OPERATION MANUAL

Multi Color Jet
TROTEC cannot be held responsible for any direct or indirect damages, which result from using or working with the products electric circuits or software described herein. The apparatus must be used only by trained and skilled personnel. Before use the manual should be read and followed carefully.

Furthermore TROTEC reserves the right to change or alter any product described herein without prior notice.

In case of failure, please check the device first according to section 6.1  Tips for Troubleshooting. If unsuccessful, please note all data of the device (year of manufacture, software version, etc.) and call us from a telephone next to the switched on device.

For queries or technical problems please contact your dealer or TROTEC directly at the above address.

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1 GENERAL

1.1 Operation Manual Use – General Information

Caution:

Please read and follow this Operation Manual carefully, before installation and operation. Damage to persons and/or material can result from not following individual points of the Operation Manual!

Operation of the system is only permitted with equipment and spare parts supplied or listed in the spare parts and consumables lists.

Auxiliary equipment must be adjusted to the base machine (any queries to dealer or manufacturer).

The following symbols are used for easier understanding of the Operation Manual:

⚠️ If the Operation Manual is not observed, this area represents a particular danger for the operating personnel or the personnel responsible for maintenance.

⚠️ Caution: This component is under voltage. In these areas strictly observe the safety instructions regarding electricity. Care is to be taken in particular during maintenance and repair work.

ℹ️ Note or information on individual components of the device, that simplify the use or make it more understandable.
1.2 Designated Use

The TROTEC Multi Color Jet is used for inking Trodat multi color inkpads which are individually cut by a TROTEC Laser unit.

The inking process must only be performed with a perfectly adjusted machine (see also Section 4 OPERATION).

Use of the system in other areas is against the designated use. The manufacturer does not admit liability for damage to personal and/or equipment resulting from such use.

The system must only be operated, maintained and repaired, by personnel that are familiar with the designated field of use and the dangers of the machine!

Non-observance of the instructions for operation, maintenance and repair described in this Operation Manual excludes any liability of the manufacturer if a defect occurs.

1.3 Disposal remarks

Do not dispose the machine with domestic waste!
Electronic devices have to be disposed according to the regional directives on electronic and electric waste disposal.
In case of further questions, please ask your supplier. He might take care of proper disposal.
### 1.4 Technical Data / Device Specification

#### Technical Data

<table>
<thead>
<tr>
<th>Mechanic</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Working area</td>
<td>Max. 4 pads x 3 pads</td>
</tr>
<tr>
<td>Motor</td>
<td>Stepper motor</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Specifications</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Ink capacity</td>
<td>15 tanks, each 150ml</td>
</tr>
<tr>
<td>Pad capacity</td>
<td>Max. 12 individual Trodat Multi Color pads</td>
</tr>
<tr>
<td>Design preconditions</td>
<td>Color field size min. 8 x 8 mm</td>
</tr>
<tr>
<td></td>
<td>Distance between color fields min. 2.5 mm</td>
</tr>
<tr>
<td>Compatible Trodat stamps / ink cartridges (pads)</td>
<td>Stamps for the office: Trodat Professional</td>
</tr>
<tr>
<td></td>
<td>Stamps for at home and on the move: Trodat Printy and Trodat Mobile Printy</td>
</tr>
<tr>
<td>Compatible Trotec Lasers</td>
<td>Speedy 100 / 100R; Speedy 300; Rayjet</td>
</tr>
<tr>
<td>Option</td>
<td>Trolley base</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Control system</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Interface Hardware</td>
<td>USB</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Electricity, Power, Fuse</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Voltage</td>
<td>Single phase 100-250V 50/60Hz</td>
</tr>
<tr>
<td>Power consumption</td>
<td>300W</td>
</tr>
<tr>
<td>Current consumption</td>
<td>2 A (230V) 4 A (115V)</td>
</tr>
<tr>
<td>Recommended fuse</td>
<td>10A (230V / 115V)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Dimensions</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Width/depth/height (approx.)</td>
<td>28.4 x 29 x 20&quot; / 720 x 735 x 500 mm</td>
</tr>
<tr>
<td>Weight (approx.)</td>
<td>99 lbs / 45 kg</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ambient conditions</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Temperature</td>
<td>59°F to 77°F / +15°C to +25°C</td>
</tr>
<tr>
<td>Humidity</td>
<td>40% to max 70%, not condensing</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Safety</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Interlock</td>
<td>Duplicate interlock safety system</td>
</tr>
</tbody>
</table>

*SUBJECT TO CHANGE WITHOUT PRIOR NOTICE*  
*JANUARY 2011*
1.5 Manufacturer's Label

The manufacturer's label is located on the back of the device (see Figure below).

You always have the important data handy if you have problems with your device or require spare parts.
1.6 EC – Declaration of conformity

EC–Declaration of Conformity
(Machine directive 2006/42/EG, appendix II A)

Manufacturer:
TROTEC Produktions u. Vertriebs GmbH.
Linzer Straße 156,
A-4600 Wels

Authorized person for the compilation of technical documentation:
Gerhard KREMPL, TROTEC Produktions u. Vertriebs GmbH., Linzer Straße 156, A-4600 Wels

We hereby certify that

TROTEC MultiColorJet

in its conception, construction and form put by us into circulation is in accordance with all the relevant essential health and safety requirements of the EC machinery directive 2006/42/EEC.

Further valid guidelines/regulations for the product:
2006/95/EG Low Voltage Directive
2004/108/EG EMC Guideline

Applied harmonized standards:
- EN ISO12100 Machine Safety
- EN 60335-1/2007 Safety of Household and similar Appliances
- EN 55022/2008, EN 55024/2003 Electromagnetic Compatibility

Place, Date:
Wels, 10.03.2011

Personal data of the signer:
Stephan FAZENY, Head of Research and Development

Signature:

[Signature]

www.troteclaser.com
2  SAFETY

2.1 General Safety Information

All personnel involved in installation, set-up, operation maintenance and repair of the machine, must have read and understood the Operation Manual and in particular the "Safety" section. The user is recommended to generate company-internal instructions considering the professional qualifications of the personnel employed in each case, and the receipt of the instruction/Operation Manual or the participation at introduction/training should be acknowledged in writing in each case.

