

Onboarding Webinar 1

Post Set-Up Onboarding Webinar 1

- Onboarding Process
- 10 Things You Need to Know
- Keep Packaging Materials
- Daily Maintenance
- Weekly Maintenance
- Common Issues
- DTGU
- Tech Support Information
- Prerequisites for next Onboarding

RICOH DTG ONBOARDING



- **What is the on-boarding process for new customers?**
- **What information will be covered over the next few weeks?**
- **Is this mandatory?**

IMPORTANT THINGS TO KNOW

1. **Always leave your printer on** to allow the machine's automated maintenance sequences to run.
2. **Always shake new white ink cartridges thoroughly before installing them** in your printer.
3. **Perform a nozzle check daily**, so you can spot and quickly address potential issues with the printer.
4. **Make sure your ink is at 5% or above** when you are done printing for the day or plan on leaving your printer idle for a few hours.
5. **Clean encoder strip weekly or every 30 prints** to help avoid blurry prints, double prints, and error codes.
6. **Make sure the obstacle sensor is on.**
7. **Set the table height correctly** — just below the obstruction sensor. If the table is too low, the extra space may cause misting and printer damage.
8. **Exercise with care when adjusting table height or changing platens.**
9. **Check the [downloads page](#)** to ensure you are on the most up to date firmware, User Manual, and RIP software.

**Need
TO KNOW**

KEEP YOUR BOX



Keep your
box,
packaging
materials and
the pallet!

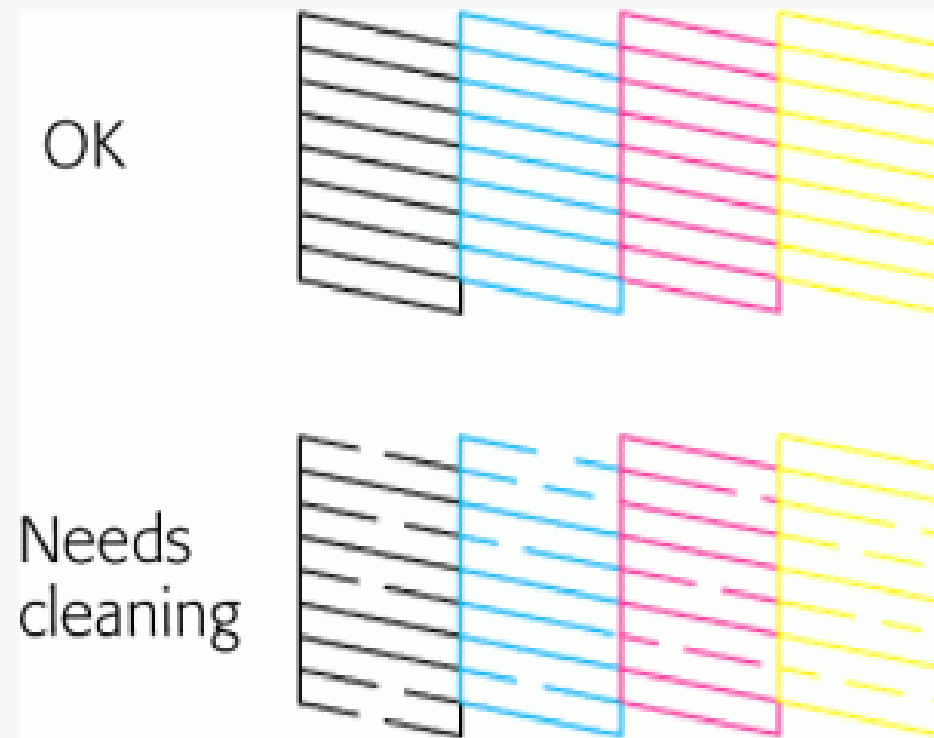
- **Why should you keep your box?**
- **Replacement information/fees**

