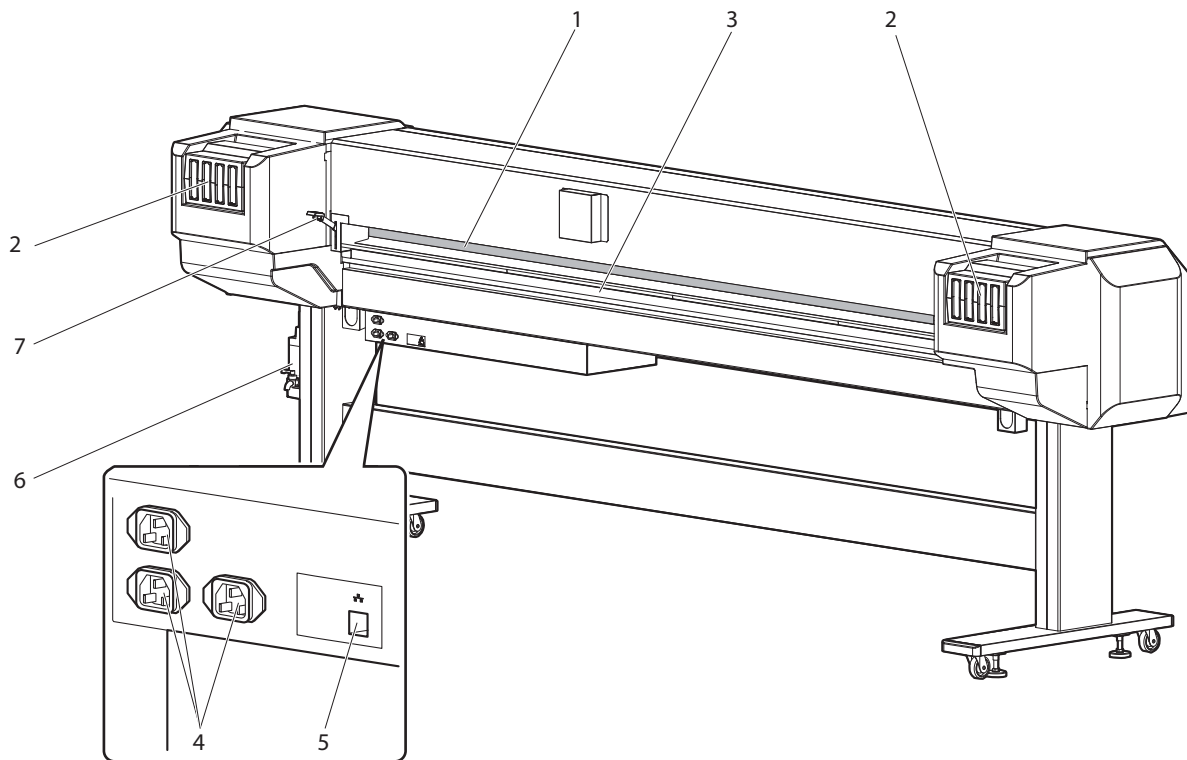


No.	Name	Function
1	Media loading lever	Used for fixing or releasing the media. <ul style="list-style-type: none"> • Lower Lever to fix the media. • Lower Lever further to fix the media firmly. Used to improve the accuracy of media feeding. <ul style="list-style-type: none"> • Raise Lever to release the media.
2	Operation panel	Used to set the operation condition, printer display and various functions. 📖 2.2.3 Operation panel

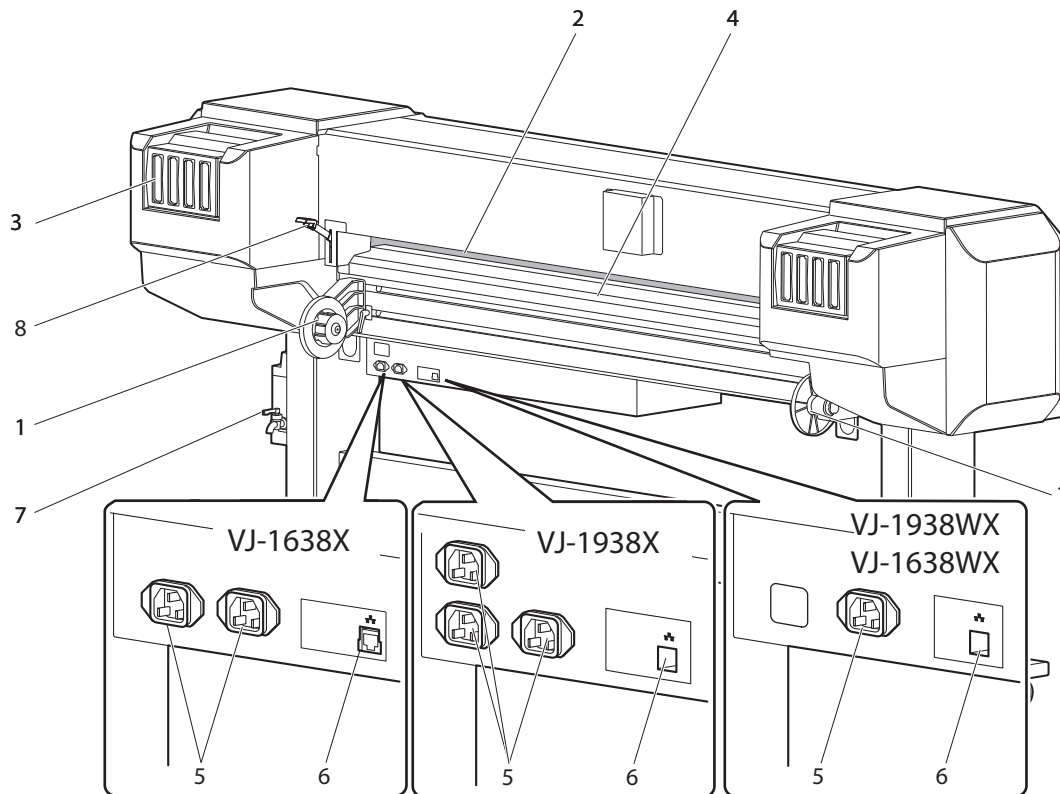
No.	Name	Function
3	Front cover	Used to prevent the user from coming in contact with the driving mechanism during the printer operation. Opened and closed when media is loaded or jammed. It is normally closed.
4	Stand	Used when installing the printer on a flat floor.
5	Media guide	Used to feed the media smoothly when loading or printing on the media. <ul style="list-style-type: none"> • Heater (After heater) to dry ink is installed inside VJ-2638X/1938X/1638X. • VJ-1938WX/1638WX is not equipped with Heaters.
6	Platen	Installed inside of Front cover. <ul style="list-style-type: none"> • Heater (Platen-heater) to dry ink is installed inside VJ-2638X/1938X/1638X. • VJ-1938WX/1638WX is not equipped with Heaters.
7	Pressurizing rollers	Installed inside of Front cover. Press and hold the whole media when printing.
8	Media cut groove	Installed inside of Front cover. Used to cut media straight.
9	Maintenance cover	Used to prevent the user from touching the inner mechanical section. Open/close in the following cases. <ul style="list-style-type: none"> • When cleaning Cleaning wiper • When cleaning circumference of Print head • When replacing Cutter It is normally closed.
10	Adjuster	Used to install the printer horizontally.
11	Media holder plate	Installed inside of Front cover. By attaching Media holder plates to both sides of the media, media warpage can be prevented to a degree.
12	Waste fluid tank	Used for collecting waste ink discharged from the printer.

2.2.2 Rear section

(1) Rear section (VJ-2638X)



No.	Name	Function
1	Media feed slot	Used for feeding media.
2	Ink cartridge slot	Insert ink cartridges.
3	Media guide	Used to feed the media smoothly when loading or printing on the media. • Heater (Pre-heater) to dry ink is installed inside.
4	AC inlet	Used for connecting the power cord set.
5	Network interface cable connector	Connects a network interface cable.
6	Waste fluid valve	Open/close when discharging the waste fluid from Waste fluid tank. It is normally closed.
7	Media loading lever	Used for fixing or releasing the media. • Lower Lever to fix the media. • Lower Lever further to fix the media firmly. Used to improve the accuracy of media feeding. • Raise Lever to release the media.

(2) Rear section (VJ-1938X/1638X/1938WX/1638WX)

No.	Name	Function
1	Roll media holder	Load the roll media. Equipped with Flanges to attach the roll media and Fixing levers to fix Roll media holders.
2	Media feed slot	Used for feeding media.
3	Ink cartridge slot	Insert ink cartridges.
4	Media guide	Used to feed the media smoothly when loading or printing on the media. <ul style="list-style-type: none"> • Heater (Pre-heater) to dry ink is installed inside VJ-1938X/1638X. • VJ-1938WX/1638WX is not equipped with Heaters.
5	AC inlet	Used for connecting the power cord set.
6	Network interface cable connector	Connects a network interface cable.
7	Waste fluid valve	Open/close when discharging the waste fluid from Waste fluid tank. It is normally closed.
8	Media loading lever	Used for fixing or releasing the media. <ul style="list-style-type: none"> • Lower Lever to fix the media. • Lower Lever further to fix the media firmly. Used to improve the accuracy of media feeding. • Raise Lever to release the media.

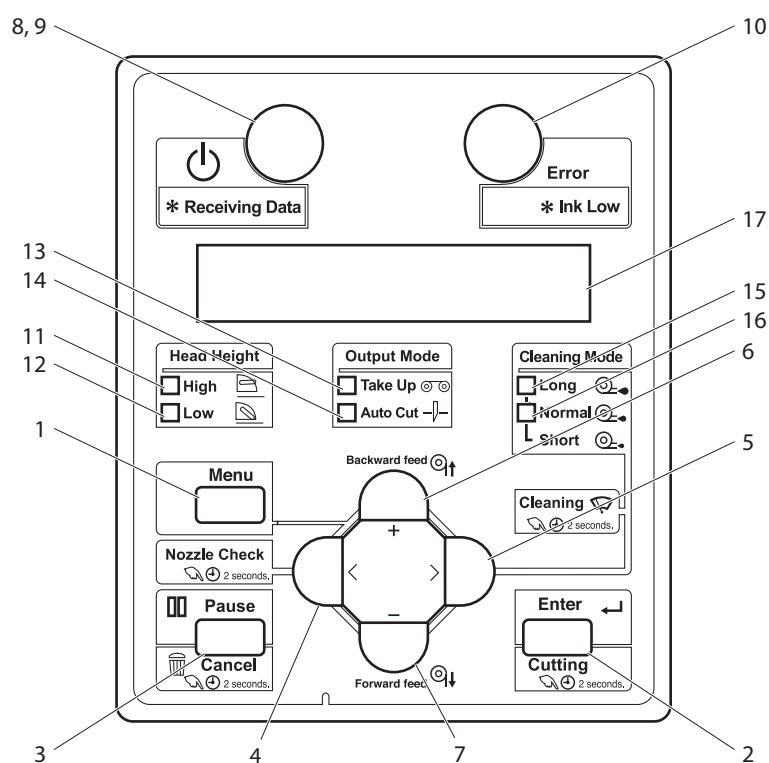
2.2.3 Operation panel

Used to set the operating conditions, to display the status of the printer, and to set various functions. Explains names of each operation key and status display along with the functions.

TIP


Refer to the following for details regarding the operation method of Operation panel.

- When setting the menu from Operation panel: [4.3 Menu setups on Operation panel](#)
- When performing various operations in Operation panel: [4.4 Operating from Operation panel](#)



(1) Operation keys

NOTE

- Operation keys are assigned with different functions and names depending on the printer status (Normal or Setup menu display).
For details about the printer status, refer to [2.3 Printer status outline](#).
- The  symbol means “standby”. Even when the power button is not turned on, the printer consumes a tiny amount of power so long as the power cable is connected. This state is referred to as the power being “off” in this Manual.

No.	Name	Normal	Setup menu display
1	[Menu] key	Shifts to the Setup menu.	Shifts from Setup menu display to Normal.
2	[Enter] key	Restarts printing while printing is being suspended.	<ul style="list-style-type: none"> • Select the menu to set, and shift to the next hierarchy. • The setting is determined and saved.
	[Cutting] key	Cuts the media when pressed for more than two seconds.	—
3	[Pause] key	Pauses printing.	—
	[Cancel] key	<ul style="list-style-type: none"> • When printing: When pressed for more than two seconds, forcefully terminates printing and deletes one file of the remaining data. • When receiving or analyzing data: When pressed for more than two seconds, deletes the data already received and analyzed. 	<ul style="list-style-type: none"> • Returns to the previous menu hierarchy. Changes made in the setting are discarded. • Shifts from Setup menu display to Normal.
4	[<] key	—	—
	[Nozzle Check] key	Press and hold this key for two seconds or more to perform Nozzle Check printing.	—
5	[>] key	<ul style="list-style-type: none"> • Sets Cleaning Mode. • The lamp of Cleaning Mode that you set lights up in green. 	Shifts the menu in the lower hierarchy.
	[Cleaning] key	When pressed for more than two seconds, cleaning starts.	—
6	[Backward↑] key	The media is fed in the reverse direction.	—
	[+] key	—	<ul style="list-style-type: none"> • Changes the displayed menu to the forward direction. • The setting is changed to the reverse direction. • The numeric value is increased during numerical input.
7	[Forward↓] key	Media is fed in the forward direction.	—
	[-] key	—	<ul style="list-style-type: none"> • Changes the displayed menu to the reverse direction. • Changes the setting in the forward direction. • The numeric value is decreased during numerical input.
8	[Power] key	Turns the printer ON/OFF.	Turns the printer ON/OFF.

(2) Display section

No.	Name	Color	Status	Description
9	Power lamp	Blue	Lamp ON	Power is ON.
			Lamp blinks	<ul style="list-style-type: none"> Receiving and analyzing the data. Performing media initial operation.
			Lamp OFF	Power is OFF.
10	Error lamp	Orange	Lamp ON	An error has occurred. The error content is displayed on the LCD.
			Lamp blinks	The remaining amount of ink is low.
			Lamp OFF	There is no error.
11	High lamp	Green	Lamp ON	The head height is set to "High". When the Low lamp is also turned on, the head height is set to "Mid".
			Lamp OFF	The head height is set to "Low".
12	Low lamp	Green	Lamp ON	The head height is set to "Low". When the High lamp is also turned on, the head height is set to "Mid".
			Lamp OFF	The head height is set to "High".
13	Take Up lamp	Green	Lamp ON	Media ejection mode is set to "Take-up".
			Lamp OFF	Media ejection mode is set to "Off" or "Auto cut".
14	Auto Cut lamp	Green	Lamp ON	Media ejection mode is set to "Auto cut".
			Lamp OFF	Media ejection mode is set to "Off" or "Take-up".
15	Long lamp	Green	Lamp ON	<ul style="list-style-type: none"> Cleaning mode is set to "Long". When the Normal lamp is also on, Cleaning mode is set to "Short".
			Lamp OFF	Cleaning Mode is set to "Normal".
16	Normal lamp	Green	Lamp ON	<ul style="list-style-type: none"> Cleaning Mode is set to "Normal". When the Long lamp is also on, Cleaning mode is set to "Short".
			Lamp OFF	Cleaning mode is set to "Long".
17	LCD display section	—	—	Displays the operation status of the printer or an error message.

TIP

When an error requiring a restart (fatal malfunction for the printer operation) occurs, all lamps blink with an alarm.

 **7.2.3 Error requiring restart**

- If the error persists even when the malfunction is fixed, contact your local MUTOH dealer.

2.2.4 Ink level indicator

When the “Remain Ink menu” on Display menu is set to “On”, the ink level indicator that describes the ink or ink cartridge status is displayed on LCD monitor.

☞ 5.7 Display menu

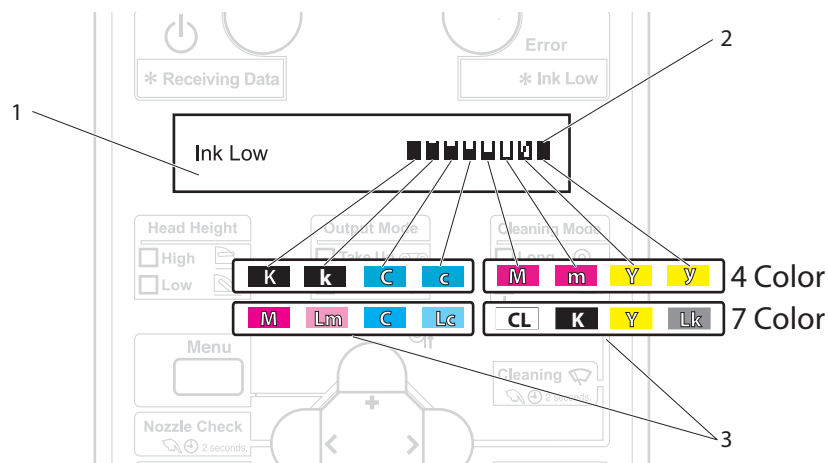
☞ 5.7.4 Remain Ink menu

- In the normal operation
 - ☞ 2.3.1 Status
- During printing
- To display ink or cartridge errors
 - ☞ 7.2.2 Message type error display and remedies

The indicator and the corresponding ink color labels are shown below.









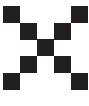
NOTE

The ink color labels are attached to the top of the ink cartridge slots.



No.	Name
1	LCD display section
2	Ink level indicator
3	Ink color label

2.2.4.1 Estimated ink level graphic

No.	Indicator to display	the conditions of ink/cartridges
1		Remaining ink amount: More than 80%, less than 100%
2		Remaining ink amount: More than 60%, less than 80%
3		Remaining ink amount: More than 40%, less than 60%
4		Remaining ink amount: More than 20%, less than 40%
5		Remaining ink amount : Less than 20% • If the indicator is blinking, smartchip recovery is being performed on the corresponding ink cartridge.  7.4 Smartchip Recovery
6		Ink Low
7		Ink End
8		No cartridge

2.3 Printer status outline

This section explains the printer status.

2.3.1 Status

(1) Normal

Printing is possible when the media is loaded.

The various functions for printing can be performed on Operation panel.

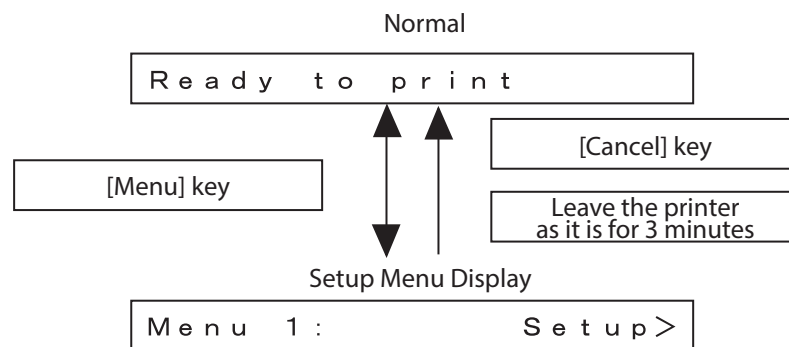
(2) Setup menu display

Various settings regarding printing can be made from Operation panel.

The various functions for printing can be performed on Operation panel.

Display contents in the LCD monitor of Operation panel are as follows.

(3) Panel display



2.3.2 Changing printer status

Follow the procedure below and change the printer status.

(1) Normal → Setup menu display

Press the [Menu] key on Operation panel when the printer is set to Normal.

- “Menu 1: Setup>” is displayed on Operation panel and the display shifts to the Setup menu.

NOTE

For details regarding the Setup menu, refer to [4.3 Menu setups on Operation panel](#).

(2) Setup menu display → Normal

When the printer is at Setup menu display, perform either of the following operations to shift Operation panel to the Normal display.

- Press the [Cancel] or [Menu] key on Operation panel.
- In the Setup menu, leave the keys untouched for three minutes.

NOTE

For details on Status message, refer to [7.2.1 Status messages](#).

3 Before using

This chapter explains necessary steps before using the printer.

3.1 Power cord set connection

This section explains power cord set connection.

WARNING

- **Be sure to use the specified power cord set.**
Using a power cord set other than the specified can cause an electric shock or fire.
- **Do not use a damaged power cord set.**
It could lead to an electric shock or fire.

CAUTION

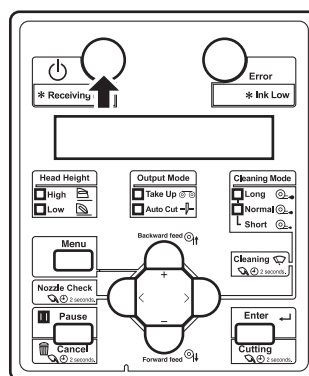
- **Pay attention to the following points when handling the power cord set.**
 - **Do not tamper with the power cord set.**
 - **Do not put heavy objects on the power cord set.**
 - **Do not bend, twist or pull the power cord set by force.**
 - **Do not route the power cord set near heating appliances.**

NOTE

Contact your local MUTOH dealer if the power cord set is damaged.

Follow the procedure below to install the power cord set.

1. Make sure that the printer is turned OFF.



NOTE

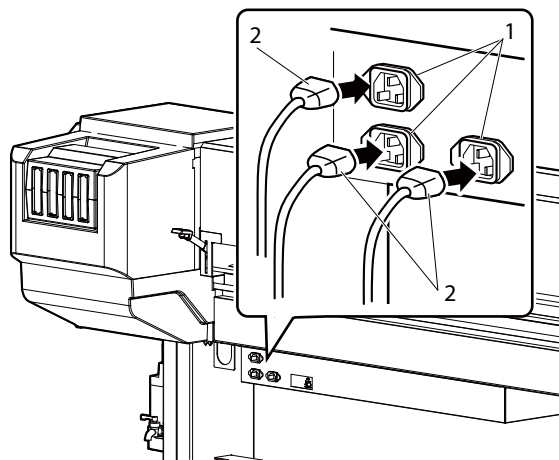
The power is ON when the [Power] key of Operation panel is pressed in.
Press the key once again to turn OFF the power.

2. Connect the power cord set to the AC inlet(s) located on the right side of the printer.

NOTE

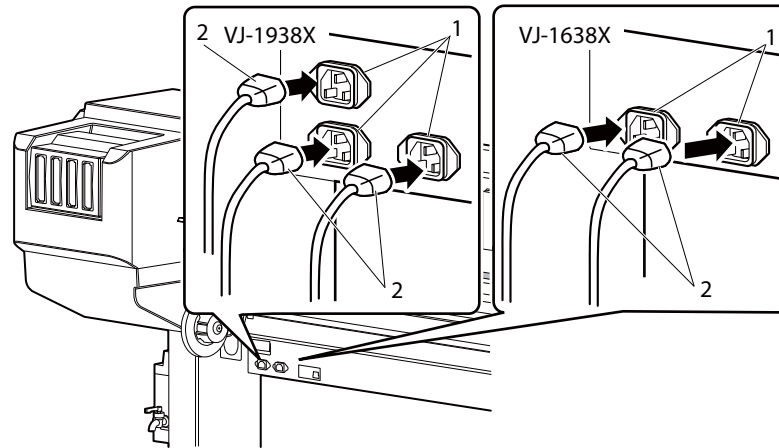
The number of AC inlets differs depending on the printer model.

- VJ-2638X/1938X: 3 locations
- VJ-1638X: 2 locations
- VJ-1938WX/1638WX: 1 location

<VJ-2638X>

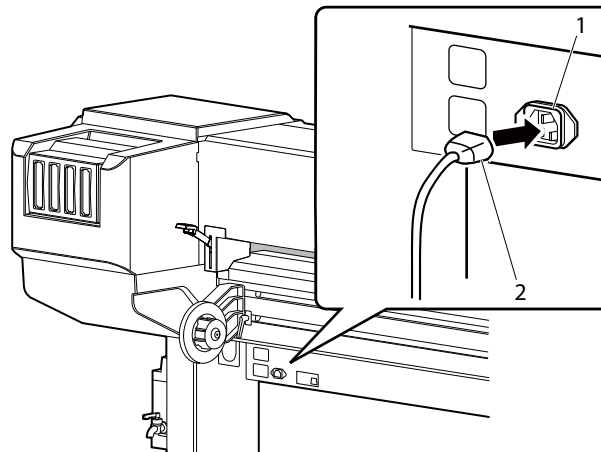
No.	Name
1	AC inlet
2	Power cord set

<VJ-1938X/1638X>



No.	Name
1	AC inlet
2	Power cord set

<VJ-1938WX/1638WX>



No.	Name
1	AC inlet
2	Power cord set

3. Insert the plug of the power cord set firmly in the socket.

⚠ WARNING

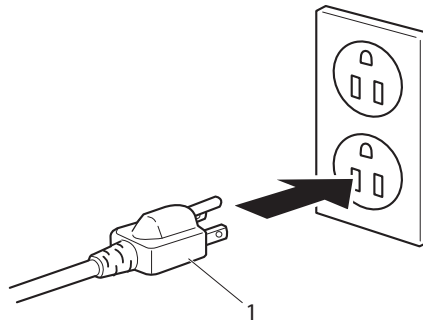
- **Do not pull out or insert the power plug with a wet hand.**
This could lead to an electric shock.
- **Make sure to use only the specified power supply (AC 100 V to 120 V or AC 200 V to 240 V).**
If a power supply other than the specified voltage is used, it could cause an electric shock or fire.
- **Take power for the printer directly from the power socket (AC 100 V to 120 V or AC 200 V to 240 V).**
Do not use multiple plugs on the same socket.
This could generate heat and might cause a fire.
- **Be sure to use a dedicated power socket with an earth wire for the power supply, and connect it to the earth wire.**
If the earth wire is not connected, it may cause an electric shock or fire.
- **Do not connect an earth wire to the following places.**
 - **Gas pipes**
There is a possibility of ignition and explosion.
 - **An earth wire of telephone cables and lightning rods**
A heavy current might flow whenever lightning strikes.
 - **Water pipe and faucet**
The earth does not work if part of the metal pipe is plastic.

⚠ CAUTION

- **Pay attention to the following points when handling the power plug.**
Any mishandling of the power cable could cause a fire.
 - **Make sure that no foreign substances such as dust are stuck to the power plug.**
 - **Make sure that the power plug is inserted all the way.**
 - **When you do not use the printer for a long period, make sure to pull out the power plug from the power socket for safety.**
- **Make sure to connect an earth wire to the earth connection that meets the following standards.**
 - **An earth terminal of power socket**
 - **An earth wire with a copper plate which is buried at 650 mm or more in the ground.**

NOTE

- Contact your local MUTOH dealer if the earth connection is not/cannot be established.
- When the printer is ON, do not pull out the power cord set from the power socket. Whenever the plug is pulled out from the power socket, turn OFF the power on Operation panel and allow one minute or more before inserting the plug in the power socket again.
- When inserting Power cord set into the power socket the following capacity is required. If you cannot ensure the capacity insert Power cord sets separately into different power socket.
 - VJ-2636:
When “Heater Ctrl” is “EcoMode”, “Eco/Fixer” or “Eco/Dryer” : 26A
When “Heater Ctrl” is “Powerful”, “Pow/Fixer” or “Pow/Dryer” : 30A
 - VJ-1938X: 30A
 - VJ-1638X: 19A
 - VJ-1938WX/1638WX: 2.5A



No.	Name
1	Power plug

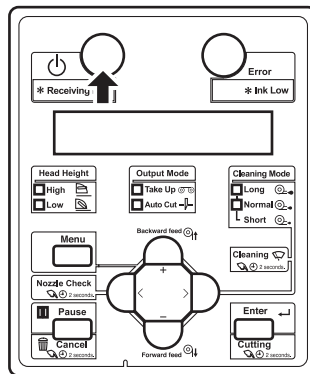
3.2 Turning the power ON/OFF

This section explains how to turn the printer ON/OFF.

3.2.1 Turning the power ON

Follow the procedure below to turn the power ON.

1. Press the [Power] key on Operation panel to turn OFF the printer.
 - The Power lamp on Operation panel is turned off.



- The printer starts initial operation.
- When the initial operation is complete, the printer enters Normal.

NOTE

If there is a problem during the initial operation, a message is displayed on Operation panel and the printer may stop operating.

- If operation stops, refer to [7 Troubleshooting](#) and deal with the problem.

3.2.2 Turning the power OFF

Follow the procedure below to turn the printer OFF.

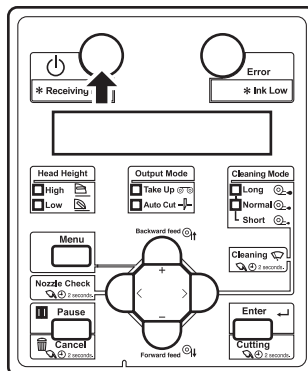
1. Verify the following regarding the operational condition of the printer.
 - Printing or other operations are not in progress.
 - Operation panel display is Normal.
2. Press the [Power] key on Operation panel to turn OFF the printer.
 - The Power lamp on Operation panel is turned off.

NOTE

If Operation panel is in the following status, the power is ON.

- The [Power] key is pressed in.
- The Power lamp lights up in blue.

Press the key once again to turn OFF the power.

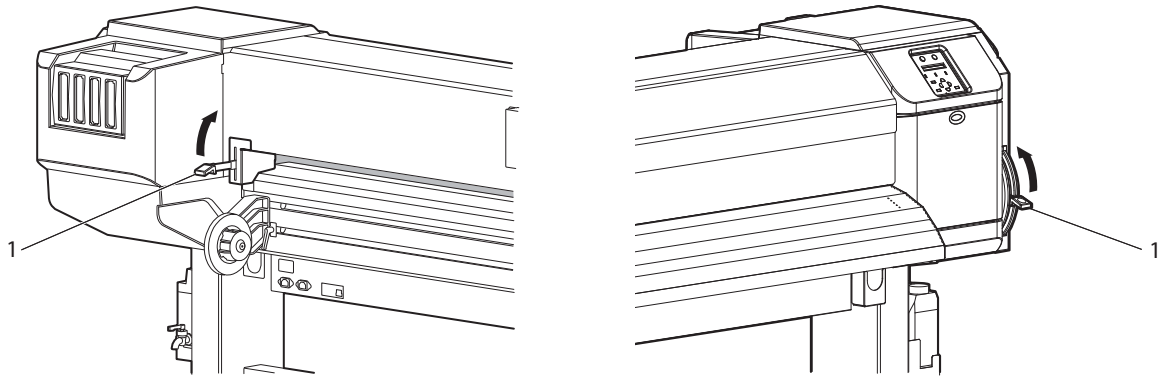


- The printer turns the power OFF.
- “Power Off” is displayed on Operation panel.
- All the lamps on Operation panel and the LCD monitor are turned OFF.
- The printer automatically turns the power OFF.

NOTE

- If there is a problem during turning OFF operation, a message is displayed on Operation panel and the printer may stop operating.
If operation stops, refer to [7 Troubleshooting](#) and deal with the problem.
- After turning OFF the printer, wait for ten seconds or longer to turn it ON again.

3. Raise the media loading lever when the printer is not used for a long time.



No.	Name
1	Media loading lever

3.3 Charging ink

This section describes the procedure to install ink cartridges for the first time.

 **CAUTION**

- Before operation, make sure to read the Safety Data Sheet (SDS).
 - When handling ink cartridges or ink bags, pay attention so that ink does not come into contact with your eyes or skin.
If ink gets into your eyes or sticks to your skin, immediately wash it off with water. Failing to do so might cause irritation or light inflammation of eyes.
In case of any abnormality, consult a physician immediately.
 - Do not disassemble ink cartridges or ink bags.
If disassembled, ink might come into contact with your eyes or skin.
 - DO NOT drop or hit an ink bag.
Ink may leak from the bag.
 - Comply strictly with the following during ink charging.
 - Do not turn OFF the printer.
 - Do not unplug the power cord set.
 - Do not open the front cover.
 - Do not open the maintenance cover.
 - Do not raise the media loading lever.
-

NOTE

- Do not use the ink cartridge(s) you have inserted into ink cartridge slot(s) for other printers. The ink cartridge(s) will not be used again.
- Use genuine ink cartridges or ink bags for charging.
This printer is designed to use genuine ink cartridges and ink bags.
If you use ink cartridges which are not produced by the original manufacturer,
 - printing might become blurred and the end of the ink might not be detected correctly.
 - Any problems caused by using an ink bag other than those recommended above will not be covered by the warranty, and repair expenses will be paid by the customer.
- For types and details of ink cartridges, contact your local MUTOH dealer.
- Do not give ink cartridges or ink bags strong shakes.
Doing so may cause ink leakage.
- Do not disassemble ink cartridges.
A disassembled ink cartridge or ink bags cannot be used.
- Be sure to use the dedicated cleaning fluid.
 - (VJ-2638X/1938X/1638X)
product number: VJ-MSINK3-CL220, VJ-MSINK3-CL1000, VJ-MS31-CL220U
 - (VJ-1938WX/1638WX) product number: RJ-FGCLS
- Shake the ink cartridges or ink bags lightly before installing.
Doing so may affect the print quality.
- When the ink cartridge or ink bag is moved from a cold place to a warm place, leave it for 3 hours or more in the new printing environment before printing.
- Do not insert/remove ink cartridges more than 10 times.
If ink cartridge has been removed/inserted more than the number of times shown above, it cannot be used even when there is remaining ink.
- Ink cartridges and ink bags for this printer have dedicated IC chips on them.
If removing/inserting the ink cartridges and High-capacity ink pack adapter (option) in the following situations, the information within the IC chips may be damaged and the cartridges cannot be used.
 - During printing
 - For ten seconds after inserting all ink cartridges

3.3.1 Changing the angle of ink cartridge slot (VJ-2638X/1938X/1638X/1638WX)

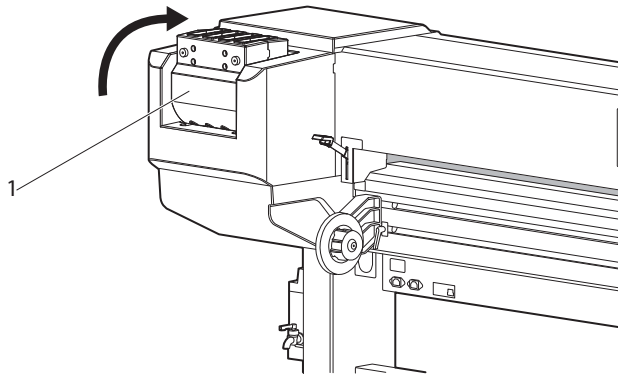
NOTE

VJ-1938WX is not equipped with this function.

Follow the procedure below to change the angle.

3.3.1.1 When inserting ink cartridges vertically

1. Rotate ink cartridge slot by 90 degrees upward.

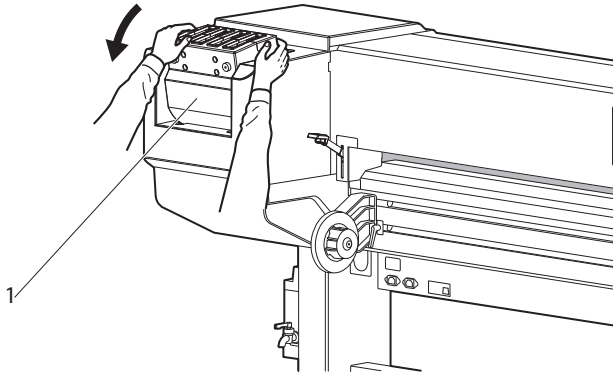


No.	Name
1	Ink cartridge slot

2. Check if ink cartridge slot is vertical.
3. Change the opposite side in the same way.

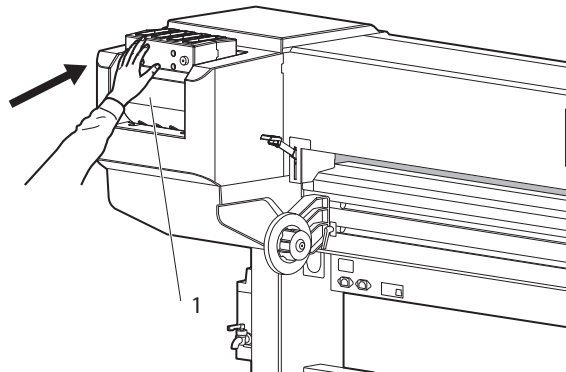
3.3.1.2 When inserting ink cartridges horizontally

1. Tilt ink cartridge slot slightly toward the rear side of the printer.



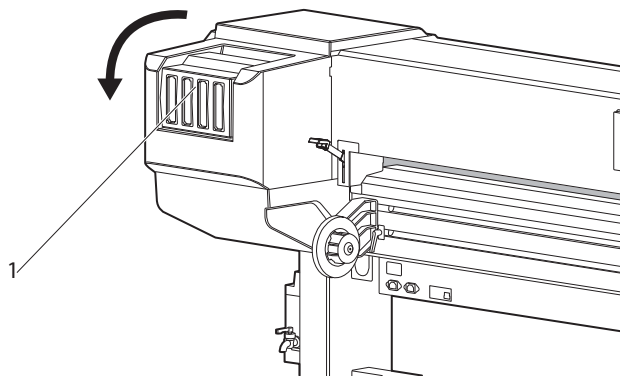
No.	Name
1	Ink cartridge slot

2. To unlock, return ink cartridge slot to the original position.



No.	Name
1	Ink cartridge slot

3. Rotate ink cartridge slot by 90 degrees downward.



No.	Name
11	Ink cartridge slot

4. Check if ink cartridge slot is horizontal.
5. Change the opposite side in the same way.

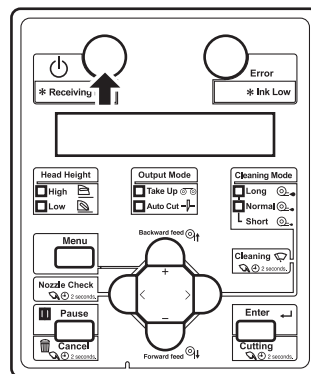
3.3.2 When using 220ml/440ml ink cartridges

NOTE

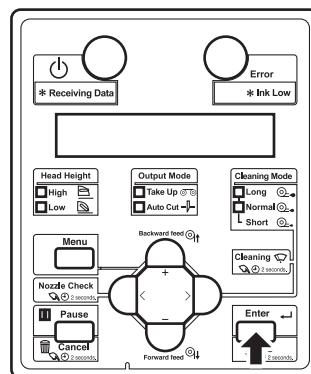
The procedures differ depending on the product. Check your printer model name and follow the correct procedure.

3.3.2.1 For VJ-2638X/1938X/1638X

1. Turn the printer ON.



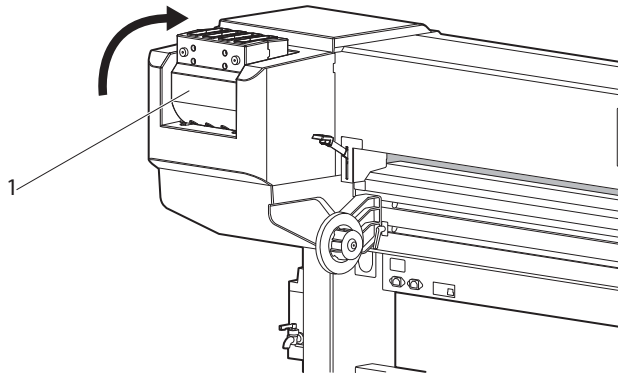
- The printer starts the initializing operation.
 - After the initial operation is complete, “Start Ink Charge – > E” is displayed on Operation panel.
2. Press the [Enter] key on Operation panel.



- “Insert CleaningCart.” is displayed on Operation panel.
3. Take out cleaning cartridges (8 pieces) from the bags.

4. Rotate ink cartridge slot by 90 degrees upward.

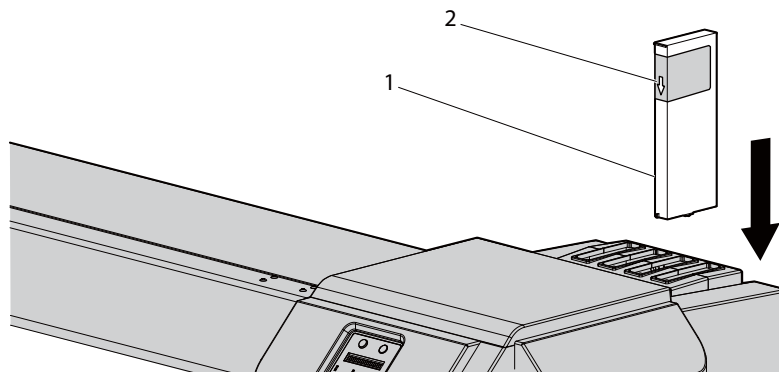
 **3.3.1 Changing the angle of ink cartridge slot (VJ-2638X/1938X/1638X/1638WX)**



No.	Name
1	Ink cartridge slot

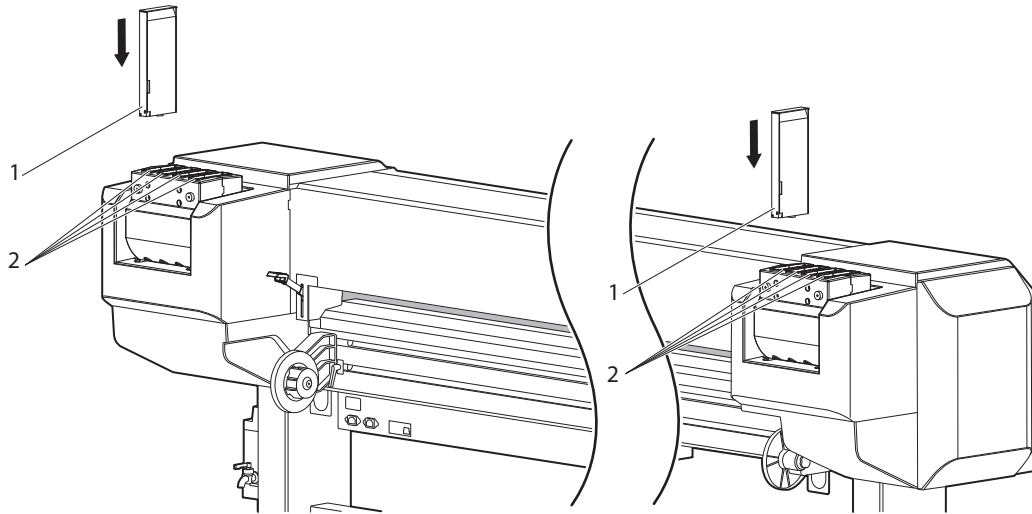
5. Insert cleaning cartridge into ink cartridge slot.

- Keep the arrow of cleaning cartridge facing the front side of the printer and insert it into the printer.



No.	Name
1	Cleaning cartridge
2	Arrow

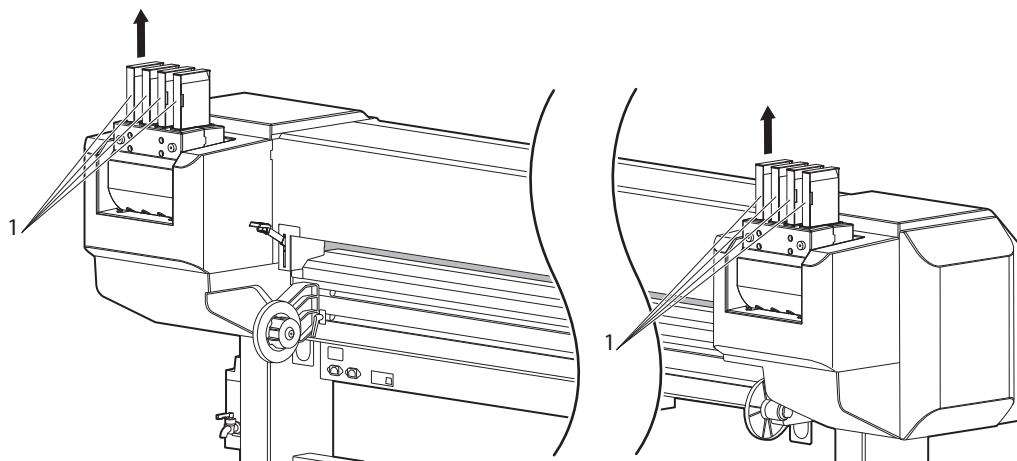
- Insert cleaning cartridge all the way in ink cartridge slot.



No.	Name
1	Cleaning cartridge
2	Ink cartridge slots

- When all cleaning cartridges are installed, “Busy-Washing” is displayed on Operation panel, and the printer starts charging the cleaning fluid.
- When cleaning fluid has been charged, “Remove Cartridges” is displayed on Operation panel.

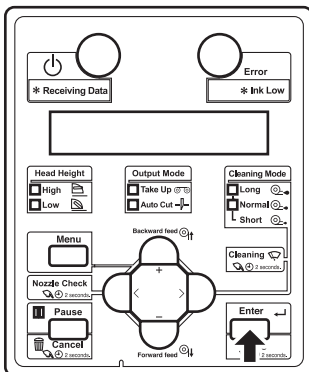
6. Remove all cleaning cartridges.



No.	Name
1	Cleaning cartridge

- “Busy-Washing” is displayed on Operation panel and the printer starts head cleaning.
- When head cleaning is complete, “Wash retry? No” is displayed on Operation panel.

7. Press the [Enter] key on Operation panel.



- “Insert InkCartridges” is displayed on Operation panel.

8. Take out the ink cartridge from the bag and gently shake it 2 to 3 times.

a. For four colors

You need the following cartridges.

- Black (K): 2 cartridges
- Cyan (C): 2 cartridges
- Magenta (M): 2 cartridges
- Yellow (Y): 2 cartridges

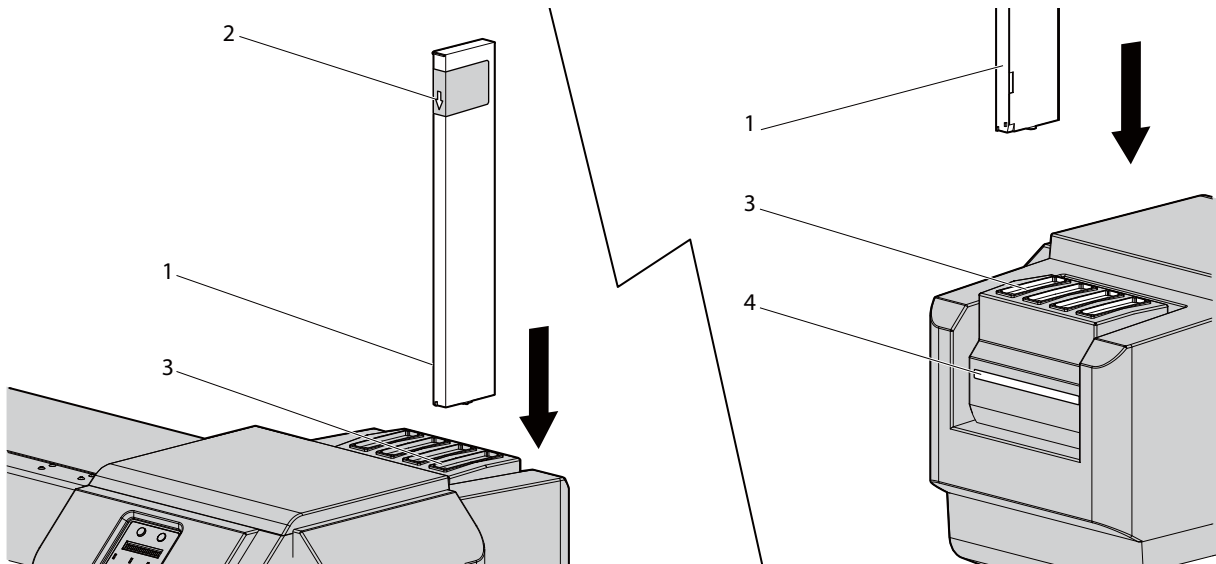
b. For seven colors

You need the following cartridges.

- Magenta (M): 1 cartridge
- Light Magenta (Lm): 1 cartridge
- Cyan (C): 1 cartridge
- Light Cyan (Lc): 1 cartridge
- Cleaning fluid (CL): 1 cartridge
- Black (K): 1 cartridge
- Yellow (Y): 1 cartridge
- Light Black (Lk): 1 cartridge

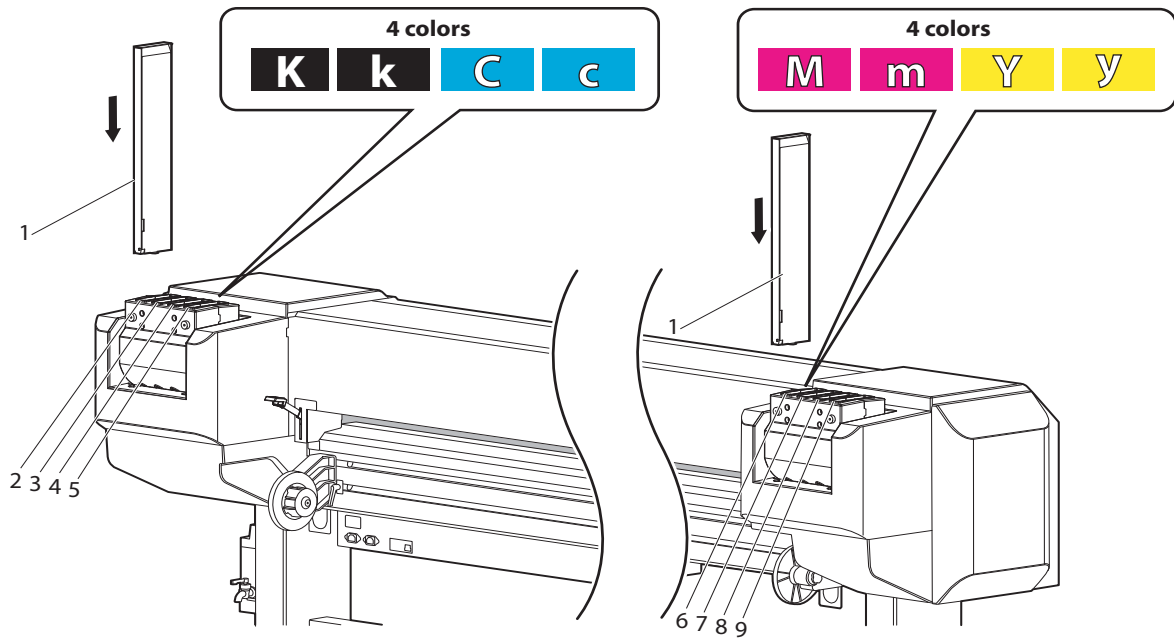
9. Install ink cartridges in ink cartridge slots on the rear side of the printer.

- Make sure that ink cartridges are inserted into the correct slots. Match the ink color label with the ink color before inserting ink bag.
- Keep the arrow of ink cartridge facing the front side of the printer and insert it.



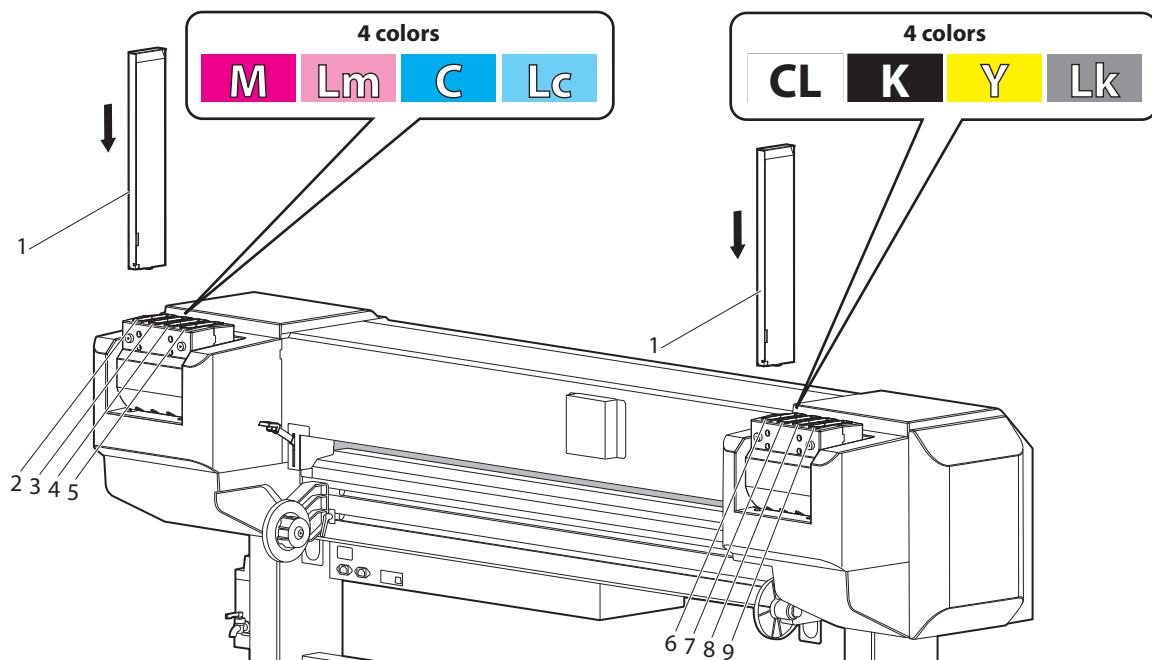
No.	Name
1	Ink cartridge
2	Arrow
3	Ink cartridge slots
4	Ink color labels

a.Type of 4 Colors



No.	Name
1	Ink cartridge
2	Ink cartridge slot K1
3	Ink cartridge slot K2
4	Ink cartridge slot C1
5	Ink cartridge slot C2
6	Ink cartridge slot M1
7	Ink cartridge slot M2
8	Ink cartridge slot Y1
9	Ink cartridge slot Y2

b.Type of 7 Colors



No.	Name
1	High-capacity ink pack adapter
2	Ink cartridge slot 1
3	Ink cartridge slot 2
4	Ink cartridge slot 3
5	Ink cartridge slot 4
6	Ink cartridge slot 5
7	Ink cartridge slot 6
8	Ink cartridge slot 7
9	Ink cartridge slot 8

- Insert ink cartridges all the way in ink cartridge slots.
- When an ink cartridge is installed, “Ink Refill **%” is displayed on Operation panel and ink charging starts.
- Times required for the initial ink charge is as follows.
 - VJ-2638X: Approx 20 minutes
 - VJ-1938X: Approx 18 minutes
 - VJ-1638X: Approx 17 minutes
- Ink charging operation and pause operation are repeated during the initial ink charging.
- When “100%” is displayed, the initial ink charging is complete.

- After the initial ink charging is complete, “Media End” is displayed on Operation panel.

CAUTION

- **Comply strictly with the following during ink charging. If charging is interrupted, ink will be lost when charging is resumed.**
 - Do not turn OFF the power of the printer.
 - Do not unplug the power cord set of the printer.
 - Do not open the front cover.
 - Do not open the maintenance cover.
 - Do not raise the media loading lever.
-

NOTE

- VJ-2638X/1938X/1638X automatically decides to use either four colors or seven colors based on the number of ink cartridge colors installed at the time of initial ink charging. You do not need to make any special settings.
- Users cannot change the number of ink cartridge colors after the initial ink charging on VJ-2638X/1938X/1638X. To request a change, contact your local MUTOH dealer.
- If the printer perform the nozzle check printing immediately after the initial ink charging is complete, the following results may occur.
 - Printed lines become blurred.
 - The data is partially not printed.

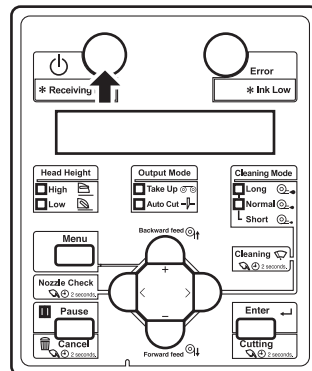
In such cases, follow [5.3 Cleaning menu](#) and perform “Little Charge”. Then, check the print result.

If there is no improvement in the print result even after performing “Little Charge”, leave the printer unused for an hour or more. Then, perform “Little Charge” again and check the print result.

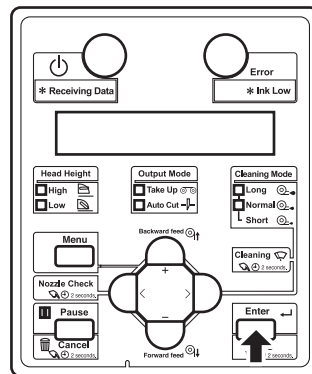
If there is still no improvement, contact your local MUTOH dealer.

3.3.2.2 For VJ-1938WX

1. Turn the printer ON.



- The printer starts the initializing operation.
 - After the initial operation is complete, “Start Ink Charge – > E” is displayed on Operation panel.
2. Press the [Enter] key on Operation panel.



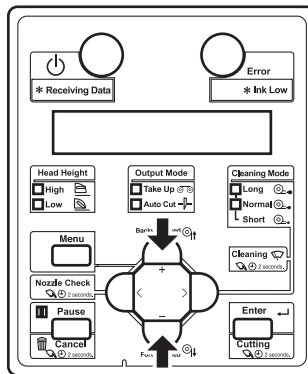
- When head cleaning is complete, “Wash retry? No” is displayed on Operation panel.

- Select whether to perform cleaning of the ink path before the initial ink charge.

NOTE

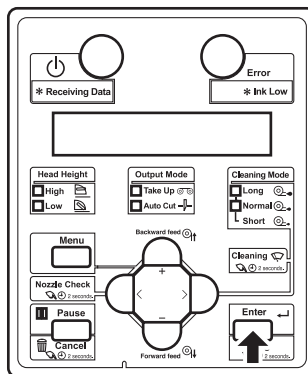
- Cleaning may be required depending on the ink type to be set.
- To perform head cleaning, make sure to use the cleaning liquid that matches the ink.

- When cleaning is required, press the [+] key or [-] key to select “Yes”.



- When cleaning is not required, proceed to the step 8.

- Press the [Enter] key on Operation panel.

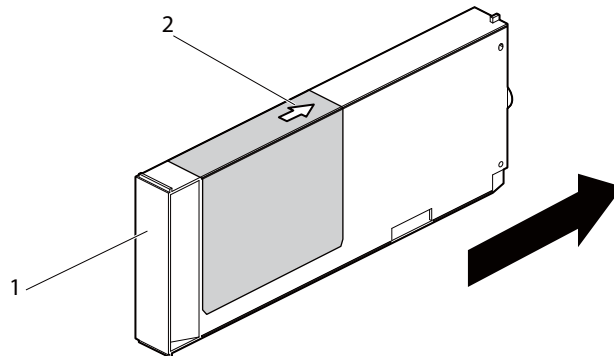


- “Insert CleaningCart.” is displayed on Operation panel.

- Take out cleaning cartridges (8 pieces) from the bags.

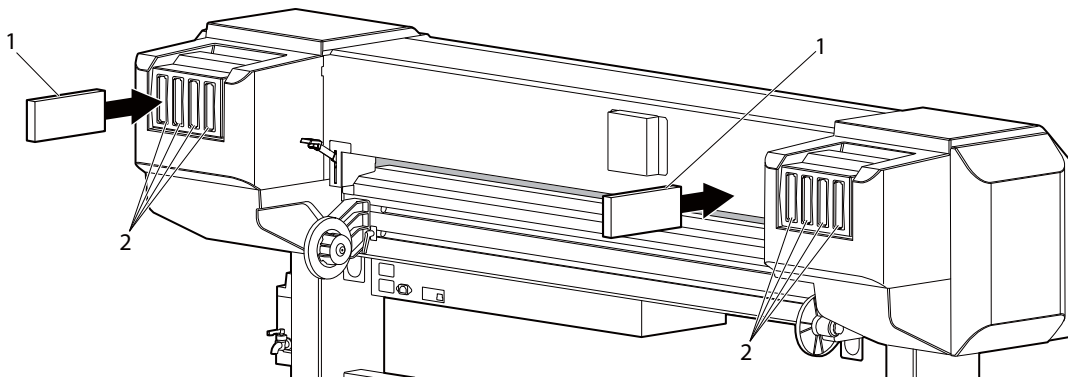
6. Insert cleaning cartridge into ink cartridge slot.

- Keep the arrow of cleaning cartridge facing up and insert it into the printer.



No.	Name
1	Cleaning cartridge
2	Arrow

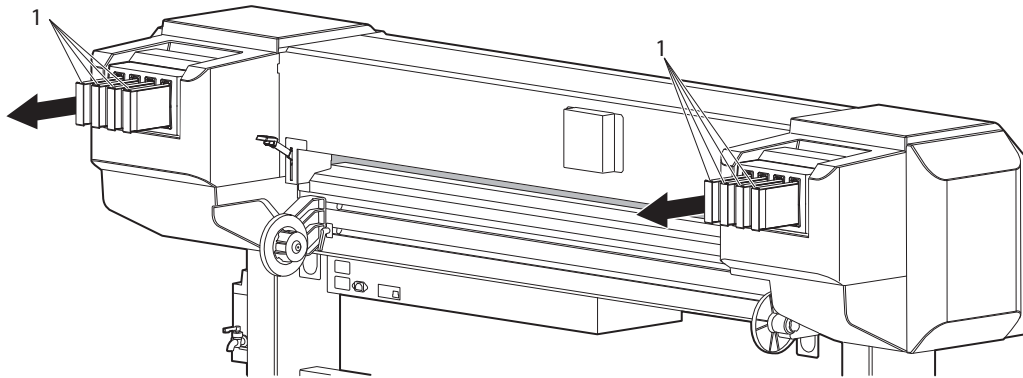
- Insert cleaning cartridge all the way in ink cartridge slot.



No.	Name
1	Cleaning cartridge
2	Ink cartridge slots

- When all cleaning cartridges are installed, “Busy-Washing” is displayed on Operation panel, and the printer starts charging the cleaning fluid.
- When cleaning fluid has been charged, “Remove Cartridges” is displayed on Operation panel.

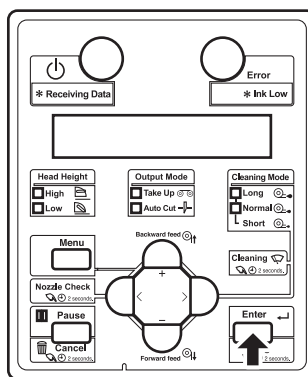
7. Remove all cleaning cartridges.



No.	Name
1	Cleaning cartridge

- “Busy-Washing” is displayed on Operation panel and the printer starts head cleaning.
- When head cleaning is complete, “Wash retry? No” is displayed on Operation panel.

8. Press the [Enter] key on Operation panel.



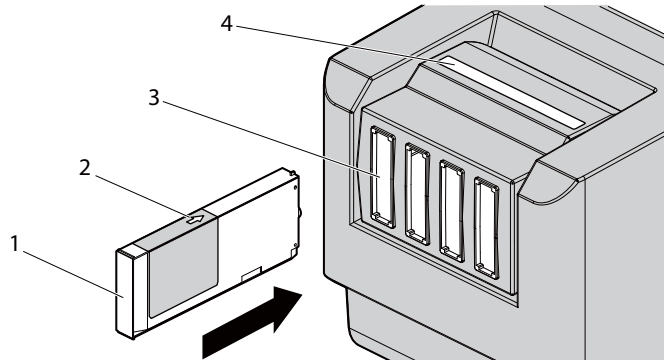
- “Insert InkCartridges” is displayed on Operation panel.

9. Take out the ink cartridge from the bag and gently shake it 2 to 3 times.

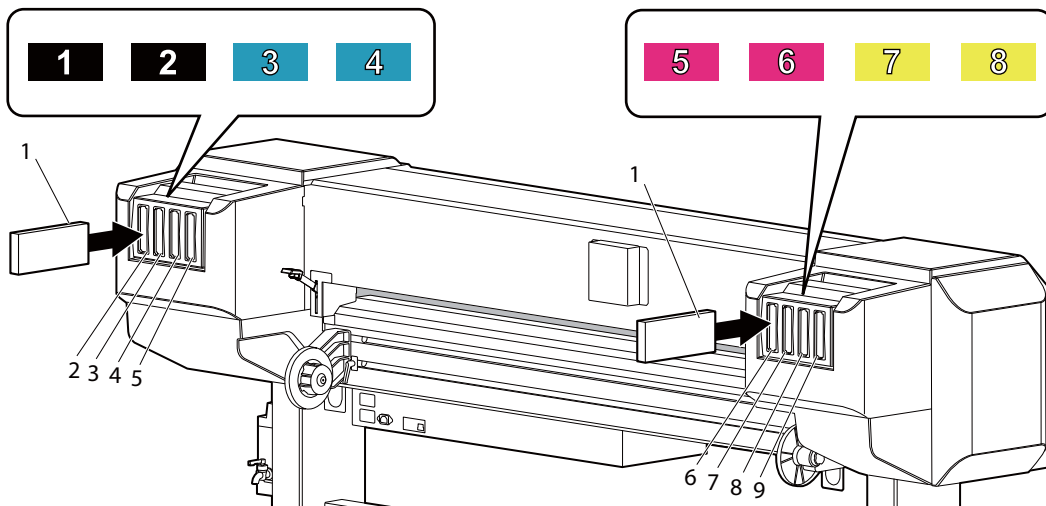
- You need the following cartridges.
 - Black (K): 2 cartridges
 - Cyan (C): 2 cartridges
 - Magenta (M): 2 cartridges
 - Yellow (Y): 2 cartridges

10. Install ink cartridges in ink cartridge slots on the back of the printer.

- Make sure that ink cartridges are inserted into the correct slots. Match the ink color label with the ink color before inserting ink bag.
- Keep the arrow of ink cartridge facing up and insert it into the printer.



No.	Name
1	Ink cartridge
2	Arrow
3	Ink cartridge slots
4	Ink color labels



No.	Name
1	Ink cartridge
2	Ink cartridge slot K1
3	Ink cartridge slot K2
4	Ink cartridge slot C1
5	Ink cartridge slot C2
6	Ink cartridge slot M1
7	Ink cartridge slot M2
8	Ink cartridge slot Y1
9	Ink cartridge slot Y2

- Insert ink cartridges all the way in ink cartridge slots.
- When an ink cartridge is installed, “Ink Refill ***%” is displayed on Operation panel and ink charging starts.
- Initial charging takes about 18 minutes.
- Ink charging operation and pause operation are repeated during the initial ink charging.
- When “100%” is displayed, the initial ink charging is complete.
- After the initial ink charging is complete, “Media End” is displayed on Operation panel.