Safety-conscious Working

The machine must only be operated by trained and authorized personnel. The scopes of competence for the different activities in the scope of operating the machine must be clearly defined and observed, so that under the aspect of safety no unclear questions of competence occur. This applies in particular to activities on the electric equipment, which must only be performed by special experts.

For all activities concerning installation, set-up, start-up, operation, modifications of conditions and methods of operation, maintenance, inspection and repair, the switch-off procedures that may be provided in the Operation Manual must be observed.

Safety Information for the User and/or Operating Personnel

• No working methods are permitted that affect the safety of the machine.
• The operator must also ensure that no unauthorized persons work with the machine (e.g. by activating equipment without authorization).
• It is the duty of the operator, to check the machine before start of work for externally visible damage and defects, and to immediately report changes that appear (including behavior during operation) that affect the safety.
• The user must provide that the machine is only operated in perfect condition.
• The user must guarantee the cleanness and accessibility at and around the machine by corresponding instructions and controls.
• Principally, no safety components may be removed or disabled (already here we emphasize the imminent dangers, for example severe crushing). If the removal of safety components is required during repair and service, the replacement of the safety components must be performed immediately after completion of the service and repair activities.
• Preparation, retooling, change of work piece, maintenance and repair activities must only performed with equipment switched off, by trained personnel.
• It is forbidden to perform unauthorized modifications and changes to the machine. It is emphasized, that any unauthorized modifications to the machine are not permitted for safety reasons.
2.2 Warning and Information Labels

The warning and information labels are attached in such positions of the device that could represent a source of danger during set-up and operation. Therefore, follow the information on the labels. If labels are lost or damaged, they must be replaced immediately.
3 BEFORE OPERATION

3.1 Unpacking

You receive your Trotec Multi Color Jet packed in a wooden box, which contains the machine and additional accessories. The following steps give you an overview of the unpacking and assembly of the laser. Please follow these steps carefully.

Keep the packing box. You will require it in case of a return.
Dispose all waste according to the applicable waste disposal law.

Remove the cover. Please do not forget to store this box in a dry place.

Carefully remove the foam material, which protects the viewing window of the cover, and the tape that holds this cover in place.

Lift the machine out of the box. For this you will require two persons. Position the machine on a stable table or on the delivered trolley (optional).

3.2 Contents of Delivery

Transport and service packaging
Multi Color Jet
Flexible Tray including all Trodat MCI compatible pad frames
15 ink tanks
15 Dispenser
Stand (optional)

Accessories:
1. TROTEC installation DVD including software and operation manual
2. Mains cable
3. Computer connection cable USB
3.3 Location

Before you install the system, you should select an appropriate location. Follow the guidelines shown below:

Avoid locations where the system is exposed to high temperatures, dust and high humidity. (The humidity must not exceed 70% and the temperature must not be close to the dew point.)

Avoid locations, where the system is exposed to mechanical shocks.

Fuse protection:
Do not connect other devices via the fuse, as the system requires the full amperage.

Avoid locations with poor air circulation.

Select a location, whose room temperature is between 15 °C and 25 °C (59° – 77° F). Avoid higher ambient temperatures and strong exposure of the machine to the sun. Use blinds, if required.

Select a location close to the laser to ensure productivity.

Select a location that is not more than 2.50 m away from your computer (max. cable length to avoid disturbing interferences).

Try to place a working table or a place to put things next to it. This shall avoid, that the machine is misused as a table.
3.4 Computer – Requirements

You have to use the same computer for the Multi Color Jet as for your laser.

The following recommendation represents the minimum requirements. When using a more powerful computer the graphics are generated and displayed faster and the computing times and the data transfer to the device are reduced. To use the newest software version, you might have to abide by other requirements.

Windows 7® 32/64-bit or
Windows Vista® 32/64-bit (with Service Pack 1 or later) or
Windows® XP 32/64-bit (with Service Pack 2 or later)
512 MB of RAM, 400 MB of hard disk space
Pentium® 1 GHz processor or AMD Athlon™ XP
1024 x 768 or better monitor resolution
24-bit color depth graphics card
1 free USB interface
DVD drive
Mouse

3.5 Software Installation

All software has to be installed prior to connecting the machine with the PC!

1. Insert the installation DVD. If autorun is active, the “Readme.txt” file will open.
2. Open the directory of your DVD drive. You will find the following folders:

<table>
<thead>
<tr>
<th>Name</th>
<th>Size</th>
<th>Type</th>
<th>Date Modified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Firmware</td>
<td></td>
<td>File Folder</td>
<td>07.03.2011 16:35</td>
</tr>
<tr>
<td>MCI-Check</td>
<td></td>
<td>File Folder</td>
<td>07.03.2011 13:33</td>
</tr>
<tr>
<td>Rayjet Software</td>
<td></td>
<td>File Folder</td>
<td>07.03.2011 14:10</td>
</tr>
<tr>
<td>Speedy Software</td>
<td></td>
<td>File Folder</td>
<td>07.03.2011 14:10</td>
</tr>
<tr>
<td>MultiColorJetControlSetup_1.3.2.7.exe</td>
<td>5,576 KB</td>
<td>Application</td>
<td>08.03.2011 10:54</td>
</tr>
<tr>
<td>Autorun.inf</td>
<td>1 KB</td>
<td>Setup Information</td>
<td>08.03.2011 13:05</td>
</tr>
<tr>
<td>Readme.txt</td>
<td>1 KB</td>
<td>Text Document</td>
<td>07.03.2011 14:13</td>
</tr>
</tbody>
</table>

3. Open the folder “Speedy Software” or “Rayjet Software” corresponding to your laser machine.

4. Run the “start.bat” file to start the installation/update of the software for your laser.
5. In case you install the Multi Color Jet with an existing laser system you additionally have to update the firmware of the laser.