DAILY MAINTENANCE

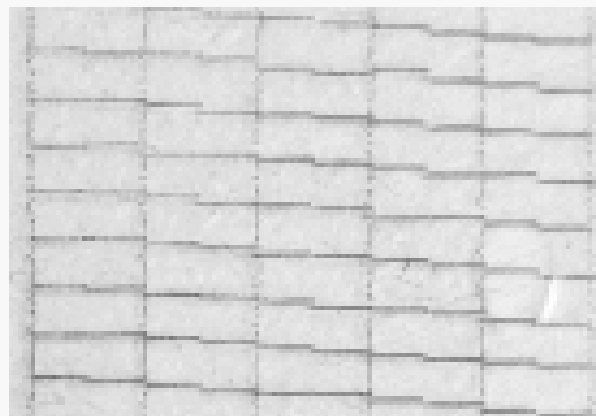


- Shake the Whites Daily
- Perform Cleans as Needed
- Nozzle Check

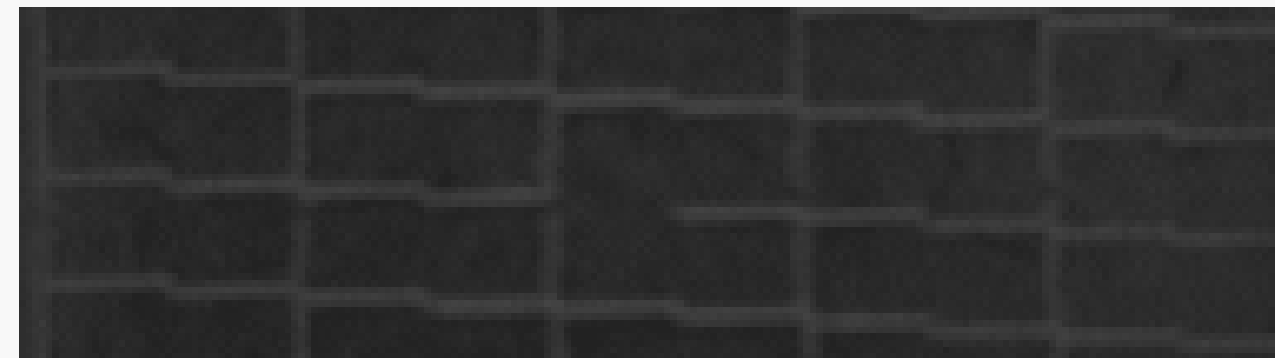
NOZZLE CHECK



- What is a nozzle check?
- Why should this be done prior to printing?
- What should I do if I have a bad nozzle check?



Nozzle Deflection: When horizontal lines are uneven



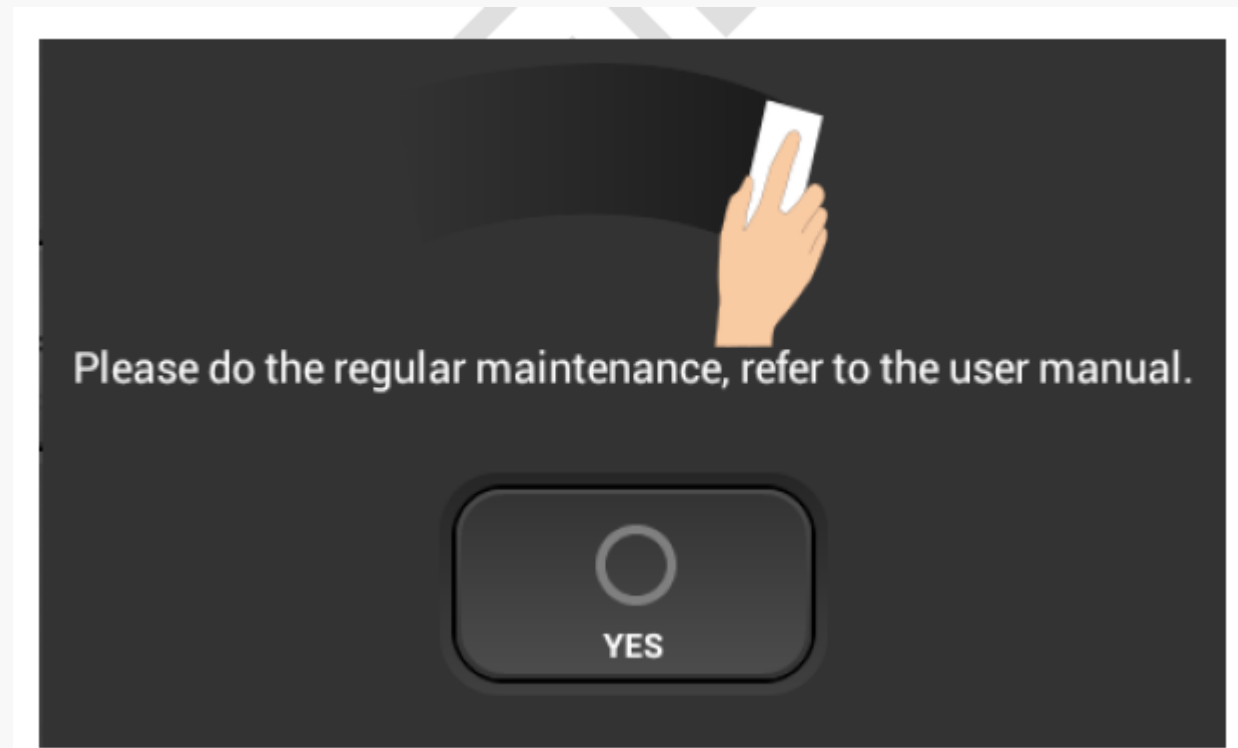
Clogged Nozzle: When the horizontal lines have small or minor gaps