 CAUTION

- **Comply strictly with the following during ink charging. If charging is interrupted, ink will be lost when charging is resumed.**
 - **Do not turn OFF the power of the printer.**
 - **Do not unplug the power cord set of the printer.**
 - **Do not open the front cover.**
 - **Do not open the maintenance cover.**
 - **Do not raise the media loading lever.**

NOTE

If the printer perform the nozzle check printing immediately after the initial ink charging is complete, the following results may occur.

- Printed lines become blurred.
- The data is partially not printed.

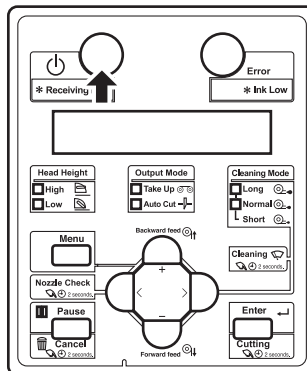
In such cases, follow [5.3 Cleaning menu](#) and perform “Little Charge”. Then, check the print result.

If there is no improvement in the print result even after performing “Little Charge”, leave the printer unused for an hour or more. Then, perform “Little Charge” again and check the print result.

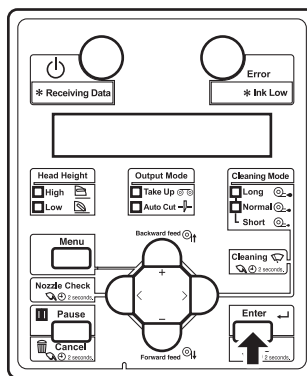
If there is still no improvement, contact your local MUTOH dealer.

3.3.2.3 For VJ-1638WX

1. Turn the printer ON.



- The printer starts the initializing operation.
 - After the initial operation is complete, “Start Ink Charge – > E” is displayed on Operation panel.
2. Press the [Enter] key on Operation panel.



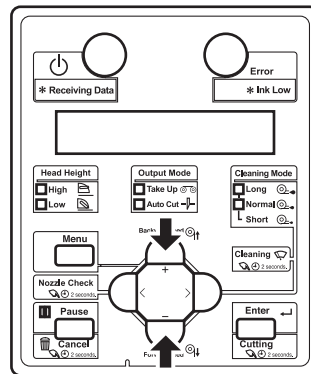
- When head cleaning is complete, “Wash retry? No” is displayed on Operation panel.

3. Select whether to perform cleaning of the ink path before the initial ink charge.

NOTE

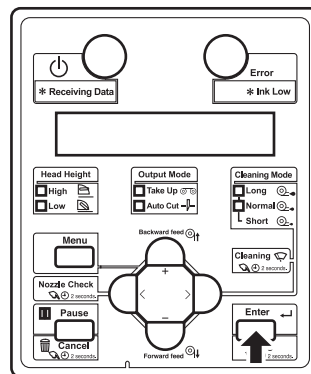
- Cleaning may be required depending on the ink type to be set.
- To perform head cleaning, make sure to use the cleaning liquid that matches the ink.

- a. When cleaning is required, press the [+] key or [-] key to select “Yes”.



- b. When cleaning is not required, proceed to the step 8.

4. Press the [Enter] key on Operation panel.

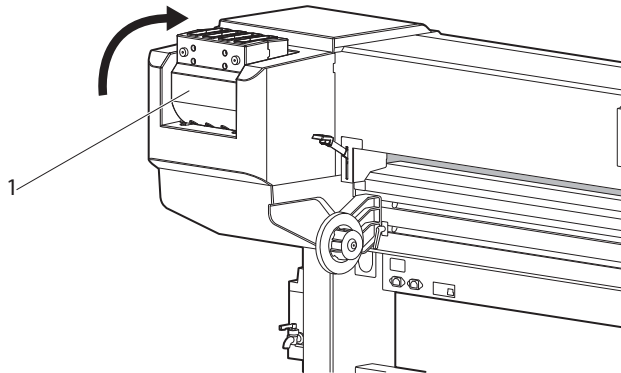


- “Insert CleaningCart.” is displayed on Operation panel.

5. Take out cleaning cartridges (8 pieces) from the bags.

6. Rotate ink cartridge slot by 90 degrees upward.

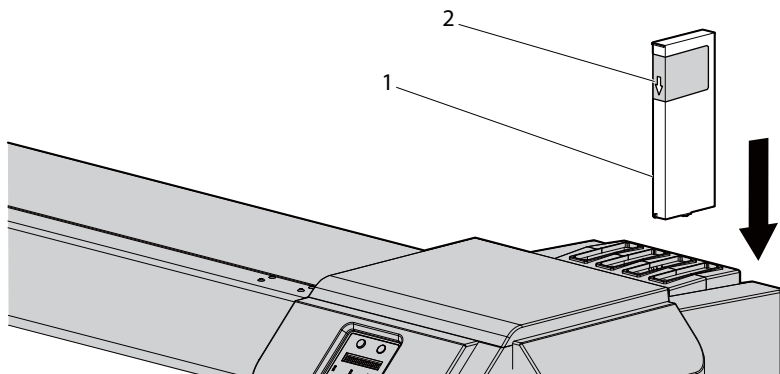
 **3.3.1 Changing the angle of ink cartridge slot (VJ-2638X/1938X/1638X/1638WX)**



No.	Name
1	Ink cartridge slot

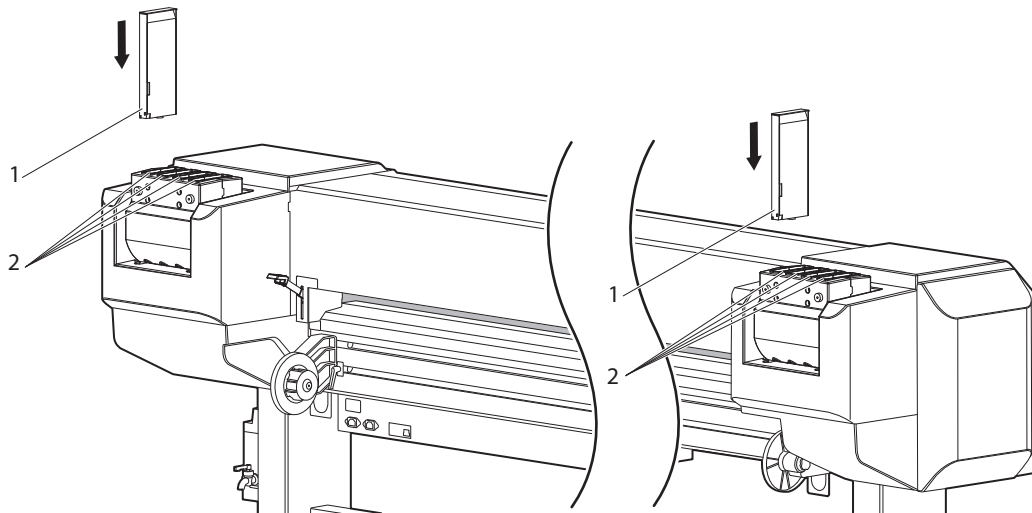
7. Insert cleaning cartridge into ink cartridge slot.

- Keep the arrow of cleaning cartridge facing the front side of the printer and insert it into the printer.



No.	Name
1	Cleaning cartridge
2	Arrow

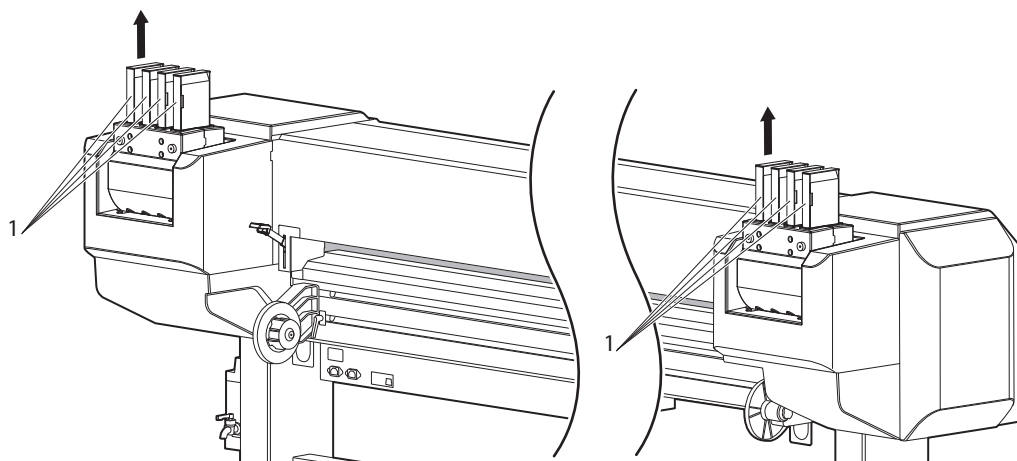
- Insert cleaning cartridge all the way in ink cartridge slot.



No.	Name
1	Cleaning cartridge
2	Ink cartridge slots

- When all cleaning cartridges are installed, “Busy-Washing” is displayed on Operation panel, and the printer starts charging the cleaning fluid.
- When cleaning fluid has been charged, “Remove Cartridges” is displayed on Operation panel.

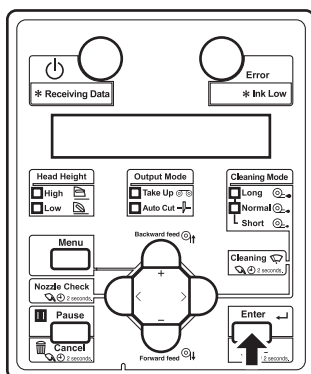
8. Remove all cleaning cartridges.



No.	Name
1	Cleaning cartridge

- “Busy-Washing” is displayed on Operation panel and the printer starts head cleaning.
- When head cleaning is complete, “Wash retry? No” is displayed on Operation panel.

9. Press the [Enter] key on Operation panel.



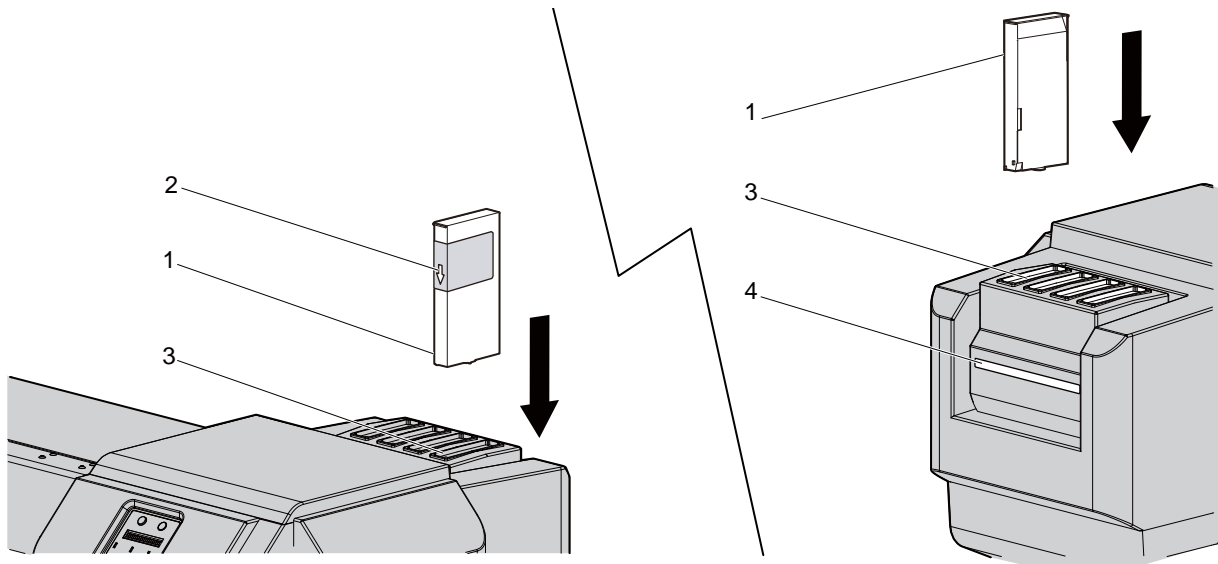
- "Insert InkCartridges" is displayed on Operation panel.

10. Take out the ink cartridge from the bag and gently shake it 2 to 3 times.

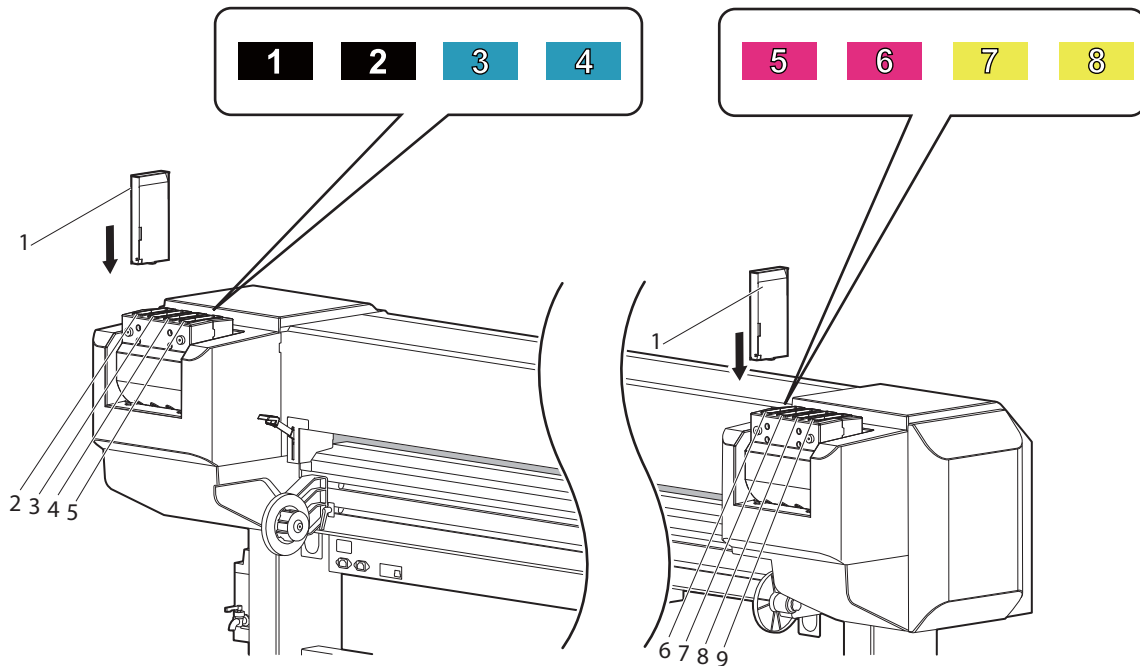
- You need the following cartridges.
 - Black (K): 2 cartridges
 - Cyan (C): 2 cartridges
 - Magenta (M): 2 cartridges
 - Yellow (Y): 2 cartridges

11. Install ink cartridges in ink cartridge slots on the back of the printer.

- Make sure that ink cartridges are inserted into the correct slots. Match the ink color label with the ink color before inserting ink bag.
- Keep the arrow of ink cartridge facing the front side of the printer and insert it.



No.	Name
1	Ink cartridge
2	Arrow
3	Ink cartridge slots
4	Ink color labels



No.	Name
1	Ink cartridge
2	Ink cartridge slot K1
3	Ink cartridge slot K2
4	Ink cartridge slot C1
5	Ink cartridge slot C2
6	Ink cartridge slot M1
7	Ink cartridge slot M2
8	Ink cartridge slot Y1
9	Ink cartridge slot Y2

- Insert ink cartridges all the way in ink cartridge slots.
- When an ink cartridge is installed, “Ink Refill **%” is displayed on Operation panel and ink charging starts.
- Initial charging takes about 17 minutes.
- Ink charging operation and pause operation are repeated during the initial ink charging.
- When “100%” is displayed, the initial ink charging is complete.
- After the initial ink charging is complete, “Media End” is displayed on Operation panel.

 CAUTION

- **Comply strictly with the following during ink charging. If charging is interrupted, ink will be lost when charging is resumed.**
 - **Do not turn OFF the power of the printer.**
 - **Do not unplug the power cord set of the printer.**
 - **Do not open the front cover.**
 - **Do not open the maintenance cover.**
 - **Do not raise the media loading lever.**

NOTE

If the printer perform the nozzle check printing immediately after the initial ink charging is complete, the following results may occur.

- Printed lines become blurred.
- The data is partially not printed.

In such cases, follow [5.3 Cleaning menu](#) and perform “Little Charge”. Then, check the print result.

If there is no improvement in the print result even after performing “Little Charge”, leave the printer unused for an hour or more. Then, perform “Little Charge” again and check the print result.

If there is still no improvement, contact your local MUTOH dealer.

3.3.3 Installing High Capacity Ink Pack Adapter (option) for VJ-2638X/1938X/1638X

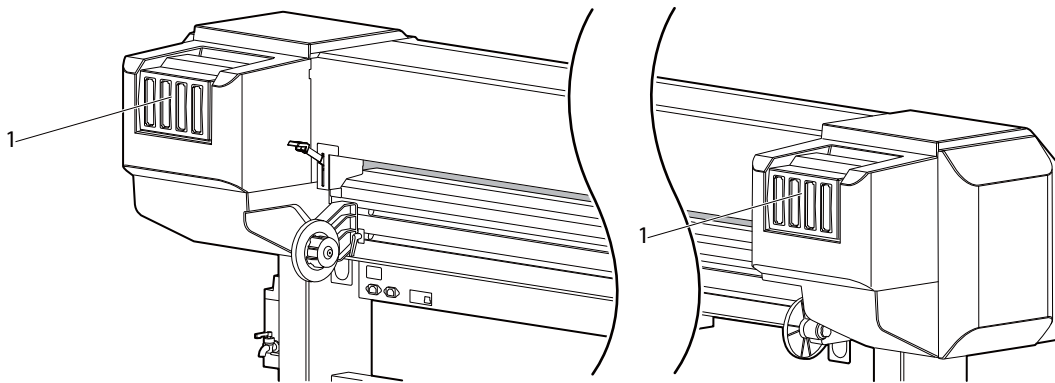
Use the optional High-capacity ink pack adapter to use the 1000 ml ink bags on VJ-2638X/1938X/1638X.

NOTE

High-capacity ink pack adapters are not compatible with VJ-1938WX/1638WX.

Follow the procedure below to install High-capacity ink pack adapter.

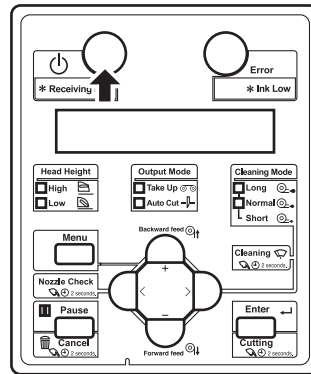
1. Check the angle of ink cartridge slot to see if the insertion angle of ink cartridge is horizontal.



No.	Name
1	Ink cartridge slot

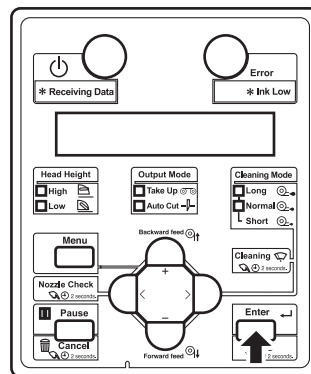
- If the insertion angle of ink cartridge is not horizontal, change the angle.
[🔧 3.3.1 Changing the angle of ink cartridge slot \(VJ-2638X/1938X/1638X/1638WX\)](#)

2. Turn the printer ON.



- The printer starts the initializing operation.
- After the initial operation is complete, “Start Ink Charge – > E” is displayed on Operation panel.

3. Press the [Enter] key on Operation panel.



- “Insert CleaningCart.” is displayed on Operation panel.
4. Take out cleaning fluid bag from the bag.
 5. Install cleaning fluid bag and IC chip card to High-capacity ink pack adapter.

NOTE

To install or remove High-capacity ink pack adapter to/from cleaning fluid bag and IC chip card, refer to the operation manual included with High-capacity ink pack adapter.

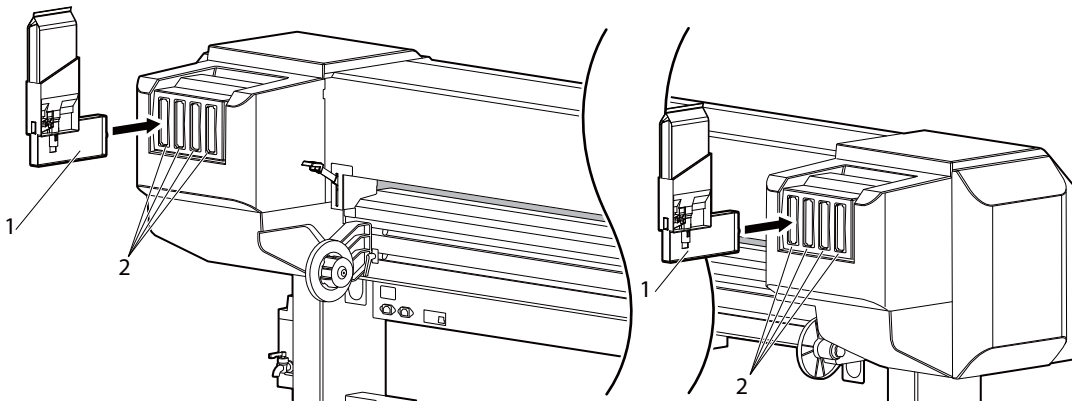
6. Insert High-capacity ink pack adapter into ink cartridge slot.

NOTE

Do not insert High-capacity ink pack adapter into ink cartridge slot without attaching cleaning fluid bag.

The information of the remaining IC chip card will be rewritten and cleaning fluid bag will not be usable.

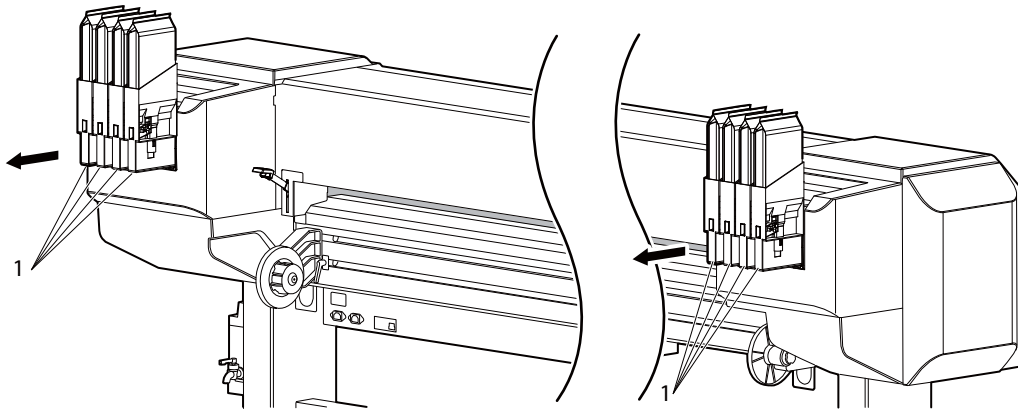
- Insert High-capacity ink pack adapters all the way in ink cartridge slots.



No.	Name
1	High-capacity ink pack adapter
2	Ink cartridge slots

- When all High-capacity ink pack adapters are installed, “Busy-Washing” is displayed on Operation panel, and the printer starts charging cleaning fluid.
- When cleaning fluid has been charged, “Remove Cartridges” is displayed on Operation panel.

7. Remove all High-capacity ink pack adapters.



No.	Name
1	High-capacity ink pack adapter

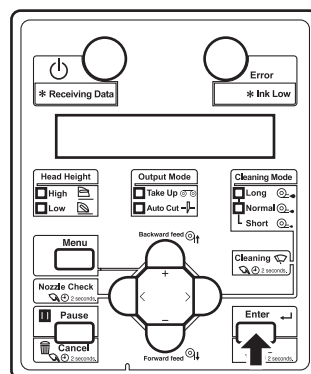
- “Busy-Washing” is displayed on Operation panel and the printer starts head cleaning.
- When head cleaning is complete, “Wash retry? No” is displayed on Operation panel.

NOTE

Do not remove only cleaning fluid bag while High-capacity ink pack adapter is installed on the printer.

The information of the remaining IC chip card will be rewritten and cleaning fluid bag will not be usable.

8. Press the [Enter] key on Operation panel.



- “Insert InkCartridges” is displayed on Operation panel.

9. Remove cleaning fluid bag and IC chip card from High-capacity ink pack adapter.

NOTE

When there is remaining cleaning fluid bag and IC chip card, clarify the corresponding bag and card, and store it as a set.

10. Install ink bag and IC chip card to High-capacity ink pack adapter.

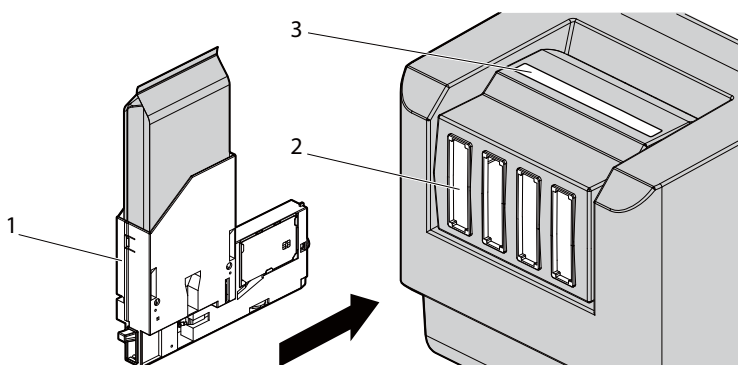
- You need the following ink bags.
 - Black (K): 2 ink bags
 - Cyan (C): 2 ink bags
 - Magenta (M): 2 ink bags
 - Yellow (Y): 2 ink bags

NOTE

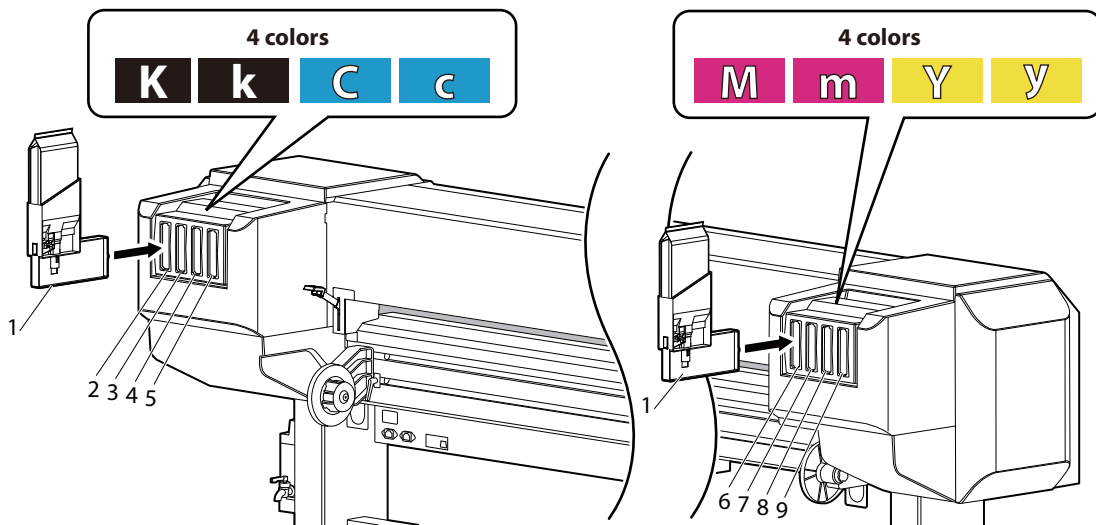
Do not insert High-capacity ink pack adapter into ink cartridge slot without attaching ink bag. The information of the remaining IC chip card will be rewritten and ink bag will not be usable.

11. Install all High-capacity ink pack adapters into the ink cartridge slots on the rear side of the printer.

- Shake High-capacity ink pack adapter 2 to 3 times lightly before installing it in ink cartridge slot.
- Make sure that ink bags are inserted into the correct slots.
Match the ink color label with the ink color before inserting ink bag.
- Insert High-capacity ink pack adapters all the way in ink cartridge slots.



No.	Name
1	High-capacity ink pack adapter
2	Ink cartridge slots
3	Ink color labels



No.	Name
1	High-capacity ink pack adapter
2	Ink cartridge slot K1
3	Ink cartridge slot K2
4	Ink cartridge slot C1
5	Ink cartridge slot C2
6	Ink cartridge slot M1
7	Ink cartridge slot M2
8	Ink cartridge slot Y1
9	Ink cartridge slot Y2

- When a High-capacity ink pack adapter is installed, “Ink Refill **%” is displayed on Operation panel and ink charging starts.
- Times required for the initial ink charge is as follows.
 - VJ-2638X: Approx 20 minutes
 - VJ-1938X: Approx 18 minutes
 - VJ-1638X: Approx 17 minutes
- Ink charging operation and pause operation are repeated during the initial ink charging.
- When “100%” is displayed, the initial ink charging is complete.
- After the initial ink charging is complete, “Media End” is displayed on Operation panel.

CAUTION

- **Comply strictly with the following during ink charging. If charging is interrupted, ink will be lost when charging is resumed.**
 - **Do not turn OFF the power of the printer.**
 - **Do not unplug the power cord set of the printer.**
 - **Do not open the front cover.**
 - **Do not open the maintenance cover.**
 - **Do not raise the media loading lever.**

NOTE

- VJ-2638X/1938X/1638X automatically decides to use either four colors or seven colors based on the number of ink bag colors installed at the time of initial ink charging. You do not need to make any special settings.
- For VJ-2638X/1938X/1638X, users cannot change the number of ink bag colors after the initial ink charging. To request a change, contact your local MUTOH dealer.
- If the printer perform the nozzle check printing immediately after the initial ink charging is complete, the following results may occur.
 - Printed lines become blurred.
 - The data is partially not printed.

In such cases, follow [5.3 Cleaning menu](#) and perform “Little Charge”. Then, check the print result.

If there is no improvement in the print result even after performing “Little Charge”, leave the printer unused for an hour or more. Then, perform “Little Charge” again and check the print result.

If there is still no improvement, contact your local MUTOH dealer.

3.3.4 When using High-capacity ink pack adapter for the first time on the printer whose ink is charged

If the printer is used without the initial ink charging, the air inside High-capacity ink pack adapter goes into ink tubes and may cause nozzle clogging. Perform the initial ink charging from Cleaning menu in the following cases.

- When using High-capacity ink pack adapter for the first time on the printer whose ink is charged
- After using High-capacity ink pack adapters and replacing them with new ones

[5.3 Cleaning menu](#)

3.4 Loading media

This section explains how to load and set media, and settings for each media type.

NOTE

- For VJ-2638X, refer to the operation manual of Heavy take-up unit.
↳ Operation Manual for Heavy-Duty take-up unit “4.3 Setting the Roll Paper”
- The operation manual of Heavy-Duty take-up unit is included in the printer’s operation manual CD-ROM.
- Refer to the following for details about handling media.
↳ [4.2 Media](#)

3.4.1 Loading Roll Media onto the Roll media holder

This section describes the procedure to load the roll media onto the Roll media holder. Put the roll media in the center of the printer.

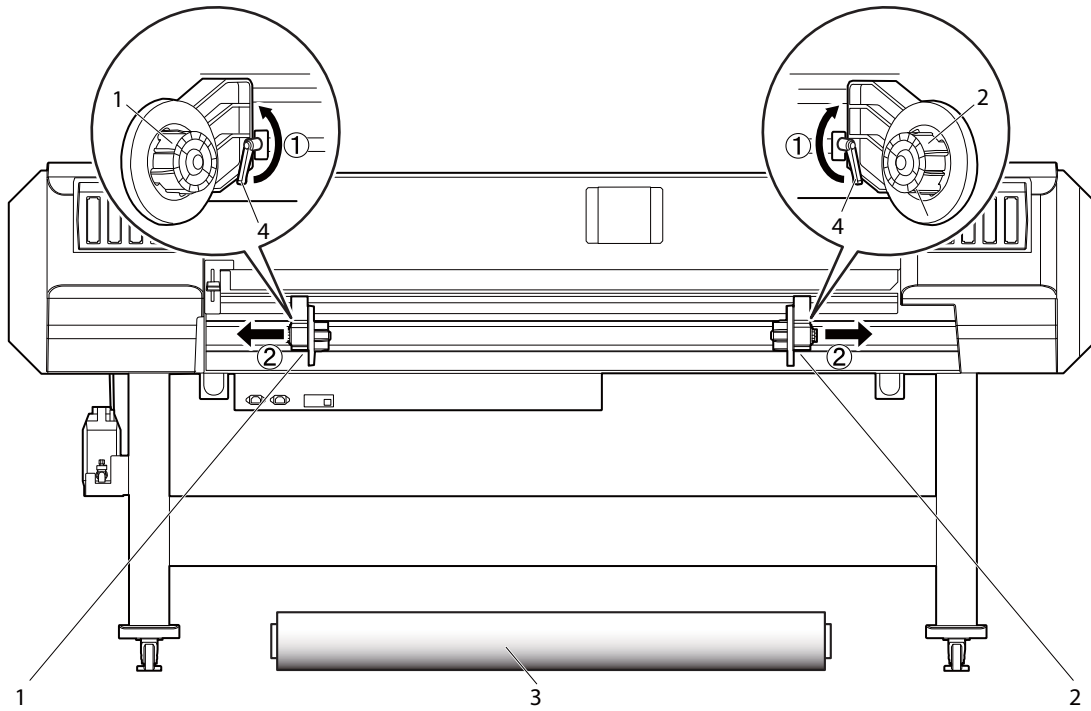
NOTE

- For VJ-2638X, refer to the operation manual of Heavy-Duty take-up unit.
↳ Operation Manual for Heavy-Duty take-up unit “4.3 Setting the Roll Paper”
- The operation manual of Heavy take-up unit is included in the printer’s operation manual CD-ROM.
- The following roll media can be loaded to VJ-1938X/1638X/1938WX/1638WX.
 - Outer diameter: 150 mm or less
 - Media tube diameter: 2 inches or 3 inches
 - Weight: 30 kg or less
 - Width: (VJ-1638X/1638WX) 1,625 mm or less. (VJ-1938X/1938WX) 1,910 mm or less.
 - Thickness: 2.8 mm or less

↳ [8.1.1 Printer specifications](#)

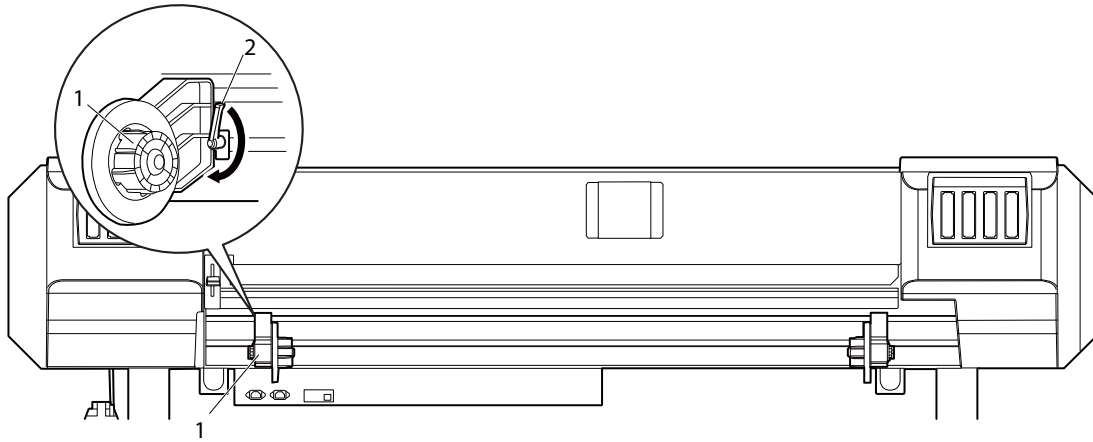
Follow the procedure below to load the roll media.

1. Loosen Fixing levers on the Roll media holders (both left and right①) on the back of the printer.
Set the distance between Roll media holders wider (②) than the actual width of the roll media to be set.



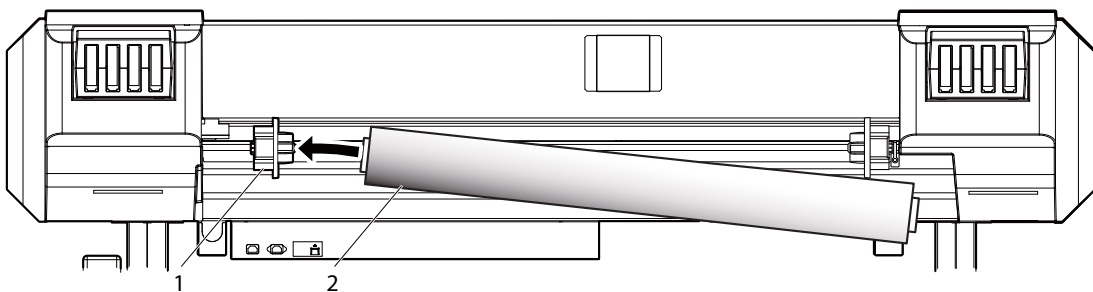
No.	Name
1	Roll media holder (Left)
2	Roll media holder (Right)
3	Roll media
4	Fixing lever

2. Tighten Fixing lever of Roll media holder (Left) and fix the roll media holder (Left).



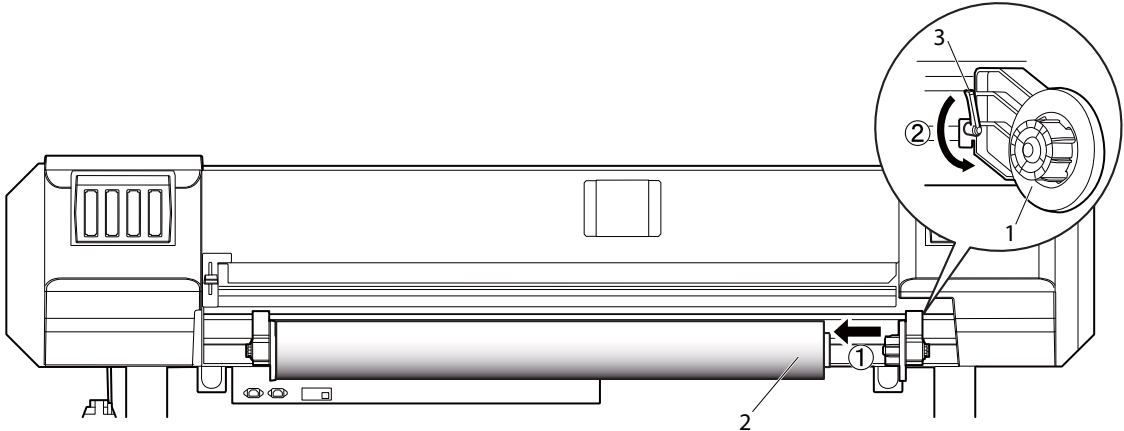
No.	Name
1	Roll media holder (Left)
2	Fixing lever

3. Set the roll media to Roll media holder (Left).



No.	Name
1	Roll media holder (Left)
2	Roll media

4. Attach Roll media holder (Right) to the roll media(①) and tighten Fixing lever(②).

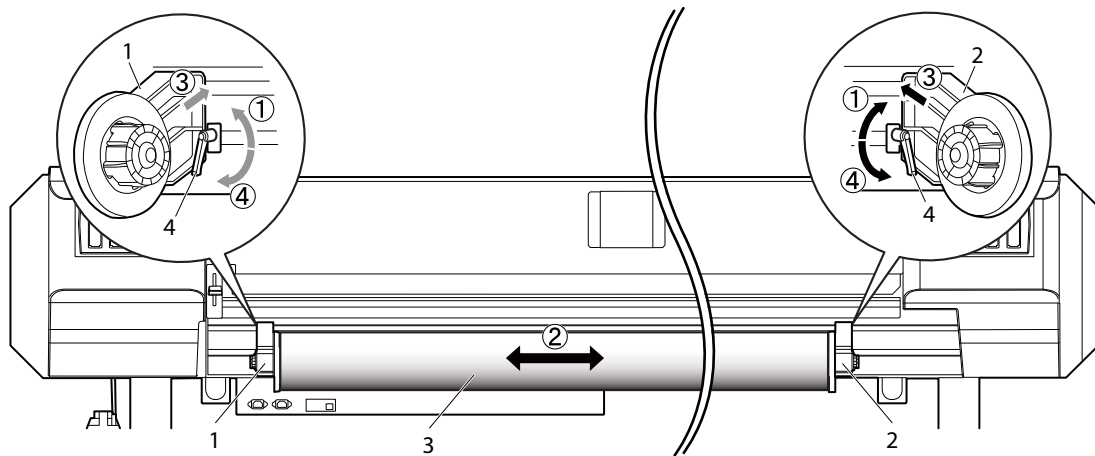


No.	Name
1	Roll media holder (Right)
2	Roll media
3	Fixing lever

5. Loosen the fixing levers of the right and left roll media holders (①), move the roll media to the center (②), press Roll media holder toward the printer (③) and fix the levers (④).

NOTE

When tightening Fixing lever, press Roll media holder toward the printer.
If you do not press Roll media holder, Fixing lever may not be completely locked because of the weight of the roll media.




No.	Name
1	Roll media holder (Left)
2	Roll media holder (Right)
3	Roll media
4	Fixing lever

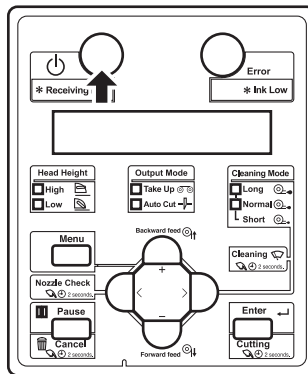
3.4.2 Loading Roll Media into the printer

This section explains how to set the roll media.

NOTE

- For VJ-2638X, refer to the operation manual of Heavy take-up unit.
 Operation Manual for Heavy-Duty take-up unit “4.3 Setting the Roll Paper”
- The operation manual of Heavy-Duty take-up unit is included in the printer’s operation manual CD-ROM.

1. Turn the printer ON.

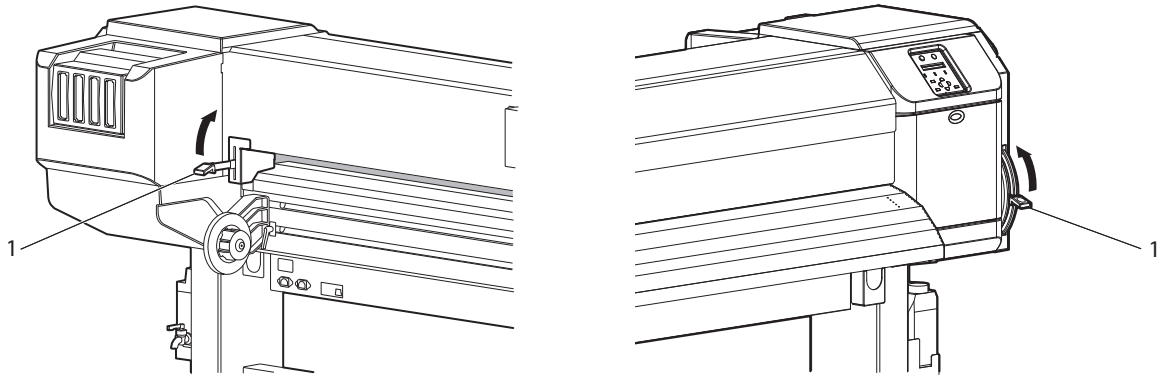


CAUTION

- **Do not operate Media loading lever during initial operation.**
Print head may touch Pressurizing roller and cause a malfunction.

- The printer starts the initializing operation.
- “Media End” is displayed on Operation panel.

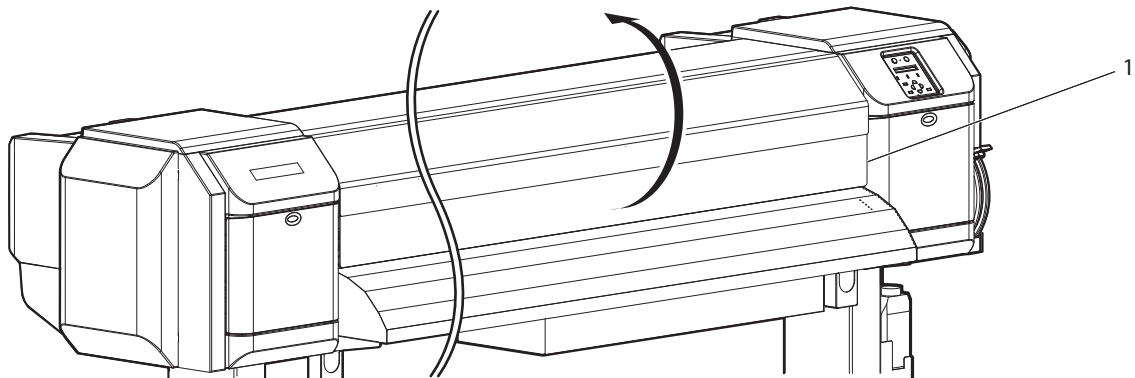
2. Raise front or rear Media loading lever.



No.	Name
1	Media loading lever

- “Lever Up” is displayed on Operation panel.

3. Open the front cover.

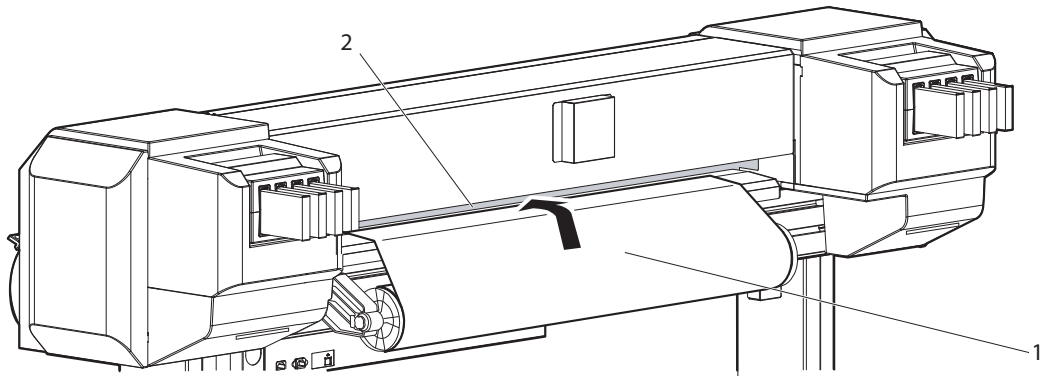


No.	Name
1	Front cover

- Set the roll media to Media feed slot.

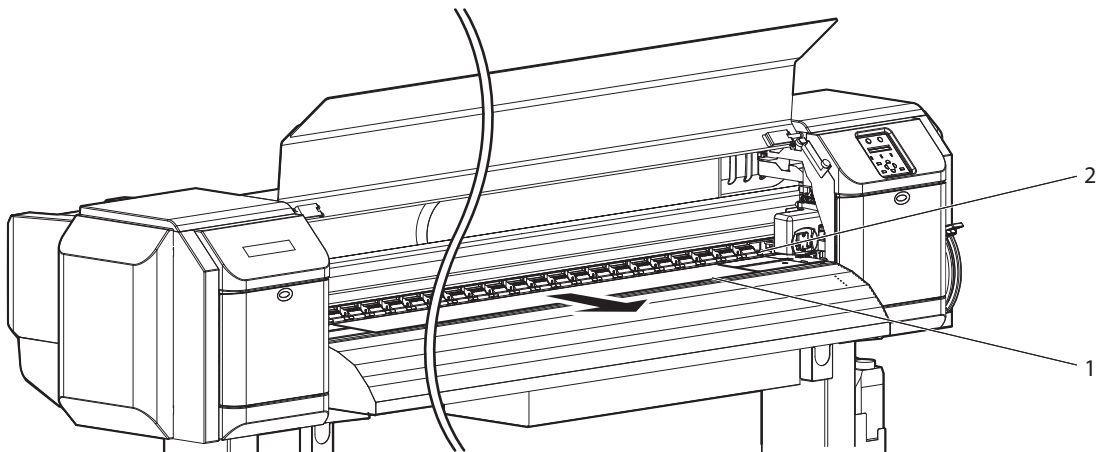
NOTE

If the end of the roll media is not wound tightly, wind it tightly again, and then load it.



No.	Name
1	Roll media
2	Media feed slot

- Pull the roll media out about 1 m from the front Media feed slot which is located inside of Front cover.

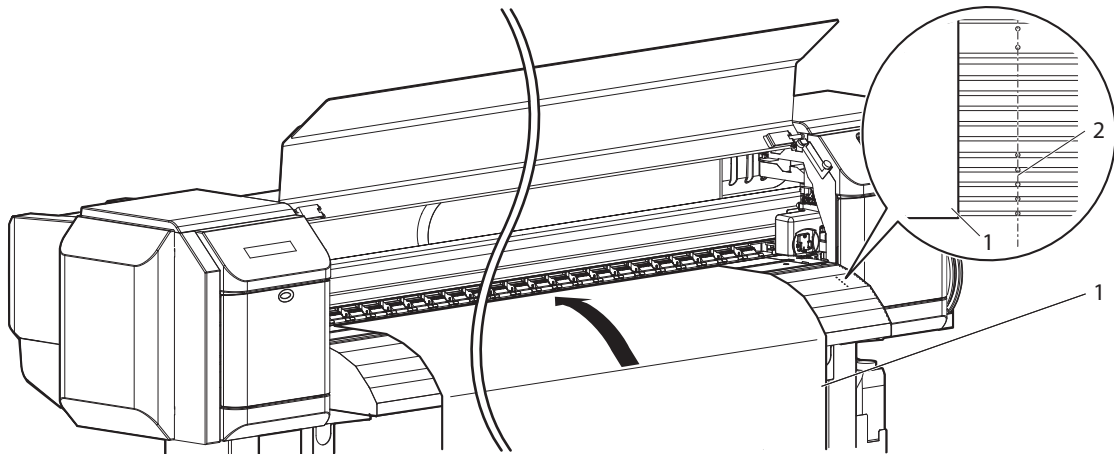


No.	Name
1	Roll media
2	Media feed slot

6. Rewind the roll media a little by rolling Flange on Roll media holder while holding the edge of the media, and eliminate any slack or slant.

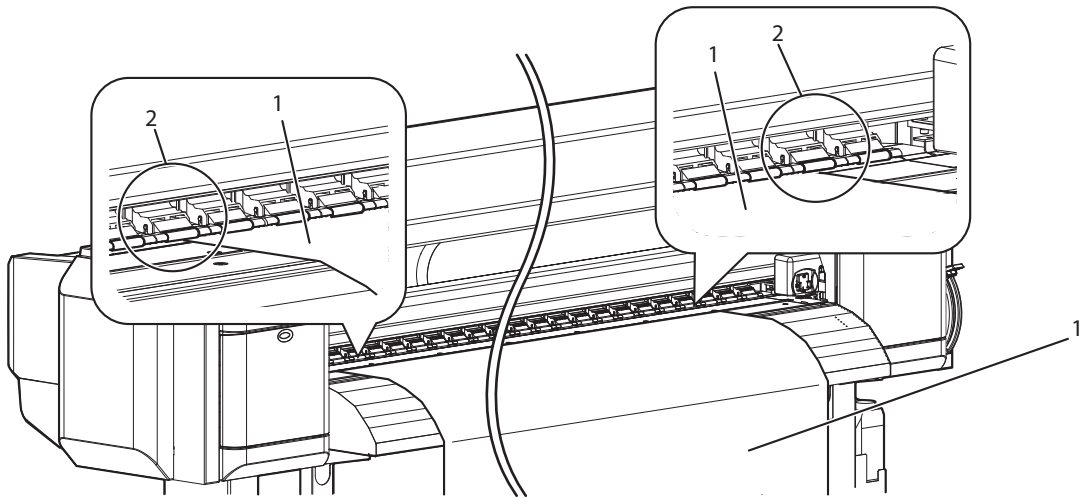
NOTE

- If you set the roll media free while rewinding, the roll media may fall out from Media feed slot and fall toward the back of the printer.
- Confirm that the right edge of the roll media does not go beyond the loading mark. If it does, it may affect print quality.



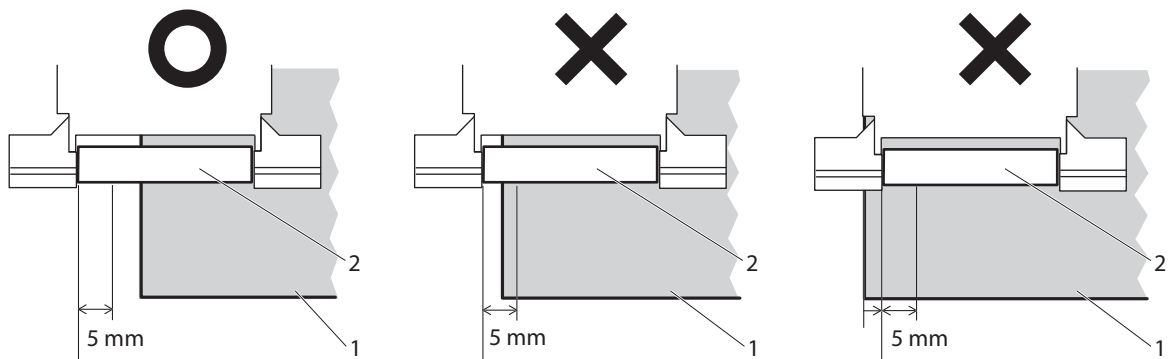
No.	Name
1	Roll media
2	Media loading mark

7. Make sure that the edges of the media is appropriately pressed by Pressurizing rollers.
- When the media is set as shown in the following figure X, follow the procedure to adjust the position of the roll media.
If the media is set as shown in the following figure X, the media may be misaligned or creased during printing.



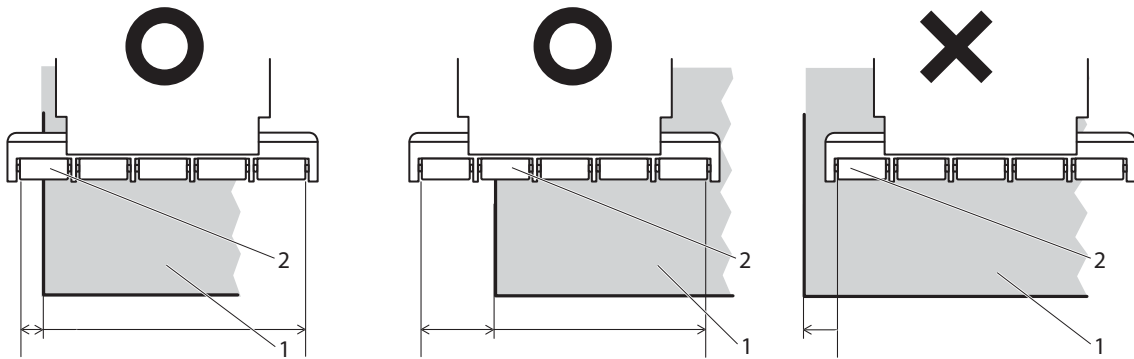
No.	Name
1	Roll media
2	Pressurizing rollers

<For VJ-2638X/1938X/1638X>



No.	Name
1	Roll media
2	Pressurizing rollers

<For VJ-1938WX/1638WX>

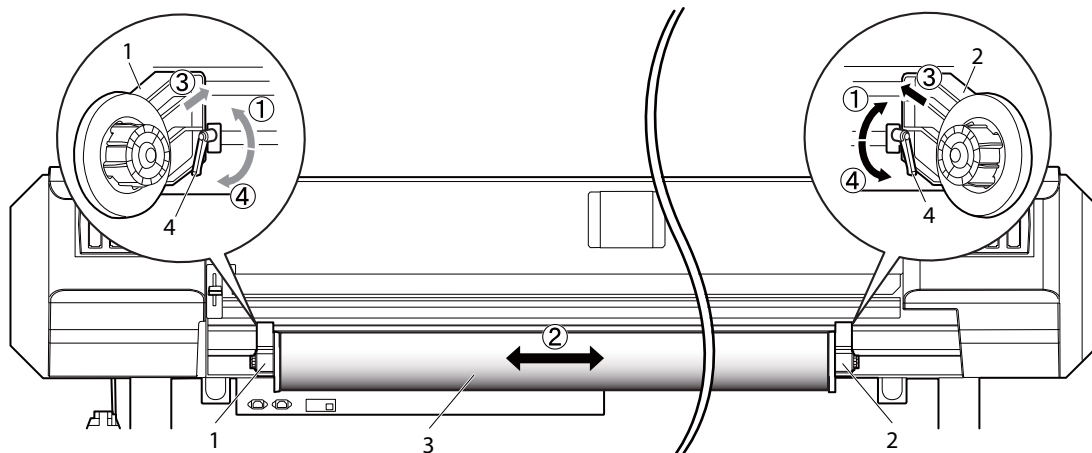


No.	Name
1	Roll media
2	Pressurizing rollers

- a. Loosen Fixing levers of the right and left Roll media holders(①), and move the roll media to left or right(②).
- b. After moving the roll media(③), fix it with Fixing levers of the right and left Roll media holders(④).

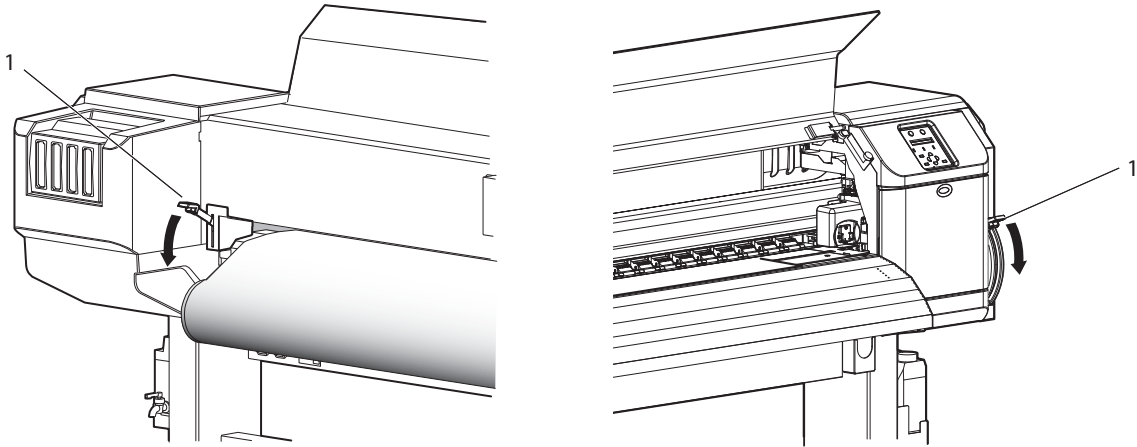
NOTE

When tightening Fixing lever, press Roll media holder toward the printer. If you do not press Roll media holder, Fixing lever may not be completely locked because of the weight of the roll media.



No.	Name
1	Roll media holder (Left)
2	Roll media holder (Right)
3	Roll media
4	Fixing lever

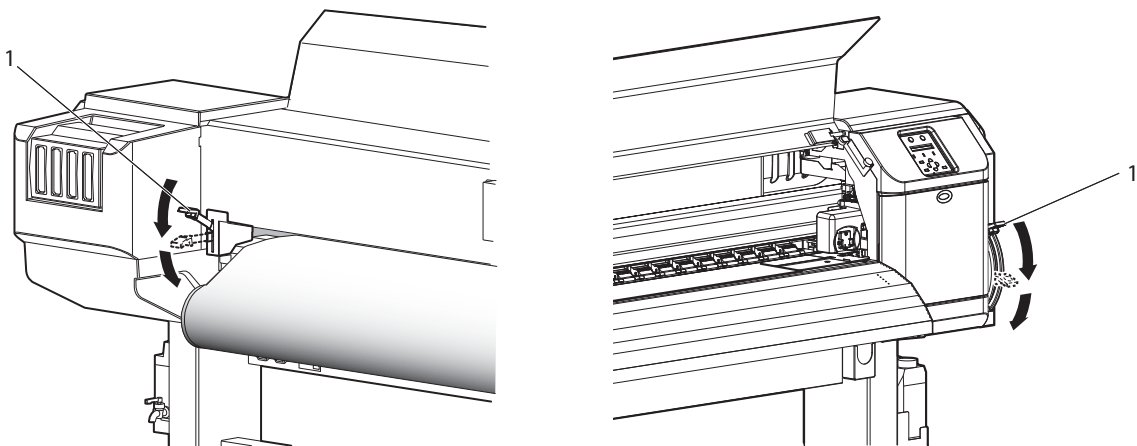
8. Lower front or rear Media loading lever.



No.	Name
1	Media loading lever

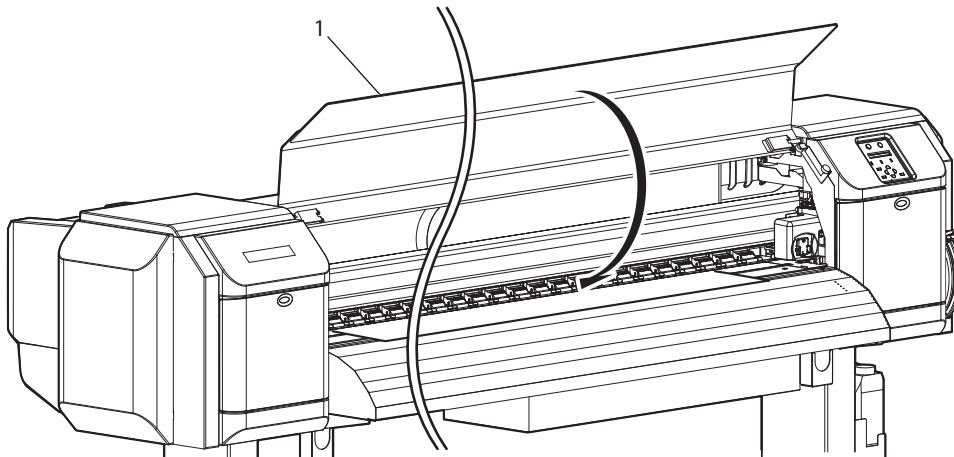
NOTE

- When loading the new roll media, cut the front edge of the media if it is not straight.
[▶ 4.4.3 Cutting media](#)
- When you increase the pressure for the media, lower the media loading lever further as shown below.



No.	Name
1	Media loading lever

9. Close the front cover.



No.	Name
1	Front cover

- The User Type Setup menu is displayed on Operation panel.

TIP

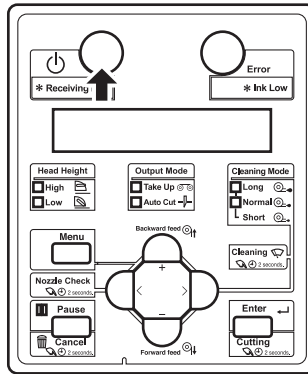
To change the user type, follow [3.4.3 Setting the User Type Setting](#) and set the user type.

3.4.3 Setting the User Type Setting

This section explains how to set the user type setting.

Follow the procedure below to set the user type setting.

1. Turn ON the printer and load the media.

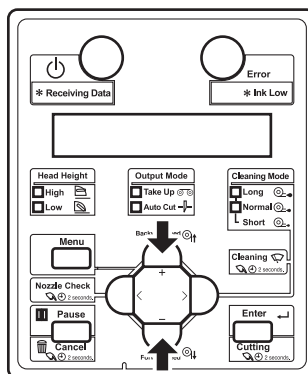


- After loading the media, the printer enters the User Type Setting menu.

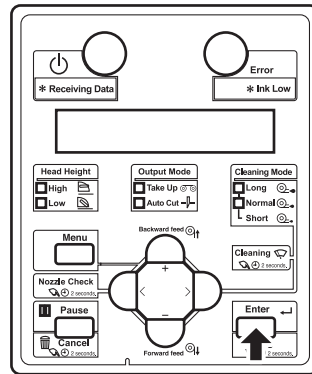
TIP

- Refer to the following for setting the media.
[🔗 3.4.2 Loading Roll Media into the printer](#)
- Refer to the following for details on the User Type Setting menu.
[🔗 5.1.1 User Type menu](#)

2. Press the [+] key or [-] key on Operation panel to select the User Type Setting.



- Press the [Enter] key on Operation panel.



- The user type setting is set.
- “Media Initial” is displayed on Operation panel and media initialization starts.

NOTE

If the following operations are performed in the User Type Setting menu, the printer starts media initial operation without changing the User Type setting.

- Pressing the [Cancel] key on Operation panel.
 - No keys on Operation panel are pressed for 30 seconds.
-
- After media initial operation is complete, “Ready to Print” is displayed on Operation panel and the printer status shifts to Normal.
 - Media set is complete.

3.4.4 Changing Torque of Roll Media Holder

This section explains how to change the torque setting of the Roll media holder.

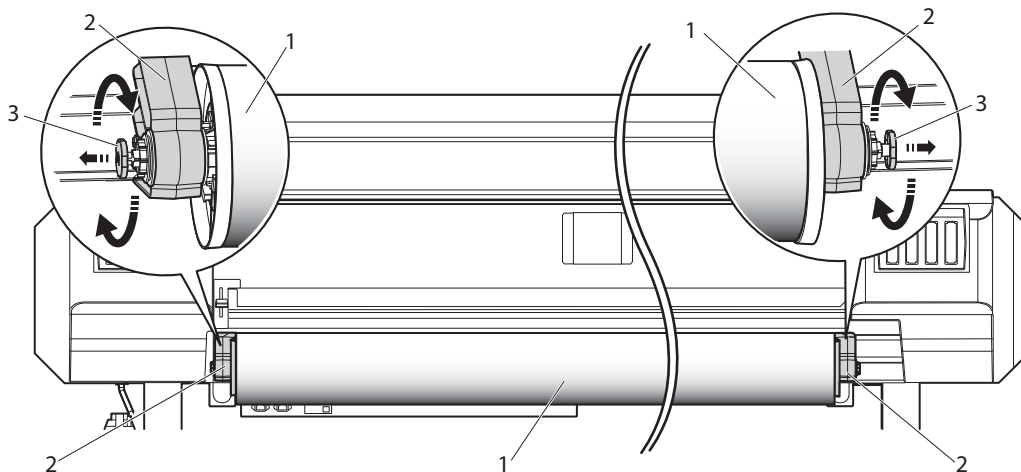
The 1 kg torque is usually used. When the media is creased or the print head might have a risk of striking the media, change to the 4 kg torque.