⚠️ Read the "README" for information how to do a safe firmware update on your laser!

<table>
<thead>
<tr>
<th>Name</th>
<th>Size</th>
<th>Type</th>
<th>Date Modified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Firmware MultiColorJet</td>
<td>File Folder</td>
<td>07.03.2011 16:35</td>
<td></td>
</tr>
<tr>
<td>Firmware Rayjet</td>
<td>File Folder</td>
<td>07.03.2011 14:07</td>
<td></td>
</tr>
<tr>
<td>Firmware Speedy 100</td>
<td>File Folder</td>
<td>07.03.2011 14:07</td>
<td></td>
</tr>
<tr>
<td>Firmware Speedy 100 R</td>
<td>File Folder</td>
<td>07.03.2011 14:07</td>
<td></td>
</tr>
<tr>
<td>Firmware Speedy 300</td>
<td>File Folder</td>
<td>07.03.2011 14:06</td>
<td></td>
</tr>
<tr>
<td>README Update Firmware Rayjet.pdf</td>
<td>91 KB</td>
<td>Adobe Acrobat Document</td>
<td>07.03.2011 13:54</td>
</tr>
<tr>
<td>README Update Firmware Speedy.pdf</td>
<td>49 KB</td>
<td>Adobe Acrobat Document</td>
<td>03.03.2011 13:14</td>
</tr>
</tbody>
</table>

6. Open the folder “MCI-Check” and run the file “Setup.exe” to install/update MciCheck.

<table>
<thead>
<tr>
<th>Name</th>
<th>Size</th>
<th>Type</th>
<th>Date Modified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corel</td>
<td></td>
<td>File Folder</td>
<td>07.03.2011 13:33</td>
</tr>
<tr>
<td>DotNET Framework 2.0</td>
<td>File Folder</td>
<td>07.03.2011 13:33</td>
<td></td>
</tr>
<tr>
<td>Manuals</td>
<td></td>
<td>File Folder</td>
<td>07.03.2011 13:33</td>
</tr>
<tr>
<td>McCheck</td>
<td></td>
<td>File Folder</td>
<td>07.03.2011 13:33</td>
</tr>
<tr>
<td>readme.txt</td>
<td>4 KB</td>
<td>Text Document</td>
<td>04.03.2011 00:07</td>
</tr>
<tr>
<td>Setup.exe</td>
<td>40 KB</td>
<td>Application</td>
<td>28.02.2011 07:42</td>
</tr>
<tr>
<td>Setup.exe.manifest</td>
<td>2 KB</td>
<td>MANIFEST File</td>
<td>20.03.2008 09:47</td>
</tr>
<tr>
<td>Trotec MciCheck v9.4.2 ReleaseNotes.pdf</td>
<td>1,066 KB</td>
<td>Adobe Acrobat Document</td>
<td>04.03.2011 08:05</td>
</tr>
</tbody>
</table>

7. Run the MultiColorJetControl setup as described below.

Open the main DVD directory and double-click on “MultiColorJetControlSetup_x.x.x.exe”.

<table>
<thead>
<tr>
<th>Name</th>
<th>Size</th>
<th>Type</th>
<th>Date Modified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Firmware</td>
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<td>File Folder</td>
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<tr>
<td>MCI-Check</td>
<td></td>
<td>File Folder</td>
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</tr>
<tr>
<td>Rayjet Software</td>
<td></td>
<td>File Folder</td>
<td>07.03.2011 14:10</td>
</tr>
<tr>
<td>Speedy Software</td>
<td></td>
<td>File Folder</td>
<td>07.03.2011 14:10</td>
</tr>
<tr>
<td>MultiColorJetControlSetup_1.0.2.7.exe</td>
<td>5.578 KB</td>
<td>Application</td>
<td>08.03.2011 10:54</td>
</tr>
<tr>
<td>Account.ini</td>
<td>1 KB</td>
<td>Setup Information</td>
<td>08.03.2011 13:05</td>
</tr>
<tr>
<td>Readme.txt</td>
<td>1 KB</td>
<td>Text Document</td>
<td>07.03.2011 14:13</td>
</tr>
</tbody>
</table>

Installation is being prepared.
Install shield wizard is ready for installation. Click on “Next” to continue.

Accept the license agreement and click on “Next” to continue.

Enter the requested data. Click on “Next” to continue.

If desired, select a different destination folder. Click on “Next” to continue.
Check the current settings. If ok, click on “Next” to continue.

Install shield wizard is has competed the installation. Click on “Finish” to continue.

3.6   Software Registration

3.6.1   JobControl
Start JobControl
Go to “Help – Software Registration”
Enter the 4x4 digit multi color option key (xxxx-xxxx-xxxx-xxxx) which you get from your distributor.
Click on “Add key”

3.6.2   Minimanager
Start Minimanager
Right click on the Minimanager icon on the task bar and select “Options”
Enter the key combination “Ctrl+ALT+M”
Enter the 4x4 digit multi color option key (xxxx-xxxx-xxxx-xxxx) which you get from your distributor.
Click on “Add key”
3.7 Connections

Perform the connections exactly in the order described, otherwise electrostatic charging can damage your computer and/or the electronics of the device.

3.7.1 Connecting the Mains

Connect one end of the mains cable with the connection socket (9) at the rear side of the device (see Figure below) and the other end with a protected power outlet.

Mains voltage and operating voltage must correspond (AC 230 V/50 Hz or AC 115 V/60 Hz) – see information label beside the connection socket.

Under no circumstances switch on the device if the voltages do not correspond.

The main fuses are located between the main switch and the connection socket and are accessible from the exterior.
### 3.7.2 Connecting the Computer

![Warning symbol]

Before you connect the Multi Color Jet to the computer, both systems must be switched off and connected to the mains voltage.