PRINT HEAD CLEAN



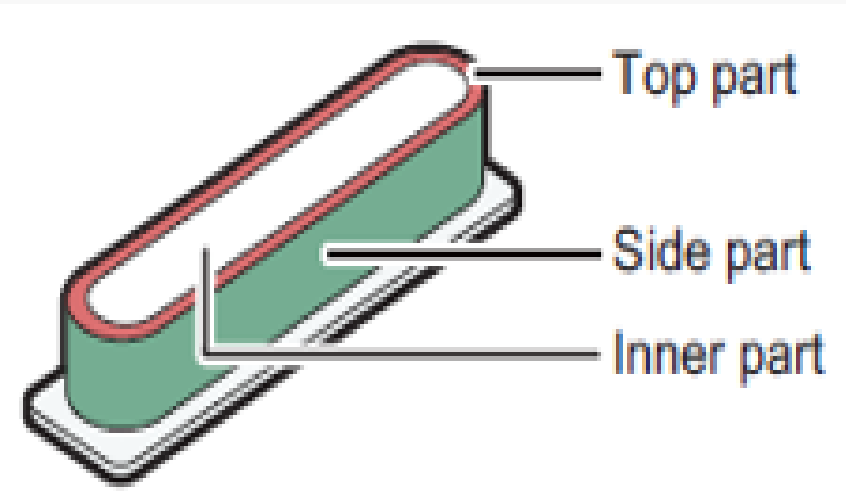
- Identify print heads from nozzle check for cleans
- What clean should be performed?
- Time and ink consumption

WEEKLY MAINTENANCE



- **What is weekly maintenance?**
- **Why is weekly maintenance important?**
- **What happens if you do not regularly perform weekly maintenance?**





WEEKLY MAINTENANCE TIPS



RICOH DTG SUPPORT PAGE

[Knowledge Base](#) [Downloads](#)

RICOH Ri 1000

-  [Contact Support](#)
-  [Safety Data Sheets](#)
-  [Training](#)
-  [Ricoh DTG University for Ri 1000](#)

Common Issues



- **Table Height**
- **Banding**
- **Colors do not look right**



RICOH DTG UNIVERSITY



DTG UNIVERSITY

Now available online for RICOH Ri 1000

Register: RicohDTG.com/DTGU

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- What information is covered?
- When are they held?
- What if I am unable to attend the live session?
- Is this mandatory?

RICOH DTG ONBOARDING CHECKPOINT 2 PREREQUISITES



- What do I need to do before attending the next webinar?
- What information will be covered in the next session?



For any questions about today's subjects
please send your question to
onboarding@ricohdtg.com