NOTE

VJ-2638X is not equipped with this function.

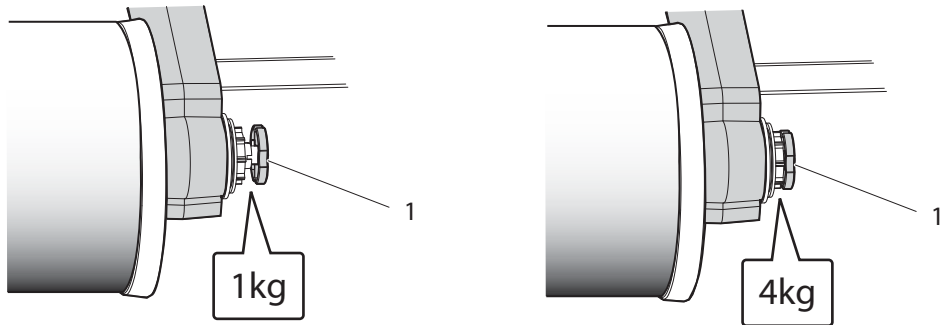
Follow the procedure below to change the torque setting of the Roll media holders.

1. Rotate the damper knob placed at the Roll media holder (the back left and right of the printer) by 90 degrees while pulling it out.
 - When you rotate the damper knob by 90 degrees, it clicks into place. Rotating the damper knob by 90 degrees alternately changes the 1 kg torque and 4 kg torque.
 - Change the torque setting for both of the Roll media holders.



No.	Name
1	Media
2	Roll media holder
3	Damper knob

- Torque can be set to either 1 kg or 4 kg as below.



No.	Name
1	Damper knob

3.4.5 Releasing pressure arms individually (VJ-1938WX/1638WX only)

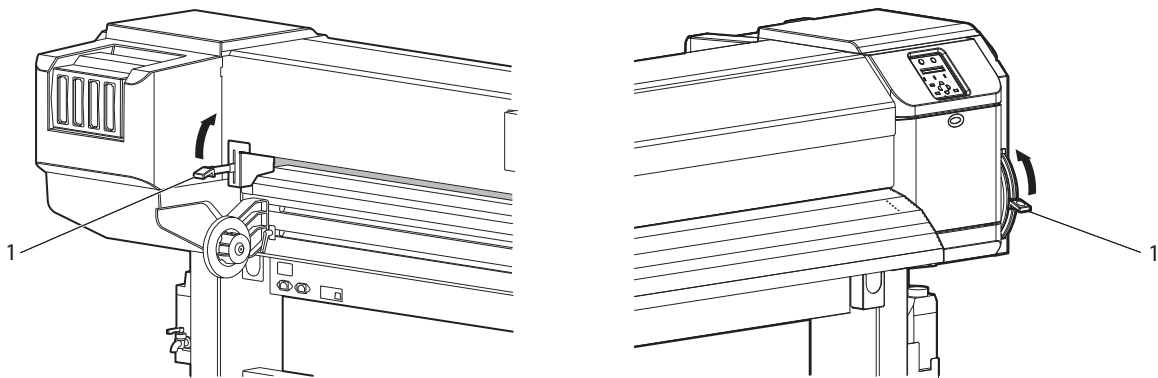
When printing on thin media or media without stiffness, the media rubs against the print head and becomes dirty. In such a case, it may improve when releasing the pressure arms holding both sides of media.

When releasing the pressure arms individually, always conduct media feed adjustment.

NOTE

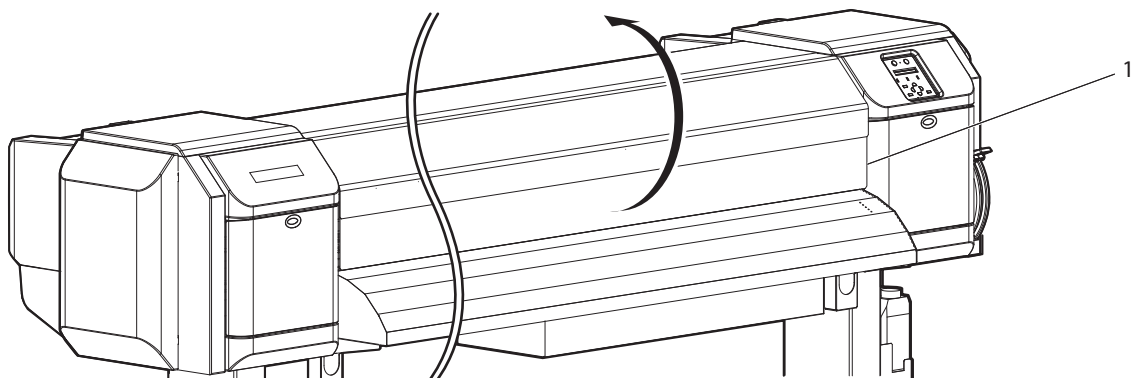
- This function is for VJ-1938WX/1638WX only.
- Thin media or media without stiffness is likely to be wrinkled during printing. Wrinkles can contact the bottom side of the print head causing the media to become dirty. When both edges of the pressure arms of media are released, it can prevent wrinkles.

1. Raise front or rear Media loading lever.



No.	Name
1	Media loading lever

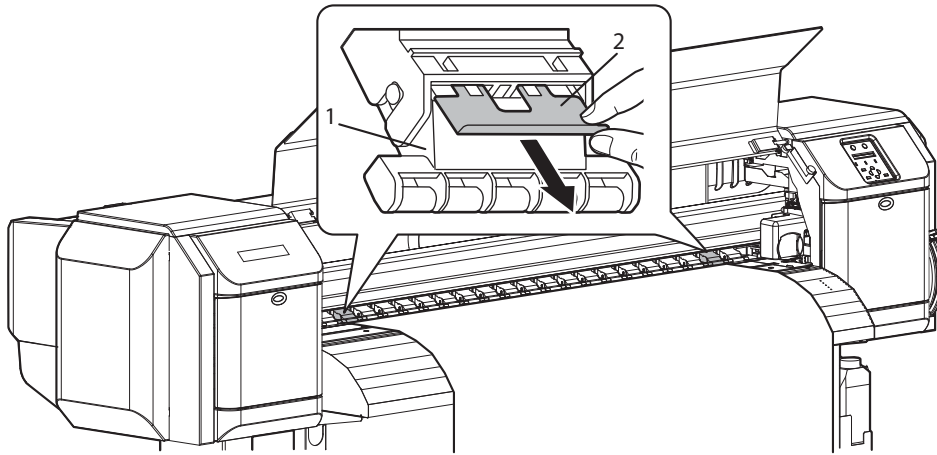
2. Open the front cover.



No.	Name
1	Front cover

3. Release the pressure arms on both edges of media.

- To release the pressure arms, pull the lever of pressure arm cancel function until it clicks in place.



No.	Name
1	Pressure arm
2	Pressure arm cancel function

4. Close the front cover.

5. Lower the media loading lever.

6. Conduct media feed adjustment.

☞ [4.2.5 Media feed adjustment](#)

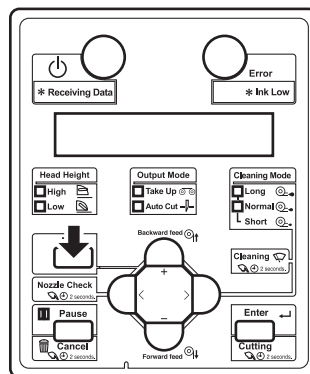
NOTE

If media still remains dirty, it may improve by increasing the number of pressure arms to release. In such a case, release the same number of pressure arms for right and left each.

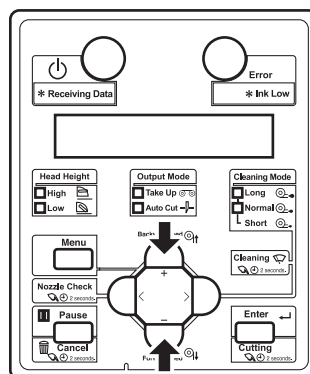
3.5 Test print

Follow the procedure below to perform test printing to confirm that the printer works correctly.

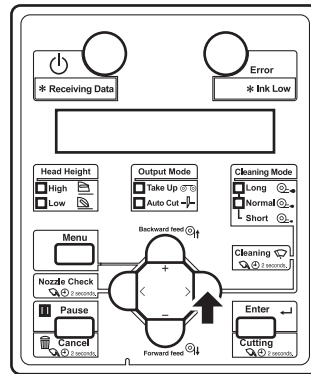
1. Turn ON the printer and load the roll media.
 - ☞ [3.4.2 Loading Roll Media into the printer](#)
2. Confirm that the printer is in the Normal status.
3. Display the Test Print menu on Operation panel.
 - a. Press the [Menu] key on Operation panel.



- “Menu1: Setup>” is displayed on Operation panel.
- b. Press the [+] key or [-] key on Operation panel to select “Menu2: Test Print”.



- c. Press the [>] key on Operation panel.



- “Test1: Nozzle Check” is displayed on Operation panel.
- The display shifts to the Test Print menu.

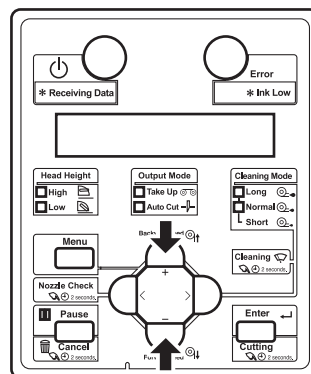
5.2 Test Print Menu

4. Press the [+] key or [-] key on Operation panel to select an item for printing from the following items.

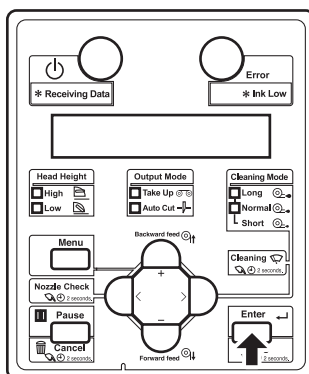
- Nozzle Check
- Mode Print
- Setup List
- Palette
- Head alignment

NOTE

When the selected print mode of the user type is Graphics 1 or Graphics 2, Palette menu is not displayed.



- Press the [Enter] key on Operation panel.



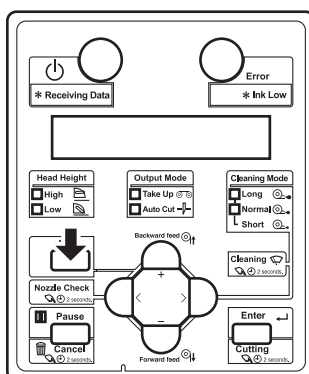
- Start performing Test Print for the selected item.

TIP

Refer to the following for details on each of the print list items.

- ☞ [3.5.1 Nozzle check](#)
- ☞ [3.5.2 Mode print](#)
- ☞ [3.5.3 Setup print](#)
- ☞ [3.5.4 Palette print](#)
- ☞ [3.5.5 Head alignment](#)

- Repeat step 4 to step 5 when performing test print for other items.
- Press the [Menu] key on Operation panel to exit from test print.



- Operation panel returns to Normal.
- The procedure for test printing is complete.

3.5.1 Nozzle check

It is used to check whether there are any clogged heads, or missing/blurred prints.

NOTE

If the nozzle check result shows that the checked points are blurred or missing, perform head cleaning.

➤ [6.2.3 Head cleaning](#)

Perform nozzle check once again at the end of the work.

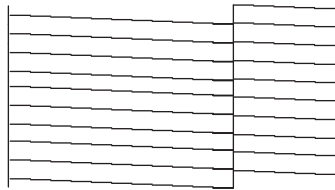
TIP

• Refer to the following for printing procedure.

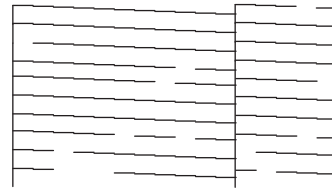
➤ [3.5 Test print](#)

• The printer information (date and time of printing, printer's serial number, firmware version) is printed on the nozzle check pattern.

Good



Not good



3.5.2 Mode print

Used to confirm the following printing conditions.

- PrintMode
- Effect
- Pre-heater set temperature (VJ-2638X/1938X/1638X)
- Platen heater set temperature (VJ-2638X/1938X/1638X)
- After heater set temperature (VJ-2638X/1938X/1638X)
- Media feed adjustment micro adjustment value

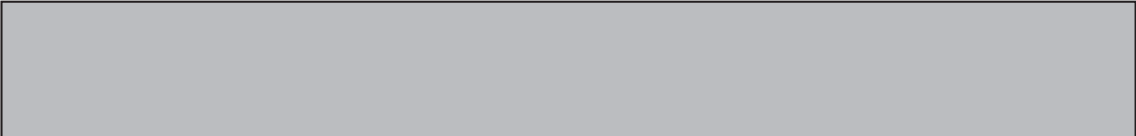
TIP

Refer to the following for printing procedure.

 [3.5 Test print](#)

<For VJ-2638X/1938X/1638X>

2015/01/01 0:00 G2(720x1080 6Pass Bi)-Fine&Fog/Pre:30°C/Platen:30°C/After:30°C/PF Adjust:0.00%



<For VJ-1938WX/1638WX>

2015/01/01 0:00 G2(720x1080 6Pass Bi)-Fine&Fog /PF Adjust:0.00%



3.5.3 Setup print

Used to check the current setup of the printer.

NOTE

Keep the printed setup print at hand.

TIP

Refer to the following for printing procedure.

3.5 Test print

The illustrations used in this section are print samples of VJ-1638X.

Setup List		2015/01/01 0:00	
< Information >			
SerialNo. = XXXX00001	Firmware M = V 1.00	Error!	
Model = VJ-1638X		0: None []	2: None [] 4: None []
Memory Size = 384MB		1: None []	3: None [] 5: None []
< Menu Setup >			
[Number][Select]Menu = Setup		Head Height : Low Cleaning Mode: Normal	
[1][*]User Type = Type 1	[1]Print Mode = Quality 1(Effect = Fine&Fog)	[Number][Select]Menu = Setup	[13][*]Auto Cleaning = 360min
[2]Adjust Print	[2]Initial Adj. Print = 250.0/250mm	WaitingTime = Off	PrintingTime = Off
[3]PF Adjust	[3]Confirm Adj. Print	[16][*]Ink Status	Smart/Chip K%0c ---/---/---
[4]Micro Adj. Print	[4]Micro Adjust = 0.00%		Mtly ---/---/---
[5]Preheater = 30°C	[5]PlatenHeater = 30°C	[17][*]RollKind = Off	
[6]Dryer = 30°C	[6]Vacuum Fan = High	[18][*]Exhaust Fan = Low	
[7]Vacuum Fan = High	[7]Pass Count = 1cnt	[19][*]Longstore	
[8]Side Margin = 5mm	[8]Media Initial	[20][*]OR Maintenance	
[9]Media Width = 1000mm	[9]Output Mode = Off(InkDryerTimer= 0sec)	[21][*]Initialization	Head1 : E*****F
[10]Method of Cut = SingleOut-2steps	[10]Origin = Off	[22][*]Life Times	Head2 : E*****F
[11]Prevent Stick = Off	[11]Standby Heating = 60min	[22] IP Address = 192.168.001.253	Pump1 : E*****F
[12]Head Travel = 1cnt	[12]Multi Strike = 0.0sec	[22] Subnet Mask = 255.255.255.000	Pump2 : E*****F
[13]Strike Wait = 0.0sec	[13]Media Slant = On	[24][*]Gateway = 192.168.001.254	OR Motor : E*****F
[14]Media Slant = On		SleepModeTimer = 6h	PF Motor : E*****F
		Language = English	
		Temperature = Celsius[°C]	
		Length = mm	

< User Type List >					
User Type	Type 1	Type 2	Type 3	Type 4	Type 5
Print Mode	Graphics 2	Graphics 2	Graphics 2	Graphics 2	Graphics 2
Effect	A-S.Fine&Wave	Fine&Fuzz	Fine&Fuzz	Fine&Fuzz	Fine&Fuzz
PFInitial Adjust	250.0/250mm	250.0/250mm	250.0/250mm	250.0/250mm	250.0/250mm
PFMicro Adjust	0.00%	0.00%	0.00%	0.00%	0.00%
Preheater	30°C	30°C	30°C	30°C	30°C
PlatenHeater	30°C	30°C	30°C	30°C	30°C
Dryer	30°C	30°C	30°C	30°C	30°C
Vacuum Fan	High	High	High	High	High
User Type	Type 6	Type 7	Type 8	Type 9	Type10
Print Mode	Graphics 2	Graphics 2	Graphics 2	Graphics 2	Graphics 2
Effect	Fine&Fuzz	Fine&Fuzz	Fine&Fuzz	Fine&Fuzz	Fine&Fuzz
PFInitial Adjust	250.0/250mm	250.0/250mm	250.0/250mm	250.0/250mm	250.0/250mm
PFMicro Adjust	0.00%	0.00%	0.00%	0.00%	0.00%
Preheater	30°C	30°C	30°C	30°C	30°C
PlatenHeater	30°C	30°C	30°C	30°C	30°C
Dryer	30°C	30°C	30°C	30°C	30°C
Vacuum Fan	High	High	High	High	High
User Type	Type11	Type12	Type13	Type14	Type15
Print Mode	Graphics 2	Graphics 2	Graphics 2	Graphics 2	Graphics 2
Effect	Fine&Fuzz	Fine&Fuzz	Fine&Fuzz	Fine&Fuzz	Fine&Fuzz
PFInitial Adjust	250.0/250mm	250.0/250mm	250.0/250mm	250.0/250mm	250.0/250mm
PFMicro Adjust	0.00%	0.00%	0.00%	0.00%	0.00%
Preheater	30°C	30°C	30°C	30°C	30°C
PlatenHeater	30°C	30°C	30°C	30°C	30°C
Dryer	30°C	30°C	30°C	30°C	30°C
Vacuum Fan	High	High	High	High	High

3.5.4 Palette print

Palette printing is performed as a color demonstration.

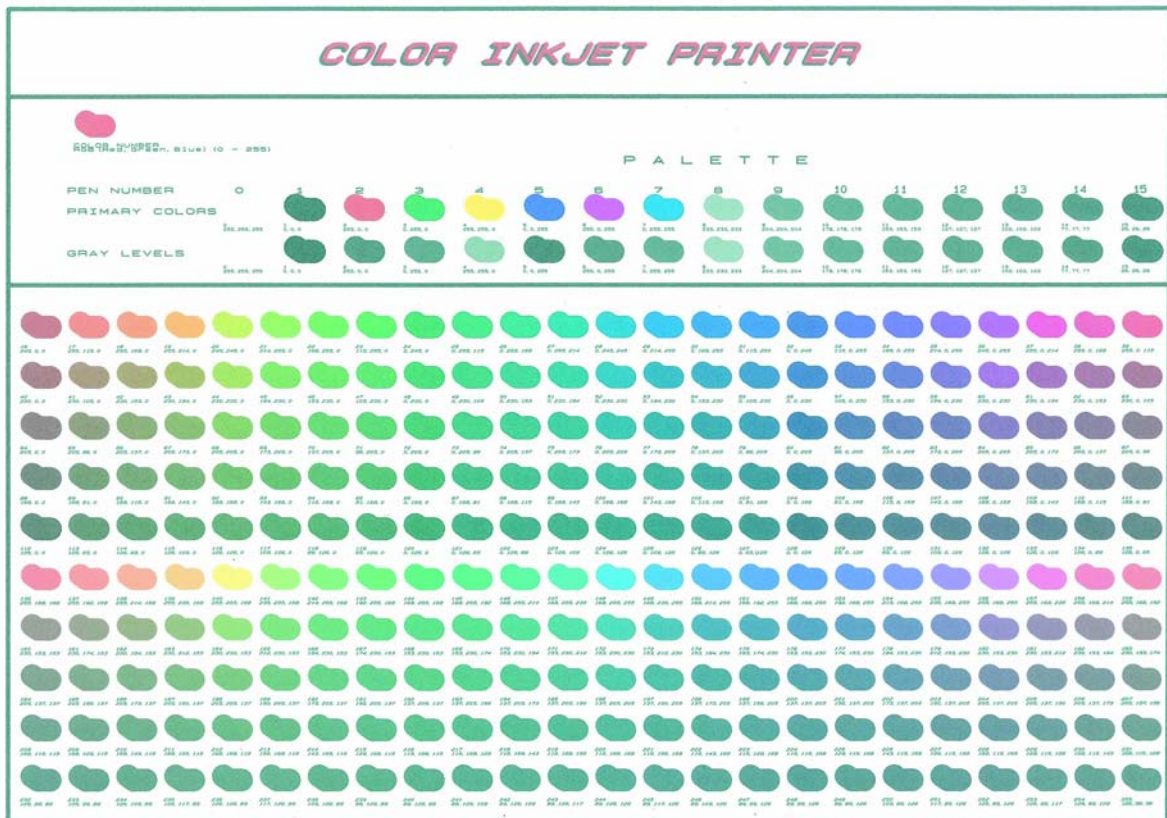
NOTE

When the selected print mode of the user type is “Graphics 1” or “Graphics 2”, “Palette menu” is not displayed.

TIP

Refer to the following for printing procedure.



[3.5 Test print](#)





3.5.5 Head alignment

You can print out the adjustment pattern in this menu to check the misalignment of the print head, and then adjust it.

Adjustment methods for this printer are as follows.

Adjustment method	Description	Reference
Standard	Adjustment is performed only for the print mode set by the current User Type.	 3.5.5.1 Standard head alignment
Custom	Adjustment is performed for all print modes that can be set by the current User Type.	 3.5.5.2 Custom head alignment

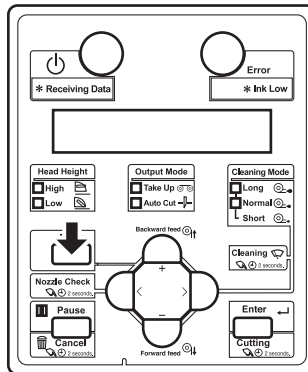
NOTE

- Print quality may improve by head alignment in the following situations:
 - Print quality is poor when using the uni-direction print mode
 - Print quality does not improve even after performing print quality adjustment
 [3.6 Print quality adjustment](#)
- After you have performed head alignment, make sure you perform print quality adjustment. There may be misalignment caused by head alignment.
 [3.6 Print quality adjustment](#)
- When changing the print mode after performing standard head alignment, make sure you adjust print head.
- Since all print modes are adjusted at once after performing Custom head adjustment, head adjustment is not required even after changing the print mode.
- When specifying a print mode for RIP software, etc, that is different from the mode set in the user type setting, perform Custom head adjustment and check all patterns (A to F), and then adjust any patterns that are misaligned beforehand.

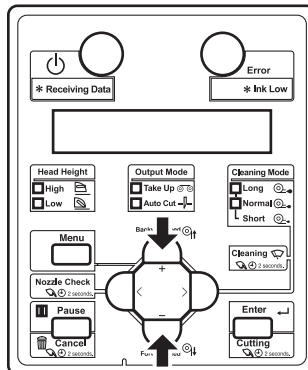
3.5.5.1 Standard head alignment

Adjustment is performed only for the print mode set by the current User Type.

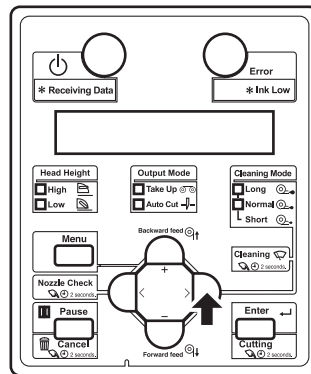
1. Turn ON the printer and load the roll media.
 - ☞ [3.4.2 Loading Roll Media into the printer](#)
2. Display the Micro adjustment menu on Operation panel.
 - a. Press the [Menu] key on Operation panel.



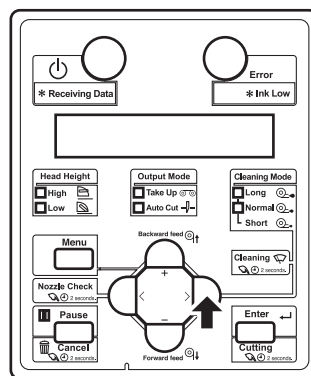
- “Menu 1: Setup>” is displayed on the operation panel.
- b. Press the [+] key or [-] key on Operation panel to select “Menu2: Test Print>”.



- c. Press the [>] key on Operation panel.

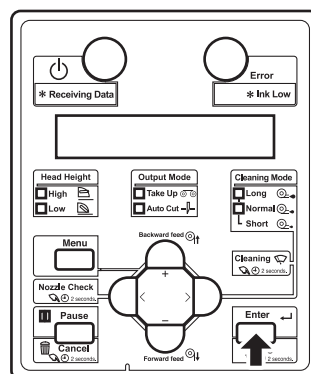


- “Test1: Nozzle Check” is displayed on Operation panel.
- d. Press the [+] key or [-] key on Operation panel to select “Test5: HeadAdjust>”.
- e. Press the [>] key on Operation panel.



- “HeadAdj.1: Standard” is displayed on Operation panel.

3. Press the [Enter] key on Operation panel.



- For VJ-2638X/1938X/1638X, “Warming Up Skip ->E” is displayed on Operation panel. (This is not displayed for VJ-1938WX/1638WX since it does not perform warming up.)

WARNING

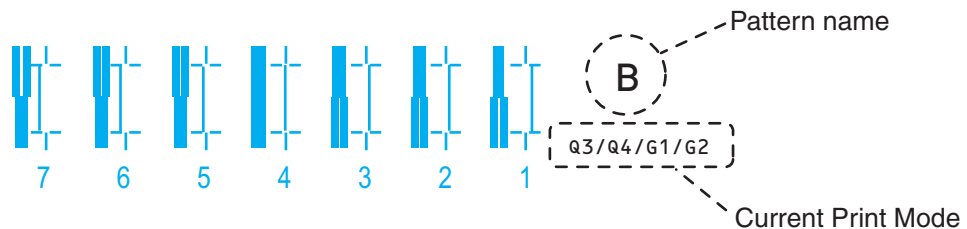
- While “Warming Up” is displayed, do not touch Platen and Media guide. They become very hot and you could burn yourself.

NOTE

You can start printing during warming up.

 [4.4.7 Starting printing during warming up \(VJ-2638X/1938X/1638X\)](#)

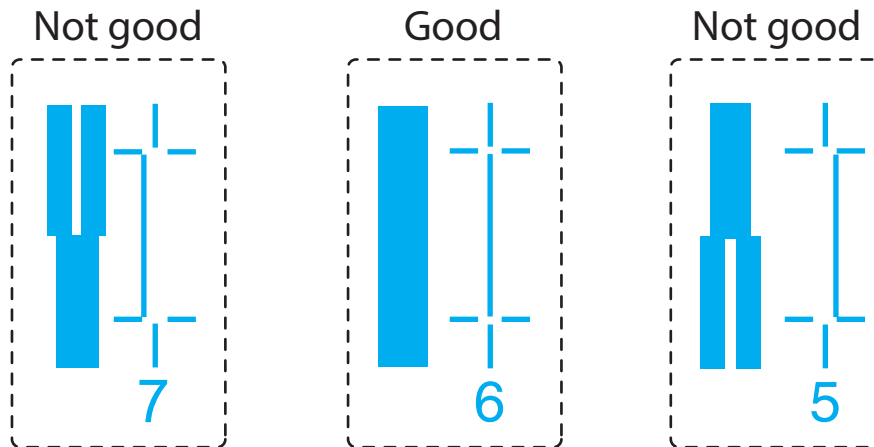
- Starts micro adjustment printing.
(VJ-2638X/1938X/1638X starts printing after warming up is complete.)
- The confirmation pattern will be printed.

**NOTE**

Either one of A to C micro adjustment pattern is printed based on the print mode set in the current user type settings.

4. Select the most aligned number from 1 to 7.

- 6 is selected in the next printing sample.



NOTE

- “4” represents the current setting value.
- When the line is aligned, the bold line on its left side does not have a white vertical line.

5. Pattern*: 4 (refer to the chart below for *) is displayed on Operation panel.

- The pattern name indicated by * differs depending on the set print mode. Print modes and corresponding pattern names are listed as follows.

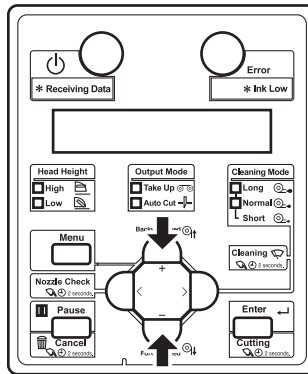
Print mode	Pattern name
Quality 1, 2	C
Quality 3, 4	B
Graphics 1, 2	B
Banner 1, 2	A
Banner 3, 4	A

NOTE

Refer to the following for Print mode.

🔗 [5.1.1.1.1 Print Mode menu](#)

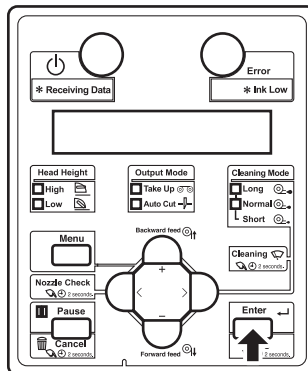
6. Press the [+] key or [-] key on Operation panel to enter the number that you selected in Step 4.



NOTE

When you press the [Cancel] key on Operation panel, the setting value is not entered and the display returns to “HeadAdj.1: Standard”.

7. Press the [Enter] key on Operation panel.



- The setting value is fixed.
- “HeadAdj.1: Standard” is displayed on Operation panel.

3.5.5.2 Custom head alignment

Perform adjustment for A to F patterns.

All print modes will be adjusted.

This menu consists of the following menus.

Adjustment	Description	Reference
Fine Ptn. ALL	Print out the confirmation patterns A to F, and then adjust all patterns.	-
Fine PatternX	Select one of the confirmation patterns A to F and adjust it.	-

Adjustment method

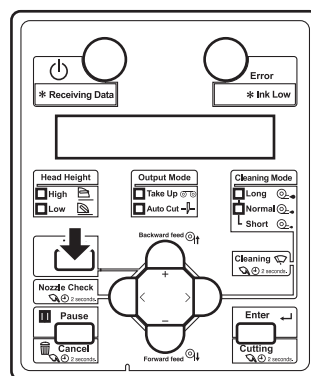
1. Perform “Fine Ptn. ALL” to check all patterns, and perform adjustment if it is misaligned.
2. Perform “Fine PatternX” for the pattern that was adjusted in step 1 to check if it is adjusted, and perform adjustment if it is misaligned.

NOTE

When you have adjusted most of the patterns in step 1, perform “Adjust ALL” in step 2 as well to check and perform adjustment.

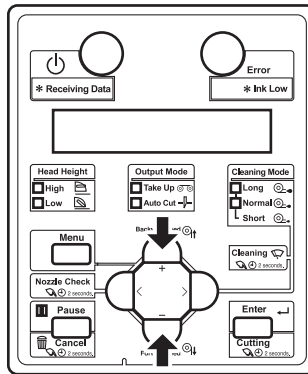
Follow the procedure below to perform adjustment.

1. Turn ON the printer and load the roll media.
 - ☞ [3.4.2 Loading Roll Media into the printer](#)
2. Display the Adjust adjustment menu on Operation panel.
 - a. Press the [Menu] key on Operation panel.

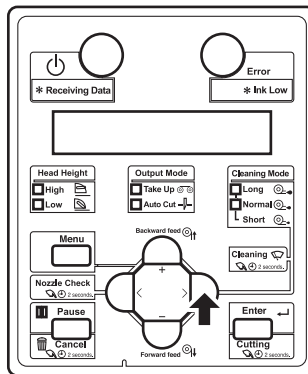


- “Menu 1: Setup>” is displayed on the operation panel.

- b. Press the [+] key or [-] key on Operation panel to select “Menu2: Test Print>”.



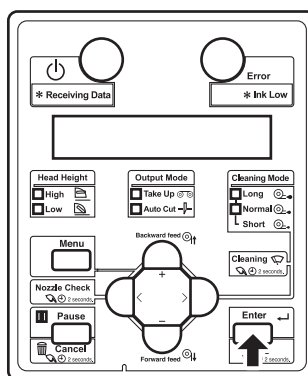
- c. Press the [>] key on Operation panel.



- “Test1: Nozzle Check” is displayed on Operation panel.

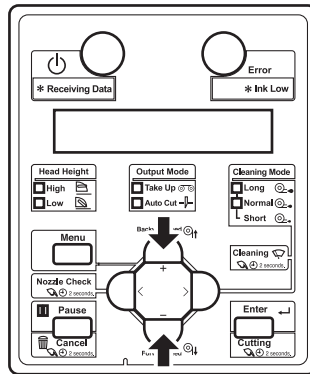
- d. Press the [+] key or [-] key on Operation panel to select “Test5: HeadAdjust>”.

- e. Press the [Enter] key on Operation panel.

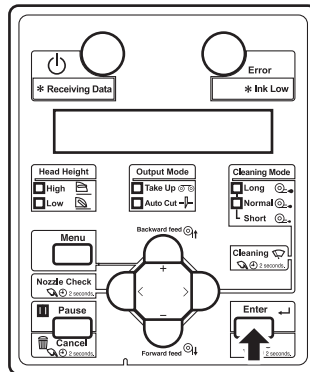


- “HeadAdj.1: Standard” is displayed on Operation panel.

- f. Press the [+] key or [-] key on Operation panel to select “HeadAdj. 2: Custom”.



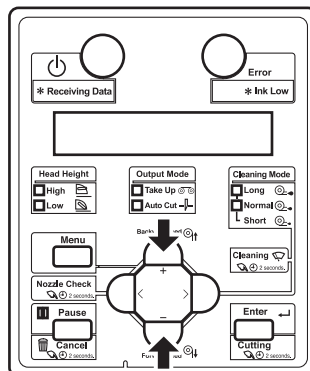
3. Press the [Enter] key on Operation panel.



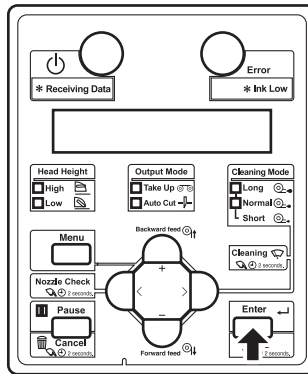
- “Fine Ptn. ALL” is displayed on Operation panel.

4. Press the [+] key or [-] key to select the pattern to be adjusted.

- Select “Adj.1: AdjustALL” when adjusting all patterns.
- When adjusting a particular pattern, select one from “Adj.2: AdjustPatternA to F”.



- Press the [Enter] key on Operation panel.



- For VJ-2638X/1938X/1638X, “Warming Up Skip ->E” is displayed on Operation panel. (This is not displayed for VJ-1938WX/1638WX since it does not perform warming up.)

WARNING

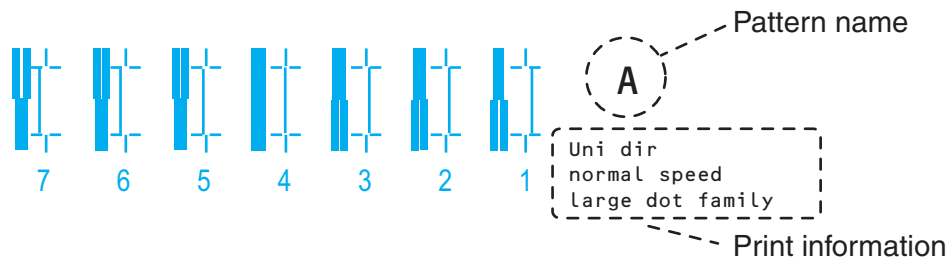
- While “Warming Up” is displayed, do not touch Platen and Media guide. They become very hot and you could burn yourself.

NOTE

You can start printing during warming up.

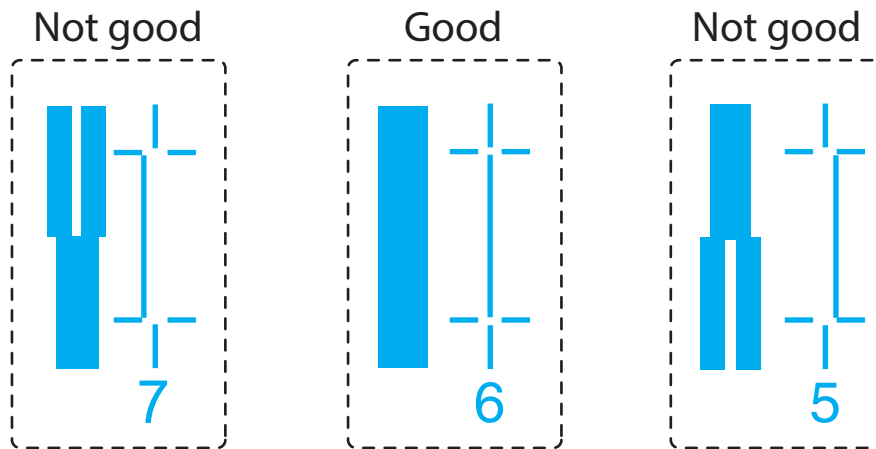
[4.4.7 Starting printing during warming up \(VJ-2638X/1938X/1638X\)](#)

- Starts micro adjustment printing. (VJ-2638X/1938X/1638X starts printing after warming up is complete.)
- When “AdjustALL” is selected, six micro adjustment patterns A to F will be printed.
- When you have selected one of “Adjustment Pattern A” to “Adjustment Pattern F”, the micro adjustment pattern for the selected pattern is printed.



6. Select the most aligned number from 1 to 7.

- 6 is selected in the next printing sample.

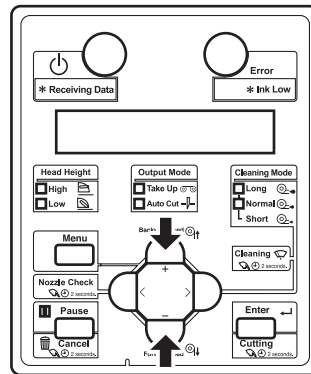


NOTE

- “4” represents the current setting value.
- When the line is aligned, the bold line on its left side does not have a white vertical line.

7. Pattern*: 4 (refer to the chart below for *) is displayed on Operation panel.

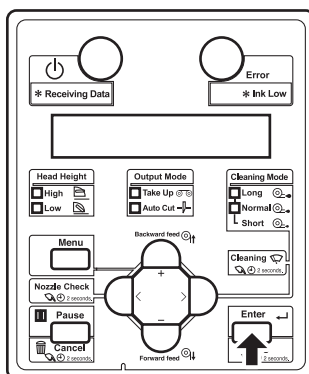
8. Press the [+] key or [-] key on Operation panel to enter the number that you selected in Step 6.



NOTE

When you press the [Cancel] key on Operation panel, the setting value is not entered and the display returns to Adj.1: AdjustALL.



9. Press the [Enter] key on Operation panel.




- The setting value is fixed.
- When you have selected “AdjustALL” in step 4, Pattern*: 4 (refer to the chart below for *) is displayed on Operation panel. Check the print result of the relevant pattern, and set the number that is most aligned in the same way as steps 6 to 9. Once the settings for A to F have been complete, “Adj.1: AdjustALL” is displayed on Operation panel.
- When you have selected one of “Adjustment Pattern A” to “Adjustment Pattern F”, “Adj.1: AdjustALL” is displayed on Operation panel.

3.6 Print quality adjustment

It is used for optimizing the quality of image prints.
Adjustment methods for this printer are as follows.




Adjustment method	Description	Reference
Standard	Adjustment is performed only for the print mode set by the current User Type.	 3.6.1 Standard print quality adjustment
Custom	Adjustment is performed for all print modes that can be set by the current User Type.	 3.6.2 Custom print quality adjustment

NOTE




- When newly setting or changing the user type setting after adjusting Standard adjust print, make sure to adjust print.
- When changing the print mode after performing standard head alignment, make sure you adjust print head.
- Since all print modes are adjusted at once after performing Custom adjust print, adjust print is not required even after changing the print mode.
- When specifying a print mode for RIP software, etc, that is different from the mode set in the usertype setting, perform Custom head adjustment and check all patterns (A to F), and then adjust any patterns that are misaligned beforehand.
- Print quality may improve by head alignment in the following situations:
For adjustment procedure, see [3.5.5 Head alignment](#)
 - Print quality is poor when using the uni-direction print mode.
 [Details of print mode](#)
 - Print quality does not improve even after performing print quality adjustment
- After you have performed head alignment, make sure you perform print quality adjustment. There may be misalignment caused by head alignment.

3.6.1 Standard print quality adjustment

Adjusts only the print mode in the user type setting which is currently set.
This menu consists of the following menus.


Menu name	Description	Reference
Standard confirmation pattern	Print out the confirmation pattern and check the degree of misalignment.	 3.6.1.1 Standard confirmation pattern
Standard rough adjustment pattern	Perform this when the degree of misalignment is large.	 3.6.1.2 Standard rough adjustment pattern
Standard micro adjustment pattern	Perform this when the degree of misalignment is small.	 3.6.1.3 Standard micro adjustment pattern

Follow the procedure below to perform adjustment.

1. Print out the confirmation pattern and check the degree of misalignment.
 [3.6.1.1 Standard confirmation pattern](#)
2. Perform rough adjustment when the degree of misalignment is large.
 [3.6.1.2 Standard rough adjustment pattern](#)
Perform micro adjustment when the degree of misalignment is small.
 [3.6.1.3 Standard micro adjustment pattern](#)

NOTE

Perform rough adjustment first when the degree of misalignment is difficult to determine.

3. Print out the confirmation pattern again and check if the printer has been adjusted properly.
 [3.6.1.1 Standard confirmation pattern](#)
4. If it has not been adjusted yet, return to step 2.

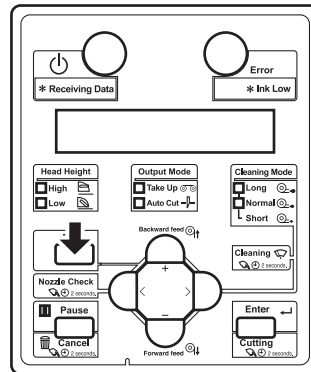
NOTE

Perform micro adjustment if the printer is not fully adjusted after rough adjustment.

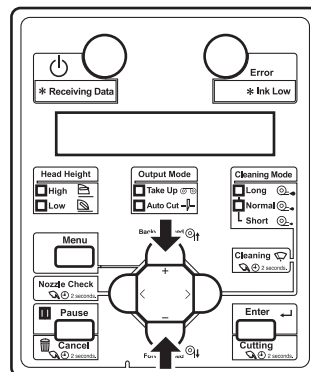
3.6.1.1 Standard confirmation pattern

Print out the confirmation pattern of the print mode in the user type setting which is currently set.

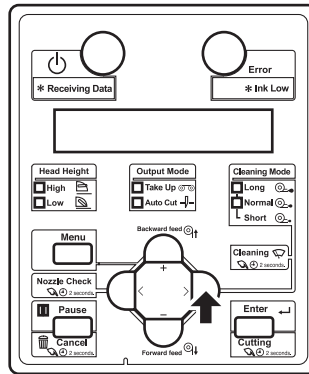
1. Turn ON the printer and load the roll media.
 - ☞ [3.4.2 Loading Roll Media into the printer](#)
2. Display the Adjust Print menu on Operation panel.
 - a. Press the [Menu] key on Operation panel.



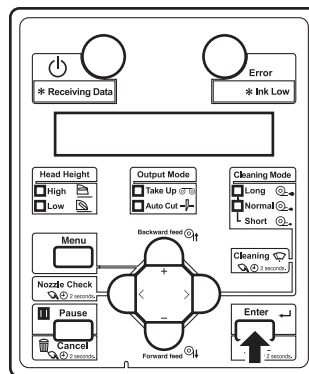
- “Menu1: Setup>” is displayed on Operation panel.
- b. Press the [+] key or [-] key on Operation panel to select “Set 1: User Type”.



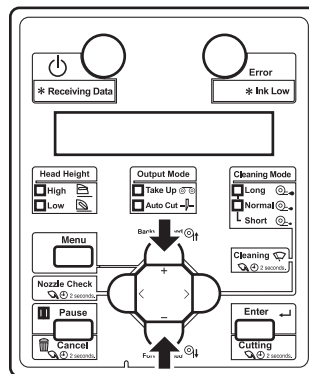
- c. Press the [>] key on Operation panel.



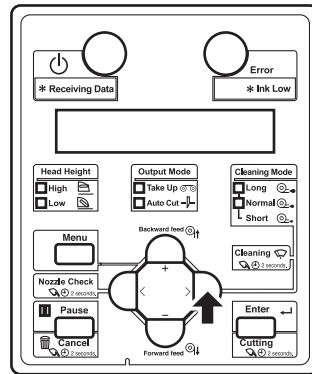
- “User: TypeXX” (XX is a number between 1 and 15) is displayed on Operation panel.
- d. Press the [+] key or [-] key on Operation panel to select the user type setting.
 - e. Press the [Enter] key on Operation panel.



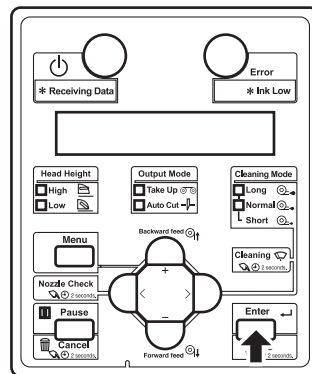
- “XX>1: Print Mode” is displayed on Operation panel.
- f. Press the [+] key or [-] key on Operation panel to select “XX>2: Adjust Print”.




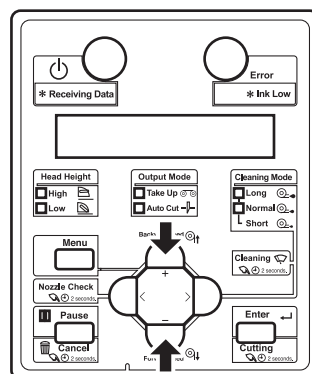
- g. Press the [>] key on Operation panel.



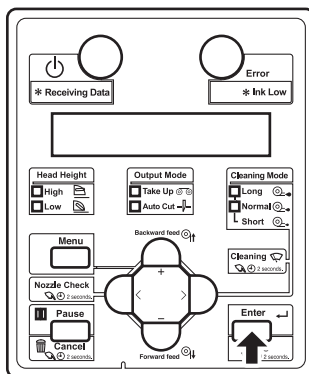
- h. Press the [Enter] key on Operation panel.



- “Thickness 170 μm ” is displayed on the operation panel. (The default is set to 170 μm . If the default value has been changed, the changed value is displayed.)
- i. Press the [+] key or [-] key and enter the thickness of the paper to use in the range of 80 μm to 2,800 μm .
- This setting is the same as “Media thickness menu”.
-  [5.1.1.1.8 Media thickness menu](#)

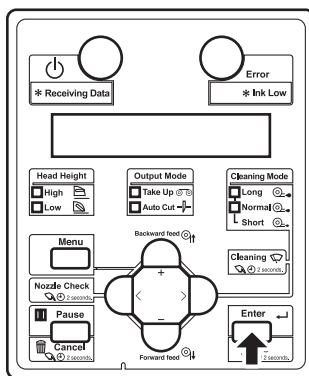


- j. Press the [Enter] key on Operation panel.



- Media thickness value is set.
- “Adj. Print1: Standard” is displayed on Operation panel.

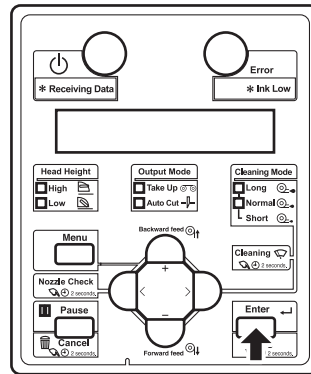
- k. Press the [Enter] key on Operation panel.



- “Adj. 1: Confirm Ptn.” is displayed on Operation panel.
- The display enters the Adjust Print menu.

5.1.1.1.2 Adjust Print menu

- Press the [Enter] key on Operation panel.



- For VJ-2638X/1938X/1638X, “Warming Up Skip ->E” is displayed on Operation panel. (This is not displayed for VJ-1938WX/1638WX since it does not perform warming up.)

CAUTION

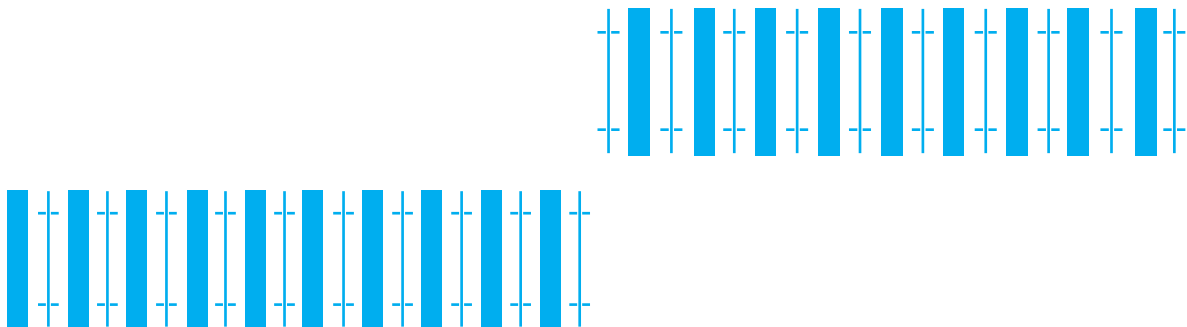
- While “Warming Up” is displayed, do not touch Platen and Media guide. They become very hot and you could burn yourself.

NOTE

You can start printing during warming up.

[4.4.7 Starting printing during warming up \(VJ-2638X/1938X/1638X\)](#)

- A confirmation pattern for print quality adjustment is printed. (VJ-2638X/1938X/1638X starts printing after warming up is complete.)
- The confirmation pattern will be printed.

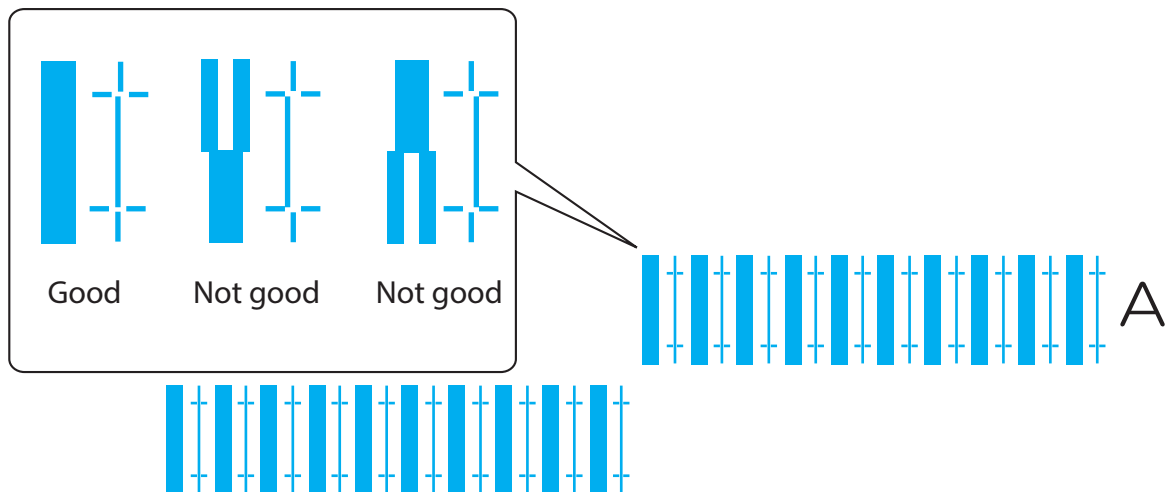


- After the confirmation pattern is printed, Operation panel returns to “Adj. 1: Confirm Ptn.”.

NOTE

Because this printer has 2 Print heads, 2 rows of confirmation pattern will be printed.

4. Confirm that the confirmation pattern print result is as follows.

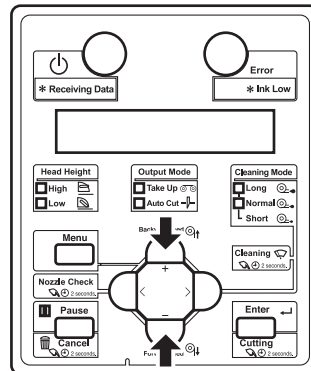


- a. When the print result is Good:
You do not need perform print quality adjustment.
The procedure for print quality adjustment is complete.
- b. When the print result is Not good:
You need to perform print quality adjustment.
 - Perform rough adjustment when the degree of misalignment is large.
↳ [3.6.1.2 Standard rough adjustment pattern](#)
 - Perform micro adjustment when the degree of misalignment is small.
↳ [3.6.1.3 Standard micro adjustment pattern](#)

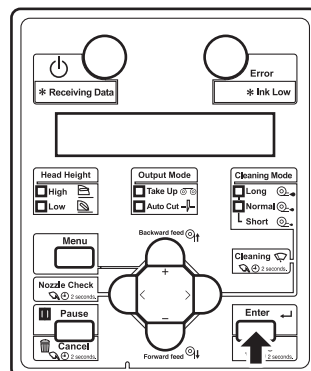
3.6.1.2 Standard rough adjustment pattern

Perform rough adjustment when the degree of misalignment is large.
Print rough adjustment pattern and register the set values.

1. Display the Standard Adjust Print menu on Operation panel in the same way as step 2 of [3.6.1.1 Standard confirmation pattern](#).
2. Press the [+] key or [-] key on Operation panel to select “Adj.2: Rough Pattern”.



3. Press the [Enter] key on Operation panel.



- For VJ-2638X/1938X/1638X, “Warming Up Skip ->E” is displayed on Operation panel. (This is not displayed for VJ-1938WX/1638WX since it does not perform warming up.)

CAUTION

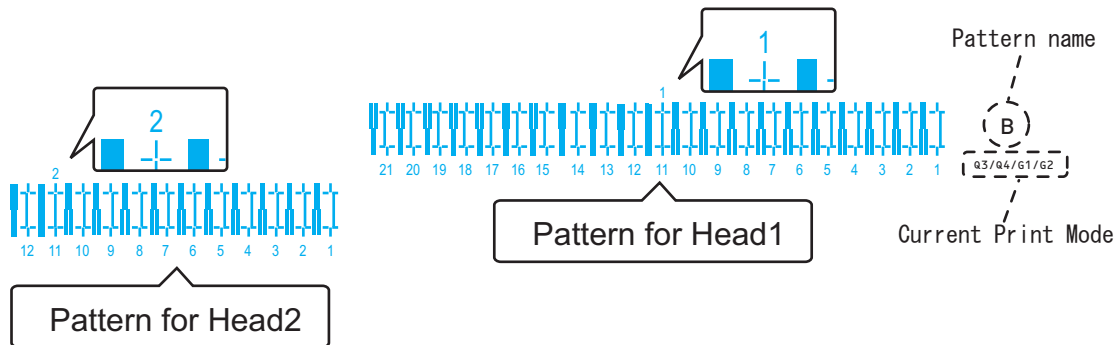
- While “Warming Up” is displayed, do not touch Platen and Media guide. They become very hot and you could burn yourself.

NOTE

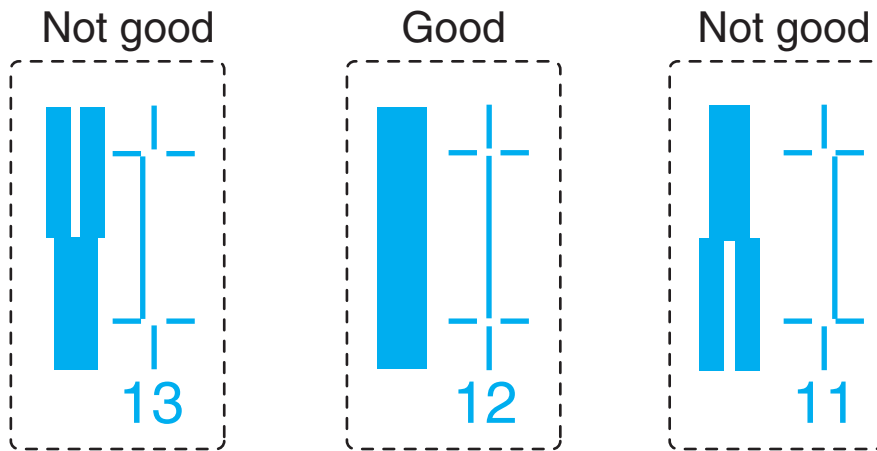
You can start printing during warming up.

[4.4.7 Starting printing during warming up \(VJ-2638X/1938X/1638X\)](#)

- A rough adjustment pattern is printed for both Head 1 and Head 2 (VJ-2638X/1938X/1638X starts printing after warming up is complete.)



- For the rough adjustment pattern, the same patterns will be printed on both sides and center of the media.
4. For Head 1, check the print results on both sides and center of the media and select the number that looks most aligned between 1 and 21.
- “12” is selected in the next printing sample.



NOTE

- “11” represents the current setting value.
- When the line is aligned, the bold line on its left side does not have a white vertical line in the middle.

5. “Pattern*1: 11” (refer to the chart below for *) is displayed on Operation panel.
- The pattern name indicated by * differs depending on the set print mode. Print modes and corresponding pattern names are listed as follows.

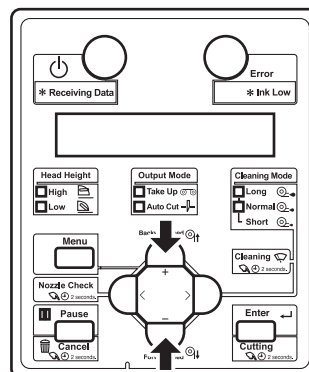
Print Mode	Pattern name
Quality 1, 2	C
Quality 3, 4	B
Graphics 1, 2	B
Banner 1, 2	A
Banner 3, 4	A

NOTE

Refer to the following for Print mode.

 [5.1.1.1.1 Print Mode menu](#)

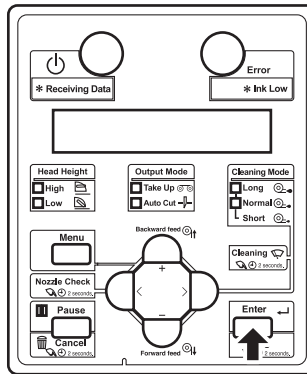
6. Press the [+] key or [-] key on Operation panel to enter the number that you selected in Step 4.



NOTE

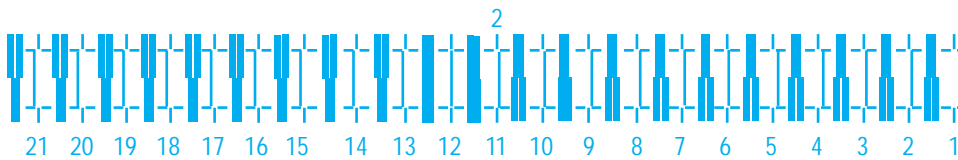
When you press the [Cancel] key on Operation panel, the setting value is not entered and the display returns to “Adj.2: Rough Pattern”.

7. Press the [Enter] key on Operation panel.

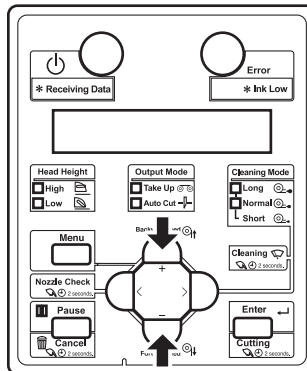


- Determines the setting.
- "Pattern*2: 11" is displayed next.

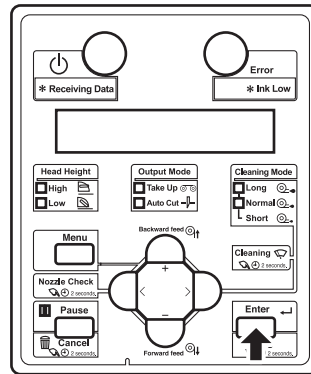
8. For Head 2, check the print results on both sides and center of the media and select the number that looks most aligned between 1 and 21.



9. Press the [+] key or [-] key on Operation panel to enter the number that you selected in Step 8.



10. Press the [Enter] key on Operation panel.

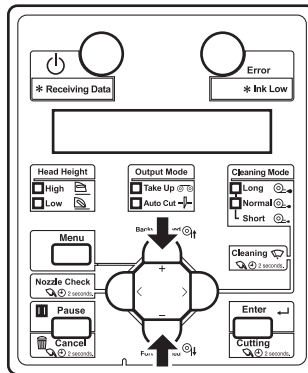


- Determines the setting.
- “Adj.2: Rough Pattern” is displayed on Operation panel.

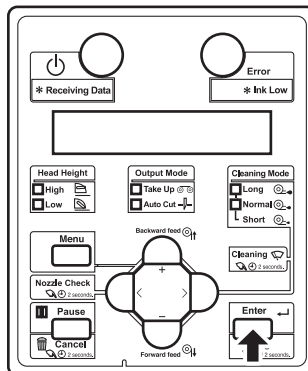
3.6.1.3 Standard micro adjustment pattern

Perform micro adjustment when the degree of misalignment is small.
Print micro adjustment pattern and register the set values.

1. Display the Standard Adjust Print menu on Operation panel in the same way as step 2 of [3.6.1.1 Standard confirmation pattern](#).
2. Press the [+] key or [-] key on Operation panel to select “Adj.3: Fine Pattern”.



3. Press the [Enter] key on Operation panel.



- For VJ-2638X/1938X/1638X, “Warming Up Skip ->E” is displayed on Operation panel. (This is not displayed for VJ-1938WX/1638WX since it does not perform warming up.)

CAUTION

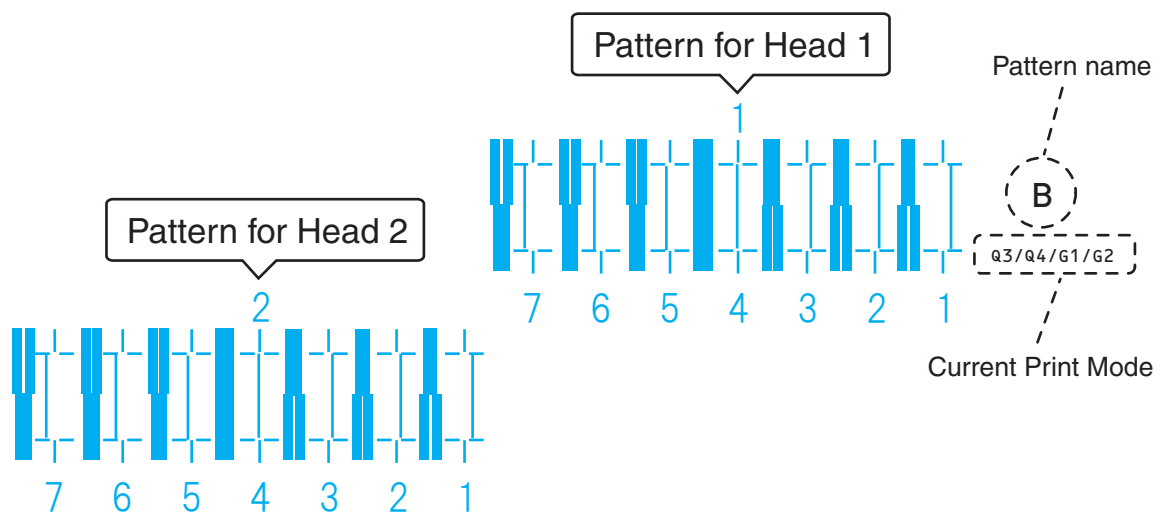
- While “Warming Up” is displayed, do not touch Platen and Media guide. They become very hot and you could burn yourself.

NOTE

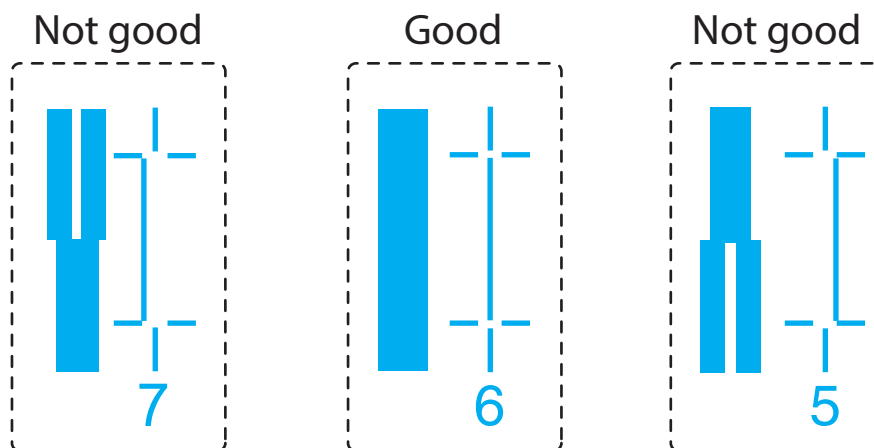
You can start printing during warming up.

[4.4.7 Starting printing during warming up \(VJ-2638X/1938X/1638X\)](#)

- An micro adjust print pattern is printed for both Head 1 and Head 2.
(VJ-2638X/1938X/1638X starts printing after warming up is complete.)



- For the micro adjustment pattern, the same patterns will be printed on both sides and center of the media.
4. For Head 1, check the print results on both sides and center of the media and select the number that looks most aligned between 1 and 7.
- “6” is selected in the next printing sample.



NOTE

- “4” represents the current setting value.
- When the line is aligned, the bold line on its left side does not have a white vertical line in the middle.

5. “Pattern*1: 4” (refer to the chart below for *) is displayed on Operation panel.
- The pattern name indicated by * differs depending on the set print mode. Print modes and corresponding pattern names are listed as follows.