![Warning symbol]

All software has to be installed prior to connecting the machine with the PC!

---

Connect the USB cable to the USB port on the device (12) and plug it to a free USB port on your computer.
4 OPERATION

4.1 Machine view and connections

1 Dispenser
2 X-axis
3 Top lid
4 Dispenser unit
5 Ink tanks
6 Start / Stop buttons
7 Manufacturers label
8 On/off switch
9 Power socket
10 Power supply
11 Electronics
12 PC connection cable (USB)
<table>
<thead>
<tr>
<th>Number</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Dispenser</td>
<td>The dispensers are responsible for the exact dosage of the ink.</td>
</tr>
<tr>
<td>2</td>
<td>X-axis</td>
<td>The x-axis is carrying the dispenser unit.</td>
</tr>
</tbody>
</table>
| 3      | Top lid               | If the top lid is opened, no moves will be performed. After closing the Top lid, the device is not ready to process commands for 5 seconds.  
If the top lid is opened during operation, the motion system is stopped. The job cannot be continued. Please cut a new pad and ink it with the new generated ink job.  
Never rest on the top lid or use it as support! This might lead to misalignment of the system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 4      | Dispenser unit        | The dispenser unit is carrying the dispensers and transfers the color from the ink tanks to the multi color pads.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 5      | Ink tanks             | The ink tanks can easily be exchanged. Please follow the tank change procedure if the current tank turns to have not enough ink for a new pad inking procedure.  
Never refill used tanks. Always order new original Trodat / Trotec Multi Color tanks due to safety and quality reasons.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 6      | Start / Stop buttons  | Pressing the green “Start” button starts the job which is currently visible in the Multi Color Jet software.  
If the red “Stop” button is pressed during operation, the motion system is stopped. The job cannot be continued. Please cut a new pad and ink it with the new generated ink job.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 7      | Manufacturers label   | Shows important data of the machine like serial number and manufacturing date.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 8      | On/off switch         | Use this switch to turn the machine on/off.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 9      | Power socket          | To connect the main power according the information on the manufacturers label. In the Power Socket are the fuses.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 10     | Power supply          | Changes the main power to power types suitable for the mechanic and electronic parts of the machine.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 11     | Electronics           | The electronics are situated under the electronics cover.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 12     | PC connection cable (USB) | At this socket the USB connection cable has to be plugged in.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
4.2 Start / Stop buttons

Pressing the green “Start” button starts the job which is currently visible in the Multi Color Jet software.

If the red “Stop” button is pressed during operation, the motion system is stopped. The job cannot be continued. Please cut a new pad and ink it with the new generated ink job.

The start / stop buttons give LED signals which provide information according the status of the Multi Color Jet. See the table below for details.

<table>
<thead>
<tr>
<th>Condition of LED</th>
<th>Status of Multi Color Jet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green flashing slow (0.5 Hz)</td>
<td>Multi Color Jet is IDLE and waiting for commands</td>
</tr>
<tr>
<td>Green flashing fast (1 Hz)</td>
<td>The top lid is opened and no data can be processed due to open interlock system. OR Multi Color Jet is receiving data.</td>
</tr>
<tr>
<td>Green permanent light</td>
<td>Data available / being processed in Multi Color Jet.</td>
</tr>
<tr>
<td>Red flashing</td>
<td>Error on the machine (e. g. reference switch triggered). Turn the machine off and on.</td>
</tr>
</tbody>
</table>

4.3 ON / OFF Switch

Switches the mains supply ON/OFF.

The following conditions must be fulfilled for correct start up:
- unrestricted freedom of motion of the mechanics
- top lid closed

Before switching on the device, the user must make sure that no objects of any kind are located inside the operating space, which could limit or obstruct the mechanics of the device.

When switching off the mains supply, all processing data is lost.
4.4 Setup

To prepare your device for the first inking tests, perform the following steps:

4.4.1 Insert ink tanks and dispensers

Start the MultiColorControl

For details on the software please refer to section “4.6 Further Software Information”.

Switch the Multi Color Jet on

Click on the “connect” button in the software. If successful, it will change to

Make sure that the top lid of the Multi Color Jet is closed.

Click on the “Ink tank configuration” button or select “Options – Ink Tank configuration”.

www.troteclaser.com
The cover plate of ink tanks opens automatically (if the top lid of the Multi Color Jet is closed).

Take the ink tanks and shake each one.

Remove the screw cap and put the tanks in place (put the screw cap on the nose of the tank).

Attention: Replace/insert corresponding ink tank and dispenser together.

It is recommended to insert all available ink tanks according to the position in the “Ink Tank configuration” window. Alternatively you can change the position of tanks in the configuration window to meet your needs. For details refer to section “4.7.1 Exchange ink tanks”.

After inserting the ink tanks, fix them with the metal plate with black clip and close the top lid.

Click “OK” in the “Ink tank configuration”.

The cover plate of ink tanks closes automatically (if the top lid of the Multi Color Jet is closed).
Insert all dispensers.

REMARK: Every day the ink tank plate has to be raised and lowered to keep the colors/inks mixed. Additionally it is recommended to shake each tank separately each week to avoid sedimentation of color particles/pigments.

Each Dispenser corresponds to a specific ink tank.
If an ink tank is removed, remove the dispenser too and store it on the ink tank.

Additionally, remove the according color from the ink tank configuration in the software.
4.4.2 Calibrate Multi Color Jet to Laser

Reboot the PC.

⚠️ Do NOT start the laser software!

Turn on the Laser and Multi Color Jet - wait for referencing of both.

Start TROTEC Multi Color Jet Software (MultiColorControl).

Select “Options – Calibration with Laser”.

Follow the instructions in the dialogue box of the software.

Click “OK” in the software to start connection of laser with PC.
Put any inkpad to position 1/1 on the tray and put the tray in the laser.

Click “Next” in the software.

Click “Ok” in the software to start the automatic move of the working head over the pad.

Focus the working head of the laser with the focus tool. Then move the table down appr. 4mm.