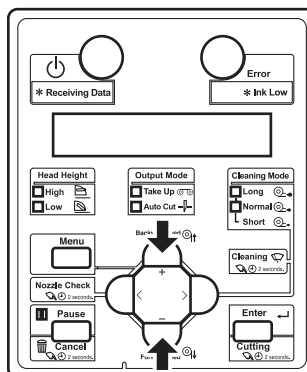
PrintMode	Pattern name
Quality 1, 2	C
Quality 3, 4	B
Graphics 1, 2	B
Banner 1, 2	A
Banner 3, 4	A

NOTE

Refer to the following for Print mode.

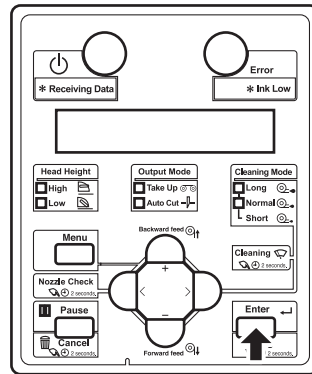
 [5.1.1.1.1 Print Mode menu](#)

6. Press the [+] key or [-] key on Operation panel to enter the number that you selected in Step 4.

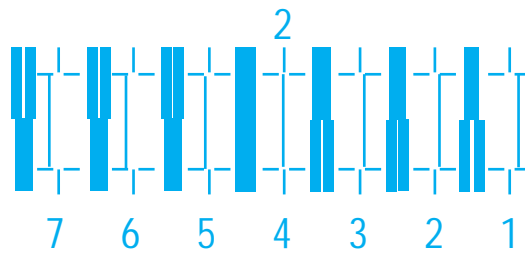
**NOTE**

When you press the [Cancel] key on Operation panel, the display returns to “Adj.3: Fine Pattern”.

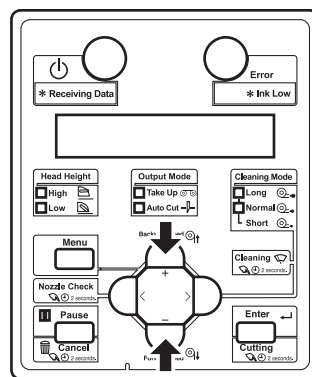
7. Press the [Enter] key on Operation panel.



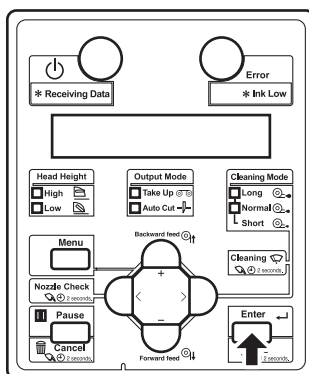
- Determines the setting.
 - “Pattern*2: 4” is displayed next.
8. For Head 2, check the print results on both sides and center of the media and select the number that looks most aligned between 1 and 7.



9. Press the [+] key or [-] key on Operation panel to enter the number that you selected in Step 8.








10. Press the [Enter] key on Operation panel.






- Determines the setting.
- “Adj.3: Fine Pattern” is displayed on Operation panel.

3.6.2 Custom print quality adjustment

Perform adjustment for all patterns (A to F). All print modes will be adjusted.
This menu consists of the following menus.


Menu name		Description	Reference
Custom confirmation pattern		Print out the confirmation patterns (A to F) and check the degree of misalignment.	 3.6.2.1 Custom confirmation pattern
Custom rough adjustment pattern	Rough PatternALL	Perform this when the degree of misalignment is large. All confirmation patterns (A to F) will be adjusted.	 3.6.2.2.1 Rough Pattern ALL
	Individual Rough Adj. pattern	Perform this when the degree of misalignment is large. One of the confirmation patterns (A to F) will be adjusted.	 3.6.2.2.2 Rough Pattern A to F
Custom micro adjustment pattern	Adj. PatternALL	Perform this when the degree of misalignment is small. All confirmation patterns (A to F) will be adjusted.	 3.6.2.3.1 Fine Pattern ALL
	Individual Adj. pattern	Perform this when the degree of misalignment is small. One of the confirmation patterns (A to F) will be adjusted.	 3.6.2.3.2 Fine Pattern A to F

Follow the procedure below to perform adjustment.

1. Print out the confirmation pattern and check the degree of misalignment.
 [3.6.2.1 Custom confirmation pattern](#)
2. Perform rough adjustment when the degree of misalignment is large.
 [3.6.2.2 Custom rough adjustment pattern](#)
Perform micro adjustment when the degree of misalignment is small.
 [3.6.2.3 Custom micro adjustment pattern](#)

NOTE

- Perform rough adjustment first when the degree of misalignment is difficult to determine.
- Perform adjustment for A to F patterns if they are misaligned.

3. Print out the confirmation pattern again and check if the printer has been adjusted properly.
 [3.6.2.1 Custom confirmation pattern](#)
4. If it has not been adjusted yet, return to Step 2.

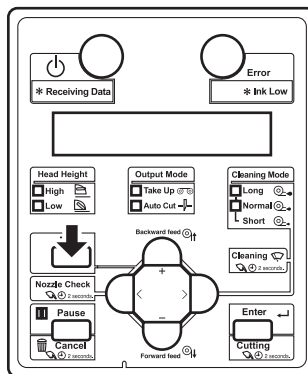
NOTE

- Perform micro adjustment if the printer is not fully adjusted after rough adjustment.
- In adjustment patterns, there are Adjust pattern ALL where all patterns will be adjusted and Individual Adj. pattern where the patterns A to F can be adjusted individually.

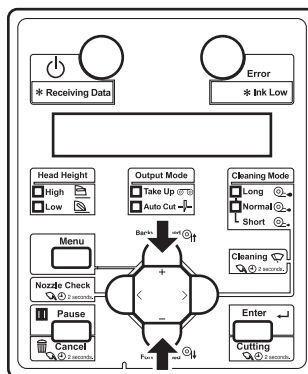
3.6.2.1 Custom confirmation pattern

Using this menu, you can print out all of the confirmation patterns (A to F) and check the degree of misalignment.

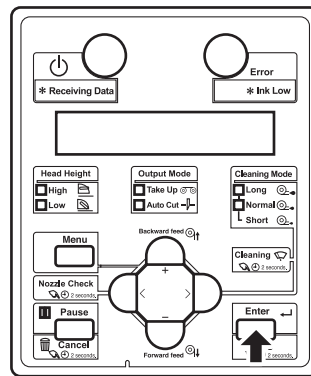
1. Turn ON the printer and load the roll media.
 - ☞ [3.4.2 Loading Roll Media into the printer](#)
2. Display the Adjust Print menu on Operation panel.
 - a. Press the [Menu] key on Operation panel.



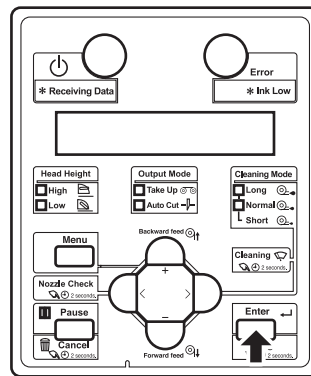
- “Menu1: Setup>” is displayed on Operation panel.
- b. Press the [+] key or [-] key on Operation panel to select “Set 1: User Type”.



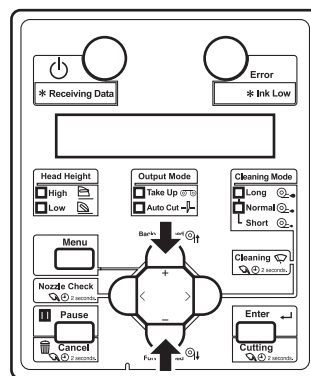
- c. Press the [Enter] key on Operation panel.



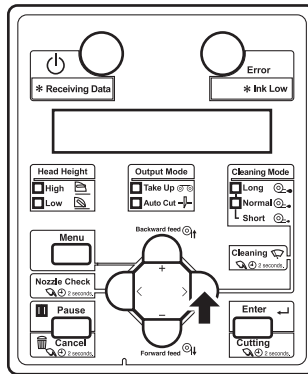
- “User: TypeXX” (XX is a number between 1 and 15) is displayed on Operation panel.
- d. Press the [+] key or [-] key on Operation panel to select the user type setting.
- e. Press the [Enter] key on Operation panel.



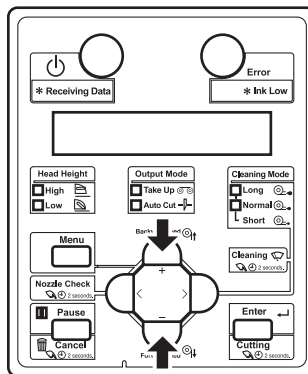
- “XX>1: Print Mode” is displayed on Operation panel.
- f. Press the [+] key or [-] key on Operation panel to select “XX>2: Adjust Print>”.



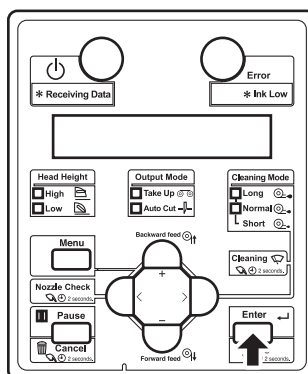
- g. Press the [>] key on Operation panel.



- “Thickness 170 μm ” is displayed on the operation panel. (The default is set to 170 μm . If the default value has been changed, the changed value is displayed.)
- h. Press the [+] key or [-] key and enter the thickness of the paper to use in the range of 80 μm to 2,800 μm .
- This setting is the same as [5.1.1.1.8 Media thickness menu](#).

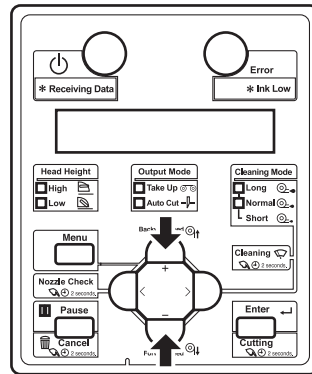


- i. Press the [Enter] key on Operation panel.

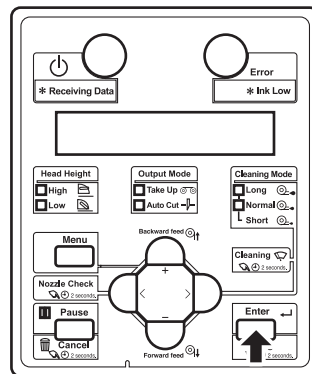


- Media thickness value is set.
- “Adjust print1: Standard” is displayed on Operation panel.

- j. Press the [+] key or [-] key on Operation panel to select “Adj. Print2: Custom”.



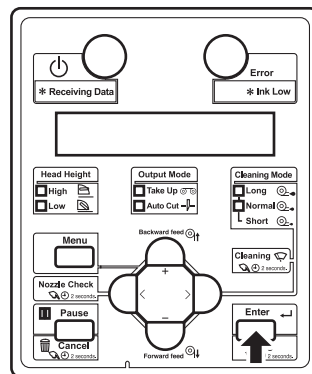
- k. Press the [Enter] key on Operation panel.



- “Adj.1: Confirm Ptn.” is displayed on Operation panel.
- The display enters the Adjust Print menu.

 [5.1.1.1.2 Adjust Print menu](#)

3. Press the [Enter] key on Operation panel.



- For VJ-2638X/1938X/1638X, “Warming Up Skip ->E” is displayed on Operation panel. (This is not displayed for VJ-1938WX/1638WX since it does not perform warming up.)

CAUTION

- While “Warming Up” is displayed, do not touch Platen and Media guide. They become very hot and you could burn yourself.

NOTE

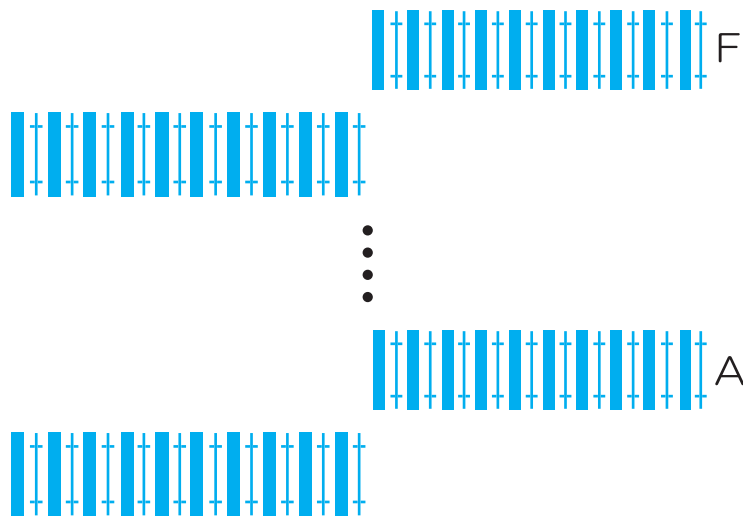
You can start printing during warming up.

 [4.4.7 Starting printing during warming up \(VJ-2638X/1938X/1638X\)](#)

- A confirmation pattern for print quality adjustment is printed. (VJ-2638X/1938X/1638X starts printing after warming up is complete.)
- Six confirmation patterns of A to F will be printed.

NOTE

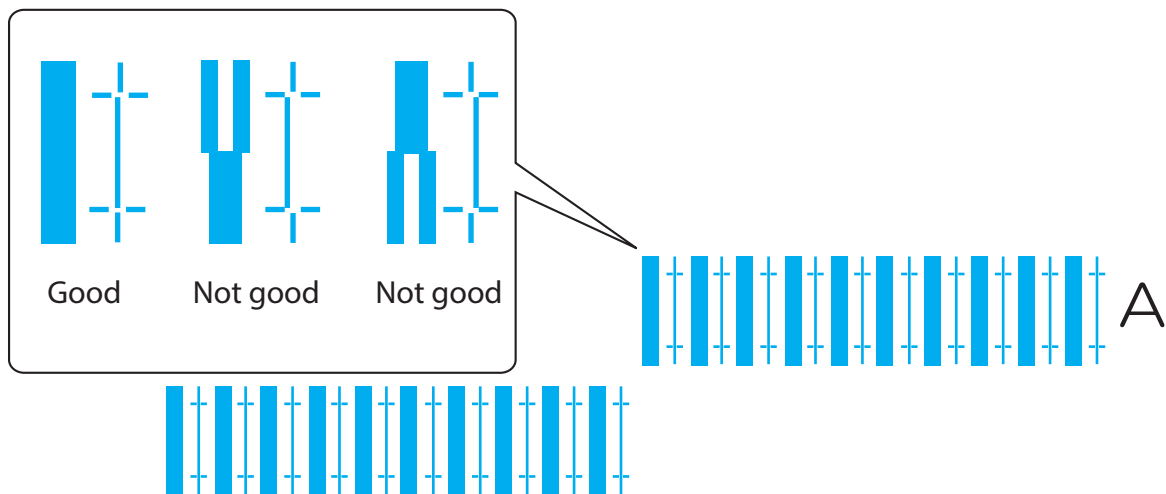
Because this printer has 2 Print heads, 2 rows will be printed for each pattern.



- After the confirmation pattern is printed, Operation panel returns to “Adj.1: Confirm Ptn.”.

4. Confirm that the confirmation pattern print result is as follows.



- Check each of the confirmation patterns A to F.



- When the print result is Good:
 - You do not need perform print quality adjustment.
 - The procedure for print quality adjustment is complete.
- When the print result is Not good:
 - You need to perform print quality adjustment.
 - Perform rough adjustment when the degree of misalignment is large.
 - 📖 [3.6.2.2.1 Rough Pattern ALL](#)
 - Perform micro adjustment when the degree of misalignment is small.
 - When adjustment is required for all patterns (A to F):
 - 📖 [3.6.2.3.1 Fine Pattern ALL](#)
 - When adjustment is required for one of the patterns (A to F):
 - 📖 [3.6.2.3.2 Fine Pattern A to F](#)

3.6.2.2 Custom rough adjustment pattern

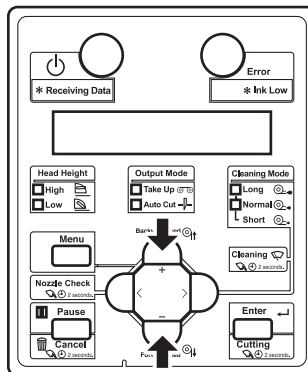
Perform micro adjustment when the degree of misalignment is small.
This menu consists of the following menus.

Menu name		Description	Reference
Custom rough adjustment pattern	Rough Pattern ALL	All confirmation patterns (A to F) will be adjusted.	 3.6.2.2.1 Rough Pattern ALL
	Rough Pattern A to F	One of the confirmation patterns (A to F) will be adjusted.	 3.6.2.2.2 Rough Pattern A to F

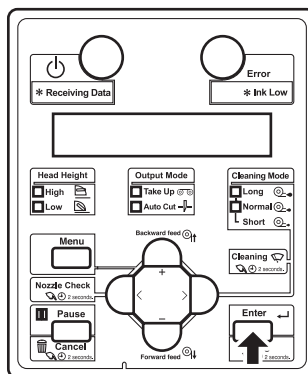
3.6.2.2.1 Rough Pattern ALL

Perform rough adjustment when the degree of misalignment is large.
Print rough adjustment pattern and register the set values.

1. Display the Custom Adjust Print menu on Operation panel in the same way as Step 2 of [3.6.2.1 Custom confirmation pattern](#).
2. Press the [+] key or [-] key on Operation panel to select “Adj.2: RoughPtn. ALL”.



3. Press the [Enter] key on Operation panel.



- For VJ-2638X/1938X/1638X, “Warming Up Skip ->E” is displayed on Operation panel. (This is not displayed for VJ-1938WX/1638WX since it does not perform warming up.)

CAUTION

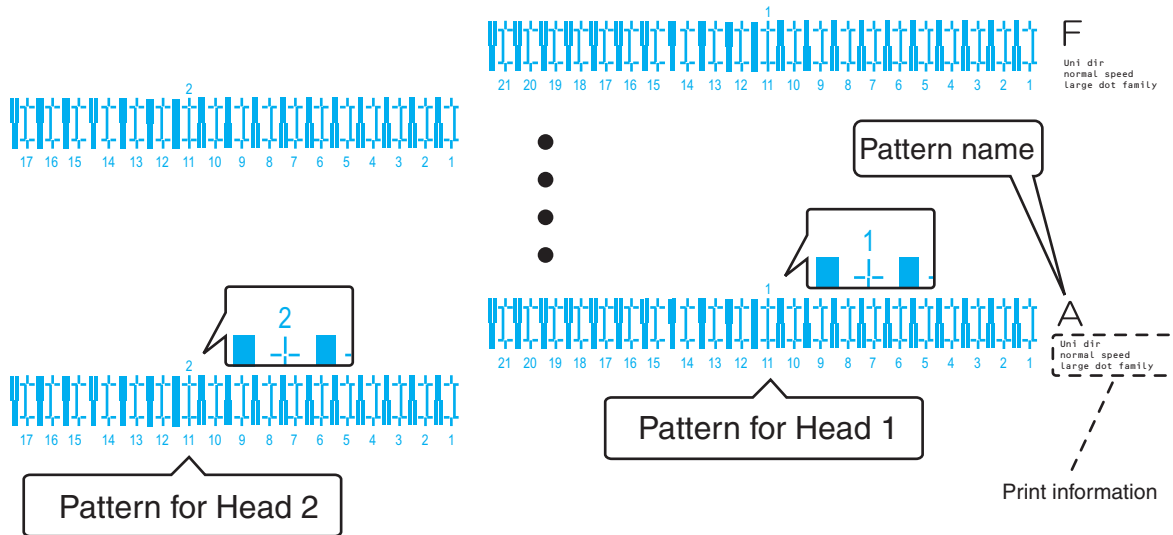
- While “Warming Up” is displayed, do not touch Platen and Media guide. They become very hot and you could burn yourself.

NOTE

You can start printing during warming up.

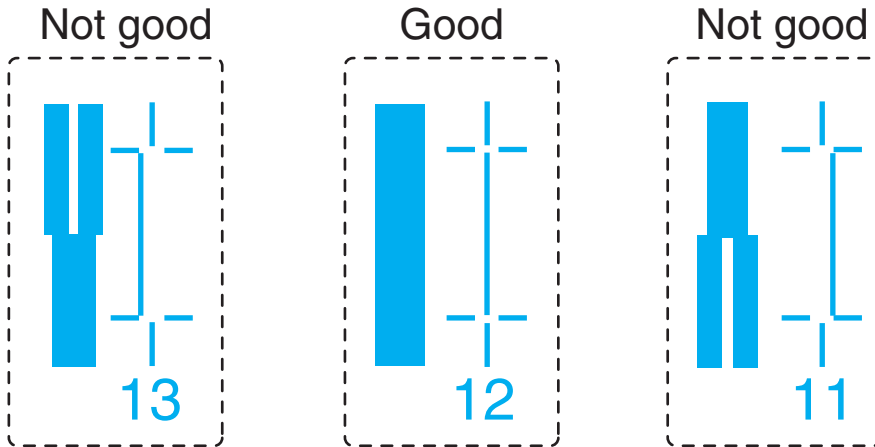
[4.4.7 Starting printing during warming up \(VJ-2638X/1938X/1638X\)](#)

- Starts a rough adjustment pattern printing.
(VJ-2638X/1938X/1638X starts printing after warming up is complete.)



- For the rough adjustment pattern, the same patterns will be printed on both sides and center of the media.
- 6 rough adjustment patterns (A to F) are printed. Enter the adjusted values for both Head 1 and Head 2.

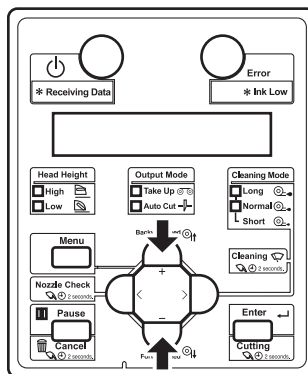
4. For Head 1, check the print results on both sides and center of the media and select the number that looks most aligned between 1 and 21.
 - “12” is selected in the following pattern A1.



NOTE

- “11” represents the current setting value.
- When the line is aligned, the bold line on its left side does not have a white vertical line in the middle.

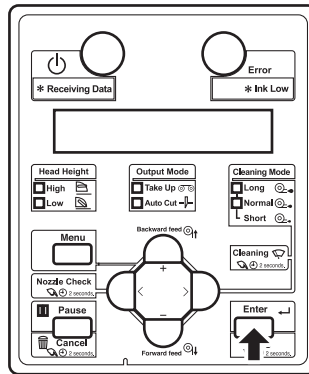
5. “Pattern*1: 11” (refer to the chart below for *) is displayed on Operation panel.
6. Press the [+] key or [-] key on Operation panel to enter the number that you selected in Step 4.



NOTE

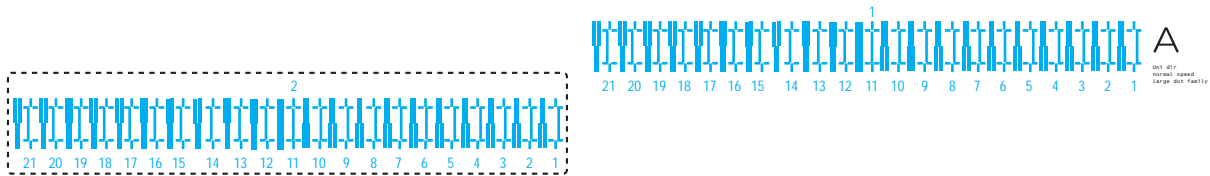
When you press the [Cancel] key on Operation panel, the setting value is not entered and the display returns to “Adj.2: RoughPtn. ALL”.

7. Press the [Enter] key on Operation panel.

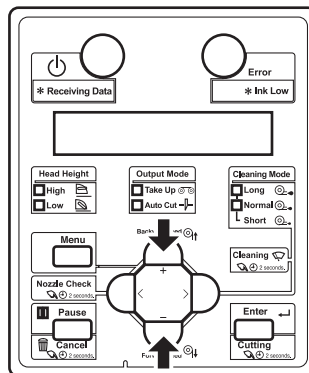


- Determines the setting.
- “Pattern*2: 11” is displayed next.

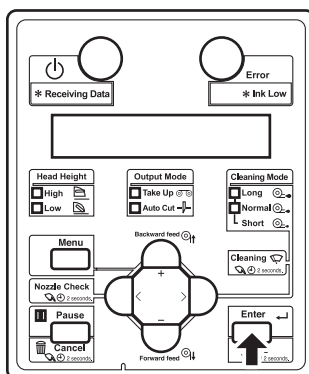
8. For Head 2, check the print results on both sides and center of the media and select the number that looks most aligned between 1 and 21.



9. Press the [+] key or [-] key on Operation panel to enter the number that you selected in Step 8.



10. Press the [Enter] key on Operation panel.



- Determines the setting.

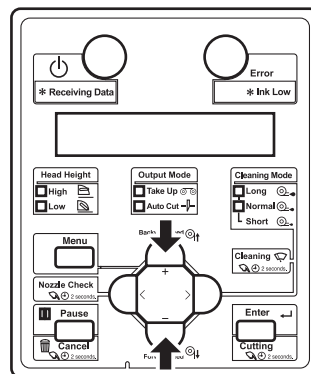
11. Enter the values for patterns B to F in the same way.

- Press the [Enter] key to set the value.
- Once all set values have been entered, press the [Enter] key to register the set values of patterns A to F.
- "Adj.2: RoughPtn. ALL" is displayed on Operation panel.

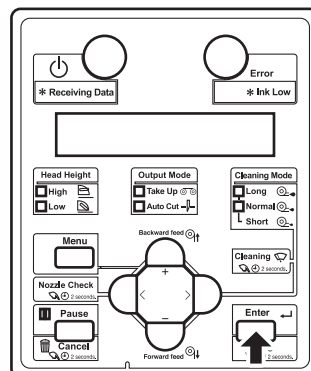
3.6.2.2.2 Rough Pattern A to F

Print one adjustment pattern from A to F and register the set value.
The following describes how to adjust pattern A only.

1. Display the Custom Adjust Print menu on Operation panel in the same way as Step 2 of [3.6.2.1 Custom confirmation pattern](#).
2. Press the [+] key or [-] key on Operation panel to select “Adj.3: RoughPatternA”.



3. Press the [Enter] key on Operation panel.



- For VJ-2638X/1938X/1638X, “Warming Up Skip ->E” is displayed on Operation panel. (This is not displayed for VJ-1938WX/1638WX since it does not perform warming up.)

CAUTION

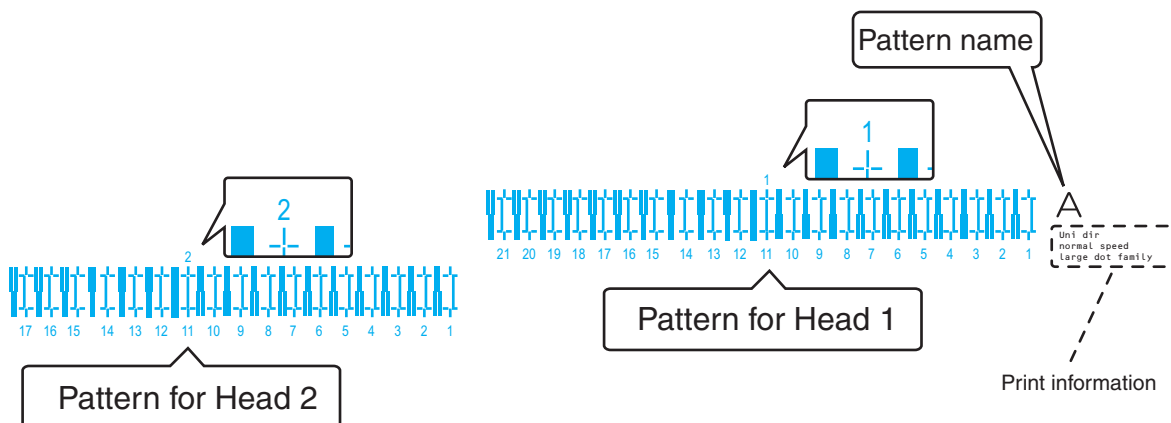
- While “Warming Up” is displayed, do not touch Platen and Media guide. They become very hot and you could burn yourself.

NOTE

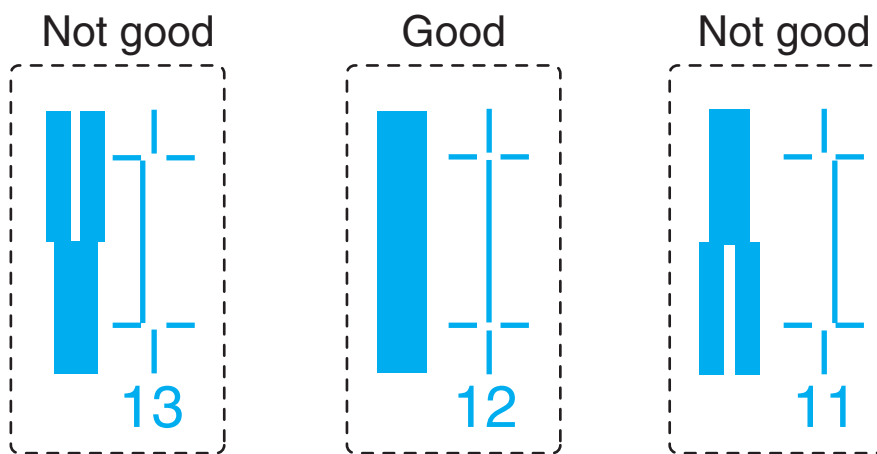
You can start printing during warming up.

[4.4.7 Starting printing during warming up \(VJ-2638X/1938X/1638X\)](#)

- A rough adjust print pattern is printed for both Head 1 and Head 2.
(VJ-2638X/1938X/1638X starts printing after warming up is complete.)



- For the Adjust print pattern, the same patterns will be printed repeatedly on both sides and center of the media.
4. For Head 1, check the print results on both sides and center of the media and select the number that looks most aligned between 1 and 21.
- “12” is selected in the next printing sample.

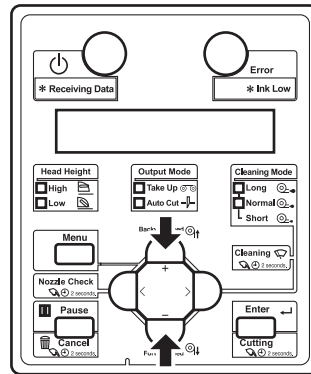


NOTE

- “11” represents the current setting value.
- When the line is aligned, the bold line on its left side does not have a white vertical line.

5. “PatternA1: 11” is displayed on Operation panel.

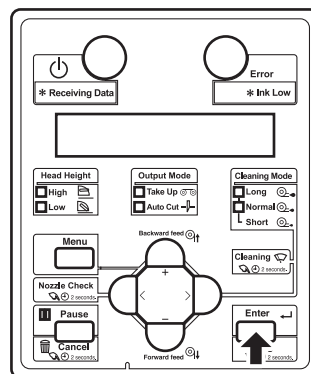
- Press the [+] key or [-] key on Operation panel to enter the number that you selected in Step 4.



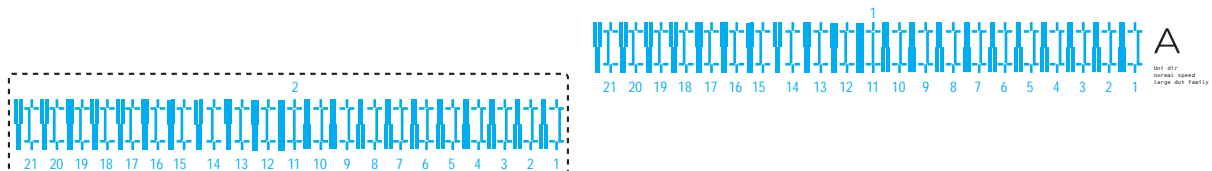
NOTE

When you press the [Cancel] key on Operation panel, the display returns to “Adj.3: RoughPatternA”.

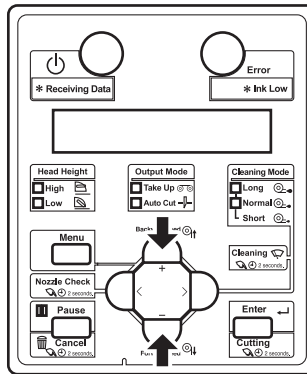
- Press the [Enter] key on Operation panel.



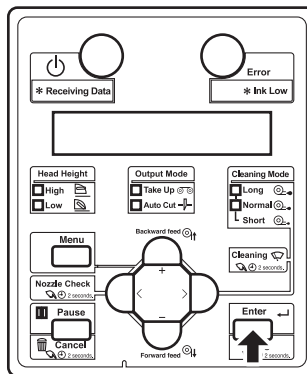
- Determines the setting.
 - “PatternA2: 11” is displayed next.
- For Head 2, check the print results on both sides and center of the media and select the number that looks most aligned between 1 and 21.



9. Press the [+] key or [-] key on Operation panel to enter the number that you selected in Step 8.





10. Press the [Enter] key on Operation panel.



- Determines the setting.
- “Adj.3: RoughPatternA” is displayed on Operation panel.

3.6.2.3 Custom micro adjustment pattern

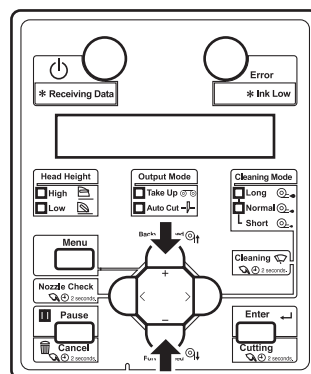
Perform micro adjustment when the degree of misalignment is small.
This menu consists of the following menus.

Menu name		Description	Reference
Custom micro adjustment pattern	Fine PatternALL	All confirmation patterns (A to F) will be adjusted.	 3.6.2.3.1 Fine Pattern ALL
	Fine Pattern A to F	One of the confirmation patterns (A to F) will be adjusted.	 3.6.2.3.2 Fine Pattern A to F

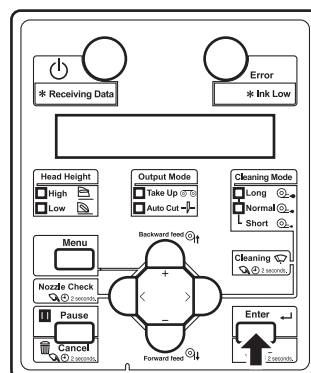
3.6.2.3.1 Fine Pattern ALL

Print micro adjustment pattern ALL and register the set values.

1. Display the Custom Adjust Print menu on Operation panel in the same way as Step 2 of [3.6.2.1 Custom confirmation pattern](#).
2. Press the [+] key or [-] key on Operation panel to select “Adj.9: Fine Ptn. ALL”.



3. Press the [Enter] key on Operation panel.



- For VJ-2638X/1938X/1638X, “Warming Up Skip ->E” is displayed on Operation panel. (This is not displayed for VJ-1938WX/1638WX since it does not perform warming up.)

CAUTION

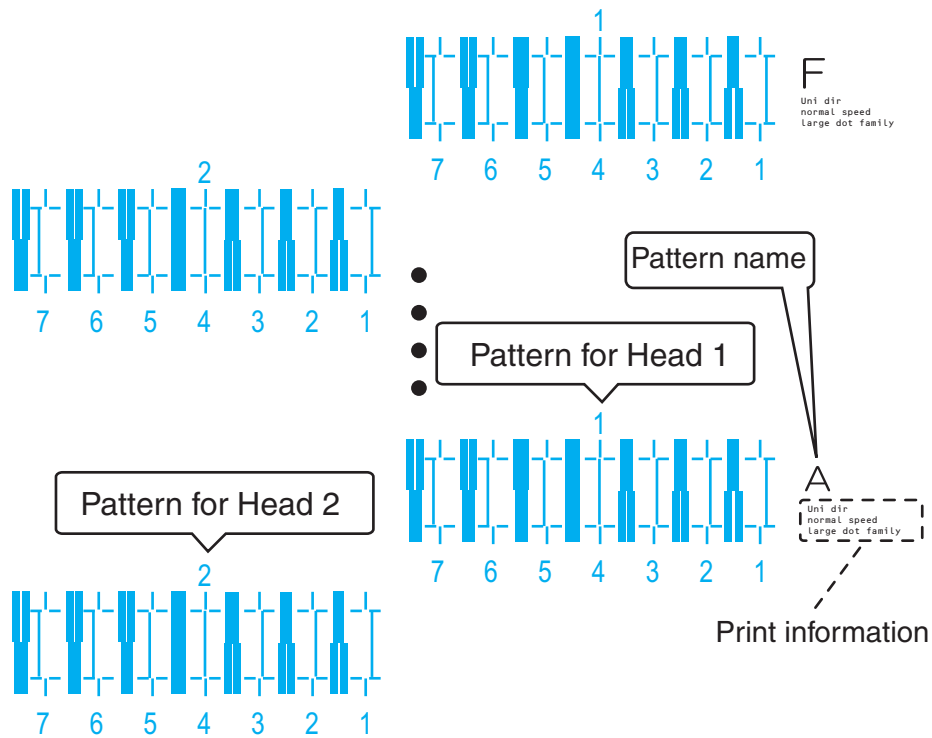
- While “Warming Up” is displayed, do not touch Platen and Media guide. They become very hot and you could burn yourself.

NOTE

You can start printing during warming up.

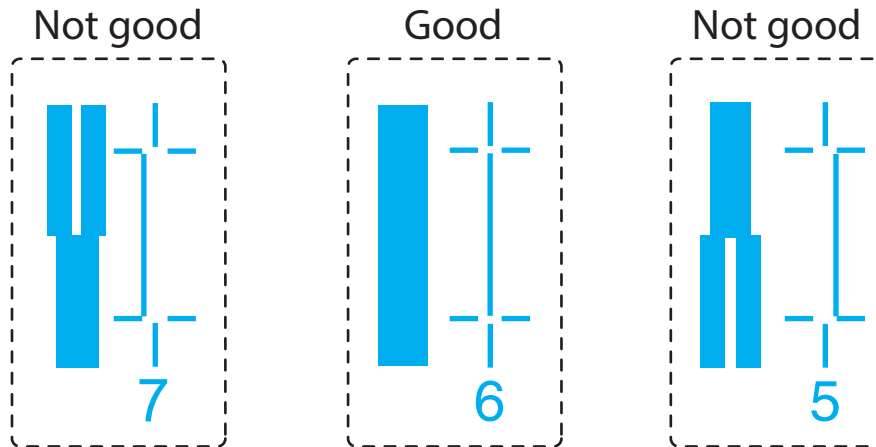
4.4.7 Starting printing during warming up (VJ-2638X/1938X/1638X)

- An adjust print pattern is printed.
 For Adjust print pattern printing, 6 adjust print patterns (A to F) are printed. Enter the adjusted values for both Head 1 and Head 2.
 (VJ-2638X/1938X/1638X starts printing after warming up is complete.)



- For the Adjust print pattern, the same patterns will be printed repeatedly on both sides and center of the media.

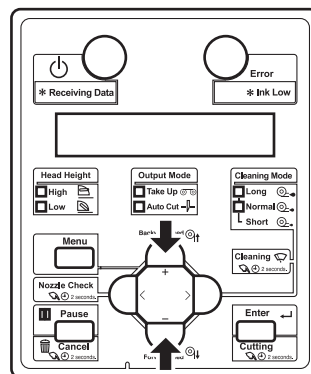
4. For Head 1, check the print results on both sides and center of the media and select the number that looks most aligned between 1 and 7.
 - “6” is selected in the following pattern.



NOTE

- “4” represents the current setting value.
- When the line is aligned, the bold line on its left side does not have a white vertical line in the middle.

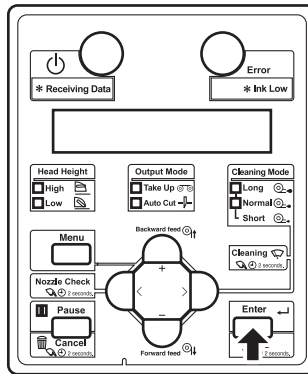
5. “Pattern*1: 4” (refer to the chart below for *) is displayed on Operation panel.
6. Press the [+] key or [-] key on Operation panel to enter the number that you selected in Step 4.



NOTE

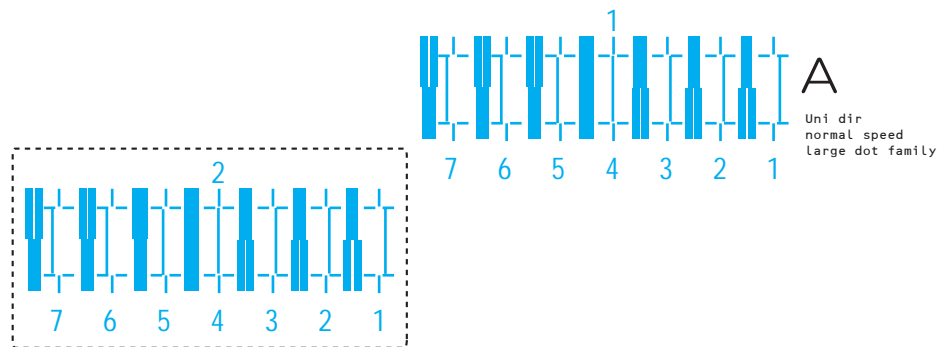
When you press the [Cancel] key on Operation panel, the display returns to “Adj.9: Fine Ptn. ALL”.

7. Press the [Enter] key on Operation panel.

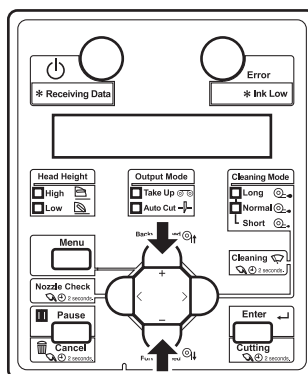


- Determines the setting.
- “Pattern*2: 4” is displayed next.

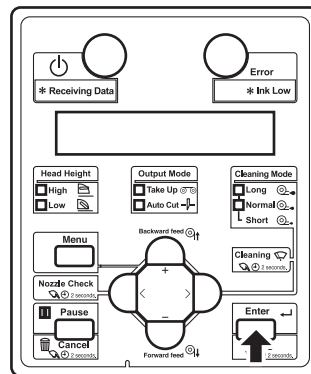
8. For Head 2, check the print results on both sides and center of the media and select the number that looks most aligned between 1 and 7.



9. Press the [+] key or [-] key on Operation panel to enter the number that you selected in Step 8.



10. Press the [Enter] key on Operation panel.



- Determines the setting.

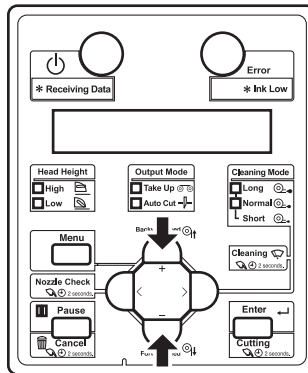
11. Enter the values for patterns B to F in the same way.

- Press the [Enter] key to set the value.
- Once all set values have been entered, press the [Enter] key to register the set values of patterns A to F.
- “Adj.9: Fine Ptn. ALL” is displayed on Operation panel.

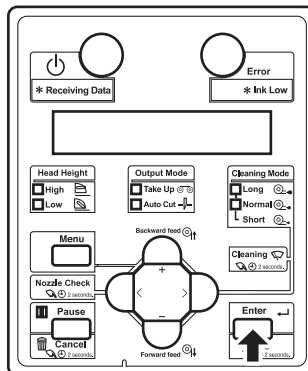
3.6.2.3.2 Fine Pattern A to F

Print one adjustment pattern from A to F and register the set value.
The following describes how to adjust pattern A only.

1. Display the Custom Adjust Print menu on Operation panel in the same way as Step 2 of [3.6.2.1 Custom confirmation pattern](#).
2. Press the [+] key or [-] key on Operation panel to select “Adj.10: Fine PatternA”.



3. Press the [Enter] key on Operation panel.



- For VJ-2638X/1938X/1638X, “Warming Up Skip ->E” is displayed on Operation panel. (This is not displayed for VJ-1938WX/1638WX since it does not perform warming up.)

CAUTION

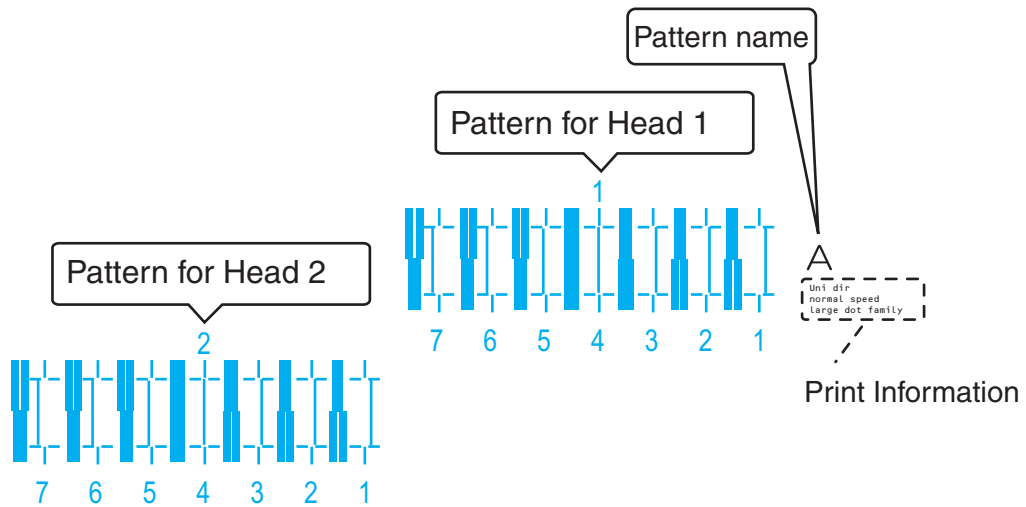
- While “Warming Up” is displayed, do not touch Platen and Media guide. They become very hot and you could burn yourself.

NOTE

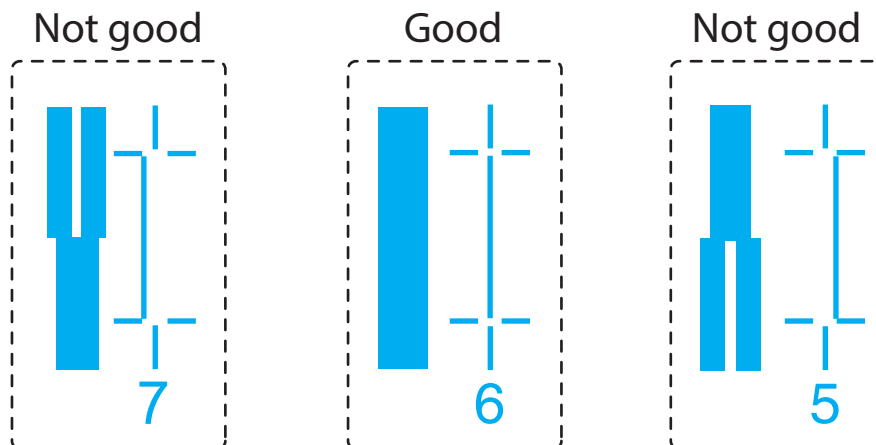
You can start printing during warming up.

[4.4.7 Starting printing during warming up \(VJ-2638X/1938X/1638X\)](#)

- An micro adjust print pattern is printed for both Head 1 and Head 2.
(VJ-2638X/1938X/1638X starts printing after warming up is complete.)



- For the Adjust print pattern, the same patterns will be printed repeatedly on both sides and center of the media.
4. For Head 1, check the print results on both sides and center of the media and select the number that looks most aligned between 1 and 7.
- “6” is selected in the next printing sample.

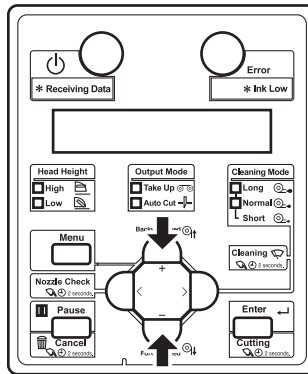


NOTE

- “4” represents the current setting value.
- When the line is aligned, the bold line on its left side does not have a white vertical line.

- “PatternA1: 4” is displayed on Operation panel.

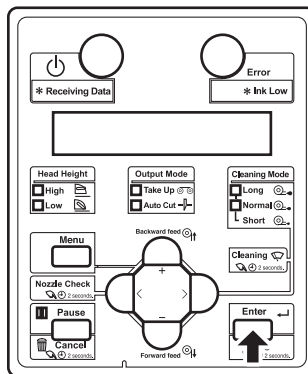
5. Press the [+] key or [-] key on Operation panel to enter the number that you selected in Step 4.



NOTE

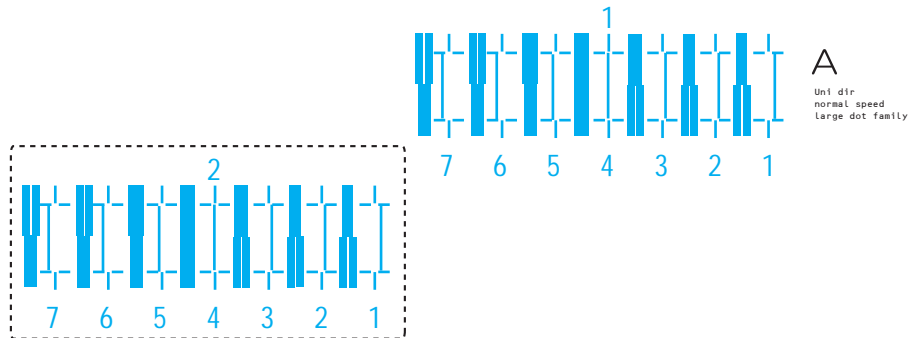
When you press the [Cancel] key on Operation panel, the display returns to “Adj10: Fine PatternA”.

6. Press the [Enter] key on Operation panel.

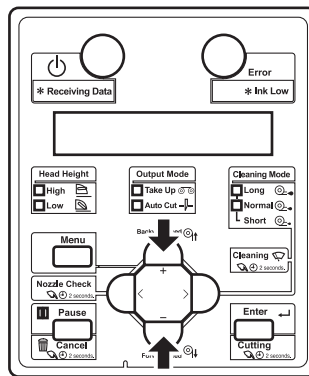


- Determines the setting.
- “PatternA2: 4” is displayed next.

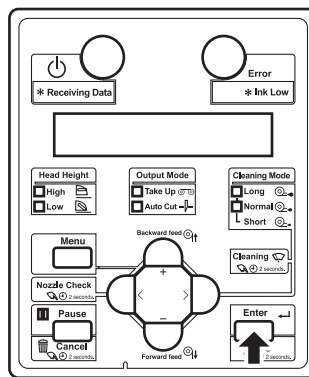
- For Head 2, check the print results on both sides and center of the media and select the number that looks most aligned between 1 and 7.



- Press the [+] key or [-] key on Operation panel to enter the number that you selected in Step 8.



- Press the [Enter] key on Operation panel.



- Determines the setting.
- “Adj. 10: Fine PatternA” is displayed on Operation panel.

3.7 Connecting the printer to PC

This section explains how to connect the printer and a PC.

3.7.1 System requirements

The operating systems with which this printer is compatible are as follows.

(Printer driver is not compatible with VJ-2638X/1938X/1938WX.)

Operating system	Windows 10, Windows 8/8.1, Windows 7 (SP1 or later), Windows Vista (SP2 or later)
------------------	---

NOTE

- The required memory varies depending on the application software or the print data type.
 - A large hard disk and memory are recommended.
 - For the system requirements for the operation of the software server RIP (option), refer to the operation manual of the software server IP.
-

3.7.2 Preparing cables

The printer is equipped with a network interface for connecting with a PC.

You need a network interface cable to connect a PC with this printer.

Prepare the cable depending on the PC that it will be connected to.

TIP

About connecting a network interface cable, refer to [3.7.3 Connecting a network interface cable](#).

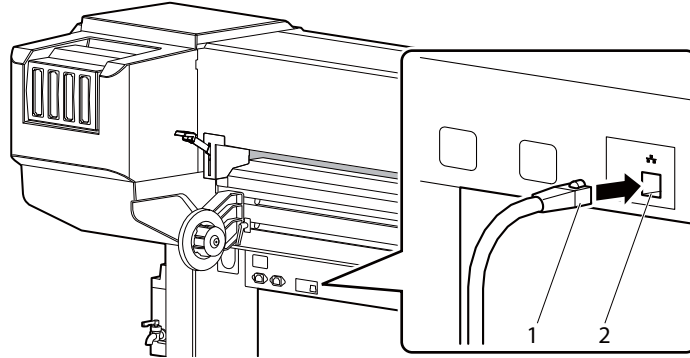
For the recommended cable specifications, refer to [8.2 Interface specification](#).

3.7.3 Connecting a network interface cable

This section explains how to connect a network interface cable.

Follow the procedure below to connect this printer to your PC.

1. Connect the other connector of the network interface cable to your PC.



No.	Name
1	Network interface cable
2	Network interface cable connector

TIP

About connecting to your PC, refer to the operation manual included with the PC.

For network setting of the printer, refer to the following.

☞ [5.1.23 IP Address menu](#)

☞ [5.1.24 Subnet Mask menu](#)

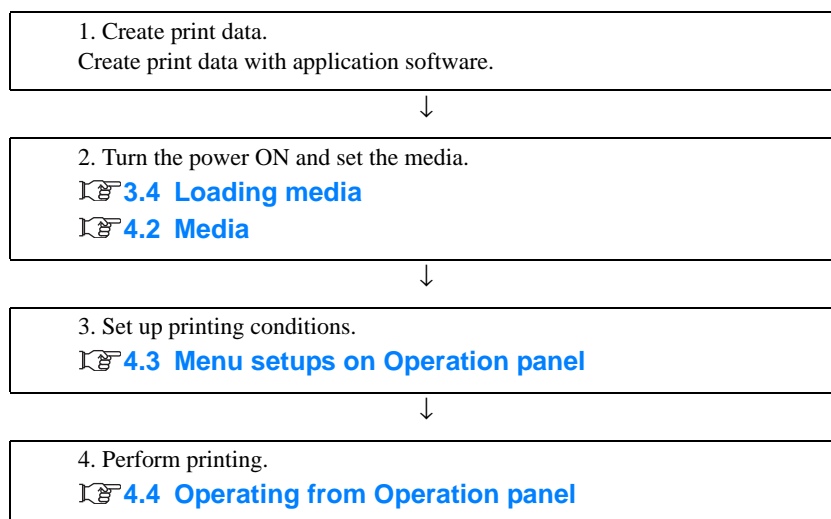
☞ [5.1.25 Gateway menu](#)

4 Handling the printer

This chapter explains how to handle the printer.

4.1 Print flow chart

The following flow chart illustrates the procedure to perform printing with the printer. Refer to each section as required.



Since VJ-2638X/1938X/1638X is equipped with Heaters, strictly comply with the following Warnings and Cautions.

WARNING

- Do not place any combustible materials on Platen while the heater is working. There may be a risk of fire.
- Do not spill flammable liquid on Platen. It may cause a fire.

CAUTION

- Do not touch Media guide while printing. Media guide becomes very hot and you could burn yourself.
- Do not touch Media feed slot, Platen, and Media guide while Heater is working. Media feed slot, Platen, and Media guide become very hot and you could burn yourself.
- Ventilate the workplace. Not doing so may cause nausea or a fire hazard.

NOTE

- Do not open Front cover and Maintenance cover during printing. If the above covers are opened, printing will be interrupted.
 - Printing restarts once Covers are closed. However, you are not guaranteed to have high print quality.
-

4.2 Media

This section explains details of available media for this printer.

4.2.1 Cautions on handling media

Note the following points when handling the media.

NOTE

- Use the media under an appropriate environment.
The appropriate temperature and humidity for printing are as follows.

	Temperature	Humidity
Guaranteed range of printing accuracy	22°C to 30°C	40% to 60%
Change rate	Within 2°C per hour	Within 5% per hour

- Do not use media which is creased, cut, torn, or curled.
- The size of media can change according to changes in humidity in the printing environment. Before using media, leave media for 30 minutes in the printing environment to adapt it to the environment.
Performing printing without adapting media to the printing environment may cause media jams due to gaps or wrinkles in the media.
Print quality is also affected.
- When using the printer in a low-humidity environment, the cut media may stuck and may not come down. In such a case, open Front cover after the media is cut and remove the media.
- Do not touch the print side.
Moisture and oil on your hands may affect the print quality.
- Do not leave media set in the printer for a long time.
Some media has a tendency to bend, causing media jams and degradation of print quality.
Avoid using such media especially in winter, in dry conditions, and when printing formal documents.
- Do not discard the individual box and bag. Use them for storing media.

4.2.2 Precaution on storing media

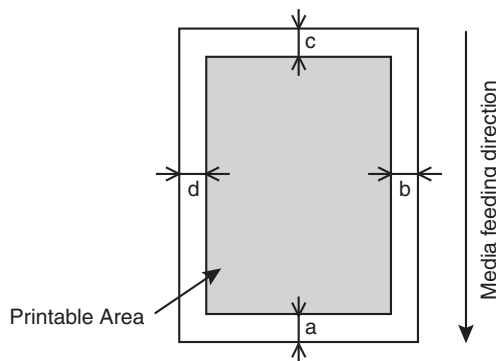
Note the following points on storing media.

NOTE

- Avoid high temperature, high humidity, and direct sunlight when storing media.
- After removing the unused roll media from Feed unit, wind it properly. Then wrap it with an individual bag and store it in an individual box.
- Keep the media dry.

4.2.3 Printable area

The printable area of this printer is as follows.



a=5mm *1
 b=5mm to 25mm
 c=5mm
 d=5mm to 25mm

*1 The value of "a" will be 15 mm in the following cases:
 - Immediately after media initialization
 - When feeding the media by using the [Backward] key

The value of "a" will be 40mm in the following cases:
 - When Media Initial menu is set to "Top&Width"
 - After cutting the media

4.2.4 Head height adjustment

Printing with high printing rate or using strongly-curved media can cause Print heads to rub the media. Changing the distance from Print head surface to the media (head height) may allow you to prevent Head from rubbing the media.

Head height can be changed to three levels.
Follow the procedure below to change the head height.

TIP

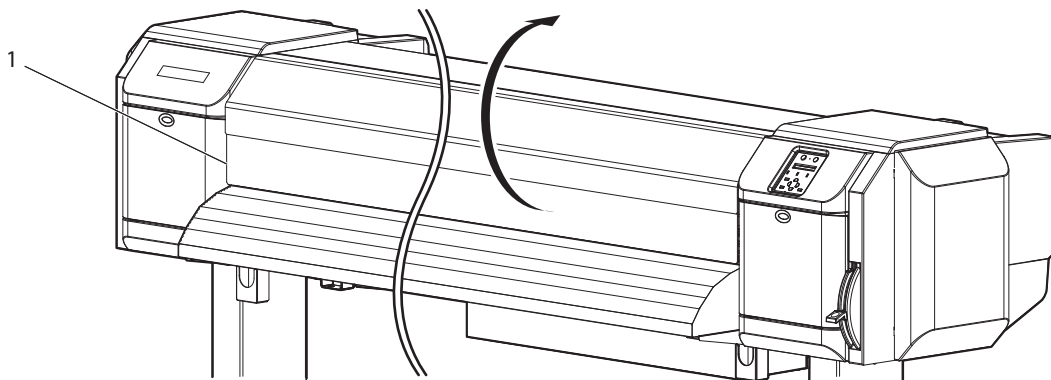
The illustrations used in this section are those of VJ-1638X.

4.2.4.1 When setting the head height to Mid

NOTE

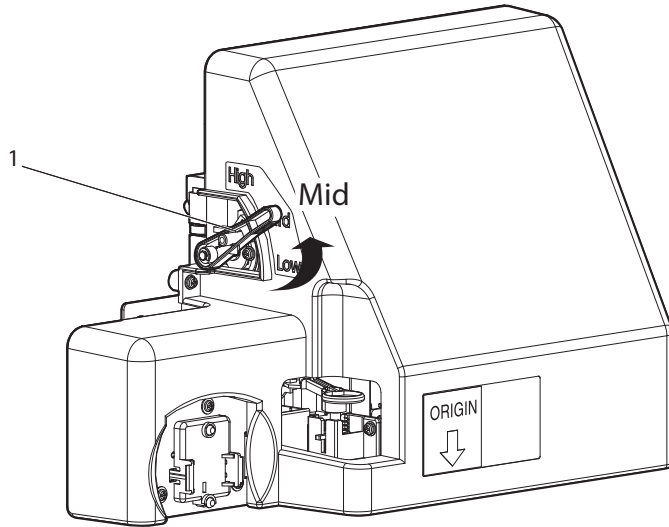
Do not open Front cover and change the head height during printing.
If the head height is changed, the alignment will be changed and high print quality will not be guaranteed.

1. Open the front cover.



No.	Name
1	Front cover

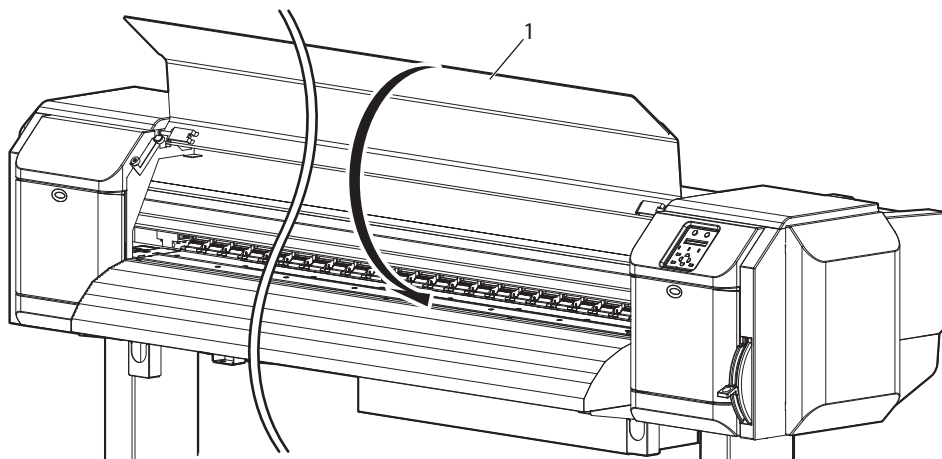
2. Change the head height by moving Head height adjustment lever (orange).



No.	Name
1	Head height adjustment lever

- High lamp on Operation panel lights up in green.
- Low lamp on Operation panel lights up in green.

3. Close the front cover.



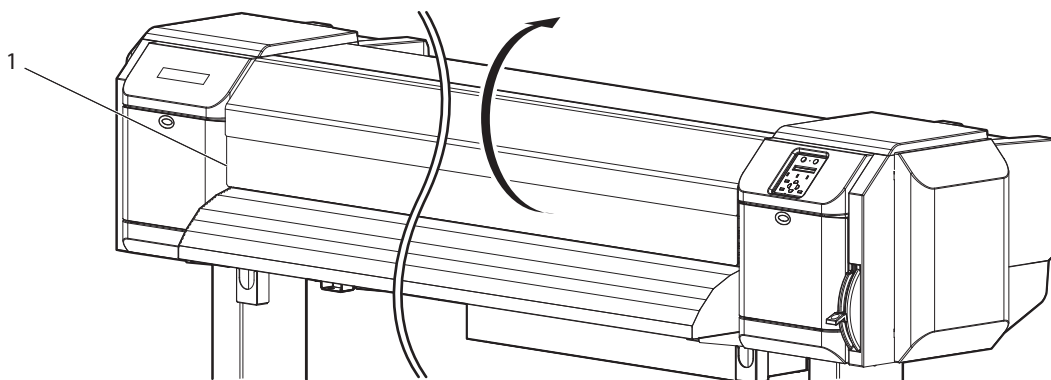
No.	Name
1	Front cover

4.2.4.2 When setting the head height to High

NOTE

- If Head height adjustment lever is raised, high print quality is not guaranteed.
- Do not open Front cover and change the head height during printing.
If the head height is changed, the alignment will be changed and high print quality will not be guaranteed.

1. Open the front cover.

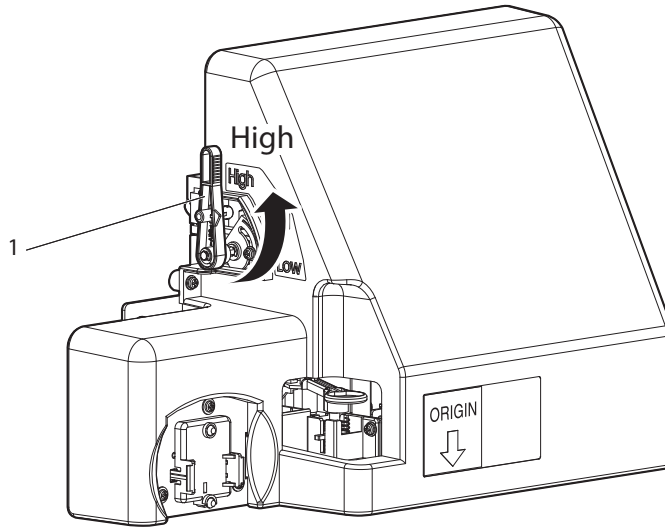


No.	Name
1	Front cover

2. Change the head height by moving Head height adjustment lever (orange).

NOTE

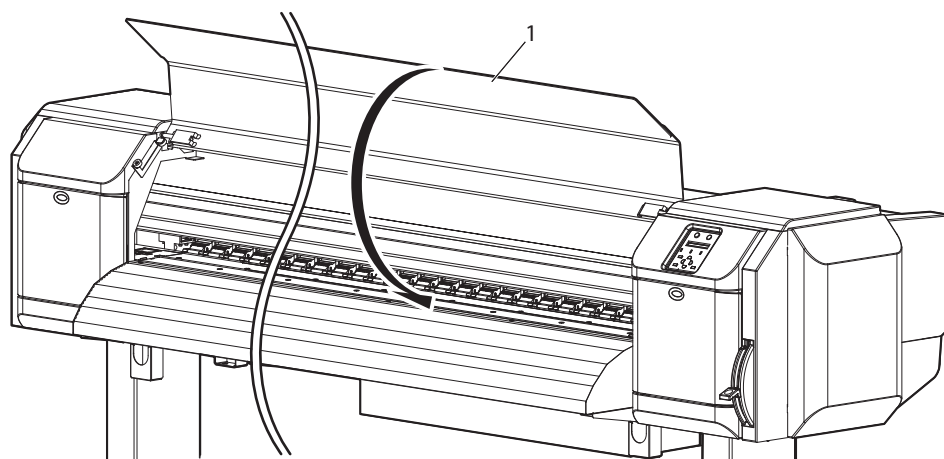
Do not raise Head height adjustment lever higher than the following position.
Doing so may damage the printer.



No.	Name
1	Head height adjustment lever

- High lamp on Operation panel lights up in green.

3. Close the front cover.



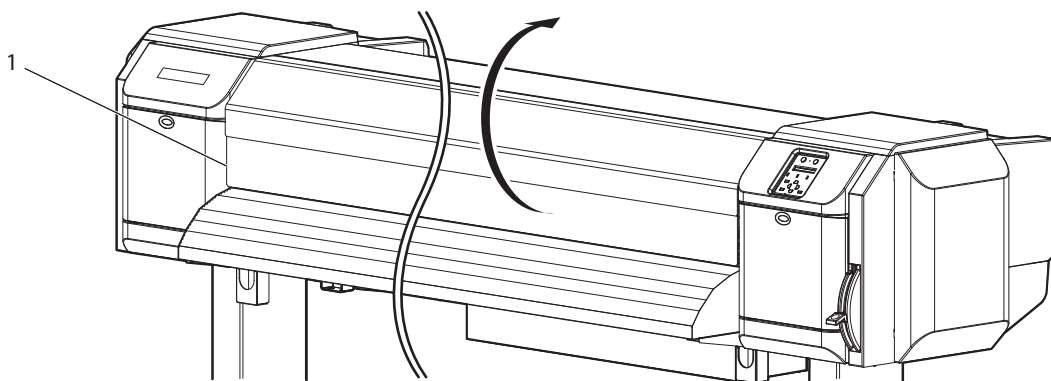
No.	Name
1	Front cover

4.2.4.3 When setting the head height to Low

NOTE

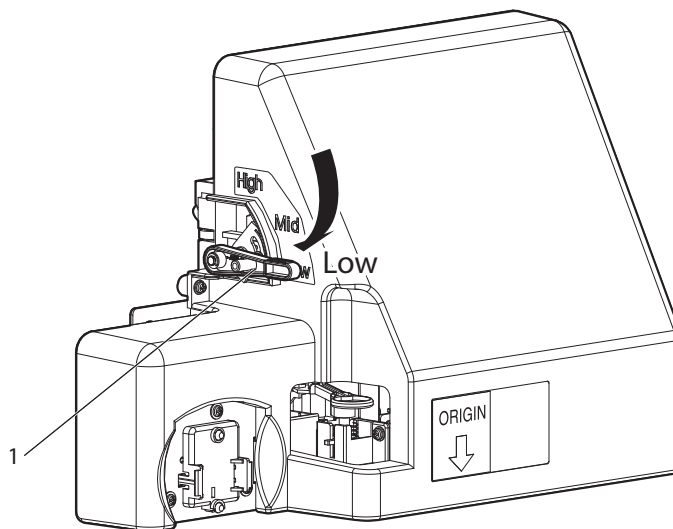
Do not open Front cover and change the head height during printing.
 If the head height is changed, the alignment will be changed and high print quality will not be guaranteed.

1. Open the front cover.



No.	Name
1	Front cover

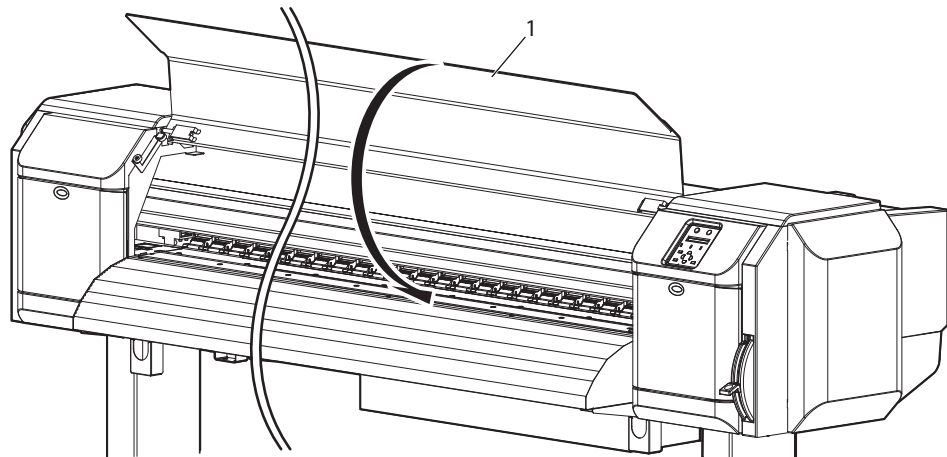
2. Change the head height by moving Head height adjustment lever (orange).



No.	Name
1	Head height adjustment lever

- Low lamp on Operation panel lights up in green.

3. Close the front cover.



No.	Name
1	Front cover



4.2.5 Media feed adjustment

This section explains the Media feed adjustment.

The feeding length depends on the media type. The following or similar results may be seen in prints.

- Printed images overlap.
- White lines are printed over images.

The accuracy of media feeding may be improved with the following methods.

1. Adjust the media feed adjustment value.
 [4.2.5.1 Procedure for the media feed adjustment value](#)
2. Fix the media firmly.
 [4.2.5.2 How to fix the media firmly](#)


4.2.5.1 Procedure for the media feed adjustment value

1. Display the PF Adjust menu on Operation panel.
 - a. Press the [Menu] key on Operation panel.
 - “Menu1: Setup>” is displayed on Operation panel.
 - The operation panel shifts to the Setup menu display.
 - b. Press the [>] key on Operation panel.
 - “Set1: User Type” is displayed on Operation panel.
 - c. Press the [Enter] key on Operation panel.
 - “User: TypeXX” (XX is a number between 1 and 15) is displayed on Operation panel.
 - d. Press the [+] key or [-] key on Operation panel to select the user type to use.
 - e. Press the [Enter] key on Operation panel.
 - “**>1: Print Mode” is displayed on Operation panel.

TIP

The selected user type (Type 1 to 15) is displayed in “**”.

 [5.1.1 User Type menu](#)

- f. Press the [+] key or [-] key on Operation panel to select “**>3: PF Adjust”.
- g. Press the [>] key on Operation panel.
 - “PF1: Initial Print” is displayed on Operation panel.
 - Proceed to PF Adjust menu.
 [5.1.1.1.3 Media feed adjustment](#)

2. Performs Initial Adjust Print.

- a. Press the [Enter] key on Operation panel.
 - “Feed Length: 250 mm” is displayed on Operation panel.

TIP

The length of media that is fed (feeding length) for initial adjustment printing is normally set at 250 mm.

If you increase the feeding length, the accuracy of the Media feed adjustment improves.

To change the feeding length, press the [+] key or [-] key on Operation panel and change the set value.

- b. Press the [Enter] key on Operation panel.
 - “Printing” is displayed on Operation panel.
 - Starts initial adjustment printing.



No.	Name
1	FeedLength
2	Media feeding direction

- When the initial adjustment printing is complete, the printer enters Normal.
- c. After the initial adjustment printing, cut the media.
 - 🔗 [4.4.3 Cutting media](#)
3. Measure the distance between the two pluses (+) in the initial adjustment print using a ruler.
 4. Sets up Initial Adjust Change.
 - a. Press the [+] key or [-] key on Operation panel to select “PF2: Initial Change”.
 - b. Press the [Enter] key on Operation panel.
 - “Init.: 250.0/250 mm” is displayed on Operation panel.
 - c. Press the [+] key or [-] key on Operation panel and enter the measured value in Step 3.
 - d. Press the [Enter] key on Operation panel.

- The initial adjustment value is saved.
- “PF2: Initial Change” is displayed on Operation panel.

5. Performs Confirm Print.

- Press the [+] key or [-] key on Operation panel to select “PF3: Confirm Print”.
- Press the [Enter] key on Operation panel.
 - “Feed Length: 250 mm” is displayed on Operation panel.

TIP

The length of media that is fed (feeding length) for confirmation adjustment printing is normally set at 250 mm. If you increase the feeding length, the accuracy of the Media feed adjustment improves. To change the feeding length, press the [+] key or [-] key on Operation panel and change the set value.

- Press the [Enter] key on Operation panel.
 - “Printing” is displayed on Operation panel.
 - Starts confirmation adjustment printing.



No.	Name
1	FeedLength
2	Media feeding direction

- When the Confirm Print is complete, the printer enters Normal.
- After the confirmation adjustment printing, cut the media.

4.4.3 Cutting media
6. Measure the distance between the two pluses in the confirmation adjustment print using a ruler. Then, confirm that the distance matches the feeding length when printing.
- If the distance does not match the feeding length, follow the procedure from Step 1 to Step 5 and readjust.
 - If the distance matches the feeding length, proceed to step 7.

7. Performs Micro Adjustment Print.

- a. Display the PF Adjust menu on Operation panel in the same way as in Step 1.
- b. Press the [+] key or [-] key on Operation panel to select “PF4: Micro Print”.
- c. Press the [Enter] key on Operation panel.
 - For VJ-2638X/1938X/1638X, “Warming up Skip ->E” is displayed on Operation panel. (This is not displayed for VJ-1938WX/1638WX since it does not perform warming up.)

CAUTION

- While “Warming Up” is displayed, do not touch Platen and Media guide. They become very hot and you could burn yourself.

NOTE

You can start printing during warming up.

 [4.4.7 Starting printing during warming up \(VJ-2638X/1938X/1638X\)](#)

- “Printing” is displayed on Operation panel. (VJ-2638X/1938X/1638X starts printing after warming up is complete.)
- Starts micro adjustment printing.
- Check the pattern and micro change value.
 - In the pattern, look for a place that has least white lines or overlapping in images. The number printed below the adequate pattern is the micro change value.

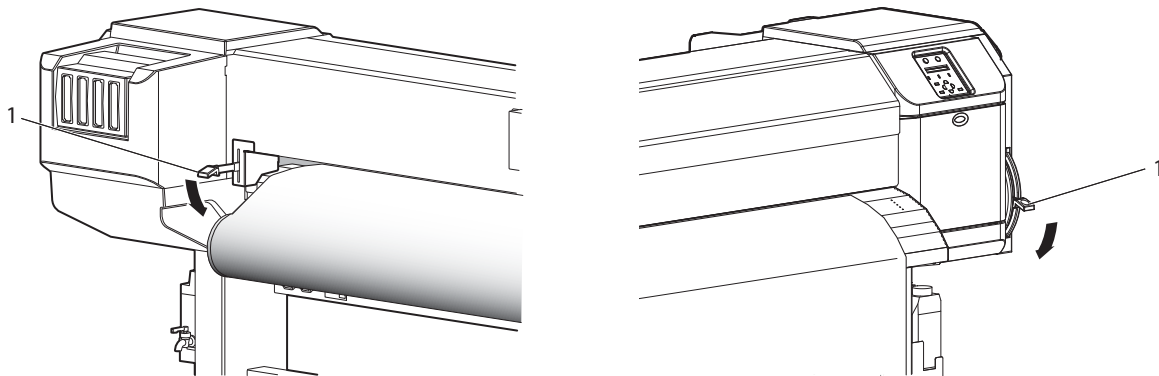


- After the micro adjustment printing is completed, “PF4:Micro Print” is displayed on Operation panel.

8. Sets up Micro Adjustment Change.
 - a. Press the [+] key or [-] key on Operation panel to select “PF5: Micro Change”.
 - b. Press the [Enter] key on Operation panel.
 - “Micro Change: 0.00%” is displayed on Operation panel.
 - c. Press the [+] key or [-] key and enter the micro adjustment value according to the print result in Step 7.
 - d. Press the [Enter] key on Operation panel.
 - The micro adjustment value is saved. (The saved micro change value will be always shifted to the base value for the pattern printing.)
 - “PF5:Micro Change” is displayed on Operation panel.
9. Press the [Menu] key on Operation panel.
 - Operation panel returns to Normal.
 - The adjustment of media feed adjustment value is complete.

4.2.5.2 How to fix the media firmly

1. Load the roll media.
 ➤ [3.4.2 Loading Roll Media into the printer](#)
2. Lower front or rear Media loading lever to the bottom.



No.	Name
1	Media loading lever

3. Adjust the Media feed adjustment value again.
 ➤ [4.2.5.1 Procedure for the media feed adjustment value](#)

4.2.6 Installing Media holder plates

Variations in quality and use conditions can cause the edges of the media to curl, resulting in damage to the media by the print head surface.

To prevent this, use Media holder plates to reduce the amount of curling in the media.

Follow the procedure below to install Media holder plates.

1. Display the Side Margin menu on Operation panel.
 - a. Press the [Menu] key on Operation panel.
 - “Menu1: Setup>” is displayed on Operation panel.
 - Operation panel shifts to the Setup menu display.
 - b. Press the [>] key on Operation panel.
 - “Set1: User Type” is displayed on Operation panel.
 - c. Press the [+] key or [-] key to select “Set3: Side Margin”.
 - d. Press the [Enter] key on Operation panel.
 - “Side Margin: ** mm” is displayed on Operation panel.
 - The display shifts to the Side Margin menu.

 [5.1.3 Side Margin menu](#)

NOTE

The current setting value is displayed in the “**” of the Side Margin menu.

2. Set up the margins (side margins) to 10 mm while printing.

NOTE

Set more than 10 mm for the side margins.

In this section, the side margins are set to 10 mm as a sample.

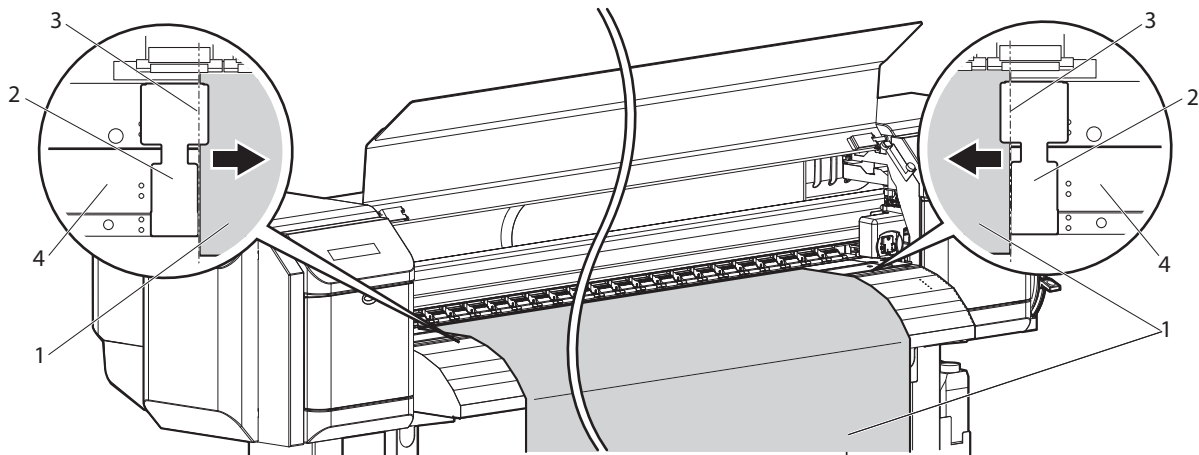
- a. Press the [+] key or [-] key to select “Side Margin: 10 mm”.
 - b. Press the [Enter] key on Operation panel.
 - After having saved the setting, “Set 3: Side Margin” is displayed on Operation panel.
 - c. Press the [Menu] key on Operation panel.
 - Operation panel returns to Normal.
3. Load the roll media.

 [3.4.2 Loading Roll Media into the printer](#)

4. Set Media holder plates by sliding them from both sides of Platen.

NOTE

Do not use Media holder plates for the media whose thickness is 400 μm (0.4 mm) or thicker. The media holder plate may interfere with Print head.



No.	Name
1	Roll media
2	Media holder plate
3	Media loading position
4	Platen

5. After installing Media holder plates, make sure that they do not interfere with media feeding.

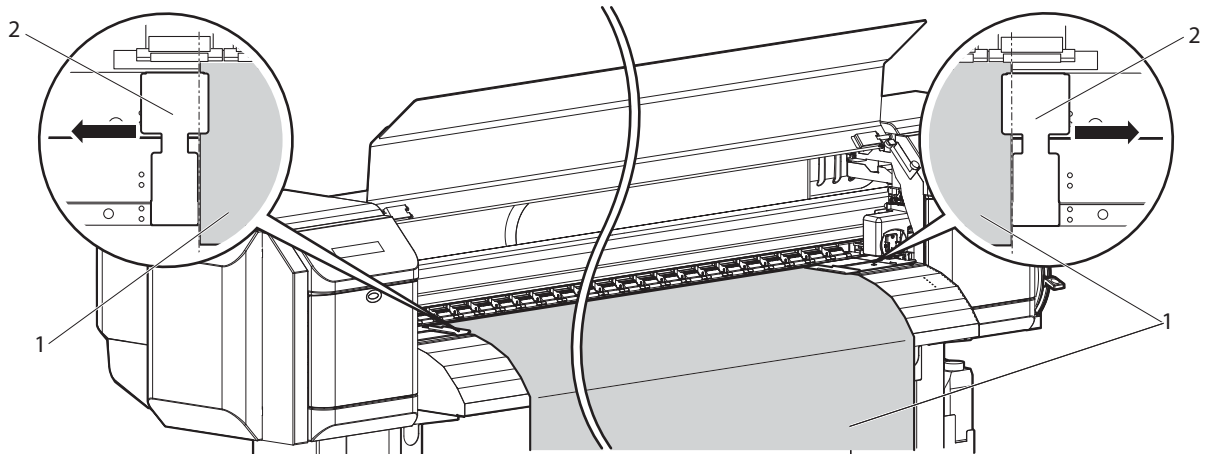
CAUTION

- If the media jams when using Media holder plates, the plates may be deformed. When Media holder plates are deformed:
 - Do not remove the clogged media by force.
 - Stop using the printer.
 - Using the printer with deformed Media plates may damage Grid roller or Print heads. Contact your local MUTOH dealer.

NOTE

If there is interference with the media as it is fed through the printer after Media holder plates have been installed, Media holder plates should not be used.

6. If Media holder plates are not used, return the plates to their initial positions as shown in the following figure.



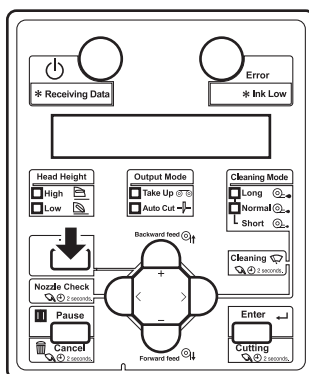
No.	Name
1	Roll media
2	Media holder plates

4.3 Menu setups on Operation panel

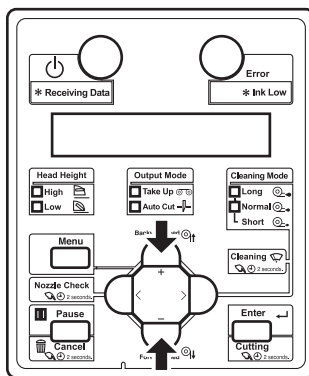
4.3.1 Menu setup procedure

Follow the procedure below to configure each setup menu.

1. Confirm that Operation panel is Normal.
2. Press the [Menu] key on Operation panel.



- “Menu1: Setup>” is displayed on Operation panel.
3. Press the [+] key or [-] key on Operation panel to select a setup item and press the [>] key.

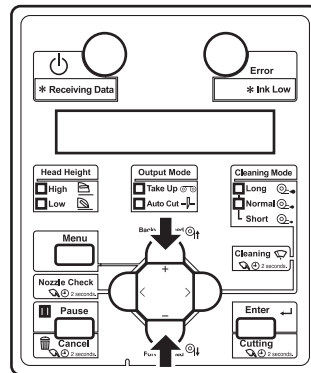


- The settings will be confirmed.
- When setup items have a submenu, the display shifts to the next menu.

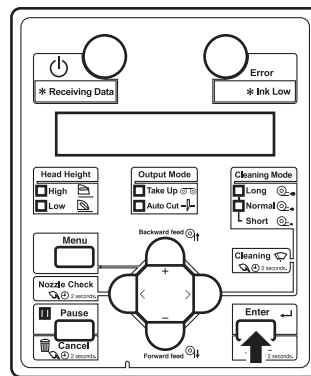
NOTE

- When a setup item has a submenu, “>” is displayed on the right end of LCD monitor of Operation panel.
- For the general outline of each setup item, refer to [4.3.2 Panel setup menu overview](#).

4. The setting in the blinking part on LCD monitor of Operation panel can be changed.
Press the [+] key or [-] key on Operation panel to change the setting.



5. To save the changed setting, press the [Enter] key on Operation panel.

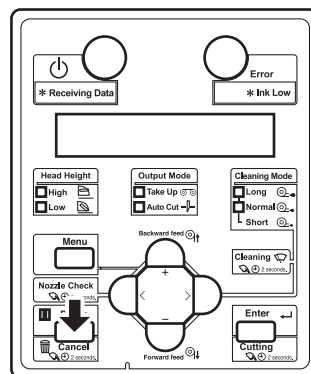


- The setting is saved and the next setup item is displayed.

NOTE

If you press the [Cancel] key without pressing the [Enter] key after changing a setting, the changed setting will not be saved.

6. Press the [Cancel] key on Operation panel to exit from the setup.



- Return to the menu in the previous hierarchy.

4.3.2 Panel setup menu overview

This section explains the outline of each menu.

There are the following items in the Panel setup menu.

Setup item	Description
Setup menu	Various settings of the printer are configured.
Test Print menu	Performs nozzle check of Print head and setup list.
Cleaning menu	Performs head cleaning.
Menu Option menu	Sets up the contents of the Setup menu.
Version menu	Displays the versions of the firmware.
Sleep Mode menu	Sleep mode settings are configured.
Display menu	Sets the language and unit displayed on LCD monitor of Operation panel.
Job status	Displays information about the previous print result.

TIP

For details of each setup item, refer to [5 Panel setup menu](#).

4.4 Operating from Operation panel

This section explains various functions that can be operated from Operation panel.

TIP

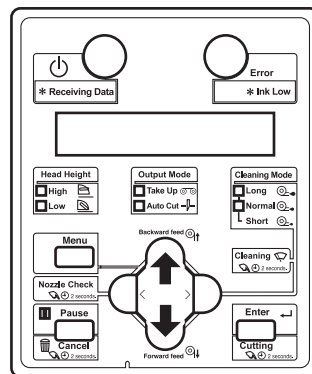
For names and functions of each key, refer to [2.2.3 Operation panel](#).

4.4.1 Feeding media

You can feed the roll media at a position that you want.

Follow the procedure below to feed media.

1. Confirm that Operation panel is Normal.
2. Check that Media loading lever is lowered.
3. Press the [Forward↓] key or the [Backward↑] key on Operation panel.

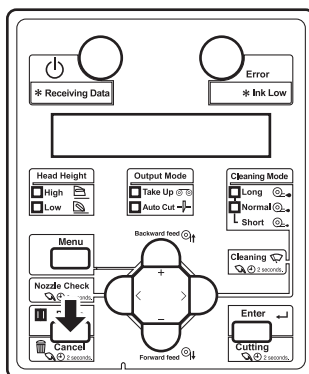


- The media is fed forward or backward.
4. Release the [Forward↓] key or the [Backward↑] key on Operation panel after feeding the media to the desired position.

4.4.2 Stopping printing operation

If you want to stop printing for some reason, operate as follows.

1. Stop sending printing data from the computer to the printer.
2. Press the [Cancel] key on Operation panel for more than 2 seconds.



- The printer operates as follows.

Printer status	Operation with the [Cancel] key pressed for two seconds
During printing	Terminates the printing, and deletes one data remaining in the printer.
Receiving data/analyzing data	Deletes the data already received and converted.

NOTE

If a large amount of data is saved on the printer, Operation panel may not return to Normal by a single [Cancel] key operation.
 In such cases, wait for a few seconds and press the [Cancel] key again for more than 2 seconds.

4.4.3 Cutting media

This section explains how to cut media.

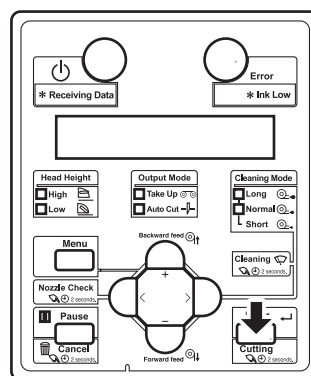
If Media ejection mode is set to Auto Cut, the printer cuts the media automatically after printing.

☞ 5.1.6 Output Mode menu

If you press the [Cutting] key on Operation panel more than two seconds while Operation panel is Normal, you can cut the media at the desired position.

Follow the procedure below to cut the roll media.

1. Confirm that Operation panel is Normal.
2. Press the [Cutting] key on Operation panel for more than 2 seconds.



- The printer feeds the roll media to the length of the margin and cuts the media.

NOTE

- When loading the new roll media, cut the front edge of the media if it is not straight.
- The cutter is a consumable component. Replace it periodically.
 - ☞ 6.1.4 Replacing Cutter
- When the media detection is set to "Off", the media cannot be cut automatically.
 - ☞ 5.1.4 Media Set menu

4.4.4 Cutting media manually

This section explains how to cut the roll media manually.

Since VJ-2638X/1938X/1638X is equipped with Heaters, strictly comply with the following caution.

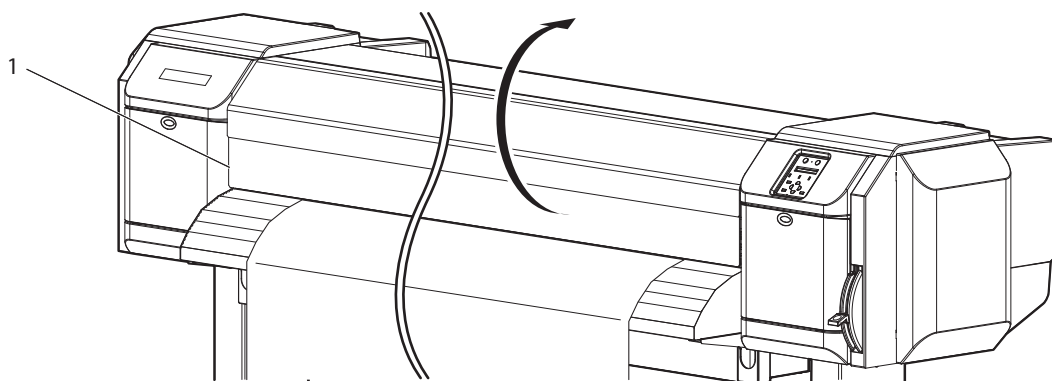


CAUTION

- **Right after printing, Media guide becomes very hot. Allow Media guide to cool down before the next operation.**

Follow the procedure below to cut the roll media.

1. Verify the following regarding the operational condition of the printer.
 - Printing or other operations are not in progress.
 - Operation panel display is Normal.
2. To change the position to cut the roll media, refer to [4.4.1 Feeding media](#) and advance the roll media to the desired cut position.
3. Open the front cover.

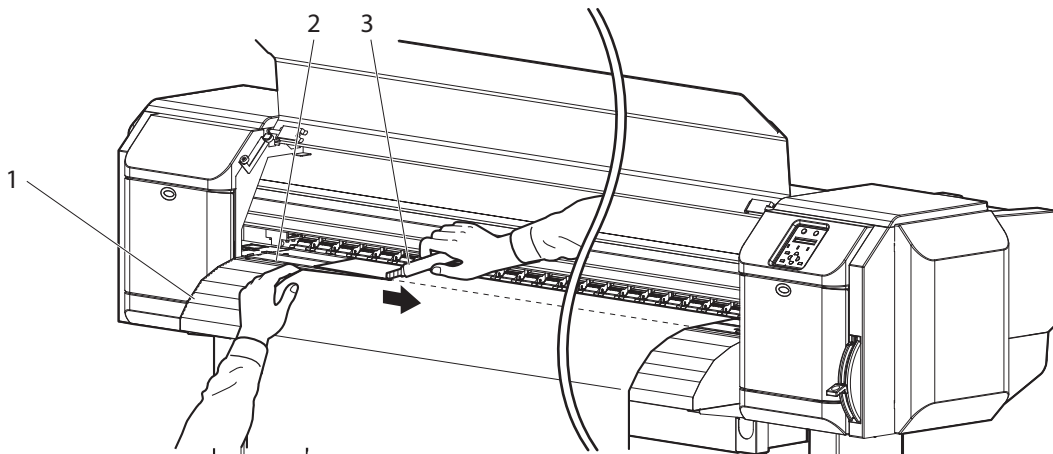


No.	Name
1	Front cover

4. Place a razor blade on Media cut groove on Media guide, and cut the roll media.

CAUTION

- Pay attention to the following points when cutting roll media.
Mishandling Razor blade may cause a cut on your finger or hand.
- When you hold media, do not place your finger on Media cut groove.
- Move Razor blade slowly along Media cut groove.



No.	Name
1	Media guide
2	Media cut groove
3	Razor blade

- The procedure for cutting the roll media is complete.

NOTE

When loading the new roll media, cut the front edge of the media if it is not straight.

4.4.5 Changing and confirming settings while printing

While the printer is operating, you can change or confirm settings for the Panel setup menu.

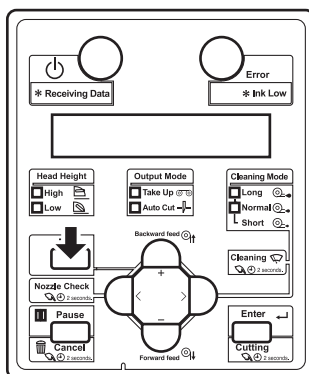
4.4.5.1 Procedure for changing and confirming settings while printing

Follow the procedure below to change or confirm settings for the Panel setup menu.

1. Confirm that the printer is in one of the following conditions.

- Receiving data
- Analyzing data
- Printing

2. Press the [Menu] key on Operation panel.



- The following will be displayed on Operation panel.
 VJ-2638X/1938X/1638X: "Menu1: Temperature"
 VJ-1938WX/1638WX: "Menu1: PF Micro Adj."


3. Press the [+] key or [-] key to change or confirm settings.





NOTE

For the setting items whose settings can be changed or confirmed, refer to [4.4.5.2 Settings that can be changed or confirmed while printing](#).

4.4.5.2 Settings that can be changed or confirmed while printing

NOTE

- When you change a setting during operation, be sure to select “Backup” to save the setting that you changed.
If the printer returns to Normal without “Backup” being selected, the changed setting is not saved.
- Check the following before using the Job status items.
 - The values displayed in the Job status items are rough indications. They do not guarantee the strict accuracy.
 - If the length information is not included in the print data, “0” is displayed for all items.
 - You can check the “remaining print” and “remaining time” in the way described in [4.4.8 Normal Display while Printing](#).
 - To check the information about the printed data, refer to the following.
 [5.8 Job Status Menu](#)

Setup item	Setting	Description	Reference
Temperature (VJ-2638X/1938X/ 1638X)	Pre	Checks the current temperature of Pre-heater.	—
	Platen	Checks the current temperature of Platen-heater.	
	Dryer	Checks the current temperature of Dryer.	
Pre-heater (VJ-2638X/1938X/ 1638X)	Off / 30°C to 50°C	Changes the temperature of Pre-heater.	 5.1.1.1.4 Pre-heater menu (VJ-2638X/1938X/1638X)
Platen heater (VJ-2638X/1938X/ 1638X)	Off / 30°C to 50°C	Changes the temperature of Platen heater.	 5.1.1.1.5 Platen Heater menu (VJ-2638X/1938X/1638X)
Dryer (VJ-2638X/1938X/ 1638X)	Off / 30°C to 50°C	Changes the temperature of Dryer.	 5.1.1.1.6 Dryer menu (VJ-2638X/1938X/1638X)
PF Adjust	-5.00% to 0.00% to 5.00%	Change the feed adjustment value.	 5.1.1.1.3 Media feed adjustment
Backup	-	• [Enter] key: Save the changed setting.	—
Job Status	ToDoLength	• Check the whole length of the data (media feed direction) currently being printed.	—
	Done	• Check the printed length of the data currently being printed.	
	Remain	• For the data currently being printed, check the length of the data that has not been printed.	
	Remain Time	• Displays the time remaining for printing.	
—	—	• [Cancel] key: The printer returns to Normal.	—

4.4.6 Pausing printing

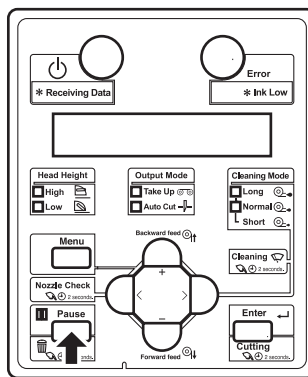
It is possible to pause to print during printing.

Follow the procedure below to pause or restart printing.

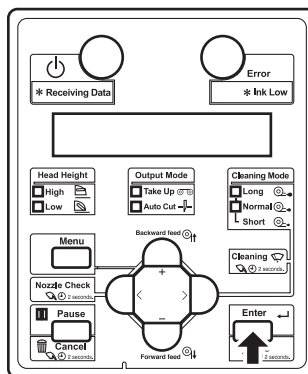
NOTE

If the printing is paused, the print quality will not be guaranteed.

1. Check that the printer is in operating.
2. Press the [Pause] key on Operation panel.



- The printer pauses printing.
 - “PrintRestart -> ENTER” is displayed on Operation panel.
3. To restart printing, press the [Enter] key on Operation panel.



- The printer restarts printing.

4.4.7 Starting printing during warming up (VJ-2638X/1938X/1638X)

You can start printing while the printer is warming up, even though the heater temperature has not reached the set temperature.

NOTE

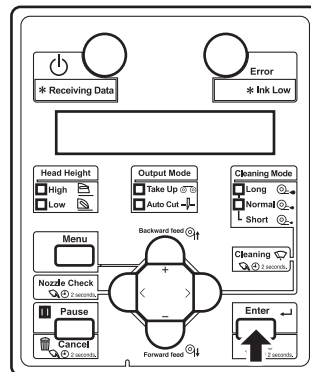
- Even when you start printing during warming up, warming up continues until the temperature reaches the set temperature.
- If you start printing during warming up, print quality will not be guaranteed.

1. Confirm that the printer is warming up.
 - “Warming Up” is displayed on Operation panel.
2. Print data will be sent.
 - “Warming Up” and “Skip ->E” is displayed on Operation panel.

CAUTION

- **While “Warming Up” is displayed, do not touch Platen and Media guide. You could burn yourself.**

3. To start printing during warming up, press the [Enter] key on Operation panel.



- The printer starts printing.

4.4.8 Normal Display while Printing

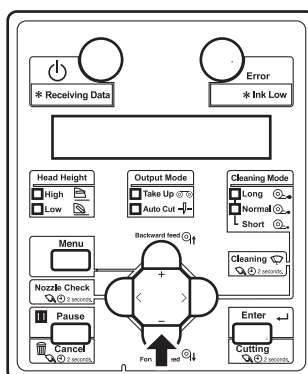
The remaining length and remaining time to complete the currently printing data can be displayed by an easy operation.

NOTE

- The values displayed in this function are just standard values, not guarantee the accuracy.
- If the print data includes no length data, all information will be displayed as “0”.
- To check more detailed information of currently printing data, please refer to the below.
[☞ 4.4.5.2 Settings that can be changed or confirmed while printing](#)
- To check the information of printed data, please refer to the below.
[☞ 5.8 Job Status Menu](#)

Follow the procedures below to display the information.

1. Check if the printer is printing a data.
2. Press [-] key on the operation panel to display “Print Remain”.



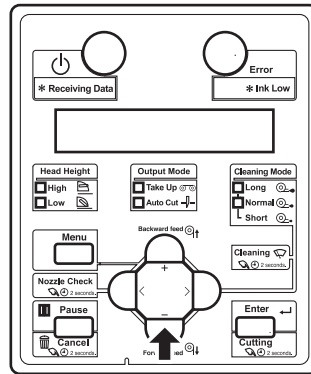
- Displays the remaining length of data currently being printed.

Print Remain x x x . x m

TIP

- When the length display setting is set to inch, the length will be displayed in inch.
[☞ 5.7.3 Length menu](#)
- The [+] key on the operation panel also can switch the display. In that case, “Remain Time” (Step 3) will be displayed first.

3. Press [-] key on the operation panel to display “Remain Time”.



- Displays the time remaining to print in minutes for the data currently being printed.

R e m a i n T i m e x x x x m i n

4. Press [-] key on the operation panel to display “Roll Remain”.

- Displays the remaining length of roll media.

R o l l R e m a i n x x x m

NOTE

The remaining roll media is displayed when the [5.1.17 Roll Length menu](#) is set to other than OFF.

5. To return the display to “Printing”, press [-] key on the operation panel.

P r i n t i n g

5 Panel setup menu

The section explains the Setup menu of the printer.

Setup item	Description
Setup menu	Various settings of the printer are configured. ☞ 5.1 Setup menu
Test Print menu	Performs nozzle check of Print head and setup list. ☞ 5.2 Test Print Menu
Cleaning menu	Performs head cleaning. ☞ 5.3 Cleaning menu
Menu Option menu	Sets up the contents of the Setup menu. ☞ 5.4 Menu Option menu
Version menu	Displays the versions of the firmware. ☞ 5.5 Version menu
Sleep Mode menu	Sleep mode settings are configured. ☞ 5.6 Sleep Mode menu
Display	Sets the language and unit displayed on LCD monitor of Operation panel. ☞ 5.7 Display menu
Job Status menu	Displays information about the previous print result of the Job status. ☞ 5.8 Job Status Menu



TIP






The <> parts in each list are factory default settings (default).

5.1 Setup menu

Various settings of the printer are configured.



Setup item	Description
User Type	Sets the user type setting for printing. <ul style="list-style-type: none"> [Enter] key: shifts to the sub menu.  5.1.1 User Type menu
Spitting	Sets up the spitting operation while printing. <ul style="list-style-type: none"> [Enter] key: shifts to the sub menu.  5.1.2 Spitting menu
Side Margin	Specifies the right and left margins of printed media. <ul style="list-style-type: none"> [Enter] key: shifts to the sub menu.  5.1.3 Side Margin menu
Media Initial	Sets whether to detect the media width and edge while initializing the media. <ul style="list-style-type: none"> [Enter] key: shifts to the sub menu.  5.1.4 Media Set menu
Media Width	Specifies the media width between the loading mark and the left end of the media if media detection is not performed during media initialization. Displays the detected media width if media detection is performed during media initialization. <ul style="list-style-type: none"> [Enter] key: shifts to the sub menu.  5.1.5 Media Width menu
Output mode	Sets the media ejection method after printing. <ul style="list-style-type: none"> [Enter] key: shifts to the sub menu.  5.1.6 Output Mode menu
Method of Cut	Sets the media cutting method after printing. <ul style="list-style-type: none"> [Enter] key: shifts to the sub menu.  5.1.7 Method of Cut menu
Origin	Sets the beginning of printing (origin) of the print data. <ul style="list-style-type: none"> [Enter] key: shifts to the sub menu.  5.1.8 Origin menu
Prev. Stick	Sets up to prevent media from sticking when printing starts. (This function is not displayed for VJ-1638WX.) <ul style="list-style-type: none"> [Enter] key: shifts to the sub menu.  5.1.9 Prev. Stick menu (VJ-2638X/1938X/1638X)
Standby Heating	Sets the time to preheat Heater while the printer is in the standby mode. (This function is not displayed for VJ-1638WX.) <ul style="list-style-type: none"> [Enter] key: shifts to the sub menu.  5.1.10 Standby Heating menu (VJ-2638X/1938X/1638X)
Head Travel	Sets up the range that Print head moves while printing. <ul style="list-style-type: none"> [Enter] key: shifts to the sub menu.  5.1.11 Head Travel menu
Multi Strike	Sets up the overwrite count per line. <ul style="list-style-type: none"> [Enter] key: shifts to the sub menu.  5.1.12 Multi Strike menu

Setup item	Description
Strike Wait	Sets up the waiting time while overwrite printing. <ul style="list-style-type: none"> • [Enter] key: shifts to the sub menu.  5.1.13 Strike Wait menu
Slant Check	Sets up slanting detection during media loading. <ul style="list-style-type: none"> • [Enter] key: shifts to the sub menu.  5.1.14 Slant Check menu
Auto Cleaning	Sets up the time for auto cleaning during standby, before printing, and during printing. <ul style="list-style-type: none"> • [Enter] key: shifts to the sub menu.  5.1.15 Auto Cleaning menu
Ink Status	Displays the various information about ink cartridges (ink status) that are installed in slots. <ul style="list-style-type: none"> • [Enter] key: shifts to the sub menu.  5.1.16 Ink Status menu
Roll Length	Sets up the roll media length. <ul style="list-style-type: none"> • [Enter] key: shifts to the sub menu.  5.1.17 Roll Length menu
Exhaust fan	Set the operation of Exhaust fan. <ul style="list-style-type: none"> • [Enter] key: shifts to the sub menu.  5.1.18 Exhaust Fan menu
Longstore	Wash Print head with the cleaning fluid. <ul style="list-style-type: none"> • [Enter] key: shifts to the sub menu.  5.1.19 Longstore menu
CR Maintenance	Performs maintenance. <ul style="list-style-type: none"> • [Enter] key: shifts to the sub menu.  5.1.20 CR Maintenance menu
Initialization	Returns the settings of the printer to default. <ul style="list-style-type: none"> • [Enter] key: shifts to the sub menu.  5.1.21 Initialization menu
Life Times	Displays the operational life time of each part. <ul style="list-style-type: none"> • [Enter] key: shifts to the sub menu.  5.1.22 Life Times menu
IP Address	Sets the IP address of the printer. <ul style="list-style-type: none"> • [Enter] key: shifts to the sub menu.  5.1.23 IP Address menu
Subnet Mask	Sets the subnet mask of the printer. <ul style="list-style-type: none"> • [Enter] key: shifts to the sub menu.  5.1.24 Subnet Mask menu
Gateway	Sets the gateway. <ul style="list-style-type: none"> • [Enter] key: shifts to the sub menu.  5.1.25 Gateway menu
Header dump	Set whether or not to display the Header dump menu. <ul style="list-style-type: none"> • [Enter] key: shifts to the sub menu.  5.1.26 Header Dump menu
Single Head	You can set whether or not to perform printing using only one Print head. <ul style="list-style-type: none"> • [Enter] key: shifts to the sub menu.  5.1.27 Single Head menu

Setup item	Description
Heater Control	This function is to specify the heater control modes depending on the usages. <ul style="list-style-type: none"> [Enter] key: shifts to the sub menu.  5.1.28 Heater Control menu
Start Feed	You can change the margin setting between images. <ul style="list-style-type: none"> [Enter] key: shifts to the sub menu.  5.1.29 Start Feed Menu
Alert Buzzer	Selects how to turn off the printer beep sound when an error occurs. <ul style="list-style-type: none"> [Enter] key: shifts to the sub menu.  5.1.30 Alert Buzzer Menu
Temporary	Displays the menus which have been set to hide in the “Menu Option” menu temporarily. <ul style="list-style-type: none"> [Enter] key: returns to the previous menu with all set up items displayed. [Cancel] key: returns to the previous status in the Selection menu when the Setup menu is displayed.  5.4 Menu Option menu
—	<ul style="list-style-type: none"> [Cancel] key: shifts to the previous menu.  5.1 Setup menu

5.1.1 User Type menu

Select the user type setting for printing.

Setup item	Setting	Description
User Type	Type 1	Sets the user type setting for printing. It is possible to set 15 different user settings as “Type 1 to 15” for printing. <ul style="list-style-type: none"> [Enter] key: shifts to the sub menu.  5.1.1.1 User Type advanced setup menu
	Type 2	
	...	
	Type 14	
	Type 15	
	—	<ul style="list-style-type: none"> [Cancel] key: saves the setting and shifts to the previous menu.  5.1 Setup menu

5.1.1.1 User Type advanced setup menu









Various settings on the user type settings are configured.

In User Type menu, 15 different settings can be set as Type 1 to 15 for the following printing operation.

NOTE

- If media other than recommended one is used, the following problems may occur.
- Media detection error
- Slant, torn, and wrinkle of media
- Media jams
- Favorable print quality cannot be obtained due to blots, blurs or dirt of ink.
- End detection of roll media cannot be performed, etc.

The problems caused by the use of the media other than recommended one will not be covered by the warranty and repair expenses will be paid by the customer.
For details, contact your local MUTOH dealer.

Setup item	Setting	Description
Type 1 to 15	Print Mode	Sets up the print mode according to the usage of print data or print speed. <ul style="list-style-type: none"> [Enter] key: shifts to the sub menu.  5.1.1.1.1 Print Mode menu
	Adjust Print	Sets up when adjusting the printer for the optimum quality of image print. <ul style="list-style-type: none"> [Enter] key: shifts to the sub menu.  5.1.1.1.2 Adjust Print menu
	PF Adjust	Sets up various settings on the media feed adjustment. <ul style="list-style-type: none"> [>] key: shifts to the sub menu.  5.1.1.1.3 Media feed adjustment
	Pre-heater	Sets the temperature of Pre-heater. <div style="border: 1px solid black; border-radius: 10px; padding: 2px; display: inline-block; margin-bottom: 5px;">NOTE</div> <p style="margin-left: 20px;">This function is not displayed for VJ-1938WX/ 1638WX.</p> <hr style="border: 2px solid red; margin: 5px 0;"/> <ul style="list-style-type: none"> [Enter] key: shifts to the sub menu.  5.1.1.1.4 Pre-heater menu (VJ-2638X/1938X/1638X)
	Platen heater	Sets the temperature of Platen heater. <div style="border: 1px solid black; border-radius: 10px; padding: 2px; display: inline-block; margin-bottom: 5px;">NOTE</div> <p style="margin-left: 20px;">This function is not displayed for VJ-1938WX/ 1638WX.</p> <hr style="border: 2px solid red; margin: 5px 0;"/> <ul style="list-style-type: none"> [Enter] key: shifts to the sub menu.  5.1.1.1.5 Platen Heater menu (VJ-2638X/1938X/1638X)
	Dryer	Sets the temperature of Dryer. <div style="border: 1px solid black; border-radius: 10px; padding: 2px; display: inline-block; margin-bottom: 5px;">NOTE</div> <p style="margin-left: 20px;">This function is not displayed for VJ-1938WX/ 1638WX.</p> <hr style="border: 2px solid red; margin: 5px 0;"/> <ul style="list-style-type: none"> [Enter] key: shifts to the sub menu.  5.1.1.1.6 Dryer menu (VJ-2638X/1938X/1638X)
	Vacuum Fan	Sets up vacuum fan operation. <ul style="list-style-type: none"> [Enter] key: shifts to the sub menu.  5.1.1.1.7 Vacuum Fan menu
Media Thickness	Set the thickness of the media you are using. <ul style="list-style-type: none"> [Enter] key: shifts to the sub menu.  5.1.1.1.7 Vacuum Fan menu	

Setup item	Setting	Description
Type 1 to 15	UserCopy	Copies the setting values of the user type currently selected to a different user type collectively. <ul style="list-style-type: none">• [Enter] key: shifts to the sub menu. ☞ 5.1.1.1.9 UserCopy menu
	—	<ul style="list-style-type: none">• [Cancel] key: shifts to the previous menu. ☞ 5.1.1 User Type menu




5.1.1.1.1 Print Mode menu

Settings for print quality (print mode) are set according to the usage of print data or print speed.

NOTE

After setting the Print mode, the display changes to Effect menu.

 [Effect menu](#)

Setup item	Setting	Description
Mode	Quality 1	Sets up print mode. <ul style="list-style-type: none"> Quality 1 to 4: Suitable for printing photos. Sets up to perform high quality printing. Graphics 1 to 2: Suitable for printing photos. Sets up to perform standard printing. Banner 1 to 4: Suitable for outdoor signs and test printing. Sets up to perform high speed printing. Displays details of each print mode while pressing [>] key.  Details of print mode
	Quality 2	
	Quality 3	
	Quality 4	
	Graphics 1	
	<Graphics 2>	
	Banner 1	
	Banner 2	
	Banner 3	
	Banner 4	
	—	<ul style="list-style-type: none"> [Enter] key: saves the setting and shifts to the sub menu.  Effect menu [Cancel] key: cancels the setting and shifts to the previous menu.  5.1.1.1 User Type advanced setup menu

NOTE

- The printed images can be uneven depending on the media and print mode. In such cases, use the following mode to clear unevenness.
 - When using bidirectional print mode (refer to the following chart Details of print mode), switch it to unidirectional print mode.
 - When using “Graphics 1” to “2”, change it to “Quality 1” to “4”.
- When the selected print mode of the user type is “Graphics 1” or “Graphics 2”, “Palette menu” is not displayed.

 [3.5.4 Palette print](#)

Details of print mode

The set values of print quality that are registered in each print mode are as follows.

NOTE

In the chart below, the print speed becomes faster as the condition is closer to the following cases.

- Having fewer number of passes
- Having lower resolution
- Printing direction is bidirectional

In actual printing, the selected effect affects the printing speed.

 [Effect menu](#)

Print Mode	Resolution	Pass	Direction
Quality 1	1,440x 1,440dpi	16 times	Uni (Uni-Direction)
Quality 2	1,440x 1,440dpi	16 times	Bi (Bi-Direction)
Quality 3	720 x 1,440dpi	8 times	Uni (Uni-Direction)
Quality 4	720 x 1,440dpi	8 times	Bi (Bi-Direction)
Graphics 1	720 x 1,080dpi	6 times	Uni (Uni-Direction)
Graphics 2	720 x 1,080dpi	6 times	Bi (Bi-Direction)
Banner 1	720 x 720dpi	4 times	Uni (Uni-Direction)
Banner 2	720 x 720dpi	4 times	Bi (Bi-Direction)
Banner 3	360 x 720dpi	2 times	Uni (Uni-Direction)
Banner 4	360 x 720dpi	2 times	Bi (Bi-Direction)

Effect menu

Sets up the Effect menu.

Set up this menu when you want to improve print quality by adjusting the set print mode.

NOTE

The print quality may not be improved depending on the printing condition.

Setup item	Setting	Description
Effect	<None> *1	The Effect function is not used.
	Wave	The printing joint will be the wave form. The print quality may be improved than None.
	Fine&Fuzz	The printing joint will shade off as the wave form. Perform the printing at slower speed than “Wave”.
	<Fine&Fog> *1	The printing joint will shade off. Set this when there is horizontal unevenness in Fine&Fuzz Prints at a slower speed than Fine&Fuzz
	A-S.Fine&Wave	Performs “Wave” printing using the left side of the of Print head. Since only half of Print head nozzles are used, printing speed becomes a half of “Wave”. Set up this menu to improve the print quality compared with “Fine&Fuzz”. If used when one side of the nozzles are clogged, quality deterioration may be avoided.
	B-S.Fine&Wave	Performs “Wave” printing using the right side of the of Print head. Since only half of Print head nozzles are used, printing speed becomes a half of “Wave”. Set up this menu to improve the print quality compared with “Fine&Fuzz”. If used when one side of the nozzles are clogged, quality deterioration may be avoided.
—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the previous menu. • [Cancel] key: cancels the setting and shifts to the previous menu. 🔑 5.1.1.1.1 Print Mode menu	

*1 The initial values of effect differ as shown below depending on the selected print mode.

Print Mode	Initial effect value
Quality 1 to 4	Fine&Fog
Graphics 1 to 2	
Banner 1 to 2	
Banner 3 to 4	None

5.1.1.1.2 Adjust Print menu

Sets up when adjusting the printer for the optimum quality of image print.

NOTE

- When newly setting or changing the user type setting after adjusting Standard adjust print, make sure to adjust print.
- Since all print modes are adjusted at once after performing Custom adjust print, adjust print is not required even after changing the print mode.
- When specifying a print mode which is different from the mode set in the user type setting, adjust all print modes in the Custom adjust print first.

Setup item	Setting	Description
Adjust Print	Media Thickness	Shifts to the menu where you can enter the thickness of the media you are using. ☞ Media thickness menu
	—	• [Cancel] key: shifts to the previous menu. ☞ 5.1.1.1 User Type advanced setup menu

Media thickness menu

Setup item	Setting	Description
Media Thickness	80 μm to <170 μm> to 2,800 μm	Enter the thickness of the media you are using. • [Enter] key: saves the setting and shifts to the sub menu. ☞ Standard Adjust Print menu ☞ Custom Adjust Print menu
	—	• [Cancel] key: shifts to the previous menu. ☞ 5.1.1.1 User Type advanced setup menu

NOTE

The settings here are the same as [5.1.1.1.8 Media thickness menu](#).







Standard Adjust Print menu

Adjusts only the print mode in the user type setting which is currently set.

Setup item	Setting	Description
Adjustment	Confirmation pattern	Print the test pattern for the alignment. Check before adjusting. ☞ 3.6.1.1 Standard confirmation pattern
	Rough adjustment pattern	Perform this when the degree of misalignment is large. Print Adjust pattern and enter the set value. ☞ 3.6.1.2 Standard rough adjustment pattern
	Micro adjustment pattern	Perform this when the degree of misalignment is small. Print Adjust pattern and enter the set value. ☞ 3.6.1.3 Standard micro adjustment pattern
	—	<ul style="list-style-type: none"> [Cancel] key: shifts to the previous menu. ☞ 5.1.1.1.2 Adjust Print menu







Custom Adjust Print menu

Perform adjustment for all patterns (A to F).
All print modes will be adjusted.

Setup item	Setting	Description
Adjustment	Confirm ptn	The test patterns of A to F will be printed for Adjust print. Check before adjusting.  3.6.2.1 Custom confirmation pattern
	Rough Ptn. ALL	Perform this when the degree of misalignment is large. Print Adjust patterns A to F and enter the set values.  3.6.2.2.1 Rough Pattern ALL
	Rough Pattern A to F	When the degree of misalignment is large, print out an adjust pattern selected from A to F and enter the value.  3.6.2.2.2 Rough Pattern A to F
	Fine Ptn. ALL	Perform this when the degree of misalignment is small. Print Adjust patterns A to F and enter the set values.  3.6.2.3.1 Fine Pattern ALL
	Fine PatternA to F	When the degree of misalign is small, print out one of the Adjust patterns and enter the set value.  3.6.2.3.2 Fine Pattern A to F
	—	<ul style="list-style-type: none"> [Cancel] key: shifts to the previous menu.  5.1.1.1.2 Adjust Print menu


5.1.1.1.3 Media feed adjustment

Sets up various settings on the media feed adjustment.

Setup item	Setting	Description
PF	Init.Adj.Print	Performs Initial Adjust Print. <ul style="list-style-type: none"> • [Enter] key: shifts to the sub menu.  (1) Init.Adj.Print menu
	Init.Adj.Change	Sets up Initial Adjust Change. <ul style="list-style-type: none"> • [Enter] key: shifts to the sub menu.  (2) Init.Adj.Change menu
	Confirm Print	Performs Confirm Print. <ul style="list-style-type: none"> • [Enter] key: shifts to the sub menu.  (3) Confirm Print menu
	Micro Adj. Print	Performs Micro Adjustment Print. <ul style="list-style-type: none"> • [Enter] key: shifts to the sub menu.  (4) Micro Adj. Print menu
	Micro Adj.Change	Sets up Micro Adjustment Change. <ul style="list-style-type: none"> • [Enter] key: shifts to the sub menu.  (5) Micro Change menu
	—	<ul style="list-style-type: none"> • [Cancel] key: shifts to the previous menu.  5.1.1.1 User Type advanced setup menu


(1) Init.Adj.Print menu

Performs Initial Adjust Print.

Setup item	Setting	Description
FeedLength	100mm to <250mm> to 500mm	<p>Changes the length (feed length) of the media feed direction for initial adjust print.</p> <ul style="list-style-type: none"> [Enter] key: <ul style="list-style-type: none"> Determines the setting. “Printing” is displayed on Operation panel and initial adjust print starts. After printing, the printer enters Normal.
	—	<ul style="list-style-type: none"> [Cancel] key: cancels the setting and shifts to the previous menu. <p> 5.1.1.1.3 Media feed adjustment</p>


(2) Init.Adj.Change menu

Sets up Initial Adjust Change.

Setup item	Setting	Description
Init.	The setting value of “FeedLength” in the initial adjustment printing ± 50.0 mm	<p>Sets up Initial Adjust Change.</p> <p>Example: When the value of “FeedLength” in the initial adjustment printing is set to 250 mm, the adjustment range of this menu is 200 mm to 300 mm.</p>
	—	<ul style="list-style-type: none"> [Enter] key: saves the setting and shifts to the previous menu. [Cancel] key: cancels the setting and shifts to the previous menu. <p> 5.1.1.1.3 Media feed adjustment</p>


(3) Confirm Print menu

Performs Confirm Print.

Setup item	Setting	Description
FeedLength	100 mm to <250 mm> to 500 mm	<p>Changes the length (feed length) of the media feed direction for Confirm Print.</p> <ul style="list-style-type: none"> [Enter] key: <ul style="list-style-type: none"> Determines the setting. “Printing” is displayed on Operation panel and initial adjust print starts. After printing, the printer enters Normal.
	—	<ul style="list-style-type: none"> [Cancel] key: cancels the setting and shifts to the previous menu. <p> 5.1.1.1.3 Media feed adjustment</p>


(4) Micro Adj. Print menu

Performs Micro Adjustment Print.

Setup item	Setting	Description
Micro Adj. Print	—	Prints the following PF pattern (micro adjustment) with a focus on the micro adjustment value. <ul style="list-style-type: none"> 0%, ±0.1%, ±0.2%, ±0.5%, ±0.8%, ±1.2%
	—	<ul style="list-style-type: none"> [Cancel] key: shifts to the previous menu. If during printing, printing will be paused.  5.1 Setup menu

(5) Micro Change menu

Sets up Micro Adjustment Change.

Setup item	Setting	Description
Micro Adj.Change	-5.00% to <0.00%> to 5.00%	Sets up Micro Adjustment Change.
	—	<ul style="list-style-type: none"> [Enter] key: saves the setting and shifts to the previous menu. [Cancel] key: cancels the setting and shifts to the previous menu.  5.1 Setup menu

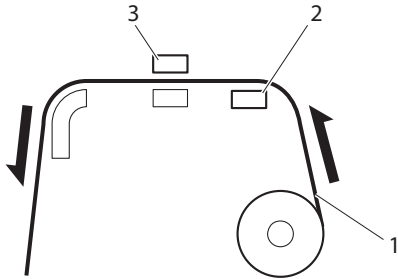

5.1.1.1.4 Pre-heater menu (VJ-2638X/1938X/1638X)

Sets the temperature of Pre-heater.

Set to curb a rapid temperature change at the printing portion by pre-heating the media before printing.

NOTE

- This function is not displayed for VJ-1938WX/1638WX.
- The set temperature of Pre-heater differs depending on the media.

Setup item	Setting	Description
Pre-heater	Off / <30°C> to 50°C	<p>Sets the temperature of Pre-heater.</p>  <p>1.Roll media 2.Pre-heater 3.Print head</p>
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the previous menu. • [Cancel] key: cancels the setting and shifts to the previous menu. <p> 5.1.1.1 User Type advanced setup menu</p>

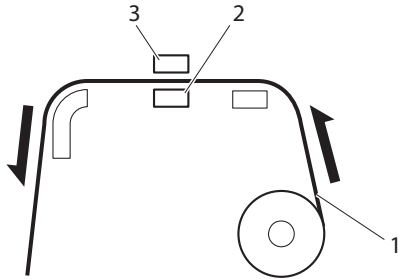

5.1.1.1.5 Platen Heater menu (VJ-2638X/1938X/1638X)

Sets the temperature of Platen heater.

Set to improve print quality by allowing the ink to settle by heat.

NOTE

- This function is not displayed for VJ-1938WX/1638WX.
- The set temperature of Platen heater differs depending on the media.

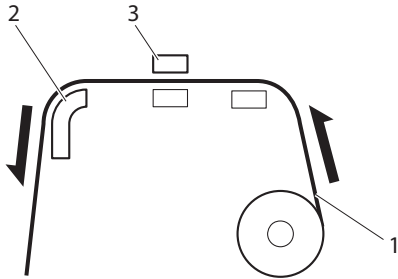

Setup item	Setting	Description
Platen heater	Off / <30°C> to 50°C	Sets the temperature of Platen heater.  1.Roll media 2.Platen heater 3.Print head
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the previous menu. • [Cancel] key: cancels the setting and shifts to the previous menu. <p> 5.1.1.1 User Type advanced setup menu</p>

5.1.1.1.6 Dryer menu (VJ-2638X/1938X/1638X)

Sets the temperature of Dryer.
Set to dry the print side after printing.

NOTE

- This function is not displayed for VJ-1938WX/1638WX.
- The set temperature of Dryer differs depending on the media.

Setup item	Setting	Description
Dryer	Off / <30°C> to 50°C	<p>Sets the temperature of Dryer.</p>  <p>1.Roll media 2.Dryer 3.Print head</p>
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the previous menu. • [Cancel] key: cancels the setting and shifts to the previous menu. <p> 5.1.1.1 User Type advanced setup menu</p>

5.1.1.1.7 Vacuum Fan menu

Sets up vacuum fan operation.

Setup item	Setting	Description
Vacuum Fan	Low	Set this if there is a possibility of paper jamming from media feed failure when the setting is "Middle".
	Middle	Set this if there is a possibility of paper jamming from media feed failure when the setting is "High".
	<High>	Set when using general media.
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the previous menu. • [Cancel] key: cancels the setting and shifts to the previous menu. 🔗 5.1.1.1 User Type advanced setup menu

5.1.1.1.8 Media thickness menu

Sets the thickness of the media you are using.

Once the media thickness is entered, print quality is automatically adjusted.

Setup item	Setting	Description
Media Thickness	80 μm to <170 μm > to 2,800 μm	Enter the thickness of the media you are using in increments of 10 μm .
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the previous menu. • [Cancel] key: cancels the setting and shifts to the previous menu. 🔗 5.1.1.1 User Type advanced setup menu


NOTE

- This menu is to automatically adjust print quality to a certain extent. If you want to improve print quality, manually adjust it.
[🔗 3.6 Print quality adjustment](#)
- There is no problem even if you adjust print quality without setting the media thickness.

5.1.1.1.9 UserCopy menu

Copies the setting values of the user type currently selected to a different user type collectively. The following setting values are copied.

- Print mode
- Effect
- Adjustment value for the adjustment print
- Feed adjustment (initial adjustment printing length, initial adjustment value, micro adjustment value)
- Pre-heater/Platen/Dryer (VJ-2638X/1938X/1638X only)
- Vacuum Fan
- Media Thickness

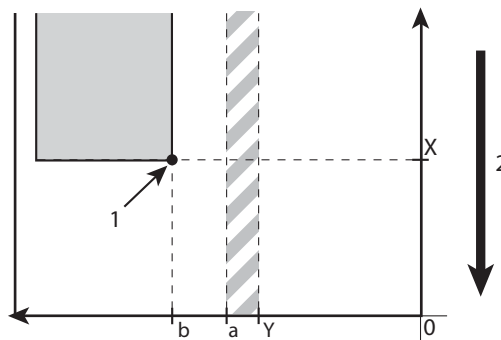
Setup item	Setting	Description
UserCopy	<1> to 15, ALL When user type is set to 1: <2> to 15, ALL	<ul style="list-style-type: none"> • The setting values of the current user type are copied to the selected user type. • When you have selected ALL, the setting values of the current user type are copied to the all other user types.
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the previous menu. • [Cancel] key: cancels the setting and shifts to the previous menu. <p> 5.1.1.1 User Type advanced setup menu</p>

5.1.2 Spitting menu

Sets up the spitting operation while printing.

NOTE

- When Spitting is set to “Off”, Nozzles will become easily clogged because spitting is not performed. In such a case, print quality cannot be guaranteed.
- When the spitting setting is “On Media”, the maximum printable media width becomes 16 mm shorter.
Therefore, the side margins become the value that you have set in Side Margin menu +8 mm.
- The right side margin will be the following sum depending on the setting.
Y of Origin menu + 8mm (when the spitting is set to On Media) + Value set in Side Margin menu.



1. Print starting position
2. Media feed direction

X (media feeding distance)





Y (print head transferring distance)

a (0 mm/8 mm: Spitting setting is ON, Off/On Media)

b (5 mm to 25 mm: Side margin setting)

[5.1.3 Side Margin menu](#)

[5.1.8 Origin menu](#)

Setup item	Setting	Description
Spitting	<On>	Perform the spitting operation on Spitting box located on the origin side for every shuttle. <ul style="list-style-type: none"> [Enter] key: saves the setting and shifts to the sub menu.  5.1.2.1 Spitting Pass Count menu
	On Media	Perform the spitting operation on the page margins. The printing speed will be improved since the number of time to return to Spitting box is reduced. <ul style="list-style-type: none"> [Enter] key: saves the setting and shifts to the sub menu.  5.1.2.1 Spitting Pass Count menu
	Off	Spitting operation is not performed. <ul style="list-style-type: none"> [Enter] key: saves the setting and shifts to the previous menu.  5.1 Setup menu
	—	<ul style="list-style-type: none"> [Cancel] key: cancels the setting and shifts to the previous menu.  5.1 Setup menu


5.1.2.1 Spitting Pass Count menu

Set the intervals that Print head returns to Spitting boxes when “On” or “On Media” is set in Spitting menu. Print head returns to Spitting box every shuttle per the set number.

NOTE

If the number of spitting returns is set high, the spitting operation is not done on Spitting box. Therefore there is a higher chance of nozzle clogging when printing for a long time.

In such a case, print quality cannot be guaranteed.