Close the top lid of the laser.

Do a test pulse with the laser.

Test pulse on Trotec Speedy:
Press “Enter” and “Shift” button simultaneously.

Test pulse on Rayjet:
Press “Play/Pause” and “Stop” button simultaneously.
On the pad you can see a small dot created by the laser. Add a crosshair manually to make it easier to find the dot later on.

Click “Next” in the software.

Click “OK” in the software to connect to the Multi Color Jet.

Take the tray out of the laser.

Place the tray in the Multi Color Jet – do not change the position of the pad.

Caution: Take care to position the tray at the sling points – there must not be a gap.
Take the cleanest dispenser from the back of the machine manually and insert it manually to the dispenser unit. Close the slider of the dispenser unit. Close the top lid.

Click “OK” in the software.

Click “OK” in the software to start with positioning Multi Color Jet over the dot created by the test pulse.

Click “Show cursor” in the software to open the cursor window.

Move the dispenser unit with the cursor keys.

Software-Cursor:
- x (left / right)
- y (back / front)

PC-keyboard:
- Page Up
- Page Down

Software-Cursor:
- z (up / down)

PC-keyboard:
- 0.1 mm (Alt)
- 1.0 mm
- 10 mm (Ctrl)

Step distance

Take care to select 0.1 mm for fine adjustment.

10 mm are quite big steps – take care not to produce a severe crash.

Close the top lid to be able to manipulate the machine. No part of the mechanics will move if the top lid is open!
Position the dispenser above the burned mark created with the laser.

Move the table up until you nearly touch the pad to do fine adjustment with the z-up key.

After fine adjustment, move down the table of the Multi Color Jet with the z-down key.

Click “Next” in the software.

Multi Color Jet is starting an automatic move.

Unlock (move slider upwards) and remove the dispenser from the dispenser unit of the Multi Color Jet. Put it back in its original place on the back of the machine.

Take the tray out of the Multi Color Jet.

Switch off the Multi Color Jet and laser.

Calibration is the only situation where you are allowed to remove a dispenser manually from the dispenser unit. In any other circumstances you always have to use “Manual Access” of the menu “Options”!
4.5 First Inking

Run MCI Check – CorelDraw will open automatically.

Create your first Multi Color Stamp
1. Open a MCI template fitting to your inkpad (File – New from Template – browse to the “DVD MCI Check Software (10903)\Corel\MCI_Templates” or to the directory where you saved the templates on your hard disc drive).
2. Create the desired text.

3. Use only colors of the MCI color palette.

Information: Switch of the color management in Corel Draw.
Click on “Start analyzing process”.
If necessary, adjust the position of the colored objects until the check is successful.

The following instructions concentrate on the procedure with Trotec Speedy machines and JobControl. For main differences according procedure on Rayjet, please additionally read section “4.8 Procedure on Rayjet”.

Click on “Create Trotec Job” in the MCI Check window.

Enter a job name in the “Create Job” dialogue box.

Click on “OK” to send the data over to JobControl or MiniManager.
In JobControl you will find two files – one for the rubber stamp and one for the MCI Pad. The stamp file has the ending "_stamp".

Place the job for the MCI pad on the JobControl plate. A grid with 4x3 marks will show up. For the first job, place the job at position 1/1. Later on you can position even multiple jobs and put them on any of the 12 possible positions. The only exceptions are very big Professional and Printy pads. Those can only be put in the lowest and/or right side of the tray.
Turn on the laser and wait for referencing.

Select the pad which you have selected on the computer before to use for your first job (e.g. 5206).

Put the according pad frame on the tray, insert the pad and place the tray on the working table of the laser.
Make sure that the tray is positioned properly and touches the rulers well.

Check the **1.5”** lens. Clean if necessary and reinsert it (round side up on Speedy 100!).
**1.5”** lens is mandatory for production of multi color pads due to auto focus.

Close the top cover of the laser.

In JobControl click on ![connection icon] to connect the laser with JobControl.

When the connection is ready, click on ![start icon] to run the job you positioned on the plate of JobControl.

After pressing “Start” in JobControl, the table of the laser is moving upwards and stopping **automatically** in the focus position of the **1.5”** lens.
When this focus move is finished, the laser starts to cut. Each line is cut three times to separate and seal the foam perfectly.
Take the tray out of the laser.

Place the tray in the Multi Color Jet – do not change the position of the pad.

Caution: Take care to position the tray at the sling points – there must not be a gap.

On your PC monitor, the TROTEC Multi Color Jet Control has opened or the Icon on the task bar is blinking as soon as you started the cutting process in JobControl. Click on the icon in the task bar.

In the TROTEC Multi Color Jet Control your first tray shows up in the list on the right side. The trays are named automatically and are exactly defined via date and time.
Click on the tray (in this case: Tray_2011-01-13(...)) - the tray shows up in the left preview area.

Click on “Start”

If instead of the “Start” button you see the “Connect” button, Software and machine are not connected. Just click on the “Connect” button and the “Start” button will show up.

Multi Color Jet starts the inking procedure.

IMPORTANT: While the Multi Color Jet is inking the ink pad, the laser can produce the stamp pattern. Both will finish at approximately the same time.

After inking, the pads may differ in the appearance. This will have no quality influence.
Info: Put the pad into the corresponding stamp and after several snap the color will spread on the whole area and the imprint of the stamp will look great.
4.6 Further Software Information

4.6.1 Multi Color Jet Control – Main Window

Menu bar  Preview area (empty when no tray is marked)  Queue (Tray list)

Control buttons

4.6.2 Menu Bar

Menu – File – Print option

For your reference, you might like to print out the tray you process on paper. Use the options in the “File” Menu to do “Page Setup”, have a look at the “Print Preview” and finally “Print” the tray.
Menu - Options

Ink Tank Configuration

In this window you can see the ink tanks which are installed and the information according to the calculated filling level of each tank.