Setup item	Setting	Description
ReturnCount	<1 time> to 999 times	Set the spitting return count.
	—	<ul style="list-style-type: none"> [Enter] key: saves the setting and shifts to the previous menu. [Cancel] key: cancels the setting and shifts to the previous menu.  5.1.2 Spitting menu

Example of spitting operation

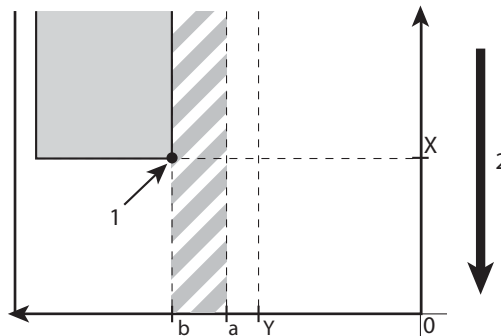
Spitting setting	Return Count setting	Operation
On	1 time	Perform the spitting operation on Spitting box every time Print head returns to the origin position. Spitting operation is not performed over the media.
On	5 times	Performs the spitting operation on Spitting box on the origin side every five times Print head returns to the origin position. Spitting operation is not performed over the media.
On Media	1 time	Performs the spitting operation on Spitting box on the origin side every time Print head returns to the origin position. Perform the spitting operation on Spitting box every time Print head returns to the origin position.
On Media	5 times	Performs the spitting operation on Spitting box on the origin side every five times Print head returns to the origin position. Perform the spitting operation on Spitting box every time Print head returns to the origin position.
Off	—	Spitting is not performed on Spitting box or the media.

5.1.3 Side Margin menu

Set up the right and left margins (side margins) while printing.

NOTE

- When the Spitting menu is set to “On Media”, the maximum printable media width becomes 16 mm shorter.
Therefore, the side margins become the value that you have set in Side Margin menu +8 mm.
[☞ 5.1.2 Spitting menu](#)
- The right side margin will be the following sum depending on the setting.
Y of Origin menu + 8 mm (when the spitting is set to On Media) + Value set in Side Margin menu.



1. Print starting position
2. Media feed direction

X (media feeding distance)

Y (print head transferring distance)

a (0 mm/8 mm: Spitting setting is ON, Off/On Media)

b (5 mm to 25 mm: Side margin setting)

[☞ 5.1.2 Spitting menu](#)

[☞ 5.1.8 Origin menu](#)

Setup item	Setting	Description
Side Margin	<5 mm> to 25 mm	Set the side margins.
	—	<ul style="list-style-type: none"> [Enter] key: saves the setting and shifts to the previous menu. [Cancel] key: cancels the setting and shifts to the previous menu. ☞ 5.1 Setup menu

5.1.4 Media Set menu


Sets whether to detect the media width and edge while initializing the media.

NOTE

- When Media Detection menu is set to “Off”, set the media width of the current media in Media Width menu.

 [5.1.5 Media Width menu](#)

- When the the media detection is set to “Off”, the media cannot be cut automatically.

Setup item	Setting	Description
Init.	Off	The media will not be detected.
	Top&Width	Detect the media width and edge while initializing the media.
	<Width>	Detect the media width while initializing the media.
	—	<ul style="list-style-type: none"> [Enter] key: saves the setting and shifts to the previous menu. [Cancel] key: cancels the setting and shifts to the previous menu.  5.1 Setup menu

5.1.5 Media Width menu

Specifies the media width between the loading mark and the left end of the media if media detection is not performed during media initialization.

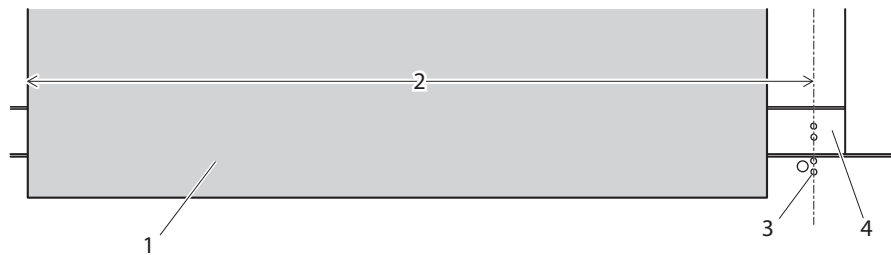
☞ (1) **Media Width menu**

Displays the detected media width if media detection is performed during media initialization.

☞ (2) **Media Width display menu**

For media detection settings, refer to the following.

☞ **5.1.4 Media Set menu**



No.	Name
1	Roll media
2	Media width (when not using media detection)
3	Media loading mark
4	Platen

NOTE

When the media is loaded as shown in the illustration and not using media detection, the printer may print on between the right edge of Platen and center of the media.

- If this happens, adjust the print starting position in Origin menu.

☞ **5.1.8 Origin menu**

(1) Media Width menu**NOTE**

Setting a larger value than the media width set in the Media Width menu may cause ink to leak on the media or printer.

Setup item	Setting	Description
MediaWidth	VJ-2638X: 210 mm to <1,000 mm> to 2,642 mm	Set the media width.
	VJ-1938X/1938WX: 210 mm to <1,000 mm> to 1,910 mm	
	VJ-1638X/1638WX: 210 mm to <1,000 mm> to 1,625 mm	
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the previous menu. • [Cancel] key: cancels the setting and shifts to the previous menu. 🔑 5.1.1.1 User Type advanced setup menu

(2) Media Width display menu**NOTE**

Setting a larger value than the media width set in the Media Width menu may cause ink to leak on the media or printer.

Setup item	Setting	Description
MediaWidth	**** mm	Display the media width that is detected while initializing.
	—	<ul style="list-style-type: none"> • [Cancel] key: shifts to the previous menu. 🔑 5.1 Setup menu

5.1.6 Output Mode menu

Sets the media ejection method after printing.

NOTE

- When the take-up unit is not installed, do not set Output mode to “Take-up”.
By doing so, the product will be unable to function properly.
- When the Output Mode menu is set to “Take-up”, the setting for the Prev. Stick menu is disabled.
☞ [5.1.9 Prev. Stick menu \(VJ-2638X/1938X/1638X\)](#)

Setup item	Setting	Description
Output mode	<Off>	Set when not cutting the media automatically after printing. (Set it to Off even when cutting the media manually.)
	Take-up	Set when using the take-up unit. (The media will not be cut after printing.)
	Auto cut	Set when cutting the media automatically. ☞ 5.1.7 Method of Cut menu
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the sub menu. ☞ 5.1.6.1 Ink Dry Time menu • [Cancel] key: cancels the setting and shifts to the previous menu. ☞ 5.1 Setup menu

5.1.6.1 Ink Dry Time menu



Set the ink drying time.

Setup item	Setting	Description
Ink dry time	<0 sec> to 60 min	Set the ink drying time.
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the previous menu. • [Cancel] key: cancels the setting and shifts to the previous menu. ☞ 5.1.6 Output Mode menu

5.1.6.2 Page Gap menu

When “Output Mode” is set to “Take up”, the menu is shifted to “Page Gap”.

In the Page Gap menu, you can change the margin setting between images.

Setup item	Setting	Description
Page Gap	<Normal>	The default margin setting between images will be applied.
	Narrow	The margin setting between images is smaller than Normal.
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the next menu.  5.1.6.1 Ink Dry Time menu • [Cancel] key: cancels the setting and shifts to the previous menu.  5.1.6 Output Mode menu

5.1.7 Method of Cut menu

Sets the media cutting operation after printing.



NOTE

- When the the media detection is set to “Off”, the media cannot be cut automatically.
- Some media may not be cut (cannot be cut at all or cannot be cut finely). In such a case, set the “Output Mode menu” to “Off” and cut the media manually.

 [5.1.6 Output Mode menu](#)


 [4.4.4 Cutting media manually](#)

- The cutting direction is different depending on the firmware version.

Setup item	Setting	Description
Method of Cut	SingleCut - 2 steps	Cuts at a shorter process than SingleCut-3 steps method. Suitable for media with a narrow width.
	<SingleCut - 3 steps>	Normal cutting method
	DoubleCut - 2 steps	Set when the media is not cut with SingleCut-2 steps method. Suitable for media with a narrow width.
	DoubleCut - 3 steps	Set when the media is not cut with SingleCut-3 steps method.
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the next menu. •  5.1.7.1 Cut Pressure menu • [Cancel] key: cancels the setting and shifts to the previous menu. •  5.1 Setup menu

5.1.7.1 Cut Pressure menu

Sets the media cutting pressure for the cutting operation.

Setup item	Setting	Description
Cut Pressure	Low	Cut the media at low pressure. Suitable for thin media or if the “High” pressure setting is too strong.
	<High>	Normal cutting pressure
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and return to the previous menu. • [Cancel] Key: Cancel the set value, and return to the previous menu. •  5.1.7 Method of Cut menu

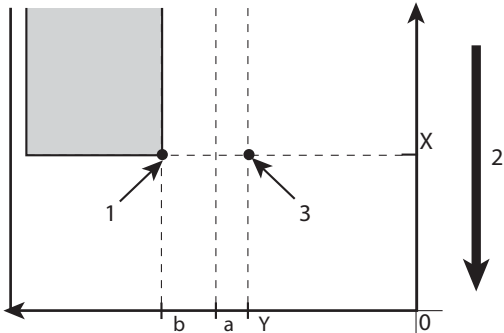
5.1.8 Origin menu

Sets the beginning of printing (origin) of the print data.

Set the menu when reprinting on the margin with changing the printing data position to the printed media.

NOTE


- When Output Mode menu is set to “Take-up”, the set value X (media feeding distance) becomes 0 mm to 15,000 mm.
☞ [5.1.6 Output Mode menu](#)
 - Depending on the set value of the side margin, the maximum set value of Y (print head transferring distance) decreases.
☞ [5.1.3 Side Margin menu](#)
-


Setup item	Setting	Description
Origin	<ul style="list-style-type: none"> X (media feeding distance): -15,000 mm to 15,000 mm Y (print head transferring distance): <p>For VJ-2638X: 0 to 2,422 mm</p> <p>For VJ-1938X/1938WX: 0 to 1,690 mm</p> <p>For VJ-1638X/1638WX: 0 to 1,405 mm</p>	<p>Change Print head position and media feeding distance with the following keys.</p> <ul style="list-style-type: none"> [+] key: increases the setting value. [-] key: decreases the setting value.  <p>1. Print starting position 2. Media feed direction 3. Setting position of "Origin"</p> <p>X (media feeding distance) Y (print head transferring distance) a (0 mm/8 mm: Spitting setting is ON, Off/On Media) b (5 mm to 25 mm: Side margin setting)</p> <p>NOTE</p> <p>The right side margin will be the following sum depending on the setting.</p> <p>Y of Origin menu + 8 mm (when the spitting is set to On Media) + Value set in Side Margin menu.</p> <p>☞ 5.1.2 Spitting menu ☞ 5.1.3 Side Margin menu</p>
	Confirm Position -> Enter	<ul style="list-style-type: none"> [Enter] key or after a certain period of time: Determines the setting. Print head returns to the original position. Save the setting and shift to the previous menu. <p>☞ 5.1 Setup menu</p>
	—	<ul style="list-style-type: none"> [Cancel] key: cancels the setting and shifts to the previous menu. <p>☞ 5.1 Setup menu</p>

5.1.9 Prev. Stick menu (VJ-2638X/1938X/1638X)

Sets up to prevent media from sticking when printing starts.

NOTE

- This function is not displayed for VJ-1938WX/1638WX.
- When the Output Mode menu is set to “Take-up”, the setting for the “Prev. Stick menu” is disabled.
 [5.1.6 Output Mode menu](#)


Setup item	Setting	Description
Prev. Stick	<Off>	The stick-prevent operation is not performed.
	On	The stick-prevent operation is performed. Feed the media back and forth to prevent from sticking.
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the previous menu. • [Cancel] key: cancels the setting and shifts to the previous menu.  5.1 Setup menu

5.1.10 Standby Heating menu (VJ-2638X/1938X/1638X)

Sets the time to preheat Heater while the printer is in the standby mode.


NOTE

This function is not displayed for VJ-1938WX/1638WX.

Setup item	Setting	Description
Standby Heating	10 mins to <60 mins>	Sets the time to pre-heat Heater. When the preset time has passed, each Heater turns Off.
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the previous menu. • [Cancel] key: cancels the setting and shifts to the previous menu.  5.1.1.1 User Type advanced setup menu

5.1.11 Head Travel menu

Sets up the range that Print head moves while printing.


Setup item	Setting	Description
CR Movement	Data	Print head moves the range of the print data width. The printing speed will be improved since the moving range of Print head is optimized.
	Machine	Print head moves from origin to the maximum printable media width.
	<MediaWidth>	Print head shifts within the media width.
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the previous menu. • [Cancel] key: cancels the setting and shifts to the previous menu.  5.1 Setup menu

NOTE

- The minimum value for the shift width of Print head is 900 mm.
- Note that when the printer is set as “Media width” or “Data width”, the shift width of Print head does not become below 900 mm, even though the width of the loaded media is below 900 mm.

5.1.12 Multi Strike menu

Sets up the overwrite count per line.


Setup item	Setting	Description
Multi Strike	<1 time> to 9 times	Set the overwrite count.
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the previous menu. • [Cancel] key: cancels the setting and shifts to the previous menu.  5.1 Setup menu

5.1.13 Strike Wait menu

Sets up the waiting time while overwrite printing.


NOTE

- When using the media with a narrow width for VJ-2638X/1938X/1638X, the media cannot be warmed up adequately, therefore the print quality may not be preserved. In such a case, set up the Strike Wait time while overwrite printing to warm up the media adequately before printing.

Setup item	Setting	Description
Strike Wait	<0.0 sec.> to 0.1 sec. to 5.0 sec.	Sets the overwrite wait time.
	—	<ul style="list-style-type: none"> [Enter] key: saves the setting and shifts to the previous menu. [Cancel] key: cancels the setting and shifts to the previous menu.  5.1 Setup menu

5.1.14 Slant Check menu

Sets up slanting detection during media loading.

Setup item	Setting	Description
Slant Check	Off	Slant Check is not performed.
	<On>	Slant Check is performed.
	—	<ul style="list-style-type: none"> [Enter] key: saves the setting and shifts to the previous menu. [Cancel] key: cancels the setting and shifts to the previous menu.  5.1 Setup menu





5.1.15 Auto Cleaning menu

Configure the settings for the auto cleaning operation.

TIP



The cleaning mode reflects the settings in Operation panel.

 [6.2.3 Head cleaning](#)

Setup item	Setting	Description
Auto Cleaning	WaitingTime	Set the value for auto-cleaning in standby mode.  5.1.15.1 Idle Auto Cleaning
	Pringing time	Set the value for auto cleaning during printing.  5.1.15.2 Printing Mode Auto Cleaning
	Before printing	Set the value for auto cleaning before printing.  5.1.15.3 Pre-printing Mode Auto Cleaning
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the sub menu. • [Cancel] key: shifts to the previous menu.  5.1 Setup menu



5.1.15.1 Idle Auto Cleaning

Set the auto cleaning interval for the standby mode.

Setup item	Setting	Description
WaitingTime	Off to 10 mins to <360 mins> to 1,440 mins	Sets the time for auto cleaning in WaitingTime mode. <ul style="list-style-type: none"> • Off: Auto cleaning is not performed. • Others: Perform the head cleaning selected in Cleaning menu after the setting time has elapsed.  6.2.3 Head cleaning
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the previous menu. • [Cancel] key: cancels the setting and shifts to the previous menu.  5.1.15 Auto Cleaning menu



5.1.15.2 Printing Mode Auto Cleaning

Set the auto cleaning interval during printing.

Setup item	Setting	Description
PrintingTime	<Off> to 5 mins to 180 mins	Selects the time for auto cleaning while printing. <ul style="list-style-type: none"> • Off: Auto cleaning is not performed. • Others: Perform the head cleaning selected in the Cleaning menu after the setting time has elapsed.  6.2.3 Head cleaning
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the previous menu. • [Cancel] key: cancels the setting and shifts to the previous menu.  5.1.15 Auto Cleaning menu

5.1.15.3 Pre-printing Mode Auto Cleaning

Set the value for auto cleaning before printing.

Setup item	Setting	Description
Before Print	<Off>	The auto cleaning is not performed.
	On	<ul style="list-style-type: none"> • Perform the head cleaning selected in the Cleaning menu before printing.  6.2.3 Head cleaning
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the previous menu. • [Cancel] key: cancels the setting and shifts to the previous menu.  5.1.15 Auto Cleaning menu



5.1.16 Ink Status menu

Displays various information of IC chips.

NOTE




To display various information of IC chips, use genuine ink and S/C cards.

If ink cartridges other than genuine ink cartridges are used, ink status will not be displayed correctly.

Setup item	Setting	Description
KkCcMmYy (for 4colors) 12345678 (for 7colors)	0 to 100 (unit: %)	<p>The amount of ink remaining in each ink cartridge is displayed.</p> <ul style="list-style-type: none"> If it is blinking at 10%, smartchip recovery is being performed on the corresponding ink cartridge. <p> 7.4 Smartchip Recovery</p> <p>For four colors, the cartridge of the same color on the right hand side is indicated with a lower case letter. For seven colors, it is indicated with a slot number.</p> <p>For 4 colors:</p> <ul style="list-style-type: none"> K: Black k: Black C: Cyan c: Cyan M: Magenta m: Magenta Y: Yellow y: Yellow <p>For 7 colors:</p> <ul style="list-style-type: none"> 1: Magenta 2: Light Magenta 3: Cyan 4: Light Cyan 5: Cleaning fluid 6: Black 7: Yellow 8: Light Black
	—	<ul style="list-style-type: none"> [Cancel] key: shifts to the previous menu. <p> 5.1 Setup menu</p>

5.1.17 Roll Length menu

Sets up the roll media length.


Setup item	Setting	Description
Roll media	<Off>	Roll Length is not used. • [Enter] key: saves the setting and shifts to the previous menu.  5.1 Setup menu
	Roll1	Sets up the roll media length. The set values of the roll media length can be set as “Roll1” to “Roll3”. • [Enter] key: saves the setting and shifts to the sub menu.  5.1.17.1 Roll Length menu
	Roll2	
	Roll3	
	—	• [Cancel] key: cancels the setting and shifts to the previous menu.  5.1 Setup menu

5.1.17.1 Roll Length menu

Sets up the roll media length.

NOTE

After replacing the roll media, set the roll media length again.
If the roll media length is not set, the residual quantity of roll media may not be displayed correctly.

Setup item	Setting	Description
Length	1 m to <30 m> to 200 m	Sets the roll media length.
	—	• [Enter] key: saves the setting and shifts to the previous menu. • [Cancel] key: cancels the setting and shifts to the previous menu.  5.1.17 Roll Length menu

5.1.17.2 Print Stop menu

You can set whether or not to display “Roll Remain Error” and pause printing when the length of the roll media that is counted inside the printer becomes 0.

NOTE

- Normally you can set this as “Off” as the rear sensor detects when the roll paper is finished.
- If you are using the roll media that does not come off the paper core easily when it is finished, printing may not be paused when the roll media is finished, if the print pause menu is set to “Off”. If this happens, set this to “On”.
- When “Roll Remain Error” or “Roll Near End” has occurred while the Print Pause menu is set to “On”, if you lower the media set lever after replacing to the new roll media, the Roll Media Length Setting menu is displayed. Enter the length of the roll media you have set.

Setup item	Setting	Description
Print Stop	<Off>	The roll media remaining count is not used to judge for pausing printing. Printing pauses when the rear sensor responds. <ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the previous menu. ☞ 5.1.17 Roll Length menu
	On	Even when the rear sensor does not respond, printing pauses when the roll media remaining count becomes 0. <ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the sub menu. ☞ 5.1.17.3 Near End menu
	—	<ul style="list-style-type: none"> • [Cancel] key: cancels the setting and shifts to the previous menu. ☞ 5.1.17 Roll Length menu

5.1.17.3 Near End menu


You can display “Roll Near End: *m” (* is replaced with a number between 1 and 10) before the length of the roll media that is counted inside the printer becomes 0.

Setup item	Setting	Description
Near end	<Off>	“Near end” is not displayed.
	Remain: 10 m to 1 m	“Near end” is displayed when the remaining count for the roll media becomes the length you selected.
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the previous menu. ☞ 5.1.17 Roll Length menu <ul style="list-style-type: none"> • [Cancel] key: cancels the setting and shifts to the previous menu. ☞ 5.1.17.2 Print Stop menu

5.1.18 Exhaust Fan menu

Sets up Exhaust fan operation.

Ventilates the inside of the printer to stabilize the parts performance. It also decreases the contamination by ink mist inside the printer. We recommend that you use Exhaust fan, especially when printing for a long time.

Setup item	Setting	Description
Exhaust fan	Off	Turn Off Exhaust fan. .
	<Low>	Start Exhaust fan at Low.
	High	Start Exhaust fan at High.
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the previous menu. • [Cancel] key: cancels the setting and shifts to the previous menu.  5.1 Setup menu

NOTE

This function is not displayed for VJ-1938WX.



5.1.19 Longstore menu

Wash Print head with the cleaning fluid.

NOTE

Be sure to use the dedicated cleaning fluid.




- (VJ-2638X/1938X/1638X)
product number: VJ-MSINK3-CL220, VJ-MSINK3-CL1000, VJ-MS31-CL220U
- (VJ-1938WX/1638WX) product number: RJ-FGCLS


Setup item	Setting	Description
Longstore	Start	Wash Print head with the cleaning fluid.
		<ul style="list-style-type: none"> • [Enter] key: Performs head cleaning. <p>The following content is displayed on Operation panel. “Remove Cartridges” Remove ink cartridge, and install cleaning cartridge.  6.1.1 Replacing ink cartridges</p>
	—	<ul style="list-style-type: none"> • [Cancel] key: shifts to the previous menu without Head washing.  5.1 Setup menu

5.1.20 CR Maintenance menu

Performs maintenance.


Used in the following cases.

- Cleaning Cleaning wiper
 [6.2.4 Cleaning Cleaning wiper](#)
- Cleaning circumference of Print head
 [6.2.5 Cleaning the circumference of Print head](#)
- Replacing Cutter
 [6.1.4 Replacing Cutter](#)

Setup item	Setting	Description
CR Maintenance	Start	Performs maintenance. <ul style="list-style-type: none"> • [Enter] key: Print head moves to the left. Cleaning wiper rises.
		The following content is displayed on Operation panel. “End” <ul style="list-style-type: none"> • [Enter] key: Cleaning wiper returns to the original position. Print head returns to the original position.
	—	<ul style="list-style-type: none"> • [Cancel] key: shifts to the previous menu without maintenance.  5.1 Setup menu
	—	<ul style="list-style-type: none"> • Perform the pumping operation (start/stop) by pressing the “-” key while displaying “CR Mainte.: End”.


5.1.21 Initialization menu

Returns the settings of the printer to default.

Setup item	Setting	Description
Initialization	ALL	All settings can be returned to factory default.
	User Type	The setting of the User Type is returned to factory default.
	Settings other than User Type	The setting other than the User Type is returned to factory default.
	—	<ul style="list-style-type: none"> • [Enter] key: “** Initialing **” is displayed on Operation panel and the printer initializes the setting. • [Cancel] key: shifts to the previous menu without initialization.  5.1 Setup menu

5.1.22 Life Times menu

Displays the operational life time of each part.


Setup item	Setting	Description
Life Times	Head 1	Display the operational life of each part. <ul style="list-style-type: none"> The lifetime of each part is indicated by the asterisks (Maximum 5 asterisks: 100% left). As the part deteriorates, the number of asterisks decreases one by one (20%). The part should be changed when all of the asterisks have disappeared and “Change” is displayed. Contact your local MUTOH dealer to ask for replacing parts.
	Head 2	
	Pump	
	CR Motor	
	PF Motor	
	—	<ul style="list-style-type: none"> [Cancel] key: shifts to the previous menu.  5.1 Setup menu

5.1.23 IP Address menu

Sets the IP address of the printer.

NOTE

Be sure to set the IP address after consulting the network administrator.

Setup item	Setting	Description
IP Address	0.0.0.0 to <192.168.1.253> to 255.255.255.255	Change the IP address by operating the following keys. <ul style="list-style-type: none"> [+] key: increases the setting value. [-] key: decreases the setting value. [Enter] key: changes the setting for the next segment. Save the set values in the 4th segment and returns to the previous menu.
	—	<ul style="list-style-type: none"> [Cancel] key: cancels the setting and shifts to the previous menu.  5.1 Setup menu

5.1.24 Subnet Mask menu

Sets the subnet mask of the printer.

NOTE

Be sure to set the subnet mask after consulting the network administrator.

Setup item	Setting	Description
Subnet Mask	0.0.0.0 to <255.255.255.0> to 255.255.255.255	Change the subnet mask by operating the following keys. <ul style="list-style-type: none"> • [+] key: increases the setting value. • [-] key: decreases the setting value. • [Enter] key: changes the setting for the next segment. Save the set values in the 4th segment and returns to the previous menu.
	—	<ul style="list-style-type: none"> • [Cancel] key: cancels the setting and shifts to the previous menu. 🔑 5.1 Setup menu

5.1.25 Gateway menu

Sets the gateway.

NOTE

Be sure to set the gateway after consulting the network administrator.

Setup item	Setting	Description
Gateway	0.0.0.0 to <192.168.1.254> to 255.255.255.255	Change the gateway by operating the following keys. <ul style="list-style-type: none"> • [+] key: increases the setting value. • [-] key: decreases the setting value. • [Enter] key: changes the setting for the next segment. Save the set values in the 4th segment and returns to the previous menu.
	—	<ul style="list-style-type: none"> • [Cancel] key: cancels the setting and shifts to the previous menu. 🔑 5.1 Setup menu

5.1.26 Header Dump menu

This function is to specify whether to print the following information (dump data) of print data.

- Data header
- Data dot number (printed only when Header dump setting is “On”)
- Printing date and time
- Printer serial number
- Firmware version
- Receiving time (printed only when Header dump setting is “Dump”)
- Receiving size (printed only when Header dump setting is “Dump”)

NOTE

The dump data will be used as a reference material to receive technical supports.

TIP

When a print is executed in connection with computer, the setting of RIP software will be printed in the “Data Header”.

Setup item	Setting	Description
Header Dump	<Off>	<ul style="list-style-type: none"> • Only a print data will be printed. • Dump data will not be printed.
	On	After printing of print data, the dump data will be printed.
	Dump	<ul style="list-style-type: none"> • Only a dump data will be printed, but the “Number of Dot in Data” will not be printed. • Print data will not be printed.
	Print	<ul style="list-style-type: none"> • Prints the last header dump. • If no history is available, “No Print Data” will appear on the operation panel.
	—	<ul style="list-style-type: none"> • [Cancel] key: Save the set value, and return to the previous menu. 🔗 5.1 Setup menu

5.1.27 Single Head menu

You can set whether or not to perform printing using only one Print head.

NOTE

- This printer has 2 Print heads inside Print head unit.
- Even if “Head 1” or “Head 2” is set, when performing the Test print menu, the both Print heads are used for printing.
- When “Head 1” or “Head 2” is set, if “A-S. Fine&Wave” or “B-S.Fine&Wave” is selected, the selected Print head is further divided for printing.

Setup item	Setting	Description
Single head	<Off>	Both Print heads are used for printing.
	Head1	Only left Print head is used for printing
	Head2	Only right Print head is used for printing.
	—	<ul style="list-style-type: none"> • [Cancel] key: cancels the setting value and shifts to the previous menu. 👉 5.1 Setup menu

5.1.28 Heater Control menu


This function is to specify the heater control modes depending on the usages.

NOTE

This function is not displayed for VJ-1938WX/1638WX.

5.1.28.1 VJ-1938X/1638X

Paper cocklings may occur during printing when heated. This can be minimized by selecting an appropriate setting as follows.

Setup item	Setting	Description
Heater Ctrl	<Normal>	Default setting. Select Normal if paper cocklings do not occur.
	Fixer	Select Fixer to reduce waiting times before printing and paper cocklings.
	Dryer	Select Dryer to keep the drying performance after printing when using a Heavy-Duty Take-up Unit and minimize paper cocklings.
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the selected menu. • [Cancel] key: cancels the setting value and shifts to the previous menu.  5.1 Setup menu

5.1.28.2 VJ-2638X


This function is to specify the heater control modes depending on the current capacity.

By using an appropriate setting, it can also minimize paper cocklings caused by heating system during printing.

NOTE

When inserting power cords set into the power sockets, the following current capacity is required for VJ-2638X. If you cannot ensure the capacity, insert Power cord sets separately into different power sockets.

- When “Heater Ctrl” is “EcoMode”, “Eco/Fixer” or “Eco/Dryer”: 26A
- When “Heater Ctrl” is “Powerful”, “Pow/Fixer” or “Pow/Dryer”: 30A

Setup item	Setting	Description
Heater Ctrl	<EcoMode>	The heater temperature gradually increases. It requires less current capacity than the Powerful mode. Select EcoMode when the place does not have large current capacity and paper cocklings do not occur.
	Powerful	The heater works at full power. The temperature increases faster than the EcoMode. Select Powerful when the place has a sufficient current capacity and paper cocklings do not occur.
	Eco/Fixer	It requires the same current capacity as the EcoMode. Select Eco/Fixer to reduce waiting times before printing and paper cocklings.
	Pow/Fixer	It requires the same current capacity as the Powerful mode. Select Pow/Fixer to reduce waiting times before printing and paper cocklings.
	Eco/Dryer	It requires the same current capacity as the EcoMode. Select Eco/Dryer to keep the drying performance after printing when using a Heavy-Duty Take-up Unit and minimize paper cocklings.
	Pow/Dryer	It requires the same current capacity as the Powerful mode. Select Pow/Dryer to keep the drying performance after printing when using a Heavy-Duty Take-up Unit and minimize paper cocklings.
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the selected menu. • [Cancel] key: cancels the setting value and shifts to the previous menu.  5.1 Setup menu

5.1.29 Start Feed Menu

In the Start Feed menu, you can change the margin setting between images.

Setup Item	Description	Setup Item
Start Feed	-10 mm to <0 mm> to 500 mm	<ul style="list-style-type: none"> Value over 0: The margin setting between images will be wider than when setting “0”. Value equal to 0: The default margin setting between images will be applied. Value below 0: The margin setting between images will be smaller than when setting “0”.
	—	<ul style="list-style-type: none"> [Enter] key: saves the setting and shifts to the previous menu. [Cancel] key: cancels the setting and shifts to the previous menu. 🔗 5.1 Setup menu

NOTE

With take-up system: if you want to set “Start Feed” to below “0”, set “Page Gap” to “Narrow”.
If not, the Start Feed setting is not reflected properly.

[🔗 5.1.6.2 Page Gap menu](#)

5.1.30 Alert Buzzer Menu

Selects how to turn off the printer beep sound when an error occurs.

For unattended printing, you can select “Off” setting to avoid continuous buzzer beep.

Setup Item	Description	Setup Item
Alert Buzzer	<On>	Press any key on Operation panel to turn off beep sound. This is the initially set value.
	Off	After several beeps, the printer automatically turns off beep sound.
	—	<ul style="list-style-type: none"> [Enter] key: saves the setting and shifts to the previous menu. [Cancel] key: cancels the setting and shifts to the previous menu. 🔗 5.1 Setup menu







5.2 Test Print Menu

Performs nozzle check of Print head and setup list.

TIP

Refer to the following for the operation procedure of test print.

 [3.5 Test print](#)

Setup Item	Description
Nozzle Check	Perform the nozzle check printing. It is used to check whether there are any clogged heads, or missing/blurred prints.  3.5.1 Nozzle check
Mode Print	Mode print can be performed. Used to confirm the following printing conditions. <ul style="list-style-type: none"> • Print quality • Effect • Pre-heater temperature (VJ-2638X/1938X/1638X) • Platen heater temperature (VJ-2638X/1938X/1638X) • Dryer temperature (VJ-2638X/1938X/1638X) • Media feed adjustment micro adjustment value  3.5.2 Mode print
Setup List	Setup list printing is performed. Used to check the setup item and the user type.  3.5.3 Setup print
Palette	Palette printing is performed as a color demonstration.  3.5.4 Palette print
HeadAdjust	Print a test pattern, check any misalignment between print heads, and then perform adjustment.  3.5.5 Head alignment
—	<ul style="list-style-type: none"> • [Enter] key: “Printing” is displayed on Operation panel and test printing starts. • [Cancel] key: shifts to the previous menu.  5 Panel setup menu




5.3 Cleaning menu

Performs head cleaning.

TIP

Head cleaning can be operated when the printer is Normal.
Refer to the following for operation procedures.

 [6.2.3 Head cleaning](#)

Setup item	Description	Description
Short	—	Discharges smaller amount of ink compared to “Normal”. • [Enter] key: “Cleaning **%” is displayed on Operation panel and head cleaning starts. Progress on the Head cleaning is displayed in % on Operation panel.
Normal	—	Select this mode normally. • [Enter] key: “Cleaning **%” is displayed on Operation panel and head cleaning starts. Progress on the Head cleaning is displayed in % on Operation panel.
Long	—	Discharges larger amount of ink compare to “Normal”. Used when Print head does not improve by normal head cleaning. • [Enter] key: “Cleaning **%” is displayed on Operation panel and head cleaning starts. Progress on the Head cleaning is displayed in % on Operation panel.
Little Charge	—	Discharges larger amount of ink compare to “Long”. Used when printing is not stable after ink charging.  3.3 Charging ink • [Enter] key: “Ink Refill **%” is displayed on Operation panel and ink charging starts. Progress on the ink charging is displayed in % on Operation panel.
Initial ink charge	—	Performs the intial ink charge. Even when using the printer whose ink has already been charged, when you use High-capacity ink pack adapter for the first time, perform this initial ink charge.  3.3.4 When using High-capacity ink pack adapter for the first time on the printer whose ink is charged
	Start	• [Enter] key: “Ink Refill **%” is displayed on Operation panel and ink charging starts. Progress on the ink charging is displayed in % on Operation panel.
—	—	• [Cancel] key: shifts to the previous menu.  5 Panel setup menu

5.4 Menu Option menu

Sets up the contents of the Setup menu.

You can make setup items that you do not normally use invisible.

Switch the setting On (displayed) to Off (undisplayed) using the [<] key or [>] key on Operation panel.

When the setting is On, “*” is displayed on Operation panel.


NOTE

- Even if you select “Off” in the Menu Option menu, you can display the settings temporarily by selecting “Temporary” in the Setup menu.
- For VJ-1938WX/1638WX, “Prev. Stick” and “StandbyHeating” are not displayed even for temporary display.

 [5.1 Setup menu](#)

Setup item	Setting		Description
	VJ-2638X/ 1938X/1638X	VJ-1938WX/ 1638WX	
User Type	Off	Off	Sets up whether to display the User Type menu.
	<On>	<On>	
Spitting	Off	Off	Sets up whether to display the Spitting menu.
	<On>	<On>	
Side Margin	Off	Off	Sets up whether to display the Side Margin menu.
	<On>	<On>	
Media Initial	Off	Off	Sets up whether to display the Media Initial menu.
	<On>	<On>	
MediaWidth	Off	Off	Sets up whether to display the MediaWidth menu.
	<On>	<On>	
Output mode	Off	Off	Sets up whether to display the Output Mode menu.
	<On>	<On>	
Method of Cut	Off	Off	Sets up whether to display the Method of Cut menu.
	<On>	<On>	
Origin	Off	Off	Sets up whether to display the Origin menu.
	<On>	<On>	
Prev. Stick	Off	<Off>	Sets up whether to display the Prev. Stick menu.
	<On>		
Standby Heating	Off	<Off>	Sets up whether to display the StandbyHeating menu.
	<On>		
Head Travel	Off	Off	Sets up whether to display the Head Travel menu.
	<On>	<On>	


Setup item	Setting		Description
	VJ-2638X/ 1938X/1638X	VJ-1938WX/ 1638WX	
Multi Strike	Off	Off	Sets up whether to display the Multi Strike menu.
	<On>	<On>	
Strike Wait	Off	Off	Sets up whether to display the Strike Wait menu.
	<On>	<On>	
Slant Check	Off	Off	Sets up whether to display the Slant Check menu.
	<On>	<On>	
Auto Cleaning	Off	Off	Sets up whether to display the Auto Cleaning menu.
	<On>	<On>	
Ink Status	Off	Off	Sets up whether to display the Ink Status menu.
	<On>	<On>	
Roll Length	Off	Off	Sets up whether to display the Roll Length menu.
	<On>	<On>	
Exhaust fan	Off	Off	Sets up whether to display the Exhaust Fan menu.
	<On>	<On>	
Longstore	Off	Off	Sets up whether to display the Longstore menu.
	<On>	<On>	
CR Maintenance	Off	Off	Sets up whether to display the CR Maint. menu.
	<On>	<On>	
Initialization	Off	Off	Sets up whether to display the Initialization menu.
	<On>	<On>	
Life Times	Off	Off	Sets up whether to display the Life Times menu.
	<On>	<On>	
IP Address	Off	Off	Sets up whether to display the IP Address menu.
	<On>	<On>	
Subnet Mask	Off	Off	Sets up whether to display the Subnet Mask menu.
	<On>	<On>	
Gateway	Off	Off	Sets up whether to display the Gateway menu.
	<On>	<On>	
Header dump	Off	Off	Set whether or not to display the Header dump menu.
	<On>	<On>	
Single head	Off	Off	Set whether or not to display the Single head menu
	<On>	<On>	
Heater control	Off	Off	Set whether or not to display the Heater control menu.
	<On>	<On>	

Setup item	Setting		Description
	VJ-2638X/ 1938X/1638X	VJ-1938WX/ 1638WX	
Start Feed	Off	Off	Set whether or not to display the Start Feed menu
	<On>	<On>	
ALL On			Displays all items in the Setup menu. <ul style="list-style-type: none"> Pressing the [Enter] key displays “*” for all items in the Menu Option menu.
ALL Off			No items in the Setup menu are displayed. <ul style="list-style-type: none"> Pressing the [Enter] key deletes “*” for all items in the Menu Option menu. Even if you select “ALL Off”, you can display the items temporarily by selecting “Temporary” in the Setup menu.
—			<ul style="list-style-type: none"> [Cancel] key: saves the setting and shifts to the previous menu.  5 Panel setup menu


5.5 Version menu

Displays the versions of the firmware.

<VJ-2638X/1938X/1638X>

Setup item	Setting	Description
Ver. M/C	*.**(Main side)/ *.**(Controller side)	Displays the versions of the firmware of the main side (M) and controller side (C).
	—	<ul style="list-style-type: none"> [Cancel] key: shifts to the previous menu.  5 Panel setup menu

<VJ-1938WX/1638WX>

Setup item	Setting	Description
Version	*.**	Displays the versions of the firmware.
	—	<ul style="list-style-type: none"> [Cancel] key: shifts to the previous menu.  5 Panel setup menu

5.6 Sleep Mode menu

Sleep mode settings are configured.

When you activate sleep mode, the printer operates as follows.

- Exhaust fan stops.
- Vacuum fan stops.
- All Heaters stop (VJ-2638X/1938X/1638X).
- All Lamps turn off except for Power lamp.
- Automatic head cleaning is performed after the time set in the Timer Setting Menu has elapsed.

☞ [5.6.1 Timer Setting menu](#)

TIP

The cleaning mode reflects the settings in Operation panel.

☞ [6.2.3 Head cleaning](#)

Setup item	Setting	Description
Sleep Mode	Set Timer	Set the auto cleaning interval of this printer for Sleep Mode. ☞ 5.6.1 Timer Setting menu
	Start	Activate Sleep Mode ☞ 5.6.2 Sleep Mode Start menu
	—	• [Cancel] key: shifts to the previous menu. ☞ 5.1 Setup menu

5.6.1 Timer Setting menu

Set the head cleaning interval of this printer for Sleep Mode.

When more than the set time has passed, Print head is cleaned automatically.

NOTE

- During Sleep Mode, even if the set amount of time has passed, print-head cleaning is not performed under the following circumstances.
 - Front cover is open.
 - Maintenance cover is open.
 - Media loading lever is raised.
 - Waste fluid tank is full.
 - Ink cartridge is empty.
 - Ink cartridge has been removed.
 - An ink cartridge other than genuine ink cartridges is inserted into Cartridge slot, etc.

When the printer returns to a normal state, head cleaning is restarted, and Sleep Mode continues.

 [7.2 Error messages](#)

- If one of the above conditions occurs during head cleaning, cleaning is stopped. When the printer returns to a normal state, head cleaning is restarted.

 [7.2 Error messages](#)

Setup item	Setting	Description
Set Timer	1 hour	When the set time has elapsed, head cleaning starts.
	2 hours	
	3 hours	
	4 hours	
	5 hours	
	<6 hours>	
	9 hours	
	12 hours	
	18 hours	
	24 hours	
	—	

5.6.2 Sleep Mode Start menu

Activate Sleep Mode

During Sleep Mode, “Restart -> Enter” is displayed on Operation panel.

During Sleep Mode, pressing [Enter] key will return the printer to Normal.

NOTE


- If the printer is under one of the following conditions while shifting to the Sleep Mode, “Don’t Start Sleep Mode” is displayed, and will not shift to the Sleep Mode.
 - Front cover is open.
 - Maintenance cover is open.
 - Media loading lever is raised.
 - Waste fluid tank is full.
 - Ink cartridge is empty.
 - Ink cartridge has been removed.
 - An ink cartridge other than genuine ink cartridges is inserted into Cartridge slot, etc.

Activate Sleep Mode again after returning the printer to a normal state.

 [7.2 Error messages](#)

- If the printer is under one of the conditions above during the Sleep mode, the printer will not return to the Normal condition even after pressing the [Enter] key.
Return the printer to a normal state, and press the [Enter] key to return the printer to normal operation.

 [7.2 Error messages](#)

Setup item	Setting	Description
Start	Start Sleep Mode?	<ul style="list-style-type: none"> • [Enter] key: activates Sleep Mode. • [Cancel] key: shifts to the previous menu without activating Sleep Mode.  5.6 Sleep Mode menu
		<p>The following content is displayed on Operation panel. “Restart --> Enter”</p> <ul style="list-style-type: none"> • [Enter] key: return the printer to normal operation.

5.7 Display menu

Sets the language and unit displayed on LCD monitor of Operation panel.

Setup item	Setting	Description
Display	Language	Sets the language used in the menu items displayed on LCD monitor of Operation panel. ☞ 5.7.1 Language menu
	Temperature	Sets the unit of temperature display. ☞ 5.7.2 Temperature menu
	Length	Sets the unit to display the length. ☞ 5.7.3 Length menu
	Remain Ink	Sets whether to display the ink level indicator. ☞ 5.7.4 Remain Ink menu
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the selected menu. • [Cancel] key: cancels the setting and shifts to the previous menu. ☞ 5 Panel setup menu

5.7.1 Language menu

Sets the language used in the menu items displayed on LCD monitor of Operation panel.

Setup item	Setting	Description
Language	<English>	Displays the menu items in English.
	Japanese	Displays the menu items in Japanese.
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the previous menu. • [Cancel] key: cancels the setting and shifts to the previous menu. ☞ 5.7 Display menu

5.7.2 Temperature menu

Sets the unit of temperature display.

Setup item	Setting	Description
Temperature	<Celsius [°C]>	Displays the temperature in Celsius [°C].
	Fahrenheit [°F]	Displays the temperature in Fahrenheit [°F].
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the previous menu. • [Cancel] key: cancels the setting and shifts to the previous menu. 🔗 5.7 Display menu

5.7.3 Length menu

Sets the unit to display the length.

Setup item	Setting	Description
Length	<mm>	Displays the length in millimeters (mm).
	inch	Displays the length in inches (inch).
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the previous menu. • [Cancel] key: cancels the setting and shifts to the previous menu. 🔗 5.7 Display menu

5.7.4 Remain Ink menu


Sets whether to display the ink level indicator.

Setup item	Setting	Description
Remain Ink	On	Displays the ink level indicator. Refer to the following for the details. 🔗 2.2.4 Ink level indicator 🔗 2.2.4.1 Estimated ink level graphic
	<Off>	The ink level indicator is not displayed.
	—	<ul style="list-style-type: none"> • [Enter] key: saves the setting and shifts to the previous menu. • [Cancel] key: cancels the setting and shifts to the previous menu. 🔗 5.7 Display menu

5.8 Job Status Menu

Various information of previous print will be displayed.

The length of printed data and if the print is completed will be displayed. When the print is canceled, the information how much the print is completed will be displayed.

Setup item	Setting	Description
Job Status	JobStatus	Displays if the print is completed. When the print is completed: [Completed] When the print is canceled: [Canceled]
	ToDoLength	The total length of print data (media feeding direction) will be displayed.
	Done	The printed length will be displayed.
	Remain	The remaining length of print data will be displayed.
	—	<ul style="list-style-type: none"> [Cancel] key: cancels the setting and shifts to the previous menu.  5 Panel setup menu

TIP

- This function is to check the information of print data with the print operation is completed. For the details on data while printing, please refer to the below.

 [4.4.5.2 Settings that can be changed or confirmed while printing](#)

 [4.4.8 Normal Display while Printing](#)

- The values displayed in this function are just standard values, not guarantee the accuracy.
- If the print data includes no length data, all information will be displayed as “0”.

6 Maintenance

This chapter describes daily maintenance of the printer.

6.1 Replacing consumable components

This section describes when and how to replace ink cartridges (or ink bags), roll media and Flushing-box sponges.

6.1.1 Replacing ink cartridges

This section describes when to replace ink cartridges.

(1) Replacement time

- a. When “[*****] Ink Low” is displayed on Operation panel
 - This message is displayed when there is a small amount of ink remaining in ink cartridge.
 - The alarm buzzer sounds.
To stop the buzzer, press the [Enter] key on Operation panel.
 - Replace with the new ink cartridge.
- b. When “[*****] Ink End” is displayed on Operation panel
 - This message is displayed when there is no ink remaining in ink cartridge.
 - The alarm buzzer sounds.
To stop the buzzer, press the [Enter] key on Operation panel.
 - Immediately replace it with the new ink cartridge.

NOTE

- [*****] in the messages for ink cartridge replacement indicates the color (slot number) that is running low or has run out, using the following characters.

<When using four colors>

- K: Black (Slot K1)
- k: Black (Slot K2)
- C: Cyan (Slot C1)
- C: Cyan (Slot C2)
- M: Magenta (Slot M1)
- m: Magenta (Slot M2)
- Y: Yellow (Slot Y1)
- y: Yellow (Slot Y2)

<When using seven colors (VJ-2638X/1938X/1638X) >

- 1: Magenta (Slot 1)
- 2: Light Magenta (Slot 2)
- 3: Cyan (Slot 3)
- 4: Light Cyan (Slot 4)
- 5: Cleaning Liquid (Slot 5)
- 6: Black (Slot 6)
- 7: Yellow (Slot 7)
- 8: Light Black (Slot 8)
- ALL: All ink
- If “Ink End” is displayed, the printing operation stops.
- If “Ink End” is displayed, you cannot print until inserting the new ink cartridge.
- If there is no ink cartridge for replacement at hand, leave the empty ink cartridge inserted in the printer.
Leaving the printer with ink cartridge removed may result in clogging of Print head.

(2) Type

Our genuine ink cartridges and ink bags that are compatible with the printer are as follows.

<For VJ-1938WX/1638WX>

Description	Model No.
Ink cartridge K (Black: 220 ml)	RJ-FGINK-BK2
Ink cartridge C (Cyan: 220 ml)	RJ-FGINK-CY2
Ink cartridge M (Magenta: 220 ml)	RJ-FGINK-MA2
Ink cartridge Y (Yellow: 220 ml)	RJ-FGINK-YE2
Cleaning cartridge (220 ml)	RJ-FGCLS

<For VJ-2638X/1938X/1638X>

Description	Model No.
Ink cartridge K (Black: 220 ml)	VJ-MSINK3A-BK220
Ink cartridge K (Black: 440 ml)	VJ-MSINK3A-BK440
Ink bag K (Black: 1,000 ml)	VJ-MSINK3A-BK1000
Ink cartridge Lk (Light Black: 440 ml)	VJ-MSINK3-LK440
Ink cartridge C (Cyan: 220 ml)	VJ-MSINK3A-CY220
Ink cartridge C (Cyan: 440 ml)	VJ-MSINK3A-CY440
Ink bag C (Cyan: 1,000 ml)	VJ-MSINK3A-CY1000
Ink cartridge Lc (Light Cyan: 220 ml)	VJ-MSINK3-LC220
Ink cartridge Lc (Light Cyan: 440 ml)	VJ-MSINK3-LC440
Ink cartridge M (Magenta: 220 ml)	VJ-MSINK3A-MA220
Ink cartridge M (Magenta: 440 ml)	VJ-MSINK3A-MA440
Ink bag M (Magenta: 1,000 ml)	VJ-MSINK3A-MA1000
Ink cartridge Lm (Light Magenta: 220 ml)	VJ-MSINK3-LM220
Ink cartridge Lm (Light Magenta: 440 ml)	VJ-MSINK3-LC440
Ink cartridge Y (Yellow: 220 ml)	VJ-MSINK3A-YE220
Ink cartridge Y (Yellow: 440 ml)	VJ-MSINK3A-YE440
Ink bag Y (Yellow: 1,000 ml)	VJ-MSINK3A-YE1000
Cleaning cartridge (220 ml)	VJ-MSINK3-CL220
Cleaning liquid bag (1,000 ml)	VJ-MSINK3-CL1000

Description	Model No.
Ink cartridge K (Black: 220 ml)	VJ-MS31-BK220U
Ink cartridge K (Black: 440 ml)	VJ-MS31-BK440U
Ink bag K (Black: 1,000 ml)	VJ-MS31-BK1000U
Ink cartridge Lk (Light Black: 220 ml)	VJ-MS31-LK220U
Ink bag Lk (Light Black: 1,000 ml)	VJ-MS31-LK1000U
Ink cartridge C (Cyan: 220 ml)	VJ-MS31-CY220U
Ink cartridge C (Cyan: 440 ml)	VJ-MS31-CY440U
Ink bag C (Cyan: 1,000 ml)	VJ-MS31-CY1000U
Ink cartridge Lc (Light Cyan: 220 ml)	VJ-MS31-LC220U
Ink bag Lc (Light Cyan: 1,000 ml)	VJ-MS31-LC1000U
Ink cartridge M (Magenta: 220 ml)	VJ-MS31-MA220U
Ink cartridge M (Magenta: 440 ml)	VJ-MS31-MA440U
Ink bag M (Magenta: 1,000 ml)	VJ-MS31-MA1000U
Ink cartridge Lm (Light Magenta: 220 ml)	VJ-MS31-LM220U
Ink bag Lm (Light Magenta: 1,000 ml)	VJ-MS31-LM1000U
Ink cartridge Y (Yellow: 220 ml)	VJ-MS31-YE220U
Ink cartridge Y (Yellow: 440 ml)	VJ-MS31-YE440U
Ink bag Y (Yellow: 1,000 ml)	VJ-MS31-YE1000U
Cleaning cartridge (220 ml)	VJ-MS31-CL220U

NOTE

- To use 1,000ml ink bags, High-capacity ink pack adapter (option) is required.
For details on High-capacity ink pack adapter, contact your local MUTOH dealer.
- Use genuine ink cartridges for replacement.
This printer is designed to use genuine ink cartridges and ink bags.
If you use an ink bag that is not a product of the original manufacturer,
 - Printing might become blurred, or the end of the ink in the bag might not be detected correctly.
 - Any problems caused by using an ink bag other than those recommended above will not be covered by the warranty, and repair expenses will be paid by the customer.

(3) Replacing steps

Follow the procedure below to replace ink cartridges and High-capacity ink pack adapters.



CAUTION

- **Before operation, make sure to read the Safety Data Sheet (SDS).**
- **When handling ink cartridges or ink bags, pay attention so that ink does not come into contact with your eyes or skin.**
If ink gets into your eyes or sticks to your skin, immediately wash it off with water. Failing to do so might cause irritation or light inflammation of eyes.
In case of any abnormality, consult a physician immediately.
- **Do not disassemble ink cartridges or ink bags.**
If disassembled, ink might come into contact with your eyes or skin.
- **DO NOT drop or hit an ink bag.**
Ink may leak from the bag.

NOTE

- Do not use the ink cartridge(s) you have inserted into ink cartridge slot(s) for other printers. The ink cartridge(s) will not be used again.
- Do not shake ink cartridges or ink bags strongly.
Doing so may cause ink leakage.
- Do not disassemble ink cartridges.
A disassembled ink cartridge or ink bags cannot be used.
- When the ink cartridge or ink bag is moved from a cold place to a warm place, leave it for 3 hours or more in the new printing environment before printing.
- Do not refill an ink cartridge or ink bag with ink.
It may result in abnormal printing.
- Insert or remove ink cartridge and High-capacity ink pack adapter at the time of replacement only.
Otherwise, it may result in incorrect printing.

(1) Replacing 220ml and 440ml ink cartridges**NOTE**

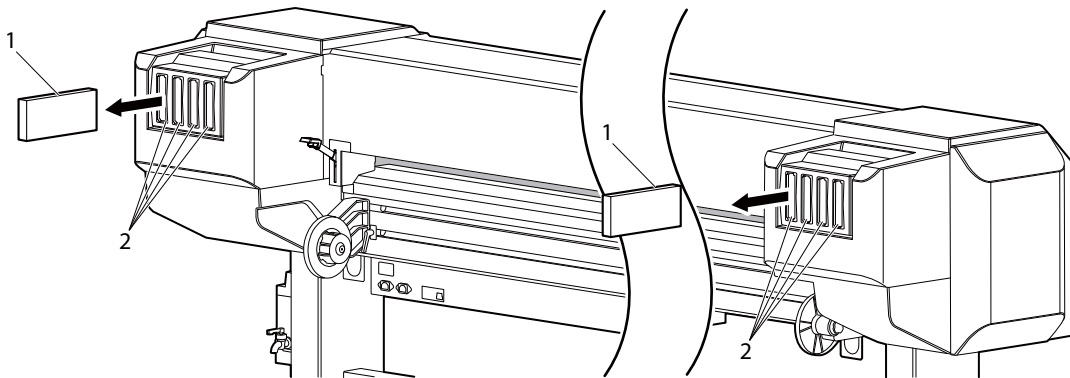
440ml ink cartridges are not compatible with VJ-1938WX/1638WX.

1. Confirm that the printer is turned ON.

NOTE

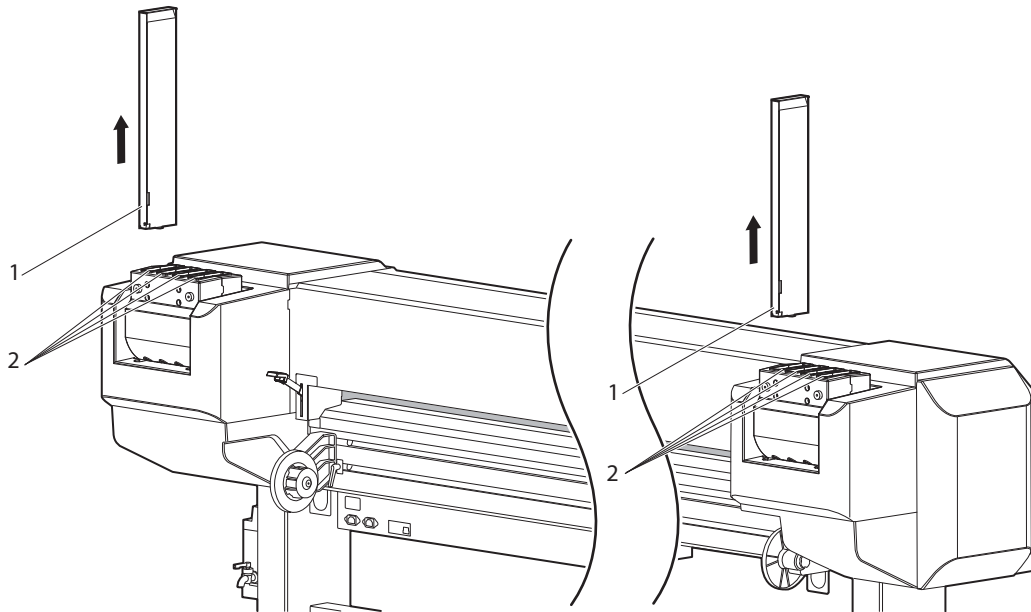
Do not replace ink cartridges when the printer is turned OFF.
The remaining ink may not be detected correctly, causing abnormal printing.

2. Remove ink cartridge that you want to replace from slot.
 - a. For VJ-1938WX



No.	Name
1	Ink cartridge
2	Ink cartridge slots

- b. For VJ-2638X/1938X/1638X/1638WX



No.	Name
1	Ink cartridge
2	Ink cartridge slots

3. Take out the new ink cartridge from the bag.

NOTE

- Open the bag just before attaching ink cartridge to ink cartridge slot. Leaving ink cartridge with the bag open for a long time may result in abnormal printing.
- Do not insert or remove ink cartridge more than 10 times. If the ink cartridge has been removed/inserted more than 10 times, it cannot be used even though ink remains.

4. Shake new ink cartridge two to three times gently before inserting it into ink cartridge slot.
5. Confirm that Operation panel returns to Normal.

NOTE

If ink cartridge is replaced during printing, printing resumes.

- Ink cartridge replacement is complete.

(2) Replacing High-capacity ink pack adapter (option)

NOTE

High-capacity ink pack adapters are not compatible with VJ-1938WX/1638WX.

1. Confirm that the printer is turned ON.

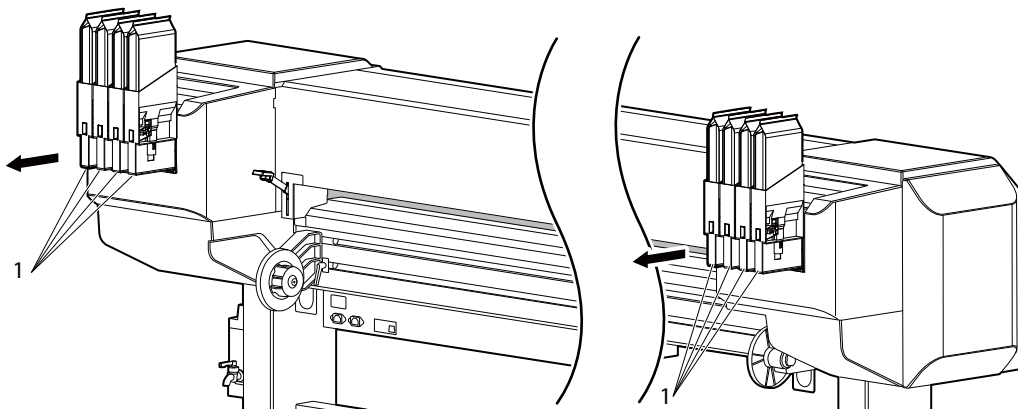
NOTE

Do not replace High-capacity ink pack adapters when the printer is turned OFF.
The remaining ink may not be detected correctly, causing abnormal printing.

2. Remove High-capacity ink pack adapter that you want to replace from ink cartridge slot.

NOTE

Put the used ink bags in a plastic bag, etc, and dispose of it in compliance with local ordinance and instructions of local authorities.



No.	Name
1	High-capacity ink pack adapter

NOTE

Do not remove only ink bag while High-capacity ink pack adapter is installed on the printer.
The information of the remaining IC chip card will be rewritten and ink bag will not be usable.

3. Take out the new ink bag from the bag.

NOTE

- Open the bag just before attaching ink bag to High-capacity ink pack adapter. Leaving ink bag with the bag open for a long time may result in abnormal printing.
 - When you have installed/removed High capacity pack adapter for certain times, a message is displayed on Operation panel, requiring replacement for Adapter's plug.
-

4. Install ink bag and IC chip card to High-capacity ink pack adapter.

NOTE

To install/remove ink bag or IC chip to/from High-capacity ink pack adapter, refer to the operation manual included with High-capacity ink pack adapter.

5. Shake the High-capacity ink pack adapter gently 2 to 3 times and insert it into ink cartridge slot.

NOTE

Make sure that ink bag and IC chip are installed on High-capacity ink pack adapter before inserting it into ink cartridge slot.

If High-capacity ink pack adapter is inserted into ink cartridge slot without ink bag, the remaining information will be rewritten and the ink bag will not be usable.

- Insert High-capacity ink pack adapters all the way in ink cartridge slots.

6. Confirm that Operation panel returns to Normal.

NOTE

Printing resumes when High-capacity ink pack adapter is replaced during printing.

- High-capacity ink pack adapter replacement is complete.

⚠ CAUTION

- In the following cases, make sure to perform the initial ink charge from the Cleaning menu after installing High-capacity ink pack adapter.
 - When installing High-capacity ink pack adapter for the first time on the printer whose ink is charged.
 - After using High-capacity ink pack adapters and replacing them with new ones.
 - If the printer is used without the initial ink charge, the air inside High-capacity pack adapter goes into ink tubes, which may cause nozzle clogging.

 [5.3 Cleaning menu](#)

6.1.2 Replacing Roll Media

This section describes when and how to replace the roll media.

(1) Replacement time

Replace the roll media when the following situation occurs.

- a. When the roll media loaded in the printer runs out
 - “End Of Roll” is displayed on Operation panel.
 - If media runs out during printing, the printer stops printing.
- b. When you want to change the media type to use

(2) Replacing steps

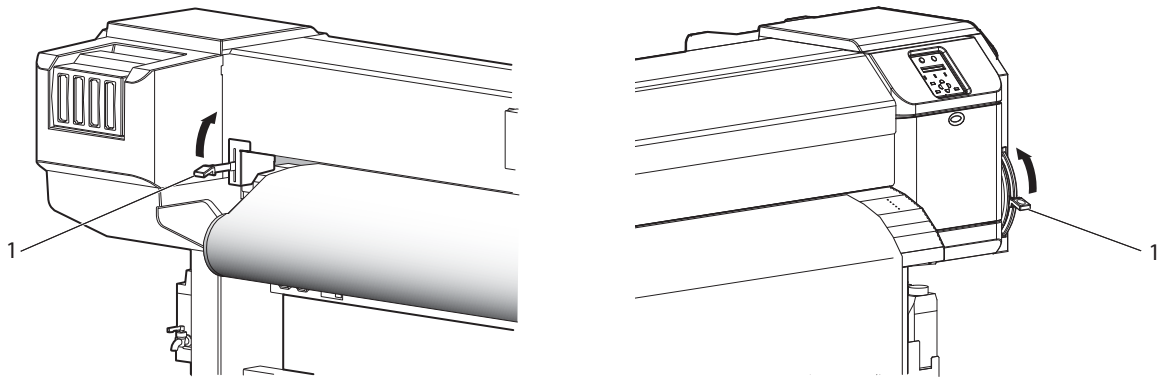
Follow the procedure below to replace the roll media.

NOTE

- For VJ-2638X, refer to the operation manual of Heavy take-up unit.
☞ Operation Manual for Heavy-Duty take-up unit “4.5 Removing the paper core”
 - The operation manual of Heavy-Duty take-up unit is included in the printerAfs operation manual CD-ROM.
-

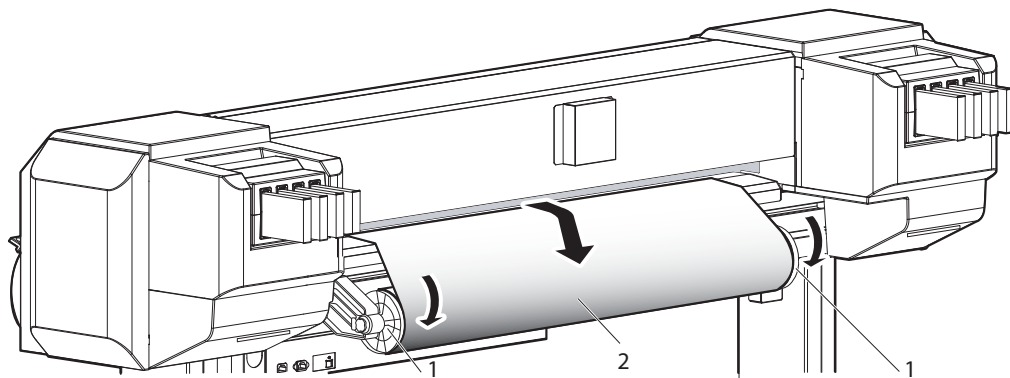
1. If the printer is turned ON, confirm that operation such as printing is not in progress.

2. Raise front or rear Media loading lever.



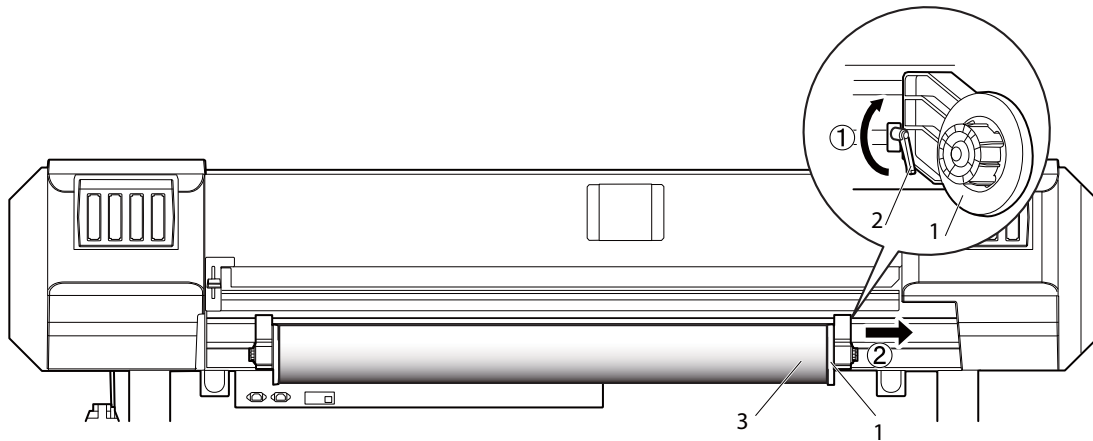
No.	Name
1	Media loading lever

3. Turn Flanges of Roll media holder and take up the roll media.



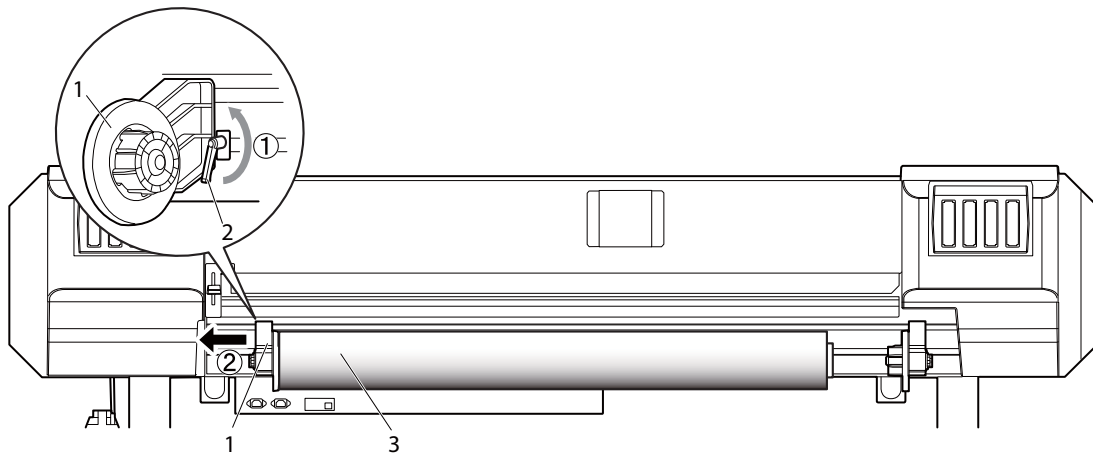
No.	Name
1	Roll media holder
2	Roll media

4. Loosen Fixing lever of Right roll media holder and remove the roll media from Roll media holder.



No.	Name
1	Roll media holder (Right)
2	Fixing lever
3	Roll media

5. Take the same procedure as in Step 4, remove the roll media from Roll media holder (left).



No.	Name
1	Roll media holder (Left)
2	Fixing lever
3	Roll media

6. To load another roll media, refer to the following.

TIP

For loading the roll media, refer to [3.4 Loading media](#).

For storing the roll media not in use, refer to [4.2.2 Precaution on storing media](#).

- The procedure for replacing the roll media is complete.

6.1.3 Replacing Flushing box sponges

This section explains how to replace Flushing-box sponges.

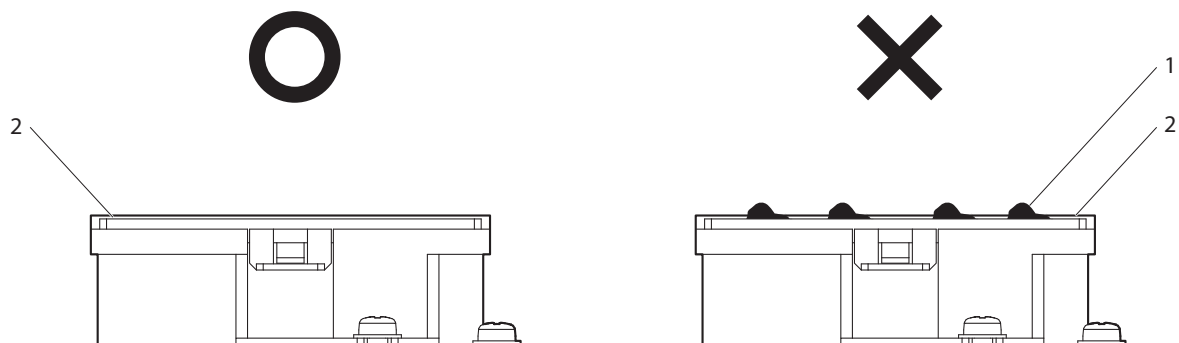
NOTE

Make sure to install Flushing-box sponges in the printer.
Flushing-box sponges are an essential part to make printing consistent.

(1) Replacement time

Replace Flushing-box sponges in the following situations.

- When ink clumps have accumulated on Flushing-box sponges beyond Flushing-box frame



No.	Name
1	Ink clump
2	Flushing-box frame

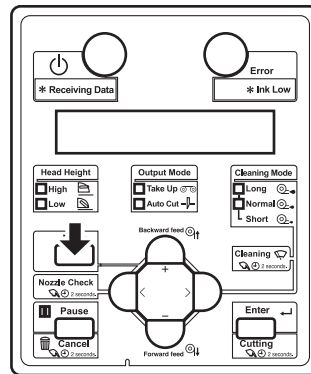
(2) Type

Description	Model No.
VJ-2638X/1938X/1638X flushing-box sponge	VJ16STG-FB-SO3
VJ-1938WX/1638WX flushing-box sponge	VJ16STG-FB-W3

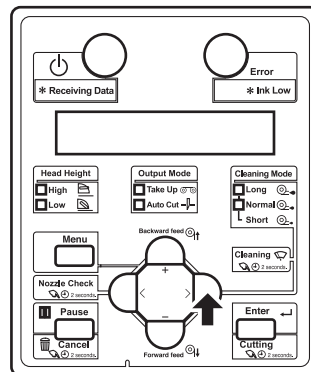
(3) Replacing steps

Follow the steps below to replace Flushing-box sponges.

1. Check the followings while the printer is turned ON.
 - Printing or other operations are not in progress.
 - Operation panel display is Normal.
2. Display the CR Maintenance menu on Operation panel.
 - a. Press the [Menu] key on Operation panel.

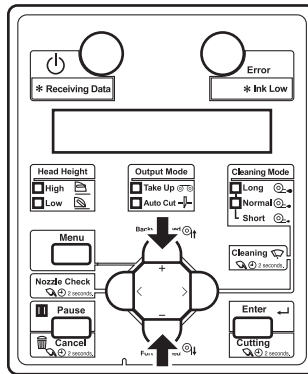


- “Menu1: Setup>” is displayed on Operation panel.
 - Operation panel shifts to the Setup menu display.
- b. Press the [>] key on Operation panel.

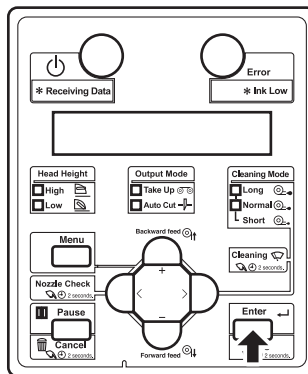


- “Set1: User Type” is displayed on Operation panel.

- c. Press the [+] key or [-] key on Operation panel to select “Set 20: CR Maintenance”.



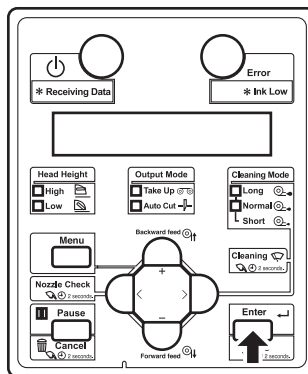
- d. Press the [Enter] key on Operation panel.



- “CR Maintenance: Start” is displayed on Operation panel.
- The display enters the CR Maintenance menu.

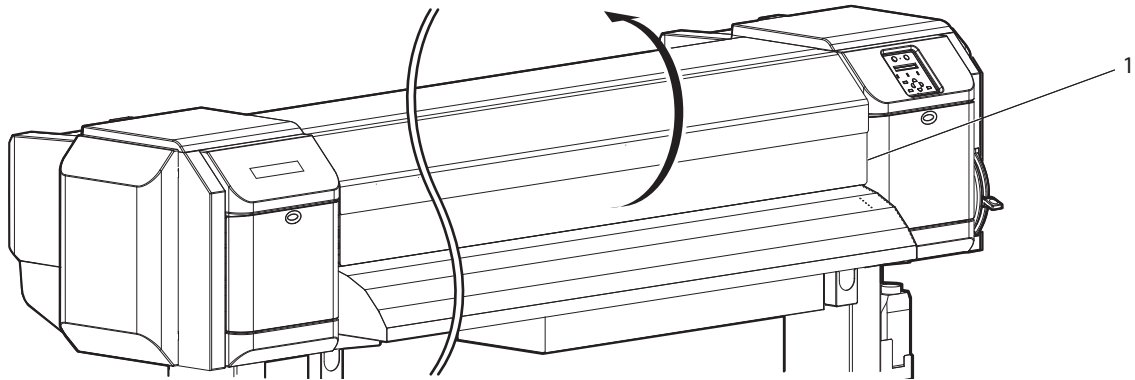
 [5.1.20 CR Maintenance menu](#)

3. Press the [Enter] key on Operation panel.



- Maintenance starts.
- Print head moves to the left.
- “CR Maintenance: End” is displayed on Operation panel.

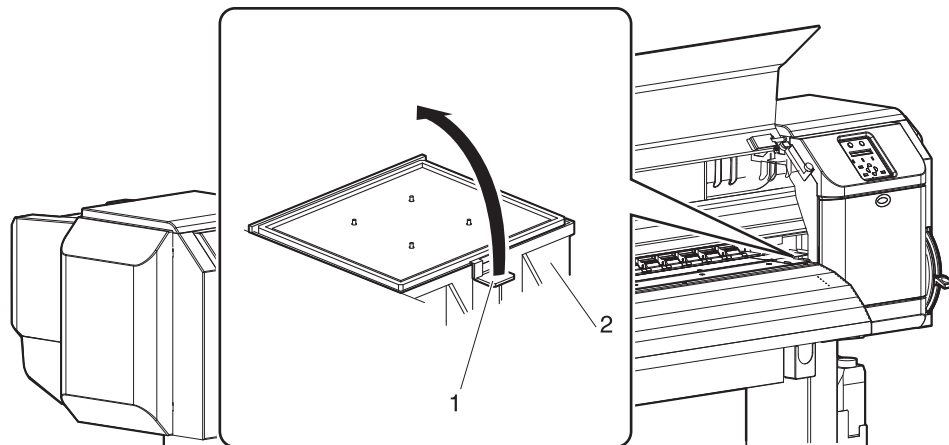
4. Open the front cover.



No.	Name
1	Front cover

- Replace Flushing-box sponge in a short time.
Leaving Print head at the replacement position may result in clogging of Print head.

5. Lift Flushing-box sponge tab and unhook. Then, remove Flushing-box sponge.

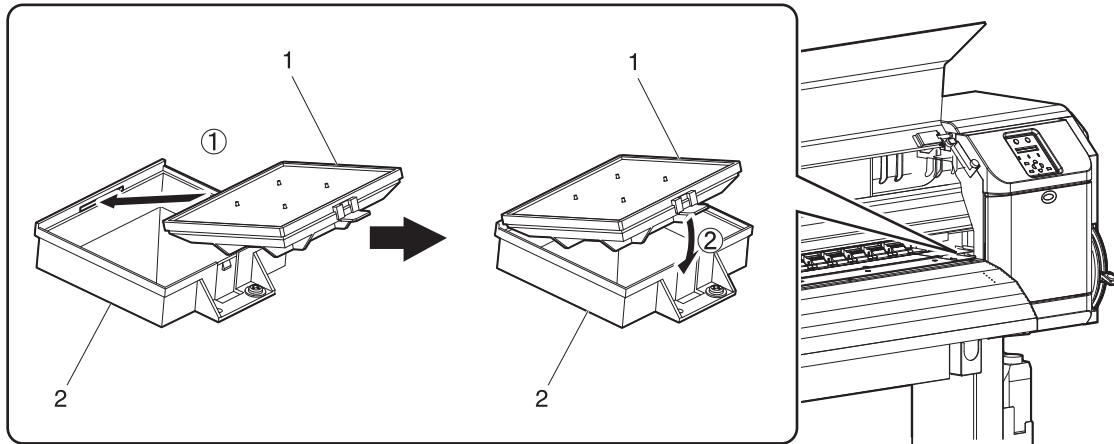


No.	Name
1	Flushing-box sponge tab
2	Flushing boxes

CAUTION

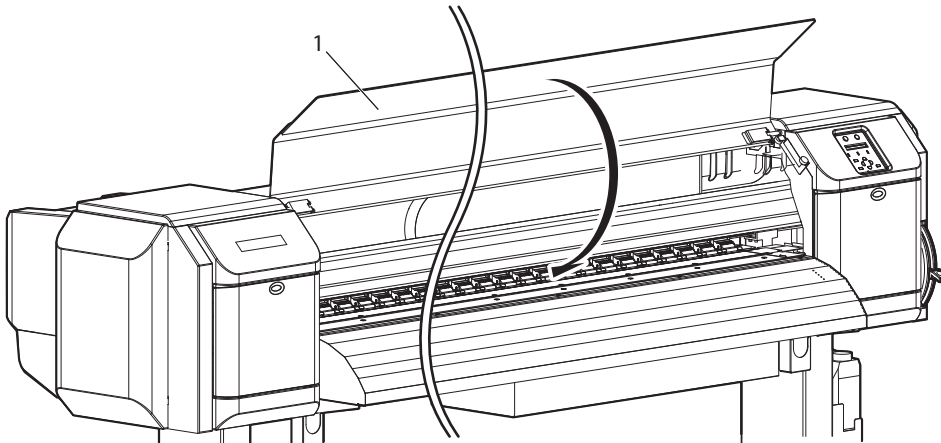
- **Do not spill waste fluid when replacing Flushing-box sponges.**
If waste fluid comes into contact with Grid roller, it may damage its surface and affect media feeding.

6. Install the new Flushing-box sponge to each Flushing box.



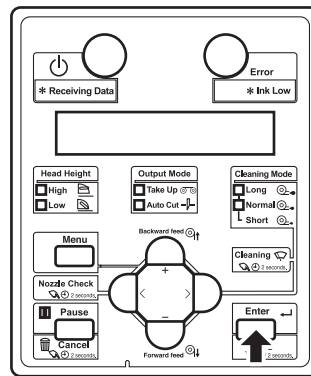
No.	Name
1	Flushing-box sponges
2	Flushing boxes

7. Close the front cover.



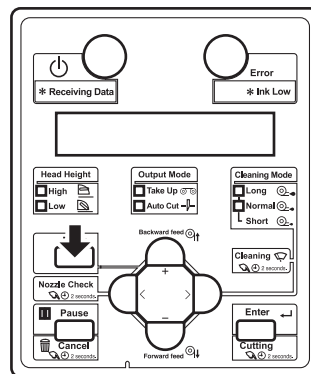
No.	Name
1	Front cover

8. Press the [Enter] key on Operation panel.



- Print head returns to its original position.
- “CR Mainte.: Start” is displayed on Operation panel.

9. Press the [Menu] key on Operation panel.



- The printer enters Normal.
- Flushing-box sponge replacement is complete.

6.1.4 Replacing Cutter

This section describes when and how to replace Cutter.

(1) Replacement time

Replace Cutter when the following situation occurs.

- a. When the media is not cut smoothly
- b. When the cut surface is feathered, etc

(2) Type

Our genuine Cutter that is compatible with the printer is as follows.

Description	Model No.
Cutter replacement blade	VJ-CB

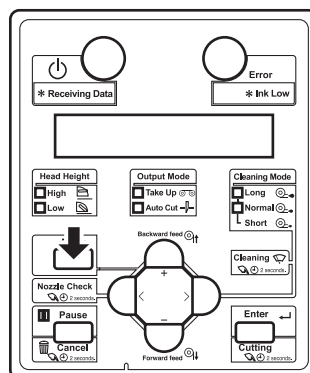
(3) Replacing steps

Follow the procedure below to replace Cutter.

TIP

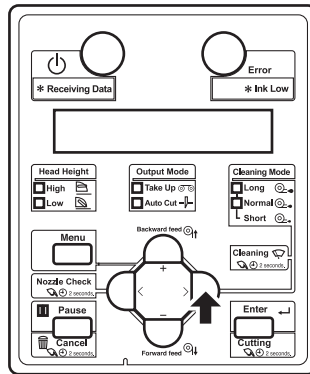
The illustrations used in this section are those of VJ-1638X.

1. Check the followings while the printer is turned ON.
 - Printing or other operations are not in progress.
 - Operation panel display is Normal.
2. Display the CR Maintenance menu on Operation panel.
 - a. Press the [Menu] key on Operation panel.

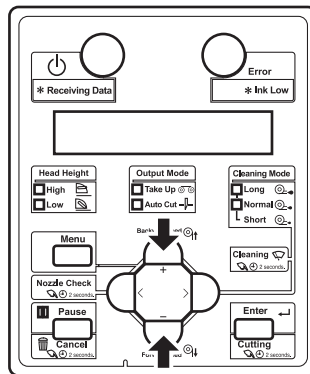


- "Menu1: Setup>" is displayed on Operation panel.
- Operation panel shifts to the Setup menu display.

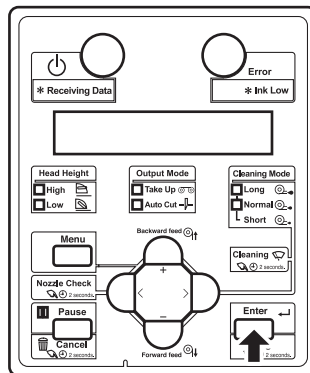
- b. Press the [>] key on Operation panel.



- “Set1: User Type” is displayed on Operation panel.
- c. Press the [+] key or [-] key on Operation panel to select “Set 20: CR Maintenance”.

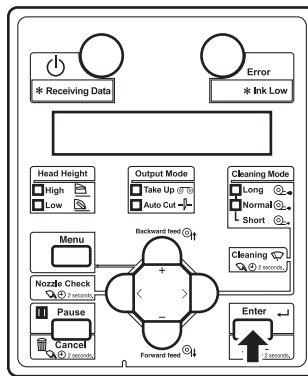


- d. Press the [Enter] key on Operation panel.



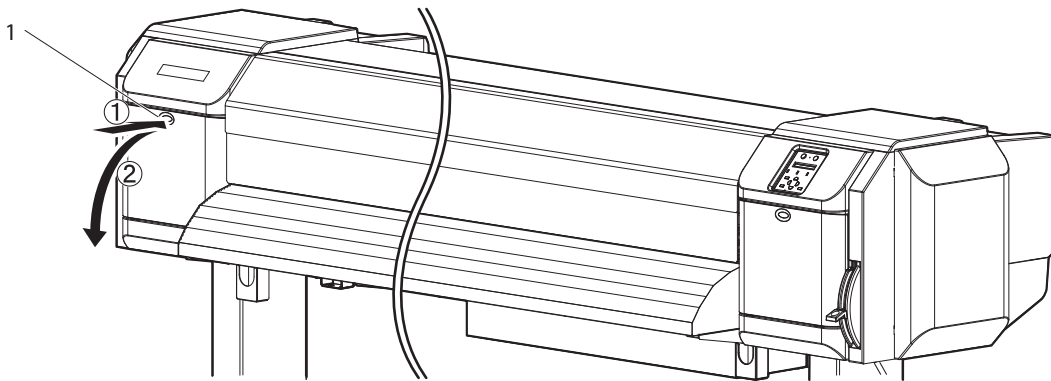
- “CR Mainte.: Start” is displayed on Operation panel.
 - The display enters the CR Maintenance menu.
- [5.1.20 CR Maintenance menu](#)

3. Press the [Enter] key on Operation panel.



- Maintenance starts.
- Print head moves to the left of the printer (cutter replacement position).
- “CR Mainte.: End” is displayed on Operation panel.

4. Open the maintenance cover on the left of the printer.



No.	Name
1	Maintenance cover

NOTE

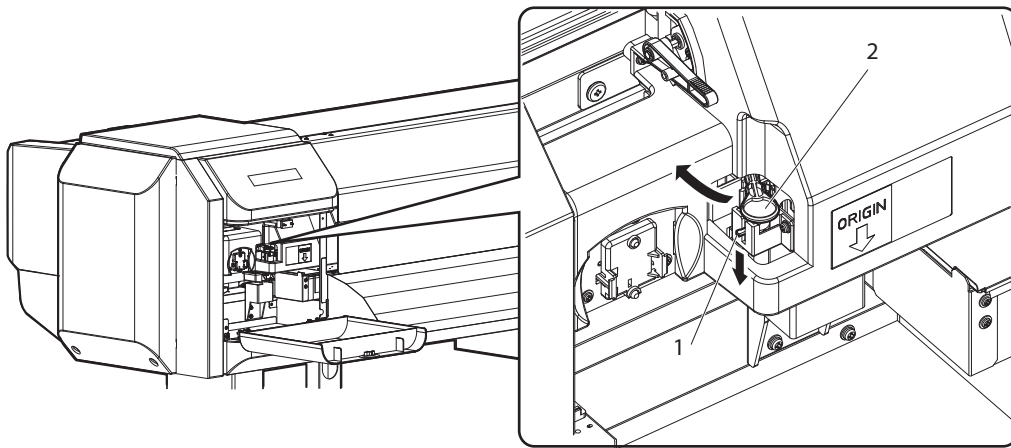
Replace Cutter in a short time.

Leaving Print head at the cutter replacement position may result in clogging of Print head.

5. Press the tab of Cutter lightly, turn Cutter holder in the direction as illustrated below.

NOTE

- Do not press the tab of Cutter strongly or suddenly let go of it.
There is a spring in Cutter holder and it may fly out.
- Do not push Cutter all the way in.
Cutter blade may damage the inside of the printer.



No.	Name
1	Tab of Cutter
2	Cutter holder

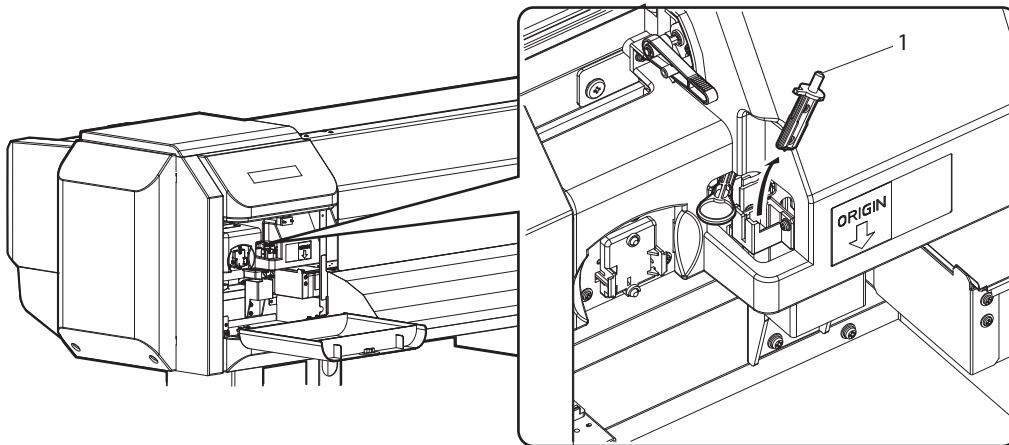
6. Remove Cutter.

CAUTION

- Do not touch the blade edge.
It may cause an injury.
- Do not touch the cutter blade edge with a hard substance or drop Cutter.
Cutter blade may be damaged or chipped.

NOTE

Used Cutter should be put in a plastic bag, etc, and dispose of it in compliance with local ordinance and instructions of local authorities.

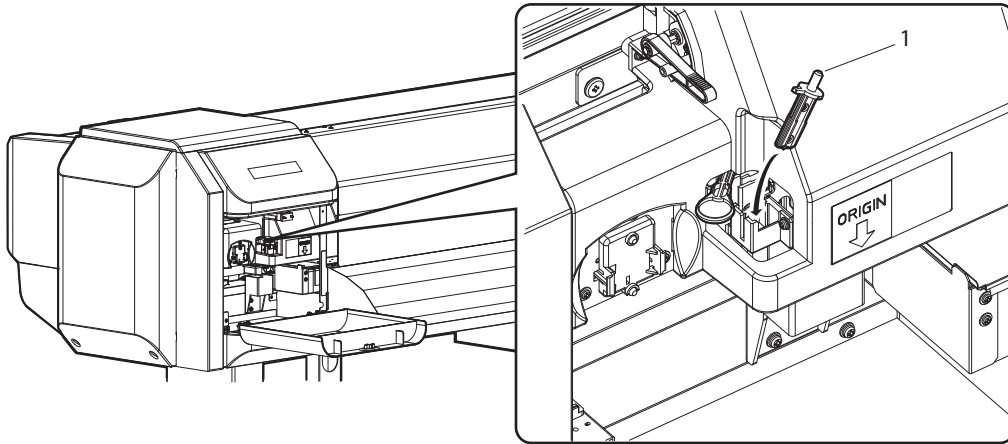


No.	Name
1	Razor blade

7. Install a new Cutter as illustrated.

NOTE

Make sure that the spring in Cutter holder does not fly out while installing.

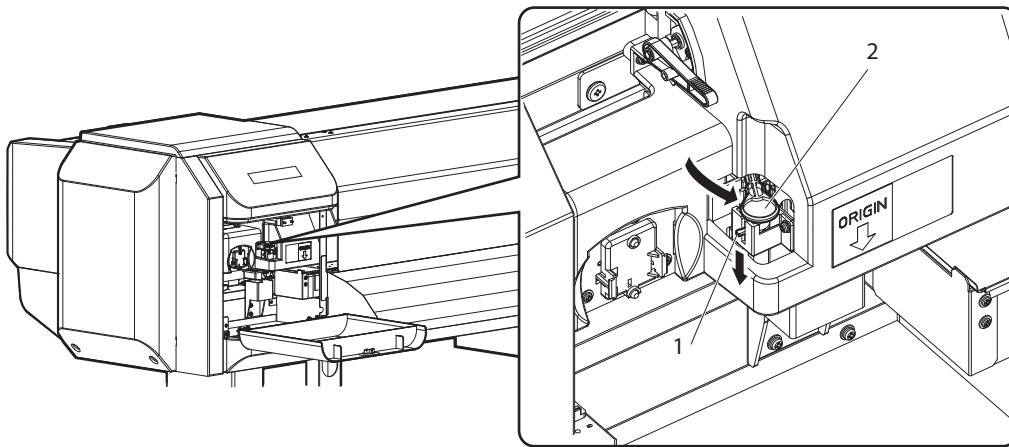


No.	Name
1	Razor blade

8. Press the tab of Cutter lightly, return Cutter holder to its initial position.

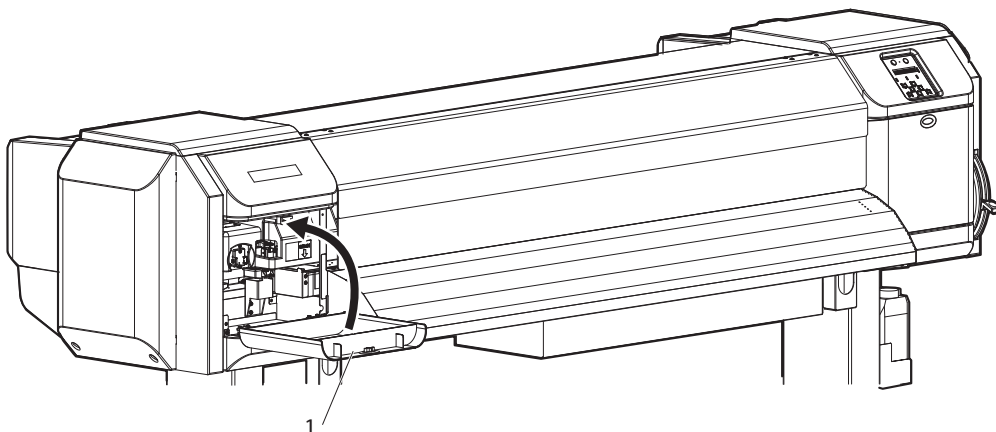
NOTE

- Do not press the tab of Cutter strongly or suddenly let go of it. There is a spring in Cutter holder and it may fly out.
- Do not push Cutter all the way in. Cutter blade may damage the inside of the printer.
- Refer to the illustrations below and install Cutter holder correctly. If it is not installed correctly, it may cause an error. If an error occurs, check if Cutter holder is installed correctly.



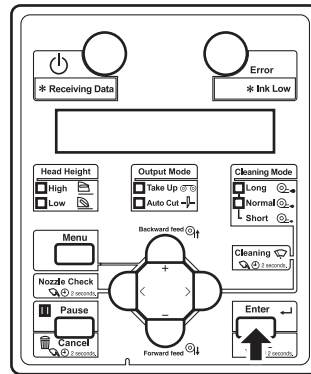
No.	Name
1	Tab of Cutter
2	Cutter holder

9. Close the maintenance cover.



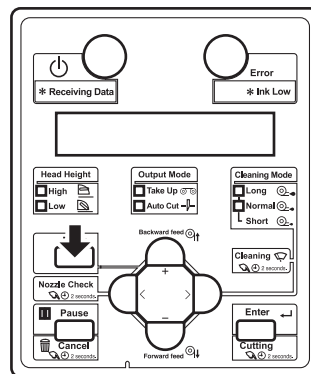
No.	Name
1	Maintenance cover

10. Press the [Enter] key on Operation panel.



- Print head returns to its original position.
- “CR Mainte.: Start” is displayed on Operation panel.

11. Press the [Menu] key on Operation panel.



- The printer enters Normal.
- Cutter replacement is complete.

6.2 Cleaning the printer

Periodic (every month) cleaning is necessary to use the printer in good condition.

WARNING

- **Do not insert or drop metal or flammable objects into the printer through openings such as a vent.
It could lead to an electric shock or fire.**
- **If foreign substances or liquids such as water entered the printer, do not use the printer as it is.
It could lead to an electric shock or fire.
Immediately turn OFF the power switch, disconnect the power plug from the electric socket, and contact your local MUTOH dealer.**

CAUTION

- **Unplug the power cable with the power off, before cleaning the outer case and inside of the printer.**
- **Do not use volatile solvents such as thinner, benzene, or alcohol.
These solvents may cause damage to the paint.**
- **Make sure that no moisture enters the printer.
The electric circuit inside the printer may be short-circuited.**
- **Never open covers attached using screws under any circumstances.
This may cause an electric shock or a malfunction.**

This section describes how to clean each part of the printer.

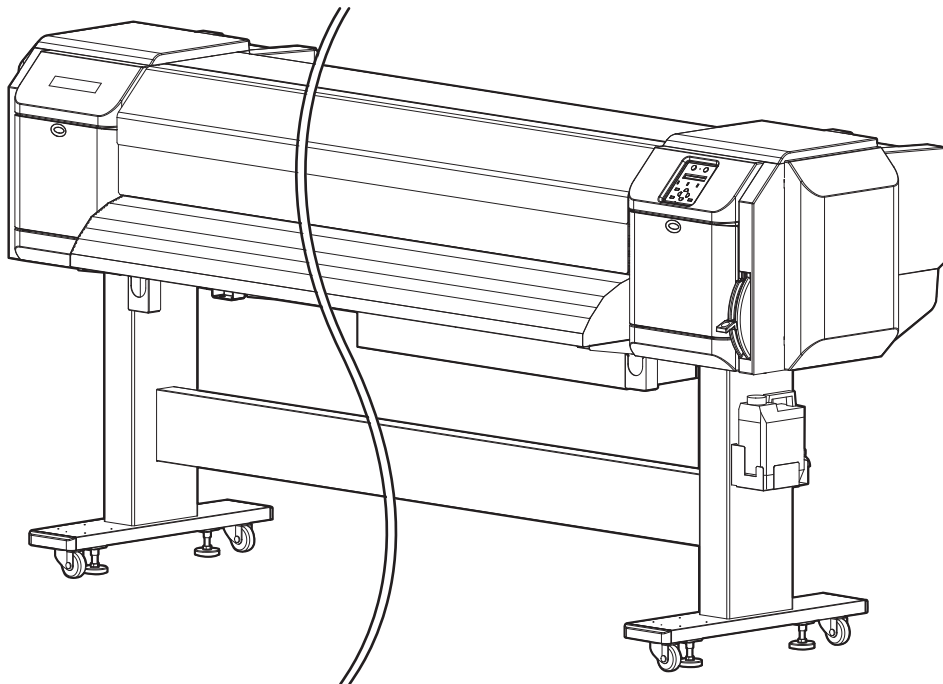
6.2.1 Cleaning the outer case

CAUTION

- **Unplug the power cable with the power off, before cleaning the outer case of the printer.**

This section describes how to clean the outer case.

Wipe out dust and dirt attached to the outer case by using a soft cloth.



6.2.2 Cleaning the inside of the printer

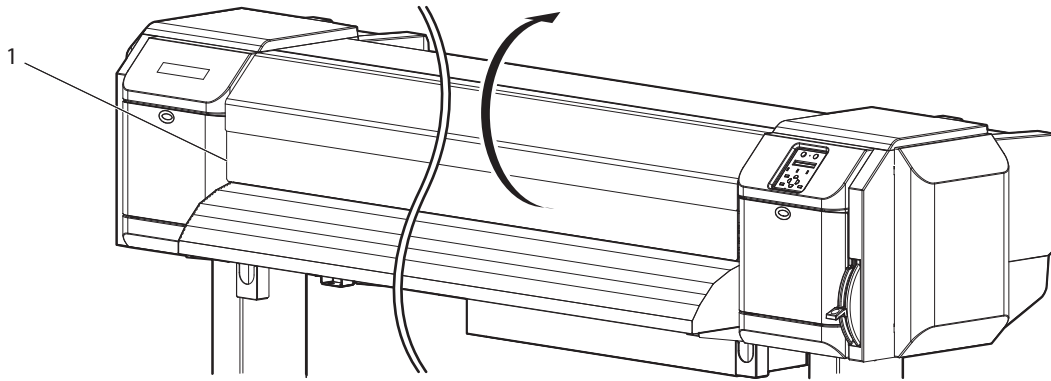
CAUTION

- Unplug the power cable with the power off before cleaning the inside of the printer.

This section describes how to clean the inside of the printer.

Follow the procedure below.

1. Open the front cover.



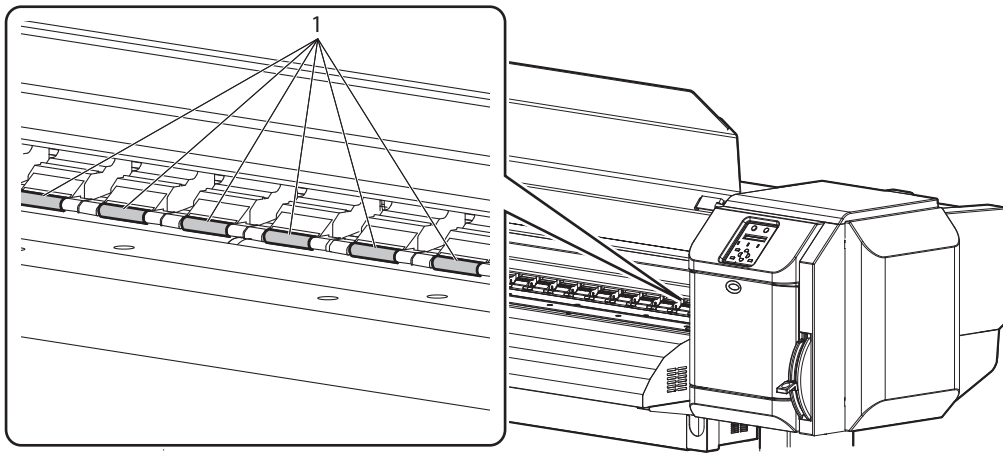
No.	Name
1	Front cover

- Remove paper powder and dust attached to Pressurizing rollers using a soft brush.

NOTE

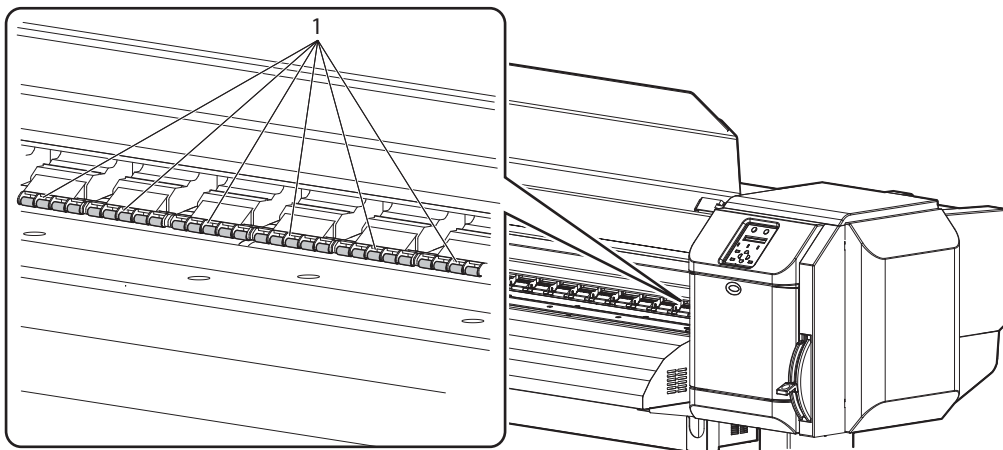
Do not blow paper powder inside the printer using tools such as an air duster.
It may cause an abnormal noise from the inside of the printer.

<VJ-2638X/1938X/1638X>



No.	Name
1	Pressurizing rollers

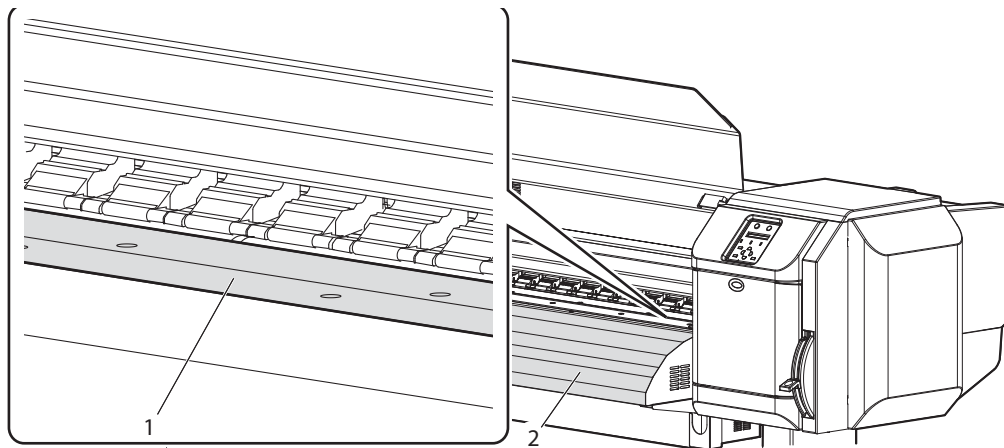
<VJ-1938WX/1638WX>



No.	Name
1	Pressurizing rollers

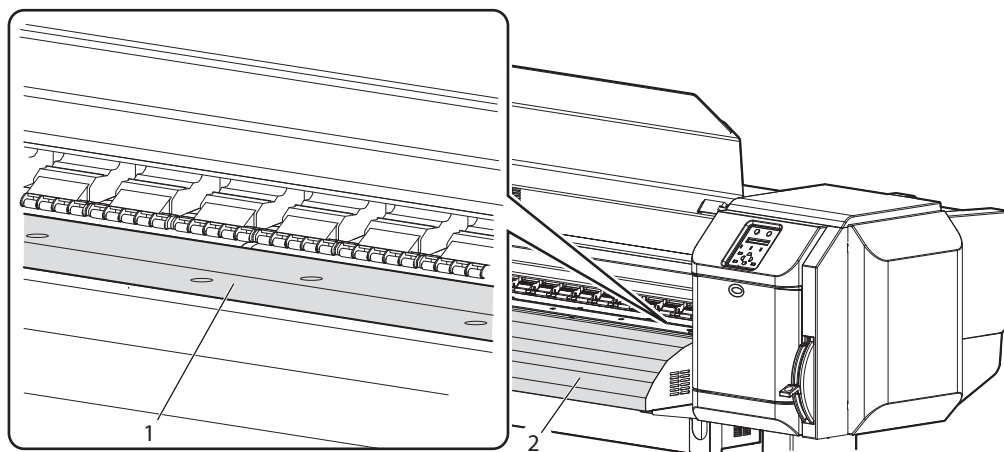
3. Apply a damp and tightly squeezed soft cloth to wipe out paper powder and ink attached to Platen and Media guide.

<VJ-2638X/1938X/1638X>



No.	Name
1	Platen
2	Media guide

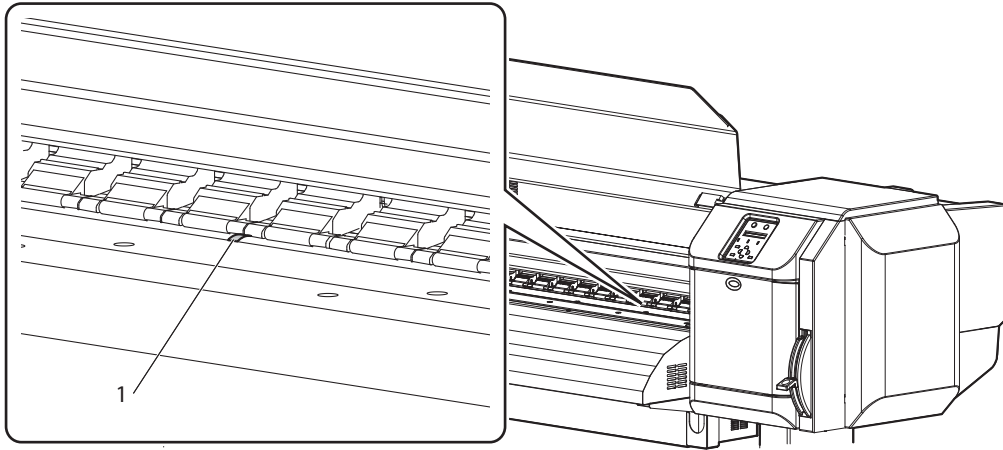
<VJ-1938WX/1638WX>



No.	Name
1	Platen
2	Media guide

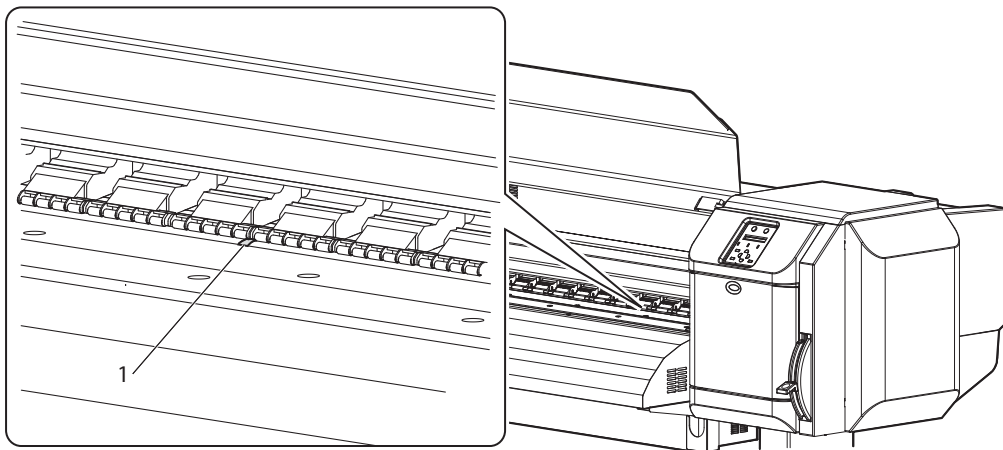
4. Apply a damp and tightly squeezed soft cloth to wipe off the dirt of the unpainted (silver color) area in the center of Grid roller.

<VJ-2638X/1938X/1638X>



No.	Name
1	Grid roller

<VJ-1938WX/1638WX>



No.	Name
1	Grid roller

6.2.3 Head cleaning

If the printed data is unexpectedly faint or dots are missing, clean the Print head and Nozzles by performing Head cleaning.

Follow the procedure below to perform Head cleaning.



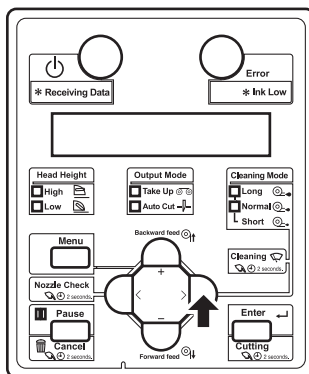
- Turn on the printer and then perform Head cleaning.

NOTE

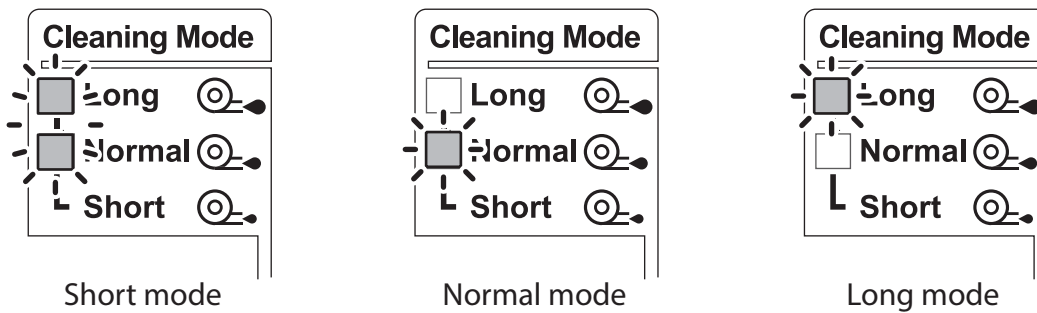
When not using the printer for a long period (one week or more), perform Head cleaning once a week.

If not performing Head cleaning, Print head is clogged. Doing so will preserve print quality.

1. Confirm that Operation panel is Normal.
2. Check that Media loading lever is lowered.
3. Press the [>] key on Operation panel to select the Cleaning mode.
 - Press [>] key to select the Cleaning mode.
 - The LED lights on Operation panel show the currently selected Cleaning mode.



- The following figures explain the LED lights for each Cleaning mode.



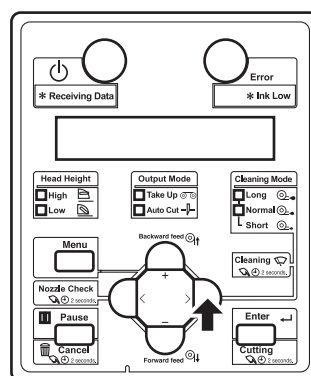
Cleaning mode	Description
Short mode	Discharges smaller amount of ink compared to “Normal”.
Normal mode	Select this mode normally.
Long mode	Discharges larger amount of ink compare to “Normal”. Used when Print head does not improve by normal head cleaning.

NOTE

Head Cleaning can also be performed from Panel Setup menu.

5.3 Cleaning menu

- Press the [Cleaning] key on Operation panel for more than two seconds.



- Head cleaning starts.
- “Cleaning **%” is displayed on Operation panel.
- After Head cleaning is complete, Operation panel shifts to Normal.

NOTE

- If blurs or lacking parts in printed media do not disappear with one time of Head cleaning, perform Long cleaning.
 - Head Cleaning can also be performed from Panel Setup menu.
☞ [5.3 Cleaning menu](#)
 - If blurs or lacking parts in printed media do not disappear with several times of Head cleaning, refer to “[7 Troubleshooting](#)”, and take appropriate measures.
-

6.2.4 Cleaning Cleaning wiper

This section describes how to clean Cleaning wiper.

(1) Time for cleaning

Once a week, or when blurs or lacking parts appear on printed media after Head cleaning.

(2) Cleaning procedures

Follow the procedure below to clean Cleaning wiper.



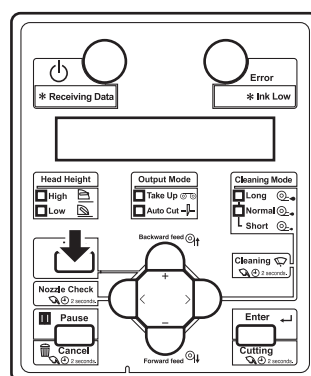
- Turn on the printer and then clean Cleaning wiper.

NOTE

Use Cleaning stick to clean Cleaning wiper.

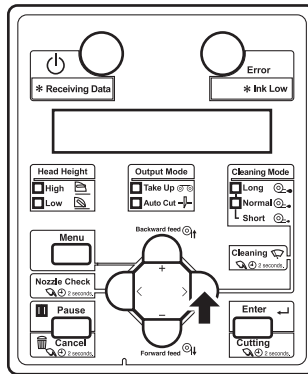
For details of Cleaning stick, refer to [8.3 Options/Supply list](#).

1. Turn on the printer and then check the followings.
 - Printing or other operations are not in progress.
 - Operation panel display is Normal.
2. Display the CR Maintenance menu on Operation panel.
 - a. Press the [Menu] key on Operation panel.



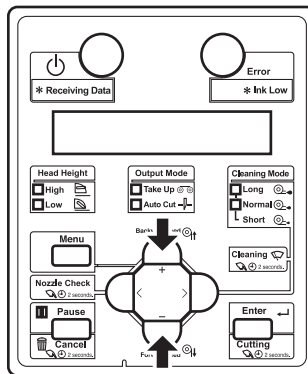
- “Menu1: Setup>” is displayed on Operation panel.
- Operation panel shifts to the Setup menu display.

- b. Press the [>] key on Operation panel.

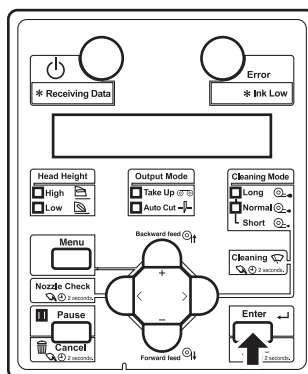


- “Set1: User Type” is displayed on Operation panel.

- c. Press the [+] key or [-] key on Operation panel to select “Set 20: CR Maintenance”.



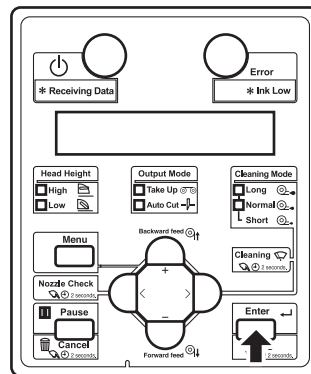
- d. Press the [Enter] key on Operation panel.



- “CR Mainte.: Start” is displayed on Operation panel.
- The display enters the CR Maintenance menu.

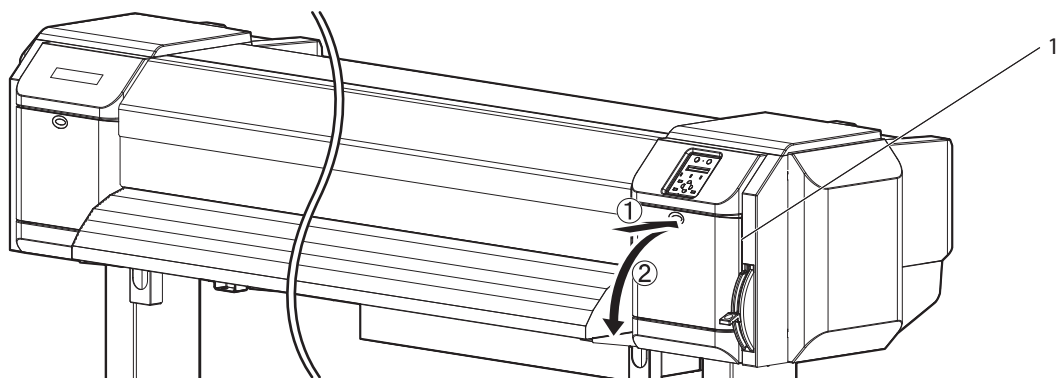
 [5.1.20 CR Maintenance menu](#)

3. Press the [Enter] key on Operation panel.



- Maintenance starts.
- Print head moves to the left.
- Cleaning wiper rises.
- “CR Mainte.: End” is displayed on Operation panel.

4. Open the maintenance cover on the right of the printer.



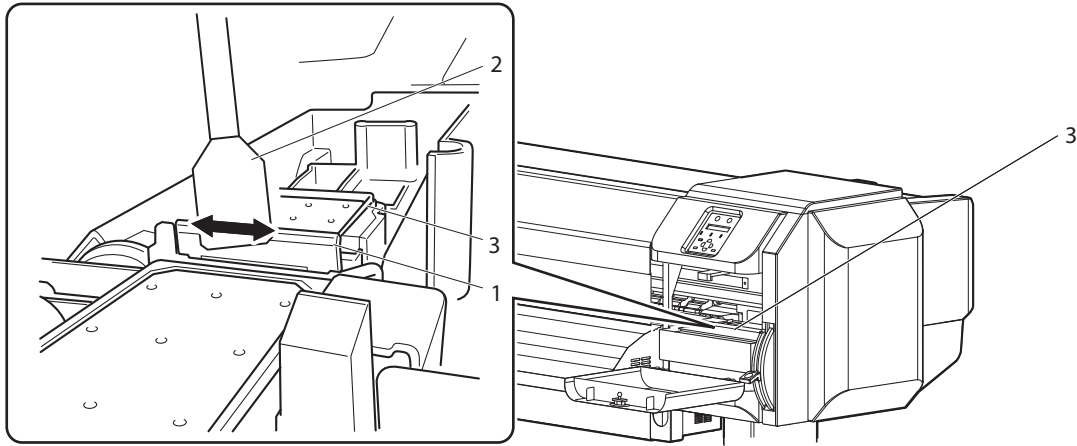
No.	Name
1	Maintenance cover

CAUTION

- **When cleaning Cleaning wiper,**
 - **Do not touch Cleaning wiper and Head cap unit.**
Head cleaning may not be performed correctly because of oil from your hands.
 - **Make sure to use Cleaning stick to wipe Print head.**
A wet Cleaning stick may cause Print head to clog.
 - **Do not reuse Cleaning stick.**
The attached dust, etc may damage Print head.

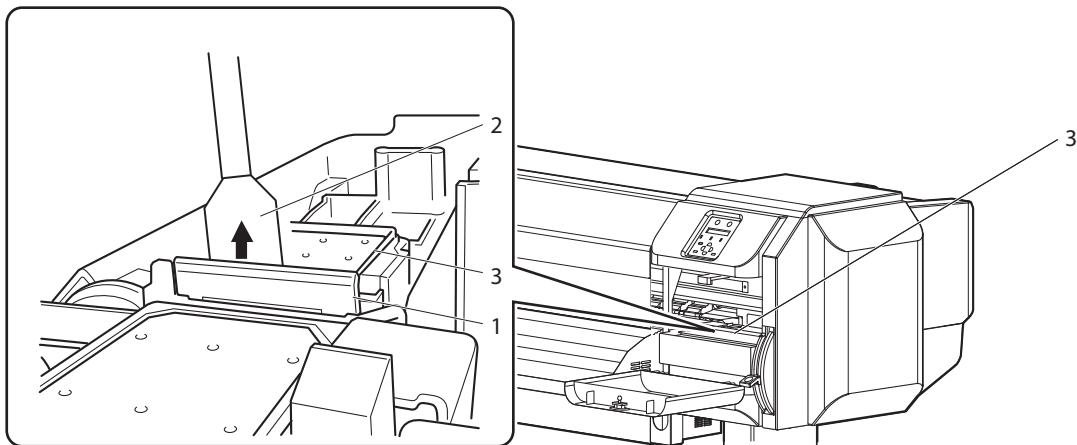
5. Use Cleaning stick to remove the ink and dust on Cleaning wiper.

- a. Front side of Cleaning wiper:
Remove the ink and dust in the horizontal direction.



No.	Name
1	Cleaning wiper
2	Cleaning stick
3	Head cap unit

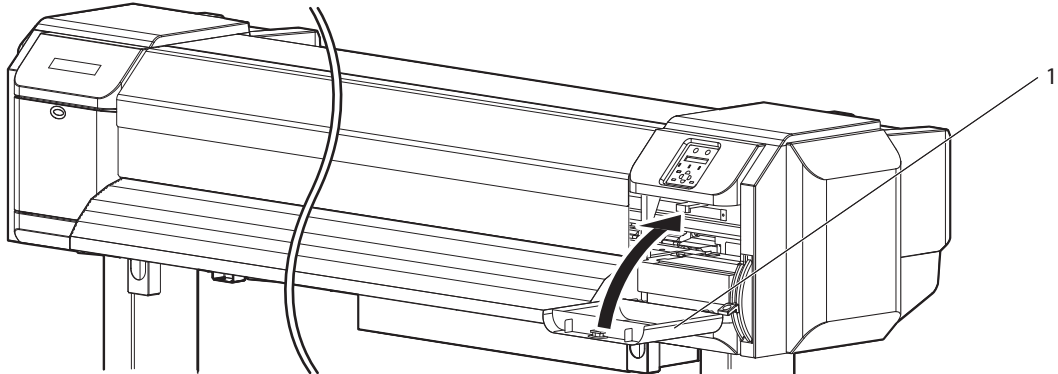
- b. Cleaning wiper back side:
Remove the ink and dust in the upper direction.



No.	Name
1	Cleaning wiper
2	Cleaning stick
3	Head cap unit

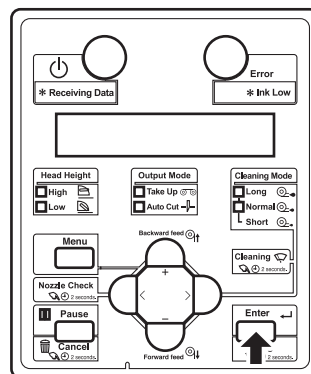
6. Close the maintenance cover on the right.

- Close the maintenance cover firmly until it is locked.



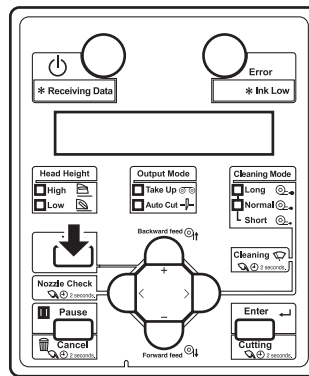
No.	Name
1	Maintenance cover

7. Press the [Enter] key on Operation panel.



- Cleaning wiper returns to the original position.
- Print head returns to its original position.
- “CR Mainte.: Start” is displayed on Operation panel.

8. Press the [Menu] key on Operation panel.



- The printer enters Normal.
- Cleaning Cleaning wiper is complete.

6.2.5 Cleaning the circumference of Print head

This section describes how to clean the circumference of Print head.

(1) Time for cleaning

When foreign substances such as dust or ink clump that can cause missing dots or ink leakage is attached around Print head

(2) Cleaning procedures

Follow the procedure below to clean the circumference of Print head.



- Turn on the printer and then clean around Print head.

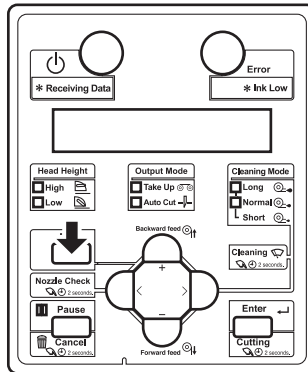
NOTE

- Before cleaning the circumference of Print head, read this procedure thoroughly to fully understand it, and clean promptly and correctly.
- Print head is not in the capping station during cleaning around Print head. Cleaning must be complete before Print head dries.
This operation should be done within 15 minutes.
If the operation lasts over 15 minutes, follow the steps 8 and 9 and stop the operation, perform head cleaning, and resume cleaning.
 [6.2.3 Head cleaning](#)
- Use Cleaning stick to clean the circumference of Print head.
For details of Cleaning stick, refer to [8.3 Options/Supply list](#).

1. Turn on the printer and then check the followings.
 - Printing or other operations are not in progress.
 - Operation panel display is Normal.

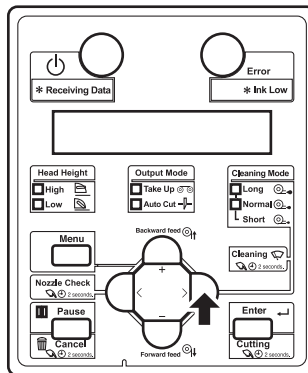
2. Display the CR Maintenance menu on Operation panel.

- a. Press the [Menu] key on Operation panel.



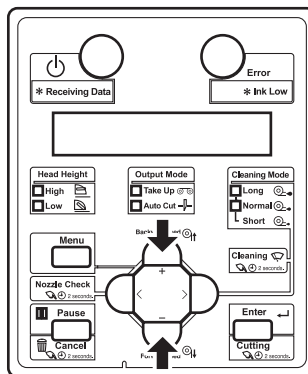
- “Menu1: Setup>” is displayed on Operation panel.
- Operation panel shifts to the Setup menu display.

- b. Press the [>] key on Operation panel.

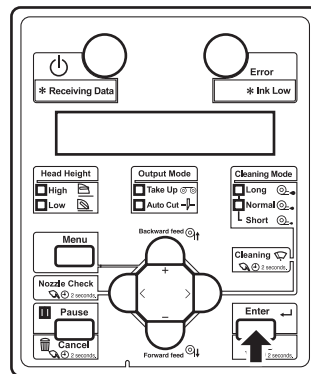


- “Set1: User Type” is displayed on Operation panel.

- c. Press the [+] key or [-] key on Operation panel to select “Set 20: CR Maintenance”.



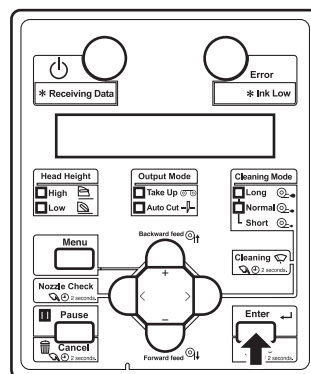
- d. Press the [Enter] key on Operation panel.



- “CR Mainte.: Start” is displayed on Operation panel.
- The display enters the CR Maintenance menu.

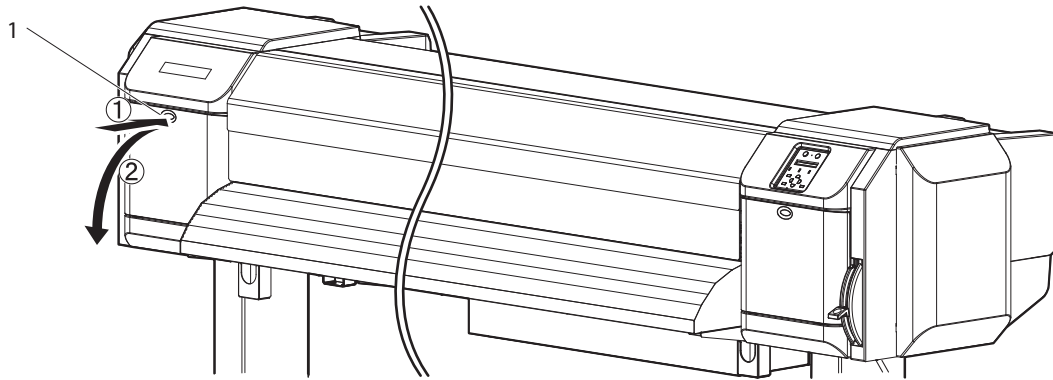
 **5.1.20 CR Maintenance menu**

3. Press the [Enter] key on Operation panel.



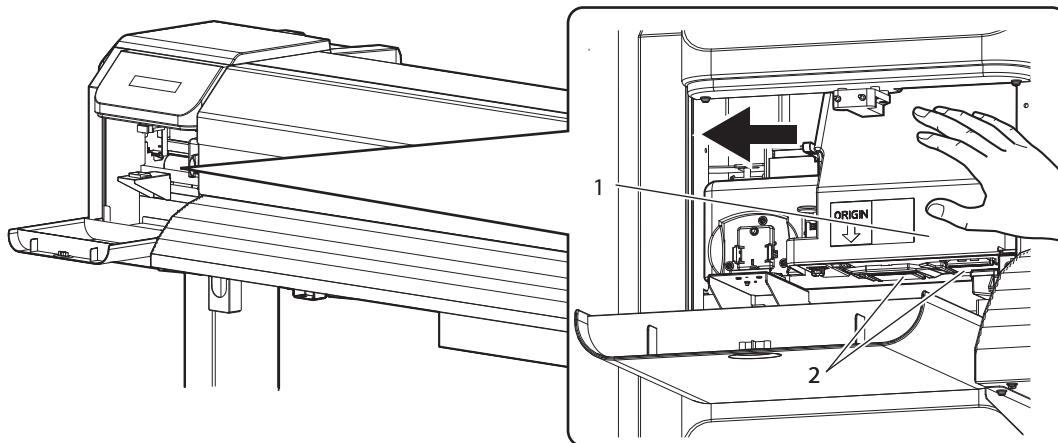
- Maintenance starts.
- Print head moves to the left.
- “CR Mainte.: End” is displayed on Operation panel.

4. Open the maintenance cover on the left of the printer.



No.	Name
1	Maintenance cover

5. Move Print head by hand until you can see the circumference of Print head.



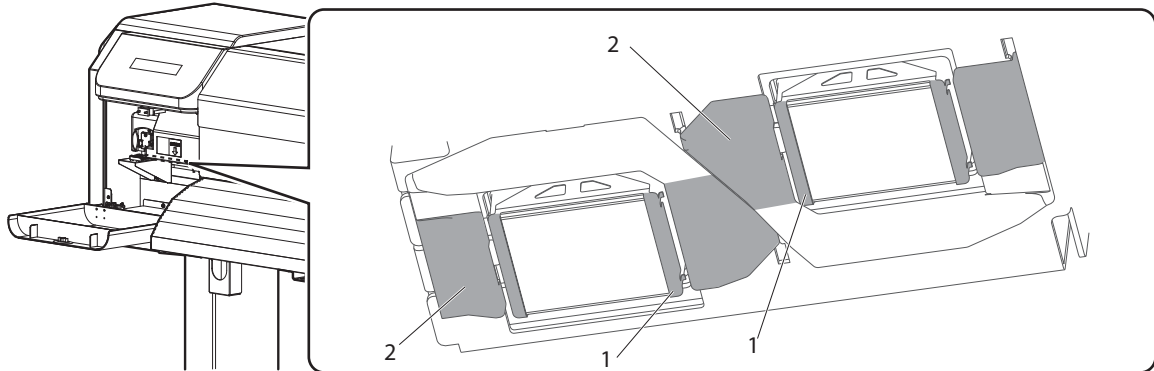
No.	Name
1	Print head section
2	Circumference of Print head



CAUTION

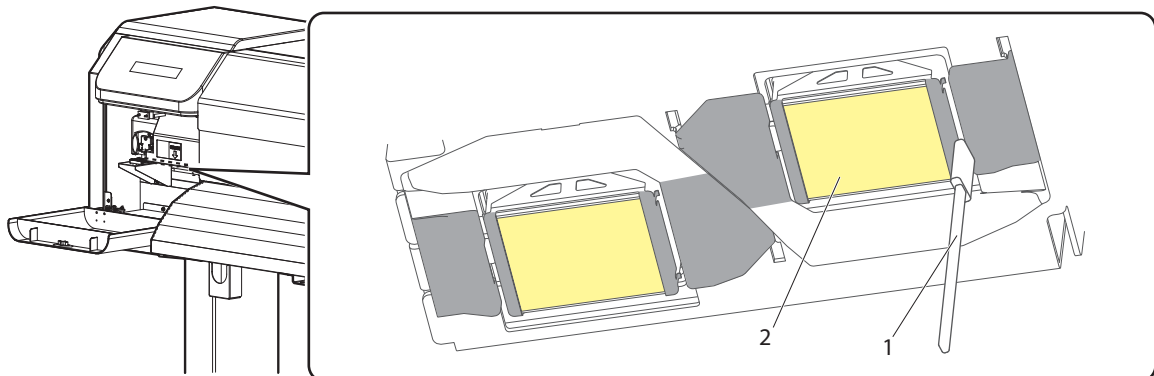
- Do not push Print head strongly. It may cause damage and poor print quality.