Additionally, you can see the demand of the ink based on the tray queue list:
- In Queue: ink will be used in at least one of the trays in the Tray-List (Skipped pads excluded)
- Required: ink will be used in the currently marked tray or pad (Skipped pads excluded)
- ink not used in any of the trays in the queue (Skipped pads included)

Also refer to the section “4.7.1 Exchange ink tanks” for additional information regarding the button functions.

Manual Access

In case of any incident like opened top cover during operation the Multi Color Jet might stop in between the inking procedure. In such case the dispenser might be full of ink and somewhere in the middle of the working area. There is NO automatic error handling, you have to get “Manual Access” to bring the machine back to normal condition.
MULTI COLOR JET

OPERATION

Choose the necessary action and click on “Go” to start the procedure. It is recommended to follow this order:

- **Blow Out**: Drives the dispensing unit to the tank you select in a dialogue box and empties the ink to the tank after confirmation of the position.
- **Eject Dispenser**: Drives the dispensing unit to the dispenser position you select in a dialogue box and ejects the dispenser after confirmation of the position. Dispenser has to be empty before you do that, so if in doubt, start the “Blow Out” action in advance.

⚠️ Never remove the dispenser manually from the dispenser unit. Always use the “Eject Dispenser” option in “Manual Access”.

- **Park position**: Moves the dispenser unit to the front and left – comparable to the reference move of x- and y-axis
- **Table down**: Moves the table to the bottom – comparable to the reference move of z-axis

The following windows will show up to let you select and confirm the “Blow Out” and “Eject Dispenser” actions.

---

**Calibration with Laser**

Refer to section “4.4.2 Calibrate Multi Color Jet to Laser” for details of the calibration process.

---

**Menu - Language**

Select your wished language.

---

**4.6.3 Preview Area**

Click on a Tray to see it in the Preview area.
Double click on the pad in the preview area or click on the pad name below the tray name to see one single pad.

Switch from “Cartridge” view to “Ink Points” if you want to preview the points where the ink will be transferred to the pad.

If there are several pads on one tray and you do not want to ink a pad due to any reason, activate “Skip”. The pad will be crossed out in the preview and is marked with a warning in the queue.

After inking of the tray, all pads will be marked with a green tick except the skipped ones. If desired, the skipped pad can be inked later after deactivating the “Skip” box. All other pads will not be inked during the second run.
Open the “Colors” Tab to see which inks are needed for the currently selected pad or tray.

4.6.4 Queue (Tray and pad list)
In this list you find the trays waiting for procession.

The name of the trays is given automatically and follows a certain scheme:
Tray_ production date (number of pads, creation date and time)

The name of the pad corresponds to the job name from JobControl / MiniManager and the used stamp size.

After procession the symbol at the beginning of each line switches from 👐 to 👗.

All trays which are processed will be deleted automatically as soon as the software is closed.
4.6.5 Control Buttons

Connect – click on this icon to connect the computer with the Multi Color Jet.

After pressing this button it switches to …

Start – click this button to start the inking of the currently marked tray or pad.

When the Multicolor Jet is turned off while the software is running, the “Start” icon switches back to the “Connect” view.

Delete – click on this icon to delete the currently marked trays.

When the software is shut down, all produced trays will be deleted automatically.

Ink Tank Configuration – click on this icon to get access to the “ink tank configuration” dialogue where you can check the status of ink tanks and start procedures like exchanging, removing or adding ink tanks.
4.7 Ink Tank procedure

Each dispenser corresponds to a specific ink tank
If an ink tank is removed, remove the dispenser too and store it on the ink tank.

Additionally, remove the according color from the ink tank configuration in the software.

4.7.1 Exchange ink tanks

With this procedure you can (inter)change positions of colors or add new colors.

Attention: replace ink tank and dispenser together!
Never refill used tanks but always order new original Trodat Multi Color tanks.

Click on the “Ink tank configuration” button or select “Options – Ink Tank configuration”.

The cover plate of ink tanks opens automatically (if the top lid of the Multi Color Jet is closed).

Select the tank you want to exchange (highlighted red) and click on “Eject”, or double click on the tank you want to exchange.

Remove the ink tank and dispenser from the Multi Color Jet manually.
Prepare and insert the new ink tank together with its dispenser at an empty position in your Multi Color Jet manually.

If you remove an empty ink tank and add a new one with the same color, there is no need to exchange the corresponding dispenser.

Select the according ink tank position in the software.

Click on “Insert ink tank” in the Ink Tank Configuration window.

The Ink Tank Explorer shows up. You can see the tanks which were removed before.

If you added a completely new ink to the Multi Color Jet, click on the “Add new ink tank” button in the Ink Tank Explorer.
A list of available inks shows up. Select the one you want and click on “Ok” or double click on the desired ink. The new ink shows up in the Ink Tank Explorer.
Select the ink you want to insert in the empty position and click on “Ok” or do a double click directly on the ink. The window will close and the selected color will show up in the Ink Tank Configuration window. If you remove a tank which has less than 100%, the system will store that value in the ink tank explorer.

Close the top lid of the Multi Color Jet and then click on “OK”. Then the cover plate of the ink tanks closes automatically (Cover plate of the color tanks only manipulates when the top lid is closed).

If you have some inks which you use very frequently (e.g. black), you might add a second ink tank to have always enough ink for your production. The system can handle it automatically.

Dispose empty ink tanks corresponding to local regulations.

When you click on “Remove ink tank” the ink tank is deleted completely and the fill level information is lost. So only press this button when you dispose an ink tank.
4.7.2 Message “Unavailable Ink Tank”

When you remove ink tanks or the calculated volume in an ink tank is below the safety volume and you try to run a job with the missing ink, the following message will show up.

Click on “OK” to proceed without any changes. The pad will show a warning exclamation mark and will not be proceeded. You can run the pad later, when the ink is available.

Click on “Cancel” to insert the ink tank and solve the situation as described in section “4.7.1 Exchange ink tanks”.