6. Use a penlight, etc to check if any foreign substance such as dust or ink clump is attached to the following places.
- Circumference of Print head (silver colored metal assembly)
 - Head guide (black plastic)



No.	Name
1	Circumference of Print head (silver colored metal assembly)
2	Head guide (black plastic)

7. When some foreign substance such as dust or ink clump is attached, use Cleaning stick to remove it.



■ Cleaning required

■ DO NOT touch the surface of a print head (the yellow portions in the illustration below)

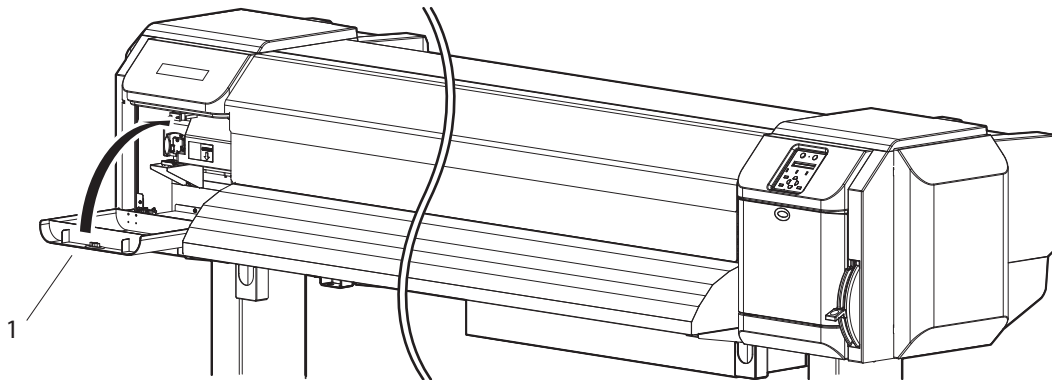
No.	Name
1	Cleaning stick
2	Nozzles (Never touch Nozzles.)

CAUTION

- When cleaning around Print head,
 - Never touch Print head nozzles.
Doing so may damage Print head.
 - Do not touch the tip of Cleaning stick.
Print head may be damaged because of oil from your hands.
 - Never put water, etc on the tip of Cleaning stick.
Doing so may damage Print head.
 - Do not reuse Cleaning stick.
The attached dust, etc may damage Print head.

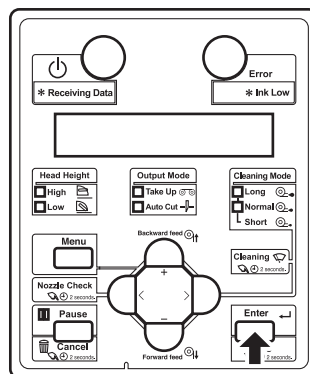
8. Close the maintenance cover on the left.

- Close the maintenance cover firmly until it is locked.



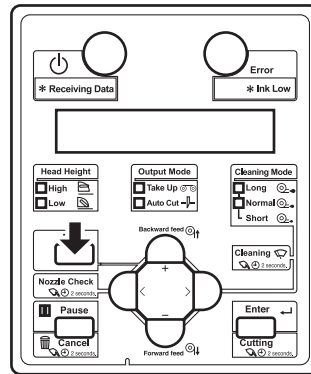
No.	Name
1	Maintenance cover

9. Press the [Enter] key on Operation panel.



- Print head returns to its original position.
- “CR Mainte.: Start” is displayed on Operation panel.

10. Press the [Menu] key on Operation panel.



- The printer enters Normal.
- Cleaning the circumference of Print head is complete.

6.3 Disposal of waste fluids

The timing and method for the disposal of waste fluid are described below.

(1) Disposal timing

Dispose of waste fluids in the following cases:

- a. When Waste fluid tank is more than half full.
- b. When “Full WasteInkTank” is displayed on Operation panel.

(2) Disposal method

Follow the procedure below to dispose of waste fluid.



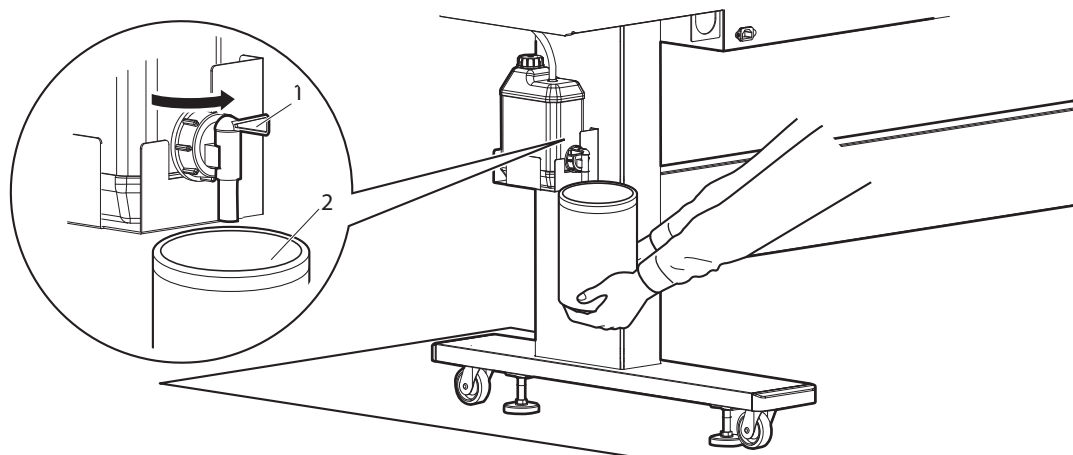
WARNING

- You are obligated to properly dispose of waste fluid from the printer in compliance with Wastes Disposal and Public Cleansing Act and local ordinances. Delegate disposal to an industrial waste disposal contractor.

1. Ready an empty container such as a supply waste fluid bottle, to contain the waste fluid.
2. Lay a protective material, such as waste media, on the floor under Waste fluid tank.
3. Open the waste fluid valve, and transfer the waste fluid to the container.

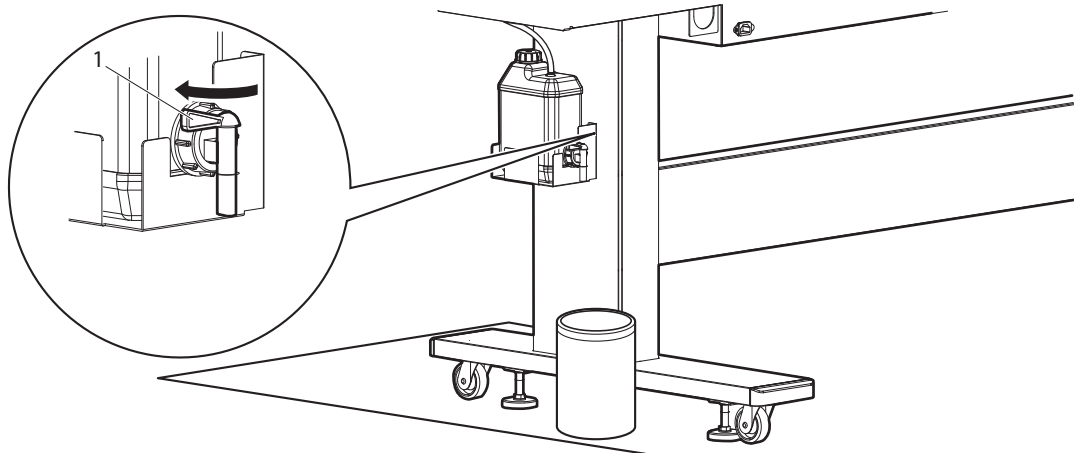
NOTE

When transferring the waste fluid to the empty container, the waste fluid may spatter. Make sure to put the container close to the waste fluid valve.



No.	Name
1	Waste fluid valve
2	Empty container

4. After pouring the waste fluid to the empty container, close the waste fluid valve securely.



No.	Name
1	Waste fluid valve

5. Wipe the opening of Waste fluid valve with a cloth, etc.
6. Dispose of the waste fluid as an industrial waste product.
- Disposal of waste fluids is completed.

6.4 Moving or transporting the printer

This section describes how to move or transport the printer.

6.4.1 Moving the printer

This section describes how to move the printer.



- **When moving the printer, make sure to maintain a horizontal position.**
 - **Do not slant the printer, prop it against a wall or turn it upside down. The ink inside the printer may leak. Moreover, normal operation after shifting (to these positions) cannot be guaranteed.**
-

(1) Preparation before moving

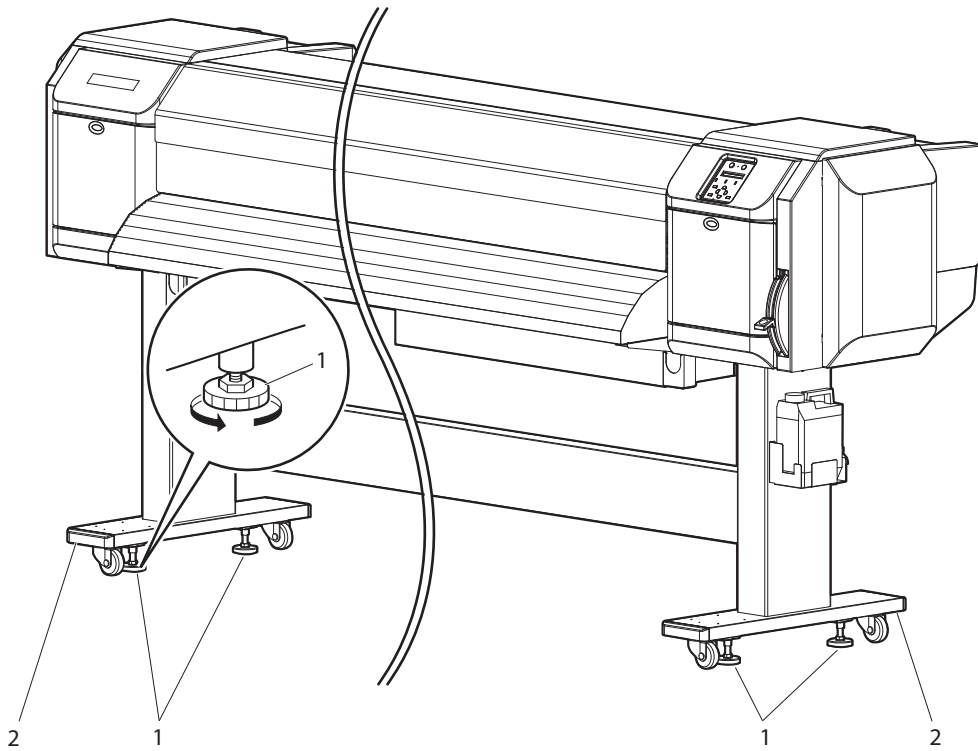
When using the dedicated Stands, follow the procedure below to move the printer.

1. Make sure that the printer is turned OFF.
↳ [3.2.2 Turning the power OFF](#)
2. Dispose of waste fluid.
↳ [6.3 Disposal of waste fluids](#)
3. Remove all the cables, such as Power cord set.
4. Loosen the four adjusters of Stand as shown in the next illustration.

5. Move the printer.

NOTE

The casters supplied with the dedicated Stand are manufactured for little movement in flat indoor areas, not for transporting equipment.



No.	Name
1	Adjusters
2	Stands

(2) Reinstalling

After moving the printer, follow the procedure below to set it ready for use.

1. Select a suitable place for installation.
☞ Installation manual
2. Move and install the printer to the location.
3. Attach Cables, such as Power cord set.
☞ [3.1 Power cord set connection](#)
☞ [3.7 Connecting the printer to PC](#)
4. Perform Nozzle check, and then confirm that there is no clogging in Print head.
☞ [3.5.1 Nozzle check](#)
5. Perform Alignment.
☞ [3.6 Print quality adjustment](#)

6.4.2 Transporting the printer

When transporting the printer, make sure to pack it in the same condition as purchased, using protective and packing materials to protect the printer from vibration and shocks.

NOTE

When transporting the printer, consult the MUTOH product dealer at your point of purchase.

7 Troubleshooting

This chapter describes possible troubles and countermeasures of this product.





If the error not included in any items of this section occurs, contact your local MUTOH dealer.

7.1 Malfunctions and failures




This section describes undisplayed malfunctions and failures of the printer, possible causes and countermeasures.

7.1.1 Problems in installation and introduction


(1) Cannot perform the initial ink charge

No.	Possible cause	Remedy	Reference
1	Is Front cover open or Media loading lever raised?	Close the front cover, or lower the media loading lever.	 3.4 Loading media
2	Is Maintenance cover open?	Close the maintenance cover.	 6.2.4 Cleaning Cleaning wiper  6.2.5 Cleaning the circumference of Print head
3	Are all 8 ink cartridges fully inserted?	Fully insert all 8 ink cartridges.	 6.1.1 Replacing ink cartridges

(2) Ink does not come out after the initial ink charge






No.	Possible cause	Remedy	Reference
1	Is ink cartridge or ink bag too cold?	Leave ink cartridge or ink bag at room temperature for at least three hours, and perform cleaning several times.	 6.2.3 Head cleaning
2	Is the power turned OFF during the initial ink charge?	Turn the power ON again and continue the initial ink charge.	 3.3 Charging ink
3	Occasionally, normal printing cannot be performed after the initial ink charge.	Perform cleaning several times, and check it every time.	 6.2.3 Head cleaning

(3) Nozzle missing occurs after initial ink charging







No.	Possible cause	Remedy	Reference
1	Did you perform head cleaning?	Perform cleaning, then, check the print result. If there is no improvement in the print result even after performing cleaning, leave the printer unused for an hour or more. Then perform cleaning or “Little Charge” again and check the print result. If there is still no improvement, contact your local Mutoh dealer.	 6.2.3 Head cleaning

7.1.2 Cannot print at all


(1) Does not work at all after power activation

No.	Possible cause	Remedy	Reference
1	Is Power cord set connected to the plug?	Connect Power cord set.	 3.1 Power cord set connection
2	Does the AC power supply provide the specified voltage?	Connect the cable to another outlet.	 3.1 Power cord set connection
3	Is Front cover open or Media loading lever raised?	Close the front cover. Lower the media loading lever.	 3.4 Loading media
4	Is Maintenance cover open?	Close the maintenance cover.	 6.2.4 Cleaning Cleaning wiper  6.2.5 Cleaning the circumference of Print head

(2) Does not work after loading the media

No.	Possible cause	Remedy	Reference
1	Is Front cover open or Media loading lever raised?	Close the front cover. Lower the media loading lever.	 3.4 Loading media
2	Is Maintenance cover open?	Close the maintenance cover.	 6.2.4 Cleaning Cleaning wiper  6.2.5 Cleaning the circumference of Print head
3	Is the media loaded at an angle?	Load the media straight.	 3.4 Loading media
4	Is ink cartridge inserted?	Insert ink cartridge.	 6.1.1 Replacing ink cartridges
5	Is the printer being used in an environment other than the one specified, such as in direct sunlight?	Only use the printer in an environment that is specified for use.	 Installation manual

(3) When data is sent from the computer, an error occurs at the printer and nothing is printed

No.	Possible cause	Remedy	Reference
1	Is the type of printer selected correctly at the computer?	Check that the printer type settings on the computer side and printer side are the same.	 3.7 Connecting the printer to PC
2	Are the interface requirements and command mode the same on the computer side and printer side?		

(4) Cannot use the computer online using LAN







No.	Possible cause	Remedy	Reference
1	Is Network interface cable connected correctly?	Confirm the types of the cross and straight cables, and connect Network interface cable correctly.	☞ 3.7.3 Connecting a network interface cable
2	Are the network settings configured correctly?	Configure the network settings correctly.	☞ 5.1.23 IP Address menu to 5.1.25 Gateway menu
3	Do the printer's network settings match the computer's settings?	Match this product's network settings with the computer side environment.	☞ 3.7.1 System requirements
4	Does Power lamp on Operation panel blink after sending printing data from the computer?	If Power lamp does not blink, contact the computer manufacturer.	—

7.1.3 Media-related troubleshooting

(1) The media slips or is torn during initialization

NOTE






If the media is jammed or torn, remove it according to [7.3 The media is jammed](#).

No.	Possible cause	Remedy	Reference
1	Is the loading position of the media correct?	Load the media correctly.	 3.4.2 Loading Roll Media into the printer
2	Is the roll media loaded correctly?	Load the roll media correctly.	 3.4.1 Loading Roll Media onto the Roll media holder
3	Are there any foreign materials such as torn paper attached to Pressurizing roller?	Clean Pressurizing roller.	 6.2.2 Cleaning the inside of the printer
4	Is the printer being used in an environment other than the one specified, such as in direct sunlight?	Only use the printer in an environment that is specified for use.	 Installation manual
5	Are you using creased, damaged, torn or curled media?	Replace the media.	 4.2.1 Cautions on handling media
6	Does the media bend?	Set the Vacuum Fan menu.	 5.1.1.1.7 Vacuum Fan menu





(2) The media is crumpled during initialization

NOTE




If the media is jammed or torn, remove it according to [7.3 The media is jammed](#).

No.	Possible cause	Remedy	Reference
1	Is the loading position of the media correct?	Load the media correctly.	 3.4.2 Loading Roll Media into the printer
2	Is the media loaded at an angle?	Set the media straight.	 3.4.2 Loading Roll Media into the printer
3	Are there any foreign materials such as torn paper attached to Pressurizing roller?	Clean Pressurizing roller.	 6.2.2 Cleaning the inside of the printer
4	Is the printer used in an environment other than the one specified, such as near an air conditioner?	Only use the printer in an environment that is specified for use.	 Installation manual
5	Are you using creased, damaged, torn or curled media?	Replace the media.	 4.2.1 Cautions on handling media



(3) The wrong media size is set during initialization

No.	Possible cause	Remedy	Reference
1	Is the media loaded at an angle?	Set the media straight.	 3.4.2 Loading Roll Media into the printer
2	When the media is set, does it curl upward?	Straighten the media or set a new media.	 3.4.2 Loading Roll Media into the printer
3	Is the printer used in an environment other than the one specified, such as near an air conditioner?	Only use the printer in an environment that is specified for use.	 3.4.1 Loading Roll Media onto the Roll media holder
4	Are you using media that has been printed on already?	Use a new media.	 6.1.2 Replacing Roll Media

(4) Media jams frequently occur

No.	Possible cause	Remedy	Reference
1	Is the media used in an environment other than the one specified?	Use the media in the specified environment.	 4.2.1 Cautions on handling media
2	Are you using the old media?	Replace it with the new media.	 6.1.2 Replacing Roll Media
3	Are you using the creased or wrinkled media?		
4	Does the media bend?	Set the Vacuum Fan menu.	 5.1.1.1.7 Vacuum Fan menu

(5) The media veers during printing

No.	Possible cause	Remedy	Reference
1	Is the loading position of the media correct?	Load the media correctly.	 3.4.2 Loading Roll Media into the printer
2	Is the roll media loaded correctly?	Load the roll media correctly.	 3.4.1 Loading Roll Media onto the Roll media holder

7.1.4 Printing-related troubleshooting

(1) Printing is partially stained or incomplete

No.	Possible cause	Remedy	Reference
1	Does the media include moisture?	Replace it with the new media.	👉 6.1.2 Replacing Roll Media
2	Are you using the creased or wrinkled media?		
3	Does the media bend?	Set the Vacuum Fan menu.	👉 5.1.1.1.7 Vacuum Fan menu








(2) The printing position is incorrect (some parts of the media cannot be printed on)

No.	Possible cause	Remedy	Reference
1	Is the loading position of the media correct?	Load the media correctly.	👉 3.4.2 Loading Roll Media into the printer
2	Did you set up the origin and print position?	Cancel or reset the settings of the origin and print position.	👉 5.1.8 Origin menu






(3) Printing is blurred

No.	Possible cause	Remedy	Reference
1	Is the media printed on the printing surface?	Confirm the printing surface of the media and set it correctly.	👉 3.4 Loading media
2	Did you perform Micro adjust print?	Perform Adjust print.	👉 3.6 Print quality adjustment
3	Did you perform Media feed adjustment?	Perform Media feed adjustment.	👉 4.2.5 Media feed adjustment
4	Is the temperature setting of each heater appropriate? (VJ-2638X/1938X/1638X)	Set the temperature appropriately.	👉 5.1.1.1.4 Pre-heater menu (VJ-2638X/1938X/1638X) to 5.1.1.1.6 Dryer menu (VJ-2638X/1938X/1638X)
5	Is the head height set to “High” or “Mid”?	Return the head height to “Low”.	👉 4.2.4 Head height adjustment

(4) White or black lines appear on printed media

No.	Possible cause	Remedy	Reference
1	Is the roll media loaded correctly?	Load the roll media correctly.	 3.4.1 Loading Roll Media onto the Roll media holder
2	Are Nozzles in good condition?	Perform Nozzle check. Then if nozzle missing is found, conduct cleaning.	 5.2 Test Print Menu  6.2.3 Head cleaning
3	Did you perform Micro adjust print?	Perform Adjust print.	 3.6 Print quality adjustment
4	Did you perform Media feed adjustment?	Perform Media feed adjustment.	 4.2.5 Media feed adjustment
5	Is the temperature setting of each heater appropriate? (VJ-2638X/1938X/1638X)	Set the temperature appropriately.	 5.1.1.1.4 Pre-heater menu (VJ-2638X/1938X/1638X) to 5.1.1.1.5 Platen Heater menu (VJ-2638X/1938X/1638X) to 5.1.1.1.6 Dryer menu (VJ-2638X/1938X/1638X)
6	Is the head height set to “High” or “Mid”?	Return the head height to “Low”.	 4.2.4 Head height adjustment

(5) Printing lines are not straight

No.	Possible cause	Remedy	Reference
1	Is ink cartridge within the validity period?	Use a new ink cartridge.	 6.1.1 Replacing ink cartridges
2	Are Nozzles in good condition?	Perform Nozzle check. Then if nozzle missing is found, conduct cleaning.	 5.2 Test Print Menu  6.2.3 Head cleaning
3	Did you perform Micro adjust print?	Perform Adjust print.	 3.6 Print quality adjustment
4	Did you perform Media feed adjustment?	Perform Media feed adjustment.	 4.2.5 Media feed adjustment

(6) Printing lines are duplicated or patchy

No.	Possible cause	Remedy	Reference
1	Are Nozzles in good condition?	Perform Nozzle check. Then if nozzle missing is found, conduct cleaning.	☞ 5.2 Test Print Menu ☞ 6.2.3 Head cleaning
2	Is the head height set to “High” or “Mid”?	Return the head height to “Low”.	☞ 4.2.4 Head height adjustment
3	Is ink cartridge or ink bag within the validity period?	Use a non-expired ink cartridge or ink bag.	—

(7) Printed color is not accurate

No.	Possible cause	Remedy	Reference
1	Are Nozzles in good condition?	Perform Nozzle check. Then if nozzle missing is found, conduct cleaning.	☞ 5.2 Test Print Menu ☞ 6.2.3 Head cleaning
2	Did you install an ink bag on each high-capacity ink pack adapter with correct ink color of S/C card?	Check that the ink color written on S/C card matches the ink color of ink bag installed on each high-capacity ink pack adapter. If it does not match, perform “Longstore” to clean the print head and then perform initial ink charging.	☞ 5.1.19 Long store menu ☞ 5.3 Cleaning menu

(8) Nozzle missing remains after head cleaning

No.	Possible cause	Remedy	Reference
1	Is there any ink stains or deposits on the cleaning wiper or circumference of the print head?	Clean the cleaning wiper and circumference of the print head.	☞ 6.2.4 Cleaning Cleaning wiper ☞ 6.2.5 Cleaning the circumference of Print head
2	Did you select an appropriate cleaning setting?	If nozzle missing still persists after attempting Normal Cleaning or Long Cleaning two or three times, perform “Little Charge”.	☞ 5.3 Cleaning menu












7.2 Error messages












This section describes messages displayed during normal printer operation or when errors occur, and solutions to the messages.

7.2.1 Status messages

This section describes messages displayed during printer normal operation.

When the printer is operating correctly, each operation status is displayed on Operation panel as below.

No.	Display	Description	Reference
1	Ready to Print	Standby (Media is loaded).	—
2	Media End	Standby (Media is not loaded).	 3.4 Loading media
3	Receiving	Receiving data.	—
4	Analyzing data	Analyzing data.	—
5	Printing	Under printing.	—
6	PrintRestart --> ENTER	Pausing printing. Press the [Enter] key.	 4.4.6 Pausing printing
7	Warming Up	Warming up Heater. (VJ-2638X/1938X/1638X)	—
8	Warming Up Skip -> Enter	Received the printing data while Heater is warming up. To start printing before Heater is warmed up, press the [Enter] key. (VJ-2638X/1938X/1638X)	 4.4.7 Starting printing during warming up (VJ-2638X/1938X/1638X)
9	Cleaning **%	Cleaning the head. Please wait a while.	 6.2.3 Head cleaning
10	Ink Refill **%	Charging the ink. Please wait a while.	 3.3 Charging ink
11	SubTank Refill	Charging the subtank. Please wait a while.	 3.3 Charging ink
12	Moving Origin Pos.	Print head is moving to the original printing position in the Origin menu. Please wait a while.	 5.1.8 Origin menu
13	Confirm Position -> Enter	Print head is moving to the original printing position in the Origin menu. Press the [Enter] key.	 5.1.8 Origin menu
14	During Washing	Cleaning the head. Please wait a while.	 5.1.19 Longstore menu
15	Remove Cartridges	Perform head cleaning. Remove cartridges.	 5.1.19 Longstore menu
16	** Initializing **	Initializing the setting in the Initialization menu. Please wait a while.	 5.1.21 Initialization menu

No.	Display	Description	Reference
17	** Copying **	Copying the setting value. Please wait a while.	 5.1.1.1.9 UserCopy menu
18	Power Off	Turning the printer off. Please wait a while. Do not unplug Power cord set till Operation panel is turned off.	 3.2.2 Turning the power OFF
19	Insert CleaningCart.	Washing Print head. Install cleaning cartridge.	 3.3 Charging ink
20	Insert InkCartridges	Charging the ink. Insert ink cartridge.	 3.3 Charging ink
21	User: Type ** OK?	Initializing the media. Please wait a while.	 3.4.3 Setting the User Type Setting
22	Media Initial	(** represents the set User type.)	
23	Life Times [Head*]	The operational life of Print head has almost expired. (Continues operation)	Contact your local MUTOH dealer.
24	Life Times [Pump]	The operational life of the pump motor is almost expired. (Continues operation)	Contact your local MUTOH dealer.
25	Life Times [CR Motor]	The life CR motor is almost expired. (Continues operation)	Contact your local MUTOH dealer.
26	Life Times [PF Motor]	The operational life of PF motor is almost expired. (Continues operation)	Contact your local MUTOH dealer.
27	[*****] Change Plug	Time to replace Adapter's plug of High-capacity ink pack adapter. (VJ-2638X/1938X/1638X)	 Operation manual for the high capacity ink pack adapter "3.3 Replacing Adapter's plug"
28	Remain: ***. *m	Displays the length of the data that has not been printed in meters for the data currently being printed.	 4.4.8 Normal Display while Printing
29	Remain Time: *min	Displays the time remaining to print in minutes for the data currently being printed.	 4.4.8 Normal Display while Printing
30	Roll Remain: ***m	Displays the remaining length of the roll media currently set in meters.	 4.4.8 Normal Display while Printing
31	Roll Remain Error	The remaining roll paper count has become 0. Printing stops.	 5.1.17.2 Print Stop menu
32	Roll Near End: *m	The remaining roll paper count is almost 0. The remaining roll paper is *m.	 5.1.17.3 Near End menu

NOTE

- “[*****]” in the error message indicates the target ink cartridge slot.
- [*] in the roll near end display indicates the remaining length of the roll paper.

7.2.2 Message type error display and remedies







This section describes message type errors and remedies.

Message type errors are displayed when certain failures occur during printer operation.

If a message type error occurs, the printer may display the following error messages on Operation panel and stop operation.

If the printer stops operating, solve the error so that the printer restarts.

No.	Display	Description	Remedy	Reference
1	Cover Open	Front cover is open.	Close the front cover.	 2.2 Names of parts and functions
2	Mainte.CoverL Open	Left Maintenance cover is open.	Close the maintenance cover.	 2.2 Names of parts and functions
3	Mainte.CoverR Open	Right Maintenance cover is open.	Close the maintenance cover.	 2.2 Names of parts and functions
4	Lower the lever	Media loading lever is raised.	Lower the media loading lever.	 2.2 Names of parts and functions
5	Lever Up	The media is not loaded.	Load the media.	 3.4 Loading media
6	Undefined Media	Media detection has failed. (Stops operation)	Reload the media.	 3.4 Loading media
7	Media Slant	Media is fed obliquely. (Stops operation)	Reload the media.	 3.4 Loading media
8	Media Cut Error	The media was not cut. (Stops operation)	Reload the media.	 3.4 Loading media
9	End Of Roll	Roll media has run out. (Stops operation)	Load a new roll media.	 6.1.2 Replacing Roll Media
10	[*****] Ink Low	The remaining amount of ink is low. (Continues operation)	Replace with a new S/C card and ink cartridge.	 6.1.1 Replacing ink cartridges
11	[*****] Ink End	Ink has run out. (Stops operation)	Replace with a new S/C card and ink cartridge.	 6.1.1 Replacing ink cartridges
12	[*****] Check Ink	Ink cartridges/ink bags cannot be recognized correctly.	<ul style="list-style-type: none"> • Insert ink cartridge/ink bag adapter again. • Contact your local MUTOH dealer. 	 6.1.1 Replacing ink cartridges
13	[*****] S/C ReadErr	IC chip cannot be read.	Insert ink cartridge again. If IC chip still cannot be read, insert a new ink cartridge.	 6.1.1 Replacing ink cartridges

No.	Display	Description	Remedy	Reference
14	[*****] S/C Recog. Err.	An ink cartridge that needs smartchip recovery may have been installed.	Remove the ink cartridge and reload it. If the printer is still unable to read it, install a new ink cartridge.	 7.4.1 When the message “[*****] S/C Recog. Err.” appears
15	[****] Check Color ->E	An ink cartridge that needs smartchip recovery may have been installed.	Check that the ink color of the cartridge inserted is correct. <ul style="list-style-type: none"> • In case of wrong color insertion, load a correct ink color cartridge. • If color is correct, press the [Enter] key. The printer will perform smart chip recovery and will continue to print. 	 7.4.2 When the message “[****] Check Color ->E” appears
16	[*****] S/C Col.Err	Ink cartridge is inserted into a wrong ink cartridge slot.	Insert it into the correct ink cartridge slot.	 6.1.1 Replacing ink cartridges
17	[*] S/C Ink Err	This type of ink cannot be used for this printer.	Contact your local MUTOH dealer.	 6.1.1 Replacing ink cartridges
18	[*] S/C CodeErr	An improper ink cartridge is inserted.	Contact your local MUTOH dealer.	—
19	[*] Broken Chip	IC chip is broken.	Replace with the new ink cartridge.	 6.1.1 Replacing ink cartridges
20	Full WasteInkTank	Waste fluid tank is full. (Stops operation)	Dispose of waste fluid.	 6.3 Disposal of waste fluids

NOTE

[*****] and [*] of the error display indicates the slot number that is subject to warning.

7.2.3 Error requiring restart

This section describes errors requiring restart and remedies.

An error requiring restart is displayed if a fatal operational failure such as the following occurs.

- When an obstacle that prevents printing occurs
- When a problem occurs with the electrical circuit (PCB, motor, sensor, etc.) of the printer
- When a failure in the printer control program occurs

If an error requiring restart occurs, the printer stops operating after performing the following operations.



1. The drive power automatically shuts down.
2. All Lamps on Operation panel blink, and the buzzer rings continuously.
3. The error message is displayed on Operation panel.

Pressing any key on Operation panel stops the beeping.

For an error requiring restart, operation will return to normal after removing the cause of the error and restarting the printer.

If the same error continues to be displayed, contact the your local MUTOH dealer.

Be sure to tell us the code no. of the error message when you contact us.

No.	Display	Description	Remedy	Reference
1	E*** Error []	A problem that does not have a remedy has occurred.	<ol style="list-style-type: none"> 1. Remove obstacles such as paper scraps in the drive system. 2. Confirm that the replaced items are correctly attached. 3. Turn OFF the printer and turn it ON again after 10 seconds or longer. 	<p> 7.3 The media is jammed</p> <p> 6.1 Replacing consumable components</p>

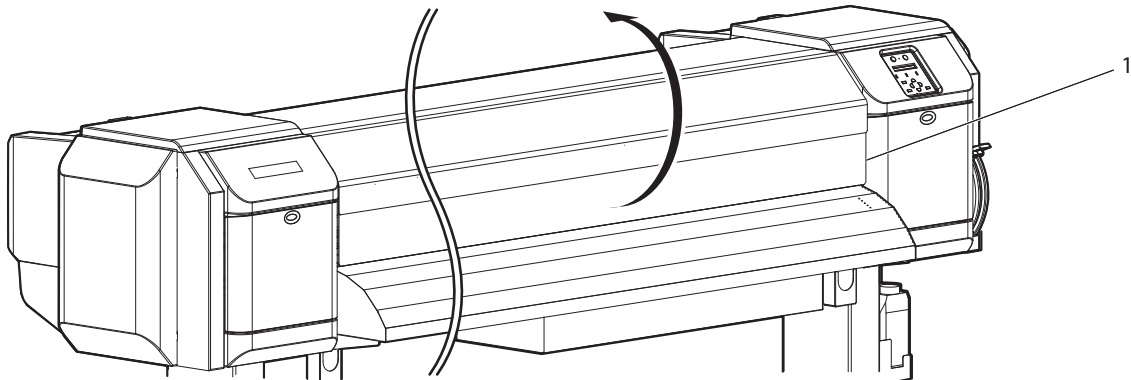
NOTE

- “***” in the error message is the code no. that indicates what type of error occurred.
- The command code representing the error occurred may be indicated in [].
- For the settings on your PC side, refer to the Operating Manual attached with your PC.

7.3 The media is jammed

When the set media is jammed, follow the procedure below to remove it.

1. Turn OFF the power of the printer.
☞ 3.2.2 Turning the power OFF
2. Open the front cover.



No.	Name
1	Front cover

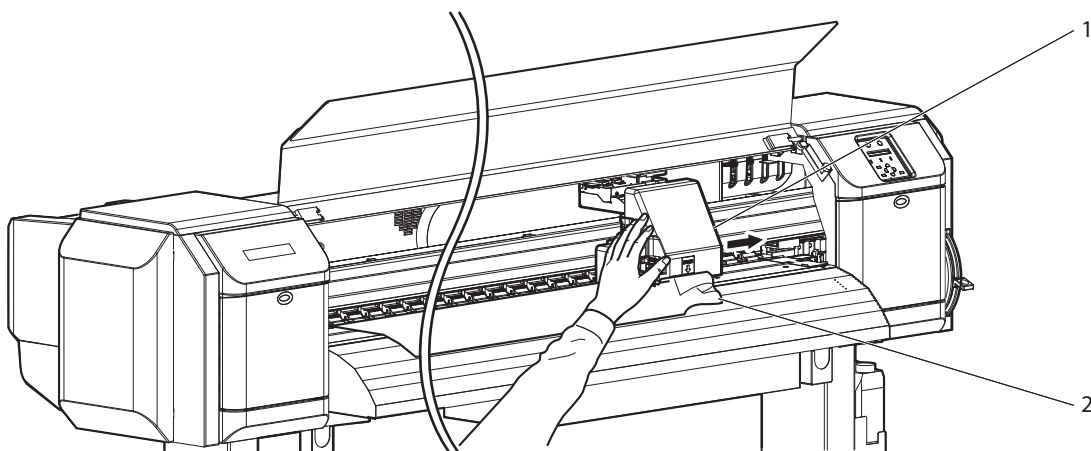
3. Move Print head section from the top of the media to the right.

NOTE

When the head height is set to Low, change it to High and then shift Head.
 After shifting Head, change the setting back to Low.

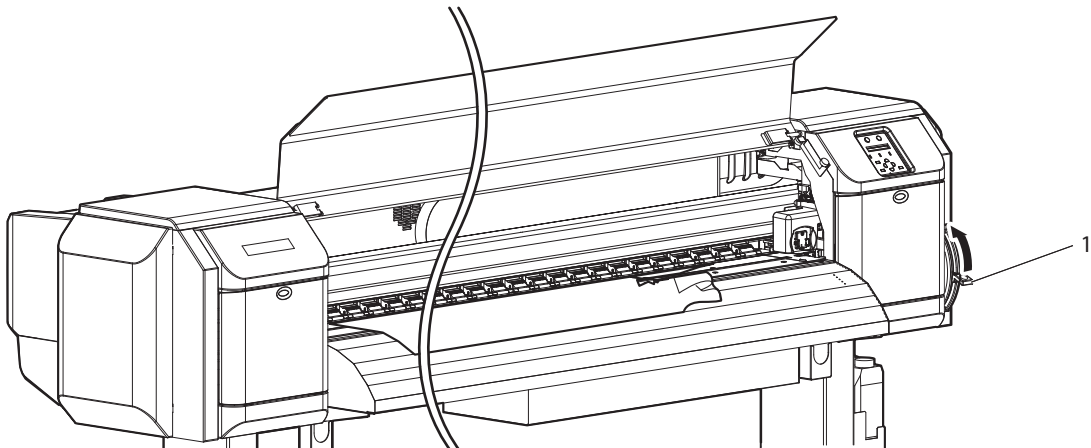
☞ 4.2.4.2 When setting the head height to High

☞ 4.2.4.3 When setting the head height to Low



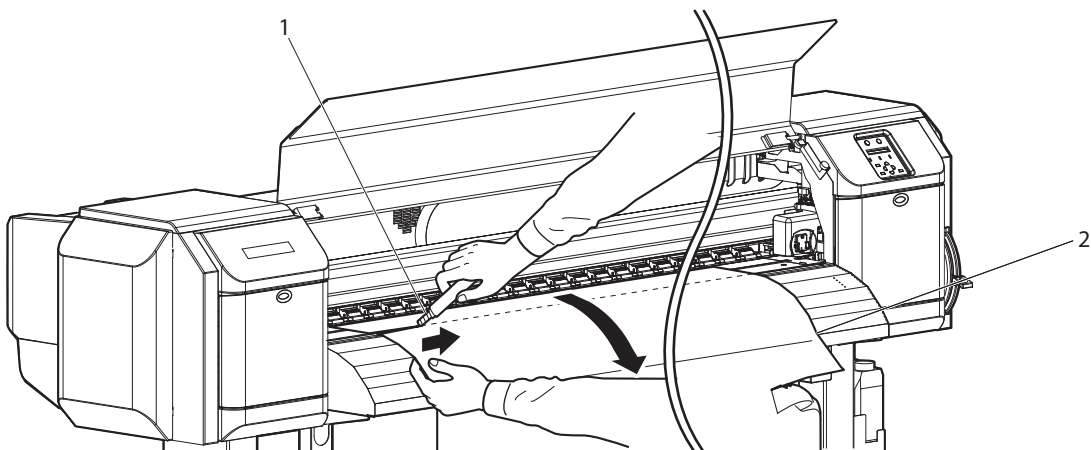
No.	Name
1	Print head section
2	Roll media

4. Raise Media loading lever.



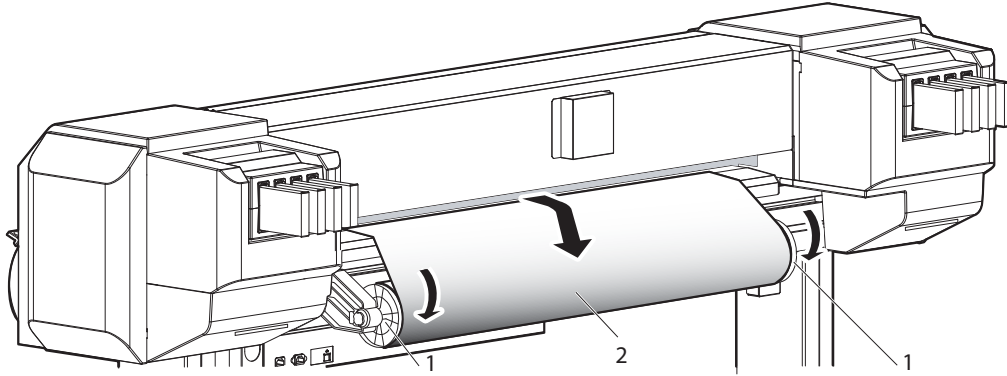
No.	Name
1	Media loading lever

5. Pull the media to your side, and cut the torn part with cutting tools such as a razor blade.



No.	Name
1	Razor blade
2	Roll media

6. Turn Flanges of Roll media holder and take up the roll media.



No.	Name
1	Flanges
2	Roll media

7. If paper dust or pieces of paper remain inside the printer, remove them.

7.4 Smartchip Recovery

When the following message is prompted on the operation panel, a smartchip error such as broken chip may have occurred in the ink cartridge.

- [*****] S/C Recog. Err.
- [****] Check Color ->E

Check that the correct color is inserted in the cartridge slot and perform smartchip recovery. This will allow you to continue to print.

To perform smartchip recovery, do one of the followings according to the message appeared.

7.4.1 When the message “[*****] S/C Recog. Err.” appears

Remove the ink cartridge and reload it. If the printer is still unable to read it, install a new ink cartridge.

- If a message “[****] Check Color ->E” appears after the ink cartridge is reloaded, follow the section ["7.4.2 When the message “\[****\] Check Color ->E” appears"](#) to operate.

7.4.2 When the message “[****] Check Color ->E” appears

Check that the ink color of the cartridge inserted is correct.

- In case of wrong color insertion, load a correct ink color cartridge.
- If color is correct, press the [Enter] key. The printer will perform smart chip recovery and will continue to print.

NOTE

- During smartchip recovery execution, the ink cartridge being recovered blinks in the ink level indicator and ink status menu.

 [2.2.4.1 Estimated ink level graphic](#), [5.1.16 Ink Status menu](#)

8 Appendix

This chapter describes specifications and included components with this printer.

8.1 Product specifications

8.1.1 Printer specifications

Items	Specification
Model name	VJ-2638X VJ-1938X VJ-1638X VJ-1938WX VJ-1638WX
Printing method	On-demand piezo drive system
Drive system	Firmware servo/DC motor drive
Media feed system	Multipoint pressurizing grid roller system
Media fixing system	Pressurization roller down system by manual lever
Media feed/ejection	Rear feed/Front ejection
Roll media outer diameter	<VJ-2638X> 250 mm or less <VJ-1938X/1638X/1938WX/1638WX> 150 mm or less
Roll media weight	<VJ-2638X> 100 kg or less <VJ-1938X/1638X/1938WX/1638WX> 30 kg or less
Maximum media width	<VJ-2638X> 2,642 mm <VJ-1938X/1938WX> 1,910 mm <VJ-1638X/1638WX> 1,625 mm
Minimum media width	900 mm
Maximum media thickness	0.3 mm (when the head height is Low) 1.3 mm (when the head height is Mid) 2.8 mm (when the head height is High)
Maximum printable media width	<VJ-2638X> 2,632 mm <VJ-1938X/1938WX> 1,900 mm <VJ-1638X/1638WX> 1,615 mm
Print margin	Top: 5 mm (15 mm after media initialization or after winding the media manually, 40 mm when media initialization front edge detection is ON or after cutting the media), Bottom: 5 mm (102 mm at the roll media end), Left: 5 mm to 25 mm, Right: 5 mm to 25 mm.
Media cut system	Horizontal automatic cut system/manual cut system
Head height adjustment	Three-level adjustment of “Low”, “Mid”, and “High”
CPU	64-bit RISC CPU

Items		Specification
Memory		384 MB
Command		MH-RTL (RTL-PASS)
Interface		Ethernet (10BASE-T/100BASE-TX/1000BASE-T)
Ink	Supply system	Supplied through tubes from independent color cartridges
	Cartridge	<VJ-2638X/1938X/1638X> Black, Cyan, Magenta, Yellow, Light Black, Light Cyan, Light Magenta: 220 ml ± 5 ml each or 440 ml ± 5 ml <VJ-1938WX/1638WX> Black, Cyan, Magenta, Yellow: 220 ml ± 5 ml each
	Bag	<VJ-2638X/1938X/1638X> Black, Cyan, Magenta, Yellow: 1,000 ml ± 5 ml each
Environmental condition	Operating condition	Temperature: 20°C to 32°C Humidity: 40% to 60%, No condensation
	Printing accuracy coverage	Temperature: 22°C to 30°C Humidity: 40% to 60%, No condensation
	Change rate	Temperature: within 2°C per hour Humidity: within 5% per hour
	Archiving condition (Ink not charged)	Temperature: -20°C to 60°C Humidity: 20% to 80%, No condensation Storage life: 6 months
	Archiving condition (Ink charged)	Temperature: -10°C to 40°C Humidity: 20% to 80%, No condensation Storage life: 4 days (32°C or higher)
Power	Power voltage	AC 100 V to 120 V ± 10% / AC 200 V to 240 V ± 10%
	Frequency	50 Hz/60 Hz ± 1 Hz

Items		Specification
Power consumption	Printing	<VJ-2638X> MAIN: 1,300 W HEATER 1: 1,300 W HEATER 2: 1,300 W <VJ-1938X> MAIN: 1,630 W HEATER 1: 1,200 W HEATER 2: 1,200 W <VJ-1638X> MAIN: 1,100 W HEATER: 1,250 W <VJ-1938WX/1638WX> 200 W
	Standby	<VJ-2638X> 160 W <VJ-1938X> 120 W <VJ-1638X> 45 W <VJ-1938WX> 40 W <1638WX> 38 W
	Sleep Mode	<VJ-2638X> 40 W <VJ-1938X> 36 W <VJ-1638X> 30 W <VJ-1938WX/1638WX> 24 W
Outer diameter	Height	1,261 mm (including the stands)
	Width	<VJ-2638X> 3,708 mm <VJ-1938X/1938WX> 2,983 mm <VJ-1638X/1638WX> 2,698 mm
	Depth	885 mm
Weight		<VJ-2638X> Printer: 242 kg Stand: 41 kg <VJ-1938X> Printer: 162 kg Stand: 37 kg <VJ-1938WX> Printer: 157 kg Stand: 37 kg <VJ-1638X/1638WX> Printer: 187 kg Stand: 34 kg

8.2 Interface specification

This section describes each type of interface specifications supported by this printer.

8.2.1 Network interface specification

Items	Specification
Network type	Ethernet IEEE802.3
Network I/F	10BASE-T/100BASE-TX/1000BASE-T Automatic transfer type (RJ-45 Connector twisted pair cable) MDI/MDI-X Automatic transfer
Corresponding protocol	TCP/IP

8.3 Options/Supply list

For more information about the options and the supply items, contact your local MUTOH dealer.

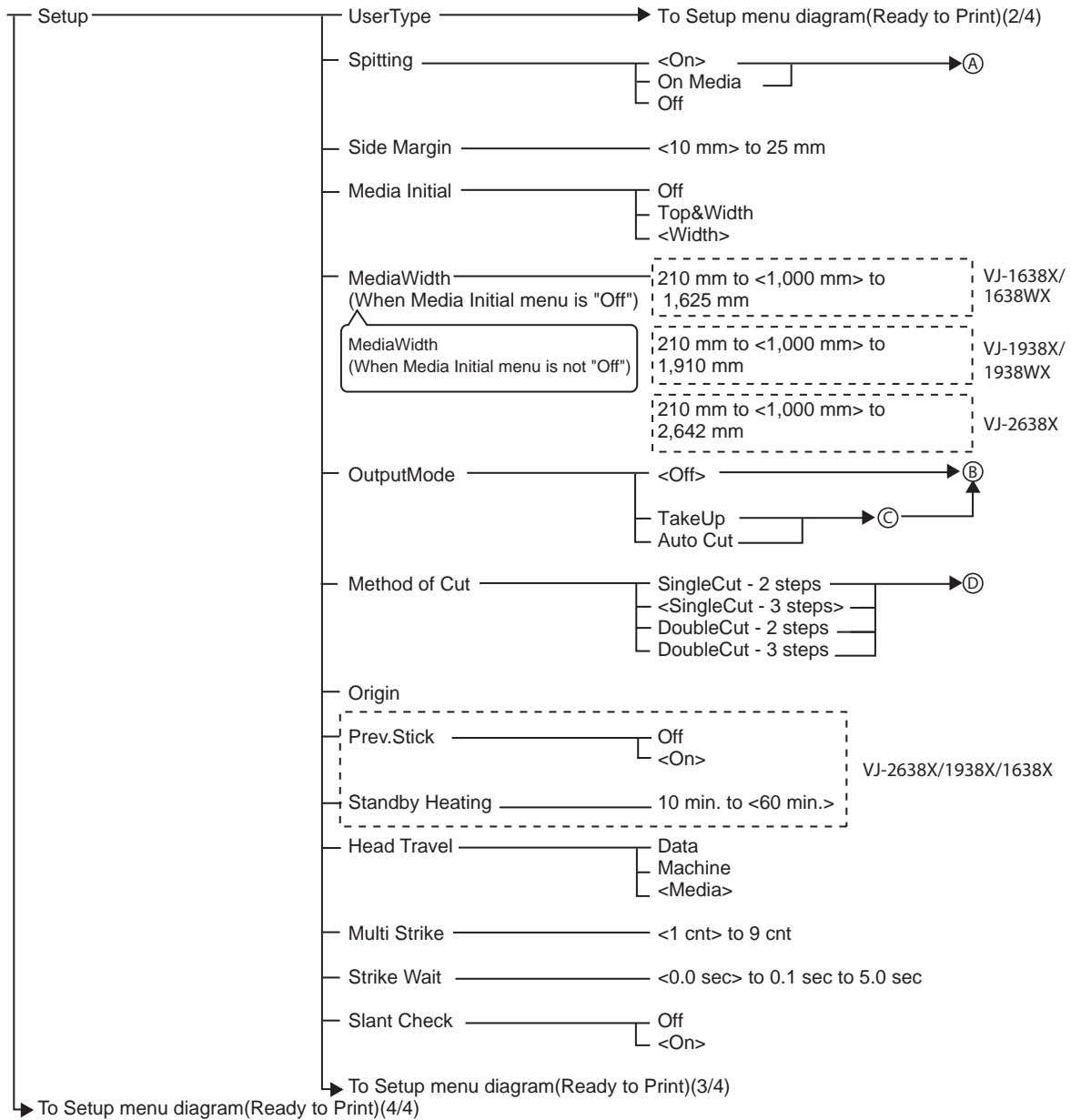
9 Setup menu diagram

For details of the Setup menu configuration diagram, refer to the followings.

NOTE

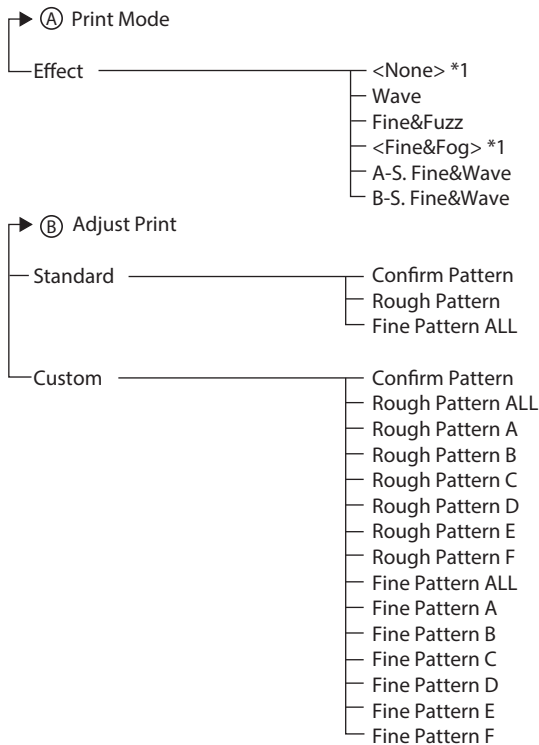
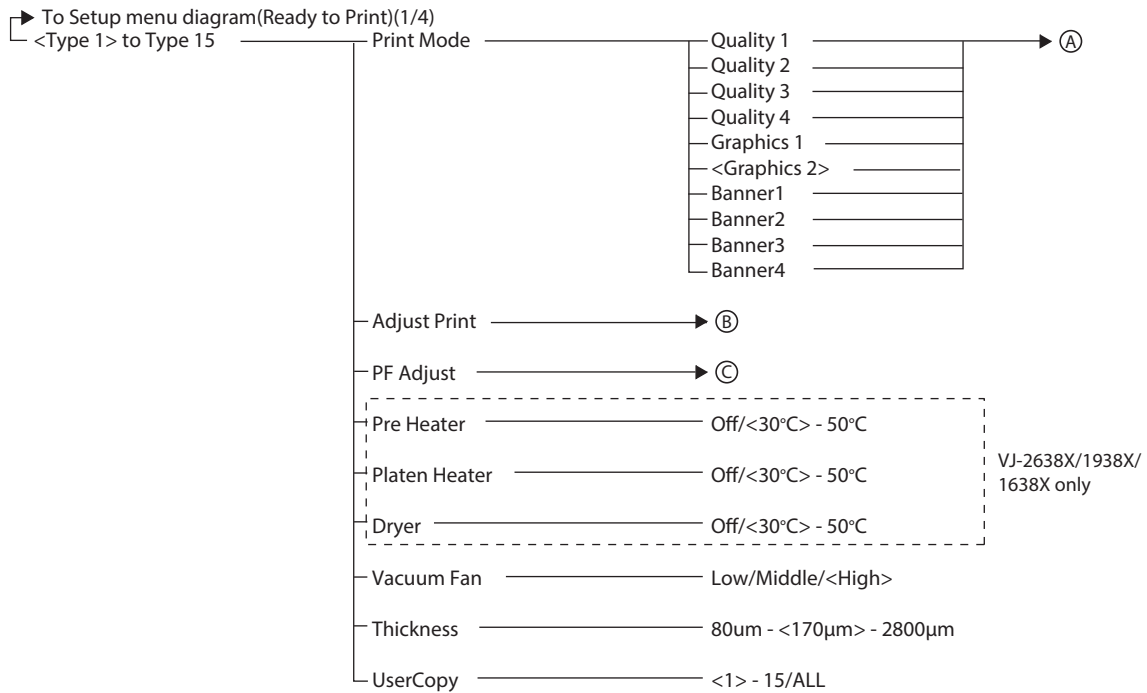
- For details of each setup item, refer to followings:
 - Setup menu diagram (Ready to Print):
☞ [5 Panel setup menu](#)
 - Setup menu diagram (Receiving / Converting / Printing):
☞ [4.4.5 Changing and confirming settings while printing](#)
 - The < > parts in each list are factory default settings (initial values).
-

Setup menu diagram (Ready to Print) (1/4)



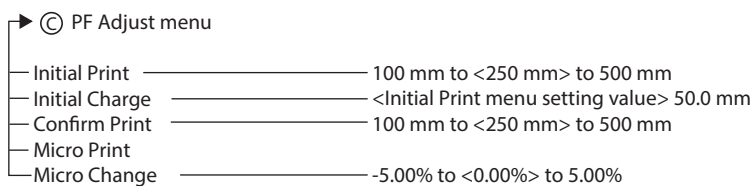
- (A) Spitting menu
 - Pass Count → <1 Cnt> to 999 Cnt
- (B) Output Mode/Page Gap menu
 - Ink Dry Timer → <0 Sec> to 60 min
- (C) Output Mode menu
 - Page Gap
 - <Normal>
 - Narrow
- (D) Method of cut menu
 - Cut pressure
 - Low
 - <High>

Setup menu diagram (Ready to Print) (2/4)

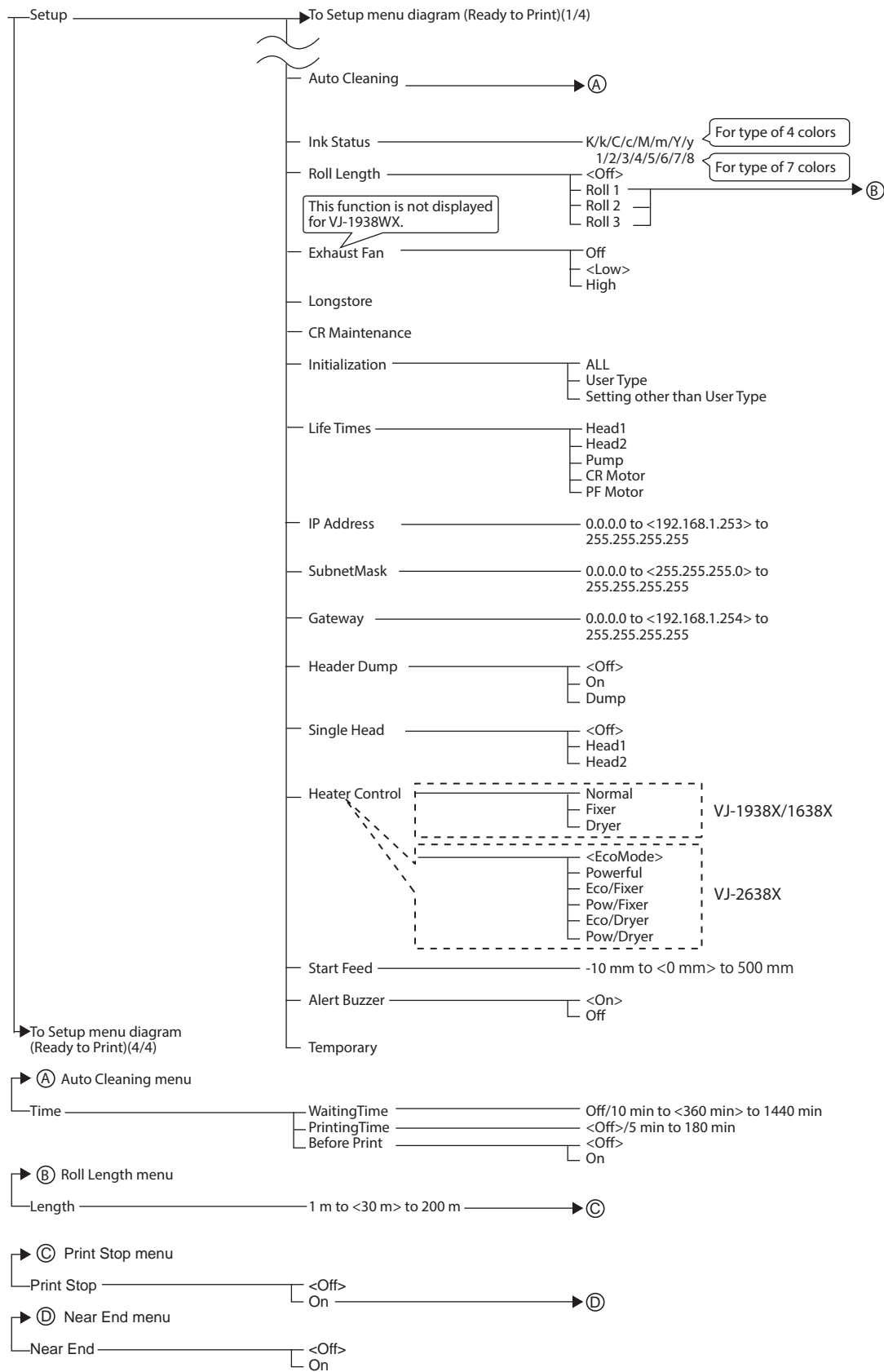


*1: The default value depending on print mode.

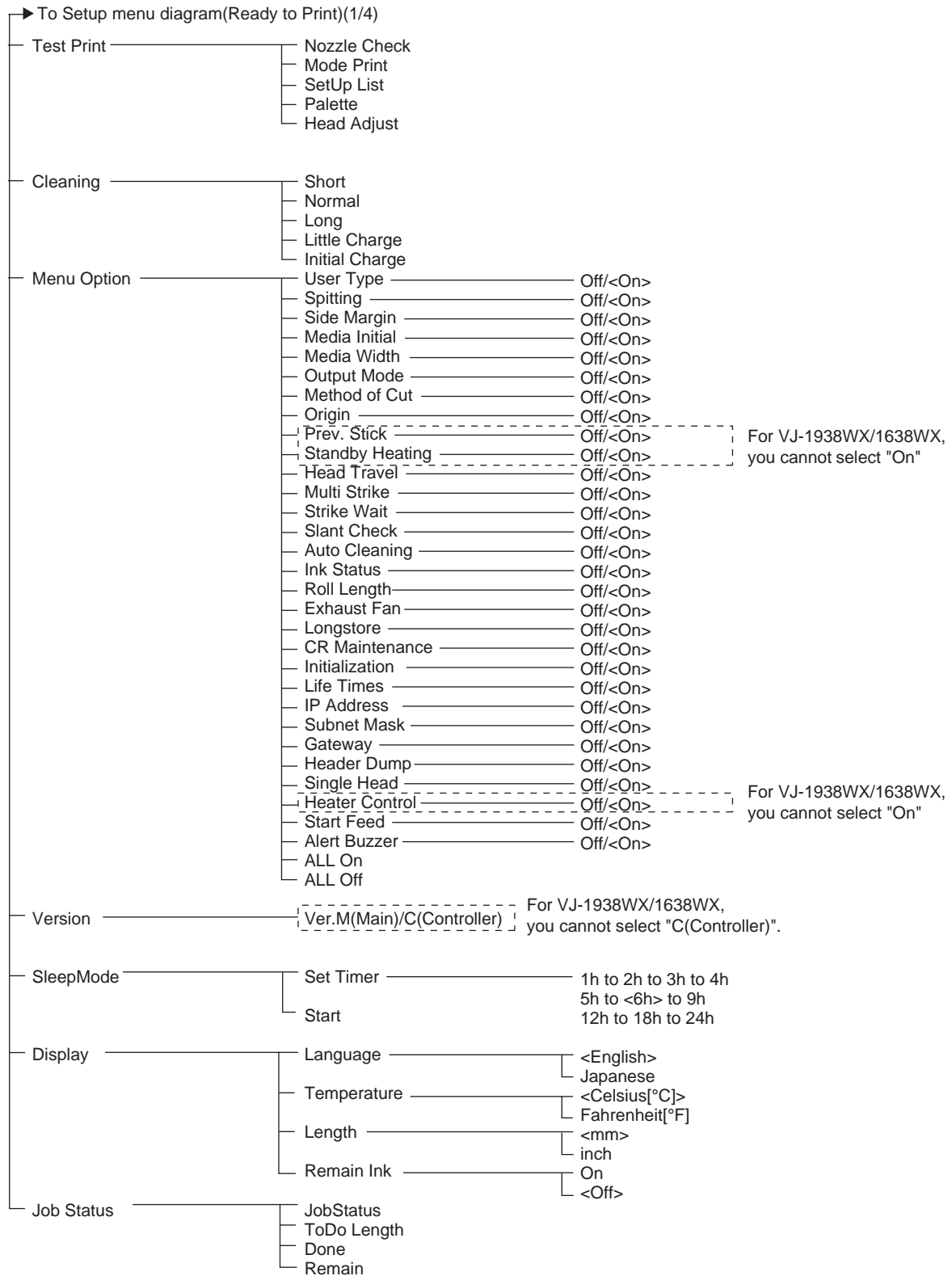
Print Mode	Effect Default Value
Quality 1-4	Fine & Fog
Graphics 1-2	
Banner 1-2	None
Banner 3-4	



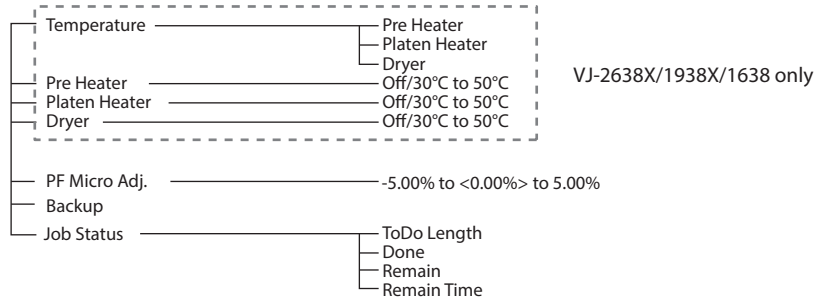
Setup menu diagram (Ready to Print) (3/4)



Setup menu diagram (Ready to Print) (4/4)



Setup menu diagram (Receiving / Converting / Printing)



Revision History

Date	Version	Manual code	Supported Firmware
2013.10	00	VJx638xE-A-00	V.1.00
2013.12	01	VJx638xE-A-01	V.3.02
2014.5	02	VJx638xE-A-02	V.3.03
2014.8	03	VJx638xE-A-03	V.3.04
2015.1	04	VJx638xE-A-04	V.3.05
2015.5	05	VJx638xE-A-05	V.3.06
2015.7	06	VJx638xE-A-06	V.3.06
2016.6	07	VJx638xE-A-07	V.3.09
2016.7	08	VJx638xE-A-08	V.3.09
2017.4	09	VJx638xE-A-09	V.3.09
2017.12	10	VJx638xE-A-10	V.3.10
2020.7	11	VJx638xE-A-11	V.3.17
2021.3	12	VJx638xE-A-12	V.3.17 or later

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