Whenever such situation shows up, you will see a warning symbol at the tray and each job with missing color in the queue on the right.
In the “Colors” tab, the missing color is crossed out.
4.8 Procedure on Rayjet

4.8.1 General Workflow

Run MCI Check – CorelDraw will open automatically.

When you start MCI Check which is configured for Rayjet, in the CorelDraw window there will show up two files. The files are named “Rayjetpaddoc.cdr” for the collecting the pads and “Rayjetdiedoc.cdr” for collecting the stamp dies.

The MCI Check window for Rayjet is nearly the same as the one for Trotec Speedys, except the “Create Trotec Job” button, which differs between JobControl icon and MiniManager icon.

In the pad area the created MCI pad files will be collected and positioned. The grid lines in the pad area define the position of the pads and correspond to the reference points on the physical tray.

In the stamp area the created MCI stamp files will be collected and positioned. Further, additional stamps can be created and placed on the plate.
Open your MCI template file and create your layout as described in section “4.5 First Inking”. To arrange the files next to each other like below, select “Tile vertically” in the menu “Window”. After your layout is finished, click on “check” in MciCheck, to prove the design.

After clicking on the “Start Rayjet processing” button you can see the stamp and the multi color pad.
You can repeat the procedure and gather several multi color pads and stamps before you send them to the laser software. You can position the multi color pads on any of the 12 defined positions on the pad area (left top corner of the pad has to touch the crossing grid lines).

Always double-check that the position of the multicolor pad in CorelDraw corresponds to the physical position of the pad on the tray.

Additionally, you can add non-multi color stamps to the stamp area, to fill your rubber plate. You can move the stamp to fill your rubber plate as good as possible.

To send the pad area to the Rayjet MiniManager, select “Rayjet Engraver” as printer and open the “Preferences”.

The material settings (power, speed, …) are taken automatically from the settings in the “Options” of the Minimanager. Refer to section “4.8.3 Adjust the parameters for pad cutting” for details.

In the “Settings” activate the process “MCI-Stamp”.

If the process „MCI-Stamp” is unavailable, you have to activate the MCO option as described in section “4.8.2 Activate the MCO Option in MiniManager”.

Click on “Start” and then on “Print” in the CorelDraw print window to send the job to Minimanager.
In Minimanager the printed pad area will show up.

Check the 1.5" lens. Clean if necessary and reinsert it. The 1.5" lens is mandatory for production of multi color pads.

Insert the physical tray with the corresponding pad in the correct position and start the process in MiniManager.

Check the pad cut by Rayjet to proof the foam rubber is cut trough correctly. If you face any troubles, please refer to sections “4.8.3 Adjust the parameters for pad cutting”.

For information according further processing in Multi Color Jet please refer to section “4.5 First Inking”.

The rubber plate can be sent as usual (If necessary, refer to Rayjet manual for details), and as with Trotec Speedys, can be processed while the Multi Color Jet is inking the pads.
4.8.2 Activate the MCO Option in MiniManager

Right click on the MiniManager icon and select “Options”.

Enter the key combination “Ctrl+Alt+M” to get access to the MCO key registration window.

Enter the key and click on “Add key”.

After successful activation the MCO parameters show up in the Options window.
4.8.3 Adjust the parameters for pad cutting
In the “Options” of MiniManager you can adjust the values of “Power” and “Speed”. “Frequency” is a standard setting that does not need to be adjusted.

If the foam rubber of the pad is not cut through completely, you have to increase the power and/or decrease the speed.

If the bottom of the pad is cut too deep, you have to decrease power and/or increase speed.

This is especially important on P4 stamp pads. Too deep cutting might lead to complex handling.

Good cutting P4 pad

Bad cutting of P4 pad

Cutting not deep enough:

Cutting too deep:
5 MAINTENANCE

5.1 Maintenance and Cleaning Plan

<table>
<thead>
<tr>
<th>Item</th>
<th>daily</th>
<th>weekly</th>
<th>monthly</th>
<th>yearly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dispenser</td>
<td></td>
<td>Check</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Exchange if required</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plate under dispenser</td>
<td></td>
<td>Check</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cleaning if required</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ink tank plate</td>
<td></td>
<td>Shake</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ink tanks</td>
<td></td>
<td>Shake</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cover of the housing</td>
<td></td>
<td></td>
<td>Cleaning</td>
<td></td>
</tr>
<tr>
<td>Entire working area –</td>
<td></td>
<td></td>
<td>Cleaning</td>
<td></td>
</tr>
<tr>
<td>general cleaning</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Z-Axis Spindles</td>
<td></td>
<td></td>
<td></td>
<td>Check, add oil if required</td>
</tr>
<tr>
<td>Dispenser holding block</td>
<td></td>
<td></td>
<td></td>
<td>Check, add oil if required</td>
</tr>
</tbody>
</table>

For detailed information on the maintenance activities on the laser system please refer to the respective manual.
5.2 Shaking of ink tank plate and ink tanks

It is recommended to shake all ink tanks on a regular base (daily) via lifting the ink tank plate (Refer to the pictures below).

It is mandatory to shake the ink tanks on a weekly base (outside of the equipment) to prevent the ink from sedimentation on order to ensure a document prove impression quality (Refer to picture below).

The software will show a weekly reminder for this procedure.
5.3 Cleaning the System

Before starting cleaning and maintenance work always switch off the device and unplug the mains plug.

1. Move the table down to clean the interior. To move the table down, open Multi Color Jet Control – Options and open “Manual Access”. Select “Table down” and click on “Go” while the top lid is closed.

![Manual Control Interface]

2. Make sure, that the device is switched off and unplugged. Open the top lid.

3. Thoroughly remove all loose dirt particles and color stains as good as possible in the interior of the machine. Use a window cleaning agent and paper towels. Pay special attention to the area below the dispensers.
4. Clean the cover plate of the ink tanks. Especially when you switch colors between different positions, this is very important to prevent from contamination.

5. You can clean the viewing window with a cotton cloth. Do not use paper towels as they could scratch the acrylic.

5.4 Maintenance of the spindles
To keep the table running smooth up and down, the four spindles need to be maintained regularly (advice: monthly).
Add silicone oil along each spindle; additionally put some extra silicone oil on the spindle nut.

5.5 Maintenance of the Dispenser holding block
To keep the clamps on the dispenser holding block moving smooth, they have to be oiled regularly (advice: monthly).
### 6 ADDITIONAL INFORMATION

#### 6.1 Tips for Troubleshooting

<table>
<thead>
<tr>
<th>Error</th>
<th>Reason</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Error message &quot;Slider is open&quot;</td>
<td>The slider on the dispenser unit is not in end position &quot;closed&quot;</td>
<td>Close the slider manually. If this happens moreover, readjustment is necessary.</td>
</tr>
<tr>
<td>The machine does not react after activating the &quot;ON/OFF&quot; switch</td>
<td>There is no power on the power socket. The main fuses are defective.</td>
<td>Check the mains connection. Check the main fuses. They are located next to the mains connection socket. Replace defect fuses with fuses of the same type and value.</td>
</tr>
<tr>
<td>No referencing is performed after switching on the machine</td>
<td>The safety interlock circuit is open.</td>
<td>Check if the top lid is tightly closed.</td>
</tr>
<tr>
<td>Error message: &quot;No connection response from device&quot; Check that the device is turned on and ready&quot;</td>
<td>Cable is not plugged properly</td>
<td>Check the cable connection between computer and machine.</td>
</tr>
<tr>
<td>Dispenser is in the dispenser unit.</td>
<td>Top cover opened during operation. Machine turned off during operation.</td>
<td>Open the &quot;Manual Access&quot; and select first “Blow Out” and then “Eject Dispenser” to empty the dispenser and put it in its place.</td>
</tr>
<tr>
<td>Slider of dispenser unit is loose</td>
<td>Dispenser was removed manually from the dispenser unit.</td>
<td>Open the “Manual Access” and select “Blow Out”. This resets the dispenser unit. Never remove the dispenser from the dispenser unit manually. Always use the “Eject Dispenser” option in “Manual Access&quot;.</td>
</tr>
</tbody>
</table>
6.2 Tips for one-colored exchange ink pads

For more flexibility you can use Multi Color Jet even for production of one-colored exchange ink pads. This helps you keeping your pad stock at a low level because you only need to hold one un-inked pad per size on stock.

To ink the pads, you just have to add a single letter or word with the desired color on the template and send it via MCI Check to JobControl (resp. MiniManager) as usual. For sure, you can also do a complete layout.

Remark: You have to start the job on the laser, to create the file for MultiColorJetControl, but the laser won’t cut anything and just turn on and off the exhaust for a few seconds.
You can just put the pad into the tray in the Multi Color Jet.

In the MultiColorJetControl you will see the pad is completely filled with ink points.
6.3 Accessories

Ink tanks: Ink tanks are available in different colors to meet your needs. Order them as required.

Never refill used tanks due to safety and quality reasons. Always order new original Trodat or Trotec Multi Color tanks.

Dispensers: According to the inks you will need additional dispensers as well.

Pad Frames: Order additional frames you need for your MCI stamps.

Tray: This is the base for the Pad Frames. For series of multiple stamps you may like to have an additional tray.
6.4 Acceptance report

Dear customer!

We request your confirmation of properly completed transfer of the machine

Please transmit a copy of this document – filled out and signed by an authorized company representative – to an employee of our sales affiliate for forwarding to the manufacturer.

The machine with the machine designation: Multi Color Jet

has been checked according to the listed items and has been transferred properly.

City, Date

Company stamp / Signature
6.5 Training Schedule

Employee/Trainee: ________________________________________________________________

Trainer: ________________________________________________________________

Date of Training: ________________________________________________________________

The above mentioned Employee received instructions on the operation of the Multi Color Jet. Especially the following topics are covered:

- Machine Function
- Danger Area
- Warnings
- Interlock System
- Taking into Service and Shutdown
- Interaction with laser
- Work Flow
- Announcement of unexpected working result and the resulting procedure
- Announcement of failure and instituting procedure
- Responsibility on remedial measure
- Operation manual and its depository for inspection
- Cleaning and maintenance

............................................................... ...............................................................

Signature of Trainer     Signature of Trainee
6.6 Create a Service file
In case you face any problem with your Multi Color Jet and you cannot solve it with the steps described in section “6.1 Tips for Troubleshooting” you have to create a service file and send it together with the completed “Response Form” to your sales representative or to techsupport@troteclaser.com.

Before you create a service file, close MultiColorJetControl and laser software (JobControl/Minimanager)
Open the Windows “start” menu.
Go to “All Programs” – “Trotec” – “Multi Color Jet” – “Tools”.

Click on “Create Service file”.

Select the path you want to save the file to.

Change the file name to make it unique (e.g. add date and short description).

Click on “Save” and the file will be saved at the selected path.

Send this file to your sales representative or to techsupport@troteclaser.com together with the completed “Response Form”.

www.troteclaser.com
6.7 Response Form
If you face any troubles with the machine, please provide the following information.

<table>
<thead>
<tr>
<th>Machine Details</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serial number</td>
<td>Name</td>
</tr>
<tr>
<td>Software Version Laser</td>
<td>Country</td>
</tr>
<tr>
<td>Software Version Multi Color Jet</td>
<td>Phone Number</td>
</tr>
<tr>
<td>Driver Version</td>
<td>Email address</td>
</tr>
<tr>
<td>Layout Software</td>
<td></td>
</tr>
<tr>
<td>Firmware Version</td>
<td></td>
</tr>
</tbody>
</table>

Problem Description

Does an Error message show up on the PC, if so which one?

What happened before the error showed up? (Thunderstorm, Windows-Update…)

What was tried to solve the problem?

Please send the information to your sales representative or to techsupport@troteclaser.com.